

1. CRC Report

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[REPORT CONTRACT REVIEW COMMITTEE FY2022 \(002\) \(002\).PDF](#)

## **CONTRACT REVIEW COMMITTEE**

**MARCH 5<sup>st</sup> 2021**

### **REPORT AND RECOMMENDATIONS:**

#### **FY 2022 HUMAN SERVICES GRANT AGREEMENTS**

This presents the independent report and recommendations of the Contract Review Committee (CRC) regarding the placement on the Town Warrant of Proposed Awards of Town Human Services Grant Agreements for FY2022. This report is submitted to the Finance Committee and the Select Board as required by Chapter 12 Section 6 of the Code of the Town of Nantucket.

In support of our recommendations, the CRC also forwards the following attachments:

- Will add all attachments
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Note: due to the size of some of the above attachments, they may be available only in hardcopy by request.

#### **SUMMARY**

The CRC is appreciative of Town Management and the sustained allocation of funding for Human Service Grants this fiscal year. We also acknowledge the effort required of the Finance Director to identify funds to be used for this purpose. The allocation of the funds confirms for all residents Town Management's understanding of the importance and value of the town supporting human service providers in the community. The CRC continues to believe that indicators for the need for this funding can be identified by examining the towns changing population, demographics, and economy and their combined effects on human service providers, as well as public health and safety, that result in an increased need for appropriate responses and support.

For FY2022 the CRC received 13 grant applications (one later withdrawn at the non-profits request) totaling \$773,852.14, 19.05 % over the allocated \$650,000. The CRC acknowledges the substantial funding of Human Services Grants.

#### **Human Service Grant Application Review Process**

The CRC has done their due diligence and deliberated carefully in crafting these recommendations for FY2022 and the allocation of grant monies to the private nonprofits providing human services. In doing so, the public purpose to be served can be identified.

The Human Service Grant application process provides us with a precise, complete and informative understanding of each of the human service providers. The areas of focus in this evaluation process are, statement of need, services to be provided, cost effectiveness, statement of goal, previous results, use of volunteer involvement and collaboration. In addition, actual-to-date operating budgets as well as projected operating budgets are required.

After carefully reviewing each grant proposal for FY2022 the CRC employed the following methodology to determine the recommended allocation of the Human Services Grant:

- First, individual Grant presentations with a question and answer period, were held via Zoom, these presentations allowed the CRC and the providers to review FY2021's budget and their projected FY2022 budgets. Proposed programs and services for FY2022 were also presented. Questions considered included: What services are provided to individuals? Did the provider expand services? Was there an increase in the number of individuals seeking services? Did the provider reach their goals set from the previous year? Did the provider collaborate effectively with other human service providers? What impact does your service have to the clients it serves? How does your service differ from other human service providers?

- The CRC board members then paired up to do on-site and zoom interviews with grant applicants allowing CRC members to gather more detailed and accurate information in respect to the programs day-to-day functions. This allowed questions that arose from the initial presentation to be answered and allowed the CRC to have a more open access to information and knowledge regarding the island's needs, providing for a more informed and educated basis for decisions in the allocation of the limited available funds.

- As a next step, The CRC met to present the individual findings on the applications. In some instances, the CRC met with individual human service grant providers on multiple visits to answer questions that arose after board members presentations of

their findings.

- Following this, The CRC then met with the final findings and deliberated on the grant proposals.
- Follow up calls were conducted by this report preparer to ensure the most up-to-date information and statistics.

The CRC thanks the Human Service providers for their timely, transparent and complete applications for FY2022. We applaud their prompt response to questions asked, their provision of information needed, and the patience, and willing partnership they showed throughout the grant process. The CRC recognizes that each of the grant applicants provide crucial human services that parallel the public services the Town provides. The allocation of funds is made with an understanding of the financial needs and means as outlined by the applicants. In reviewing each proposal, we have determined that a public purpose is served by these services, that the provider has demonstrated that the proposal is cost-effective, and the services meet a specific need level which was identified by the Council for Human Services' 2010 Back to Basics report to the Board of Selectmen on Human Services Contracting (attachment 1) and the Nantucket Cottage Hospital Health Improvement Plan for Nantucket was considered. The CRC is proud to be a part of this public and private partnership.

### **Evolution in the NON-profit sector**

Previous reporting by the author of this report has used various data to support the recommendations set forth on the graph provided in this report. While this report will touch upon some of the data, the author also believes it is equally important to address the relationship of these services to the Island community.

The landscape of Nantucket's Human Service providers in the nonprofit sector over the last decade has continued to evolve, much like nonprofits nationwide, carrying out functions once reserved for the public sector. Local, State and Federal governments have shifted much of the responsibilities for delivering vital human services to nonprofits, as they have become effective vehicles for the fulfillment of public purposes. The grant of public funds to these non-profits allows for maintained quality at a lower cost, thereby satisfying both service recipients and taxpayers. We then developed a two-way relationship relying on each other for resources in different degrees and applications.

Due to the Pandemic, non-profits on the state and national level have had to reinvent their delivery of services. This is true at the local level as well. The fluidity with which so many of the providers met these challenges by adapting size and delivery of programs with minimal disruption of services is impressive. Their creativity and innovative approaches are a testimony to their dedication to the recipients of the

services. These new ways of providing and adapting the service delivery has not come without added stress, anxiety, mental health challenges and financial burdens. Throughout the pandemic, non-profits have worked diligently to help keep our residents healthy, engaged and informed.

### **Pandemic Impacts on the Island Community**

The pandemic has sparked other pandemics this year, some going unnoticed by the public due to the lack of public gatherings and isolation. As a community we have risen to the requests for help and responded overwhelmingly to the Interfaith Council in supporting their call for food, fuel and housing monies. This response highlights the value of small communities and pays homage to the value of generations of residents, both year-round and summer, whose roots run deep. We should not lose sight of the significance and value of generational history in a community that has always continued to honor this history and the demonstrated love of the Island. This kind of outreach is on par with the basic emotional response of humans to meet the basic needs of individuals and families.

Nantucket's non-profit human service providers in the areas of substance abuse, domestic violence and mental health have seen unprecedented increases in demand for services during the COVID19 pandemic. These areas of human services are not what can be called glamorous and have always struggled for adequate funding and better public perception. Ironically, when individuals or families struggle with their lack of ability to meet their basic needs or the overwhelming isolation brought on by the pandemic, it exasperates the struggles of this sector of the island community.

These statistics correlate with the findings of a survey conducted by the Center for Disease Control in fall of 2020 that revealed that in the United States cases of anxiety disorder, depressive disorder and substance abuse disorder increased considerably between April and June of 2020 in the United States. Respondents identified mental health, behavioral health, and substance abuse disorders have challenged them due to physical distancing and stay at home orders from the pandemic. The recipients also identified that seeking related services caused anxiety due to the perceived stigma and the fear of public perception.

The survey also identified that often there seemed to be an underlying burden that parents or family providers carried, that of having to "be strong" or not show their vulnerability. These individuals will deny having symptoms or not admit them out of perceived or actual perception.

Fairwinds in efforts to make the process of seeking these vital services less overwhelming has adapted the intake protocol to a more streamlined approach, hence getting individuals seeking services connected to counselors more readily. The conversion to tele-therapy has allowed counselors to provide ongoing service to clients during the pandemic and reach new clients seeking services.

Another Pandemic related area of concern is the decreased number of children and young adults in the behavioral health services, in any other social and economic time this would be considered a good trend in behavioral health.

However, during the pandemic children and young adults have experienced an unprecedented time in world history: social interaction, which is so vital to a strong physical and mental health, was taken away overnight, and isolation became the norm. Even as schools worked to reopen and provide a sense of normalcy; the vulnerable become good at masking emotions. Normally they look to the steady forces in their lives- parents, caregivers or other adults- for guidance on how to navigate their feelings and emotions. As parents have taken on new roles as both parent and teacher, and as access to other adults has been limited, relationships have changed. Also, children and youth have often seen their caregivers under financial and/or emotional pandemic related stress and they have experienced adults who are less available to them and who have had to cope with their own individual struggles; they do not want to burden them with more. Thus, trying to process the struggles they are experiencing it becomes extremely hard to articulate.

As schools go back to more full-time schedules and as these individuals are identified, there is concern that the numbers may be disproportionate to the availability of a therapist.

There is also a concern in relation to adults who (as noted above) are afraid to seek these services or don't recognize the struggles they have are related to emotional stress.

Alcohol sales in Massachusetts during the first 4 months of the Pandemic were up 485%, some local liquor stores meeting their year-end sales target by the first of July despite decreased hours of operation. The number of individuals who suffer from opioid, drug and alcohol dependency has inevitably increased yet the likelihood of an individual's dependency being recognized by friends and family has decreased due to the isolation brought on by the pandemic.

The effects on recovery groups such as AA, ALANON, ALATEEN and NA that have struggled for months to find space for meetings should not be overlooked. Zoom meetings were available but it could not provide the accessibility needed to the core of the programs strength, which is the bonding brought on by the emotional and physical presence of individuals who share like obstacles and struggles.

With the closing of Gosnold offices, the islands options for substance abuse care, which were already limited, have decreased substantially. This reflects the need for more public awareness, acceptance and ownership in helping establish and support a vaster avenue of programs and support for this sector of our community.

NAMI/ASAP, whose mission is to provide education through addiction prevention programs, and support programs that encompass all aspects of addiction traits, also recognizes the impact mental and emotional health have on addiction. They have

worked diligently to find ways to deliver their programs throughout the Pandemic. Programs like this see their best results when they are able to have open dialogue and delivery of programs with larger groups of people as dialogue opens awareness and enhances the understanding and acceptance of this disease.

Nantucket Cottage Hospital continued assistance in helping initiate and get individuals to programs by utilizing the ambulatory services, provided through town grant monies, and has been instrumental in getting clients too much needed services.

One of the most significant ways we as a community can bring change to this disease, that affects all social and economic populations within our community is to overcome the stigma and recognize our responsibility to help drive change. We could learn from our neighboring Island, and their efforts to confront this disease head on.

A Safe Place, like so many of our human service providers, remained open and operational during the Pandemic and saw an increase in the clients they serve. This increase is disquieting as is the increase within the other two sectors identified in this section of the report. As individuals were confined to home, interaction with friends, family and coworkers was almost non-existent. Advocates became concerned over their inability to reach this vulnerable sector especially as domestic violence has seen an increase of 29.78 % during 3/2020 to 3/2021 in comparison to 3/2019-3/2020, and as during that same time period sexual assault cases have risen by 19.2%, while trauma counseling needs have increased by 28%. The therapeutic clinical sessions provided to their clients from last year increased in all 4 categories of services, domestic violence by 63% sexual assault by 74%, trauma counseling by 197% and child witness to violence (cwvt) by 54%. These services are all free of charge to the clients.

Although there has been an increase in CWTV, therapeutically services which identifies clients in this sector already enrolled in services, it is significant to note that Child Witness to Violence has decreased by 2.27% the reasons this is alarming is that most child to witness referrals come because of the concerns noted by the educators in our schools. With the inability for educators to build trust and relationships with their students there is an uncountable number of children being lost in the cracks of the Pandemic. When observing the rise in incidence to such large degrees in the other noted categories, there is an undeniable concern. One might note that if the children are not getting these services there are likely adults with whom they live who are most likely experiencing violence as well.

The quarterly reports of Health Imperatives, a service which provides health care options, continue to show between 5-6% increases in services over the same time period in FY20. Health Imperatives-Nantucket served 490 clients through the Sexual and Reproductive Health Clinic, WIC Nutrition Program, and The Young Parent

Programs. Remarkably Health Imperatives did not stop in person medical services throughout the Pandemic and continued to provide full health care services, sometimes with half the staff. All services were performed within the same clinical hours. The WIC program was carried out either via zoom or over the phone with no stoppage in services. The Young Parent Program which helps teen parents navigate the steps of their continuing education, job training and managing the struggles of parenting, easily adapted to zoom based visits. Their seamless adaptation continues to highlight the value of such healthcare as well as their commitment to the Island community.

Artist Association of Nantucket's Healing Through the Arts program launched its initiative in FY2021, a tough year to start a new program. It is with great pleasure that we can say it that it has been a well-received program. Enrollment is open to the adult sector of our community and has been utilized by educators, frontline workers and parents.

Any form of creativity is a natural form of expression; expressing ourselves visually is human nature. It can be difficult to say, express and process what we are feeling because of the two separate pathways in our brain. When we begin to create through writing in journals, photography, drawing or ceramics we put our minds in a "flow state" which allows our expressions to run freely and keep us focused at the task at hand. When we do this, we allow our struggles to fall to the wayside even if only for a few minutes or an hour. Expressing our creativity is a form of therapy that is undeniably beneficial in allowing us to deal with the daily stress, especially during the Pandemic. One fire fighter summed up the value of this program "I've seen a lot this year, getting to come here has really helped me process it".

The programs that inevitably really care for some of our most vulnerable due to their capability to seek and understand the services they need are Elder Services, Small Friends and Martha's Vineyard Community Services. This small and quiet sector of our community asks for very little in total in the grant process. Yet the services they provide are key to the security of the vulnerable sector they reach who cannot speak for themselves, who struggle on a daily basis, who stay silent sometimes because of pride or because of quiet acceptance or even because of the inability to speak publicly to us. We don't hear much about these organizations, but we should; they are the backbone to a sector of our community that can sometimes be lost. All three of these organizations have found ways to keep their programs going and to continue on a daily basis, to touch and enhance the lives of the people they provide services.

The last year has seen residents struggle to navigate the court systems, while courts had to find alternative ways to run. Residents petitioning for veterans, immigrants and seniors with public assistance programs had unprecedented delays. While family units have fractured, assault victims and tenant landlord disagreements have placed strains on an already burdened court system. South Coastal Counties Legal Services and

Cape Mediation have not only provided much need representation to Island residents, these kinds of invaluable services help lessen the strain on the courts while providing much need help and guidance to the sector they serve.

The non-profit human services sector of the Nantucket Community has undeniably become an indispensable partner to town government in providing services to the community, and vice versa. Town contracts, i.e. grants, account for funding of vital programs and the non-profits have had to rely more on grant monies as the pandemic limited fundraising abilities. Human service providers in the non-profit sector have continued to strive to have well trained and properly supported staff to deliver the various programs they provide. Staff that can implement and deliver programs is an important measure of their organizational capacity, these visible signs help provide not only evidence but confidence in the ability to manage both the grants and the contracts soundly, which should always be a prerequisite to access to public funds.

The Towns continued collaborative efforts to provide these essential services speaks volumes to the investment Town government and the residents have continued to make to all the non-profit, human service providers and the essential programs they offer.

### **Supporting Data**

The United States Census Bureau estimate for 2010 identified the population to be 10,172; in 2019 they estimated the population at 11,399 that is an increase of a 12.06% in the island community over the 2010 data while The Town of Nantucket's 2021 annual census sets the population to date of this report at 13,200. There is a 15.79% discrepancy between the U.S. Census Bureau's estimate and the town of Nantucket census. In contrast to this data, The Nantucket Data Platforms 2018 report earmarked the island population at 17,200 reflecting a 50.8 % discrepancy between the Nantucket Data Platform estimator and the United States Census Bureau census estimate. There are many factors that could speak to some of this such as a possible reluctance among non-documented individuals to identify themselves or family members on official US Government forms, but it is difficult to account for the full size of this discrepancy.

The Nantucket Town Clerk has recorded births on Nantucket between 2016 and 2020 at 742. Massachusetts Department of Early Education identifies 183 children in licensed and accredited programs. This leaves roughly 559 children in alternative types of care. The Massachusetts Department of education statistics show that there are 1876 children enrolled in licensed and accredited primary and secondary

educational programs on Nantucket. If we were to take the 9427 registered voters on Nantucket, the 1876 students enrolled in all three schools servicing school age children, the Massachusetts EEC statistics showing 183 children enrolled in early childhood programs, and factor in the 559 children in alternative care these totals alone reach 11,945 which exceeds the Current US Census Bureau's estimate. It would be imperative that we also keep in mind that over the last 5 years 380 of the births have been to parents who are not American citizens; statics such as these continue to show the discrepancies in our actual population.

Town clerks use an adage formulation that for every registered voter there is a non-registered resident. Using this formulation and Nantucket's registered voter population of 9427 would imply the islands total resident population exceeds 18,854. This would place the total population 66.27% over the current US census.

The Town of Nantucket Town Clerk registered 130 births for 2020 identifying the parents respectfully as 50.76% of Foreign Nationality, 9.23% as US and Foreign Nationality and 40% registering as US nationality.

The Massachusetts Department of Education (MDE) Public School report shows that we have a 5.24% increase in student population over the last year while their record of enrollment by race and gender continues to show the marked change in our school's demographic makeup again this year. Caucasian students have declined by 12%, African-American students have declined by 15%, Asian students have declined by 12% while Hispanic students have increased by 28.9%, and multi race students have increased 29.4 % A corresponding report provided by the Massachusetts Department of Education Select Population Data of Kindergarten Enrollment shows an increase of 10.67%. The of the number of economically disadvantage are 21.63% higher over the same time period and LEP students shows an increase of 54.89 % over last year's data, remarkably 52.63% of the kindergarten class is found in the LEP data.

When further reviewing the reports by the MDE Select Population Data (2020-2021) in reference to the Cape and Islands, the district of Nantucket has the lowest population percentage of Caucasian students, as well as the highest Hispanic student population. As well, the MDE Selected Population Data shows Nantucket Public Schools identify 40 % of the students as First language not English, while the next highest School

District on the Cape and Islands, Barnstable identifies with 25.5 % of students in that group. Nantucket has 16.3% of students in ELL and falls second to Provincetown whom has 21.1%, it should be noted that Provincetown’s school district only provides primary education.

The above data continues to highlight the challenges in all aspects of island services, whether public or private. It also puts a focus on the significance of the diverse and partially unremunerated population, the latter having the effect of reducing formulaic allotments of State and Federal Human Services support. This focuses attention on the importance of the advocacy of the local service providers in their continued effort to gain access to such support and grant funding.

The Nantucket community as a whole has always been tasked with a unique responsibility of preserving the future of our Island community, while respecting its rich history. As a community we have always valued all the uniquely rich diversity of the individuals who call this island home. The continued and rapid demographic changes in our School District and island population should open more concentrated dialogue on the rapid and unprecedented changes to the island community as well as the opportunities such change present. If we do not engage in open and frank discussion in the private and public sector, we will run a real risk of being unable to sustain our community.

**Request:**

The CRC respectfully requests that the Select Board adopt the funding recommendation set forth below and that the finance committee is your positive recommendation on these allocations with an article 9 of the town warrant.

**CRC FY 2022 Article 9 Funding Recommendations**

	<b>Agency</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2022</b>
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		<b>Award</b>	<b>Award</b>	<b>Request</b>	<b>CRC Recommendati ons</b>
<b>1</b>	<b>A Safe Place</b>	<b>\$10,000</b>	<b>\$55,000</b>	<b>\$55,000</b>	<b>\$55,000</b>
<b>2</b>	<b>Alliance for Substance Abuse Prevention</b>	<b>\$24,755</b>	<b>\$44,200</b>	<b>\$50,000</b>	<b>\$50,000</b>
<b>3</b>	<b>Elder Services of Cape Cod</b>	<b>\$18,000</b>	<b>\$20,000</b>	<b>\$20,000</b>	<b>\$20,000</b>
<b>4</b>	<b>Health Imperatives</b>	<b>\$60,460</b>	<b>\$75,000</b>	<b>\$90,000</b>	<b>\$90,000</b>
<b>5</b>	<b>Fairwinds</b>	<b>\$113,950</b>	<b>\$116,391 .870</b>	<b>\$176,323</b>	<b>\$176,323</b>
<b>6</b>	<b>MV Community Services</b>	<b>\$18,000</b>	<b>\$18,000</b>	<b>\$18,000</b>	<b>\$18,000</b>
<b>7</b>	<b>South Coastal Legal Services</b>	<b>\$4,500</b>	<b>\$4,500</b>	<b>\$4,600</b>	<b>\$4,600</b>
<b>8</b>	<b>Interfaith Council (Rental, Fuel &amp; Food Pantry)</b>	<b>\$70,000</b>	<b>\$70,000</b>	<b>\$85,000</b>	<b>\$70,000</b>
<b>9</b>	<b>NCH Social Services</b>	<b>\$113,950</b>	<b>\$211,123 .33</b>	<b>\$211,123.34</b>	<b>\$130,671.20</b>
<b>10</b>	<b>Small Friends</b>	<b>\$15,000</b>	<b>\$15,000</b>	<b>\$15,000</b>	<b>\$15,000</b>
<b>11</b>	<b>Artist Association</b>	<b>0</b>	<b>\$18,200</b>	<b>\$22,100</b>	<b>\$18,200</b>
<b>12</b>	<b>Cape Mediation</b>	<b>\$1,365</b>	<b>\$2578.80</b>	<b>\$2,205.80</b>	<b>\$2,205.80</b>
	<b>Totals</b>	<b>\$450,000</b>	<b>\$650,000</b>	<b>\$773,852.14</b>	<b>\$650,000</b>

**Contract monitoring;**

The CRC now meets to go over all quarterly reports submitted by Grant recipients. Quarterly reports are then sent as approved to the Human Service Director before

being submitted for allocation of funding.

Adherences to the previous year grants will play a vital role in the application process and allocation of the grant funding.

In FY2022 contracts the CRC will add provisions to help better monitor the providers. Any additional recommendations will be made on all individual contracts.

**Additional comments;**

The CRC believes it is time for roundtable discussion on a continued collaboration with the stake holders in our human service sector. The Pandemic has brought non-profits together collaborating on the development of ideas and strategies; it's time to strengthen these and erase the lines drawn by fear of financial loss. The significance of collaboration as a whole can give greater funding capabilities. The CRC values the services provided by the human service providers on the island, and understands the Town is a significant stakeholder in many of the grant programs. We believe with a more open roundtable dialogue we can help enhance a greater collaboration among the human service providers which will enhance the programs being delivered to the Island community. As we look forward into this decade we also understand the financial restraints going forward for our community. Through better collaboration there can be more State and Federal funding available to help support some of these crucial programs. We would welcome the beginning of these discussions as soon as possible.

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Respectfully submitted by,

Dorothy Hertz

Chair of the Contract Review Committee