

**AITKIN COUNTY HEALTH & HUMAN SERVICES
BOARD MEETING MINUTES
July 25, 2017**

Attendance

The Aitkin County Board of Commissioners met this 25th day of July, 2017 at 9:04 a.m. as the Aitkin County Health & Human Services Board, with the following members present: Board Chair J. Mark Wedel, Commissioners Laurie Westerlund, Don Niemi, Bill Pratt, and Anne Marcotte. Others present included: County Administrator Jessica Seibert, Health & Human Services Director Cynthia Bennett, Fiscal Supervisor Kathleen Ryan, Social Services Supervisor Jessi Schultz, Financial Services Supervisor Jessi Goble, Public Health Supervisor Erin Melz, Administrative Assistant Sue Bingham, and Guests: Bob Marcum/H&HS Advisory Committee Member, Brielle Bredsten/Aitkin Independent Age, and Bob Harwarth/Citizen.

Agenda

Motion by Commissioner Marcotte, seconded by Commissioner Niemi and carried, all members voting yes to approve the July 25, 2017 Health & Human Services Board agenda.

Minutes

Motion by Commissioner Marcotte, seconded by Commissioner Westerlund and carried, all members voting yes to approve the June 27, 2017 Health and Human Services Board minutes.

Bills

Motion by Commissioner Westerlund, seconded by Commissioner Pratt and carried, all members voting yes to approve the bills.

Health & Human Services Director Reports

- **Legislative Updates** – Cynthia Bennett, H&HS Director reported that there has been clarification of the cost shift to counties related to MNChoices. The impact will not be quite as negative as originally thought. Commissioner Westerlund had questions about the Medical Assistance cost of care and Jessi Goble, Financial Services Supervisor, provided a brief explanation.
- **Redesign Committee Update** – Cynthia reported that this committee was developed as a result of 1:1 meetings with employees to support progress and development of a healthy work environment. The committee consists of 12 members representing all units within HHS. The committee will identify target outcomes, develop goals, set benchmarks, and evaluate progress. One potential outcome would be building upgrades. Some of this is already being conducted however areas such as the front lobby and the pink carpeting in offices needs to be addressed. This committee will provide opportunities for communication between committee members and all HHS employees which will help set the tone for improved teamwork throughout the agency. The first meeting is scheduled August 1st.

Financial Reports

Kathleen Ryan, Fiscal Supervisor reviewed the Health & Human Services 5-Year Trend, Financial Report, and Foster Care Report.

Contract

Motion by Commissioner Marcotte, seconded by Commissioner Pratt and carried, all members voting yes to approve Service Agreement between ACHHS and Northern Psychiatric Associates – Baxter

Quality Improvement Project Update

Jessi Goble, Financial Services Supervisor updated the Board on the Quality Improvement Project, also known as Project for Perfection (P4P). This process is conducted to improve efficiency and workflows within the units. We performed a P4P for the task of answering the phones at the front desk, which includes taking messages and guiding callers to employee voice mail. Our P4P group included those who actually do the phone answering and some additional support persons. We broke the current workflow into small pieces and identified what works well and what doesn't. We discovered that there were some unclear guidelines for the individuals answering the phones. Now we are able to create guidelines to assist the front staff with their jobs,

make their work flow better and enabling us to better meet the needs of the community members who are calling our agency. The overall goal of this process is to ultimately provide the best service possible in the most efficient manner.

Fair Booth Report

Erin Melz, Public Health Supervisor reported to the Board that the Fair Booth was very successful. The comments from families were very positive.

Committee Reports

- H&HS Advisory Committee – Although there was no H&HS Advisory Committee meeting in July, Bob Marcum spoke about the good working relationship they have with Lakes & Pines
- CJI (Children’s Justice Initiative) – Commissioner Westerlund was not able to attend. Jessi Schultz reported on scheduling and legislative changes
- Lakes & Pines Update – Commissioner Niemi reported on Head Start

Next Meeting – August 22, 2017