

DHS ADVISORY COMMITTEE

Meeting Notes
October 17, 2008

Present:

Elaine Moss, Dupage County Community Services
Kathryn Nelson Dupage Federation
Myralee Khouri, Ray Graham
Kara Murphy, Access Dupage
Kathy Mills, Love Christian Clearinghouse
Lisa Snipes, Serenity House
Susan Sperry, World Relief
Liz Gajos, State Representative Reboletti's Office
Candace King, Dupage Federation on Human Services Reform
Phyllis Baxter, Dupage County Family Community Resource Center, IDHS
Daniel Williams, DuPage County Family Community Resource Center, IDHS
Lottie Wiggins, DuPage County Family Community Resource Center, IDHS

Introduction of Participants

Feedback on Mission Statement proposal-Phyllis Baxter

The proposed mission of this committee is

- to serve as a forum to open two way dialogue between DHS and the Community for the purpose of improving customer service;
- to identify gaps in the system for individuals and to implement collaborative strategies to fill those gaps;
- to identify unmet needs for people in poverty from this County and bring those issues to the attention of those organizations or individuals who have the ability to address them;
- to hold IDHS accountable to achieve its mission.

Ms. Baxter is in agreement with the first three proposed mission statements, however, she does not agree with the fourth proposed mission statement, "to hold IDHS accountable to achieve its mission".

IDHS is responsible for management being accountable to achieve its mission. This should not be a function of the committee. Ms. Baxter also stated that no other agency that is a part of the committee is being held accountable to achieve its mission by the committee, therefore, it would be inappropriate for the committee to hold IDHS accountable. The committee agreed that the fourth proposal should be removed from the mission statement.

Community Updates

Access DuPage (Kara Murphy) has completed its hiring. They are now looking for volunteers. Dr. Williams suggested that Kara Murphy contact the College of DuPage for volunteers.

DuPage County Human Services (Elaine Moss) reported:

- ✓ that they are noticing a change in the population that they serve. They see an increase in middle class applicants. This population is usually ineligible due to their assets.
- ✓ will be putting together statistical information to find out how many people are being turned away for food assistance in the community.
- ✓ FEMA is still located in the DuPage County Building. Currently, it is uncertain how long they will continue to take applications for disaster relief.

World Relief (Susan Sperry) reported:

The agency just began their 2009 fiscal year. They expect 340 refugees in fiscal year 2009.

Ray Graham (Myralee Khouri) can not accept any additional customers at this time. They are currently maintaining where they are in the midst of budgetary cuts.

DuPage Federation on Human Service Reform (Candace King) reported:

- ✓ Kathryn Nelson is conducting the “Making the Connection” training sessions
- ✓ Linda Coronado is conducting the “Training for Medical Interpreters”. Thus far Ms. Coronado has trained 150 Human Service workers.
- ✓ A report on Domestic Violence is on the DuPage Federation Website <http://www.dupagefederation.org/> . Approximately 28,000 incidents have been reported in DuPage County, however, the number of convictions is substantially lower.

State Representative Reboletti’s Office (Liz Gajos) stated that State Representative Reboletti would like to tour the DuPage County FCRC facility. The tour of the facility is scheduled for December 10, 2008.

Love Christian Clearinghouse (Kathy Mills) had nothing new to report.

Serenity House (Lisa Snipes) reported that their agency loss \$330,000 in funding. Also loss detox beds. Dr. Williams suggested that patients be referred to Madden Mental Health facility for intensive care.

DuPage County FCRC (Phyllis Baxter) reported

- ✓ that since August 2008 five employees have either left the agency or transferred to other locations closer to home.
- ✓ unknown if or when this staff will be replaced. Another two transfers are anticipated in October/November 2008.
- ✓ the office will be revising the LINK hours in December 2008
- ✓ a new system will be implemented to issue temporary medical cards to shorten

- customer wait times.
- ✓ there is an increase in applications and customers coming to the local office for servicing
- ✓ the management team has began brainstorming sessions with the frontline staff to explore possible resolutions to handle the increased clientele with the current staff shortages
- ✓ management liaisons will be assigned to all of the DHS Advisory Committee agencies. The agencies are asked to also select a liaison for DHS. This will hopefully improve the communication and problem solving process between the agencies in the community. The assignment of liaisons will occur at the next DHS Advisory Committee Meeting.

Other business

It was decided that the DHS Advisory Committee will continue as it has a mission and goal.

Next Meeting

Friday, November 21, 2008

IDHS Office - Villa Park