

Town of Plymouth
80 Main Street
Terryville, Connecticut 06786

Human Services Commission
Telephone: (860)585-4001
Fax: (860)585-4015

Human Services Meeting Minutes
August 16, 2022

1. **Call to Order:** Chairwoman Cathy Beaudoin called the August 16, 2022, Human Services Commission Virtual Zoom Meeting to order at 7:00 p.m.
2. **Attendance:** Chairwoman Cathy Beaudoin, Vice-Chairwoman Donna Dognin, Commission Larry Chiucarello, Commissioner Lee Ulinskas and Commissioner Mark Malley. Also in attendance: Mayor Joe Kilduff, Carrie Tedd, Juan Berrios and Dr. Marlo Greponne from HRA and Councilwoman Roxanne McCann.

Absent: Commissioner Karen Saccu

3. **Pledge of Allegiance:**

Chairwoman Cathy Beaudoin led the group in the Pledge of Allegiance.

4. **Invocation:**

Vice-Chairwoman Donna Dognin gave the invocation.

5. **Public Input:** None

6. **Acceptance of Minutes:**

A motion was made by Commissioner Mark Malley, seconded by Vice-Chairwoman Donna Dognin to accept the meeting minutes of June 21, 2022. This motion was approved unanimously.

7. **Communications/Correspondence (If Needed):** None

8. **Human Services Report:**

Plymouth Human Services Update: 2020

Submitted by: Carrie Tedd and Juan Berrios
Reporting Period: June 2022

Services	Total Count
Phone Calls	436
VITA Tax Returns To Date/ CLOSED FOR SEASON	
Appointments	56

Rental Assistance Applications Taken/Approved	0
Medicare Savings Program	21
SNAP Applications/Renewals	19
Private Fuel Bank	0
New Case Management Clients	12
Energy Applications Processed	0

Energy Assistance: Energy Assistance is currently closed and the re-open date has been pushed back till September 1st. I will start scheduling appointments for September 1st on as the calls come in.

Toiletry Bags: Over 23 toiletry bags have been given out to either women or men, mostly women. The toiletry bags consist of shampoo, conditioner, body wash, bar soap, hand soap, sanitizer, deodorant, Q-tips, disposable shaving razors, body lotion, mouthwash, toothpaste, tooth brushes, dental flossers, baby powder, facial wash, feminine products, masks, shower sponges, Epson salt, magnet note pads and facial & body wipes. Clients are extremely grateful for these basic necessities, as SNAP (foodstamps) does not pay for these items. During times as these, individuals are under much financial stresses and this assistance is essential to stretching there limited income.

Grants & Donations: Received a \$1000 grant from the Main Street Foundation to purchase gift cards for groceries and shoes. I also received a \$1000 grant from Thomaston Savings Bank for basic needs. I received a call from Cheryl at TSB and she stated that she heard from the grapevine that we could use some funding and after speaking to the grant committee they approved sending me the \$1000 basic needs grant. I also received a \$350 women and girls fund grant from the Main Street Foundation to assist with car repairs on one of my elderly clients at Gosinski Park. Lastly, I completed the Thomaston Savings Bank grant application for this cycle and I am waiting to hear back on the results.

Renter's Rebate: Renter's Rebate opened up April 1st and I have processed 87 applications to date and set several appointments for residents. I have 1 to 2 dates every month at Eli Terry Retirement and Gosinski Park for Renter's Rebate Outreach to process applications. I will close out the season on the deadline October 1st.

Commissioner Larry Chiucarello asked about the ARPA money.

Carrie Tedd stated she would like to apply for rental assistance and toiletries.

Councilwoman Roxanne McCann explained the process and advised the Commission to ger their presentation/request in sooner than later.

Juan Berrios stated that HRA received ARPA funds which is available to their communities and will be discuss further at a case manager meeting.

9. Discussion with HRA Representative Re: Contracted Services

Juan Berrios and Dr. Marlo Greponne went over the Annual Report along with the Services the Agency is contracted to provide. See attached.

Carrie Tedd is paid an extra 5 hour per week which is not billed to the town. She is paid through other HRA funds.

Juan Berrios discussed the benefit of having multiple case managers that are cross trained.

A discussion took place about the sewer and water bills. Funds are available as part of President Biden's 3rd stimulus package. Each community needs to decide if this is something they would like to pursue. Mayor Kilduff will reach out to WPCA.

A discussion took place about the fringe benefit line item and the funds that are available.

10. Executive Session to Discuss Proposed HRA Contract

A motion was made by Commissioner Mark Malley, seconded by Vice-Chairwoman Donna Dognin to go into Executive Session. Mayor Kilduff and Councilwoman McCann were invited to attend the Executive Session. This motion was approved unanimously. The time is 8:20 PM.

11. Action, As May Be Necessary, From Executive Session

A motion was made by Commissioner Lee Ulinskas, seconded by Commissioner Mark Malley to exit out of Executive Session at 9:07 PM. This motion was approved unanimously.

A motion was made by Commissioner Mark Malley, seconded by Commissioner Larry Chiucarello for this commission to recommend to the Town Council the approval of the agreement between the Town of Plymouth and the Human Resources Agency of New Britain with a period performance of July 1, 2022 through June 30, 2023 in the amount of \$63,197.00 in accordance with the proposed contract presented to the commission at this meeting. This motion passed. (See attached contract).

Roll call below:

Commissioner Larry Chiucarello – yes
Commissioner Mark Malley – yes
Vice-Chairwoman Donna Dognin – no
Commissioner Lee Ulinskas – yes

Commissioner Malley stated that Mayor Kilduff is going to look into the insurance section of the contract.

12. Old Business

The Commission is requesting an update on the balances for the Cleveland and Fuel Funds.

13. New Business: None

14. Chairman's Comments: None

15. Council Liaison's Comments: None

16. Adjournment:

There being no further business of the Human Services Commission, a motion was made by Commissioner Mark Malley, seconded by Commissioner Lee Ulinskas to adjourn. This motion was approved unanimously. The meeting ended at 9:12 p.m.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Linda Schnaars', with a long horizontal flourish extending to the right.

Linda Schnaars
Recording Secretary



Plymouth Human Services Annual Report

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

August 16, 2022



HRA Plymouth Community On-Site Services

- 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 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

- **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 has also assisted the Human Services Commission with continuing special services for senior residents through the office such as Foot Clinics, Blood Pressure Clinics, a 2nd year of senior gift bags being distributed and others.
- **Nearly \$11K in Capacity Building:** HRA raises and allocates over **\$6,200** annually to support the staffing for direct service operations in Plymouth. In addition, HRA staff, paid from other sources, are assigned to provide additional support services as needed. HRA secured additional resources from Thomaston Savings Bank to provide a COVID Rental Assistance Fund. A total of **\$4,650** in rental assistance was awarded to 11 households in Plymouth.
- **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. For example, outreach is done at Gosinski Park Senior Housing to provide Energy Assistance Applications and Renters Rebate Applications to residents.

HRA Plymouth Community On-Site Services

- **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. Appointments for the current season are being scheduled to assist in completing applications locally and HRA staff are also offering application assistance at the senior housing sites. 283 households total for **\$285,471** in energy services awarded to Plymouth residents.
- HRA secured additional resources from the State of Connecticut Department of Energy Services to provide assistance with water/sewer bills for households in our catchment area. A total of **\$6,075** in water benefits were awarded to 12 households in Plymouth.
- **Volunteer Income Tax Assistance:** HRA has partnered with the Plymouth Human Services Commission since 2017 to provide on-site Free Tax Preparation Assistance through the IRS Volunteer Income Tax Assistance Program. This year, HRA provided Volunteer Income Tax Assistance Services for \$59,010 in refunds, \$8,237 from EITC.

HRA Plymouth Community On-Site Services 2017-2022

Case Management

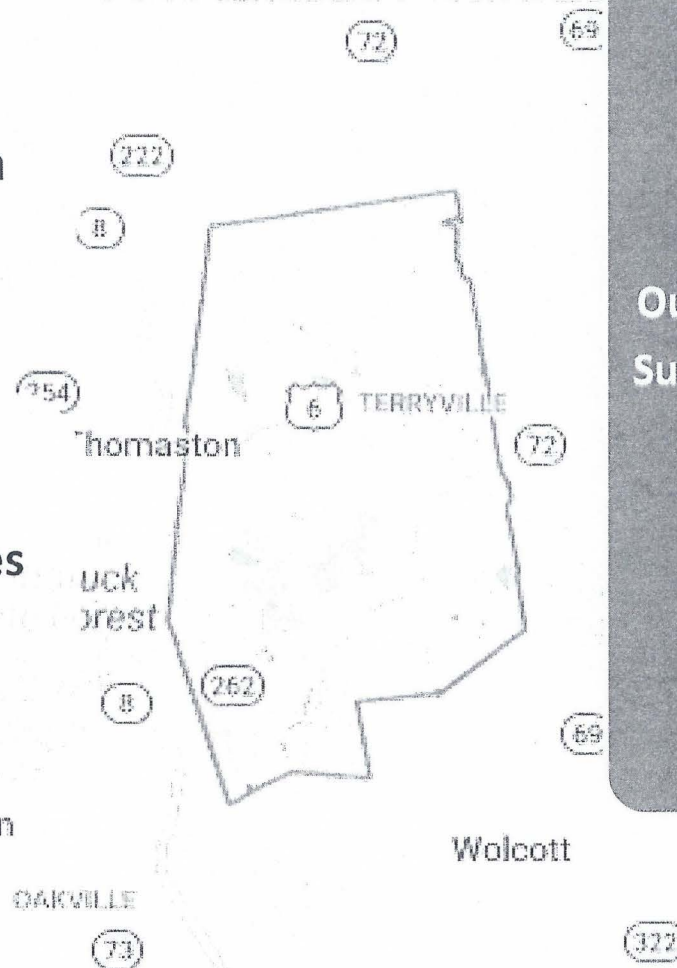
- 1285 customers from 663 households established a service plan

Result Summary

- A total of 2,760 services have been provided

Outcome Summary

- Employment
- Energy Assistance
- Food
- Financial Services
- Healthcare
- Housing
- Public Assistance
- Rental Rebate
- Private Payments



HRA Plymouth Community On-Site Services 2021-2022

Case Management

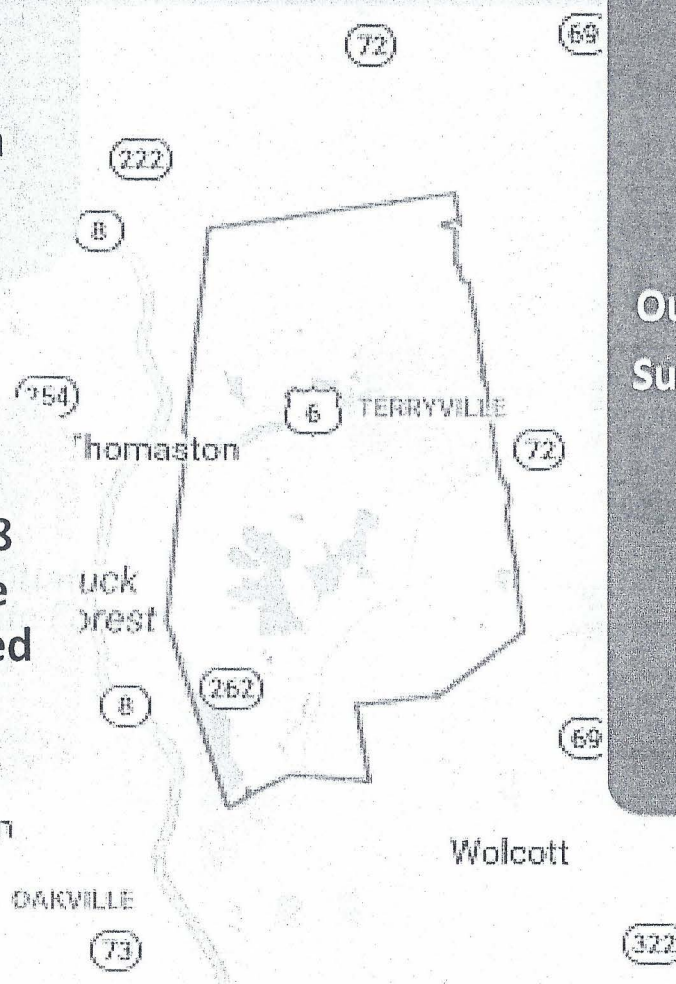
- 515 customers from 262 households established a service plan

Result Summary

- A total of 438 services have been provided

Outcome Summary

- Employment
- Energy Assistance
- Food
- Financial Services
- Healthcare
- Housing
- Public Assistance
- Rental Rebate
- Private Payments



Professional Services Agreement

Agreement entered into between the Town of Plymouth ("Town") and Human Resources Agency of New Britain, Inc. (HRA) or the Contractor) to provide year-round comprehensive on-site services for income-eligible residents of the Town of Plymouth. The parties agree to the following terms and conditions:

Town: Name: Town of Plymouth Address: 80 Main Street, Terryville, CT 06786	Contractor: Name: Human Resources Agency of New Britain, Inc. (HRA) Address: 180 Clinton Street, New Britain, CT 06053
Authorized Contact: Mayor Joseph T. Kilduff	Authorized Contact: Dr. Marlo Greponne
Period of Performance: July 1 st , 2022 – June 30 th , 2023	Contract value: \$63,197.00
Program Name: Town of Plymouth Human Services	
<ol style="list-style-type: none"> 1. The Town of Plymouth requires professional services to provide year-round comprehensive on-site services for income-eligible residents of the Town of Plymouth, Connecticut and has partnered with the Human Resources Agency of New Britain, Inc. The Town reserves the right to rescind or reduce the contract amount of compensation at any time in the event that the funding is rescinded or subcontract is not compliant with negotiated terms. 2. Contractor's Scope of Work: The Contractor shall supply all personnel, equipment and material necessary to accomplish the activities set forth in Attachment 2, "Contractor's Scope of Work and Reporting Requirements", which is hereby made a part of this contract. 3. Budget: The Town is not liable for any cost in excess of the amount listed above as "Contract value" without prior written authorization from the Town. Attachment 3, "Contractor's budget" is hereby made a part of this contract. 4. Fees and Payments: The Town shall pay the contractor in accordance with Attachment 3. The contractor is required using the forms provided by the Town. The Town reserves the right to deny payment on remittances that are not filled in completely and for those remittances submitted more than 45 days after the date of services. 	
IN WITNESS WHEREOF, duly authorized representative of the Parties have entered into this contract as of the date of the last signature set forth below:	
Town of Plymouth Signature:	HRA of New Britain, Inc. Signature:
Name: Mayor Joseph T. Kilduff Title: Mayor, Town of Plymouth Date:	Name: Dr. Marlo Greponne Title: Executive Director Date:

**Contract between the Town of Plymouth and
Human Resources Agency of New Britain, Inc. (HRA)
Attachment 1
Contacts**

Town of Plymouth Key Contacts	HRA of New Britain, Inc. Key Contacts
Contract / Administrative Contact: Name: Address: Telephone: Fax: E-mail:	Contract / Administrative Contact: Name: Juan Berrios Address: 336 Arch Street, New Britain, CT 06051 Telephone: 860-225-1084 Ext. 315 Fax: 860-612-2758 E-mail: jberrios@hranbct.org
Fiscal Contact: Name: Address: Telephone: Fax: E-mail:	Fiscal Contact: Name: Sherine Porter Address: 180 Clinton Street, New Britain, CT 06053 Telephone: 860-348-2263 Fax: 860-827-3677 E-mail: sporter@hranbct.org
Authorized Official: Name: Mayor Joseph T. Kilduff Address: 80 Main Street, Terryville, CT 06786 Telephone: Fax: E-mail:	Authorized Official: Name: Dr. Marlo Greponne Address: 180 Clinton Street, New Britain, CT 06053 Telephone: 860-348-2260 Fax: 860-225-4843 E-mail: mgreponne@hranbct.org
Reports/Invoice Sent To: Name: Address: Telephone: Fax: E-mail:	Checks Sent To: Name: HRA of New Britain, Inc. Address: 180 Clinton Street, New Britain, CT 06053 Telephone: 860-225-8601 Fax: 860-225-4843 E-mail: sporter@hranbct.org

**Contract between the Town of Plymouth and
Human Resources Agency of New Britain, Inc. (HRA)
Attachment 2
Scope of Work and Reporting Requirements**

A. DESCRIPTION OF SERVICES

1. The Contractor shall provide services for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income Clients in the Town of Plymouth to achieve economic self-sufficiency, (hereinafter the "Program").
2. **Staffing:** The contractor will provide the staffing, procedures, equipment, and data systems necessary to effectively provide services for the residents of the Town of Plymouth through the Human Services Department at Town Hall.
 - o The contractor will hire and maintain one Full-Time Community Services Case Manager who is cross-trained to deliver multiple services including outreach, follow-up, coordination with other community organizations and stakeholders, and maintaining documentation.
 - o The contractor will provide all staff development training, conduct outreach and participate in Community Events.
 - o The contractor will also provide staff with protected time to conduct follow-up phone calls, complete data processing, reporting, and other planning activities as dictated by the Mayor's Office and/or the Human Services Commission.
 - o The contractor will provide back-up staffing in the event that the assigned staff person will be out for a period of more than 24 hours, as staffing patterns will allow.
3. **Human Services Commission:** The contractor, and its staff, will work collaboratively with the Human Services Commission of the Town of Plymouth and serve as liaison to the commission. The contractor will ensure that a staff member is present for every scheduled meeting to provide a monthly report of the activities of the Human Services Office.

B. PROGRAMMATIC/STATISTICAL REPORTING:

1. The contractor will submit to the Human Services Commission completed monthly reports in a format issued by the Human Services Commission within 10 days of following the end of each monthly period.
2. The contractor will submit an annual report to the Town that will include a summary to address the Program's outcomes and measures, and will be submitted within 45 days of the end of the contract period.

C. FINANCIAL REPORTING:

1. The contractor will submit to the Town monthly fiscal invoices in a format issued by the Town within 15 days following the end of each monthly period. The final fiscal report is due within 45 days following the end of the entire contract period.
2. The contractor will submit such required financial reports electronically to the Town's Program representative via email.

D. QUALITY ASSURANCE COMPLIANCE:

1. The Town may make regular monitoring visits to assess quality assurance program compliance. The contractor shall provide access to records and documentation that is requested in order to adequately access program compliance. This shall include access to both electronic and manual customer files and other necessary documentation and reports.
2. The contractor agrees to comply with any and all applicable regulations adopted by the Town pursuant to the services provided under this contract.

E. NONPERFORMANCE OF CONTRACT:

1. In the event of a default or failure to perform by the contractor, the Town may at its sole option withhold payments until the default or failure is resolved to the satisfaction of the Town; temporarily or permanently discontinue Services under the Contract; assign appropriate personnel to perform the contract; terminate this contract; take any other action or combination of actions determined by the Town to be appropriate.

F. TERMINATION OF CONTRACT:

1. This contract may be terminated by either party at any time upon 30 days written notice in advance to the other. Termination of this contract by the Contractor shall not relieve the Contractor of the obligation to complete services on any open cases at the time of the notice of termination. Upon termination or expiration, Contractor shall assist, as applicable, in the orderly cessation of Services or transfer to a new Contractor and/or Town Employee.
2. Dispute Resolution – the Parties to this contract shall exhaust the dispute resolution procedures set forth below:
 - a. The aggrieved party shall seek to resolve its grievance through informal discussion(s). All participants in these discussions shall use their best efforts to ensure that the discussions fully and constructively explore the issues raised by the aggrieved party.
 - b. If the aggrieved party is dissatisfied with the outcome of the process described above (1), it may submit a written statement of its grievance to the executive director of the other party. The executive director shall report on the status of the dispute within 15 days of the grievance statement.
 - c. If the aggrieved party is dissatisfied with the outcome of the process discussed in paragraph 2, it may ask for the dispute to be settled by a neutral mediator acceptable to both parties. The aggrieved party may request an opportunity to appear personally before the neutral mediator. The mediator shall promptly inform both Parties of its decision in writing.

G. INSURANCE COVERAGE:

1. The contractor must maintain in force at all times, during which services are to be performed, professional liability insurance with limits of no less than \$1,000,000 for each occurrence and \$1,000,000 aggregate.
2. If such coverages are made on a claims-made basis, then the contractor must agree to maintain, either through a claims-made contract or the use of an extended discovery provision, coverage for three (3) years after the conclusion of all services performed under this contract.
3. The Town of Plymouth shall be named as “additional insured” and coverage is to be provided on a primary, noncontributory basis.

4. If any policy is written on a "claims made" basis, the policy must be continually renewed for a minimum of two (2) years from the completion date of this contract. If the policy is replaced and/or the retroactive date is changed, then the expiring policy must be endorsed to extend the reporting period for claims for the policy in effect during the contract from two (2) years from the completion date.
5. Original and completed Certificates of Insurance must be presented to the Purchasing Agent prior to purchase order / contract issuance. The Contractor agrees to provide replacement/renewal certificates at least sixty (60) days prior to the expiration of the policy.
6. Should any of the above described policies be cancelled before the expiration date, written notice must be made to the Town thirty (30) days prior to the cancellation.
7. The contractor also agrees to name the Town as additional insured on all policies except for Workers Compensation and to provide the Town with a Waiver of Subrogation on all insurance policies.
8. The contractor, its agents and assigns, shall indemnify and hold harmless the Town of Plymouth, including but not limited to, its elected officials, its officers and agents, from any and all claims against the town, including but not limited to, damages, awards, costs and reasonable attorney fees, to the extent any such claim directly and proximately results from wrongful, willful or negligent, performance of services by the Contractor during the term of this Agreement or any other Agreements of the Contractor entered into by reason thereof.
9. The Town agrees to give the Contractor prompt notice of any such claim and, absent a conflict of interest, an opportunity to control the defense thereof.

**Contract between the Town of Plymouth and
Human Resources Agency of New Britain, Inc. (HRA)
Attachment 3
Budget and Payment Requirements**

For the services provided herein by the Contractor, the Contractor shall be paid in a monthly fee amount of \$5,266.42 not to exceed \$63,197.

Payments will be made upon receipt of monthly invoices and fiscal reports in a format to be provided by the Town detailing actual costs incurred and/or expended. Requests for payment will be honored and funds released based on submission by the contractor, with review and acceptance by the Town, of monthly financial reports; the availability of funds; and the Contractor's satisfactory compliance with the terms of the contract. The Town reserves the right to deny payment on remittances that are not filled in completely and for those remittances submitted more than 45 days after the date of service.

The Town shall pay invoices within thirty (30) days of receipt.

The Contractor shall maintain separate and stand-alone fund group(s) that will not be comingled with other existing programs. The program will be accounted for separately within the fund group in individual series, cost center and accounts to ensure transparency for accounting and audit purposes.

Both parties acknowledge and agree that the compensation set forth herein shall constitute the entire basis for payment for the work specified including all incidental work, labor, materials, equipment, reports, overhead, and any and all other costs necessary to fulfill the requirements of this service.

BUDGET

190-06-99 Town of Plymouth Case Management Services		
July 1st, 2022 - June 30th, 2023		
REVENUE		
Line Item	Cost Category	Budget Amount
10-4201-00	Grant Revenue - Cities and Towns	\$ 63,197.00
EXPENSES		
10-5051-00	Salaries (Program)	\$ 41,860.00
10-5172-00	Fringe Benefits (Program)	\$ 14,609.00
TOTAL SALARY / FRINGE		\$ 56,469.00
10-6801-00	Travel (In-State)	\$ 300.00
10-6006-00	Audit	\$ 368.00
10-6501-00	General Liability Insurance	\$ 231.00
10-6502-00	D & O Insurance	\$ 186.00
10-6503-00	Crime Insurance	\$ 18.00
TOTAL OTHER PROJECT COSTS		\$ 1,103.00
10-6301-00	HRA Gen & Admin Applied	\$ 5,625.00
TOTAL ADMINISTRATIVE OVERHEAD		\$ 5,625.00
TOTAL EXPENSES		\$ 63,197.00
BALANCE		\$ -

190-06-99 Town of Plymouth Case Management Services
July 1st, 2022 - June 30th, 2023

REVENUE			
Line Item	Cost Category	Budget Amount	
10-4201-00	Grant Revenue - Cities and Towns	\$ 63,197.00	
EXPENSES			%
10-5051-00	Salaries (Program)	\$ 41,860.00	
10-5172-00	Fringe Benefits (Program)	\$ 14,609.00	
TOTAL SALARY / FRINGE		\$ 56,469.00	89.35%
10-6801-00	Travel (In-State)	\$ 300.00	
10-6006-00	Audit	\$ 368.00	
10-6501-00	General Liability Insurance	\$ 231.00	
10-6502-00	D & O Insurance	\$ 186.00	
10-6503-00	Crime Insurance	\$ 18.00	
TOTAL OTHER PROJECT COSTS		\$ 1,103.00	1.75%
10-6301-00	HRA Gen & Admin Applied	\$ 5,625.00	
TOTAL ADMINISTRATIVE OVERHEAD		\$ 5,625.00	8.90%
TOTAL EXPENSES		\$ 63,197.00	100.00%
BALANCE		\$ -	