

## **MINUTES**

### **ASSET Administrative Team**

November 6, 2019, 12:15 p.m.

United Way of Story County, 315 Clark Avenue, Ames IA

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: Sandra King, Jean Kresse, Tim Lubinus, Lisa McCoy, Anneke Mundel, Deb Schildroth, and Karla Webb.

### **APPROVAL OF SEPTEMBER 4, 2019 MINUTES**

Moved by Schildroth, seconded by Webb, to approve the September 4, 2019 minutes. Motion carried unanimously.

### **TREASURER'S REPORT**

No report.

### **NEW BUSINESS**

**Introduction of Story County Director of External Operations, Sandra King** – Introductions took place.

**Draft Human Services Council Resolution** – Human Services Council Co-Chair Melissa Murray joined the meeting. Ms. Murray told the group she is in her second year as co-chair, and last fall as Erika Peterson finished her term as an ASSET Agency Panel Representative, it became hard to find a replacement. She said attendance has been very sporadic at the Human Services Council (HSC) meetings, and it has become very hard to find individuals interested in serving in a leadership role. She said it became apparent that the direction of the HSC was in question. In August, a survey was sent to agency directors and those that had attended HSC in the past. She said the results showed that some were attending at least half of the meetings, but those attending were not the directors, as it was when the Council was started. Ms. Murray said the survey revealed respondents valued the Council, yet no one was ready to step up for leadership. Opinions were voiced in interest of continuing on an informal basis. She said at the September meeting the executive committee presented a recommendation based on the data received, which was to disband formally and continue on an informal basis. Discussion at the meeting was very good, and the information taken from that resulted in some proposed resolutions.

Ms. Murray said it was proposed the HSC cease to function in its formal capacity, and the fund balance in the HSC account after mini-grants have been awarded would go toward a donation to St. Andrew's for meeting space. The HSC would not renew the website, and the resource guide could be maintained or made digital. Ms. Murray said this proposed resolution was not adopted because there was discussion about whether or not some of the remaining funds should be used to extend the website.

It was noted that what happens to the Resource Guide is a separate conversation that could be continued after a resolution is passed. She said the next meeting will be December 5 and the Council will consider the options. Ms. Kresse said UWSC is the fiscal agent of HSC and the website has a few years left. Ms. Murray said it has two more years. Ms. Kresse said her concern is that the UWSC partner agencies are all supposed to update their information on 211. Ms. Murray said most agencies mentioned in the survey they were complying with that.

Ms. Schildroth asked what the website would offer if funds are used to continue the website. Ms. Murray said it was hacked over the summer. She said she is concerned about the maintenance. Ms. Schildroth said it may be possible to put the guide on the City's website but someone else needs to maintain it. Ms. Kresse said she prefers pushing 211 over the Resource Guide.

Ms. Webb said a Story County staff person is in charge of updating information on multiple lists. She said if one system could house the information statewide she is in favor of that. The utilization of 211 was discussed.

Ms. Murray left the meeting.

**MICA Discussion on Discontinuation of Family Development Program and Merging Food Pantry and Family Development Center Budgets** – Ms. Schildroth said MICA representatives were invited to clarify the discontinuing of the Steps to Success program and increased request for the Story County food pantry program. Ms. McCoy said at the liaison visit there was not a discussion on this.

MICA Executive Director Clarissa Thompson and CFO Amanda McCoy joined the meeting. Ms. Thompson said throughout history, they were seeing a reduction in the number of families served in the Steps to Success Program. She said this is mostly due to MICA's lack of ability to employ a full-time staff person. In 2019 they served 10 families. She said ASSET is funding about 60% of that service. She told the group they had a staff member willing to serve in a part time role, but her duties have changed and she has less time available for the Steps to Success program. Ms. Thompson said MICA has been awarded a Veridian Credit Union grant of \$5,000 for many years for the food pantry and that funding sources has been discontinued. Ms. Thompson said the food pantry is also supported by other funds in addition to ASSET.

Ms. Thompson said many years ago the Family Development Center and food pantry budgets were all together, but they wanted to know what it costs to run a food pantry so for 7-8 years have done it the budgets separately. She said the Family Development Center (FDC) operates the food pantry and other core services. She said FDC person is serving in many capacities including the food pantry. She said this is confusing for funders as funds are being requested for the food pantry, but there really isn't a reason for them to be separate. Now instead of having two separate budgets, there is one collective budget with all services. Ms. Kresse said in the ASSET process there are service codes, which are different for different services. She said food pantry would be under income and Steps to Success would be under education. She said if modifying ASSET service budgets, a new/expanded services request would have had to be submitted.

Ms. Kresse asked if the food pantry activities include home visits. Ms. Thompson said yes. Ms. Kresse asked if Steps to Success has been eliminated. Ms. Thompson said it hasn't been eliminated yet, and it will be operating until June unless resources become unavailable to finish the fiscal year. Ms. Kresse said at any point MICA runs out of money for the program, UWSC funds would need to stop as well. She said UWSC would need to know that in writing. Ms. Schildroth asked how the families that need the service will receive the service going forward. Ms. Thompson said they will not be recruiting new families. She said they have two other family visit programs, FADSSs or early Head Start that families could be transitioned to if they qualify. She said if there's still a need they will transition those families. She said there is some flexibility with the state in offering a Two-Generation approach, and there is a pilot program in place to recruit a broader group of people. She said they have been doing that for about three years.

Ms. Schildroth asked about the Food Pantry and what all is covered. Ms. Thompson said units of service will not be affected, as they will still count things the same. Ms. McCoy said food pantry is being funded by ASSET but since the budgets are together the unit costs are higher. Ms. Kresse said when placing the two budgets side by side the salaries/related costs are currently \$28,287 and the food pantry is \$29,458. She said that is 58,000, but with the combined budget of food pantry budget and family development budget (not ASSET funded) they are requesting \$20,000 more. Ms. Kresse asked what will be done with that extra \$20,000. Ms. Thompson said every year they provide more food pantry services than they have ASSET funds for. Ms. Thompson said of the \$72,000, ASSET is funding 38% and 61% of that was local fundraising. She said FDC is the hub of services in Story County. By combining FDC and food pantry, ASSET would be paying more toward the operation of the food pantry. She said they will provide more services than what is funded.

Ms. Schildroth said FDC is a location of the services. Ms. Thompson concurred. Ms. Kresse said ASSET provides funding for services. Ms. Thompson said they are providing same things, but able to do it more systematically accounting-wise. She said the units of service charged would be for direct food pantry service. FY 18/19, 19/20, and the proposed year service statistics go down. It was asked if it costs more than what ASSET has been paying for this particular service. Ms. Thompson said yes, that they provided 7,300 units of service last year, and they are requesting ASSET fund more units that MICA is providing.

Ms. Kresse asked if the FDC is the whole center. Ms. Thompson said it's a portion of the center that includes the family development worker, supervision (a portion), directors, a portion of the rent and maintenance, and internet. Ms. Kresse said salary is going from \$29,000 to \$88,000. She asked how many FTEs are physically located there delivering services to Story County. She said it appears that combining the budget is just forcing the unit cost to go up and pay more for the same service, and ASSET doesn't know exactly what's being received. It was requested that Ms. Thompson provide that information to Erin.

Ms. Thompson said the unit cost staying the same would be fine but that number was generated. Ms. Webb said self-generated revenues are estimated to decline. Ms. Kresse said the FDC should have appeared on the ABF 4 last year.

Ms. Schildroth asked for an outline of what all is included in the increase of salary/ related and miscellaneous for the ABF 5 (food pantry). This can be emailed to Erin.

Ms. A. McCoy and Ms. Thompson left the meeting. The ASSET Administrative Team will discuss MICA's reply at the December meeting.

**GivePulse Volunteer Website/ Program** – Greg Welk, Bethany McCurdy, and Ashley Scudder of Iowa State University (ISU) joined the meeting. Ms. Schildroth said this will be a refresher for staff members, as they heard about this at the Story County Quality of Life Alliance meeting. She said an overview of this will be helpful for the group. Mr. Welk said they are helping researchers connect with community partners. He said GivePulse is one tool used to facilitate that. Ms. Scudder said she and Mr. Welk are faculty members and Ms. McCurdy is a graduate student assisting with the program. Ms. McCurdy gave an overview. GivePulse is a volunteer portal that promotes events and attracts volunteers. It allows users to post and track events, manage shifts, assign jobs, and receive data and feedback. She noted 4,000 students are active on GivePulse.

Ms. Kresse said it was asked last time what the cost was. It was noted that ASSET's cost would be \$0 because ISU is paying for it on campus. Ms. Schildroth asked about the connection with the VCSC. He said they have talked with Anne for several years. He said it is possible that both systems could be connected. He said thousands of students on campus are already using GivePulse. He said Ms. Owens is part of the broader community group. Ms. Kresse asked if GivePulse could handle more county events. Mr. Welk said yes, it is ready to go, that it takes care of itself, is very easy, and with a little bit of customization with Ms. McCurdy's help, they could be up and running. He said University of Arkansas has a very active Volunteer Action Center that connects people in northwest Arkansas. Ms. Scudder said the software is very expensive and sophisticated if you don't have a partnership. She said it's special that they have selected ISU as a partner, and they are able to reach out to leadership for assistance if tweaks are needed. He said there's not any double counting. Ms. Schildroth said the impact data is very helpful.

Mr. Welk said for student volunteerism, there has to be enough students and enough programs. He said Ms. McCurdy releases a newsletter with opportunities. He said with the variety of opportunities, certain ones can be highlighted to drive interest. Ms. Kresse asked what happens when Bethany graduates. He said it's U-Turn, an ISU initiative, which is a campus-wide effort to build the system. Mr. Welk said a facility in the Research Park community could be an engagement hub and it could replace some of the benefits of what the healthy life center could have been. He said there's a possibility of having a true community outreach hub jointly promoted. He said as sustainability and implementation researchers they would like to see this optimized in community settings. Ms. Scudder said there are different ways people are in contact with the U-Turn network. She said there's always someone in the role to assist. Mr. Welk said taking this to ASSET could happen organically. Ms. Scudder said having the organizations connected through one umbrella will help ASSET see where some gaps are. She said some agencies may need more support on getting those opportunities filled. She said it is low-cost experiment, and her recommendation would be that some organizations have used it. She can share a link to the admin of an organization, and they click confirm and then they have GivePulse and can post an event. Mr. Welk said after posting them, they can be included in the student newsletter and could be highlighted in specific departments.

Ms. Kresse said UWSC has reached out for help for Day of Caring to help connect the project to businesses. She said Bethany met with Ally to set it up, and they will know next year how it goes. Mr. Lubinus asked if background checks can be performed right on the website. Mr. Welk said yes, that can be built in.

Ms. Schildroth said the team will discuss next steps.

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[iastate.givepulse.com](http://iastate.givepulse.com)

Ms. McCurdy, Ms. Scudder, and Mr. Welk left the meeting. The team discussed the presentation. Possible partnerships with the community and benefits of the technology were discussed.

**Volunteer Update** – Ms. Webb said Sue Draper has been appointed to fill Nora Ryan's vacancy for Story County. She also said CICS volunteer Melonie Stall resigned. Ms. Draper did the visit and liaison report for All Aboard for Kids.

**CICS Update** – Ms. Webb said the CICS crisis line answered by Foundation 2 may be transitioned to Your Life Iowa (a state crisis line) that is answered by Foundation 2. She said Foundation 2 would still

be contracted with for crisis mobile response services. She said some cost savings will be assumed. She said there will be no lost calls, as calls would be rolled over to Your Life Iowa from the CICS Crisis line.

Ms. Webb said HF 690 requirements for Children's Behavioral Health system have required an amendment to the CICS 28E agreement. She said the governing board currently consists of one Board of Supervisors member from each county, and in 2020 will include three representatives one each representing Children's behavioral health, education system, and a parent of a child using behavioral health services. Ms. Webb said the adult advisory committee currently has two non-voting members, and one will become a voting member (the individual or family member of an individual accessing mental health disability services).

Ms. Webb said CICS has contracted with Eyerly Ball for consultation services for the development of an access center network which is required to be developed by July 2021. In financial forecasting, Ms. Webb said in 20/21 it anticipated the region will have to increase the levy. Intensive mental health services need brought on board as well as children's behavioral health, and costs are unknown. She said in 18/19 over \$12 million was spent and the maximum revenue is \$11.9 million. She said the current levy is \$22.20 but within four years they anticipate it will be \$35.50.

Transitional centers are block grant funded, and CICS is looking at moving them towards accessing habilitation funding. It was noted that the transitional living center in Ames is fee for service.

Genesis Development has closed and Imagine the Possibilities has taken over the majority disability services provided by Genesis Development. Crisis stabilization has been picked up by Zion.

Ms. Webb said Jody Eaton's term expires June 30, 2020 so they are taking internal applications currently for that position.

Ms. Webb said they were notified late last week by DHS that the Department of Management, State Auditor's Office and DHS have been looking at the code language discussing the County's inability to fund direct mental health services. The State is now saying this language has always been there and are clarifying that County general funds can no longer fund directly to MHDS agencies for mental health services. Ms. Webb said she believes the funding, which the County is providing to YSS (previously contracted through Juvenile Court) that is for intake services is going to be impacted. Even though the activities that YSS is doing are not funded by the region, the County will still not be able to fund those services. Ms. Schildroth said a YSS staff member is doing intake to determine services needed. She said the prior interpretation was that as long as county funds weren't funding a direct mental health services (i.e., an hour of outpatient therapy) then funding could be used for ancillary services. She said service coordination is done at many agencies (ACCESS, ERP, etc.). In YSS' case, they provide many services, not just mental health services. Ms. Webb said Jody Eaton is reaching out to the state about it. Ms. Schildroth said in her previous role as a State Representative, Lisa Heddens was interested in removing this portion of code to help address funding needs for children's services. Ms. Eaton got clarification that even if the Region does not fund it the County cannot. She said she is hoping to pull a meeting together with Andrew Allen, Jody Eaton, and Sandra King. The service to be affected is ASSET book page 449.

**Draft ASSET Agenda** – The agenda was reviewed.

#### **OLD BUSINESS**

Ms. McCoy asked if a new Treasurer should be identified. The team concurred.

**ADDITIONAL ITEMS/ CONCERNS**

Ms. Kresse said a Symposium on Diversity and Inclusion was held last Tuesday. She said occasionally funders have come together to offer a training to agencies. She said Dr. Keisha Scott does an “ism” training that would be really good for agencies.

Ms. Schildroth said the County will be doing a housing needs assessment, which would be good to mention at the ASSET meeting.

**ANNOUNCEMENTS/REMINDERS**

- A. Next ASSET Administrative Team Meeting – December 4, 2019 at 12:15 p.m. (United Way)
- B. Next ASSET Meeting– November 14, 2019 at 5:00 p.m. (City Church)
- C. Liaison Reports DUE: November 14, 2019

**ADJOURN**

The meeting adjourned at 3:15 p.m.