



AITKIN COUNTY HEALTH & HUMAN SERVICES

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AITKIN COUNTY HEALTH & HUMAN SERVICES BOARD July 25, 2023 H&HS Board Minutes

Attendance

The Aitkin County Board of Commissioners met this 25th day of July 2023, at 9:00 a.m. as the Aitkin County Health & Human Services Board with the following members present: Board Chair, Commissioner J. Mark Wedel, Commissioners Laurie Westerlund, Travis Leiviska, Bret Sample and Michael Kearney. County Administrator Jessica Seibert, Administrative Assistant Jeff Schmitt, Health & Human Services Director Sarah Pratt, and Administrative Assistant Paula Arimborgo. Others present included: H&HS Supervisors Carli Goble and Erin Melz, ACHHS Advisory Committee member representative Cindy Chuhanic, Jeanne Schram Aitkin Age, and other public guests. Joining via WebEx: IT Director Chris Sutch, H&HS Supervisors Jessi Goble & Julie Lewis.

1.A Approval of the Agenda

Motion by Commissioner Sample, seconded by Commissioner Kearney and carried, all members present voting yes to approve the July 25, 2023 Health & Human Services agenda.

1.B Approval of the June 27, 2023 Minutes

Motion by Commissioner Westerlund, seconded by Commissioner Sample and carried, all members present voting yes to approve June 27, 2023 Health & Human Services minutes.

1.C Approval of Bills

Motion by Commissioner Kearney, seconded by Commissioner Leiviska and carried, all members present voting yes to approve the bills.

2.A Director Updates

Sarah Pratt, H&HS Director gave an overview of staffing and workload in H&HS:

I want to convey the magnitude of our work, how many staff it takes to get it done, and what happens when we are short staffed.

- OSS Shortage/Turnover
 - Coverage is the biggest issue
 - Short a front desk staff since June which has caused extra coverage by Supervisor and already short-staffed Case Aides
 - Duties include: monitoring mail, fax, scanning documents (totaling 128 documents in June for financial alone)
 - New OSS staff hired, starting in August (typically it takes about 2 years for staff to become proficient and work on their own).
 - Case Aides covering 4-hour shifts at the front desk

- MnCHOICES
 - HCBS worker on FMLA since June and returning mid-September which has caused other staff to take more assessments. Another HCBS worker is due to go out on FMLA (time frame unknown at this time).
 - Supervisor is taking assessments on top of supervisor role, currently has 6 assessments which take about 10 hours each. Will likely need to take more in August.
 - MnCHOICES platform launched July 10th and has had some issues with data rolling over from previous platform, inaccurate data, missing health insurance, addresses, etc.
 - Over 65 population on health plans were not in old system so they need to be entered as new clients.
 - Profile entry is taking 20-30 minutes, there are 440 clients/assessments and the number is increasing.
 - Plan was to have Case Aides enter profiles but they are currently covering front desk duties as a part of their job duty is to be back-up to the front desk.
 - Adult Intake Worker to help with some of the front-end information to offset HCBS team.
 - Adult Intake Worker also does commitment case management, mental health case management, adult protection investigator & backup to children's intake.
 - Everyone to include Supervisors have taken on additional responsibilities to manage shortages in other HHS areas.
- Health Care Renewals
 - 2843 cases to renew as of January
 - 4646 persons on Health Care as of January
 - Increased meetings, workarounds, last minute changes in processes, phone calls
 - Also affects HCBS team, if their clients go off MA, they lose their services until they are back on MA and another MnCHOICES can be done.
 - These services are high-end services that are keeping people in their homes or funding foster care or customized living type settings.
 - HCBS workers ensuring that MA paperwork is filled out to ensure no lapse in waived services.
 - Financial Supervisor taking on extra duties due to Case Aide Shortage and new staff.
 - Financial Workers are taking on extra duties while hiring and training is occurring.
- Case Aide Turnover
 - CP Supervisor, has been without a Case Aide since April and has taken on those duties that support the unit on top of supervisory duties.
 - All staff across the agency are affected by the turnover as they are taking on extra support staff duties that take them away from the work they need to be doing for their jobs.
- We have diligently been working on problem solving and providing solutions to many of these issues.
- We are not asking for staff in the 2024 budget but want to convey the magnitude of our work, how many staff it takes to get it done, and what happens when we are short staffed.
- Anytime there is an open position we evaluate where that person is needed. We moved a child worker into HCBS, an open position into a financial worker, etc.

3.A 2nd Quarter 2023 Fiscal Report

Carli Goble, H&HS Fiscal Supervisor, presented to the board the 2nd Quarter 2023 Fiscal Report to include:

- Revenues by Department
- Revenues by Quarter
- Expenditures by Department
- Expenditures by Category
- Fund Balance
- Budget Summary

4.A Committee Updates

The Board discussed AEOA, CARE Board, JET, Lakes and Pines, and ARDC/AAAA.

Adjourn

The meeting was adjourned at 9:41 a.m.

Next Meeting – August 22, 2023