

**Town of Plymouth**

**80 Main Street**

**Terryville, Connecticut 06786**

**Human Services Commission**

**Telephone: (860)585-4001**

**Fax: (860)585-4015**

**Human Services Meeting Minutes**

**July 17, 2018**

**I. Call to Order:** Chairwoman Sally Bain-Picard called the July 17, 2018, Human Services Commission Meeting to order at 7:00 p.m. in the Senior Lounge at Plymouth Town Hall.

**Fire Exit Notifications:**

Chairwoman Sally Bain-Picard noted the fire exits.

**II. Attendance:** Chairwoman Sally Bain-Picard, Commissioner Reverend Joel D. Kotila, Commissioner Tracy Dupont, Commissioner Helena Schwalm and Commissioner Fred Schwalm. Also in attendance was: Councilman John Pajeski, Angela Morris from HRA and Cathy Beaudoin.

Excused Absence: Commissioner Karen Saccu and Vice-Chairwoman Heidi Caron

**III. Pledge of Allegiance:**

Chairwoman Sally Bain-Picard led the group in the Pledge of Allegiance.

**IV. Invocation:**

Reverend Joel Kotila gave the invocation.

**V. Public Input:** None

**VI. Acceptance of Minutes:**

*A motion was made by Commissioner Helena Schwalm, seconded by Commissioner Frederick Schwalm to approve the June 12, 2018 minutes. This motion was approved unanimously.*

**VII. Human Services Report:**

Angela Morris went over the HRA Report. Please see attached HRA June report.

Private Fuel Bank – there was one (1) request for oil delivery.

Small Wonders has started – deadline is July 20<sup>th</sup>. Fifty (50) applicants to date.

18 JUL 23 AM 9:53  
PLYMOUTH, CT  
TOWN CLERK'S OFFICE  
RECEIVED FOR RECORD  
Frederick H. Schwalm  
TOWN CLERK

Renters Rebate – going on until October 1<sup>st</sup>.

Outreach continues every month to the seniors – 1<sup>st</sup> Monday and Tuesday of every month.

Medicare savings program is still on. No changes.

Farmers Market vouchers were just received today. Angela is working on the paperwork. Change this year – anyone over the age of 60 years old – to qualify – annual income \$22, 000 for single and a couple is \$35,000. Under 60 years old – disabled and living in a congregate living place where meals are supplied.

The Commission will review the HRA Quarterly Report at the next meeting. Please see attached report.

First Baptist Church donated \$67.00 for the backpack program.

A woman donated \$100 and wants it to go towards buying graphing calculators for the Small Wonders. Woman wants to remain anonymous.

#### **VIII. Old Business:**

**a. Small Wonders** – See above notes.

**b. By-laws** - Chairwoman Bain-Picard went over the changes that were made to the By-laws. Alternates were brought back. Elections, Budget and Annual Report changed to October, so that they are available for the Town Council's meeting in November. Changed meetings to twelve (12) times per year. Changed up order of business on the agenda.

*A motion was made by Commissioner Tracy Dupont, seconded by Commissioner Helena Schwalm to accept the new By-laws. This motion was approved unanimously.*

**c. Policy-** Dial-A-Ride policy went to the mayor and he is reviewing the document. The Mayor feels that the bus should be parked at town hall. The policy consists of: the monthly reports, who is going to review and what is going to be on the reports, as well as where they will be filed. Authorization. Monthly reports. What areas are going to be covered. Reimbursement of the program. Maintenance, registration, insurance, and GPS issues should be covered under Public Works. Policies to be renewed and revised with any new contract or extension. Errors or concerns should be reported to the Mayor. Once Mayor approves, Chairwoman Bain-Picard will sit down with Rae Martin from Cook Willow.

**d. Human Services Pamphlet** – Chairwoman Bain-Picard went through three (3) years of articles from the Plymouth Connection. Lisa Phillimore put the pamphlet together. Angela reviewed it and gave her approval. The cost to print and fold for 1000 would be \$240.00 of the

11x17 (folded 4 ¼ x 11) or \$350 for 2000, but these estimates are from an old invoice. A new estimate will be requested. To order 2000.

Councilman Pajeski will distribute them around town.

*A motion was made by Commissioner Helena Schwalm, seconded by Commissioner Tracy Dupont to buy 2000 pamphlets – folded and to pay up to \$400.00. This motion was approved unanimously.*

*A motion was made by Commissioner Helena Schwalm, seconded by Reverend Joel Kotila to pay Lisa Phillimore \$300.00 for the work on the Human Services pamphlet. This motion was approved unanimously.*

**IX. New Business:** None

**X. Chairman's Comments:**

Chairwoman Bain-Picard went over the Human Services Contact Sheet. The email addresses will be added.

**XI. Council Liaison's Comments:**

Councilman Pajeski stated that he is happy to see everything moving along.

**XII. Adjournment:**

*There being no further business of the Human Services Commission, a motion was made by Commissioner Tracy Dupont, seconded by Commissioner Frederick Schwalm to adjourn. This motion was approved unanimously. The meeting ended at 7:52 p.m.*

Respectfully submitted,



Linda Schnaars  
Recording Secretary





Human Resources Agency of New Britain, Inc.  
Community Services Department

Plymouth Human Services Monthly Report

June 2018

Submitted by: Angela Morris

Reporting Period: June 1, 2018 – June 30, 2018

Services	Total Count
Phone Calls	124
Walk-ins	16
Appointments	22
Rental Assistance	0
Medicare Savings Program	1
SNAP Applications/Renewals	6
Private Fuel Bank	1
Senior Housing Outreach	2
Renters Rebate	19

**Private Fuel Bank:** There was one request for oil delivery through the Town's Private Fuel Bank this month. If anyone has an urgent need for an emergency oil delivery, please contact the Human Services office.

**Small Wonders: Back to School:** Applications for the Back Pack Program have been completed. Deadline date is set for July 20<sup>th</sup>. Residents who are interested may stop by the Human Services office to pick up an application. All household income must be provided to qualify for the program.

**Renters Rebate:** Applications for renters rebate will be available from April 1 – October 1. Please call the Human Services office to schedule an appointment to complete an application.

**Outreach at Senior Housing:** Outreach was completed at Gosinski Park and Eli Terry senior housing. Services and information were provided to residents. Outreach will be completed on the first Monday and Tuesday of every month.



Human Resources Agency of New Britain, Inc.  
Community Services Department

Plymouth Human Services Monthly Report

**Medicare Savings Program:** Just a reminder that the Medicare Savings program will not take on the proposed changes set to take place on July 1<sup>st</sup>. The income limits will not change and will remain at its original state.

The income guidelines for the program are provided below:

**Medicare Savings Program Income Eligibility Limits**

Program	Status	Monthly Income Limit	Status	Monthly Income Limit
QMB	Single	\$2,135.32	Couple	\$2,894.92
SLMB	Single	\$2,337.72	Couple	\$3,169.32
ALMB	Single	\$2,489.52	Couple	\$3,375.12

**\*\*There will no longer be a change to income limits for the program.\*\***





# **Plymouth Human Services Quarterly Report**

**Presented to the Human Services Commission  
by HRA of New Britain, Inc.**

**June 2018**







Now serving 6 communities:  
New Britain, Bristol, Burlington,  
Farmington, Plainville & Plymouth CT

Since 1964 the Human Resources Agency of New Britain, Inc. (HRA) has been dedicated to increasing economic self-sufficiency among individuals and families. Our mission is to **improve** the quality of life by helping people achieve economic and social **potential**; responding to the causes and conditions of **poverty**; and **building** stronger individuals, families and communities we serve.

### 2017 Family, Agency & Community

- Served **29,840** individuals from **11,900** families
- Employed **220** staff
- Mobilized **436** volunteers
- Engaged **127** partners

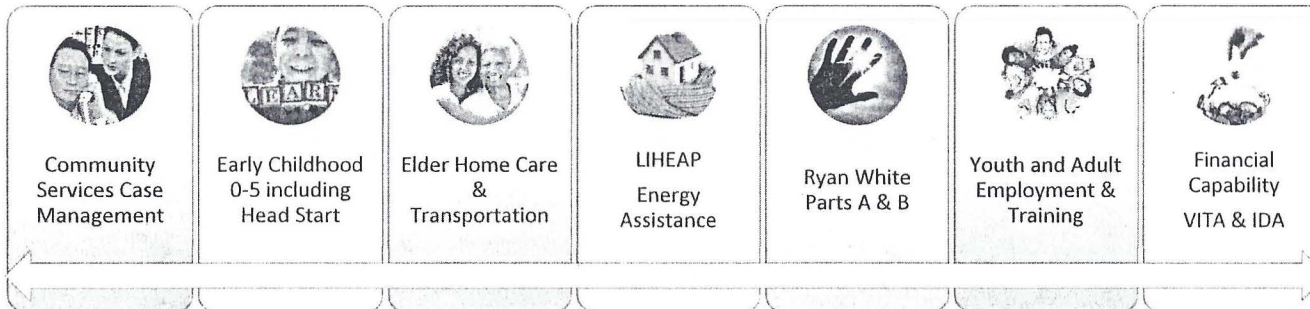
### 2017 Indicators of Success

- **5,691** people obtained jobs
- **8,214** people obtained skills
- **9,485** people reduced barriers
- **3,409** people increased assets

#### 2016-2017

<b>All HRA Funds:</b>	20,099,246.00	100%
<b>Federal:</b>	11,190,422.00	57%
<b>State:</b>	5,236,897.00	26%
<b>Private:</b>	1,700,573.00	8%
<b>Local:</b>	1,520,555.00	7%
<b>Other:</b>	450,975.00	2%
<b>CSBG only:</b>	450,799.00	2%
<b>All non-CSBG:</b>	19,648,447.00	98%

HRA leveraged \$43 non-CSBG for every CSBG \$1  
With only 6% spent toward in-direct costs, HRA invested 94% of CSBG/non-CSBG funds to serve our community.



HRA's integrated service model addresses people's immediate needs and empowers people to invest in long-term solutions.

# HRA Plymouth Community On-Site Services

## History and Background

- The Human Resources Agency of New Britain, Inc. (HRA) was established in 1964 as one of Connecticut's Community Action Agencies. Our mission is to *"improve the quality of life by helping people achieve economic and social potential; responding to the causes and conditions of poverty; and building stronger individuals, families and communities."*
- HRA has evolved in recent years into a multi-service nonprofit organization effectively delivering over thirty (30) results-driven programs focused on prevention, intervention and emergency services to low-income residents from over six communities including New Britain, Bristol, Burlington, Farmington, Plainville, Plymouth and surrounding areas
- HRA Director of Planning and Director of Community Services met with the Plymouth Human Services Commission to share information on HRA's Case Management services and discuss potential for collaboration. HRA Staff participate in the monthly meetings with the Commission as well as local AARP meetings to establish protocols for offering on-site energy services as well as increasing accessibility to transportation and homecare services for the Plymouth community.
- HRA began its delivery of on-site services in March 2017 through a formal agreement established with the Mayor of Plymouth's Office and with the oversight of the Human Services Commission. This partnership was established in response to the need for direct services delivered to residents resulting from the recent retirement of the former Director of the Human Services Department.







## HRA Plymouth Community On-Site Services

- **Outreach to Senior Housing:** Since March 2017, outreach to senior housing has increased with visits to each senior housing once a month to provide on-site services and information.
- **Comprehensive Case Management:** HRA has successfully delivered a variety of services on-site to residents based on their needs. HRA's model of integrated service delivery allows for increased access to services including pre-application assistance to Department of Social Services programs such as Supplemental Nutrition Assistance Program (SNAP), Cash Assistance and Medicare/Medicaid enrollment services provided for all residents at the Human Services office. HRA also assisted the Human Services Commission with continuing special services for senior residents through the office such as Foot Clinics, Blood Pressure Clinics, and others.
- **Energy Assistance:** HRA has brought the Energy Assistance services on-site to the Plymouth Human Services office to address the transportation barriers experienced by residents travelling to the Bristol office to apply for the service. The Energy Assistance Program for 2017-2018 concluded on May 15<sup>th</sup>, 2018. The Plymouth Human Services office took 99 Energy Assistance Applications during the season. **72 out of the 99 households (72%)** were approved for assistance. This resulted in over \$158,993.90 in benefits for the approved households in Plymouth/Terryville.
- **Free Tax Assistance:** HRA partnered with the Plymouth Human Services Commission to provide on-site Free Tax Preparation Assistance through the IRS Volunteer Income Tax Assistance Program. The program ended on April 11<sup>th</sup>, 2018. The Plymouth Human Services Tax Site completed a total of 33 returns, returning over \$24,228 in refunds.

# HRA Plymouth Community On-Site Services Demographics of Customers Served April to June 2018

## Population

- 182 customers from 106 households served

## Gender

- 67% Female
- 33% were Male

## Race

- 91% White
- 4% Black
- 5% Other

## Ethnicity

- 89% Non-Hispanic
- 11% Hispanic

## Age

- 19% 65 + over
- 29% 45 - 64
- 10% 25 - 44
- 26% 24 + under

## Education

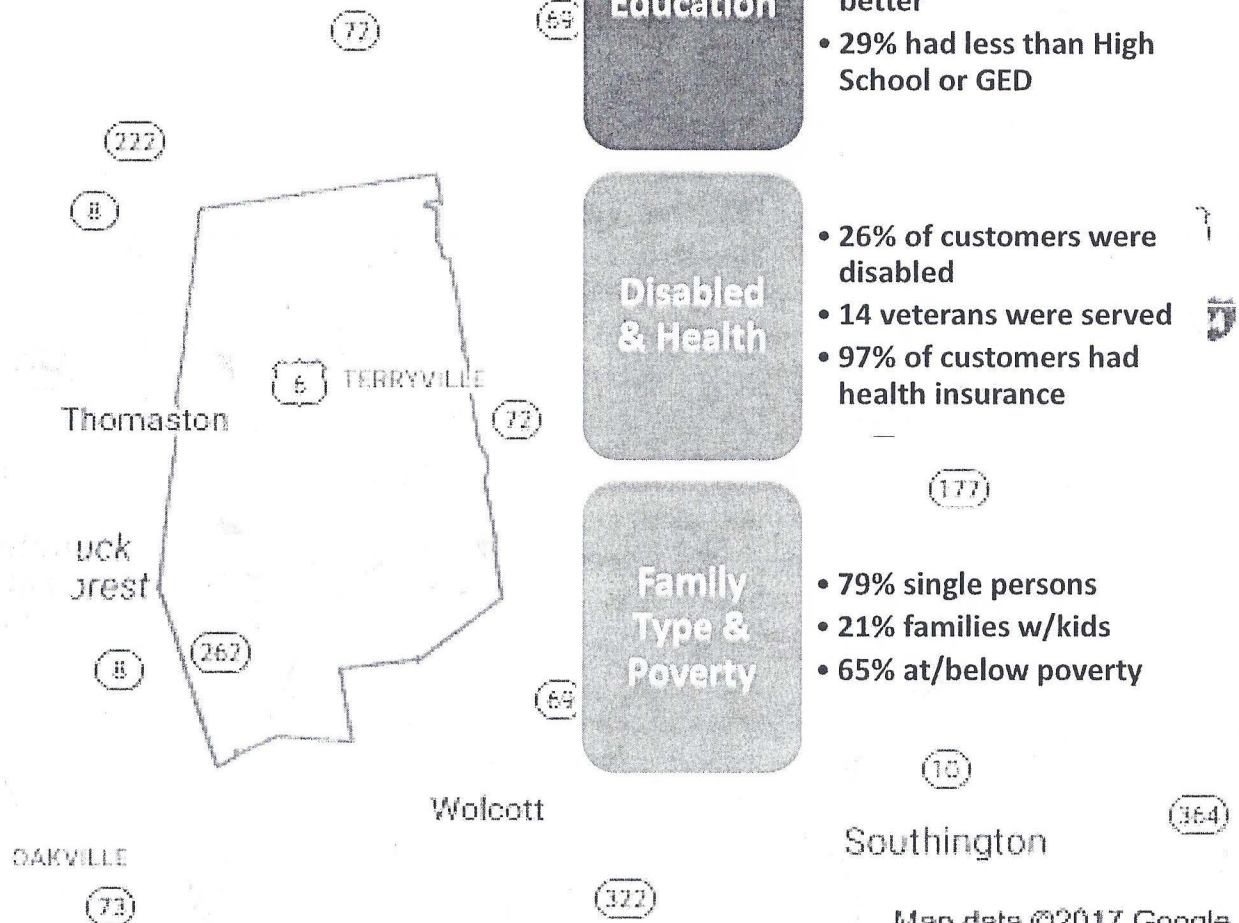
- 71% of customers have a High School Diploma or better
- 29% had less than High School or GED

## Disabled & Health

- 26% of customers were disabled
- 14 veterans were served
- 97% of customers had health insurance

## Family Type & Poverty

- 79% single persons
- 21% families w/kids
- 65% at/below poverty





# HRA Plymouth Community On-Site Services 2018

## Case Management

- 182 customers from 106 households established a service plan.
- 493 Services were provided to residents.

## Result Summary

- **52% customers achieved an outcome**
- **45% customers still progressing**
- **3% customers exited prior to achieving**

## Outcome Summary

- Employment
- Energy Assistance
  - LIHEAP
  - Matching Payment Program
  - NuStart
  - Operation Fuel
  - Private Fuel Bank
- Emergency Food
- Free Tax Assistance
- Housing
- Public Assistance
  - Cash Assistance
  - HUSKY/Medicaid
  - Medicare
  - Medicare Savings Program (QMB)
  - SAGA Cash
  - SAGA Medical
  - SNAP
  - State Supplemental
- Rental Rebate
- Small Wonders

