

**Olmsted County Human Services Division
Community Services Advisory Board (CSAB)**

Wednesday, May 9, 2018
Room 161, 2117 Campus Drive S.E.

A. Call to order

Chair Schmidt called to order the regular meeting of the The Community Services Advisory Board (CSAB) at 7:02 a.m.

Members Present

Alex Alexander, Patrick Gannon, Patrick Keane, Evelyn Kuschel, Karen Nation, JoMarie Morris, Judy Ohly, Commissioner Stephanie Podulke, Jim Rustad, Julie Ruzek, Randy Schmidt, Kathy Schumann, Walter L. Smith III, Shirley Westbrook, Commissioner Gregg Wright.

Members Absent

Justin Stotts, John Tierney.

Staff Present

Paul Fleissner, Amy Shillabeer, Emily Colbenson, Corrine Erickson, Diane Paradise, Nathan Pike, Don Parsons, Bea SanMiguel-Molina.

Guests

Jon Losness

B. Agenda Changes for Regular Meeting

None.

C. Approval of minutes from last meeting

A motion was made and seconded to approve the April 11, 2018 CSAB meeting minutes with correcting both Kelli DeCook's name and correcting Family Service Rochester name. Motion carried.

D. Chair Announcements

Chair Schmidt reminded the board to bring forward any items or topics the CSAB would like to focus on as part of the new direction of the board.

E. Informational Items and Updates: 2018 Budget Update – 2019 Budget Process Update

Paul gave the CSAB an update on the evolution of the current 2019 budget process and update the board on the 2018 budget requests. He started by saying, for the 2018 budget, a total of 9 request were made. The levy impact would have been \$397,672 but not all requests were granted. The 9 requests were ranked in the order shown below:

Rank	FTE	Board Decision Requests (BDR's)	Expense	Revenue	Levy
1	1.00	Veteran Services Officer – No	\$92,928	\$0	\$92,928

Rank	FTE	Board Decision Requests (BDR's)	Expense	Revenue	Levy
2	1.00	Adult Behavioral Health Support Staff - Yes	\$93,539	\$93,539	\$0
3	0.50	Foster Care Licensor - Yes	\$47,000	\$47,000	\$0
4	1.00	Disabilities Services Unit Case Manager – Yes	\$89,000	\$89,000	\$0
5	1.00	Adult Behavioral Health Pre-Booking Diversion Senior Social Worker – Yes	\$108,333	\$26,000	\$82,333
6	1.00	Fraud Prevention Investigator from Contracted to County Employee Position – Yes	\$25,361	\$14,000	\$11,361
7	1.00	After Hours Float Social Worker – No	\$99,244	\$19,000	\$80,244
8	1.00	Program Manager in Home & Community Based Services – No	\$121,806	\$23,000	\$98,806
9		Equity Assessments and Training – Yes (Reserves)	\$45,000	\$13,000	\$32,000
	7.50	Total for fund: 0805	\$722,211	\$324,539	\$397,672

The Veteran Services Officer position was not an approved position in the 2018 budget requests. Presently the Senior Veteran Services Officer (VSO) carries a similar case load as the non-senior VSO's. A recent partnership with the Minnesota Assistance Council for Veterans (MACV) currently places a case manager within the Veteran's office. Also, Disabled American Veterans (DAV) is working on a plan to collaborate in a transportation program and if approved this would reduce the time VSO's spend in arranging transportation to the VA clinic; 1/3 of all the calls to the office are related to transportation needs/issues. There is a desire to create a Veteran's Court in this district but the operating model for this specialized court has not yet been determined because Olmsted county doesn't have courtroom space but there is startup funding through a grant. Discussions are in process in order to attempt to understand the impact on the local office if Veteran's Court is approved. The Veterans Court set up will be like Drug Court, where the veteran would have an opportunity to have resources in lieu of going into the criminal justice system. The concern with this program is that it would put more strain on the already busy VSO's. Emily update the board on the Adult Behavioral Health Support Staff position. This position was filled and the person will start on May 14th. The primary goal for this person will be to maximize revenue so social workers can concentrate on targeted case management. At the moment there are no outcomes to report. Amy said the .5 FTE Foster Care Licensor was an approved position and it was filled on April 2, 2018. Because of two people in CFS voluntarily reducing their FTE by another .5 FTE total, they were able to hire a full-time foster care licensor. The person hired for this position

is still in training and no outcomes to report yet. Emily then said the Disabilities Services Unit Case Manager position has been filled and is currently in the onboarding process and should have a full case load soon. This case manager should help with the workload due to the large influx in MnChoices assessments that the County is now responsible to do with the shift on the County of Location (COL). The assessments will take approximately 12 hours to complete. Another position approved was the Adult Behavioral Health Pre-Booking Diversion Social Worker. Megan Schueller was the person piloting this position before approval, was hired for this position and has been in transition since March. She will continue to be in transition until her replacement for her previous role in the jail is hired next week. To imbed a social worker in two jurisdictions, the Rochester Police Department (RPD) and Olmsted County Sherriff Department, has required a lot of navigation and understanding of the process and procedures of both departments. Megan is collecting data to determine the impact her position is making. Although it can be difficult to measuring diversion an estimated 70% of mental health calls are being diverted with Megan's help. Her primary role is to be on the scene so she works from 2 p.m.–12 a.m. because they have found these hours are the key times of need in the community. Each day a different deputy is assigned to be on psych calls and Megan rides along with this person. She is an enormous resource for law enforcement not just for mental health calls but also for other areas like Adult Protection, Victim Services and Child Protection. She helps navigate people and deputies to assure the correct resources are offered in a timely manner. Crisis Intervention Training (CIT) has been in place as part of the law enforcement culture for a while now and this position has added a greater efficiency in the system. Corrine said the Fraud Prevention Investigator from contracted to County staff position was filled in February with Mike Rentz who was the contracted staff who held the position previously for several years. Mike works with a of Senior Eligibility Specialists, Eligibility Specialist from Child Care Assistance program and Managers that support his work. Now that this position is "in house" the team will be doing some strategic planning sessions to come up with the reasons why this work is important and convey that message of program integrity to staff. The hope is to identify, prioritize and standardize make any changes needed at the staff and provider level. The Continuous Improvement & Analysis (CIA) team will be facilitating this process. Amy said the Afterhours Float Social Worker position was not approved but a team member is in the process of going through phased retirement and they are allocating those 10 hours to high need times. In the first few months of the year the team made an evaluation of when they receive the most calls and where the greatest need is; the solution was to shift schedules to accommodate the needs. Emily updated on the Program Manager for Home & Community Care position which was not approved. The staff to supervisor ratio in most counties is 12 to 1; in this area the average was 18 to 1 with one person having 26 to 1. A mid-year request to the Administrative Committee

was made and approved to fill this position; it will be posted soon. The ratio will continue to be high at 18 to 1 but this should alleviate some of the challenges on staff and managers. To do the work and keep staff healthy, engaged and prevent burn out those high staff to supervisor ratios need to stay at healthy levels. The 26 staff in the Disabilities Unit consist of both adult and child programs and the two groups will be separated with also shifting Adult Foster Care unit to balance the two teams. With the addition of MnChoices and other mandates, some counties have restructured and dedicated entire teams to do only assessments. Adult & Family Services (AFS) has a team like this which Don Parsons supervises but it is not cohesive nor comprehensive across the whole department. The addition of this Program Manager long-term will assist in creating and supporting the continuous growing area in AFS. Paul added they will be integrating the Public Health Preventing Health Nurses (14), one Program Manager and .5 FTE Associate Director within AFS to create one cohesive Aging & Care Coordination unit. The CSAB then engaged in a small discussion on the changing population trends and demographics. Paul continued with the presentation and said the YWCA out of Minneapolis will be helping with the Intercultural Development Inventory (IDI) tool as part of the Equity Assessment & Training request. He will be starting with the Senior Management team and map out how to present this to staff. He gave the CSAB and the County Board credit for supporting and investing in early intervention and prevention services in the Child Welfare system and for including some specific alternative pathways for families of color. There were some recent articles in the Star Tribune regarding racial bias in the Child Protection System in MN and referenced a statistic that in MN that children of color are 3x more likely to be placed in foster care than white children. Amy continued to say that this prompted her to look at Olmsted County's placements rates and found that for Caucasian children and children of color, the rate per 100 in 2016 and 2017 was about the same with the numbers being 6.4% or 6.2% for one year and vice versa the following year. Paul then highlighted the Corrections requests because they relate to the development of diversion/alternative justice reinvestment work. Two Pretrial Probation Officer positions were approved that will take some pressure off the jail and give probation an opportunity to work with people who are minimal risk before they go to trial. One person is hired and she will take over the electronic home monitoring and home electronic home monitoring. Paul then moved on to the 2019 budget process and said this process is adding consistency and transparency. A schedule of the year was presented by Administration and in January the County Board set goals. In February, Administration disclosed the budget schedule to all the departments. Finance and Administration prepared and updated the forms which will be used for the budget and were presented to the department Directors. In April, Administration started meeting with the division surrounding the status of goals and created a site in the internal network on SharePoint with all the budget forms and templates. They

developed a very user-friendly system and is very transparent and cohesive. In May the County Board will have their first workshop and set the stage for the 2019 budget. In June the County Board will have a retreat where they will delve into early thoughts on the budget and discuss the appropriation agencies. In July, the 2nd County Board workshop will take place where they will present a preliminary budget model, compare it to the multi-year budget model and look at what is the capital improvement. In August the 2018 goals and status will be presented, talk about 2019 proposed goals and strategic direction, set a base budget, and present 2019 requests. On September 18th the max levy will set and review request from appropriation agencies. In October divisions will meet with Administration and Finance to review 2018 outcomes, Health, Housing and Human Services (HHH) will present proposed goals and strategic directions for 2019, present the developmental training plans and Administration will present budget recommendations. In November Finance will distribute the budget books, departments will have budget hearings and the County Board will adopt their capital improvement plan. The first Thursday in December (6th) is the Truth-In-Taxation County Board meeting. Later in December the 2019 budget will be adopted/approved. The department directors will need to examine trends and needs and the CSAB will need to concentrate on key issues or determine what are the areas of concern that need to be discussed. Paul's goal is to keep HHH as one cohesive department as these requests are made before the County Board. The CSAB will not need to go before the County Board as part of the budget process this year. As needs and requests are considered he would like to stay mindful and keep into context the mid-year approvals. The integration of HHH will create more opportunities to develop a more united and smooth level of service.

F. Emerging Items and Updates

County Board Announcements

Commissioner Podulke nothing to report as she has been away.

Commissioner Wright said the growth of older citizens has doubled in this decade and this demographic is the fastest growing population group. Minnesota has an exceptional health care system and because of this people it is estimated people will live longer. If people are living longer the cost to service people will increase. It will affect all aspects of services provide by counties such as Public Health, Adult Protection and housing. The estimated Medical Assistance program budget by 2040 will be \$3 billion dollars. The County budget is primarily property taxes and the group more vulnerable to taxes is the people with no income, the elderly, and this is the group that is growing at more rapid rate. County governments must stay innovative in many ways but the federal government has the responsibility for funding these fundamental programs. This is going to be an issue facing the entire country.

Staff Announcements

Paul said the new Public Health Director will start on June 11, his name is Graham Briggs originally from Minnesota. He is coming from Pinal County a suburb of Phoenix, AZ with a population of about 500,000. On Pathway Toward Prosperity and Well-being they are in the process of doing human centered design in partnership with Future Services Institute from the University of Minnesota. They have been going into the field with social workers to build the tools needed for a practice model based on the people they serve. The testing and piloting of the assessment will come to conclusion soon and it is very user friendly. Similarly, they are working with the Children's Defense Fund to build a self-sufficiency calculator for people's finances and building a cliff forecaster so a family plan can help the direction the family will take. The project is on schedule to launch the pilot in January but before funding needs to be established; the ask will be done in June. Minnesota is hosting the American Public Human Service Association Local Council 2018 Annual Retreat in St. Paul and some of the organizations and foundations who they will be requesting from will be attending. Lastly, Housing Redevelopment Authority is in the process of partnering with the Jerimiah Program to help them get tax credits for their program.

Corrine said Family Support and Assistance (FSA) made a mid-year request to the Administration Committee for a position in the Child Care Assistance area which was approved. The Child Care Assistance program was previously a Families First program and in 2016 the program moved to Olmsted County. The County experienced some savings and some changes in staffing in this area. Reports from the last year showed the area was very understaffed and keeping up with applications and processing families was a problem. After analyzing the mid-year request will help manage the basic sliding fee and get families off the waiting list. Also, Anoka County did a video that outlines the issues around the Minnesota Eligibility Technology (METS) system. It is a state system that is not structured well. The State continues to add to the mandates on a system that does not function like the periodic data matching (PDM's). Commissioner Sheila Kiscaden has helped with highlighting to the state that METS is not ready for PDM's. Field testing is going to happen after July but how this will take place is still under discussion. Because of how the system is built, it will be turned on to the entire state for a month or two which means people in every county will be affected. PDM looks at discrepancies within a certain time frame and if a discrepancy is found a notice will be sent to the person notifying them of this deviation. It is predicted that 12% of people will have to rectify the inaccuracies and the concern is whether the system will be able to support that. After the states tests the system for a couple of months counties will have an opportunity to give feedback and Olmsted County and Anoka County are two counties that will help the state with how and when the system will be back in place.

Amy said in the letter received by mail from the Byron Public Schools Superintendent during the CSAB Public Hearing stated some concerns about specific children and made a request about having someone available to provide resource information to families attending early childhood screenings. Guiding Partners to Solutions (GPS), is going to have a social worker present during early childhood screenings dates. Byron had a date on the schedule last week but no update to report yet.

Emily said she is watching legislation closely regarding the Urgent Care Center and Supportive Housing proposals. The Substance Use Disorder reform is providing some challenges to counties and is scheduled to start July 1st but the Centers for Medicare and Medicaid Services (CMS) has not yet approved the reform. The Warming Center was open for 27 day this winter and 26 days the previous two years. A community conversation is now leaning toward providing an open, more stable shelter all winter long and will bring updates once that is decided. No information to report on the open Psychologist position due to Mayo's Epic system update.

Jim Rustad announced he accepted an invitation to join the Zumbro Valley Health Center board. He also connected with the Cradle to Career representative and the community information team provided them with feedback on their request.

G. Adjournment

Chair Schmidt adjourned the meeting at 9:00 a.m.

Minutes submitted by: Bea SanMiguel-Molina