

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

MINUTES

With quorum present, Chair Rasmussen called the meeting to order at 2:04 p.m.

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

Absent: Rick Steen

Presenter: Shelley Earsley, Eide Bailly; Chip Ammerman, Director;

I. Approval of Minutes

Ms. Scherling made a motion to approve the August 1, 2016 Board minutes. Mr. Peterson seconded it. Motion carried.

II. Eide Bailly Report

The Economic Assistance Workflow study was completed in June, 2015. At that time, it was determined a reassessment would be completed after a year. This reassessment of Economic Assistance was completed in August, 2016 and Board members received a copy of the full report. Ms. Shelley Earsley, Eide Bailly, was present to provided an overview of the reassessment.

At the time of the initial report, Eide Bailly encouraged the focus of the division to be on: philosophy and leadership, best practice processes and automation, and staff focus and priority. Ms. Earsley stated the Economic Assistance Division focused on six initiatives presented in the original assessment and established committees to work on these areas. Ms. Earsley indicated that progress was made, but there have been uncontrollable disruptions that have slowed implementation. These disruptions include the introduction of the MMIS and SPACES computer systems implemented at the state level, the OASYS site not working adequately slowing the ability to complete and process online applications, as well as the Affordable Care Act applications and processing. In addition, there has been significant staff turnover resulting in 49% of the Eligibility Workers being newly hired and in the training process.

Ms. Earsley stated progress has been made in the initiatives identified with some being completed. The largest delay has occurred in implementing the Laserfiche/network scanning solution. The work group has been designing this process and testing should begin in the next few weeks. Ms. Earsley stated one area of concern mentioned during the reassessment interviews was the need for private meeting space to conduct interviews with clients which ensures confidentiality. The Board indicated they are aware of the space concerns in the Annex Building.

The Q-flow system was implemented in March, 2016 and has been effective in managing the lobby flow of client for the Economic Assistance Division. Additional development is need to connect the Q-flow system to the Outlook calendar which will assist in managing client appointments. Discussions continue with the State IT office and Q-flow programmer to identify

solutions in order to implement this feature. Ms. Earsley shared a need to communicate with staff the ongoing changes and expectations to improve understanding of areas such as the lobby navigator, trainer, and tech team.

Ms. Earsley reviewed the metrics after the reassessment was completed. She encouraged additional metrics be identified as projects continue to move forward. The question was raised as to whether SPACES has improved. Mr. Ammerman stated staff are getting more efficient working in the system, due to experience, however the inefficiencies designed in the software have not been fixed. The state will be rolling out phase II of the project in the Fall of 2017. Mr. Ammerman shared discussion occurred at the county director meeting requesting an additional webinar with the State office and Deloitte regarding SPACES progress.

Ms. Earsley thanked the Board for their time and shared the reassessment completes the project with Eide Bailly. Board members requested updates be provided by staff regarding the progress of the initiatives identified in the workflow study. Mr. Pawluk asked Mr. Ammerman if he felt the Board was backing the projects and providing support. Mr. Ammerman acknowledged the Board's support and stated the uncontrollable disruptions are the most challenging to work through.

III. Adult Protective Services Contract

Mr. Ammerman reminded the Board that a letter was sent to the North Dakota Department of Human Services in 2014 indicating that Cass County will discontinue funding for the Adult Protective Services if full funding isn't provided by the State. The State funded APS in 2016; however, due to budget reductions had to discontinue funding in July, 2016.

In June of 2016, the Social Service Board approved to continue the funding until December 31, 2016 and would make further decisions during the 2017 Budgeting process. During the 2017 Budgeting process, the Social Service Board and Commission made motion to continue funding through June, 2017. In 2014, the Social Service Board Chair and County Commission Chair sent a letter to NDDHS to inform of the intention to discontinue providing the service if full funding was not provided. Mr. Ammerman questioned if the Social Service Board would recommend sending a follow-up letter to the State informing them that if full funding is not received beginning July, 2017 that Cass County will be discontinuing to provide the service. At the Board's direction, Mr. Ammerman will draft a letter to be signed by the Cass County Commission with copies being provided to the Cass County legislative representatives.

IV. General Assistance Burial Guidelines

Mr. Ammerman has been approached by West and Boulger Funeral Homes regarding a concern for the reimbursement rates with the general assistance burials. These rates have not been increased consistently and are behind inflationary increases. Mr. Pawluk made a motion to assign a sub-committee to review the guidelines and reimbursement rates. Mr. Peterson seconded the motion. Motion carried. Mr. Ammerman will arrange a meeting for Mr. Peterson and Mr. Rasmussen to meet with the funeral home directors, himself and agency staff as needed.

V. Operations Report

Mr. Ammerman shared there has been a continued increase in Adult Service and Family Service cases over the last year. The Economic Assistance Division provides 23% of the public

assessment services in the State of North Dakota resulting in approximately \$17 million being brought into the community each month.

A Refugee Advisory Council meeting will be held at Lutheran Social Services on September 8th. This is an open meeting and Mr. Peterson and Ms. Scherling will be attending the informational meeting regarding the refugee program.

Mr. Ellingsberg questioned whether Cass County was included in the recent statewide audit completed for Child Care Licensing. Mr. Ammerman stated records were reviewed, but no correction orders were issued in Cass County.

VI. Adjournment

Mr. Ellingsberg made a motion to adjourn the meeting. Mr. Peterson seconded it. Motion carried.



Arland Rasmussen, Chair
Cass County Social Services Board



Melissa Kain Varno, Recorder