

MINUTES

HUMAN SERVICES COMMISSION

Remote/Zoom

June 27, 2022
12:05 p.m.

PRESENT: Matt Keating *Chair*, Kori Rodley *Vice Chair*, Marilee Woodrow, and Ryan Moore, Members; Mike Fleck, Bob Teter, Chris Pickering, and Michelle Hankes, Presenters; Erin Fifield City of Springfield Staff, Peter Chavannes City of Eugene Staff; Steve Manela, Karen Saxe, Kate Budd, Amanda Borta, Brianna Vincent, Hillary Moran, James Ewell, Katy Winegar, Kirstin London, Lou McDonald, Lyn Oliver, Lane County Staff; Suzanne Turner, Guest.

ABSENT: Claire Syrett, Laurie Trieger, Pat Farr, Members.

I. CALL TO ORDER

Chair Matt Keating convened the meeting at 12:05 p.m.

II. PUBLIC COMMENT

There was no one wishing to give public comment.

III. CONSENT AGENDA

Minutes of May 16, 2022 and the Statement of Revenue and Expenditures as of *May 31, 2022*

Marilee Woodrow moved to approve the consent agenda.

Kori Rodley provided the second. The motion passed.

IV. MANAGER'S UPDATE

Steve Manela, Housing and Human Services Policy Advisor introduced Karen Saxe, the new Human Services Division Manager.

V. POVERTY AND HOMELESSNESS BOARD UPDATE

Housing Manager Kate Budd said the PHB was working on a year-long Strategic Plan for the seven different committees and workgroups to follow and for work to progress. We are also working on an evaluation of the Continuum of Care (COC) programs funded during the last fiscal year. HUD was providing an on-site virtual audit today and the rest of the week. Lastly the Navigation Center will soon open, this was a long-term project in collaboration with the City of Eugene and Lane County.

VI. PROVIDERS UPDATE

Community Sharing Executive Director Mike Fleck, <https://communitysharing.org/>

Siuslaw Outreach Services Executive Director Bob Teter, www.florencesos.org

Catholic Community Services Operations Director Chris Pickering, www.ccslc.org

Sheltercare Executive Director Michelle Hankes, www.sheltercare.org

Kate felt important to invite the representatives to this meeting to consider some of the challenges they are dealing with as core providers of both community action programs as well as homeless service provider programming across Lane County. COVID presented many opportunities as well as challenges to our non-profits. Staff transition and unprecedented amounts of dollars coming in, and unfortunately those dollars didn't include the much needed administrative dollars to maintain the infrastructure of the non-profits.

Mike said that this year due to the additional COVID funds is not quite so dire, however next year will be will be a desperate funding situation. He related the difficulties of the flat contract funding and rising overhead costs, especially as many of the funding sources didn't allow for enough administrative support. As an example, an energy assistance program they currently provide loses \$17,000-\$25,000 a year. That is made up with HSC dollars to make it work.

Bob related that in 2019 a federal mandate required that if Siuslaw Outreach Services wanted to qualify for Human Services and Department of Justice funding, the agency needed to split into two distinct agencies. This forced the hiring of new staff positions and increased the SOS budget of \$100,000 per year.

Michelle described how the lack of capacity impacted the community. She referred to data supporting the fact that even when clients are able to find housing, their success was still directly tied to staff support.

Chris said that the majority of guests to the community service centers were from people who were just a paycheck away from being homeless and tended to access services such as food boxes, prescriptions, and assistance in procuring their identification.

Challenges:

- Hiring at competitive wages
- Training (critical)
- Retention
- Create sustainable funding to continue the work

Steve introduced Brianna Vincent who would be working with Anti-Poverty programs, community service centers and Homeless Prevention programs.

From the Chat:

- Lou McDonald – These jobs that we are asking your staff to do sound very demanding. Is burnout an issue?
- Bob Teter – Training is a great piece to staff retention. Staff stay when they are confident in what they do. We have been fortunate to have staff for over 10 years. Just recently we had two staff retire and two move. Key is also finding the “right person”.
- Michelle Hankes – Yes. Burn out is REAL!! Also for admin staff. New program for training peer supports coming through LCC!
- Bob Teter – I actually do consulting work for agencies around the state on burnout.
- Brianna Vincent – My email is Briana.vincent@lanecountyor.gov

VII. HUMAN SERVICES BUDGET/ SUB CONTRACTS

Steve Manela drew attention to the updated *Statement of Revenue and Expenditures as of June 30, 2022* displayed on the meeting screen. He reviewed the budget to offer more information on the additional revenue and significant changes since the budgets were approved by the jurisdictions. The revenue collection has been very slow, and has impacted cash flow. Specifically he noted that there was still over \$2.5 million of FEMA funding that we have not received for this fiscal year and this is expected to climb to \$3.5 million or more in the next fiscal year. This was for the non-congregate motel sheltering and a few small shelters funded. Money that was paid out but reimbursement has not been received from the federal government. A little over 76% of revenue has been collected for the fiscal year. Continuing the document review, he noted that agency payments were at 77% percent of the budget. The Capital Projects/Outlay was at 138% of the budget due to the special one-time projects such as the Shankle Brooklyn Street Shelter, the Navigation Center, and the remodeling of the MAT building where Housing staff is now located.

A second document was displayed on the meeting screen, *Human Services Division Significant Budget Changes Fiscal Year Proposed Budget to Date Rev2: 6/27/22*. He said this was the funding received since the end of the fiscal year. He reviewed some of the line items to indicate \$12,432,212 in Total Significant Revenue Changes, and (\$7,503,210) in Total Significant Expense Changes.

Responding to a question about cooling centers, Steve noted that Lane County created a taskforce and was putting together a protocol to include heat events. Shelter Program Services Coordinator Maria Cortez presented a *Winter and Inclement Weather 22-23 Response Strategies* to the BCC on June 21, 2022.

Steve acknowledged that it looked like a lot of money, but overall there is the lack of additional general fund to be able to fill the gap for agencies in regard to administrative, services and operational costs, and to support the living wage for our non-profits.

From the Chat:

- Bob Teter – We will be applying to the county for increased staff need. That is only sustainable for about 18 months. The ARPA funds.
- Michelle Hanks – Thank you, Steve. Exactly.
- Kori Rodley – I appreciate the tying of this budget to the previous conversation!

VIII. CHARTER REVIEW

Matt read the recruitment document for the *Recruitment for Members of the Human Services Commission (HSC) Charter Review Workgroup* describing the invitation to the community and the work of the HSC. The workgroup members will be appointed by the HSC at the July 18, 2022 meeting.

IX. NEXT MEETING

The next scheduled meeting is Monday, July 18, 2022

X. ADJOURNMENT

The meeting adjourned at 1:35 p.m.

*Recorded by Diana Alldredge
HSD Staff*