

WRIGHT COUNTY
HEALTH & HUMAN SERVICES BOARD

Minutes
June 27, 2016

1:30 P.M. PLEDGE OF ALLEGIANCE.

The regular meeting of the Wright County Health & Human Services Board was called to order at 1:32 P.M., Monday, June 27, 2016, by Chairperson Daleiden.

MINUTES: Approval of Minutes of June 13, 2016.

Action: The Minutes were moved for approval by Husom, seconded by Borrell and motion carried unanimously.

AGENDA:

Action: Agenda as amended was moved for approval by Borrell, seconded by Husom. Additions: Goodrum Schwartz - add #4 under Social Services Public Health and Financial Services: Request for Personal Leave. Motion carried unanimously.

ROLL CALL:

Members Present:

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

Michael Potter - District 4
Charlie Borrell - District 5

Staff Present:

Jami Goodrum Schwartz, Director
Michelle Miller, Social Services Manager
Kimberly Johnson, Financial Services Manager
Christine Partlow, Business Manager
LeeAnn Thimell, Social Services Supervisor
Jill Marzean, Social Services Supervisor
Tammi Martens, Financial Services Supervisor
Becky Domjahn, Social Worker
Carlan Fergason, Social Worker
Noami Blomberg, Office Technician II

New Hire: Carlan Fergason, Social Worker in Mental Health Unit; date of hire 6/20/16. Previously a Social Worker in Adult Services in Wright County, took time off to finish graduate school, now back to Wright County. Presently lives in Maple Lake.

Others Present:

CONSENT AGENDA

1. Social Services Payments Abstract – \$ 269,626.26

Action: Moved for approval by Sawatzke, seconded by Potter and motion carried unanimously.

REGULAR AGENDA

ADMINISTRATIVE PAYMENTS:

Action: Request made to approve administrative payments in the amount of \$136,350.68
Motioned for approval by Borrell, seconded by Potter. Motion carried unanimously.

SOCIAL SERVICES/PUBLIC HEALTH/FINANCIAL SERVICES:

1. July Employee of the Month – Becky Domjahn
Information

Goodrum Schwartz introduced Becky as the employee of the month. Becky is a Child Care Licensing Worker in the Licensing and Resource Unit, works with approximately 400 daycare providers in Wright County, performs all of the initial daycare applications, assessments, orientations and trainings to providers. She also carries half of that ongoing caseload as these licenses renew with the county. She offered a new co-worker a wealth of information as the person was getting started, resulting in the new worker's ability to serve her own clients effectively. Many providers have commented in Becky's ability to provide resources. In general, she assists people to the best of her ability. She also volunteered to provide back-up to the Family Group Decision Making facilitation team. Recently, she was instrumental in planning a Unit Team retreat. Becky was recognized by her unit supervisor, Jill Marzean as a quiet leader of the group.

2. Presentation: Adult Abuse Prevention. (LeeAnn Thimell) (10 minutes)
Information

Thimell reported that the Department of Human Services implemented last July 1, 2015 a new centralized system for Adult Protection reports in Minnesota: MAARC (Minnesota Adult Abuse Reporting Center). The intent is to have one phone number that anyone in the state of Minnesota can make a vulnerable adult report to, regardless of county jurisdiction. It is staffed 24/7, 366 days a year. The call handlers are not Social Workers, and will disseminate the calls to the investigating counties to determine the criteria. DHS has developed a web based reporting system and encouraged the mandated reporters to use MAARC. One year into the system, the reports have increased compared to the numbers of reports taken by individual counties prior to MAARC. In MAARC, the Agency only receives reports that we would ultimately investigate. In the past, we would receive all reports, even the ones that law enforcement or facilities would investigate.

Statistics comparison:

July 2014 – July 2015 (prior to MAARC) – 750 reports came in (different investigating counties, included nursing homes, foster homes reports). Of these, 295 were assigned to the Wright County Adult Protection Workers.

July 2015 – current (MAARC) – Wright County received 474 reports (excluded nursing home reports, etc.) –Of these, 385 were assigned for investigation; resulted to approximately 90 additional reports from 2014-2015.

DHS informed the counties of anticipated increase in reports coming-in due to DHS' June 16 – September 30, 2016 World Elder Abuse Awareness Day campaign in the MAARC system. In addition to the web based system, billboards and kiosks will be utilized for public awareness.

Explained criteria of what is deemed by the Minnesota law as vulnerable adult; age is not a qualifying factor but the person's ability to meet his own needs and safety in the community.

Stressed the need for adequate staffing to handle the workload. Currently, Wright County Health and Human Services employ two and a half Social Workers for Vulnerable Adult investigations.

Borrell asked what typical reports that the county receive and send investigators on. Thimell cited an example of several reports received last week from law enforcement and hospitals about people, without medical coverage, leaving nursing homes and the facilities were concerned of the condition of the home prior to leaving the facility. Thimell explained that these calls come in typically because there is no plan, which a caregiver is not there to rely on. The county will investigate if the facility is reporting a possible self-neglect once the patient leaves the facility premise.

3. Presentation: Restructure in Financial Services. (Kim Johnson) (10 minutes)
Information

Johnson presented on the Financial Services reorganization. Recalled prior Board meeting presentation by supervisors Bredeson and Martens regarding workload currently experienced by Financial Services. Johnson stated that the Affordable Care Act has resulted in nearly double the number of MA cases that the Wright County serves, pushing the necessary reorganizational steps to better serve the clients, i.e., movement of staff work areas, adjustments on the phone structure, etc.

Johnson called the Board's attention to the material handout attached. Financial Services started the switch-over in March of this year. Mid-march, first change was adopting a Health Care only unit, staffing 4 to 5 workers to handle the METS system. A better plan was appropriated to sustain the expanding Health Care Unit workload with the approval of the new Financial Services Supervisor Position in July 2016. Tammi Martens will supervise the Health Unit, the other two Financial Services Units will compose of specialized cases, Adult, Family cases respectively to be carried by Lisa Bredeson and the incoming supervisor. In addition, Martens' HC unit will serve as the training ground for new hires for ease in learning different programs. Whenever there is a vacancy in any unit, that vacant position will shift into the HC unit and one ongoing worker from the HC unit, being knowledgeable of one program, will fill-in the specialized vacant area. Currently, ten county workers are utilized in the METS system, versus 5 workers in March. Johnson said that they are anticipating positive results with these new changes. Goodrum Schwartz also stressed that the system of placing the new hires in a centralized open cube provides a cohesive, seamless system due to proximity to a program expert, on-the-job observation on the ongoing workers' phone and workload management.

Goodrum Schwartz stated that the Financial Services supervisors were respectively handling 18 and 19 staff reporting to them. With the large volume of clients calling, the third supervisor will provide relief on the high workload, thereby, providing better customer service.

Currently, Johnson is managing the three Financial Services Office Technicians. When the new supervisor comes on board, Bredeson will take over the three Financial OTs.

Johnson stated that the interview for the new supervisory position started today, 6/27/13, with Christine Partlow in the panel. There are approximately 25 applicants, with 12 candidates in the list for interview, one declined.

4. Request for Personal Leave –

Goodrum Schwartz requested for a Personal Leave approval for a new employee who is on Maternity Leave and is not eligible for FMLA. The employee worked with HR to obtain a six week medical leave. Additionally, Goodrum Schwartz granted a two-week Personal leave, with a total of eight weeks leave. Requested that the Board approve an additional two-week Personal Leave, extending the current leave to include the dates from 8/1/2016 – 8/12-16, back on 8/15/16.

Action: Moved for approval by Sawatzke, seconded by Borrell, motion carried unanimously.

ADMINISTRATION:

1. May Financial Statement. (attachment) (Christine Partlow)

Action: Moved for approval by Potter, seconded by Husom. Motion carried unanimously.

Partlow presented on the May financial reports. Through May, reporting 42% of the year, 22% of revenues, 41% for expenses.

Personnel at 40% and at 42% of the year, it seems aligned but in reality with staffing being down, there should be a larger discrepancy between the budget and the percentages. Asked the Auditor's Office for a year-to-date for all employees for comparison of budget forecasting versus what has been expended. Still waiting on the result. Anticipating more information on what should be in the July report.

Public Health revenues: excluding property taxes, 36% of projected revenues; related to their staffing. Personnel expenditures are down at 38%.

Daleiden was interested to find out next month why the salaries are different. Goodrum Schwartz added that the temporary 12-month-assignment people had been added at the end of the year 2015 is coming out of the salary but not sure if that is coming out of the budget; in line with the CP workers, comprising of 5 but those would not have been part of the original budget since they were added in July.

Partlow explained that the 4 temporary workers are part of the budget because originally they had been allocated at 12 months then dropped to 9 months. The CP workers are not in the budget because that was requested in August in which the budget would have been submitted already.

Sawatzke asked for the total number of CP workers. Goodrum Schwartz confirmed 6 were approved but only 5 would have been added in last year's budget, Sawatzke questioned how the positions were not approved when the budget came back in August and then in September with the final approval in December. Partlow stated that the budget is not traditionally altered other than what was discussed during the meetings. After the September approval, no modification was done. Partlow asked if this is a different guidance, if the practice of budget adjustments should be done before the final approval. Sawatzke asked if all these positions came with 100% state funding. Goodrum Schwartz confirmed and agreed. Sawatzke stated that either the positions are all in or all out. If it is all state funding in the budget, assuming that all the positions are all in the budget and are in congruent with the revenue dollars, the numbers in the report is not critical. Otherwise, if the positions were not in the budget but placed in the funding, this could result with a significant gap in revenue versus the budgeted position.

Recommendation by Goodrum Schwartz: follow up with the Auditor's office on the salary figures.

Partlow stated that the \$479,000 Child Protection budget was allocated going into July 1. Partlow stated that she will review the salary figures. State revenue forecast \$750,000 more in 2015-2016.

Potter asked on page 15 of the statement – Adult Shelter under expenditures– Partlow to provide information until next month. Potter asked if that ties in page 13, Regional Treatment Center – Adults. Partlow confirmed it does not, clarified it is part of the placements wherever is appropriate. Also clarified that it does not tie into the Anoka Regional allotment.

Goodrum Schwartz stressed that the Children's Foster Care amount is closely monitored.

Potter asked on page 12, Basic Sliding Fee Childcare. Partlow explained that this, along with Other Child Care, at the end of 2015, the agency had projected an over-expenditure in the BSF program, so it was added into the budget in September, anticipating that the it is going to end up beyond the allotted amount and have to pay-in this year, so \$50,000 has been set aside for that. That budget is currently at \$90,000 including the reserved \$50,000.

Potter asked if the reimbursements from late of 2015 were caught up. Goodrum Schwartz confirmed that BSF is within 30-day timeline but holding over some numbers, for lesser impact on last year's, to reflect them in this year's figures.

Michelle Miller clarified regarding the Adult Regional Treatment Center amount. Recalled that in the April budget, although no billing came in at that time, the Agency was billed for those services afterwards, reflecting the current amount that is under discussion. Miller confirmed that most regional treatments are in Anoka.

Potter asked on page 11-Foster Care - Rule 8. Is this back to that part of the discussion or is this different? Partlow stated that these are children in Out of Home Placements. Miller stated that the agency previously was not utilizing many group homes in OHP options but with some regional facilities shifting into Rule 8, the money comes out of a different line item. However, with providers in Rule 8 satisfactorily meeting the needs of the children, the county is moving more towards using Rule 8 versus residential. Goodrum Schwartz stated that if the favorable use of Rule 8 continues, the budget allocation will be adjusted.

Potter made a positive statement on page 4, State Grant Revenue – MA Transportation. Potter asked if the increased revenue is tied to the caseloads. Partlow explained that it is related to MA transportation expenditures that the Agency bills for the services as expenses, then reimbursed by the state.

**The board recognized Borrell's birthday today, 6/27/16.

2. Director's Comments. Information

1. MA transportation – anticipating the finalization of the MCC Cooperative Agreement (MTM) contract. Waiting from Hennepin County as the overseeing body of the MCC consortium. Due to time constraints, implementation was moved to 8/1/16 from 7/1/16.
2. Goodrum Schwartz proposed to invite Dr. Robert Sicora to Wright County for the Health and Human Services managers/supervisors to integrate strategic plans to empower the management team to lead the staff to excellence and deliver quantifiable results. Quoting Jay Kieft, "the Agency aims to have a more engaged workforce, deliver the right services to the right people at the right time". The Agency hopes to achieve customers who benefit from their relationship with Wright County, to maximize funding by delivering better results, billing improvements and increased diligence, to meet and exceed performance thresholds, for staff to have a sense of achievement; an engaged staff and management result in exceptional and timely services, optimized revenue to continue the Agency's mission in the community. This is the 2nd year that the agency has surveyed the Agency staff using the Employee Engagement Survey, to obtain feedback of what the staff thought about their jobs.. it is yielding good results.. The 2nd annual survey is coming up, anticipating an enhanced outcome from last year's results.

The next regular meeting will be held at 1:30 P.M., Monday, July 11, 2016, in the Commissioners Room, at the Wright County Government Center. Chairperson Daleiden adjourned the meeting at 2:30 P.M.