
Minutes: Human Services Performance Council Meeting

Feb. 8, 2019

9:30 a.m. – 12:30 p.m.

MCIT

Attendance

Present

- Council Members: Arnie Anderson, Toni Carter, Linda Bixby, Matt Freeman, Debbie Goettel, Charles Johnson, Julie Manworren (by phone), and Stacy Twite
- Performance Management Team Members: Carol Becker, Matt Berg, Charity Friederichs, Marisa Hinnenkamp, Carrie Krueger, and Gary Mortensen
- Guests: Mercy Das-Sulc

Absent

- Council Members: Ben Bement, Stacy Hennen, Genny Reynolds, and Pam Selvig
- Performance Management Team Members: Deb Anthony and Olufemi Fajolu

Welcome and Announcements

Toni Carter

- Meeting called to order at 9:40 a.m.
- Brief introductions and welcome.
- Tom Henderson has stepped down. Pam Selvig from Scott County is the new MACSSA representative replacing Tom.
- Commissioner Reynolds is planning to step down, working with Emily from AMC to find a replacement.

Approval of November 2018 Minutes

Toni Carter

- The Nov. 2018 meeting minutes were approved.

Performance System Update

Performance Management Team

- Gary Mortensen introduced the Performance Management team's 2019 project dashboard and reviewed the information provided.
- The Council discussed topics that emerged during the project update including:
 - Planning for providing performance data publicly. Deciding what we are able to share and how to make the information available.
 - Strategies will be needed to communicate with and involve communities as the system moves toward assessing population outcomes.

- The need to provide information beyond data, including context to help the audience make sense of the data provided and allowing people to use it to make decisions.
- The importance of exploring social determinants of health to take our system to higher-level outcomes that affect communities.
- The progress on the regression adjusted model for the Child Support Paid measure.

Equity Partnership with MACSSA

- Charity Friederichs provided an update on the equity partnership with MACSSA.
 - The project arose from the work the team has been doing to reduce disparities.
 - The first partnership meeting was held on Jan. 25 and included DHS employees and MACSSA representatives.
 - During the meeting the group defined the partnership’s purpose statement, identified potential outcomes and deliverables, and spent time establishing norms for the group.
 - The next meeting will be March 1, 2019 for a full day. After that there will be half-day meetings.
- The Council discussed the equity partnership and encouraged the partnership to be action oriented.
- Discussed other Performance Management work to advance equity and the importance of moving those efforts forward. Specifically, exploring the disparities in our existing data and identifying strategies to reduce those disparities, as well as generating new performance measures to identify disparities.
- Discussed the need for training social services professionals to analyze the performance data to make strategic interventions and data-driven decisions.
- Discussed the language being used; encouraged the use of “eliminate disparities” rather than “reduce disparities.”

Indian Child Welfare Act (ICWA)

- The Council discussed the long-term vision of the Performance Management system to integrate county measures across DHS into the system. Discussed this as a future goal that will require a great deal of work and planning.
- Gary Mortensen shared that the DHS team working on measuring compliance for the Indian Child Welfare Act (ICWA) has reached out to the Performance Management team to collaborate on this work. The teams are in discussions about what partnering on this work might entail.
- The Council discussed ICWA collaboration, focusing on capacity and resources as well as the idea of compliance versus performance improvement. The partnership aligns with the vision of the Performance Management system, but we need to consider how to provide program area expertise and technical assistance in a centralized system.

Mission, Vision and Key Initiative Statements

- Gary Mortensen shared updated mission, vision and key initiative statements the Performance Management team created and requested the Council provide feedback on the updated versions.
- The Council discussed the changes and agreed they were positive and reflected the work of the Performance Management system. Suggested adding “positive outcomes” back into the vision statement.
- The Performance Management team will bring a revised version to the next Council meeting.

- Carrie Krueger shared the Council experience and interest profile created with the group and the plan to bring in new members and build on the interests and experience of this group so we are a well-rounded council. The profile indicates a few areas for development: adult mental health, children's mental health and chemical dependency. She also shared the work that has been done to create standard Council terms that align with the Secretary of State policies, recruit new members to the Council and develop a more comprehensive onboarding plan.
- The Council discussed the onboarding outline and suggested several additions:
 - Definitions of common terminology used human services and performance management.
 - Assigning mentors to each new Council member. The mentor can help set expectations for the first meeting, answer questions, and welcome the new member.
 - Inviting current councilors to new member orientation, allowing them to get a refresh on the content and add insights for the new members.
 - Adding a section about data systems, their history and current limitations.

Council Building - What makes a great team?

- Gary Mortensen reviewed the "great teams" discussion from the November 2018 meeting.
- The Council shared ideas for strengthening the Performance Council:
 - Better defining the work and why it is important.
 - Opportunities to learn more about human services programs and the Performance Management system.
 - Making meetings more accessible for people around the state by offering video conference options or broadcasting the meeting and looking at the time it is held.
 - Opportunities to build stronger connections between Council members and the staff, such as a lunch following the meeting.
- The Council discussed expectation setting for new members. Members need to understand they will need to do work between meetings, keeping up with communications from the Performance Management Team. Also discussed the need for the experience to be valuable for the members, ensuring it is engaging and relates to their work.

Next Steps and Action Items

Gary Mortensen

- Reviewed the upcoming meeting dates.
 - May 10, 2019
 - Aug. 9, 2019
 - Nov. 15, 2019

Meeting Adjourned at 11:47 p.m.

Minutes: Human Services Performance Council Meeting

May 10, 2019

9:30 a.m. – 12:30 p.m.

MCIT

Attendance

Present

- Council Members: Arnie Anderson, Toni Carter, Linda Bixby, Toni Carter, Ann Gaasch, Charles Johnson, Stacy Hennen, Rodney Peterson, Eric Ratzmann, and Pam Selvig
- Performance Management Team Members: Deb Anthony, Olufemi Fajolu, Charity Friederichs, Marisa Hinnenkamp, Carrie Krueger, and Gary Mortensen
- Guests: Mercy Das-Sulc, Casey Krolczyk, and Jesse Winsell

Absent

- Council Members: Ben Bement, Debbie Goettel, Julie Manworren, and Stacy Twite
- Performance Management Team Member: Matt Berg

Welcome and Announcements

Toni Carter

- Meeting called to order at 9:36 a.m.
- Council member introductions and welcoming of new members.

Approval of Feb. 8, 2019 Minutes

Toni Carter

- Arnie Anderson moved to approve the February minutes, seconded Stacy Hennen.
- The Feb. 8, 2019 meeting minutes were approved.

Overview of Performance Management System

Gary Mortensen

- Gary provided an overview of the Performance Management system with the purpose of level-setting and allowing current members to share insights and historical knowledge with new members. The overview included:
 - System history, statute, timelines and processes.
 - Funding overview.
 - Current measures and thresholds as well as a brief history of how the Performance Management system has evolved.
 - Work to measures racial disparities and challenges that have emerged.
 - Collaboration with counties and the role counties have played in developing the system.
 - Data limitations.

- Discussion about changing needs and ongoing measure evaluation as well as the flexibility built into the system for ongoing evolution.
- The PIP / remedies process and efforts to assist counties with PIP development and improvement efforts.
- Ongoing measures development work.

Performance System Updates

Performance Management Team

Discussion Items:

- **Measures Development Update**
 - A measures development update was provided to council members to review.

Council Discussion and Input

Gary Mortensen and Carrie Krueger

Discussion Items:

- **Cash and SNAP Report Performance Update**
 - Report was sent on April 18. We had no performance plans for the entire state.
 - Gary reviewed the overview of the report and discussed the current measures and thresholds.
 - Provided some context for the current 24-hour timeframe for the Expedited SNAP measure.
- **Threshold Discussion**
 - What key criteria can determine when we should raise a threshold? For example, is it when all counties are above the threshold or when the state average reaches a certain point?
 - We want a consistent policy for raising thresholds. We don't want to have a county that works hard and finally gets off a PIP and then raise the bar on them. We also have the ability to remove measures.
 - Discussed using state averages as a benchmark as well as how many counties are below the threshold and for how long.
 - What should the process be for changing a threshold? Should we do a new baseline year? Do we announce them and roll them out the next year? Is it a case by case basis? How do we go about doing this?
 - Discussed the need for an education period when a new threshold is implemented, and ideally a benchmark reporting year. This allows counties to review and adjust their practice.
 - Discussed the need for DHS policies and practices to approve alongside the counties. The system is built for mutual improvement.
- **Mission, Vision, Values and Key Initiatives**
 - The Performance Management team has been working on the long-term mission, vision and values. The mission and vision were discussed at the last Council meeting, we would like to review the updated values.
 - Linda Bixby moved to approve the updated values, Pam Selvig seconded.
 - The motion prevailed.

Next Steps and Action Items

Gary Mortensen

- We pushed many items from the agenda today. Will revisit some of the items including the Performance Management System overview.
- Item for a future meeting: Discuss the work of the Council and Council members' roles as they relate to building awareness of the Performance Council and the improvement work taking place through DHS.
- **2019 Council Meetings Dates**
 - Aug. 9, 2019
 - Nov. 15, 2019

Meeting Adjourned at 11:59 p.m.

Minutes: Human Services Performance Council Meeting

Aug. 9, 2019

9:30 a.m. – 12:30 p.m.

MCIT

Attendance

Present

- Council Members: Ben Bement, Linda Bixby, Toni Carter, Ann Gaasch, Debbie Goettel, Julie Manworren, Stacy Hennen, Rodney Peterson, Eric Ratzmann, Pam Selvig, and Stacy Twite
- Performance Management Team Members: Deb Anthony, Matt Berg, Olufemi Fajolu, Charity Friederichs, Marisa Hinnenkamp, Carrie Krueger, Katie Meinhover, and Gary Mortensen
- Guests: Mercy Das-Sulc, Emily Babcock and Jesse Winsell

Absent

- Council Members: Arnie Anderson and Charles Johnson

Welcome and Announcements

Toni Carter

- Toni called to order at 9:31a.m.
- Council member introductions.

Approval of May 2019 Minutes

Toni Carter

- Linda Bixby moved to approve the May 2019 minutes; Stacy Hennen seconded.
- Motion prevailed.

Extenuating Circumstance Claims Review

- Moved the Extenuating Circumstance (EC) claims discussion moved up due to the number of claims.
- Gary provided an overview of the EC claim requirements. Counties are able to appeal a Performance Improvement Plan if they have a one-time occurrence that put them below the threshold and is outside of the county's control. Generally, the circumstance should be short-term and we should believe the county will likely be above the threshold next year.
- Reviewed the small numbers policy for CSP. If a county has small numbers, fewer than 20 cases, we look at their performance across the three measures. If they are above the threshold for the other two measures, the PIP is waived. If they are below the threshold for two or more measures, they are required to complete the PIP.

CSP – Permanency

Big Stone

- Discussed the county’s EC Claim. Major discussion points included:
 - County attorney’s recommendation to hold off on termination of parental rights until the parents’ criminal proceedings are complete. Discussed options they county might have to comply with the timeline.
 - Discussed the extremely small number of cases in this instance and that the three children in this measure also impacted the other measure Big Stone was below on to result in the small numbers PIP.
 - Discussed the impact a PIP would have on Big Stone’s performance. When the cases were out of the county’s control, what benefit would creating a plan have for the county?
- Toni Carter moved to recommend approval of the EC Claim; Linda Bixby seconded.
- The motion to recommend approval prevailed.

Mille Lacs County

- Discussed the county’s EC Claim. Major discussion points included:
 - Challenges keeping timelines when working with Tribal Courts is a recurring theme from counties. In the past, we reviewed how the county performance would change if the tribal court cases were removed from the measure. We had a similar EC claim for Mille Lacs County last year and it was approved.
 - Each tribe handles permanency differently. Traditionally, the timelines set forward by the government doesn’t work well for tribes. Many tribes focus on relative placement, while giving families time to get things together.
 - A PIP might help this county. There is an opportunity for more resource planning in this area. This is an ongoing issue for counties and a point of discussion. A PIP could be particularly helpful if DHS can help develop a PIP.
- Ben Bement moved to recommend denying the EC; Stacy Hennen seconded.
- The motion to recommend denying the claim prevailed.

CSP – Relative Placement

Clay County

- Discussed the county’s EC Claim. Major discussion points included:
 - County performance on this measure has been and continues to be below the threshold.
 - Many counties deal with interstate issues and a plan may help them deal with this as an ongoing issues.
 - The EC Claim sighted only 10 of their 102 cases, with a threshold of 28.3% this doesn’t give us a complete picture of what is going on in the county. Creating a performance improvement plan might help them.
- Pam Selvig moved to deny; Stacy Hennen seconded.

- The motion to recommend denying the claim prevailed.

Houston County

- Discussed the county's EC Claim. Major discussion points included:
 - This is the third year of their PIP and their performance is trending down.
 - The complexity cited in the EC claim is typical for the work and is similar to what all counties are experiencing.
- Debbie Goettel moved to recommend denying the claim; Ben Bement seconded.
- The motion to recommend denying the claim prevailed.

Traverse County

- Discussed the county's EC Claim. Major discussion points included:
 - The issues explored in the EC Claim were issues many counties experience.
 - Although Traverse County is dealing with small numbers, their performance is below the threshold for all three measures.
- Debbie Goettel moved to recommend denying, Julie Manworren seconded.
- The motion to recommend denying the claim prevailed. Stacy Hennen abstained.

CSP - Repeat Maltreatment

Rice County

- Discussed the county's EC Claim. Major discussion points included:
 - Their performance is going down and last year they had an EC claim approved with the same kind of issues.
 - Errors can be monitored and fixed. It might be worth developing a PIP to discover if there are additional issues.
- Linda Bixby moved to recommend denying; Debbie Goettel seconded.
- The motion to recommend denying the claim prevailed.

Southwest Health & Human Services

- Discussed the claim was centered on being above the threshold at a moment in time. The measure is for a specific reporting period and they were below the threshold at that time.
- Stacy Hennen moved to recommend denying; seconded.
- The motion to recommend denying the claim prevailed.

Self-Support Index

Chippewa County

- Discussed the county's EC Claim. Major discussion points included:
 - Discussed the EC Claim intended to address sudden changes or disastrous events. The EC Claim does not include an event like that.

- There is some confusion about the measure itself. The EC Claim sites cases, but the measure looks at individuals and may include multiple cases.
- Rodney Peterson moved to recommend denial, Debbie Goettel seconded.
- The motion to recommend denying the claim prevailed.

Houston County

- Discussed the county's EC Claim. Major discussion points included:
 - This is the third year they have been below the threshold.
 - Factors cited in the EC Claim are already accounted for in the calculation for the range of expected performance.
- Julie Manworren moved to recommend denying the claim, Linda Bixby seconded.
- The motion to recommend denying the claim prevailed.

Nobles County

- Discussed the county's EC Claim. Major discussion points included:
 - The EC Claim doesn't seem to include any items that meet the definition of an EC Claim.
 - The EC Claim lays out good information about the county's performance, but does not connect the information to why they are not meeting the threshold.
- Debbie Goettel moved to deny, seconded by Rodney Peterson.
- The motion to recommend denying the claim prevailed.

Olmsted County

- Discussed the county's EC Claim. Major discussion points included:
 - The claim primarily cites two things: economic change and closure of businesses.
 - The items cited are not different from what other counties are experiencing.
 - The EC Claim highlights systemic issues that need to be addressed; this measure needs work.
- Linda Bixby moved to recommend denying the claim; Julie Manworren second.
- The motion to recommend denying the claim prevailed. (One dissenting vote, Linda)

Wadena County

- Discussed the county's EC Claim. Major discussion points included:
 - Poverty is factored into the range of expected performance.
 - System access needs to be addressed.
 - A plan might help them outline useful strategies for dealing with the ongoing issues cited in the EC Claim.
- Julie Manworren moved to recommend denying the claim, Linda Bixby seconded.
- The motion to recommend denying the claim prevailed.

Overview of Performance Management System

Gary Mortensen

- Katie provided a brief update on her work to catalog barriers.

Next Steps and Action Items

Gary Mortensen

- The November meeting will cover the 2019 Legislative Report.
- 2019 Council Meetings Dates: the November meeting will be moved to Nov. 22.

Meeting Adjourned at 12:40 p.m.

Minutes: Human Services Performance Council Meeting

Nov. 22, 2019

9:30 a.m. – 12:30 p.m.

MCIT Building

Attendance

Present

- Council Members: Linda Bixby, Toni Carter, Ann Gaasch, Debbie Goettel, Julie Manworren, Stacy Hennen, Charles Johnson, and Rodney Peterson
- Performance Management Team Members: Deb Anthony, Olufemi Fajolu, Charity Friederichs, Carrie Krueger, Beryl Palmer, and Gary Mortensen
- Guests: Ashley Reisenauer and Jesse Winsell

Absent

- Council Members: Ben Bement, Eric Ratzmann, Pam Selvig, and Stacy Twite
- Performance Management Team Members: Marisa Hinnenkamp

Welcome and Announcements

Charles Johnson/Toni Carter

- Chuck called to order at 9:33 a.m.
- Council member introductions.
- Arnie Anderson retired and will be stepping down from the Council.
- Stacy Twite is stepping down, Ashley will be taking over that seat in 2020.

Approval of August 9th Minutes

Charles Johnson/Toni Carter

- Linda moved to approve the minutes, Stacy seconded.
- Motion carried.

Extenuating Circumstances Claims Review

Gary Mortensen

- **Recommended Actions for Adult Protection & Child Support EC Claims: Gary Mortensen**
 - Gary provided an overview of the report and performance on the measures included in the report.
 - Gary reviewed the EC timelines and the claims process, as well as the EC requirements: one-time, unplanned events. Barriers identified in the EC claims are not supposed to be ongoing issues. Adult Protection may be a little different because of the small numbers in the measure and the lack of small numbers policy.
 - Grant County
 - EC relates to self-determination and the right for adults to refuse services. These cases can be challenging for the county. A county can recommend services, coordinate, but

can't always control if an adult is willing to take services. We can also look at the past performance and see previous performance was strong.

- Linda moved to recommend approval.
- Deb seconded.
- Recommended approval; Stacy abstained.
- Meeker
 - Another small numbers case impacted by self-determination.
 - Julie approved, Toni seconded.
 - Motion carried.
- Wabasha
 - EC claim linked to a coding error. A coding error is completely in the control of the county. A county has control over if they have errors/ find errors. Small numbers play into this because if a large county had a coding error it wouldn't give them a PIP. This is completely within their control. It is just that it has a greater impact due to the small case size. However, there must be 60 counties that have small numbers for this measure.
 - Linda: Moved to recommending denying extenuating circumstance claim. Julie: Seconded.
 - Motion to deny carried; Rod dissented.
- Kanabec
 - Staffing issues, typically something we have not viewed as an EC in the past.
 - Julie moved to recommend denying; Deb seconded.
 - Motion carried.
- Discussion of updating the Child Support Paid threshold.
 - The council discussed potential changes to the measure threshold and concluded the staff would draft a proposed change to the threshold and bring it to the Feb. meeting.

Discussion and Input from Council

Gary Mortensen

- **2019 Legislative Report Review: Gary Mortensen and Carrie Krueger**
 - Gary gave process for 2019 Legislative Report to be approved.
 - Carrie provided information on changes from last year.
 - Several additions/changes were suggested:
 - Map graphics, indicate the small numbers counties were below the threshold.
 - Challenges:
 - Alphabetize barriers and indicate they are in no particular order.
 - Add jurisdictional issues with other agencies, specifically county attorneys and consistency of process (child protection and vulnerable adults); Also Judicial decisions that do not follow best practices. Counties put in challenging position.
 - Gary provided an overview on the 2019 priorities review and 2020 recommendations.
 - Motion to approve Legislative Report with changes.
 - Motion carried.
- **2020 Performance Team Priorities: Gary Mortensen**
 - Gary provided an overview of the strategic planning process the team explored.

- Looking for feedback on how/where to focus our work.
- The Council discussed potential models for the Performance Management team's future work.

Next Steps and Action Items

Gary Mortensen

- **2020 Council Appointments**

- Openings will be posted; if you have applicants please refer them to S.O.S. website.
- Toni will be stepping down as co-chair, any county representative can serve in that role. If interested contact Gary. He will bring applicants and we will vote at the Feb. meeting.
- Thanks to Toni for her years serving as co-chair of this committee and the preceding committee.

- **Tentative 2020 Council Meetings Dates**

- Feb. 7, 2020
- May 8, 2020
- Aug. 7, 2020
- Nov. 20, 2020

Meeting adjourned