

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

Wednesday, August 8, 2018  
Room 161, 2117 Campus Drive S.E.

**A. Call to order**

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

**Members Present**

Patrick Gannon, Patrick Keane, Evelyn Kuschel, Karen Nation, JoMarie Morris, Judy Ohly, Jim Rustad, Randy Schmidt, Kathy Schumann, Justin Stotts, John Tierney.

**Members Absent**

Alex Alexander, Commissioner Stephanie Podulke, Julie Ruzek, Walter L. Smith III, Shirley Westbrook, Commissioner Gregg Wright.

**Staff Present**

Paul Fleissner, Sarah Oachs, Graham Briggs, Emily Colbenson, Corrine Erickson, Dan Jensen, Amy Shillabeer, Diane Paradise, Leigh Durbahn, Bea SanMiguel-Molina, Nate Pike.

**Staff Absent**

None.

**Guests**

John Losness.

**B. Agenda Changes for Regular Meeting**

None.

**C. Approval of minutes from last meeting**

A motion was made and seconded to approve the July 11, 2018, CSAB meeting minutes. Motion carried.

**D. Chair Announcements**

Chair Schmidt said the news and newspapers report on topics that are relevant to the work of the CSAB.

**E. Informational Items and Updates: Advisory Board Role Evolution**

Paul said one of Administration's goals is to clarify processes and this includes clearly defining the roles of advisory boards as they all operate different and advise differently. CSAB can help by studying urgent issues, ideas, and relevant issues. CSAB and staff would deeply study one or two key community issues that would be of strategic value and then bring back to the Board of Commissioners. For example, find

an issue that is pressuring the community and after studying the issue, present findings and recommendations to the Board of Commissioners in partnership with the staff. During the year, subject matter experts would present on the topic of concern. The topic would be based on what CSAB sees in the community as urgent or relevant. Paul gave some examples such as Substance Use Disorder (SUD) reform but encouraged the CSAB to be purposeful on the direction the board would take and said the following exercise would help with deciding on topics.

### **Board Members Brainstorm & Breakout Session**

Sarah introduced the brainstorming exercise and breakout session. Members split up into two groups with staff dividing into the two. After the two groups met, JoMarie read the chosen topics for further discussion and review for the first group. She said the group ranked and weighed the following topics in the following order: childcare, mental health services, and aging care-home based services. Judy read the chosen topics for the second group: their topics in no particular order were: housing, mental health-addiction, and dependent care. The first group decided against the topic of housing because the Housing Redevelopment Authority (HRA) board already has a considerable amount of support and many community groups are also involved on this topic. Public Health is another department that has teamed up with HRA to do an environmental scan around housing. Justin said the second group decided on keeping the housing topic because, although many solutions are offered on the matter, no clear direction is evident. The members then discussed the next steps to take and the question was brought up of whether to bring the four topics up for consideration now or narrow those down later. Sarah explained before bringing an item or topics to the County board, the concept and gaps of the topic need to be well presented to help the board understand the thought process of the CSAB. A suggestion was made to review do two topics a month for the next two months and have subject matter experts give executive summaries on top key issues on each topic. The CSAB would then pick the top two to study and show the board all four topics and findings. Also, mental health is a subject that is extensive and will need to be narrowed. Emily suggested the closing of providers of youth behavioral health. Chair Schmidt concluded this portion of the meeting by acknowledging the four topics for more clarity and said subgroups could be needed to help staff with the gathering of information for to the County Board.

### **Board Decision Request (BDR) Walk Through & Discussion – Corrine Erickson**

Corrine said she will have two BDR's, one for an Eligibility Specialist Trainee FTE (full-time equivalent) and one for a Supervisor/Training Coordinator. The Eligibility Specialist Trainee position is to support the team that processes the new Supplemental Nutrition Assistance Program (SNAP), Minnesota Family Investment Program (MFIP), Emergency Assistance and recertification applications. The reason

for this ask is because this area has seen an increase in workload. In 2015, 7,041 new applications and recertifications were processed. In 2016, there were 8,082 and in 2017, there was 9,113. The trend continues, last month the team had a record month with 784 new applications and recertifications. Each application can take 2 to 3 hours to process depending on the application and household size. These numbers show an increase in hours by 6,342 additional hours in workload which equals to a 33% increase in workload for that team. Annual cost for this position is \$87,000 but 54% of it is reimbursed through federal offsets, so the annual expense is \$41,000. An alternative solution was examined to determine if shifts across the division from another team could be managed but the solution is not permanent. The findings were that the work in all areas is staying stable and there is no capacity to shift a person to help with the gap. Over the past couple of years, they have maximized the use of the electronic document management system by keeping paperless tasks and keeping work in front of people; it has increased productivity. The risks if this FTE is not granted, people could see delays in receiving their benefits. State performance regulations states they should try and complete this work within 24 hours and they are measured on this performance. Between 2016 and 2017 they saw a decrease in this performance measure. The FTE for Supervisor/Training Coordinator has two driving motives for this ask. One, quality assurance and insuring program integrity. At the moment, no consistent form of case review is in place nor do they have a set training program for workers. On the case review side, the person for this position would ask or investigate errors, would look at policy deficiency challenges the workers have, accuracy rates, and use that information to drive the training. This person would work closely with the Continuous Improvement & Analysis (CIA) team to build training and build case reviews to target curriculum. The second motive for this ask is the growing staff to supervisor ratio. Currently they have 1 supervisor to 15 staff; if they can add a supervisor, the ratio could be 1 supervisor to 13 staff. This position would assure and maintain strong staffing which aligns with the County goals and will help to create a culture of strong leadership. The annual cost for this position is \$116,000 but anticipate 50% from federal offsets so net expense is \$58,000. They do not have a system in place to have quality assurance. The risk if this position is not granted is people are going to continue to make errors and people will potentially get benefits that they are not entitled to. Program integrity, audit, and potential fraud would also benefit from this position.

Amy said they have been trying to manage workloads particularly in on-going Child Protection regarding vacancies because of people leaving, military, and/or medical leaves. As a result, many new social workers are doing the work. When people are off work or have left the department, the mandated caseload is managed by team members that already have full caseloads, so this can be challenging, and people end

up working more than 40 hours a week. When a vacancy occurs, they do hire but it takes some time to train an on-going Social Worker. Amy will ask for an FTE for a Senior Social Worker in Child Protection to fill in the gaps when vacancies or leaves occur, so the workloads do not fall on other team members. This person would not have an ongoing caseload of their own. In addition to filling in the gaps, they would partner with new staff on orientation training and ongoing mentoring that could take a couple of years. Also, a secondary worker is sometimes needed when a family situation is more difficult, and this person would serve that purpose. She anticipates it to be a largely levy position, but this person would generate revenue because this person would perform revenue visits with people, however those are figured into the other existing positions. Leigh Durbahn from the CIA team is helping with turn over data. This is an opportunity for someone internally; this position could make a good impact on the department.

Graham Briggs introduced himself to the CSAB. He said he has been with Public Health now for two months and his background is in epidemiology. He is originally from Minnesota, but he came to Olmsted from a city in Arizona with demographics much like Rochester.

## **F. Emerging Items & Updates**

### **County Board Announcements**

None

### **Staff Announcements**

Amy said the annual Parents & Children Excel (PACE) Back to School Rally is Tuesday, August 14<sup>th</sup>, from 4 -7 pm at East Park. Volunteers for booths are welcomed if anyone would like to volunteer, contact her for the link.

### **Other**

Paul said Sarah, Dakota County and himself have been invited to talk about the Pathways Towards Property and Well-being project with the Kresge Foundation in Detroit for potential funding. They have also been invited to present in Washington, DC.

## **G. Adjournment**

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

Minutes submitted by: Bea SanMiguel-Molina