



# Agenda

## **HUMAN SERVICES COMMITTEE MEETING**

**Tuesday, October 9, 2018  
Market Station  
Conference Room  
500 Market Station  
2:00 p.m. – 3:30 p.m.**

1. Call to Order
2. Approval of Agenda
3. Approval of Minutes: December 12, 2017, January 12, 2018, February 13, 2018
4. New Business/Action Items:
  - a. Discuss and Approval: Homelessness Task Force Recommendations (Julie Sanchez, 955-6678, [jjsanchez@santafenm.gov](mailto:jjsanchez@santafenm.gov))
  - b. Informational: HSC Grantee Q4 Report
  - c. Discuss and Approval: 2018 HSC Priority Indicators (Julie Sanchez)
  - d. Discuss and Approval: 2018 HSC Strategic Planning Meeting Dates (Julie Sanchez)
  - e. Discuss and Approval: 2019 HSC Calendar Meeting Dates (Julie Sanchez)
  - f. Discuss and Approval: Committee Term Renewal (Julie Sanchez)
5. Old Business
  - a. Update: Data Development Project (Staff Members of Aspen Solutions, LLC)
6. Comments from the Chair and Committee Members
7. Report from Staff
  - Update: HSC 2018 Grantee Site Visits (Julie Sanchez and HSC Committee Members)
8. Matters from the Floor
9. Adjournment

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**RECEIVED AT THE CITY CLERK'S OFFICE**

**DATE: 10/1/18**

**TIME: 3:30 PM**

**INDEX OF**  
**CITY OF SANTA FE**  
**HUMAN SERVICES COMMITTEE**  
**MEETING**  
**October 9, 2018**

<b><u>ITEM</u></b>	<b><u>ACTION</u></b>	<b><u>PAGE (S)</u></b>
<b>CALL TO ORDER</b>		<b>1</b>
<b>ROLL CALL</b>	<b>Quorum</b>	<b>1</b>
<b>APPROVAL OF AGENDA</b>	<b>Approved [as amended]</b>	<b>2</b>
<b>APPROVAL OF MINUTES OF: December 12, 2017: January 12, 2018 February 13, 2018</b>	<b>Approved</b>	<b>2</b>
<b>NEW BUSINESS/ACTION ITEMS:</b>		
<b>a. Discuss and Recommend Approval: Homelessness Task Force Recommendations</b>		<b>2</b>
<b>b. Informational: HSC Grantee Q4 Report</b>	<b>Moved to next meeting</b>	<b>2</b>
<b>c. Discuss and Approval: 2018 HSC Priority Indicators</b>		<b>2-3</b>
<b>d. Discuss and Recommend Approval: 2018 HSC Strategic Planning Meeting Dates</b>	<b>Tentatively scheduled for 11/5/18 from 12-4pm</b>	<b>3-4</b>
<b>e. Discuss and Approval: 2019 HSC Calendar Meeting Dates</b>	<b>Motion passed w/amendment</b>	<b>4</b>
<b>f. Discuss Committee Term Renewal</b>		<b>4</b>
<b>OLD BUSINESS</b>		
<b>a. Update: Data Development Project (Aspen Solutions, LLC)</b>		<b>5-7</b>
<b>COMMENTS FROM THE CHAIR AND COMMITTEE MEMBERS</b>		<b>7-8</b>
<b>REPORT FROM STAFF</b>		
<b>a. Update: HSC 2018 Grantee Site Visits</b>		<b>9</b>
<b>MATTERS FROM THE FLOOR</b>	<b>None</b>	<b>9</b>
<b>ADJOURNMENT</b>	<b>Adjourned at 3:25 p.m.</b>	<b>9</b>

**MINUTES OF THE**  
**CITY OF SANTA FE**  
**HUMAN SERVICES COMMITTEE**

**MEETING**  
**Santa Fe, New Mexico**

**October 9, 2018**

The meeting of the City of Santa Fe Human Services Committee was called to order by Marizza Montoya-Gansel, Chair at 2:05 p.m. at Market Station Offices, 500 Market Street, Conference Room, Santa Fe, New Mexico.

Roll Call indicated there was a quorum present for conducting official business as follows:

**MEMBERS PRESENT:**

Marizza Montoya-Gansel, Chair  
Jesse Cirolia  
Jeremy Perea  
Anthony Romero  
Brian Serna

**MEMBER(S) ABSENT:**

Patricia Boies, excused  
Edward Tabet-Cubero, resigned  
Marco Serna, resigned

**STAFF PRESENT:**

Kathlyne Gish, intern -Youth and Family Services Division  
Lisa Noriega, Youth and Family Services Division  
Kyra Ochoa, Community Services Division Director

**OTHERS PRESENT**

Michele Lis, ML Consulting, LLC  
Natalie Skogerboe, Aspen Solutions, LLC  
Jo Ann G. Valdez, Stenographer

## **APPROVAL OF AGENDA**

The agenda was amended. Item 4b (*Informational: HSC Grantee Q4 Report*) was moved to the next meeting.

**MOTION:** A motion was made by Anthony Romero, seconded by Jeremy Perea to approve the agenda as amended.

**VOTE:** The motion passed unanimously by voice vote.

**APPROVAL OF MINUTES:** December 12, 2017 meeting  
January 12, 2018 meeting  
February 13, 2018 meeting

**MOTION:** A motion was made by Jeremy Perea, seconded by Anthony Romero to approve the Minutes of the December 12, 2017 meeting; January 12, 2018 meeting; and February 13, 2018 meeting.

**VOTE:** The motion passed unanimously by voice vote.

## **NEW BUSINESS/ACTION ITEMS:**

### **a. Discuss and Approval: Homelessness Task Force Recommendations**

Chair Montoya-Gansel said it was her understanding that members of the Homelessness Task Force were supposed to attend today's meeting. She asked if they changed their minds.

Lisa Noriega said she is sorry, but she does not know. She said the only person she knew that might be coming was Hank Hughes; however, he was not present.

Chair Montoya-Gansel said the Committee can go back to this agenda item when he arrives.

### **b. Informational: HSC Grantee Q4 Report**

Lisa Noriega said Julie Sanchez would like to move this agenda item to the next meeting.

### **c. Discuss and Approval: 2018 HSC Priority Indicators**

Lisa Noriega said the Committee Members should have received the list of the 2018 HSC Priority Indicators with the packet via email. She asked the new Community Services Director, Kyra Ochoa if she wanted to add anything about this.

Kyra Ochoa said today was her first day and she would like an opportunity to understand the process that leads up to this. She said perhaps, the Committee can take more time to discuss this at the Retreat. She asked if this was alright with the Committee.

Chair Montoya-Gansel said sure, they can do that. She did not think the Committee should be talking about the priority indicators yet because they haven't had their strategic planning meeting. This was scheduled later on the agenda.

**d. Discuss and Approval: 2018 HSC Strategic Planning Meeting Dates**

Chair Montoya-Gansel said they have some dates for the 2018 HSC Strategic Planning Meeting.

Michele Lis said she will be facilitating the Strategic Planning process and she provided Julie Sanchez with some possible dates in October and November. She offered to write these dates on the whiteboard. She said she was not sure of the timeline the Committee has.

Chair Montoya-Gansel said they would like to do this as soon as possible, because the Committee is already running late as far as the funding process is concerned, given everybody's schedule. She noted that she cannot attend on Wednesdays or Fridays.

Jesse Cirolia mentioned that CHRISTUS St. Vincent Hospital is getting ready to do their Community Health Needs Assessment and will have completed the priority indicators by October 31<sup>st</sup>. She said she did not know if there is opportunity for alignment but it might be beneficial to include the data that they gather in those conversations.

Chair Montoya-Gansel asked her if it would be complete and written up by then.

Jesse Cirolia said the conversations will be finished by the end of October and they should be able to give a summary by the first week in November – to inform the Committee what their priority indicators are going to be. She said she did not know if this would be helpful to the Committee or not.

Chair Montoya-Gansel said in the past, the HSC tried to be in sync with CHRISTUS St. Vincent Hospital and the County, so that they are not funding the same organizations and they are in line with each other.

Michele Lis said she took out Wednesdays and Fridays for the possible dates for the Retreat between now and Thanksgiving.

Jeremy Perea asked if this will be a 4, 6-or 8-hour retreat.

Michele Lis said in the past, the retreats have been 4-5 hours.

Kyra Ochoa said she is looking at Julie Sanchez's calendar and she has the 23<sup>rd</sup> of October open.

Brian Serna said the 23<sup>rd</sup> does not work for him and out of the dates that are on the whiteboard, 10/30 will work for him and also 11/15 will work.

Kyra Ochoa explained that Patricia Boies cannot attend meetings on Tuesdays

because the Board of County Commission has their meetings on Tuesdays and she has to attend these meetings. She said this is part of the reason that her attendance is low at these meetings, but she would like to attend the HSC meetings. Kyra Ochoa said she feels – from the perch of the Community Services Director – that the County being at these meetings is crucial. She said this is for scheduling future meetings and she knows this is another agenda item.

*Following discussion on the date of the Retreat, there was consensus to tentatively schedule it for November 5<sup>th</sup> from 12:00 p.m. to 4:00 p.m. with the caveat that Patricia Boies can make a commitment to attend, so that they will have a quorum. The location will be determined at a later date. Lisa Noriega offered to check with the Southside Library to see if there is a space available there to have the Retreat.*

Chair Montoya-Gansel requested that Lisa Noriega contact Julie Sanchez and let her know about this with the emphasis that they need Patricia Boies for a quorum.

**e. Discuss and Approval: 2019 HSC Calendar Meeting Dates**

Lisa Noriega said the Committee Members should have received the calendar for the HSC meeting dates in 2019 and there has been discussion about possibly changing the dates.

After discussion, the following motion was made:

**MOTION:** A motion was made by Jeremy Perea, seconded by Brian Serna to change the meeting dates from the second Tuesday to the **third** Tuesday of the month.

**VOTE:** The motion passed unanimously by voice vote.

Lisa Noriega said she will update the calendar and send out a revised one with the new dates.

**f. Discuss Committee Term Renewal**

Chair Montoya-Gansel asked Lisa Noriega if she was able to discuss the Committee term renewals.

Lisa Noriega said yes, Julie Sanchez has asked that the Committee Members discuss their terms and whether or not they want to continue serving on the Committee.

Chair Montoya-Gansel asked her if she knows whether or not Julie Sanchez has informed the Mayor's office that the Committee had a resignation, so they can proceed with their process to fill the vacancy.

Lisa Noriega said she did not know but she will look into that.

All Committee Members were interested in continuing to serve on the Committee. Lisa Noriega said she will check the list of Committee Members at the City Clerk's office.

## **OLD BUSINESS:**

### **a. Update: Data Development Project (Aspen Solutions, LLC)**

Chair Montoya-Gansel said the Committee would like an update on how the providers are doing in terms of their reporting; are there any issues, etc.

Natalie Skogerboe of Aspen Solutions, LLC said they are doing really good about this last round of reports (end of year reports) that they received in July. They provided feedback to the providers about a month ago.

She noted that all the providers starting using a new format that captures their population level indicator that falls within the City's priority areas; and performance measures in each of the four levels.

She said they have seen good progress, especially for the programs who were having a hard time collecting data. Aspen Solutions helped them set up some simple Google forms for non-HIPPA data for tracking the number served, and that kind of thing.

She said the thing for her is how to balance providing support to the organizations, and not falling into a compliance officer-like role because sometimes the information provided in the reports is skimpy and they do not know if they should ask for more, or to have an in-person meeting with them.

Brian Serna said it should be pretty simple to provide technical assistance to them in the areas where the data is skimpy.

Natalie Skogerboe explained that there has been some push back from some of the providers who feel that their grant size is small compared to the burden/amount of reporting required.

Chair Montoya-Gansel said she assumes that Julie Sanchez is aware of that.

Natalie Skogerboe said they have talked to her a little about it but they probably need to discuss this more with her.

Chair Montoya-Gansel said Julie Sanchez, as the Contracts Manager, really needs to know if they are getting that kind of push back from the providers.

Lisa Noriega mentioned that this has been a complaint or concern has been brought up during their site visits, so Julie Sanchez is aware of it. They have heard from the providers that the amount of the grant is not worth the amount of work that they have to put into the reports.

Natalie Skogerboe said overall, people have been pretty receptive and welcoming of the assistance. She said it has been fun to meet all of the providers and they are doing great work.

Jeremy Perea asked her how many providers they have met with. He noted that the contractual agreement was for six to seven providers this first year.

Natalie Skogerboe said they met with all of them more than once in the first year, so there are 14 providers. They have also conducted phone calls, sent emails or had in-person meetings with some of them this fiscal year already. They have had in-person meetings with five providers since their contract was put in place in August but they plan to meet with all of them in person over the course of this year.

Lisa Noriega said one of the complaints they heard while conducting a site visit recently was that they do not want to do the reports as often. They would like to do quarterly reports.

Natalie Skogerboe said the providers have suggested this since the beginning, so they are considering bi-annual reports – in January and December. She explained that tracking some of these measures takes time to get it in place and having a mid-year and a final year report would help alleviate this burden for providers.

Jeremy Perea noted that the Boys & Girls Club receives funding from the Children and Youth Commission and they switched from monthly/quarterly reports to bi-annual reports and this has been very helpful for them.

Kyra Ochoa said their hopes would be – along the lines that they are saying – to look at the contracts; the language in the contract; the deliverables; the cycle of reporting and the performance measures; and seek to streamline those things. She would like to have the template for the contracts at the Retreat available to look at this further. Also, the Committee could talk about the idea of getting onto one common universal reporting system, which could be a long-term goal, but also discuss how they could be more on the same page as other funders.

Jesse Cirolia said she is in absolute agreement with all of this but the only other thing that she thought about as well, is who (as funders) has the highest level of accountability that is required based on the nature of their funding. Is it the City or the County that has the highest level or standard of requirements for the funds that they give out, in terms of reporting? Also, could that one report from the providers be shared with the other organizations that are funding them so that they are not having to report in triplicate? She said possibly a Memorandum of Understanding could be set in place that indicates that the City, the County and the hospital could share the reports.

Brian Serna said that would work if they were all funding the same programs because they would have the same outcomes. He said one of the things he would like to do is to make sure that they are not funding the same projects, so that they do not miss the gaps. He said there may be some ways to streamline this but this should be taken into consideration.

Chair Montoya-Gansel asked Kyra Ochoa if she was going to be able to attend the Retreat.

Kyra Ochoa said yes, she plans to.

Anthony Romero said speaking about the bi-annual reporting and whether or not



the Committee will do this, is there any drawbacks to going to bi-annual reports rather than quarterly reports.

Natalie Skogerboe said their main concern would be that they are not collecting the data or that an organization is in trouble and they may catch this too late for the next funding cycle. She said from their perspective, bi-annual reports would be fine because they do interim site visits to get updates, to help them with data collection and those kind of issues throughout the year.

Kyra Ochoa said an alternate idea would be to merge the monthly reports with the quarterly reports, if they continue to report quarterly. However, they would have to invoice the City quarterly, and the providers may not like this.

Brian Serna said for the next round of contracts, the compromise could be that everyone would report monthly for the first three months and then at that point, the city, or the agency could elect to go to bi-annual reports. This would give providers time to make sure they have the infrastructure, and understanding of the contract and what they are doing. He asked if this is something that could be put into a contract.

Lisa Noriega said yes, she thinks this could be an option and is definitely something they can look at.

Kyra Ochoa said it seems like these are good questions for the Committee to discuss for strategic planning.

She mentioned that the County is in the process of procuring a software system to track case management navigation and they have talked to the City about using the same system.

Anthony Romero said he liked Brian Serna's suggestion about adding some language in the new RFP but he is thinking if they have agencies that are non-compliant, they could put some language in the RFP that would say something if they are non-compliant, they will go back to quarterly reports until they see improvement.

Chair Montoya-Gansel asked if there were any more questions or comments.

There were none.

#### **COMMENTS FROM THE CHAIR AND COMMITTEE MEMBER**

Chair Montoya-Gansel asked if there were any comments from the Committee Members.

Anthony Romero asked for an update as to where the City is in terms of the transition of newly elected officials and City government because everything kind of came to a screeching halt. Some committees have not been able to get things done and get approval by City Council. He asked if things have settled down.

Lisa Noriega said yes, things have settled down and they hope to go back to the way things were before.

Kyra Ochoa mentioned that the City is looking at all of the committees and how they can consolidate and streamline some, if appropriate; and how to evaluate the momentum that each committee has, particularly when it comes to the committees under the Community Services Department, and whether or not the committees are duplicating services.

Anthony Romero noted that some of the committees have different focuses and serve different populations: i.e., the youth and adult populations, and although they work closely with the Youth and Children Commission, they need to be very careful not to mix this. There are some strict rules pertaining to this. He noted that the previous Community Services Director, Chris Sanchez was very conscious about this.

Kyra Ochoa mentioned that the County has a health council, which is now called the Health and Policy Planning Commission. She asked what the Committee Members think about having a health council.

Chair Montoya-Gansel said she and Julie Sanchez met with the Mayor about a month ago to tell him about the Committee and what they do. Also, to tell him that the Committee has had trouble getting new members approved and appointed. The Mayor did say that the City has too many committees and they need to consolidate them.

Brian Serna said going back to the idea of a health council, he would support that idea if there were some way that this council would mean something. It would be nice to have some sort of dialog with the leadership of the City for them to give input.

Jesse Cirolia said it would be really beneficial and would potentially be in alignment with some of the other kind of community organizational things that are going on in terms of the actions that are taking place in the behavioral health alliance and those kinds of meetings; and that what they are doing would have more of a meaningful process.

Chair Montoya-Gansel, along with the other Committee Members, acknowledged the former Community Services Director, Chris Sanchez, for keeping the Committee in the loop and informed around the things that were going on around other committees.

Brian Serna said with regards to establishing a quorum, the Committee needs to fill the two vacancies.

Chair Montoya-Gansel mentioned that Julie Sanchez sent out an email about the announcement from the Mayor on recruiting members for City committees.

She asked if there were any other comments from Committee Members.

There were none.

## **REPORT FROM STAFF**

### **a. Update: HSC 2018 Grantee Site Visits**

Lisa Noriega said she has been involved with five site visits and it has been very interesting to see the organizations that are doing really good work and the other organizations who could do really good work and are not.

She noted that the Santa Fe Dreamers is doing a really good job and has done a huge expansion.

Chair Montoya-Gansel asked if Solace expended all their funding.

Lisa Noriega said no, they did not spend all their money.

Chair Montoya-Gansel said there was also an issue with Southwest Care. She said the Committee needs to get more of a thorough update on these and how much money Solace left on the table and why.

Lisa Noriega said she will ask Julie Sanchez to provide an update at the next meeting.

Jesse Cirolia said CHRISTUS St. Vincent Hospital has made one change to the community benefit grant funding. They allocated some funding to Life Link for them to support the HUGS utilizers/patients but it was not working the way that it was structured. Therefore, they moved the funding and gave a new grant to St. Elizabeth's Shelter.

## **MATTERS FROM THE FLOOR**

There were no matters from the floor.

## **ADJOURNMENT**

There being no further business to discuss, the meeting adjourned at 3:25 p.m.

  
Marizza Montoya-Gansel, Chair

Respectively submitted by:

  
Jo Ann G. Valdez, Stenographer