
Minutes: Human Services Performance Council Meeting

February 4, 2022

9:30 a.m. – 12:30 p.m.

WebEx

Present

- Council Members: Julie Bluhm, Joni Buffalohead, Ann Gaasch, Debbie Goettel, Noel Jagolino, Charles Johnson, Rae Ann Keeler-Aus, Shaneen Moore, Eric Ratzmann, Ashley Reisenauer, Pam Selvig, and Aaron Wittnebel
- Performance Management Team Members: Debra Anthony, Marisa Hinnenkamp, Carrie Krueger, Charity Mack (recording), Gary Mortensen, and Beryl Palmer
- Guests: Jesse Winsell (Hennepin County)

Absent

- Council Members, Linda Bixby, Toni Carter, Alexa Griggs-Dixon, Michelle Ness, Reed Olson, Rod Peterson
- Performance Management Team Member: Olufemi Fajolu

Welcome and Announcements

Council Co-Chairs

- Debbie Goettel called the meeting to order.
- Agenda was approved.
- Introductions of members and guests present.

Approval of November 19th Minutes

Council Co-Chairs

- Charles Johnson moved to approve as presented, Julie Bluhm seconded.
- Minutes were adopted.

Discussion and Input from Council

Perf Mgmt Team

Small Number Proposed Policy Review and Approval: Gary Mortensen and Charity Mack

- Charity Mack provided an overview of the current policy and the proposed policy for the council's consideration.
- The current policy looks at program area groupings and has several limitations. It is confusing for counties, the groupings are inconsistent, and the policy does not work for all measures.
- The proposed policy considers measures independently of one another and counties would be subject to the PIP process after two years below the threshold on any one measure if they have a denominator of 20 or fewer.

- With the implementation of this policy, small denominators will need to be added as a category for extenuating circumstance claims. This is something the system's steering team recognized and it is called out in the system's statute.
- Charity and Gary answered questions around the challenges counties face in accessing data on their own, how the new policy would be communicated to both counties and the public, and whether or not the proposed policy had any unintended consequences to be aware of.
- Councilors expressed gratitude for the work done on revising the policy, outreach to smaller counties, and agreement that the proposed policy seems simpler and to be an improvement over the current policy.
- Charles Johnson motioned to approve the policy, Debbie Goettel seconded.
- Roll call vote was taken. All were in favor, motion approved.

2022 Performance Council Priorities / Strategic Planning: Gary Mortensen

- Gary introduced the discussion regarding the roles and responsibilities, strategic direction and structure of the Performance Council and its meetings. Councilors were asked to consider if the council was living up to the expectations they envisioned when they joined and what could be improved or make this work more meaningful and engaging.
- There were several common themes in the responses:
 - There was a lot to learn and digest upon joining the council. The council description versus the actual work we do does not seem to align. We spend most of our time discussing extenuating circumstance claims and holding counties accountable for their work rather than DHS or the system as a whole.
 - A disconnect exists between this work with the agency and the public. We should have more of an impact on the delivery of services than just approving extenuating circumstance claims.
 - It has been helpful to hear the challenges experienced by counties, and those challenges are mirrored in non-profits. It would be better if we could think more strategically about how to improve the system, the future of human services, and how to help counties proactively reduce barriers before performance is impacted.
 - Counties were initially nervous about this system, but it has been beneficial to see where we can improve. We should have more strategic conversations and leverage our own diversity of perspectives.
 - PIPs should be an opportunity for support and capacity building. How do we ensure we are providing that assistance? What are we doing to advise the DHS commissioner and move work forward?
 - The workload of the council right now is driven by supporting the team at DHS and the key decisions they are trying to make. To switch to a council driving change within the system requires the council to do more and have more ownership, and we may need to staff this differently on the DHS side.
 - I would love to see this group work on alleviating barriers and addressing racial disparities through accountability and performance measures.

- Councilors then pondered the following questions: What are the supports we need? Is it possible to move to a new model for us that would bring us to these ideas? Can we change and what would it take?
- Councilor Witnebel pointed out issues of overlap with other DHS councils such as the Cultural and Ethnic Communities Leadership Council (CECLC).
- Councilor Jagolino offered to volunteer his continuous improvement expertise and bring together a small workgroup to create a process map for the council to focus in on improvement opportunities or to streamline processes.
- Councilor Reisenhauer stated she would like the council to be able to share this information across the system – to address similar barriers in other areas because we have such an amazing mix of experts.
- Gary commented that the scope of the system is immense and wondered if we can narrow the focus.
- Councilor Jagolino said that on the high level, we have to know who or what we are. Do we really know who our customers are and what our relationship is with DHS as a whole? A process map can help us with this.
- Discussion ensued on if the council should receive diversity training, the anti-racism training happening at DHS, and the importance of hearing directly from our consumers. Councilors were asked their thoughts on either more frequent meetings or smaller working groups to tackle strategic direction and EC claims. All were in favor of small working groups and councilors stated their group preferences.
- Commissioner Goettel shared an update on an intensive Child Support pilot project happening in Hennepin County that has proven successful thus far.
- Meeting adjourned at 12:00 pm.

Next Steps and Action Items

Gary Mortensen

- **Charity will send a summary of the discussion prior to small workgroup meetings.**
- **Upcoming 2022 Performance Council Meetings Dates**
 - May 5, 2022
 - Aug. 5, 2022
 - Nov. 18, 2022

Minutes: Human Services Performance Council Meeting

May 6, 2022

9:30 a.m. – 12:30 p.m.

WebEx

Present

- Council Members: Toni Carter, Linda Bixby, Julie Bluhm, Debbie Goettel, Noel Jagolino, Charles Johnson, Michelle Ness, Reed Olson, Rod Peterson, Eric Ratzmann, Ashley Reisenauer, Pam Selvig, and Aaron Wittnebel
- Performance Management Team Members: Debra Anthony, Olufemi Fajolu, Charity Mack, Gary Mortensen, and Beryl Palmer
- Guests: Matt Freeman (MACSSA), Angela Holmen (DHS) and Jesse Winsell (Hennepin County)

Absent

- Council Members: Joni Buffalohead, Ann Gaasch, Alexa Griggs-Dixson, Rae Ann Keeler-Aus, Shaneen Moore
- Performance Management Team Member: Carrie Krueger

Welcome and Announcements

Council Co-Chairs

- Charles Johnson called the meeting to order.
- Agenda was approved.
- Introductions of members and guests present.

Approval of February 4th Minutes

Council Co-Chairs

- Commissioner Goettel moved to approve as presented; Eric Ratzmann seconded.
- Minutes were adopted.

Extenuating Circumstances Claims Review

Perf Mgmt Team

Expedited SNAP/24 Hour Processing

- Counties have seen a significant shift in the number of applications submitted online since the beginning of the pandemic. This causes delays when applications are submitted after hours, and when workers have trouble getting in touch with applicants to complete the process. Additionally, there were some system glitches that caused delayed applications.
- Several Councilors and Angela Holmen from the SNAP Management Evaluation team at DHS noted the need to reevaluate this measure and potentially align it with the federal standard of processing expedited applications within 5 business days rather than 24 hours. The 24 hour standard is very difficult

to meet when most applications are submitted online. Another flaw in this measure is that it only looks at applications that were approved, so we are not getting the complete picture.

- Councilors briefly discussed the workforce issue that is impacting all employment sectors. It may take two to three years to train people into technical positions and is a factor to consider when assessing performance. This issue is currently something outside of county control.
- Gary proposed grouping the four claims due to their similarity. Due to some Councilors needing to abstain from the vote of their own county, the claims were discussed and voted on separately.

Anoka County

- Councilors noted the thorough and detailed explanation in this claim.
- Commissioner Goettel motioned to approve the claim; Linda Bixby seconded. Motion prevailed.

Hennepin County

- Julie Bluhm motioned to approve the claim; Commissioner Carter seconded. Motion prevailed.

Ramsey County

- Aaron Wittnebel motioned to approve the claim; Commissioner Goettel seconded. Motion prevailed.

Washington County

- Aaron Wittnebel motioned to approve the claim; Eric Ratzmann seconded. Motion prevailed.

Discussion and Input from Council

Perf Mgmt Team

Revised EC Claim Process – Charity Mack

- Charity provided a summary of a subgroup recommendation to update the EC Claims review process to have a small group meet outside of regular Council meetings to review claims and make recommendations on whether to approve or deny to the full Council. The subgroup would consist of all four county directors and one member from each of the other sections of the Council (providers, DHS staff, etc.)
- After lengthy discussion, the Council voted on an amendment to the recommendation regarding membership of the smaller group. All four county directors would be in attendance, if possible, but only two would be voting members and the other two would be alternates.
- Commissioner Carter motioned to approve the amended recommendation; Aaron Wittnebel seconded. Motion prevailed.
- This process will be implemented at the next meeting.

2022 Performance Council Strategic Direction Workgroup: Commissioner Goettel, Beryl Palmer & Gary Mortensen

- Gary provided an overview of the workgroup's project charter, plans to create a process map and document priorities, including what the Council currently does and what it would like to be doing. This information will go into a strategic plan that outlines roles, responsibilities, progress and accountability.

- The Council has done well with statutory requirements, but resources will be needed to be innovative and have more impact on systems.
- The workgroup would love to have more Councilors join in its work.
- Commissioner Goettel motioned to approve the project charter; Commissioner Carter seconded. Motion prevailed.

2022 Performance Team work plan: Performance Management Team

- Debra Anthony provided updates on a community engagement project with Dakota and Stearns Counties, and the Equity Partnership.
- Gary Mortensen provided an update on the COVID-19 Waivers group that is working on some engagement strategies to learn more about how waivers impacted service delivery during the pandemic.
- Olufemi Fajolu informed the Council of a survey that went out to counties regarding the effectiveness of the Performance Management System. Once the data is analyzed it will be provided to the Council to help inform its strategic direction.

Farewell to Commissioner Carter and Deputy Commissioner Johnson

- Councilors and staff expressed gratitude and well-wishes to these two departing Councilors.

Next Steps and Action Items

Gary Mortensen

- **Upcoming 2022 Performance Council Meetings Dates**
 - Aug. 5, 2022
 - Nov. 18, 2022

Minutes: Human Services Performance Council Meeting

August 5, 2022

9:30 a.m. – 12:30 p.m.

WebEx & MCIT

Present

- Council Members: Linda Bixby, Julie Bluhm, Nikki Farago, Rae Ann Keeler-Aus, Debbie Goettel, Noel Jagolino, Shaneen Moore, Rod Peterson, Eric Ratzmann, Pam Selvig, and Aaron Wittnebel
- Performance Management Team Members: Debra Anthony, Olufemi Fajolu, Carrie Krueger, Charity Mack, Gary Mortensen, and Beryl Palmer
- Guests: Matt Freeman (MACSSA), Mary McGurran (DHS), Melissa Vongsy (DHS) and Angelo Flowers (DHS)

Absent

- Council Members: Joni Buffalohead, Toni Carter, Alexa Griggs-Dixon, Ann Gaasch, Stacy Hennen, Michelle Ness, Reed Olson, and Ashley Reisenauer

Welcome and Announcements

Council Co-Chairs

- Commissioner Goetel called the meeting to order.
- Agenda was approved.
- Introductions of members and guests present. Deputy Commissioner Nikki Farago, newest member and co-chair, introduced herself.

Approval of May 6th Minutes

Council Co-Chairs

- Rod Peterson moved to approve as presented; Eric Ratzmann seconded.
- Minutes were adopted.

Extenuating Circumstances (EC) Claims Review

Perf Mgmt Team

Child Support and Self-Support Index Claims

- Charity Mack provided an overview of the Performance Council EC Review Workgroup's recommended actions regarding the EC claims.
- Aaron Witnebel motioned to approve the recommendations, Shaneen Moore seconded. Motion prevailed.
- The memo and drafted letters will go to the Commissioner for approval, then to counties next week. For claims that were approved, counties will not be required to complete a Performance Improvement Plan.

- Coordinators will reach out to counties directly to have conversations around cultural competency as it is difficult to capture it in the letters.

Discussion and Input from Council

Perf Mgmt Team

Adult Protection Updates – APS and Performance Management Team

- Mary McGurran, Melissa Vongsy and Angelo Flowers from the Adult Protection team presented information on legislative changes that impact the adult repeat maltreatment measure. The recommendation is to discontinue using the adult repeat maltreatment measure and work with the APS team to develop new measures to bring into the system.
- Debbie Goetel motioned to discontinue the measure, Rod Peterson seconded. Motion prevailed.

Revised EC Claim Process – Charity Mack

- Charity requested review volunteers to be available for a year. Councilors agreed.
- Councilors discussed the workforce challenges impacting counties, nonprofits and the services they provide. Our partners are really struggling to hire and keep positions filled, and even once hired, it often takes 1-2 years for staff to learn the programs.
- A process change will be implemented to send the EC claim packet to all Councilors, not just the reviewers.

Council Appointments & Terms – Carrie Krueger

- Carrie discussed the appointment process and appointing authorities as we have some terms ending at the end of 2022.
- AMC, MACSSA and DHS are appointing authorities. Other sections work through open appointments with the secretary of state. If your term is expiring in 2022, Carrie will reach out to you to see if you are interested in continuing another term. If so, we will either work with the appointing authority or send info for reapplying if necessary. Seats need to be open for 21 days. Hopefully, after the final meeting in November, we can fill the seats in January. If there is an administration change, the timelines get very difficult to meet. However, we keep going until we can get the appointments in place.
- For the provider and advocates, tribal representatives and people of color, we will be doing some outreach to recruit to make sure we have as many applicants as possible.

2022 Performance Council Strategic Direction Workgroup: [Commissioner Goettel](#), [Noel Jagolino](#), [Beryl Palmer](#) & [Gary Mortensen](#)

- Since the beginning of the year, there has been great conversation on our roles and responsibilities. We wanted to shift EC claims to a separate space and figure out how we will grow and expand who we are. We also developed a project charter.

- The deliverables include looking at our statutory responsibilities and doing a gap analysis to look at our future state. There is also a process map component to look at our current work, identify priorities and use the information to put together a strategic plan. Noel has graciously agreed to do the process mapping.
- We may need to dedicate more time and energy to this work, so Gary asked if Councilors would be comfortable with scheduling some all day conversations to start working through defining the requirements. The other option would be to fit this into our council meetings on a quarterly basis.
- Responses were favorable to an all day meeting. A survey will be sent out to determine when Councilors are available to meet.

2022 Performance Team work plan: Performance Management Team

- Debra Anthony provided an update on the community engagement project with Dakota and Stearns Counties.
- Gary announced Debra being hired as Equity Director for Counties in partnership with Office of Equity and Inclusion, which leaves an opening for a coordinator on the team.

Next Steps and Action Items

Gary Mortensen

- **Upcoming 2022 Performance Council Meetings Dates**
 - November 18, 2022

Minutes: Human Services Performance Council Meeting

November 18, 2022

9:30 a.m. – 12:30 p.m.

Hybrid Meeting via Webex and In-person

Attendance: Debbie Goettel, Ashley Reisenauer, Linda Bixby, Noel Jagolino, Stacy Hennen, Michelle Ness, Eric Ratzmann, Nikki Farago, Rodney Peterson, and Aaron Wittnebel

Guest: Jesse Winsell, Hennepin County and Matt Freeman, MACSSA

HSPM Team: Debra Anthony, Marisa Hinnenkamp, Carrie Krueger, Gary Mortensen, Beryl Palmer, and Charity Mack

Welcome and Announcements

Council Co-Chairs

Members and guests introduced themselves by telling everyone their favorite thing to do on a snow day.

Approval of August 5th Minutes

Council Co-Chairs

There were two sets of minutes to approve from August 5 and October 21. Stacy Hennen noted a correction needed for the October Minutes: Stacy was at the October 21 meeting. Debbie Goettel motioned to approve with the correction, Eric Ratzmann seconded to approve with changes. Motion carried.

Extenuating Circumstances (EC) Claims Review

Perf Mgmt Team

Recommended Actions for Child Support claims

- We received one EC Claim from Hennepin County for the Orders Established measure.
- The EC Claim Workgroup recommended approval of Hennepin's claim due to a significant increase in MA only cases and intact families.
- Linda Bixby motioned to approve the claim, Stacy Hennen seconded. Motion carried unanimously.

Discussion and Input from Council

Perf Mgmt Team

2022 Legislative Report Review: Carrie Krueger & Gary Mortensen

- The Performance Council is required to submit an annual report to the legislature. The report is from the Council to the Legislature with an overview of work that has happened in 2022.
- Carrie Krueger provided a broad overview of the report and highlighted key points for Councilors to review including barriers and recommendations on system improvements.
- Regarding barriers, themes have been emerging for multiple years. County challenges are interconnected and include workforce challenges, data systems and access to data, availability of informational resources and guidance, jurisdictional clarity and racial and ethnic disparities.

- Councilors suggested providing more information regarding jurisdictional clarity and the judicial system and that the workforce issues are impacting both counties and DHS. It was also suggested to include a summary of these barriers in the executive summary.
- Carrie also noted that we are focusing on high level recommendations for next year.
- Rod Peterson motioned to approve the report following the edits and Ashley Reisenauer seconded. Motion passed unanimously.

2023 Performance Team Priorities – Gary Mortensen

- Gary provided updates on the COVID-19 waiver project, community engagement project, the Equity Partnership and the Performance Management survey that went out to counties. He noted that Charity would be summarizing the learnings from the waiver project and there would also be reports generated from the engagement work. The survey had a good response rate and the system/team scored high in interaction, inclusion and issue resolution. Improvement is needed in measure development with county input.

Council Appointments and Terms – Carrie Krueger

- A few council members have chosen to step down from the Council so next year we will be rebuilding and adding representatives from AMC, MACSSA, providers/advocates and tribes and communities of color. Next year we will add two AMC reps, MACSSA rep, two new provider/advocate reps, and two open seats for reps from tribes and communities of color.
- The provider/advocate and tribe/communities of color seats will open through Secretary of State open appointment system.

Equity Partnership Legislative Proposal – Deb Anthony and Gary Mortensen

- Gary provided an overview of the proposal that was built in conjunction with the equity partnership and MACSSA. Proposals are still being reviewed so we have no word yet but we are hoping it will be included in the Governor’s budget.

2022 Performance Council Strategic Planning: Beryl Palmer and Gary Mortensen

- Gary provided a brief recap on what happened during the full day meeting in October. He also discussed our long term vision to jointly research issues, co-create policy and communicate learnings. The team would be facilitating and consulting to help move things forward because we do not have the capacity to do everything.
- Councilors expressed approval of the strategic direction and agreed that there are capacity issues. They also warned against mission creep and noted the need to stay high level and within our scope.

Next Steps and Action Items

Gary Mortensen – 5 min

Proposed 2023 Performance Council Meetings

- Gary wondered if we could move the meetings to the fourth Friday of the month next year. There was a question about alignment with MACSSA meetings, so Matt said he would send a calendar to Gary. Also, the November meeting would need to be moved due to a holiday. Once finalized, calendar invites will be sent.
- Gary said he would also send out the process map for feedback.
- Meeting adjourned at 12:01pm.