



Town of Greenwich
BOARD OF HUMAN SERVICES MINUTES
Regular Meeting, February 19th, 2019

ATTENDING

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

Staff Attendees: Alan Barry, Patricia Schumacher

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 January 15th meeting were approved 7-0 as written.

ADVOCACY

Ms. Patricia Schumacher, Case Manager, presented one of her more challenging cases. Although client raised in a very wealthy family, at 66, this client struggles with mental illness, addiction to medication, and has financial distress. She has difficulty living within her means and has trouble caring for herself. She refuses to let the case manager contact her doctor to discuss the medications she has been prescribed. Despite the challenges Ms. Schumacher faces, she has made progress in some of the areas her client has struggled with. The client has signed on with a conservator, so her bills are paid on time, has money for food and is given a budget to live off. The next goal is to get home care in her residence, so she can stay in her community as long as possible. Ms. Schumacher went to Costco to get her new pillows and sheets which has helped the client's attitude towards her case manager. Boundaries have been put in place, so the client can live within her means and try to start helping herself and not rely solely on the department and Ms. Schumacher. No two cases are alike, and some are more challenging than others, this case reminds us how devoted, empathetic case managers are and how important, and meaningful the work they do is.

COMMITTEE REPORTS

1. *Nominating Committee* – Mr. Gunzburg, announced we will be bringing the slate forward at the next meeting and voting at the following meeting in April.
2. *Strategic Planning Committee* – Mr. Robinson, announced the committee reviewed the strategic plan and concluded that the department has done a great job at not only



Town of Greenwich
BOARD OF HUMAN SERVICES MINUTES
Regular Meeting, February 19th, 2019

working towards those goals but meeting them as well. The goals include the following:

- a. Collaboration and partnerships
 - b. Communication and public relations
 - c. Technology
 - d. Service delivery
 - e. Department culture
3. The department has held community forums, organizing and leading the opioid study (Youth Survey). The department has updated its technology and Client Track system to assist case managers in providing efficient and effective services, and allowed for better tracking of their work. Feedback from the staff is that service delivery has improved as evidenced by the monthly reports we receive. The staff also has been working much better with each other and morale has improved.

**COMMISSIONER'S
REPORT**

1. *Operating Statement & Dashboard* – Dr. Barry, announced that the department has seen an increase in both referrals and admissions year over year. Overall the staff has been very productive and has served more clients than projected. The department has two positions that will be getting filled, one of which will be filled in March. Dr. Barry has proposed to the BET that we combine two part time positions in to one full time.

The department has begun to monitor the number of clients that come back for readmission. 32% of our clients are readmitted within a year, 29% readmitted in 1-3 years, and 38% readmitted in 3+ years.

2. *Department Update* – Dr. Barry, announced that the Prevention Council has changed its name to Greenwich Together. They have organized in to 3 subcommittees covering data collection, social media, and vaping. A survey is planned for parents. Much of the work and improvement must start at home with parental oversight and involvement.



**Town of Greenwich
BOARD OF HUMAN SERVICES MINUTES
Regular Meeting, February 19th, 2019**

3. *The Achievement Gap* has 3 subcommittees covering data collection, reviewing community resources, and focus groups.

NEXT MEETING

The next Board Meeting will be held on March 19th, 2019 in the DHS Conference Room at 7:00 PM.

Respectfully Submitted,

Jeffrey Medina