Town of Greenwich
BOARD OF HUMAN SERVICES MINUTES
Virtual Meeting, Tuesday, March 15, 2022

ATTENDING	**Board Members Present:** Patty Roberts, Natalie Queen, Winston Robinson, Debbie Appelbaum, Tara Restieri, Gillian Ingraham, Dawn Turner Absent: Greg Pauletti **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 February's meeting. Debbie made the motion and Gillian seconded the motion. The minutes were approved with any necessary corrections.
COMMITTEE UPDATES	***Community Partnership*** - The committee is working on defining the metrics that will be included on future quarterly reports for our Community Partners. There will be specific metrics based on the respective agencies' functions. The goal is to finish by May. ***Communications*** - As of this meeting, GDHS has 410 followers on Instagram. There are 100 individuals who subscribe to the GDHS newsletter. ***Strategic Planning*** - Our Board Retreat was an excellent kickoff to the strategic planning process. It allowed Board members and several GDHS staff members to come together and explore the direction of GDHS.
COMMISSIONER'S REPORT	Demetria attended multiple meetings and trainings over the past month including two Greenwich ARPA Workgroup Meetings, Greenwich Suicide Postvention Response Team Meeting, and a Website Exploration Meeting with the Town's Information Technology Department. The average number of referrals increased from 43 to 44. For Applications, the Average Actual Clients Served decreased from 332 to 318. For Case Management, there was a slight increase in the Average Actual Clients Served from last month (310 to 311). For Applications, the Average Goal Achieved remained the same as last month (23). For Case Management, the Average Goal Achieved increased slightly from 20 to 21. The Average Overall Staff Productivity remained the same at 74% (goal - 65%). The Top Ten Services Provided by Hours included Education for February instead of Renter's Rebate. This Board will continue to operate under a virtual meeting schedule.
MEETING ADJOURNED	A motion was made to adjourn the meeting by Debbie and Natalie seconded the motion.
NEXT MEETING	The next Board meeting will be held on Tuesday, April 19, 2022 via Zoom at 7:00 PM. *(Post meeting, the April Board meeting was rescheduled. It will be held on Tuesday, April 26, 2022 via Zoom at 7:00 PM.)* Respectfully Submitted, Natalie Queen