

Chisago County
Health and Human
Services
2021 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



Health and Human Services

COVID continued to be a priority throughout 2021 as it was in 2020. Many of the state and federal waivers remained in place ...

Health and Human Services continued to work in a hybrid manner with most staff having the ability to work remotely; in the office, out in the field or from their homes.

Public Health

Courtney Wehrenberg



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



COVID response continued to be the top priority for Public Health in 2021

Additional Grant Opportunities

Increased Collaboration with Partners/Community Organizations

Conducted 90 Vaccination Clinics

Administered 10,000 Vaccinations

26 Volunteers assisting at 22 different vaccination clinics





Chisago County Public Health Vaccination Clinics



Chisago County Public Health

Maternal Child Health: 740 home/phone visits were conducted in 2021, down from 1,638 in 2020.

Women, Infant and Children(WIC) enrolled 192 baby and prenatal clients in 2021, down from 225 in 2020. Baby Café went back to in-person meetings in 2021, serving 116 mothers and babies.

The Child and Teen Checkup and community outreach activities increased in 2021, conducting 44 outreach activities compared to 20 in 2020.

Statewide Health Improvement Partnership (SHIP) program continued their community health work focusing on policy, systems, and environmental changes to better serve the community. SHIP provided 15 mini grants for a total \$35,281 in grant funding to local community partners. This is down slightly from 2020 and remains significantly lower than 2019.

Family Services and Economic Support Division

Todd McMurray



Family Services

Child Protection Services

Child Foster Care Licensing

Daycare Licensing

Economic Support Services

Food Support

Family and Adult Financial Cash Programs

Medical Assistance Programs

Child Care Assistance

Child Support



Child Protection Intake and Assessment

The child Protection Team continued seeing clients face to face throughout the last year. Our Child Protection Workers are all working remotely; in the office, in the field, and at their homes.

903 CP Intakes were received in 2021. This is more than a 10% increase over what we experienced in 2020.

196 cases were screened in for investigation/assessment:

- 162 children for family assessment

- 89 children for family investigation

- 5 children for facility investigation

28 cases were screened in and referred to a current investigation

27 were referred for child welfare case management

106 were referred to our Parent Support Outreach Program (PSOP)



Child Protection Case Management

Child Protection Case Managers continued working with families and children in person over the last year.

CP Case Managers provided services for 229 individuals.

82 children were placed outside their home through Child Protective Services in 2021. This is a 23% decrease from out of home placements in 2020.

16 workgroups were opened to supervise Interstate Compact on the Placement of Children (ICPC) cases. These are children placed in Chisago County from another state.

11 adoptions were finalized in 2021 for children in Chisago County.

17 children were reunified with their families in 2021.



Child Foster Care Licensing Day Care Licensing

Chisago County currently has 36 licensed relative child foster homes for Chisago County, other Minnesota counties, or ICPC placements. Significant decline from the 85 licensed homes in 2020.

2 traditional child foster homes. Down from 27 Chisago County had in 2020.

1 dual family foster care home was licensed in 2021.

Chisago County licensed 61 Family Child Care Providers in 2021. This is down about 8% from 2020.



Income Maintenance Intake Applications

Our Income Maintenance staff processed 1,592 new applications for public assistance in 2021. This is a 20% increase over 2020.

This increase in applications is due primarily to the effects of eliminating stimulus payments, unemployment benefits and the ending of the rent/eviction moratorium. Additionally, there continues to be large numbers of unemployed individuals.



Income Maintenance Family Cash Programs

Minnesota Family Investment Program (MFIP) is the state's primary program for helping low-income families with children. Chisago County served 3,035 individuals on this program in 2021, issuing \$1.2 million. This is nearly double the number of residents served in 2020.

Divisionary Work Program (DWP) is a four-month program to help low-income families find employment. 22 individuals were served on this program in 2021. This program had been suspended in 2020 and was re-opened November 2021. \$5,340 has been issued.

Emergency Assistance (EA) for families. One time payment for unexpected shelter/utility/car repair expenses. Chisago County spent \$6,022 in 2021. This is nearly twice what was spent in 2020, but still an underspending of our \$50,000 allocation.



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. Individuals receive \$81 per month. In 2021 Chisago County served 1,389 individuals issuing \$157,082 in benefits.

General Assistance (GA) for individuals not receiving Social Security who are over 50, unemployable or have a temporary disability. Individuals receive \$203 per month. Chisago County served 946 individuals issuing \$155,539 in benefits.

Emergency General Assistance (EGA) can be accessed once in a 12-month period to assist with unexpected shelter/utility expenses. We distributed \$5,076 of our \$26,278 allocation for FY 2021.

Housing Supports pays for room and board for seniors and adults with disabilities with low incomes. In 2021 we served 1,469 individuals issuing \$537,794 in benefits.



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.

On average 2,130 individuals in Chisago County received SNAP benefits each month in 2021, for a total expenditure of \$5,650,282. This is down about 8% from 2020.

The statewide benefits issued for 2021 was \$962 million.



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. 8,443 Chisago County residents received services through MNSURE in 2021. There are many manual work arounds used so that the correct eligibility results can be achieved.

Medical Assistance (MA) is the old system or cases yet to be converted to METS. This includes individuals over 65, Long Term Care, disabled, and employed disabled. We served 1,810 individuals on MA in Chisago County in 2021.



Income Maintenance Child Care Assistance

Child Care Assistance (CCA) subsidies can be paid out to credentialed, licensed, legal non-licensed, licensed exempt and childcare centers for low-income families who have applied for and been found eligible to receive childcare assistance.

112 Chisago County families received childcare assistance in 2021. This is about a 5% increase over 2020.



Income Maintenance Fraud Prevention

Fraud Investigations for Public Assistance Programs are state grant funded and conducted by the Chisago County Sheriff's Department.

Health and Human Services receives a \$65,000 grant that gets paid to the Sheriff's Department.

In 2021 there were 78 investigations conducted

- There was a savings of \$36,175 in program benefits
- Identified \$31,102 in overpayments for recoupment
- Disqualifications were imposed on 8 individuals for intentional fraud
- 7 participants signed intentional program violations, waiving their right to a hearing



Income Maintenance Child Support

Chisago County currently has 1,722 open child support cases. Child Support staff have an average case load of 246 individuals, which is 4th highest in the state.

2021 Chisago County Child Support Performance Measures:

-Paternity Establishment	105%	State Average 98.83%
-Child Support Orders Establishment	95%	State Average 86.50%
-Collections on Current Support	80%	State Average 75.75%
-Collections on Arrears	78%	State Average 72.30%
-Cost Effectiveness	\$6.87	State Average \$3.09

Cost effectiveness is the total amount of child support collected divided by the total amount of dollars expended by the program. Chisago County 4th in the state.

Aging and Disabilities Division

Jolene Thorsen



MnCHOICES Assessment and Support Planning
Medicaid Waiver Services (Case Management)
Behavioral Health
Adult Protection
Guardianship
Adult Foster Care and Corporate Child Foster
Care Licensing



MnCHOICES

A web-based application tool for conducting and creating person-centered assessments and support plans. MnCHOICES is undergoing some significant changes with an anticipated release date sometime in 2022.

In 2021 our Assessors completed 1,019 MnCHOICES Assessments. This is essentially the same number as were completed in 2020.



Medicaid Waivers

Programs to provide Home and Community Based Services (HCBS) for people with disabilities and older adults. Disability Waivers:

BI Brain Injury

CAC Community Alternative Care

CADI Community Access for Disability Inclusion

DD Developmental Disability

EW Elderly Waiver (\$ managed by the state)

Funded by State and Federal funds. 2021 Waiver Allocation:

DD Budget: \$21,339,207

CAC, CADI, BI Budget: \$32,610,915

Total Waiver Budget: \$53,950,122

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



Medicaid Waivers

Medicaid Waiver Case Management:

Chisago County Case Managers currently manage 367 waiver cases. This is about a 30% increase over the cases managed in house in 2020. This increase is due in part to ending contracts with a contracted agency and an increase in residents seeking services. One additional Case Manager position was approved by the Board in 2021. Billing for waiver case management brings additional revenue into Chisago County.

Another 347 Chisago County waiver cases are managed by contracted agencies; Thomas Allen and Pinnacle Services.



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.

DHS Licensed Facilities—Office of the Inspector General

MDH Licensed Facilities—Department of Health

All other reports and any Emergency Protective Services (EPS) report—
Responsible County

Chisago County received 364 Adult Protection Reports in 2021:

128 reports were screened in for investigation

Emotional Abuse: 24

Physical Abuse: 9

Sexual Abuse: 1

Financial Exploitation: 47

Caregiver Neglect: 13

Self Neglect: 34



Behavioral Health

HHS transitioned our Behavioral Health unit from our Family Services Division to our Aging and Disabilities Division in 2021.

Increase Collaboration for residents being served

Increased efficiencies for County staff

In 2021 we provided Behavioral Health Case Management services for 209 adults and 122 children. This is about a 5% increase over individuals requesting services in 2020.

There were 134 intakes for individuals seeking coordination of a substance use disorder assessment and/or funding for treatment. This is over a 40% decrease from 2020.

Methamphetamine drugs and alcohol continue to be reported as the primary addictions affecting persons seeking services in Chisago County.



Guardianship

Chisago County Social Workers provided guardianship services to six adults who are wards of the state (State Guardianship or under the DHS Commissioner).

In 2021 we contracted with Lutheran Social Services, Solid Oak Financial Services and Resource Training and Solutions to provide guardianship and/or conservatorship services for 39 adults requiring services (Public Guardianship).

We have transitioned away from Lutheran Social Services and now have all public guardianships with either Resource Training and Solutions or Solid Oak Financial Services.



Adult Foster Care and Corporate Foster Care Licensing

Chisago County currently has:

- 63 Licensed Community Residential Settings (CRS)
- 20 Licensed Family Adult Foster Care Homes
- 3 Dual Licensed Homes (Adult/Child)
- 1 Licensed Adult Mental Health Crisis Bed

Throughout 2021 many of our corporate settings struggled with COVID; staff illness, resident illness, quarantines, lockdowns, etc.

Staffing shortages continue to be the biggest concern for corporate foster providers here in Chisago County.

In 2021 DHS authorized a new status of “Pending Reopen” which allows a provider to temporarily re-locate some residents to other homes to allow for staff shortages. Currently Chisago County has one CRS home with that status.

Fiscal Operations Division

Mark Florin



Budget Administration

Accounting/Billing

Collections

Contract Management



Budget Administration

Health and Human Services 2021 Budget: \$15,813,331

Revenue generated through HHS: \$8,040,901

Waiver Case Management

Targeted Case Management

Grant Revenue

State and Federal Program Revenue

Collections

County Levy dollars: \$7,772,430

2021 ended with a positive ledger balance



Accounting/Billing

Billing all Medicaid Waivers

Billing from contracts

Billing from PMAPS, TCM

Foster Care Billing and Payments

State and Federal grant and allocation billing and payments

Public Health billing and grant management

Other miscellaneous billing and payments as required



Collections

Out of Home Placement Fees: \$126,292

Detox Fees: \$27,054

Medical Assistance Recoveries: \$635,968

Fraud/Error: \$52,604

Child Support Redirect: \$30,463

Housing Support: \$13,796

Miscellaneous: \$12,092

Total Collections for 2021: \$898,269.08

Retained: \$364,860.52



Contract Management

Management of HHS grants and funding allocation agreements

State and Federal Contracts and Allocations

Contracts that Health and Human Services has with other vendors and service providers

Public Health grants and agreements

COVID and other specific grant agreements

Veterans Services Grant and agreements



Fiscal Operations Division

Budget variables...or other factors that impact Health and Human Services budgeting

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 legislative action

Health and Human Services deals with the unpredictable “human factor”

Out of Home Placement Costs continue to be one of our largest and most unpredictable expense.

We anticipate that COVID may continue to play a role in our budgeting through 2022



Veterans Services

Bryan Brown



Veterans Services

Chisago County has one Veterans Service Officer and one support staff serving our community.

Chisago County has 3,956 veterans living here.

Veterans Service Staff conducted 323 office visits, 616 phone visits and 73 email visits during 2021.

Veteran's Coffee Talks started back up in 2021 at two locations in Chisago County.

VA compensation for Chisago County Veterans totals over \$16 million and an additional \$15+ million for medical care.

Veteran's van continued providing transportation for veterans to both the Minneapolis and St. Cloud VA hospitals.



Health and Human Services

Looking forward into 2022





Health and Human Services Looking forward into 2022...

We anticipate that COVID, or its lingering effects will continue to play a role in the services we provide through 2022.

Public Health will begin their demobilization and recovery.

Some of the state and federal waivers that were put in place for COVID have been codified into law or are continuing into 2022.

We will continue to build and expand on the increased collaboration that we have developed with our community partners and other agencies.



Health and Human Services Looking forward into 2022...

Make some organizational structural changes within Health and Human Services to better align our services with the needs of our growing communities.

1. Review and restructure our intake process.
2. Increase our accessibility/availability to the community through active outreach and possible satellite locations.
3. Add a forensic interview room and supervised visitation room to our Center City space to better meet protective service needs in the County.



Health and Human Services Looking forward into 2022...

Continue to increase the use of technology to better and more efficiently serve the community.

Increase Behavioral Health access, community awareness, and collaboration.

Maintain the financial stability of the Health and Human Services Department.

Thank you,
Commissioners for
your support for
Chisago County
Health and Human
Services

