



BOARD MINUTES

WRIGHT COUNTY HEALTH & HUMAN SERVICES BOARD

December 13, 2021

DATE APPROVED: January 10, 2022

Christine Husom,	District 1
Darek Vetsch,	District 2
Mark Daleiden,	District 3
Mary Wetter,	District 4
Michael Kaczmarek,	District 5

I. PLEDGE OF ALLEGIANCE

The Wright County Health & Human Services Board met in regular session at 1:30 p.m. with Husom, Vetsch, Daleiden, Wetter and Kaczmarek present.

STAFF PRESENT:

Choua Xiong, Social Worker (remote)
Christine Partlow, Business Manager
Christine Treichler, Social Services Supervisor (remote)
Diane Erkens, Social Services Supervisor (remote)
HollyAnn Carlson, Social Worker
James O'Dell, Technology Supervisor
Jami Goodrum, Director
Jessica Nelson, Social Services Supervisor
Jessica Summers, Case Aide
Jill Pooler, Social Services Manager
Kelsey Collier, Public Health Supervisor
Lee Kelly, County Administrator (remote)
Maddie Splichal, Social Worker (remote)
Marina Eggink, Public Health Nurse
Mason Coaty, Information Systems Specialist
Michelle Miller, Social Services Manager
Noami Blomberg, Administrative Specialist
Sarah Grosshuesch, Public Health Director
Tarynn Anderson, Social Services Supervisor

II. MINUTES APPROVAL

ACTION: Husom moved, Wetter second, to approve the 2021-11-08 minutes. Motion carried

III. REVIEW AND APPROVAL OF AGENDA

ACTION: Daleiden moved, Wetter second, to approve the agenda. Motion carried.

IV. CONSENT AGENDA

A. APPROVE CONTRACTS

1. 2022-01-01 to 2023-12-31 Two-Year Renewal - REM Semi Independent Living Services (SILS) – no changes
2. 2022-01-01 to 2023-12-31 Two-Year Renewal - Treehouse, Inc. (grant-funded services to teens in transition) – no changes
3. 2021-11-15 to 2023-06-30 \$160K MDH Workforce Development Board Grant for COVID Response

B. APPROVE ADVISORY COMMITTEE APPLICATION

1. Kelly Lundgren, HHS Advisory Committee – District 1
2. Bonita Bryant, Public Health Task Force – District 1

C. APPROVE HHS POLICIES & PROCEDURES

D. APPROVE REQUEST TO CANCEL 2021-12-27 HHS BOARD MEETING

ACTION: Daleiden moved, Husom second, to approve the consent agenda. Motion carried.

V. NEW HIRE

- A. Maddie Splichal, Social Worker, Waiver & Community Supports Team, November 15, 2021
- B. Choua Xiong, Social Worker, Waiver & Community Supports Team, November 15, 2021
- C. HollyAnn Carlson, Social Worker, Youth Services Team, November 23, 2021
- ~~D. Andrea Buffie, Office Technician I, Office Support Team, November 29, 2021~~
- E. Marina Eggink, Public Health Nurse, Collaborative Health Services, November 29, 2021
- F. Jessica Summers, Case Aide, Intake & Intervention Team, December 13, 2021

VI. REGULAR AGENDA

A. Social Services/Public Health/Financial Services

1. PRESENTATION: EMPLOYEE ENGAGEMENT SURVEY

(JAMI GOODRUM, CHRISTINE PARTLOW)

Out of 249 HHS staff, 191 responded to the employee engagement survey with an overall satisfaction rate of 3.5, a one-point decrease from 2020's four points – nevertheless, a three percent increase from the 2015 baseline. The job satisfaction level also took a one-point downturn at 2.83 over last year's 3.31. The Agency continues to score high on staff feeling that their work is meaningful and has impact on the community and the Agency's success. Staff also responded favorably on feeling respected by their supervisor, scoring 3.79 over last year's 3.59. Most of the responses, however, reflected a call for improvement from different areas, particularly in caseload capacity, communication and the county's position on work flexibility.

On Kaczmarek's question how HHS 'performance can be summarized, HHS Director Jami Goodrum admitted that as much as she regrets the downtrend of the survey, she accepted where the Agency sits at its current rating, acknowledging staff concerns on increased workload, flexibility and safety after coming back to in-office work setting in June this year. Goodrum also agreed that a highly engaged staff also needs improved communication from management.

HHS is the only department that conducts employee engagement survey. Kaczmarek questioned if other departments will benefit from staff survey as well.

RECOMMENDATION: HHS to provide a summary based on the survey comments by early 2022 for staff satisfaction and retention study

2. UPDATE: WAIVER CASE MANAGEMENT

(JILL POOLER)

To date, only 20 out of the 100 waiver cases approved by the Board in June 2021, were sent to Contracted Case Management (CCM) as the contracted providers are unable to meet caseload needs due to staffing shortages. HHS anticipates sending 25 additional cases in the next six months while continuing with the steady influx of incoming cases in-house. Many of these staffing shortages are dedicated to services that keep clients in their homes versus being placed in a facility. This impacted HHS workload, ensuing increased compensatory and overtime claims, higher telework caseload size compared to neighboring counties, increased client-worker contact, while struggling with staffing retention in a highly competitive employment environment.

HHS will continue to work with current CCM agencies but might also consider expansion for additional providers. HHS is also currently requesting additional staffing to be discussed at the January Personnel Committee.

B. Administration

1. DIRECTOR'S COMMENTS

Proclamation: December 8 as County, City, Tribal and State Health and Human Services Day.

ACTION: Husom moved, Daleiden second, to adopt December 8 as Health & Human Services Day, as proclaimed by Governor Walz. Motion carried via roll call vote.

Goodrum informed the Board that HHS is 128 percent over its allotment for the Basic Sliding Fee Program for calendar year 2021.

Wright County has an opportunity to participate in a State contract to expand COVID testing sites in Wright County, looking to tap into a potential \$1.4M grant funding; Wright County has lower testing rates compared to neighboring counties and the metro area. Wright County Public Health is coordinating with the County Administrator for a testing site for a potential six-month contract.

Public Health Director Sarah Grosshuesch was recognized at the Association of Minnesota Counties (AMC) for her membership of and contribution to the Minnesota Opioid Epidemic Response Advisory Council.

HHS and the Board recognized and congratulated the Fiscal, Technology and Support Team for its innovations and achievements.

Daleiden, again, asked to look for ways to maintain and retain staff. Social Services Manager Michelle Miller stressed that flexibility is a top concern.

Meeting adjourned at 2:45 p.m.

Submitted by Naomi Blomberg, Administrative Specialist