

**URBAN AFFAIRS COALITION
MEETING MINUTES OF THE PROGRAM SERVICES COMMITTEE**

**Tuesday, December 8, 2020
1:00 pm – 2:30pm**

Attendees: Ronald Bradley, Paul Brauer, William Ewing, Sharmain Matlock-Turner

Staff: Cecily Banks, Roger Beckwith, Tivoni Devor, Karen Harvey, Dainette Mintz, Arun Prabhakaran, Kevin Satterthwaite, Charmayne Thompson

Minutes

I. Welcome/Introductions: Ronald Bradley, Committee Co-Chair

Meeting called to order at 1:03 pm by Ronald Bradley.

II. Approval of Minutes: September 29, 2020

Minutes accepted by Bill Ewing and Sharmain Matlock-Turner

III. Update on Workers Compensation and Safety in the Workplace: Kevin Satterthwaite

The Synergy Select report details were shared from data for the last ten months. Claims were reduced from \$138K to \$106K in our first year. A reduction in premiums can be attained after the third year. Site visits were conducted at all partner locations and all scored at 80 or above. There will be upcoming driver safety training and our insurance company has a program to install GPS units in the 60 vehicles which are currently in our fleet.

Recommendations and Comments:

- 1) Provide feedback to partner programs with an emphasis on the number of claims and employee safety and not the costs associated with claims.
- 2) A shared cost model for benefits, which includes workers compensation is used but consider an additional charge for partners for excessive charges.
- 3) Continue to work with HR to improve the timeliness of incident reporting by program partner staff. The average time for reporting an incident is currently eight days.
- 4) Determine if it is cost efficient to outsource transportation by using alternative sources like Uber, etc.

5) Great work improving the worker's compensation program.

IV. New Business Update: Tivoni Devor

An overview of new business opportunities from FY21 to date were shared. The range of opportunities included various roles and responsibilities by UAC. Roles typically range in scope from a micro granting process to being the employer of record to providing direct administration. UAC successfully administered a program for PHDC for \$13 million in rental assistance payments for a 3% administration fee.

Recommendations and Comments:

- 1) Consider getting publicity for the PHDC project when it becomes feasible.
- 2) Great job building the seed stage projects.

V. Update: UAC's Strategic Plan: Arun Prabhakaran

Many goals from our previous strategic planning have been achieved. As shared during the board meeting, we're focusing our efforts on talent and culture, technology and IP and business development. Compass selected UAC for \$150K in pro bono consulting services project to support our strategic planning efforts.

VI. Compass Presentation and Discussion: Arun Prabhakaran and Jeff Turi

Jeff Turi from Comcast is leading the effort with eight additional volunteer consultants from various backgrounds and professions. Danielle Phillips from Comcast and Kyle Landis from Phoenix Management Systems are representing members of the team who have joined our meeting today. The digital transformation process is a 5-year plan. Three target areas are human resources, marketing and program support with an additional focus fiscal and reporting. Meetings are currently being held with program partners and we're communicating planned activities for the summer of 2021 so that there are no surprises with regards to changes in services or processes. We expect to have self-serve access and dashboards available for program partners.

Recommendations and Comments:

- 1) Consider including representatives from larger program partners in the planning and implementation process.

VII. Next Steps

Continue to provide updates on safety audits, worker's compensation data and Compass progress.

VIII. Closing Remarks – Sharmain Matlock-Turner

Pleased with management of remote and in-person program effectiveness and believes we're going from good to great.