



City of Denton

City Hall
215 E McKinney St.
Denton, TX 76201
www.cityofdenton.com

Meeting Minutes

Human Services Advisory Committee

Friday, February 8, 2019

11:00 AM

City Hall East
Second Floor Conference Room

Members Present: Pamela Barnes, Gretchen Busl, Stephen Coffey, Hannah Garcia, Rhonda Love, Laura Mauelshagen, Amy Morgan, Roy Onyebetor, Jane Upshaw, Christie Wood

Members Not Present: Angela Bennet-Engle

Staff Present: Danielle Shaw

A Quorum was established. Stephen Coffey, Vice-Chair called the meeting to order at 11:12 a.m.

1. ITEMS FOR CONSIDERATION

- A. HSAC19-004** Consider approval of the minutes of the February 1, 2019.

Vice-Chair Coffey, asked members to consider approval of the minutes from the February 1, 2019 meeting. Hearing no changes a motion to approve was called.

Christy Wood moved that the minutes be approved as presented. Jane Upshaw seconded the motion. The motion carried.

- B. HSAC19-008** Receive a presentations and, hold discussion with the following Human Services Grant Applicants:
Health Services of North Texas
Denton County MHMR
PediPlace
Special Program for Aging Needs (SPAN)
Retired Senior Volunteer Program (RSVP)
Court Appointed Special Advocates (CASA)

Member Mauelshagen disclosed that while not a direct conflict of interest, she has a part-time employee that is also employed by Our Daily Bread.

Member Barnes recused herself from the presentation for Health Services of North Texas.

Health Services of North Texas was provided with five minutes to present information to support its funding request.

Agency presented 2018 highlights including the hiring of Dr. Segal as medical director improving clinical leadership and outreach in the community. The agency has a 98.2% patient satisfaction rate. Agency has also expanded pediatric services in Denton adding

new pediatric nurse practitioner. It has increased partnership with Medical City Denton and Texas Health Resources [sic THR] and Denton Presbyterian working with emergency room and discharge planners to connect patients with long term care options after discharge. Agency is investing in staff by providing training and professional development to entry level staff for opportunities for a strong career trajectory. Agency has developed a medical assistant program providing opportunities for cross training, clinical skills and to take on leadership role. They become MA2 and train next entry level staff. Last year the agency provide \$3.6 million dollars in prescription assistance compared to just under \$3 million in 2017. Agency received more than 131,000 calls for information in 2018. Other highlights include the addition of a new physician, the opening of the Serve Denton clinic in July, partnering in an Opioid prevention program, and exceeding four of its clinical measures both in State and Federal measures. Agency also shared a client story. (Staff note: in order to preserve client privacy, client stories are not included in minutes)

HSAC members took five minutes to ask the agency questions.

Member asked for clarification on patient satisfaction numbers in previous year. Agency indicated it was 94.6%. Agency shared it is harder to maintain higher standards than it is to improve and discussed strategies for the future. Agency was asked if it is able to serve all clients. Agency responded that it is a part of a network of services so when it is unable to assist it can refer to others. Agency also indicated that the Serve Denton location will further the ability to make referrals. Agency made clear that they do not turn anyone away based on their ability to pay. Member asked if they take walk-ins or if appointments are required. Agency said both and included information about its new scheduling process that has contributed to higher client satisfaction. Member asked when the dental program would come online. Agency provided additional information about current progress and planning. It shared that it is now a matter of funding. When asked if it partnered with TWU dental school agency replied that they do and described typical services now and in the future. Member asked about the school-based activities. Agency described that it does outreach at schools, Back to-School and End-of-School events, work to maintain communications with school nurses. Agency was asked if it offers vaccination education. Agency explained its early intervention efforts. Agency shared a handout with its clinical measures reporting.

Denton County MHMR was provided with five minutes to present information to support its funding request.

The agency shared that LOSS Team stands for Local Outreach for Suicide Survivors. The agency partners with local medical examiners in Denton County. They call the agency to the scene of a suicide to provide outreach to newly bereaved suicide survivors. Agency provides support while medical examiner and first responders work the scene. Agency provide immediate support, referral, and resources like discussions on dealing with grief; supplies for comfort (mints and water); tools including books and other reading material resources for forensic restoration. Agency follows them for a year through the grief journey. The full-time coordinator recruits the volunteers needed and provides the extensive training necessary for volunteers to do this work. The coordinator arranges the regular follow-up over the next year at intervals of 1 week, 1 month, 3 months, 6 months, and 9 months. The program also offers additional special requests like “special occasion” support. Coordinator also delivers suicide prevention training at schools, first responders, other providers, etc. Agency displayed a packet that is provided onsite and provided a brief description of the contents. Program is 100% grant and donation funded. It is not funded by the state unlike other MHMR programs.

HSAC members took five minutes to ask the agency questions.

Agency was asked to clarify if training is in-house. Agency confirmed it is done by MHMR staff and talked about the program founder. Member asked how often they are called out. Agency explained they are called in almost every case of a suicide except when there is no next of kin present. Agency said this occurs anywhere from three (3) to ten (10) times per month. Agency was asked if it had any issue reaching all parts of Denton County. Agency said when on call, volunteers are willing to cover the entire county. Member ask how many volunteers were in the program. Agency indicated it had about 36 volunteers. About one-half are mental health counselors and the other half are suicide survivors who have experienced a loss due to suicide. Member asked if the \$20,000 request is partial funding for a full-time position as mentioned. Agency indicated the position is full-time due to the City’s current funding and the \$20,000 would allow the position to remain full-time. Member asked if other similar programs had state funding. Agency is not aware of any state funding for other programs in and outside of the state. Agency was asked if

debriefing is provided to the volunteers. Agency shared that it does debrief with volunteers after every the volunteer leaves a scene and debriefing can happen at any hour. Member asked if the typical demographic is the same in Denton County. Agency shared suicide happens in a wide range demographics. Member asked for clarification about agency outreach efforts. Agency indicated that since the position went full-time, the agency was doing increased outreach to police departments and is looking to get into more schools to build awareness about the program for more referrals and increasing prevention efforts. Agency was asked about increase of seventy (70) projected for next year. Agency indicated that for every suicide it seems between three (3) and eight (8) survivors so while an increase, it would not necessarily mean a total of 70 more suicides.

PediPlace was provided with five minutes to present information to support its funding request.

Agency shared highlights. 2018 was the biggest year agency has ever had with 7059 overall patients up 7%-8% in patients and 10% in overall visits. Agency had full staffing complement and was able to manage increases without budget impact. Agency shared trends. Adolescents stays 33%-34% or tick up slightly. Newborns grew slightly too about 40 newborns a months as a result of better referral and where labor and delivery departments are referring now Medicaid and CHIP eligible patients. Historically about 70% are Medicaid and CHIP eligible and 15% are uninsured and those numbers general stay to same regardless of economic fluctuations. However, in 2018 the uninsured number rose to 17% and that is a big change because in dollars it translate to higher need for care. Agency went from providing direct billable care of \$120,000 to more than \$160,000 in a single year. This is significant to Denton because demographics are the same across every jurisdiction. Demographics in Lewisville, Flower Mound, Richardson, etc. regarding ethnicity, race, gender, and income/household size are basically the same. Which means the dollars Denton invest are significant to the agency to meet its goal to ensure that every kid has access to health care.

HSAC members took five minutes to ask the agency questions.

Member asked how Denton residents know about the agency. Agency responded with a word-of-mouth analogy. Part is relationships with Denton Regional a.k.a. Medical City Denton and a large referral from CPS for kids in foster care. Member asked if Medicaid reenrollment is low as a result of the political climate. Agency related an anecdotal correlation between the frequencies of public immigration stories to increased use of the agency resources. Agency is not seeing current Medicaid enrollees coming back without Medicaid. Member asked how the agency planned to increase Denton representation on the board. Agency asked for recommendations and is open to a comprehensive geographic representation on the board. Agency shared board recruitment process.

Special Program for Aging Needs (SPAN) was provided with five minutes to present information to support its funding request.

Agency provided an overview of agency's role in the community. Agency programs are transportation, Meals on Wheels and Senior paws. Agency provided a description that congregate meals are meals provided in a group setting where home delivery happens to a single participant. In Denton the agency served 40,100 meals to 5 sites in Denton and 13 total in Denton County. Agency highlighted congregate meals and shared that home delivered meals are nice but lonely. Congregate meals provide time for participants to socialize. Home delivery is provided by all volunteer. Volunteers are assigned the same route which is important for the relationship and connection to the participant. Agency shared funding sources and are excited about current branding, website, and social media improvements. Agency is thrilled about upcoming fundraising events. Agency highlighted Senior Paws program for seniors with pets that is 100% donation supported.

HSAC members took five minutes to ask the agency questions.

Agency was asked what relationships it had with universities for volunteers or meal preparations. Agency shared it does have volunteers but it does not have meal preparation since it uses contract providers. Agency added that it is looking to expand intern program to increase program and services. Member asked about meal content. Agency shared that it is limited in special meals but is now looking at a new vendor to the area that may be able to provide additional meal options and lower costs than current vendor. Agency is focused on quality and cost effectiveness. Presenter provided background when asked about experience.

Member asked about funding that was cut in half by a major funder. Agency provided an explanation of the changes in the funders billing requirements. Agency shared that it was proactive and brought two governmental funders together to balance services to better match funding and they are increasing their fund development program in order to diversify funding sources. Agency is pleased with the growth in fund development to offset other federal losses. Member commended agency on its efforts on bringing government agencies together.

Retired Senior Volunteer Program (RSVP) was provided with five minutes to present information to support its funding request.

Agency shared a few big things like its work on a planned name change due to some confusion in its work and mission. It will soon be rolling out as Volunteer North Central Texas including rebranding a program that is now forty-five (45) years old. Agency shared that they were also recent awarded the VISTA program being moved from Fort Worth. It will be acquiring twelve (12) additional VISTAs and ten (10) new agencies. VISTAs are now all over the state. Agency related that it is looking at how it communicates the agency's benefits to the volunteers in its program like reducing social isolation. Agency shared recent data regarding volunteer benefits. In a national survey about how volunteers help seniors, volunteers reported 84% reported improved health, 78% reported less depression, 88% decrease in feelings of isolation. Agency shared a local volunteer story. Agency asked members to consider that impact on the volunteer, as well as the impact volunteers, provide to the community.

HSAC members took five minutes to ask the agency questions.

Member comment that this could be another opportunity for a master project. Member asked about the blank question in Part 4. D.2. of the application resulting in the HSAC requesting clarification after the application was submitted. Agency explained that in its efforts to share the workload they must have not saved the application at some point. Member asked a follow-up about its medication disposal program. Agency described its attempts to implement the program and plans to increase efforts. Member asked for clarification about Texas Tech [sic Lubbock] involvement. Agency explained its pharmacy school is here in Dallas. Member asked for clarification for Part In the application. Agency explained how it split the \$6,000 costs. Agency explained it was calculating the volunteer hourly wage based on the total volunteer hours. Member asked how it differed from staff cost. As clarification, Service Unit 1 is the Volunteer recruitment/retention costs, Service Unit 2 is the value of the Volunteer hour worked. Member asked if the agency submitted its 2017 990. Agency will send to staff. When agency was asked about the audit, it explained it had not been completed because it was under a nine (9) to ten (10) month program audit by the federal government to determine cost allocation between its two federal programs. Agency was just released from the federal audit the first of December. Staff reminded the agency that per its contract, it should provide notice to the City when it is under any federal audit or monitoring that prevents it from providing require reporting to the City.

Court Appointed Special Advocates (CASA) was provided with five minutes to present information to support its funding request.

Agency provided a client story to demonstrate agency program and impact. (Staff note: in order to preserve client privacy, client stories are not included in minutes). Agency shared that it is seeking an increase in funding. While they cannot put a full monetary value on its volunteers, their advocates change lives. Agency added that Denton County has grown and the number of children in the foster care system has grown with it. Agency shared that in 2018 they had to turn away over 200 children because it did not have the staff in place to supervise the volunteers needed that make sure that children have that critical lifeline, that their best interest is always protected in court and in an overburdened foster child care system. Agency indicated it is asking for a substantial increase this year because there is a substantial increase in the need. CPS removed 52% more children in 2018 than in 2017. Close to half came from Denton. Agency shared that a volunteer drove more than 8,000 miles in 2018 and logged 472 hours, but that it takes staff to manage volunteers who are willing to make that contribution for free. Agency explained staff rations for cases and volunteers. Agency said it is seeking additional funding for a new supervisor.

HSAC members took five minutes to ask the agency questions.

Member asked what happens to kids turned away. Agency explained that the code requires every child have a *guardian ad litem* so in cases where agency cannot be assigned the court assigns an attorney. Agency added that it is better for the agency with a volunteer to be involved than a lawyer with a large case load. Member asked for the portion of salaries the award would cover. Agency responded that it is seeking a portion of three (3) salaries. Member asked what the agency would do if the request is not fully funded. Agency shared that it would seek other funding, but that the more they have to search the more time that is taken away from meeting more needs. Member ask if it would be difficult to fill, if there would be any delay. Agency said no and member asked about the source. Agency shared the source and other positon. Member asked if staff are licensed social workers. Agency offered that the positons do not require licensed social worker, only a bachelor in social work or related field. Agency was asked about space issues discussed last year. Agency shared that it was able to both realign the current building with a donation and that it also purchased another building with a donation on the property that it will expand to in the future as current rental tenant exit the building. Member asked what its goals are for 2019. Agency stated it will serve more children in 2019. Member ask if it had any issues recruiting volunteers. Agency shared that Denton County is great at providing volunteers and that they have a current waitlist.

The next meeting of the committee will be February 15, 2019 at 11:00 a.m.

Having no other business, the meeting was adjourned at 1:21 p.m.

Minutes Respectfully Submitted by Danielle Shaw, Staff Liaison to the HSAC

Minutes Approved: February 15, 2019