

**Feedback received during Human Services Block Grant Public Meeting with the BCF**  
**May 9, 2024**

**The question posed to the group was, “What is needed to ensure that the people served by the Human Service System are safe, have new opportunities and experiences that support their personal growth, and have a good quality of life?”.**

- Social media supports, there are supportive groups on social media (like Butler Moms Facebook group which has 2,700 members), we should provide education to them of the resources and services that are available, create a list, people are sharing gaps and needs on those groups already, supporting each other and asking for help. Some of the needs that are common is no food at the end of month and transportation, and childcare access (lack of slots). This is an opportunity to connect and share information about resources.
- Ongoing need for direct service workers- training, recruitment, development; people who are receiving the services could become the people who deliver the services
- On the survey next year, ask people who feel unsafe, what makes them feel unsafe?
- There are quite a bit of services and things to do in the community but how much does that actually get communicated to the people who want/need it, streamline the information for the different target groups, website where people can click interests and get information
- Recreational things for people in recovery to do- a lot of support groups but need more rec opportunities
- Quality of life- getting people connected to the things they are interested in/local groups that engage in hobbies they enjoy, supporting people in building a community and friendships, Gaming groups, book club groups, church groups, recovery groups
- Safety- shelter, food, financial safety education
- Butler County is unique in the amount of services we have; Butler Clergy Group has an outreach group on Anti-racism; need more direct emphasis on cultural diversity on delivery of services, and direct outreach; there are racial barriers to perception of safety and access to services
- Connections- volunteerism, can we increase this again? parents don't know other parents like they used to, create spaces where people can meet and build community (hearing this from the Moms facebook group)
- Available and affordable housing is concentrated in Butler City, people might have to leave their communities for it. Need to keep older adults in their homes, market what's available to this group. Market to and connect with outlying groups, reliable and affordable transportation for everybody in the County
- Using social media to connect, finding groups and friends
- Low frustration tolerance, more anger, need to provide education for professionals on safety and managing this, de-escalation training, professional safety training, in-home safety training, with guidelines and boundaries; social skills are different now
  - More eyes on the vulnerable populations, more training for the people going into homes, safety classes for various populations (kids, teens, adults, older adults), kids lacking social skills
- Breaking stigma to ask for help and then accepting the help
- In home supports and companion services

- Cyber safety for the kids
  - Training on safety to avoid trafficking
- Need for interviewing skills for people with disabilities/neurodiverse, focus on how to discuss vs. just converse; training for employers on hiring people within these groups; proactive; look at businesses that are doing it well and learn from them, combine with the Personal Empowerment Training through BC3
- Financial literacy- broad for anybody
- Need for services for families and their children; therapists (general and private insurance)- not enough, are there resources that we don't know about? often only the ones that are very high need get the help
- Being aware of what's available
- Need to take the resources out of the city to the more rural areas, pop up sites, work with churches to have office hours
- Brand the way we present the resources we have, work on our messaging so it makes more sense to the general community and they see how it can help them
- Asset based community development- building community neighborhood by neighborhood; pilot in one neighborhood and include the school, businesses, etc.

Additional comments received on sticky notes after presentation:

- No one wants to need help. We have to package the services so the recipient will be open to them.
- Rise Up Rides- How to keep it funded?
- Awareness of programs that are available- how do people know what services are available?
- Resource booklet should be available at more locations than just CCR
- Resource lists for growth opportunities
- Let people sign up to receive a positive affirmation each night to keep spirits up
- Quality of Life: people need to be connected/community connections; student engagement- clubs; there was delayed learning because of covid; volunteering; trust; affordable activities for kids and community members