

Appendix



**Human Service Council (HSC) Meeting Minutes
Thursday, February 28, 2013**

WELCOME: The Story County Human Service Council meeting started on Thursday, February 28, 2013 with introductions from the following 27 people: Sipele Tuionuu (Ames Community Schools), Ny Saadiq (Ames Police Department), Marion Kresse (Boost Together for Children), Mark Kubik (Center for Creative Justice), Arti Sanghi (Central Iowa RSVP), Leslie Stonehocker (Childcare Resource & Referral), Kathy Kriegler (Community & Family Resources), Craig Sosby (Community & Family Resources), Kaitlyn Hofeldt (CPPC/Decategorization), Shari Atwood (CyRide/Ames Area Metropolitan Planning Organization), Rick Raghair (Girl Scouts of Greater Iowa), Jeremy Johnson-Miller (HIRTA Public Transit), Susan Peterson (Heartland Senior Services), Patsy Besse (Homeward), Krystyra Abbott (Life-Line Resources), Helen Benker (Mid-Iowa Community Action, Inc), Nicole Dudley (Mid-Iowa Community Action, Inc.), Deb Niehof (National Association of Mental Illness of Central Iowa), Jenna Carlson (Planned Parenthood), Nikki Lullman (Story County Community Services), Deb Schildroth (Story County Community Services), Amy Peters (Story County Sheriff's Department), Cari McPartland (The Salvation Army), Jean Kresse (United Way of Story County), Carolyn Steckelberg (Youth & Shelter Services), Jill Hill (Youth & Shelter Services), Ashley Linduski (Youth & Shelter Services)

PROGRAM on ASSET: Jean Kresse and Deb Schildroth attended the HSC meeting to discuss the ASSET Program. The ASSET (Analysis of Social Services Evaluation Team) process has existed in Story County since 1985. It brings together 5 major funders of human service programs in a collaborative, volunteer-led effort to coordinate local planning, assess needs, evaluate the capabilities of agencies to provide programs, and recommend funding for programs. For more information, go to <http://www.storycountyasset.org/>.

Jean congratulated everyone for a great job on their ASSET budget this year. She indicated that the process seemed to go a lot smoother this year for everyone. Please let the ASSET team know of any difficulties you had this year so they can improve the process for next year.

ASSET Past Training on Audits – In June 2012, ASSET had an audit training in which 39 attended. The training is for agency executive members, financial team and board members. The most important factor is to **get your audit submitted on time** to Aaron Thompson at UWSC. Audits are due 6-months after the end of an agency's fiscal year. For most agencies, the end of the fiscal year is June 30th. Therefore, audits are due by December 30th. If you can't get your audit submitted by the deadline, let the ASSET team know and let them know early. Knowing that an agency will be late with their audit is better than being informed the week it's due. Let ASSET also know of any issues with your audit. ASSET is looking for the following within submitted audits:

- Follow cash or accrual accounting principals
- Significant notes within audit?

- If you audit is unqualified? Why?
- Any Actions needed by the agency?
- Agency Board is overseeing all programs

ASSET Changes – Budgets for ASSET are typically due by September of each year. In the past, the ASSET priorities were completed by November/December. The ASSET Team has decided to now determine those priorities by summer of each year so agencies have that information as they complete their budgets. Jean expressed that there may be modifications to the priorities this summer as well.

ASSET Training – The ASSET Team wants to develop another training for ASSET in August. Jean asked the following questions of the group. Are there any requests for the upcoming year? How about training on Outcomes? Are there weeks in the summer that would be better than others? NAMI indicated that the last week of June is NAMI convention. Would you like training for your board members?

ASSET Forms – There is an ASSET form that agencies fill out initially but then needs to be updated if necessary each year. The ABF50 form is for the Outcomes information and what the training would go over this summer..

ASSET website – Go to <http://www.storycountyasset.org/>. This site as the agenda/minutes, funding recommendations, TEAM members, calendar and training.

ASSET Questions?

1. A suggestion was made to provide personal one-on-one training with any newbie agencies regarding the budget forms. Jean mentioned that perhaps this could occur after the summer training on outcomes.
2. What makes a non-profit qualified for ASSET funding? (An HSC member asked this in one of the first meetings of the year when we were replacing ASSET representatives.) The agency must first apply to be an asset service provider by August 1st. Thereafter, they can apply for funding for their program(s). To apply, go to the following URL address:
http://www.storycountyasset.org/documents/filelibrary/forms/Application_AgencyParticipation_F4D74DED58E6B.pdf

BUSINESS MEETING: Arti Sanghi called the business meeting to order at 11:32 am.

Approval of January 24, 2013 Minutes: No changes were made to the minutes which are attached; Marion Kresse 1st, Sipele Tuionuu 2nd, Motion carried.

REPORTS:

TREASURER: Treasurer, Arti Sanghi, reported a balance of \$2,366.90 in the account.

ASSET PANEL: None beyond what Jean and Deb already reported.

OLD BUSINESS:

PTP Update: Shari Atwood relayed that the Passenger Transportation Plan (PTP) had been submitted to the Iowa DOT on February 1 for comments. They provided only one comment and wanted to know what would happen to the Job Access and Reverse Commute projects (#10 Pink Route, #4A Gray Route and #6 Brown Weeknights and #6 Brown Summer) after MAP-21 transportation bill no longer funded them. The JARC funding is being eliminated under the new transportation bill however transit agencies can continue to finance them through their own general funding. JARC funding is estimated to run out for CyRide in March 2014. HIRTA's New Freedom funding for the Ames-Iowa City service will end in September 2013. Again, thereafter transit agencies can fund these services through their own general funding apportionments. CyRide has approved to fund these services through FY2014 (end of June 2014). Future funding of services would be discussed beginning October 2013 and every October thereafter. Shari commented that she had not yet contacted HIRTA for whether they will continue to fund this service after September 2013 but plans to for their next transportation advisory committee meeting.

CyRide will make changes noting whether JARC service routes will continue for FY2014 and then take to the AAMPO for approval in March. The full PTP is due back to the IDOT by May 1, 2013.

NEW BUSINESS:

Story County Human Service Council Co-Chair Nominations: Both co-chair positions are open for next year. Bill Dodd (formally with Big Brothers and Big Sisters of Story County) left when the organization dissolved in Story County and Lynn Scarlett took over for Bill this year so her term is up at the end of May. Therefore, we need two co-chairs for next year. If anyone is interested in the position, please give Arti Sanghi an e-mail or phone call. Shari Atwood commented that Susan, Patsy and Arti were slated to work on the nominations due to the overwhelming voluntary participation this year.

Next meeting 3/28/12: Arti communicated that the next SCHSC meeting will be March 28, 2013. HIRTA will be the program. The Agency Spotlights will be provided by The Salvation Army and CyRide (Nextbus).

AGENCY SPOTLIGHTS:

Youth & Shelter Services (YSS): Jill Hill provided information they have on YSS. Jill commented that her specialty lies in Treatment Services. They provide treatment for adolescents and young adults so they can also serve ISU students. YSS is housed at 125 S. 3rd across from Panera Bread. YSS has been providing substance abuse services over 35 years. They provide extended outreach and have service agreements with many local schools for counseling and outpatient sessions. The hours for outpatient sessions are from 4-6pm Monday, Tuesday and Thursday. YSS picks up the kids after school and brings them to outpatient services so they make it to their outpatient session.

The newest component to YSS is the Families in Focus providing family therapy. There are 2-3 therapists that provide this for Story County. They hope to expand out to Boone/Marshall in the near future.

YSS desires to be that one stop shop where adolescents can get treatment for mental health issues, substance abuse and psychiatric care. Lastly, YSS also has a residential treatment program which lasts about 2-3 months. [See Brochures for YSS Helps Youth Succeed and YSS Family Counseling Centers.](#)

Story County Decat & CPPC: Kaitlyn Hoefeldt announced that Story County Decat is hosting a Family Fest on Saturday, April 6th at the Ames High School Gym. The event will showcase resources for Story County that protect children. If your agency, organization or business offers resources for families, please sign up to host a booth at the event! You can sign up until the week prior to the event. [See the attached Family Fest flyer.](#)

AGENCY SHARE TIME:

“CyRide” – CyRide’s first articulated bus arrived in Ames on Thursday, February 28th and the second one should arrive next week. CyRide will be working to get the buses into operation by March 25th right after spring break. UPDATE: Both arrived 2/28/13! See article at the following URL address: <http://www.cyride.com/index.aspx?page=3070&recordid=930&returnURL=%2findex.aspx>

Additionally, CyRide’s Nextbus is up and going. This service provides real-time information of when the next bus will arrive at your stop. You can text, call or browse to find this information on when your next bus will arrive at your stop. This is especially critical in the bad weather. If CyRide is late, the bus will provide the predicted time of arrival based on where the bus is located at that moment. So on the next snowstorm, text for your next bus or just go to www.cyride.com/nextbus! Feel free to try it out!

“The Salvation Army” – Cari McPartland announced that the Salvation Army is hosting a “Project Iowa” training session at The Salvation Army that will provide information and training to individuals about how to get a job and get back into the workforce. This training is provided the 2nd Tuesday of each month. This does not guarantee a job but does guarantee an interview. [\(See attached Project Iowa flyer with dates.\)](#)

The Salvation Army has 4 Iowa Workforce kiosks in their office. They have found an individual that will do skill training for resume writing and cover letters on Tuesday afternoons. [See brochure](#) or call Cari at 233-3567 for more information.

The Salvation Army also offers the food pantry every 3 months and the Representative Payee Program. [\(See attached Representative Payee Services flyer.\)](#)

“MICA” – The Energy Assistance Program brochure and Family Development Program were distributed out to the group. (See attachments) In addition, MICA shared their 9th Annual Love Responsibility Silent Auction that will occur on April 4th at the Unitarian Universalist Fellowship in Ames. For more about this event, go to http://www.micaonline.org/love_responsibly. MICA also has their food pantry which is once a month.

“Homeward” – Patsy Beese announced that they are currently searching for medical volunteers to assist with triage, screening, health assessments, administer vaccines/antibiotics, etc for pandemic or mass fatality situations. RSVP has been helping them to track down volunteers as well. If you know of individuals qualified for this, please have them fill out the Volunteer Registration Form (<http://www.mgmc.org/pdf/Disaster%20Volunteer%20Registration%20Form%20202.pdf>) and e-mail to zook@mgmc.com or return to Homeward.

“HIRTA” – Jeremy announced that HIRTA is traveling between DMACC in Ames and DMACC in Boone twice a day and that the service is going well. They’re looking for more riders so please promote the service. Jeremy also announced the Mobility Matters 5 conference is scheduled for May 17th from 9-3pm. There are currently 40 people registered to attend. To register for Mobility Matters 5 go to: <https://tikly.co/-/1347>.

“United Way of Story County” – Jean shared the Story County Transportation brochures with the group and brought printed brochures for those that wanted them. This brochure was developed by the Transportation Collaboration and markets all of the transportation options available throughout Story County. The brochure is available online at www.ridehirta.com/sct.pdf. If you would like hard copy brochures, please give UWSC a call. Secondly, schedulers are encouraged to ask the question “Do you have a ride to your next appointment?” when scheduling the appointment for their clients. If they need transportation, please provide them with a brochure! We hope that this will help curtail missed appointments for the future.

Jean also announced United Way of Story County’s 60th birthday is approaching and they’ll be having a grand celebration! They want to hear from agencies that have history with UWSC back to the early years. For instance Boys & Girls club has been with UWSC for 50 years. Campfire Girls and also The Salvation Army were early agencies. If you have any “history” with UWSC, get in touch with Jean.

“NAMI” – Deb Niehoff with National Alliance for Mental Illness of Central Iowa announced that on March 19th Jerry Spencer will be the guest speaker at Collegiate Presbyterian Church. Jerry will discuss crisis intervention, police responses, etc.

“Girl Scouts” – It’s Cookie Time! There are 400 girls in Story County participating so buy your cookies today! There are three camps in the State of Iowa for Girl Scouts and they are gearing up for that now. The girls participate in a service work of 6-8 weeks. They use Journey book curriculum.

“CFR” – CFR and former Richmond Center are working as one agency. They are fully staffed and have a full menu of Substance Abuse and Mental Health treatment and gambling treatments. Clients can get in immediately.

“Ames Community School” – Sipele Tuionuu is the Homelss Liaison for the ACSD. She handed out **two flyers** to encourage parents and students to contact her regarding education. Children ages K-12 have rights when receiving education in Story County regardless of their living situation. In addition, there is federal program for individuals that want to attend college when applying for financial aid. Please post the flyers. Ames Community Schools is currently going through their audit process.

Sipele is also looking to get the Story County Resource Guide up and running to get it out to the public. Go to www.storycountyresourceguide.org to view the guide. Sipele is also looking for a taskforce to help with this project. Contact Sipele at sipele.Tuionuu@ames.k12.ia.us

“Life Line Resources” – Provides services to children 4-18 for the following: Behavioral Health/Intervention Services, Therapy & Counseling, and Substance Abuse Treatment Services.

“Planned Parenthood” – Planned Parenthood provides family planning program for men and women to age 55. **Please see attached flyer.**

“Boost Together for Children” – Marion Kresse announced that in March RFP for service for birth to age 5. Story County Champions for Children – group getting together to fight child abuse.

“Federally Qualified Health Center” – Primary Care Inc. is applicant. They are looking for donations for start up costs; this project for health care center is moving forward.

E-mail your announcements, brochures, flyers to Shari Atwood at satwood@cyride.com by end of day Friday following the SCHSC meeting and they will be e-mailed out with the draft minutes of each meeting the following Monday. (Otherwise, I’ll scan in a copy of what I’m provided at the meeting)



Human Service Council (HSC) Meeting Minutes Thursday, March 28, 2013

WELCOME: The Story County Human Service Council meeting started on Thursday, March 28, 2013 with introductions from the following 26 people: Marie Martinez (ACCESS), Annie Randolph (ACCESS), Sipele Quezada (Ames Community Schools), Arti Sanghi (Central Iowa RSVP), Kathy Kriegler (Community & Family Resources), Shari Atwood (CyRide/Ames Area Metropolitan Planning Organization), Bethanie Langloss (Eyerly Ball), Nicole Seid (Eyerly Ball), Jeremy Johnson-Miller (HIRTA Public Transit), Carolyn Dixon (Heartland Senior Services), Patsy Besse (Homeward), Julie Saxton (Life-Line Resources), Amy Robak (LSI Crisis Child Care), Richard Sharpe (Mainstream Living), Meg Briesdorn (MIFTC), Deb Niehof (National Association of Mental Illness of Central Iowa), Lynn Scarlett (Nevada Chamber of Commerce) Jenna Carlson (Planned Parenthood), Nikki Lullman (Story County Community Services), Katy Johnson (Story County Extension & Outreach), Ronda Page (Story County Healthy Futures & Stork's Next YSS), Cari McPartland (The Salvation Army), Jill Hill (Youth & Shelter Services), Carolyn Steckelberg (YSS), Victoria Akinde (YSS), and Hope Metheny (YSS)

PROGRAM on HIRTA: Jeremy Johnson Miller provided an excellent program on HIRTA Public Transit's services and How to Ride HIRTA! **See attached sheet that explains HIRTA services & HIRTA brochures** discussed at the meeting.

1. **Does the suggested fee require the 60+ person to sign an application form.** Answer: Yes, to receive the \$1 or \$2 suggested fee in the brochure either the person or a person on their behalf would need to fill out an application form. Contact Jeremy for this form or you can download off the HIRTA website at <http://www.hirtapublictransit.com/NAPIS%20FY2013.pdf>.
2. **Do you have posters that you can distribute for agencies to publicize?** Answer Yes, call Jeremy
3. **Are Des Moines buses only going to the VA/Broadlawns or can they go elsewhere in Des Moines on those specific days.** Answer: They can transport anywhere in DSM upon demand.
4. **For the Nevada routes, are those less flexible? A client wanted to ride but the bus only went at certain times. When do the buses leave Nevada?** Answer: Jeremy explained that HIRTA took over in July with direct transportation in Story County for Heartland Senior Services. They are developing efficiencies in trying to get more people on the bus going to a location at the same time. HIRTA is not neglecting communities but just trying to operate the service as efficiently as possible. Shari Atwood commented that HIRTA operates as a transit system not as a taxi service so they are trying to transport a higher demand of people. What the individuals may want is a taxi and public transit is not that. Transit tries to serve the majority of the passengers the best way possible.
5. **Are there reduced fees for children when parents ride HIRTA with large families? Can 5 years and younger ride free? What is the minimum age requirement?** Answer: No, the \$2.00 low fee is the price. The fare is inexpensive for all. The age to ride HIRTA alone is really up to the parent.
6. **The DMACC service is a great service between Ames and Boone campuses.** Comment: Jeremy is requesting volunteers to be on a committee to help expand the ridership on this service if anyone is interested.

BUSINESS MEETING: Lynn Scarlett called the business meeting to order at 12:01p.m.

Approval of February 28, 2013 Minutes: No changes were made to the minutes which are attached; Patsy Beese 1st, Cari McPartland 2nd, Motion carried.

REPORTS:

TREASURER: Treasurer, Arti Sanghi, reported a balance of \$2,396.90 in the account. Arti also reported that we have 44 paid members on the Human Service Council.

ASSET PANEL: Nothing to report.

OLD BUSINESS:

PTP Update: Shari Atwood relayed that the Passenger Transportation Plan (PTP) had been taken to the Ames Area Metropolitan Planning Organization technical committee for comments and it was subsequently recommended to the AAMPO Policy Committee for formal approval. The AAMPO Policy Committee approved the 2013 PTP Update on Tuesday, March 26, 2013.

NEW BUSINESS:

ASSET Panel 1 Representative Nomination & Vote: Lynn indicated that there was a position open for ASSET Panel 1. Shari Atwood added that she sent out an e-mail requesting nominations for the volunteer position. No one volunteers. Shari added that Eyerly Ball's Director had mentioned that they're hiring on a new care coordinator in April and that individual would likely be interested in the position. Shari Atwood made a motion to table this until the April 2013 meeting. The motion was seconded by Arti Sanghi. Motion carried.

Story County Human Service Council Co-Chair Nominations: Lynn announced that her position ends in May and that the previous co-chair (Bill Dodd's position) had never been replaced after Big Brothers' and Big Sisters organization closed in Ames. Therefore both co-chair positions are open for next year. Arti announced two individuals for the co-chair nomination. Arti nominated Sipele (Tuionue) Quezada, homeless liaison for the Ames Community Schools and Julie Saxton with the Lifeline Resources. Julie was not in attendance at the time of the nominations. Shari asked whether Sipele accepted the nomination and she indicated she did accept. Cari McPartland moved that Sipele (Tuionue) Quezada for co-chair of the Story County Human Service Council. Nikki Lullman seconded. Shari Atwood confirmed whether Sipele wanted to be the 1-year term co-chair taking Bill Dodd's place or the two-year term co-chair taking Lynn Scarlett's position. Sipele wanted the 1-year term co-chair position. The motion passed.

Story County Human Service Council Treasurer Nomination & Vote: Lynn announced that Arti Sanghi's two-year term for the SCHSC Treasurer term was up. Shari indicated that Arti was agreeable to another term and therefore nominated Arti for another two-year term as Treasurer for the Story County Human Service Council. Arti moved for her to continue as Treasure for SCHSC. Lynn seconded the motion. Motion carried.

Other Business:

Story County Resource Guide: Lynn brought up that the Resource Guide was a topic of conversation at the recent Story County Quality of Life Alliance as an important resource for human service agencies throughout the county. At this meeting they mentioned that the resource was only as good as its accuracy. Sipele T. mentioned that the administration for the site relied upon 3 people which all left Story County. She indicated that she has since returned to Story County and wants to see the site be successful. Sipele announced that she is putting together a Taskforce to work on updating the Resource Guide and will be passing around a sign-up sheet. She stated that she's had some difficulties contacting Scott Walker who originally helped launch the online version of the guide. She indicated that she had several promotional items in her office but doesn't see worth in advertising the site when so many updates need to occur first. A member mentioned that the print is small when you go to print off information from the guide and whether the print type can be made bigger. It is 8pt on her machine it seems. Sipele passed around the Taskforce signup and she'll look to get a meeting(s) going in the next few weeks.

SCHSC Account Balance: Lynn mentioned that we had quite a huge balance in our account of nearly \$2400. She indicated that in September 2013, we will collect dues again and with 44 members collect another \$1,320. She stated that typically we like to have \$1,000 in the account in case things arise throughout the year. In previous years the SCHSC had offered mini-grant applications to the members and she asked the membership if we wanted to do something like that again? Shari stated that the grants occurred before her involvement with the council but mentioned that the grants were dropped as they didn't impact the entire membership but just select members each year. No one objected to reinstating the mini-grant back. Lynn indicated that we could check with United Way as they had a nice mini-grant application that we could perhaps copy and assign a committee toward in obtaining grants.

AGENCY SPOTLIGHTS:

NEXT BUS (CyRide): Shari Atwood presented information on how to obtain real-time bus information on CyRide's website, via texting or via a telephone. Shari said that the new technology was purchased 100% by the Government of the Student Body for the first three years. The technology provides arrival predictions on where the buses are in the Ames area. This is important especially during inclement weather as the information is provided based on when the bus will arrive, not just when it's scheduled to arrive. Shari shared the new look of the bus stops as well as the look of the digital signage at four locations on ISU campus. As a result, the customer can obtain near precise results of when the bus will pull up to their stop even if CyRide is behind schedule. For CyRide, management can see exactly where their buses are behind schedule and document where additional service is needed for the future. Shari shared that one of the neat things about the technology is for agency call takers. They can put their computers on www.cyride.com/nextbus and the page automatically refreshes once they designate the route, direction and stop they want to view. So an agency can isolate their given bus stops near their building and set the website to these bus stops so that when a client needs bus information, it's right at their fingertips for a given moment. (See attached presentation material passed out to group.)

Representative Payee Program (The Salvation Army): Cari McPartland discussed their Representative Payee program that they have at The Salvation Army. (See Representative Payee Brochure) Simply put, a payee helps a person manage their bills. Typically clients have a payee when the only source of income is Social Security and the person is on a fixed-income. Social Security typically will mandate that a person have a payee but there are also those that want help and are not currently required to have a payee. In those cases where individuals want a payee, call Cari and she'll help you through the

process. She indicates that a designation of a payee for an individual is ultimately a rights restriction and there is a process to go through. Social Security ultimately has to approve that taking away their right to manage their own finances. The Salvation Army charges \$39/month to manage the finances however, based on their income they may lower that amount so the program is affordable to certain clients. Cari indicated that all accounts are run through The Salvation Army's Vision Bank. They will prepare their monthly bills, prepare a individualized monthly budget and go over with them how their money is spent. They keep all the receipts to show the client where the money is going if the client is interested. Cari said that approximately 90% of clients just prefer to have The Salvation Army pay the bills and do not want to be involved in the bill paying. But some want to learn how to budget and strive to pay their own bills again. If you know of someone that wants a payee, it's better to get the process going early in the month as it takes time to transition to this payee process. Typically, the Salvation Army distributes checks and provides allowances for the week to clients on Monday afternoon or Tuesday morning. The clients do need to manage the allowance they get once a week and they ask them to keep the receipts they spend their money on but not all clients do this. Cari explained that if a new bill came about or a change in expanses (cell phone died, so need a new phone), that the client needed to make an appointment and come in to rework the budget. They encourage clients to make appointments and not just drop by to discuss their budget. Cari indicated that she seems to be getting clients that had payee at other agencies so they now ask the question if they had a payee elsewhere. Cari indicates that these seem to be more difficult clients to deal with but The Salvation Army does not deny them the service and they welcome the challenge. Cari relayed that they do refer clients to MICA's Woman w/ Initiative program and budgeting process if they need that guidance.

Cari indicates they also have Rent Utility assistance and can help out with deposits or alleviate disconnection. She explained that they only provide this assistance once a year per individual. Some individuals know about the once a year so they'll come back the next April they want the free rental assistance. At that point The Salvation Army counsels them and gets them into a budgeting program. Cari also explained that the City of Ames currently has a trial assistance program in the month of April where they will pay the 1st month rent or deposit on Thursday between 2-4pm. (See attached City of Ames' updated flyer from Vanessa Baker-Latimer regarding this CDBG program which extends this program through the end of April.)

Next meeting 4/25/13: Lynn communicated that the next SCHSC meeting will be April 25, 2013. RSVP's Disaster Preparedness will be the program. The Agency Spotlights will be provided by Boost Together for Children and Story County TJC program.

AGENCY SHARE TIME:

"Nevada Chamber of Commerce" – June 4th will be the Nevada Farmer's Market! More details will be announced soon.

"Youth & Shelter Services" – YSS is having a Risky Business Confernce. Register at <http://www.yss.ames.ia.us/>

"Story County Community Services" – Nikki Lullman explained that low-income individuals can come to SCCS for various assistance.

"Eyerly Ball" - Cathy Digas will begin work on April 15th. She will be the provide care coordination for Eyerly Ball and coordinate with all health providers. Referrals are now welcome!

“HIRTA” – Anyone Can Ride Story County Transportation brochures are available. If anyone needs more or wants more information, please call Jeremy.

“Ames Community Schools” – Sipele announced that she obtain several names of individuals wanting to be on the Resource Guide taskforce. She will send out an e-mail to get a meeting soon!

Julie Saxton arrived at the Human Service Council meeting. Cari McPartland moved that Julie Saxton be the new co-chair for Story County Human Service Council. Deb seconded the motion. Motion carried.

“NAMI” – Deb Niehof explained that there will be an arts event showcase on April 16th at 7:00 pm at the Trinity Church. This is open to the public.

“Story County Community Partnerships” – Family Fest will be Saturday, April 6th at the Ames High School between 12:30pm and 4:30pm. This event showcases resources and activities available to the families of Story County. Agencies still wanting to host a booth can still get signed up. Call Kaitlyn Hofeldt at 956-2591 or e-mail her at khofeld@dhs.state.ia.us. (See Family Fest flyer)

“Heartland Senior Services” – Carolyn Dixon announced that you can connect with many services that HSS offers. Call 233-2906 for more information.

“CyRide” – CyRide announced that the articulated bus that bends in the middle is now in service and is the talk of Twitter! For anyone wanting to ride, the bus is only on the #23 Orange Route so go to the Ann Campbell Park & Ride at Iowa State Center to ride the articulated bus!

E-mail your announcements, brochures, flyers to Shari Atwood at satwood@cyride.com by end of day Friday following the SCHSC meeting and they will be e-mailed out with the draft minutes of each meeting the following Monday. (Otherwise, I’ll scan in a copy of what I’m provided at the meeting)

Story County Human Service's Council
CyRide Spotlight: NEXT BUS
3/28/2013

Background:

NEXT BUS technology was funded 100% via the Government of the Student Body is based upon Global Positioning Satellite and cellular technology where buses communicate directly with a server and databases. Information uploaded includes the bus' current location and its rate of progression through its route. Based on historical averages, day of the week and time of day, the databases make an algorithmic calculation that provides arrival predictions to a customer through their telephone, smartphone or computer.

Bus Stop Changes: CyRide has added a second bus stop sign to all of its 425+ bus stops located directly below the current "Cy" CyRide bus stop sign. The signs will provide customers with the necessary information to immediately access the NEXT BUS system. Each stop has its own unique identification number, a local telephone number, a text message number and a QR code.



In addition, large LED digital signage will be installed on Iowa State University campus at major transfer locations providing bus arrival information for passengers waiting at these bus stop locations. These four locations are:

- Student Services
- Friley Hall
- Kildee Hall
- Bessey Hall



Benefits: The benefits of this technology are two-fold:

- **For the Customer:** CyRide's passengers can benefit from this technology by knowing where the bus is located and when it is expected to arrive at a bus stop. This can help passengers effectively plan their transportation in a way that is convenient for them, especially in inclement weather. Also, advanced features of the technology allow a customer to [set alerts](http://www.cyride.com/nextbusalerts) (<http://www.cyride.com/nextbusalerts>), so that they can be notified when the bus is near the bus stop.
- **For CyRide:** CyRide staff can manage the transit system as efficiently as possible. CyRide's dispatchers now have the capability to scan a live map that automatically alerts them to any system abnormalities such as late buses or buses deviating from their route. Historical reports can also be developed to aid in route planning or to answer a customer's question about a bus trip.

Your Information When You Want It!

CyRide provides bus prediction service via a system called NEXT BUS where a telephone, mobile device or web-enabled computer can be used to view exactly where a bus is located and its predicted time of arrival. The information below provides specific instructions on how to access this information in these formats.

NEXT BUS VIA WEBSITE (PC, Tablet or Smartphone)

Step 1: Visit www.cyride.com and click on the [NEXT BUS](#) button



OR visit www.cyride.com/nextbus.

Step 2: Select your desired route.

Step 3: Select your direction of travel (if applicable)

Step 4: Select your bus stop.

Select your route/direction/stop to obtain GPS-based arrival times:

Route:

Direction:


Stop:

Destination:

(optional)

Tracked vehicles for route 1 Red East in:

16 minutes
36 minutes
51 minutes

 ? min

Stop number: 1208
Phone: 515-509-2609
SMS: 41411 "cyride 1208"

For other routes serving same stop:

15 min (2 Green East Mall via Ames High School)
55 min (2 Green East Mall via Ames High School)
75 min (2 Green East Mall via Ames High School)

Valid as of 11:25 AM Tuesday, March 19

Update page address so that it can be bookmarked

- Shows next 2-3 buses that will arrive at that stop
- Lists other routes serving that same stop
- Page refreshes every 20 seconds showing valid as of time/date under gold box (call taker could have the page up all day for a certain stop!)
- Allows user to bookmark page in their browser.
- Shows the stop number #1208 in case user wants to text/call for information later. If a frequent stop you board, memorize or utilize the CyRide wallet card.

NEXT BUS VIA TEXTING

Step 1: Text "CyRide + the Bus Stop #" to 41411

Ex. SCCS Bus stops = **CyRide 1063** is bus stop @ S 3rd/Kellogg

OR **CyRide 1004** is bus stop @ Walnut/S.3rd – shelter on Walnut

- There must be a space between "CyRide" and the "Bus Stop #" when texting.
- Message and data rates may apply (based upon your plan with your cell carrier). At no point will CyRide or NEXT BUS charge you for their service.
- Bus Stop numbers can be obtained by visiting www.cyride.com/busstops or by looking for the stop number on the bus stop signs. To keep track of the bus stop you frequent the most, print off [CyRide's Wallet Card](http://www.cyride.com/walletcards) at www.cyride.com/walletcards (The new bus stop signs will be installed beginning Jan. 30, 2013 by route).
- For first time users, NEXT BUS will prompt you with a welcome message.

Step 2: Follow the prompted menu options. For instance, a reply message may ask which route if more than one route services the stop you are requesting.

NEXT BUS VIA CALLING

Step 1: Call 515-509-2609

Step 2: When prompted, enter your bus stop number. Ex. Collegiate United Methodist Church = **CyRide 1207** is bus stop @ Hyland/Lincoln Way (East)

OR **CyRide 1179** is bus stop @ Hyland/Lincoln Way (West)

Bus Stop numbers can be obtained from:

- CyRide's [list of stop identification numbers](http://www.cyride.com/busstops) (www.cyride.com/busstops)
- CyRide bus stop signs (each sign has a different number)
- To keep track of the bus stops you frequent the most, www.cyride.com/walletcards

NEXT BUS VIA QR CODE

For those that have a **QR Application** on their smart phone, you can utilize the application and scan in the QR (quick response) code on any CyRide bus stop. An example is QR Droid but there are MANY QR applications available on Google Play or i. Once you scan, the QR Droid will quickly provide a link of the next buses coming to that bus stop.

NEXT BUS VIA MAPS

If you are unsure of your stop number, or you would like to view a map displaying the next arrival times as well as a visual of the current location of buses servicing the Route you have selected, use the following:

- [Google Map](http://www.nextbus.com/googleMap/?a=cyride) (<http://www.nextbus.com/googleMap/?a=cyride>) or
- [Live Map](http://www.nextbus.com/predictor/publicMap.shtml?a=cyride) (<http://www.nextbus.com/predictor/publicMap.shtml?a=cyride>) (requires JAVA not available on most smart phones)
- VIA GPS - If your device has GPS capability, you can use a special link that will find your location automatically to identify the nearest stop: http://www.nextbus.com/webkit/#_home

You can also find these map links at www.cyride.com/nextbus. You will need to choose the routes you want to view by either clicking "routes" in the center of the Live Map version or by clicking the paper with lines on the upper right hand corner (tan header bar) of the Google Map page. Once you get the routes you want displayed, simply mouse-over or touch the bus stop of your choice to obtain the time

CyRide NEXTbus Wallet Cards

Clip out cards and fold in half. Use to keep track of your frequently used stop numbers. Find your stop number online at www.cyride.com or posted at your bus stop.



fold in half
v


Frequently used CyRide Bus Stops	
ROUTE/LOCATION	STOP NUMBER
_____	_____
_____	_____
_____	_____
_____	_____

VOICE
Call 515-509-2609 and say or enter your stop number.

QR SCAN
Scan the QR code posted at your bus stop with a scan enabled smartphone.

SMS TEXT
Text CyRide and your bus stop number to 41411.

ONLINE
Visit CyRide.com and click on the NEXTbus link.



*Find your stop number online at www.cyride.com or posted at your bus stop.

^
fold in half
v


Frequently used CyRide Bus Stops	
ROUTE/LOCATION	STOP NUMBER
_____	_____
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_____	_____

VOICE
Call 515-509-2609 and say or enter your stop number.

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Scan the QR code posted at your bus stop with a scan enabled smartphone.

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ONLINE
Visit CyRide.com and click on the NEXTbus link.



*Find your stop number online at www.cyride.com or posted at your bus stop.

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fold in half



Human Service Council (HSC) Meeting Minutes Thursday, April 25, 2013

WELCOME: The SCHSC meeting started on Thursday, May 25, 2013. The following 25 people introduced themselves. Sipele Quezada (Ames Community Schools), Samantha Goodman (Bickford Assisted Living), Geff Gescheidler (Boys & Girls Club of Story County), Mark Kubik (CCJ), Arti Sanghi (Central Iowa RSVP), Sarah Newswander (Childcare Resource and Referral), Craig Sosby (Community and Family Resources), Kathy Dinges (Eyerly Ball), Susan Peterson (Heartland Senior Services), Patsy Besse (Homeward), Julie Saxton (Life-Line Resources), Stacey Maifield (Lutheran Services in Iowa), Laura Bender (Lutheran Services in Iowa), Richard Sharpe (Mainstream Living), Lynn Scarlett (Nevada Chamber of Commerce), Katy Johnson (Story County Extension & Outreach), Nikkie Lullman (Story County Community Services), Amy Peters (Story County Sheriff's Department), Jill Hill (YSS), Carolyn Steckelberg (YSS), Ashley Linduski (YSS), Kaylie Engelen (YSS), Thuner Whipple (Life-Line Resources), Kris Eastman (Mainstream Living), and Sonja Hayes (Ames Community School)

PROGRAM: The program from RSVP on Emergency Assistance will be rescheduled for next year.

BUSINESS MEETING: Lynn Scarlett called the business meeting to order at 11:50am.

Approval of March 28, 2013 Minutes: There were no changes. Sipele Quezada 1st, Marion Kresse seconded, motion carried.

REPORTS:

TREASURER: Treasurer, Arti Sanghi, reported a balance of \$2,396.90 in the account.

ASSET PANEL: Meeting was rescheduled as there were not enough members.

OLD BUSINESS:

ASSET Panel 1 Representative Nomination & Vote: Susan Peterson nominated Kathy Dinges (Eyerly Ball) for Asset Panel 1 Representative. Amy Peters 2nd. Motion approved

NEW BUSINESS:

SCHSC Mini-Grant Discussion: SCHSC members agreed for allocation of four mini grants of \$350 each to agencies who are selected by the committee. The grant application was circulated and it was decided that the deadline to apply would be May 10th. A committee will be formed to go through the applications and the decision will be announced on May 23rd.

Story County Resource Guide Discussion: It was proposed that SCHSC will act as an umbrella for the website hosting for Story County Resource Guide. This means that SCHSC will be responsible to pay yearly dues for the site and also oversee ISU students who will be maintaining this site. The motion for approval will be brought up in the May meeting. The total cost to host the website will be discussed in the May meeting.

OTHER BUSINESS:

Ice Cream Social: Members agreed to have a Ice Cream social on May 23rd at the next SCHSC meeting. Nikki 1st, Patsy Beese 2nd, motion carried.

AGENCY SPOTLIGHTS:

BOOST TOGETHER FOR CHILDREN PROGRAM : Marion Kresse spoke about **Boost Together For Children Program**. The mission of this program is to help individuals and their communities to improve the well-being of children, ages birth to 5, and their families. Goal is to work in collaboration with citizens to improve the lives of children and families in Boone and Story Counties. (See attached brochures.)

THE TRANSITION FROM JAIL TO COMMUNITY (TJC): Amy Peters spoke about The Transition from Jail to Community (TJC). The TJC goal is to improve public safety and enhance reintegration outcomes like reduced reoffending, reduce substance abuse, reduced homelessness etc. Focusing on reentry from jail presents an opportunity to have a significant impact. This program help individuals reconnect with the services available in the community. (See attached brochures.)

Next meeting 5/23/13: Lynn communicated that the next SCHSC meeting will be May 23, 2013. Please RSVP and let us know if you will be attending the May 23rd meeting.

AGENCY SHARE TIME:

- **Homeward:** Free immunization clinic offered on 2nd and 4th Tuesday of the month from 4:30-6:30. Donations are welcome.
- **Boys & Girls Club of Story County:** Summer program will be starting on June 10th.

E-mail your announcements, brochures, flyers to Shari Atwood at satwood@cyride.com by end of day Friday following the SCHSC meeting and they will be e-mailed out with the draft minutes of each meeting the following Monday. (Otherwise, I'll scan in a copy of what I'm provided at the meeting)



Human Service Council (HSC) Meeting Minutes Thursday, May 23, 2013

WELCOME: The SCHSC meeting started on Thursday, May 23, 2013. The following 35 people introduced themselves. Mandy Conrad (ACCESS), Sonja Hayes (Ames Community School), Sipele Quezada (Ames Community Schools), Mark Kubik (CCJ), Arti Sanghi (Central Iowa RSVP), Sarah Newswander (Childcare Resource and Referral), Craig Sosby (Community and Family Resources), Kathy Dinges (Eyerly Ball), Kaitlyn Hofeldt (Story County Decatorization/ CPPC/PP), Shari Atwood (CyRide/Ames Area MPO), Susan Peterson (Heartland Senior Services), Ronda Page (Healthy Futures/Stork's Nest of Story County), Jeremy Johnson Miller (HIRTA), Patsy Besse (Homeward), Katy Johnson (Iowa State Extension), Theodore Fuhs (Life Connections), Chrissa Anestad (Life Connections), Laura Dhyne (Life Connections), Stacey Maifield (Lutheran Services in Iowa), Laura Bender (Lutheran Services in Iowa), Richard Sharpe (Mainstream Living), Kris Eastman (Mainstream Living), Melissa MacDonald (MICA), Helen Benker (MICA), Deb Niehof (NAMI), Lynn Scarlett (Nevada Chamber of Commerce), Heather Clark (Parent Partner), Nikkie Lullman (Story County Community Services), Tricia Crain (The Arc of Story County), Cari McPartland (The Salvation Army), Jane Larkin (YSS), Jill Hill (YSS), Ashley Linduski (YSS), Kaylie Engelen (YSS), and Shellie Orngard (Volunteer Center of Story County). Everyone attended enjoyed ice cream sundaes provided by SCHSC.

PROGRAM: Helen Benker provided an excellent program on MICA Family Development services. **See attached sheet that explains MICA's services** discussed at the meeting.

BUSINESS MEETING: Lynn Scarlett called the business meeting to order at 11:45 am.

Approval of April 25, 2013 Minutes: There were no changes from the council membership. Patsy Beese 1st, Cari McPartland seconded, motion carried.

REPORTS:

TREASURER: Treasurer, Arti Sanghi, reported a balance of \$2,396.90 in the account.

ASSET PANEL: No report was made.

OLD BUSINESS:

Story County Resource Guide Discussion & VOTE: Lynn communicated that this is a continuation from last month's meeting where Sipele brought to the group the idea that the online Resource Guide should be owned/managed by the Story County Human Service Council. Sipele continued indicating that under the proposal provided that the SCHSC would be the umbrella agency for the storycountyresourceguide.org. Then she proceeded to read through the proposal as written and each of the duties as assigned. **SEE ATTACHMENT** Sipele indicated that the council would need to provide an overall commitment of \$500 towards the Resource Guide. She went on to explain the

breakdown of the \$500. The web hosting would be \$25/month (\$300/year) or \$275 if the council provided an annual one-time payment. In addition, there would be additional costs of about \$20-\$30 for domain fees. The remainder of the \$500 would be ongoing costs such as changes to the group categories and other site design.

Questions that were asked are as follows:

- 1) What happens after the first year? Where is the commitment from ISU or another host agency after year one? - We hope for a continued relationship with ISU. The ongoing responsibility would be a minimum of \$300. Shari relayed that we have 44 members this year and had 35 last year. At 44 members, we'd bring in a total annual revenue of \$1,320. We traditionally spend less than \$500/year on the networking lunch, ice cream and website.
- 2) Can agencies do updates now on the Resource Guide? Yes, their site administer can if they're still with the agency.
- 3) Will a subcommittee be formed then? Yes, we plan to meet over the summer and then start meeting with the students this fall with a re-launch in January 2014. Subcommittee members should plan for monthly meetings until the launch. Initial Subcommittee members volunteering at the meeting are: Susan, Kaitlyn, Jeremy, and Cari.

Lynn asked if there was a motion to approve the Story County Human Service Council taking over the Story County Resource Guide & commitment of \$500 over the next year. Helen Benker made the motion above; Deb Niehof 2nd. Motion approved.

NEW BUSINESS:

SCHSC Mini-Grants: Lynn shared that the SCHSC received 6 grant requests from members of the Human Service Council. A committee made up of Lynn Scarlett, Shari Atwood, and Sipele Quezada reviewed the applications is making a recommendation to the human service council to fund four mini grants of \$350 each to following agencies:

- **NAMI of Central Iowa** – Wii for their Mental Health Wellness Center participants
- **Story County Alliance for Energy Efficiency** (VCSC, RSVP & MICA) – Weatherization for approximately 8 homes.
- **Youth and Shelter Services (YSS)** – Diapers for low-income families of which general state/federal governmental assistance does not cover
- **Heartland Senior Services** – camera with upgraded photo storage & video capabilities. Current camera is obsolete that upgraded storage card is no longer in production. It only allows storage for 21 photos.

Each of these mini-grant purchases will impact residents of Story County directly or increase the awareness & visibility of an agency throughout the county. Lynn communicated that the two agencies not funded were Eyerly Ball (transportation cab rides) and Volunteer Center of Story County (funding to train Story County agency volunteers).

Lynn requested a motion to approve the recommendation and payment of \$350 each to the above organizations. Cari McPartland made the motion and Helen Benker 2nd. Motion carried.

ASSET Panel Representatives Value to the Human Service Council Discussion: Lynn indicated that Shari Atwood e-mailed her on the value of having four ASSET Panel Representatives report to the Human Service Council. (Actually another HSC member asked this to Shari Atwood.) It was

discussed that in today's world of e-mail and websites, that ASSET issues were probably communicated out better and it was asked to the council if the ASSET Panel Representatives were still serving their purpose. Much discussion followed. Shari Atwood relayed that it seemed as if not much communication between the HSC and the Panel Representatives seemed to occur during the meetings over the past several years. She asked if there was value with having 4 representative as it seems as if much communication is about the entire ASSET process as opposed to be specifically related to only one Panel. Patsy Beese and Shellie Orngard both cited examples of why having ASSET panel representatives were important to continue and that a representative under each Panel is necessary. They both relayed that each type of PANEL represents really different services within the county. Someone from Health Services probably couldn't answer a question that ASSET leadership had for Children Services for instance. They also stated that while not much communication has been done in the past few years that ASSET leadership has asked panel representatives to bring questions back to the SCHSC for comments to get a majority opinion. Lynn stated that it seems as if the process is working and should continue.

(The PANELS are: Panel 1 – Health Services; Panel 2 – Basic Need Services; Panel 3 – Children's Services; Panel 4 – Prevention/Support Services.)

OTHER BUSINESS:

No other business was discussed.

AGENCY SPOTLIGHTS:

COMMUNITY AND FAMILY RESOURCES : Craig Sosby presented services that CFR provides to residents of Ames/Boone for Mental Health and Substance Abuse. He relayed that they also have residential services in Ft. Dodge. He communicated that they provide services to many outpatient groups and also provide continuing care. CFR does have a sliding fee depending on income, take insurance as well as Title 19. CFR also provides new groups such as Anger Management Group and PTSC Group. He stated that he has an access to recovery service flyer for those that want this information.

ADOLESCENT PREGNANCY PREVENTION (YOUTH & SHELTER SERVICES): Ashlie Linduski relayed that she provides ongoing talks with kids about their sexual health. They've been doing this in Boone County for quite some time and recently expanded this to Story County. The program is called Teaming Together 4 Teens. (See attached Teaming Together 4 Teens brochure.) She indicated that her goal now is to reach out to the schools throughout Story County and provide curriculum to the school systems if needed. She said that some schools already have their own curriculum but some do not. She passed around "The Facts: Adolescent Sexual Health in Story County" to the group which provides statistical information for Story County which some may not be aware of. (See The Facts: Adolescent Sexual Health in Story County pamphlet). Ashlie expressed that parents need to discuss sex, love and relationships with their kids as they grow up

so that as they get to be a teen that they feel more comfortable coming to their parents with more difficult questions about their sexual health.

Keylie Englenen relayed that her position discusses sexual health issues with the broader community and is more comprehensive materials. She passed out a postcard – POWER Though Choices My Life, MY CHOICES. She mainly works with mainly with foster/adopted kids and substance abuse facilities but is interested in the broader community for anyone interested.

Ashlie also relayed that they are now on Twitter and Facebook which allows teens to contact them directly to ask questions. They communicated that it may be difficult for a teen to ask their questions during class and the social media allows the real questions to be asked at any time. Ashlie and Keylie communicated that their job is to educate and provide a way for teens to receive factual information about their sexual health.

ORCHARD PLACE: Sarah Newswander discussed the Childcare Resource & Referral program. Sarah communicated that all services are FREE through DHS. Sarah provides resources throughout Region 4, approximately 19 counties. CCR&R empowers parents by providing the information they need to make informed decisions about what child care to utilize. She stressed that CCR&R makes referrals to available childcare, not recommendations. It is the parents' decision to chose their child care. CCR&R also provides assistance to the Child Care Provider. A member asked if CCR&R does anything to help communities put together a childcare in their community? Yes, CCR&R will walk the provider through the steps of what they need to do to get a childcare up and going. (See attached Iowa Child Care Resource & Referral brochure)

Next meeting 9/26/13: Lynn communicated that the next SCHSC meeting will be September 26, 2013.

AGENCY SHARE TIME:

- **Nevada Chamber:** Nevada's Farmers Market is June 4, 2013 from 5-7pm by Nevada City Hall. http://www.nevada-iowa.org/index.cfm/29172/48013/midtown_market
- **The Salvation Army:** June 4th from 1-4pm – Sign up for SNAP – Supplemental Nutrition Assistance Program! Also, on the 2nd Tuesday The Salvation Army supports Project Iowa for those looking for work in the manufacturing field and CNA.
- **Homeward:** Patsy Beese shared that they are currently waiting to be awarded a grant to allow child immunizations for those on Medicaid or without insurance. She is optimistic they will receive the grant.
- **NAMI of Central Iowa:** Deb Niehof relayed that at their June 18th meeting they will have a doctor discussing Bipolar disorder. Their annual garage sale will be August 9-10 so if anyone has items to donate, please let her know. NAMI is also having a new class called Basics. It's a 6-week Educational Program for Parents/Caregivers of Children and Adolescents with Mental Illness. This also includes behavioral issues, emotional issues, ADHD, Aspergers, depression, ODD, bipolar disorder, etc. (See separate attached flyer.)
- **CPPC:** Kaitlyn is accepting backpacks for all and hope to have them all by July 1st!

- **YSS:** Jay Walker communicated that they have summer camps coming up for teen volunteers. See "Be the Change" flyer. The "Be The Change!" camp is for students entering 7th-9th grades in the fall. The camps focus on job skills and volunteering in the community. The camp in Ames is July 15-19th. Transportation, lunch and snacks are provided!
- **Healthy Futures** – Ronda Page said thanks for the diapers funded through the HSC mini-grant. Many do not know that diapers are not subsidized through any governmental program. She's seen kids in kitchen towels because parents cannot afford disposable diapers. This award will go a long way for kids.
- **Volunteer Center of Story County** – Shellie Orngard said that their upcoming training is June 5th/6th. This will allow agencies to build up their volunteer base while also keeping their costs low. She also relayed that they have free tutoring for K-3. They are looking for volunteers to help kids read better.
- **Life Connections** – Theodore Fuhs(t.fuhs@lifeconnections4u.net), Laura Dhyne(l.dhyne@lifeconnections4y.net) and Chrissa Auestad(c.auestad@lifeconnections4u.net) introduced themselves as new to the Human Service Council. They provide in-home behavioral counseling and therapy in Marshalltown and are now expanding their service to Story County.
- **HIRTA** – No announcements but brought brochures for anyone that wants them.
- **CyRide** – Shari Atwood communicated that she brought new summer schedules and they're available at the door. Also, for those curious, CyRide is going through construction at their facility now. CyRide is expanding the inside storage facility to hold 11 buses, building a floodwall, increasing the indoor height of the older portion of the facility so that our hybrid buses can drive through the entire facility without hitting the top and redoing the parking lots building a circulation lane around the property. Visitors are advised to enter through the east gates at 6th/University throughout the entire summer.
- **Ames Schools** – Sipele announced that she's the Homeless Liaison for the Ames community School District. She is putting together welcome packets for those that she will serve this fall. Sipele is looking for brochures from agencies that would specifically help her clients for this welcome packet. Let her know if you're willing to provide her with brochures!

E-mail your announcements, brochures, flyers to Shari Atwood at satwood@cyride.com by end of day Friday following the SCHSC meeting and they will be e-mailed out with the draft minutes of each meeting the following Monday. (Otherwise, I'll scan in a copy of what I'm provided at the meeting)



Human Service Council (HSC) Meeting Minutes Thursday, September 26, 2013

WELCOME: The SCHSC meeting started on Thursday, September 26, 2013. The following 36 people introduced themselves. Sipele Quezada (Ames Community Schools), Mark Kubik (Center for Creative Justice), Arti Sanghi (Central Iowa RSVP), Cris Broshar (Childcare Resource and Referral), Bernadette Seebert (Community That Works), Kathy Hanson (Community That Works), Kristen Buttermore (Creative Counseling), Cheri Degroot (Creative Counseling), Kaitlyn Hofeldt (Story County Decatorization/ CPPC/PP), Shari Atwood (CyRide/Ames Area MPO), Sally Frotscher (Girl Scouts of Greater Iowa), Jeremy Johnson-Miller (HIRTA Public Transit), Susan Peterson (Heartland Senior Services), Patsy Besse (Homeward), Alison Boelman (Iowa State Extension), Stacey Maifield (Lutheran Services in Iowa), Amber Schaefer (Mainstream Living), Kris Eastman (Mainstream Living), Rebekah Clark-Rshyna (MICA), Helen Benker (MICA), Meliisa MacDonald (MICA), Meg Greisdorn (Mid-Iowa Family Therapy), Deb Niehof (National Alliance on Mental Illness of Central Iowa), Jenna Carlson (Planned Parenthood), Diana Schmidt (Raising Readers), Nikkie Lullman (Story County Community Services), Amy Peters (Story County Sheriff's Department), Cari McPartland (The Salvation Army), Jean Kresse (United Way of Story County), April Notte (Youth & Shelter Services), Laura Bell (Youth & Shelter Services), Krystyra Thompson (Life-Line Resources), Carolyn Steckelberg (Youth & Shelter Services), Ronda Page (Youth & Shelter Services), Nassrene Hashemi-Toroghi (Youth & Shelter Services), Roberta Milinsky (Youth & Shelter Services).

PROGRAM: Barb Wollan with ISU Extension provided a program on the new Healthcare Marketplace. (Please call Barb with questions or attend a future FREE Healthcare Workshop!)

Barb discussed that she has been trying to understand the Affordable Care Act (ACA) for months and is not yet an expert and does not anticipate in this short meeting to make experts on the new Healthcare Marketplace going into effect October 1st. She stated that while the ACA was highly political and may not be a complete fix for healthcare as far as cost, the experts believe that having health insurance for everyone is smart and will save money. Today she is here to discuss the obligations and opportunities that exist with the new Healthcare Marketplace that will go into effect October 1st.

Obligation – There is an individual mandate that everyone is required to have health insurance by January 31st, 2014. For those that do not have health insurance there will be a \$95 – 1% income tax penalty the first year which will increase for each year you do not have health insurance. When the full penalty is in force, it will be a 2.5% increase. Those exempted from this penalty are those with a low income that do not file a tax return, those that would pay more than 8% of their income for health insurance, religious exemptions, undocumented immigrants, incarcerated people, and native Americans tribe members.

Opportunities- This is the area that Barb focused on the most. On January 1st, no one will be denied health coverage due to pre-existing conditions nor can companies charge astronomical fees for having any pre-existing condition. The only factors that will raise health care coverage costs are age, geography (where you live in the US), and tobacco usage. Barb stated the best way to compare policies of the Healthcare

Marketplace is online. You can compare over the phone, snail mail and in person but those methods will be challenging. Comparisons should be easier as all health insurance companies need to meet basic certain things to be eligible for the Health Marketplace. In addition, health insurance companies will be utilizing the same medical definitions for the consumer to compare plans.

- Who does the Healthcare Marketplace help? Unemployed, Self-employed, Part-time workers and uninsured.
- Who does the Healthcare Marketplace not impact? Employer based plans, Medicare, Tricare, and Medicaid

Barb stated that the plans are divided into four broad categories: Bronze, Silver, Gold and Platinum. The Bronze plan pays 60% of the costs with you paying 40%. Silver pays 70% with you paying 30%; Gold is at 80/20% and Platinum is at 90/10%. Furthermore, Bronze has the lowest premium with Platinum at the highest premium. But Bronze also has the higher copays/deductibles with Platinum having the lower copays/deductibles. It all depends on a persons' risk tolerance and when they want to pay the higher costs, within the premium or when you receive the medical care.

Barb stated there is also a "Catastrophic Plan" which has a high deductible of \$5,000-\$6,000. This plan is for under 30 years (or it could be 30 and under; she hasn't yet got this identified) where an individual would be covered in case a horrific medical emergency occurred. This plan has the lowest of premium costs though. Prevention medicine (mamagram, annual physical, colonoscopy, etc) are still FREE (no copy) as with any other plan under the Healthcare Marketplace. However, you'd pay out of pocket for most medical needs.

Cost Reduction Information—

If you are 400% of poverty level you may qualify for some of the following cost reductions or reduced premiums and lower copay/deductibles. For a family of 4, this is \$94,000/year. Barb explained that some may qualify for tax credits in getting this reduce premiums. She also explained that some people can't afford to pay any premiums throughout the year and wait for that annual refund at tax season. For this reason, some low-income folks can get this premium tax reduction monthly instead of at the end of the year in their tax refund. The tax refund would go directly to the provider to help pay the premium cost. Barb also cautioned people to not increase these tax credits too much else you would end up paying it back at the end of the year if you estimated too high of a tax credit for yourself.

Barb also explained that families 250% of poverty level can also get assistance with out-of-pocket costs of deductibles/copays. This would be \$58,000 for a family of four. However, individuals would need to choose a Silver plan (70/30) or higher for these reduced costs.

Lastly Barb explained the Expansion of Medicaid in Iowa called Iowa Health & Wellness Plan (IHOP). For individuals/families 100% of poverty there will be no-copays or premiums. If individuals used the ER and didn't need the ER, there would be a copay for this service. However individuals/families will need to do prevention medicine or else the next year they will pay the premiums (Barb wasn't sure if this last part was approved by the government yet.) This will insure all lowans age 19-64 with incomes under 138% of the Federal Poverty Level. This will replace IowaCare which expires on 12/31/13. Barb indicated that they are still trying to figure out if they can get existing IowaCare recipients into the Marketplace programs without having to do anything and they will determine that by 10/31/13. For those individuals/families 101%-133% poverty, Medicaid will help bring down the cost of the premiums that consumers choose within the Healthcare Marketplace.

Finally, Barb is promoting **FREE WORKSHOPS within Story County** to the general public for anyone wanting to know more. For a listing of these FREE WORKSHOPS go to <http://www.extension.iastate.edu/story/news/smart-choice-health-insurance> or **see the flyer within the agency sharing information**. This workshop will discuss the healthcare changes as well as how to navigate the Healthcare Marketplace to compare/choose a plan. No pre-registration is required. For Questions: call 515-382-6551.

Planned Parenthood has been hiring to provide “navigators” which will help facilitate the public through the new Healthcare Marketplace.

Shari Atwood asked whether the expanded Medicaid program would have new or different cards to identify this population. CyRide provides discounted rides to Medicaid recipients which was a change implemented with the Jan 2012 fare increase. CyRide needs a way to identify these individuals utilizing the expanded program.

BUSINESS MEETING: Sipele Quezada called the business meeting to order at 12:16pm

Approval of May 23, 2013 Minutes: There were no changes from the council membership. Shari Atwood 1st, Cari McPartland seconded, motion carried.

No Additions/Deletions to the Agenda were made

REPORTS:

TREASURER: Treasurer, Arti Sanghi, reported a balance of \$1,249.67 in the account. Arti relayed there were nine paid memberships. Dues of \$30/organization are due to Arti and checks should be made payable to United Way of Story County but place “Story County Human Service Council membership dues in the memo line.” Arti explained that SCHSC has closed their account with US Bank and now passes their finances through UWSC to avoid the IRS requesting a tax identification number which the Council did not have since they opened the account in 1982. For a Membership Registration form, go to <http://storycountyhumanservices.org/wp-content/uploads/2013/08/Membership-Registration.2013.pdf>

ASSET PANEL: Mark Kubik stated that funding requests were due on 9/27 at noon.

RESOURCE GUIDE: Sipele Quezada explained that the Resource Guide Committee met over the summer and discovered that there were several hundred dollars (\$633) worth of back hosting fees due to keep the www.storycountyresourceguide.org website viable before even starting to update the site with necessary changes. This cost was over what the Council had authorized the committee to spend. Therefore, to keep the site going it would be double the cost which was outside the Council’s financial resources. Therefore, it was decided to let the online Resource Guide expire and go in another direction. The committee is currently working on an updated hard copy of the guide that will be added to our www.storycountyhumanservices.org website in pdf’s so that all organizations can download the information. The committee was requesting changes to the categories within the Resource Guide and requested input. The categories have been attached to the minutes. If your organization doesn’t see a place for your organization to “fit” please let Sipele know. Sipele indicated that the survey would be going out to organizations in the next month or so.

OLD BUSINESS:

WEBSITE & CALENDAR: Shari Atwood passed out directions on how to post your SCHSC member events to http://storycountyhumanservices.org/?page_id=14. This is to promote your organization's events to the public. The calendar was also initially felt to be important to see whether your organizations' event is on another day where another SCHSC member is having an event. The gmail account and password is shared among members therefore shouldn't be shared online. If you are a SCHSC paid member and need a copy of these directions, please e-mail Shari Atwood at satwood@cyride.com. The SCHSC officers will be promoting the use of this calendar at each meeting throughout the year for members to utilize.

NEW BUSINESS:

Resource Guide Survey Input Discussion: This was already discussed under the reporting information.

RSVP Transportation Program Cost Update Discussion: Arti relayed that RSVP can no longer charge a fee for the Volunteer Transportation Program to clients. Therefore this cost information on the Story County Transportation Brochure needs to be revised to state there will be a "Suggested Donation" of \$3-12 per ride. For those agencies that have brochures, please bring them to Arti Sanghi at RSVP or drop them off at United Way. Arti will have volunteers place a sticker over the area to correct this information and contact you to pick them up when they've been modified. She can also deliver them back to Story County Human Service Council in October. Please put on the brochures which Agency they belong and a contact name/phone number where you may be reached.

Programs & Agency Spotlights Needed: Please inform SCHSC officers know whether you are interested in doing a agency spotlight or have ideas for a program for 2013/2014 year. Since we have several new members this year, we will be offering agency spotlights to our newest agencies first.

Bylaw Changes Needed Discussion: The Story County Human Service Council Bylaws are in need of altering to add the Resource Guide as a committee and also as duties to the officers to coordinate this committee. With this small change, those changes can be suggested by the current officers and brought back to the SCHSC's October meeting with approval at the following meeting.

End of Meeting 12:48pm

AGENCY SPOTLIGHTS:

LIFELINE RESOURCES: Sipele Quezada announced that Tanner Whipple with Lifeline is not available to present today.

COMMUNITY THAT WORKS: Kathy Hanson and Bernadette Seebeet presented for Community That Works. Kathy explained that Community That Works has changed their name from Beyond

Welfare. Kathy and Bernadette explained that this group shares their skills, talents and abilities to create a community where there is fairness and opportunity. They believe that everyone's life needs enough money, friends and meaning. They stated that the labels typically defining others are left at the door and everyone has strengths to share with others. They encourage anyone to attend their weekly gatherings on Tuesdays at the First United Methodist Church. There is a meal at 5:30pm and a meeting after at 6:30pm. [See the attached brochure under Agency Sharing.](#)

AGENCY SHARE TIME: Sipele indicated that we were over time but would stay for those agencies that wished to have Agency Share Time.

- **RSVP:** Arti Sanghi announced RSVP's Winter Weatherization project where they select household to winterize. RSVP will begin taking applications on November 2nd. [See the attached brochure under Agency Sharing.](#)
- **United Way of Story County:** Jean Kresse announced that the Foster Grandparent Program will be reactivated under the Visiting Nurse Services program. Jean also announced that Primary Health Care Inc., was awarded over \$500,000 to implement Primary Health Clinic in Story County. The Clinic will serve venerable populations. Jean indicated that the program needs to be up and going in less than 4 months with at least one service being offered. Finally, Jean shared 211 Website training which will occur on Wednesday, October 30th from 1-3pm at DMAAC. Bring your wi-fi device with you! This is a website and calling center that individuals can call to find out where Story County Resources are located.
- **The Salvation Army:** The Salvation Army will begin accepting applications for Christmas assistance including Angel Tree gifts for children and food for the family starting the first week of November for Christmas, Angel Tree and Toys for kids. Please see the attached flyer. Families will need a picture ID for all adults and other members of the household, proof of address and proof of income. If families are coming in who are divorced and/or separated, the parent with physical custody is welcome to sign up. We will ask for proof of this. [See the attached brochure under Agency Sharing.](#)
- **MICA:** Mica advertised their Low-Income Home Energy Assistance Program (LIHEAP) which helps families pay their winter heating costs. Have individuals call for help with their winter heating costs or for Weatherization services. [See the attached brochure under Agency Sharing.](#)
- **DHS:** Let DHS know if you have need for car seats. The Second Annual Family Fest Event will be Saturday, April 26, 2014 from 1-4pm at the Ames High School Gymnasium. Please save the day!:
- **YSS:** Stop Tobacco is now available free for kids. Go to 1-800 Quit Now
- **YSS:** [YSS shared their Family Development and self-Sufficiency brochure.](#)
- **Planned Parenthood:** Planned Parenthood has their fall 2013 booksale at the 4-H Building at the Iowa State Fairgrounds on October 10-14. [Please see the brochure for admission costs and book sale hours.](#)
- **NAMI of Central Iowa:** Deb Niehof promoted "Mental Illness Film Screening and Panel" on October 15, 2013 at 7pm at 0001 Carver Hall . The film is entitled "Of Two Minds." The film will be followed by a questions & answer panel with a mental health professions, an individuals living with bipolar disorder and a family member. [See the attached brochure under Agency Sharing.](#)
- **CyRide** – Shari Atwood communicated that she brought new fall schedules and they're available at the door.



Human Service Council (HSC) Meeting Minutes Thursday, October 24, 2013

WELCOME: The SCHSC meeting started on Thursday, October 24, 2013. The following 18 people introduced themselves. Marion Kresse (Boost Together for Children), Arti Sanghi (Central Iowa RSVP), Cris Broshar (Childcare Resource and Referral), Kaitlyn Hofeldt (Story County Decatorization/ CPPC/PP), Shari Atwood (CyRide/Ames Area MPO), Sally Frotscher (Girl Scouts of Greater Iowa), Raechelle Talbott (Girl Scouts of Greater Iowa), Julie Saxton (Life-Line), Laura Bender (Lutheran Services in Iowa), Lisa Heddens (Lutheran Services in Iowa/People Place), Deb Niehof (National Alliance on Mental Illness of Central Iowa), Nikki Lullman (Story County Community Services), Tricia Crain (The Arc of Story County), Cari McPartland (The Salvation Army), Hannah Dankbar (Volunteer Center of Story County), Shellie Orngard (Volunteer Center of Story County), Laura Bell (Youth & Shelter Services), Jill Hill (Youth & Shelter Services).

PROGRAM: Betty Bocella with Central Iowa Retired Senior Volunteer Program provided a program on Disaster Preparedness and offered many giveaways to attendees for preparing their business as well as home for disasters.

Betty discussed that when the floods occurred in Ames in 1993, the community soon realized that there needed to be some sort of system in place to manage volunteers to help during and after the disaster that occurred. In 2006, RSVP became the coordinator for disasters for Ames. She now also provides that assistance to Story City as well as Nevada.

Betty stated that her job is two-fold:

- 1) Operation of the reception center in disaster situations – RSVP provides the volunteer call center (approximately 75 volunteers in shifts take calls/register people) and processes volunteers once they are needed for city-wide disasters. They also ensure volunteers sign a liability release form before going out to help within the community. Typically the Ames' City Hall Auditorium is the location where the call center will be housed however, volunteers are resilient and sometimes have to move to alternative locations (outside, when dance recitals are taking place on-stage!) Volunteers wait in the Ames Auditorium until the EEOC (Mayor, Public Works, Ames Police, etc) notifies RSVP that volunteers are needed and for what purpose (sand bagging, debris cleanup, etc.). RSVP makes sure that the volunteers are prepared to help and have on the proper attire (no flip flops) and have the proper equipment (sunscreen, hard hat, etc.). Spontaneous volunteers are also welcome and they typically watch a sandbagging video and read information on safety protocol and debris cleanup safety. Betty also stated that she has presenters/videos to keep the volunteers informed and engaged during their time at the City Auditorium of things to expect out in the field. CyRide then deploys the volunteers to locations throughout the city where they are needed and returns them to City Hall 3-4 hours later after their shift is over. Volunteers then sign back

out with RSVP so they know at all times whom is out within the community volunteering/helping out.

- 2) Non-emergency phone bank – Betty keeps volunteers on-hand throughout the year for situations that may occur at a moment's notice. For instance, this would be like fraternities that have 20 guys available for sandbagging, etc. Betty states that drills are conducted about 3 times/year where they go set up the call center in City Hall.

In the last flood of 2010, RSVP.....

- Processed 400 volunteers
- Staffed water distribution sites (just had to call in the volunteers from the bank)
- Became \$38,000 in in-kind soft match money for FEMA assistance

RSVP also does the volunteer management for Public Health Emergencies. In the event of a public health emergency, Points of Dispensing (PODs) will be opened in certain areas of the county for the purpose of vaccinating/medicating thousands of people. RSVP will manage those volunteers providing assistance.

The EEOC has weighed the City of Ames on potential future incidents that have the highest historical occurrence with potential for loss of life. Those occurrences are in order of most potential for concern:

- 1) Highway Traffic Accidents (Interstate traffic)
- 2) Hazardous Waste Accidents (trains and Interstate traffic)
- 3) Tornado
- 4) Agriculture Disease outbreak
- 5) Energy disruption
- 6) Farm Animal Accident on Interstate

To prepare yourself/family for disasters, do the following:

- Water/Food (3 days worth) – do not rely on police to immediately assist. Have a supply ready & routinely switch out this supply so you are prepared.
- Weather radio
- FEMA resources
- Pets (have a plan for where to take them; most emergency shelters will not take pets)
- Sheltering in place – when no time to evacuate, be prepared to shelter where you are for several days.

Brochures shared:

- **Preparing Makes Sense for People with Disabilities and Special Needs – Homeland Security**
- **Preparing Your Pets for Emergencies Makes Sense – Homeland Security**
- **Learn, Plan Buy, Have a 3-day Supply For Your Pets & Livestock**
- **All Hazards NOAA Weather Radio**
- **Sheltering In Place**
- **When Sirens Sound**
- **Disaster Preparedness Tips**
- **Family Emergency Plan**
- **RSVP Volunteer Management for Disasters (VMFD)**
- **Family Preparedness (magnetic) Wheel Chart (not included in minutes)**

BUSINESS MEETING: Julie Saxton called the business meeting to order at 12:08pm

Approval of September 26, 2013 Minutes: There were no changes from the council membership on the September minutes. Marion Kresse 1st, Nikki Lullman 2nd, motion carried.

REPORTS:

TREASURER: Treasurer, Arti Sanghi, reported a balance of \$1,459.67 in the account with only 16 memberships. Dues of \$30/organization are due to Arti and checks should be made payable to United Way of Story County but place "Story County Human Service Council membership dues in the memo line." For a Membership Registration form, go to <http://storycountyhumanservices.org/wp-content/uploads/2013/08/Membership-Registration.2013.pdf>

ASSET PANEL: No ASSET representatives were in attendance for an ASSET update.

RESOURCE GUIDE: Julie Saxton explained that the Resource Guide committee had not met again regarding the paper guide but would try to move forward in the next month.

OLD BUSINESS:

WEBSITE & CALENDAR: Shari Atwood relayed that there were instructions on how to post your SCHSC member events to the calendar (http://storycountyhumanservices.org/?page_id=14) were on the back side of the agenda. This calendar is to promote your organization's events to the public. The calendar was also initially felt to be important to see whether your organizations' event is on another day where another SCHSC member is having an event. The g-mail account and password is shared among members therefore shouldn't be shared online. If you are a SCHSC paid member and need a copy of these directions, please e-mail Shari Atwood at satwood@cyride.com. The SCHSC officers will be promoting the use of this calendar at each meeting throughout the year for members to utilize.

NEW BUSINESS:

Proposed Bylaw Changes: Shari Atwood relayed new bylaw changes due to the addition of the Resource Guide responsibility from the membership. According to the current bylaws, any changes must be reviewed at a previous meeting before being approved/adopted at the next meeting. **The changes are attached to the minute notes for consideration and will come to a vote at the January 23, 2014 meeting.**

Passenger Transportation Plan – Project Status & Requests for projects: Shari Atwood relayed that now is the time to provide any new requests for projects or transportation needs within the Ames community. She also relayed that the funding associated with the PTP was not funded within the new MAP-21 Transportation authorization bill. Therefore, there was only one type of federal funding to coordinate with human service agencies and that was funding for the elderly/disabled. So if there are projects that are needed for this specific group, please let Shari Atwood know at satwood@cyride.com. Shari also relayed that this month was the time

when she relayed any service concerns that the CyRide Board of Trustees was considering but this information was not ready at this time but it would be provided out to the SCHSC via e-mail once it is available.

Networking Luncheon – December 12, 2013: Julie Saxton relayed that the holiday luncheon will occur on Thursday, December 12th. No formal business meeting, program or agency spotlights will occur in November and the December meeting will occur early due to the holidays. Arti relayed that typically the expenses are between \$350-\$400 for the lunch. Discussion occurred on what restaurant to cater the meal from. Last year, the meal was catered from Hickory Park and we questioned whether there was a need to search other restaurants such as the Café' or Panera Bread. The consensus was to have a hot meal from Hickory Park once again.

End of Meeting 12:32pm

AGENCY SPOTLIGHTS:

THE ARC OF STORY COUNTY: Tricia Crain, director for The Arc of Story County presented about The Arc of Story County and the services they offer. She stated The Arc of Story County originally started in 1953 to help individuals with special needs receive better services within Story County. The Arc helps provide active lifestyle for people with intellectual and developmental disabilities. Tricia stated that they offer activities nearly every night of the week in Ames. The Arc helps advocate with the Adopt a Legislature Program which allows families to form a relationship with each of the legislators and keep them updated on the effects of funding, services and legislation. Tricia also stated that The Arc oversees the Special Olympics and they typically register 180 athletes in the months of August/September. Finally, Pilot Parents, see brochure, is a support network for parents allowing more experienced parents mentor new parents' of diagnosed children. Tricia also communicated one of the difficulties they're experiencing now is transitioning a child from services to adult services.

Brochures shared:

The Arc Story County – Achieve with us

Pilot Parents – Information and Support Network for Parents of Children with Special Needs

The Arc Story County September 2013 Newsletter

LSI's PEOPLE PLACE: Lisa Heddens, with LSI, discussed People Place and Early Childhood services. LSI provides support to families and parents of young children. LSI provides a Parent/Teacher program for families in Boone/Story counties from pregnancy up to age 5. LSI provides education for families that are "at risk" or 200% or below poverty. They provide support through the following mechanisms:

- Personal Home Visits; share with the parent what's normal development for a typical child at certain ages; provide assessments of the child for their progression; monitor child's milestones;

ensure child is moving on to attend school or pre-school.; arrange weekly to monthly visits to the home; try to involve Dad's too (visits on weeknights or Saturdays)

- Provide community support information (transportation/healthcare options)
- Provide mechanism to meet, support, share information with other parents

Lisa also announced that Story County Community Foundation just provided a grant for Raising Readers/LSI partnership where LSI is also distributing books within the weekly/monthly visits to the home!

Brochures shared:

LSI's People Place – Your family resource center

Early Childhood Service – Parents as Teachers

AGENCY SHARE TIME:

- **YSS:** A representative with YSS announced that you can drop off your outdated unused medicine at Nevada City Hall on October 2, 2013 between 9am-noon. Please see attached flyer.
- **CPPC:** Kaitlyn Hofeldt with Community Partnerships for Protecting Children (CPPC) announced an invitation to a Lunch & Learn on November 7th from 11:30am – 1:00pm at the Story County Human Service Building. Mike McInroy will be speaking on Differential Responses.
- **LSI:** Laura Bender with LSI announced Blue Sky Day's on Saturday, November 2nd at 8am. This will have a color element to the run. The run begins at 10am.
- **Volunteer Center of Story County:** Shellie Orngard with VCSC announced that they'll be doing winter weatherization on November 7th in coordination with MICA putting plastic on windows.
- **The Salvation Army:** Cari with The Salvation Army announced there are sign up's for Christmas Assistance (toy's/food) with the Salvation Army the first week of November. **Please see the Christmas Assistance flyer for additional details on dates/times under agency sharing.** Families must bring their picture ID and proof of address and proof of incomes to be eligible for assistance. Cari also indicated they will have one additional sign up day on December 23rd for those families not having toys for their children. They are also still hiring for bell ringers at www.ringbells.org. Lastly The Salvation Army is having a fundraiser at Buffalo Wild Wings on November 18th and December 2nd with 10% of the proceeds going back to The Salvation Army if the ticket is presented. **Copies of the ticket are attached in the agency sharing.**
- **CyRide –** Shari Atwood communicated that updated Story County Transportation brochures are available at the door for those that need them or they can be found at www.ridehirta.com/sct.pdf.

Story County Human Services Council
Bylaws
Updated ~~10/25/12~~10/23/2014

Article I: Name

The name of this organization shall be the Story County Human Services Council

Article II: Mission

The Story County Human Services Council works to establish an environment which energizes members and provides an opportunity for collaborative efforts and advocacy for human needs.

Article III: Membership

Section 1: The membership shall be open to all organizations and individuals within Story County who support the mission of the Human Services Council.

Section 2: The membership rate will be established at the annual meeting held in May.

Section 3: Renewing annual dues must be paid on or before the December meeting. New members are accepted upon receipt of dues and are added to the website.

Section 4: Each member agency, organization or individual is assured one vote by virtue of having paid membership dues.

Article IV: Officers

Section 1: The officers of the Council shall be two (2) co-chairs, secretary, and treasurer. The co-chairs are elected to serve staggered terms as are the secretary and treasurer. Officers are elected at each annual meeting to serve a two-year term.

Section 2: The charge of the Story County Human Services Council shall be:

The Co-chairs (1) presides over all meetings of the membership and of the Executive Committee, (2) represents the organization, (3) arranges meeting locations and dates, (4) maintains the website including domain renewal, and (5) appoints and gives direction to committees.

The Secretary (1) notifies the membership of meetings, (2) e-mails proposed resolutions to members, (3) records and distributes minutes of council meetings, (4) maintains accepted committee reports, (5) maintain the website including domain renewal, and (6) handles correspondence.

The Treasurer (1) handles the council's finances, (2) keeps an accurate record of income and expenditures, (3) prepares financial reports, (4) collects membership dues, (5) maintain the website including domain renewal, and (6) maintains current membership list of paid members to be included on the website.

Article V: Committees

Section 1: There shall be ~~two~~ four standing committees of the Human Services Council:

- a. Executive Committee shall be composed of the officers.
- b. The Nominating Committee shall be composed of three (3) members consisting of: One (1) ASSET panel representative, the outgoing co-chair, and the outgoing secretary or treasurer. This committee shall be convened at the December meeting to prepare the slate of officers which shall be presented at the annual meeting in May and voted on by the membership.
- c. Asset Panel Representative Vacancies: Nominations for the replacement of ASSET Panel Representatives will be presented by the outgoing Panel Representative to be voted on by the membership. ASSET Panel Representatives serve 3-year terms from May 1 to April 30. In the event an outgoing Panel Representative is unable to obtain nominations, the Nominating Committee will assume that responsibility.

d. Resource Guide Committee: The Human Service Council will oversee the Story County Resource Guide in its development, accuracy, accessibility and effective communication of resources throughout Story County through the Resource Guide Subcommittee. The Resource Guide subcommittee includes at least 6-8 members from the Story County Human Service Council but may include more members upon interest. This subcommittee will direct the updating and accuracy of the guide and inform the Council of progress at monthly council meetings. Additionally, the Resource Guide will be promoted by this Subcommittee group as well as through Council agendas, minutes, reports, written/email communication and general word of mouth.

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Section 2: The Story County Human Services Council will serve as the coordinating group to select and elect Panel Representatives for the four (4) people who will serve on the ASSET Professional Advisory Committee. One person shall represent each of the four ASSET Panels and will serve a three (3) year term. Any Story County Human Services Council member may suggest a representative to serve on an ASSET Panel. If needed, replacement representatives will be elected during other times of the year. The Story County Human Services Council expects to have regular updates from Advisory Committee members at the monthly meetings.

Section 3: The Story County Human Services Council will serve as the coordinating group to select and maintain 6-8 Resource Guide members. One person, as agreed upon by the Resource Guide Committee, shall represent the group at all Human Service Council meetings as the Resource Guide Chair providing regular updates about the Resource Guide and will serve a two (2) year term. The Resource Guide Committee must meet quarterly at a minimum throughout the year to coordinate periodic Resource Guide updating. Any Story County Human Services Council member may suggest representatives to serve on the Resource Guide Committee. The Story County Human Services Council expects to have regular updates from Resource Guide members at the monthly meetings.

Section 34: The Co-chairs shall appoint other committees as are necessary to carry out the work of the Council.

Article VI: Meetings

Section 1: The Story County Human Services Council shall hold at least eight (8) regular meetings at a date, time and place to be determined by the Executive Committee.

Section 2: Special meetings may be called by the co-chairs or 25% of the membership. Written notice of special meetings shall be e-mailed to the membership seven (7) days prior to the meeting.

Section 3: The Story County Human Services Council will schedule a meeting in March that will serve as the yearly meeting for all ASSET agencies. At this meeting agencies will exchange information as needed and will elect the new panel representatives to serve on ASSET.

Section 4: The Annual Meeting shall be held at the regular meeting in May at which time reports shall be given by the Co-chairs and the Treasurer. Officers shall be elected for the ensuing year.

Section 5: The fiscal year shall be from July 1 to June 30.

Article VII: Procedures

Section 1: No official business shall be transacted in the absence of quorum. A quorum consists of members present at a regular meeting.

Section 2: Any member may bring an issue of concern to the Council.

Section 3: Exploration of issues of particular interest shall be conducted by single focus task forces.

- a. Any Council member who raises an issue may seek the help of any interested person.
- b. A task force may report to the Council and should do so in writing.
- c. If a task force chooses to submit a resolution for action by the Council, the resolution shall be submitted in writing at the Council meeting prior to the expected vote.
- d. The Secretary shall e-mail the proposed resolution to the membership three weeks prior to the action agenda.
- e. Resolutions require a two-thirds (2/3) affirmation vote of those present.

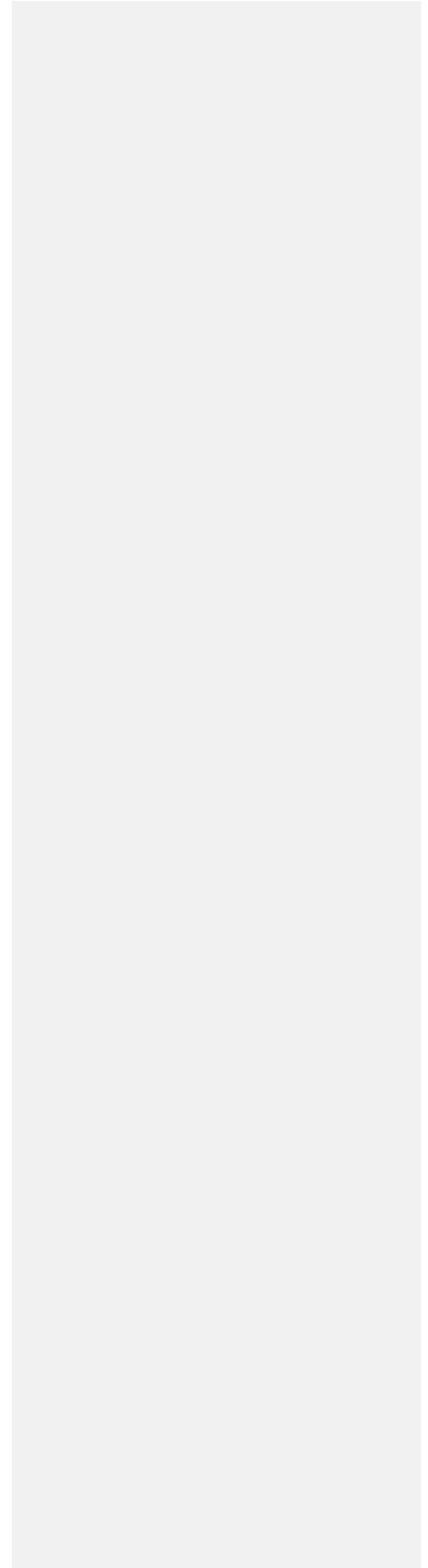
Article VIII: Amendments

The By-laws may be changed at any regular meeting by a majority of membership present, providing that the proposed changes shall have been read at the regular meeting most previous to the one at which the vote is to be taken.

(Story County Human Service Council Co-Chair)

| ~~October-January 23, 2014~~^{25, 2012}

(Date)





Human Service Council (HSC) Meeting Minutes Thursday, January 23, 2014

WELCOME: The SCHSC meeting started on Thursday, January 23, 104. The following 21 people introduced themselves. Siplele Quezada (Ames Community School District), Marion Kresse (Boost Together for Children), Arti Sanghi (Central Iowa RSVP), Kaitlyn Hofeldt (Story County Decatorization/ CPPC), Shari Atwood (CyRide/Ames Area MPO), Sarah Constable (HIRTA), Katy Johnson (ISU Extension & Outreach), Laura Dhyne (Life Connections), Laura Bender (Lutheran Services in Iowa), Elise Murchinson (People Place), Melissa Burnett-Larkins (MICA), Rebekah Clark-Byner (MICA), Melissa MacDonald (MICA), Amy Robak (MICA – 1st Five), Nikki Lullman (Story County Community Services), Cari McPartland (The Salvation Army), Hannah Dankbar (Volunteer Center of Story County), Laura Bell (Youth & Shelter Services), Jill Hill (Youth & Shelter Services), Geri Derner (YSS), Hope Metheny (YSS).

PROGRAM: Sipele Quezada with Ames Community School District provided a program on her role as the Homeless Liaison for the Ames Schools. Her position is grant funded. Sipele shared that many think of homeless as the old man living underneath a bridge. This is not always the case as children are also homeless. Typically we think of Ames as an affluent community but we do have homeless kids living in Ames.

Sipele stated that she is the District Homeless Liaison and works with all K-12 students that are defined as homeless under the McKinney-Vento Act. This requires that all school districts have a homeless liaison. The primary focus of the McKinney-Vento Act is to provide school stability, school access, support for academic success, and child/youth centered-best interest decision making. McKinney-Vento allows immediate enrollment even if there are not records present, to remain enrolled at a school of origin if it will be in their best interest, to receive transportation to the school, support student for academic success and provide free school lunches.

Sipele explained exactly what she does in her position as Homeless Liaison for the Ames Schools. She identifies unaccompanied children/youth (including those not attending school), helps students enroll in school, helps with their success at school, helps connect them to community resources and raises awareness for them within the community. Sipele indicated that the Ames School District will indentify/serve approximately 200 homeless students this year.

Homeless is defined as individuals to lack a fixed, regular and adequate nighttime residence. Examples of homelessness include:

- Shared housing (known as doubled up) due to loss of home or economic hardship
- Motels/Hotels, trailer parks (mobile), or camp grounds
- Emergency/transitional shelters (i.e. ELP, Access, Lighthouse)

- Public or private place not designated for sleeping accommodations (cars, parks, public spaces, abandoned buildings, etc.)
- Awaiting Foster care placement

Sipele also commented that once a student is defined as “homeless” they will receive the benefits of the McKinney-Vento act that entire school year even though they may attain permanent/adequate nighttime shelter during the year. Therefore, they’ll still receive free lunches and transportation to school.

Sipele noted that with each move, youth fall behind academically an estimated 4-6 months per move. Some students have moved 4-5 times in one year this year.

Signs that students are homeless include:

- Consistent lack of preparation for school (no books, supplies, homework completed, papers signed)
- Extreme behavior withdraw, aggression, anger, shyness
- Chronic hunger & fatigue
- Erratic attendance and tardiness
- Grooming and personal hygiene/tattered clothing
- Resistant to parting with personal possessions

Sipele shared many of the barriers to homeless youth include:

- Housing
- Transportation
- Clothing
- Food (with the reduction to SNAP, food banks are not enough to supply families for a month)
- Hygiene items (deodorant, body wash, razors)
- Household items (toilet paper, laundry detergent)
- Phone service (no phone means no contact)

Sipele shared the following stories below:

- Sipele told a story of a 7-year-old boy that she picked up for school that took everything with him to school in his backpack (clothes, toys, food, etc.) Apparently, his mother was previously evicted from her home and had 20 minutes to pack up items and therefore she had to leave his items before. So taking his items with him is his way to ensure this won’t happen in the future.
- Sipele told a story of a young woman that couldn’t afford a bra and was bullied during PE class. She was wearing 3-4 shirts as a result yet still teased. As a result she acted out. After two months, they discovered that the lack of bra was the reason.
- Sipele shared yet another story of girls that attended school but only came to High School 3 days a week. They were consistently absent the other two days. Come to find out that the girls didn’t have “different” clothes to wear the other two days and couldn’t wear the same clothes in the same week to High School. Therefore, they just didn’t attend.

Sipele is working with the youth homeless to build relationships and connect them to resources and support systems. She is working to provide sustainable solutions to these youth and families.

Partnership Programs created include:

- Teen CONNECTION – unaccompanied youth cell phone program. Part of the problem is being able to reach youth that are homeless and have them reach out.
- Support the Girls – provides bras for female students
- Keep It Clean – provide youth hygiene drives
- Student Exchange – similar to a foreign exchange program, this would provide housing/help for unaccompanied youth until they graduate school.

Sipele stated that she is wanting to partner with any/all agencies to ensure that homeless youth and families are served in Ames. If you know of homeless youth in Ames, please contact Sipele.

Sipele Quezada; Ames District Homeless Liaison

Cell: 515-520-4042; High School Office: 515-817-0600; Middle School Office: 515-268-2400

Sipele.Quezada@ames.k12.ia.us

A member shared that The Loft often donates clothing and this may be a resource for Sipele in the future.

Powerpoint shared:

- **Homeless Youth in Ames?**

BUSINESS MEETING: Sipele Quezada called the business meeting to order at 12:05pm

Approval of October 26, 2013 Minutes: There were no changes from the council membership on the October minutes. Marion Kresse 1st, Cari McPartland 2nd, motion carried.

REPORTS:

TREASURER: Treasurer, Arti Sanghi, reported a balance of \$1,233.76 in the account with only 26 membership agencies. Shari Atwood asked whether this balance included payment for the December holiday luncheon. Arti indicated it did. For a Membership Registration form, go to <http://storycountyhumanservices.org/wp-content/uploads/2013/08/Membership-Registration.2013.pdf>

ASSET PANEL: No ASSET representatives were in attendance for an ASSET update.

RESOURCE GUIDE: Sipele explained that she was working with Arti towards attaining a volunteer to update the resource guide and determine the best course of action for continuing the guide including obtaining information. She indicated that an e-mail was distributed out to the RG Committee on these efforts. Once that was completed, then the guide will be updated. Cari McPartland asked whether the guide will then be brought back to the committee for further discussion. Sipele thought this would be a good idea.

OLD BUSINESS:

WEBSITE & CALENDAR: Shari Atwood relayed that there were instructions on how to post your SCHSC member events to the calendar (http://storycountyhumanservices.org/?page_id=14) were on the back side of the agenda. This calendar is to promote your organization's events to the public. The calendar was also initially felt to be important to see whether your organizations' event is on another day where another SCHSC member is having an event. The g-mail account and password is shared among members therefore shouldn't be shared online. If you are a SCHSC paid member and need a copy of these directions, please e-mail Shari Atwood at satwood@cyride.com. The SCHSC officers will be promoting the use of this calendar at each meeting throughout the year for members to utilize.

STORY COUNTY TRANSPORTATION BROCHURE: Shari Atwood relayed that there were changes to the transportation brochure for RSVP and passed around copies of the brochure to those that may need additional copies. The brochure may be viewed online at www.ridehirta.com/sct.pdf.

NEW BUSINESS:

Thank you Letters for grants: This item was tabled until the February 2014 meeting.

Bylaw Changes: Shari Atwood relayed new bylaw changes were attached in the October 2013 meeting minutes. The revisions included adding a Resource Guide committee and duties to the Human Service Council for acquiring these committee members. Shari Atwood asked whether there should be additional changes since the Resource Guide is now just a paper copy and not going to be provided online. Arti indicated that the guide would be provide as a link on the www.storycountyhumanservices.org website. Discussion continued and members chose to keep the bylaws as suggested from October. Cari McPartland made a motion to approve the bylaw changes as suggested in the October 2013 meeting. Nikki Lullman seconded the motion. The motion carried.

Passenger Transportation Plan –: Shari Atwood relayed that she brought the request for any new projects, strategies to the Human Service Council back in October along with an e-mail of the status of previously funded projects. She stated that since the passage of the MAP-21 transportation bill, Job Access and Reverse Commute funding as well as New Freedom funding has been eliminated. JARC is what provided 50% funding for the #10 Pink Route, #4A Gray Route to Kate Mitchell, #6B Brown weeknights and #6B Brown summer services. CyRide has chosen to adopt those services into its general operating budget.

Therefore, the one remaining type of federal funding to coordinate with human service agencies is Enhanced Mobility for Seniors and Individuals with Disabilities funding or Section 5310. Shari explained that previous projects for this funding type included 1) Dial-A-Ride Service and 2) Transit Amenities/Bus Stop Improvements. These are the projects that CyRide would choose to continue being funded with 5310 funding as noted on the attached sheet.

However, we did include past projects that were recommended previously and these priorities/strategies remain basically the same. Shari noted that these specific projects listings were not required to be listed regarding the PTP as only 5310 funding needed to be coordinated. A listing of these projects is attached. Shari relayed that the General Operations category would include additional routes or additional frequencies to routes throughout Ames such as additional service on the #4 Gray route, or additional service to State Street/Mortensen area.

Shari Atwood requested that there be a recommendation by the Human Service Council to recommend these projects (5310 funded) and the priorities to the Ames Area MPO for approval. She stated that the IDOT would review the plan in February, providing comments back by the March 1, 2014. Mid-March the Ames Area MPO would review the plan and recommend it be forwarded to the AAMPO Policy Committee for their approval. Shari stated that the final plan is due to the Iowa DOT and Federal Transit Administration by May 1, 2014.

Marion made a motion to recommend the PTP projects to the AAMPO. Sarah Constable, with HIRTA, seconded the motion. The motion was passed.

AGENCY SPOTLIGHTS:

LIFE CONNECTIONS: Laura Dhyne, BHIS Provider and Supervisor with Life Connections, presented about their services they offer. Life Connections provides Skill Building Services and Therapy Services for families and children meeting in the home. Staff will work with families to improve child's skills and learn more appropriate ways to manage their behavior. Laura stated that they provide services in Marshalltown and Jefferson and now Ames. Laura realizes that they are new to Ames but intends to help provide services to those that need it for the Ames community. She stated that as they build a caseload for Ames, they'll have an office here as well. Laura stated that they're similar in nature to YSS. Arti Sanghi asked whether they were a non-profit agency or for-profit. Laura stated they are Title 19 funded but are "for-profit" as they didn't want to jump through all the hoops to attain grant funding. They also accept insurance for their services. Marion asked whether there will be stricter on Title 19 authorization due to the changes in Adult Mental Health regional services? Laura stated that she wasn't aware of any changes. Amy Robak with 1st Five Coalition asked whether they have a referral form to share out to agencies?

Laura also mentioned that those in her office do motivational speaking as well. Agencies just need to tell them if they have a desired need and they can see if they can fulfill it. A member asked whether Life Connections could also manage medications for mental health patients. Laura indicated that they would outsource this need. YSS indicated that they could be once source for them.

Brochures shared:

Life Connections – Connecting Families to Life

Laura Dhyne – BHIS Provider and Supervisor Informational card

Chrissa Auestad – HR Director Informational card

ISU Extension and Outreach - FREE Nutritional Classes: Katy Johnson, with ISU Extension and Outreach, offers a FREE 8-week nutritional program for those families having a child under 10 years in their family. The program includes:

- FREE weekly meal
- Nutritional cooking lessons
- 100+ recipes (those in class + a cookbook)

Katy shared that families must have at least one child 10 years or younger or be pregnant. Katy shared that she is very flexible as to when the classes are provided – 9am – 8pm and on weekends. This program is for Story County only but 27 other counties in Iowa offer this program as well. The program benefits the low-income 185% of poverty.

Katy stated that the program helps in the following ways:

- Saves families money (shop and waste less food)
- Saves families time (at store and kitchen)
- Helps picky eaters (try new foods)
- Easy, low-cost meals learned
- New meal ideas
- Strengthen family relationships

Katy also explained that she can attend your events to recruit new clients. The majority of her clients come from word of mouth after others receive the benefits. She stated that she can do little mini-lessons in these recruiting events so potential clients could obtain an idea of the information they would receive in the 8-week program.

A member asked whether children can attend the classes. Katy said that including children is encouraged. Others asked whether entire agencies could be involved in this information. Katy shared that if the ½ of the agency is 185% of poverty, then she can work with all clients in the agency

Brochures shared:

FREE Nutrition Classes

FREE Cooking + Learning

End of Meeting 1:00 pm

AGENCY SHARE TIME:

- **Community Partnerships for Protecting Children (CPPC)/ Decategorization:** Kaitlyn Hofeldt with Community Partnerships for Protecting Children (CPPC)/Decat shared the date for the 2nd Annual Family Fest which is Saturday, April 26, 2014 in the Ames High School Gymnasium. This event promotes family interactions between families. Kaitlyn passed sign up flyers for agencies, organization or business to register to have a booth at Family Fest 2014 as well as donation basket registration. Kaitlyn also passed out flyers to promote the event to the Ames community. (See Agency Sharing for flyer)
- **MICA:** Melissa McDonald announced MICA is helping low-income (150% poverty level) families pay their winter heating costs through Low-Income Home Energy Assistance Program (LIHEAP). If families don't qualify for LIHEAP, they may qualify for weatherization services. (See Agency Sharing for flyer)
- **MICA:** Rebecca announced that she's doing outreach for those living with HIV.
- **The Salvation Army:** Cari McPartland announced that Project Iowa is going to be at The Salvation Army for six-days in February from 9-noon to help those attain job opportunities. Project Iowa provides skill set training to get individuals back to work. (See Agency Sharing for flyer)
- **YSS:** Geri Durner with YSS stated that she's working with those in Story/Boone counties with high-risk kids. She explained her services keeps the spokes of a tire in line to keep everything moving in the right directions. She's being proactive and providing outreach to kids that may need her services.
- **YSS:** One stop shopping
- **1st Five Coalition:** Amy Robak announced that they have a meeting 1/29/14 at the UWSC from 12:00 – 1:30pm. This coalition strives to provide early support to children in their first five years of life. (See Agency Sharing for flyer)
- **YSS:** Laura Bell announced that they have an opening in their Transitional Living program (male 17-21) More info: http://www.yss.ames.ia.us/en/programs/transitional_living_services/
- **Boost Together for Children:** Marion Kresse announce that they have short-term transportation assistance available to get children to childcare. Contact Marion at mkresse@boonecounty.iowa.gov for more information. Marion also shared the Anne Lundvall, the former director Story County Decategorization and most recently YSS employee, passed away yesterday. Marion stated that it hasn't been announced in the paper it's so recent.
- **CyRide:** Shari Atwood announced the following:
 - CyRide's ridership has increased by 12.9% for the first six-months of this fiscal year. Shari stated they had 5.89 million rides for FY2013. This fiscal year, they are on target to attain between 6.5 – 6.8 million rides.
 - Wednesday morning, CyRide's board approved services for the following due to capacity/schedule issues.
 - Sunday Blue – 1 additional bus 11am – 5pm between Friley and S. Duff
 - Weekday Brown – 2 additional buses 11:30am – 6pm (will meet up at transfers)
 - Weekday Green – 1 additional bus 11:30am – 6pm

- Staffing – 2 additional mechanics, 2 additional laneworkers, 1 summer trainer (Since 2006, CyRide has grown by 2 million rides (i.e. additional buses and drivers) with the same staff to repair/fuel those buses and that existed in 2006).

Shari also relayed that the proposed #4 Gray Route frequency enhancement was not adopted under this year's budget. The above improvements (bulleted) which CyRide considered essential to provide services for the existing growth increased the GSB's budget by nearly 12%. Adding the Gray would have increased their budget by 14.9%. Shari added that this route travels down the S. 16th corridor and past the future Primary Health/Eyerly Ball clinic. The BioLife Plasma center is also located off of the S. 16th corridor and requested additional frequency of service. A member asked when the next opportunity to add this service was. Shari responded that the board would start to consider new services to begin mid-August 2015 next October 2014.

FACT

THIS COUNTY HOMELESS AMOUNTS TO
THE LARGEST IN THE STATE

Homeless Youth in Ames?

Presented by
SIPES BOARD
District Homeless Liaison
Ames Community Schools

Who are you?

District Homeless Liaison
McKinney-Vento Rights
Youth Homeless Liaison
SIPES Board
Ames Community Schools

McKinney-Vento Rights

STUDENT WITH UNUSUAL CIRCUMSTANCES
MAY BE ELIGIBLE FOR
SPECIAL SERVICES
SCHOOL BUS SERVICE
SCHOOL FEES
SCHOOL SUPPLIES

FACTS

FACTS

When more youth fall victim to unintended gun deaths, it is often because of a lack of gun safety training.

FACTS

Identifying Homelessness

Homelessness is a complex issue that affects millions of people in the United States. It is often caused by a combination of factors, including lack of affordable housing, job loss, and family violence.

FACTS

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Homelessness is a complex issue that affects millions of people in the United States. It is often caused by a combination of factors, including lack of affordable housing, job loss, and family violence.

FACTS

Barriers for Families

Homelessness is a complex issue that affects millions of people in the United States. It is often caused by a combination of factors, including lack of affordable housing, job loss, and family violence.

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FACTS

Barriers for Families

Homelessness is a complex issue that affects millions of people in the United States. It is often caused by a combination of factors, including lack of affordable housing, job loss, and family violence.

What Am I Doing About It?

Build relationships
Create a high-caliber, positive
support system
Plan and implement
Advocate for your own safety, success
Help others understand the dangers
Personalize love
Create new games or partner activities
Celebrate and help others celebrate

Partnership Programs

Local Area Council
National Domestic Violence Hotline
National Child Abuse Hotline
Child Welfare Information Gateway
National Center for Child Abuse and Neglect
National Center for Missing & Exploited Children

Partnering for Change

What does your
organization do
that you can
partner with
and benefit
from?

HOW TO CONTACT ME

Sipels Outreach
Ages 18-24: 1-800-877-1022
Call 1-800-877-1022
Office: 515-817-0500 (TAFES)
515-817-1400 (LAMS)
Sipels.Outreach@missouri.edu

Our Mission Statement

Our mission at Life Connections is to connect to families and form trusting relationships that enhance individual strengths and increase positive community involvement.

Our staff is dedicated to making sure that the whole family is included and actively participates in services. We strive to make all of our services family friendly, family focused, and family centered. Our collaborations with other providers and agencies in Iowa allow us to make sure that all services are the best and most appropriate to ensure positive outcomes for everyone.

All of our services are 100% voluntary, so individuals and families can feel confident that they are in control of their services. We believe that families know their needs and are able to join with us to increase success in their lives.

If you are ready to make your family its best, we're there to help. Call us today at (319) 364-1953 to get started.

Visit any of our offices:

Marshalltown
307 West Main Street
Marshalltown, IA 50158
(641) 352-7000

Cedar Rapids
2515 18th Street, SW
Cedar Rapids, IA 52404
(319) 364-1953

Davenport
3515 Spring Street
Davenport, IA 52803
(563) 359-6750

Jefferson
115 West Lincolnway
Jefferson, IA 50129
(515) 327-5195

Mason City
202 1st Street SE, Suite 108
Mason City, IA 50401
(641) 903-7759

Humboldt
19 South 6th Street
Humboldt, IA 50548
(319) 338-7629

Life Connections Headquarters

PO Box 937
Marshalltown, IA 50158
contactus@lifeconnections4u.net
lifeconnections4u.net



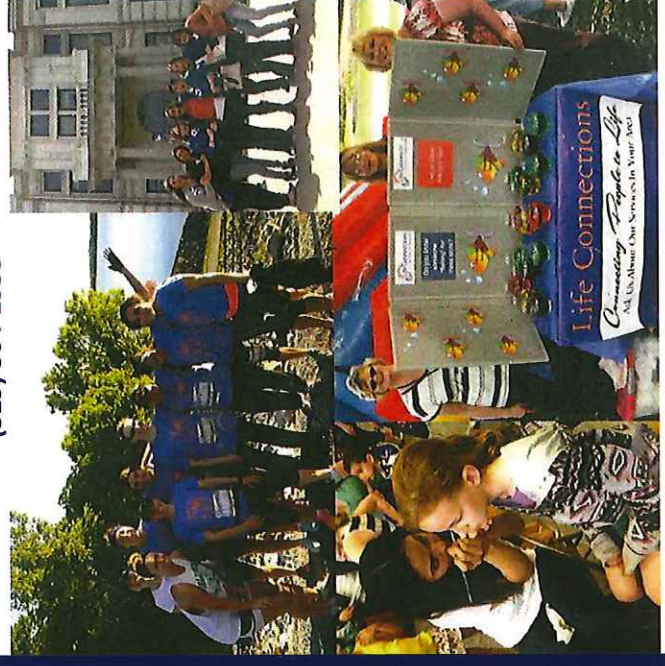
**THIS IS NOT MY JOB.
THIS IS MY
CRUSADE.**
MOON CHAPLIN-EICH, CEO
LIFE CONNECTIONS



Skill Building and Therapy Services

lifeconnections4u.net

(319) 364-1953



At Life Connections our goal is to connect to families and form trusting relationships. Our services are designed to assist your family in achieving your goals. Through our family focused services we want to help you and your family build healthy relationships.

Skill Building Services

When you enroll in our skill building program you will be able to enjoy the benefits of the BHIS program. These benefits include a trained and professional specialist who will meet with you or your child in your home. This staff member will work with you and your family to improve your child's skills and learn appropriate ways to manage and improve their behavior, such as:

- **Anger Management**
- **Communication Skills**
- **Conflict Resolution**
- **Coping Skills**
- **Problem Solving**
- **Relationship Building**
- **Self-Esteem Enhancement**
- **Social Skills**

If you or someone you know is struggling in any of these areas, our staff is ready to help you and/or your family.

Our skill building services are also offered in a group setting where we discuss common issues facing children and adolescents. If you believe your child may benefit from a skill building group call us today.

Therapy Services

Our therapy services are available to you and your family as well. Our therapists are licensed professionals who will be able to assist you in various areas. All of our therapeutic services are offered in a safe and comfortable office environment. We offer several therapy options to assist you and/or your family.

- **Individual Therapy**
- **Family Therapy**
- **Group Therapy**
- **Marriage and Couples Therapy**

Our therapists will assist you and your family in learning ways to manage behavior, regain self control, and/or alleviate symptoms of a mental health diagnosis.

Get Started Today!

In order to begin our skill building or therapy services, you can start by calling to schedule an appointment for a behavioral health assessment. This mental health evaluation is completed by one of our on-staff licensed therapists, and will help determine what services will be beneficial to you and/or your family. Our therapists will explain and discuss the results of the assessment as well as recommend appropriate services.

We strive to make all of our services family friendly, family focuses and family centered which helps your family connect to life.

Our Services Include

- **LPHA Assessments**
- **Skill Building and Therapy Groups**
- **Skill Building Programs for Children and Adolescents**
- **Therapy Services for Individuals and Families**

Payment Options

If you qualify for Title XIX you are eligible for this service at no cost to you. Private insurance and private pay are accepted for certain services. Please call for more information on payment options.

Contact Us


For more information or to schedule an assessment or visit, please call, fax, email or visit us online.

Phone: (319) 364-1953

Fax: (866) 496-4073

Email: contactus@lifeconnections4u.net

Website: lifeconnections4u.net

Find us on 



Every day I get to create hope from hopelessness, inspiration from degradation and empowerment from inertia. These are the chief exports of Life Connections.

Julie Johnson, Vice President Of Life Connections



Introduces:



Chrissa Auestad, BS
HR Director

- BS in Child, Adult and Family Services from Iowa State University
- Worked with Life Connections as BHIS Provider since August 2012.
- Completed Internship with MICA's Head Start Program in Story County
- Worked at MICA as a Substitute with Head Start Program
- Worked previously as an Assistant Teacher at a childcare center

About Chrissa:

Enjoys being outside, spending time with her family, friends and dog, and supporting the ISU Cyclones!

Favorite Quote:

"It's never too late to be what you might have been"- George Eliot

Cell: 515-450-9457

Fax: 1-866-496-4073

Email: c.auestad@lifeconnections4u.net

PO Box 937, Marshalltown, IA 50158



Announces:



Laura Dhyne
BHIS Provider and Supervisor

- Graduated from Buena Vista University with a BA
- Double majored in Psychology and Human Services
- Currently attending Walden University for her Master's in Mental Health Counseling

About Laura:

Mother of four to boys ages 3-14, Laura loves to cook, garden, and play video games with the boys. Laura is always seeking new knowledge and is known for the phrase, "let's Google it!"

Favorite Quote:

"The elevator to success is out of order. You'll have to use the stairs... one step at a time." - Joe Girard, *I'll Cry Tomorrow*, Scarlet O'Hare

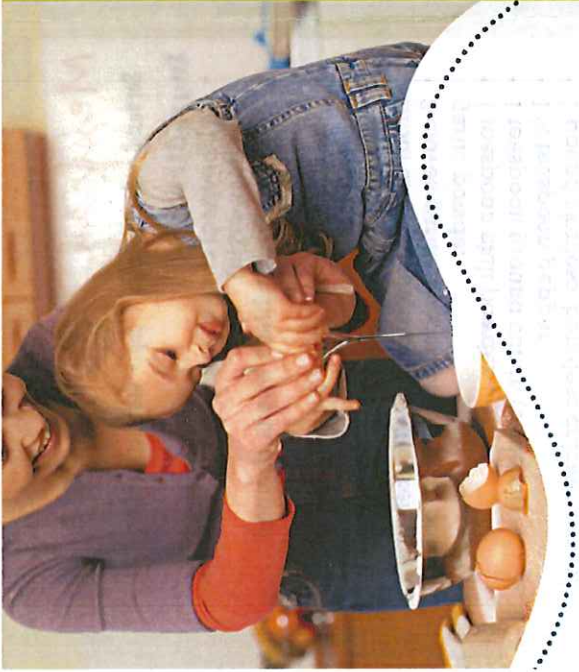
Laura Dhyne

641-351-9285

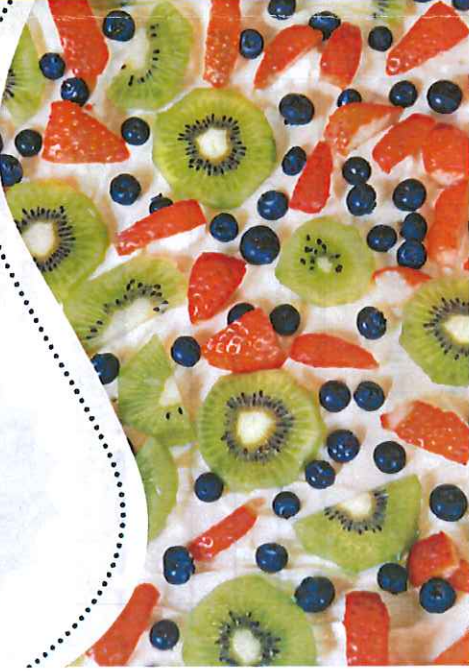
l.dhyne@lifeconnections4u.net

Life Connections Headquarters

PO Box 937, Marshalltown, IA 50158



Extension to Families strives to promote healthy people, healthy economies, and healthy environments. We provide research-based information and education to help families make decisions that improve and transform their lives.



Contact your local ISU Extension office to learn more about EFNEP and FNP, our FREE nutrition programs.

Katy Johnson

302.382.5342

or

kaj@iastate.edu

www.extension.iastate.edu/families/nutrition-education

IOWA STATE UNIVERSITY Extension and Outreach

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MEXICANCHICKENSOUPI

Recipe Inside



FREE

Cooking + Learning!

**BUY EAT LIVE
HEALTHY**

EFNEP | EXPANDED FOOD & NUTRITION EDUCATION PROGRAM
FNP | FAMILY NUTRITION PROGRAM
LIVE | LOVING YOUR FAMILY - IOWA

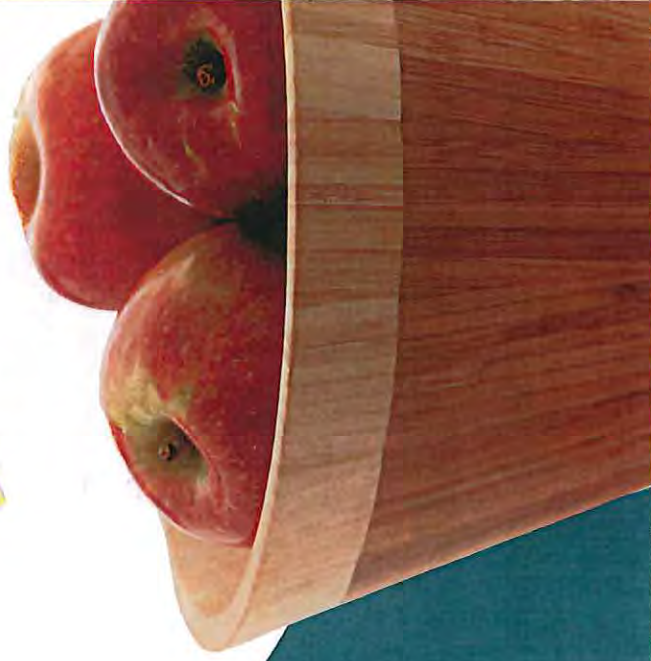
I cooked great recipes during class and learned how to save money on food!

WE CAN HELP YOU:

- Save money - shop and waste less food
- Save time - at the store and in the kitchen
- Help picky eaters - try new foods
- Learn how to make easy and low-cost meals
- Try new meal ideas
- Strengthen family relationships

The 8 lessons are **free** and can be done in your home. Recipes and cooking are included.

Sign-up Today!



Mexican Chicken Soup

Serves: 8 • Serving size: 1 cup • Cost per serving: \$.82

Ingredients

- 2 (15-ounce) cans diced tomatoes (Mexican-style)
- 1 (15-ounce) can black beans, drained and rinsed
- 2 cups frozen corn or 1 15-ounce can corn, drained and rinsed
- 1 (14.5-ounce) can sodium-reduced chicken broth or 2 cups Homemade Chicken Broth
- 2 cloves garlic, minced or 1/2 teaspoon garlic powder
- 1 teaspoon chili powder
- 1 teaspoon ground cumin (optional)
- 1/4 teaspoon pepper
- 1 pound skinless, boneless chicken breast

Instructions

- Add tomatoes, beans, corn, broth, garlic, chili powder, cumin (if desired), and pepper in large saucepan.
- Remove and discard any visible fat from chicken. Cut chicken into large chunks and add to the saucepan. Heat to boiling, reduce heat and simmer, covered, for 20 minutes, or until chicken is tender.
- Remove the chicken and place on a plate; use forks to shred the chicken. Return the shredded chicken to soup.
- Serve with choice of garnishes, such as baked tortilla chips.

Menu Ideas:
 Mexican Chicken Soup, Baked Tortilla Chips, Orange Slices, Nonfat Milk

Name _____
 Address _____
 City _____
 Email _____

Phone _____
 Best time to contact _____
 Ages of Children _____
 I prefer lessons in:
 Spanish English Other _____

BUY EAT LIVE HEALTHY

EFNEP | EXPANDED FOOD & NUTRITION EDUCATION PROGRAM
FNP | FAMILY NUTRITION PROGRAM
LYF | LOVING YOUR FAMILY - IOWA

The 8 lessons are free and can be done in your home. Recipes and cooking are included.

Fill out the form below and mail to:

Name _____

Address _____

City _____ Email _____

Phone _____ Best time to contact _____

Ages of Children _____

I prefer lessons in: Spanish English Other _____

IOWA STATE UNIVERSITY
Extension and Outreach

PARENTS, PLEASE COME JOIN US FOR

FREE

Nutrition Classes

**BUY EAT LIVE
HEALTHY**

EFNEP | EXPANDED FOOD & NUTRITION EDUCATION PROGRAM
FNP | FAMILY NUTRITION PROGRAM
LYF | LOVING YOUR FAMILY - IOWA

WE CAN HELP YOU:

- **Save money** - shop and waste less food
- **Save time** - at the store and in the kitchen
- **Help picky eaters** - try new foods
- Learn how to **make easy and low-cost meals**
- Try new **meal ideas**
- **Strengthen family relationships**

A total of 8 lessons are provided to assist you and your family with the above topics. Each class is about 1 hour.

Families must have at least one child 10 years old or younger or be pregnant.

Our Program Assistants can **work with you in your home or we can set up group visits with family, neighbors or friends.** Please let us know if you are interested. We look forward to hearing from you!

SIGN UP NOW!

To register and for more information on our program please contact:

Katy Johnson

Text/Call/Email:
302.382.5342
kaj@iastate.edu



This material was funded by USDA's Supplemental Nutrition Assistance Program—SNAP-Ed, Expanded Food and Nutrition Education Program, and Iowa State University Extension and Outreach. The Supplemental Nutrition Assistance Program, known in Iowa as Food Assistance, provides nutrition assistance to people with low income. It can help you buy nutritious foods for a better diet. To find out more, contact your local Department of Human Services or go to www.dhs.state.ia.us.

... and justice for all
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06/12

IOWA STATE UNIVERSITY
Extension and Outreach



Transportation Collaboration
Wednesday, March 20, 2013, 3:30-4:30 p.m.
United Way of Story County, 315 Clark Avenue
AGENDA

- I. Welcome and Introductions
- II. Review February 20, 2013 Notes (pages 2-3)
- III. Agenda for Additions/Deletions – All
- IV. Education for “Do you need a ride?”
 - A. Talking Piece for *Do you need a ride campaign* (pages 4-5)
 - B. Volunteers to schedule and speak
- V. Revisit - Agency Documentation of Transportation Survey – When (2 weeks?)
 - A. Sign Up to Contact and Work with Agency
 - 1. ERP
 - 2. Good Neighbor
 - 3. MICA
 - 4. TSA
 - 5. UWSC (not a lot of request)
 - 6. Story County Community Services
 - 7. RSVP
 - 8. Consideration – Good Samaritan Program at St. Patrick’s (Nevada); St. Thomas; Bethesda
 - 9. Others?
 - B. Information to capture
 - 1. Where they are at when they make the request?
 - 2. Where do they want to go?
 - 3. Barriers they face
 - 4. Referral made or solution found, if any
- VI. Updates
 - A. HIRTA
 - B. Volunteer Transportation
 - C. Cy-Ride
 - D. Others?

VII. Next Meeting: Wednesday – April 17

Meeting Dates: May 15, June 19, July 17, August 21, September 18, October 16, November 20, December 18
(may want to consider cancelling the December meeting)

United Way of Story County Vision: To improve the quality of life in our community for individuals and families.

United Way of Story County Mission: United Way of Story County is a strategic leader in building countywide partnerships to identify needs and to develop, support and evaluate effective human services for our diverse community.

Transportation Collaboration
February 20, 2013
Minutes

Present: Cari McPartland – Salvation Army, Arti Sanghi and Kalen Petersen – RSVP, Jean Kresse and Sara Wilson – United Way of Story County, Shari Atwood – CyRide, Jeremy Johnson-Miller – HIRTA, Janet Grey – AMOS, Kathy Johnson – Story County Community Services, Julie Isaacson – Mid Iowa Community Action (MICA).

Review January 16, 2013 Notes: Accepted.

Agenda – Janet asked if she could give an update on AMOS.

Transportation Brochure

Jean stated that 5,000 transportation brochures and thanks to RSVP and their volunteers the correction was made to all of them.

Distribution

Arti had updated the list of agencies/locations Jeremy had taken the new HIRTA brochure to include a column to check if a presentation was needed. The list was circulated and committee members signed up to drop off brochures.

Presentation Plan

Jean asked how we want to implement the *Do you need a ride?* Campaign. Arti suggested we have a “train the trainer” session/outline so that we are all sharing the same information. Since the transportation brochure is thorough it was decided that a brief summary from each provider on each service to be drafted and sent to Jean. She will put them together so that each have the same talking piece we refer to.

Jeremy shared that TMS does not have vehicles themselves but serve as the coordinator/payee of transportation for those who qualify. There are many reasons a person would not qualify including if they have a car registered to someone in the household. Once the person is approved TMS searches out the least costly transportation option, of which HIRTA would be one. It isn't expected that we train individuals to understand or know all of the reasons why someone would not qualify since no one but TMS can qualify an individual, what is important is knowing that first question, “Do you have Medicaid?”

Kalen stated that the RSVP Voluntary Transportation program provides rides to medical appointments, pharmacy and other essential appointments. Kalen asked if there was a way to ask the individual when they apply for the program if they have a case worker so that she or Arti could contact them and have a better understanding of what the driver may encounter. It was felt that a release by the individual would then need to be signed giving RSVP permission to speak to the case worker. It was suggested that Kalen check with providers because they may have specific releases they would accept.

Someone stated that if you know that person does have a case worker but hasn't signed a release that RSVP could still call the case worker and tell them the problems encountered. The case worker can listen, but couldn't share information.

Jean suggested Kalen look into the Mental Health First Aid training for her drivers. The 12-hour session helps individuals have a better idea of what to look for if someone may be suffering from a mental illness and information on how to help.

Janet Grey stated that many seniors needing transportation can't always give 24-hour notice for services and that is often the barrier. She also stated that there is a need for school-age children to have transportation after the tutoring program at Meeker Elementary back home. Janet stated that many churches may have a Pastor's discretionary fund.

Updates:

Mobility Matters Conference - Jeremy reported that the conference is set for May 17 and on-line registration is now available. The conference is at the DHS office in West Des Moines (Euclid and MLK). Jean asked who planned to attend. Arti, Kalen and Shari all stated they would.

HIRTA – Jeremy relayed that HIRTA is providing transportation to and from DMACC to Boone DMACC. Jeremy stated that HIRTA is in need of additional drivers. He has emailed a poster to agencies to post to help recruit. Jeremy state that Brandon the operations coordinator has resigned and that Christy is serving as interim supervisor.

Next meeting - Wednesday, March 20, 2012 at 3:30 – 4:30pm.

Transportation – “Do you need a ride?” campaign

TMS – If they are Iowa Medicaid Members refer them directly to the phone number. It is difficult to get coverage but we can't help.

RSVP Volunteer Transportation

Clients must meet the following criteria and the transportation need is ONLY for essential services such as doctor's appointments, pharmacy and groceries.

Prior to scheduling rides the passenger must complete an application and waiver of liability for RSVP to keep on file. The passenger must also:

- Be a resident of Story County
- Be ambulatory, able to get to and from the car with little or no assistance
- Be willing to comply with policies regarding criteria for ridership, which will be provided
- Be willing to pay for the service upon the volunteers' arrival at the residence

Fees for service are

In-town or out of town trips:

Up to 10 miles RT	\$3
11-20 miles RT	\$5
21-30 miles RT	\$8
30+ miles (in-county)	\$12
Out of county:	.39/mile

There is a small benevolent fund available for those who can't afford to pay. This is not

HIRTA – Anybody can call for a ride.

Brochure covers most everything.

HIRTA uses Aging Resource funding to subsidize the cost of riders 60 years and older, which allows riders to use HIRTA for a 'suggested donation' of \$1 each way. As indicated, \$1 is suggested (not required), so keep that language in mind. A basic form (NAPIS) is required of persons 60 years and older, they can fill it out over the phone or it can be mailed to their residence. It can also be downloaded from our website, under printable forms. Individuals living in a nursing home do not qualify for this funding.

CyRide – CyRide is the city bus system for Ames, Iowa. It is a partnership between City of Ames, Iowa State University and the ISU students.

- Services Offered :
 - 12 fixed routes, 3 of those being free circulators (\$1.25/ride)
 - Dial-A-Ride service for persons with a disability (\$2.00/ride)
 - FREE Late night service called Moonlight Express on Fri./Sat. when ISU in session (Free)

- When CyRide travels? www.cyride.com/schedules (provides scheduled time bus will arrive) or call 292-1100 for a route map/schedule. www.cyride.com/nextbus (provides real-time information of when bus comes to the stop)
- Where CyRide travels? www.cyride.com/maps or call 292-1100 for a route map
- Operates 359 days/year to 85% of the Ames community. Does not operate New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
- Reduced fares for seniors; Medicare/Medicaid cardholders; K-12; and passengers with disabilities. Kids 5 years and younger are free.
- Go to www.cyride.com/fares or call 292-1100 for more fare information.
- VIDEOS – visit www.cyride.com/howtoride
 - How to Ride
 - How to Read a Schedule
 - How to Rack n' Roll (bike and ride the bus)
 - CyRide rules & FAQ
- CyRide News/Detours
www.cyride.com/enotification (Emails)
www.facebook.com/cyride
www.twitter.com/cyride
- Moonlight Express is free for everyone. It operates on Friday/Saturday nights from 10:30pm – 3 am. Phones shut down at 2:30am. There are 4 shuttle buses operating throughout Ames and then E which is the door to door service. It doesn't run when students would typically go home for breaks. For more go to: <http://www.cyride.com/index.aspx?page=1312>
- Campus Circulators - #21 Cardinal, #22 Gold and #23 Orange are free to everyone.

Dial-A-Ride – Door to door service within the City of Ames for persons with a disability that operates during all of the times that CyRide is running its fixed route service. (i.e. DAR operates on the weekends whereas HIRTA does not operate.) Contracts CyRide contracts with HIRTA (county transit provider) to operate this service for them.

- **Approval Process** - Passengers must be pre-approved. Passengers eligible for this service are defined by the Americans with Disabilities Act. If the disability presents a person from traveling to a bus stop, boarding the bus or inability to understand how to ride the bus, they may qualify to ride DAR service. Call CyRide at 292-1100 for a [DAR application](#) or download below.
- **How to Ride** - While the application is processed, typically @ 21 days, a person can ride Dial-A-Ride by calling HIRTA at 1-877-686-0029. The passenger will be notified if they have been approved or denied to ride DAR. In general, DAR requires that a reservation for the trip be made by 4:30pm the day before service is required. For more information on how to ride DAR, download the [DAR brochure](#).
- DAR clients need to be qualified by calling CyRide; however, the service is contracted to HIRTA. Once qualified, clients can ride for \$2.

DAR Brochure: www.cyride.com/dar-brochure

DAR Application: www.cyride.com/dar-application



Transportation Collaboration
Wednesday, April 17, 2013, 3:30-4:30 p.m.
United Way of Story County, 315 Clark Avenue
AGENDA

- I. Welcome and Introductions
- II. Review March 20, 2013 Notes (pages 2-3)
- III. Agenda for Additions/Deletions – All
- IV. Website Opportunity – Story County Quality of Life Alliance (<http://www.storycountyqol.org/>)
 - A. What to include
 - B. How to market
- V. Education for “Do you need a ride?”
 - A. Talking Piece for *Do you need a ride* campaign (pages 4-6)
 - B. Scheduled?
- VI. Updates
 - A. HIRTA
 - B. Volunteer Transportation
 - C. Cy-Ride
 - D. Others?
- VII. Next Meeting: Wednesday, May 15

Meeting Dates: June 19, July 17, August 21, September 18, October 16, November 20, December 18
(may want to consider cancelling the December meeting)

United Way of Story County Vision: To improve the quality of life in our community for individuals and families.

United Way of Story County Mission: United Way of Story County is a strategic leader in building countywide partnerships to identify needs and to develop, support and evaluate effective human services for our diverse community.

Transportation Collaboration
March 20, 2013
Minutes

Present: Cari McPartland – Salvation Army, Arti Sanghi– RSVP, Jean Kresse – United Way of Story County, Shari Atwood – CyRide, Jeremy Johnson-Miller – HIRTA, Janet Grey – AMOS, Kathy Johnson – Story County Community Services

Review February 20, 2013 Notes: Two additions/changes were made – Janet Grey stated that in reference to the Pastor’s discretionary fund it should be noted that the funds are dwindling. Jeremy Johnson-Miller stated that the Mobility Matters Conference is in Des Moines, not West Des Moines.

Agenda – Jean added to discuss meeting schedule.

Transportation Brochure – Education for “Do you need a ride?” campaign

Jean reviewed the cheat sheet that would be used while training agencies or business. Jean stated that she drafted this before meeting with Jane Jackson and asked for input from Jeremy, Arti and Shari. The sheet was reviewed and changes made. Jean will update the document and email to members of the Transportation Collaboration.

Jeremy is presenting on HIRTA at the April Human Services Council and will ask members if they would like to be trained. He will have a sign-up list for those who request the training. TC members will then be asked to volunteer for agencies that have expressed interest in training.

Jeremy stated that next month he will be presenting on HIRTA at the Seniors in Story and will share the brochure and information about the training. He will pass along those businesses that request the training. TC members will also be asked to volunteer to carry out the training for these groups.

Agency Survey:

Jean stated that if we want to take on surveying agencies we need to determine how to do so and what information we need to capture. Cari asked what we will do with the information. The information to learn is what transportation needs are not being met. Members present felt that we should wait until the “Do you want a ride?” campaign has been in place and then to see what needs are still not being met. Shari stated that in 2014 she will need to conduct agency surveys to gather this type of information for the Transportation Plan and the TC could have input to what questions should be included.

Updates:

Mobility Matters Conference - Jeremy reported that he has borrowed the theme “Do you need a ride” campaign for the conference which is set for May 17 and was able to purchase some items with the slogan. Items that are not distributed at the conference could be used by the TC although the items he purchased also have TAG (Transportation Advisory Group) on them because they are the sponsors of the conference. Jean stated that the TC could change its name to TAG if necessary. It was agreed that TC is better for Story County.

Volunteer Transportation Program (RSVP) – Arti stated she had presented to the Golden K club in Nevada on the Volunteer Transportation Program in an effort to recruit drivers. She also shared the transportation brochure and information on the “Do you need a ride?” campaign. She stated that if those in attendance did not have use for the brochure to leave it behind and that several members did.

CyRide – Shari stated that they now have the two articulated buses and drivers are currently being trained. Passengers will begin riding the new bus on March 25. They will be on bus #23 Orange Route. Shari asked if members of the TC would like more information on how to access the *Next Bus* service. All agreed it would be good information to know.

AMOS – Janet stated that AMOS would be meeting on April 6 and would discuss transportation needs around summer tutoring programs.

Future Meetings – Jean asked if member of the TC would be open to meeting every other month. It was suggested that we continue to meet monthly until we have fully launched the “Do you need a ride? campaign.

Next meeting - Wednesday, April 17, 2012 at 3:30 – 4:30pm.

Transportation – “Do you need a ride?” Campaign
Additional Information for Trainer to Share When Reviewing the Brochure

TMS – If the passenger is an Iowa Medicaid Member refer them directly to the phone number. TMS officials will gather all client information, and are the only ones who can deny or approve a client.

RSVP Volunteer Transportation
(Retired Senior Volunteer Transportation)

Clients must meet the following criteria and the transportation need is **ONLY** for essential services such as doctor’s appointments, pharmacy and groceries.

Prior to scheduling rides the passenger must complete an application and waiver of liability for RSVP to keep on file. The passenger must also:

- Be a resident of Story County
- Be ambulatory, able to get to and from the car with little or no assistance
- Be willing to comply with policies regarding criteria for ridership, which will be provided
- Be willing to pay for the service upon the volunteers’ arrival at the residence

Fees for service:

In-town or out of town trips:

Up to 10 miles RT	\$3.00
11-20 miles RT	\$5.00
21-30 miles RT	\$8.00
30+ miles (in-county)	\$12.00
Out of county:	.39/mile

Please do not share this directly with the consumer, but there is a small benevolent fund available for those who can’t afford to pay. Please call RSVP on behalf of the consumer and share information with them that would help facilitate the process.

HIRTA – Story County transit provider, anyone is eligible to ride HIRTA, and can be used for anything from medical, shopping, school or social activities.

Brochure covers most everything. Please visit www.rideHIRTA.com or call 1-877-686-0029 for more details.

Hours of Operation:

Weekdays (Story County) : 7am – 5:30pm
Weekdays (Ames Only) : 6am – 8pm
Saturday (Ames Only) : 7:30am – 6pm
Sunday (Ames Only) : 8:30am – 6pm

General Fare:

City of Ames: \$2 each way

Outside Ames, within Story County: \$4 each way

Persons over Age 60:

City of Ames: \$1 suggested each way

Outside Ames, within Story County: \$2 suggested each way

HIRTA offers reduced fare to riders 60 years and older, who live independently on their own, this funding allows riders to use HIRTA for a suggested donation of \$1 each way in Ames and \$2 each way outside the City of Ames. Individuals in an assisted living facility or nursing home do not qualify for this reduced fare. Please call HIRTA at 1-877-686-0029 to qualify.

Rides to Des Moines are on Tuesdays and Thursdays and operate around the clients' on first appointment/last appointment. In addition to rides to Broadlawns, HIRTA can also take passengers to the Veterans Affairs Hospital in Des Moines.

If the passenger's needs are complicated HIRTA dispatch worker can help them with their travel needs. The dispatch worker will utilize the Mobility Coordinator to work on finding transportation for those cases that may seem impossible.

HIRTA Does not operate New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

CyRide – CyRide is the city bus system for Ames, Iowa. It is a partnership between City of Ames, Iowa State University and the ISU students. For questions have the passenger contact 292-1100 or visit the website – www.cyride.com

- Services Offered :
 - 12 fixed routes, 3 of those being free campus circulators (\$1.25/ride)
Campus Circulators - #21 Cardinal, #22 Gold and #23 Orange are free to everyone
 - Dial-A-Ride service for persons with a disability (\$2.00/ride)
 - Late night service called Moonlight Express on Fri./Sat. when ISU in session (Free)
- CyRide Schedules and Route Maps are available at:
 - www.cyride.com/schedules
 - www.cyride.com/maps (CyRide does not operate New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
- Reduced fares for seniors; Medicare/Medicaid cardholders; K-12 students; and passengers with disabilities. Kids 5 years and younger are free. Passengers can go to CyRide office to complete forms to obtain reduced fare cards, but are not required.
- Moonlight Express is free for everyone. It operates on Friday/Saturday nights from 10:30pm – 3 am. Phones shut down at 2:30am. There are 4 (Buses A, B, C & D) shuttle buses operating throughout Ames. Bus E offers door to door service off the fixed route. Moonlight Express only operates while ISU is in session. For more information to:

- CyRide News/Detours Notifications – passengers can select specific routes for automatic notifications.
www.cyride.com/enotification (Email notification on specific routes)
www.facebook.com/cyride (Like)
www.twitter.com/cyride (Follow)

Dial-A-Ride (DAR) – Door-to-door service within the City of Ames for persons with a disability that operates during CyRide’s hours of operation, which includes weekends. All passengers who are disabled should be encouraged to call CyRide for qualification. DAR is a required service, which CyRide contracts with HIRTA (county transit provider) to operate.

- **Approval Process** - Passengers must be pre-approved. Passengers eligible for this service are defined by the Americans with Disabilities Act. **Emphasize the following:** if a person’s disability prevents them access to a fixed-route bus stop, boarding the bus, or inability to understand how to utilize CyRide, they may qualify for DAR service. Call CyRide at 292-1100 for a [DAR application](#) or it can be downloaded from CyRide’s website.
- **How to Ride** - While the application is being processed, which could take up to 21 days; a person can access DAR by calling HIRTA at 1-877-686-0029. The passenger will be notified if they have been approved or denied to ride DAR. In general, DAR requires that a reservation for the trip be made by 4:30 pm the day before service is required; for Saturday or Sunday rides, reservations are to be made by 4:30 p.m. on Friday. For more information on how to ride DAR, you may download the DAR brochure on the CyRide website, or by calling 292-1100.
- Once qualified, clients can ride for \$2.

DAR Brochure: www.cyride.com/dar-brochure
 DAR Application: www.cyride.com/dar-application



United Way of Story County

Transportation Collaboration
Wednesday, June 19, 2013, 3:30-4:30 p.m.
United Way of Story County, 315 Clark Avenue
AGENDA

- I. Welcome and Introductions
- II. Review April 17, 2013 Notes (pages 2-3)
- III. Agenda for Additions/Deletions – All
- IV. Cy-Ride – Next Bus Demonstration
- V. Discussion on Bus Passes – Disadvantaged Youth
- VI. Website Update – Story County Quality of Life Alliance (<http://www.storycountyqol.org/>)
 - A. What to include – minutes (private or public?)
 - B. Volunteer to update
 - C. Way to request information
- VII. Education for “Do you need a ride?”
 - A. Feedback from those conducted
 - B. Scheduled – (pages 4-6)
- VIII. Updates
 - A. HIRTA
 - B. Volunteer Transportation
 - C. Others?
- IX. Next Meeting: Wednesday, July 17

Meeting Dates: August 21, September 18, October 16, November 20, December 18 (may want to consider cancelling the December meeting)

United Way of Story County Vision: To improve the quality of life in our community for individuals and families.

United Way of Story County is a strategic leader in building countywide partnerships to identify needs and to develop, support, and evaluate effective human services, especially in the areas of education, income, and health, for our diverse community.

Transportation Collaboration
April 17, 2013
Minutes

Present: Cari McPartland – Salvation Army, Arti Sanghi– RSVP, Jean Kresse – United Way of Story County, Jeremy Johnson-Miller – HIRTA, Janet Grey – AMOS, Marion Kresse - BooST

Review March 20, 2013 Notes: Jan stated under the AMOS report she had stated she would be meeting with church librarians. Jean noted the correction.

Agenda: One addition was made – Update on Story County Resource Guide. Jan asked about not getting the email message about the meeting. Jean stated that United Way has been having email troubles and did not realize that the group email was not the current group.

Website Opportunity – Jean reported that if the Transportation Collaboration wanted to have a Web-based presence we could do so through the Story County Quality of Life Alliance. Jean will work with Greg Welk to see how to set this up and how much we can add to the page.

Update on “Do you need a ride?” campaign

Cari reported that on Service Point at The Salvation Army she had added a question on the data entry information asking the client, “How did you get here today?” She stated this information would be easy to track.

The question was asked, during the time we conduct the training with an agency could we ask them to somehow track if asking the questions helps with no-shows?

Jeremy reported he spoke to the Seniors in Story Group and distributed the transportation brochures. They were interested in getting the information and Jeremy stated he felt that the aging communities were covered.

Jan reported that she had taken the brochure to church libraries and asked them to contact her if they needed more brochures.

Cari stated that would talk with Eyerly Ball about piloting whether or not the do you need a ride campaign impacts the no-show rate.

Jean will email out the spreadsheet so everyone could see the names of the trainers who volunteered. The training document was included in the agenda packet and Jean will email this out as well.

Story County Resource Guide: Cari reported that a committee met to discuss how to get the on-line resource guide updated and keep it updated. They are looking for a partner to take the lead on keeping it active. The guide currently does not have transportation listed as a resource. They will have the committee members equipped with the ability to make changes as the administrator instead of just one or two people. The Web site is still hosted by Global Reach.

The committee's goal is to take it back to the Human Services Council to see if they could appoint a standing committee to keep it up and running.

Updates:

Mobility Matters Conference - Jeremy reported the conference is May 17 and that he and others could report on the outcome at the next meeting.

Volunteer Transportation Program (RSVP) – Arti stated she was conducted recognition events for the drivers in the different communities. She reported some users of the service are misusing the intent. The biggest misuse is when they call and ask Arti if the driver can take them to Wal-Mart or other “non-essential” trip and she says no, they are asking the driver to do so. She is working on solutions which include going back to the user and letting them know this was not acceptable.

CyRide – Shari will demonstrate how Next Bus works at a future meeting.

BooST – Marion stated he is exploring transportation options in Boone County for transportation to help preschool and kindergarten children get to programs. He is looking to survey agencies. Jean suggested he contact Shari Atwood to see what survey she uses for agencies to help put together the Passenger Transportation Plan.

Future Meetings – Jean asked if members of the TC were alright with cancelling the May meeting – all present agreed.

Next meeting - Wednesday, June 19, 2013 at 3:30 – 4:30 pm.

AGENCY	ADDRESS	CONTACT	EDUCATE STAFF	RSVP & COMMITTEE	HUMAN COUNCIL MTG.
3M	900 Dayton Avenue	232-1184			
Abbingdon on Grand	3440 Grand Avenue	Jill George	X		
American Red Cross – Lincoln Way Chapter		Tony Burke	X		
AmericInn	2507 SE 16th Street	233-1005			
Ames Area MPO		John Joiner, 239-5165			
Ames Community Preschool Center (ACPC)	611 Clark Avenue		X		
Ames Community Schools		Sipele Tuionuu			X150
Ames Foot Clinic	2222 Philidelphia		X		
Ames Head Start	415 Stanton Avenue	233-4606	X		
Ames High School	1921 Ames High Drive	817-0600			
Ames Public Library	515 Douglas Avenue			X 100 Sheryl Kennedy	
Assault Care Center (ACCESS)	PO Box 1429		X		X
Barilla	3311 E. Lincoln Way	956-4400			
Bickford Manor	2418 Kent Avenue	233-6000		X 50 Sandi Phillips	
Boy Scouts of America, Mid-Iowa Council	1659 E. Euclid				X
Boys & Girls Club of Story County	210 South 5th Street, P.O. Box 241				X
Calvary Food Pantry	Ames	Mickie		X 25	
Camp Fire USA Heart of the Hawkeye Council	5615 Hickman Rd.				
Center for Creative Justice (CCJ)	210 Lynn Avenue			X 50	X
ChildServe	1915 Philadelphia		X		
Churches (need to develop a list)					
Collins-Maxwell High School	400 Metcalf St, Maxwell	Jessica Allen			
Comfort Inn	1605 S. Dayton	232-0689			
Community and Family Resources (CFR)	1619 S. High Avenue	Sally Carnes	social worker should be educated		X25
Cornerstone Church	56829 US Hwy 30	232-5488			
Country Inn	2605 SE 16th Street	233-3935			
Cy-Ride					
DaVita Dialysis	2322 E. 13th Street	Mike Wagner	X	X 25 Jeremy	
DHS - CPPC - DCAT	126 S. Kellogg Avenue	Kaitlyn	X	X 50 Kathy	
Emergency Residence Project (ERP)	225 S. Kellogg		X	X 25 Kathy	
Eyerly Ball	2521 University Blvd #121		X	X 50 Cari	
Executive Express					
Fareway	619 Burnett	232-3543			
First Christian Church	611 Clark Avenue	Vicki Whitman			X
Girl Scouts of Greater Iowa	10715 Hickman Rd.				
Good Neighbor Emergency Assistance, Inc.	3206 South Duff Avenue			X 50 Dean Sanders	
Green Hills Retirement Community	2200 Hamilton Drive				
Hampton Inn	1400 S. Dayton	239-9999			
Heartland Senior Services	205 S. Walnut	Liz Beck / Ellen Moore			X

AGENCY	ADDRESS	CONTACT	EDUCATE STAFF	RSVP & COMMITTEE	HUMAN COUNCIL MTG.
Home Instead Senior Care	4611 Mortensen Rd #113	233-3539		X 50 Dean Sanders	
HOMEWARD and HOMEWARD Hospice	1114 Duff Avenue			X 25 Julie	
Hunziker Center - DMACC	1420 S. Bell Avenue			X 20 Sara Wilson	
Huxley Food Pantry	Huxley	Bev		x 50	
Hy-Vee West	3708 Lincoln Way	296-2393		No place to post!	
Iowa Heart Center	1816 Philidelphia		X		
ISU Alumini Association				X Sheryl Kennedy	
ISU Memorial Union Desk				X 50	
ISU Student Center	Union Drive	294-5801			
ISU Visitor's Center	University Blvd				
Keystone Apartments		Cindy Bowers		X 50 Sandi Phillips	
Legal Aid Society of Story County	937 Sixth Street, Nevada			X 25 Phyllis Terry	
Lifeline Resources					X50
Loaves and Fishes	Story City	Edith		X 50	
Lutheran Services in Iowa	1323 Northwestern Avenue				
Mainstream Living Inc	2012 E. 13th St.				X
Mary Greeley Medical Center	1111 Duff Avenue	Social Workers	X		
McFarland Clinic - Main	1215 Duff Avenue	239-4400	X		
McFarland Clinic - Pediatrics		Anne Kohler	X		
McFarland Clinic - West	3600 Lincoln Way		X	X 50 Cari	
Meadow Wood of Ames	4350 Maricopa Dr.	268-9999			
MICA - Family Development	230 SE 16th Street	Helen Benker	X	X 75 Julie	
MICA - Health Services	226 SE 16th Street	Gloria Symons	X	X 75 Julie	
Mid Iowa Foster Grandparent Program	130 S Sheldon #306				
NAMI of Central Iowa	416 Douglas Ave, #33	Deb Niehof			X25
Nevada High School	1035 15th Street, Nevada	382-2783			
North Grand Mall	2801 Grand Avenue	Sara Houlihan, 232-3679			
Northcrest Retirement Community	1801 20th Street	232-6760		X 50 Sandi Phillips	
Prairie View Apts	2330 Prairie View W	233-6711			
Raising Readers in Story County	515 Douglas Avenue, PO Box 2374			X 20 Julie	
Regency Retirement Residence	418 W. 4th, Nevada	382-6169		X 25 Arti	
Rolling Green Village	100 6th Street, Nevada			X 25 Arti	
RSVP	503 Elm Avenue, Story City			X 500 Arti	
RSVP	113 Colorado Avenue	Arti Sanghi		X500 Arti	
Sauer Danfoss	2800 E. 13th Street	239-6000			
Slater/Sheldahl Food Pantry	Slater	Judy		X 50	
StoneHaven Apartments		Cindy Bowers		X 50 Sheryl Kennedy	
Story Co. Medical Center	640 S. 19th Street, Nevada	382-2111	X	X 25 Julie	
Story Co. Medical Center - Senior Care	630 S. 6th Street, Nevada	382-7001	X	X 25 Julie	
Story County Community Life Program	104 S. Hazel Avenue		X	X 50 Kathy	
Story County Community Services	126 S. Kellogg Avenue	Deb Schildroth, 663-2942			X

AGENCY	ADDRESS	CONTACT	EDUCATE STAFF	RSVP & COMMITTEE	HUMAN COUNCIL MTG.
Story Time Child Care Center	84 Main St., Box 214				
Super 8	1418 S. Dayton	232-6510			
The Arc of Story County	130 South Sheldon #302				X
The Rose	1315 Coconino Road	Steve King	X	X 25 Jeremy	
The Salvation Army	703 E. Lincoln Way	Cari McPartland		50 Cari	X
The Waterford	1325 Coconino Road	Renee Klaus	X		
University Community Childcare (UCC)	100 University Village				X
Volunteer Center of Story County	130 S. Sheldon Ave., Suite 201				X
Windsor Oaks Retirement Community	1130 Adams Street	Marti Elston	X	X 25 Jeremy	
Windsor Pointe	3709 Tripp Street	268-9100			
Youth & Shelter Services, Inc. (YSS)	420 Kellogg				X
YSS - After Care / PAL Program	125 S. 3rd Street	Amanda Bornich			
YSS - After School Program	420 Kellogg	Laura Teske, 233-3141x4450			
YSS - Family Life Center	125 S. 3rd Street	Jason Hagland/Kara Preston			
YWCA Ames - ISU	ISU 210 Lab of Mechanics				

**Transportation Collaboration
CyRide's NEXT BUS
6/19/2013**

Background:

NEXT BUS technology was funded 100% via the Government of the Student Body is based upon Global Positioning Satellite and cellular technology where buses communicate directly with a server and databases. Information uploaded includes the bus' current location and its rate of progression through its route. Based on historical averages, day of the week and time of day, the databases make an algorithmic calculation that provides arrival predictions to a customer through their telephone, smartphone or computer.

Bus Stop Changes: CyRide has added a second bus stop sign to all of its 425+ bus stops located directly below the current "Cy" CyRide bus stop sign. The signs will provide customers with the necessary information to immediately access the NEXT BUS system. Each stop has its own unique identification number, a local telephone number, a text message number and a QR code.



In addition, large LED digital signage will be installed on Iowa State University campus at major transfer locations providing bus arrival information for passengers waiting at these bus stop locations. These four locations are:

- Student Services #1176
- Upper Friley Hall #1210
- Kildee Hall #1088
- Bessey Hall #1126



Benefits: The benefits of this technology are two-fold:

- **For the Customer:** CyRide's passengers can benefit from this technology by knowing where the bus is located and when it is expected to arrive at a bus stop. This can help passengers effectively plan their transportation in a way that is convenient for them, especially in inclement weather. Also, advanced features of the technology allow a customer to [set alerts](http://www.cyride.com/nextbusalerts) (<http://www.cyride.com/nextbusalerts>), so that they can be notified when the bus is near the bus stop.
- **For CyRide:** CyRide staff can manage the transit system as efficiently as possible. CyRide's dispatchers now have the capability to scan a live map that automatically alerts them to any system abnormalities such as late buses or buses deviating from their route. Historical reports can also be developed to aid in route planning or to answer a customer's question about a bus trip.

Your Information When You Want It!

CyRide provides bus prediction service via a system called NEXT BUS where a telephone, mobile device or web-enabled computer can be used to view exactly where a bus is located and its predicted time of arrival. The information below provides specific instructions on how to access this information in these formats.

NEXT BUS VIA WEBSITE (PC, Tablet or Smartphone)

Step 1: Visit www.cyride.com and click on the [NEXT BUS](#) button



OR visit www.cyride.com/nextbus.

Step 2: Select your desired route.

Step 3: Select your direction of travel (if applicable)

Step 4: Select your bus stop.

Select your route/direction/stop to obtain GPS-based arrival times:

Route:

Direction:


Stop:

Destination:

(optional)

Tracked vehicles for route 1 Red East in:

16 minutes
36 minutes
51 minutes

 ? min

Stop number: 1208
Phone: 515-509-2609
SMS: 41411 "cyride 1208"

For other routes serving same stop:

15 min (2 Green East Mall via Ames High School)
55 min (2 Green East Mall via Ames High School)
75 min (2 Green East Mall via Ames High School)

Valid as of 11:25 AM Tuesday, March 19

Update page address so that it can be bookmarked

- Shows next 2-3 buses that will arrive at that stop
- Lists other routes serving that same stop
- Page refreshes every 20 seconds showing valid as of time/date under gold box (call taker could have the page up all day for a certain stop!)
- Allows user to bookmark page in their browser.
- Shows the stop number #1208 in case user wants to text/call for information later. If a frequent stop you board, memorize or utilize the CyRide wallet card.

NEXT BUS VIA TEXTING

Step 1: Text "CyRide + the Bus Stop #" to 41411

Ex. SCCS Bus stops = **CyRide 1063** is bus stop @ S 3rd/Kellogg

OR **CyRide 1004** is bus stop @ Walnut/S.3rd – shelter on Walnut

- There must be a space between "CyRide" and the "Bus Stop #" when texting.
- Message and data rates may apply (based upon your plan with your cell carrier). At no point will CyRide or NEXT BUS charge you for their service.
- Bus Stop numbers can be obtained by visiting www.cyride.com/busstops or by looking for the stop number on the bus stop signs. To keep track of the bus stop you frequent the most, print off [CyRide's Wallet Card](http://www.cyride.com/walletcards) at www.cyride.com/walletcards (The new bus stop signs will be installed beginning Jan. 30, 2013 by route).
- For first time users, NEXT BUS will prompt you with a welcome message.

Step 2: Follow the prompted menu options. For instance, a reply message may ask which route if more than one route services the stop you are requesting.

NEXT BUS VIA CALLING

Step 1: Call 515-509-2609

Step 2: When prompted, enter your bus stop number. Ex. Collegiate United Methodist Church = **CyRide 1207** is bus stop @ Hyland/Lincoln Way (East)

OR **CyRide 1179** is bus stop @ Hyland/Lincoln Way (West)

Bus Stop numbers can be obtained from:

- CyRide's [list of stop identification numbers](http://www.cyride.com/busstops) (www.cyride.com/busstops)
- CyRide bus stop signs (each sign has a different number)
- To keep track of the bus stops you frequent the most, www.cyride.com/walletcards

NEXT BUS VIA QR CODE

For those that have a **QR Application** on their smart phone, you can utilize the application and scan in the QR (quick response) code on any CyRide bus stop. An example is QR Droid but there are MANY QR applications available on Google Play or i. Once you scan, the QR Droid will quickly provide a link of the next buses coming to that bus stop.

NEXT BUS VIA MAPS

If you are unsure of your stop number, or you would like to view a map displaying the next arrival times as well as a visual of the current location of buses servicing the Route you have selected, use the following: (Go to Maps/NEXT BUS maps to get to these links at www.cyride.com)

- [Google Map](http://www.nextbus.com/googleMap/?a=cyride) (<http://www.nextbus.com/googleMap/?a=cyride>) or
- [Live Map](http://www.nextbus.com/predictor/publicMap.shtml?a=cyride) (<http://www.nextbus.com/predictor/publicMap.shtml?a=cyride>) (requires JAVA not available on most smart phones)
- VIA GPS - If your device has GPS capability, you can use a special link that will find your location automatically to identify the nearest stop: http://www.nextbus.com/webkit/#_home

You can also find these map links at www.cyride.com/nextbus. You will need to choose the routes you want to view by either clicking "routes" in the center of the Live Map version or by clicking the paper with lines on the upper right hand corner (tan header bar) of the Google Map page. Once you get the routes you want displayed, simply mouse-over or touch the bus stop of your choice to obtain the time



Transportation Collaboration

(Works to identify the transportation challenges individuals and families face daily and to develop the partnerships to help address the needs)

Wednesday, August 21, 2013, 3:30-4:30 p.m.
United Way of Story County, 315 Clark Avenue
AGENDA

- I. Welcome and Introductions
- II. Review June 19, 2013 Notes (pages 2-3)
- III. Agenda for Additions/Deletions – All
- IV. Legislation Set-Aside for Small Start-up Programs – Kay Fisk, Neighborhood Transportation System
- V. Cy-Ride – Next Bus Demonstration
- VI. Discussion on Bus Passes – Disadvantaged Youth
- VII. Website Update – Story County Quality of Life Alliance (<http://www.storycountyqol.org/>)
 - A. What to include – minutes (private or public?)
 - B. Volunteer to update
 - C. Way to request information
- VIII. Education for “Do you need a ride?”
 - A. Feedback from those conducted
 - B. Agencies and Schedule (pages 4-6)
- IX. Updates
 - A. HIRTA
 - B. Volunteer Transportation
 - C. Others?
- X. Next Meeting: Wednesday, September 18

Meeting Dates: October 16, November 20, December 18 (consider cancelling the December meeting)

United Way of Story County Vision: To improve the quality of life in our community for individuals and families.

United Way of Story County is a strategic leader in building countywide partnerships to identify needs and to develop, support, and evaluate effective human services, especially in the areas of education, income, and health, for our diverse community.

Transportation Collaboration
June 19, 2013
Minutes

Present: Jean Kresse – United Way of Story County, Jeremy Johnson-Miller – HIRTA, Shari K, Marion Kresse – BooST, Shari Atwood – CyRide

Review April 17, 2013 Notes: Reviewed.

Agenda: It was decided to wait until more collaboration members were present to have Shari demonstrate the Next Bus technology.

Mobility Matters Conference - Jeremy reported the conference went well. Arti presented on the RSVP volunteer transportation program. Jean asked if there were other programs similar to the program that would help RSVP overcome the barrier that the Story County program may be facing – that is they cannot charge a fee for a service being conducted by an RSVP volunteer. Jeremy suggested the Newton RSVP program be contacted.

There are “wait” times for riders who are provided a ride for a medical appointment for the return trip. The rider can’t say for certain when the appointment will be over and will they be ready for a ride. HIRTA is not an “on-demand” service so can’t always be back to pick up a rider immediately when the call to pick-up comes in.

Youth Transportation – Jean shared that the Ames Schools submitted a grant application requesting \$6,500 for single use CyRide tickets and for some HIRTA tickets for school age youth wanted to attend afterschool activities. The HIRTA tickets were for parents to attend school conference. Jean stated that the UWSC Allocations Committee denied the request and instructed staff to work through the Transportation Collaboration to determine a long-term solution. One of the Allocations members suggested the TC work with the City of Ames on providing free fare and had cited ISU students demand for services as an example. Are the fees generated for ridership the real issue?

Shari Atwood stated that the biggest concern is capacity. When free fare was offered a number of years ago there was a significant increase in the number of riders. If they provided free fare for all the number of buses and routes would need to be increased to provide the rides for the increases. Additional buses and routes are expensive. The other concern was in the number of teenagers that would ride the bus. During that summer of free fares, the number of teenagers did increase and so did need to monitor the youth. Many hopped the bus at one stop just to get off at the next.

Shari stated that single tickets for students (K-12) are reduced from \$1.25 to .60. Shari explained that the Federal Government requires reduced fare for specific populations – senior, disabled, and Medicare. Although youth are not mandated for reduced fare, most public transit systems do provide rides at a reduction for this population.

It was suggested that Jean visit with the Ames School district staff – Dr. Taylor and Yonas Michael to determine need and to see how much investment the district is willing to put into transportation outside the regular bus routes.

Transportation Study – Jeremy reported that the Des Moines Area Metropolitan Planning Organization has received funding to conduct an 8-county transportation survey – which includes Story County. Jean and Shari shared that the Transportation Collaboration did a survey of potential consumers (churches, agencies, and food pantries). Jean will share the survey questions and lists of contacts with Jeremy to use. It was suggested that Head Start programs and parents be involved. First step is to have consumers provide input into the survey questions. A consultant will be hired to access data. Jeremy asked to help share that input is needed for the survey to community partners. The timeframe is to have things concluded in 6-months – which may be in time to be included in the Passenger Transportation Plan which Shari is working on.

Next meeting - Wednesday, August 21, 2013 at 3:30 – 4:30 pm.

AGENCY	ADDRESS	CONTACT	EDUCATE STAFF	RSVP & COMMITTEE	HUMAN COUNCIL MTG.
3M	900 Dayton Avenue	232-1184			
Abbingdon on Grand	3440 Grand Avenue	Jill George	X		
American Red Cross – Lincoln Way Chapter		Tony Burke	X		
AmericInn	2507 SE 16th Street	233-1005			
Ames Area MPO		John Joiner, 239-5165			
Ames Community Preschool Center (ACPC)	611 Clark Avenue		X		
Ames Community Schools		Sipele Tuionuu			X150
Ames Foot Clinic	2222 Philidelphia		X		
Ames Head Start	415 Stanton Avenue	233-4606	X		
Ames High School	1921 Ames High Drive	817-0600			
Ames Public Library	515 Douglas Avenue			X 100 Sheryl Kennedy	
Assault Care Center (ACCESS)	PO Box 1429		X		X
Barilla	3311 E. Lincoln Way	956-4400			
Bickford Manor	2418 Kent Avenue	233-6000		X 50 Sandi Phillips	
Boy Scouts of America, Mid-Iowa Council	1659 E. Euclid				X
Boys & Girls Club of Story County	210 South 5th Street, P.O. Box 241				X
Calvary Food Pantry	Ames	Mickie		X 25	
Camp Fire USA Heart of the Hawkeye Council	5615 Hickman Rd.				
Center for Creative Justice (CCJ)	210 Lynn Avenue			X 50	X
ChildServe	1915 Philadelphia		X		
Churches (need to develop a list)					
Collins-Maxwell High School	400 Metcalf St, Maxwell	Jessica Allen			
Comfort Inn	1605 S. Dayton	232-0689			
Community and Family Resources (CFR)	1619 S. High Avenue	Sally Carnes	social worker should be educated		X25
Cornerstone Church	56829 US Hwy 30	232-5488			
Country Inn	2605 SE 16th Street	233-3935			
Cy-Ride					
DaVita Dialysis	2322 E. 13th Street	Mike Wagner	X	X 25 Jeremy	
DHS - CPPC - DCAT	126 S. Kellogg Avenue	Kaitlyn	X	X 50 Kathy	
Emergency Residence Project (ERP)	225 S. Kellogg		X	X 25 Kathy	
Eyerly Ball	2521 University Blvd #121		X	X 50 Cari	
Executive Express					
Fareway	619 Burnett	232-3543			
First Christian Church	611 Clark Avenue	Vicki Whitman			X
Girl Scouts of Greater Iowa	10715 Hickman Rd.				
Good Neighbor Emergency Assistance, Inc.	3206 South Duff Avenue			X 50 Dean Sanders	
Green Hills Retirement Community	2200 Hamilton Drive				
Hampton Inn	1400 S. Dayton	239-9999			
Heartland Senior Services	205 S. Walnut	Liz Beck / Ellen Moore			X

AGENCY	ADDRESS	CONTACT	EDUCATE STAFF	RSVP & COMMITTEE	HUMAN COUNCIL MTG.
Home Instead Senior Care	4611 Mortensen Rd #113	233-3539		X 50 Dean Sanders	
HOMEWARD and HOMEWARD Hospice	1114 Duff Avenue			X 25 Julie	
Hunziker Center - DMACC	1420 S. Bell Avenue			X 20 Sara Wilson	
Huxley Food Pantry	Huxley	Bev		x 50	
Hy-Vee West	3708 Lincoln Way	296-2393		No place to post!	
Iowa Heart Center	1816 Philidelphia		X		
ISU Alumini Association				X Sheryl Kennedy	
ISU Memorial Union Desk				X 50	
ISU Student Center	Union Drive	294-5801			
ISU Visitor's Center	University Blvd				
Keystone Apartments		Cindy Bowers		X 50 Sandi Phillips	
Legal Aid Society of Story County	937 Sixth Street, Nevada			X 25 Phyllis Terry	
Lifeline Resources					X50
Loaves and Fishes	Story City	Edith		X 50	
Lutheran Services in Iowa	1323 Northwestern Avenue				
Mainstream Living Inc	2012 E. 13th St.				X
Mary Greeley Medical Center	1111 Duff Avenue	Social Workers	X		
McFarland Clinic - Main	1215 Duff Avenue	239-4400	X		
McFarland Clinic - Pediatrics		Anne Kohler	X		
McFarland Clinic - West	3600 Lincoln Way		X	X 50 Cari	
Meadow Wood of Ames	4350 Maricopa Dr.	268-9999			
MICA - Family Development	230 SE 16th Street	Helen Benker	X	X 75 Julie	
MICA - Health Services	226 SE 16th Street	Gloria Symons	X	X 75 Julie	
Mid Iowa Foster Grandparent Program	130 S Sheldon #306				
NAMI of Central Iowa	416 Douglas Ave, #33	Deb Niehof			X25
Nevada High School	1035 15th Street, Nevada	382-2783			
North Grand Mall	2801 Grand Avenue	Sara Houlihan, 232-3679			
Northcrest Retirement Community	1801 20th Street	232-6760		X 50 Sandi Phillips	
Prairie View Apts	2330 Prairie View W	233-6711			
Raising Readers in Story County	515 Douglas Avenue, PO Box 2374			X 20 Julie	
Regency Retirement Residence	418 W. 4th, Nevada	382-6169		X 25 Arti	
Rolling Green Village	100 6th Street, Nevada			X 25 Arti	
RSVP	503 Elm Avenue, Story City			X 500 Arti	
RSVP	113 Colorado Avenue	Arti Sanghi		X500 Arti	
Sauer Danfoss	2800 E. 13th Street	239-6000			
Slater/Sheldahl Food Pantry	Slater	Judy		X 50	
StoneHaven Apartments		Cindy Bowers		X 50 Sheryl Kennedy	
Story Co. Medical Center	640 S. 19th Street, Nevada	382-2111	X	X 25 Julie	
Story Co. Medical Center - Senior Care	630 S. 6th Street, Nevada	382-7001	X	X 25 Julie	
Story County Community Life Program	104 S. Hazel Avenue		X	X 50 Kathy	
Story County Community Services	126 S. Kellogg Avenue	Deb Schildroth, 663-2942			X

AGENCY	ADDRESS	CONTACT	EDUCATE STAFF	RSVP & COMMITTEE	HUMAN COUNCIL MTG.
Story Time Child Care Center	84 Main St., Box 214				
Super 8	1418 S. Dayton	232-6510			
The Arc of Story County	130 South Sheldon #302				X
The Rose	1315 Coconino Road	Steve King	X	X 25 Jeremy	
The Salvation Army	703 E. Lincoln Way	Cari McPartland		50 Cari	X
The Waterford	1325 Coconino Road	Renee Klaus	X		
University Community Childcare (UCC)	100 University Village				X
Volunteer Center of Story County	130 S. Sheldon Ave., Suite 201				X
Windsor Oaks Retirement Community	1130 Adams Street	Marti Elston	X	X 25 Jeremy	
Windsor Pointe	3709 Tripp Street	268-9100			
Youth & Shelter Services, Inc. (YSS)	420 Kellogg				X
YSS - After Care / PAL Program	125 S. 3rd Street	Amanda Bornich			
YSS - After School Program	420 Kellogg	Laura Teske, 233-3141x4450			
YSS - Family Life Center	125 S. 3rd Street	Jason Hagland/Kara Preston			
YWCA Ames - ISU	ISU 210 Lab of Mechanics				

S:\All\Collaboration, Community Agencies & Committees & Service Clubs\Transportation\Brochure



Transportation Collaboration

(Works to identify the transportation challenges individuals and families face daily and to develop the partnerships to help address the needs)

Wednesday, September 18, 2013, 3:30-4:30 p.m.

United Way of Story County, 315 Clark Avenue

AGENDA

- I. Welcome and Introductions
- II. Review August 21, 2013 Notes (page 2)
- III. Agenda for Additions/Deletions – All
- IV. Cy-Ride – Next Bus Demonstration
- V. Education for “Do you need a ride?”
 - A. Feedback from those conducted
 - B. Agencies and Schedule (pages 3-5)
- VI. Website Update – Story County Quality of Life Alliance (<http://www.storycountyqol.org/>)
 - A. What to include – minutes (private or public?)
 - B. Volunteer to update
 - C. Way to request information
- VII. Updates
 - A. HIRTA
 - B. Volunteer Transportation
 - C. 2-1-1 Training – October 30 (1 p.m. to 3 p.m.)
 - D. Others?
- VIII. Next Meeting: Wednesday, October 16

Meeting Dates: November 20, December 18 (consider cancelling the December meeting)

United Way of Story County Vision: To improve the quality of life in our community for individuals and families.

United Way of Story County is a strategic leader in building countywide partnerships to identify needs and to develop, support, and evaluate effective human services, especially in the areas of education, income, and health, for our diverse community.

Transportation Collaboration
August 21, 2013
Minutes

Present: Jean Kresse – United Way of Story County, Jeremy Johnson-Miller – HIRTA, Kathy Johnson – Story County Community Services, Kay Fisk – Neighborhood Transportation System, Cari McPartland – Salvation Army, Arti Sanghi– RSVP, Diane Birt

Review June 19, 2013 Notes: Reviewed.

Agenda: It was announced that there is a candidate’s forum for city council on October 14 – housing being an important topic.

Youth Transportation – Jean stated she had met with the Superintendent of the Ames Community Schools to discuss transportation needs to Ames students. Dr. Taylor suggested that once school starts that we pull together individuals to discuss the issue and possible solutions. Suggested players included Yonas Michael, Sipele Quezada, Dr. Taylor from the district, along with Cy-Ride, HIRTA, and human service agency representatives. Jean will coordinate that meeting. Diane expressed interest in being part of that discussion.

Legislation Set-Aside for Small Start-Up Programs – Kay Fisk shared some history on how the Neighborhood Transportation System in Cedar Rapids lost money for services. The program connects individuals to employment with transportation. Liz Mathis from Cedar Rapids is writing the bill that will bring additional funds through the Iowa Rides-to-Work Initiative. The proposed funding level is \$1 million state-wide and requires a 50/50 match (fares cannot be used as match). This would be a competitive grant process – don’t have to be a transit agency. Kay wanted the Transportation Collaboration to be aware of the effort.

Volunteer Transportation Program – Arti shared that the RSVP Volunteer Transportation program could no longer (as of August 5) charge for services because the service was provided by an RSVP volunteer and it goes against the mandated rules. They can post a “suggested donation” but cannot charge a fee. They will try this way of conducting business for 6-months and then will need to assess if they can continue to operate the program. This change in how they conduct business makes it almost impossible to make trips to Des Moines. They will still reimburse volunteers for travel, although many won’t accept the reimbursement. The target population for rides will be individuals 60 years and older. They received a \$5,000 grant from the Beverly Foundation for the program to purchase scheduling software

Other – There was some discussion on patients who leave the hospital who need a ride and perhaps we could work with Brian Dieter at MGMC and the new director at Story County Medical Center to see if there could be a partnership developed to assist patients.

Next meeting - Focus will be on the Education Program – *Do you need a ride?* and on the Cy-Rides’ Next Bus program. Meeting is set for Wednesday, September 18, 2013 at 3:30 – 4:30 pm.

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Ames Community Schools		Sipele Tuionuu			X150
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Ames High School	1921 Ames High Drive	817-0600			
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Assault Care Center (ACCESS)	PO Box 1429		X		X
Barilla	3311 E. Lincoln Way	956-4400			
Bickford Manor	2418 Kent Avenue	233-6000		X 50 Sandi Phillips	
Boy Scouts of America, Mid-Iowa Council	1659 E. Euclid				X
Boys & Girls Club of Story County	210 South 5th Street, P.O. Box 241				X
Calvary Food Pantry	Ames	Mickie		X 25	
Camp Fire USA Heart of the Hawkeye Council	5615 Hickman Rd.				
Center for Creative Justice (CCJ)	210 Lynn Avenue			X 50	X
ChildServe	1915 Philadelphia		X		
Churches (need to develop a list)					
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Eyerly Ball	2521 University Blvd #121		X	X 50 Cari	
Executive Express					
Fareway	619 Burnett	232-3543			
First Christian Church	611 Clark Avenue	Vicki Whitman			X
Girl Scouts of Greater Iowa	10715 Hickman Rd.				
Good Neighbor Emergency Assistance, Inc.	3206 South Duff Avenue			X 50 Dean Sanders	
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Hampton Inn	1400 S. Dayton	239-9999			
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Hy-Vee West	3708 Lincoln Way	296-2393		No place to post!	
Iowa Heart Center	1816 Philidelphia		X		
ISU Alumini Association				X Sheryl Kennedy	
ISU Memorial Union Desk				X 50	
ISU Student Center	Union Drive	294-5801			
ISU Visitor's Center	University Blvd				
Keystone Apartments		Cindy Bowers		X 50 Sandi Phillips	
Legal Aid Society of Story County	937 Sixth Street, Nevada			X 25 Phyllis Terry	
Lifeline Resources					X50
Loaves and Fishes	Story City	Edith		X 50	
Lutheran Services in Iowa	1323 Northwestern Avenue				
Mainstream Living Inc	2012 E. 13th St.				X
Mary Greeley Medical Center	1111 Duff Avenue	Social Workers	X		
McFarland Clinic - Main	1215 Duff Avenue	239-4400	X		
McFarland Clinic - Pediatrics		Anne Kohler	X		
McFarland Clinic - West	3600 Lincoln Way		X	X 50 Cari	
Meadow Wood of Ames	4350 Maricopa Dr.	268-9999			
MICA - Family Development	230 SE 16th Street	Helen Benker	X	X 75 Julie	
MICA - Health Services	226 SE 16th Street	Gloria Symons	X	X 75 Julie	
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North Grand Mall	2801 Grand Avenue	Sara Houlihan, 232-3679			
Northcrest Retirement Community	1801 20th Street	232-6760		X 50 Sandi Phillips	
Prairie View Apts	2330 Prairie View W	233-6711			
Raising Readers in Story County	515 Douglas Avenue, PO Box 2374			X 20 Julie	
Regency Retirement Residence	418 W. 4th, Nevada	382-6169		X 25 Arti	
Rolling Green Village	100 6th Street, Nevada			X 25 Arti	
RSVP	503 Elm Avenue, Story City			X 500 Arti	
RSVP	113 Colorado Avenue	Arti Sanghi		X500 Arti	
Sauer Danfoss	2800 E. 13th Street	239-6000			
Slater/Sheldahl Food Pantry	Slater	Judy		X 50	
StoneHaven Apartments		Cindy Bowers		X 50 Sheryl Kennedy	
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Story Co. Medical Center - Senior Care	630 S. 6th Street, Nevada	382-7001	X	X 25 Julie	
Story County Community Life Program	104 S. Hazel Avenue		X	X 50 Kathy	
Story County Community Services	126 S. Kellogg Avenue	Deb Schildroth, 663-2942			X

AGENCY	ADDRESS	CONTACT	EDUCATE STAFF	RSVP & COMMITTEE	HUMAN COUNCIL MTG.
Story Time Child Care Center	84 Main St., Box 214				
Super 8	1418 S. Dayton	232-6510			
The Arc of Story County	130 South Sheldon #302				X
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The Salvation Army	703 E. Lincoln Way	Cari McPartland		50 Cari	X
The Waterford	1325 Coconino Road	Renee Klaus	X		
University Community Childcare (UCC)	100 University Village				X
Volunteer Center of Story County	130 S. Sheldon Ave., Suite 201				X
Windsor Oaks Retirement Community	1130 Adams Street	Marti Elston	X	X 25 Jeremy	
Windsor Pointe	3709 Tripp Street	268-9100			
Youth & Shelter Services, Inc. (YSS)	420 Kellogg				X
YSS - After Care / PAL Program	125 S. 3rd Street	Amanda Bornich			
YSS - After School Program	420 Kellogg	Laura Teske, 233-3141x4450			
YSS - Family Life Center	125 S. 3rd Street	Jason Hagland/Kara Preston			
YWCA Ames - ISU	ISU 210 Lab of Mechanics				

S:\All\Collaboration, Community Agencies & Committees & Service Clubs\Transportation\Brochure



Transportation Collaboration

(Works to identify the transportation challenges individuals and families face daily and to develop the partnerships to help address the needs)

Wednesday, October 16, 2013, 3:30-4:30 p.m.
United Way of Story County, 315 Clark Avenue
AGENDA

- I. Welcome and Introductions
- II. Review September 18, 2013 Notes (page 2)
- III. Agenda for Additions/Deletions – All
- IV. Education for “Do you need a ride?”
 - A. Agencies and Schedule (pages 3-5)
 - B. Do you need a ride? Campaign Document (pages 6-8)
- V. Website Update – Story County Quality of Life Alliance (<http://www.storycountyqol.org/>)
 - A. Brochure
 - B. Way to sign up for meeting information
 - C. Way to request information
- VI. Updates
 - A. HIRTA
 - B. Transportation Survey
 - C. Youth Transportation – Update and Next Steps
 - D. Volunteer Transportation
 - E. 2-1-1 Training – October 30 (1 p.m. to 3 p.m.)
 - F. Others?
- VII. Next Meeting: Wednesday, November 20

Meeting Dates: December 18 (consider cancelling the December meeting); Determine 2014 schedule

United Way of Story County Vision: To improve the quality of life in our community for individuals and families.

United Way of Story County is a strategic leader in building countywide partnerships to identify needs and to develop, support, and evaluate effective human services, especially in the areas of education, income, and health, for our diverse community.

Transportation Collaboration
September 18, 2013
Minutes

Present: Jean Kresse – United Way of Story County, Jeremy Johnson-Miller – HIRTA, Kathy Johnson – Story County Community Services, Janet Grey – AMOS, Arti Sanghi – RSVP, Marion Kresse – BooST, Shari Atwood – CyRide, Rick Hugdahl

Review August 21, 2013 Notes: Shari asked about the funding change for the Volunteer Transportation program. Arti stated that RSVP can no longer charge but can ask for a suggested contribution. The transportation brochures need to be changed to reflect that. Arti agreed to take the brochures and have volunteers cover the current information with a label reflecting the correct information.

Shari agreed to send an email to members of the Story County Human Services Council asking them to bring brochures to the September meeting so changes could be made. If Arti has brochures corrected she will bring some to the meeting.

Agenda: Jean asked Jeremy to give an update on the Transportation Survey.

Youth Transportation – Jean stated that a meeting with Dr. Taylor Yonas Michael, and Sipele Quezada was scheduled for September 27 and others could attend. The meeting is at 9 a.m. and will be held at the Ames Community School’s district office.

Cy-Rides’ Next Bus – Shari Atwood stated that with Next Bus, passengers could determine in real time when the bus would be at a particular stop. This can be done by using a smart phone to scan a QR code, send/receive a text message, call, or check on the Web site. Each bus stop now has a second sign that includes bus stop number and information to connect with Cy-Ride. The information obtained through Next Bus gives the stop times for the next three buses.

Transportation Survey – Jeremy stated that surveys could be completed on-line or on a hard copy and returned by the deadline on September 27. Arti will have paper surveys go out with passengers this week and next. She will collect completed surveys and drop them off at UWSC. Providers of transportation are asked to complete the appropriate survey as well. Consultants have been hired to provide the analysis of the data.

Jeremy stated that 2-1-1 was used to identify providers. Counties included on the survey are Boone, Dallas, Jasper, Marion, Madison, Story, Polk, and Warren.

Next meeting - Focus will be on the Education Program – *Do you need a ride?* October 20, 2013 at 3:30 – 4:30 pm.

AGENCY	ADDRESS	CONTACT	EDUCATE STAFF	Committee		HUMAN COUNCIL MTG.
				Member Assigned	RSVP & COMMITTEE	
3M	900 Dayton Avenue	232-1184	No			
Abbingon on Grand	3440 Grand Avenue	Jill George	X			
American Red Cross – Lincoln Way Chapter		Tony Burke	X			
AmericInn	2507 SE 16th Street	233-1005	No			
Ames Area MPO		John Joiner, 239-5165	No			
Ames Community Preschool Center (ACPC)	611 Clark Avenue		X			
Ames Community Schools		Sipele Tuionuu	Yes			X150
Ames Foot Clinic	2222 Philidelphia		X			
Ames Head Start	415 Stanton Avenue	233-4606	X	Arti		
Ames High School	1921 Ames High Drive	817-0600	No			
Ames Public Library	515 Douglas Avenue		No		X 100 Sheryl Kennedy	
Assault Care Center (ACCESS)	PO Box 1429		X			X
Barilla	3311 E. Lincoln Way	956-4400	No			
Bickford Manor	2418 Kent Avenue	233-6000	No		X 50 Sandi Phillips	
Boy Scouts of America, Mid-Iowa Council	1659 E. Euclid		No			X
Boys & Girls Club of Story County	210 South 5th Street, P.O. Box 241		No			X
Calvary Food Pantry	Ames	Mickie	No		X 25	
Camp Fire USA Heart of the Hawkeye Council	5615 Hickman Rd.		No			
Center for Creative Justice (CCJ)	210 Lynn Avenue		X	Cari	X 50	X
ChildServe	1915 Philadelphia		X			
Churches (need to develop a list)						
Collins-Maxwell High School	400 Metcalf St, Maxwell	Jessica Allen	No			
Comfort Inn	1605 S. Dayton	232-0689	No			
Community and Family Resources (CFR)	1619 S. High Avenue	Sally Carnes	X			X25
Cornerstone Church	56829 US Hwy 30	232-5488	No			
Country Inn	2605 SE 16th Street	233-3935	No			
Cy-Ride			No			
DaVita Dialysis	2322 E. 13th Street	Mike Wagner	X		X 25 Jeremy	
DHS - CPPC - DCAT	126 S. Kellogg Avenue	Kaitlyn	X		X 50 Kathy	
Emergency Residence Project (ERP)	225 S. Kellogg		X		X 25 Kathy	
Eyerly Ball	2521 University Blvd #121		X		X 50 Cari	
Executive Express			No			
Fareway	619 Burnett	232-3543				
First Christian Church	611 Clark Avenue	Vicki Whitman				X
Girl Scouts of Greater Iowa	10715 Hickman Rd.		No			
Good Neighbor Emergency Assistance, Inc.	3206 South Duff Avenue		X		X 50 Dean Sanders	
Green Hills Retirement Community	2200 Hamilton Drive		No			
Hampton Inn	1400 S. Dayton	239-9999	No			
Heartland Senior Services	205 S. Walnut	Liz Beck / Ellen Moore	X	Arti		X
Home Instead Senior Care	4611 Mortensen Rd #113	233-3539	X	Jeremy/Done	X 50 Dean Sanders	
HOMEWARD and HOMEWARD Hospice	1114 Duff Avenue		X		X 25 Julie	
Hunziker Center - DMACC	1420 S. Bell Avenue		No		X 20 Sara Wilson	
Huxley Food Pantry	Huxley	Bev	No		x 50	
Hy-Vee West	3708 Lincoln Way	296-2393	No		No place to post!	

AGENCY	ADDRESS	CONTACT	EDUCATE STAFF	Committee		HUMAN COUNCIL MTG.
				Member Assigned	RSVP & COMMITTEE	
Iowa Heart Center	1816 Philidelphia		X			
ISU Alumini Association			No		X Sheryl Kennedy	
ISU Memorial Union Desk			No		X 50	
ISU Student Center	Union Drive	294-5801	No			
ISU Visitor's Center	University Blvd		No			
Keystone Apartments		Cindy Bowers	No		X 50 Sandi Phillips	
Legal Aid Society of Story County	937 Sixth Street, Nevada		X		X 25 Phyllis Terry	
Lifeline Resources			X	Cari		X50
Loaves and Fishes	Story City	Edith	No		X 50	
Lutheran Services in Iowa	1323 Northwestern Avenue		X			
Mainstream Living Inc	2012 E. 13th St.		X			X
Mary Greeley Medical Center	1111 Duff Avenue	Social Workers	X	Jean/Done		
McFarland Clinic - Main	1215 Duff Avenue	239-4400	X			
McFarland Clinic - Pediatrics		Anne Kohler	X			
McFarland Clinic - West	3600 Lincoln Way		X		X 50 Cari	
Meadow Wood of Ames	4350 Maricopa Dr.	268-9999	X	Jeremy/Done		
MICA - Family Development	230 SE 16th Street	Helen Benker	X		X 75 Julie	
MICA - Health Services	226 SE 16th Street	Gloria Symons	X		X 75 Julie	
NAMI of Central Iowa	416 Douglas Ave, #33	Deb Niehof	X	Cari		X25
Nevada High School	1035 15th Street, Nevada	382-2783	No			
North Grand Mall	2801 Grand Avenue	Sara Houlihan, 232-3679	No			
Northcrest Retirement Community	1801 20th Street	232-6760	X	Jeremy/Done	X 50 Sandi Phillips	
Prairie View Apts	2330 Prairie View W	233-6711	No			
Raising Readers in Story County	515 Douglas Avenue, PO Box 2374		No		X 20 Julie	
Regency Retirement Residence	418 W. 4th, Nevada	382-6169	X	Jeremy/Done	X 25 Arti	
Rolling Green Village	100 6th Street, Nevada		X	Jeremy/Done	X 25 Arti	
RSVP	503 Elm Avenue, Story City		No		X 500 Arti	
RSVP	113 Colorado Avenue	Arti Sanghi	No		X500 Arti	
Danfoss	2800 E. 13th Street	239-6000	No			
Slater/Sheldahl Food Pantry	Slater	Judy	No		X 50	
StoneHaven Apartments		Cindy Bowers	X	Jeremy/Done	X 50 Sheryl Kennedy	
Story Co. Medical Center	640 S. 19th Street, Nevada	382-2111	X		X 25 Julie	
Story Co. Medical Center - Senior Care	630 S. 6th Street, Nevada	382-7001	X		X 25 Julie	
Story County Community Life Program	104 S. Hazel Avenue		X		X 50 Kathy	
Story County Community Services	126 S. Kellogg Avenue	Deb Schildroth, 663-2942	X			X
Story Time Child Care Center	84 Main St., Box 214		No			
Super 8	1418 S. Dayton	232-6510	No			
The Arc of Story County	130 South Sheldon #302		X			X
The Rose	1315 Coconino Road	Steve King	X		X 25 Jeremy	
The Salvation Army	703 E. Lincoln Way	Cari McPartland	X	Cari	50 Cari	X
The Waterford	1325 Coconino Road	Renee Klaus	X			
University Community Childcare (UCC)	100 University Village		No			X
Volunteer Center of Story County	130 S. Sheldon Ave., Suite 201		No			X
Windsor Oaks Retirement Community	1130 Adams Street	Marti Elston	X	Jeremy/Done	X 25 Jeremy	

AGENCY	ADDRESS	CONTACT	EDUCATE STAFF	Committee		HUMAN COUNCIL MTG.
				Member Assigned	RSVP & COMMITTEE	
Windsor Pointe	3709 Tripp Street	268-9100	No			
Youth & Shelter Services, Inc. (YSS)	420 Kellogg		X			X
YSS - After Care / PAL Program	125 S. 3rd Street	Amanda Bornich	No			
YSS - After School Program	420 Kellogg	Laura Teske, 233-3141x4450	No			
YSS - Family Life Center	125 S. 3rd Street	Jason Hagland/Kara Preston	No			
YWCA Ames - ISU	ISU 210 Lab of Mechanics		No			

S:\All\Collaboration, Community Agencies & Committees & Service Clubs\Transportation\Brochure

**Transportation – “Do you need a ride?” Campaign
Additional Information for Trainer to Share When Reviewing the Brochure**

TMS – If the passenger is an Iowa Medicaid Member refer them directly to the phone number. TMS officials will gather all client information, and are the only ones who can deny or approve a client.

RSVP Volunteer Transportation
(Retired Senior Volunteer Transportation)

Clients must meet the following criteria and the transportation need is **ONLY** for essential services such as doctor’s appointments, pharmacy and groceries.

Prior to scheduling rides the passenger must complete an application and waiver of liability for RSVP to keep on file. The passenger must also:

- Be a resident of Story County
- Be ambulatory, able to get to and from the car with little or no assistance
- Be willing to comply with policies regarding criteria for ridership, which will be provided
- Be willing to pay for the service upon the volunteers’ arrival at the residence

Suggest donation for service:

In-county trip ranges from \$3-\$12

Out of county please consider \$.39/mile

HIRTA – Story County transit provider, anyone is eligible to ride HIRTA, and can be used for anything from medical, shopping, school or social activities.

Brochure covers most everything. Please visit www.rideHIRTA.com or call 1-877-686-0029 for more details.

Hours of Operation:

Weekdays (Story County) : 7am – 5:30pm

Weekdays (Ames Only) : 6am – 8pm

Saturday (Ames Only) : 7:30am – 6pm

Sunday (Ames Only) : 8:30am – 6pm

General Fare:

City of Ames: \$2 each way

Outside Ames, within Story County: \$4 each way

Persons over Age 60:

City of Ames: \$1 suggested each way

Outside Ames, within Story County: \$2 suggested each way

HIRTA offers reduced fare to riders 60 years and older, who live independently on their own, this funding allows riders to use HIRTA for a suggested donation of \$1 each way in Ames and \$2 each way outside the City of Ames. Individuals in an assisted living facility or nursing home do not qualify for this reduced fare. Please call HIRTA at 1-877-686-0029 to qualify.

Rides to Des Moines are on Tuesdays and Thursdays and operate around the clients' on first appointment/last appointment. In addition to rides to Broadlawns, HIRTA can also take passengers to the Veterans Affairs Hospital in Des Moines.

If the passenger's needs are complicated HIRTA dispatch worker can help them with their travel needs. The dispatch worker will utilize the Mobility Coordinator to work on finding transportation for those cases that may seem impossible.

HIRTA Does not operate New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

CyRide – CyRide is the city bus system for Ames, Iowa. It is a partnership between City of Ames, Iowa State University and the ISU students. For questions have the passenger contact 292-1100 or visit the website – www.cyride.com

- Services Offered :
 - 12 fixed routes, 3 of those being free campus circulators (\$1.25/ride)
Campus Circulators - #21 Cardinal, #22 Gold and #23 Orange are free to everyone
 - Dial-A-Ride service for persons with a disability (\$2.00/ride)
 - Late night service called Moonlight Express on Fri./Sat. when ISU in session (Free)
- CyRide Schedules and Route Maps are available at:
 - www.cyride.com/schedules
 - www.cyride.com/maps (CyRide does not operate New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
- Reduced fares for seniors; Medicare/Medicaid cardholders; K-12 students; and passengers with disabilities. Kids 5 years and younger are free. Passengers can go to CyRide office to complete forms to obtain reduced fare cards, but are not required.
- Moonlight Express is free for everyone. It operates on Friday/Saturday nights from 10:30pm – 3 am. Phones shut down at 2:30am. There are 4 (Buses A, B, C & D) shuttle buses operating throughout Ames. Bus E offers door to door service off the fixed route. Moonlight Express only operates while ISU is in session. For more information to:
- CyRide News/Detours Notifications – passengers can select specific routes for automatic notifications.
 - www.cyride.com/enotification (Email notification on specific routes)
 - www.facebook.com/cyride (Like)
 - www.twitter.com/cyride (Follow)

Dial-A-Ride (DAR) – Door-to-door service within the City of Ames for persons with a disability that operates during CyRide's hours of operation, which includes weekends. All passengers who are

disabled should be encouraged to call CyRide for qualification. DAR is a required service, which CyRide contracts with HIRTA (county transit provider) to operate.

- **Approval Process** - Passengers must be pre-approved. Passengers eligible for this service are defined by the Americans with Disabilities Act. **Emphasize the following:** if a person's disability prevents them access to a fixed-route bus stop, boarding the bus, or inability to understand how to utilize CyRide, they may qualify for DAR service. Call CyRide at 292-1100 for a [DAR application](#) or it can be downloaded from CyRide's website.
- **How to Ride** - While the application is being processed, which could take up to 21 days; a person can access DAR by calling HIRTA at 1-877-686-0029. The passenger will be notified if they have been approved or denied to ride DAR. In general, DAR requires that a reservation for the trip be made by 4:30 pm the day before service is required; for Saturday or Sunday rides, reservations are to be made by 4:30 p.m. on Friday. For more information on how to ride DAR, you may download the DAR brochure on the CyRide website, or by calling 292-1100.
- Once qualified, clients can ride for \$2.

DAR Brochure: www.cyride.com/dar-brochure

DAR Application: www.cyride.com/dar-application



Transportation Collaboration

(Works to identify the transportation challenges individuals and families face daily and to develop the partnerships to help address the needs)

PLEASE NOTE NEW MEETING TIME!

Wednesday, January 15, 2014, 3:00-4:00 p.m.
United Way of Story County, 315 Clark Avenue
AGENDA

- I. Welcome and Introductions
- II. Review November 20, 2013 Notes (pages 2-3)
- III. Agenda for Additions/Deletions – All
- IV. Story County Quality of Life Alliance Needs/Assets
 - A. Purpose of SQLA
 - B. Reviewing the Gaps
 - C. Transportation Collaboration Efforts – Focus for 2014
- V. Transportation Brochure
 - A. Schedule & process for new brochure
- VI. Transportation Survey Update – Brooke
- VII. Updates on the Education for “Do you need a ride?” (Review List)
 - A. Additional things to cover – drivers needed
 - B. Wait time for HIRTA Buses during a “will call” could be up to an hour
- VIII. Updates
 - A. HIRTA
 - B. Youth Transportation – Update and Next Steps
 - C. Volunteer Transportation Program
 - D. Others?
- IX. Next Meeting: March 19

Determine 2014 schedule: May 21, July 16, September 17, November 19, No December meeting

United Way of Story County Vision: To improve the quality of life in our community for individuals and families.

United Way of Story County is a strategic leader in building countywide partnerships to identify needs and to develop, support, and evaluate effective human services, especially in the areas of education, income, and health, for our diverse community.

**Transportation Collaboration
November 20, 2013
Minutes**

Present: Jean Kresse – United Way of Story County, Jeremy Johnson-Miller – HIRTA, Janet Grey – AMOS, Shari Atwood – CyRide, Rick Hugdahl

Review October 16, 2013 Notes: No changes.

Agenda: No changes.

Do you need a ride? The brochure has been updated to reflect the changes in fees for the Volunteer Transportation program. Jean asked how many brochures were left – RSVP has between 300 and 400; UWSC has about 50; CyRide has about 50. It appears that work should begin on getting new brochures printed. The last printing was covered with Special Project grant funds and UWSC funds. Shari stated that Executive Express could be asked for funding. Shari volunteered to contact the Executive Director – Bonnie. Jeremy will look into the Special Project Funds but stated they do not typically fund the same project twice. He will also look to see how much the printing of the currently brochure cost.

Jeremy asked Shari to work with Julia Castillo on how to put the brochure on-line so it gets updated whenever changes are made.

It was suggested to check with Arti on veteran transportation before printing a new brochure.

Passenger Transportation Plan: Shari reported that section 5310 focuses on elderly and disabled funding – improving the transportation experience for these riders. In general CyRide is looking at an additional 1,000+ ISU students in the fall 2014. From June-July 2014 number of rides totaled 6.3 million and it is estimated that 2014/15 the rides will total 6.6 million. This is approximately 170 rides/student – which translates into additional hours of services and additional buses.

Included in the Plan:

Gray Route – change from 60-minute services to 40-minute service. However the proposal does not include going beyond S. Duff. There would also be increased hours during the day operating from 7 a.m. until 9 p.m. between campuses. This change would require a 12% increase from students, which has only been about 7% increase in the past.

New State Street Route – The Red Route has increased by 54% in the last six years. As many as 7 buses are needed to meet the need. This increase plus the anticipated new development on State Street will place an even heavier demand. The proposed new State Street Route would help meet the demand.

Shari shared that the increase in the number of rides also adds to increase maintenance workers. Industry standards is 1 mechanic/120,000 miles – CyRides currently operates 1 mechanic/253,504 miles. Add the cost of training between 45-55 new drivers each year would add additional costs of \$176,385 to the budget.

Transportation Survey – Jeremy stated the final report will be 30-pages – consultants are reviewing and updated the report to be submitted to the Community Transportation Association and it should be ready by mid-December. The report will include survey and focus groups results plus information from transportation providers.

Youth Transportation – Jean stated that a meeting was set up for November 22 for her, Shari Atwood and Diane Birt) to meet with district counselors and Yonas Michael on November 22.

Other: Janet Grey asked if a volunteer could ride on HIRTA. Jeremy said that yes, anyone can ride HIRTA but that there is also a provision that allows “personal care attendants” to ride HIRTA at no cost when the trip is primarily for health care appointments. The person doesn’t necessarily need help getting on the bus, but need help understanding directions by the doctor.

HIRTA and CyRide are looking for drivers!

Next meeting – January 15, 2014 @ 3 p.m. @ United Way of Story County office. The 2014 schedule will have the Transportation Collaboration meetings every other month.

Cyclone Aktion Club

October 15, 2013

NEXT BUS

NEXT BUS BACKGROUND: CyRide began providing bus prediction service via a system called NEXT BUS on January 31, 2013 where a telephone, mobile device or web-enabled computer can be used to view exactly where a bus is located and its predicted time of arrival. NEXT BUS technology was funded 100% via the Iowa State University's Government of the Student Body. Information uploaded includes the bus' current location and its rate of progression through its route. Based on historical averages, day of the week and time of day, the databases make an algorithmic calculation that provides arrival predictions to a customer through their telephone, smartphone or computer.

BUS STOP CHANGES:

All Bus Stops - CyRide added 425+ NEXT BUS signs located directly below the current "Cy" CyRide bus stop sign.

Each stop has its own unique identification BUS STOP number, a local telephone number, a text message number and an unique QR code.



Transfer Areas - In addition, large LED digital signage will be installed on Iowa State University campus at major transfer locations providing bus arrival information for passengers waiting at these bus stop locations. These four locations are:

- **Student Services (#1176)**
- **Upper Friley Hall (#1210)**
- **Kildee Hall (#1088)**
- **Bessey Hall (#1126)**



BENEFITS: The benefits of this technology are two-fold:

- **For the Customer:** CyRide's passengers know where the bus is located and when it will arrive at a specific bus stop. This can help passengers effectively plan their transportation in a way that is convenient for them, especially in inclement weather.
- **For CyRide:** CyRide staff can manage the transit system as efficiently as possible. CyRide's dispatchers view live maps of our buses alerting them to late buses or buses that have deviated from their route. Historical reports can also be developed to aid in route planning or to answer a customer's question about a bus trip.

HOW TO FIND YOUR NEXT BUS!

The information below provides specific instructions on how to access this information in these formats.

WEBSITE (PC, Tablet or Smartphone)



Step 1: Visit www.cyride.com and click on the [NEXT BUS](#) button
OR visit www.cyride.com/nextbus.

Step 2: Select your desired route.

Step 3: Select your direction of travel (if applicable)

Step 4: Select your bus stop.

Select your route/direction/stop to obtain GPS-based arrival times:

Route:

Direction:


Stop:

Destination:

(optional)

Tracked vehicles for route 1 Red East in:

16 minutes
36 minutes
51 minutes

 7 min

Stop number: 1208
Phone: 515-509-2609
SMS: 41411 "cyride 1208"

For other routes serving same stop:

15 min (2 Green East Mall via Ames High School)
55 min (2 Green East Mall via Ames High School)
75 min (2 Green East Mall via Ames High School)

Valid as of 11:25 AM Tuesday, March 19

Update page address so that it can be bookmarked

- Shows next 2-3 buses that will arrive at that stop
- Lists other routes serving that same stop
- Page refreshes every 20 seconds showing valid as of time/date under gold box (individual could have the page up all day for a certain stop!)
- Allows user to bookmark page in their browser.
- Shows the stop number #1208 in case user wants to text/call for information later. If a frequent stop you board, memorize or utilize the CyRide wallet card.

TEXTING

Step 1: Text “**CyRide + the Bus Stop #**” to **41411**

Ex. North Grand Mall Bus stop = **CyRide 1150** is bus stop @ North Grand Mall

- There must be a space between “CyRide” and the “Bus Stop #” when texting.
- Message and data rates may apply (based upon your plan with your cell carrier). At no point will CyRide or NEXT BUS charge you for their service.
- For first time users, NEXT BUS will prompt you with a welcome message.

Step 2: Follow the prompted menu options. For instance, a reply message may ask which route if more than one route services the stop you are requesting.

CALLING

Step 1: **Call 515-509-2609**

Step 2: When prompted, enter your bus stop number. Ex. Collegiate United Methodist Church = **CyRide 1207** is bus stop @ Hyland/Lincoln Way (East)

OR **CyRide 1179** is bus stop @ Hyland/Lincoln Way (West)

Bus Stop numbers (each bus stop has a different number) can be obtained from:

- Bus Stop numbers - www.cyride.com/busstops or by looking for the stop number on the bus stop signs.
- Wallet Cards - To keep track of the bus stop you frequent the most, print off [CyRide's Wallet Card](#) at www.cyride.com/walletcards

QR CODE

For those that have a **QR Application** on their smart phone, you can utilize the application and scan in the QR (quick response) code on any CyRide bus stop. An example is QR Droid but there are MANY QR applications available depending on your smartphone. Once you scan, the QR Droid will quickly provide a link of the next buses coming to that bus stop.

MAPS

If you are unsure of your stop number, or you would like to view a map displaying the next arrival times as well as a visual of the current location of buses servicing the Route you have selected, use the following: (Go to Maps/NEXT BUS maps to get to these links at www.cyride.com)

- [Google Map](http://www.nextbus.com/googleMap/?a=cyride) (<http://www.nextbus.com/googleMap/?a=cyride>) or
- [Live Map](http://www.nextbus.com/predictor/publicMap.shtml?a=cyride) (<http://www.nextbus.com/predictor/publicMap.shtml?a=cyride>) (requires JAVA not available on most smart phones)

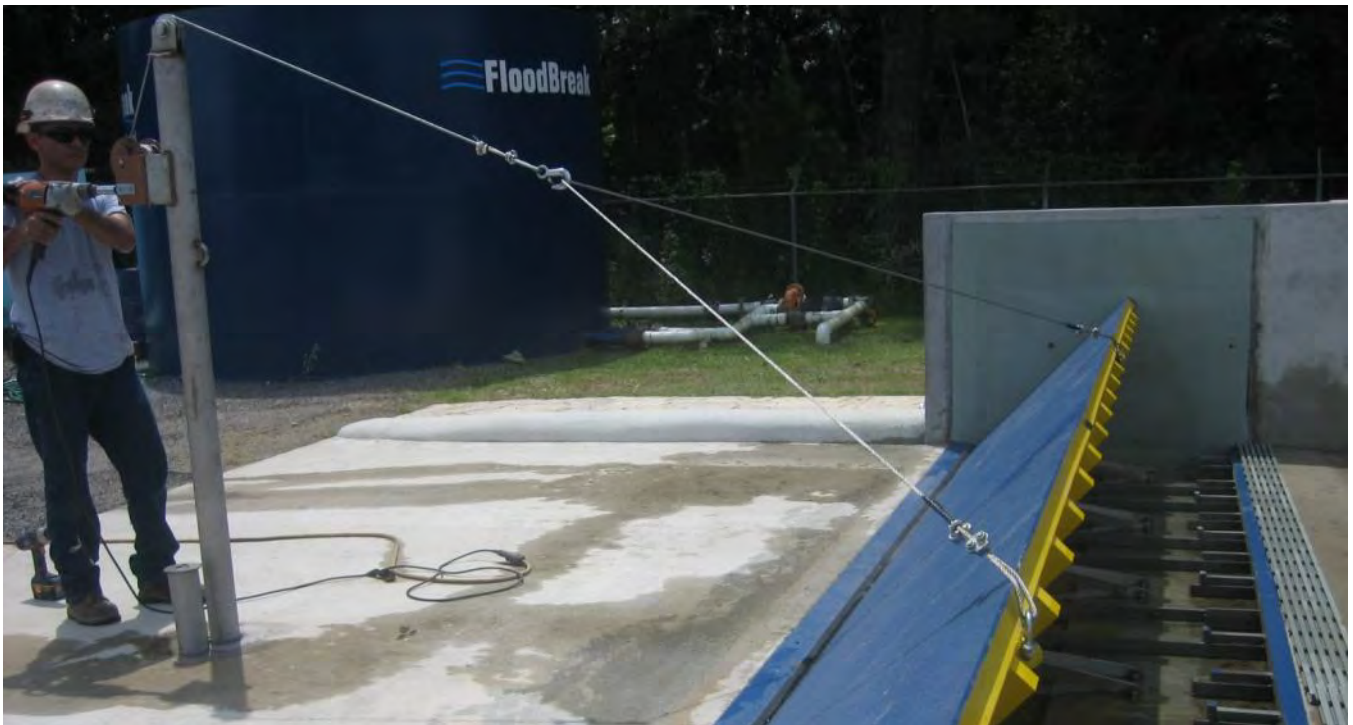
You can also find these map links at www.cyride.com/nextbus. You will need to choose the routes you want to view by either clicking "routes" in the center of the Live Map version or by clicking the paper with lines on the upper right hand corner (tan header bar) of the Google Map page. Once you get the routes you want displayed, simply mouse-over or touch the bus stop of your choice to obtain the time.

CYRIDE STORAGE FACILITY (Completion: December 2013)

1. **New Bus Storage** – 11 additional buses parking inside



2. **Flood Protection (Wall/Berm/Automatic Gates)**



3. **Old Storage Facility (1983) Interior Height Raised** – allows all buses, including taller hybrids, to travel anywhere throughout the garage
4. **Rehabilitated Fuel Lane**
5. **Articulated Maintenance Bay** – allows shop to hoist up articulated buses for repairs
6. **New Bus Circulation Lane & Additional Employee Parking**

ARTICULATED BUSES 660 & 661

FUN ARTICULATED FACTS

Bus Manufacturer: Nova (stainless steel body)

Length: 60-foot long

Capacity: 120 people **Seats:** 45

Design: Updated Swoosh (similar to hybrids)

Routes: #23 Orange and Saturday #1B Red

Total Cost: \$687,413/each
(Received Nationally Discretionary Grant
90% federally funded; 10% locally funded)

Officially Began Service: March 27, 2013



View – Outside View of Articulated Bus Turntable (the “bendy” part)



Two New Articulated Buses Delivered: January 28, 2013



View – Looking to Front of Articulated Bus from the back of the bus



View – Looking to Back of Articulated Bus from the front of the bus



View – Interior View of Articulated Bus Turntable (the “bendy” part)

SCAN

BUS STOP 1129

FOR THE NEXT BUS



515-509-2609
and Say or
Enter 1129



CYRIDE 1129
to
41411

OR
SCAN



CyRide NEXTbus Wallet Cards

Clip out cards and fold in half. Use to keep track of your frequently used stop numbers. Find your stop number online at www.cyride.com or posted at your bus stop.



fold in half
v


Frequently used CyRide Bus Stops	
ROUTE/LOCATION	STOP NUMBER
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

VOICE
Call 515-509-2609 and say or enter your stop number.

QR SCAN
Scan the QR code posted at your bus stop with a scan enabled smartphone.

SMS TEXT
Text CyRide and your bus stop number to 41411.

ONLINE
Visit CyRide.com and click on the NEXTbus link.



*Find your stop number online at www.cyride.com or posted at your bus stop.

^
fold in half
v


Frequently used CyRide Bus Stops	
ROUTE/LOCATION	STOP NUMBER
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

VOICE
Call 515-509-2609 and say or enter your stop number.

QR SCAN
Scan the QR code posted at your bus stop with a scan enabled smartphone.

SMS TEXT
Text CyRide and your bus stop number to 41411.

ONLINE
Visit CyRide.com and click on the NEXTbus link.



*Find your stop number online at www.cyride.com or posted at your bus stop.

^
fold in half

Story County Community Services

October 29, 2013

NEXT BUS

NEXT BUS BACKGROUND: CyRide began providing bus prediction service via a system called NEXT BUS on January 31, 2013 where a telephone, mobile device or web-enabled computer can be used to view exactly where a bus is located and its predicted time of arrival. NEXT BUS technology was funded 100% via the Iowa State University's Government of the Student Body. Information uploaded includes the bus' current location and its rate of progression through its route. Based on historical averages, day of the week and time of day, the databases make an algorithmic calculation that provides arrival predictions to a customer through their telephone, smartphone or computer.

BUS STOP CHANGES:

All Bus Stops - CyRide added 425+ NEXT BUS signs located directly below the current "Cy" CyRide bus stop sign.

Each stop has its own unique identification BUS STOP number, a local telephone number, a text message number and an unique QR code.



Transfer Areas - In addition, large LED digital signage will be installed on Iowa State University campus at major transfer locations providing bus arrival information for passengers waiting at these bus stop locations. These four locations are:

- **Student Services (#1176)**
- **Upper Friley Hall (#1210)**
- **Kildee Hall (#1088)**
- **Bessey Hall (#1126)**



BENEFITS: The benefits of this technology are two-fold:

- **For the Customer:** CyRide's passengers know where the bus is located and when it will arrive at a specific bus stop. This can help passengers effectively plan their transportation in a way that is convenient for them, especially in inclement weather.
- **For CyRide:** CyRide staff can manage the transit system as efficiently as possible. CyRide's dispatchers view live maps of our buses alerting them to late buses or buses that have deviated from their route. Historical reports can also be developed to aid in route planning or to answer a customer's question about a bus trip.

HOW TO FIND YOUR NEXT BUS!

The information below provides specific instructions on how to access this information in these formats.

WEBSITE (PC, Tablet or Smartphone)



Step 1: Visit www.cyride.com and click on the [NEXT BUS](#) button
OR visit www.cyride.com/nextbus.

Step 2: Select your desired route.

Step 3: Select your direction of travel (if applicable)

Step 4: Select your bus stop. (below are stops near SCCS)

- Blue South – S. 3rd St./Kellogg (southeast corner) – Stop# 1063
- Blue North – Walnut Ave/S. 3rd St. (on Walnut – shelter stop) – Stop# 1004
- Yellow (To Downtown) – Lincoln Way/Kellogg (northwest corner) Stop# 1367
- Yellow (To Kate Mitchell) – Lincoln Way/Kellogg (southeast corner) – Stop# 1339
- Pink (To City Hall) – Lincoln Way/Kellogg (northwest corner) – Stop# 1367
- Pink (To Philadelphia) – Lincoln Way/Kellogg (southeast corner) – Stop #1339

Select your route/direction/stop to obtain GPS-based arrival times:

Route: 3 Blue South ▾

Direction: South 5th/South Duff ▾

Stop: S. 3th St. at S. Kellogg ▾

Destination: S. Duff Ave. at S. 3th St. ▾
(optional)

Tracked vehicles for route 3 Blue South in:

Arriving

31 minutes

58 minutes



Stop number: 1063
Phone: 515-509-2609
SMS: 41411 "cyride 1063"

Valid as of 10:57 AM Tuesday, October 29

Update page address so that it can be bookmarked 

- a. Shows next 2-3 buses that will arrive at that stop
- b. Lists other routes serving that same stop
- c. Page refreshes every 20 seconds showing valid as of time/date under gold box (individual could have the page up all day for a certain stop!)
- d. Allows user to bookmark page in their browser.
- e. Shows the stop number #1208 in case user wants to text/call for information later. If a frequent stop you board, memorize or utilize the CyRide wallet card.

TEXTING

Step 1: Text “**CyRide + the Bus Stop #**” to **41411**

Ex. North Grand Mall Bus stop = **CyRide 1150** is bus stop @ North Grand Mall

Ex. SCCS = CyRide 1063 is the bus stop @ SCCS (on S. 3rd; bus heading to Riverbirch)

- There must be a space between “CyRide” and the “Bus Stop #” when texting.
- Message and data rates may apply (based upon your plan with your cell carrier). At no point will CyRide or NEXT BUS charge you for their service.
- For first time users, NEXT BUS will prompt you with a welcome message.

Step 2: Follow the prompted menu options. For instance, a reply message may ask which route if more than one route services the stop you are requesting.

CALLING

Step 1: **Call 515-509-2609**

Step 2: When prompted, enter your bus stop number. Ex. SCCS = **CyRide 1063** is bus stop @ S. 3rd St/Kellog

OR **CyRide 1004** is bus stop @ Walnut/S. 3rd St.

Bus Stop numbers (each bus stop has a different number) can be obtained from:

- Bus Stop numbers - www.cyride.com/busstops or by looking for the stop number on the bus stop signs.
- Wallet Cards - To keep track of the bus stop you frequent the most, print off [CyRide's Wallet Card](#) at www.cyride.com/walletcards

QR CODE

For those that have a **QR Application** on their smart phone, you can utilize the application and scan in the QR (quick response) code on any CyRide bus stop. An example is QR Droid but there are MANY QR applications available depending on your smartphone. Once you scan, the QR Droid will quickly provide a link of the next buses coming to that bus stop.

MAPS

If you are unsure of your stop number, or you would like to view a map displaying the next arrival times as well as a visual of the current location of buses servicing the Route you have selected, use the following: (Go to Maps/NEXT BUS maps to get to these links at www.cyride.com)

- [Google Map](http://www.nextbus.com/googleMap/?a=cyride) (<http://www.nextbus.com/googleMap/?a=cyride>) or
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SCAN

BUS STOP 1129

FOR THE NEXT BUS



515-509-2609
and Say or
Enter 1129



CYRIDE 1129
to
41411

OR
SCAN

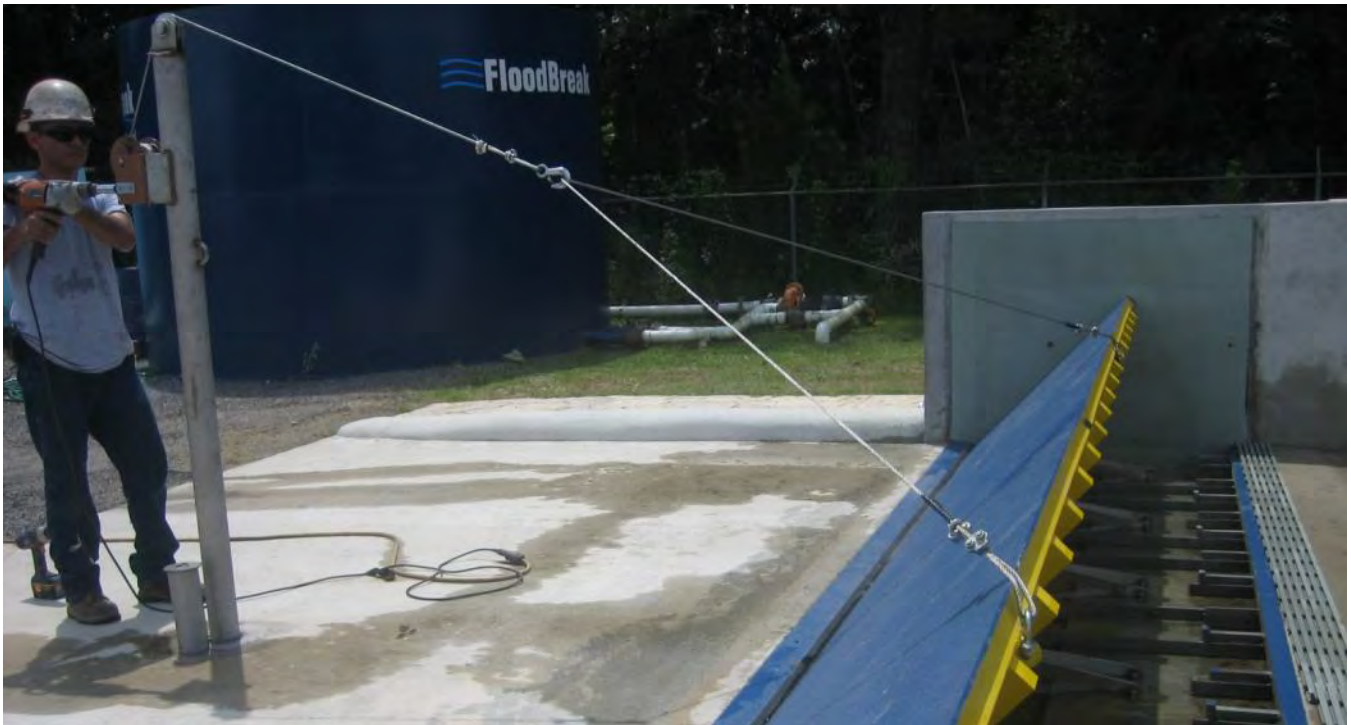


CYRIDE STORAGE FACILITY (Completion: December 2013)

1. **New Bus Storage** – 11 additional buses parking inside



2. **Flood Protection (Wall/Berm/Automatic Gates)**



3. **Old Storage Facility (1983) Interior Height Raised** – allows all buses, including taller hybrids, to travel anywhere throughout the garage
4. **Rehabilitated Fuel Lane** - additional insulation for employees and general repairs
5. **Articulated Maintenance Bay** – allows shop to hoist up articulated buses for repairs
6. **New Bus Circulation Lane & Additional Employee Parking**

ARTICULATED BUSES 660 & 661

FUN ARTICULATED FACTS

Bus Manufacturer: Nova (stainless steel body)

Length: 60-foot long

Capacity: 120 people **Seats:** 45

Design: Updated Swoosh (similar to hybrids)

Routes: #23 Orange and Saturday #1B Red

Total Cost: \$687,413/each
(Received Nationally Discretionary Grant
90% federally funded; 10% locally funded)

Officially Began Service: March 27, 2013



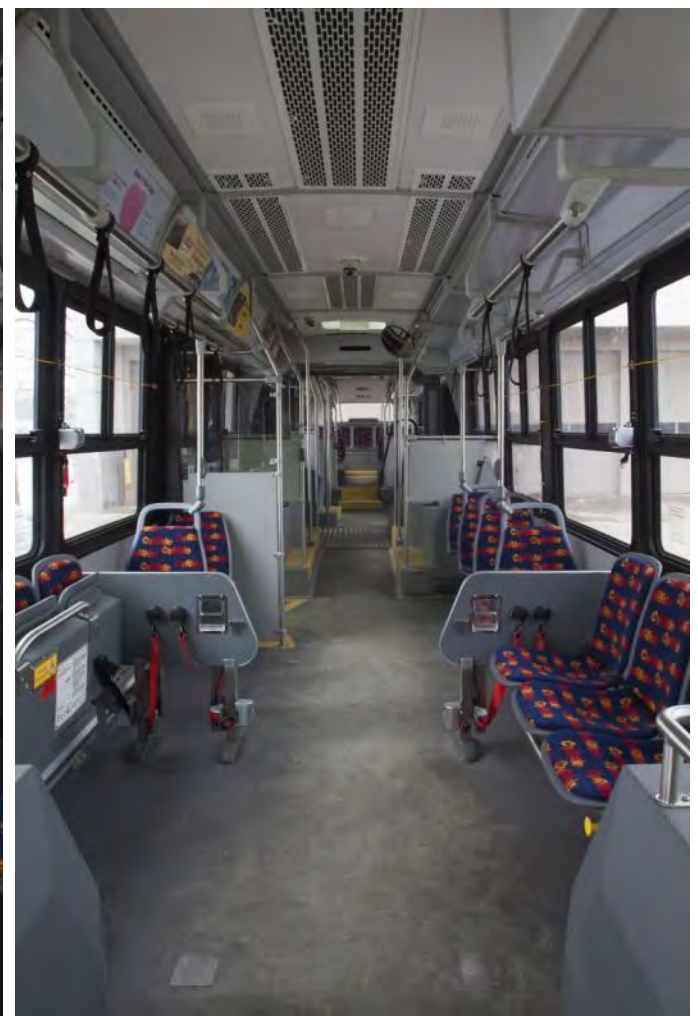
View – Outside View of Articulated Bus Turntable (the “bendy” part)



Two New Articulated Buses Delivered: January 28, 2013



View – Looking to Front of Articulated Bus from the back of the bus



View – Looking to Back of Articulated Bus from the front of the bus



View – Interior View of Articulated Bus Turntable (the “bendy” part)

NAMI Wellness Center

November 13, 2013

NEXT BUS

NEXT BUS BACKGROUND: CyRide began providing bus prediction service via a system called NEXT BUS on January 31, 2013 where a telephone, mobile device or web-enabled computer can be used to view exactly where a bus is located and its predicted time of arrival. NEXT BUS technology was funded 100% via the Iowa State University's Government of the Student Body. Information uploaded includes the bus' current location and its rate of progression through its route. Based on historical averages, day of the week and time of day, the databases make an algorithmic calculation that provides arrival predictions to a customer through their telephone, smartphone or computer.

BUS STOP CHANGES:

All Bus Stops - CyRide added 425+ NEXT BUS signs located directly below the current "Cy" CyRide bus stop sign.

Each stop has its own unique identification BUS STOP number, a local telephone number, a text message number and a unique QR code.



Transfer Areas - In addition, large LED digital signage will be installed on Iowa State University campus at major transfer locations providing bus arrival information for passengers waiting at these bus stop locations. These four locations are:

- **Student Services (#1176)**
- **Upper Friley Hall (#1210)**
- **Kildee Hall (#1088)**
- **Bessey Hall (#1126)**



BENEFITS: The benefits of this technology are two-fold:

- **For the Customer:** CyRide's passengers know where the bus is located and when it will arrive at a specific bus stop. This can help passengers effectively plan their transportation in a way that is convenient for them, especially in inclement weather.
- **For CyRide:** CyRide staff can manage the transit system as efficiently as possible. CyRide's dispatchers view live maps of our buses alerting them to late buses or buses that have deviated from their route. Historical reports can also be developed to aid in route planning or to answer a customer's question about a bus trip.

HOW TO FIND YOUR NEXT BUS!

The information below provides specific instructions on how to access this information in these formats.

WEBSITE (PC, Tablet or Smartphone)



Step 1: Visit www.cyride.com and click on the [NEXT BUS](#) button
OR visit www.cyride.com/nextbus.

Step 2: Select your desired route.

Step 3: Select your direction of travel (if applicable)

Step 4: Select your bus stop. (below are stops near NAMI Wellness Center)

- **Red West (Ames Middle School via Lincoln Way)** – 6th/Kellogg (temporary) – Stop# 1457
- **Red East (Mall via Hospital)** – 6th/Kellogg (temporary) – Stop# 1458

Select your route/direction/stop to obtain GPS-based arrival times:

Route: 1 Red West ▾

Direction: Ames Middle School via Lincoln Way ▾


Stop: 6th St. at Kellogg Ave. (TEMPORARY) ▾

Tracked vehicles for route 1 Red West in:

7 minutes

21 minutes

36 minutes



Stop number: 1457
Phone: 515-509-2609
SMS: 41411 "cyride 1457"

Valid as of 3:08 PM Tuesday, November 12

Update page address so that it can be bookmarked ?

- Shows next 2-3 buses that will arrive at that stop
- Lists other routes serving that same stop
- Page refreshes every 20 seconds showing valid as of time/date under gold box (individual could have the page up all day for a certain stop!)
- Allows user to bookmark page in their browser.
- Shows the stop number #1457 in case user wants to text/call for information later. If a frequent stop you board, memorize or utilize the CyRide wallet card.

TEXTING

Step 1: Text “**CyRide + the Bus Stop #**” to **41411**

Ex. 6th/Kellogg = **CyRide 1457** is bus stop nearest to NAMI Wellness Center headed westbound

There must be a space between “CyRide” and the “Bus Stop #” when texting.

- Message and data rates may apply (based upon your plan with your cell carrier). At no point will CyRide or NEXT BUS charge you for their service.
- For first time users, NEXT BUS will prompt you with a welcome message.

Step 2: Follow the prompted menu options. For instance, a reply message may ask which route if more than one route services the stop you are requesting.

CALLING

Step 1: **Call 515-509-2609**

Step 2: When prompted, enter your bus stop number. Ex. NAMI Wellness Center = **CyRide 1047** is bus stop @ 6th/Kellogg (westbound – towards campus)

OR **CyRide 1048** is bus stop @ 6th/Kellogg (eastbound – towards the Mall)

Bus Stop numbers (each bus stop has a different number) can be obtained from:

- Bus Stop numbers - www.cyride.com/busstops or by looking for the stop number on the bus stop signs.
- Wallet Cards - To keep track of the bus stop you frequent the most, print off [CyRide's Wallet Card](#) at www.cyride.com/walletcards

QR CODE

For those that have a **QR Application** on their smart phone, you can utilize the application and scan in the QR (quick response) code on any CyRide bus stop. An example is QR Droid but there are MANY QR applications available depending on your smartphone. Once you scan, the QR Droid will quickly provide a link of the next buses coming to that bus stop.

MAPS

If you are unsure of your stop number, or you would like to view a map displaying the next arrival times as well as a visual of the current location of buses servicing the Route you have selected, use the following: (Go to Maps/NEXT BUS maps to get to these links at www.cyride.com)

- [Google Map](http://www.nextbus.com/googleMap/?a=cyride) (<http://www.nextbus.com/googleMap/?a=cyride>) or
- [Live Map](http://www.nextbus.com/predictor/publicMap.shtml?a=cyride) (<http://www.nextbus.com/predictor/publicMap.shtml?a=cyride>) (requires JAVA not available on most smart phones)

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SCAN

BUS STOP 1129

FOR THE NEXT BUS



CALL

515-509-2609
and Say or
Enter 1129



TEXT

CYRIDE 1129
to
41411

SCAN

OR

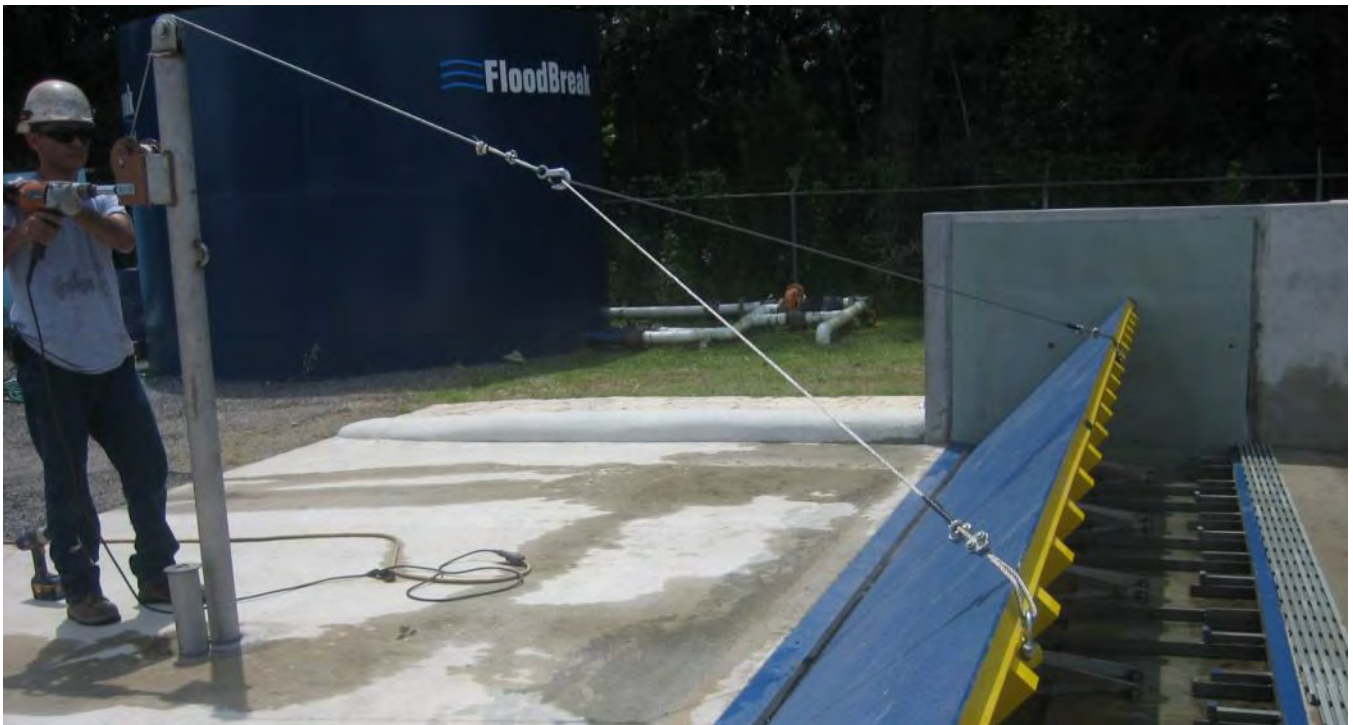


CYRIDE STORAGE FACILITY (Completion: December 2013)

1. **New Bus Storage** – 11 additional buses parking inside



2. **Flood Protection (Wall/Berm/Automatic Gates)**



3. **Old Storage Facility (1983) Interior Height Raised** – allows all buses, including taller hybrids, to travel anywhere throughout the garage
4. **Rehabilitated Fuel Lane** - general repairs & additional insulation to keep CyRide employees warm
5. **Articulated Maintenance Bay** – allows shop to hoist up articulated buses for repairs
6. **New Bus Circulation Lane & Additional Employee Parking**

ARTICULATED BUSES 660 & 661

FUN ARTICULATED FACTS

Bus Manufacturer: Nova (stainless steel body)

Length: 60-foot long

Capacity: 120 people **Seats:** 45

Design: Updated Swoosh (similar to hybrids)

Routes: #23 Orange and Saturday #1B Red

Total Cost: \$687,413/each
(Received Nationally Discretionary Grant
90% federally funded; 10% locally funded)

Officially Began Service: March 27, 2013



View – Outside View of Articulated Bus Turntable (the “bendy” part)



Two New Articulated Buses Delivered: January 28, 2013



View – Looking to Front of Articulated Bus from the back of the bus



View – Looking to Back of Articulated Bus from the front of the bus



View – Interior View of Articulated Bus Turntable (the “bendy” part)

CyRide NEXTbus Wallet Cards

Clip out cards and fold in half. Use to keep track of your frequently used stop numbers. Find your stop number online at www.cyride.com or posted at your bus stop.



fold in half
v


Frequently used CyRide Bus Stops	
ROUTE/LOCATION	STOP NUMBER
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

VOICE
Call 515-509-2609 and say or enter your stop number.

QR SCAN
Scan the QR code posted at your bus stop with a scan enabled smartphone.

SMS TEXT
Text CyRide and your bus stop number to 41411.

ONLINE
Visit CyRide.com and click on the NEXTbus link.

 *Find your stop number online at www.cyride.com or posted at your bus stop.

^
fold in half
v


Frequently used CyRide Bus Stops	
ROUTE/LOCATION	STOP NUMBER
_____	_____
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fold in half

Epilepsy Support Group

November 14, 2013

NEXT BUS

NEXT BUS BACKGROUND: CyRide began providing bus prediction service via a system called NEXT BUS on February 1, 2013 where a telephone, mobile device or web-enabled computer can be used to view exactly where a bus is located and its predicted time of arrival. NEXT BUS technology was funded 100% via the Iowa State University's Government of the Student Body. Information uploaded includes the bus' current location and its rate of progression through its route. Based on historical averages, day of the week and time of day, the databases make an algorithmic calculation that provides arrival predictions to a customer through their telephone, smartphone or computer.

BUS STOP CHANGES:

All Bus Stops - CyRide added 425+ NEXT BUS signs located directly below the current "Cy" CyRide bus stop sign.

Each stop has its own unique identification BUS STOP number, a local telephone number, a text message number and an unique QR code.



Transfer Areas - In addition, large LED digital signage will be installed on Iowa State University campus at major transfer locations providing bus arrival information for passengers waiting at these bus stop locations. These four locations are:

- **Student Services (#1176)**
- **Upper Friley Hall (#1210)**
- **Kildee Hall (#1088)**
- **Bessey Hall (#1126)**



BENEFITS: The benefits of this technology are two-fold:

- **For the Customer:** CyRide's passengers know where the bus is located and when it will arrive at a specific bus stop. This can help passengers effectively plan their transportation in a way that is convenient for them, especially in inclement weather.
- **For CyRide:** CyRide staff can manage the transit system as efficiently as possible. CyRide's dispatchers view live maps of our buses alerting them to late buses or buses that have deviated from their route. Historical reports can also be developed to aid in route planning or to answer a customer's question about a bus trip.

HOW TO FIND YOUR NEXT BUS!

The information below provides specific instructions on how to access this information in these formats.

WEBSITE (PC, Tablet or Smartphone)

Step 1: Visit www.cyride.com and click on the [NEXT BUS](#) button



OR visit www.cyride.com/nextbus.

Step 2: Select your desired route.

Step 3: Select your direction of travel (if applicable)

Step 4: Select your bus stop.

- Blue North – Riverbirch Apartments (S. 5th) – Stop# 1001

Select your route/direction/stop to obtain GPS-based arrival times:

Route: 3 Blue North ▾

Direction: Mall via Schilletter ▾

Stop: River Birch Apartments ▾


Destination: South Meadow Apartments ▾
(optional)

Tracked vehicles for route 3 Blue North in:

11 minutes

26 minutes

26 minutes



Stop number: 1001
Phone: 515-509-2609
SMS: 41411 "cyride 1001"

Valid as of 5:23 PM Thursday, November 14

Update page address so that it can be bookmarked ?

- a. Shows next 2-3 buses that will arrive at that stop
- b. Lists other routes serving that same stop
- c. Page refreshes every 20 seconds showing valid as of time/date under gold box (individual could have the page up all day for a certain stop!)
- d. Allows user to bookmark page in their browser.
- e. Shows the stop number #1001 in case user wants to text/call for information later. If a frequent stop you board, memorize or utilize the CyRide wallet card.

TEXTING

Step 1: Text “**CyRide + the Bus Stop #**” to **41411**

Ex. Riverbirch stop = **CyRide 1001** is bus stop @ Riverbirch Apartments on 5th

- There must be a space between “CyRide” and the “Bus Stop #” when texting.
- Message and data rates may apply (based upon your plan with your cell carrier). At no point will CyRide or NEXT BUS charge you for their service.
- For first time users, NEXT BUS will prompt you with a welcome message.

Step 2: Follow the prompted menu options. For instance, a reply message may ask which route if more than one route services the stop you are requesting.

CALLING

Step 1: **Call 515-509-2609**

Step 2: When prompted, enter your bus stop number.

Ex. = **CyRide 1150** is bus stop @ North Grand Mall

CyRide 1166 is bus stop @ Ames City Hall Bus (westbound).

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SCAN

BUS STOP 1129

FOR THE NEXT BUS



CALL

515-509-2609
and Say or
Enter 1129



TEXT

CYRIDE 1129
to
41411

SCAN

OR



ARTICULATED BUSES 660 & 661

FUN ARTICULATED FACTS

Bus Manufacturer: Nova (stainless steel body)

Length: 60-foot long

Capacity: 120 people **Seats:** 45

Design: Updated Swoosh (similar to hybrids)

Routes: #23 Orange and Saturday #1B Red

Total Cost: \$687,413/each
(Received Nationally Discretionary Grant
90% federally funded; 10% locally funded)

Officially Began Service: March 27, 2013



View – Outside View of Articulated Bus Turntable (the “bendy” part)



Two New Articulated Buses Delivered: January 28, 2013



View – Looking to Front of Articulated Bus from the back of the bus



View – Looking to Back of Articulated Bus from the front of the bus



View – Interior View of Articulated Bus Turntable (the “bendy” part)

CyRide NEXTbus Wallet Cards

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fold in half
v


Frequently used CyRide Bus Stops	
ROUTE/LOCATION	STOP NUMBER
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

VOICE
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Visit CyRide.com and click on the NEXTbus link.



*Find your stop number online at www.cyride.com or posted at your bus stop.

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fold in half
v


Frequently used CyRide Bus Stops	
ROUTE/LOCATION	STOP NUMBER
_____	_____
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^
fold in half



The Story County Human Services Council is a group of representatives from human service agencies, businesses, and organizations throughout Story County that provides opportunities to collaborate and advocate for human needs. Any organization providing services in Story County are welcome to attend our monthly meetings. We meet from September – May of each year typically on the 4th Thursday of the month. Our next meeting however is December 4th which is a networking luncheon for members. Membership per organization is \$30. To learn more go to our website at www.storycouthumanservices.org

Traditionally, each meeting consists of the following:

- Program of interest to our members
- Agency spotlights allowing our members to learn more about each other
- Business meeting
- Transportation collaboration/planning
- Sharing time of your organization's events/information to other HSC members

But most importantly, this meeting allows colleagues working within the Story County area to meet face-to-face and share experiences and interests. Whether you've worked and advocated for individuals in Story County for years or perhaps only a short time, please consider attending Story County Human Services Council and meet others that are doing the same!

SCHSC Officers

Sipele Quezada (Ames Community Schools), Co-Chair; sipele.quezada@ames.k12.ia.us

Julie Saxton (Life-line Resources), Co-Chair; jsaxton@life-lineresources.com

Shari Atwood (CyRide/Ames Area MPO), Secretary; satwood@cyride.com

Arti Sanghi (Central Iowa RSVP), Treasurer coordinator@cirsvp.org