



Human Service Council (HSC) Meeting Minutes Thursday, April 24, 2014

WELCOME: The SCHSC meeting started on Thursday, April 24, 2014. There were approximately 10-15 people in attendance for this meeting. However, the attendance sheet was erroneously misplaced and therefore attendees will not be reported for April 2014.

PROGRAM: Shari Atwood presented a customer service video “Give ‘em the PICKLE!” to Story County Human Service Council. She expressed that this customer service video was the best she had seen in quite some time. The video was shared from the Iowa Department of Transportation Library.

*About Bob Farrell - For more than 30 years, Bob Farrell excelled in an industry with an 80 percent failure rate. Without a single failure, Bob Farrell and his partners opened more than 150 restaurants, including 133 Farrell’s Ice Cream Parlors. **Who has been to a Farrell’s Ice Cream Parlor?** In this video, Bob Farrell shares stories and lessons he’s learned from working in the selling and hospitality industries. Based on the fundamental truth that “you are in business to take care of the customer,” his message has meaning for all types of businesses.*

In this video, as well as his book Give ‘Em the Pickle, Farrell talks about the secret to a successful business – which is doing those special or extra things, “pickles,” to make customers happy. He also outlines the four principles that will help ensure your customers keep coming back. They are:

- *Service – Make serving others your number one priority*
- *Attitude – How you think about the customer is how you will treat them*
- *Consistency – Set high service standards and live them everyday*
- *Teamwork – Look for ways to make each other look good*

For those that inquired about obtaining a copy of “Give ‘em the PICKLE”, please go to www.Media-Partners.com or call 1-800-408-5657. However, the Iowa DOT is willing to share the materials based on availability with the public. To request to borrow a copy, please call the Iowa DOT Library at 515-239-1200 or e-mail dot.library@dot.iowa.gov between the hours of 9 a.m. – 4 p.m.

BUSINESS MEETING: Sipele Quezada called the business meeting to order at 12:02 pm

Approval of March 27, 2014 Minutes: Julie Saxton asked members to review the March meeting minutes. Deb Niehoff indicated changes were needed within NAMI’s Agency Share Time announcement. The change will read as follows: “Deb mentioned that April 15th is the Recovery through the Arts at the Wellness Center. Individuals will be sharing their art, music, etc and would appreciate an audience.” No other changes were suggested. The minutes were moved with noted

changes for approval by Cari McPartland and seconded by Marion Kresse. The March 27, 2014 meeting minutes were approved.

REPORTS:

TREASURER: Julie Saxton announced that Arti Sanghi was unable to attend the meeting but that the account balance remained at \$1,233.76.

ASSET PANEL: No ASSET representatives were in attendance for an ASSET update. A member asked that ASSET Panel representatives' names be placed within future agendas. Shari Atwood indicated that this will be provided for future meetings.

RESOURCE GUIDE: Julie Saxton explained that Sipele had met with RSVP volunteers for data entry of the Resource Guide and that an update will be provided in May.

OLD BUSINESS:

WEBSITE & CALENDAR: Shari Atwood relayed that there were instructions on how to post your SCHSC member events to the calendar (http://storycountyhumanservices.org/?page_id=14) This calendar is to promote your organization's events to the public. The instructions are on the back of the agenda or members can e-mail satwood@cyride.com to get a copy of the instructions sent to them.

STORY COUNTY TRANSPORTATION BROCHURE: Shari Atwood relayed to the group that there was a Story County Transportation brochure that listed all of the transportation resources within Story County that were open to the public. The brochure may be viewed online at www.ridehirta.com/sct.pdf. This link can also be placed on your websites as a resource for your clients. Shari reminded organizations to ask their clients the question when booking appointments "Do you have transportation to your next appointment?"

NEW STORY COUNTY HUMAN SERVICE COUNCIL OFFICER NOMINATIONS (CO-CHAIR & SECRETARY): Nominations were requested from the group for SCHSC Officers for the 2014-2015 year. Currently, there are positions open for the outgoing Co-Chair (Sipele Quezada) and Secretary (Shari Atwood) positions. Nikki Lulman was nominated for co-chair which she accepted. No other nominations were presented for co-chair. Kaitlyn Hofeldt was nominated for the Secretary position however wasn't available at the meeting to formally accept the nomination. Marion Kresse recommended e-mailing Kaitlyn to confirm this acceptance. Shari Atwood stated she would e-mail Kaitlyn before the May meeting.

NEW BUSINESS:

THANK YOU LETTERS (ST. ANDREWS LUTHERAN & COLLEGIATE UNITED METHODIST): Shari Atwood stated that members made mention that both churches should be thanked for allowing SCHSC to have their meetings at their locations. Therefore, letters were drafted by the Secretary and was sent out for comment earlier in the month. The letters were also passed around at the meeting and if no changes are suggested will be signed and mailed accordingly.

ICE CREAM SOCIAL: Members discussed that an ice cream social should occur at the last meeting of the year on May, 22, 2014. Cari McPartland moved this motion. Shari Atwood seconded. The motion was carried.

AGENCY SPOTLIGHTS:

LIFE-LINE RESOURCES' KICKS FOR KIDS PROGRAM: Julie Saxton with Life-Line Resources presented information on their Kicks for Kids' Athletic Program. This program allows kids the opportunity to participate in sports and outdoor activities in a safe and structured environment. The program operates on Tuesdays between 10-11:30am. The Ames Middle School and High School athletes run the program teaching basketball, soccer, football, etc., promoting positive teamwork to the participants. Kids that are between the ages of 5-17 years can participate. They leave from Eastwood Community Garden (450 E. 7th) and have a "walking school bus" to the Band Shelter. Julie shared that this event continues even on rainy days as the kids want to have this athletic opportunity and don't mind getting wet. Kids participating can attend AMS or HS athletic games for free. For those interested, contact Shar (Athletic Director for Eastwood Housing) or Julie Saxton (Life-Line Resources).

SUMMER FEEDING PROGRAM: Carolyn Johns with Raising Readers presented information on the Summer Learning Program that the United Way of Story County is helping to coordinate. Carolyn explained that she is presenting of behalf of the UWSC for Jean Kresse. Carolyn explained that this summer program is a three-part program combining efforts from several organizations including: UWSC, Rotary Club of Ames, Ames Community School District, Raising Readers and YSS. Carolyn explained that many students fall into a "summer slide" falling behind 1-4 months behind their peers nationally. This new Summer Learning Program will allow students FREE access regardless of income to participate in enrichment activities and learn Science, Technology, Engineering, Arts and Math over a 6-week period. They will also have a feeding program and reading program. The six-week program will occur at Ames Middle School June 9-26 and July 7-24th; Monday – Thursday. Kids will have a total of 3 hours of education (90 minutes of language arts, 60 minutes of math and recess). Kids between Kindergarten and 8th grade are welcome. Breakfast and noon meals will be provided. In the afternoon, there will be a community enrichment program (STEAM – Science, Technology, Engineering, Arts and Math). School buses will pick up children in the morning and take kids home at 2:45pm. HIRTA will transport students not attending in the afternoon for the enrichment portion.

Carolyn also explained that there will be tutoring for struggling readers during the same weeks as camp for kids K-3rd grade. The hope is that kids to back to school not losing any ground from when they left school. Sessions will be 40 minutes per child for 2 x's per week for a total of 12 sessions.

Currently, the program is for Ames residents only. YSS is sponsoring the feeding program portion. With this program, over 60% of the participants have to qualify for free/reduced programs.

For this new summer program to happen, 100 volunteers are needed each and everyday! PLEASE SIGN UP TO VOLUNTEER AND PROMOTE THIS AT YOUR ORGANIZATION! For more information about this volunteer opportunity, go to

http://www.uwstory.org/Summer_Learning.php. Marion Kresse indicated to contact the Kiwana's Clum for volunteers. Shari Atwood indicated that she would send out the flyer once the volunteer promotion sheet is ready to release to SCHSC members.

A member commented that we should have Jean or Yonas Michaels provide a program on the success of the program to SCHSC members in the fall 2014.

NEXT MEETING: Julie announced that our next SCHSC meeting will be May 22, 2014 at St. Andrews Lutheran Church (Behind Colorado Junction). The address is 209 Colorado Ave., Ames, IA 50014. There is parking on the eastside of the church which leads right into the fellowship hall entrance. Two programs will be presenting in May including: Strengthening Families Program (ISU Extension) and Iowa State WISE program; Women in Science and Engineering (ISU). No spotlights will be presenting for May due to the two programs.

AGENCY SHARE TIME:

- **Boost Together for Children** – Marion announced there are summer camps scholarships available. Additionally Family Fest is April X, 2014. Please attend! Lastly, they are looking for human service agencies to provide presentations at camp. Call/e-mail Kaitlyn for additional details.
- **Life-Line Resources** – Julie Saxton explained that she is accepting donations from the Loft/Duck Worth Wearing (clothes) and taking those to the elementary guidance counselors and Sipele at AMS. With the leftovers, she is taking to Life-line Resources and individuals can SHOP FOR FREE! Any leftovers from their store, they take to Bethesda. Sizes are 3T to adult sizes. Life-Line is open between 9am-5pm Monday – Friday.

Julie announced that she just hired a therapist; Anne Jessen serving adults and individuals with substance abuse.

Lastly, Julie and Shar are starting up an "Art Program" similar to the Kicks for Kids program from Eastwood Community Garden to the Octagon. This program will be 1 ½ hours and includes a free snack.

- **CyRide** – Shari Atwood announced that CyRide will be on summer schedules beginning May 10th which will provide less service than in the fall and to look for the new summer brochures. Additionally, the Pink Route will deviate beginning 5/10/2014 and serve Mainstream Living off of McCormick Ave before laying over on Philadelphia. For a map of the #10 Pink Route, go to <http://www.cyride.com/modules/showdocument.aspx?documentid=4358>.
- **Mary Greeley Medical Center** – Patsy Beese announced that their expansion construction project is coming to an end and that they're moving into the new towers!

- **MICA** – Melissa McDonald announce they have three openings in their Steps to Success Program (See flyer in Agency Sharing). Participants must be 200% of poverty or below. This program is voluntary with home visits every 1-2 weeks. They will also accept referrals.

End of Meeting 12:55 pm