

For members of the public requesting to join virtually, click on the link [HERE](#) to request an appointment

*Attendees:*

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|--|---|
| <input checked="" type="checkbox"/> Nibbe, Vickie (Chair)      | <input type="checkbox"/> Nyanyuki, Geoffrey       |
| <input checked="" type="checkbox"/> Bottiger, Dan (Vice Chair) | <input type="checkbox"/> Ray-Mader, Jennifer      |
| <input checked="" type="checkbox"/> Antl, Linda                | <input type="checkbox"/> Schaible, Dan            |
| <input type="checkbox"/> Dahlman, Tammi                        | <input type="checkbox"/> Stammer, Laurie          |
| <input type="checkbox"/> Goodrum Schwartz, Jami                | <input type="checkbox"/> Nagel, Eric              |
| <input type="checkbox"/> Gurneau, Tracy                        | <input checked="" type="checkbox"/> Tyler, Jeremy |
| <input type="checkbox"/> Hayes-Stich, Lisa                     | <input type="checkbox"/> Wenzler, Jennifer        |
| <input checked="" type="checkbox"/> Husom, Christine           |   |

HHS Staff Attendees: Michelle Miller, Kimberly Johnson, Jill Pooler, Diane Erkens

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1. Election of Officers – no quorum; moved to the next meeting. Current Chair Nibbe presided
  - a. Chair
  - b. Vice Chair
2. Welcome and Introduction
  - a. Commissioner Christine Husom – Board Representative
  - b. Katie Koopmeiners – New Member (absent)
3. Review and Approve 2020-11-18 HHSAC Minutes – no quorum; moved to the next meeting
4. Mental Health Update (~~Eric Nagel~~, Diane Erkens, Michelle Miller)
  - a. Met on February 12, had a quorum
  - b. Finalized the 2021 Unmet Needs Report to the 2021-02-08 HHS Board meeting; Administrative Specialist Naomi Blomberg to send a copy to HHSAC
  - c. May is Mental Health Month
  - d. Effect of lockdowns on mental health
    - i. The effect of recent ruling changes not as significant overall, however, mental health challenges continue to rise; reported increase in commitments and hospitalization in adults but no increase in the use of the crisis line and the Substance Abuse Disorder (SUD) treatment
    - ii. Hybrid learning allowed kids to interact intermittently
    - iii. Safe schools feedback – truancy is up while grades are down; kids are facing significant challenges in learning and social behaviors
5. Public Health Task Force Update (~~Dr. Jennifer Ray-Mader, Sarah Grosshuesch~~)
  - a. Kim Johnson shared the Wright County COVID dashboard
  - b. Currently, Public Health is prioritizing vaccinations; there are potential challenges to vaccine supply
6. Open Forum (Kim Johnson):

- a. Mileage Reimbursement Update
  - i. Clarification: the Wright County Board only authorizes per diem reimbursements to committee members – no mileage claims authorized going forward
- b. 2020 Engagement Survey
  - i. The overall satisfaction average of 4 out of 5 is the highest mark earned by HHS since 2015
  - ii. HHS maintained the highest scores in *Supporting Clients, Customer Service with External Customers* and *Availability of Training* as top three areas that the Agency is doing well
  - iii. *New Hire Orientation* and *Collaboration Across Divisions* are the two lowest areas – may need reassessment and restructuring
- c. Update: HHS Projects
  - i. Contact Center
    1. HHS is adopting a new contact center system to improve customer service, giving clients multiple communication platform options; the new system also enhances staff's ability to work with clients in mobile environment
    2. Target roll-out date: end of March 2021
    3. With its successful case banking implementation in the long-term care team, the Adult and Family Financial Services team will case-bank starting February 1, anticipating a smooth transition of operations when the new contact center officially rolls out
  - ii. Integrated Services
    1. HHS is forming an Integrated Services (IS) team to provide a broad and universal intake to assess and determine client needs in person or online environment. This person-based approach has three goals:
      - a. Reduce barriers to accessing services
      - b. Reduce time from referral to application to receiving services
      - c. Increase coordination of client access points to promote self sufficiency
    2. In line with the new contact center, HHS is currently designing a flow for client phone calls to immediately reach appropriate staff
    3. Currently identifying team members and will provide necessary training and discovery work before the contact center rolls out in March
    4. Blomberg to send a copy of the IS Guidelines to the committee
- d. Next Agenda Items – no item proposed; discussed the importance of member commitment to meeting attendance and participation

**RECOMMENDATION:**

- i. HHS will request attendance confirmation prior to meetings
- ii. Review meeting attendance from prior meetings; assess recurring unexcused absences; if no contact, a member may be removed by the committee via unanimous vote
- iii. Advertise and promote membership applications on the county's Facebook platform and website

Meeting adjourned at 3:31 p.m.

Minutes submitted by Naomi Blomberg, Administrative Specialist