



*"Improving the quality of life for all
citizens of St. Joseph County
through collaborative efforts."*



2020

Annual Report to the Community



Access to Healthcare

Adult Services Network



Child Death Review

Early Childhood Workgroup/
Great Start Collaborative



Housing Task Force

Project Connect Committee

Substance Abuse Task Force



Task Force on Family Violence



ST. JOSEPH COUNTY
**HUMAN SERVICES
COMMISSION**

2020 HSC Members

Executive Committee

Chair, Fiduciary Tim Stoll

Executive Director, SJC Commission on Aging

Vice Chair, Kathy Olsen

Quality Assurance & Project Coordinator / WDB
Liaison, Michigan Works! Southwest

Past Chair, Rebecca Burns

Health Officer, BHSJ Community Health Agency

Member at Large, Charles Rose

Dir., Department of Health & Human Services

Member at Large, Penny Brockway

SJC Superintendent's Association, Superintendent Colon
Community Schools

St. Joseph County Commission

Kathy Pangle, County Commissioner

HSC Body

Lindsay Harrison

Three Rivers Health

Teresa Belote

Superintendent of Schools, SJC ISD

Kelli Tackett

Executive Director, Keystone Place, Inc.

Tom Robertson /Judge David Tomlinson

St. Joseph County Juvenile Court

Michelle Williamson

CEO, Community Action Agency

Tonya Howden

V.P. of Student Services, Glen Oaks Community College

Kristine Kirsch

Exec. Director, CMH & SAS

Stacy Linihan

Covered Bridge Healthcare

Ashley Walker

Aetna Better Health of Michigan

Susan Vosmik

St. Joseph County Transportation Authority

Matie James

Citizen Representative

Christy DeBoer / Debra Hackworth

Director, Domestic and Sexual Abuse Services

Kelly Hostetler

St. Joseph County United Way

Stephanie Zann

Great Start Collaborative Coordinator

Tami Farnum

Supportive Services for Veteran Families

Message from the 2020 Human Services Commission Chair

Greetings!

As 2020 Chair of the St. Joseph County Human Services Commission, I want to thank all the task force and workgroup members for their work and commitment to St Joseph County.

Our task forces and workgroups strive to enhance and fill gaps in human services within our community, making our community stronger.

This year's annual report highlights their accomplishments during 2020. We have continued to take strides this year as we grow SJC Resources Google group and keep the Resource Guide updated. Both are products of the St. Joseph County Human Services Commissions' workgroups and task forces. These tools and the groups communicating services available helped keep everyone aware of service availability during the Pandemic.

Please join us as we celebrate our progress and move into 2021!

Tim Stoll, SJC Commission on Aging

Mission & Vision

The **MISSION** of the SJC HSC is to "coordinate and leverage collaborative efforts to improve the quality of life for all citizens."

Our **VISION** is to facilitate "seamless and efficient access to services that support individual, family, and community needs."

The Purpose of the HSC

The St. Joseph County Human Services Commission (HSC) was established by the St. Joseph County Commission in 1995 as the single multi-purpose collaborative for St. Joseph County. Their resolution authorized SJC Human Services Commission to:

- Forge alliances
- Create a shared vision
- Mobilize resources for services to families whose needs are being met by multiple agencies

Currently HSC is comprised of 18 member agencies working together to coordinate health and human services across systems. HSC fosters collaboration and relationships among agencies to prevent duplication of services and provide better service to our citizens.

The HSC does this work through established task forces and workgroups.

To learn more about the work of the HSC, contact Collaborative Coordinator Laura Brott, at 269-625-1820 or BrottL@michigan.gov.

“Connection” Tools at your Fingertips

“Our agency appreciates all the resource tools and services the HSC provides for our county. We use them virtually every day.” - SJC Resources Google Group member



With over 485 frontline workers across the county in this email chain, the **SJC Resources Google group** continues to meet non-traditional needs countywide.

“Needs are met quickly without the hindrance of paperwork!”

-SJC Housing Task Force member



HSC is on YouTube!
Meet the agencies that serve
St. Joseph County!

St Joseph County Human Services Commission has a YouTube Channel! To maintain social distancing and gathering requirements, agencies produced video introductions of who they serve, what they offer, and how to access their services. Click to view: <https://www.youtube.com/watch?v=Bvr-FPbNU-o>

“Turnover among agency frontline workers can be high and the YouTube channel is a great way for both the public and new agency employees to learn of the services available in our county and how to access them.”

- Agency supervisor



St Joseph County Human Services Commission is on Facebook! This is one more avenue to connect to the public and push information out about the many events and resources in St. Joseph County. The page has **1,255 page followers** and was instrumental in pushing changing service information out during the pandemic shutdown.



St Joseph County’s comprehensive **Resource Guide** is located on the HSC website. This is a live document regularly updated with current services. Popular pages include food resources, free store hours, parent resources, and apartment complexes & landlord lists. A COVID-19 resources

“I sure appreciate this county’s grassroots effort to collect information about the services available and share the information with frontline workers and the public”

- SJC Resources Google Group member



The HSC calendar of supportive events and services includes community events, food pantry and free store hours, support & recovery groups, and much more. As of 2020, users can now add events directly to their calendars from the site.

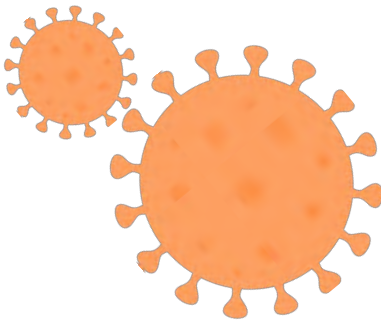
“I am on this calendar ALL the time. Thank you!!”

- SJC Task Force on Family Violence member

The HSC website was accessed by over 16,000 users in 2020.

Add the HSC website onto your mobile phone home screen or add as a favorite on your desktop!





HSC COVID-19 Response

2020 was an unprecedented year with agency and business shutdowns as a result of COVID-19 and many individuals were laid off or working from home. The HSC continued to push information out to both agency workers and the public.



Pharmacy	Contact Info	Home Delivery or Mail Delivery Instructions
Bridge Healthcare Pharmacy	658 E. Main St. Centerville, MI 48893 (269) 467-3510	Home delivery of prescriptions is available, call the pharmacy to set up.



- Held Online Zoom task force meetings to continue work of the task forces.
- Service Information (especially food pick up site information for community and students and COVID Resource Information) was pushed out to the public through HSC Facebook page, other Facebook community pages, and Project Connect.
- HSC created additional resource pages including:
 - COVID-19 Resources
 - COVID-19 Testing sites county-wide
 - Mental Health Resources
 - Grocery Pick up and Delivery Options
 - Pharmacy delivery options
 - Posted University of Michigan's Pandemic COVID-19 Resource Guide on HSC website home page and linked to our county resource guide.
- Project Connect moved forward in a virtual format as well as bringing resource information to the public at drive thru food pick up events.
- A YouTube channel was created with agency introductions and contact information and permanently posted to the HSC website.
- HSC's website services calendar added "virtual" designation for events.

The SJC Resources Google Email Group

was created among the task forces and workgroups in November 2016 and has grown to 485 caring individuals and professionals working on the front lines in St. Joseph County across many human services agencies, groups, and faith based organizations. The group email service is used to share agency updates, upcoming events, and request help finding a service or meeting a need.*

Front line workers in St. Joseph County can request to join the SJC Resources email group by emailing BrottL@michigan.gov

**In 2020, there were 51 requests and offers for household goods, 95 requests and offers for miscellaneous items (medical equipment, food, car seats & more), and 59 requests for housing or available housing postings.*

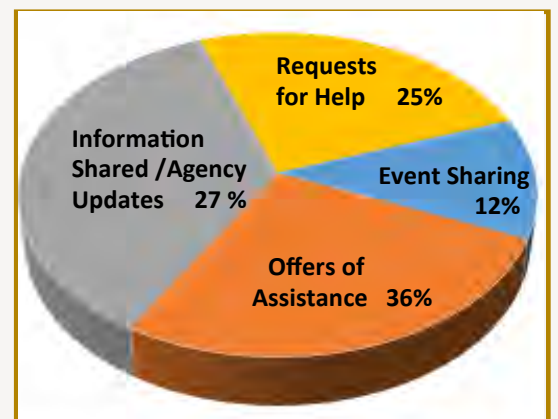
484 total Google Group posts during 2020:

Offers of Assistance 175 posts

Requests for Help 125 posts

Information Shared & Agency Updates 128 posts

Event Sharing Posts 60posts



Access to Health Care

Past Chair: Jessica Singer, Community Mental Health

Chair: David Shannon, Three Rivers Health

dshannon@trhealth.org

Participating Agencies:

- Community Mental Health & Substance Abuse Services
- Sturgis Hospital
- Gesundheit Student Clinic
- Great Start Collaborative
- BHSJ Community Health Agency
- SJC Intermediate School District
- Three Rivers Health
- Thurston Woods
- Ascension – Borgess Hospital
- Fairview Rehabilitation Community
- SJC Human Services Commission
- Domestic and Sexual Abuse Services
- Aetna Better Health of Michigan
- Covered Bridge Healthcare
- Revolution Health
- Southwest Psychological Solutions
- SJC Transportation Authority
- Heartland Health Care Center

Collaboratively accomplished:

- ◆ This group was integral in pushing information out to the public and at risk populations during the pandemic; encouraging completion of the 2020 Census since funding for many vital programs depend on a complete Census count.
- ◆ David Shannon took over the group in October and established an oversight committee of healthcare directors to form goals and seek funding for a planning grant. During the Pandemic the committee has been collaborating to efficiently provide vaccine to our community and focusing on access to affordable health care.



Adult Services Network

Co-Chair: Danielle Newhouse, Area Agency on Aging 3C

dnewhouse@bhsj.org

Co-Chair: Nicole Notestine, St. Joseph County Commission on Aging, nnotestine@sjccoa.com

Participating Agencies:

- Absolute Homecare
- Aetna Better Health of Michigan
- Area Agency on Aging 3C
- Care-N-Assist
- Department of Health & Human Services
- Disability Network of Southwest Michigan
- Domestic and Sexual Abuse Services
- Fairview Rehabilitation Community
- Edgewood Healthcare
- Heartland Hospice
- Safe Haven
- SJC Human Services Commission
- SJC Veterans Services
- SJC Commission On Aging
- ServiceMaster
- Three Rivers Health Wound Clinic
- Three Rivers Home Health and Hospice
- Thurston Cares

Collaboratively accomplished:

- ◆ Services to Victims of Elder Abuse Program 2019/2020
 - 38 participants served
- ◆ 50 community partners involved in the ASN google group and 15 regularly attended the monthly meetings
- ◆ 5 ramps built in 2020 through the ramp initiative
- ◆ Collaborated with the Human Services Commission to create a list of grocery and pharmacy delivery options in St Joseph County and distribute these lists and other COVID-19 resource materials through Project Fresh Senior food boxes. The grocery and pharmacy lists are also being used in the health department's COVID-19 Tool Kit

“

The Adult Services Network provides opportunities to discuss issues affecting the older and vulnerable adult population in St. Joseph County and to identify programs to implement.

Nicole Notestine, Adult Services Network Co-Chair

”



The St. Joseph County Human Services Commission and the Access to Healthcare workgroup built community awareness around the importance of completing the census and the impact a complete census count has on funding coming to St. Joseph County for vital programs.

Using funding from a Michigan Municipal League grant provided to St. Joseph County to reach populations at risk of being missed in the Census count, the HSC created weekly Facebook posts, radio advertisements, newspaper advertisements targeting Seniors, Amish and Hispanic populations. The Access to Healthcare workgroup also reached out to encourage the populations they serve.

The Census count ended October 15, 2020 and St. Joseph County ended with a 69.3% self response rate—higher than the 2010 Census response rate, despite limitations due to the Pandemic.

Project Connect Virtual 2020



Project Connect is a collaboration of the SJC Human Services Commission, its task forces, and other agencies serving St. Joseph County. The 14th Annual Project Connect was turned into a virtual event with daily Facebook posts.

2020 Project Connect:

- 1,300 Resource folders distributed at fresh food distributions countywide
- Facebook resource posts reached over 20,000 people
- Engagements of over 10,000 people to Facebook posts
- Video Introductions of agencies serving SJC were posted on SJCHSC's YouTube Channel
- Radio interview spots talking about services in SJC
- Radio advertisements pointing residents to the services and resource guide

Project Connect Planning Committee

*Chair: Laura Brott, SJC Human Services Commission
BrottL@michigan.gov*

Chuck Asher, Community Action
Rod & Betty Detweiler, Firm Foundations Ministries
Jill Gunn, Hope United
Cathy Hopkins, Community Volunteer
Clayton Lyczynski II, Three Rivers City Commissioner
Marsha Keefer, South Michigan Food Bank

Cindi Pennington, KMG Prestige
Tiyanna Payne/ Maria Bosnak, US Department of Veterans Affairs
Susan Pyles, DHHS– MYOI Program
Amanda Schemmel, Covered Bridge Healthcare
Ashley Walker, Aetna Better Health of Michigan
Chris Yorks, St. Joseph County Transportation Authority
Stephanie Zann, Great Start Collaborative

Child Death Review

Chair: Holly Cerny, Constantine Public Schools, hcerny@constps.org

Vice Chair: Matthew Deming, DHHS, Demingm2@michigan.gov

Participating Agencies:

- BHSJ Community Health Agency
- Community Mental Health & Substance Abuse Services
- Department of Health and Human Services
- Domestic and Sexual Abuse Services
- Michigan Public Health Institute
- Michigan State Police
- SJC Prosecuting Attorney's Office
- SJC Human Services Commission
- SJC Intermediate School District
- Sturgis Fire Department
- Sturgis Hospital
- Sturgis Pediatrics
- Sturgis Police Department
- Three Rivers Health
- Three Rivers Police Department

This interdisciplinary team of medical staff, law enforcement, and other professionals review child deaths within St. Joseph County to determine if these deaths of 0-18 years olds were preventable. When appropriate, they suggest community-wide prevention education to prevent future deaths.

- ◆ 8 cases were reviewed in 2020.
- ◆ Prematurity, fire, and un-safe sleep habits contributed to preventable deaths of children reviewed in 2020.

Great Start Collaborative/Early Childhood Workgroup

Chair: Stephanie Zann, Great Start Collaborative/ISD, szann@sjcisd.org

- Aetna Better Health of Michigan
- Area Preschool Providers
- BHSJ Community Health Agency
- Burr Oaks Schools
- Centreville Public Schools
- Southwest Child Care Resources
- Colon Schools
- Community Action
- Community Mental Health & SAS
- Constantine Public Schools
- Council for Prevention of Child Abuse/Neglect
- Covered Bridge Healthcare
- Domestic and Sexual Abuse Services
- Foster Parent Liaison
- Hispanic Parent Coalition
- Kinship Care
- Mendon Schools
- Michigan Alliance for Families
- SJC Intermediate School District
Great Start Readiness Program
Early Headstart & Childcare Partnerships
Early On
Special Education
Parent Coalition
- SJC Probate Court
- Sturgis Pregnancy Helpline
- Three Rivers Schools
- United Way

Collaboratively accomplished:

The SJC Great Start Collaborative/Early Childhood Workgroup continued implementing its 4-year strategic plan.

- ◆ Awarded 10 preschool scholarships for three year olds in St. Joseph County (FY19/20). Two of which were for Essential Workers during the spring.
- ◆ Partnerships with 6 childcare/preschool providers.
- ◆ Held 2 playgroups each week in Three Rivers and Sturgis. Offered virtual Music Together Playgroups via Facebook live.
- ◆ Launched the Talk, Read, Sing community campaign with 6 community partners.
- ◆ Offered 5 Conscious Discipline classes, with 56 participants trained.
- ◆ Continued the Building a Resilient Community work group.
- ◆ Held 3 Stories in the Park and two Jim Gill Community Concerts for families.
- ◆ Distributed 400 Welcome Baby Bags to new parents thru Three Rivers Hospital and Bronson Hospital.
- ◆ Launched the Ready4K texting application to connect families to support.
- ◆ Offered an online developmental screening tool (ASQ3) to families and child care providers.



Housing Task Force

Chair: Jan Reed, Department of Health and Human Services, Reedj4@michigan.gov



- Community Action
- Community Mental Health & SAS
- Covered Bridge Healthcare
- Disability Network
- Domestic and Sexual Abuse Services
- Elm Tree Apartments
- Fair Housing Center SWM
- Habitat for Humanity
- Hope House
- Hope United
- Integrated Services
- KeyStone Place
- KMG Prestige
- Michigan State Housing Development Authority
- Michigan Works! SW
- SJC Commission On Aging
- St. Joseph County Government
- SJC Intermediate School District
- SJC Human Services Commission
- SJC Realtor/Renter Association
- St. Joseph County Transportation Authority
- Salvation Army
- Senior Services
- Sturgis Neighborhood Program
- True North
- United Community Assistance Program (UCAP)
- Woda Management

Master Housing Plan Steering Committee:

Commission on Aging • Community Action Agency • Hope United • Keystone Place • Michigan Works! SW • St Joseph County Government
St Joseph County Commission • SJC Housing Taskforce Chair • SJC Human Services Commission • Sturgis Chamber of Commerce
Three Rivers Chamber of Commerce • The Village of Mendon • United Community Assistance Program • W.E Upjohn Institute
Additional agencies, municipalities, and businesses were utilized within focus groups for the plan.

2020 Statistics

- ◆ 130 homeless people on Point-In-Time Count Day
- ◆ 457 literally homeless people served in St. Joseph County in 2020
- ◆ 400 children served in shelter
- ◆ 699 people served with rent assistance, equaling \$366,616.01
- ◆ 564 households served with utility & security deposit assistance equaling \$89,500.61
- ◆ Emergency housing assistance provided for 1,442 people
- ◆ Over 300 cases coordinated through Interagency Services Team with focus of minimizing barriers to help people get housed and stay housed
- ◆ Used Mental Health grants to house 24 households with severe and persistent mental illness
- ◆ Over 1000 families impacted through virtual Project Connect

Housing Taskforce Areas of Focus:

- Provide oversight to our county's Housing Assessment and Resource Agency (Keystone Place); money received, spent, and outcomes to assure a comprehensive community-wide service and housing delivery system.
- Provided input in the development of the county-wide master housing plan.

Task Force on Family Violence

Chair: Deborah Hackworth, deborahh@dasasmi.org
Domestic and Sexual Abuse Services



Annual Candlelight Vigil (held virtually)

Participating Agencies:

- Aetna Better Health of Michigan
- Area Agency on Aging
- Community Mental Health & Substance Abuse Services
- Covered Bridge Healthcare
- Department of Health & Human Services
- Domestic and Sexual Abuse Services
- Great Start Collaborative
- Hope House
- Riverside Church
- SJC Human Services Commission
- SJC Sheriff's Department
- SJC Prosecuting Attorney's Office
- Sturgis Pregnancy Helpline
- Three Rivers Pregnancy Helpline

Collaboratively accomplished:

- ◆ Held annual Domestic Violence Candlelight Vigil Virtually– approximately 75 attendees.
- ◆ Continued to compare emergency response calls to DASAS with cases submitted to Prosecuting Attorney's office.
- ◆ Community partner presentations at meetings to learn about and discuss systematic practices and effects on survivors.
- ◆ Maintained Task Force Facebook page to push out more information to public about healthy relationships.
- ◆ Task force was instrumental in promoting prevention education throughout the year .

Substance Abuse Task Force

Chair: Mikayla Finnerman and Mark Olsen

Community Mental Health & SAS

mfinnerman@stjoecmh.org

molsen2@stjoecmh.org

Participating Agencies:

- Aetna Better Health of Michigan
- BHSJ Community Health Agency
- Celebrate 1 Church/Destiny Church
- Covered Bridge Healthcare
- Department of Health & Human Services
- Domestic and Sexual Abuse Services
- Great Start Collaborative
- Michigan State Police
- St. Joseph County Community Corrections
- SJC Community Mental Health & Substance Abuse
- SJC Human Services Commission
- St. Joseph County Probation Division
- St. Joseph County Transportation Authority
- Riverside Church

Collaboratively accomplished:

Held 5 campaigns in FY 19/20: RX Drugs, Methamphetamine, Underage Alcohol Use, and Underage Marijuana Use, RX Drug Misuse, Vaping

- ◆ Grew email database to reach over 600 community members and front line workers.
- ◆ Social Media interactions grew to over 2000 people reached on Facebook.
- ◆ Expanded community sectors representation on Task Force.
- ◆ Provided education to 64 alcohol/tobacco retailers.
- ◆ Provided Education to 28 Vaporware Retailers.
- ◆ Held Naloxone Trainings for the public and for all fire departments in St. Joseph County. Multiple kits were distributed.
- ◆ Held February 2020 Voices of Hope and Recovery Event for Meth Campaign– 128 attendees.
- ◆ Established Prime For Life curriculum for Juvenile Day Treatment Center students.
 - ◆ Held 18 Prime for Life classes
- ◆ Collected 1,200 pounds of prescription drugs at drug take back boxes in St Joseph County during FY19/20.



Meth Campaign Billboard



Strategic Planning

The St. Joseph County Human Services Commission Membership engaged in strategic planning with consulting firm Omni Tech International, Ltd in 2017 to determine how our collaborative can best serve the people of St. Joseph County.



Implementing a Strategic Plan for 2017-2020

Much of our strategic plan focuses on changes internally to strengthen communication within our collaborative as well as communication with other bodies and agencies in SJC. The end result is residents receiving services because both the frontline workers serving them know what is available in our county and residents know how to access these services.

Strategic Plan Items Accomplished in 2020

HSC addressed the lack of housing in St. Joseph County by collaborating with municipalities, chambers of commerce, and agencies to develop a community master housing plan under the guidance of the South Michigan Planning Council.

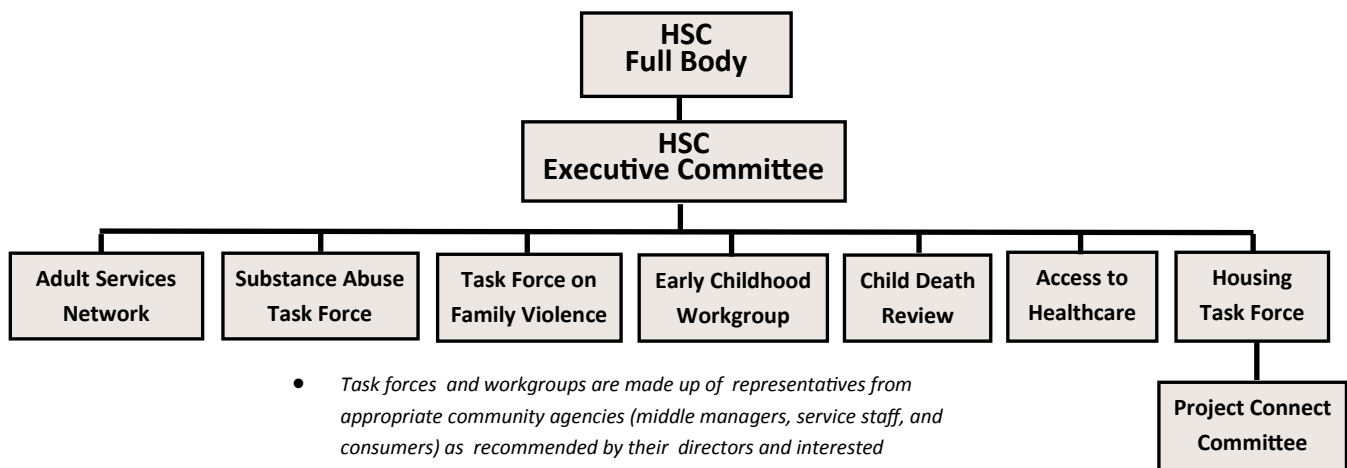
In 2020, the HSC's website of connection tools (including the community resource guide and community help card) along with its Facebook page and SJC Resources Google Group were an integral part of keeping the community informed of service changes and availability during the Pandemic .

Focus for 2021

HSC will unveil and start work on the finished county-wide master housing plan as well as continue to build its network with community groups and marketing its resources website to agency workers and the public, county-wide.

The St. Joseph County Human Services' Strategic Plan for 2017-2020 can be viewed at www.sjchumanservices.com

SJC Human Services Commission—Organizational Diagram



- Task forces and workgroups are made up of representatives from appropriate community agencies (middle managers, service staff, and consumers) as recommended by their directors and interested citizens.
- The HSC provides feedback to the workgroups on their goals and activities, and offers assistance and resources as needed and available.

To get involved in the HSC work groups, contact Laura Brott, 269-625-1820 or email BrottL@michigan.gov