

FIVE COUNTY HUMAN SERVICES COUNCIL
Meeting Minutes
Wednesday, February 14, 2018 - 12:15 p.m.
Southwest Public Health Center
445 North Main Street, Kanab, Utah

Members in Attendance:

Beaver County

Commissioner Mike Dalton
Mr. Diego Acosta

Beaver County Commissioner
Beaver County Low Income Representative

Garfield County

Commissioner Jerry Taylor
Mayor Melani Torgersen
Mr. Arthur Cooper

Garfield County Commissioner
Garfield County Low Income Representative
Garfield County Community Representative

Iron County

Commissioner Dale Brinkerhoff
Mikelle Sweeten (via telephone)
Dixie Tienken (via telephone)

Iron County Commissioner Representative
Iron County Low Income Representative
Iron County Community Representative

Kane County

Commissioner Jim Matson
Mr. Craig Hansen
Elizabeth Davis

Kane County Commissioner
Kane County Low Income Representative
Kane County Community Representative

Washington County

Ms. Lil Baron

Washington County Community Representative

Others in Attendance:

Mr. Clint Cottam
Mr. Gary Zabriskie
Ms. Diane Lamoreaux
Ms. Karen Quackenbush (via telephone)

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

Members Not In Attendance:

Commissioner Victor Iverson, Excused
Ms. Kaysha Price

Washington Co. Commissioner Representative
Washington County Low Income Representative

I. WELCOME & INTRODUCTIONS

Mr. Art Cooper, Vice-Chair, welcomed those in attendance and everyone provided introductions. It was noted that Ms. Mikelle Sweeten and Ms. Dixie Tienken, Iron County, and Ms. Karen Quackenbush, State Community Services Office, were participating via telephone. A quorum of members were in attendance to officially conduct business.

II. APPROVAL OF MINUTES - JULY 12, 2017

Mr. Art Cooper, Vice-Chair, presented minutes of the July 12, 2017 Human Services Council meeting for discussion and consideration of approval.

MOTION WAS MADE BY COMMISSIONER DALE BRINKERHOFF, SECONDED BY

COMMISSIONER JERRY TAYLOR, TO APPROVE MINUTES OF THE JULY 12, 2017 MEETING AS PRESENTED. MOTION CARRIED BY UNANIMOUS VOTE.

III. BOARD MEMBERSHIP

- A. Ratification of New Board Members:** Mr. Clint Cottam introduced new board members as follows: **1) Iron County--** Ms. Dixie Tienken has been appointed by the Iron County Commission to serve as the community representative; and **2) Kane County--** Ms. Elizabeth Davis, University of Utah Extension Office, will serve as the community representative for Kane County. He asked for board ratification of the two new members.

MOTION WAS MADE BY COMMISSIONER MIKE DALTON, SECONDED BY COMMISSIONER DALE BRINKERHOFF, RATIFYING APPROVAL OF MS. DIXIE TIENKEN AND MS. ELIZABETH DAVIS TO SERVE AS MEMBERS OF THE HUMAN SERVICES COUNCIL. MOTION CARRIED BY UNANIMOUS VOTE.

A copy of the current Human Services Council roster, including term dates, was provided as a handout. Mr. Cottam also addressed the Washington County low income representative issues. Ms. Kaysha Price, Washington County low income representative, will not be able to attend Human Services Council Meetings. Mr. Diego Acosta, who has been representing Beaver County as their low income representative on a temporary basis, will move back to that role for Washington County. Mr. Acosta lives in Washington County and has been elected through a democratic process to fill this position. Community action staff will work with Beaver County to secure a low income representative.

MOTION WAS MADE BY COMMISSIONER DALE BRINKERHOFF, SECONDED BY MR. CRAIG HANSEN, APPROVING MR. DIEGO ACOSTA TO SERVE AS THE LOW INCOME REPRESENTATIVE FOR WASHINGTON COUNTY. MOTION CARRIED BY UNANIMOUS VOTE.

- B. Conflict of Interest / Civil Rights Agreements:** Mr. Clint Cottam provided a copy of the Conflict of Interest/Civil Rights Agreement that each member must sign on an annual basis to declare any conflict of interest. He asked that members sign the statement and leave it with him at the end of the meeting. A copy of the form will be provided to members participating electronically for them to sign and return. It was noted that the Code of Ethics must also be signed by all Board members.

IV. APPROVAL OF BYLAWS

- A. Electronic Meetings:** Mr. Clint Cottam referenced copies of Bylaws with highlighted changes for consideration. The Bylaws must be amended in order to allow for electronic meetings to be conducted. This is in compliance with the Utah Open Meeting Act. It was noted that either the Chair or Vice-Chair must be in attendance at the anchor location for an electronic meeting to be held. Boards members proposed that where the Chair resides would become the anchor location for these meetings.
- B. Minimum Meetings:** Mr. Clint Cottam reported that the Bylaws require that the Human Services Council meet a minimum of four times each year. However,

additional meetings can be held if the Board determines that it is necessary. It has been difficult at times to get a quorum in attendance at scheduled meetings. This was the case in September 2017 when a quorum was not available to meet. The Bylaws could be changed to require three meetings, but staff would still schedule four meetings. Another option would be to schedule a December meeting of the Human Services Council as well as the four currently scheduled meetings. The Bylaws also require that there is no more than four months between meetings. This has set up a situation to be out of compliance when a quorum has not been able to attend meetings.

Mr. Clint Cottam also reviewed several other proposed amendments to the Bylaws as follows: **1) Vacancies and Removal--** To remove a member without cause and no due process may not be good. Proposed adding text indicating that the Steering Committee would hear any potential grievance. This will provide due process and added protection from a legal standpoint; **2) Homelessness--** Reference is made to a representative that has experienced homelessness. Cleaner language would be a representative that has experienced intergenerational poverty. This would become part of the election process and it would provide a better perspective.

MOTION WAS MADE BY COMMISSIONER JIM MATSON, SECONDED BY COMMISSIONER JERRY TAYLOR, TO APPROVE CHANGES TO THE BYLAWS AS OUTLINED AND PRESENTED. MOTION CARRIED BY UNANIMOUS VOTE.

V. ELECTION OF NEW OFFICERS

- A. **Chair:** Mr. Craig Hansen, Chair, reported that he has served as Chair of the Human Services Council for the past three years. He entertained nominations for the position.

MOTION WAS MADE BY COMMISSIONER DALE BRINKERHOFF, SECONDED BY COMMISSIONER JIM MATSON, FOR MR. CRAIG HANSEN TO CONTINUE SERVING AS CHAIR FOR AN ADDITIONAL TERM. MOTION CARRIED WITH ONE OPPOSED.

- B. **Vice-Chair:** Mr. Craig Hansen, Chair, called for nominations for the Vice-Chair position.

MOTION WAS MADE BY COMMISSIONER MIKE DALTON, SECONDED BY COMMISSIONER DALE BRINKERHOFF, TO NOMINATE MS. MELANI TORGERSON TO SERVE AS VICE-CHAIR. MOTION CARRIED BY UNANIMOUS VOTE.

VI. BOARD TRAINING

- A. **Results Oriented Management and Accountability:** Mr. Clint Cottam reviewed items that Board members must certify and explained the process. Subcontractor application scope of work must be tied to community needs, and subcontractors are responsible to keep track of data, monitor, and achieve results. A specific process must be followed that incorporates three specific goals that were reviewed. A major goal is to achieve self sufficiency. He also reviewed strategies and core principals,

needs assessment categories and statements in each category. Success is identified as a percentage and an example of achieving success was provided. It is important that you know targets and present strong evidence of success of progress. Difficult clients will not achieve 100% success but this is part of the ROMA process. It is also important to know bench marks and how to achieve and measure success. Information was reviewed in terms of outputs versus outcomes for the Community Services Block Grant program.

Mr. Cottam indicated that reporting is very clear and there are not a lot of points awarded for outputs. Outcomes are measured as a change in status, change in behavior, etc. Examples of outputs would be providing a food box, utility assistance, DWS training, etc. Outcomes must be measured with looking at applications and reporting and need to show fidelity to the ROMA process and accountability. Ideas are great, but in actuality we must look at results when determining who to subcontract with. Compliance with ROMA compliance must be reviewed on an annual basis. A new annual report incorporates changes in four modules as follows: 1) State Community Action Data; 2) IS Report Funding levels which are similar to old module; 3) Community levels tied to the Local Homeless Coordinating Committees or intergenerational poverty to support data base role; and 4) Individual level which includes outcomes action change, unduplicated service count, and demographics.

VII. PARTNER UPDATES

- A. HEAD Start:** Ms. Mikelle Sweeten, Iron County, reported that a new Head Start location has opened in Cedar City by Canyon View High School. Funding for the Head Start program is up for next year and things are going well with the program. All of the advocates in the Five County area have received training on how to be better families and development specialists provide assistance to families. She reported that the Head Start program serves 384 children throughout the Five County area. Classes consist of 19 children in all locations. The receptionist and other staff speak Spanish and this helps in communications with families. Sign language is not currently addressed, but would be should someone apply that needs this assistance. Mr. Diego Acosta mentioned that a process should be in place to address a need as it surfaces.
- B. USU Extension:** Ms. Elizabeth Davis reported that she oversees the food stamp program in Kane County as part of her duties at the USU Extension office. Community classes are offered in nutrition education, budgeting, etc. The extension office also works with the 4H program, the Stem program, the Thumbs Up program, and those receiving pantry assistance. A marriage relations class has also been very successful.
- C. Other:** No other reports provided.

VIII. COMMUNITY ACTION PROGRAMMING

- A. AOG FY 17 Audit:** Mr. Clint Cottam reported that the Steering Committee of the Five County Association of Governments oversees the annual agency audit.

Information was shared with the Human Services Council as it relates to the Community Services Block Grant (CSBG) program. It was noted that there were no audit findings in the FY 2017 audit report.

- B. Department Financials:** Mr. Cottam reported that mid-year budget revisions will be made by the Five County Association of Governments Finance Committee and Steering Committee during their meeting later today. However, the federal continuing resolutions have slowed down cash flow to the organization. This creates a discrepancy between expenditures and revenue flow.
- C. Ratification of the Community Services Block Grant (CSBG) FY 17 IS Report:** Mr. Cottam explained that the CSBG two year grants overlap and it is difficult to keep funding separated for reporting purposes. The FY 2017 grant has been expended with the exception of funding to the Iron County Care and Share in the amount of \$3,848 that will be drawn down soon. The Pamela Atkinson Homeless Trust Fund in the amount of \$6,000 will be directed to case management for Washington and Kane counties rapid re-housing. There is also \$2,113 allocated for fringe benefits. The Emergency Solutions Grant (ESG) program is behind on expenditures and an extension may be requested on this grant. Some regulatory tweaks are needed for some of the people currently in the pipeline. The rapid re-housing policies and procedures need to be updated to include an environmental review process that is required by the U.S. Department of Housing and Urban Development (HUD). Continuum of Care grants are subcontracted to the Dove Center and Canyon Creek. This program is doing well and is on track for 2016 expenditures to the end of May. However, the renewal grant is somewhat behind.

Mr. Cottam reported that staff is waiting for the award letter for the Community Services Block Grant (CSBG) contract. Mr. Michael Day has been hired full-time by the state of Utah for the Earn-It, Save-It and IRS grant to serve the southeast and Six County areas as well as Five County. This has helped to stabilize the CSBG grant. Spending for all other contracts is on track at this time.

Mr. Cottam explained that The Learning Center for Families subcontractor did not attend training that was mandatory. The subcontract has been returned to the AOG, but it has not been fully executed. Staff has worked with this organization in the past and has diligently bent over backwards to make sure that they were in compliance. Information was provided to the organization, but no one attended the training. In addition, the organization was warned in May during a monitor visit that they needed to toe the line. They have good performance and good outcomes, but did not attend a mandatory meeting.

MOTION WAS MADE BY COMMISSIONER MIKE DALTON, SECONDED BY MS. ELIZABETH DAVIS, TO MOVE FY 2018 FUNDING PREVIOUSLY ALLOCATED TO THE LEARNING CENTER FOR FAMILIES BACK INTO THE FUNDING FORMULA FOR REDISTRIBUTION AND TO AMEND THE CONTRACT WITH THE STATE OF UTAH. MOTION CARRIED BY UNANIMOUS VOTE.

Mr. Cottam reported that the Utah Department of Workforce Services (DWS), Housing and Community Development Division, has asked each recipient of QEFAF to set policy for eligibility. Staff recommends that policy be set at 200% poverty level for the Hurricane Valley Food Pantry, Beaver County Food Network, Kane County

Care & Share and Garfield County Care & Share. This matches DWS Temporary Assistance for Needy Families eligibility and provides directors greater opportunities to serve families facing short-term crisis who are ineligible under Community Services Block Grant and USDA poverty guidelines (which is about 3% of all clients served).

Mr. Clint Cottam provided a handout outlining two FY 2017 success stories of the CSBG program. He reviewed CSBG expenditures by service category. It was reported that the Retired Senior Volunteer Program is returning to the Five County Association of Governments for administration. Funds spent in transportation are down quite a bit across the Five County region. Washington County used transportation monies toward the meals-on-wheels program. He explained that the Human Services Council is required to approve the IS report for FY 2017.

MOTION WAS MADE BY COMMISSIONER JIM MATSON, SECONDED BY MR. ART COOPER, TO APPROVE THE FY 2017 COMMUNITY SERVICES BLOCK GRANT IS REPORT AS PROVIDED AND TO SET THE POVERTY LEVEL AT 200% FOR FOOD PANTRIES PER STAFF RECOMMENDATION AS OUTLINED ABOVE. MOTION CARRIED BY UNANIMOUS VOTE.

- D. **Rapid Re-Housing Policy and Procedure Update:** Mr. Cottam referenced one rapid re-housing client that was stuck in limbo with no progress for nine months. Case management notes had documented the situation very well and a termination notification was sent out. However, the client appealed the decision and staff determined that exit dates need to be clearly defined and presented as part of a due process. Staff is recommending changes to the Rapid Re-Housing Policy and Procedures to include basic minimum requirements that clients must meet. The policy needs to clearly define notification time frames providing for 14 business days notification in two forms of communication. This could include telephone call, text, email, etc. Proposed changes provide a clarified process for clients existing the program. The letter indicates that if the client does not contact the office by a specific date they will be terminated from the program. This practice has already started.

MOTION WAS MADE BY COMMISSIONER MIKE DALTON, SECONDED BY COMMISSIONER JIM MATSON, TO APPROVE CHANGES TO THE RAPID RE-HOUSING POLICY AND PROCEDURE AS PROVIDED AND PRESENTED. MOTION CARRIED BY UNANIMOUS VOTE.

IX. SOCIAL SERVICES BLOCK GRANT (SSBG) RFP DISCUSSION

Mr. Clint Cottam asked for volunteers that would like to assist in scoring Social Services Block Grant (SSBG) applications. Staff will oversee the process but feels that some outside perspective would be a good thing to include. The same RFP can be utilized that was used last year. This will assist in making sure that all criteria are being met and it would take approximately two hours to complete. Ms. Elizabeth Davis, Ms. Lil Baron, Dixie Tienken and Melani Torgerson volunteers to assist Clint in this process. Mr. Cottam indicated that he would coordinate with the group to initiate the process. Staff recommendations for SSBG funding will be presented to the Human Services Council during the May 2018 meeting.

X. BOARD UNMET NEED UPDATE

Commissioner Dale Brinkerhoff thanked board members for their service on the Human Services Council.

XI. PUBLIC COMMENT

Ms. Karen Quackenbush, State Community Services Office, reported that Mr. Clint Cottam was named Outstanding Community Services Partner. He helped service agencies to access data that had been closed. This was a tremendous service provided to community action agencies in the state of Utah. He is to be complimented on a job well done.

XII. OTHER / ADJOURN

MOTION TO ADJOURN WAS MADE BY COMMISSIONER JERRY TAYLOR AND SECONDED BY COMMISSIONER DALE BRINKERHOFF. MOTION CARRIED BY UNANIMOUS VOTE.

The next scheduled meeting of the Human Services Council will be held Wednesday, May 9, 2018 at the Panguitch City Hall, 25 South 200 East at 1:00 p.m.

The meeting adjourned at 1:50 p.m.

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