

approved 10/20/14

HUMAN SERVICES ADVISORY COMMISSION

Minutes of Special Meeting

August 18, 2014

Commissioners Present: Chairwoman Karen Roy Guglielmi, Terilyn Rogers, Bill Campbell, Michael Winkler, James Turner

Commissioners Absent: Bill Fox

Staff Liaisons Present: Marina Rodriguez, VSS

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Approval of Minutes - special meeting of 4/28/14

Commissioner Purnell moved to approve the minutes, seconded by Commissioner Rogers; minutes unanimously approved.

Communications & Correspondence

- Letter from Commission to Human Services Agencies dated 5/5/14 in regards to Results Based Accountability (RBA) data
- Agency responses to Commission

Responses for RBA data

Commission members were emailed all of the responses received; paper copies were also available at the meeting. The Commission received responses from 9 of the 12 agencies. Marina was asked to follow-up with the 3 that we have not heard from yet. Responses were varied. The Commission reviewed each of the submittals and discussed them.

All of the respondents mentioned the use of a questionnaire to survey clients to determine how well the program did and if clients are better off; some included a copy of their questionnaire others did not. Some were already using a questionnaire and others were planning to start using one this year for the first time. The questionnaires submitted were tailored to the service(s) being provided. Some respondents provided the sum total of Vernon clients served and other client statistics to show how much they did, but others did not.

The Commission agreed to ask for the following:

- Provide the reporting cycle or time period of the survey data
- Tell the total number of clients who participated in the survey
- Provide a copy of the actual survey questionnaire
- Explain how the survey was administered to the clientele
- Summarize the results of the survey
- Provide the sum total of Vernon clients served; and other client statistics as necessary

The Commission agreed to have the Chair send a letter to the agencies thanking them for their responses and informing them on what it expects them to provide in the upcoming budget process (refer to above), which is expected to begin in January-February. The Commission would like to have survey results in early January. The Chair explained that she will be away for the next few weeks and would prepare the letter upon her return.

Human Services Statistics for FY2013-14

There was a brief discussion about informing the Town Council of the services provided and clients served. Marina explained that the agencies already provide client stats on a regular basis. The Commission asked that at the next meeting Marina provide a summary of the stats for last fiscal year.

Meetings

The next regular meeting is on Monday, Oct. 20, 2014.

The Commission agreed to meet in Town Hall Room #5. The Commission agreed to schedule a special meeting on Monday, January 12, 2015.

Submitted by

Marina Rodriguez