

1. Meeting Materials

Documents:

FEBRUARY 20, 2018 BOARD OF HUMAN SERVICES AGENDA.PDF
JANUARY 16, 2018 MINUTES - DRAFT.PDF

**BOARD OF HUMAN SERVICES
FEBRUARY 20, 2018 - AT 7:00 PM
TOWN HALL - DHS CONFERENCE ROOM**

MEETING AGENDA

I. ACTION/ FOLLOW-UP ITEMS

- | | |
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| 1. Approve Minutes of January 16, 2018 Meeting | Mrs. Nolan |
| 2. Advocacy – Case Report | C. Bowser |

II. COMMITTEE/WORKING GROUP UPDATE

- | | |
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| 1. Community Partnership Committee | Mr. Gunzburg |
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III. COMMISSIONER'S REPORT

- | | |
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| 1. January Operating Statement & Dashboard Report | Dr. Barry |
| 2. Department Update | |

NEXT MEETING DATE MARCH 20, 2018



Town of Greenwich
BOARD OF HUMAN SERVICES MINUTES
Regular Meeting, January 16th, 2018

ATTENDING

Board Attendees: Barbara Nolan, Abbott Jones, Annalisa Fernandez, Jeffrey Medina, Natalie Queen, Alan Gunzburg, Winston Robinson.

Staff Attendees: Alan Barry

CALL TO ORDER

Chairperson, Barbara Nolan, called the meeting to order at 7:00PM in the DHS Conference Room at Town Hall.

BOARD PROTOCOLS

The minutes of the December 19th meeting were approved 7-0 as written.

ADVOCACY

At the Board Chairperson's request, Dr. Barry presented a report on how advocacy is integrated into the case management functions at GDHS.

Advocacy is defined by engaging in defense, support, intersession, with, or, on behalf of, another individual, group, or organization to accomplish a task. Advocacy is an active process of helping people accomplish something needed that they would have difficulty achieving on their own and without assistance.

A major focus tends to be on issues related to power, privilege, allocation of resources. Also related to this are forms of discrimination and violence to underrepresented individuals or groups. Advocacy intervention focuses on eliminating those forces and working at a system that will level the playing field.

The departments case manager function closely aligns with Advocacy by definition. The case manager is interceding on behalf of that client in order to help them navigate certain systems and agencies. The case manager is there to help guide them and link them to those services.

The departments mission is to enhance the quality of life for Greenwich residents through support in meeting basic human needs. What we mean by support is:

1. Educating
2. Empowering
3. Advocating
4. Providing Support



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The role of a case manager is to be a facilitator with the client and help them understand when it's time for the client to take on more of that responsibility and not have the case manager do it all and enable the client. We believe the best approach is to do it as a partnership and engaging. Advocacy is embedded in the daily tasks case managers take on when dealing with clients.

COMMITTEE REPORTS

Finance Committee – Mrs. Fernandez, Chairwoman, announced the committee met to review the budget and that the department is operating about 3% below budget. Dr. Barry reported the department ordered a new safe that will record unique entries by different employees so to better track users. A minimal supply of food & gas cards, bus passes, and taxi passes will be kept in safe. The rest of the supply will be stored in the finance department. There will be monthly audits and reconciliations performed by Jennafer.

Fiscal year '19 budget has been submitted to the First Selectman and will be sent to the BET on Jan 29th. The BET review process will ensue in the month of February.

COMMISSIONER'S REPORT

Operating Statement and Dashboard – Dr. Barry gave the board a 6-month report which compares data between fiscal year '17 and fiscal year '18. Because the tracking began later in fiscal '17, data is available for 4 months vs the 6 months for fiscal '18.

The reports given were as follows:

1. Clients Served – Monthly Average
2. Staff Productivity Comparison – Monthly Average
3. Goal Achievement Comparison- Monthly Average
4. Top Ten Services Provided Comparison (Hours) – Monthly Average

Dr. Barry reported to the board a 6-month report on the Department FY '18 goals and how they relate to the FY 16-19 strategic plan.

1. Host an annual forum and work with partners to identify annual service priorities - This was done in Fiscal 17'. Two areas that were discussed were immigration counseling and developing a results-based accountability report.



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2. Revamped the Greenwich Prevention Council – A substance abuse prevention counsel that's been working very actively to establish a strategic plan. A goal is to implement a youth survey with both the public and private schools. All schools are on board but funding is needed. Dr. Barry believes we will find the funding through our community partners.
3. We worked with Commission on Aging to have the Liberation Program provide monthly seminars on substance abuse issues.
4. Achievement Gap – We are developing a group who will implement the strategies from their report.
5. Continuous Quality Improvement Committee – working on redoing the intake policies and procedures, clinical standards. The department is also working on turning the home care assessment form into an electronic form. We now have electronic forms for transportation, client financial assistance.
6. Improving Behavioral Health and Education – working with the Windrose Program and helping clients establish their career track through the Rite Program. We have received some funding from the Resource Foundation for the stipends for the employment counselor. The work experience career component should be implemented by the end of January.
7. Youth Services Bureau – That has been much more active and has turned out to be a terrific collaboration between the Schools, Police, Kids in Crisis, and the Human Services department.
8. Staff Survey – This is the next project Dr. Barry is working on so the employees within the department can provide feedback.

NEXT MEETING

The next Board Meeting will be held on February 20, 2018 in the DHS Conference Room at 7:00 PM.

Respectfully Submitted,

Jeffrey Medina