COUNTY OF HUNTERDON NEW JERSEY

HUMAN SERVICES ADVISORY COUNCIL

LOCAL ADVISORY COMMITTEE ON ALCOHOLISM & DRUG ABUSE
YOUTH SERVICES COMMISSION
MENTAL HEALTH BOARD

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REFERENCE:
- [x] Council
- [ ] Mental Health
- [ ] Youth
- [ ] Disability Services
- [ ] Substance Abuse
- [ ] Transportation

Approved November 16, 2017

HUMAN SERVICES ADVISORY COUNCIL

Regular Meeting

Wednesday, October 26, 2016, 3:30 p.m.
Meals on Wheels Café, Bldg. 1, Lower Level
Route 31 County Complex, Raritan Twp.

MINUTES

MEMBERS PRESENT	EX-OFFICIO	STAFF	GUESTS
B. Renkens	C. Baxevene	D. Paulmeno	J. Stivers
J. Collevechio	N. Troche	J. Shore	J. Acosta-Hobschaidt
M. Mendez		C. Hammerstone	C. Scott
R. Cooper		E. Neukum	J. McLees
R. Todd-Marino		B. Metzger	R. Horoschak
C. Hellyer		L. Nauman	H. McIntosh
		D. Childers	

I. CONVENE: OPEN PUBLIC MEETINGS STATEMENT:
"This meeting is being held in accordance with the provisions of the Open Public Meetings Act, N.J.S.A. 10:4-6 – 10:4-21. Notice of this meeting has been provided in the Hunterdon County Democrat, the Courier News, and the Hunterdon Review. A public notice announcing this meeting has also been placed in the lobbies of the Hunterdon County Department of Human Services, the first floor of the Main Street County Complex, 71 Main Street Building #1, Flemington, NJ; the first floor of the Route 12 County Complex, Building #1, 314 State Route 12, Flemington, NJ and County Clerk's Office."

The Council allows time for comments from the public at the end of each meeting. Public comments are limited to three (3) minutes per person per meeting, in order to ensure that all attendees have an opportunity to be heard. Brief written comments may also be submitted for distribution during the meeting.

The regular monthly meeting of the Council was opened at 3:30 p.m. with a quorum present.

*A. **MINUTES:** Two corrections were made to the minutes of September 28, 2016. A motion was made and passed unanimously to accept the corrected minutes of September 28, 2016.

Introductions were made. The Council agreed to proceed to the Fisherman's Mark presentation at this time.

B. CORRESPONDENCE: No correspondence to discuss.

II. UNFINISHED BUSINESS

A. Needs Assessment – C Hammerstone and D Childers have met, discussed and created a section of questions in the Needs Assessment to encourage feedback from County residents that may not utilize community services, but may have an opinion about the needs in the community. The Needs Assessment, which is still in draft form, currently includes 31 questions, some of which were developed by the Needs Assessment Committee and were incorporated into a three-tier system. The first tier are broad questions to determine likes/dislikes, the second tier contains more specific questions and the third tier questions are geared to those who do utilize the community services and directs their responses to issues they may have experienced. After a bit more tweaking, a final draft will be provided to Freeholder King; once he gives approval, it is anticipated that the Council members will be provided a copy of the Needs Assessment Survey questionnaire at a their meeting on November 16, 2016.

III. NEW BUSINESS:

B. Metzger conveyed that she is lucky in her job to be able to talk to a lot of people and know how consumers are receiving services. That being said she mentioned that the biggest problem she sees is LogistiCare, the medical transportation service provided to people who receive Medicaid. She stated people miss their medical appointments when the transportation is late or sometimes never comes at all. People have been stranded at their doctor's office because they are not picked up after the appointment. She would like to say that maybe the Council could look into the situation and let the State be aware. N. Troche stated he wrote down the concern and also stated he has heard this concern conveyed several times at other meetings as well. He also mentioned there are disabled folks who work in the same building as he and that he is aware they have trouble getting to work on time or sometimes they cannot get home. Tomorrow N. Troche will ask about what the State's insight is on LogistiCare.

B. Metzger also stated that Hunterdon County staff do a good job of encouraging consumers to document their complaints in writing, if the consumer cannot write, the staff writes the complaint for them. H. McIntosh also conveyed their agency documented their consumer complaints for about six to eight months and then submitted them. She conveyed the sentiment that they are unreliable, unresponsive and questioned why they would continue to be compensated for this service.

C. Hammerstone communicated that she attended the State Human Services Administrators meeting in September and that one of the discussion topics was LogistiCare. All 21 counties are livid with the same complaints. She believes the contract has actually expired for LogistiCare but was extended until the State determines what to do, going forward with the next contract. C. Hammerstone indicated that she will ensure this topic is on the agenda to discuss at the November meeting of the State Human Services Administrators.

B. Metzger suggested that if the members of the Council all are in agreement with the services provided by LogistiCare, that they write a letter and be sure to make the Board of Chosen Freeholders aware, as this is wasted money.

D. Childers will send out an email instructing agencies on what/how to submit complaints; once the complaints have been received, then a letter can be generated.

It is duly noted for the record, per N. Troche, that the State, going forward, is working to determine a direction to go with the next contract.

R. Cooper asked for any suggestions about a location/agency that might be able to provide some space for a couple sewing machines and a closet to hang some clothing. Her mother (92 years old, recently retired from Kean University) is a great seamstress and now that she is retired wants to know what she can do. They thought it would be a great idea to provide a clothing alteration service for the women going back into the workforce; however she's finding it difficult to find a location that is willing to donate space, maybe for one or two days a week. Several suggestions were made and C. Hellyer will provide feedback as well from a contact in the Hillside area. R. Cooper thanked everyone for their input and suggestions.

IV. COUNTY AND STATE REPORTS:

A. Freeholder Update: No Freeholder update to report.

B. State Update: The Commissioner of the NJ Department of Human Services will host a 2017 Budget Listening Session on November 22, 2016 from 10 a.m. to 4 p.m. at the Central Office in Trenton. N. Troche provided the Council members with a flyer on this event and indicated that an email is circulating with information as well. He communicated that the Commissioner is looking for input to gear up for budget season.

The Commissioner had asked N. Troche to remind folks that, although verbal input is always welcome, written comments are more useful and have much more impact. N. Troche noted that other county HSACs got together and wrote one big letter to convey their concerns at a county level; and their providers are doing the same thing. At the last Budget Listening Session, the Commissioner's office received hundreds of letters that N. Troche read and then sent on to another area to be tallied; he stated that many of those letters went across the Commissioners desk.

N. Troche, in an effort to be more helpful, has begun to invite the counties to send flyers of their upcoming events, which he puts on a calendar for the Commissioner to review. With this organized calendar, the events are streamlined and the Commissioner has been going to a lot of the community events. He invited those in attendance to let him know about any events that would be beneficial for the Commissioner to attend or if an agency would like State leadership for something to please send the information to N. Troche (he will leave business cards). He will ensure the Commissioner is made aware of the event. He did state however, that he cannot promise the Commissioner can attend.

N. Troche noted that Hunterdon County is ahead of the game with the Needs Assessment, that other counties are only beginning to talk about doing them. He stated that Mercer County asked for some leadership regarding Fee-for-Service, so he will deliver a presentation to them on what Fee-for-Service will look like in Mercer County. He offered a similar presentation for Hunterdon County.

Another State initiative program N. Troche mentioned is for persons convicted with a DUI on the Fourth. Mercer County had two of these detention centers but one is closing, which will affect resources in Mercer County. When he informed the Commissioner of this situation, she sent

information to Mercer's HSAC, which is the spirit of how these things should work. The greatest asset N. Troche has to offer the HSACs is that he has the Commissioner's ear and leadership. He will work with folks to get someone to talk about the landscape of providers for the Fee-for-Service. A HSAC-specific presentation is being designed and will be made available to counties after the first of the year, beginning with Mercer County.

C. County Update: In her first five months as the Human Services Administrator, C. Hammerstone spent a lot of time learning the different processes within Human Services; she accompanied staff on site visits and sat in on several committee and subcommittee meetings. C. Hammerstone expressed that she is seeing a lot of inter-connectedness between mental health, substance abuse and youth issues. She stated that the finalization of the Ten-Year Plan may be ready this week for Freeholder King to review, which is perfect for the Needs Assessment. She indicated that there are great ideas coming from the Ten-Year Plan and hopes to share the Ten-Year Plan with the Council members at the next HSAC meeting.

The County is about to enter the Budget period, and with said, C. Hammerstone conveyed what she has learned so far, is that it is critical to get communication out there and share ideas and processes to help our issues within the County. With the 2017 budget year she wants to try to do more outreach, seminars and events to get the word out and to exchange ideas and information. She communicated that early this month Hunterdon co-sponsored a seminar with Warren and Sussex Counties (held in Washington, NJ) on the opioid issues and was very well attended. In October, a presentation by In Your Own Voice was held at the Hunterdon Medical Center, in which two of the Mental Health Board members shared their families' personal experiences with mental health issues. This event was also very well attended. C. Hammerstone really wants to focus on continuing the movement to get information out and exchange it in 2017; and she looks forward to everyone helping with that process.

V. **PROGRAM: Roni Todd-Marino, Fisherman's Mark** – Fisherman's Mark is a non-profit agency in Lambertville, New Jersey that has provided social services to the community for over 36 years. In 2016, the agency relocated its social services and Food Pantry program to the Historic Hibernia Fire House. With the social services and Food Pantry now in one location, the social services staff is able to check in with the clients when they utilize the Food Pantry. The agency primarily serves Hunterdon County residents but also services clients from Mercer County and Bucks County, Pennsylvania. Because the agency does not operate within income parameters or geographic limitations, they do not turn anyone away that is in crisis.

R. Todd-Marino explained the meaning behind the agency's name, which comes from the old adage that: If you give a man a fish, he eats for a day. If you teach a man to fish, he eats for a lifetime. The programs at Fisherman's Mark are built on that concept; the programs are about empowering, not doing for. They promote dignity; if you know about social services and that when a person feels vulnerable, it can be very disempowering. The agency is about strengthening people, help them feel better about themselves, be more confident and, thereby becoming more self-sufficient. Fisherman's has comprehensive services and can look at the whole person and meet a lot of different needs. R. Todd-Marino noted Maslow's Hierarchy of Needs; and that if the basic needs are not met: food, clothing, shelter, and security, that a person cannot go further. Fisherman's Mark assists individuals by not only meeting their basic needs but can determine the reason why that basic need is not met and provide services and/or resources for those individuals.

R. Todd-Marino provided some statistics from 2015: over 175,000 pounds of food distributed; over 200 people in crisis were provided services and/or resources for housing, employment and healthcare; over 70 children received early childhood education through the Lambertville Academy, with 30 percent of these children received reduced tuition; over 100 area children received backpacks and school supplies; over 600 Thanksgiving and Holiday meals were distributed; and over 250 area children received gifts from the Holiday Gift Program.

Fisherman's Mark promotes wellness through a lot of its programs, initiatives and its collaboratives. The Food Pantry promotes dignity by providing individuals a shopping experience where they select food based on their personal preference. The Food Pantry tries to have healthy food options available year round through local farms, farm stands, ShopRite and Grow-A-Row; they encourage donors that quality is more important that quantity. Fisherman's Mark wants other area food pantries to embrace this model and encourages them to use information Fisherman's Mark provides, to see it can be achieved.

The Community Outreach at Fisherman's Mark is broad and all the programs are designed to bypass stigma. The Community Outreach provides a friendly opportunity to learn more about Fisherman's Mark by engaging people in discussions so they see the agency is approachable, without the pressure of going into the agency for services. One goal of the of the Community Outreach programs is to reduce financial stress during times such as the Holidays or back-to-school. Another goal is to promote wellness and this is accomplished through The Farm Stand, which was established eight-years ago and operates from summer to mid-September; it provides fresh, organic fruits and vegetables through its relationship with local farms. Local chefs periodically come to teach working families how to cook easy dishes to use the fresh produce and give suggestions to encourage children to eat these foods.

Food For Thought is a program developed about a year ago as the result of a conversation about people in the community that still need help, but are unable to coming in for help. So the thought being, if the individual cannot come to the program, the program will come to them. Food For Thought provides groceries to the low-income senior apartments in Lambertville. Additionally, as a result of a great collaborative with Robert Wood Johnson, medical students accompany the folks from Food For Thought to the senior apartments to speak on various health topics; i.e. arthritis, depression in the elderly, understanding over-the-counter medicines, falls prevention, as well as one on sexual health for seniors. Food For Thought has been very effective to make folks aware of available programs/services they otherwise would not know exist.

Information Resource & Referral and Case Management are two of the core programs at Fisherman's Mark that provide social services to persons who come in for guidance. Persons may need help addressing a barrier of some kind and are linked the needed resources. Case Management is a more intensive, longer program for those more at risk, such as domestic violence, homelessness, chronic pervasive mental health needs, or a senior with declining health that does not have a support system. The Bridge To Self-Sufficient is a program within Case Management that engages the client beginning at the intake appointment. The Bridge program can determine and prioritize if any of the seven core areas are presenting a barrier; additionally it is a tool for staff to check in with clients and the client can register to see their own successes. Case Management uses The Bridge to analyze programs and the quality of the referrals to know where to direct program efforts. Since its inception last year, 73 clients of utilized the Information Resource & Referral and Case Management programs. The top most barriers for these clients have been housing, living expenses, and physical and mental health issues. Social support is also assessed by asking clients various questions to determine: if a domestic violence situation exists, if a debt problem exists, what is the client's employment earning level and if there is an opportunity for improvement.

Bridge to Self-Sufficiency is an on-going program with people just coming into the program and those who graduate from the program. Currently there are 28 active participants that have been in the program less than nine months; ten participants are in the program under three months; three participants did not engage after the point of intake, two participants in the program over three months that did not show any improvement and 13 participants improved in a minimum of one area. The program's goal for each participant is to have at least 85 percent improvement in at least one core area in the three months. As of last Wednesday a total of 87 participants have demonstrated an improvement in one or more areas for three months. There are participants who go longer than the nine months, due to more chronic needs and will always be prone to crisis. In these situations, the goal is for the client try to avoid a crisis or to move quickly out of the crisis, which they can accomplish by sustaining any improvements made, by remaining stable and by using the skills they have gained. As of last Wednesday, 90 percent of these clients were either stable or showing further improvement.

R. Todd-Marino explained that the Lambertville Academy furthers the mission of Fisherman's Mark by providing high-quality, academic education to children of low-income, working families and offers reduced tuition. The preschool takes children as young as two and also offers before and after school Spanish is the primary language used at home for most of the families in this program, so the Academy provides the children the opportunity to gain English skills before starting kindergarten. There is a before-school meal provided. The after-school care and the summer program is led by certified teachers. The Academy provides high-quality child care and recently became an accredited school with the National Association for the Education of Young Children (NAEYC) certification.

Los Puentes, which means 'the bridges' is a Latino advocacy program administered by Fisherman's Mark. The purpose of this program is to understand issues and have programs relevant to the recent immigrant population. The program has a bi-lingual person on staff to provide information and referral resources. Case management is provided for the Spanish-speaking population and has specific, relevant programs, such as immigration and nutrition and a new program that offers a four-week cooking class that is taught in Spanish, as many of the clients work in kitchens.

Another program of Fisherman's Mark is the Volunteer Program, which is very large, with over 100 volunteers. Examples of this volunteer program are the Boy Scouts bagged groceries for distribution or a corporation has helped unload a truck. Most all of the programs administered by Fisherman's Mark are run by volunteers. R. Todd-Marino conveyed they thought that this is an area of abundance, including an abundance of talent and enthusiasm in our people. Fisherman's Mark tries to link the abundance to the needs. It is about helping people build skills and to give back. We have a collaborative with the Hunterdon Arc, in which their clients, who are developmentally delayed, come with their vocational coaches to work in our offices where everyone benefits. Fisherman's Mark also has a relationship with the court system and can provide the volunteer opportunity for people to do community service hours.

R. Todd-Marino stated she would be remiss if she did not convey that Fisherman's Mark is constantly looking to increase their collaboratives and work with other agencies. Other agencies have challenges to reaching clients at the south end of the County; Fisherman's Mark can provide an opportunity for these agencies to make sure they are connecting with people from all over the County.

R. Todd-Marino provided the Council members with a supply of brochures (English and Spanish versions) to distribute at their agencies; the brochures provide information on the basic programs, the Food Pantry and childcare available through Fisherman's Mark.

The agency's name, Fisherman's Mark, not only comes from the adage about, If you give a man a fish…

but also that it is the mission arm of St. Andrew's church and, Andrew was the fisherman.

C. Scott conveyed she had witnessed the agency in operation during last year's Point In Time (PIT) event and was impressed by the agency and its kind and knowledgeable staff. The Veterans Mental Health Coalition 'Stand Down' event will be on November 3, 2016 from 11:00 to 3:00; C. Scott advised she will bring any remaining items from this event (toiletries, socks, winter gear) to donate to Fisherman's Mark for the event on November 10, 2016.

VI. AGENCY AND COMMITTEE REPORTS:

A. Agency Announcements: J. Stivers provided additional information on the Stand Down event scheduled for November 03, 2016 that will run from 11:00 to 3:00 at the Ukrainian Culture Center in Whippany. This event will benefit homeless Veterans or Veterans who are at risk of becoming homeless and their family members. Much like the Homeless Connect, this project will provide various resources and services, such as social, legal, dental, medical, screening tests, acupuncture, haircuts, winter gear will be given out; and a bagged lunch will be available for all who attend/participate. This year a special area will be designated for female Veterans to provide them with different product items. The closest location to catch transportation to this event is in Warren County with service provided by Easton Coach. The phone number is available on the brochure handout.

B. Comprehensive Emergency Assistance System: C. Hammerstone reported that an October meeting was not held, but the Committee voted to fund utilities with its EFSP funding; the announcement is anticipated shortly and she will forward the announcement. Earlier today, CEAS finalized the Ten-Year Plan and she will reach out to Freeholder King to get his feedback. C. Hammerstone thanked everyone for their input on homelessness.

On November 10, 2016, an event is scheduled to raise awareness for hunger and homelessness. This event is called C.A.R.E, Community Awareness Resource Event and will be held at the Social Services conference room from 10 a.m. to 2 p.m. The focus of this event is to provide information on available resources in the community for hunger and homelessness. In addition, Zufall will be onsite to provide dental screenings; it is anticipated that haircuts will be available for people in need, which has been a big draw in the past. Winter coats and backpacks will be available for distribution and Jane's Kitchen will provide bagged lunches. C. Hammerstone welcomed agencies to provide their brochures for this event as well as agency staff who are available to attend. C. Hammerstone and C. Hellyer are the contacts to make arrangements for this event. This event is like a precursor to the PIT survey, which is held the last Wednesday in January.

Any coats left over from the C.A.R.E. event can be contributed to the YMCA and Untied Way coat drives on November 19, 2016.

C. Greater Raritan WIB: C. Hammerstone stated the WIB is getting ready to submit their local area plan; a draft of the plan will be posted on their website. Part of the change of the Workforce Investment Board flipping over to the Development Board is that the One-Stop Career Center has to be competitively bid. That process is starting now, with the RFP being issued on December 1, 2016, responses are due back February 28, 2017 and will be evaluated through March 14, 2017. The award of bid will be decided by March 28, 2017. The contract will be finalized with the vendor to be effective as of July 1, 2017. C. Hammerstone reviewed the Dashboard stats from Hunterdon for the period July 1, 2016 to October 13, 2016. There were three workshops conducted for Hunterdon, of which there were ten slotted for the year and 67 people attended the workshops. There were 58

walk-in clients for this same time period. Training orientations were provided to 29 people eight of those persons received a training grant. There were two WorkFirst NJ clients from Hunterdon County and now there are currently 27.

D. Local Advisory Committee on Alcohol and Drug Abuse: Update

E. Mental Health Board: Update

F. Transportation Advisory Committee: Update

G. Youth Services Commission: Update

VII. PUBLIC COMMENT AND QUESTIONS PERIOD: No public comment was heard.

VIII. * MOTION TO ADJOURN:
There being no further business, the Meeting adjourned at 4:34 p.m. The next meeting of the Council will be on November 16, 2017 at 3:30 p.m.

***= Item Requires Action**

Note to Council Members: If members are unable to attend the meeting, please notify the Hunterdon County Department of Human Services.