

WRIGHT COUNTY HUMAN SERVICES BOARD

MINUTES

April 14, 2014

1:30 P.M. PLEDGE OF ALLEGIANCE.

The regular meeting of the Wright County Human Services Board was called to order at 1:30 P.M., Monday, April 14, 2014, by Chairperson Sawatzke.

MINUTES: Approval of Minutes of March 24, 2014.

Borrell made corrections on page 4. "...failed longer than the "work mentally" has failed." "Borrell said it sounds like it is working."

Action: The Minutes as corrected were approved by Daleiden, seconded by Borrell. Motion carries unanimously.

AGENDA:

Action: The Agenda was moved for approval by Borrell, seconded by Husom. Motion carries unanimously.

ROLL CALL:

Members Present:

Christine Husom - District 1

Michael Potter – District 4

Pat Sawatzke – District 2

Charlie Borrell – District 5

Mark Daleiden – District 3

Staff Present:

Jami Goodrum Schwartz, Director

Marianne Charbonneau, Social Services Supervisor

Mary Nesseth, Public Health Nurse Supervisor

Karen Jorgensen-Royce, Public Health Supervisor

Cathy Birr, Public Health Nurse

Lisa Bredeson, Financial Assistance Supervisor

Christine Partlow, Fiscal Manager

Sue Gillman, Office Manager

Aggie Gunnerson, Secretary

New Staff Introductions:

Stacy Phillips, Social Worker in the Family Services Unit, date of hire 4/09/14

Others Present:

Vicki Nibbe, Human Services Advisory Committee

CONSENT AGENDA

1. Social Services Payments Abstract – \$374,422.20

2. Grant:

a. University of Minnesota and DHS Grant - Develop Clinical Capacity to Provide Evidence-Based MH Treatment

Purpose: Training for 3 therapists and 1 supervisor in trauma focused therapy

Grant Period: 6/01/14-5/31/16

Amount of Grant: \$7,000.00 (approx. amount)

Application Due Date: April 28, 2014

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

REGULAR AGENDA

ADMINISTRATIVE PAYMENTS:

Payments discussed were training at Sunset Conference and MACSSA membership.

Action: Motion by Borrell, seconded by Daleiden, to approve the Administrative Payments in the amount of \$229,537.86; 110 vendors; 276 transactions, subject to audit. Motion carries unanimously.

PERSONEL:

1. March 26, 2014 Personnel Committee Minutes.

Members Present: Sawatzke, Husom, and L. Kelly

Others Present: Bigelow, Schwartz, Partlow, Thimell, and Riley

I. Request To Reclassify An Office Technician II To A Case Aide.

Thimell distributed a handout outlining the history of the Office Technician II position and justification for the request (attached).

Recommendation: Approve request.

II. Request To Add Temporary Staff In The Fiscal/Technology Unit.

Partlow said the request is to temporarily increase hours for the following positions:

.5 FTE Collection Officer to 1.0 FTE Collection Officer ASAP to 6-06-14

.5 FTE Account Clerk to 1.0 FTE Account Clerk Hire Date to 9-12-14

A handout was provided on the current openings, recent and long term staff leaves of absence, and justification on the request (attached). Partlow supervises 23 employees and has 15% of staff out at this time. With uncertainty on the lengths for the leave of absences and the number of employees out, it is becoming hard to redistribute and complete the workload. Schwartz said if a time extension is needed, a request will be presented to the Committee at a future date. If it is found that full-time staff is not needed in these two positions ahead of the dates requested, the positions will be dropped back to a part-time status.

Recommendation: Approve request.

Husom reviewed Personnel Committee Minutes and Recommendations.

Action: Motion by Daleiden, seconded by Husom, to approve the Recommendations and Minutes. Motion carries unanimously.

2. Introduction of new Office Manager.

Schwartz introduced Sue Gillman as the new Office Manager. Gillman replaces Sue Elletson who retired April 1, 2014. Schwartz said she is happy to have her in the position, it is working very well for the Agency. Sue will be involved in office moves and remodeling issues. The goal is to have Gillman available to third floor and Human Services Center supervisors, to relieve them of office management duties. Gillman was appointed Office Manager on April 2, 2014, and is supervised by Christine Partlow. Gillman will supervise five staff positions.

SOCIAL SERVICES/PUBLIC HEALTH/FINANCIAL SERVICES:

1. Family Home Visiting Program update. (attachments)

Karen Jorgensen-Royce and Mary discussed evidence-based family home visiting programs, current outcomes, and what they would like to see as outcomes. Family home visiting programs are voluntary, family focused, strength based; cultural/family diversity; help connect families with community resources; begin in early pregnancy and/or infancy; services are long-term and intensive; promote preventive health care; are provided by well trained staff with limited caseloads; and are theory driven with special goals, objectives, evaluation and quality improvement methods. The two programs being used are Nurse Family Partnership and Healthy Families America/Growing Great Kids.

Nesseth reviewed the attachment, Nurse-Family Partnership Home Visitation: Costs Outcomes, and Return on Investment. Outcomes of program include Reduced Smoking During Pregnancy, Complications of Pregnancy, Problem First Births, and Infant Deaths. The benefits/costs per family served by NFP in the US for 2010 are listed. NFP has been in existence for 30 years. The program is updated and revised regularly to be more effective.

Jorgensen-Royce said we are just starting to get Healthy Families America and Growing Great Kids going. We have received training on Growing Great Kids. Both programs are similar, but serve different populations. We are able to reach a broader number of residents by using the two programs. Outcomes for both programs include: improved pregnancy outcomes, improved immunization rates, improved parent-child interaction and school readiness, reduced child maltreatment, and decreased dependency on welfare or TANF and other social services. We want to sustain our services.

Cathy Birr spoke about a family with whom she has worked to illustrate the intensive nature of services and the success. The family has a pre-school child cared for by the great, grandparents. Services were set up for the family including parenting supports, appointments with doctor and specialist; and speech therapy. Child was non-verbal, had dysfunctional attachment, and challenging behavior. Child Protection was involved with the family. Caregivers agreed to work with Child Protection and with Cathy. Home visiting services were brought in targeting treatments specific for child. One year later, child no longer has self-injurious behaviors, is caught up in school, and almost ready for kindergarten. The caregivers have received education and provided and taught other family members, and are able to take child out on outings/vacations. We have seen improvement in everyone, caregivers are less stressed, and there has been multi-generational healing. Borrell asked if parents and grandparents have interaction with child. Birr said there is some. When asked how often family is seen, Birr said family is seen weekly or twice a week, then every other week, and then will be monthly until child is in school.

Nesseth spoke on sustaining the Home Visiting Program and funding. The CMS Center for Medicaid Services is looking at funding evidence-based home visiting models at a higher rate. In Minnesota, we only have a few PHNs trained and who are able to devote their time to this, and we want to train more staff. In Minnesota, we only offer Healthy Families America and Nurse Family Partnership. Blue Cross Blue Shield (PMAP provider) has presently increased their reimbursement rates for NFP home visiting. We need to sustain our referrals from the community partners (Buffalo Hospitals). She is concerned about the number of referrals from WIC (through W.C. Community Action). Seven referrals were received last year. This is less than most counties receive through their WIC program. Schwartz said we have to work on our relationship with that organization to increase referral rate. Nesseth said we meet with them regularly, and unless someone asks for help with parenting, they are not offered services. Nesseth said WIC clients need to be MA eligible. Wright County is one of two counties in the State that doesn't have WIC in Public Health.

2. MNsure Update.

Lisa Bredeson provided update on MNsure. As of April 9th, MNsure has enrolled 47,697 Minnesotans in the qualified health plan; 37,000 in MinnesotaCare; and 96,610 in Medical Assistance. Wright County had 1100 enrolled as of January. Schwartz said she anticipates those numbers to be 1400-1700 as of this point. All of the new Financial Worker positions are filled. Bredeson said five Financial Workers are on the MNsure team, and they will be training the other Financial Workers to the MNsure system when they have a corresponding case such as SNAP, MFIP, Child Care, etc. 22-25 calls come in daily for MNsure. Tax credits are not available after March 31st. Individuals can always apply for MinnesotaCare or Medical Assistance under MNsure. Tax credits will not be available again until November 15th. The Federal Affordable Care Act penalty for not having health insurance by March 31st is \$95 for adults and \$47.50 per child. Schwartz said the State people who serviced the MinnesotaCare cases are now servicing the tax credit clients. The Agency services straight Medical Assistance cases. Bredeson said there are still Navigators and Assistors. Schwartz said the State has improved their Call Center time lines. However, we are still having quality assurance issues. Bredeson said the kinks are being worked out. A

couple of issues are workers cannot see all components of cases when they go into the system, and another big thing is if we approve a case and it is not MA, we cannot see case and do case notes. When the correct information is put into MNSure, the verification hub works very well, and the case is approved with no additional staff interaction, the case receives automatic results, and there is nothing to verify by the worker. We continue to have weekly meetings and have a MNSure worker assigned as a mentor. Schwartz said the State is struggling with renewing 70,000 cases each month. Over the course of the year, they need to move/convert about 700,000 cases to MNSure. DHS may need to look at another way to convert those cases into the MNSure system.

ADMINISTRATION

1. Signature on Social Welfare Bank Account at Klein Bank.
Christine Partlow said when Jay Kieft resigned; the account was changed to Christine Husom. Partlow is asking to have account changed to Jami Goodrum Schwartz and her name.
Action: Motion by Husom, seconded by Potter, to transfer account to Christine Partlow and Jami Goodrum Schwartz. Motion carries unanimously.
2. Request to refer to Ways & Means Committee Vehicle Fleet.
Christine Partlow said the Agency is down to two vehicles. The Highway Department has said the two remaining vehicles should not leave the City of Buffalo. We need a fleet of seven vehicles, which is more than the Sheriff's Department has to allocate to one particular Department and we would like to look at other options besides the Crown Victorias that are an option this year.
Action: Motion by Daleiden, seconded by Potter, to refer item to the Ways & Means Committee to look at seven vehicles. Motion carries unanimously.
3. Director Comments.
Jami Schwartz said she has two items to discuss – Transportation and Out-of-State Travel.
With Transportation, Wright County is best served by a robust infrastructure that includes the availability of public transportation for all of its citizens. This includes many Human Services clients. Schwartz reviewed handout on 2013 Agency transportation expenses/rates/reimbursement (copy given to the Board). In the reimbursement column, the County pays the amounts that are not reimbursed or are less than 100% reimbursed. Transportation is paid to transportation providers for clients under the Wright County Access Plan. Private providers provide clients with approximately 13,400 rides to medical facilities. Functional Industries was paid \$29,412 for their Wright County Human Services clients, to reimburse providers to provide rides. Sawatzke said he initially thought that of the \$500,000 original amount, \$100,000 is Wright County responsibility and \$400,000 is pass-through dollars. Daleiden thought the Wright County amount is \$68,000; the 19% (donations) was not in the original amount. Sawatzke asked what percent goes to RiverRider that could potentially go to Trailblazer. Schwartz said she has a call into Functional Industries to see how the money they receive from Wright County Human Services is used. There is a potential for some portion of the 13,400 MA Transportation Access rides to be provided by Trailblazer or a public transit company. Sawatzke referred to Common Carriers used – the six have different base rates and all charge \$1 a mile over the base rate. Schwartz said State removed the stipulation of providing 5 miles before charging a mileage rate, now they can charge \$1 per mile when a client is in the car. Rides are to medical services they need, such as doctors, dentists, or mental health providers. Sawatzke said Trailblazer doesn't have ability to provide a greater level of service than a bus. Schwartz said that only ambulatory clients would be serviced by this program. If clients can ride with a private carrier, they can ride a bus. Daleiden said Trailblazer would be able to do MA rides. Borrell said that saves the tax payer, but not the County. Sawatzke asked are any routes in Buffalo to a clinic in Buffalo and why is that happening. Schwartz said on July 1, 2007, we switched from being part of the Metro Area Consortium to an internal structure. Wright County does not use RiverRider for MA transportation. In 2007, Chad, from RiverRider, came to a meeting, and was asked if we could bill RiverRider for rides for MA clients or if we could use vouchers. He stated it wasn't an option. Sawatzke said why did he say you couldn't bill him. Schwartz said the nature of the program is we need to bill and reimburse the provider not the client. Sawatzke said Tom Emmer was involved in this. Schwartz said he

was at the provider meeting. Schwartz said she hasn't spoken to RiverRider since then to bring them into this. Sawatzke didn't understand why we weren't doing inter-community rides with the RiverRider. Sue Gillman said when this program was passed down to us from DHS, we invited the providers that wanted to be part of this, and RiverRider was invited to participate but didn't want to participate in the contract at that time. Schwartz said billing was a big part of that; our requirement was that the County is billed for the ride.

Schwartz said there was an urgent situation that occurred last week, and she made the decision to allow out-of-State travel for Social Services staff for a minor in our custody to go to the grandmother's funeral. The situation was urgent and immediate. Wright County wants to find an adoptive situation for him long-term. She requested Board approval for travel after the fact (last Thursday-Friday). A judge signed a document allowing us to take the child out-of-state. A car from the Assessor's Office was used.

Action: Motion by Daleiden, seconded by Husom, to approve out-of-state travel. Borrell suggested calling the Board Chair if it happens again; if you can't get a hold of Chair to leave message. Charbonneau said the child was grateful for the opportunity. Both sides of the family were cordial, child has no supports in Minnesota, and Agency hopes to start Interstate Compact and possibly reunite child with family there. Motion carries unanimously.

The next regular meeting will be held at 1:30 P.M., Monday, April 28, 2014, in the Commissioners Room, at the Wright County Government Center. Chairperson Sawatzke adjourned the meeting at 2:45 P.M.