

LAKE COUNTY HEALTH AND HUMAN SERVICES
ADVISORY COMMITTEE MEETING MINUTES
JULY 24, 2019

Advisory Members: Marlys Wisch, Susan Hilliard, Jan O'Donnell, Karen Saari

Local Mental Health Task Force Members: Lisa Schreyer, Kim Graden, Dolly Wood, Chris Belfield

Public Health Task Force Members: Dr. Ada Helleloid, Louise Anderson

LCHHS Staff: Lisa Hanson, Michelle Backes-Fogelberg, Trisha Scamehorn, Maria VanSanten, Beth Swanson, Dan Jones

Meeting was called to order by Susan Hilliard at 9 a.m.

- I. Welcome and introductions
- II. Approve Agenda with the following change: move LCHHS staff updates to letter A. Motion by Marlys, second by Jan. **Motion Carried**
- III. Approve January 23, 2019 meeting minutes. Motion by Jan, second by Marlys. **Motion Carried.**
- IV. Approve August 15, 2018 Joint meeting minutes. Motion by Karen, second by Jan. **Motion Carried.**
- V. Adult and Disability Update by Beth:
 - Annual Blue Cross/Blue Shield audit was on May 29th. It was a desk top audit, and we submitted the necessary information through a secure file drop. We received 100% on our audit. That has never happened since we started working with BCBS.
 - Annual UCare audit was also completed as a desk top audit on July 15th. We received 100% on this audit also.
 - MnChoices is an online universal assessment tool that is used for anyone requesting waiver services, including PCA. MnChoices 2.0 was supposed to be launched in July 2019, but that start date has been pushed back for at least 2 years. DHS has not provided much information at this point as to why the launch date has been pushed back. We will continue to use the current version of MnChoices until that time. Due to this delay, the health plans have also delayed their switch over to using MnChoices.
 - BCBS was going to be launching a new software system for counties, called Amerigroup. This was initially supposed to start 10/1/19 but was pushed back a few times. Eventually we did switch over to this system (previous system was call Bridgeview) on 3/1/19. There were a lot of problems with this new program, including providers not being paid, so BCBS reverted to their Bridgeview system again. At this time, we have not heard if we will switch back to Amerigroup if the issues are fixed.

- In January 2018 the state moved to having the County of Residence complete annual assessments for individuals on a waiver. This change has been fairly smooth and seems to be working well. The ongoing case manager from the county continues to meet with the person at a minimum of two times per year to coordinate services, etc.
- Long-Term Services & Supports (LTSS): In February 2018 case managers began to complete provider assessment/survey with waiver recipients. As part of the MnChoices Coordinated Services and Support Plan, a provider will be randomly selected for the annual reassessment. A series of questions will be generated to allow the waiver recipient to evaluate a particular provider and the service provided. Phase II will be implemented at a later date that will allow waiver recipients to evaluate their case management services as well. We have not heard of a date for Phase II yet.

VI. Family and Children's Update by Maria:

- Currently 16 children in out of home care.
- We will be losing our Mental Health Professional at the beginning of August but hope to find a replacement soon. This person will likely have to come back to do the monthly clinical supervision for our Children's Mental Health and CTSS cases.
- Currently have 2 out of 5 social workers in the unit. We will have 2 new workers starting on July 29th and one that will be filled soon.
- Monthly court hearings continue to occur for most cases – this is helpful to keep clients on track with the goals of their plan but does mean the social workers must write a report for the court one time per month which can be time consuming.
- Permanency was achieved for 7 children in 2019. One was a sibling group of 4 children. The agency is working on another transfer of permanent legal and physical custody case as well as one child that will be adopted by their foster parent
- We will be having an intern from UMD starting in the Fall that will work with our Child Protection staff.
- Supervisor attended the regional Children's Justice Initiative training in March 2019. The topic this year was CHIPS hearings requirements: timelines, discussions, reports and findings.
- We had two cases pulled in the statewide Child and Family Services Review (CFSR) for Quarter 1 and Quarter 2 of 2019. The reviewer was impressed with the work each caseworker did and each had one area that would have required us to have a PIP if we were being reviewed in the old system. One was for the number of placements and one for participation by the parent, both things that were beyond our control.

VII. Public Health Update by Michelle:

- Home visiting continues to go well. We are currently averaging 7 births a month, a little less than last year.
- We are looking forward to resuming Healthy Families America, an evidenced-based, intensive and long-term home visiting program for eligible, high-risk families.
- The Lake County Community Health Assessment process continues. The three priority issues identified by the stakeholders who met on December 12, 2018, are poverty, mental health and health services. In early 2019, the Public Health Task Force identified the strategic priority as "Barriers in Access to Health and Well-being Services for all Lake County Residents." A subcommittee of the Public Health Task Force is working on writing the action

plan draft.

- The Community Paramedic Program has encountered several stumbling blocks this past year; however, the great news is the CP candidate is finishing his clinicals. Policies and procedures have been written and the billing procedures are being finalized.
- The Environmental Specialist is busy inspecting our food and beverage, lodging establishments, public pools and youth camps. We continue to offer the Certified Food Protection Manager training. The class is an intense, eight-hour classroom session with an exam. Having the opportunity to send staff to a local class has been well received by establishments and has made a huge improvement in the number of CFPMs, leading to safer food preparation practices in Lake County. We also updated and revised Food and Beverage Service Ordinance # 7, effective April 9, 2019. The following are changes and enhancements:
 - 8 new definitions: Bed & Breakfast, Certified Food Protection Manager (formerly Certified Food Manager), Food Catering (new license category), Guest, Guest Room, Hot Water, Licensee, Lodging Establishment
 - Requires hot water at hand sinks used by employees
 - Requires establishments to provide employees with access to a written copy or electronic access to the state food code and county ordinance.
 - Requires additional plan review fee if operator submits five or more pieces of equipment after a plan review has begun
 - Corrects grammar and punctuation and clarifies language
- Emergency Preparedness work has been primarily focused on education for HHS staff and community partners on the Medical Countermeasures Dispensing Plan.
- SHIP-Assisted School District #381 in writing and getting the School Celebration policy approved. Workplace wellness and healthy community foods and activities continue to be very successful strategies in 2019. SHIP and the City of Two Harbors hosted a “Bikeable Community Workshop” earlier this summer. You will soon be seeing more wayfinding signage in the city. SHIP is also a partner with the Farmers Markets in Two Harbors and Finland supporting local healthy foods

VIII. Accounting and Child Support Update by Dan/Lisa:

- The initial 2020 budget request will be submitted Friday. LCHHS is asking for a 0% levy increase, after having a 0% levy increase in 2019 and 2018 and a \$100,000 levy reduction in 2017.
- A consultant was brought in to review our claiming and time reporting procedures in May and we should see a significant increase in dollars brought in as a result.
- A couple of areas of collections have continued to see an increase in 2018 and 2019. We have begun to use Revenue Recapture of state tax refunds to increase our collections and are looking into pursuing judgements as a form of collection.
- The Child Support Unit has increased its percentage of current collections and is no longer on a Performance Improvement Program, as there has been an increase in percentage of current collections and arrears collected. There has also been an increased focus on contempt actions to increase collections. There was a self-assessment review completed by DHS and the cases that were reviewed for Lake County were correct with no findings of errors.

*Dan left meeting at 9:20 a.m.

IX. Income Maintenance Update by Lisa:

- Two weeks ago, we received a Certificate of Achievement award for a Minnesota Supplemental Aid case we had audited for the month of April and was found to have no errors, technical errors or FYI findings.
- For the second year in a row, we exceeded the range of expected performance for the Minnesota Family Investment Program and Diversionary Work Program Self-support Index.
- We have been working together with Child Protection and Accounting to better communicate information regarding Foster Care placements and ensure proper coding for billing purposes.
- MNsure numbers are holding steady, with over 1350 people open to Medical Assistance or MinnesotaCare in that system at any given time. We continue to have incorrect notices being generated, interface issues, inability to close cases, cases “stuck,” manual workarounds, fraud by clients and navigators, etc.
- The County Attorney’s Office, THPD and LCSO are now assisting with our fraud referrals. St. Louis County’s Fraud Unit will still do the initial investigation, but our local law enforcement will be called upon to do household composition investigations, and things of that nature. We feel we will get better outcomes by having more thorough investigations and having our County Attorney’s Office review the evidence.
- We are currently in the middle of a Supplemental Nutrition Assistance Program (SNAP) Management Evaluation Review. This consists of case reviews, customer surveys, calls to the agency, Civil Rights compliance, data privacy, etc. This is likely going to be an extra tough review because DHS needs to get the error rates down. The current statewide SNAP error rate is 10.93% and it needs to be below 6% or MN could be sanctioned by the Federal Government. It is a long, hard review, but it is good to learn what we are doing right and what we can do to improve.
- We have contracted with MTM to do all our Health Care Access Transportation Services. They set up rides, motel stays and make reimbursement for mileage/meals/motels for medical appointments. MA recipients are required to call MTM to get prior approval for these services.

X. Health and Human Services Update by Lisa: I’m very proud of the work we’re doing at Lake County Health and Human Services. Lots of good things are happening at the local level. We are constantly looking at ways to streamline and improve our operations and customer service. However, there is currently a lot of turmoil at the Minnesota Department of Human Services. The Commissioner and several other key employees recently resigned, and there is a negative culture that seems to have permeated the agency. What happens at the state level trickles down and, without a doubt, impacts our ability to be effective, which in turn has a negative impact on the lives of our clients.

XI. Public Health Task Force Update by Jan: They are waiting on the Community Health Assessment results. Once they receive them, they will set an agenda.

PLEASE NOTE: The Task Force is waiting for the draft action plan from the Community Health Assessment subcommittee. Once those are action steps are vetted, the action plan will become our work plan.

XII. Local Mental Health Task Force update by Karen: Heritage Days booth had a good turnout and feedback. People (even non-county residents) were impressed to learn about the mental health services available to County residents. Thanks to Chris and Terri for taking the lead on getting folks to stop by the booth. They had difficulties finding volunteers to man the booth. People were asking for Task Force brochures or flyers, so this should be looked into. The table was small, need a bigger one for next year. The giveaway went well; eight people requested more information and HDC was able to connect with three of them. 18 free t-shirts were handed out, along with lens wipes, candy, water, etc. Chris reported that they had a workshop in May and were developing strategic initiatives for next year. Dolly reported that the Waterfront Center lease is up in November. HDC currently holds the lease with Forum Communications and we are waiting to see what happens with the building (it is up for sale). It was mentioned that the Waterfront Center should look at combining with the Food Shelf.

PLEASE NOTE: After the meeting, LCHHS staff verified that the lease for the Waterfront Center actually runs through December 31, 2020.

XIII. LCHHS Advisory Committee update by Susan: Down to four members. If you have any ideas for new members or tasks for them to review or perform, please let Susan know.

XIV. Other Business:

- Louise mentioned that she will be retiring from the CHB at the end of the year. They are working on a regional plan to support the four Counties.
- Marlys invited everyone to attend the showing of a video and documentary regarding sex trafficking at the Two Harbors Public Library on August 7th. The first session is from 2 p.m. to 4 p.m.; the second session is from 6 p.m. to 8 p.m. North Shore Horizons is a joint sponsor for the event. The sex trafficking billboard is still up (and they have had a few months free of charge)!
- Kim stated that the Waterfront Center has been utilized a lot this summer. There are lots of hungry people stopping by. They have requested a police presence due to some questionable characters hanging around. It has been a different atmosphere at the Center this summer.

XV. Add “Make it OK” campaign to future topics. Susan will contact the Food Shelf for a presentation at the next meeting.

Motion to adjourn by Marlys and second by Jan at 9:52 a.m. **Motion Passed.**

Next Advisory Committee meeting is October 23, 2019 at 9 a.m. at the Lake County Service Center.

Respectfully submitted by Trisha Scamehorn, LCHHS