



## Human Services Committee

Meeting Minutes

January 12, 2023

7 pm

Acton Town Hall, Room 204

472 Main Street

**Present:** Jeff Bergart (remote via Zoom), Mark Conoby, Madeline Cruz (remote via Zoom), Leo Fochtman, Boris Klebanov Franny Osman. Hema Santhanakrishnan, Paula Walsh.

**Absent:** Danny Factor

### I Opening

Mr. Fochtman opened the meeting at 7:00 p.m, however due to technical difficulties; the Zoom webinar was not started until 7:15.

1. No resident concerns, Chair Update or Staff Updates
2. Member minutes,
  - a. Mr. Bergart discussed the recent Zoom Council on Aging meeting where it was suggested that we should set short term goals.
    - i. First suggestion would be to find any and every way we can communicate with people about the existing resources that are available to people who need human services in the town of Acton, because not all people have access to the Web or Email.
    - ii. Second suggestion would be to add an FAQ to our “Human Services” document, including “Top 10 – Most asked questions for each department that present to us.

### II Regular Business

3. Presentations given by Acton Human Services Departments:

Presentations can be found at:

<http://doc.acton-ma.gov/dsweb/View/Collection-16184>

- a. Nursing Services (Heather York)

“nursing - hs.meeting.01.12.2023.pdf“

  - i. Ms. Osman asked. I'm always looking for and thinking about how we provide those long distance trips which are a big gap in our area. How often do you do that? And what method do you tend to use to send them. Ms. York responded, It is not very often it's usually when someone reaches out that someone doesn't have the availability to pay that, and we've used the taxi service in town with where they've ended up billing the nursing department. I know that Laura uses gift cards now for Uber, so we've had a few discussions about ways that we could help additionally. With that it doesn't come around all the time. But there's definitely a need.
- b. Health (Sheryl Ball)

“Health Division presentation to Human Services Committee.pdf”



- i. Ms. Osman asked if there was a registry for people that want be checked on or for communications, but Ms. Ball responded that people don't want to be identified.
    - ii. Ms. Cruz asked, How do you incorporate renters in town into your outreach. Ms. Ball responded, I mentioned housing complaints we also do, and I should have mentioned this. We all also do preoccupancy housing inspections. So right now, our landlords, are asking for those preoccupancy housing inspections, and that way the landlord is getting a document from us, saying that the apartment met code before they even rent. But we're in the process, and it should be done by the summer of updating our website, and we plan on advertising that to tenants as well, Madeleine. So if tenets want to do that so they can, have proof that the unit was at code. If the landlord doesn't want to do it, then we're happy to do that for tenants as well.
  - c. Police (Lt. Douglas Sturniolo) / Jail Diversion / Clinical Responder (Bethany Van Emburgh)  
"2023 Acton PD Human Services Powerpoint January 12th.pdf"
    - i. Mr. Fochtman asked what ALICE stands for. Mr. Sturniolo responded, Alert, lockdown, inform counter and evacuate
    - ii. Ms. Walsh commented, you're not on 24, 7, and obviously you have to take a vacation. What resources are available to the Department at those times when you're not not available in your not around. Ms. Van Emburgh responded, for our mental health calls in my absence we use advocates, which is a crisis service agency that provides in the moment crisis, evaluation. We are actually going to be hiring a second clinician to kind of fill some of those gaps.
    - iii. Ms. Osman asked about the new 988 phone number. Ms. Van Emburgh briefly summarized some of the new services. Ms. Ducharme mentioned that NAMI was having a webinar on January 23<sup>rd</sup> to discuss the new community based services.
4. Reviewed HSC contribution to the "2022 Annual Town Report"  
Mr. Bergart's membership association was corrected. **Jeff Bergart, Council on Aging**
5. Mr Fochtman will e-mail the "Human Services" document to members, and he has asked everyone to review and be prepared to discuss and make suggestions during the next meeting on February 9<sup>th</sup>.
  - a. Mr. Bergart suggested that we don't want the document to be too broad. And we have to watch out for functional creep. We need to focus on the heart of what we're charged with. We really need to focus as much as we can as a laser as opposed to a bright light. Mr. Fochtman responded that the initial document was to suggest an initial framework of what we can do, and we need feedback to move ahead.

## 6. No Updates

### III Closing Items



7. Review Meeting Minutes for November 17, 2022  
Ms. Osman moved, seconded by Mr. Conoby to approve Meeting Minutes for November 17, 2022 and approved unanimously.
8. Future Agenda Items
  - a. Recommendations for future presentations
  - b. Top 10 frequently asked questions
  - c. Tactical short-term goals
9. Moved by Ms. Osman, seconded by Mr. Conoby to Adjourn and approved unanimously.

**Documents and Exhibits Used During this Meeting**  
<http://doc.acton-ma.gov/dsweb/View/Collection-16184>