

FIVE COUNTY HUMAN SERVICES COUNCIL
Meeting Minutes
Wednesday, September 9, 2015 - 1:00 p.m.
Southwest Behavioral Health Center
75 West 1175 South, Beaver, Utah

Members in Attendance:

Beaver County

Commissioner Tammy Pearson

Beaver County Commissioner

Garfield County

Commissioner David Tebbs

Mr. Arthur Cooper

Ms. Deon Alvey

Garfield County Commissioner

Garfield County Community Representative

Garfield County Low Income Representative

Iron County

Commissioner Dale Brinkerhoff

Iron County Commissioner Representative

Kane County

Commissioner Jim Matson

Mr. Craig Hansen

Kane County Commissioner Representative

Kane County Low Income Representative

Washington County

Commissioner Victor Iverson

Washington Co. Commissioner Representative

Others in Attendance:

Mr. Clint Cottam

Ms. Diane Lamoreaux

Five County AOG Community Action

Five County Association of Governments

Members Not In Attendance:

Ms. Debbie Holcomb, Excused

Ms. Karen Jensen, Excused

Ms. Christine Derring Yellowitz

Ms. Donna McNabb

Mr. Ron Taylor

Mr. Kent Heideman, Excused

Mr. Ron Alexander, Excused

Beaver County Community Representative

Beaver County Low Income Representative

Iron County Low Income Representative

Iron County Community Representative

Kane County Community Representative

Washington County Community Representative

Washington County Low Income Representative

I. WELCOME & INTRODUCTIONS

Mr. Craig Hansen, Chair, welcomed those in attendance and thanked representatives for their willingness to serve on the Council.

II. APPROVAL OF MINUTES - JULY 8, 2015

Mr. Craig Hansen, Chair, indicated that a quorum was present to conduct business. He presented minutes of the July 8, 2015 Human Services Council for discussion and consideration.

MOTION WAS MADE BY COMMISSIONER DALE BRINKERHOFF, SECONDED BY MS. DEON ALVEY, TO APPROVE MINUTES OF THE JULY 8, 2015 MEETING AS PRESENTED. MOTION CARRIED BY UNANIMOUS VOTE.

III. BOARD MEMBER RECOGNITION - DR. KENT HEIDEMAN

Mr. Craig Hansen reported that Dr. Kent Heideman was unable to attend today's meeting, and he will be stepping down from the Human Services Council. He expressed thanks to Dr. Heideman for his dedicated service on the Council, noting that he has served as Chairman several times over the course of many years. Mr. Arthur Cooper mentioned that Dr. Heideman originally replaced his father, Mr. Orin Heideman, on the Council. Commissioner Victor Iverson asked that staff arrange for a plaque of recognition that can be presented at a future Washington County Commission meeting.

Commissioner David Tebbs announced that Ms. Deon Alvey will also be stepping down from the Human Services Council after many years of service. He recognized her dedication and willingness to serve Garfield County on this and various other boards. Ms. Geraldine Liston, her sister, will be replacing her as the Garfield County Low Income Representative. Ms. Alvey expressed her thanks to other Council members for their friendship and support. She indicated that she enjoyed serving on the Council and would miss the association with the group. Mr. Hansen asked that Ms. Alvey provide contact information for Ms. Liston to Clint Cottam. The appointment will be officially acted upon during the next Human Services Council. Council members also requested a plaque of recognition for presentation to Ms. Alvey at a future Human Services Council meeting.

IV. REVIEW OF COMMUNITY ACTION ROLE / MISSION

A. OVERVIEW

Mr. Clint Cottam explained that the mission statement for the Five County Association of Governments Community Action Program has not been updated and affirmed for about five years. It is necessary to review and approve this on a periodic basis. He provided a copy of the role/mission of the Human Services Council, which reads as follows: "Plan, prepare, and partner to assist individuals, families, and community groups in becoming more self-sufficient". The handout also outlines the community action/human service planning efforts that are incorporated throughout the Five County region. Council members were in consensus that there was not a need to modify the mission statement.

MOTION WAS MADE BY COMMISSIONER DALE BRINKERHOFF, SECONDED BY COMMISSIONER JIM MATSON, TO AFFIRM THE MISSION

STATEMENT OF THE FIVE COUNTY COMMUNITY ACTION PROGRAM AS PRESENTED. MOTION CARRIED BY UNANIMOUS VOTE.

B. GRANTS / FUNDING

Mr. Clint Cottam provided a handout outlining all of the programs administered by the Five County CAP. This sheet includes funding sources, grant periods, funding amount and type, origin of funds and what the services programs provide. It is hoped that this sheet will assist Council members to learn more about the various programs administered and discussed by the Human Services Council. Total funding to the CAP is \$513,322. The majority of funds originate from the federal government (86%), approximately 10% comes from state funds, and private funding totals 4%. A large amount of these funds are subcontracted to counties and agencies (40%) and direct client services account for 12%. The remaining funds are utilized for administration and/or staff technical support. Mr. Cottam noted that the emergency food and shelter programs listed on the handout receive guidance from a separate board that is comprised of individuals from various religious denominations throughout the region.

Funding to the CAP from the Pamela Atkinson grant is utilized for case management as well as direct financial assistance to clients. An amount totaling \$5,000 is used for staff salaries and fringe to provide case management. The remaining \$21,000 is used for direct client assistance. The Iron County Care & Share also receives funding in the amount of \$15,000 to provide services based on a similar scope of work. These funds must be utilized during the specific contract period and do not carry over past the expiration date of the contract.

The goal in moving forward is to become less dependent upon federal resources. An updated needs assessment will be developed this year which will include a three year plan. Ideas to assist in diversification and the creation of new partnerships that could consolidated costs in meeting community and county needs are welcome. As federal dollars diminish in the future, it will become more important to effectively utilize partnerships in meeting the needs of our communities.

C. PROGRAMMING - FUTURE OF YOUTH VOLUNTEER CORPS

Mr. Cottam reported that the Volunteer Youth Corps program helps with services for low income parents. The youth program offered through the CAP does not duplicate services that are provided elsewhere and it is only operated in Cedar City and St. George. The program is geared toward service learning experiences provided by youth participating in the program. Cindy Rose works out of the Five County AOG office in Cedar City and does a great job with the youth program. Participants of the Cedar City Youth Corps collected 3,000 pounds of food for the Iron County Care & Share and also helped with the literacy program. The Paiute Indian Tribe has been participating in the youth

program in Cedar City and has expressed their appreciation for being able to partner with this group. One issue with this program is the need to collect donations and the amount of staff time that is involved in developing fund raising events. There are also two volunteers in St. George who have worked with the Youth Corps program for over 20 years. Commissioner Jim Matson asked if this program compliments the Drug Court program in any way. Mr. Cottam responded that it may in some ways but the motto of the Drug Court program is to keep offenders busy through mentoring. These are generally pretty good kids that are first time minor offenders. He reported that Cedar City is very supportive of the Youth Corps program. The majority of the budget for this program is derived from fund raising events and there is a lot of uncertainty in terms of capacity to make this program work. The creation of a 501c3 nonprofit organization that can be used to solicit funding is imperative moving forward. Commissioner Jim Matson commented that the Mr. Bryan Thiriot and Nate Alder, the attorney, are working on resurrecting the old Color Country RC&D 501c3 organization. An accounting firm in Cedar City has filed the appropriate reports to keep the organization active. Kane and Garfield counties have utilized this 501c3 to pass funds through in the past. Mr. Cottam reported that the Washington County Council on Aging has been working on the establishment of a 501c3 nonprofit for over two years and they are still waiting for this to be finalized. Depending upon the success of fund raising efforts, staff would eventually like to move this program out to the more rural counties in our region. Commissioner Victor Iverson stated that transportation could be an issue in the more rural areas but involvement of partners may be helpful. He referenced the Confluence Park between Hurricane and LaVerkin as a potential site for an educational farming concept. This may be something would fit well with the Youth Corps program as young people are drawn to this type of activity, and it may work with the 501c3 organization scope of activities. Council members asked that this item be placed on the agenda for the Finance Committee for action to refine the bylaws and define areas of focus.

D. ROLE OF BOARD

Mr. Cottam provided a handout regarding Board governance. This is the most concise information that he could find that outlines the Community Services Block Grant and Community Action Agencies. He explained that the Human Services Council is a Tripartite Board comprising of one-third elected officials, one-third low income individuals/families, and one-third private sector representatives from business, industry, labor, religions organizations, law enforcement, education, etc. Each county appoints representatives to serve on this Council. Expectations of the State CSBG office outlined on the handout were reviewed by Mr. Cottam. Each Council member should have a Board manual, and copies will be made available to new members at the next meeting. Council members will be asked to add items to their binders throughout the year. The Steering Committee of the Five County Association of Governments has ultimate jurisdiction over the Community Action Programs and the Human Services Council. CAP staff is currently in the process of developing policies

and procedures that are specific to programs administered by the CAP. Copies of the draft policies and procedures will be provided via e-mail for Council members to review. This document will be presented at a future meeting for formal action.

V. **FIVE COUNTY COMMUNITY ACTION (CAP) FINANCIAL REPORT - (CSBG FY 2015, SSBG FY 2016, VITA, YOUTH VOLUNTEER CORPS/COURT ORDERED COMMUNITY SERVICE PROJECT INCOME)**

Mr. Clint Cottam reviewed a handout containing financial information for each of the contracts year to date spending. It was noted that the VITA contract has not been executed. The variance report is prepared by a volunteer to assist in tracking expenditures for all of the subcontractors as well as salaries, fringe and other expenditures for AOG administration from CSBG funds. The report also tracks direct client services that are provided. Salaries and wages for staff are slightly over budget and travel is under budget. Consumable supply costs are up because of the purchase of supplies for subcontractors, but this should level out moving forward. Additional funds could be spent on direct client services. Staff is trying to slow down the indirect costs somewhat, but things are much smoother in terms of spending. Contract billings are now being submitted on a monthly basis and this is helping with cash flow. Past state program audits of the Community Services Block Grant program found deficiencies in terms of timely billings for expenditures that had been made. A recent program audit reflected some issues with subcontractor billings that were not within their scope of work for reimbursement. Additional technical assistance will be provided to correct this issue. Even though there are some lingering issues, state staff is much happier with the CAP performance than they were two years ago. Moving forward, the goal is to bring all subcontractor billings into compliance.

Mr. Cottam reported that staff has been experiencing more success in working with homeless clients. This has been somewhat surprising because these are the hardest people to work with on issues. Four clients have obtained employment which was a surprise. These clients are exceeding staff expectations in good ways. There are also four pending families waiting for assistance. Toni Tuipulotu does a great job with case management for these clients, but she is getting a quite heavy work load. The Pamela Atkinson grant is a competitive grant which is awarded on an annual basis. He reported that Washington County has the third largest homeless population in the state of Utah. Commissioner Victor Iverson asked where homeless individuals live if not being served at SwitchPoint. Mr. Cottam explained that there are various camp sites throughout the county and some seek shelter under overpasses or along the trail systems. Commissioner Iverson stated that housing costs have escalated but wages have remained stagnant in Washington County. This is very concerning that housing is not affordable for low-income wage earners. Mr. Cottam reported that staff is working with their first homeless client in Garfield County. Iron County Care & Share has reported an increase in homelessness over the past year. He also noted that the Iron County Care & Share receives more money than Washington County because of their performance.

VI. COMMUNITY SERVICES BLOCK GRANT (CSBG) ORGANIZATIONAL STANDARDS UPDATES

A. SOCIAL MEDIA (TWITTER, FACEBOOK)

Mr. Clint Cottam reported that new organizational standards require the use of social media including Facebook, Twitter, and Wordpress. He provided a copy of the addresses for members use in communication with the Five County Community Action Partnership. He encouraged Council members to follow the organization on Facebook and Twitter.

B. POLICIES AND PROCEDURES

As mentioned previously, CAP staff is in the process of developing policies and procedures for use with their programs. This document is a work in progress that will be forwarded to Council members via email for review. A lot of the policies and procedures come from the Five County AOG policies and procedures, but other programs require more specific guidance in order to be in compliance.

C. CUSTOMER SATISFACTION SURVEY

Mr. Clint Cottam referenced a customer satisfaction survey that is a program requirement for clients receiving services, those who have been cut off from services and/or those that were denied services. Surveys were provided to all clients and 16 responses were received. This is by no means a scientifically sound survey. Clients were either extremely satisfied or not very satisfied, based on whether they received services, were cut off from services, or denied services. Of the clients surveyed, 62 percent reported excellent service and satisfaction. The remainder reported poor service and were not very satisfied. One comment that is helpful in moving forward is that clients did not know where to go for appropriate services. Staff will receive better training in terms of helping clients to understand resources that may be available and where to refer the client when they cannot be assisted with our limited funds. One negative comment was made by a client about a case manager who denied services. Training will be provided to staff in terms of being culturally sensitive when serving clients. Case managers are very tough in terms of making the client follow their case management plan. Overall the survey results were positive with no recommendations provided for improvement. These customer satisfaction surveys will be conducted on an annual basis and information will be shared with the Council. Surveys will be collected into a binder to be shared at state monitoring visits.

VII. UPCOMING NEEDS ASSESSMENT

A. RECOMMENDATIONS ON HOW TO IMPROVE

Mr. Clint Cottam reported that staff has utilized survey forms in the past to solicit input regarding unmet community needs. Comments have been provided stating that the survey was too long and contained way too many questions. Staff has met to discuss possible alternative type surveys where counties can be surveyed to provide examination and guidance in terms of community needs. Staff is proposing the use of a two page simple to answer survey form with a separate survey for client use versus non-profit organizations and agencies that provide services. It has also been suggested that a different survey form is needed at the food pantries as opposed to the senior centers because of the difference in clientele. The survey form must be less complicated and simple to complete.

B. WAYS IN WHICH THE BOARD CAN ASSIST WITH NEEDS ASSESSMENT

Mr. Art Cooper commented that he misses the Public Forums that were previously held in each county. These meetings provided an opportunity for community dialogue and at times the formulation of possible solutions. Commissioner Victor Iverson noted that needs will vary by community and county, but affordable housing and employment with a livable wage may be needs throughout the region. Mr. Craig Hansen noted that rental rates in Kane County have increased dramatically and low income individuals have a difficult time finding affordable housing. A large portion of wages for these individuals is spent on housing and utilities. The result is the doubling up of families in homes. Commissioner Tammy Pearson commented that Beaver County currently has an overabundance of jobs that cannot be filled because of the lack of available housing. A number of employees are traveling from neighboring Iron County for employment. However, jobs with the solar farms are short term, one to two years. Mr. Hansen also indicated that there are currently a lot of help wanted signs in Kanab. New hotels are being constructed and this has created additional employment opportunities.

C. WAYS TO AVOID DUPLICATIONS WITH OTHER ASSESSMENTS (CDBG, IHC, HEAD START, ETC.)

Mr. Clint Cottam reported that Intermountain Health Care and Head Start recently completed needs assessments. Each year the Five County AOG staff updates the Consolidated Plan which includes a needs assessment for Community Development Block Grant funding. Staff will work to coordinate with these agencies and other departments within the AOG in order to avoid duplication of efforts. The assessment is due to be completed by March/April of 2016.

VIII. HURRICANE FOOD PANTRY UPDATE

Mr. Clint Cottam reported that Commissioner Victor Iverson visited with Mayor John Bramall, Hurricane City in regards to this issue. The mayor was supportive of discussion in terms of utilization of the Community Center, but no conclusion was reached. However, the mayor is open to discussion in this regard. Mr. Cottam and Commissioner Iverson will follow up to schedule a meeting with Hurricane City to discuss this issue. Council members reiterated the need for community involvement in development of a solution for the Hurricane Food Pantry moving forward. It was noted that volunteers play a big part in the operation of a food pantry.

IX. BOARD UNMET NEED UPDATE

Commissioner Dale Brinkerhoff expressed his appreciation to Mr. Clint Cottam for his attention to detail and operation of CAP programs, given the frequency of meetings for the Human Services Council. He is doing an excellent job in keeping the Council apprised of situations and issues.

X. PUBLIC COMMENT

None provided.

XI. OTHER

Commissioner Dale Brinkerhoff thanked Ms. Deon Alvey for her dedicated and faithful service and assistance provided to the Human Services Council. He commented that she will be missed by members of the Council. He also thanked Mr. Art Cooper for his efforts and attendance at Council meetings. He acknowledged that Dr. Kent Heideman, as well as many other individuals, has also been very helpful in providing service on the Human Services Council.

The next scheduled meeting of the Human Services Council will be held on Wednesday, February 10, 2016 in Beaver beginning at 12:00 p.m.

MOTION TO ADJOURN WAS MADE BY COMMISSIONER DALE BRINKERHOFF AND SECONDED BY MR. ARTHUR COOPER. MOTION CARRIED BY UNANIMOUS VOTE.

The meeting adjourned at 2:30 p.m.