

MINUTES
ASSET Administrative Team
November 7, 2018, 12:15 p.m.
United Way of Story County, 315 Clark Avenue

The Analysis of Social Services Evaluation Team (ASSET) Administrative Team met at 12:15 p.m. at United Way of Story County, 315 Clark Avenue with the following members present: Michelle Fullerton, Jean Kresse, Tim Lubinus, Deb Schildroth, and Karla Webb.

APPROVAL OF SEPTEMBER 5, 2018 MINUTES

Moved by Fullerton and seconded by Webb to approve the September 5, 2018 minutes. Motion approved unanimously.

TREASURER'S REPORT

Treasurer Fullerton reported a balance of \$5,514.84.

NEW BUSINESS

Lectio – Story County Reads Director Malai Amfahr and ACPC Executive Director Elizabeth Miner led the group through a presentation on the process called Lectio Institute, which was brought to Iowa about a year ago. Ms. Kresse said trainers have been identified, and that Community Impact Director Sara Zejnic has joined the meeting because this process is applicable to her work on Scorecard.

Ms. Amfahr said she went through the Lectio Institute and Train the Trainer process. She said the process will be described and ASSET can use it to discuss framework in Story County. Ms. Amfahr said Lectio is a Latin word built around literacy. She said key takeaways can be utilized through any human service program. She told the group Lectio is a three day Institute with 3-8 members in a team, and the time together consists of team time and learning time. Teams are cross-sectional consisting of those working in the same arena and they are guided through a process and approach to programs.

The approach is: Science of Learning and Development, Ongoing Landscape Analysis, and Strategic Planning and Prioritization and how they overlap and work together. Ms. Amfahr said this approach consists of looking at an individual program (does the outcome match intent) and the program landscape (identify needs and fill gaps).

The framework offers these lessons: analyze program, determine intent, map the landscape, and then refine, bolster, and prioritize programs under the new perspective. For providers, knowing what changes can be made to strengthen the program.

Pitfalls Addressed by Lectio: program and initiative fatigue, unmet expectations, limited/unclear information on impact, insufficient intensity to meet goals, and lack of strategic coordination. Specific programs were discussed.

The five key dimensions: delivery mechanism (how is the program being delivered), population profile (how were the population needs identified?), dosage (frequency, time and intensity), staff development (how does the program build staff's capacities to support development), and evaluation (what type(s) of program indicators are in place to determine program success?).

Ms. Minor said this is the framework that can be utilized and pushed forward with all human services programs. She said the program intent can be changing behavior or raising awareness. She said efforts could be understood on a continuum of intensity of time, money, and human capital.

Ms. Miner said if the intended outcome is not matching the real outcome, it could be realigned. Ms. Amfah said the trainings would take place between January-April of 2019. She said they want to be strategic about who will be invited, making sure that the providers will talk to each other after the training about working together on programming. She said she needs recommendations on providers that would work well together. She said training materials and food is provided. She said the agencies selected would need to be willing to make changes. UWSC has received grant funding to support three sessions of sharing this information with ASSET funded service providers who serve youth.

Ms. Kresse said a good example could be out of school time during the academic year, which would involve many agencies. She said that deserts could be identified, or things that are really working could be shared and implemented in the other similar programs. Ms. Amfah said there would be a conversation on collectively serving Story County. She said they have been cautioned not to use the tools out of context and it has to be an internal process as agencies involved self-analyze. Ms. Kresse gave an example of a program that was analyzed where an agency realized the disconnect between what the program was being marketed as vs. what the program really was. She said if money is being spent to achieve a certain outcome, those funds can be redirected based on what is learned. She said when agencies go through this process, they may self-select the programs that need changed. Ms. Zejnic said this is a similar approach to the Scorecard. Ms. Webb said if measurement steps were added into a program, a program could still measure what is intended.

Ms. Amfah said collective impact model is what she uses. It was discussed that during the next Administrative Team meeting the team could discuss possible agencies that could benefit from the training. Ms. Amfah said two groups that include two agencies each would be ideal. Each group would receive two four-hour sessions back to back. Ms. Fullerton asked if the agencies would be partnered for future collaboration. Ms. Amfah said yes, it would be a strategic recommendation.

Ms. Fullerton asked if the director and administrative staff would be involved. Ms. Amfah said the ones that can make decisions and make changes would attend. Ms. Miner said it would not involve just the program director, as information on the actual service is also needed.

It was discussed that the PowerPoint could be sent to Ms. Thompson for distribution among the Administrative Team. Ms. Amfah and Ms. Miner left the meeting.

Mr. Lubinus asked what the incentive is for agencies that participate. Ms. Kresse said agencies would be better aligned with what ASSET desires. She said funders need to understand more what the impact is of the programs supported. This will help make decisions as more requests for new and expanded services are received.

Ms. Fullerton said new volunteers with fresh perspective may question the status quo of funding from year to year. She said if the previous year's funding was removed from the spreadsheets that volunteers use for allocations, the funding could get shaken up since currently volunteers assume services need to be level funded or given a small increase. Ms. Schildroth said as ASSET moves in the direction of funding based on outcomes that make sense, there will be some work to be done. Ms. Fullerton said she's going on year five, and she's now understanding more about funding decisions.

Mr. Lubinus said the proposed column can cause volunteers to misallocate. He said the priorities and outcomes should determine allocations. Ms. Kresse noted that sometimes agencies are not drawing down their allocated funds. She also said the programs based on needs that fluctuate so much would be hard to analyze, and for those programs asking for more dollars it will need determined if they meet a priority of the funders.

Discussion ensued on priorities and agency requests. Mr. Lubinus said ASSET needs training to realign systems. Ms. Fullerton asked why funds are not pooled. Ms. Schildroth said there are contracts/agreements with each funder. Ms. Webb said there is an eligibility process people go through before they can receive CICS funding. Ms. Fullerton said priorities need to be highlighted to volunteers before funds are allocated. Ms. Kresse said that Mr. Phillips said at the last meeting that when everything is a priority, then nothing is a priority. She said it is the funders that need to be stricter on communicating their priorities. Ms. Kresse said UWSC is making sure new requests are being vetted based on priorities.

Ms. Kresse said the New/Expanded Service form could be looked at and agencies could be held accountable for the outcomes they are looking to track. She said before starting major services there should be more hoops for agencies to jump through to make sure the agency is healthy enough to provide and sustain it.

It was noted that the New/Expanded Service form would be reviewed again.

Ms. Schildroth asked about the agency recommendations for the Lectio training. Mr. Lubinus asked about the incentive to the agencies as it would take many hours and they would need to be willing to change. Ms. Fullerton said it should be communicated as a way to discuss programs with a similar agency for benefit to them. Mr. Lubinus said duplication is an issue, so ASSET needs to be confident the programs are all making a difference. Ms. Fullerton said improvements could be made to both programs when information is shared. Ms. Fullerton said UWSC could identify some potential agencies based on Scorecard. It was noted this can be further discussed at the December meeting.

Draft ASSET Agenda – Moved by Kresse and seconded by Webb to cancel the November meeting. Motion carried unanimously.

ADDITIONAL ITEMS/ CONCERNS

Ms. Webb said the Crisis Stabilization and Transitional Living Center (CS-TLC) operated by Mary Greeley Medical Center (MGMC) opened in October. TLC services are currently being provided and referrals will be taken starting in late November for crisis stabilization services.

Ms. Webb said the Story County Opioid Task Force will be having a Community Conversation event on November 13 at 7 p.m. in the Bessy Auditorium at MGMC.

Ms. Webb said there were at least 20 people present at the Coordinated Entry Lunch and Learn held in September. Those present included churches, Good Neighbor Board member, YSS staff, ERP board member, and Sara Zejnic from UWSC. She said the concept was discussed, and there appeared to be overall support for the idea. She said narrowing it down to one or two entry points was well received; the churches like having the one-on-one contact with individuals as part of their mission work and are

concerned they could lose that touch. She said churches and others would not have to participate as this is a voluntary process. Ms. Webb said the steering team met with Iowa Community Alliance which has a centralized database system used by several agencies, and the database is free to agencies receiving federal funding. Ms. Webb told the group that a system would have to be built for this initiative so there would be a cost and an ongoing cost. She said the Community Services Network (CSN) database used by MHDS regions is statewide and some county General Assistance programs use the database. She spoke with Jeanine Scott and ISAC that oversees the database and ran the coordinated entry concept by her. Jeanine is interested in the concept and thinks the potential is there to consider CSN. Providers could potentially have a log in, but there is more to be discussed to see if this is workable. Primary Healthcare and St. Thomas Aquinas have joined the core group. Ms. Kresse asked about churches not participating. Ms. Schildroth said if a person is part of the central intake system, churches could still be contacted as part of the process. Ms. Webb said Linn County staff is very interested in something like this if it works in Story County.

Ms. Kresse shared that the Iowa Works office at Iowa Department of Transportation in Ames is now open. She said she met with the Chamber to discuss what job related services are available. From this meeting, the Chamber brought in the County (Deb Schildroth) and it was discussed that a more focused effort needs to take place. The human service providers were brought together to talk to the Chamber and identify barriers. The Chamber educated agencies on some expansions happening at Burke Corporation and other places. She said they are planning with Story County and the Chamber to bring together the businesses and providers to a community conversation on November 28. She said Ms. Schildroth has found a facilitator to help. The goal is to identify possible solutions. Another group is working on child care deserts in Story County.

Discussion ensued regarding Burke Corporation and transportation. Ms. Kresse said it has been discussed that potential workers should be part of the discussion. Transportation, child care, education, etc. are all factors in helping people find jobs.

Ms. Schildroth said she was discussing the transportation service between Story County and Marshall County for manufacturing businesses with Ms. Ramsey at HIRTA, who said they have proceeded with the vanpool service. Ms. Schildroth said ASSET didn't move the service forward, but the HIRTA Board went ahead with the idea. After an RFP they had two responses from Enterprise and DART. HIRTA can provide dollars to those companies that would help reduce the cost that businesses or the participants would have to pay. Ms. Schildroth said HIRTA accepted both proposals, and will start signing contracts this month. She said they have some dollars that can go specifically toward that type of transportation.

ANNOUNCEMENTS/REMINDERS

- A. Next ASSET Administrative Team Meeting – December 5, 2018 at 12:15 p.m. (United Way)
- B. Next ASSET Meeting – November 15, 2018 at 5:00 p.m. (City Church)
- C. Liaison Reports Due – November 15, 2018

ADJOURN

The meeting adjourned at 1:43 p.m.