

**CASS COUNTY SOCIAL SERVICES BOARD MEETING
May 2, 2016**

MINUTES

With quorum present, Chair Rasmussen called the meeting to order at 2:00 p.m.

Present: Arland Rasmussen, Ken Pawluk, Chad Peterson, Rick Steen, Brian Hagen, Mary Scherling, Glenn Ellingsberg

Presenter: Chip Ammerman, Director; Sidney Schock, Economic Assistance Manager;

I. Approval of Minutes

Ms. Scherling made a motion to approve the April 4, 2016 Board minutes. Mr. Steen seconded it. Motion carried.

II. Refugee Cost Report

Mr. Ammerman referred to Mr. Schock for explanation of the Refugee Cost Report that was requested of Social Services to provide at a previous Board meeting. Mr. Schock reviewed the report which provided information on caseloads with a standard weighted caseload of 212 cases per worker.

It was asked if the amount of individuals listed each Fiscal Year were duplicates in subsequent years. Mr. Schock stated they were not; that each Fiscal Year represented new individuals. He estimated that after one year, approximately 50% of those individuals in each Fiscal Year may still be receiving benefits, primarily because of having lower paying jobs which allows them to still qualify for some services.

It was stated that in the past, a report had been done monthly that tracked the amount of refugee assistance. The question was raised as to what happened to that report. It was undetermined where that report originally came from or how the data was gathered. At this time, the only data Social Services could gather would be the Date of Entry through the Temporary Assistance for Needy Families (TANF) program. However, this is not a long-term tracking system and it only tracks alien status, not refugee, and only for one program.

Mr. Ammerman stated that much of the data to track these numbers is becoming more difficult to access due to confidentiality laws and rules. This makes it more of a challenge to attain and accurately report.

III. Q-Flow Update

A handout was distributed with the total number of individual clients who accessed the 2nd floor Economic Assistance kiosk during the time period of April 1, 2016 through April 25, 2016. Mr. Schock explained the only number that may include duplicates would be the number reported for the Electronic Benefit Transfer (EBT) section due to transferring of clients from one service point to another. Otherwise, all numbers reported are unduplicated and are individual clients, totaling 3,843 clients in 17 business days; this is an average of 226 clients per day. A report is being developed to show wait times and peak hours and days.

Mr. Ammerman stated a meeting has been set for May 4, 2016, to include the State Information Technology Department (ITD), Deloitte and representatives from this agency to discuss the request for state data which will increase the effectiveness of the Q-flow integration with the Outlook Calendaring System. Mr. Schock was asked if the Q-flow system has helped. He stated it has helped with clients' moods because they are no longer standing in line and helps staff in managing the client flow for the 2nd floor lobby.

IV. Intake Report

A handout was provided to the Board members showing the Intake Unit's activity for first quarter of 2016. Mr. Ammerman pointed out certain areas of great increase or decrease as compared to the first quarter of 2015. The most significant would be the Adult Services referred to an Internal Department, which went from 189 in 2015 to 17 in 2016. This change is due to the state now reviewing all the Adult Protection reports, and routing them to regional programs as needed. Mr. Ammerman also stated the unit had five contacts where the person was actively suicidal. The Intake Worker was able to assist those people in getting the needed services right away. One incident took place in an Eligibility Worker's office and the Intake Worker was able to go to that office and assist immediately. He added the Intake Unit is trained in suicide prevention.

V. Operations Report

Mr. Ammerman stated Adult Services Division is seeing a population shift, as stated by Mr. Dan Mahli during the March 4, 2016 meeting, in regards to growth in services. He also pointed out that in March 2016, the amount of Federal dollars spent, that is distributed through Economic Assistance Programs, in this community was \$17,000,000, which is money spent in our local grocery stores, medical facilities, daycares, etc.

There are two Family Services supervisors retiring this month. One has been with the agency for 41 years; the other for 35 years. The positions were posted with two Child Protection workers being offered and accepting the supervisor positions. They will assume their new roles in May and June.

There are still many issues with SPACES, which is the system Economic Assistance uses to process medical assistance. While the State has provided a list of work-arounds for Eligibility staff, the process is much less efficient and still taking longer than pre-SPACES. It was determined there was also a disconnect between SPACES and Medicaid Management Information Services (MMIS), which processes the payments for Primary Care Providers (PCP). This has since been resolved. The second phase of SPACES is scheduled for Fall 2017, which creates more concern for additional issues and inefficiencies.

VI. Adjournment

Mr. Steen made a motion to adjourn the meeting at 3:04 pm. Mr. Peterson seconded it. Motion carried.



Arland Rasmussen, Chair
Cass County Social Services Board



Melissa Kain Varno, Recorder