

**CITY OF**  
**PORTAGE**  
*A Place for Opportunities to Grow*

**HUMAN SERVICES  
BOARD**

**November 5, 2009**

# **CITY OF PORTAGE HUMAN SERVICES BOARD**

## **A G E N D A**

**Thursday, November 5, 2009**

**(6:30pm)**

**Conference Room #1**

### **APPROVAL OF MINUTES:**

- \* October 1, 2009

### **OLD BUSINESS:**

1. Red Ribbon Week (October 17-25, 2009) Activities – Willson and Tuley Overview
2. Human Services in Kalamazoo County – Board Discussion regarding United Way and Portage Community Center October 1, 2009 presentation

### **NEW BUSINESS:**

1. Overview of Kalamazoo County Public Transportation Issues: Bill Schomisch, Metro Transit
2. Metro Transit ADA Advisory Board update – Lenehan
- \* 3. Proposed 2010-11 Goals and 2009-10 Update – Board Discussion

### **STATEMENT OF CITIZENS:**

### **ADJOURNMENT:**

### **MATERIALS TRANSMITTED**

Star (\*) indicates printed material within the agenda packet.

**HUMAN SERVICES BOARD**  
Minutes of Meeting, October 1, 2009

 **DRAFT**

**CALL TO ORDER:** 6:35 p.m.

**MEMBERS PRESENT:** Bill Lenehan, Marc Meulman, Amy Tuley, Joanne Willson, Logan Wessendorf (Youth Advisory Committee Liaison)

**MEMBERS EXCUSED:** Diane Durian, Elma (Pat) Maye, Mike Thomspen

**STAFF PRESENT:** Vicki Georgeau, Deputy Director of Neighborhood Services

**OLD BUSINESS:**

Red Ribbon Week (October 17-25, 2009) Activities – Willson and Tuley Overview: Willson reported that Amberly Elementary students expressed an interest in presenting the proclamation at the October 20<sup>th</sup> City Council meeting. Tuley will attend the Council meeting and provide red ribbons to City Council. Staff will have Red Ribbon banners displayed at City Hall, the Portage District Library, and City of Portage Police and District Court lobbies.

**NEW BUSINESS:**

Overview of Human Services in Kalamazoo County – Peggy Gagen, Greater Kalamazoo United Way and Diane Schrock, Portage Community Center: As requested by the Board, Peggy Gagen provided an overview of the system employed by the United Way to educate the community and service providers regarding available human services. Ms. Gagen reviewed the 2008 Service Maps (included in the agenda), the Emergency Services Guide, Out of School Time Guide, and Mentoring and Tutoring Guide. In addition, the United Way provides annual forums to train service providers on emergency financial assistance, food assistance, medical assistance and housing assistance to ensure that proper information and referral is accomplished for clients seeking assistance. Gagen noted she was encouraged by the recent article in the Portager that promoted the 2-1-1 service, and encouraged the Board and city to consider broader use of the Portager, Cable Access, the city-web site (with links to 2-1-1, assistance guides and other information), and information kiosks in public buildings for information and education on human services available to assist Portage residents. Gagen indicated ongoing, repetitive advertising and outreach is needed to ensure residents know where to go for help. Gagen noted an effort is underway to privately fund a state-wide “benefit access” software system that service providers can use to determine eligibility for federal, state, local public and private human service. Such systems are used in other states and can achieve cost and time efficiencies in assisting clients. Lenehan inquired as to how an agency becomes a United Way agency, and an overview of the United Way’s annual fund allocation process. Gagen explained the United Way needs to determine services provided are not duplicated by another agency, and that if found eligible, it generally takes several years to become a United Way agency. With regard to the funding process, there are four focus area teams of community volunteers that serve for two years and that each team conducts agency visits over the funding cycle and reaches fund allocation decisions on a consensus basis. Diane Schrock of the Portage Community Center (PCC) described their information and referral services and the manner in which PCC packages assistance for food, utilities, prescription drugs and other emergency assistance in partnership with other agencies such as the Michigan Department of Human Services, Salvation Army and area churches. Schrock indicated they complete a comprehensive client intake to ensure all potential client needs are identified. Schrock concurred with Gagen’s comment that repetitive advertising and outreach is needed to educate the public regarding available services. With regard to the PCC facility, Schrock indicated that the Family Health Center is expanding at PCC, which will increase health care services and raise additional monies for PCC.

Metro Transit ADA Advisory Board / County Transit Authority update: Lenehan reported the City of Kalamazoo millage proposal will be voted on in November, and that the new vendor for demand-response service will start November 1<sup>st</sup>. In addition, the demand-response service will have a new name for the entire system which is Metro County Connect. Willson expressed concern regarding who citizens call for the new integrated service. Lenehan indicated the current phone numbers should continue to work for service requests. Lenehan also noted that the rides for the demand-response service has increased significantly (over 200%) since this time last year, especially for specialized medical care appointments. Consequently, the ADA Advisory Board is evaluating revising its policy on prescription transit services. Finally, Tuley noted that a communication from Bill Schomisch was included in the agenda regarding a fare increase proposal and that there is a 30-day comment period through October 19, 2009.

**STATEMENT OF CITIZENS:** None.

**ADJOURNMENT:** The Board meeting was adjourned at approximately 7:50 p.m.

Respectfully submitted,

Vicki Georgeau, Deputy Director of Neighborhood Services

**TRANSMITTAL FROM  
HUMAN SERVICES BOARD**

**DATE:** November 6, 2009

**TO:** Honorable Mayor and City Council

**FROM:** Amy Tuley, Chair, Human Services Board

 **DRAFT**

**SUBJECT:** FY 2009-2010 Goals & Objectives – Update

On behalf of the Human Services Board, I am writing regarding the Board's FY 2009-2010 goals and recommended goals for FY 2010-2011. The following summarizes progress of the Human Services Board in achieving the FY 2009-2010 goals during the current fiscal:

1. **Fulfill advisory role requirements for CDBG program and human/public service funding requests:**

- a. Make recommendations regarding the Community Development Block Grant (CDBG) Program.
- b. Make recommendations regarding human/public service funding from the CDBG Program and General Fund to the City Council.
  1. Convene public hearings for the CDBG Program Consolidated Plan, Annual Action Plan and Consolidated Annual Performance Evaluation Report.
  2. Hear appeals from the CDBG Housing Program Guidelines.
  3. Review fair housing activities.
  4. Review applications and presentation from agencies for human/public services and recommend funding levels to City Council.

**Progress:** The Board held the required public hearing for the FY 2008-09 CDBG Consolidated Annual Performance Evaluation Report in September 2009. In addition, the Board reviewed the human service funding process through a Continuous Quality Improvement system that will be utilized each year.

2. **Serve as a resource and provide information to City Council regarding public transportation in the City of Portage:**

- a. Advise City Council on matters pertaining to public transportation in the City of Portage and make recommendations as appropriate.
  1. Review public transportation needs within the City of Portage.
  2. Review countywide demand/response of transportation services.

**Progress:** The Board received an overview from Metro Transit and the Kalamazoo County Transit Authority (KCTA) on bus services and the manner in which the system will operate under the new two millage system. In addition, each month, Bill Lenehan reports to the Board regarding the Metro Transit ADA Advisory Committee activities, and other emerging transit issues.

3. **Serve as a resource to City Council for special projects:**

- a. Take appropriate action on projects assigned by City Council.
- b. Identify and educate City Council on emerging human service issues in Portage:
  1. Continue to serve on Metro Transit ADA Advisory Committee
  2. Assist City Council with Red Ribbon Week activities
  3. Review use of community survey to evaluate human service needs.

**Progress:** Board Member Lenehan continues to serve on the Metro Transit ADA Advisory Board, and Red Ribbon Week activities were accomplished in October 2009.

4. **Forward recommended goals for FY 2010-2011 (November) and an update to goals for FY 2009-10 (November and April):**

**Progress:** This goal is partially accomplished by this communication to City Council. Recommended FY 2010-2011 goals are attached for consideration by City Council.

Feel free to contact me if there are additional questions or comments regarding this matter.

c: City Clerk Hudson, Deputy Director Georgeau

**2010-2011 RECOMMENDED  
HUMAN SERVICES BOARD  
GOALS AND OBJECTIVES**

 **DRAFT**

**HUMAN SERVICES BOARD**

1. Fulfill advisory role requirements for CDBG program and human/public service funding requests.
  - a) To make recommendations regarding the Community Development Block Grant (CDBG) Program
  - b) To make recommendations regarding human/public service funding from the CDBG Program and General Fund to the City Council
    1. Convene public hearings for the CDBG Program Consolidated Plan, Annual Action Plan, and Consolidated Annual Performance Evaluation Report.
    2. Hear appeals from the CDBG Housing Program Guidelines.
    3. Review fair housing activities
    4. Review applications and presentations from agencies for human/public services and recommend funding levels to City Council.
2. To serve as a resource and provide information to City Council regarding public transportation in the City of Portage.
  - a) Advise City Council on matters pertaining to public transportation in the City of Portage and make recommendations as appropriate.
    1. Review public transportation needs within the City of Portage.
    2. Review countywide demand/response of transportation services.
3. To serve as a resource to City Council for special projects.
  - a) To take appropriate action on projects as assigned by City Council
  - b) Identify and educate City Council on emerging human service issues in Portage.
    1. Continue to serve on Metro Transit ADA Advisory Committee.
    2. Assist City Council with Red Ribbon Week activities.
    3. Review use of community survey to evaluate human service needs.
4. Forward recommended goals for FY 2011-12 (November) and an update to goals for FY 2010-11 (November and April).