



Chisago County Health and Human Services

2020 Annual Report



Health and Human Services Management Team

Health and Human Services Director: Bob Benson

Public Health Administrator: Courtney Wehrenberg

Family Services and Economic Support Division Manager: Todd McMurray

Aging and Disabilities Division Manager: Jolene Thorsen

Fiscal Operations Division Manager: Mark Florin



COVID-19 Impact on Health and Human Services

- ▶ Through federal and state emergency orders, over 80 variances/waivers were granted through the Minnesota Department of Human Services, that changed the way services are administered.
- ▶ An additional 27 variances/waivers were granted through the Minnesota Department of Health.
- ▶ Public Health received some additional funding through the state COVID-19 Grant and the Case Investigation and Contact Tracing Grant, and all of HHS received some funding through the CARES Act funding.
- ▶ The entire Health and Human Services Department was able to increase our use of technology and ability to work remotely due to CARES Act funding.
- ▶ Public Health purchased a mobile medical van using Federal CARES Act money.



Health and Human Services Public Health

Courtney Wehrenberg



Public Health

- ▶ Maternal Child Health
- ▶ Women, Infant and Children (WIC)
- ▶ Child and Teen Checkups
- ▶ Community Health
- ▶ Emergency Preparedness
- ▶ Statewide Health Improvement Partnership (SHIP)



Public Health

- ▶ Impact of COVID-19 and the pandemic was most visible in Public Health.
- ▶ COVID-19 changed all priorities and the entire way that Public Health conducted business in 2020.
 - ▶ Contact Tracing and Investigation
 - ▶ Increased relationships and technical assistance to local partners
 - ▶ COVID-19 testing
 - ▶ Development of COVID-19 data dashboards and support hotline
 - ▶ COVID-19 awareness campaign: Freeze the Disease
- ▶ Currently conducting vaccination clinics throughout the County
- ▶ COVID-19 will continue to significantly impact the business and priorities of Public Health throughout 2021.



Public Health

- ▶ Maternal Child Health: Conducted 1638 visits in 2020
 - ▶ Due to technology expansion, visits continued at about the same number as 2019, however billing decreased due to funding conflicts between CARES act funding and the Maternal Child Health funding.
- ▶ Women, Infant and Children (WIC): Enrolled 225 baby and prenatal clients into the program, and the Baby Café was able to continue virtual visits, serving 185 mothers and babies.
- ▶ Child & Teen Checkups and Community Health outreach efforts were down by about 50% to only 20 activities in 2020. While these are critical tools for our community, they were very difficult to conduct due to COVID-19 restrictions.
- ▶ Emergency Preparedness: Activated the EOC in coordination with Chisago County Emergency Management, on March 13th, 2020.
- ▶ Statewide Health Improvement Partnership (SHIP): Provided 20 mini grants to support local initiatives. This is about a 50% decrease from 2019.



Health and Human Services Family Services and Economic Support Division

Todd McMurray



Family Services and Economic Support Division

Family Services

- ▶ Child Protection Services
- ▶ Child Foster Care Licensing
- ▶ Behavioral Health
- ▶ Daycare Licensing

Economic Support Services

- ▶ Food Support
- ▶ Family/Adult Financial Cash Programs
- ▶ Medical Assistance Programs
- ▶ Child Care Assistance
- ▶ Child Support



Family Services and Economic Support Division

Child Protection Intake, Assessment, and Case Management

The Child Protection Team Continued their work of seeing clients face to face to ensure the safety, permanency, and wellbeing of the residents we serve, throughout the pandemic. The diligence and commitment of the workers, at times, put the safety of themselves and their families second to the needs of the children in our county. Their determination was unwavering.

This work was made easier by the tools provided to allow them to work remotely and provide the best service possible in protecting the children and families we serve.



Child Protection Intake and Assessment

- ▶ 814 Intakes were received for Child Protection Services (CPS)
 - ▶ 169 of those intakes were received after hours through our on-call protocol
- ▶ 238 Cases were screened in for investigation or assessment
 - ▶ 196 children for family assessment
 - ▶ 90 children for family investigation
 - ▶ 16 children for facility investigation
- ▶ 34 cases were screened in and referred to a current open investigation
- ▶ 21 were referred for child welfare case management
- ▶ 115 were referred to our Parent Support Outreach Program (PSOP), serving 306 children in Chisago County.



Child Protection Case Management

- ▶ Child Protection Case Management Workgroups
 - ▶ CP Case Managers provided services for 253 individuals
 - ▶ 105 Children placed outside the home through Child Protective Services
 - ▶ An additional 11 workgroups were opened to supervise Interstate Compact on the Placement of Children (ICPC) cases. These are children placed in Chisago County from out of state.
- ▶ 17 Adoptions were finalized in 2020 for children in Chisago County.



Child Protection Case Management

- ▶ Child Foster Care Licensing and Interstate Compact on the Placement of Children (ICPC) cases
 - ▶ 85 licensing workgroups were relatives being licensed for Chisago County, other Minnesota Counties, or ICPC.
 - ▶ 27 traditional child foster homes were licensed
 - ▶ 1 dual foster care home was licensed (adult/child)



Family Services and Economic Support Division Behavioral Health

The Behavioral Health Unit provides targeted case management to individuals (adults and children) with significant mental or health or substance use disorder needs, and collaborates to provide the mental health services in the least restrictive setting.

Individuals engage in an individualized plan of care, meeting with their case manager for support, referrals and resources, crisis services, and collaboration with mental health providers to achieve stability in their lives.



Behavioral Health

- ▶ The Behavioral Health Unit includes a Supervisor, a Team Lead, 11 Case Managers, and 2 Case Aides.
- ▶ 215 Adults received adult mental health case management services
- ▶ 117 children and families received children's mental health services
- ▶ There were 238 requests from individuals seeking coordination of a substance use disorder assessment and/or funding for treatment.
 - ▶ Methamphetamine drugs and alcohol continue to be reported as the primary addictions affecting those persons seeking services in Chisago County.



Family Services and Economic Support Division

Income Maintenance Intake Applications

- ▶ 1,274 new applications received and processed in 2020.
 - ▶ Cases that are new to public assistance programs or that have been closed over 30 days
 - ▶ Increase over 2019 due to effects of the pandemic
 - ▶ Increase was not as significant as may be expected because of stimulus money, increased unemployment benefits, and increased food assistance.



Family Services and Economic Support Division

Income Maintenance Family Cash Programs

- ▶ Minnesota Family Investment Program (MFIP) is the state's primary program for helping low-income families with children move out of poverty through work.
 - ▶ 118 Individuals served in Chisago County in 2020
 - ▶ Issuing just under a \$1,000,000 in benefits
 - ▶ Combines cash and food support with one application/approval
- ▶ Divisionary Work Program (DWP) was suspended through 2020 due to COVID-19
- ▶ Emergency Assistance (EA) program for families, once in an 18 month period to assist with unexpected shelter/utility/car repair expenses.
 - ▶ Chisago County was underspent in this area in 2020, \$3,222 spent out of \$50,000 allocated. Primarily due to moratorium on evictions or utility shut offs.



Family Services and Economic Support Division

Income Maintenance Adult Cash Programs

- ▶ Minnesota Supplemental Aid (MSA) provides cash assistance to adults receiving Supplemental Social Security income to assist in meeting basic needs.
 - ▶ \$81 per month grant
 - ▶ 117 individuals served in issuing \$156,000 in benefits
- ▶ General Assistance (GA) for individuals not receiving social security who are over 50, unemployable or have a temporary disability.
 - ▶ \$203 per month grant
 - ▶ 73 individuals served issuing \$144,000 in benefits
- ▶ Emergency General Assistance (EGA) can be accessed once in a 12 month period to assist with unexpected shelter/utility expenses.
 - ▶ \$12,595 distributed out of \$28,545 allocated. (funds expire 6/30/2021)
- ▶ Housing Supports (GRH) pays for room and board for seniors and adults with disabilities who have low incomes.
 - ▶ 125 individual placements issuing \$276,000 in benefits



Family Services and Economic Support Division

Income Maintenance Food Support

- ▶ Supplemental Nutrition Assistance Program (SNAP is a federal food program for adults/children not living in a facility.
 - ▶ SNAP helps low income residents obtain food, and supports state and local communities by boosting their economies. Every \$5 in SNAP benefits generates approximately \$9.20 in total community spending.
 - ▶ 2,315 individuals served in Chisago County in 2020. This is a 25% increase over 2019.
 - ▶ \$374,000 in benefits issued to 2,315 individuals
 - ▶ 817 of these individuals were children
 - ▶ The statewide issued benefits for 2020 were 100% over the statewide 2019 benefits.



Family Services and Economic Support Division

Income Maintenance Medical Assistance

- ▶ Minnesota Technical Eligibility System (METS/Public Medicaid)
 - ▶ MNSURE Public Program (Medicaid) for under age 65, non-disabled, income qualified individuals.
 - ▶ This system was implemented in 2013 and many technical deficiencies still exist.
 - ▶ 7,689 individuals served in Chisago County in 2020
- ▶ Medical Assistance (MA) old system or cases yet to be converted to METS
 - ▶ Includes those over 65, Long Term Care (LTC), disabled, and employed disabled.
 - ▶ 1,734 individuals served in Chisago County in 2020



Family Services and Economic Support Division

Income Maintenance Child Care Assistance

- ▶ Child Care Assistance (CCA)
 - ▶ Childcare subsidies can be paid out to credentialed, licensed, legal non-licensed, licensed exempt and childcare centers for low income families who have applied and been found eligible to receive childcare assistance.
 - ▶ 108 families received childcare assistance in Chisago County in 2020
 - ▶ Slight increase from 2019. Maintained capacity in Chisago County to meet our constituents needs during the pandemic.



Family Services and Economic Support Division

Income Maintenance Fraud Prevention

- ▶ Fraud investigations for public assistance programs are state grant funded and conducted by the Chisago County Sheriff's Department.
 - ▶ HHS receives a \$65,000 grant that then gets paid to the Sheriff's Department
 - ▶ In 2020 there were 59 investigations conducted
 - ▶ There was a savings of \$25,227 in program benefits and
 - ▶ Identified \$205,535 in overpayments for recoupment.



Family Services and Economic Support Division Child Support

The Child Support Unit strives for a program that allows children to depend on their parents for the support they need. In carrying out its vision, workers promote children's well-being and family self-sufficiency by delivering quality child support services.

- ▶ The Child Support Unit is responsible for:
 - ▶ Paternity establishment, including custody and parenting time
 - ▶ Child support order establishment
 - ▶ Modifying court orders
 - ▶ Enforcing court orders
- ▶ Chisago County currently has 2,029 open child support cases.



Family Services and Economic Support Division Child Support

▶ Chisago County currently has 2,029 open child support cases.

▶ 2020 Chisago County Child Support Performance Measures

▶ Paternity Establishment	100%	
▶ Child support Orders Establishment	95%	(8 th in the state)
▶ Collections on Current Support	80%	(18 th in the state)
▶ Collections on Arrears	84%	(10 th in the state)
▶ Cost Effectiveness	\$7.77	(1 st in the state)

▶ Cost effectiveness is the total amount of child support collected divided by the total amount of dollars expended by the program. Chisago County's program is the most cost effective program in the state.



Health and Human Services Aging and Disabilities Division

Jolene Thorsen



Aging and Disabilities Division

- ▶ MnCHOICES Assessment and Support Planning
- ▶ Medicaid Waiver Services (Case Management)
- ▶ Adult Protection
- ▶ Guardianship
- ▶ Adult Foster Care and Corporate Foster Care Licensing



Aging and Disabilities Division

MnCHOICES

- ▶ MnCHOICES is a web-based application tool for conducting and creating person-centered assessments and support plans. The MnCHOICES Assessment replaces previous assessments:
 - ▶ Developmental Disabilities Screening Document
 - ▶ Long Term Care Consultation Services Assessment
 - ▶ PCA Assessment and Service Plan
- ▶ The MnCHOICES process involves three steps:
 - ▶ Intake
 - ▶ Assessment
 - ▶ Support Planning
- ▶ MnCHOICES includes two electronic tools:
 - ▶ Assessment (MnA)
 - ▶ Support Plan (MnSp)



Aging and Disabilities Division

MnCHOICES

- ▶ The MnCHOICES Assessment (MnA) is used by certified Assessors to determine program and service eligibility:
 - ▶ Medicaid Waivers (BI, CAC, CADI, DD, EW, AC)
 - ▶ PCA
 - ▶ CSG, FSG
 - ▶ SILS
- ▶ MnCHOICES Support Plan (MnSp) is used to summarize the information discovered during the assessment and plan next steps for the individual.
 - ▶ It is a template for creating a person-centered Community Support Plan (CSP) and Community Services and Support Plan (CSSP).
 - ▶ It combines support planning and rate calculation systems
 - ▶ Generates Long Term Services and Supports Evaluations
 - ▶ Collects consistent data for reporting purposes



Aging and Disabilities Division MnCHOICES

▶ MnCHOICES Assessments in Chisago County:

	<u>2018</u>	<u>2019</u>	<u>2020</u>
▶ New Assessments:	294	314	235
▶ Re-assessments:	694	769	788
▶ Total Completed:	988	1083	1023

- ▶ March 2020 all in person requirements for assessments, reassessments were suspended, as were all nursing home admissions for people under 21 and OBRA Level II evaluations. Assessments and evaluations are now being conducted through interactive telecommunication.



Aging and Disabilities Division Medicaid Waivers

- ▶ Programs to provide Home and Community Based Services (HCBS) for people with disabilities and older adults.
 - ▶ Each program is governed by federal and state laws
 - ▶ Funded by federal and state money
 - ▶ Funding is allocated by the state to the counties to manage (Waiver Aggregate)
 - ▶ Eligibility is determined by the MnCHOICES Assessment
- ▶ Medicaid Waivers:
 - ▶ Bi Brain Injury
 - ▶ CAC Community Alternative Care
 - ▶ CADI Community Access for Disability Inclusion
 - ▶ DD Developmental Disability
 - ▶ EW Elderly Waiver



Aging and Disabilities Division Medicaid Waivers

▶ Chisago County Waiver Aggregate:

	<u>2019</u>	<u>2020</u>
▶ DD	\$15,414,123	\$14,183,329
▶ CCB	\$21,390,477	\$25,619,832
▶ Total	\$36,804,600	\$39,803,161

- ▶ A significant portion of this money comes back into our community through services, employment and other support.

▶ Medicaid Waiver Case Management:

- ▶ Chisago County Case Managers currently manage about 280 waivers in house (Revenue)
- ▶ Chisago County currently contracts out about 380 waivers to other agencies
- ▶ Some EW waivers transfer to Managed Care Plans (41 in 2020)



Aging and Disabilities Division Adult Protection

- ▶ State wide, all adult protection reports go through the Minnesota Adult Abuse Reporting Center (MAARC). Reports are then referred to the appropriate agency for investigation.
 - ▶ Office of the Inspector General for all reports in DHS licensed facilities
 - ▶ Minnesota Department of Health for all reports in facilities licensed by MDH
 - ▶ Counties and Tribes for all other reports and any report that involves Emergency Protective Services (EPS)
- ▶ Adult Protection Reports are received and screened at least once daily by our Adult Protection Team
 - ▶ Individuals must meet the statutory definition of a vulnerable adult
 - ▶ Cooperation with Law Enforcement
 - ▶ Investigations and/or adult protection case management services are provided



Aging and Disabilities Division Adult Protection

- ▶ Adult Protection Reports 2020:
 - ▶ Reports screened in: 131
 - ▶ Reports screened out: 187
 - ▶ Reports referred to current open workgroup: 10
 - ▶ Reports referred to other agency responsibility: 6

- ▶ Adult Protection Reports screened in for investigation 2020:
 - ▶ Emotional Abuse: 17
 - ▶ Physical Abuse: 10
 - ▶ Sexual Abuse: 1
 - ▶ Financial Exploitation: 47
 - ▶ Caregiver Neglect: 14
 - ▶ Self Neglect: 42



Aging and Disabilities Division Adult Protection

- ▶ Currently we have 28 open Adult Protection Workgroups with two Adult Protection Social Workers
 - ▶ 26 Workgroups open for investigation
 - ▶ Two Workgroups open for Targeted Case Management
 - ▶ Coordinating services or supports
 - ▶ Working toward program eligibility for other services
 - ▶ Working to resolve the issue that caused the initial report



Aging and Disabilities Division

Guardianship

- ▶ Chisago County Social Workers currently provide guardianship services to seven adults who are wards of the state (DHS Commissioner). (State Guardianship)
- ▶ Chisago County contracts with Lutheran Social Services and Solid Oak Financial Services to provide guardianship/conservatorship services for 38 adults requiring services. (Public Guardianship)
 - ▶ Guardianship has been a big expense for Chisago County Health and Human Services.
- ▶ 2020 Changes to Guardianship and Conservatorship laws in Minnesota
 - ▶ Requires the court to identify what less restrictive alternatives were attempted and why they were not sufficient.
 - ▶ Allows the court to establish time limited guardianships.
 - ▶ Guardianships established for adults under age 30 will automatically expire after 72 months.



Aging and Disabilities Division

Adult Foster Care Licensing

- ▶ Chisago County has one Adult Foster Care/Corporate Foster Care Licensor
 - ▶ Responsible for licensing all Adult Foster Homes and Corporate Child Foster Homes in the county
 - ▶ Variance approval for licensed Adult Foster Care Homes
 - ▶ Chisago County Moratorium Liaison for statewide moratorium exceptions for foster care development
 - ▶ Division End User for NetStudy 2.0 Background Studies
- ▶ Chisago County currently has:
 - ▶ 21 Licensed Family Adult Foster Care Homes
 - ▶ 62 Licensed Community Residential Settings (CRS); 6 were added in 2020
 - ▶ 3 Corporate Dual Licensed Homes (Adult/Child)
 - ▶ 1 Licensed Adult Mental health Crisis Bed



Health and Human Services Fiscal Operations Division

Mark Florin



Health and Human Services Fiscal Operations Division

- ▶ Budget Administration
- ▶ Accounting/Billing
- ▶ Collections
- ▶ Contract Management



Fiscal Operations Division HHS Budget Administration

- ▶ \$15,173,500 Budget for 2020
 - ▶ \$8,157,838 revenue generated through:
 - ▶ Waiver Case management Revenue
 - ▶ Targeted Case Management Revenue
 - ▶ Grant Revenue
 - ▶ State and Federal Programs Revenue
 - ▶ State and Federal Matching Programs
 - ▶ Collections Revenue
 - ▶ \$7,579,696 in county Levy dollars
 - ▶ 2020 ended with a positive ledger balance of \$564,034.



Fiscal Operations Division HHS Accounting/Billing

- ▶ Billing all Medicaid Waivers
- ▶ Billing from contracts
- ▶ Billing from PMAPS, TCM
- ▶ Foster Care Billing Payments
- ▶ Public Health billing and grant management
- ▶ Other miscellaneous billing as required



Fiscal Operations Division HHS Collections

- ▶ Out of Home Placement Fees: \$124,570
- ▶ Detox Fees: \$47,083
- ▶ Medical Assistance Recoveries: \$316,052 / \$79,013
- ▶ Fraud/Error: \$29,959 / \$6,029
- ▶ Child Support Redirect: \$55,891
- ▶ Housing Support (GRH): 10,553
- ▶ Miscellaneous: \$34,352 / \$15,012
 - ▶ \$338,151



Fiscal Operations Division HHS Contract Management

- ▶ Management of HHS grant and other funding allocation agreements
 - ▶ State contracts and funding allocations
 - ▶ Federal grants and allocations
- ▶ Contracts that HHS has with other vendors or service providers
 - ▶ Guardianship
 - ▶ Behavioral Health Services/Detox
 - ▶ Etc.
 - ▶ HHS has been working with our local partners to negotiate two year contracts when beneficial
- ▶ Public Health grants and agreements
 - ▶ SHIP
 - ▶ Other grants or funding agreements



Fiscal Operations Division

- ▶ Budget variables...or other impacts on the Health and Human Services Budget
 - ▶ State and federal governments operate on different fiscal years
 - ▶ State July 1st through June 30th, Federal October 1st through September 30th
 - ▶ State and federal funding may be adjusted based on those fiscal years
 - ▶ State and federal mandates may change based on congressional or legislative action
 - ▶ Health and Human Services deals with the “human factor” which is very unpredictable
 - ▶ Some Probation costs come out of the Health and Human Services budget for child placement. In 2020 that amount was \$879,382.
 - ▶ DHS billing errors January 2014-June 2019. Chisago County \$66,982.
 - ▶ Anticipate that COVID will continue to play a significant role in budgeting through 2021.



Veterans Services

Bryan Brown



Veterans Services

- ▶ Chisago County has one Veterans Services Officer and one support staff
- ▶ 7% of Chisago County citizens are veterans (3,956)
- ▶ Over the last year the Chisago County Veterans Service Officer:
 - ▶ Completed 309 office visits,
 - ▶ Processed 724 phone calls for services,
 - ▶ Completed and submitted 343 forms to the Veterans Administration for veterans,
 - ▶ Assisted in filing 109 new claims,
 - ▶ Assisted 26 veterans in signing up for VA medical benefits for the first time
- ▶ The Veterans Service Office volunteer drivers completed 68 trips to Minneapolis and St. Cloud, providing rides for 91 Chisago County Veterans.



Veterans Services

- ▶ Federal benefits paid to Chisago County veterans:
 - ▶ Compensation and pensions: \$16,515,000
 - ▶ Education and vocational rehabilitation: \$1,522,000
 - ▶ Insurance and indemnities benefits to surviving spouses: \$434,000
 - ▶ Medical Care for Chisago County veterans: \$15,234,000
- ▶ Minnesota Department of Veterans Affairs State Soldier's Assistance Program (SSAP)
 - ▶ COVID Disaster relief Grant to 35 local veterans
 - ▶ Dental, optical and special needs grants to 8 local veterans
 - ▶ Total paid to Chisago County veterans through these grants was \$47,160.34
- ▶ The Veterans Service Officer is continuing his Coffee Talks as he is able to. Currently they are occurring in North Branch and he is still looking for a suitable location in the southern part of Chisago County.



Chisago County Health and Human Services

- ▶ Looking forward into 2021...
 - ▶ We anticipate that Public Health will continue to have COVID 19 as their priority throughout 2021.
 - ▶ Increase our collaboration with local agencies to better support the citizens of Chisago County.
 - ▶ Continue to expand our use of technology to better serve the citizens of Chisago County.
 - ▶ Increase services to the community:
 - ▶ Work with our Administrator and HR to add an additional HCBS Waiver Case Manager to bring more of the Medicaid waivers in house. This will provide better services for our citizens and increased revenue.
 - ▶ Work with our Administrator and HR to add an additional Children's Mental Health Case Manager. This will provide services where we are lacking and increase revenue.
 - ▶ Make some organizational structural changes within HHS to better align our services and the needs of our growing communities.