

**Southeastern Connecticut  
Regional Human Services Coordinating Council**

*A steering committee of the Southeastern Connecticut Council of Governments*

**Friday, January 20, 2017**

**8:30 AM – 10:00 AM**

**Southeastern Connecticut Council of Governments**

5 Connecticut Avenue, Norwich, CT

In attendance: Kathleen Stauffer, The ARC New London County; Deborah Monahan, TVCCA; Tomest Maskell, CT Department of Correction; Connie Hilbert, Mohegan Tribe; Virginia Sampietro, EWIB; Cheryl Parsons, CT DSS, Kevin Lyden, Town of Salem; Dina Sears-Graves, UWSECT; Joan Wessell, Senior Resources; Mayor Ron McDaniel, Town of Montville; Juanita Estrada, CT DPH; LeeAnn Gomes, City of Norwich; Mary A. DeMarco, Town of Windham; Jennifer Granger, UCFS; Rick Calvert, Child and Family Agency; Stephenie Guess, DMHAS/SMHA; Shirley J. Terry, DCF; Jack Malone, SCADD; David Burnett, Reliance Health; Cathy Zall, New London Homeless Hospitality Center; Laurel Holmes, L&M Healthcare; Mayor Marian Galbraith, City of Groton; Jim Butler, SCCOG; Amanda Kennedy, SCCOG

1. Call to Order – *Deb Monahan/Kathleen Stauffer*
2. Welcome and Introductions – *Deb Monahan/Kathleen Stauffer*
3. Shared Services Study - *Jim Butler*

SCCOG has been notified that it will receive funding from the State of Connecticut to carry out a regional human services shared services study. The grant, in the amount of \$150,000, will come from the Office of Policy and Management's Regional Performance Incentive Program. The 18-month project will consist of three phases: inventorying provided services and agency administration, development of recommendations for partnerships, etc. that will improve efficiency and/or outcomes, and facilitating implementation.

SCCOG staff is anticipating a contract from the state in the near future and will be issuing an RFP for consultant services to conduct the study. SCCOG will also convene a small steering committee to provide guidance on the project.

RHSCC members discussed how the study could best assess the performance of existing agencies and recommend actions for greater efficiency. Comments and suggestions included:

- A good approach would be to identify potential productive partnerships in lieu of pursuing direct consolidations. Partnerships are more-easily implementable by agencies, promote efficiencies, and might ultimately lead to later consolidations.

- Measuring the effectiveness of agencies will be challenging given a lack of consistent metrics. But United Way and others have done some work thinking about this already.
- Existing data resources that could be helpful for the study include United Way's 211 database and Ledge Light Health District's Community Health Assessment.
- Back-office operations are an opportunity for greater efficiencies. Areas that were mentioned; IT, billing, HR software.
- The study could be valuable in developing specific solutions to shared issues (for example, shared purchasing to reduce costs of HR software).
- An outcome of the analysis might be identifying things that need to change in order to facilitate partnerships and efficiencies (for example, language in state contracts that restricts changes in the way services are provided)
- Potential consultants include Tom McLaughlin of McLaughlin & Associates in Andover, MA.

#### 4. 2017 Meeting Schedule – *Jim Butler*

The RHSCC will meet on the third Friday of every third month going forward in order to avoid a standing conflict with United Way meetings. 2017 meeting dates are the following (all meetings 8:30 AM at SCCOG):

April 21  
 July 21  
 October 20

#### 5. New Business

1. Dina Sears-Graves reported that the Funders Collaborative is evaluating a potential funding opportunity that would support more advocacy on behalf of service providers in the region. Dina asked for feedback on whether this is something local agencies could benefit from.
2. The City of Norwich has received a Partnership for Success grant from CT DMHAS to support reducing youth alcohol and prescription drug use rates and as a result has been able to hire Angela Duhaime to work on this effort.

#### 6. Adjournment

The meeting adjourned at 10 AM.