

**CASS COUNTY SOCIAL SERVICES BOARD MEETING
June 6, 2016**

MINUTES

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

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

Absent: Chad Peterson

Presenter: Chip Ammerman, Director; Melissa Kain Varno, Administrative Services Manager; Sidney Schock, Economic Assistance Manager;

I. Approval of Minutes

Mr. Steen made a motion to approve the May 2, 2016 Board minutes. Ms. Scherling seconded it. Motion carried.

II. Operations Report

It was suggested to adjust the agenda to address the Operations Report first and then proceed to the Q-Flow Report and Demonstration. The Board agreed to this change in the agenda.

Mr. Ammerman directed the Board to a correction under the Economic Assistance section in the fourth paragraph where it states "Cass County continues to serve more than 22% of all N.D. residents." The statement should include "who are receiving SNAP."

Mr. Ammerman stated there will be a state-wide webcast on June 16, 2016 with the State to address the issues with Deloitte and SPACES, the new edibility computer system. The issues continue to worsen not only for this agency, but for clients and providers as well. Clients are not receiving their Medicaid cards and are being refused services and medications without them. The providers are not receiving their payments in a timely manner. Mr. Schock gave an example of a provider who did not receive payment for a durable medical device (wheelchair) for over seven months. It is estimated the State is millions of dollars in arrears in provider payments at this time. Hospitals are also complaining to the State about this and there is concern that with the amount that is in arrears, it could cause the collapse of some facilities.

Ms. Scherling questioned what the agency's intended outcome would be from this webcast and if there were specific goals in mind. Ms. Scherling questioned if it was possible to do away with the program entirely and start over. Mr. Schock stated the program is flawed and counterintuitive to what they were trying to accomplish with the program. It is a step back from where they were and a suggestion would be to get rid of the system. Mr. Ammerman stated there are many other states experiencing similar issues and getting rid of SPACES may be a reasonable plan.

There was discussion regarding who should attend the webcast meeting on June 16, 2016 and where it will be held. It was suggested that Judy Lee, Tim Mathern and Terry Schmaltz be invited, as well as the Legislative Oversight Committee. The webcast will take place in the Commission Room.

It was also suggested that a subcommittee be formed to create questions to ask during the meeting on the 16th. Mr. Hagen, Chair Rasmussen, Mr. Schock, Mr. Ammerman, Mr. Terry Schmaltz, IT Department, and Mr. Ellingsberg agreed to meet on Monday, June 13, 2016 at 1:30 p.m. to determine questions to be submitted for the June 16, 2016 webcast.

Mr. Ammerman also informed the Board that Adult Protective Services (APS) were notified they did not receive the VOCA grant the state applied for to assist in funding the APS. The Board had approved for the agency to use funds from the Social Welfare Account to fund the unit until then end of 2016 in a previous meeting and discussions will be held during the budget process regarding funding for 2017.

Mr. Ammerman also stated he received a notification from the State regarding the payment for the first and second quarter, which would reduce the funding to cover Adult Protective Services through December 2016. Mr. Ammerman informed the Board he did not sign this document and requested explanation as to why the reduction in funding was being implemented prior to July 1, 2016. Chair Rasmussen suggested forwarding the document to Birch Burdick, States Attorney, for review.

Ms. Scherling made a motion to inform Mr. Burdick of the supplement to the payment schedule and to assist in drafting a response. Mr. Pawluk seconded it. Motion carried.

Ms. Scherling questioned the progress of dispersing Economic Assistance applications and reviews to other counties. Mr. Ammerman stated there are nine workers in four counties that agreed to assist Cass County in just processing the applications. This has been working well and the applications are being completed in a timely manner. The staff assisting are being paid \$25 per application. Mr. Ammerman stated other counties recognized the issues our agency was having and were very willing to help during this time.

III. **Q-Flow Report and Demonstration**

Ms. Kain Varno distributed a handout reporting the last two month's numbers recorded through Q-Flow, the Economic Assistance's ticketing system. She explained the first table reflected the amount of tickets issued by a client approaching the kiosk and being directed to a Service Point. The second table reflects tickets that were obtained at the kiosk, but then routed to other Service Points, such as Electronic Benefit Transfer (EBT) or Scanning.

At that time, the meeting was adjourned to the Economic Assistance Unit to commence the tour and demonstration of Q-Flow.

IV. **Adjournment**

Mr. Pawluk made a motion to adjourn the meeting at 2:46 pm. Ms. Scherling seconded it. Motion carried.


Arland Rasmussen, Chair
Cass County Social Services Board


Melissa Kain Varno, Recorder