



**Town of Greenwich**  
**BOARD OF HUMAN SERVICES MINUTES**  
**Regular Meeting, February 18<sup>th</sup>, 2020**

**ATTENDING**

**Board Attendees:** Natalie Queen, Jeffrey Medina, Alan Gunzburg, Abbot Jones, Tom Petrone

**Staff Attendees:** Alan Barry, Rebecca Gabriel

**CALL TO ORDER**

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

**BOARD PROTOCOLS**

The minutes of the December 10<sup>th</sup> meeting were approved 5-0 as written.

**CASE MANAGEMENT REPORT**

Ms. Gabriel, who's been with the department for two years works as a Case Manager in applications. She walked the board through her daily routine and shared an example of one of the cases shes currently working on. This particular client came to the department with concerns about her utilities and a pending shut off notice she received. Ms. Gabriel walked us through the steps they took to help this client resolve this issue and prevent her utilities from being shut off. The client followed the plan that was prepared for her and was able to pay off the balance by making monthly payments and is no longer behind on her gas bill.

**BOARD BY-LAWS REVIEW**

The Board created a subcommittee to review the departments By-Laws. The committee consisted of Alan Gunzburg, Annalisa Fernandez & Tom Petrone. After reviewing the By-Laws, the committee has come back with a few recommendations that would make for a better operating board. The recommendations made are as follows:

- a. The Board voted and approved to move the minimum number of mandatory meetings from 10 to 6 per year.
- b. The Board discussed, and agreed to, increasing the number of its members from 7-9 pending approval from both the Board of Selectman & the RTM.
- c. The Board voted to increase the term of its officers from one to two years with a cap on the number of consecutive years served.
- d. The Board also discussed various ways of participating in meetings in the event someone can't physically be present. Some of the ideas included making the meeting accessible



**Town of Greenwich**  
**BOARD OF HUMAN SERVICES MINUTES**  
**Regular Meeting, February 18<sup>th</sup>, 2020**

by phone, voting by phone or proxy (should a vote come up on a day someone can't physically attend).

**COMMISSIONER'S  
REPORT**

1. Dr. Barry announced the department was operating 8% under budget primarily due to unfilled positions.
2. Clinical activities remain constant averaging 43 referrals per month and admitting 17 clients per month. These numbers are split roughly 50-50 between new and returning clients.
3. Two thirds of our clients are enrolled in Applications and one third in Case Management. The majority of time worked were spent in counseling, followed by energy, housing, benefits, community gifts, medical care, food, and renters rebates. This is in line with what we have seen over the last few years.
4. Goal achievement in Case Management is 73% and 58% in applications.
5. The majority of our referrals are going to the Dept. of Social Services for the state and in turn the RITE Program (on site employment program) followed by Neighbor to Neighbor, Salvation Army, New Covenant Center, Renters Rebates.
6. Dr. Barry announced in case management, 29% of clients are leaving with maximum benefits, 33% withdrawal, 19% relocated, 19% deceased.
7. Discharge status for Applications is 25%

**NEXT MEETING**

The next Board Meeting will be held on March 17<sup>th</sup>, 2020 in the DHS Conference Room at 7:00 PM.

Respectfully Submitted,

Jeffrey Medina