



Town of Greenwich
BOARD OF HUMAN SERVICES MINUTES
Virtual Meeting, Tuesday, January 19, 2022

ATTENDING

Board Members Present: Patty Roberts, Natalie Queen, Winston Robinson, Debbie Appelbaum, Greg Pauletti, Tara Restieri, Gillian Ingraham, Dawn Turner

Staff/Other Attendees: Commissioner Demetria Nelson, Jennafer Kalna

CALL TO ORDER

Chairperson, Patty Roberts, called the meeting to order at 7:00PM.

BOARD PROTOCOLS

Patty Roberts asked for a motion to approve the minutes from the December Meeting - Debbie Appelbaum made the motion and Tara Restieri seconded. Minutes were approved contingent upon correction of the spelling of Debbie's last name.

COMMISSIONER'S REPORT

The Commissioner, Demetria Nelson, discussed the meetings and training sessions that she attended over the month, including Board committee meetings and the initial non-profit ARP application meeting.

Operating Statement

The Department is currently 8% under budget (year to date). The most significant change is that there has been an increase in Client Financial Aid from October 2021, primarily Rent Assistance: October 2021 (Budgeted - \$17,500, Actual - \$4,938); November 2021 (Budgeted - \$17,500, Actual - \$21,470); and December 2021 (Budgeted - \$17,500, Actual - \$18,504).

Clinical Activity Dashboard

The average number of referrals remained the same at 43. For Applications, the Average Actual Clients Served increased from 298 to 336. For Case Management, there was a slight decrease in the Average Actual Clients Served from last month (from 311 to 310). For Applications, the Average Goal Achieved increased from 10 to 21. For Case Management, the Average Goal Achieved remained the same at 21. The Average Overall Staff Productivity remained the same at 74% (goal - 65%). Top Ten Services Provided by Hours included Education for December instead of Renter's Rebate.

The Department sent out an email regarding COVID-19 kits and was able to assist with registering clients, with consent, to receive COVID-19 test kits via USPS from the Federal Government. The Department assisted with the delivery of COVID-19 kits to residents who were not able to make the Town distribution of COVID-19 test kits due to transportation issues. The Commission on Aging is also assisting with this effort. Residents may also call to arrange to pick up their kits from COA or GDHS.

The GDHS budget presentation is scheduled for February 11th at 11am. Demetria presented at the Greenwich Library's most recent staff meeting, and she talked about the services that are provided by the Department.



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COMMITTEE UPDATES

Strategic Planning - Report by Winston Robinson and Demetria. Demetria talked about the external part of the environmental scan, where the consultants will talk to key constituents in Town. We will use the data from the Client Relations committee for client information. Focus groups will be held with the staff. The Board will have their focus group during the executive session portion of next month's Board meeting.

Community Partnership - Report by Debbie Appelbaum. Developed our SWOT Goals - Review of the Community Partner and key stakeholders' surveys assisted in the development of the SWOT. The Committee will work to refine the quarterly reports to ensure meaningful metrics are collected and reported.

Client Relations - Report by Natalie Queen. Established SWOT goals - Clients completed 279 surveys. This number is higher than previous years. The Department continues to work to establish goals with the clients. The Committee discussed community agencies coordinating in the provision of services to reduce duplication. The Committee discussed the challenges related to engaging seniors without electronic devices. GDHS is partnering with the Commission on Aging and Greenwich Country Day School to address the digital divide amongst senior residents.

Communications - Report by Gillian Ingraham. Met with Joe Kantorski to review the design of the annual report. The Committee will use flipbook technology for the annual report. Demetria will provide more photos. 2021 photos are limited because of COVID, so some of the pictures will be past photos. We have until Jan. 21st for the rough draft. Once the annual report is finalized, the BET, RTM, other municipal agencies, and community partners will receive an electronic copy. A limited number of hardcopies will be printed.

Patty talked about the Department having a YouTube Channel and thoughts on what it will contain. Patty asked that a motion be made to approve the idea for a Department YouTube Channel. Motion was made by Greg Pauletti and seconded by Debbie Appelbaum.

MEETING ADJOURNED

Meeting Adjourned: A motion was made by Debbie Appelbaum and seconded by Patty Roberts.

This Board will continue to operate under a virtual meeting schedule.

NEXT MEETING

The next Board Meeting will be held on Tuesday, February 15, 2022 via Zoom at 7:00 PM.

Respectfully Submitted,

Natalie Queen