Human Services Performance Council  
Friday, January 22, 2016  
9:30 am to 12:30 pm, MCIT Building  

Meeting Minutes  

**Members Present:**  
Toni Carter, Chuck Johnson, Arnie Anderson, Tom Henderson, Stacy Hennen,  
Kate Lerner, Bob Meyer, Julie Manworren, Linda Bixby, Ben Bement  

**HSPM Team:**  
Marisa Hinnenkamp, Gary Mortensen, Jessica Cintorino, Charity Friederichs,  
Olufemi Fajolu  

**Other attendees:**  
Constance Tuck, Jim Baxter, Rochelle Westlund  

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<thead>
<tr>
<th>Agenda</th>
<th>Detail</th>
<th>Decisions/Action</th>
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<tbody>
<tr>
<td>Welcome</td>
<td>Toni Carter welcomed the group.</td>
<td>AMC will choose a replacement for Rob</td>
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<td></td>
<td>Jeri Schettler and Rob Eklund have left the Council.</td>
<td>DHS will appoint a replacement for Jeri</td>
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<td>The council will be looking to replace with an outstate provider agency.</td>
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<td>Introductions were made around the table.</td>
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<tr>
<td>Approve Minutes</td>
<td>Motion to approve minutes from last meeting. Minutes approved.</td>
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<tr>
<td>DHS Updates</td>
<td>Marisa presented on DHS updates. DHS has a new Commissioner – Emily Johnson Piper. Executive team is in the process of developing strategic priorities for the agency.</td>
<td>AMC will choose a replacement for Rob</td>
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<td>Our area has a new administration (Community and Partner Relations). New administration brings together Agency and County performance with the Office of Indian Policy, Community relations and County relations. Focus on equity.</td>
<td>DHS will appoint a replacement for Jeri</td>
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<td>Performance updates: Nick Peterson has been working with Gary and Jessica to develop measures for the Mental Health area (DHS and counties). Still in planning stages but looking to bring counties on board.</td>
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<td>Also working with Child Safety and Permanency to address measures.</td>
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Initiative passed in legislation last year – Results First-Pew Foundation initiative that looks at program areas through a cost benefit analysis. Will be looking at Adult Corrections first, then Adult Mental Health beginning with an inventory of adult mental health data from DHS as well as Dakota, Hennepin, Olmstead and maybe Otter Tail counties.

Legislative report has been submitted.
Disparities language change is in legislative package.

### HSPM Updates

**County performance:** Introduction of new Data Analyst: Olufemi Fajolu introduced himself and provided some background.

Filling Communication position. Looking for March to have position filled.

Lorrie Herling has left team, job posting is up. Hope to have someone in place by May.

MACCSA updates: Reaching out to MACSSA subcommittees: Child Services, Technology, etc. Coordinators will begin attending MACSSA subcommittees to share and receive information with/from counties.

### Council Discussion and Input

Disparities discussion: Charity presented on disparities work. Working on reconvening the disparities work group to determine disparities threshold. Project planning has begun. Hope to hold meeting in March and have work complete by May for July 2016 measures.

Next Council meeting is May 6, 2016 and Council will have another chance to see this information.

Marisa discusses the new coordinator position and plans to implement a 1st of the month communication to Council since we are currently meeting quarterly.

Child Support: Marisa discussed Child Support measures. The system will be issuing Child Support reports and PIP notification letters on 3 Child Support measures in Feb. Child Support Paid currently uses a [Workgroup meeting to convene in March](#)

Team will share disparities updates with Council via email and workgroups prior to May meeting

Team will bring CS workgroup back
historical performance threshold: Measures is unique in that it is customized to each county through historical performance measurement. This recognizes the differences between counties but resulted in high performers having PIPs and a possible disincentive to improvement. Conversation continued around the problem of high performing counties needing to do a PIP versus maintaining the integrity of the HSPM system if it’s decided to not require them. After lengthy discussion, the following motion was made and passed: For two years, with the intent to update the threshold in the meantime, any county on list for PIPs above the median of all counties (this year 75.91%) does not have to do a PIP. Those that are below will have to complete a PIP.

Ms. Carter would like a recommendation on issues around interstate cases to bring forward.

Team will discuss and research interstate Child Support cases and bring back to Council

Councl Discussion: strategic planning

Strategic plan: Gary presented on strategic plan for the next year including action steps, goals, and current strategic plan and asked for feedback from the group. Members discussed gathering information from other states, using an equity lens, having population outcomes at the forefront, and connecting with systems integration area of DHS, and reviewing APHA.

Gary will bring regular updates on the Strategic Plan to Council

Gary or Marisa will connect with Jill Paulsen and Greg Poehling from systems integration.

Discussion and input from the Council

Learning Network: Gary presented on the Learning Network model. Creating space for members from counties and DHS to come together and develop innovative solutions to complicated issues through facilitated discussion and pilot projects. Conversations occurred around the similarities between this effort and the HSPM system related to
collaboration as well as the need to sustain the effort over time. Council supports the work in this area.

<table>
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<tr>
<th>Reminders</th>
<th>Next meeting is in May. Gary will bring updates on strategic plan. Will update the council on disparities work as well as PIPs for Cash and Food. Marisa reminded Council that counties can claim an extenuating circumstance. We are looking for volunteers from the Council to review EC claims on child support PIPs. Will let the Council know what date members will need to meet via conference call.</th>
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<tr>
<td>Adjourn</td>
<td>Toni Carter adjourned the meeting</td>
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Human Services Performance Council  
Friday, May 6 2016  
9:30 am to 12:30 pm, MCIT Building  

Meeting Minutes  

**Members Present:** Toni Carter, Tom Henderson, Julie Manworren, Linda Bixby, Ben Bement, Linda Higgins, Arnie Anderson, Arnoldo Curiel  

**HSPM Team:** Marisa Hinnenkamp, Gary Mortensen, Deb Anthony, Jessica Cintorino, Charity Friederichs, Olufemi Fajolu  

**Other attendees:** Constance Tuck, Anne Barry, Bobbie Benson – MNCAP, David Wagner – Hennepin County (sitting in for Jim Baxter)  

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<tr>
<td>Welcome</td>
<td>Toni Carter welcomed the group. Introductory were made around the table. New Coordinator, Deb Anthony, was introduced. Constance announced her retirement in August. We should have a replacement for Rob Ecklund soon.</td>
<td>AMC will choose a replacement for Rob</td>
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| HSPM Updates    | Gary provided updates on the system and team projects. Gary and Jessica are working with children’s and adult mental health units to create new measures in those areas; contracted with MAD to assist. The measures will eventually come back to the Council for approval.  
We are evaluating measures with regard to tribal jurisdiction issues, as some counties are concerned about not having control over the manner in which tribes handle some situations. |                                       |
The Learning Network has begun. Two Core Group meetings were held. The Management Learning Community will be meeting in June to discuss economic assistance. Coordinators will be attending training on the Art of Participatory Facilitation.

We continue to attend MACCSA subcommittee meetings monthly, and have also been making visits to various counties and regional director meetings to provide updates.

New Coordinator, Deb Anthony, was hired and has begun work. Still need to hire for the communications position, which we were unable to reclassify.

Child support PIPs will be reviewed soon, and economic assistance reports are being sent out. Gary asked for volunteers to review the extenuating circumstance claims for the economic assistance reports.

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<th>DHS Updates</th>
<th>Marisa provided updates on work happening within DHS.</th>
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<td>CPR administration is working on an equity policy and approaching all work with an equity lens. Some staff are involved in various workgroups.</td>
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<td>CFS has money to purchase the Tableau server for the agency, which will allow us to provide detailed data for counties and workers.</td>
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<tr>
<th>Disparities Update</th>
<th>Marisa provided an update on the disparities work. We should be hearing about the legislative language change soon. The old language was too prescriptive and the new language should allow us to actually hold counties accountable.</th>
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<td>Reviewed progress thus far with workgroups to develop a disparity measurement methodology. Team decided to take a step back and do more in-depth analysis and have more regular discussions and meetings around this topic. We do not yet have an adequate method of disparities identification/measurement in place.</td>
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<th>Volunteers will be contact and notified of EC Claim meeting date and time information.</th>
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<td>Workgroup of data experts will be convened to do more in-depth data analysis.</td>
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Both Council and DHS staff expressed the urgency of this work.

Linda Higgins suggested beginning the next legislative report with the topic of equity and disparities, to highlight the importance of the issues.

A regular disparities discussion group will be convened to discuss tools and resources for improvement.

The legislative report will be written with an equity first perspective.

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<tr>
<th>Reminders</th>
<th>Next meeting is September 23rd, 2016. We will bring the legislative report, and provide updates on PIP progress. We hope to begin using Tableau to generate county reports on a more regular basis.</th>
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<tr>
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Human Services Performance Council  
Friday, September 23, 2016  
9:30 am to 12:30 pm, MCIT Building  

Meeting Minutes  


HSPM Team:  Marisa Hinnenkamp, Gary Mortensen, Charity Friederichs, Debra Anthony, Jessica Cintorino, Olufemi Fajolu  

Observers:  Jim Baxter  

Other attendees:  

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<td>Welcome</td>
<td>Chuck Johnson welcomed the group and welcomed new member, Wendy Underwood.</td>
<td>Formal introduction was held off for Genny (new member to arrive).</td>
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<tr>
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<td>HSPM Updates</td>
<td>Gary provided updates on the system and team projects.</td>
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<td>Working in partnership with Humphrey School to determine how to improve work between DHS and Counties</td>
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<td>Child Safety and Permanency Reports just went out in a new reporting format that Femi will talk about.</td>
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<td>Adult Protection Report pushed back until the end of October to properly align timelines with the Adult Protection team.</td>
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<td>Interviews completed for Communications Coordinator position, Gary working with HR to make offer.</td>
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<td>Plans are ongoing to create new measure for mental health. Working on alignment of child safety measure</td>
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with federal measures. Discussed ways to develop effective mental health measures.

We continue to build relationship with counties through regional meetings, conference attendance, personal contact with county directors, and interactions with MACSSA communities. Continue to build on our relationship with the Child Safety and Permanency team while establishing a new one with the healthcare team.

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<tr>
<th>New Reporting format</th>
<th>Femi talked about motivations for new reporting format and discussed next steps. Stacy responded by saying the format helps her save time, because she does not need to explain the report numbers to the board.</th>
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<tr>
<td>Mental Health Measures process</td>
<td>Jessica spoke about measure creation. We are following the formats that have been used within the system and reviewing measures in the system. A lot is going on in mental health for example, the governor’s task force for Olmstead. We want to be sure we are in alignment with what others are doing. We are currently focused on design and talking to stakeholders in DHS. Scoping team that includes DHS mental health leadership and representation from Olmstead. Next steps include starting with data we have since getting new data is expensive.</td>
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<td>Changes to CSP Federal Measures</td>
<td>Deb reported that CSP has announced their plans to adopt the recent changes in federal performance measures. CSPs Dashboard reports will reflect these changes in October. Council held off on making a decision and asked the HSPM team to come back with 3-year worth of data and also a grid with various options.</td>
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<td>Disparities Measurement</td>
<td>Charity reported on disparity efforts, providing a historical review for Genny and Wendy and continuing with what has happened since the last council meeting in May. There have been both internal and external stakeholder and SME meetings The Council supported the Pilot Plan for moving forward to</td>
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to discuss the conditions that can lead to racial equality. These conversations were held to restart the effort to develop Racial Disparity measures and identify a new approach to developing measures. From these conversations the team has learned:

- our current measures are not a good fit for this work
- any new measures should focus on discretion and bias in policies and the system
- there is not a global solution and we need to look at each program area and race individually
- data across DHS needs to be aligned in how racial and ethnic categories are defined
- need to reach out to those receiving services to gain their perspective
- be careful about unintended consequences

Gary then gave an overview of the proposed project plan that focused the high level steps needed to move this work forward.

Chuck lauded the efforts but recommended that regular updates be communicated to council. Toni concluded by appreciating what she heard in the presentation especially the fact that we are consulting experts and people on the end of the services spectrum. She also added that process and developments be shared with partners and council members.

The Council requested that HSPM provide an overview of how different data collection systems categorize race and performance breakdowns for HSPM measures by race.

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<tr>
<th>Reminders</th>
<th>Next meeting is Nov. 18, 2016. We will bring the legislative report and provide updates on PIP progress.</th>
<th>Racial breakdown of performance data to be provided during next meeting.</th>
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<tr>
<td>Adjourn</td>
<td>Toni Carter adjourned the meeting</td>
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Meeting Minutes: Human Services Performance Council
Nov. 18, 2016
9:30 a.m. – 12:30 p.m.
MCIT Building

Attendance

Present
- Council Members: Arnie Anderson, Ben Bement, Linda Bixby, Tom Henderson, Charles Johnson, Julie Manworren, and Wendy Underwood
- HSPM Team Members: Olufemi Fajolu, Charity Friederichs, Marisa Hinnenkamp, Carrie Krueger, and Gary Mortensen
- Others: Jim Baxter and Rochelle Westlund

Absent
- Council Members: Toni Carter, Arnoldo Curiel, Stacy Hennen, Linda Higgins, Robert Meyer, and Genny Reynolds
- HSPM Team Members: Debra Anthony and Jessica Cintorino

Welcome/Announcements

Marisa introduced Carrie Krueger, the new HSPM Communications Coordinator. The council members introduced themselves.

Approval of Minutes

Motion to Approve
Julie Manworren

Motion Seconded
Linda Bixby

Performance Management System Update

Gary Mortensen

Discussion: Gary Mortensens began by revisiting the HSPM Strategic Plan.
- He discussed plans to create a long-term strategy in the future and revisited this year’s areas of focus.
- He spoke about the ongoing work being done to develop measures for mental health. The work group will be meeting in December to discuss recommendations and the scoping team will discuss feasibility and practical consideration for implementation. Julie asked, if these measures will be for all populations or a specific population focus. Gary suggested the team is still discussing this, but he believes the team will recommend a narrow population focus to the scoping committee rather than asking them to agree on something for the entire population.
• Gary spoke about delays in work around child safety and permanency measure re-evaluation. He will bring additional information about this to the January meeting.

• An Executive Pathways intern will be helping us look at the child support measure and examining unintended consequences of the historical threshold currently being used and external factors playing into results. The intern will help us examine the child support measure in 2017 and explore possible modification options.

• He reviewed the performance improvement work taking place with the counties. The HSPM team has been working with the counties to improve learning management, learn more about racial equity initiatives and provide technical assistance. Additionally, the team continues to attend MACSSA meetings and will be working on tightening up procedures and communications around the assistance available.

• Carrie, as the new communication coordinator, will be helping streamline communications and make collaborating with counties and within DHS easier. Team members are also working on Tableau dashboard reports that will make it easier for us to share data with counties.

Discussion: Gary reviewed the work being done on PIPs and Reports.

• PIPs for child support paid and MFIP measures are due on Nov. 21. The team will start the process to review the PIPs and get back to the counties. Gary shared the list of counties that received PIPs and how the team calculates the child support paid measure. The team saw a declining performance on this measure, 24 counties will have PIPs (vs. 15 in 2016).

Equity / Disparities Project Update  Gary Mortensen/ Charity Friederichs

Discussion: Equity / Disparities Project Update

• Gary reviewed the discussion from the September HSPC meeting.

• Charity discussed the work the team has done to move forward on the disparities project. They are working with counties to determine areas that need improvement. The HSPM team has reached out to Carlton, Dakota, Olmsted, Pine, Ramsey, St. Louis, and Washington Counties to learn more about the work they are doing on equality/disparities. The team will reach out to other counties that are from regions not represented in the initial conversations. Counties are doing innovative work, the team wants to use what they are learning to put together technical assistance materials.

• Charity reviewed the Intercultural Development Inventory (IDI) work. Team members are developing a plan to help counties using the IDI. Several counties have volunteered for a pilot program including: Dakota, Carver, St. Louis and Blue Earth. There was discussion about how the tool would be used and other important considerations.

• Reviewed the Equity Initiative Research and Data Analysis Work Group that is working to create a racial equity dashboard.

• Gary reviewed the equity data that is currently available and the challenges in creating meaningful measures using this data, such as small populations, inconsistent racial categories and inconsistent data collection.

• In the next three months, the team will continue learning and partnering to move forward on the disparities work. HSPM will continue focusing on one program area, child protection, and exploring the development of measures for that area.
Discussion about how to proceed with these decisions. Council member shared the need to give the measure development the necessary time for discussion and thoughtful implementation. Additionally, the team needs to make sure systemic barriers are being considered so counties can be successful. Gary spoke about the desire to ensure that the team has technical assistance available to counties. Marisa shared that need to prepare counties for changing demographics while providing measures that hold counties accountable (with consideration to barriers and identified problems).

**Legislative Report**

**Marisa Hinnenkamp**

**Marisa reviewed the 2016 Legislative Report**

- The report follows the same format as 2015, and highlighted some key points for the council. Julie pointed out that the report indicates that counties in outstate MN are having a hard time finding and keeping staff. She inquired if that was limited to outstate and shared metro areas that are struggling to fill positions. Marisa will broaden that portion of the report. Minor additional changes in wording were suggested.

- Marisa wants to get this to the commissioner by Dec. 1. She will send out an email to ask council members not present at the meeting to provide additional feedback. Marisa will tweak the report based on the feedback she received in the meeting and will send a revised version to the committee.

**Next Steps/Action Items**

**Marisa Hinnenkamp**

**Discussion of Next Steps**

- The Council is officially registered with the Secretary of State. This registration may make it easier to fill vacancies.

- The HSPM team will be receiving extenuating circumstance requests. Volunteers are needed to sit on the committee to review the EC requests.

- 2017 Council Meetings Dates:
  - Jan. 27, May 19, Sept. 22, Nov. 17.
  - Any major concerns? May 19th might be the last day of the legislative session.
  - Jan. 27 will be kept, other dates will be revisited.

- Marisa suggested the council might want to make the meetings more quarterly rather than having the last two of the year so near.

- During the meeting on Jan. 27 the council will discuss the equity and disparities project, PIPs, mental health measure development and CSP measures

**Adjourn**

Group adjourned at 11:45 a.m.