

FIVE COUNTY HUMAN SERVICES COUNCIL
Meeting Minutes
Wednesday, February 10, 2016 - 12:00 p.m.
Southwest Behavioral Health Center
75 West 1175 South, Beaver, Utah

Members in Attendance:

Beaver County

Commissioner Mike Dalton
Ms. Debbie Holcomb
Mr. Max Crandall for Ms. Karen Jensen

Beaver County Commissioner
Beaver County Community Representative
Beaver County Low Income Representative

Garfield County

Mr. Arthur Cooper

Garfield County Community Representative

Iron County

Ms. Donna McNabb
Ms. Christine Derring Yellowitz

Iron County Community Representative
Iron County Low Income Representative

Kane County

Commissioner Jim Matson
Mr. Craig Hansen

Kane County Commissioner Representative
Kane County Low Income Representative

Washington County

Commissioner Victor Iverson
Ms. Lil Baron
Mr. Ron Alexander, Via Telephone

Washington Co. Commissioner Representative
Washington County Community Representative
Washington County Low Income Representative

Others in Attendance:

Mr. Clint Cottam
Mr. Bryan Thiriot
Mr. Gary Zabriskie
Ms. Stephanie Bourdeaux, Via Telephone
Ms. Diane Lamoreaux

Five County AOG Community Action
Five County Association of Governments
Five County Association of Governments
State Community Services Office
Volunteer

Members Not In Attendance:

Commissioner David Tebbs, Excused
Commissioner Dale Brinkerhoff, Excused
Ms. Geraldine Liston
Mr. Ron Taylor

Garfield County Commissioner
Iron County Commissioner Representative
Garfield County Low Income Representative
Kane County Community Representative

I. WELCOME & INTRODUCTIONS

Mr. Craig Hansen, Chair, welcomed those in attendance and asked representatives to provide an introduction. Those asking to be excused include Commissioner David Tebbs and Commissioner Dale Brinkerhoff. Mr. Ron Alexander and Ms. Stephanie Bourdeaux will participate via telephone.

II. APPROVAL OF MINUTES - SEPTEMBER 9, 2015

Mr. Craig Hansen, Chair, indicated that a quorum was present to conduct business. He presented minutes of the September 9, 2015 Human Services Council for discussion and consideration.

MOTION WAS MADE BY MR. ART COOPER, SECONDED BY COMMISSIONER VICTOR IVERSON, TO APPROVE MINUTES OF THE SEPTEMBER 9, 2015 MEETING AS PRESENTED. MOTION CARRIED BY UNANIMOUS VOTE.

III. NEW BOARD MEMBERS

Mr. Craig Hansen welcomed Ms. Lil Baron as the Washington County Community Representative and Commissioner Mike Dalton as the Beaver County Commission representative. He thanked all representatives for their willingness to serve as members of the Human Services Council.

IV. CIVIL RIGHTS TRAINING

Mr. Craig Hansen referenced Civil Rights Training information that was emailed to Council members prior to today's meeting for review. A civil rights checklist included with the materials sent out will need to be signed by each Council members. This training is provided to all volunteers and staff who assist with the Commodity Supplemental Food Program. Because all members had not completed the checklist prior to the meeting, each member read two statements and members completed and signed the checklist at the meeting. Items were reviewed as follows: 1) Goals of Civil Rights; 2) Legal Prohibitions; 3) Types of Discrimination; 4) Exceptions; 5) When Civil Rights Rules Apply; 6) Special Circumstances; and 7) Other Requirements. Mr. Clint Cottam asked that members followup with those not in attendance today to request that the signed checklists be forwarded to the CAP office by February 17, 2016. It was noted that pantries must take the Civil Rights quiz for the Utah Food Bank as well as the Community Services Block Grant program. Ms. Stephanie Bourdeaux, State Community Services Office, and Mr. Ron Alexander, Washington County Low Income Representative, joined the meeting via telephone.

V. PROGRAM UPDATE

A. CONTINUUM OF CARE (COC) PROJECT WITH DOVE CENTER AND CANYON CREEK WOMEN'S CRISIS CENTER

Mr. Clint Cottam reported that a combined application between Five County CAP, the Dove Center and Canyon Creek Women's Crisis Center to provide housing for the most vulnerable homeless households has been prioritized between Tier 1 and Tier 2, meaning that some funding is not guaranteed. Under this project, the lease must be in the client's name, and supportive services are provided to increase income and remove barriers to housing. Community Services Block Grant funds are being used and leveraged with this project. The Balance of State Continuum of Care Board views the collaboration of these three agencies as a very positive step. It will also provide a number of opportunities to improve the coordinated assessment. Subcontracts with the Dove Center and Canyon Creek Women's Crisis Center will be entered into beginning in July 2016, with a small amount in

administrative funds going to the Five County CAP. There is a need for effective landlord outreach in Iron and Washington counties. Suggestions have been made that will enhance this applications score next year. Ms. Donna McNabb stated that it is good to see collaboration on this project. Mr. Cottam explained that the application requested \$85,000. Not all of this funding is secure, but it is anticipated that it could provide up to \$80,000 in funding. Funds from the Pamela Atkinson Homeless Fund and Social Services Block Grant program will also be utilized for rapid re-housing for homeless clients. Funds will be directed to serve the most vulnerable first. He also noted that the Good Landlord Policy is difficult to work with in terms of clients with felony drug convictions. Use of private management facilities will help in making sure that clients are treated fairly. Rentals must fall below Fair Market Rent (FMR), and this is more difficult. Rental rates in Kane and Washington counties are much higher than in the other three counties.

B. FOOD PANTRIES

Mr. Clint Cottam reported that Roberta Cameron has been hired on part-time as a Five County employee to keep the Hurricane pantry operational. Toni Tuipulotu will also provide extra support to the pantry site. The facility is still operating from the old site and the landlord has provided a break on the rent costs. The same hours of service will be provided at this site. He thanked Commissioners Brinkerhoff, Matson, Iverson, and Craig Hansen for their assistance and support with the Hurricane food pantry. Commissioner Victor Iverson suggested the name "Hurricane Valley Food Pantry" because services are provided to several communities. Mr. Cottam mentioned that the goal is to incorporate this function into the Five County Community Foundation nonprofit organization once it is fully operational. Funding will also be provided from TFAP, emergency food network, the Utah Food Bank to stabilize operations. Community donations will also play an important role in making this a successful endeavor. Collaboration with Hurricane City has also assisted in maintaining the food pantry in the current location.

V. VOLUNTEER INCOME TAX ASSISTANCE (VITA)

Mr. Cottam reported that the USU Extension is partnering to provide service to all of Garfield County. Three special events will be held in Washington County for tax filings: 1) Free tax filing at Water Canyon School in Hildale; 2) An event at the Deaf Center; and 3) An event is tentatively planned at Switchpoint. The Washington County School District is partnering with the first ever tax filings in Hildale which should help struggling families in that area. Additional fund raising is continuing with Chili's Eat Out and other planned events.

VI. FIVE COUNTY COMMUNITY ACTION FINANCIAL REVIEW

A. COMMUNITY SERVICES BLOCK GRANT (CSBG) FY 2015

Mr. Clint Cottam reported he has been working with state staff to accomplish proper spend down of funds. Doug Lee and Stephanie Bourdeaux have provided technical support and assistance to Five County CAP staff in matching indirect costs to salaries and wages. Salaries for Roberta for January, February and March will be covered under communication and direct client assistance. All funds will be spent

down by the contract period ending March 31, 2016. A report was provided outlining CSBG FY 2015 expenses as of the end of December 31, 2015. The majority of funds through March will be spent in direct client services.

B. COMMUNITY SERVICES BLOCK GRANT (CSBG) FY 2016

Mr. Cottam reported that a state financial monitoring visit identified areas to increase financial controls. The scopes of work and monitoring of subcontractors must be tightened. There are FICA concerns with the Beaver County Food Network (IRS Reimbursement for FICA not aligned with wages from contract period). There is hidden administration in subcontracts not accounted for by Board included in the CSBG application or in the IS Report (accounting from New Frontiers for Families). There were also travel by several subcontractors where it was unknown if travel reimbursement was used for commuter expenses. In addition, indirect costs were not aligning with proper salary and fringe included in the AOG's plan, and there was not enough funds to cover salary and fringe for CSBG FY 2015. Expenses included in unclassified other category was a concern in terms of flexibility provided by the state. The Request for Proposals did not use the entire budget and would potentially require a contract amendment for \$300.00. Another issue of concern was that CSBG grants were not put into separate budget accounts. This has been corrected and a specific account has been created for CSBG in the accounting system. Other corrections include: CSBG FY 16 has own printing, mail, and accounting codes separate from CSBG FY 15. Indirect costs for CSBG FY 15 have been fixed with no further adverse carryover. This was corrected by DWS State Community Services Director allowing salary to be moved into indirect costs in FY 15 and Five County Administration covering \$2,300 in indirect costs, to ensure the approved rates were applied correctly. Subcontractors now have a Scope of Work which specifically identifies case management as an allowable expense. Language for subcontracts more closely follows the language in the DWS contract with Five County AOG.

Mr. Clint Cottam reviewed several corrections that still need to be made as follows:
1) Reallocating CSBG FY 2016 funding-- Ensure indirect costs are sufficient to cover salaries and fringe, including extra for Roberta, move unclassified other categories back into normal business expenses to provide more flexibility within 5% variance limit, and try to keep emergency discretionary funds for direct client services; **2) DWS is still waiting on final award letter to Utah--** It is unsure how the 6% increase in CSBG funds will fit into the formula for Utah and Utah's formula for the AOG; and **3) Try to approve a budget change now--** An amendment will be necessary in the coming months. Mr. Cottam noted that subcontractor budgets will remain the same for CSBG FY 2016. A listing of budgeted items was reviewed with council members.

Mr. Cottam provided a copy of the Five County allocation and recommended changes to the CSBG FY 2016 budget. Revisions include increases into salary and fringe benefits, a slight increase in travel, an increase in space costs to include the Hurricane Valley Food Pantry, a slight increase in communications, and decreased funds for equipment. Direct client service amounts are recommended to decrease in Beaver, Garfield, and Kane counties. The amount of funding recommended for Emergency Discretionary Response Funding is \$8,921. Indirect costs would increase from \$15,000 to \$21,000 and unclassified other would decrease to

\$43,500. Staff is recommending that any additional dollars coming to the AOG be put into the Emergency Discretionary Response Fund. Mr. Cottam reviewed reallocation of Emergency Discretionary Funding to cover Roberta Cameron as the Hurricane Food Pantry Manager and additional indirect costs for administration. Robert is paid \$9.64 per hour and will work 15 hours a week. Approximately \$8,000 a year with salary and fringe (FICA).

MOTION WAS MADE BY ART COOPER, SECONDED BY MS. DONNA MCNABB, TO APPROVE FY 2016 CSBG FUNDING CHANGES AS OUTLINED BY MR. COTTAM. MOTION CARRIED BY UNANIMOUS VOTE.

C. SOCIAL SERVICES BLOCK GRANT (SSBG) FY 2016

Mr. Clint Cottam outlined the total budget of \$84,000, including carryover for FY 2015) for the SSBG program. Subcontractors are submitting billings and have expended about 60% of their funding at mid-year. This creates an unfavorable variation which means that the contract would be spent by end of March at the current rate of billing. Subcontractor spending will need to slow down considerably through use of case management only for Rapid Re-housing clients who are not CSBG eligible; capping bus passes and gas vouchers for the year; and elimination of support for mass feeding of Solomon's Porch. Staff is not sure if this feeding is sustainable or the best use of these funds. Mr. Cottam reported that the Utah Legislature changed code for SSBG match funding and match funds will now have to come from local government funds. It is not anticipated that this will be a problem for the non-profit organizations such as the Dove Center, TURN, Red Rock Center for Independence, etc. The formula for allocation of SSBG funds was outlined in the presentation. Each local government shall provide non-federal local governmental funds of at least 25 percent of their award.

D. VOLUNTEER INCOME TAX ASSISTANCE (VITA)

Mr. Cottam reported that the total budget for VITA from the Internal Revenue Service (IRS) and Department of Workforce Services (DWS) is \$26,900. The budget is approximately 30% expended as of the end of December 2015. All line items are on track for proper spend down. Last year the VITA program brought back over \$5 million dollars into the Five County region and similar results are expected this year. Every \$1.00 sent on VITA brings back \$185.00. Fund-raisers at Chili's and Buffalo Wild Wings in St. George have raised about \$600.00 and there are at least another two planned events. The goal is to raise \$1,000.

E. FOOD PROGRAMS

This particular agenda item was covered under previous discussion items.

F. YOUTH VOLUNTEER CORPS (YVC) / COURT ORDERED COMMUNITY SERVICE (COCS) PROJECT INCOME

Mr. Clint Cottam reported that the COCS needs to be self-sufficient and self-funded. This has proved to be a great supportive service for rapid re-housing CSBG clients. There has been a problem with non-payment by participants, but it is getting better. The participation charge is \$1.00 per hour, capping at \$25.00. However, staff is recommending to cap at \$50.00 to make sure that the program breaks even.

MOTION WAS MADE BY COMMISSIONER JIM MATSON, SECONDED BY COMMISSIONER VICTOR IVERSON, TO INCREASE THE CAP FROM \$25.00 TO \$50.00 FOR COCS PARTICIPANTS. MOTION CARRIED BY UNANIMOUS VOTE.

Mr. Cottam explained that the Youth Volunteer Corps is breaking even with fundraising and project income approximately equal to expenditures. The YVC Gala in Cedar City hopes to generate \$10,000 in funding. It is imperative that a nonprofit organization be utilized to increase funds. This is a successful program in addressing inter-generational poverty. The Department of Workforce Services is interested in working with Five County to adapt the YVC into something bigger and better. Mr. Bryan Thiriot indicated that there will be a lot of youth programs generated at the federal level to engage youth to increase leadership and other opportunities. The Youth Volunteer Corps works with youth ages 11-18 to provide meaningful service oriented activities in the community. A lot of participants are sterling scholars with others coming from low-income households. The CAP is open to any suggestions for making this program fit better into the mission and to prevent inter-generational poverty.

VII. NON-PROFIT STATUS UPDATE

Mr. Bryan Thiriot provided an update on the transition of the 501(c)3 nonprofit organization previously known as the Color Country Resource Conservation and Development to the Five County Community Foundation. There needs to be a board meeting scheduled in the near future to facilitate this transition. Funding requests to United Way Dixie are Due February 25, 2016 and a non-profit organization is imperative for this funding. Commissioner Jim Matson indicated that a meeting will be scheduled to match up with a future Five County Finance Committee and Steering Committee meetings. It is currently proposed that the commissioner members of the Five County Finance Committee constitute the board composition for the nonprofit organization to be known as the Five County Community Foundation. Mr. Clint Cottam requested consideration of expanding the board membership to include community representation and/or a Human Services Council representative. Commissioner Matson explained that the committee may evolve and change in the future, but the initial membership will consist of the five commissioner representatives. This nonprofit organization will be utilized for a number of functions in and around the Five County region. There will be opportunity for coverage of the Hurricane Valley Food Pantry, youth programs, court ordered programs, aging programs, and an array of other fund raising. The nonprofit has been structured to accommodate various programs provided through the Five County AOG as well as individual counties. This organization will be utilized to collect donations. Further information will be provided as this transition moves forward. Mr. Cottam indicated that he would work with Bryan Thiriot to map the process with Bryan for consideration of expanding the board composition to include other

representation.

VIII. MODIFICATIONS TO SOCIAL SERVICES BLOCK GRANT (SSBG) AND COMMUNITY SERVICES BLOCK GRANT (CSBG) SUBCONTRACT APPLICATION

Mr. Clint Cottam explained that several changes will be necessary in order for subcontractors to be in compliance with CSBG program requirements. Data and reporting for this program is very important for subcontractors to be in compliance. The application for CSBG funding will be changed to reflect expectations of subcontractors and this will also be tied into the contracting process. Staff at the Division of Workforce Services has been working with the Five County CAP to implement these changes.

Mr. Cottam also reported that legislative changes have been made with the Social Services Block Grant (SSBG) funds in terms of local match documentation. Letters to verify match funds will be required as part of the application process. Applicants will be required to project the number of clients served as well as good indicators and goals. Better reporting of goals, outcomes and expenditures will be required moving forward. Staff is proposing to conduct an application workshop for SSBG and CSBG applicants in March of April. He also cautioned that subcontractors will be required to use the current year application and cannot recycle an old year application.

Mr. Cottam asked for Council approval to proceed with application changes and requirements for these programs.

MOTION WAS MADE BY MR. ART COOPER, SECONDED BY MS. DONNA MCNABB, AUTHORIZING FIVE COUNTY CAP STAFF TO INCORPORATE CHANGES INTO THE COMMUNITY SERVICES BLOCK GRANT (CSBG) AND SOCIAL SERVICES BLOCK GRANT (SSBG) APPLICATIONS FOR UPCOMING FUNDING CYCLES. MOTION CARRIED BY UNANIMOUS VOTE.

IX. PROGRAM OUTCOME REPORTS

A. COMMUNITY SERVICES BLOCK GRANT (CSBG) IS REPORT 2015

Mr. Clint Cottam mentioned that attachments containing the 2015 CSBG IS Report were provided to Council members via email for review prior to today's meeting. State staff has indicated that there are not sufficient outcomes for this program being shown to Congress. As a result, there may be standardized data base developed for states to use. There are a lot of indicators included in the CSBG report. One thing of interest at Five County is that with the elimination of the Retired Senior Volunteer Program (RSVP) there was better accounting of donations and in-kind documentation from the private side. Additional resources were gathered for programs and there was better tracking of volunteer hours. Reporting indicates that numbers served at food pantries has decreased. Other reports include everyone receiving a food box regardless of their eligibility under the CSBG program guidelines. Some flexibility is provided with other programs to serve clients who may be over income under the CSBG program. There is better compliance with reporting requirements, but some of the numbers are down from previous years. One reason for the decrease in numbers in Beaver County relates directly to the construction projects for solar energy and the fact that people are now working.

Each of the county food pantries must document income eligibility. Mr. Craig Hansen noted that numbers are down in Kane County due to stricter enforcement of income eligibility and two new hotels in Kanab also provide additional employment in the area. After a recent monitoring visit by state staff, pantries are now required to use yellow colored file folders to separate out CSBG clients from USDA eligible clients receiving food boxes. Mr. Cottam explained that the drop in numbers is a good thing because the numbers are more accurate with better documentation. It was also noted that housing numbers were great, especially after elimination of TANF Rapid Rehousing dollars. The report depicts an increased commitment to ending chronic homelessness and serving those with the greatest need.

X. FIVE COUNTY COMMUNITY ACTION DEPARTMENT BUSINESS

A. CONSUMER SATISFACTION SURVEYS

Mr. Clint Cottam reported that consumer satisfaction surveys were provided to clients being served through various programs administered by the Five County CAP. Most of the comments provided were positive. Several clients voiced concern with the telephone system and being able to reach staff. The optimum solution would be to hire a part-time employee to answer the telephones. Clients and Council members are encouraged to use twitter and Facebook to communicate with Five County staff.

B. GRIEVANCES AGAINST DEPARTMENT

Mr. Clint Cottam provided a handout outlining a grievance filed by Julie Ford against Garfield County and Five County CAP. Ms. Ford has served as a volunteer at the Escalante Senior Center and Care and Share. The Garfield County Commission determined that her volunteer services were no longer needed. Ms. Ford asked Mr. Cottam to investigate the matter of her termination. Mr. Cottam asked for discussion and direction in addressing this situation.

County Commissioners left the meeting at this point to attend the Five County Steering Committee meeting.

After considerable discussion, it was the consensus of Council members that volunteers do not have the same rights as employees and that Garfield County has the right to release a volunteer. Council members acknowledged that the situation could have been handled more delicately, but this does not constitute a grievance for service. Recommendations to community action staff include the following: 1) Subcontractors need volunteer understanding form; 2) Include requirement in CSBG subcontract application; and 3) Update policies and procedures manual, specifically outlining volunteers of subcontractors. It was also noted that Peggy Soren's complaint regarding food pantry hours of operation is unsubstantiated for increased hours and unrelated to the Julie Ford grievance.

C. POLICIES AND PROCEDURES

This agenda item will be included on the next Human Services Council meeting agenda.

XI. UPCOMING NEEDS ASSESSMENT

Mr. Clint Cottam explained what should occur in each county in terms of accomplishing an updated needs assessment. Items are outlined as follows: 1) Social Media Forum; 2) Spanish Outreach/Forum- - This highly recommended; 3) Letters to editor; 3) Blog shops; and 4) Forums to counties is still an option, especially in the rural counties. Staff will reach out to Human Services Council members in each county for assistance. Information will be utilized from other documents including the Coordinated Human Services Transportation Plan, the Five County Region's Consolidated Plan, the Utah State CSBG Plan, Point-in-Time Homeless Count, Head Start Assessment developed by Southern Utah University, and Intermountain Health Care (IHC) assessments. Previous survey forms were too long and will need to be shortened and simplified. Staff will compile a short survey with more qualitative responses. Target audiences will include poverty impacts for-profit business, low-income clients who are not receiving services, etc. The use of mailers would be an ineffective use of resources. Community Action staff will work with counties to schedule meeting dates and locations.

Mr. Max Crandall reported that the Milford Pantry site is in bad shape. Mr. Cottam expressed concern in terms of capital project expenditures that would benefit the landlord. One option would be to increase rent to help the private landlord to make accommodations. Ms. Christine Yellowitz mentioned that she has a subcontractor friend who may be able to donate time. Mr. Cottam will forward contact information for Max Crandall to Ms. Yellowitz.

The next scheduled meeting of the Human Services Council will be held on Wednesday, May 11, 2016 at the Panguitch City Offices beginning at 12:00 p.m.

The meeting adjourned at 3:00 p.m.