



Human Service Council (HSC) Meeting Minutes Thursday, March 28, 2013

WELCOME: The Story County Human Service Council meeting started on Thursday, March 28, 2013 with introductions from the following 26 people: Marie Martinez (ACCESS), Annie Randolph (ACCESS), Sipele Quezada (Ames Community Schools), Arti Sanghi (Central Iowa RSVP), Kathy Kriegler (Community & Family Resources), Shari Atwood (CyRide/Ames Area Metropolitan Planning Organization), Bethanie Langloss (Eyerly Ball), Nicole Seid (Eyerly Ball), Jeremy Johnson-Miller (HIRTA Public Transit), Carolyn Dixon (Heartland Senior Services), Patsy Besse (Homeward), Julie Saxton (Life-Line Resources), Amy Robak (LSI Crisis Child Care), Richard Sharpe (Mainstream Living), Meg Briesdorn (MIFTC), Deb Niehof (National Association of Mental Illness of Central Iowa), Lynn Scarlett (Nevada Chamber of Commerce) Jenna Carlson (Planned Parenthood), Nikki Lullman (Story County Community Services), Katy Johnson (Story County Extension & Outreach), Ronda Page (Story County Healthy Futures & Stork's Next YSS), Cari McPartland (The Salvation Army), Jill Hill (Youth & Shelter Services), Carolyn Steckelberg (YSS), Victoria Akinde (YSS), and Hope Metheny (YSS)

PROGRAM on HIRTA: Jeremy Johnson Miller provided an excellent program on HIRTA Public Transit's services and How to Ride HIRTA! **See attached sheet that explains HIRTA services & HIRTA brochures** discussed at the meeting.

1. **Does the suggested fee require the 60+ person to sign an application form.** Answer: Yes, to receive the \$1 or \$2 suggested fee in the brochure either the person or a person on their behalf would need to fill out an application form. Contact Jeremy for this form or you can download off the HIRTA website at <http://www.hirtapublictransit.com/NAPIS%20FY2013.pdf>.
2. **Do you have posters that you can distribute for agencies to publicize?** Answer Yes, call Jeremy
3. **Are Des Moines buses only going to the VA/Broadlawns or can they go elsewhere in Des Moines on those specific days.** Answer: They can transport anywhere in DSM upon demand.
4. **For the Nevada routes, are those less flexible? A client wanted to ride but the bus only went at certain times. When do the buses leave Nevada?** Answer: Jeremy explained that HIRTA took over in July with direct transportation in Story County for Heartland Senior Services. They are developing efficiencies in trying to get more people on the bus going to a location at the same time. HIRTA is not neglecting communities but just trying to operate the service as efficiently as possible. Shari Atwood commented that HIRTA operates as a transit system not as a taxi service so they are trying to transport a higher demand of people. What the individuals may want is a taxi and public transit is not that. Transit tries to serve the majority of the passengers the best way possible.
5. **Are there reduced fees for children when parents ride HIRTA with large families? Can 5 years and younger ride free? What is the minimum age requirement?** Answer: No, the \$2.00 low fee is the price. The fare is inexpensive for all. The age to ride HIRTA alone is really up to the parent.
6. **The DMACC service is a great service between Ames and Boone campuses.** Comment: Jeremy is requesting volunteers to be on a committee to help expand the ridership on this service if anyone is interested.

BUSINESS MEETING: Lynn Scarlett called the business meeting to order at 12:01p.m.

Approval of February 28, 2013 Minutes: No changes were made to the minutes which are attached; Patsy Beese 1st, Cari McPartland 2nd, Motion carried.

REPORTS:

TREASURER: Treasurer, Arti Sanghi, reported a balance of \$2,396.90 in the account. Arti also reported that we have 44 paid members on the Human Service Council.

ASSET PANEL: Nothing to report.

OLD BUSINESS:

PTP Update: Shari Atwood relayed that the Passenger Transportation Plan (PTP) had been taken to the Ames Area Metropolitan Planning Organization technical committee for comments and it was subsequently recommended to the AAMPO Policy Committee for formal approval. The AAMPO Policy Committee approved the 2013 PTP Update on Tuesday, March 26, 2013.

NEW BUSINESS:

ASSET Panel 1 Representative Nomination & Vote: Lynn indicated that there was a position open for ASSET Panel 1. Shari Atwood added that she sent out an e-mail requesting nominations for the volunteer position. No one volunteers. Shari added that Eyerly Ball's Director had mentioned that they're hiring on a new care coordinator in April and that individual would likely be interested in the position. Shari Atwood made a motion to table this until the April 2013 meeting. The motion was seconded by Arti Sanghi. Motion carried.

Story County Human Service Council Co-Chair Nominations: Lynn announced that her position ends in May and that the previous co-chair (Bill Dodd's position) had never been replaced after Big Brothers' and Big Sisters organization closed in Ames. Therefore both co-chair positions are open for next year. Arti announced two individuals for the co-chair nomination. Arti nominated Sipele (Tuionue) Quezada, homeless liaison for the Ames Community Schools and Julie Saxton with the Lifeline Resources. Julie was not in attendance at the time of the nominations. Shari asked whether Sipele accepted the nomination and she indicated she did accept. Cari McPartland moved that Sipele (Tuionue) Quezada for co-chair of the Story County Human Service Council. Nikki Lullman seconded. Shari Atwood confirmed whether Sipele wanted to be the 1-year term co-chair taking Bill Dodd's place or the two-year term co-chair taking Lynn Scarlett's position. Sipele wanted the 1-year term co-chair position. The motion passed.

Story County Human Service Council Treasurer Nomination & Vote: Lynn announced that Arti Sanghi's two-year term for the SCHSC Treasurer term was up. Shari indicated that Arti was agreeable to another term and therefore nominated Arti for another two-year term as Treasurer for the Story County Human Service Council. Arti moved for her to continue as Treasure for SCHSC. Lynn seconded the motion. Motion carried.

Other Business:

Story County Resource Guide: Lynn brought up that the Resource Guide was a topic of conversation at the recent Story County Quality of Life Alliance as an important resource for human service agencies throughout the county. At this meeting they mentioned that the resource was only as good as its accuracy. Sipele T. mentioned that the administration for the site relied upon 3 people which all left Story County. She indicated that she has since returned to Story County and wants to see the site be successful. Sipele announced that she is putting together a Taskforce to work on updating the Resource Guide and will be passing around a sign-up sheet. She stated that she's had some difficulties contacting Scott Walker who originally helped launch the online version of the guide. She indicated that she had several promotional items in her office but doesn't see worth in advertising the site when so many updates need to occur first. A member mentioned that the print is small when you go to print off information from the guide and whether the print type can be made bigger. It is 8pt on her machine it seems. Sipele passed around the Taskforce signup and she'll look to get a meeting(s) going in the next few weeks.

SCHSC Account Balance: Lynn mentioned that we had quite a huge balance in our account of nearly \$2400. She indicated that in September 2013, we will collect dues again and with 44 members collect another \$1,320. She stated that typically we like to have \$1,000 in the account in case things arise throughout the year. In previous years the SCHSC had offered mini-grant applications to the members and she asked the membership if we wanted to do something like that again? Shari stated that the grants occurred before her involvement with the council but mentioned that the grants were dropped as they didn't impact the entire membership but just select members each year. No one objected to reinstating the mini-grant back. Lynn indicated that we could check with United Way as they had a nice mini-grant application that we could perhaps copy and assign a committee toward in obtaining grants.

AGENCY SPOTLIGHTS:

NEXT BUS (CyRide): Shari Atwood presented information on how to obtain real-time bus information on CyRide's website, via texting or via a telephone. Shari said that the new technology was purchased 100% by the Government of the Student Body for the first three years. The technology provides arrival predictions on where the buses are in the Ames area. This is important especially during inclement weather as the information is provided based on when the bus will arrive, not just when it's scheduled to arrive. Shari shared the new look of the bus stops as well as the look of the digital signage at four locations on ISU campus. As a result, the customer can obtain near precise results of when the bus will pull up to their stop even if CyRide is behind schedule. For CyRide, management can see exactly where their buses are behind schedule and document where additional service is needed for the future. Shari shared that one of the neat things about the technology is for agency call takers. They can put their computers on www.cyride.com/nextbus and the page automatically refreshes once they designate the route, direction and stop they want to view. So an agency can isolate their given bus stops near their building and set the website to these bus stops so that when a client needs bus information, it's right at their fingertips for a given moment. (See attached presentation material passed out to group.)

Representative Payee Program (The Salvation Army): Cari McPartland discussed their Representative Payee program that they have at The Salvation Army. (See Representative Payee Brochure) Simply put, a payee helps a person manage their bills. Typically clients have a payee when the only source of income is Social Security and the person is on a fixed-income. Social Security typically will mandate that a person have a payee but there are also those that want help and are not currently required to have a payee. In those cases where individuals want a payee, call Cari and she'll help you through the

process. She indicates that a designation of a payee for an individual is ultimately a rights restriction and there is a process to go through. Social Security ultimately has to approve that taking away their right to manage their own finances. The Salvation Army charges \$39/month to manage the finances however, based on their income they may lower that amount so the program is affordable to certain clients. Cari indicated that all accounts are run through The Salvation Army's Vision Bank. They will prepare their monthly bills, prepare a individualized monthly budget and go over with them how their money is spent. They keep all the receipts to show the client where the money is going if the client is interested. Cari said that approximately 90% of clients just prefer to have The Salvation Army pay the bills and do not want to be involved in the bill paying. But some want to learn how to budget and strive to pay their own bills again. If you know of someone that wants a payee, it's better to get the process going early in the month as it takes time to transition to this payee process. Typically, the Salvation Army distributes checks and provides allowances for the week to clients on Monday afternoon or Tuesday morning. The clients do need to manage the allowance they get once a week and they ask them to keep the receipts they spend their money on but not all clients do this. Cari explained that if a new bill came about or a change in expenses (cell phone died, so need a new phone), that the client needed to make an appointment and come in to rework the budget. They encourage clients to make appointments and not just drop by to discuss their budget. Cari indicated that she seems to be getting clients that had payee at other agencies so they now ask the question if they had a payee elsewhere. Cari indicates that these seem to be more difficult clients to deal with but The Salvation Army does not deny them the service and they welcome the challenge. Cari relayed that they do refer clients to MICA's Woman w/ Initiative program and budgeting process if they need that guidance.

Cari indicates they also have Rent Utility assistance and can help out with deposits or alleviate disconnection. She explained that they only provide this assistance once a year per individual. Some individuals know about the once a year so they'll come back the next April they want the free rental assistance. At that point The Salvation Army counsels them and gets them into a budgeting program. Cari also explained that the City of Ames currently has a trial assistance program in the month of April where they will pay the 1st month rent or deposit on Thursday between 2-4pm. (See attached City of Ames' updated flyer from Vanessa Baker-Latimer regarding this CDBG program which extends this program through the end of April.)

Next meeting 4/25/13: Lynn communicated that the next SCHSC meeting will be April 25, 2013. RSVP's Disaster Preparedness will be the program. The Agency Spotlights will be provided by Boost Together for Children and Story County TJC program.

AGENCY SHARE TIME:

"Nevada Chamber of Commerce" – June 4th will be the Nevada Farmer's Market! More details will be announced soon.

"Youth & Shelter Services" – YSS is having a Risky Business Conference. Register at <http://www.yss.ames.ia.us/>

"Story County Community Services" – Nikki Lullman explained that low-income individuals can come to SCCS for various assistance.

"Eyerly Ball" - Cathy Digas will begin work on April 15th. She will be the provide care coordination for Eyerly Ball and coordinate with all health providers. Referrals are now welcome!

“HIRTA” – Anyone Can Ride Story County Transportation brochures are available. If anyone needs more or wants more information, please call Jeremy.

“Ames Community Schools” – Sipele announced that she obtain several names of individuals wanting to be on the Resource Guide taskforce. She will send out an e-mail to get a meeting soon!

Julie Saxton arrived at the Human Service Council meeting. Cari McPartland moved that Julie Saxton be the new co-chair for Story County Human Service Council. Deb seconded the motion. Motion carried.

“NAMI” – Deb Niehof explained that there will be an arts event showcase on April 16th at 7:00 pm at the Trinity Church. This is open to the public.

“Story County Community Partnerships” – Family Fest will be Saturday, April 6th at the Ames High School between 12:30pm and 4:30pm. This event showcases resources and activities available to the families of Story County. Agencies still wanting to host a booth can still get signed up. Call Kaitlyn Hofeldt at 956-2591 or e-mail her at khofeld@dhs.state.ia.us. (See Family Fest flyer)

“Heartland Senior Services” – Carolyn Dixon announced that you can connect with many services that HSS offers. Call 233-2906 for more information.

“CyRide” – CyRide announced that the articulated bus that bends in the middle is now in service and is the talk of Twitter! For anyone wanting to ride, the bus is only on the #23 Orange Route so go to the Ann Campbell Park & Ride at Iowa State Center to ride the articulated bus!

E-mail your announcements, brochures, flyers to Shari Atwood at satwood@cyride.com by end of day Friday following the SCHSC meeting and they will be e-mailed out with the draft minutes of each meeting the following Monday. (Otherwise, I’ll scan in a copy of what I’m provided at the meeting)