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 Dels-Sac

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

Commissioner 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 issues that emerged during the project update including:
  - Planning for providing the data publicly. Deciding what we are able to share and how to make the information available.
  - Communications strategies will be needed to communicate with and involve communities as the system moves toward assessing population outcomes.
o 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.

o The importance of exploring social determinants of health to take our system to higher-level outcomes that affect communities.

o 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 tribal liaisons and 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 the disparities, and generating new performance measures to identify disparities.
- Discussed the need for training social services professionals to analyze the measures, 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.
Council Management

- 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. Krueger 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

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

Meeting Adjourned at 11:47 p.m.