

**Southeastern Connecticut  
Regional Human Services Coordinating Council**

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

**Draft Meeting Summary  
Friday, July 19, 2019**

**Southeastern Connecticut Council of Governments**  
5 Connecticut Avenue, Norwich, CT  
**8:30 AM**

Attendees: Deborah Monahan, Kathleen Stauffer, Jennifer Granger, Joan Wessell, Lee-Ann Gomes, Patrick McCormack, Jason Hyatt, Annie Scully, Jim Butler, Amanda Kennedy, Carly Myers.

1. Call to Order – *Deb Monahan/Kathleen Stauffer*
2. Welcome and Introductions – *Deb Monahan/Kathleen Stauffer*
3. Working with CT 211 and 2-1-1 Counts- *Annie Scully, United Way CT*

Ms. Scully gave an informational presentation on how non-profits can use the United Way 211 website. Ms. Scully covered:

- How agencies can keep their information current on the website,
- How agencies can add free community events to the 211 online calendar,
- Where to access professional resources such as white papers,
- How to guide clients through the screening tool to determine eligibility for different services,
- How to access the dashboard to access aggregate data on how many calls and requests for services are made to 211 for different need categories.

#### 4. Update on Human Services Shared Services Study – Kathleen Stauffer

Ms. Stauffer reported on the meeting of the Shared Services implementation subgroup, which met in early July. The group reviewed the recommendations of the study and established several priorities for near term actions. Follow-up actions will include:

- Training on United Way 211 system (*at this meeting and follow-up training for staff tbd.*)
- Connecting the Alliance to local non-profits to help them determine whether membership in the Alliance would be cost-effective (membership fee offset by savings and other resources). *Alliance staff have been confirmed to speak at October 25 RHSCC meeting.*
- Matchmaking nonprofits with capacity to provide services to other organizations to organizations that need those services. Several agencies told the project consultants that they would be interested in providing services for a fee to other agencies, such as housekeeping, landscaping, fleet management, or property management. *SCCOG will begin surveying organizations this fall to determine interest and may hold an event next spring to bring together potential partners.*
- Improving access to non-profit training. *The Community Foundation of Eastern CT will hold a one-day training session in early December, and also provide small implementation grants that link to training topics.*

#### 5. New Business

None

#### 6. Adjournment

The meeting adjourned at 9:50 AM.

Next Meeting: Friday, October 25, 8:30 AM