

MINUTES
ASSET Administrative Team
May 2, 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, Brian Phillips, and Caroline Quinn.

APPROVAL OF APRIL 4, 2018 MINUTES

Moved by Kresse and seconded by Phillips to approve the April 4, 2018 minutes. Motion carried unanimously.

TREASURER'S REPORT

The ASSET balance is currently \$4,126.18

NEW BUSINESS

ACCESS – Staff Hours Discussion – ACCESS Executive Director Tess Cody and Administrator Virginia Griesheimer introduced themselves. Ms. Cody started as Executive Director for ACCESS at the end of February. She said they have had some confusion in billing hours based on service overlap that sometimes occurs. Ms. Cody said they would like to discuss changing the ASSET terms away from “battering”.

Ms. Cody said that the Battering Relief - Crisis Intervention and the Battering Relief - Counseling and Support services are hard to code for staff because with domestic violence cases, the victim has an initial contact, ongoing contact, and then when an abuser gets arrested there is a two-day stay. During the course of providing services for clients, there are times when ACCESS is providing both services. She told the group that ACCESS wants to provide continued care, but it seems an administrative oddity to pull apart which service it is in those touchy moments when it's really both services. She also told the group that with the agency budget as a whole, staff is getting paid the same amount to do both services because of the structure of the agency. Discussion ensued regarding the differences in unit costs currently. Ms. Cody said she doesn't believe those unit costs need to be different and would like to see those services combined with ACCESS to seek a similar amount of funding. The group concurred. Mr. Phillips said he doesn't see any reason to continue separating the services. It was noted that this discussion also pertains to Rape Relief - Crisis Intervention and Rape Relief - Counseling and Support.

Proposed Changes:

- Service 3.07 Battering Relief will change to Domestic Abuse Crisis and Support (ACCESS will combine Crisis Intervention and Counseling and Support)
- Service 3.08 Rape Relief will change to Sexual Abuse Crisis and Support (ACCESS will combine Crisis Intervention and Counseling and Support)

It was noted that ASSET may request ABF 5's for the old services for the past years and a new ABF 5 for the proposed year during the next budget request.

Mr. Phillips said Service Code 2.08 (Emergency Shelter) is used by other agencies, but that ACCESS can change their service name under that to better fit their program. Discussion ensued regarding the

possibility of multiple outcomes with the combining of services. Mr. Phillips said there are other services with multiple outcomes. Ms. Cody and Ms. Griesheimer left the meeting.

Human Services Council Update – Co-chair of Story County Human Services Council (HSC) Kyle Briese entered the meeting. Ms. Kresse said when ASSET formed, ASSET had four panels of services and each panel had an agency representative appointed by the HSC with the purpose to go between groups and share information. She said many years ago, each panel would meet separately to share information, but that hasn't been happening for some time. Mr. Briese said the HSC structure is based in ASSET, but the council has been discussing the structure lately because it's not operating as intended. He said there is some crossover of attendees at HSC that would also be at ASSET, but typically they are getting a cross section of agencies that may or may not be funded by ASSET, and most attendees are not in leadership, but are more likely to be providing services at their agencies.

Mr. Briese asked if there is potential to continue a formal relationship for collaboration. He also said HSC is proposing changing the number of panel representatives from three to one to see if a focus or emphasis is better placed on one representative. It was noted that Erika Peterson is the current representative and is not always able to attend Human Services Council. It was discussed that an appointed representative would be committed to attending both meetings. Mr. Briese said a co-director serving as a representative would be ideal.

Discussion ensued on whether or not the relationship is beneficial. Ms. Kresse said anyone could bring information to ASSET. She said usually an agency comes to ASSET to expand or create services. If a change impacts more than one agency, then it would help to bring agencies together to work on a solution. Discussion ensued. Mr. Briese asked if it would be appropriate to sever the connection. Ms. Kresse said if one representative remains, it would help to have someone interested in attending both meetings.

Ms. Kresse said when the agency panel representatives were created, there was not an administrative assistant, a website, or posted agendas so information sharing has changed. It was discussed that there has to be some benefit both ways. Ms. Kresse asked if the HSC talks about ASSET. Mr. Briese discussed the proposed change to the HSC bylaws from three agency panel representatives to one agency representative. Ms. Fullerton said she has been involved with ASSET for four years and only recalls lack of participation by representatives and the inability of HSC to appoint representatives. Mr. Lubinus asked if the HSC has other tasks. Mr. Briese said they have the Resource Guide.

Discussion ensued. Mr. Briese asked if ASSET would like to make action or wait for HSC action. Ms. Kresse said ASSET will move forward with amending its Policies and Procedures to mention one agency representative may be selected by HSC. Mr. Briese left the meeting.

Volunteer Center Discussion – Volunteer Center of Story County (VCSC) Director Anne Owens entered the meeting. She told the group that VCSC is helping recruit volunteers for RAGBRAI, working on corporate volunteering, silver cord programs, Service Enterprise certification, and supporting partner agencies.

Discussion ensued on how units are counted and recorded on the ABF 2, ABF 5, and ABF 5(O). Ms. Owens said volunteers from partner agencies are counted as well as the volunteers that sign up for VCSC programs like Stash the Trash, MLK Day, etc. VCSC has 198 partner agencies. Ms. Kresse asked on the ABF 2 (Agency Client Statistics), who are the 11,372 total for actual 16/17. Ms. Owens said that figure is

a combination of folks referred to partner agencies, number of volunteers mobilized in their events, presentations made about volunteers, those that attend volunteer engagement / management seminars, and website views (including those that do not sign up). Ms. Kresse said it's a duplicated count. Ms. Owens concurred. Mr. Phillips asked if the 11,372 includes total number of website views or total number of volunteer responses. Ms. Owens said she counts about 10% of the web activity. Mr. Phillips asked how the age groups, gender, location of residence, and income level of volunteers is determined and recorded on the ABF 2. Ms. Owens said she estimates those figures based on the US Census, what is gleaned from VCSC event sign ups, and the fact that 47% of the volunteers in the database have an Iowa State email address. Mr. Phillips asked how the proposed number of clients is estimated. Ms. Owens said the total number carried over comes from the amount of email addresses that do not bounce back. Ms. Fullerton asked how the connection is made if someone clicks on website and chooses an event. Ms. Owens said VCSC counts the response, but the notice goes straight to the partner agency if the client is signing up for a particular agency.

Ms. Kresse asked about the ABF 5 for Volunteer Engagement under service stats, and said the unduplicated participants figure is not unduplicated. She asked what is being counted on the ABF 5(O). Ms. Owens said the total includes every active person in the system. If a client responds to Overflow or another agency, that client is no longer a VCSC volunteer. 3,356 is the individuals involved in community fairs, classroom presentations, etc. 8,738 are already in database, 2291 are new in the system this year (could have signed up and not responded). It was discussed that Scorecard does not give a way to count referrals to partner agencies. Referrals are part of the programming conducted through volunteer engagement. Ms. Kresse asked why it would be needed to pull apart those numbers for Scorecard. Ms. Owens said Scorecard wants to know the number of volunteers VCSC mobilizes. A comparison was made that all of RSVP volunteers are RSVP volunteers. Ms. Owens said VCSC is different because they are putting the call out for the volunteers needed.

Ms. Kresse said another number (1,658) was given to Scorecard which created confusion. Ms. Owens said the 1,658 number was given in May and the 2,119 number included June and July. She said they were recruiting in June for the rummage rampage that happens in July. Ms. Kresse said funders need to be asked what numbers are desired. Mr. Phillips said it's a reach to count visitors to the website as clients on the ABF 2. He also said to put all clients in the unknown cell in categories on the ABF 2 instead of using a formula to guess since ASSET staff and volunteers use that information. Discussion ensued on the benefits of requesting more details of volunteers. Ms. Owens said the more fields requested, the less likely it is for a person to sign up. Ms. Owens said an ISU MBA group went through the VCSC active user database requesting additional information and they received a 7% response rate. Ms. Kresse said that's different than requesting the information at the beginning.

Ms. Kresse said she wants to know how many volunteers are responding and how many of those signed up for another opportunity. Discussion ensued. Mr. Phillips asked if she speaks to partner agencies to discuss if the volunteers are showing up. Ms. Owens said she can bring up an account and see how many events were responded to. Ms. Owens left the meeting.

It was discussed that the 1,658 figure on Scorecard must have been VCSC volunteers. Further explanation could be requested when figures are differing between reporting documents. The figure 8,738 represents active registered volunteers in the system with different email addresses (assumed active volunteer since email didn't bounce back).

Mr. Lubinus asked about the next step. It was suggested that clearer instructions be given by ASSET. Ms. Kresse said she will ask Deb and Karla what is needed tracked by CICS and Story County. Moved by Kresse and seconded by Fullerton to discuss this among the committee of Mr. Phillips, Ms. Kresse, Ms. Schildroth, and Ms. Quinn before the next administrative team meeting. Motion carried unanimously.

Ms. Kresse said she wants to be sure VCSC is generating new volunteers for the 199 agencies before organizing Stash the Trash, MLK Day, etc. since UWSC is funding VCSC to work for agencies.

Reference Manual Updates and Policies and Procedures Updates – Moved by Ms. Kresse and seconded by Phillips to recommend approval of the Reference Manual and Policies and Procedures to the ASSET board. Motion carried unanimously.

Draft ASSET Agenda – Minor changes were made to the draft agenda.

ADDITIONAL ITEMS/ CONCERNS

It was noted that liaison assignments will be made at the June administrative team meeting.

It was noted that the YSS Unit of Service discussion will be revisited at the June administrative team meeting.

ANNOUNCEMENTS/REMINDERS

- A. Next ASSET Administrative Team Meeting – June 6, 2018 at 12:15 p.m. (United Way)
- B. Next ASSET Meeting – May 10, 2018 at 5:00 p.m. (City Church)

ADJOURN

The meeting adjourned at 2:29 p.m.