

*Note: These minutes are not official until approved by the Health and Human Services Committee at a subsequent meeting. Please refer to the meeting minutes when these minutes are approved to obtain any changes to these minutes.*

DeKalb County Government  
Sycamore, Illinois

**Health & Human Services Committee Minutes  
November 6, 2017**

The Health and Human Services Committee of the DeKalb County Board met on Monday, November 6, 2017 at 6:30 p.m. in the Administration Building's Conference Room East in Sycamore, Illinois. Chairman Little called the meeting to order. Those Members present included, Ms. Askins, Mrs. Emmer, Mr. Hughes, Mr. Porterfield, Mr. Reid, Mr. Whelan, and Chairman Little. A quorum was established with all Members present.

Others present were Gary Hanson and Deanna Cada.

**APPROVAL OF THE MINUTES**

**It was moved by Mr. Hughes, seconded by Mr. Whelan and it was carried unanimously to approve the minutes from the October 2, 2017 Committee Meeting.**

**APPROVAL OF THE AGENDA**

**It was moved by Ms. Askins, seconded by Mrs. Emmer and it was carried unanimously to approve the agenda as presented.**

**PUBLIC COMMENTS**

There were no public comments.

**INTERGOVERNMENTAL AGREEMENT BY & BETWEEN THE DEKALB COUNTY COMMUNITY MENTAL HEALTH BOARD AND COUNTY GOVERNMENT FOR COMMUNITY ACTION**

Mr. Hanson described that the purpose of this intergovernmental agreement is for the Mental Health Board to oversee the operations and manage the Community Action Department. Mr. Hanson reviewed that this agreement would date back to August 22<sup>nd</sup>. Since Ms. Moulton's departure last spring, one of the struggles has been figuring out how to fill the slot because of the benefit cost. Health Insurance was not an issue with the last Director but if the position had to be advertised it would have to have full family benefits factored in. This would be a \$25,000+ added expense that would have to come from the County because the Department is 100% federally grant funded. Mr. Hanson noted that many different options were explored and the one that seemed to fit the best was to work with the Mental Health Board.

A few items within the agreement that Mr. Hanson highlighted was that this oversight arrangement would be from August 22, 2017 through December 31, 2018, unless otherwise terminated or extended by written agreement. The Director/Administrator who oversees the functions of both departments will remain an employee of the Mental Health Board and will serve without interference from the County, as has been the practice. The County, through the Community Action budget, will pay an annual fee of \$38,000 (payable monthly) to the Mental Health Board for the administration and oversight of the Community Action Department.

The Committee identified the savings to both the Community Action Department and the Community Mental Health Board and spoke to Ms. Cada regarding the shared responsibilities and all agreed it would be a great fit for everyone involved.

**It was moved by Ms. Askins, seconded by Mr. Porterfield and it was moved unanimously to forward the IGA to the full County Board recommending its approval.**

#### **UNITED WAY 211 QUARTERLY REPORT**

Ms. Cada joined the Committee to provide the 211 Program's first Quarterly Report. Ms. Cada reviewed that 211 is for times of non-emergency crisis as well as for everyday needs. The 211 call specialists are available to help individuals locate health and human service assistance, on everything from mortgage assistance, EITC tax help and food and shelter, to job counseling services and health resources. 211 is an easy to remember telephone number that connects people with important community services, such as:

- Basic Human Needs: such as food, shelter, rent and utility assistance
- Physical and Mental Health Resources: such as health insurance programs, Medicaid and Medicare, medical information lines, crisis intervention services
- Employment Supports: such as job training, transportation assistance, education programs
- Support for Older Americans and Persons with Disabilities: such as adult day care, respite care, home health care, independent living programs
- Support for Children, Youth and Families: such as afterschool programs, family resource centers, mentoring, tutoring, protective services

Ms. Cada additionally went through the quarterly report that covered the months of July, August, and September of 2017. The top ten unmet needs that were identified by the total 157 called within those three months were: Rent Payment Assistance, Transportation Expense Assistance, Homeless Shelter, Transitional Housing/Shelter, Automotive Repair & Maintenance, Emergency Food, Food Pantries, and General Laboratory Tests. These needs may not have been met due to programs may exist but caller may not have been eligible for assistance or the program may have been out of funds. The report additionally detailed the top ten referrals as well as the breakdown of the callers.

The Committee additionally discussed the local transportation issues and who is possibly offering rental assistance right now. Ms. Cada noted that the biggest struggle is to get information out to people and there will be a continued push to market the 211 Program and to get more organizations registered to best meet the needs of the community. So far the program has worked great and the vendor they work with has been very responsive as well.


The Committee thanked Ms. Cada for stepping up and assisting with the oversight of the Community Action Department as well as providing them information on the 211 Program.

#### **ADJOURNMENT**

**It was moved by Ms. Askins, seconded by Mr. Whelan, and it was carried unanimously to adjourn the meeting.**

Respectfully submitted,

  
Maureen Little, Chairperson

  
Tasha Sims, Recording Secretary

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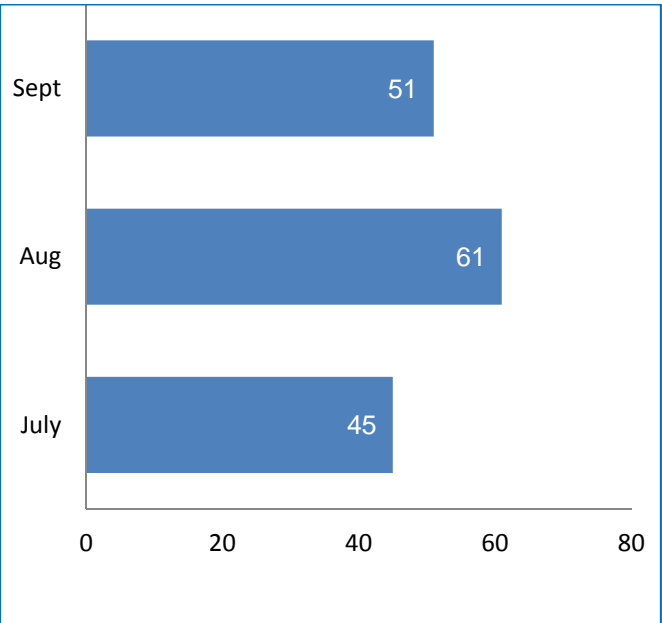
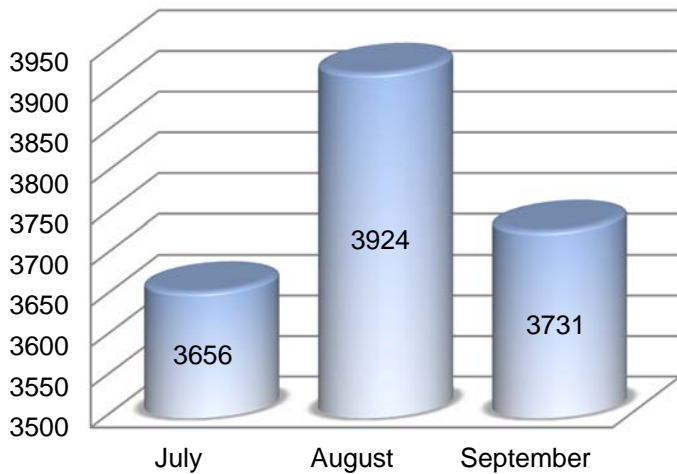
# United Way 2-1-1 Report

**DeKalb County**

July – September 2017

Submitted by: Karen Zangerle, Executive Director, PATH, Inc.

**Total 2-1-1 Calls By Month For All Counties**



**Age of Caller**

Adult	102
Senior	18
Unknown	36
Youth	1

**For more detailed information on Reason for Contact see enclosed "AIRS Problem Needs and Referral Count" Report.**

**Contact Type**

2-1-1 Call	156
Online Chat	0
Non-Transaction	1

**Gender**

Female	133
Male	24

**Referred By**

Self-Referral	131
Agency	12
Business	0
Doctor/Hospital	1
School	0
Unknown	7
Clergy/Church	1
Family/Friend	0
Internet	1
United Way	4

**Top Reasons for Contact**

Utility Assistance	14
Support Only; No Referral	9
Homeless Shelter	6
Information	10
Undesignated Financial	6
Job Assistance Centers	2
Food Pantries	2
General Counseling Serv.	2
Housing Authority	2
Low/Income/Subsidized Housing	2

**Contact Person Type**

Individual	146
Business	0
Agency	5
Third Party	6

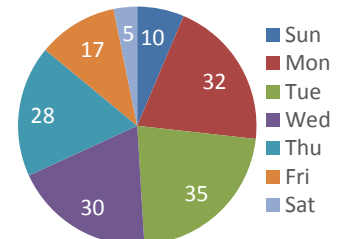
**Follow-Up Calls**

Number Scheduled	41
Received Assistance	5
Did Not Receive Assistance	4
Attempted; Caller Did Not Answer	18
Rescheduled	9
Abandoned	2
Attempted; Phone # Didn't Work	1
Referral was not contacted	2

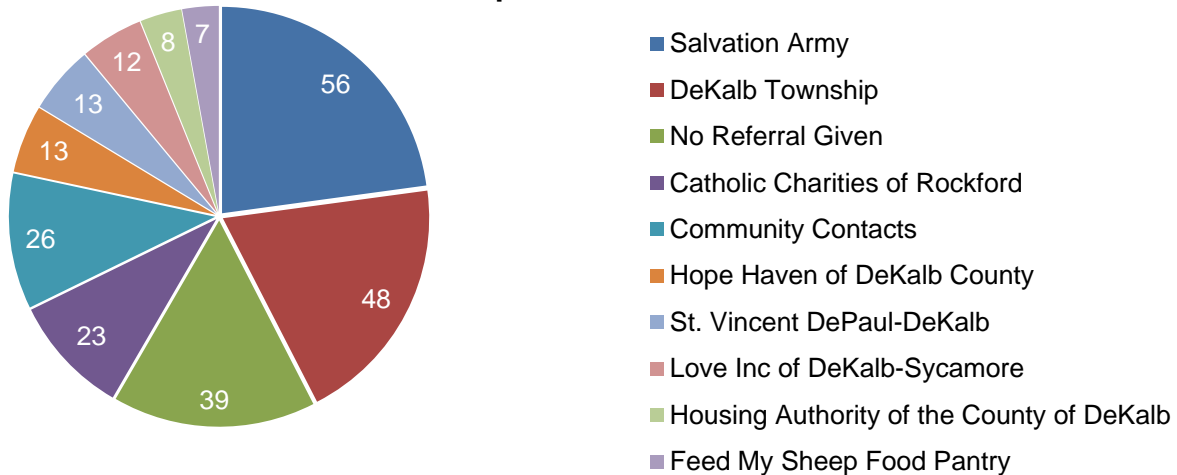
**Call Time Frequency**

8:00 am – 5:00 pm	140
6:00 pm – 11:00 pm	12
12:00 am – 7:00 am	5

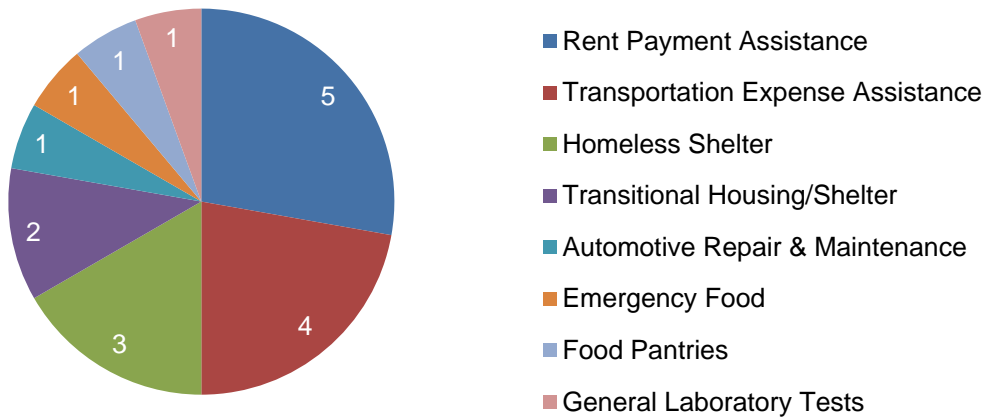
**Day Call Frequency**



### Top Ten Referrals



### Top Ten Unmet Needs



**Please see additional report for detailed information on why specific needs are unmet.**

### DeKalb County

Abandoned Calls <sup>3</sup>	Escape Calls <sup>4</sup>	Non-Transaction Calls <sup>5</sup>
0	0	1

<sup>1</sup> Top Ten Referrals – calls with resulting referrals usually receive more than one referral  
<sup>2</sup> Top Ten Unmet Needs – Callers needs were not met; programs may exist but caller may not be eligible for assistance or program may be out of funds.  
<sup>3</sup> Abandoned Calls are calls that reach the center but are not answered before the caller disconnects.  
<sup>4</sup> Escape Calls occur when a call center specialist accidentally begins to log a call but cancels the log.  
<sup>5</sup> Non-Transaction Calls are hang-ups or wrong numbers.