I. 1:30 P.M.  PLEDGE OF ALLEGIANCE

II. REVIEW & APPROVAL OF AGENDA

III. CONSENT AGENDA

A. BUDGET AMENDMENT - RULE 20 ASSESSMENTS
   Description: Budget Amendment To Move $5K To The Court Services
   Budget For Rule 20 Assessments
   Documents:

      STAFF REQUEST AND BUDGET AMENDMENT FORM 2020-RULE 20.PDF

IV. NEW HIRES
1. Jana Hogensen, Social Worker, Child Protection (CP2), February 25, 2020
2. Vicki Rasset, Case Aide, Child Support, February 24, 2020
3. Alyssa Kellner, Office Technician II, Adult Family Financial Services OT, March 3, 2020
4. Kelsey Hammer, Social Worker, Assessment Services, March 3, 2020
5. Sarah Dass, Social Worker, Youth Services, March 16, 2020
6. Kirsten Schieber, Case Aide, Child Protection (CP1), March 23, 2020
7. Elizabeth Hertzenberg, Social Worker, Child Protection (CP2), March 23, 2020
8. Kelsey Thompson, Social Worker, Youth Services, March 30, 2020
10. Angela Gaughan, Case Aide, Family Health, March 30, 2020
11. Vicky Galarowicz, Social Worker, Child Protection (CP2), April 1, 2020
12. Elizabeth Wipper, Social Worker, Intake & Intervention, April 6, 2020

V. EMPLOYEE OF THE MONTH - APRIL & MAY

VI. REGULAR AGENDA

A. SOCIAL SERVICES/PUBLIC HEALTH/FINANCIAL SERVICES
   1. ACCEPT MENTAL HEALTH ADVISORY COUNCIL (MHAC) NEW APPLICATION
      1. Shana Bergman - District 5

   2. PRESENTATION: 2019 HHS ANNUAL REPORT (JAMI GOODRUM SCHWARTZ, 5 MINUTES)
      2019 HHS ANNUAL REPORT

   3. APPROVE REQUEST TO INCREASE CONTRACTED CASE MANAGEMENT CASES (JILL POOLER, 10 MINUTES)
PLEDGE OF ALLEGIANCE
REVIEW & APPROVAL OF AGENDA
CONSENT AGENDA
BUDGET AMENDMENT - RULE 20 ASSESSMENTS
Description: Budget Amendment To Move $5K To The Court Services Budget For Rule 20 Assessments
STAFF REQUEST AND BUDGET AMENDMENT FORM 2020 - RULE 20.PDF

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EMPLOYEE OF THE MONTH
- APRIL & MAY

REGULAR AGENDA
SOCIAL SERVICES/PUBLIC HEALTH/FINANCIAL SERVICES
ACCEPT MENTAL HEALTH ADVISORY COUNCIL (MHAC) NEW APPLICATION
1. Shana Bergman - District 5

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2019 HHS ANNUAL REPORT
APPROVE REQUEST TO INCREASE CONTRACTED CASE MANAGEMENT CASES (JILL POOLER, 10 MINUTES)
CCM EXPANSION PROPOSAL 2020 APRIL.PDF
POLICY CHANGES FOR DETERMINING AND COLLECTING PARENTAL FEES (CHRISTINE PARTLOW, 5 MINUTES)
MN ELIGIBILITY TECHNOLOGY SYSTEM (METS) PROCESS UPDATE (KIM JOHNSON, 5 MINUTES)
CRISIS NURSERY UPDATE (MICHELLE MILLER, 5 MINUTES)

ADMINISTRATION
DIRECTOR’S COMMENTS
1. DIRECTOR’S COMMENTS
Budget Amendment Form

Request Type: Operating Line Item Request
Department: Health & Human Services

Justification: Transfer $5,000 from Health & Human Services 2020 Rule 20 Assessment budget line to Court Services. Court Services will pay their Rule 20 Assessments; Court Admin pays the Rule 20 Assessments for adults; HHS Social Services pays the Rule 20 Assessments for youth found incompetent and/or an open SSIS case. Each department is responsible for budgeting accordingly in 2021.

Start Date: 1/1/2020
Budget Year: 2020

Related Items

Revenues

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<tr>
<td>01-250.5910</td>
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TOTAL: 5,000.00

Expenses

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<td>11-430-710-1196-6030</td>
<td>RULE 20 ASSESSMENTS</td>
<td>($5,000.00)</td>
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<td>11-025.6265</td>
<td>RULE 20 ASSESSMENTS</td>
<td>5,000.00</td>
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<td>11-430-700-0000-6910</td>
<td>TRANSFER OUT</td>
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TOTAL: 5,000.00

Net adjustment -

HR Only

Union 201 Sheriff Deputies
Position Grade
Hourly Wage (or difference) HR TO CALCULATE
Wages
% of Year Employment 100.00%
PT Insurance 62
FT Insurance -
<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>PERA - Correctional</td>
<td>8.75%</td>
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<tr>
<td>Medicare</td>
<td>1.45%</td>
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<tr>
<td>Social Security</td>
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<td>Work Comp</td>
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<table>
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<tr>
<th>Impact Type</th>
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<th>Approval Date</th>
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<td>Current-year Impact</td>
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<tr>
<td>Annualized Impact</td>
<td>$</td>
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**Budget Tracking**

- Approval Required: PERSONNEL
- Committee Date: 
- Board Approval Date: 
- Posted Date: 

Why Expansion of CCM could be a Good Thing
CONCERNS WITH STATUS QUO

Our average caseload sizes are already the same or higher than many other counties and our numbers continue to grow

(*case managers complete reassessments)

<table>
<thead>
<tr>
<th></th>
<th>Wright</th>
<th>Olmsted *</th>
<th>Scott</th>
<th>Carver</th>
<th>Sherburne</th>
<th>Anoka</th>
<th>Henn</th>
<th>Ramsey</th>
<th>Dakota</th>
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</thead>
<tbody>
<tr>
<td>CCB</td>
<td>74.5</td>
<td>49</td>
<td>60</td>
<td>52.2</td>
<td>60</td>
<td>45-50</td>
<td>35-40</td>
<td>45-50</td>
<td>Working on a plan to redesign to 25-35 per staff in all areas</td>
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<td></td>
<td>(53.2 - Y2018)</td>
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<tr>
<td>EW/AC</td>
<td>61</td>
<td>60</td>
<td>45</td>
<td>60</td>
<td>60-70</td>
<td>35-40</td>
<td>45-50</td>
<td></td>
<td>(*EW/AC staff do their own reassessments)</td>
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<tr>
<td></td>
<td>(56 – Y2018)</td>
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<td></td>
<td></td>
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<td>DD</td>
<td>53</td>
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<td>63</td>
<td>51</td>
<td>60</td>
<td>55-60</td>
<td>40</td>
<td>45-50</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(51.2 – Y2018)</td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Since January, we received 100 new cases and 60 have closed.

By yearend:
- **297** projected new cases
- **180** closing cases
- This creates an additional **117** cases to our existing caseloads.
OUR COUNTY IS CONTINUING TO GROW

WE ARE A YOUNG COUNTY THAT IS CONTINUING TO AGE AND GROW

- Young people and children who qualify for waivers due to a disability tend to remain on waiver programs throughout their lives (do not close)
  - 52% of the Wright County population is 25-64 years old
  - 34.2% of our LTSS participants are in this age group
  *US Census Bureau’s Vintage 2017 Population Estimates released June 2018
  *LTSS includes people receiving care in an institution (NH or ICF-DD), HCBS, AC, CSG, & State Plan Home Care

- By 2030, 21.4% of Wright County will be 65 or older (compared to 11.8% in 2015)
  *MN State Demographic Center, County Population Projections released 3/2017
LARGER CASELOADS DO NOT INCREASE REVENUE

Increasing the number of cases does not mean an increase in revenue:

- Staff only have 40 hours/week to work on their cases
- Each case has required work that is unbillable time
  - The more case a staff has = the more unbillable time they must complete
- Having too many cases may cause rushed reporting = increasing errors
- With improvements made to our billing, we are beginning to maintain the 63% billable time threshold we have set as a goal for 2020
  - January 62.42%
  - February 70.69%
  - March 69.14%
LARGER CASELOADS DIMINISH QUALITY OF CLIENT SERVICES

Our recent Lead Agency Review found the following:

- Cases with contracted case managers had higher compliance with standards than our WCHHS cases
  - CCM case managers have 40–50 cases per staff

- Wright County ranked #1 out of the 87 MN counties for serving clients with the highest needs in our EW program and #3 in our CADI program
  - Staff are serving very difficult clients with limited amount of time
BENEFITS TO CONTRACTING OUT CCB CASES

Ability for more client-focused attention during this time of pandemic
- High needs population at risk for COVID-19
- As pandemic continues, more time-intensive client crisis intervention may result

Ability to maintain and possibly increase billable time
- Finding the “right size” caseload to stabilize waiver revenue and meet client needs
- Unsure what impacts COVID-19 will have on general billing

May allow staff time to bridge with community partners to:
- Create integrative and collaborative ways to provide services
- Reduce barriers for clients
- Streamline service provision
WHAT HAS CHANGED SINCE APRIL 2018?

WCHHS first contracted 400+ cases to CCM in April 2018

- Developed a SSIS Waiver Billing Manual to create consistency and minimize reporting inaccuracies
- Separated Rule 185 DD case management case from waiver cases
- OnBase efficiencies
- We have established a new “normal” budget expectation after Blue Cross Blue Shield revenues have been omitted
THE HUMAN SERVICES VALUE CURVE

Increased community partnership is one step toward moving us from Regulative to Collaborative or Integrative Business Models.

IDEAL ASK:

- **SEND 110 CCB CASES TO CCM**
  - 90 CCB
  - 20 DD

- **MAINTAIN CASELOADS TO MAXIMIZE OUR ABILITY TO CAPTURE REVENUE**
  - We are still trying to find the “sweet spot” to attain maximum billing
  - Begin by contracting out all incoming cases that surpass these numbers
    - 60 CCB & EW/AC
    - 50 DD
ALTERNATIVE OPTION FOR CONSIDERATION

Hire two additional waiver staff to take on these 110 cases

- $256,000 Potential Waiver Revenue ($128,000 x 2 staff)
- $180,000 Staff Costs to County ($90,000 x 2 staff)
- $76,000 Overall Revenue for County