

WRIGHT COUNTY
HEALTH & HUMAN SERVICES BOARD
MINUTES
May 9, 2016

1:30 P.M. PLEDGE OF ALLEGIANCE.

The regular meeting of the Wright County Health & Human Services Board was called to order at 1:31 P.M., Monday, May 9, 2016, by Chairperson Daleiden.

MINUTES: Approval of Minutes of April 25, 2016.

Action: The Minutes were moved for approval by Husom, seconded by Potter. Motion carries unanimously. Borrell absent.

AGENDA:

Action: The Agenda as amended was moved for approval by Potter, seconded by Husom. Deletion: No. 3. Adult Mental Health Update (rescheduled to another date). Motion carries unanimously. Borrell absent.

ROLL CALL:

Members Present:

Christine Husom - District 1
Pat Sawatzke - District 2
Mark Daleiden - District 3

Michael Potter - District 4
Charlie Borrell - District 5 (arrived 1:37 PM)

Staff Present:

Jami Goodrum Schwartz, Director
Michelle Miller, Social Services Manager
Carol Schefers, Public Health Director
Jill Marzean, Social Services Supervisors
Kimberly Johnson, Financial Services Manager
Financial Services Supervisors: Tammi Martens, Lisa Bredeson
Susan Gillman, Office Manager II
Collections Officers: Tina Klaphake, Jan Paumen, Michele Raymond, Shelley Stotko
Christine Partlow, Fiscal Manager
Aggie Gunnerson, Secretary
Heidi Davis, Office Technician II

New Hires:

Lanay Jacobs, Financial Worker in Adult & Family Financial Services, date of hire 5/02/16

CONSENT AGENDA

1. Social Services Payments Abstract – \$131,996.96

Action: Motion by Potter, seconded by Borrell, to approve the Consent Agenda. Motion carries unanimously.

REGULAR AGENDA

ADMINISTRATIVE PAYMENTS:

Action: Motion by Husom, seconded by Potter, to approve the Administrative Payments in the amount of \$42,424.83; 78 vendors; 202 transactions, subject to audit. Motion carries unanimously.

PERSONNEL:

1. April 27, 2016 Personnel Committee Minutes.

Members Present: Husom, Sawatzke, Kelly

Others Present: S. Hesse, C. Schefers, J. Young, K. Jorgenson-Royce, M. Nesseth

I. Hiring & Retaining Qualified Public Health Nurses (HS Board)

Hesse distributed a summary of the Attraction and Retention Salary Ranges for 2016 for the Public Health Nurse (PHN) classification.

Hesse explained the position has been difficult to fill, requiring numerous recruitment cycles and, most recently, posting on a continuous basis. Applicant response to vacancies has been limited since April 2015. Offers of employment have been extended and declined due to salary. Additionally, existing staff have resigned from the PHN position citing salary as one reason for resignation.

For the purpose of researching comparable market data for the PHN position, Administration pulled salary data from a subset of five (5) counties – Anoka, Carver, Scott, Sherburne and Stearns. This list of comparable counties was identified as counties in which Wright County is competing for attracting and retaining PHN staff. The proposed Attraction and Retention Salary Range for 2016 matches the average wage of these five (5) counties. Upon approval of the basic concept by the HHS Board, the proposed range will be negotiated with the union and come back to the HHS Board for final approval.

Hesse explained if the need for the Attraction and Retention Salary Range no longer exists at some point in the future, the County could revert back to the regular salary schedule.

Recommendation: Approve the basic concept behind the Attraction and Retention Salary Range for 2016 for the Public Health Nurse (PHN) classification. Human Resource Director, with the County negotiation committee, will negotiate the Attraction and Retention Salary Range with the union and present the final version to the HHS Board for approval.

Husom said when we did the market study we came at a higher salary than other counties. The other counties pay came up in the meantime. Comparable counties are now at a higher rate than they were before. It seemed like a very reasonable request and we certainly want to hire and retain our Public Health Nurses. Daleiden said hopefully this will resolve some of the issues.

Action: Motion by Husom, seconded by Sawatzke, to approve the Minutes and the Recommendation. Borrell asked what percent is increase. Goodrum Schwartz said the proposed language puts it approximately where it was at prior to the new union contract. We currently have five Public Health Nurse openings. Borrell said the current rate is \$23.51-\$32.91 per hour and the proposed rate is \$25.50-\$37.88 per hour. Sawatzke said there is one benefit if the Union is agreeable to this; there will be only a couple of people frozen at new top. Goodrum Schwartz said five or six are above new minimum and below maximum. This would help. Sawatzke said this will not entirely solve the issue because of the shortage in every county; it will make a bad situation better. Motion carries unanimously.

SOCIAL SERVICES/PUBLIC HEALTH/FINANCIAL SERVICES:

1. Institute for Mental Disease. (attachment)

Jill Marzean gave update on the changes from the Dept. of Human Services that may or may not affect our Chemical Dependency budget. She said the handout, Frequently Asked Questions, is a good summary. In 2015, the Dept. of Human Services conducted an internal review which raised concerns regarding the determination of facilities that demonstrate whether or not they should be an IMD (Institution for Mental Disease). It impacts the funding streams when clients are on MA in their facility. They are reviewing everyone and many may change to an IMD status. When a facility moves to IMD status, the Federal share goes away, and we rely on State and County budget to make up the difference. We will look at a projected or possible increase of \$15,053 for the year. Our CD budget has been decreasing the last two years. In 2014, we maxed out at our highest budget year of \$444,752; in 2015 we went down to \$288,675, and we continue to be under budget at this point. The numbers may be changing due to the Affordable Care Act. Potter asked about Rule 31. Marzean said it is Statute reference for CD facility to become licensed. Borrell asked which facilities that we use will be reclassified to IMD. Marzean gave examples of The Gables (in Rochester) and New Beginnings (in Waverly). Borrell said he doesn't understand logic - if smaller organizations get reimbursed by the Federal, and once they get big they don't. Marzean said

in internal review, there was more scrutiny, and DHS is trying to fix it to abide by current Federal statute. We will continue to go with the less expensive facilities that provide the appropriate level of care for the individual. Goodrum Schwartz said there is shifting of Revenue Streams; it is not a change in the Statute.

2. 2015 Collections Receipting and Medical Assistance Estate information.

Sue Gillman introduced the Collection Officers - Tina Klaphake, Shelley Stotko, Jan Paumen and Michele Raymond. They are a strong, knowledgeable resource base that they share with our clients and staff. They collect debt owed for the Agency, and are instrumental in assuring that payments are not issued in error. In the Agency Customer Service Survey, they received positive responses from customers they have assisted; that speaks to their professionalism and the good rapport with our customers.

Tina Klaphake reported a total of \$860,685.15 was brought into Health & Human Services (this amount is not Child Support). The \$398,844.34 receipted in Social Services and the \$4,620.65 receipted in Public Health are 100% County funds, each dollar collected stays with our local government. The \$332,066.64 in Estate Recoveries and the \$126,333.52 in Income Maintenance have an incentive or commission attached to them. Daleiden asked if the Income Maintenance amount is that because of fraud, or a mistake in giving more than they deserved. Klaphake said it could be an overpayment (fraud or error on client or our part). Goodrum Schwartz commended staff. Sometimes, clients receive too much funds because of Agency error, and we need to collect that money back. Programs differ in how much stays with the County. Klaphake said when we talk about Estate Recoveries - MA Recoveries and MA overpayments - both of those areas, a portion stays here locally, and a portion goes to the Federal government into their general fund where MA is funded.

Klaphake spoke of debt collection following the County Board approved write-off policies. We have identified \$70,187.57 in write-offs submitted today for Board approval; the amount depicts 8% in write-offs. Over the past year, we have begun the process of implementing a new collection system called WebAR. We are reviewing cases and the feasibility of collections. We anticipate a slightly higher amount in the internal review category for next year. Sawatzke asked about County Burials and collecting money back if the deceased has assets. Paumen said Collection Officers don't approve the County Burial; that is done by Financial Services. They research the situation, are in tune to the reason for death and the public outpouring of funding. Goodrum Schwartz said if we are aware of Go Fund Me donation to the family beforehand, we don't approve the County burial. If we paid for the funeral and there was a Go Fund Me page, we would look to the family to recoup those funds.

Klaphake provided information on Estate Recovery. It is governed under Minnesota Statute 256B.15, and has been in Federal guidelines and regulations since 1967. Many people feel this is a new policy. More and more people are finding themselves MA eligible since the Affordable Care Act was implemented. The Affordable Care Act allows for parties to receive MA who meet income criteria and who may have assets. People have reported and feel they have not been informed of the right for a claim to be placed on their estate. Senate File 2501 has been proposed to legislatively limit what can be recovered; allow recovery to be done on limited and specific MA covered services. If Senate File 2501 passes, the recovery dollars will be impacted. A reduction to State recoveries is inevitable, as a limit will be placed on what we can collect against.

3. 2015 Write-Offs.

Klaphake asked for a motion on 2015 write-offs, in amount of \$70,187.57

Action: Motion by Sawatzke, seconded by Potter, to approve 2015 Write-offs. Potter asked if statute of limitations is 7 years. Klaphake said six years. Potter said the Reference criteria goes back to 1999; or 17 years. Klaphake said we have six years to secure the debt, and then have 10 more years to try to collect. Goodrum Schwartz asked if you can collect debt if the judgment has expired. Klaphake said we cannot garnish wages on expired judgments. Motion carries unanimously.

ADMINISTRATION:

1. Award selection of Non-Emergency Medical Transportation Contract for period of July 1, 2016 through December 31, 2017.

Goodrum Schwartz said the proposal was sent to Commissioners last week. Additional information was given to the Board today.

Board was given information on the Medical Assistance (MA) Transportation background, a summary of comparative service delivery between what is currently delivered by Wright county Health & Human Services (WCHHS) MA Transportation program and what MTM will provide. Information on the cost to contract the program out and what WCHHS can achieve with freeing up internal resources by contracting transportation services was discussed.

Sawatzke asked if there is any incentives or motivation for MTM to catch fraud. Goodrum Schwartz thought a lot of it comes from DHS' requirement for service integrity - not double billing rides and paying for the most cost effective rides, which we should be doing as well, we are not doing a good job of that right now. The incentive is the contract they hold with the County saying they need to check for fraud, and to do a good job with it. Johnson said effective July 1st, we are required to provide a more intensive background check on transportation providers. Discussion was held on what the Trailblazer currently offers and could offer under the proposal. Goodrum Schwartz said for the Health Care Access Plan we need to look at the least expensive mode of transportation, sometimes public transportation, and we will then reimburse them for that transportation. Johnson said MTM's NET Management system will identify the lowest cost transportation provider.

Partlow spoke on information on staffing and the potential reassignment we would be looking at with this potential change. We estimated this takes about 64 hours a week between all the individuals, or 1.6 FTE, or an estimated cost of \$89,000 per year. The \$89,000/year cost estimate is split out, and is charged 30% to Financial Services, 54% to Social Services, and 16% to Public Health. Financial Services receives about 50% from the time study, we get about \$13,000 in Revenue; Social Services Time Study is 17%, we get about \$8,200. Of that \$89,000, we are reimbursed about \$21,000-22,000 in revenue. The MTM proposal is a cost per trip and is charged to Financial Services. This takes the pressure off Social Services and Public Health because it is not part of their program. MTM has broken down costs into two sections. 1) Transportation cost - our actual numbers forecast for the entire year and is billable to MA and reimbursable. 2) Administrative Costs - they propose \$7.28 per trip for 2016; \$7.49 per trip for 2017. Based upon what we provided for trips in relation to commercial transportation, and their estimate number for personal mileage, the cost for one year would be \$140,000 and none of that is reimbursable. MTM bills and receives Federal Financial Participation, and only bills us the portion they are not reimbursed. This would be the cost we would pay.

For the Volunteer driver program, we have estimated 35 hours per week. Our volunteer driver program is for people over age 60 and not on MA. MTM is proposing is \$7.28 per trip in 2016 and \$7.49 per trip in 2017. This is labor intensive on our side because of the small scale we operate the program, and for them it is easier to absorb because of their infrastructure and staffing. It would cost us an estimated \$45,000 per year, and would cost an estimated \$16,000 a year with the MTM proposal. It is a cost we would bear, and would be eligible for 17% reimbursement through the Time Study. She indicated an estimate of 2,250 trips for 2015.

Partlow reviewed the Current Staffing/Workload Trends/Potential Workload Reassignment, and said the cost effective insurance is sky-rocketing based upon the number of families eligible for MA and the requirements that so many employers are required to provide insurance; they are still eligible for Medical Assistance and we need to reimburse them. Partlow explained how we would potentially align workloads if we were to contract with MTM. The accounting technicians would focus on maximizing revenue generation. In Public Health, we want to bill for services we are providing but are not under contract and are not billing for them. In Social Services with all the new staff, we are seeing a trend where the time

coding is not generating the revenue that we anticipate that position would provide. The information systems specialists are the ones that do the turnover of equipment and system access changes for each staff change. This workload has increased with the high turnover rates.

Sawatzke said the other eight counties that stayed with MTM, is there one contract for them. He said the cost to Wright County for 2016 is \$139, 800. Partlow said that is a one year estimate. Our cost for 2016 would be about \$70,000, the price increase for the next couple of years is they are moving to a new MN facility and providing greater service. \$213,000 is cost for a year and a half. Sawatzke said you are looking at \$149,000 a year plus \$16,000 and that frees up 2.5 staff. He asked how many people are you asking for in next year's budget besides these two people. Goodrum Schwartz said we didn't add staff when we took on the program, and the workload has exploded. In Financial Services and FTS, we would not be asking for additional staff in the 2017 budget. Partlow said MA transportation by common carrier is \$57,000 (16% of budget) for the first 3 months. Transportation by service providers is at \$2,000, or 41% of budget. A large number of trips go through personal transportation and that line is trending up. Sawatzke said he would vote for this if you think this is more efficient, but understand at budget time we've asked for 2.5 staff. He indicated we have a great proposal and explained it well, and if this is priority is for the budget, he is fine with it. Husom said the Summary of Benefits is explained well. Goodrum Schwartz said we still need to educate clients on service. She was impressed with MTM, because they look at the level of care and assign the less expensive transportation option. They were able to reduce the tax payer dollars as far as transportation goes by assessing people and putting them in the less expensive type of transportation. She hoped the State would take NEMT on. Instead, the State is parceling out more to the counties. Daleiden asked who is the contract person dealing with this. Partlow said this is a contract and Sue Gillman does contracts, and that she and Kim Johnson will be involved in the transition plan.

Action: Motion by Potter, seconded by Husom, to go forward and award this selection to MTM. Discussion ensued on the type of contract and with whom we could be contracting. Daleiden said to work with Brian Asleson on contract and bring back to the Board. Sawatzke asked if you were expecting anyone else to submit a proposal. Goodrum Schwartz said maybe Tri-Cap, but they didn't. Further discussion ensued as to the RFP process and other potential providers. Borrell said will MTM send bill for the number of rides or the provider. Goodrum Schwartz said MTM will send us a single bill. Partlow said MTM will assume unbillable costs; and doesn't anticipate seeing that. Sawatzke said who will handle Wright County's non-medical volunteer rides. Partlow said MTM will pay the volunteer driver, they will bill us for the cost of the rides, the cost of the trip - mileage, meals, parking, trip fee. Motion carries unanimously.

2. March 2016 Financial Statement. (attachment)

Christine Partlow presented report. Fees and Recoveries are at 30% at 25% of the year. Revenues are at 13%; Expenditures are at 23%. The Blue Cross billing has been caught up, but is not reported in this report; \$37,000 came in Social Services and \$6,400 in Public Health for up to January.

Action: Motion by Sawatzke, seconded by Potter, to accept the March Financial Statement. Motion carries unanimously.

3. Director's Comments.

Goodrum Schwartz reported our supervisor group wrapped up the Rick Olson's training - training was one day each quarter, is finalized; was about accountability, coaching, and engaging staff.

The next regular meeting will be held at 1:30 P.M., Monday, May 23, 2016, in the Commissioners Room, at the Wright County Government Center. Chairperson Daleiden adjourned the meeting at 3:12 P.M