

**BEAR RIVER REGION
HUMAN SERVICES BOARD**

**Wednesday, September 24, 2025 – 12 Noon
USU Brigham City Campus - Classroom A201
989 S Main Street in Brigham City**

MINUTES**Welcome, Introductions, and Minutes**

Mayor Larry Jacobsen, Vice Chair

Attendees 9.24.25

HS Minutes 5.28.25 Approval: Motion: Debbie Treasure, Second: Michael Fortune, Passed: Unanimously

HS Minutes 7.30.25 Approval: Motion: Mayor Jacobsen, Second: Council Member Troxell, Passed: Unanimously

Client Satisfaction Surveys Update

Brookelyn Harvey, is a new intern at BRAG specifically working with Lucas. She is currently working on a Master's Degree in Social Work at USU. The BRAG Human Services department is required by the state to solicit comments and evaluations and then implement the suggestions. Brookelyn has revamped the previous BRAG Client Satisfaction Survey to include all the services BRAG offers instead of just those that fall under the Human Services area. She has included a lot of open ended questions to gather more specific information and possibly identify patterns in service quality. Brookelyn opened it up to the Human Services Board to provide feedback. The board asked if there were ways to differentiate client dissatisfaction with a situation versus actual performance issues by BRAG employees. Council Member Troxell shared Brigham City's method incorporating monthly community input to specific questions for follow-up. Brookelyn will present her findings at the January 2026 meeting.

 [Flyer Eng+Span Customer Satisfaction Survey QR](#)

 [Printable English Client Satisfaction Survey \(Updated Sept. 2025\)](#)

Community Development Block Grant (CDBG) Regional Projects Committee

BRAG Executive Director, Lucas Martin, followed up on Mayor Larry Jacobsen's proposal for the Human Services board. The proposal suggested that the board gather a list of projects for CDBG Regional Projects by contacting smaller communities and community partners. This list would then be reviewed by the BRAG governing board, which functions as the CDBG Ranking and Review Committee.

The initial goal was to establish a Regional Projects Committee, including members from the Human Services Board. However, this decision was postponed to a future meeting. Michael Fortune and Council Member Robin Troxell volunteered to serve on the committee but are unable to chair it. Mayor Jacobsen also suggested reaching out to the Cache Valley Mayors Association Group and Box Elder's for networking with other mayors who might be interested in joining the committee.

Note of interest, the "How to Apply for CDBG Funds Workshop" will be happening on October 9, 2025 in Rich, Logan, and Box Elder Counties for 2026 funds.

Social Services Block Grant (SSBG)

Lucas Martin, BRAG Executive Director

[2025 Allocation](#) [RFGA Process and Committee](#)

In the May 2025 Humans Services Board meeting, the board recommended that we offer the opportunity of additional agencies to apply for BRAG SSBG funds. The existing pool of grantees has not had new agencies for many years. The recommendation was for existing grantees to be notified that they would have to reapply as part of a competitive grant process. All grantees were notified upon receipt of their 25-26 contract of the upcoming Request For Grant Applications (RFGA) and the need to reapply. BRAG is slated to receive \$56,878 in SSBG funding, with no more than 9% set aside for program administration. Lucas provided documents with possible services that could be supported by SSB Expenditures. Lucas gave time to Stephanie Carver, BRAG START Director and Deanna Newbold, BRAG Human Services Director. Both directors highlighted the significant impact of the allocated SSBG funds on their respective departments. The START program, for instance, primarily utilizes its funding to transport homeless clients to Ville 1919 in Salt Lake City, where they can secure shelter and receive assistance with employment. The Volunteer Income Tax Assistance program (VITA) was extra grateful as funding from the IRS was cut last season.

Lucas asked for volunteers from the human services board to be on a SSBG RFGA Committee. Lucas said he will spearhead all the documents etc. Karen Cronin nominated **Council Member Robin Troxell to chair the SSBG RFGA Committee**. Mayor Jacobsen provided the second and all board members voted in favor. Mitchell Loftin volunteered to assist on the board as a representative for low income families and Mark Nordstrom as a representative for the private sector.

The board discussed several strong recommendations for services that could benefit from SSBG funds, evaluating them based on the following criteria:

1. Do they meet the criteria for supported services?
2. What kind of impact would they have, and how many people would be served?
3. Do they fill any existing service gaps?
 - a. It was noted that Mark Atkinson has a database to find grants that may offer additional resources to applicants.

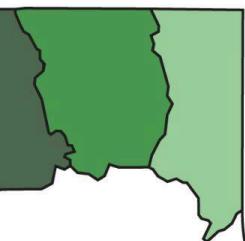
Financial and Services Reports, Revenues and Expenditures

Deanna Newbold, BRAG Human Services Director, provided updates on several programs, including HEAT, VITA, STEPS, DI Vouchers, and Critical Home Repair. She also announced two new grants:

- **Benefit Navigator Grant:** This grant will fund two new employees to assist clients in transitioning off public assistance.
- **Earned Income Tax Credit (EITC) Grant:** This grant will provide funds for transportation, training, and outreach for the VITA program.

Stephanie Carver, BRAG START Director, distributed handouts detailing funding statistics, remaining funds, and the number of individuals served by Short Term Assistance for Rent (START) programs. She noted that many clients are referred to the STEPS and New Benefits programs. Winter Overflow successfully received funding for this next year. Additionally, the WAB Warming Center's executive and case management offices will relocate to the BRAG building. Upcoming changes for START include a new requirement for clients to contribute a portion of their rent. At the state level, a new campus for all homeless individuals is currently under development.

[START Grants 2025 \(1\).pdf](#), [START Grants 2025 2.pdf](#)



Bear River Association of Governments

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Discussion of Unmet Needs

The board felt that other agenda discussions covered unmet needs.

The opening date for the WAB Warming Center will be the Monday after Thanksgiving, December 1, 2025.

Other Business

Next meeting Wednesday, November 19, 2025 at 12 Noon at BRAG's Cache County Office

Adjourned at 1:42 PM