



Town of Greenwich
BOARD OF HUMAN SERVICES MINUTES
Virtual Meeting, Tuesday, May 24, 2022

ATTENDING

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

Absent: Gillian Ingraham

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 April Meeting. Debbie made the motion and it was seconded. Minutes were approved with any necessary corrections.

**PRESENTATION:
THE STRATEGY GROUP**

Karen Brennan from Strategy Group talked about the Strategic Plan that was finalized by the committee. We talked about the final document and if there were any final comments. Patty discussed one item that we would like deleted from the plan before it goes into a final document. We had a vote from the complete Board. Winston asked for a motion to accept the plan with the necessary corrections. Debbie made the motion and Tara seconded it. The plan was accepted by the full board. Karen also spoke about how we will have a public roll out of the plan whether it is in the summer or the fall. The Strategy Group will be available for all questions or assistance if needed. We will be able to secure a timeline and prioritize presentation of the plan to key stakeholders. The discussion of the above will take place in the coming weeks.

COMMITTEE UPDATES

Community Partnership - The following question was asked: Are we getting quarterly reports from the Community Partners? We are. All partners will continue to submit their respective reports for the upcoming fiscal year. The reports have been standardized for all partners. There will be standard metrics for all agencies and data points based on the type of program provided by agency. Annual reviews will occur, and we will have one-on-one meetings with each partner beyond the RFP process. We will set up a schedule for the year to meet with the agencies that receive funds. If there is an agency that is not meeting their commitment, the committee, or members of the committee will talk to the agency to determine if/how we can assist. The plan is to establish a dashboard that can be used for our benefit to be proactive, even when it comes to new potential partners.

Board Chairperson - Patty discussed the slate of Officers for the Board. Winston and Patty will run for Chairperson. Whoever is not voted Chairperson will be Vice Chairperson. Natalie will retire as Secretary, and Debbie will run for Secretary.



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**COMMISSIONER'S
REPORT**

Demetria participated in multiple meetings, trainings, and events over the past month including the RTM Health and Human Services Committee Meeting (GDHS' budget presentation) and the First Selectman's Proclamation of May as Mental Health Awareness Month in Greenwich (the official launching of the Greenwich Suicide Postvention Response Team). The average number of referrals increased from 45 to 43. For Applications, the Average Actual Clients Served increased from 314 to 315. For Case Management, there was a slight decrease in the Average Actual Clients Served from last month (313 to 312). For Applications, the Average Goal Achieved decreased from 21 to 20. For Case Management, the Average Goal Achieved decreased slightly from 22 to 20. The Average Overall Staff Productivity decreased from 74% to 73.5% (goal - 65%). The Top Ten Services Provided by Hours were the standard ten.

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

MEETING ADJOURNED

Patty made a motion to adjourn and Natalie seconded it.

NEXT MEETING

The next Board meeting will be held on Tuesday, June 21, 2022 via Zoom at 7:00 PM.

Respectfully Submitted,

Natalie Queen