ATTENDING

**Board Members Present:** Patty Roberts, Natalie Queen, Winston Robinson, Debbie Appelbaum, Greg Pauletti, Tara Restieri  
Absent: 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 requested a motion be made to approve the minutes from November’s Meeting. Winston Robinson made a motion and Debbie Appelbaum seconded it. Minutes were approved.  
Motion was made to approve the Board’s Calendar for 2022. Patty Roberts asked if we could switch the Board meeting for the month of January to Wednesday instead of Tuesday, because there is an RTM Mtg on the same night as our scheduled meeting. There was no objection to switch the day for the January Meeting. Debbie Appelbaum made the motion to approve the calendar as amended and Winston Robinson seconded the motion.  
Patty announced that Gillian has volunteered to be the Communication chairperson.

COMMITTEE UPDATES

*Operation and Technology* - Report provided by Tara Restieri. Staff were included in this meeting. Their presence was essential given their unique perspective. There was an update for customer service in Client Track. This will make it easier for staff to upload and track documents. Barriers for seniors accessing services may be the lack of training or internet access. The department staff have been helpful with being able to assist those seniors who require assistance. The Committee is looking into updating GDHS website with an additional link to get greater access to services supported by the department.

*Strategic Planning* - Report provided by Winston Robinson. The committee selected Strategy Group, LLC to assist with strategic planning process once again. Strategy Group is familiar with the Department and the Town. They will be able to assist moving this process forward in a productive manner and within our budget. They will tentatively conduct focus groups with the Department and with residents.

*Finance* - Report provided by Winston Robinson. Met to develop an analysis for the strategic planning process. A Finance SWOT Analysis was developed. The department has increased demands for services from residents each year. Our budget is not increasing to accommodate the needs; therefore, we will seek outside resources.

*Community Partnership* - Report provided by Debbie Appelbaum. The committee discussed the standardization of the quarterly reports, conducting interviews with selected community partners quarterly, the community agency surveys, and potential allocation of ARP funds.
COMMISSIONER’S REPORT

Commissioner Nelson updated the Board regarding GDHS’ request for American Rescue Plan funds. The proposed allocation would fund the following: Client Financial Aid ($50,000/year for four years), Access to Technology for Seniors ($31,250/year for four years), Access to Mental Health Treatment or Awareness Initiatives ($35,000/year for four years), Access to Substance Use Treatment or Prevention/Awareness Initiatives ($35,000/year for four years), Aftercare for Pre-School-Aged Children (approximately $55,000/year for four years), Youth Services Bureau Administrator - Expanded Role (approximately $73,000/year for two years), and Mental Health Training ($10,000/year for four years).

The Commissioner attended multiple meetings and trainings throughout the month.

Clinical Activity Dashboard
The average number of referrals increased from 42 to 43. The Top Ten Services Provided by Hours remained the standard ten. The Average Overall Staff Productivity remained the same at 74% (goal - 65%). Goals Achieved - For Applications, the Average Goal Achieved decreased from 11 to 10. For Case Management, the Average Goal Achieved decreased from 23 to 21. Regarding clients served, for Applications, there was an increase in Average Actual Clients Served from last month (from 283 to 298). For Case Management, there was an increase in the Average Actual Clients Served from last month (from 303 to 311).

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

MEETING ADJOURNED
Meeting Adjourned: A motion was made Debbie Appelbaum and Natalie Queen, and seconded by Patty Roberts.

NEXT MEETING
The next Board Meeting will be held on Wednesday, January 19, 2022 via Zoom at 7:00 PM.

Respectfully Submitted,

Natalie Queen