

INTERAGENCY COORDINATING BOARD

Minutes of October 25, 2023, Meeting

Board Members Present:

Marvin Mills, Laurence Pitsenberger, Marlene Michaelson, Fariba Kassiri (alternate for Richard Madaleno), Seth Adams (alternate for Dr. Monifa McKnight), Pravin (Pete) Mistry, Artie Harris, and Brenda Wolff.

Board Members Absent:

Dr. Debra Muge, Principal Lakeisha Lashley, and Principal Cary Dimmick.

CUPF Staff:

Ramona Bell-Pearson, Ron Maxson, Eric Rasch, William Polman, David Park, Michelle Bean, Derek Ross, Victoria Smith, and Evelin Chavez.

Guests:

Riley Robin (REC), Mike Riley, Melanie Sasse, Haviz Adejo, and members of Cricket community.

Proceedings:

- Virtual Meeting was called to order at 8:04 a.m. by Vice-Chair, Marvin Mills.
- Roll call of Board members was performed to determine a quorum.
- Minutes of the July 25, 2023, Meeting were approved.
- Agenda for October 25, 2023, Meeting was approved.

Chair's remarks:

- Thanked members for attending the quarterly/annual Meeting for the ICB. The Chair informed members that CUPF's Director Report reflects a year review on progress made by CUPF.
- The Chair informed Board members that CUPF Director, Ramona Bell-Pearson would be asking the Board to select a nominating committee to make a recommendation to the County Executive for appointment to the ICB to fill the voting community member seat that is currently open on the Board.

Director's Report:

Out of School Time Background

- Over the past year CUPF Director, Ramona Bell-Pearson has been striving to increase the impact that CUPF has on the community.
- Ramona's responsibilities as co-chair of the work group involves working with partners such as MCPS, HHS, Rec, the Youth Safety work group, the Early Care

Education Initiative, and others. In that role she has provided the access to facilities resources of CUPF and her professional connections to:

- Help bring childcare back to schools during the Pandemic
- Help stand up distance learning in approximately 70 schools during the Pandemic
- Help establish Kid's Day Out in support of the Recreation Department partnership with MCPS
- Help provide access to Parks turf fields by expanding the FFAP/ARPA funds to cover fees for fields other than MCPS properties
- Help establish the Out of School Time work group

Staff Update

- CUPF will be fully staffed once we complete the hiring of an Office Service Coordinator for the Finance Team.
- Over the past year CUPF has successfully hired Silver Spring staff which includes:
 - a Booking Agent
 - a Logistics Coordinator
 - an Event Monitor and
 - a part time front desk Receptionist
- In the Wheaton office staff additions include:
 - five Core Service Team members
 - an MLS Finance Manager
 - a Finance Administrative Specialist III
 - an Office Service Coordinator for Finance
 - a Communications Outreach Coordinator
 - two Program Specialists II
- Seven of the 15 recent hires were accomplished through promotions from within.

Additional CUPF Updates

- The ICB has two positions that are open due to the expiration of the term and the resignation of a member to accept employment. These positions were advertised by the County Executive Office, and we received applications for consideration of the nominating committee.

Communications Update

- The successful activation of creative concepts proposed by CUPF's Communications & Outreach Specialist has been beneficial to the agency. The primary goal is to make sure that CUPF's content resonates with the audiences.
- Digital marketing, alongside new and existing partnerships, will be pivotal in ensuring the content will be useful to the community.
- CUPF Communication Objectives
 - Share knowledge by creating informative social media content

- Re-evaluate how diversity, equity, and inclusion, impacts our target audience
- Work with Office of Community partnerships acting as a Language Access Liaison providing language access to Limited English Proficient (LEP) individuals
- CUPF has been working on creating original content that is engaging and serves as a stop gap for individuals to gain additional information about its services, user agreements, and community support for other agencies.
- CUPF has been working with Montgomery County Public Libraries to get a better understanding of what content such as fliers or posters would be most effective for the community.
- All county agencies have been made aware of a County Executive 2024 initiative that will include the proper creation of documents such as manuals, license agreements, and newsletters for publication in six primary languages. The languages include Spanish, French, Chinese, Korean, Vietnamese, and Amharic. CUPF has started working with the Office of Community Partnerships to have documents translated.

Core Services Team Update

This has been a year of rebuilding CUPF's staff complement resulting from pre-pandemic vacancies due to promotions and two staff that left County service. Meanwhile, also adjusting to new software which required new processes. It was certainly an extremely challenging year; however, it was extraordinarily rewarding and productive. A summary of the past year for Core Services follows.

October 2022, began implementation of significant changes to workflow and staff assignments.

November 2022:

- Rolled out a robust cross training program for all Program Specialists and contracted staff.
- Began initial draft of User Guidebooks based upon OLO recommendation.
- Conducted several staff training seminars for all Program Specialists.
- Opening day for online reservations at Government buildings was held without notable issues.

December 2022:

- Conducted several staff training seminars for all Program Specialists.

January 2023:

- Produced final draft of User Guidebooks for director and staff review.
- Interviewed for Program Specialist II/Team Leader

February 2023:

- Interviewed for five Program Specialist I vacancies, offers extended by OHR in phases.

- After experiencing difficulties hiring MCPS Media Service Technicians for auditorium use, CUPF agreed to provide paid training initiatives, and provide more technicians willing and able to support community events.
- Met with MCPS central offices to review summer programs, maintenance, and construction.

March 2023:

- Rollout of first ever User Guidebooks (one for County facilities, another for MCPS facilities).
- Opening day for online reservations of outdoor facilities was successfully held.
- Onboarded three new Program Specialist I staff.
- Onboarded one new Program Specialist II/Team Leader.
- Met with School Business Administrator's Professional Learning Community to discuss large events at schools.

April 2023:

- Onboarded two new Program Specialist I staff.
- Began extensive one-on-one and group training for all five new Program Specialists.
- Reviewed resumes for Program Specialist II/Team Leader of the Wheaton Urban District facilities.
- Rolled out a fully online staff resource manual in SharePoint.
- Opening day for online reservations at Libraries was successfully held.

May 2023:

- Priority, high-volume scheduling of weekly cultural and religious use, sports leagues, and large events for the upcoming school year commenced.
- Opening day for online reservations at Government buildings was successfully held.

June 2023:

- Priority, high-volume scheduling of weekly cultural and religious use, sports leagues, and large events for the upcoming school year concluded.
- Priority, high-volume scheduling of school year recreation agency use commenced.

July 2023:

- Opening day for online reservations for outdoor facilities was successfully held on a Saturday; three staff members worked overtime to provide support to customers reserving outdoor facilities for dates of use August 16 through November 30.
- Priority, high-volume scheduling of school year recreation agency use concluded.
- Met with MCPS and Councilmember Albornoz to discuss artificial turf field access for community use, impact of adopt-a-field agreements, lack of access to sports equipment at many schools for community use, and the status of Somerset ES and West MS sites as to when those facilities will be opened for community use permitting.

August 2023:

- Staff workshop was held to review operating procedures as we planned for the annual opening day online for customers to reserve indoor school facilities.
- Onboarded new Program Specialist II for the Wheaton Urban District facilities.
- Opening day for indoor school facilities for the 2023-2024 school year began at 6:30 a.m. on 8/15 with a few software hiccups but was otherwise successful.

September 2023:

- More than 1,000 requests were received from schools to add, modify, or cancel internal use reservations for the 2023-2024 school year, resulting in cancellations/relocations of community user groups.
- Worked diligently with Mid-County Regional Services director and staff to train and establish guidelines for community use of Wheaton Urban District facilities.
- Completed cross training of staff and began permanent squad assignments that require routine cycles of cross training refreshers annually.

October 2023:

- Met with MCPS Business Administrator's Professional Learning Community to discuss a variety of concerns, primarily related to security. The discussion resulted in a request that CUPF reconsider its threshold for security staff at MCPS facilities, asking that CUPF move the number from one security staff for every 300 persons in attendance, to the same requirements used for the Executive Office Building and Council Office Building which is one security staff required for every 100 persons in attendance.
- Opening day for online reservations at Libraries was held without notable issues or concerns.
- Began accepting reservations for Wheaton Urban District facilities on October 16

Silver Spring Civic Building at Veterans Plaza Update**Ice Skating and Festivals****Accomplishments:**

- **Ice Rink Season:** The 2022-2023 Ice Rink season concluded on March 27, 2023,
- **33 Sunday Festivals:** Each Sunday, from May to October, SSCB treated the community to a variety of outdoor events on our Plaza.
- **Silver Spring Jazz Festival:** A spectacular evening of jazz that captivated the audience.
- **Positive Coverage and Event Organizer Praise:** The events have garnered positive media coverage, and event organizers have expressed their gratitude for our exceptional support. Notably, the event organizers have confirmed their return for 2024.

Personal Celebrations and Community Groups

Accomplishments:

- Community Engagement and Relationship Building:

CUPF staff actively engaged with community members, business owners, county representatives, and elected officials to enhance operations.

- Great Hall and Activity Room Celebrations:

The venue has been a hub for personal celebrations, hosting numerous weddings, birthday celebrations, baby showers, Bat Mitzvahs, and other events. Additionally, the venue has been a host for high-profile community events, government meetings, and non-profit sector gatherings and fundraisers.

Challenges:

- Community Access Program (CAP) Funding:

While CAP funding for FY23 was secured, SSCB faced challenges in managing the increasing number of funding requests.

Conference Center and Political Hub**Accomplishments:**

- Conference Center:

SSCB served as an international conference center and meeting location for high-level global summits.

Challenges:

- Security Concerns:

Coordinating with multiple law enforcement agencies was a significant challenge for SSCB staff during high-profile events like the Early Voting.

County Resource Center and Welcome Hub**Accomplishments:**

- WorkSource Montgomery Partnership:

SSCB facilitated the partnership with WorkSource Montgomery's AJC mobile job center at Veterans Plaza, supporting job seekers in the community.

- Landscape Refresh Project:

The landscape refresh project enhanced the appearance of Veterans Plaza in preparation for the Humanitarian Walk in Silence event, and the Jazz Festival, demonstrating our commitment to community aesthetics.

- Inoculation Site for Youth:

The Civic Building served as an inoculation site for youth, contributing to public health efforts.

- Cultural Diversity:

Staff represents cultural diversity and enhances a welcoming atmosphere. Staff is multilingual, worldly, and has global experience to draw from.

- Website Updates and Public Outreach:

The Operations Manager was granted permission to update the SSCBVP webpage, leading to improved usability and real-time updates.

- Inclusive Restrooms:

Discussions were initiated regarding the concept of inclusive restrooms at the Silver Spring Civic Building at Veterans Plaza.

Challenges:

- Addressing Urban Issues:

Thoughtful brainstorming approaches were developed to address urban issues, particularly related to youth activities, skateboarding, and associated concerns like public marijuana smoking and drinking.

Arts and Entertainment Hub and Farmers Market

Accomplishments:

- Farmers Market:

The weekly Farmers Market, which attracts hundreds of residents every Saturday, continued to thrive, fostering engagement.

Challenges:

- Managing Street Buskers:

Ensuring the smooth execution of pop-up musical performances by street buskers required coordination and logistical considerations.

- Expanding Farmers Market:

While the Farmers Market expanded its offerings, there was a need for better management to optimize vendor opportunities.

Staff and Training

Accomplishments:

- Emergency Procedures and Training:

SSCB shared emergency procedures and provided training tools to staff, partners, and contract workers to enhance preparedness during emergencies.

- Telework:

SSCB administrative staff received approval for teleworking up to three days a week, improving flexibility and adaptability. Staff has been successful in managing the Civic Building with a mix of working remotely and in-person.

- Training in VSI Software:

Staff spent significant time on training to better support reservation management through the VSI software, enhancing customer service. Civic Building staff now support the finance division in all SSCBVP billing and payment plans.

- New Team Members:

The team welcomed several new members, including Sanjukta Sil Upadhyay as Booking Specialist, and Macire Dabo as a part-time Principle Administrative Aide, and promoted from within, including Dominique Defo Fotue as a Full-Time Event Monitor, and David Park as the Logistics Specialist. Their addition enhanced the capacity and capabilities of the team.

Joshua Martinez, a temporary employee, and support staff – role includes checking dates, financial customer support and serving as an event monitor.

Challenges:

- Staffing and Training Stability:

While SSCB made progress, they faced staffing instability due to vacant positions that needed to be filled for sustained stability.

Challenges and Needs

Challenges:

- Graffiti and Vandalism:

Increased graffiti and vandalism on Veterans Plaza, following the closure of the Ice Rink operations, posed a challenge for maintenance and cleanliness.

- Projector Maintenance:

The maintenance of Great Hall projectors and Audio/Video equipment has been a challenge, requiring system updates and temporary replacements.

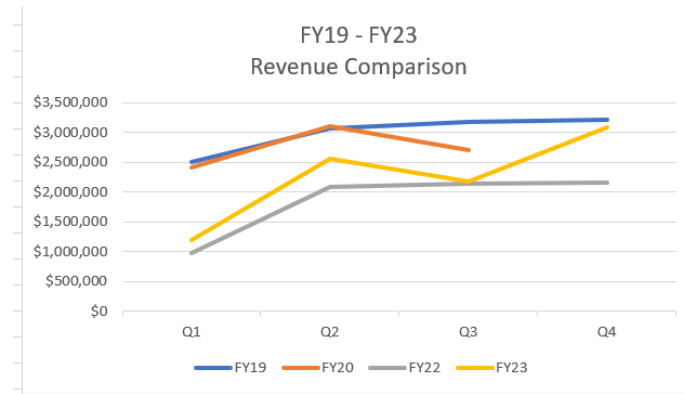
- Addressing Crime and Safety:

The increase in violence and crime in downtown Silver Spring led to concerns about safety, requiring close collaboration with law enforcement agencies and other stakeholders.

Finance & Budget Report

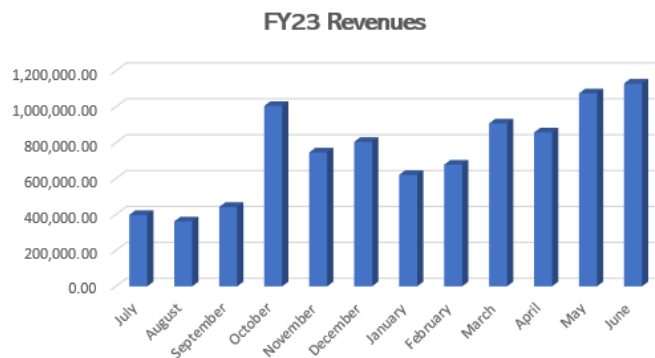
RECAP OF FY23

CUPF saw an increase of reservations from FY22. Although CUPF is not to pre covid numbers, the revenues did remain higher than the previous year. CUPF has already seen higher numbers in the first quarter of FY24 and are hopeful it will soon return to pre pandemic numbers.



* No Community Use in the 4th quarter of FY20

Revenue Breakdown by Month



The total Revenues received for FY23 were \$9,027,323. The strongest quarter was the 4th quarter. The breakdown for the type of Revenues received is below.

FY23 Revenue Received		
County Buildings	\$51,556	1%
Fields	\$527,288	6%
Schools	\$7,618,846	84%
SSCB	\$829,664	9%
Totals	\$9,027,353	100%

The total expenditures for FY23 were \$7,529,373.12. An Expenditure Breakdown by Month is below:

FY23 Expenses	
July	383,811.98
August	597,650.73
September	559,957.47
October	2,348,295.80
November	241,391.10
December	329,654.59
January	292,276.07
February	281,737.71
March	226,455.54
April	331,482.06
May	389,639.29
June	1,547,020.78
Total	7,529,373.12

The FY23 Expenditure Breakdown for CUPF is below:

FY23 Expense Breakdown		
Personnel Cost	\$2,946,118.55	39%
MCPS Reimbursements	\$3,914,831.49	52%
Other Overhead Expenses	\$668,423.08	9%
Total	\$7,529,373.12	100%

FIRST QUARTER OF FY24

CUPF's revenue projection for the FY24 budget year is 11.9 million, which is an optimistic budget, as this is more in line with a pre-covid year. At the end of the 1st quarter, we have received 16% of that, which is \$1.9 million. Please note, that at the end of the first quarter of FY23, we had only received \$1.2 million. In comparison we had a 58% increase in our first quarter compared to last fiscal year.

As usual, CUPF's expenses were higher during the first quarter because it paid the majority of the FY23 MCPS Maintenance Reimbursements that totaled \$746,169.93, which accounts for 45% of the expenses during the 1st quarter. The following table indicates CUPF's revised projections as well as its realized revenue for the first quarter.

Revised FY24 Revenue Projections - 1st Quarter					
	Q1 Actuals	Q2	Q3	Q4	Totals
County Bldgs	\$15,418	\$26,674	\$25,026	\$26,389	\$93,507
Fields	\$144,647	\$71,988	\$16,032	\$142,742	\$375,409
Schools	\$1,505,524	\$2,423,463	\$2,616,493	\$2,412,254	\$8,957,734
SSCB	\$236,188	\$226,553	\$179,985	\$254,984	\$897,709
Investment Income	\$0	\$37,500	\$0	\$37,500	\$75,000
	\$1,901,777	\$2,786,178	\$2,837,535	\$2,873,869	\$10,399,359

FY25 BUDGET

The FY25 Budget has been submitted in the amount of \$11,260,250. This represents a 1% increase from FY22, which was \$11,139,336. In this budget submission, CUPF has requested another event monitor position for the Silver Spring Civic Building which would increase its workforce to 31, if approved.

Subsidy Programs

Community Access Program (CAP) for Silver Spring Civic Building

The CAP program is budgeted for \$150,000 for FY24. In the first quarter CUPF approved awards for 47 organizations totaling \$114,973.20. The remaining balance for traditional CAP is \$35,026.80. However, CUPF also has an additional \$20,000 from Safe Summer Grant Funding from the State.

Facility Fee Assistance Program (FFAP)

The budget for FFAP this year is \$75,000. CUPF has approved awards for 25 organizations, which total \$65,900.00. The remaining balance for traditional FFAP is now \$9,100.00. However, CUPF will also have an additional \$20,000 from Safe Summer Grant Funding from the State.

Safe Summer Grand Fund

CUPF is a recipient of 4 - \$20,000 Safe Summer Fund grants funded through the State. \$20,000 will go to the Community Access Program, \$20,000 will be allocated to the Fee Facility Assistance Program and another \$40,000 will go to the Out of School Time program. This funding is required to be utilized before December 31st of this year. The \$40,000 for OST will be used to purchase sports equipment for schools that no longer have equipment for use by community permit holders. This will satisfy an accessibility need that is being experienced by schools that are no longer available for community use because there is no equipment to support the activities.

Fee Study Update

The Fee Study contract has now been signed by all parties and a contract will soon be executed.

Childcare

Carina Gonzalez is the new person at MCPS Facilities who manages the MCPS pre-school programs. She is also the main coordinator for the childcare rebid process at MCPS. CUPF is in the process of working with Ms. Gonzalez to obtain clarification on how to charge the MCPS/HHS pre-school programs for Systemwide Closure days. In the past holidays would charge holiday rates but for Systemwide Closure days it has not been decided how to charge the programs that have leases for dedicated space at MCPS.

Ms. Gonzalez is actually reworking the leases for early childcare Providers located in MCPS facilities. CUPF has suggested language for the leases that specifically states that Providers are allowed to be open on holidays and systemwide closure days but will have to pay the full cost for staff on those days. The first time MCPS implemented the systemwide closure dates last year, because there was short notice MCPS told CUPF not to charge childcare groups for the staffing costs as MCPS elected to cover those costs one time only.

As to the reimbursement MOU between MCPS and CUPF a meeting is being scheduled for November that will include the legal staff for both Parties to give further discussion to the terms and conditions of the MOU.

MCPS held their pilot Procurement process for School Age Before and After Care. The process was managed by the MCPS Facilities and Procurement offices. After application reviews and interviews the new providers for the four schools are:

- Clarksburg Elementary School -KidsCo Inc.
- Snowden Farms Elementary School -Bar-T Inc.
- Harriet Tubman Elementary School -Global Children's Center
- Cabin Branch Elementary School -KidsCo Inc.

Meeting adjourned at 9:23 a.m.