

**Town of Plymouth**  
80 Main Street  
Terryville, Connecticut 06786

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

Human Services Meeting Minutes  
April 26, 2017

PLYMOUTH, CT  
TOWN CLERK'S OFFICE  
RECEIVED FOR RECORD  
17 MAY - 8 AM 9:52  
Barbara Parsons  
TOWN CLERK

**I. Call Meeting to Order:** Chairwoman Heidi Caron called the April 26, 2017, Human Services Commission Special Meeting to order at 7:00 p.m. in the Senior Lounge at Plymouth Town Hall.

**Fire Exit Notifications:**

Chairman Heidi Caron noted the fire exits.

**II. Attendance:** Chairwoman Heidi Caron, Commissioner Tracy Dupont, Commissioner Helena Schwalm, Commissioner Fred Schwalm and Vice-Chair Sally Bain-Picard. Also in attendance were: Councilman John Pajeski.

Excused Absent: Commissioner Karen Saccu, Reverend Joel D. Kotila. and Councilwoman Sue Murawski

**III. Pledge of Allegiance:**

Chairwoman Heidi Caron led the group in the Pledge of Allegiance.

**IV. Public Comments:** None

**V. HRS-Human Resources Agency – presentation by: Marlo Greponne and Team:**

Marlo Greponne, Director of Planning and Programs  
Barbara Parsons, Director of Community Services  
Rose Bracero, Community Caseworker  
Angela Morris, Community Services Case Manager

Marlo distributed the presentation of the Plymouth Service Area Update. See attached.

Marlo discussed how BCO merged with HRA.

The mission of the Humans Resources Agency of New Britain, Inc (HRA) 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 in the greater New Britain area.

She went thru the Plymouth Community Demographics..  
12,085 residents (based on 2014)

1400 students enrolled.

\$14,000 for a family of four 6.9% of Plymouth are living below the poverty level

A discussion took place regarding bus transportation needs of the Community.

HRA will provide to the Commission a report stating the sum of the individuals that live in the house and the household that have applied.

Vice –Chairwoman Bain-Picard asked about the age... the age is the head of the household that is represented and wanted to clarify 45-64 years of age.

Marlo stated she can provide a better age breakdown.

Marlo went through the difference of achieved outcome.

If emergency food was given, that is an achieved outcome.

Progressing outcome is obtaining high school degree, employment or finding a place to live.

The outcomes that were achieved: employment, energy assistance, food, healthcare, housing (shelter for homeless or finding an apartment) and public assistance.

Marlo went through the Energy Services.

The goal is to service all Plymouth residents.

Rose stated that the elderly were not aware about the budget to get energy assistance. HRA is able to help with the other programs. The residents are able to get a match to their budget amount.

Medical protection - residents didn't know about it. Eversource is good with notifying to get a doctor notes.

HRA goes to sites to help with the application filing. They also assist with volunteer income tax assistance.

A discussion took place about the different programs that DSS has.

SSBG – leverage other resources. They are part of a network of providers. They can help with homelessness, food, receiving High School degree.

Marlo stated they would like to establish protocols to ensure communication is clear and consistent.

HRA serves: New Britain, Bristol, Burlington, Farmington, Plainville and Plymouth.

HRA helps with the following:

Community Services Case Management, Early Childhood 0-5 including Head Start, Elder Home Care & Transportation, LIHEAP Energy Assistance, Ryan White Parts A & B (HIV/AIDS), Youth and Adult Employment & Training and Financial Capability VITA & IDA.

Commissioner Helena Schwalm stated that there is no senior center. However, the Seniors meet the 2<sup>nd</sup> and 4<sup>th</sup> Tuesday at 1:30 PM. She would like the staff to come and introduce themselves at the next meeting.

June 2 10:00 AM – 2:00 PM - hot dogs, raffles, tag sale and a bake sale.

Marlo explained the transition with HRA coming to Plymouth. She stated they arrived in March. Marlo stated it went smooth and the customers have been receptive of the staff. She said the Director of Finance, Mayor, IT Dept and Trish Hale are all fabulous and very helpful.

Rose stated the residents have been fine. They do an intake sheet for the clients.

Chairwoman Caron asked if the office is manageable for one (1) person. Rose stated that two (2) people are needed there.

HRA would like a full-time and a part-time person dedicated to Plymouth.

#### **VI. Chairwoman's Comments:**

Contract is up June 30<sup>th</sup> with HRA. The Mayor and the Town Council have to decide.

Chairwoman Caron stated she has heard very good things.

Chairwoman Caron and Vinnie Klimas, Chairman of the Plymouth Housing Authority wrote a grant for Dial-A-Ride to get a new van and she also wrote one for \$25,000 to get weekend services.

Chairwoman Caron stated that she would like HRA to do outreach for Eli Terry and Gosinski Park. Karen at Gosinski Park can advertise it.

Foot clinic – scheduled for this Fri.

Blood pressure clinic – call Bristol Hospital homecare.

HRA would like a calendar of scheduled events.

Food programs... Rose stated she has the food share and farmer's market application; along with the coupon books for the farmer's market.

The commodities program... will start again.

Chairwoman Caron stated the Human Services Commission meets every 3<sup>rd</sup> Tuesday of every month at 7:00 PM. She would someone from HRA to attend the meetings.

Chairwoman Caron will send the Commission emails to HRA

Marlo will put together a one (1) page report with data for the meetings.

Chairwoman Caron explained the Cleveland Trust Fund which can be utilized for the residents in need and approved by the Human Services Commission.

Operation Fuel – funded by the Salvation Army and Thomaston Savings Bank.

Small Wonders account – donated money and items for the kids in the Town.. back pack and small wonders. Chairwoman Caron stated that Sgt. Cesar Beiros helps with that program.

VNA fund – The town residents were happy with the nurses that they provided and put money in an account to help pay for hospice, medical expenses or a scholarship.

Waterbury Hospital/Eli Terry Trust Fund – The fund was set up for medical expenses for Plymouth, Terryville and Thomaston residents. Applications are available at Waterbury Hospital.

Back pack program – Chairwoman Caron would like flyers distributed to the schools. HRA will start qualifying the applicants. Applications should be back by July 1<sup>st</sup>. Backpacks will be distributed in August. Sgt. Cesar Beiros helps with the donations.

The Commission gave toiletries for the seniors at Christmas, along with an IGA \$15 gift card.

Marlo stated she would like in between meetings, for Commission to discuss concepts for services that are needed; that are not-existing or non-available. She would like to develop new models and build other services.

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

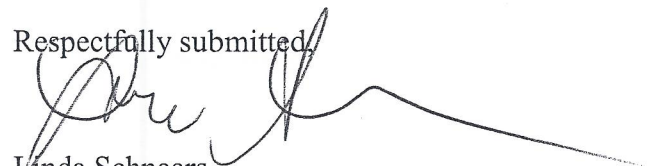
Councilman Pajeski stated he likes what he is hearing.

**Next Meeting:** Tuesday, May 16<sup>th</sup> @ 7:00 PM

**Adjournment:**

*There being no further business of the Human Services Commission, a motion was made by Commissioner Helena Schwalm, seconded by Commissioner Fred Schwalm to adjourn. This motion was approved unanimously. The meeting ended at 9:10 p.m.*

Respectfully submitted,

  
Linda Schnaars  
Recording Secretary



**Plymouth Service Area Update**  
**Presented to the Human Services Commission**  
**by Marlo Greponne & Barbara Parsons**  
**Wednesday, April 26, 2017**



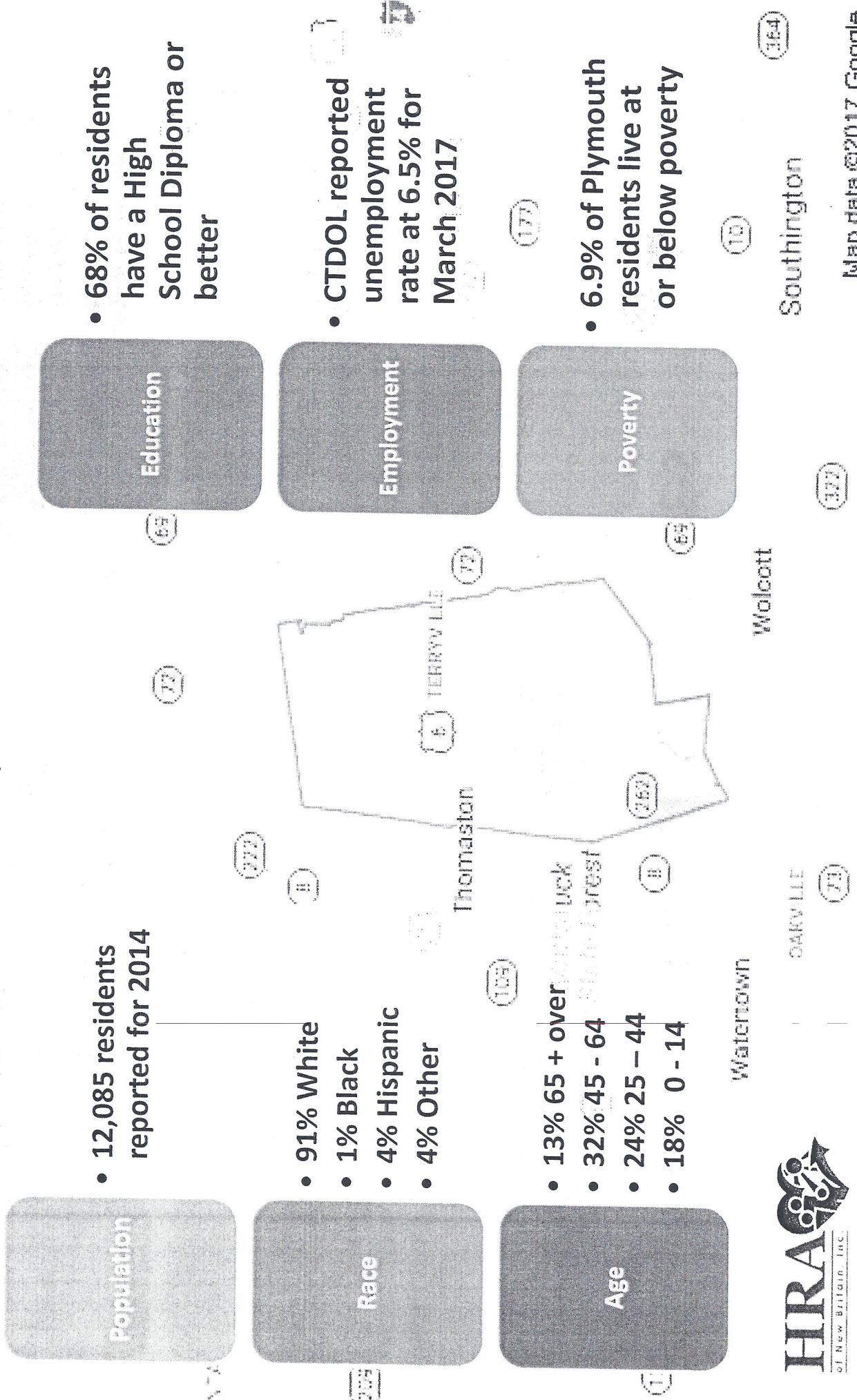
# HRA's Commitment to Community Action



*The mission of the Human Resources Agency of New Britain, Inc. (HRA) 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 in the greater New Britain area.*

# Plymouth Community Demographics

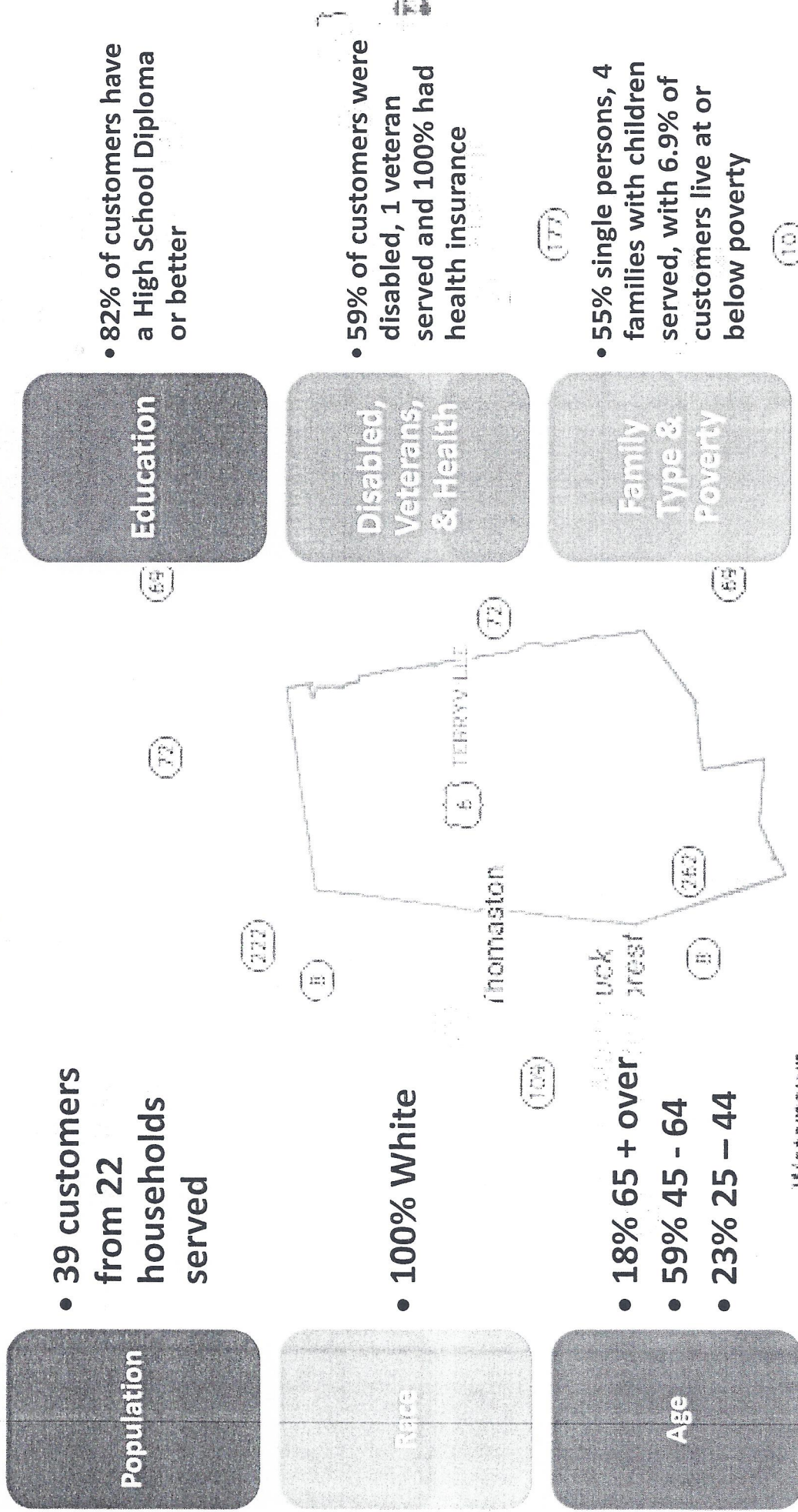
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# HRA Plymouth Community

## On-Site Services



# HRA Plymouth Community

## On-Site Services

- 27 customers from 22 households established a service plan

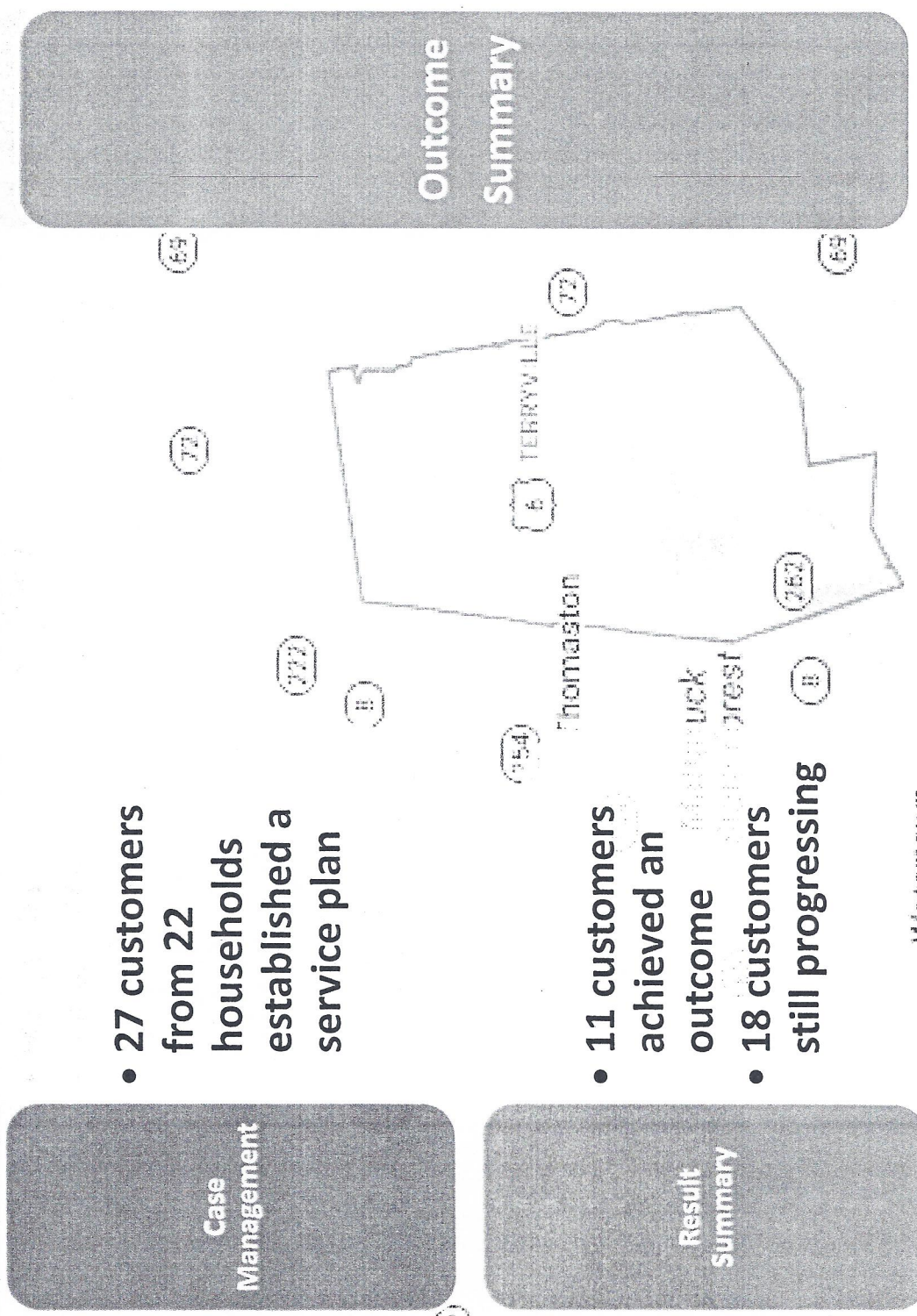
- 11 customers achieved an outcome
- 18 customers still progressing

Case Management

Result Summary

Outcome Summary

- Employment
- Energy Assistance
- Food
- Healthcare
- Housing
- Public Assistance





# An example of a customer's struggle...



A customer called "Elderly" does not speak good English and she wanted to know if her health insurance would cover an ultra sound. HRA's Case Manager asked her to come in and she did, however, Angela was with another customer so Elderly waited to be seen. Rose went and sat with Elderly while she waited, and she shared her background. It turns out she is originally from Bulgaria. Rose (a grandma herself) asked Elderly what her grandkids call her and she said BaBa so that's what Rose called her. Well from there Elderly explained how they found a mass on the right side of her breast. The doctor told her she needed an ultrasound and was not sure if Husky paid for this, and that Elderly would have to find out. Elderly has more issues than just her health, she's feeling the pressure of them all and stated she is going downhill. Rose immediately called Bristol Hospital, left a message "Plymouth City Hall Human Services is calling please get back to me." Well not even 5 minutes later they called from the Mammogram Department. They knew Elderly's history of illness, an appointment was set for Monday and they confirmed husky will pay (which we knew). They hugged, Elderly cried, Rose almost cried, and...yes... what you're thinking is what came back again. This time it's on her right side and well as in her stomach.



**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.

**2016 Family,  
Agency &  
Community**

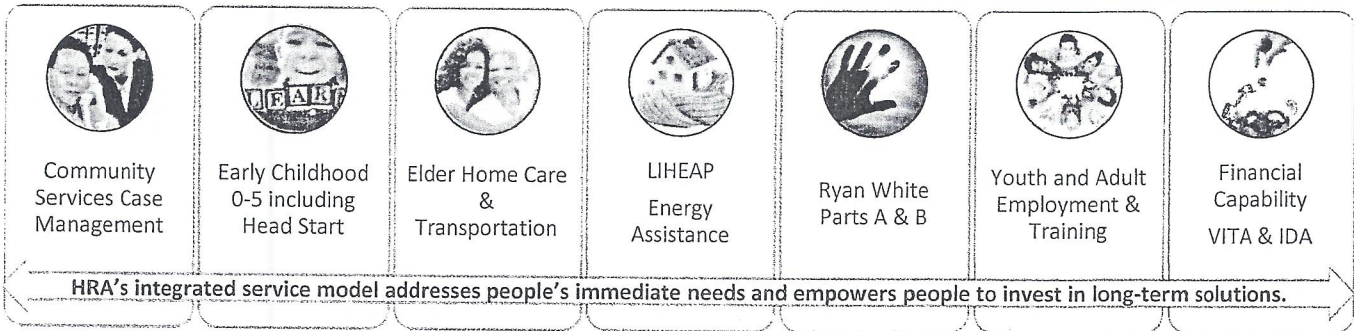
- Served **26,099** individuals from **10,563** families
- Employed **250** staff
- Mobilized **446** volunteers
- Engaged **120** partners

**2016 Indicators  
of Success**

- **4,055** people obtained jobs
- **7,212** people obtained skills
- **5,667** people reduced barriers
- **3,322** people increased assets

2015-2016		
<b>All HRA Funds:</b>	<b>16,408,058.00</b>	<b>100%</b>
Federal:	10,914,726.00	67%
State:	3,440,296.00	21%
Private:	1,493,591.00	9.00%
Local:		0%
Other:	559,445.00	3.00%
CSBG only:	389,428.00	2%
All non-CSBG:	16,018,630.00	98%

*HRA leveraged \$41 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.*



**Community  
Services  
Block Grant  
At Work:  
An Example  
of HRA's  
Excellence**

Established in 2010 in response to the identified need for financial services in New Britain, HRA's Foundations for Financial Independence Program (FFI) served 5,216 families in FY2016 offering a variety of support services, including tax preparation services (VITA) as a point of entry, benefits screening and needs assessment, benefits enrollment assistance and referrals, financial literacy education, financial coaching, match savings accounts, career exploration, continuing education, job search and retention services. CSBG funding allowed HRA management to add structure, leverage multiple sources of funding and engage community partners to enrich the program.

FFI is designed to provide various opportunities across multiple areas of need to offer personalized support for families on their journey toward becoming financially stable. The program offers an integrated approach utilizing cross-trained staff and cross-sector collaboration of partners to achieve its goals. Ninety (90) participants saved at total of \$29,819.84 over the course of the program (9/1/10 – 8/31/16). Of these, sixty five (65) participants made matched withdrawals for a total of \$21,566.89 in FY16.

**180 Clinton Street, New Britain, CT 06053  
WWW.HRANBCT.ORG**