



Goodhue County
Health and Human Services

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DATE: June 10, 2024
TO: Goodhue County HHS Board
FROM: Kris Johnson, Deputy Director
RE: Update on HHS Waiver/Social Services Redesign

In May, 2023 THE Goodhue County HHS Board approved the following:

- 1. Move forward to approve the Waiver/Social Services redesign concept of plan 1 over the tentative implementation schedule from June 2023 to June 2025 with flexibility of the design, development, and implementation.
2. Move forward immediately to post for 3 supervisors and 2 MnCHOICES assessors utilizing the MN Merit system.
3. Move forward to hire in October; PSOP worker; Mental Health Outreach worker; Elderly Waiver worker.
4. Move forward to hire additional staff in 2024 and 2025 as outlined in the above schedule.
5. If any internal candidates are selected then move forward to immediately to back fill that position until an external candidate has been hired to finish the process.
6. Hire after GCHHS Board's review and approval.

The implementation schedule was proposed as listed below with updates:

Table with 3 columns: Projected hire dates, Position, and Update. Row 1: June 2023, 3 supervisors and 2 MnChoices assessors, Supervisor positions were filled in August 2023 and MnChoices assessor positions were filled in January 2024.

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<p>October 2023</p>	<ul style="list-style-type: none"> ▪ PSOP worker ▪ MH Outreach worker ▪ HCBS worker—elderly waiver 	<ul style="list-style-type: none"> ▪ PSOP worker was filled via internal transfer from CP and started to transition in March. This worker continues to do some CP assessments. ▪ MH Outreach Worker—two outreach positions were filled in January 2024—one was the temporary position that was paid by ARPA funds, and that will evolve into a permanent position in 2025; the other new position was filled in October. ▪ Instead of hiring the HCBS worker, we switched it to be the 3rd MnChoices Assessor position which was scheduled for 1/2025.
<p>January 2024</p>	<ul style="list-style-type: none"> ▪ Case Aide—Intake/CP asses ▪ CMH Case Manager 	<ul style="list-style-type: none"> ▪ Case aide—The Child and Family team gained 0.5 FTE Case Aide which was filled via internal transfer. The transfer officially occurred in May. ▪ The CMH case manager position was filled internally, and the vacancy has already been filled as well.
<p>June 2024</p>	<ul style="list-style-type: none"> ▪ Promote 3 leads 	<ul style="list-style-type: none"> ▪ These positions are expected to be filled summer 2024
<p>January 2025</p>	<ul style="list-style-type: none"> ▪ Case Aide Waiver team ▪ Case Aide Adult MH team ▪ 3rd MnChoices Assessor ▪ CP case manager 	<ul style="list-style-type: none"> ▪ These positions are expected to be filled on schedule ▪ The only change is that we swapped the 3rd MnChoices Assessor position with the HCBS worker that was on the schedule for 10/2023.
<p>June 2025</p>	<ul style="list-style-type: none"> ▪ 2nd PSOP worker ▪ 2nd MH Outreach Worker ▪ Licensing Worker 	<ul style="list-style-type: none"> ▪ The agency currently has 2 MH Outreach Workers. We had a provisional position using ARPA funds, and when that became vacant we made it permanent which

		complimented the new position being hired with this plan. It increased our hiring pool by offering it permanently.
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Finance:

- Overall, we are happy to see how we are doing after reviewing our Q1 fiscal report. Both our revenues and expenditures are where we expected them to be. We have increased our HHS Budget meetings with supervisors to not only educate our new supervisors, but to keep more regular contact regarding the budget and analyzing numbers. Our fiscal officer has created more efficient reports for supervisors to review to ensure staff are meeting time/visits as needed for maximum reimbursement for the agency.

Lessons learned:

- The pay study seems to have helped increase the hiring pool. Several candidates have expressed that the Goodhue County pay scale is one of the reasons they applied to work for GCHHS. We have been able to fill every position that has been advertised.
- The addition of the three supervisors has provided much needed support in the Home and Community Based Services and Social Services teams.
- Even with the addition of three new workers in Home and Community Based Services, it has been a challenge to keep up with referrals for services. As a reminder, these services help people remain in the community instead of living in more restrictive options such a nursing home. As the baby boomers age, keeping up with the demand for support for this population will be an ongoing challenge.
- The Adult Services team is continuing to develop processes to determine how best to utilize the Outreach Workers to support people with mental health needs who may not meet diagnostic criteria or have a pay source for traditional mental health case management services.
- We have used these hiring opportunities to evaluate and enhance our service delivery in multiple areas.
- PSOP has also grown through our partnership with the GCED. We have been able to focus our newest PSOP worker with a response to families with children who are struggling with school attendance. This worker continues to support the assessment team until the internal transfer for that position moves to that role in June.