
Minutes: Human Services Performance Council Meeting

February 7, 2020

9:30 a.m. – 12:30 p.m.

MCIT Building

Attendance

Present

- Council Members: Ben Bement, Linda Bixby (via phone), Toni Carter, Rodney Peterson, Ashley Reisenauer, Pam Selvig
- Performance Management Team Members: Olufemi Fajolu, Charity Friederichs, Carrie Krueger, Beryl Palmer, and Gary Mortensen
- Guests: Mercy Das-Sulc and Jesse Winsell

Absent

- Council Members: Ann Gaasch, Debbie Goettel, Stacy Hennen, Charles Johnson, and Eric Ratzmann,
- Performance Management Team Members: Deb Anthony and Marisa Hinnenkamp

Welcome and Announcements

Toni Carter

- Toni called the meeting to order at 9:31 a.m.
- Toni is serving as substitute co-chair for this meeting.
- Introductions of members present.

Approval of Nov. 22, 2019 Minutes

Toni Carter

- Rod moved to approve the minutes, Ben second. Motion carried.

Council Management

Performance Management Team

- **2020 Council Appointments Update**
 - Gary shared again that we aligned the Council application process with the SOS open appointments system.
 - Toni Carter has stepped down as co-chair. AMC appointed a new co-chair, Deb Goettel.
 - Carrie provided an update on the process to fill the four open seats.

Discussion and Input from Council

Performance Management Team

- **Performance Management Team Updates on 2020 Priorities**
 - Gary reviewed the team's project dashboard highlighting several priorities including: community engagement, internal collaboration, county collaboration and measure development.

- Gary gave an update on the Equity Partnership, providing an overview of the work completed in 2019.
- **Child Support Threshold Update**
 - At our last meeting, the Performance Council recommended we review the Child Support Paid threshold. The way the unique threshold is structured, looking at the change in performance for improvement, results in PIPs for counties that are performing near the 80% benchmark.
 - The Performance Management team proposed adding a second component: counties performing above the state median would not need to create a performance improvement plan.
 - Discussion about how this works for counties and what it means for people below the state median.
 - Ben moved to approve the change, Pam seconded the motion. Motion carried.
 - Since this is a minor change, the Performance Management team will launch this in with the November 2020 report.
- **Discussion to Improve Extenuating Circumstances Claims Process**
 - The Performance Management team asked the Performance Council to review the current Extenuating Circumstances claims process and identify opportunities for improvement.
 - The EC claim is structured for one-time events. However, EC claims are submitted for systemic issues. For example, the CSP Permanency measure and jurisdiction with tribal courts. The EC isn't set up to address ongoing, systemic issues.
 - The Performance Council discussed the current process, the challenges to address systemic barriers, and the Performance Management systems role in proactively addressing issues.
 - The Performance Council requested the Performance Management team record and share prior EC claims, decisions and rationale with the Council.
 - The Performance Council also recommended DHS program-area experts attend the Council meeting to provide insight into the claims.
- **Performance Management Strategic Direction**
 - Gary provided a brief overview of our November discussion about the Performance Management team's strategic direction and introduced some questions for the Council to help the team do long-term planning.
 - The Performance Council continued the discussion about Performance Management team priorities.

Next Steps and Action Items

Gary Mortensen

- **2020 Performance Council Meetings Date Discussion**
 - May 8, 2020
 - Aug. 7, 2020 (Potential date change discussion)
 - Discussed moving the Aug. 7 meeting. However, due to scheduling conflicts, the date will remain the same.
 - Nov. 20, 2020

Meeting adjourned at 11:48 a.m.

Minutes: Human Services Performance Council Meeting

May 8, 2020

10:00 a.m. – 12:00 p.m.

WebEx Call

Attendance

Present

- Council Members: Ben Bement, Linda Bixby, Toni Carter, Ann Gaasch, Debbie Goettel, Stacy Hennen, Charles Johnson, Rodney Peterson, Eric Ratzmann, Ashley Reisenauer and Pam Selvig
- Performance Management Team Members: Olufemi Fajolu, Charity Friederichs, Marissa Hinnenkamp, Carrie Krueger, Gary Mortensen and Beryl Palmer
- Guests: Matt Freeman and Jesse Winsell

Absent

- Performance Management Team Member: Deb Anthony

Welcome and Announcements

Chuck Johnson

- Chuck called the meeting to order at 10:01 a.m.
- Carrie provided WebEx instructions and tips and facilitated member introductions in WebEx.
- Introductions of members present including their expressions of silver linings of working from home and connecting remotely.

Approval of February 7, 2020 Minutes

Chuck Johnson

- Councilor Goettel moved to approve the minutes, Councilor Hennen second. The motion carried with council members Bement, Bixby, Carter, Gaasch, Goettel, Hennen, Johnson, Peterson, Ratzmann, Reisenauer, and Selvig voting in favor.

Council Management

Performance Management Team

- **2020 Council Appointments Update**
 - Initially fourteen candidates applied for the four open positions.
 - The search process for representatives from tribes and communities of color was expanded through the Secretary of State's office and three additional candidates submitted an application.
 - In recognition of the focus on equity, an expansion of the Performance Council was proposed from three seats to four seats per group, increasing the total number of council members from 15 to 20.
 - MACCSA and AMC will each appoint one more candidate to fill the additional seats.
 - The Performance Management Team will recommend candidates to the Commissioner for the tribes and communities of color and advocates and provider representatives.
 - There was support for bringing in more community voices to the Performance Council with an emphasis on retention.

- Retention strategies included: stronger connections with the new members; having one-on-one conversations with newly appointed council members; mentoring new recruits and offering incentives for participating on the Performance Council.

Discussion and Input from Council

Performance Management Team

- **Performance Management Team Updates on 2020 Priorities**

- The Performance Management Team project dashboard provided in the council meeting packet highlights the priorities that the team is working on for 2020.

- **Self-Support Index**

- In 2019, the MFIP Team worked with the University of Minnesota to look at the Self-Support Index, how it's calculated and how it can be updated. The Performance Management Team and MFIP Team shared these updates with counties, advocates, tribes and providers.
- The changes are significant and will impact counties. The recommendation for implementing the changes is to close all existing PIPs as of July 2020, then provide a baseline report to the counties for review of their performance and new PIPs issued with the 2021 report.
- MFIP's data analysis shows that three counties may be affected by the change.
- The next step is to obtain final approval from the MFIP team.
- The Performance Management Team will review the preliminary data and then reach out to the counties affected by the change.

- **Extenuating Circumstances (EC) Claims Process Review**

- The Performance Management Team reviewed the last five years of EC claim recommendations and created an Excel spreadsheet for the council to use in reviewing future EC claims.
- The spreadsheet tool will be completed for the August council meeting.

- **Performance Management COVID 19 Response**

- The Performance Management Team will provide assistance in the evaluation of COVID-19 waivers.
- The next step is bringing together a planning team or steering committee consisting of tribal, DHS and county partners, providers and individuals receiving services.
- The planning team will connect with existing county groups, and organizations actively doing this work.

- **Extenuating Circumstances (EC) Claims Process Review – COVID-19**

- The Performance Council plans to provide guidance to counties about when to submit and when not to submit an EC claim related to circumstances surrounding the COVID-19 pandemic.
- The November 2020 reports will include data collected during COVID-19 and these would be the first reports where a COVID-19 EC Claims may be applicable.

- **Performance Management COVID-19 Next Steps**

- Responses to questions about how the Performance Management Team can provide assistance to counties are as follows:
 - How can the Performance Team continue to help counties?
 - Have conversations with counties about waivers and the potential for performance improvements.

- Contact the Blue Ribbon Committee, part of the Association of Minnesota Counties focused on the topic of evaluating waivers.
- When will we know when to participate in Performance Management activities (i.e. measures development)?
 - Consult with county leadership to get a sense of the appropriate timing for meeting with individual counties.
 - Follow up with Eric and Matt for more input on the timing for contacting counties.

Next Steps and Action Items

Gary Mortensen

- **2020 Performance Council Meetings**
 - Aug. 7, 2020
 - Nov. 20, 2020

The Child Safety and Permanency Measures report and the Self-Support Index Measures report will be coming out in July before our next meeting. Topics for further discussion at the August meeting will include EC Claims as a result of COVID-19 and the program waiver evaluation project.

Meeting adjourned at 12:03 p.m.

Minutes: Human Services Performance Council Meeting

August 7, 2020

9:30 a.m. – 12:30 p.m.

WebEx Call

Attendance

Present

- Council Members: Ben Bement, Linda Bixby, Julie Bluhm, Joni Buffalohead, Alexa Dixon, Debbie Goettel, Stacy Hennen, Noel Jagolino, Michelle Ness, Rodney Peterson, Eric Ratzmann, Ashley Reisenauer, and Aaron Wittnebel
- Performance Management Team Members: Deb Anthony, Charity Friederichs, Marisa Hinnenkamp, Carrie Krueger, Gary Mortensen and Beryl Palmer
- Guests: Angie Thies (MACSSA); Ryan Borowicz (Hennepin County); and DHS CSP Staff: Reanna Jacobs, Heidi Ombisa Skallet, Marissa Kirby-Stofferahn, Mical Peterson, and Deb Beske Brown

Absent

- Council Members: Toni Carter, Charles Johnson, Rae Ann Keeler-Aus, Eric Ratzmann, and Pam Selvig
- Performance Management Team Member: Olufemi Fajolu

Welcome and Announcements

Debbie Goettel

- Commissioner Goettel called the meeting to order at 9:36 a.m.
- Introductions of members present.

Approval of May 7, 2020 Minutes

Debbie Goettel

- Councilor Peterson moved to approve the minutes, councilor Bixby second. The motion carried with members Bement, Bluhm, Buffalohead, Dixon, Goettel, Hennen, Jagolino, Ness, Ratzmann, and Reisenauer, voting in favor. Councilor Wittnebel abstained from the vote.

Council Management

Performance Management Team

2020 Council Appointments Update

- Gary discussed the process to expand and diversify the Council, with plans to have all empty seats filled and approved by Commissioner Jodi Harpstead in November.
- Gary introduced a new engagement strategy around mentorship. An email will be sent out pairing new members with others who can answer questions. We are also planning to use the February meeting to engage the Council in setting the system's strategic direction.

- **CSP & MFIP Reports**

- Gary provided an overview of the report schedule and performance trends in the most recent report issued for the Child Safety and Permanency and the Self-Support Index measures. The relative care measure threshold increased significantly.

- **Extenuating Circumstances Claims Process Review**

- Gary reviewed the extenuating circumstances process for all members and highlighted a document included with the packets that summarized past claim recommendations made by the Performance Council to help provide historical perspective.
- Gary also discussed a new addition to the process in which program staff will be available in Performance Council meetings to answer specific questions from members. Previously, the Performance Management team met with program areas to discuss claims and relayed that information to the council.

- **Extenuating Circumstances Claims Review**

- With lengthy debate and discussion, and numerous questions asked of the program experts present, the Council ultimately voted to approve all four claims that were presented for Mahnomen and Wilkin counties.
- The first claim was Mahnomen's claim for the measure: Of all days that children spent in family foster care settings during a 12-month reporting period, the percentage of days spent with a relative. Councilor Bixby moved to approve, councilor Buffalohead second. The motion carried with members Bluhm, Dixon, Goettel, Hennen, Jagolino, Ness, Peterson and Reisenauer voting in favor; member Bement abstained and member Wittnebel voted against.
- The second claim was Mahnomen's claim for the measure: Of all children who enter foster care in a 12-month period, the percent who are discharged to permanency within 12 months of entering foster care. Councilor Bixby moved to approve, councilor Hennen second. The motion carried with members Bluhm, Buffalohead, Dixon, Goettel, Jagolino, Ness, Peterson and Reisenauer voting in favor; member Bement abstained and member Wittnebel voted against.
- The third claim was Wilkin's for the measure: Of all children who were victims of a substantiated maltreatment report during a 12-month reporting period, the percent who were not victims of another substantiated maltreatment report within 12 months of their initial report. Councilor Bixby moved to approve and councilor Buffalohead second. The motion passed with members Bement, Bluhm, Dixon, Goettel, Hennen, Jagolino, Ness, Peterson, Reisenauer and Wittnebel voting in favor.
- The fourth claim was Wilkin's for the measure: Of all children who enter foster care in a 12-month period, the percent who are discharged to permanency within 12 months of entering foster care. Councilor Wittnebel moved to approve, councilor Hennen second. The motion carried with member Buffalohead voting against and members Bement, Bixby, Bluhm, Dixon, Jagolino, Ness, Peterson, and Reisenauer voting in favor.

- **Performance Management Team Updates on 2020 Priorities**

- There was no time to discuss updates. Gary noted that the Performance Management team project dashboard provided in the Performance Council meeting packet highlights the priorities for 2020 that the team is working on.

- **2020 Performance Council Meetings**
 - Nov. 20, 2020

Meeting adjourned.

Minutes: Human Services Performance Council Meeting

November 20, 2020

9:30 a.m. – 12:30 p.m.

WebEx Call

Attendance

Present

- Council Members: Linda Bixby, Julie Bluhm, Joni Buffalohead, Alexa Dixson, Alexa Griggs-Dixon, Ann Gaasch, Debbie Goettel, Stacy Hennen, Noel Jagolino, Charles Johnson, Rae-Ann Keeler-Aus, Shaneen Moore, Michelle Ness, Reed Olson, Rodney Peterson, Eric Ratzmann, Ashley Reisenauer, Aaron Wittnebel
- Performance Management Team Members: Deb Anthony, Charity Mack, Marisa Hinnenkamp, Carrie Krueger, Gary Mortensen, Beryl Palmer and Olufemi Fajulo
- Guests: DHS Program Area Representatives Michele Schreifels & Chakira Byrd (Child Support); Melissa Vongsy & Mary McGurran (Adult Protection)

Absent

- Council Members: Ben Bement and Pam Selvig

Welcome and Announcements

Council Co-Chairs

- The meeting was called to order at 9:33 a.m.
- Introductions of members present.

Approval of August 7, 2020 Minutes

Council Co-Chairs

- Correction needed for 8/7 minutes: Aaron Wittnebel abstained from approval of the minutes, he did not vote in favor.
- Commissioner Goettel moved to approve the corrected minutes. Linda Bixby seconded. Motion to approve the minutes was passed.

Extenuating Circumstances (EC) Claim Review

Gary Mortensen

Recommended Actions for Adult Protection & Child Support EC Claims: *Gary Mortensen*

- Gary reviewed the EC claims process with the Council and reviewed the roles of council members and DHS program staff in helping to answer any questions. He also noted that Stacy Hennen would abstain from the discussion and vote for Grant's claim due to her affiliation with this county.

- **Adult Protection Claims**

- With lengthy debate and discussion, and numerous questions asked of the program experts present, the Council ultimately voted to approve Grant County's claim and deny Sibley County's claim.

- **Child Support Claims**

- Although there was debate regarding the impact of COVID-19 on staffing, service delivery and availability of court services, the Council ultimately voted to deny all three claims that were presented for Aitkin, Chippewa and Lac qui Parle counties.

Discussion and Input from Council

Performance Management Team

- **2020 Legislative Report and 2021 Priorities Review: Gary Mortensen and Carrie Krueger**

- Carrie walked through the report, highlighting areas such as the executive summary that cannot yet be completed, impacts of COVID-19 and other challenges counties have experienced this year. Gary addressed the improvement assistance section and the work the team has done the past year. He also reviewed the recommended activities/team priorities for 2021 listed in the report.
- The Council reacted favorably to the report. It was noted that upon further review, to send additional comments to the team via email.
- Julie Bluhm moved to approve the report and the motion was seconded. All members who were present voted to approve.

Next Steps and Action Items

Gary Mortensen

- **February 2021 Strategic Planning Session**
- **Tentative 2021 Council Meetings Dates**
 - Feb. 5, 2021
 - May 7, 2021
 - Aug. 6, 2021
 - Nov. 19, 2021

Meeting adjourned.