



Board of Social Services

MINUTES

November 13, 2017

**Commissioners' Conference Room
Second Floor – County Administration Building
10:00 am – 12:00 am**

In Attendance: Commissioner Lew Gaiter; Commissioner Steve Johnson; Commissioner Tom Donnelly; Linda Hoffmann; Lorenda Volker; Laura Walker; Heather O'Hayre; Laura Sartor; Thad Paul; Shannon Reiff; Lynda Meyer; Eileen Brittingham; and Becky Romero.

A recording of this work session is available at: http://larimer.org/bcc/list_worksessions.cfm.

Introductions & Announcements

Commissioner Lew Gaiter welcomed everyone and called the meeting to order. Director Laura Walker asked if there were any additions to the agenda. Items added to the agenda: Senior Tax Work-Off Program and CHP+ (Child Health Plan) Program Updates.

Senior Tax Work-Off Program Update

Eileen Brittingham, Human Resource Generalist, provided an update on some changes which will be occurring in the Senior Tax Work-Off Program. Program will be transitioning from Katy Mason with Office on Aging, who has been running the program since 1998, to Eileen Brittingham with Human Resources. Eileen Brittingham gave a brief history and some of the reasons for moving it over to Human Resources. Director Laura Walker felt the program would be a better fit with our Human Resource Department due to the recruiting piece, more connections to provide a wider variety and diversity in assignments, and a better geographic representation, which will provide for a better alignment of skill sets. Eileen Brittingham will work closely with Katy Mason during this transition year to determine if there are adjustments or changes that will need to be made.

CHP+ Program Updates

Laura Sartor, Benefits and Community Services Division Manager, provided an update on the potential end of Child Health Plan Plus program. Federal funding ended September 30, 2017. To date congress has not re-authorized this program. Notifications will be sent out to clients by November 30, 2017. Unless Congress acts to restore federal funding, CHP+ in Colorado will end January 31, 2018. Potentially this could impact approximately 5000-6000 children in Larimer County. There is a possibility of an eleventh hour resolution that could reinstate the funding. Children impacted will most likely will have to go into the exchange. Some may be eligible for Medicaid, most would end up in the exchange which could increase the amount families would pay for health care by hundreds of dollars. Messaging has just started in the last month so community has been largely unaware. Commissioner Steve Johnson mentioned the possibility of Senator Bennett and Senator Gardner cosponsoring legislation to restore Children's Health Insurance Program.

CCAP Program & Waitlist Update

Laura Sartor, Benefits and Community Services Division Manager, provided an update on the Child Care Assistance Program. Key points included: As of September 30, 2017 we have 358 children currently on waiting list. Spending as of October 2017 is 1.7 million. Total Yearly Allocation is 4.2 million. She estimates we will be overspent by at least 1 million. Director Laura Walker discussed some of the options on how the over expenditure could be made up. She is hoping that if the State is overspent as a whole it



will increase funding allocations in the future. Programmatic changes: none at entry as it's at minimum, at client exit it's been narrowed. It is very bare bones at this point.

Child Protection Team Transition

Director Laura Walker gave a brief history of Child Protection Teams and law change in this past legislative session which allowed them to be optional. Thad Paul, Child Youth and Family Services Division Manager, presented on Larimer County's decision to end these teams, what that process involved, and what we're doing now to keep inclusion with our partners. Key points included: Thad Paul discussed results from survey sent to all Child Protection Team members and staff. The overwhelming response was the workload was too much to manage on both sides. Program ended on September 20, 2017 with a celebration breakfast for Child Protection Team members. Feedback from members was the value was in the sharing of resources across their agencies. With this feedback, Child Protection will be offering community forums for providers. Thad shared a couple of examples of how they are incorporating this in the community.

SB-190 and Workload Study Update

Director Laura Walker gave an overview of SB-190 call for the legislature to have a workload study in the programs that are administered under the County Administration Grant. Laura Sartor, Benefits and Community Services Division Manager, reported out on the status of recommendations from the Continuous Quality Improvement Work Group. Key points included: Discussion of surveys sent to the Counties around their Continuous Quality Insurance processes. They are still in the process of getting the information back from the second survey. They'll be presenting their findings at the CCI conference the end of this month to get some further input and direction going forward. Overall workgroup goal is to create a platform or support an existing platform for sharing processes across the state. Laura Walker also gave some background on the three components of SB-190. First was to hire an outside consultant to develop the requirements for a workload study or RFP, second was to hire a vendor to conduct the RFP, and the third was to look at the continuous quality assurance process. The CQI workgroup is continuing on with that work. Laura Walker didn't feel the original study Deloitte conducted met the terms of RFP. She felt their recommendations were very weak. Discussions aren't over amongst counties, CDHS, and the legislature as questions are still being built. Laura Walker will continue to provide updates as she gets them. Commissioner Gaiter mentioned Senator Lundberg was supportive of the County Administration Grant. Laura Walker gather information from both the County Administration Group the Director's Association and will provide this information to the Commissioners and either Laura or the Commissioners will bring update to Senator Lundberg.

C-Stat Dashboard Review

Director Laura Walker presented updates on the C-Stat Dashboard Review. Larimer met 16 out of 21. Most are in Adult Protection. Factors where Larimer County didn't meet the requirements were reviewed and possible reasons for not meeting the measures were discussed. They included difficulty of the sample size or possible behavior patterns for the clients involved; for example, Adult Protection clients have more choice about continuing or cooperating with our services and some do not want to be found. State Adult Protection staff are also far more aggressive in what they are in asking for with their timeliness measures. Commissioner Gaiter asked for more information on Children Who Re-Enter Care measure within 12 Months. State as a whole is under performing in meeting this measure. Thad Paul explained some of the possible reasons for not meeting this goal and what they are doing to improve. State is also focusing on what can be done at the state level using predictive analytics. Commissioner Johnson would like to discuss further at next meeting.



Client Activity Report

Heather J. O'Hayre, Human Services Deputy Director, presented department's client activity report. She reviewed monthly average caseloads, program activity, complaint totals, and results from the client follow-up survey regarding complaints from July 1, 2017 to September 30, 2017. She would like to revise as this report as it doesn't include 3rd quarter of last year.

During the 3rd Quarter of 2017:

- The Food, Medical & Financial Assistance Program caseload has increased by about 4,000 cases since 4th quarter of last year. Discussed some possible reasons for increase.
- Options for Long Term Care remains steady.
- Adult Protection has decreased by about 27% since second quarter.
- Child Support caseload remains stable. They collected over \$4,566,549 dollars.
- Children, Youth and Family received 1,667 referrals, and 93% of children with a case plan to remain home did. (Federal goal =90%). Caseload took a significant jump. Commissioners would like to know what these numbers as a percentage of our population? Heather will research and bring to next meeting.
- Fraud and Recovery – Shannon will be delving into this.
- We received three formal complaints during the 3rd Quarter. All were Child Protection; one for Service Delivery and two for Professional Judgement. Heather explained the difference between the two. All three came through the state process through CDHS. Laura Walker discussed tone change in the review process since they've moved under the Judicial Branch. Heather will start including where complaint initiated, and whether the decision was upheld or not upheld by the Ombudsmen's Office in her report.
- Ombudsmen Report. Laura Walker did receive a response back regarding her inquiry on the two seemingly missing categories on previous report: Non Compliance with Policy and Non Compliance with Law. The last report didn't have any cases which fell into either category so there is a possibility they could show up on a future report.
- Client Feedback Regarding Complaint Process. Next quarter this will change slightly as some tweaks are being made to the process. We do have significantly fewer complaints than most counties.
- Laura Walker will begin including a report out on both the Ombudsmen Report and CDHS Annual Complaint Report as a yearly agenda item.
- Heather will also be tweaking the Quarterly report to include the Budget Performances Measures and comparing numbers to community population.

Other business:

Colorado Works and CCAP Memorandum of Understanding. Commissioner Johnson - Discussed the dispute between the State CDHS and CCI Workgroup regarding a new CW/CCAP MOU. Many counties are have been unhappy with the language of the current MOU and several counties didn't sign it. CDHS brought it to the Board for potential arbitration. Prior to any resolution being made, Department of Human Services Executive Director Reggie Bicha withdrew his request to take to Executive Session. Discussions will resume at next session in December or January. Laura Walker would like to attend next time it's on the agenda. Heather O'Hayre will also gather feedback from representatives on the APS Rule Rewrite task group with any local concerns and get feedback to Commissioner Johnson prior to next meeting.

Meeting adjourned.