

1.28.26 Unanimous consent by all board members to accept minutes

## BEAR RIVER REGION HUMAN SERVICES BOARD

Wednesday, November 19, 2025 – 12 Noon

BRAG's Cache County Office- Conference Room - 170 North Main Street in Logan

### MINUTES

#### Welcome, Introductions, and Minutes

Council Member Barbara Tidwell, Chair

#### Attendees

**HS Minutes 9.24.25** Approval: Motion: Mayor Jacobsen, Second: Karen Cronin, Passed Unanimously  
Gratitude was expressed to Mayor Holly Daines for her outstanding commitment and service on the Human Services Board for many years. Mayor Daines did not run for re-election as Mayor and now her spot on the board will need to be filled by another elected official. A spot is also vacant in the private sector area. Nominations and suggestions for new board members should be brought to the next meeting.

Mayor Daines suggested a Logan City Council Member serve on the Housing Board to work on the upcoming BRAG housing project located at 100 E 300 S in Logan.

#### **S. 8.7 and 5.9 Financial and Services Reports, Revenues and Expenditures**

Stephanie Carver, BRAG START Director reported on data for the programs as outlined in this document.

[PDF](#) START Grants 2025 (2).pdf The status of some program funding, like CSBG and COC, had been up in the air due to the government shutdown.

[PDF](#) BRAG Winter Response Hotel Motel FY25 (2).pdf The Winter Response Hotel funding program began on November 1st. In Cache and Rich counties, all hotel vouchers allocated for November have been depleted. Box Elder County still has vouchers available. Specific numbers for all counties can be found in the PDF. For clients turned away after the vouchers were used, BRAG is able to provide a bus voucher to the shelter in Ogden if they choose. Additionally, The Salvation Army has provided funding for clients to stay in hotels for a few nights.

[PDF](#) Project HOPE (2).pdf Stephanie presented a new initiative called HOPE (Housing Opportunities Partnership and Empowerment). The program is designed to support a specific clientele—primarily referrals from law enforcement and substance abuse treatment facilities—who often struggle to achieve stability due to past obstacles. HOPE will focus on providing supportive services not typically covered by other grants, such as car repairs and obtaining necessary documents for job applications. Stephanie is actively seeking grant funding, with a goal of raising \$180,000 to serve 15 households. Charitable donations are also being accepted; the QR code for donations is available on the attached PDF.

Deanna Newbold, BRAG Human Services Director shared the following report:

[PDF](#) Human Services Report November 2025.pdf There are some exciting things happening. The HEAT program had been open for 14 days since the government shutdown ended and they already have received over 300 applications. The Benefit Navigator will begin in December and two new employees have been hired for. USU and Cache Valley Bank are going to help with financial education. VITA has received some grants for funding and will add 2 new sites making a total of 7 sites this year. All three counties will be served. Other data is on the handout.

### **S 9.3 2024 Agency's Outcomes/Analysis and Operational Recommendations**

In order to meet the requirements for this Compliance Standard, Lucas Martin, BRAG Executive Director, shared the [PDF 2024 Services at a Glance.pdf](#) to review BRAG services completed in 2024. In response to the data, Lucas shared the strategic adjustments that BRAG incorporated in 2025. These are listed in this document including program growth, agency challenges, programs that received increased funding - including new grants and programs. [§ 11-19-25 Agency Outcomes and Analysis/Operational Recomendations](#) In general it highlights BRAG's refocus on Community Action and Fighting Poverty.

### **S 4.6 Agency Risk Assessment**

[PDF Fraud Risk Assessment FY2026.pdf](#) Utah Local Governments Trust requires that BRAG take this assessment and share the results with our boards. The score affects BRAG insurance rate.

### **S. 7.9 Board ROMA Training**

[P 1-Introduction\\_ROMA-for-Boards.ppt](#) Lucas conducted the board training, focusing on the Results-Oriented Management and Accountability (ROMA) Cycle: Assessment, Planning, Implementation, Achievement of Results, and Evaluation. A discussion of the baseball case study emphasized the critical need to focus on outcomes and honestly evaluate the metrics being measured. Lucas shared BRAG's commitment to connecting outcomes with its core values (Build, Resource, Accountability, and Good Faith). He finds it meaningful to share BRAG's success stories with the board, reporting on changes such as the number of clients served. The ROMA training also detailed the National Community Action Goals, Core Principles, and approaches to Performance Management and Implementing Services. Lucas shared how BRAG has looked at the past and is making shifts to solve problems in many areas such as CSBG, adding a Central Intake person, reconfiguring specific program intake packets, etc. Jess Lucero commented that instead of simply "checking the box" for a standard, organizations should make the process worthwhile. She suggested focusing on and accounting for the positive outcomes such as what we were able to do, rather than solely on numerical data.

### **SSBG-RFP Review and Discussion**

**SSBG-BRAG** In response to the last Human Services board meeting decision to update the Social Services Block Grant (SSBG) Policy, Lucas Martin, Robin Troxell, and Mark Nordstrom worked together to create a BRAG -SSBG Application Handbook, Online Application Form, Scoring Criteria and several other forms needed for the SSBG application process (see linked folder). Applications will be made available for distribution in December, and the SSBG applications will be due on January 15, 2026. The Human Services board will serve as the committee. Notification and request for SSBG applications will be advertised and shared with qualifying agencies. A MOTION was made to approve moving forward with the presented SSBG plan by Mayor Holly Daines and was SECONDED by Debbie Treasure. The motion passed unanimously.

**S 1.3 Customer Satisfaction Update and PIT**

Brookelyn Harvey, BRAG Staff has updated the BRAG Client Satisfaction Survey. A pilot test was done with the Weatherization Department. Surveys were sent to 50 clients. BRAG only received 5 surveys back and each of them were very positive responses. [\*\*Customer Satisfaction Update\*\*](#) The action plan now is to determine how each department will send out the satisfaction survey. Some ideas are to put a QR code on applications, letters, the website, etc. It was noted that to keep the survey alive with new BRAG master level interns in following years, is to possibly evaluate up to three BRAG programs per semester, preferably after the “high traffic season” of the program if seasonal like HEAT, VITA, and Winter Hotel Vouchers.

Robin Troxell reminded that responses are great input and feedback for our organization.

[\*\*2026 PIT Count Flyer\*\*](#) January 28, 29, 30 at 12 am - 2 am.

If you would like to **volunteer for the 2026 PIT Count**, please register here: [\*\*Volunteer Registration\*\*](#)

**Discussion of Unmet Needs****Other Business**

Next meeting Wednesday, January 28, 2026

**Adjourn:** The meeting adjourned at 1:35.