

Goodhue County

Minnesota

GOODHUE COUNTY HEALTH & HUMAN SERVICES (GCHHS) AGENDA

COUNTY BOARD ROOM
RED WING, MN

SEPTEMBER 19, 2023
10:30 A.M.

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 294 677 034 088

Passcode: bNzyTk

Or call in (audio only)

+1 872-240-890,,326762190#

Phone Conference ID: 326 762 190#

1. CALL TO ORDER
2. REVIEW AND APPROVE BOARD MEETING AGENDA:
3. REVIEW AND APPROVE PREVIOUS MEETING MINUTES:

Documents:

[AUGUST 15 2023 HHS BOARD MINUTES.PDF](#)

4. REVIEW AND APPROVE THE FOLLOWING ITEMS ON THE CONSENT AGENDA:

- a. Child Care Licensure

Documents:

[CHILD CARE APPROVALS.PDF](#)

b. Public Health Emergency Preparedness Amendment

Documents:

[PHEP GRANT AMENDMENT.PDF](#)

c. Housing Resource Specialist Grant Amendment

Documents:

[HOUSING RESOURCE SPECIALIST GRANT AMENDMENT.PDF](#)

d. Toward Zero Deaths (TZD) Grant Resolution

Documents:

[TZD GRANT RESOLUTION.PDF](#)

5. ACTION ITEMS:

a. Accounts Payable

Documents:

[ACCOUNTS PAYABLE.PDF](#)

b. NCT CaseWorks Public Portal

Mike Zorn

Documents:

[NCT CASEWORKS PUBLIC PORTAL.PDF](#)

6. INFORMATIONAL ITEMS:

a. Foundational Public Health Services

Ruth Greenslade

Documents:

[FOUNDATIONAL CAPABILITIES BOARD PRESENTATION.PDF](#)

7. FYI-MONTHLY REPORTS:

a. Child Protection Report

Documents:

[CHILD PROTECTION REPORT.PDF](#)

b. HHS Staffing Report

Documents:

[HHS STAFFING REPORT.PDF](#)

c. Trend Report

Documents:

[TREND REPORT.PDF](#)

8. ANNOUNCEMENTS/COMMENTS:

9. ADJOURN

- a. Next Meeting Will Be October 17, 2023

PROMOTE, STRENGTHEN, AND PROTECT THE HEALTH OF INDIVIDUALS,
FAMILIES, AND COMMUNITIES

**GOODHUE COUNTY
HEALTH & HUMAN SERVICES BOARD MEETING
MINUTES OF AUGUST 15, 2023**

The Goodhue County Health and Human Services Board convened their regularly scheduled meeting at 10:56 A.M., Tuesday, August 15, 2023, in the Goodhue County Board Room and online via GoToMeeting.

Brad Anderson, Linda Flanders, Todd Greseth, Susan Johnson, Susan Betcher, and Jason Majerus attended in person. Nina Pagel attended online remotely via Teams with some connection issues from 19 Seaview Ave. Northcote, Auckland, NZ.

STAFF AND OTHERS PRESENT:

Nina Arneson, Kris Johnson, Mike Zorn, Lisa Woodford, Katie Quinn, Kayla Matter, Mary Nelson, Mandy Anway, Molly Matthees, Megan O'Dell, Rebecca Swenning, Bobby Kirpas, Rita Rabehl, and Shelly Hofer.

AGENDA:

On a motion by L. Flanders and seconded by S. Johnson, the Board approved the August 15, 2023, Agenda.

MEETING MINUTES:

On a motion by J. Majerus and seconded by L. Flanders, the Board approved the Minutes of the H&HS Board Meeting on July 18, 2023.

Introductions of new, promoted, and transferred HHS Employees

CONSENT AGENDA:

On a motion by J. Majerus and seconded by L. Flanders, the Board approved all items on the consent agenda.

ACTION ITEMS:

On a motion by J. Majerus and seconded by S. Betcher, the Board approved payment of all accounts as presented.

On a motion by L. Flanders and seconded by J. Majerus, the Board approved the vacation accrual request for new supervisor, Mary Nelson.

Goodhue County Health & Human Services Board
Meeting Minutes of August 15, 2023

INFORMATIONAL ITEMS:

2nd Quarter 2023 Fiscal Report given by Kayla Matter

FYI & REPORTS:

Child Protection Report
HHS Staffing Report
Zumbro Valley Health Center-Connections and Referral Unit
MDH, LPHA, and SCHSAC Memo – Adopting the National Framework for Governmental Public Health Responsibilities

ANNOUNCEMENTS/COMMENTS:

ADJOURN:

On a motion by L. Flanders and seconded by S. Betcher, the Board approved adjournment of this session of the Health & Human Services Board Meeting at or around 11:38 am.

DRAFT

**GOODHUE COUNTY
HEALTH & HUMAN SERVICES (HHS)**



REQUEST FOR BOARD ACTION

Requested Board Date:	September 19, 2024	Staff Lead:	Katie Quinn
Consent Agenda:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Attachments:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Action Requested:	Approve Child Care Licensure Actions		

BACKGROUND:

Child Care Relicensures:

- Heidi Hallanger Cannon Falls
- Heather McWaters Cannon Falls
- Maribeth Salfer Pine Island
- Ashley Bickle Red Wing
- Kelly Miller Cannon Falls
- Jenna Kehren Goodhue

Child Care Licensures:

- Amber Jensen Zumbrota

Number of Licensed Family Child Care Homes: 65

RECOMMENDATION: Goodhue County HHS Department recommends approval of the above.

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**GOODHUE COUNTY
HEALTH & HUMAN SERVICES (GCHHS)**



REQUEST FOR BOARD ACTION

Requested Board Date:	9/19/2023	Staff Lead:	Ruth Greenslade
Consent Agenda:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Attachments:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Action Requested:	Approve Public Health Emergency Preparedness grant amendment.		

BACKGROUND: Goodhue County Health and Human Services has a Public Health Emergency Preparedness (PHEP) grant through the Minnesota Department of Health (MDH) – Office of Emergency Preparedness to receive federal funding from the Centers for Disease Control (CDC).

Preparing for and responding to emergencies is mandated under MN Statutes 145.A and is a foundational public health capability. These are funds we’ve received annually since 2002 to help carry out this responsibility.

Recent award amounts are shown below. Our award amounts are based on the federal budget and the formula used by MDH to divide the funds. The award amount for future years is to be determined based on continued funding from CDC.

2015-2016	\$44,523	2019-2020	\$37,172
2016-2017	\$41,406	2020-2021	\$37,208
2017-2018	\$39,570	2021-2022	\$38,324
2018-2019	\$39,228	2022-2023	\$37,783
		2023-2024	\$38,131

The current 5-year grant contract for July 1, 2019 through June 30, 2024 needs to be amended with the 2023-2024 award amount to Goodhue County Health and Human Services of **\$38,131**.

Note, in 2023, the state legislature appropriated \$8.4 million for community health boards and tribes separate from these federal funds. These State Local and Tribal Public Health Emergency Preparedness and Response Program funds are expected to be distributed in late 2023 with a different funding formula, separate duties that will not duplicate PHEP grant duties, and separate reporting requirements.

RECOMMENDATION: HHS Department recommends approval as requested.

Minnesota Department of Health Grant Project Amendment Cover Sheet

You have received a grant project amendment from the Minnesota Department of Health (MDH). Information about the grant project amendment, including funding details, are included below. Contact your MDH Grant Manager if you have questions about this cover sheet.

ATTACHMENT: Amendment

CONTACT FOR MDH: Esther Ashley, 651/201-5717, esther.ashley@state.mn.us

Grantee SWIFT Information	Grant Project Agreement Information	Program & Funding Information
Name of MDH Grantee: Goodhue County Health and Human Services	Grant /Project Agreement Number: 162018	MDH Program Name: Emergency Preparedness & Response
Grantee SWIFT Vendor Number: 0000197327 SWIFT Vendor Location Code: 001	Effective Date: 7/1/2019 Expiration Date: 6/30/2024	Total State Grant Funds: \$0.00 Total Federal Grant Funds: \$188,618.00 Total Grant Funds (all funds): \$188,618.00

Notice to Grantee about Federal Funds

This amendment pertains to your sub-award of federal financial assistance from MDH. Information about the award is being shared with you per [2 CFR § 200.332](#). Please keep a copy of this Cover Sheet with the amendment.

Grantee Unique Entity Identifier (UEI) Name and Number	UEI Name: Goodhue, County of UEI Number: EUJSNVR85T71
Grantee's Approved Indirect Cost Rate for the Grant	Not to exceed 10% of actual costs
Is this award for Research and Development?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Project Description	Public Health Emergency Preparedness

Name of Federal Awarding Agency	U S Department of Health and Human Services Centers for Disease Control and Prevention (CDC)
Assistance Listing Name and Number (Formerly <i>Catalog of Federal Domestic Assistance</i> , "CFDA")	Assistance Listing Name Public Health Emergency Preparedness Assistance Listing Number: 93.283
Federal Award Identification Number (FAIN)/ Grantor's Pass-through Number	NU90TP922026
Federal Award Date (Date MDH received federal grant)	TBD



Amount of funding from this federal award MDH is issuing to Grantee:	\$188,618.00
Total Amount of Federal Award Received by MDH	\$0.00

Minnesota Department of Health Community Health Board Grant Project Amendment

Grant Project Agreement Effective Date:	7/1/2019	Original Grant Project Agreement Amount:	\$37,172.00
Original Grant Project Agreement Expiration Date:	6/30/2024	Previous Amendment(s) Amount:	\$113,163.00
Current Grant Project Agreement Expiration Date:	6/30/2024	This Amendment Amount:	\$38,131.00
New Grant Project Agreement Expiration Date:	Not Applicable	New Grant Project Agreement Total:	\$188,618.00

This Grant Project Amendment is between the State of Minnesota, acting through its Commissioner of the Minnesota Department of Health (hereinafter “MDH”) and Goodhue County Health and Human Services 426 West Avenue Red Wing, MN 55066 (hereinafter “Grantee”).

Recitals

1. MDH has a grant project agreement with Grantee identified as SWIFT Contract # 162018 (“Original Grant Project Agreement”) to provide measurable and sustained progress in the implementation and execution of Public Health Emergency Preparedness and Response Capabilities: National Standards for State, Local, Tribal and Territorial Public Health. This preparedness program is authorized under the federal Public Health Service (PHS) Act of 1944, as amended (PHS Act) (42 USC §247d-(3) (b)). If applicable, contingent supplemental emergency response awards are authorized under 42 USC § 247b-(a) and (d)] subject to available funding and other requirements and limitations under 42 U.S.C. §243.
2. This amendment provides supplemental federal funding based on continuation funding from CDC for Budget Period 5 (BP5) grant duties, exercises, plans and other deliverables. Funding for this budget period requires the successful completion and acceptance of all duties and deliverables including AARIPs by the State prior to June 30, 2024.
3. MDH and Grantee are willing to amend the Original Grant Project Agreement as stated below.

Grant Project Amendment

Amended or deleted grant project agreement terms will be ~~struck-out~~, and the added grant project agreement terms will be underlined.

REVISION 1. Clause 4. “Consideration and Payment” is amended as follows:

4.1 Consideration. The STATE will pay for all services performed by the GRANTEE under this grant project agreement as follows:

(a) Compensation. The GRANTEE will be paid on a reimbursement basis only.

Each specific Budget Period award is available only for the specific Budget Period for which it is awarded. Funds remaining and not fully liquidated at the end of each Budget Period will be cancelled and will not be available to the

GRANTEE in any subsequent Budget Period. GRANTEE shall maintain separate accounting records and source documentation for each award; funds may not be comingled.

Public Health Emergency Preparedness (PHEP) Awards

Award Name	Budget Period	Award Amount
Budget Period 1 PHEP	Budget Period 1 July 1, 2019-June 30, 2020	\$ 37,172
Budget Period 2 PHEP	Budget Period 2 July 1, 2020-June 30, 2021	\$ 37,208
Budget Period 3 PHEP	Budget Period 3 July 1, 2021-June 30, 2022	\$ 38,324
Budget Period 4 PHEP	Budget Period 4 July 1, 2022-June 30, 2023	\$ 37,783
Budget Period 5 PHEP	Budget Period 5 July 1, 2023-June 30, 2024	<u>\$ 38,131</u> To Be Determined

(b) *Total Obligation.* The total obligation of the STATE for all compensation and reimbursements to the GRANTEE under this grant project agreement will not exceed ~~\$150,487~~ \$188,618.

4.2 *Terms of Payment.*

(a) *Invoices.* The State will promptly pay the GRANTEE after the GRANTEE presents an itemized invoice for the services actually performed and the State's Authorized Representative accepts the invoiced services. Invoices must be submitted in a timely fashion and according to the following schedule:

Invoice Submission Schedule

Invoice Due	Invoice Activity Period	Deadline for Receipt
1st Quarter	July 1 -30 September	October 31
2nd Quarter	October 1- December 31	January 31
3rd Quarter	January 1- March 31	April 30
4th Quarter/ BP Final Invoice	April 1- June 30	July 31

The State reserves the right to deny payment of invoices not received within thirty (30) days of the invoice deadline.

(b) *Federal Funds.* Payments under this grant project agreement will be made from federal funds obtained by the STATE through 42 U.S.C. §247d-3b, CFDA number 93.069 including public law and all amendments. The Notice of Grant Award (NGA) number is pending. The GRANTEE is responsible for compliance with all federal requirements imposed on these funds and accepts full financial responsibility for any requirements imposed by the Grantee's failure to comply with federal requirements. If at any time federal funds become unavailable, this agreement shall be terminated immediately upon written notice of by the STATE to the GRANTEE. In the event of such a termination, GRANTEE is entitled to payment, determined on a pro rata basis, for services satisfactorily performed.

Except as amended herein, the terms and conditions of the Original Grant Project Agreement and all previous amendments remain in full force and effect. The Original Grant Project Agreement, and all previous amendments, are incorporated by reference into this amendment.

[signatures on next page]



APPROVED:

1. State Encumbrance Verification

Individual certifies that funds have been encumbered as required by Minn. Stat. §§ [16A.15](#) and [16C.05](#).

Signature: Duong Thuy Phan Digitally signed by Duong Thuy Phan
Date: 2023.07.11 11:33:47 -05'00'

SWIFT Contract & Initial PO: 162018/3000103396

2. Grantee

Grantee certifies that the appropriate persons(s) have executed the grant agreement on behalf of Grantee as required by applicable articles, bylaws, resolutions, or ordinances.

Signature: _____

Title: HHS Director

Date: _____

Signature: _____

Title: _____

Date: _____

Signature: _____

Title: _____

Date: _____

Signature: _____

Title: _____

Date: _____

3. Minnesota Department of Health

Grant agreement approval and certification that State funds have been encumbered as required by Minn. Stat. §§ [16A.15](#) and [16C.05](#).

Signature: _____
(with delegated authority)

Title: _____

Date: _____

Distribution:

All parties on the DocuSign envelope will receive a copy of the fully executed grant agreement.

Certificate Of Completion

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Certificate Pages: 2	Initials: 0
AutoNav: Enabled	Envelope Originator:
Enveloped Stamping: Enabled	Ruth A Thiesfeld
Time Zone: (UTC-06:00) Central Time (US & Canada)	625 Robert St. N
	PO Box 64975
	St. Paul, MN 55164
	ruth.thiesfeld@state.mn.us
	IP Address: 156.98.136.92

Record Tracking

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Storage Appliance Status: Connected	Pool: Department of Health	Location: DocuSign

Signer Events

Signature	Timestamp
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nina.arneson@co.goodhue.mn.us	Viewed: 8/16/2023 9:42:27 AM

HHS Director
Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

mdh delegate
health.delegated_signature@state.mn.us
Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:
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MDH Encumbrance
Health.FM-Grants-Contracts@state.mn.us
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**GOODHUE COUNTY
HEALTH & HUMAN SERVICES (GCHHS)**



REQUEST FOR BOARD ACTION

Requested Board Date:	September 19, 2023	Staff Lead:	Ruth Greenslade
Consent Agenda:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Attachments:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Action Requested:	Approve Grant Contract Amendment with MN Department of Human Services (DHS) for 2022-2024 Community Living Infrastructure (CLI) Grant for Direct Assistance Grant funds for housing		

BACKGROUND:

Goodhue County Health & Human Services (HHS) currently has a contract with the Minnesota Department of Human Services (DHS) to administer a direct assistance program, fund four local nonprofit subgrantees to administer their own direct assistance programs, and fund a part-time position for a subgrantee to help administer their program under the Community Living Infrastructure (CLI) Grant. This program funds security deposits, rent deposits, essential furniture and supplies, and utility startup costs to support those with disabilities and disabling conditions in obtaining and maintaining housing.

The original two-year contract with DHS included an award of \$451,170 for this program. On July 20th, 2023, HHS received notification that an additional \$80,000 was awarded to the program as requested by the Goodhue County Housing Resource Specialist. This additional amount addresses the local need for additional funding for expenses currently covered by this program, and it also includes some new expenses. The Housing Resource Specialist requested an expansion to the use of program funding to include costs related to expungement (including filing fees and attorney fees) as well as work related travel for the subgrantee program position. This request was approved by the State as part of the amended budget.

One year into the program (through June 30th, 2023), \$185,497.73 has been spent and 115 households have been served by this funding to help prevent homelessness or obtain new housing.

This additional funding allows for the continued work of the CLI Direct Assistance Program through March 31st, 2024.

The additional funding results in an amended contract amount of \$531,170 for fiscal years 2022-2024.

RECOMMENDATION: Approval of grant contract amendment as requested

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Amendment No. 1 for Grant Contract No 213540

Contract Start Date:	June 1, 2022	Original Contract Amount:	\$451,170.00
Original Contract Expiration Date:	March 31, 2024	Previous Amendment(s) Total:	\$ 0.00
Current Contract Expiration Date:	March 31, 2024	This Amendment:	\$ 80,000.00
Requested Contract Expiration Date:	N/A	Total Contract Amount:	\$ 531,170.00

This amendment (“Amendment”) is by and between the State of Minnesota, through its Commissioner of the Minnesota Department of Human Services, Housing and Support Services (“STATE”) and **Goodhue County**, located at **426 West Avenue, Red Wing, MN 55066**, an independent contractor, not an employee of the State of Minnesota (“COUNTY”).

Recitals

1. STATE has a grant contract with COUNTY identified as Grant No. 213540 to provide support for people with disabilities and housing instability who want to live in the community, per Minnesota Statutes, Section 256.01 subdivision 2 (a)(6) (Original Grant Contract);
2. The Original Grant Contract is being amended because STATE and COUNTY agree that additional funds are necessary for the satisfactory completion of the grant contract;
3. STATE and COUNTY agree to amend the contract as stated below:

Contract Amendment

In this Amendment, changes to Original Grant Contract language will use ~~strike through~~ for deletions and underlining for insertions.

REVISION 1: Clause 3.1, subclauses 3.1.a., “**Compensation**,” and 3.1.c., “**Total obligation**,” only, are amended as follows:

- a. **Compensation.** COUNTY will be paid in accordance with **Attachment A-1:** Budget, which is attached and incorporated into this CONTRACT.
 1. COUNTY must obtain STATE written approval before changing any part of the budget. Notwithstanding Clause 16.1 of CONTRACT, shifting of funds between budget line items does not require an amendment, but does require written approval by the STATE.

2. If COUNTY's approved budget changes proceed without an amendment pursuant to this clause, COUNTY must record the budget change in EGMS or on a form provided by STATE.

c. **Total obligation.** The total obligation of STATE for all compensation and reimbursements to COUNTY shall not exceed ~~Four hundred fifty one thousand one hundred seventy dollars (\$451,170)~~ **Five hundred thirty-one thousand one hundred seventy dollars (\$531,170.00).**

EXCEPT AS AMENDED HEREIN, THE TERMS AND CONDITIONS OF THE ORIGINAL GRANT CONTRACT AND ALL PREVIOUS AMENDMENTS REMAIN IN FULL FORCE AND EFFECT AND ARE INCORPORATED INTO THIS AMENDMENT BY REFERENCE.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

Signature page follows

By signing below, the parties agree to the terms and conditions contained in this CONTRACT.

APPROVED:

1. STATE ENCUMBRANCE VERIFICATION

Individual certifies that funds have been encumbered as required by Minnesota Statutes, chapter 16A and section 16C.05.

DocuSigned by:
By: Angela Lofgren
53AD6200B0B8428...

Date: 8/16/2023

Grant No 213540

2. COUNTY

Signatory certifies that County's articles of incorporation, by-laws, or corporate resolutions authorize Signatory both to sign on behalf of and bind the County to the terms of this Agreement. County and Signatory agree that the State Agency relies on the Signatory's certification herein.

By: _____

Title: HHS Director

Date: _____

3. STATE AGENCY

Individual certifies the applicable provisions of Minnesota Statutes, section 16B.97, subdivision 1 and Minnesota Statutes, section 16B.98 are reaffirmed.

By (with delegated authority): _____

Title: _____

Date: _____

ATTACHMENT A-1

Goodhue County

Fiscal Year 2022 – 2024 Budget

Category of Funding	Budget	What This Funds
Housing Resource Specialist	\$43,000 \$43,000	<ul style="list-style-type: none"> • \$43,000: 0.2 FTE Housing Resource Specialist (salary and fringe) • Work related travel
Direct Assistance	\$408,170 \$488,170	<ul style="list-style-type: none"> • \$408,170: Security deposits, rent deposits, essential furnishings and supplies, utility hookups, administration costs • Costs related to expungement including filing fees and attorney fees • Click or tap here to enter text.
TOTAL	\$451,170 \$531,170.00	

Goodhue County will be awarded **\$531,170.00** in this round of funding for the Community Living Infrastructure Program for fiscal years 2023-2024. This funding will cover initiatives in the 1) Direct Assistance.

Certificate Of Completion

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Certificate Pages: 2	Initials: 0
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Envelope Stamping: Enabled	Angela Lofgren
Time Zone: (UTC-06:00) Central Time (US & Canada)	444 Lafayette Road No.
	St Paul, MN 55101
	angela.lofgren@state.mn.us
	IP Address: 151.111.88.244

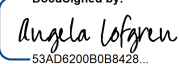
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Storage Appliance Status: Connected	Pool: Department of Human Services - Contracting and Legal Compliance	Location: DocuSign

Signer Events

Angela Lofgren
 angela.lofgren@state.mn.us
 Contract Coordinator
 State of MN-DHS
 Security Level: Email, Account Authentication (None)

Signature

DocuSigned by:

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 nina.arneson@co.goodhue.mn.us
 HHS Director
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 ama.boumi@state.mn.us
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Electronic Record and Signature Disclosure:

Not Offered via DocuSign

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Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp

Carbon Copy Events	Status	Timestamp
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Natalie Engelmann
natalie.m.engelmann@state.mn.us
Security Level: Email, Account Authentication (None)

COPIED

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Natalie Engelmann
natalie.m.engelmann@state.mn.us
Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Khatija Khan
Khatija.Khan@state.mn.us
Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Shawn Tobias
shawn.tobias@state.mn.us
Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

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Notary Events	Signature	Timestamp
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**GOODHUE COUNTY
HEALTH & HUMAN SERVICES (GCHHS)**



REQUEST FOR BOARD ACTION

Requested Board Date:	September 19, 2023	Staff Lead:	Ruth Greenslade
Consent Agenda:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Attachments:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Action Requested:	Authorize execution of 2024 Towards Zero Deaths (TZD) Safe Roads grant agreement		

BACKGROUND:

The Minnesota Department of Public Safety, Office of Traffic Safety (OTS) awarded Goodhue County Health and Human Services a Towards Zero Deaths (TZD) Safe Roads grant for the period from October 1, 2023 through September 30, 2024.

The purpose of the TZD Safe Roads grant is to continue coalition work toward the goal of zero traffic deaths and serious injuries on Minnesota’s roads. Research shows that education, media campaigns, or public information efforts on their own are not effective in changing traffic safety behaviors. To be effective, these initiatives must be paired with a larger activity, such as enhanced enforcement. The perception of a high likelihood of receiving a citation for violating traffic laws has a strong impact on driver and passenger behaviors. The TZD Safe Roads grant program uses a data-driven, interdisciplinary approach, integrating education with enforcement, engineering, and emergency medical and trauma services (the “4Es”).

Goodhue County Health and Human Services has received TZD Safe Roads funds since October 1, 2010. For the year October 1, 2023 to September 30, 2024 the grant will be \$22,335.

The Department of Public Safety has requested a resolution from grantees. The RESOLUTION AUTHORIZING EXECUTION OF AGREEMENT assures the governing body supports participating in the proposed project. The resolution authorizes the Goodhue County Health and Human Services Director to sign the grant agreement.

RECOMMENDATION: HHS Department recommends approval of the resolution authorizing execution of agreement, which authorizes the GCHHS Director to sign the 2024 Towards Zero Deaths Safe Roads grant agreement.

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RESOLUTION AUTHORIZING EXECUTION OF AGREEMENT

Be it resolved that Goodhue County Health & Human Services enter into a grant agreement with the
(Name of your Agency)
Minnesota Department of Public Safety, for traffic safety projects during the period from October 1,
2023, through September 30, 2024.

The Nina Arneson is hereby authorized to execute such
(Title of Agency Authorized Official)
agreements and amendments as necessary to implement the project on behalf of the
Goodhue County Health & Human Services.
(Name of Agency)

I certify that the above resolution was adopted by the Goodhue County Health & Human Services
(Executive Body)
Board of Goodhue County on September 19th 2023.
(Name of Agency) *(Date)*

SIGNED:

WITNESSETH:

(Signature)

(Signature)

(Title)

(Title)

(Date)

(Date)

**GOODHUE COUNTY
HEALTH & HUMAN SERVICES (GCHHS)**



REQUEST FOR BOARD ACTION

Requested Board Date:	September 19, 2023	Staff Lead:	Kayla Matter
Consent Agenda:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Attachments:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Action Requested:	Approve August 2023 HHS Warrant Registers		

BACKGROUND:

This is a summary of Goodhue County Health and Human Services Warrant Registers for: August 2023.

	Date of Warrant		Check No.	Series	Total Batch
IFS	August 4, 2023	ACH	40747	47062	\$ 63,976.88
IFS	August 4, 2023		469262	469318	\$ 30,499.33
IFS	August 11, 2023	ACH	40774	40799	\$ 10,704.83
IFS	August 11, 2023		469355	469406	\$ 32,791.70
IFS	August 18, 2023	ACH	40800	40829	\$ 107,796.82
IFS	August 18, 2023		469407	469454	\$ 47,411.41
IFS	August 25, 2023	ACH	40927	40969	\$ 12,164.40
IFS	August 25, 2023		469553	469633	\$ 27,920.77
SSIS	August 25, 2023	ACH	40864	40890	\$ 347,938.10
SSIS	August 25, 2023		469509	469550	\$ 207,676.32
IFS	August 25, 2023	ACH	40891	40926	\$ 3,643.02
IFS	August 25, 2023		469551	469552	\$ 135.93
			Total		\$ 892,659.51

RECOMMENDATION: Goodhue County HHS Recommends Approval as Presented.

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of Individuals, Families and Communities!
Equal Opportunity Employer
www.co.goodhue.mn.us/HHS



**GOODHUE COUNTY
HEALTH & HUMAN SERVICES (GCHHS)**



REQUEST FOR BOARD ACTION

Requested Board Date:	September 19, 2023	Staff Lead:	Mike Zorn
Consent Agenda:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Attachments:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Action Requested:	Approve an additional NCT CaseWorks Public Portal module to our existing Electronic Document Management System (EDMS) that will enhance staff communications with clients and implements a self-service portal for clients to sign into to upload and sign documents.		

BACKGROUND:

Goodhue County Health and Human Services (GCHHS) received HHS board approval on April 19, 2022 to switch to a different Electronic Document Management System (EDMS) as Winona County, our host of our previous EDMS, switched to CaseWorks with Next Chapter Technology (NCT) as their EDMS.

HHS Income Maintenance, Minnesota Eligibility Technology System (METS) and Child Support editions went live October 17, 2022 and Social Services edition went live December 12, 2022.

HHS has been very satisfied with our EDMS provider as they have regular software maintenance updates, make enhancements to the system. What we didn't have before is that CaseWorks have monthly user group meetings. There are user groups for office support, child support, financial and MNsure, and social services. NCT also has advisory board meetings with counties.

There are currently 46 counties using CaseWorks and NCT is actively engaged with 12 other counties that are considering to move to CaseWorks in the next 12 months.

So far 21 counties have expressed interest in being part of the Fall launch of the public portal. NCT is waiving project and training fees for any county that is part of the Fall launch.

This public portal will be available for Income Maintenance, METS, Child Support and Social Services editions.

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of Individuals, Families and Communities!
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Costs for this project:

- Portal enhancements will be included as part of the support package.
- NCT will waive project & training fees for counties participating the Fall Portal Launch.
- Payment Terms – 50% at contract signing, 50% at Go Live.

The cost for the Self-Service Portal is tiered pricing based on population. For Goodhue County we will have a one-time licensing cost of \$25,000 and annual support of \$8,750. These costs will be eligible for a percentage of federal reimbursement. HHS does have Assigned Fund Balance for Future Technology Upgrades/Projects of \$800,000.

CaseWorks is a sole source product and is sold exclusively by NCT. Pursuant to Minnesota Statute 471.36 (Noncompetitive Supplies and Equipment), competitive bidding is not required.

NCT Portal Launch presentation agenda that was presented to county directors and staff is attached.

The Licensing and Support Agreement with NCT for the Public Portal is also attached.

RECOMMENDATION:

Goodhue County HHS recommends entering into contract with Next Chapter Technologies (NCT) for their CaseWorks Public Portal module. This system is in use by 46 Minnesota counties reporting good vendor relationships, significant safe integrations, and consistent investment in system enhancements and meets our technical and programmatic requirements.





NCT Portal Launch

August 2023

Portal | Agenda

- Portal Overview
- Launch Plan & Schedule
- Cost
- Portal Sneak Peek Demo
- Contracts
- Q & A



Portal | Overview

Phase 1 functionality

County Worker Capabilities

- Send client a portal invitation
- Share documents with client
- Request documents from client

Resident Capabilities

- Log into their secure portal
- Upload requested documents
- View & download shared documents for 30 days
- Not a duplicate document management system for residents



Portal | Overview

Phase 1 functionality

CaseWorks™ Automation

- Intelligently apply case number, client details and DocType to incoming portal documents
- Route incoming portal documents to assigned case owner
- Relieves burden for OSS and caseworkers that are manually forwarding electronic documents into CaseWorks.



Portal | Overview

Help front line workers navigate the PHE Unwinding & MA Renewals more productively

- Assist residents
- Assist case managers / eligibility workers
- Quicker benefit processing
- Reduce churn
- Future of document management



Portal | Overview

Future Functionality

County Access Portal Functionality

- Will support casefile transfer to and from NON-CaseWorks counties
- Will support shared county libraries (e.g., library for corporate health insurance benefits, etc.)
- Will support other types of document sharing between counties

Resident Portal

- Appointments
- Messaging & reminders
- Online form completion and submit
- Native mobile apps – with reminders and badges
-

Portal | Proposed Launch Schedule

#	TASK	Date(s)	Comments
1	Met with IT Directors re: Portal security & governance	July 17	
2	HHS Directors – Host 3 Info sessions	Aug 24, 28, 29	
3	Contract Documents	Aug 25 – Sept 30	
4	Go-Live Training – <i>Early Access</i> County	Sep 25 & 26	2 TEAMs sessions. Record.
5	Go-Live Support	Sep 26–29 & Oct 2-6	½ days
6	Schedule Q&A Help Sessions	Week of Oct 9	
7	Go-Live Training – All other counties	Oct 16 & 17	2 TEAMs sessions. Record.
8	Go-Live Support	Oct 17-20 & Oct 23-27	½ days
9	Schedule Q&A Help Sessions	Week of Oct 30	

Portal | Budget Considerations

Tiered Pricing

- Portal enhancements will be included as part of the support package
- NCT will waive project & training fees for counties participating in the Fall Portal Launch.
- Payment Terms – 50% at contract signing, 50% at Go Live. Let us know if you need to use 2024 budget, we can generate a 2024 payment schedule.

Self-Service Portal		
Pricing Tier	One-time Licensing	Annual Support
Pop > 100,000	75,000	26,250
Pop 50,000 - 100,000	45,000	15,750
Pop 20,000 - 50,000	25,000	8,750
Pop < 20,000	12,500	4,375

Interested Agencies

- Blue Earth
- Brown
- Clay
- Douglas
- Freeborn
- Houston
- Isanti
- Mahnomon
- MNPrairie
- Mower
- Nicollet
- Olmsted
- Pennington
- Rice
- Roseau
- Stearns
- Wabasha
- Washington
- Western Prairie
- Wilkin

Portal | Demo



1. Resident Log In
2. Worker Experience
3. Resident Experience









Portal | Initial eMail Invitation


NCT


Public Portal - New User Registration

 CaseWorks Connect
To  Cathy Wassenaar

  Reply  Reply All  Forward  

Fri 8/18/2023 1:51 PM

 Follow up. Start by Sunday, August 20, 2023. Due by Sunday, August 20, 2023.

 **CaseWorks™**
Public Portal

You are almost there..


Hello Cathy
Welcome to Public Portal

You can access the application [here](#)
Please use the below One Time Password (OTP) to generate your own password.

One Time Password
4bQnNX

If you have any problems, Please feel free to contact with us through NoReply.CaseWorksConnect@nctinc.com


Portal | Initial Authentication Setup



OTP Authentication

One Time Password (OTP)

Portal | Login Page



Login

Email Address

Password

Remember me

[Forgot Password?](#)

Portal | Q & A

- **Q:** Is there a separate license for the portal per edition of CaseWorks?
A: No, a single portal license will give your county access from all CaseWorks editions.
- **Q:** If worker requests documents in one edition, will all workers see that?
A: No, only workers within a specific edition will see the request(s) sent to the client from that edition.
- **Q:** Are any counties using MA unwinding funds for this purchase?
A: Yes, some counties indicated they are using those funds to purchase the self-service portal.
- **Q:** What technology does a resident need to access the portal?
A: Internet connections. Works with web browser and smart phones
- **Q:** Is there an automatic Password reset mechanism for clients?
A: Yes. Clients/residents will be able to request password reset links.



Licensing and Support Agreement

This Licensing and Support Agreement (this "Agreement") is dated September 15, 2023 (the "Effective Date") and is entered into by and between Next Chapter Technology, Inc. (NCT) located at 7700 Equitable Drive, Suite 200, Eden Prairie, MN ("Licensor") and Goodhue County, a Minnesota County located at 426 West Avenue, Red Wing, MN 55066 ("Customer").

As part of License & Support Agreement, Licensor provides the standard support and maintenance services described in Exhibit D attached hereto.

1. **Definitions.** Capitalized terms shall have the meaning defined herein.

Confidential Information means any and all non-public, confidential and proprietary information, furnished by the Disclosing Party or any of its Representatives to the Receiving Party or any of its Representatives, that is marked in writing (including e-mail), or in other tangible form, as "confidential" or "proprietary" or otherwise should be reasonably understood to be confidential from the nature of such information itself and/or the circumstances of such information's disclosure. Confidential Information may include, without limitation, such marked disclosures that relate to patents, patent applications, trade secrets, research, product plans, products, developments, know-how, ideas, inventions, processes, design details, drawings, sketches, models, engineering, software (including source and object code), algorithms, business plans, sales and marketing plans. Any Confidential Information disclosed orally shall be identified as confidential at the time of disclosure and confirmed as "confidential" in writing within thirty (30) days. Notwithstanding the foregoing, Confidential Information shall expressly include the terms of this Agreement (and any Agreement of which it is a part), the Products, Customer Data, the Documentation, and all know-how, techniques, ideas, principles and concepts which underlie any element of the Products or the Documentation and which may be apparent by use, testing or examination.

Customer means the Customer identified on the applicable Order Form.

Customer Data means all information, data, and other content, in any form or medium, that is submitted, posted, or otherwise transmitted by or on behalf of Customer or a User through the Products.

Documentation means the product documentation made available by Licensor to Customer. **Intellectual Property Rights** means any patents, patent rights, design rights, copyrights, database rights, trade secrets, know-how, trademarks, trade names, service marks and other intellectual property embodied therein and all applications and rights to apply for registration or protection rights pertaining thereto, in existence at the date hereof or created in the future.

Order Form means an order form that references this Agreement and has been executed by both parties.

Product(s) means the software product(s) described as the CaseWorks Software (CaseWorks Financial Services, Child Support, METS/MNsure, Social Services, Accounting, and/or Workforce Edition(s); CaseWorks Connect and the CaseWorks Self-Service Portal) to which you acquire the applicable license(s) as listed on an Order Form.

Representatives means as to any person, such person's affiliates and its or their directors, officers, employees, agents, and advisors (including, without limitation, financial advisors, counsel and accountants) bound by a written agreement or other legal obligation to maintain the confidentiality of the Confidential Information disclosed to them as required by the terms of this Agreement.

Third Party means any third party (i) to which Customer provides access to Customer's Product accounts or (ii) for which Customer uses the Products to collect information on the third party's behalf.

Use means to install, execute, and/or display the Products.

User means an individual authorized by Customer to use the Products directly. The licensed User quantity is the total number of unique Users of the Products calculated over the course of the entire License & Support Term.

2. **Grant of License.** Subject to all of the terms and conditions of this Agreement, during the License & Support Term, Licensor grants to Customer a non-transferable, non-sublicensable, non-exclusive, limited license to Use the Products specified in an Order Form and for Customer's employees to Use the Products for Customer's own internal use, but only in accordance with (i) the Documentation, (ii) this Agreement, and (iii) the Support Term and other restrictions set forth in the applicable Order Form. Customer may use the Products to conduct internal performance testing and benchmarking studies. Customer may only publish or otherwise distribute the results of such studies to third parties if Customer provides a copy of such study to legal@nctinc.com prior to distribution and only if Licensor has reviewed and approved of the methodology, assumptions and other parameters of the study. Customer acknowledges and agrees that, as between Licensor and Customer, Licensor owns all right, title, and interest, including all Intellectual

Property Rights, in and to the Products and Documentation, and Licensor shall, notwithstanding any other term of this Agreement, remain the owner of the Products and Documentation. Unless otherwise expressly provided in this Agreement, Customer shall not acquire any proprietary right, title or interest in or to any Intellectual Property Rights in the Products or Documentation. All rights not expressly granted by Licensor herein are reserved.

3. **License Restrictions.** Customer shall not, on its own or through any parent, subsidiary, Affiliate, agent or other third party: (a) sell, lease, license, distribute, sublicense or otherwise transfer in whole or in part, any of the Products or the Documentation to a third party; (b) decompile, disassemble, translate, reverse engineer or otherwise attempt to violate or circumvent any technological use restrictions or derive source code from the Products, in whole or in part, nor will Customer use any mechanical, electronic or other method to trace, decompile, disassemble, or identify the source code of the Products or encourage others to do so; (c) transfer license keys to any other person or entity or allow access to or permit use of the Products by any users other than Users, or any use which violates the technical restrictions of the Products, any additional licensing terms provided by Licensor via the Documentation, or the terms of this Agreement; (d) use the Products to develop, test, host or run and operate applications on behalf of third-parties, without Licensor's written consent; (e) use, post, transmit or introduce any device, software or routine which interferes or attempts to interfere with the operation of the Products; (f) use the Products to provide third-party training; (g) modify or create derivative works based upon the Products, or modify or remove any proprietary notices or markings on or in the Products; (h) mine cryptocurrency using computing resources of the Products or any other Licensor computing resources; (i) load cryptocurrency mining code, scripts or malware into any Products or any other Licensor computing resources, (j) copy, republish, upload, post or transmit the Products in any way, (k) use the Products on a rental or managed services basis or to create a competitive offering, other software, products or technologies, or (l) use the Products for any purposes prohibited by applicable law. Customer agrees not to use or permit use of the Products to display, store, process or transmit any Customer Data that may (i) menace or harass any person or cause damage or injury to any person or property, (ii) involve the publication of any content that is false, defamatory, harassing or obscene, (iii) violate privacy rights or promote bigotry, racism, hatred or harm, (iv) constitute bulk e-mail, "junk mail," "spam" or chain letters, (v) constitute an infringement of Intellectual Property Rights or other proprietary rights; or (vi) otherwise violate applicable laws, ordinances or regulations. If Licensor suspects any breach of the restrictions set forth in this Section 3, including without limitation by Users, Licensor reserves the right to suspend access to the Products without advance notice, in addition to any other remedies Licensor may have at law or equity.
4. **Product Account, Password and Security.** To register for the Products, Customer must complete the registration process by providing accurate information as prompted by the registration form, including Customer's email address (username) and password. Customer will protect its passwords and license files and take full responsibility for its own use, and third party use, of the Products and related accounts. Customer is solely responsible for any and all activities that occur under Customer's accounts.
5. **Support Term and Renewals.** The length of the Support Term shall be designated in the Order Form. Unless the Order Form states otherwise, the default Support Term shall be twelve months, and each Support Term will automatically renew for subsequent twelve-month Support Terms unless Customer notifies Licensor of its intent not to renew in writing at least sixty (60) days prior to the end of the Support Term. Except as set forth on the applicable Order Form, the rates for any Support Term renewals shall be Licensor's then-current Support rates.
6. **Payment Terms.** All fees are as set forth in the applicable Order Form and shall be paid by Customer. All payments are non-refundable. Except as set forth on the applicable Order Form, all payments are due in full within thirty (30) days. Licensor may terminate the Agreement for Customer's failure to pay amounts due within thirty (30) days of written notice. Interest accrues on outstanding amounts at the rate of 1% per annum or the maximum rate allowed by law. Any outstanding balance becomes immediately due and payable upon termination of this Agreement and any collection expenses (including attorneys' fees) incurred by Licensor will be included in the amount owed by Customer. If Customer is required to pay any withholding tax, charge or levy in respect of any payments due to Licensor hereunder, Customer agrees to gross up payments actually made such that Licensor shall receive sums due hereunder in full and free of any deduction for any such withholding tax, charge or levy. Payments will be made without right of set-off or chargeback. If payment of any fee is overdue, Licensor may suspend provision of the support until such delinquency is corrected.
7. **Software Verification and Audit.** Customer will maintain accurate records of use of the Products sufficient to show compliance with the terms of this Agreement. During this period, Licensor will have the right to audit Customer's use of the Products to confirm compliance with the terms of this Agreement. Each audit is subject to reasonable notice by Licensor and will not unreasonably interfere with Customer's business activities. Licensor may conduct no more than one (1) audit in any twelve (12) month period, and only during normal business hours. Customer will reasonably cooperate with Licensor and any third-party

auditor and will, without prejudice to other rights of Licensor, address any non-compliance identified by the audit by promptly paying additional fees.

Pursuant to Minnesota statute 16C.05 Subd. 5, the County or any of its duly authorized representatives shall have access to any books, documents, papers and records of NCT which are directly pertinent to the performance of this Agreement for the purpose of making audit, examination, excerpts and transactions to verify compliance with this Agreement.

8. **Confidentiality Obligations.** Unless otherwise agreed to in writing by the party to this Agreement that furnished the Confidential Information ("Disclosing Party"), the party to this Agreement receiving the Confidential Information ("Receiving Party") agrees (a) to keep all Confidential Information in strict confidence and not to disclose or reveal any Confidential Information to any person (other than such Receiving Party's Representatives who (i) are actively and directly involved in providing or receiving products under this Agreement (or the Agreement of which it is a part), and (ii) have a need to know the Confidential Information), and (b) not to use Confidential Information for any purpose other than in connection with fulfilling obligations or exercising rights under this Agreement (or the Agreement of which it is a part). The Receiving Party shall treat all Confidential Information of the Disclosing Party by using the same degree of care, but no less than a reasonable degree of care, as it accords its own Confidential Information. The parties agree to cause their Representatives who receive Confidential Information to observe the requirements applicable to the Receiving Party pursuant to this Agreement with respect to such information, including, but not limited to, the restrictions on use and disclosure of such information contained in this Section 8. Unless otherwise agreed, in advance and in writing, in the event that County or any employee or agent of County suggests any improvements and modifications to the Software, County acknowledges and agrees that, whether such improvements and/or modifications are implemented by NCT in whole or part, it assigns all right, title and interest, including copyrights, patents, trade secrets, and all other intellectual property rights, in any such suggestions, improvements and modifications to NCT without payment or compensation of any kind.
9. **Non-Confidential Information and Permitted Disclosures.** Notwithstanding Section 8, the obligations of the parties set forth herein shall not apply to any information that: was in the public domain at the time it was disclosed or has entered the public domain through no fault of the Receiving Party or any of its Representatives; was known to the Receiving Party free of any obligation of confidentiality before or after the time it was communicated to the Receiving Party by the Disclosing Party; is independently developed by the Receiving Party without use of or reference to the Disclosing Party's Confidential Information; is disclosed with the prior written approval of the Disclosing Party; or is disclosed pursuant to an order or requirement of a court, administrative agency or other governmental body; provided however, that the Receiving Party shall provide prompt written notice of such court order or requirement to the Disclosing Party to enable the Disclosing Party the possibility to seek a protective order or otherwise prevent or restrict such disclosure, and shall use reasonable efforts to cooperate with the Disclosing Party (at the Disclosing Party's expense) to obtain such protective order or other appropriate remedy. In the event that such protective order or other remedy is not obtained, or the Disclosing Party waives compliance in whole or in part, with the terms of this Agreement, the Receiving Party and its Representatives shall use reasonable efforts to disclose only that portion of the Confidential Information that is legally required to be disclosed or is the subject of such waiver, and to ensure that all Confidential Information that is so disclosed shall be accorded confidential treatment. The terms and obligations pertaining to confidentiality in this Agreement shall survive and remain in full force and effect for a period of three (3) years from the termination or expiration of this Agreement, unless the Disclosing Party expressly agrees in writing to release all or part of its Confidential Information from the restrictions imposed by this Agreement before such period has elapsed.
10. **Services.** If Customer orders professional Services pursuant to an SOW, the following terms shall apply. Customer will cooperate reasonably and in good faith with Licensor in the execution of Services by, without limitation: (i) allocating sufficient resources and timely performing any tasks reasonably necessary to enable Licensor to perform its obligations under each Order; (ii) timely delivering any materials and other obligations specifically required under each Order; (iii) timely responding to Licensor's reasonable inquiries related to the Services; (iv) actively participating in relevant scheduled meetings; (v) providing information, data and feedback that is complete, accurate and timely in all material respects. Customer acknowledges that in the course of performing any Services, Licensor may create software or other works of authorship (collectively "Work Product"). Subject to Customer's rights in Customer Confidential Information, Licensor shall own all right title and interest in such Work Product, including all intellectual property rights therein and thereto. If any Work Product is delivered to Customer pursuant to or in connection with the performance of Services (a "Deliverable"), except for any products made available under a separate license, Licensor grants to Customer an irrevocable, perpetual, nonexclusive, worldwide, royalty-free right and license to use, execute, reproduce, display, perform, distribute (internally and externally), transfer,

exploit and make derivative works of any such Deliverables. Subject to Customer's rights in the Customer Confidential Information, Licensor and/or its successors and assigns shall be considered, forever and for all purposes throughout the universe, the author of the Work Product and the sole copyright owner thereof, and the owner of any rights therein, whether or not copyrightable, all proceeds derived therefrom.

11. **Indemnification.**

- a. Intellectual Property Infringement Indemnification.** Licensor shall defend, indemnify and hold harmless the Customer, its directors, officers, employees, affiliates and agents at NCT's expense from and against any suit, claim, action or proceeding brought against Customer by a third party that is not a party to this Agreement or an affiliate of a party to this Agreement ("Third Party Claim") alleging that the Products as provided by Licensor infringes upon a United States or Canadian patent, copyright, trademark or trade secret of that third party, subject to the procedures set forth in subsection 11(c). For the avoidance of doubt, under the foregoing indemnity Licensor will, where applicable, pay any damages and costs awarded against Customer by final judgment of a court, or the amount of any agreed settlement regarding any such Third Party Claim. Licensor shall have no liability for settlements, obligations or costs incurred without its prior written consent. Should Customer's use of the alleged infringing Product be enjoined, or in the event that Licensor desires to minimize its potential liability hereunder, Licensor will, at its option and expense, (a) substitute non-infringing Product with functionality which is substantially similar to that of the allegedly infringing Product; (b) modify the infringing Product so that it no longer infringes but its functionality remains substantially equivalent; or (c) obtain for Customer the right to continue use of such Product. If, in Licensor's sole discretion, none of options set forth in the foregoing sentence is commercially reasonable, Licensor will terminate this Agreement respect to the allegedly infringing Product(s) and refund to Customer on a pro-rated basis, any pre-paid fees for the allegedly infringing Product(s). Licensor shall have no obligation to defend and indemnify any Third Party Claim to the extent the claim alleges: (i) any combination by Customer of equipment, processes, content or software with Licensor's Product, if such claim would have been avoided but for such combination; (ii) modification of the Product(s) by a party other than Licensor, if such claim would not have occurred but for such modification; or (iii) Customer's failure to use updated or modified product which is provided by Licensor at no cost to Customer to avoid or cure such claim, after notice by Licensor to Customer of the availability of such updated or modified product. The foregoing states the entire liability and obligations of Licensor and Customer's sole remedy for infringement, alleged infringement, or any breach of warranty of non-infringement, express or implied.
- b. General Indemnity.** Each of Customer and Licensor, at their own expense, will indemnify, defend, and hold harmless the other party, its subsidiaries, affiliates and assigns, and its and their respective directors, officers, employees, and agents (each, an "Indemnitee") from and against any Third Party Claims (including reasonable attorney's fees and expenses arising therefrom) relating to or incurred in connection with any arising out of or related to the Indemnifying Party's actual or alleged: (a) breach of its obligations under this Agreement; or (b) its Gross Negligence. "Gross Negligence" means a blatant violation of a legal duty with respect of the rights of others, being a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both. Gross negligence involves conduct that is extreme, when compared with ordinary negligence. A mere failure to exercise reasonable care shall not be a gross negligence.
- c. Procedure.** In the event a party seeks indemnity under this Section 11, as the case may be (the "Indemnified Party"), the Indemnified Party will give prompt written notice to the other party (the "Indemnifying Party") of the claim against which it seeks to be indemnified. (The failure by an Indemnified Party to give such notice will not relieve the Indemnifying Party of its obligations under this Section 11, except to the extent, if any, that the Indemnifying Party is materially prejudiced by such failure or delay.) The Indemnified Party will allow the Indemnifying Party to direct the defense and settlement of any such claim, with counsel of the Indemnifying Party's choosing, and will provide the Indemnifying Party, at the Indemnifying Party's sole cost and expense, with information and assistance that are reasonably necessary for the defense and settlement of the claim. The Indemnified Party will have the right to retain separate counsel and to participate in (but not control) any such action, but the fees and expenses of such counsel will be at the expense of the Indemnified Party unless: (a) the retention of counsel by the Indemnified Party has been authorized in writing by the Indemnifying Party; (b) the Indemnified Party has been advised by its counsel in writing that there is a conflict of interest between the Indemnifying Party and the Indemnified Party in the conduct of the defense of the action, in which case the Indemnifying Party will not have the right to direct the defense of the action on behalf of the Indemnified Party unless it is able to engage counsel who is not subject to so conflicted); or (c) the Indemnifying Party has not in fact retained counsel to assume the defense

of the action within a reasonable period of time following receipt of the notice given pursuant to this paragraph, in each of which cases the fees and expenses of such counsel will be at the expense of the Indemnifying Party. The Indemnifying Party shall have the right to settle any such claim without the consent of the consent of the Indemnified Party only so long as such settlement does not admit to any wrongdoing by any Indemnified Party, does not impose any liability or obligation (whether financial or otherwise) on any Indemnified Party and fully releases all Indemnified Parties from liability in connection with such claim. The Indemnifying Party will not be liable for any settlement of an action effected without written consent of its duly authorized representative (which consent will not be unreasonably withheld or delayed). No Indemnifying Party will consent to the entry of any judgment or enter into any settlement that does not include as an unconditional term thereof the giving by the claimant or plaintiff to the Indemnified Party a release from all liability with respect to the claim.

12. **Third Parties.** Customer shall not use the Products on behalf of a Third Party. This Agreement benefits solely Licensor and Customer, and their respective permitted successors and assigns, and nothing in this Agreement, express or implied, confers on any other person or party any legal or equitable right, benefit, or remedy of any nature whatsoever under or by reason of this Agreement.
13. **Termination.** This Agreement (and any applicable Order Form) and the licenses and access granted hereunder may be terminated by either party upon written notice if the other party has materially breached this Agreement (or any Order Form) and failed to cure such breach within thirty (30) days written notice from the non-breaching party. In no event will termination relieve Customer of the obligation to pay any fees due to Licensor under this Agreement.
14. **Effect of Termination.** All licenses will terminate immediately upon termination of this Agreement. Upon expiration or termination of a Support Term, the license to the applicable Product granted in Section 2 of this Agreement shall terminate immediately, and Customer shall immediately cease use of all such Products and Documentation. During the thirty (30) days following termination and subject to the payment of all fees owed under this Agreement, Licensor will make Customer's Data available for export and download by Customer. In no event will termination relieve Customer of the obligation to pay any fees due to Licensor under this Agreement.
15. **Warranty Disclaimer.** EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT, THE PRODUCTS, SERVICES, AND SUPPORT ARE PROVIDED "AS IS." LICENSOR DOES NOT WARRANT THAT THE PRODUCTS, SERVICES AND SUPPORT PROVIDED TO CUSTOMER UNDER THIS AGREEMENT WILL OPERATE UNINTERRUPTED, THAT THEY WILL BE FREE FROM DEFECTS, OR THAT THE PRODUCTS ARE DESIGNED TO MEET CUSTOMER'S BUSINESS REQUIREMENTS. LICENSOR DOES NOT MAKE ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT.
16. **LIMITATION OF REMEDIES.** TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER FOR ANY LOSS OF USE, LOST DATA, FAILURE OF SECURITY MECHANISMS, INTERRUPTION OF BUSINESS, OR ANY INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES (INCLUDING WITHOUT LIMITATION LOSS OF PROFITS, GOODWILL) ARISING FROM THIS AGREEMENT, WHETHER UNDER THEORY OF CONTRACT, TORT, INCLUDING NEGLIGENCE, OR OTHERWISE, EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES IN ADVANCE.
17. **LIMITATION OF LIABILITY.** LICENSOR'S TOTAL AGGREGATE LIABILITY FOR CLAIMS ARISING HEREUNDER SHALL BE LIMITED TO DIRECT DAMAGES CAUSED BY LICENSOR IN AN AMOUNT NOT TO EXCEED TWO TIMES THE AMOUNT PAID BY CUSTOMER TO LICENSOR DURING THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE DATE OF THE CLAIM GIVING RISE TO THE CAUSE OF ACTION. The provisions of this Section allocate risks under this Agreement between Customer and Licensor. Licensor's fees for the License and Support reflect this allocation of risks and limitation of liability.
18. **STATUTE OF LIMITATIONS; JURY WAIVER.** NEITHER PARTY SHALL BRING ANY CLAIM BASED ON THE LICENSES OR SUPPORT PROVIDED HEREUNDER MORE THAN TWELVE (12) MONTHS AFTER THE CAUSE OF ACTION ACCRUES. BOTH PARTIES HEREBY IRREVOCABLY WAIVE ANY AND ALL RIGHT TO TRIAL BY JURY IN ANY LEGAL PROCEEDING ARISING OUT OF OR RELATED TO THIS AGREEMENT.
19. **Marketing Support.** Customer agrees that Licensor may publish a brief description of its relationship with Customer as a licensee of the Products or Licensor customer, including by identifying Customer and using Customer's name or logo, on any of Licensor's websites, client lists, press releases, or other marketing materials.
20. **Compliance with Laws.** The parties shall abide by applicable federal, state or local laws, statutes, ordinances, rules and regulations now in effect, or hereafter adopted, pertaining to this Agreement or the subject matter of this Agreement. This shall include obtaining all licenses, permits or other rights required

for the provision of services contemplated by this agreement. During the performance of this agreement, Licensor agrees that no person shall, on the grounds of race, color, religion, age, sex, disability, marital status, status with regard to public assistance, criminal record, familial status, sexual orientation, creed or national origin be excluded from full employment rights or be denied the benefits of or be otherwise subjected to discrimination under any and all applicable federal and state laws against discrimination. Specifically, Licensor agrees: (i) that, in the hiring of common or skilled labor for the performance of work under this Agreement or any subcontract, no contractor, material supplier, or vendor shall by reason of race, color, religion, age, sex, disability, marital status, status with regard to public assistance, criminal record, familial status, sexual orientation, creed or national origin discriminate against the person or persons who are citizens of the United States or resident aliens who are qualified and available to perform the work to which the employment relates; (ii) that no contractor, material supplier or vendor shall, in any manner, discriminate against or intimidate or prevent the employment of such person or persons identified in this clause (i), or on being hired, prevent or conspire to prevent the persons or persons from the performance of work under any contract on account of race, color, religion, age, sex, disability, marital status, status with regard to public assistance, criminal record, familial status, sexual orientation, creed or national origin; (iii) that a violation of clause i. or ii. is a misdemeanor; and (iv) this Agreement may be cancelled or terminated by the County and all money due or to become due may be forfeited for a second or any subsequent violation of this Agreement.

21. **Data Privacy and Security.** In collecting, storing, using and disseminating data on individuals in the course of providing services hereunder, Licensor agrees to abide by all applicable state and federal statutes, rules and regulation covering data privacy under which Customer is obligated, including but not limited to HIPAA, the Minnesota Data Practices Act and all rules promulgated pursuant thereto by the Commissioner of the Department of Administration and shall not release any such data in a manner which would be prohibited to the Customer.
22. **Amendments; Waivers.** No supplement, modification, or amendment of the terms of this Agreement shall be binding, unless executed in writing by a duly authorized representative of each party to this Agreement. No waiver will be implied from conduct or failure to enforce or exercise rights under this Agreement, nor will any waiver be effective unless in a writing signed by a duly authorized representative on behalf of the party claimed to have waived. No provision of any purchase order or other form employed or provided by Customer will supersede the terms and conditions of this Agreement, and any such document relating to this Agreement shall be for administrative purposes only and shall have no legal effect.
23. **Entire Agreement.** This Agreement, together with any other documents incorporated by reference and all related Appendices, Exhibits, Order Forms, and Statements of Work, as applicable, constitutes the complete and exclusive statement of the mutual understanding of the parties and supersedes and cancels all previous written and oral agreements and communications relating to the Products License & Support, unless such terms and conditions are expressly stated as an amendment to this Agreement and duly signed on behalf of both parties. In the event of any inconsistency between the statements made in the body of this Agreement, the related Appendices, Exhibits, Order Forms, Statements of Work and any other documents incorporated herein by reference, the following order of precedence governs: (i) first, this Agreement; (ii) second, the Appendices, Exhibits, Order Forms, Statements of Work attached to or incorporated into this Agreement as of the Effective Date; and (iii) third, any other documents incorporated herein by reference.
24. **Force Majeure.** Neither party shall be liable to the other for any delay or failure to perform any obligation under this Agreement (except for a failure to pay fees) if the delay or failure is due to events which are beyond the reasonable control of such party, including but not limited to any strike, blockade, war, epidemic, pandemic, act of terrorism, riot, natural disaster, failure or diminishment of power or of telecommunications or data networks or services, or refusal of approval of a license by a government agency.
25. **Assignment.** Neither party may assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other party, which shall not be unreasonably withheld, delayed or conditioned and any such assignment in violation of this Section 25 shall be void, except that the transfer of this Agreement or rights granted hereunder to a successor entity in the event of a merger, corporate reorganization, or acquisition shall not constitute an assignment for purposes of this Section 25. This Agreement shall inure to the benefit of and be binding upon the parties hereto, and their permitted successors and permitted assigns.
26. **Subcontractors.** Licensor shall not employ any subcontractor to perform any services in the scope of this Agreement, unless said subcontractor is approved in writing by the Customer. Any such subcontractor shall be paid by Licensor.
27. **Independent Contractor.** Licensor is an independent contractor and nothing herein contained shall be construed to create the relationship of an employer and employee between the Customer and Licensor or Licensor agents, servants or employees. Licensor shall at all times be free to exercise initiative, judgment,

and discretion as to how to best perform or provide services. Licensor acknowledges and agrees that Licensor, Licensor's agents, servants and employees, are not entitled to receive any of the benefits received by Customer's employees and is not eligible for workers' or unemployment compensation benefits. Licensor also acknowledges and agrees that no withholding or deduction for state or federal income taxes, FICA, FUTA, or otherwise, will be made from the payments due Licensor and that it is Licensor's sole obligation to comply with applicable provisions of all federal and state tax laws.

28. **No Agency.** The relationship between Licensor and the Customer shall not be that of partners or agents of one another or considered a joint venture, and nothing contained in this Agreement shall be deemed to constitute a partnership or agency agreement between them. Neither party shall have the authority to assume or create any obligation on behalf of, in the name of, or binding upon the other party.
29. **Governing Law, Venue, and Arbitration.** This Agreement shall be governed by the laws of the State of Minnesota and the United States without regard to conflicts of laws provisions thereof, and without regard to the United Nations Convention on the International Sale of Goods or the Uniform Computer Information Transactions Act (UCITA). Any controversy or claim arising out of or relating to this Agreement shall be determined by final and binding arbitration administered by JAMS under its Comprehensive Arbitration Rules and Procedures or its Streamlined Arbitration Rules & Procedures ("Rules"). The award rendered by the arbitrator shall be final, non-reviewable, non-appealable, and binding on the parties and may be entered and enforced in any court having jurisdiction. There shall be one arbitrator agreed to by the parties within twenty (20) days of receipt by respondent of the request for arbitration or in default thereof appointed by the JAMS in accordance with its Rules. The seat or place of arbitration shall be Stearns County, Minnesota. The arbitration shall be conducted, and the award shall be rendered, in the English language. Except as may be required by law, neither a party nor the arbitrator may disclose the existence, content or results of any arbitration without the prior written consent of both parties, unless to protect or pursue a legal right. The arbitrator will have no authority to award damages exceeding the amount identified in Section 18 of this Agreement, Limitation of Liability.
30. **Authorized Representative.** Notification required to be provided pursuant to this Agreement shall be provided to the following named persons and addresses unless otherwise stated in this agreement or in a modification of this Agreement.

Next Chapter Technology, Inc.:

Cathy Wassenaar, CEO
7700 Equitable Drive, Suite 200,
Eden Prairie, MN 55344

Customer: Goodhue County:

Mike Zorn, Deputy Director
Goodhue County Health & Human Services
426 West Avenue
Red Wing, MN 55066

31. **Survival.** Sections 15 (Warranty Disclaimer), 16 (Limitation of Remedies), 17 (Limitation of Liability), 18 (Statute of Limitations; Jury Waiver), and Section 29 (Governing Law, Venue, and Arbitration) shall survive any termination or expiration of this Agreement.

IN WITNESS WHEREOF, the parties hereto have signed this License and Support Agreement as of the Effective Date.

Next Chapter Technology, Inc.

Signature: _____

Print Name: _____

Print Title: _____

Date: _____

Customer: Goodhue County

Signature: _____
(Authorized county representative)

Print Name: _____

Print Title: _____

Date: _____

Signature: _____
(County Attorney or authorized Board Member)

Print Name: _____

Print Title: _____

Date: _____

Exhibit A

Statement of Work

Document Overview

The objective of this document is to record project goals, in scope and out of scope activities, roles and responsibilities, and assumptions for implementing CaseWorks Resident Self-Service Portal for Goodhue County Health & Human Services Units.

Project Overview

The County is seeking to equip HHS teams with tools and technology to meet the increased workload and demands associated with the PHE unwinding as well as the ongoing public demand for benefits by implementing CaseWorks Resident Self-Service Portal.

CaseWorks Resident Self-Service Portal integrates with the County's current CaseWorks EDMS system. The Self-Service Portal will assist residents with timely submission of required documentation, intelligently route documents to assigned case managers, send residents reminders to submit requested documentation and provide more automation in benefits processing with the goal of reducing churn and the additional workload associated with churn.

County is seeking to automate the process of forwarding electronic documents received from residents into the County's EDMS system, CaseWorks.

Goals

- Provide residents with a tool to upload and submit documentation to their case in real time
- Provide residents with automated reminders to complete tasks
- Provide case workers with a tool to electronically share certain case documents with the resident in real time
- Reduce churn and the associated workload that results when documentation is not turned in on time
- Automate the manual process of forwarding documents received electronically (e.g., email attachments) into the EDMS system
- Reduce the quantity of paper mail received and processed by OSS by providing the electronic upload capability to residents

Project Assumptions

- The Resident Self-Service Portal will integrate with and support existing CaseWorks Editions, including Financial Services, METS/MNsure, Child Support, Social Services, and Workforce Editions. The Portal does not integrate with the CaseWorks Accounting Edition.
- All Project Meetings, Training, and Support will be accomplished virtually
- Off-site workers are fully supported, both during implementation and after Go Live
- Resident Self-Service Portal is hosted by NCT in AZURE GovCloud
- Multi-county joint project. All participating counties will attend joint project meetings, trainings and Go-Live support. Project fees and training fees are waived for counties participating in the multi-county joint project roll-out.

Project Deliverables

- When completed, the County's Human Services will have a fully implemented and supported Resident Self-Service Portal.
- The implementation deliverables:
 - Implementation of Resident Self-Service Portal.

- Configuration of the Portal with County Logo.
- Integration of the Portal with all CaseWorks Editions currently licensed by the County, (e.g., FSE, MSE, SSE, CSE and WFE) with the exception of the ACE edition.
- Resident Self-Service Portal Function Deliverables:
 - **County Worker Capabilities**
 - Send client a portal invitation
 - Share documents with client
 - Request documents from client
 - **Resident Capabilities**
 - Log into their secure portal
 - Upload requested documents
 - View & download shared documents for 30 days
 - **CaseWorks Automation**
 - *Intelligently* apply case number, client details and DocType to incoming portal documents
 - *Intelligently* route incoming portal documents to assigned case owner in CaseWorks
 - Relieves burden for OSS and caseworkers that are manually forwarding electronic documents into CaseWorks

In Scope Activities

Activity	Description
Project Management	<ul style="list-style-type: none"> ● Create and maintain project plan, including tracking timeline and task completion ● Coordinate resources and activities ● Facilitate the Weekly Status Meeting with Project Team to provide updates on next step tasks, current topics, scheduling, and overall project status.
System Install and Configuration	<ul style="list-style-type: none"> ● Install and Configure Resident Self-Service Portal <ul style="list-style-type: none"> – Configure County logo – Integrate portal with all existing CaseWorks EDMS editions licensed by the County with the exception of Accounting Edition. ●
Solution Deployment	<ul style="list-style-type: none"> ● Conduct Quality Assurance Review <ul style="list-style-type: none"> – Provide a QA Review for the Quality Assurance Team to ensure that Portal is functioning as expected – Resolve issues (within project scope) identified during the QA Review
Training	<ul style="list-style-type: none"> ● Training <ul style="list-style-type: none"> – Provide Training Materials – Conduct Virtual End User Training ● Provide virtual ongoing training during go live week
Documentation	<ul style="list-style-type: none"> ● Case Worker user documentation ● Resident FAQ and Help documentation

Out of Scope Activities

Activity	Description
3 rd Party integrations	<ul style="list-style-type: none"> ● Integration efforts with solutions <i>other than CaseWorks</i> are considered out of scope.
Other Divisions and Departments	<ul style="list-style-type: none"> ● Activities related to the implementation of the Resident Self-Service Portal other than for use with the integrated Caseworks Software (e.g., FSE, CSE, MSE, SSE and/or WFE) is considered out of scope.

Roles and Responsibilities

Common roles and responsibilities are defined so every resource will understand what is expected of them on this project. Upon joining the project, a resource will be assigned one or more of the following roles. Resources that have been assigned multiple roles are expected to meet all the responsibilities for those roles.

NCT Engagement Manager (Cathy Wassenaar)

The Engagement Manager provides high-level oversight and guidance to the Project Team to ensure that the project meets overall schedule and cost objectives.

NCT Project Manager (Dani Gorman)

The Overall Project Manager is the individual responsible for the project implementation and will manage the day-to-day activities of the project for Goodhue County, as well as for NCT activities.

County Project Manager (TBD)

The Project Manager will assist in the management of internal tasks and resources to ensure the successful implementation of the Caseworks Software – Resident Self-Service Portal.

NCT Technical Architect/Lead (Clayton Ostler)

The NCT Technical Architect is the individual responsible for the design, configuration, and installation of the Caseworks Software - Resident Self-Service Portal.

Exhibit B

Insurance Requirements

Next Chapter Technology (NCT) shall not commence work under the Contract until it has obtained at its own cost and expense all insurance requirements herein. All insurance coverage is subject to approval of County and shall be maintained by NCT until final completion of the work.

- A. Comprehensive General Liability: Coverage shall have minimum limits of \$1,500,000 per occurrence; \$3,000,000 aggregate, Combined Single Limit for Bodily Injury Liability and Property Damage Liability. This shall include Premises and Operations; Independent Contractors; Products and Completed Operations (if applicable); Contractual Liability; "XCU." Hazard Liability (if applicable); Personal Injury Liability, and Aircraft and Watercraft Liability (if applicable).
- B. Commercial Auto Liability: Coverage shall have minimum limits of \$1,500,000 per occurrence; \$3,000,000 aggregate, Combined Single Limit for Bodily Injury Liability and Property Damage.
- C. Liability: This shall include: Owned Vehicles, Hired and Non-Owned Vehicles and Employee Non-Ownership.
- D. Professional Liability: Coverage shall have minimum limits of \$1,500,000 per occurrence; \$3,000,000 aggregate.
- E. Special Requirements: County is to be included as an **Additional Insured** on both the Comprehensive General Liability and Commercial Auto Liability Policies.

Current, valid insurance policies meeting the requirements herein identified shall be filed with County before NCT commences a project and maintained during the named project's duration. Renewal Certificates shall be sent to County within thirty (30) days prior to any expiration date. There shall also be a thirty (30) days notification to County in the event of cancellation or modification of any stipulated insurance coverage.

It shall be the responsibility of NCT to ensure that any and all subcontracts comply with the same insurance requirements that NCT is required to meet.

Exhibit C
Project Schedule

#	TASK	Date(s)	Comments
2	Pre-Planning Meeting	Aug 24, 28, 29	3 identical sessions
3	Contract Documents	Aug 25 – Sept 30	
4	Commence Project Status Meetings	TBD	
5	Kick off Meeting	TBD	
9	Schedule Q&A Help Sessions	Week of Oct 9	
10	Go-Live Training – All other counties	Oct 16 & 17	2 TEAMS sessions. Record.
11	Go-Live Support	Oct 17-20 & Oct 23-27	½ days
12	Schedule Q&A Help Sessions	Week of Oct 30	

Exhibit D

Software Support Agreement

Definitions: As used in this Agreement, the following terms shall have the following meanings:

- a. "Documentation" shall mean the written or electronic materials provided with CaseWorks Software, provided by Licensor.
- b. "CaseWorks Software (Financial Services, Child Support, METS/MNsure, Social Services, Accounting, and/or Workforce Edition)" or "CaseWorks Connect" or "CaseWorks Portal" or "CaseWorks Software" or "Software" shall mean the components of the Licensor Product as described in the Agreement.
- c. "Designated Representatives" shall mean the Customer employee(s) who is trained and continues to keep updated with the ongoing product details of the CaseWorks Software.
- d. "Error" shall mean material failure of the CaseWorks Software to conform substantially to its functional specifications described in its user documentation which failure is repeatable, reproducible and caused by the CaseWorks Software.

All other terms used herein shall be as defined in the Agreement.

1. Services Provided. Licensor will provide software support services as set forth in this Exhibit D. All software support services shall be provided on a remote basis unless specific arrangements are made for on-site support as described in Section 3(d) herein below. The Customer's right and ability to receive software support services is based on Customer's ability to access the Licensor CaseWorks Software and the servers on which it runs, via a secure Internet connection.
 - a. Telephone Support. Telephone assistance for the Licensor's Products will be available Monday through Friday (except County holidays as identified on the County website) between the hours of 8:00 a.m. and 5:00 p.m., Central Time. Requests for support outside normal support hours may be made by requesting that support on the Licensor support number, or by sending an email, to Licensor. Licensor will use commercially reasonable efforts to respond to requests for Product support services outside of normal hours within eight (8) business hours of its actual receipt and knowledge of such voice mail or email. After hour support for non-critical issues is provided for an additional cost calculated at Licensor's then-current hourly rate (presently \$150 per hour).
 - b. Error Corrections. Licensor will use commercially reasonable efforts to correct any Errors in the CaseWorks Software, replace the CaseWorks Software with functionally equivalent software, or provide a work-around or patch for the portion of the CaseWorks Software containing or causing the Errors, hereinafter "Error Corrections". Error Corrections will be made in the manner provided for in 3(a) above. Error Corrections will be deemed part of the Products licensed under the Agreement, and shall be provided subject to the terms and conditions contained in such Agreement.
 - c. Updates. From time to time during the term of the Software Support Agreement, Licensor may provide the Customer with enhancements to or fixes of the existing version of the Products and related Documentation (hereinafter "Updates"), which are released by Licensor as part of the Licensor support program. Any such Updates will be provided at no additional charge to the Customer who are then-receiving continuous software support services at time the Update is released and are not in default hereunder or under the Agreement. All Updates will be deemed part of the Products licensed under the Agreement, and shall be provided subject to the terms and conditions contained in such Agreement. Nothing herein shall be construed as requiring Licensor to provide enhancements or versions or updates that are generally not made available free of charge to all other clients of Licensor.
 - d. Online Support Options. Online support documentation is available on a 24 hours-a-day, 7 days-a-week basis. The information available online will, at Licensor's option, include, timesaving technical tips, online support, a download library of Updates, and Documentation associated with the Products.
 - e. Response Levels. Licensor will respond to service-related incidents and/or requests for support relating to Errors submitted by the Customer within the following timeframes:
 - i. 0-8 business hours (during business hours for issues classified as Severity 1 priority.
 - ii. Within 16 business hours (2 working days) for issues classified as Severity 2 priority.
 - iii. Within 40 business hours (5 working days) for issues classified as Severity 3 priority.
2. Severity Definitions & Resolution Times.
 - a. Severity 1: Due to Errors, CaseWorks is completely unavailable for all critical business units, or greater than 75 percent of all production users. Only a production incident can be classified this severely. Licensor will use commercially reasonable efforts to resolve Severity 1 issues within 8 business hours. If a Severity

1 Error will take longer than 8 business hours to correct, Customer shall be notified of the proposed Error Correction and Error Correction completion time within 8 business hours.

- b. Severity 2: Due to Errors, the supported solution is intermittently unavailable for all users, or there is serious performance degradation to the point where the system is unusable. A critical module is unavailable or over 50 percent of all end users are experiencing the same symptoms. Single user issues can be escalated to this severity if the issue is preventing a critical business function. Only a production incident can be classified this severely. Licensor will use commercially reasonable efforts to resolve Severity 2 issues within 16 business hours. If a Severity 2 Error will take longer than 16 business hours to correct, Customer shall be notified of the proposed Error Correction and Error Correction completion time within 16 business hours.
- c. Severity 3: Due to Errors, CaseWorks is experiencing minor to moderate issues. Single user issues can be escalated to this severity if it is preventing a critical business function at the Customer. A Severity 1 or 2 issues could be downgraded to this severity if a temporary work-around is available. Customer will use commercially reasonable efforts to resolve Severity 3 issues within 40 business hours

3. Limitations. Software support services shall not apply to the following:

- a. New Products. Any product or module, which is designated by Licensor as a new product, will not be included in software support services. Where Licensor makes a new product available, the Customer may obtain such product from Licensor pursuant to its regular purchasing practices. Upon purchasing the new product, the Customer already obtaining software support services may extend those software support services to the new product by paying an additional mutually agreed upon fee, at the then-current fees, for such new product software support services. All additional software support services will be provided pursuant to the terms hereof.
- b. Obsolete NCT Software. A version of a Product will be deemed obsolete one hundred twenty (120) days following receipt by the Customer of a new update superseding the prior version of the Product. Licensor will not support obsolete versions of the Products provided, however, that if installation of the new version requires the Customer to pay a new license purchase price, the Customer may choose not to purchase the new version and shall receive support through the end of the current support agreement period. In no event, however, shall Licensor be required to support an obsolete version of the Product for more than twelve (12) months from the date of release of an Update superseding the prior version of the Product.
- c. Misuse. Licensor will not provide software support services with respect to problems with the Product or other product which results from any negligent conduct or misuse by the Customer, its employees or agents, or any other third party or for any reason beyond Licensor's control, including without limitation,
 - i. damage caused by accidents, abuse, neglect, relocation or other movement;
 - ii. services which are performed by other than by Licensor;
 - iii. a failure to maintain proper environmental conditions, including malfunction or modification of the Customer's systems or failure of the Customer to maintain the required configuration environment (i.e., memory disk capacity, operating system revision level, prerequisite items) specified in the Documentation or to supply adequate backups; or
 - iv. a failure to use the Product in accordance with the applicable Documentation.

In addition to the specific examples identified above "misuse" shall also include any use of the product in violation of the requirements of the Agreement.

- d. On Site Support. All software support services will be provided remotely via an online connection. Software support services, including all diagnostic and remedial assistance at the Customer facilities or other remote locations is not included within the software support services provided hereunder. Such diagnostic and remedial assistance at the Customer facilities or other remote locations may be obtained by the Customer by purchasing separate consulting services from Licensor at Licensor's then-existing rates, plus expenses.
- e. Network. The Customer shall take full responsibility for all maintenance and support of any network linked to the CPU containing the Product.
- f. Reporting. The Customer shall keep an accurate event log showing the incident of trouble, the action taken by the Customer personnel with respect to the incident, as well as report of trouble by the Customer to Licensor. Upon request by Licensor, the Customer shall provide a report to Licensor relating to the foregoing. Licensor shall keep an accurate event log showing the incident of trouble, the action taken by Licensor's personnel with respect to the incident, as well as a report by Licensor to the Customer.
- g. No Expansion of Software Support Services. No action by Licensor in the performance of software support services shall be deemed to expand the scope of software support services as defined herein.
- h. Exclusions. Software support services shall not include (a) support of accessories, alterations, and attachments, other devices or peripheral equipment (including without cabling not furnished by Licensor), and (b) electrical work external to the Product in this Agreement.

Exhibit E
Order Form

Customer: Goodhue County		Order Information	
Address:	426 West Avenue	Payment Terms:	Net 30
City:	Red Wing	Payment Method:	Check/ACH
State:	MN		
Zip:	55066		

Billing Contact

Name: Mike Zorn
 Title: Deputy Director
 Email: Mike.zorn@co.goodhue.mn.us
 Phone: 651-385-2029

Primary Contact

Name: Mike Zorn
 Title: Deputy Director
 Email: Mike.zorn@co.goodhue.mn.us
 Phone: 651-385-2029

Product Licenses

Description	# of Licenses	License Cost
CaseWorks Resident Self-Service Portal	1	\$25,000

Professional Services *(Deliverables per SOW Exhibit A)*

Description	Amount
Professional Services – Project & Implementation Fees	\$ 0.00
Professional Services – Training Fees	\$ 0.00

Billing Schedule *(Deliverables per SOW Exhibit A)*

Description	Amount
Licenses	50% Due at contract signing and upon receipt of invoice
	50% Due at Go-Live and upon receipt of invoice

Annual Support Billing Schedule

Support Term	Annual Support Amount	Total
	CaseWorks Portal	
Jan 1 – Dec 31, 2024	\$8,750	\$8,750
Jan 1 – Dec 31, 2025	\$9,188	\$9,188
Jan 1 – Dec 31, 2026	\$9,647	\$9,647

Exhibit F

Vendor Acknowledgment

RESPONSIBILITIES OF PERSONS WHO HAVE ACCESS TO NOT PUBLIC DATA

VENDORS

As a vendor working with County, you may have access to records containing information which is protected from unauthorized use. For example, you may have access to special work areas, computers or other files. This information is protected by law, policy, contracts, agreements, or licenses regarding the disclosure both at work and outside the office.

Unauthorized use of data includes making copies of data or computer software and related materials without the permission of the originator or data subject. Unauthorized disclosure of data means releasing information over the phone, in verbal conversations, and in written form. Unauthorized disclosure also includes using the information obtained in connection with your vendor work duties in any manner different from the scope of your specified duties.

Protection of this data from unauthorized use or disclosure depends on the cooperation of all staff and vendors. The information in this handout explains some of these restrictions on information within the County so that you will understand what information is protected and your responsibilities in regard to that information.

NOT PUBLIC DATA

The following describes the private and confidential types of information, the restrictions on the use of it, and some examples of each type of information.

Not public data means any data which the law declares is not available to the public. It is a broad term which includes any government data classified by statute, federal law, or temporary classification as confidential, private, nonpublic, or protected nonpublic data, either singly or in any combination.

Generally, if the data you work with identifies a person it is private or confidential data. Use and access within the agency is restricted to those employees or vendors who need the information to do their jobs.

A. Private data is government data maintained on individuals who are identified or can be identified in the data. Only the following persons are permitted access to private data:

1. the individual who is the subject of the data or a designated representative;
2. anyone to whom the individual gives signed consent to view the data;
3. employees of the welfare system whose work assignments reasonably require access to the data;
4. anyone the law says can view the data.

Examples of private data include most welfare system data about individual clients, medical data, child abuse data, pre-commitment screening investigations and pre-admission screening investigations, chemical dependency data about patients, and personnel data.

B. Confidential data is data that identifies individuals and cannot be disclosed to the public or even to the individual who is the subject of the data. The subject of the data CANNOT authorize anyone else to see or receive copies of the data by signing a consent for release of information.

Examples of confidential data are adoption data and the names of individuals who report child or vulnerable adult abuse. Some medical data is confidential if the medical care provider deems that access to the data will be harmful to the patient. Most investigations of individuals are confidential, but investigations involving corporations, agencies or vendors are protected nonpublic.

PENALTIES FOR UNLAWFUL USE OF DATA

Data Practices Act Penalties The Minnesota Government Data Practices Act, Minnesota Statutes, Chapter 13, provides for disciplinary action for any government employee who knowingly violates the provisions of the Act. **Any person, even those who are not employees**, who willfully violate the provisions of the Act, may be charged with a misdemeanor.

Action for Damages A political subdivision, responsible authority, statewide system, or state agency which violates any provision of this chapter is liable to a person or representative of a decedent who suffers any damage as a result of the violation, and the person damaged or a representative in the case of private data on decedents or confidential data on decedents may bring an action against the political subdivision, responsible authority, statewide system or state agency to cover any damages sustained, plus costs and reasonable attorney fees. In the case of a willful violation, the political subdivision, statewide system or state agency shall, in addition, be liable to exemplary damages of not less than \$100, nor more than \$10,000 for each violation. The state is deemed to have waived any immunity to a cause of action brought under this chapter.

Vendor Technology Usage Agreement

Vendor personnel have no expectation of privacy in any electronic communications, use of County property, or Internet access. County reserves the right to review, audit, or monitor any information technology used by vendor personnel which attaches to or makes use of the County's network(s).

1. All vendor personnel shall use only accounts authorized by County's Security Staff.
2. Vendor personnel may access only those resources for which they are specifically authorized.
3. Vendor personnel are personally responsible for safeguarding their account and log-on information. Passwords shall adhere to current County password requirements. Passwords shall remain confidential. Passwords shall never be displayed, printed, or otherwise recorded in an unsecured manner.
4. Vendor personnel are not permitted to script their user IDs and passwords for log-on access.
5. Vendor personnel are not permitted to allow another person to log-on to any computer utilizing their, if provided, personal account, nor are they permitted to utilize someone else's account to log-on to a computer. Authorized system or service accounts may be used by multiple people.
6. Vendor personnel may not leave their workstation logged onto the network while away from their area. Vendor personnel may elect to lock the workstation rather than logging off when leaving for very short time periods.
7. Vendor personnel shall maintain a log, left with the computer, of all software loaded onto any County computer. The software must have been approved in writing by County.
8. Vendor personnel shall execute only applications that pertain to their specific contract work.
9. Vendor personnel shall promptly report log-on problems or any other computer errors to the County Network Administrator.
10. Vendor personnel shall promptly notify the County, in no event later than twelve (12) hours, if they have any reason to suspect a breach of security or potential breach of security.
11. Vendor personnel shall promptly report anything that they deem to be a security loophole or weakness in the computer network to the County.
12. Vendor personnel shall not install or use any type of encryption device or software on any County hardware, which has not been approved in writing by the County.
13. Vendor personnel shall not attach any device to the County network without written approval from the County.
14. Vendor personnel may not remove any computer hardware from any County building for any reason without prior written approval from the County.
15. Vendor personnel shall not delete, disable, or bypass any authorized encryption device, or anti-virus or other software program installed on County hardware.
16. Vendor personnel shall not attach any network or phone cables to any County device without written approval from the County.
17. Vendor personnel may not copy any data and/or software from any County resource for personal use.
18. County data and/or software shall not be removed from any County Building without prior written approval from the County.
19. Vendor personnel may not utilize County computer systems or networks for any of the following reasons:
 - a. Game playing;
 - b. Internet surfing not required for their work activity;
 - c. Non-related work activity; or
 - d. Any illegal activity.

- e. Downloading of files from the Internet. If files are needed for your work, contact County IT personnel.
- 20. Vendor personnel are prohibited from intercepting or monitoring network traffic by any means, including the use of network sniffers, unless authorized in writing by the County.
- 21. Vendor personnel may not give out any County computer information to anyone. Exception: other vendor personnel needing the information to complete tasks. Information includes but is not limited to: IP addresses, security configurations, etc.
- 22. All data storage media shall be erased or destroyed prior to disposal.
- 23. Vendor personnel may not remove or delete any computer software without the written approval of the County.
- 24. Vendor personnel shall not attempt to obtain or distribute County system or user passwords.
- 25. Vendor personnel shall not attempt to obtain or distribute door pass codes/passkeys to secured rooms at any County facility for which they are not authorized.
- 26. All equipment issued to vendor personnel will be returned in good condition to County upon termination of the County/Vendor Personnel relationship.
- 27. Vendor personnel may not use County information technology to send or receive threatening, obscene, abusive, sexually explicit language or pictures.
- 28. Vendor personnel are prohibited from intentionally causing County to break copyright laws.
- 29. Use by vendor personnel of any County information technology will acknowledge acceptance of the above-referenced policies. Any vendor who violates any of these policies shall be subject to disciplinary action, including total removal from the County project as well as being subject to Minnesota civil and criminal liability.
- 30. Vendor personnel may not disclose of any private or confidential client information regardless of physical form or storage media (paper, computer, voice mail, microfiche, imaged, video or voice recordings). Vendor personnel will not attempt to access not public data for personal purposes.
- 31. Vendor Acknowledgement "Responsibilities of Persons Who Have Access to Not Public Data has been read and its' conditions will be complied with by all vendor personnel.



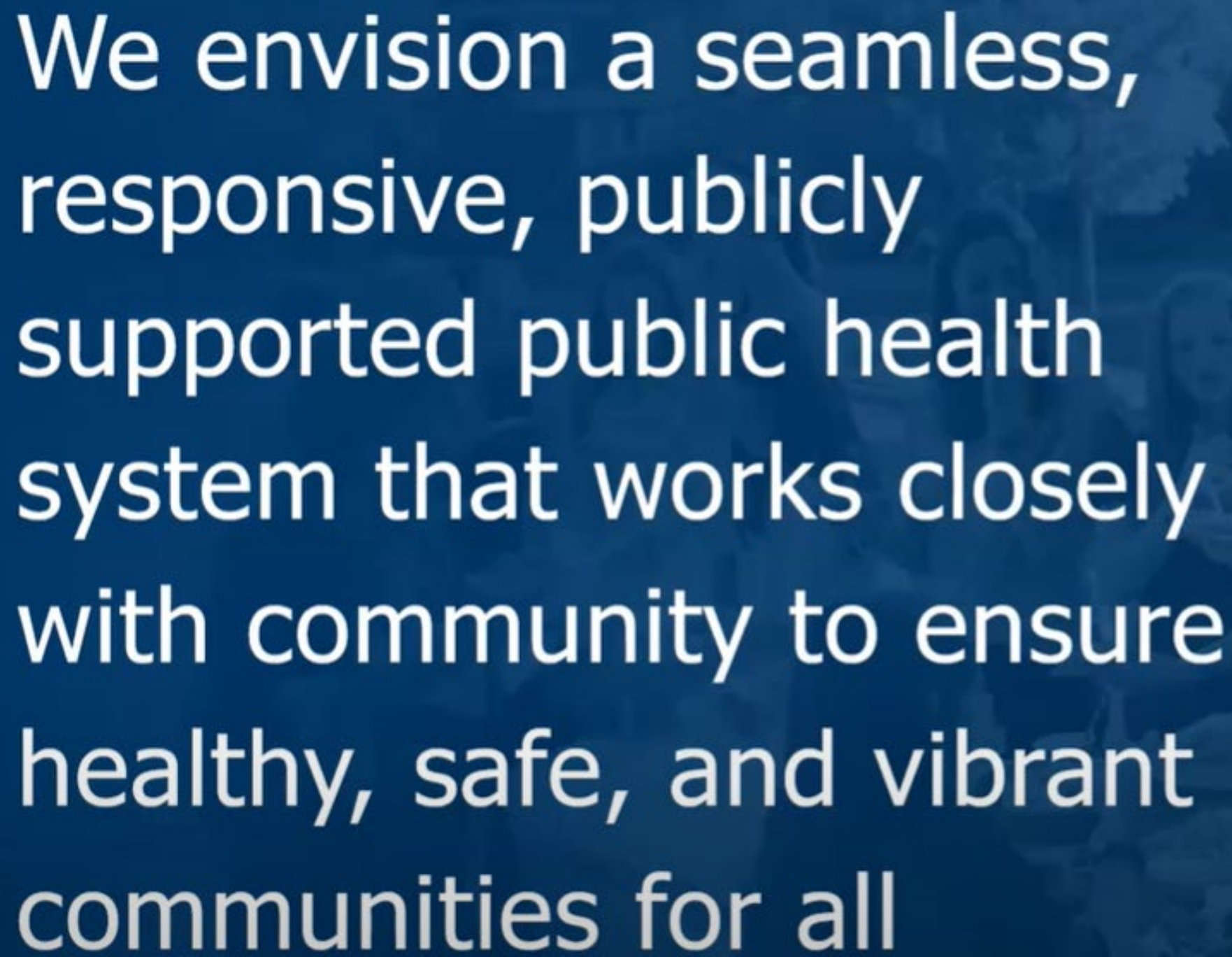
Foundational Public Health Services

Goodhue County HHS Board
September 19, 2023



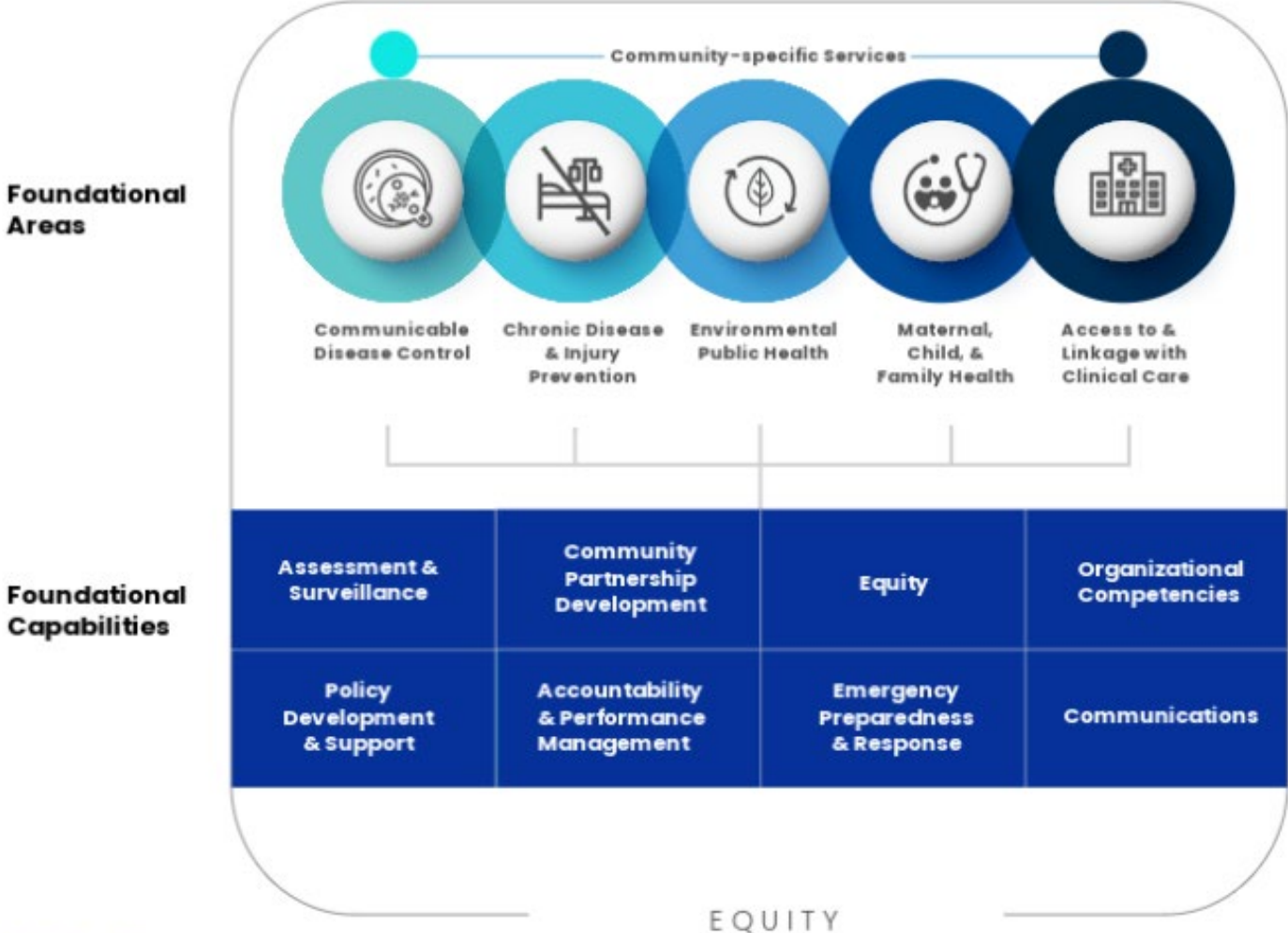
Public Health Transformation



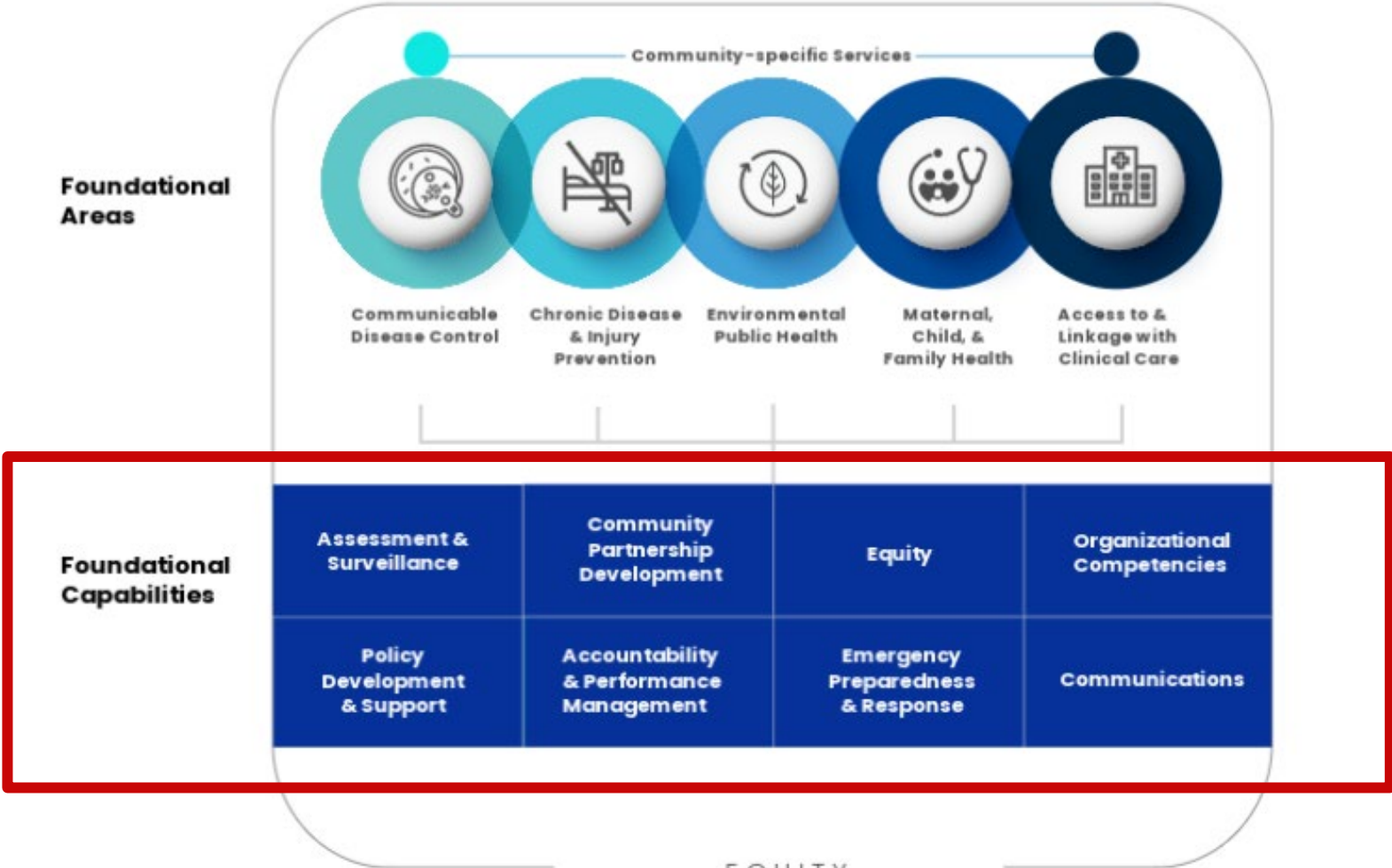
A group of diverse people, including men and women of various ethnicities, are sitting on the floor in a circle. They appear to be in a community meeting or discussion, with some looking towards the camera and others looking at each other. The background is a solid blue color.

We envision a seamless,
responsive, publicly
supported public health
system that works closely
with community to ensure
healthy, safe, and vibrant
communities for all

Foundational Public Health Services



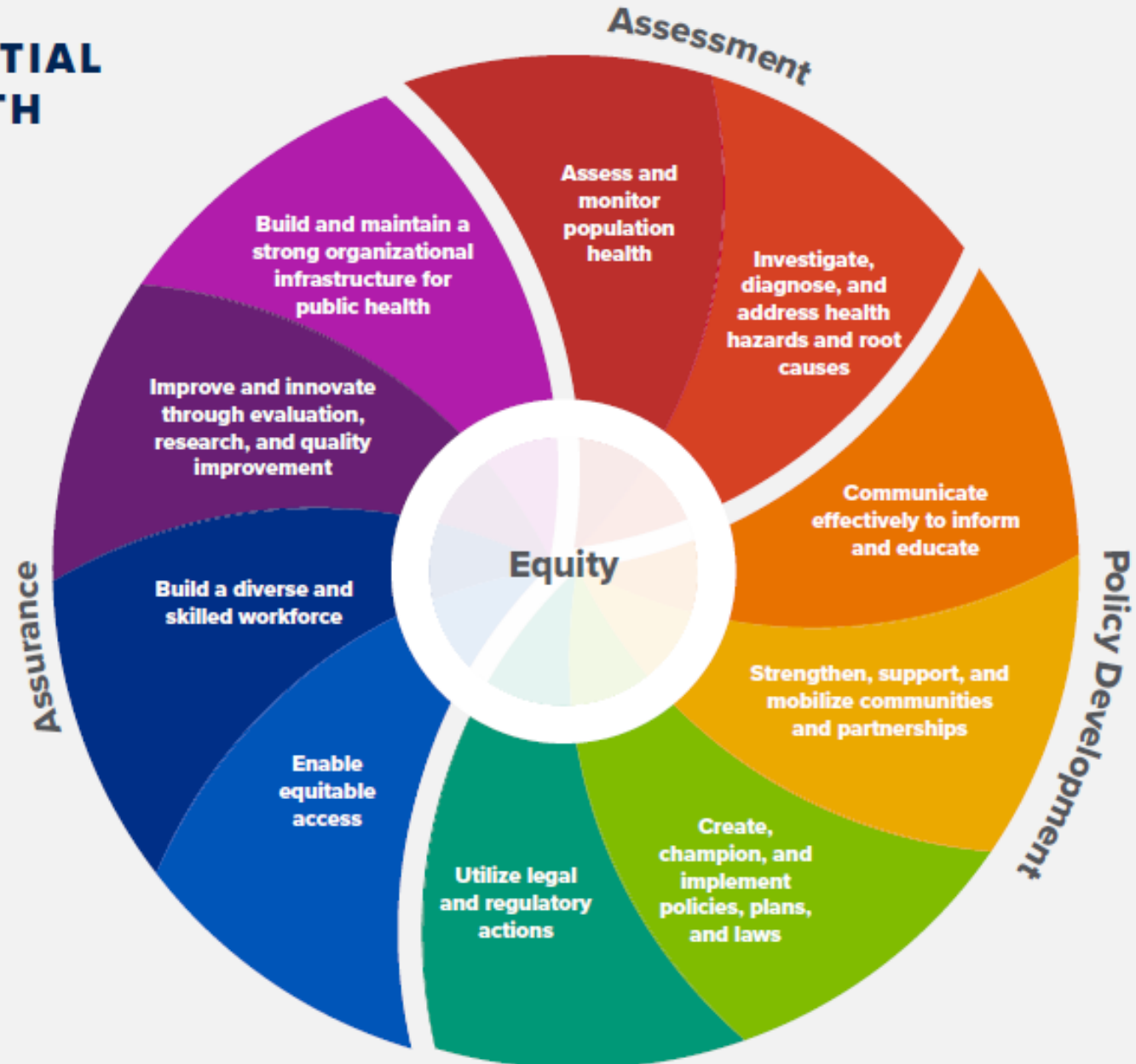
Foundational Public Health Services



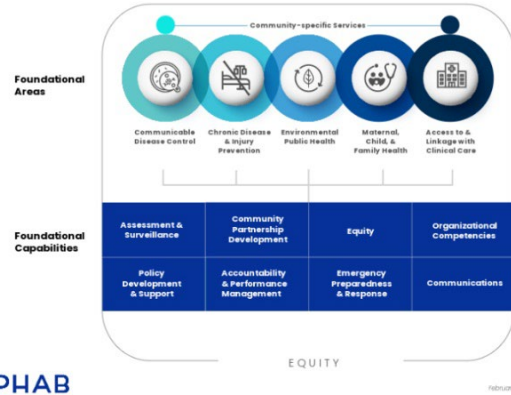
THE 10 ESSENTIAL PUBLIC HEALTH SERVICES

To protect and promote the health of all people in all communities

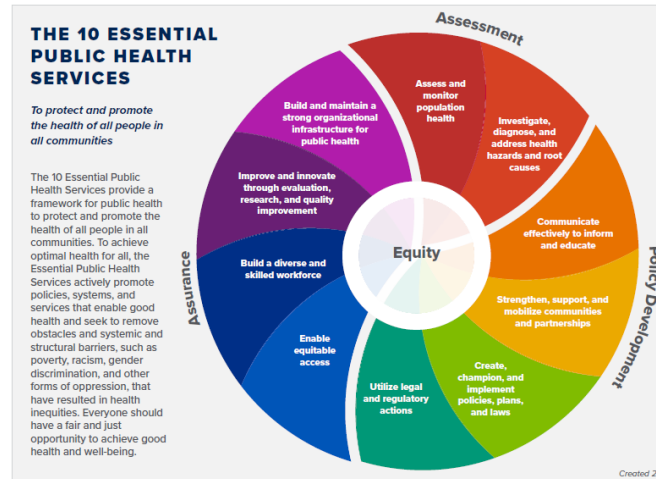
The 10 Essential Public Health Services provide a framework for public health to protect and promote the health of all people in all communities. To achieve optimal health for all, the Essential Public Health Services actively promote policies, systems, and services that enable good health and seek to remove obstacles and systemic and structural barriers, such as poverty, racism, gender discrimination, and other forms of oppression, that have resulted in health inequities. Everyone should have a fair and just opportunity to achieve good health and well-being.



Foundational Public Health Services



- Minimum
- Governmental

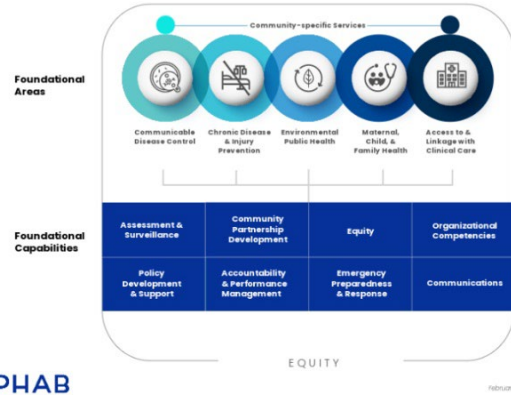


- Describes activities
- Governmental+ community partners



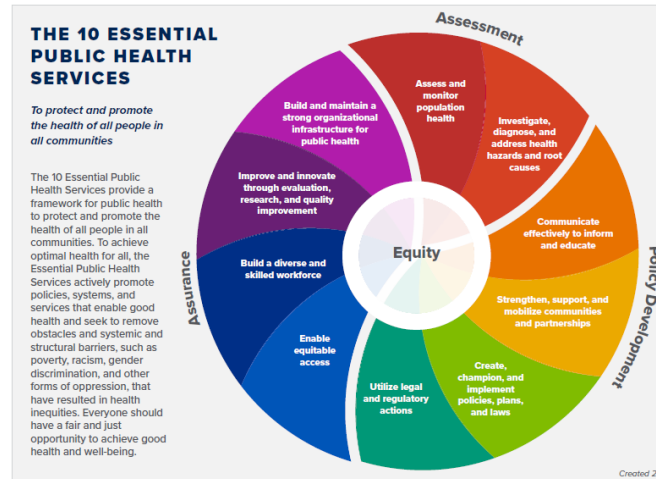
- Continuous improvement
- Governmental

Foundational Public Health Services



- Minimum
- Governmental

Foundational



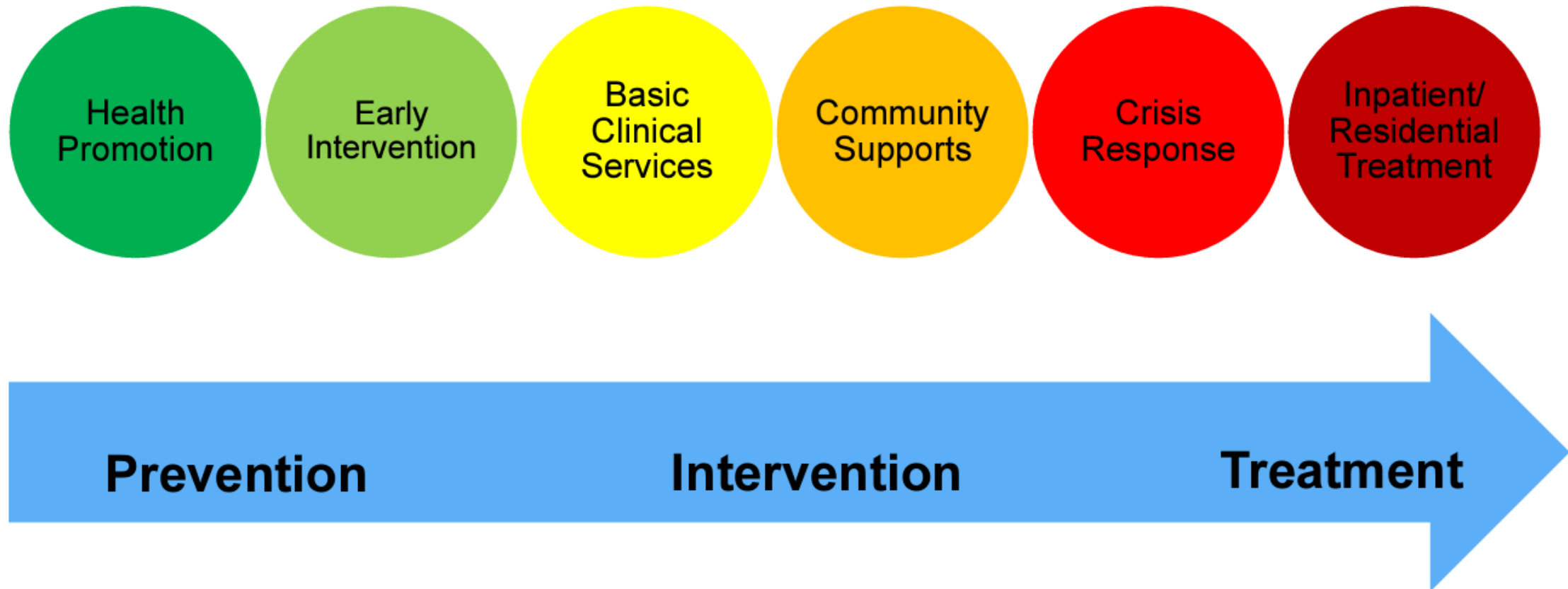
- Describes activities
 - Governmental+ community partners
- ## Services



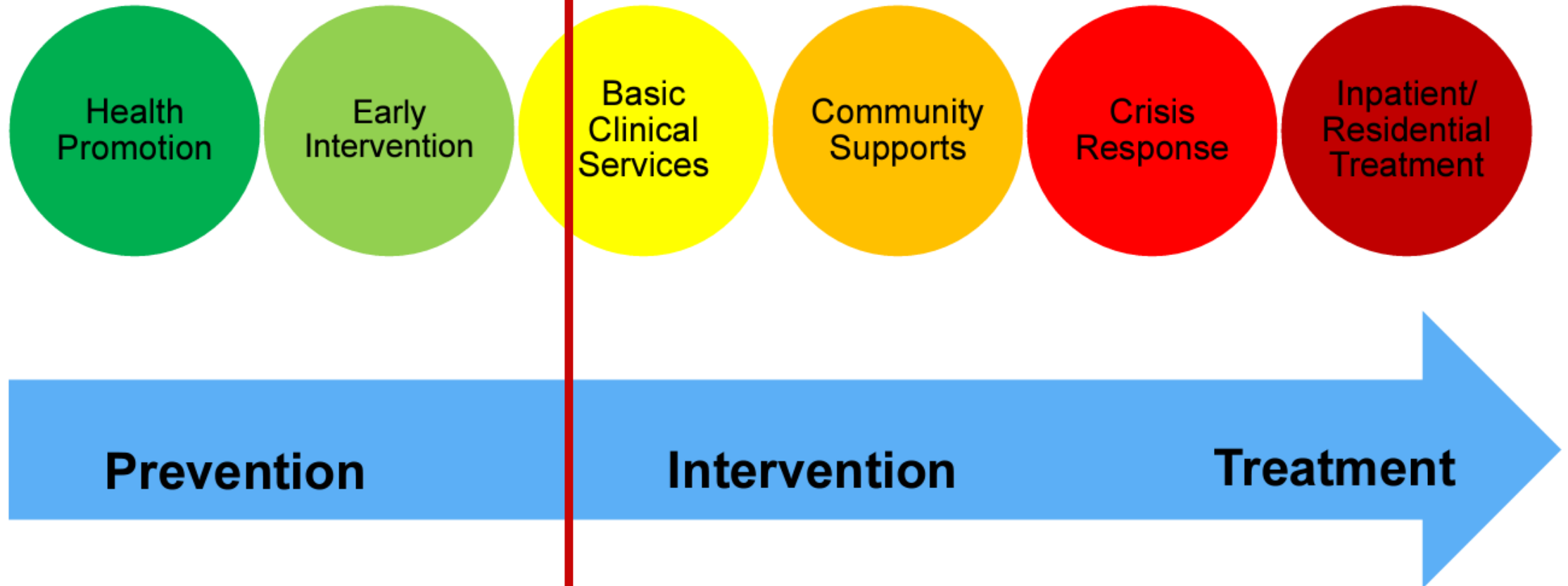
- Continuous improvement
- Governmental

National Standards

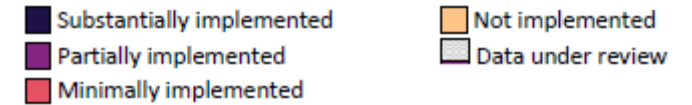
Mental Health Continuum of Care



Mental Health Continuum of Care



Cost and Capacity Assessment



Public health is essential for building healthy, vibrant communities yet public health expertise and capacity varies across our state



Assessment & Surveillance

- Examples
- Core Staff
 - Community Engagement Specialist
 - Disease Prevention & Control Nurse
- Core Plans: The Community Health Needs Assessment

Community Partnership Development

- Examples
- Core Staff
 - Community Engagement Specialist
 - Shared C.A.R.E. Clinic Position
 - Deputy Director
- Core Plans: The Community Health Improvement Plan

Equity

- **Examples**
 - Address factors that contribute to specific populations' higher health risks and poorer health outcomes
 - Manage operational policies related to equity
- **Core Staff**
 - Community Health Specialist

Organizational Competencies

- Examples
- Core Staff
 - Directors
 - Supervisors
- Core Plans: The Strategic Plan,
Workforce Development Plan

Policy Development & Support

- Examples
 - Examine and contribute to improving policies and laws
 - Monitor and improve enforcement of public health laws
- Core Staff

Accountability & Performance Management

- Examples
- Core Staff
 - Healthy Communities Case Aide
 - Fiscal Officer
 - Healthy Communities Supervisor
- Core Plans: Performance Management System,
Quality Improvement Plan

Emergency Preparedness & Response

- Examples
- Core Staff
 - Emergency Preparedness Coordinator
- Core Plans: The Emergency Operations Plan

Communications

- Examples
 - Health education efforts to encourage actions that promote health
 - Communications procedures
 - Risk Communication plan
- Core Staff
 - Community Health Specialist

Safe Routes to School

Community Partnership

- Team forms including School, Public Health, Public Works, City, MnDOT, Bus Company, Parents, etc.

Equity

- Recognition of disparities leads to seeking grant to pay for bike fleet for kids to ride bikes for field trips

Organizational Competency

- PHE workforce trained in project management, facilitation, grant writing, budget management

Safe Routes to School

Policy Development

- Speed limit changes near schools

Communications

- Social media posts, coordination with school e-newsletters/website

Performance Management

- MDH IFund Project to improve how we evaluate and report on this work

Insights

- All public health educators and nurses need foundational capability skills. Some staff have expertise in a specific capability.
- As we became an accredited agency, adding foundational services and plans helps us do better work agency-wide.
- We have been actively assessing our capacity as required by MDH and PHAB.
- We have used new funds to address gaps.
- More new funding is coming.

**GOODHUE COUNTY
HEALTH & HUMAN SERVICES (GCHHS)**



**Monthly Update
Child Protection Assessments/Investigations**

Month	2021	2022	2023
January	20	16	16
February	17	16	13
March	15	20	18
April	24	19	15
May	26	20	20
June	22	18	17
July	19	16	10
August	17	13	20
September	17	29	
October	12	23	
November	33	14	
December	23	8	
Total	245	212	129

Promote, Strengthen and Protect the Health
of Individuals, Families and Communities!
Equal Opportunity Employer
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Goodhue County
Health and Human Services

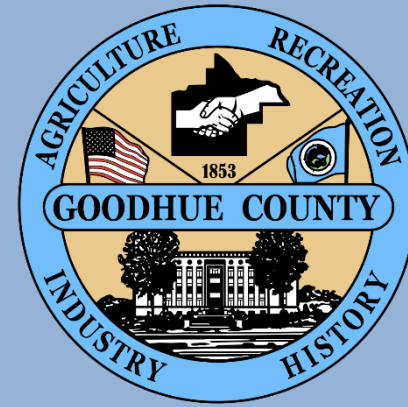
426 West Avenue
Red Wing, MN 55066
(651) 385-3200 • Fax (651) 267-4882

TO: Goodhue County Health and Human Services Board
FROM: Nina Arneson, GCHHS Director
DATE: September 19, 2023
RE: 2023 September Staffing Report

Effective Date	Status	Name	Position	Notes
9/12/2023	Backfill	Joni Schake	Social Worker	Replacing Megan O'Dell
9/25/2023	New	Kristin Kraabel	Social Services Supervisor- Home and Community Based Services	

Promote, Strengthen and Protect the Health of Individuals, Families and Communities!
Equal Opportunity Employer
www.co.goodhue.mn.us/HHS





Quarterly Trend Report

Quarter 2, 2023

Goodhue County Health & Human Services
September 2023



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18 County Cars

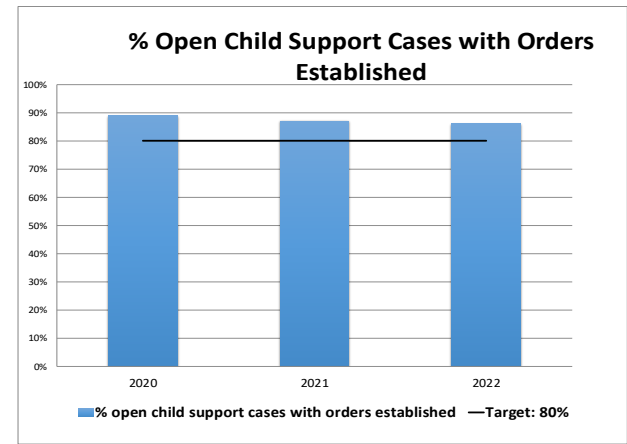
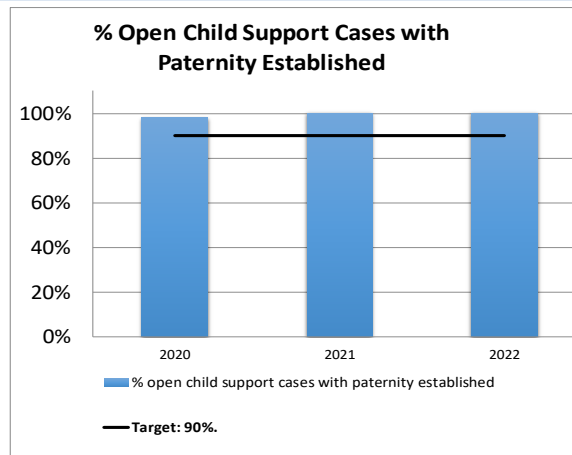
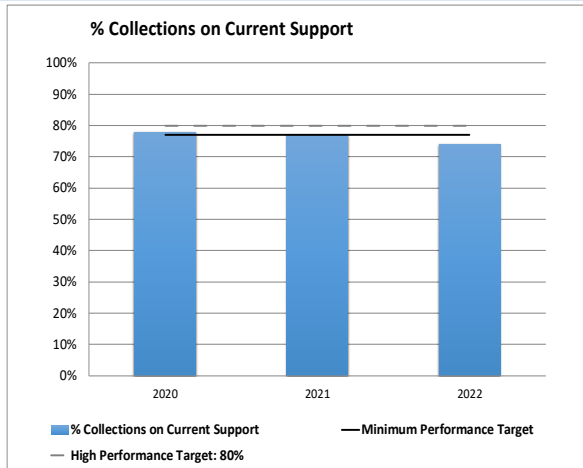
19 SERCC



Purpose/Role of Program

Minnesota’s Child Support Program benefits children by enforcing parental responsibility for their support. The Minnesota Department of Human Services’ Child Support Division supervises the Child Support Program. County child support offices administer it by working with parents to establish and enforce support orders. The child support staff works with employers and other payors, financial institutions, other states and more to implement federal and state laws for the program. The program costs for the Child Support Program are financed by a combination of federal and state money.

The measures below are **annual measures** the federal office uses to evaluate states for competitive incentive funds.



Story Behind the Baseline

Where Do We Go From Here?

- **LEFT:** Children need both parents contributing to their financial security and child support is one means of accomplishing that. *In 2022, performance targets were not set due to the unprecedented statewide decline in performance on this measure.*
- **CENTER:** Establishing parentage gives a child born outside of marriage a legal father and the same legal rights as a child born to married parents. The paternity established during the federal fiscal year may not necessarily be for the same children born of non-marital births in the previous year. This is why percentages often exceed 100.
- **RIGHT:** This is a measure of counties’ work toward ensuring children receive financial support from both parents. Through our role in the Child Support program, we help ensure that parents contribute to their children’s economic support through securing enforceable orders, monitoring payments, providing enforcement activities, and modifying orders when necessary.

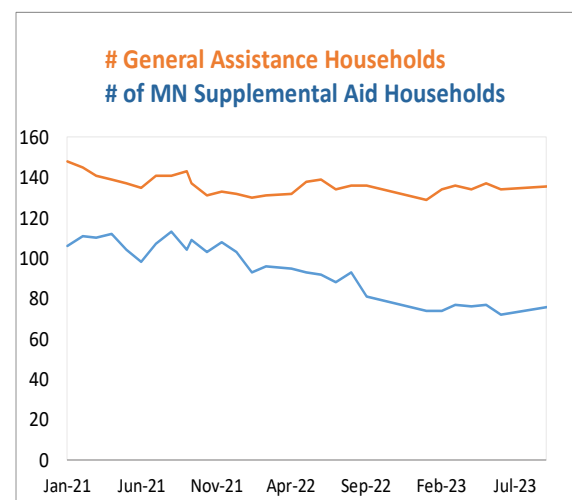
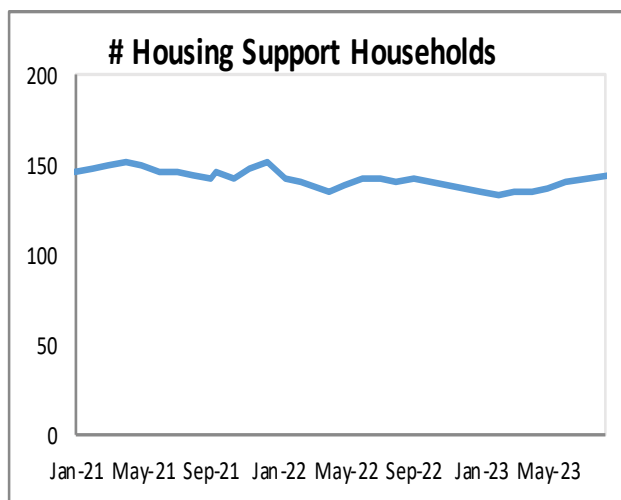
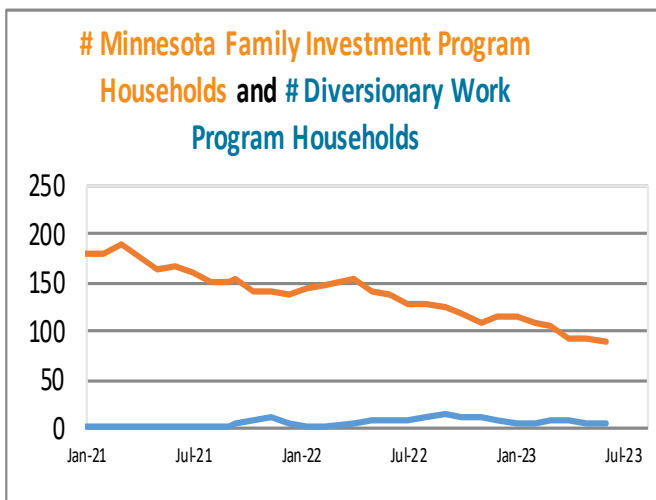
- **LEFT:** Continue to focus on reaching out to the non-custodial parents. Phone calls, building rapport and working together for reasonable payments helps to increase the % of collections on current support.
- **CENTER:** Staff factors influence all the measures. Continue to support our dedicated workers and utilize experienced, skilled staff in training new staff.
- **RIGHT:** Continue to work closely with Goodhue County Attorney’s Office and share information between courts, tribal nations, and other states that impact the ability to collect support across state boundaries.

**Child Support data is provided annually by DHS, 10/1-9/30



Purpose/Role of Program

The cash assistance programs administered at the county are entitlement programs that help eligible individuals and families meet their basic needs until they can support themselves. Eligibility for these programs is determined by Eligibility Workers and is based on an applicant's financial need. The programs are administered by county agencies under the supervision of the state Department of Human Services. The program costs for the cash programs are financed by federal and/or state money (depending on the specific program). The MFIP and DWP program are time-limited and include work requirements and access to employment services. Income Maintenance staff work closely with local job counselors.



Story Behind the Baseline

LEFT, CENTER & RIGHT: These figures demonstrate steady volumes of services for the MFIP, DWP, GRH, General Assistance and MN Supplemental Aid Households. The DWP program was reinstated as of October 1st, 2021. We saw a slight decrease in DWP, a bigger decrease in MFIP as more people are finding employment. Also eligibility factors for these two case programs.

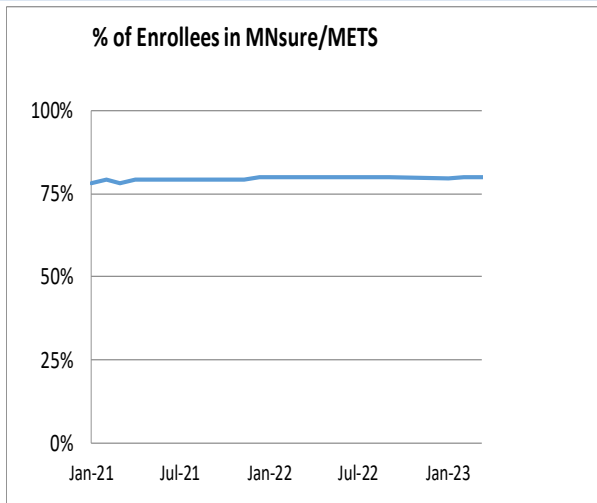
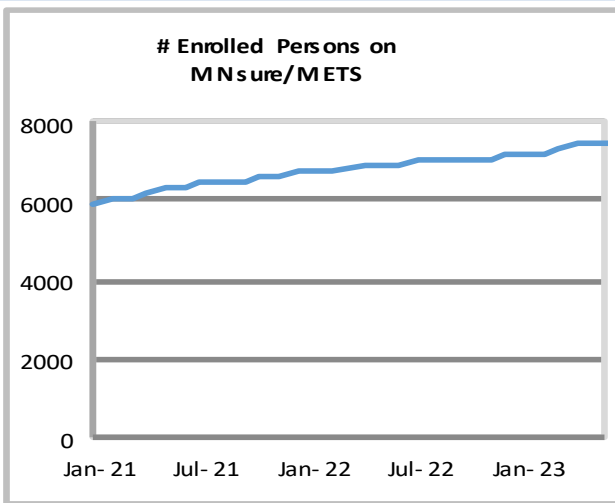
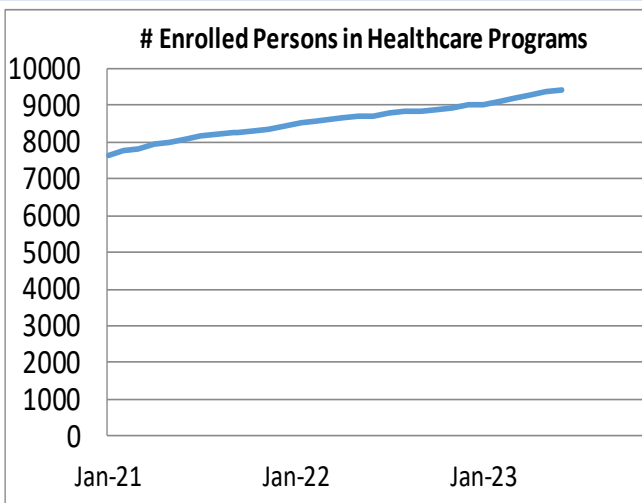
Where Do We Go From Here?

LEFT, CENTER & RIGHT: Many factors influence the need for these safety net programs including economy and availability of community resources such as food shelves, and natural disasters that result in increased applications.



Purpose/Role of Program

Minnesota has several health care programs that provide free or low-cost health care coverage. These programs may pay for all or part of the recipient’s medical bills. The healthcare programs administered by the county agencies are done so under the supervision of the state Department of Human Services. Eligibility for the healthcare programs is determined via a combination of system determination (MNsure/METS/MAXIS) and Eligibility Workers. Eligibility is based on varying factors including income and assets. Funding for the healthcare programs is a combination of federal and state money.



Story Behind the Baseline

- **LEFT:** The number of enrollees on healthcare for Medical Assistance (MA) and MinnesotaCare (MCRE) has increased. The Peacetime emergency ended effective July 1, 2023. Renewals have resumed for enrollees this may result in a decrease of persons enrolled.
- **CENTER & RIGHT:** The number of healthcare recipients enrolled through the MNsure/METS system has increased over the years as more people enroll and those on the legacy system (MAXIS) transfer to MNsure/METS. The number of enrollees on healthcare for MA and MCRE has also increased with the Peacetime emergency ended July 1, 2023, we may see a decrease in these number.

Where Do We Go From Here?

LEFT: Continue to make accessing services easy for all county residents needing assistance with healthcare.

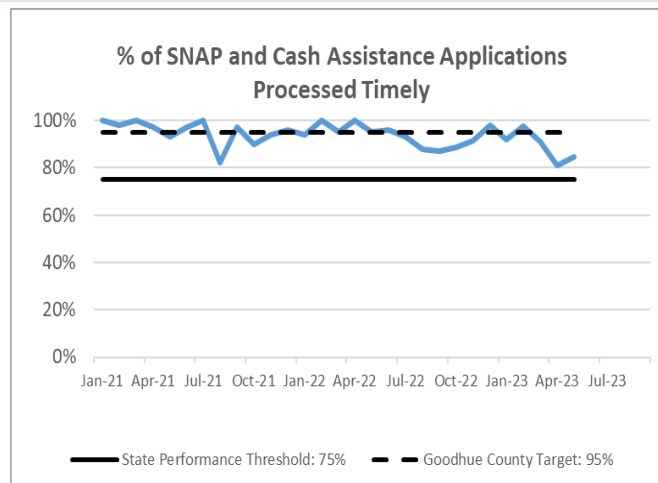
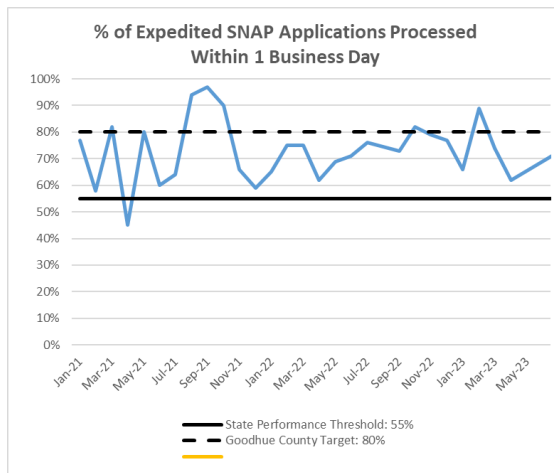
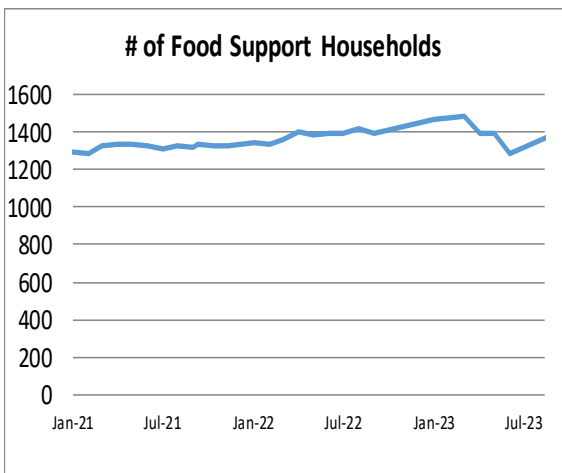
The state of MN declared the Peacetime emergency ends effective July 1, 2023. This means that Healthcare renewals will restart. They will be sent out from DHS to enrollees starting in May 2023 for July 1st renewals.

CENTER & RIGHT: The METS system (MNSURE) has made many improvements that have enhanced applicant and worker experience with the MNsure system. The METS system holds the most healthcare cases in the Income Maintenance Unit.



Purpose/Role of Program

SNAP is a federal entitlement program that increases the food purchasing power of low-income households. Eligibility for this program is determined by Eligibility Workers and is based on an applicant’s financial need. The benefit level is determined by household income, household size, housing costs and more. SNAP applicants are given expedited service when they have little to no other resources available to pay for food and, therefore, need basic safety net programs to meet a crisis. This program is administered by county agencies under the supervision of the state Department of Human Services. The program costs for the SNAP program are financed by a combination of federal and state money. The program includes work requirements for some recipients.



Story Behind the Baseline

Where Do We Go From Here?

- LEFT:** The number of households receiving food benefits in Goodhue County was stable around 1100 from 2017 to 2019 and has increased during the Peacetime emergency pandemic, to around 1346 households in January 2023. This follows the state trend.
- CENTER:** Since this measure was created in 2014, GCHHS has been above the 55% state performance threshold, including in 2021 when our annual performance was 63.8%. We met the threshold every month, with the exception of July 2020 and April 2021. GCHHS has some of the most timely processing in the region and was above the 2023 state average performance of 55%. This trend continues thru March of 2023. Expect that GCHHS Expedited processing will remain steady.
- RIGHT:** Goodhue County well exceeds the 75% state performance threshold for processing SNAP and Cash applications, and has since this measure was created in 2014. GCHHS has met our internal goal of 95% annual performance in 2015, 2018, 2020, 2021 and 2022.

- LEFT:** Continue to make accessing services easy for all county residents who need help with food support.
- CENTER:** Continue to identify expedited applications and process applications timely.
- RIGHT:** Continue to support our dedicated workers and utilize experienced, skilled staff in training new staff as staff retire.



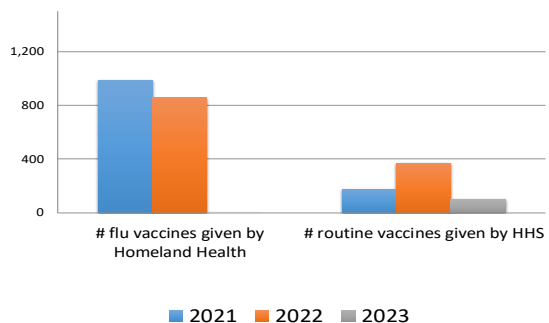
Public Health

Disease Prevention and Control (DP&C)

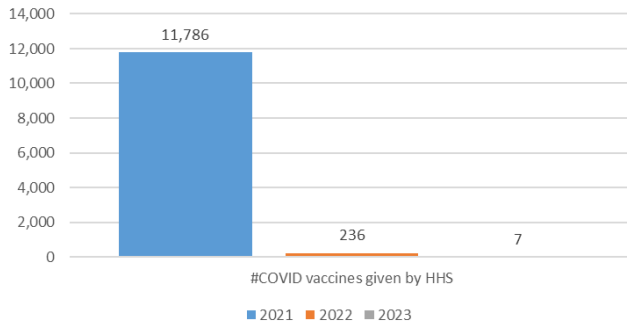
Purpose/Role of Program

Disease Prevention and Control activities include evaluating, promoting, and providing immunizations. HHS investigates and monitors treatment of active and latent tuberculosis cases. Minnesota Department of Health monitors and investigates all other reportable infectious diseases and disease outbreaks. DP&C notifies medical providers and the public when outbreaks occur and provides education about preventing communicable diseases.

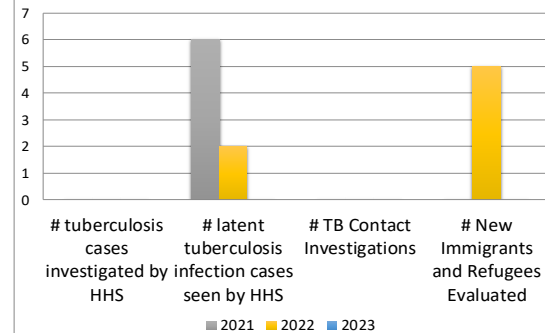
Immunizations Given



COVID vaccines given by HHS



TB and Latent TB cases



Story Behind the Baseline

- LEFT:** 96 routine immunizations were given from January through June of 2023. Routine immunizations continue to be appointment based; but walk-ins are welcomed.
- MIDDLE:** HHS' last COVID-19 clinic at the local detention center was March 2023.
- RIGHT:**
 - 1 LTBI: Client began the 4-month treatment regimen in June of 2023 and will be monitored by DP&C staff on a monthly basis. On additional referral is expected by the end of July, and client is expected to start treatment in August.
 - 1 Perinatal Hep B: Mother in gestation was referred to HHS in May of 2023. Once the child is born, we will monitor the child until all recommended Hepatitis B immunizations are administered and serologic testing is complete. Perinatal Hep B cases are generally open for 9-18 months following birth.
 - 1 Refugee Health: A Ukrainian family of four arrived to GC in June of 2023. GCHHS received the referral in July and is working with the family on setting up their health screens, immunizations, and IGRA tests. An additional referral is expected in August for another family of 4.

Where Do We Go From Here?

- LEFT:** The COVID-19 vaccination efforts of 2021 were unparalleled. We scheduled public booster clinic through January 28, 2022; jail vaccination clinics through March of 2023. HHS continues to send immunization reminders to all one-year-olds in Goodhue Co., as well as through Child/Teen Check-up mailings. Public health is starting to prepare for the school and community flu clinics this fall.
- RIGHT:** DP&C will continue to obtain medications from MDH for anyone with latent TB who is at high risk of progression to active tuberculosis and will monitor active TB cases. Mayo clinic will monitor patients who have insurance to cover the treatment; unless they are likely to be non-compliant in which case they'll be referred them to HHS. As of May 2023, the LTBI medication program is under "Open enrollment", and there are no reports of LTBI medication shortage. Since GC first Uniting for Ukraine family arrived in 2022, we have increased our community partners in the surrounding area in order to complete their health screens and IGRAs within the first 3 months of arrival. We have also been working on translating DP&C consent forms and privacy laws in Russian (Russian is the preferred language for those we have served).

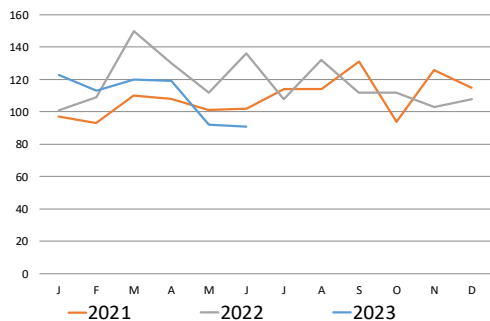


Family Home Visiting and Follow Along

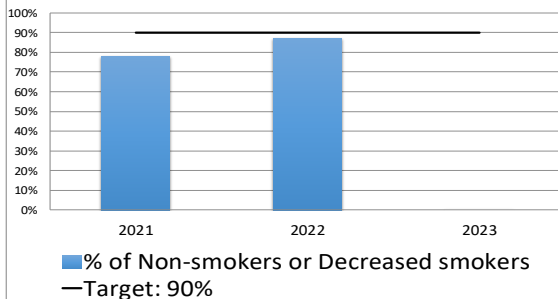
Purpose/Role of Program

Family home visiting is a health promotion program that provides comprehensive and coordinated nursing services that improve pregnancy outcomes, teach child growth and development, and offer family planning information, as well as information to promote a decrease in child abuse and domestic violence. Prenatal, postpartum, and child health visits provide support and parenting information to families.

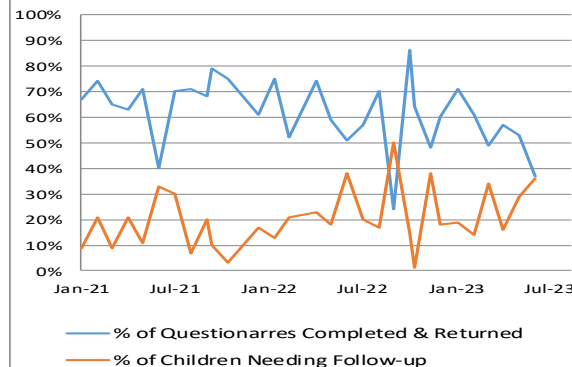
Average # Client Visits per Month Family Home Visiting



% of Pregnant Clients Who Were Either Non-Smokers or Decreased Smoking During Pregnancy



Follow Along Statistics



Story Behind the Baseline

LEFT: Quarterly average is approximately 100 visits per month. Beginning May 1, 2023 we transitioned to a new Evidence-Based Family Home Visiting Model. We are now using the Maternal Early Child Sustained Home Visiting program. With the implementation of the new model we transitioned some families out of the evidence based program and in to universal programming while also added new clients. Visit frequency with this new model is less frequent than our previous model. The shift to a new model and transitioning families to universal programming could have an effect on how many visits are made per month. Staff transitions, vacations, and training needs to implement the new model may also play a part in the decreased number of visits made this quarter. Home Visits are being offered in person with an option for virtual if needed. How many families we see and subsequently how many visits we make depends on the birth rate. If the birth rate is down, we do not receive as many referrals thus a decrease in how many visits we can make.

CENTER: This data comes out annually. We know that smoking during pregnancy can cause baby to be born early or to have low birth weight-making it more likely the baby will be sick and have to stay in the hospital longer. We also know that smoking during and after pregnancy is a risk factor of sudden infant death syndrome (SIDS).

RIGHT: Follow Along Program monitors the development of children enrolled in the program by sending parents validated screening questionnaires. These questionnaires indicate how many children are not meeting developmental milestones; therefore requiring follow up by a public health nurse and also a possible referral to Early Childhood Special Education for an assessment. Our current goal is to increase questionnaires that are completed and returned to us, which enables us to reach more children. This has been made possible by our current collaboration with the Goodhue County Child and Family Collaborative. As we can see our return rate averages around 60%. In 2017 or return rate was 37%. This increase is due to additional staff time dedicated to the program as well as new means of communicating with families. We continue to send text reminders to return the questionnaires, which has increased the number returned. We can also see that the number of children needing follow up has increased. This is likely due to the fact that we are simply identifying more children that need follow up. We have increased the number of screeners that are returned thus increasing the number of children that have been identified needing follow up.

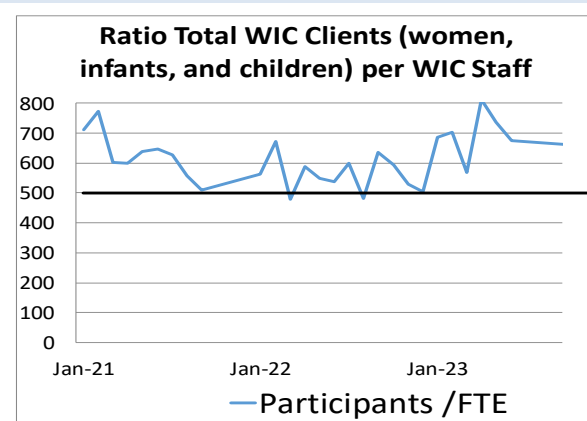
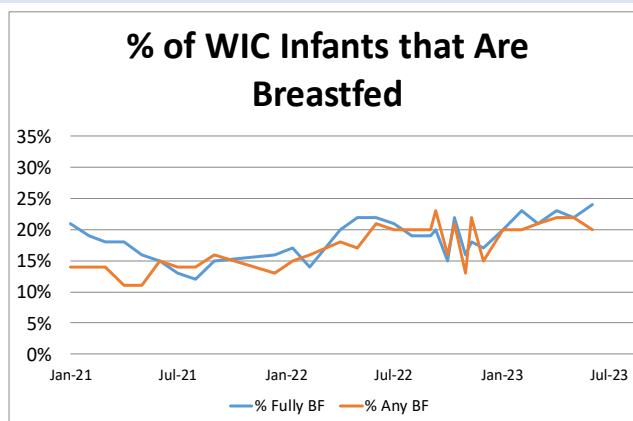
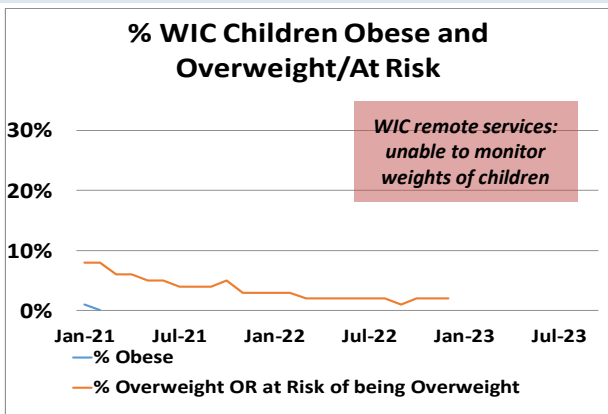
Where Do We Go From Here?

- **LEFT:** We will continue to offer home visits to clients to improve education and support, increase bonding and attachment, and in turn, reduce the risk of child abuse and neglect.
- **CENTER:** We will continue to educate on the importance of not smoking during pregnancy and continue to offer resources to assist with smoking cessation.
- **RIGHT:** We will continue to monitor the development of children and refer as appropriate. This will assist children with staying on task for meeting developmental milestones and getting early intervention services as soon as possible to make sure they are school ready as well as educate/inform parents about age appropriate milestones and how to help their children achieve them.



Purpose/Role of Program

WIC is a nutrition education and food supplement program for pregnant and postpartum women, infants and children up to age 5. Eligibility is based on family size and income. WIC participants are seen regularly by a Public Health Nurse who does a nutrition and health assessment, provides nutrition education and refers to appropriate resources. WIC is federally funded.



Story Behind the Baseline

Where Do We Go From Here?

- LEFT:** WIC promotes a healthy weight. The rates of obesity and overweight or at risk among Goodhue County WIC children 2 up to 5 years of age are stable and similar to the state average. Due to Covid-19, we began doing remote services mid-March and are continuing remote services. Therefore, we are not doing in clinic heights and weights on children. Please interpret the data on obesity and at risk for overweight with caution, as we are not documenting heights and weights routinely at this time. ****Numbers are decreasing and no data since March 2020 due to WIC remote services and getting weights on children.**
- CENTER:** The statewide WIC goal is to increase breastfeeding of infants 0-12 months. Breastfeeding initiation has increased; however, duration of breastfeeding continues to be an issue. WIC measures babies who are totally breastfed and babies who are receiving breastmilk and formula. Exclusively breastfed babies tend to breastfeed longer. Babies receiving **any** breastmilk are still getting the benefits of breastfeeding.

- LEFT:** Offering nutrition education regarding healthy eating habits and the importance of physical activity. Education is done with a 'participant centered' approach so that they have more ownership in making changes.
- CENTER:** We participated in a statewide continuous quality improvement collaborative to improve breastfeeding rates in 2019.
- RIGHT:** Outreach Activities include building rapport with clients to foster person-to-person referrals (the majority of our referrals), communication with health care providers, newspaper articles, participation in health/resource fairs. Although caseloads have decreased families that we are serving seem to have more issues/needs than we have seen in the past.

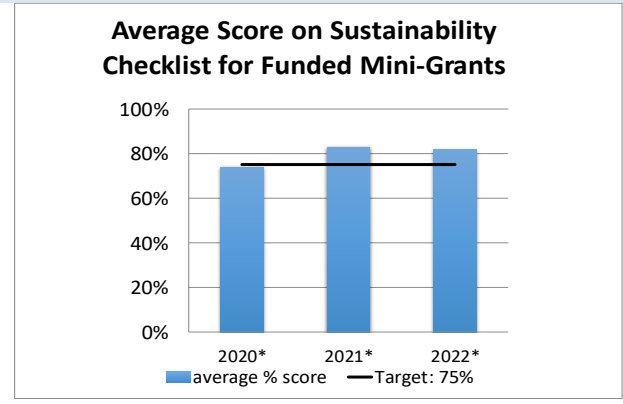
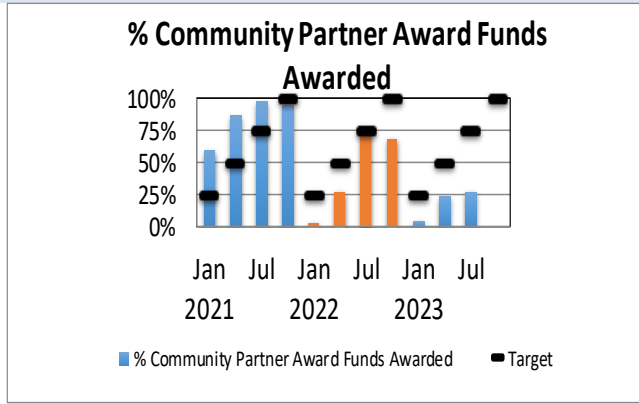
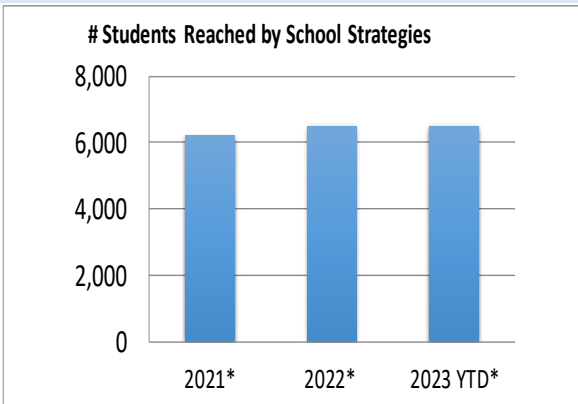


Public Health

Live Well Goodhue County

Purpose/Role of Program

Live Well Goodhue County’s mission is to improve the health of our residents by making it easier to be active, eat nutritious foods & live tobacco-free. We partner with child care providers, schools, worksites, cities, non-profits and other organizations. We provide mini-grants for sustainable projects that fit within our mission. We are supported by the Minnesota Statewide Health Improvement Partnership of the Minnesota Department of Health.



Story Behind the Baseline

- **LEFT:** Our current partners are: Pine Island School District, Red Wing School District, St. John’s Lutheran School, Zumbrota-Mazeppa School District and Cannon Falls School District.
- **CENTER:** Community Partner Awards are available to community organizations, child care providers, schools, worksites, non-profits and other organizations that are interested in partnering with us to improve the health of our residents. The focus must be on making it safer and easier to walk, bike, eat nutritious food and live tobacco-free .
- **RIGHT:** A sustainability survey is sent out to partners implementing a Live Well Goodhue County initiative in November.

*2020 grant year=11/1/19-10/31/20, *2021 grant year=11/1/20-10/31/21, *2022 grant year =11/1/21-10/31/22

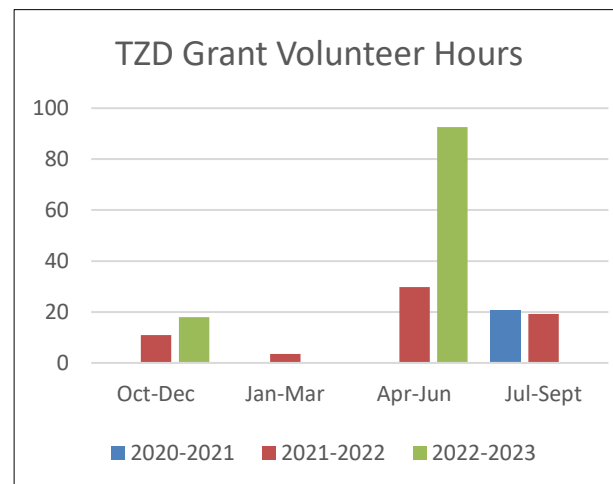
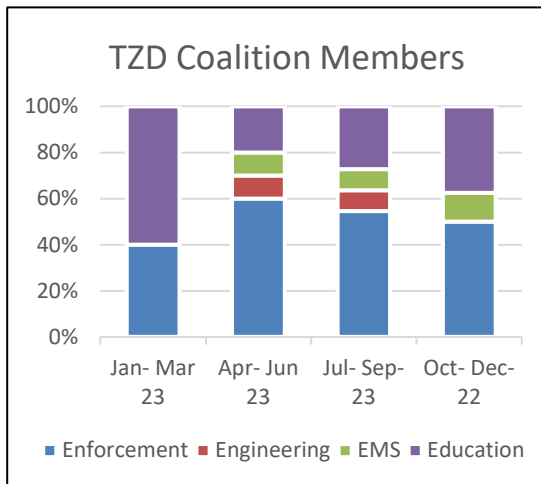
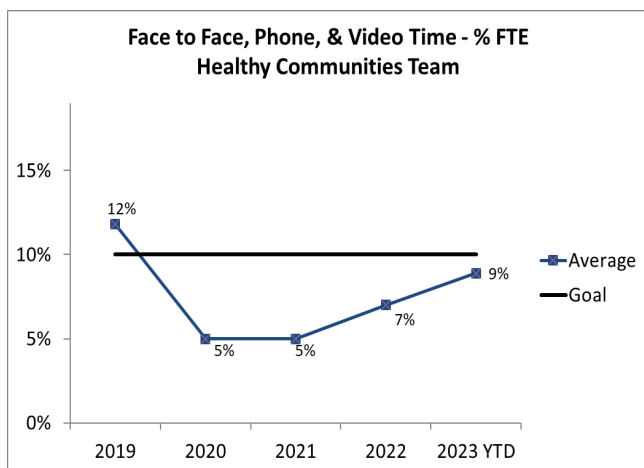
Where Do We Go From Here?

- **LEFT:** Live Well Goodhue County staff are working to develop partnerships with all County schools. This year the focus is working with school wellness committees, Safe Routes to School, well-being, physical activity and increasing access to healthy foods.
- **CENTER:** Community Partner Awards are available throughout our grant year. Staff members are actively working to build relationships with potential partners while encouraging past and current partners to implement an initiative.
- **RIGHT:** The Sustainability Survey will be sent to our 2023 partners in November. This survey consists of nine questions that are scored to help identify how sustainable the partner’s project is.



Purpose/Role of Program

Healthy Communities Unit promotes healthy behaviors and health equity with programs such as Live Well Goodhue County, Emergency Preparedness, Towards Zero Deaths (TZD), the Child and Family Collaborative, and the Mental Health Coalition of Goodhue County. Staff engage the community in developing and implementing strategies. **Towards Zero Deaths** is based on the belief that even one traffic-related death on our roads is unacceptable. TZD uses an interdisciplinary, data-driven approach to reduce traffic fatalities and is funded by a grant from the Minnesota Department of Public Safety. Our goal is to maintain a balance of active representation from each “E.”



Story Behind the Baseline

- LEFT:** Staff time face to face with community fell below our goal of 10% or 4 hrs. per full-time staff per week in 2020. This measure does not include COVID Response time. The increase in the 2022 average (7%) and first half of 2023 (9%) shows we are getting back to our regular Healthy Communities work that was put on hold for COVID.
- CENTER:** Our goal is to maintain a balance of representation from each “E” because a combination of strategies and approaches are often most effective. Due to COVID-19 there were limited TZD events and activities in 2020 and 2021.
- RIGHT:** Much of the TZD safe roads grant activity revolves around the “enforcement wave” calendar, busiest from April to September. The TZD Coordinator was on leave for 2 months during the first quarter of this grant.

Where Do We Go From Here?

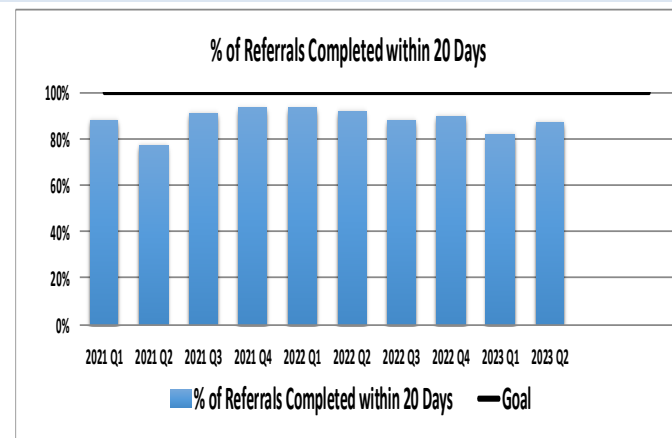
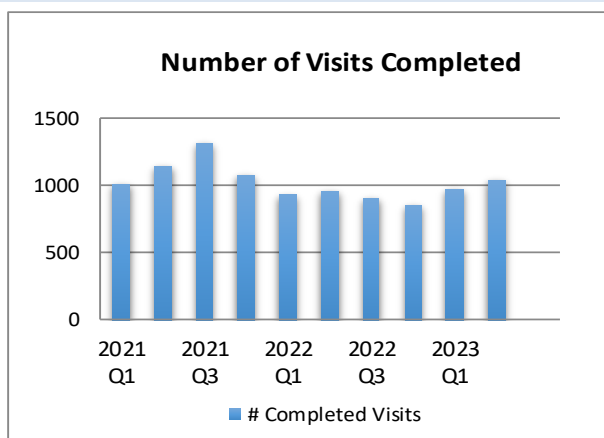
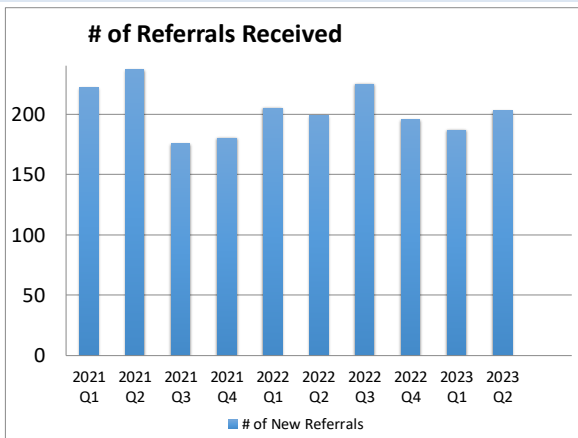
- LEFT:** We will continue to discuss this measure at Healthy Communities team meetings quarterly. Staff will receive reports on their individual percentage of face to face time.
- CENTER:** Engage existing members and recruit new members in the 4 sectors of education, enforcement, engineering, and emergency medical services (EMS).
- RIGHT:** A lot of coalition members are new due to turnover. The coordinator has really focused on relationship building with new coalition members.



Public Health *Waiver Management Team*

Purpose/Role of Program

Home and Community Based Services are provided to residents of counties in Minnesota to help keep them in their homes or the least restrictive environment safely.



Story Behind the Baseline

- **LEFT:** The increase in referrals this year show a rise in waiver program referrals. This means that residents are choosing to remain in their homes longer with services and supports rather than going into institutional care.
- **CENTER:** Staff are returning to completing in-person visits after doing mostly virtual visits over the past two years. Travel time affects ability to complete as many visits. Visits are important to the work as they give staff an opportunity to know the people, assess their individual needs and their environment, build rapport and assist people to meet their needs. Staff follow person-centered practices and strive to have people in the least restrictive environment that meets their individual needs. Staff work closely with other departments and agencies to ensure needs are met. With the current staffing crisis, it is taking significantly longer for staff to locate available service providers and start services which takes time away from their ability to complete additional visits.
- **RIGHT:** New customer referrals take on average 7-12 hours of the assessor's time

Where Do We Go From Here?

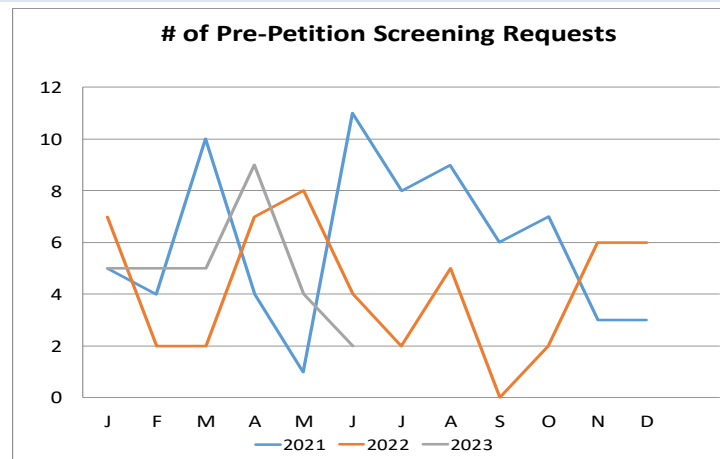
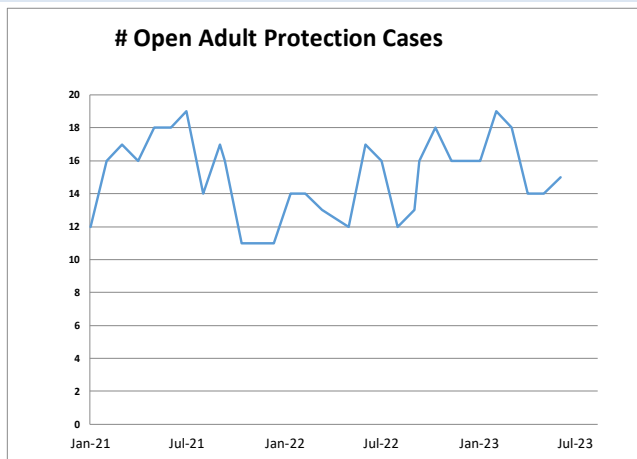
- **Left:** Continue to receive referrals from our providers and the community and conduct initial assessments as quickly as possible. We will continue to educate the public about services we provide and how to access services so residents receive the support they need.
- **Center:** Visits equal revenue, so we want to maintain visit counts. Our case managers build rapport with clients and increased visits maintains this working relationship to ensure health and safety needs are met in the least restrictive environment.
- **Right:** We need to strive to be 100% compliant with completing screens in 20 days. Timely screens means timely services to the people we serve. With our redesign, hiring additional assessors will increase our timeliness on



Social Services Adult Protection

Purpose/Role of Program

Adult Protection is a mandated service and is funded by county, state, and federal dollars. Counties are responsible for investigating reports that happen in the community and in Emergency Protective Services situations, while the state is primarily responsible for reports in facilities. Social Services is the Pre-Petition Screening (PPS) Agency to determine if a person meets criteria for Civil Commitment and is not willing to participate in voluntarily services in order to meet basic needs or safety due to Mental Illness, Chemical Dependency (or both) or Developmental Disability. Civil Commitment is an involuntary process and we follow MN Statutes.



Story Behind the Baseline

- **LEFT:** In Goodhue County, 100% of vulnerable adults who experience maltreatment did not experience repeated maltreatment of the same type within six months. This is positive and is better than the statewide average! MN DHS issued specific guidance regarding face to face visits during COVID to protect vulnerable populations by encouraging staff to use collateral sources via telephone or video in lieu of in person visits whenever possible.
- **RIGHT:** The requests for pre-petition screenings (PPS) for civil commitments has drastically increased in 2021. We ended up more than double our annual average PPS requests. The people we are seeing are very complicated and really sick. Placements for people under civil commitment have been more challenging and time consuming to find due to COVID. It seems that people are really struggling in our community and posing safety threats or severe inability to care for self much more than in the past.

Where Do We Go From Here?

- **LEFT:** In adult protection, DHS has offered more guidance and training and we're working on standardizing our approach to adult protection assessments. The state is actively working on the vulnerable adult redesign process.
- **RIGHT:** We continue to use community based programs, such as the South Country Health Alliance Healthy Pathways program, with the hope of decreasing the need for higher level of care services including civil commitment. However, we do not have capacity of staff to do much Healthy Pathways right now as we are so heavy on crisis management.

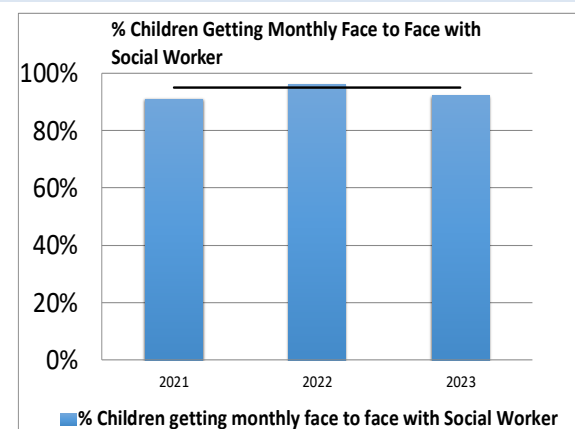
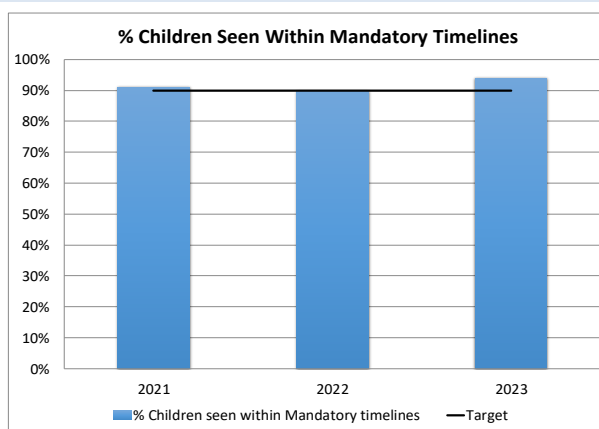
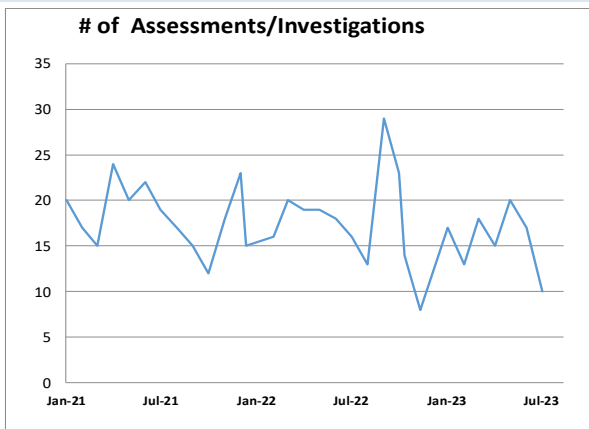
**Starting in 2020, we are tracking the # of pre-petition screening requests vs civil commitments, which better represents our work, as not all screenings result in commitments requested.*



Social Services Child Protection

Purpose/Role of Program

Counties are required by state law to respond to reports of child maltreatment, conduct assessments/investigations, and provide ongoing services and support to prevent future maltreatment. Child protection is funded by county, state and federal dollars.



Story Behind the Baseline

- LEFT:** We saw a dramatic increase in child protection reports when the school year began, but saw a significant decline in accepted child protection reports at the end of the year. We did accept 18 new child welfare assessments in both November and December. Many of these child welfare assessments involved truancy, but also included situations when youth were involved with delinquency or substance use. While a child welfare response is one of our voluntary service options, our team works tirelessly to make sure that families have access to services to address these concerns.
- CENTER:** Our intake and assessment team has been working on improving our data entry to improve this statistic. One step that was taken was to highlight the date and time the initial contact is needed when the case is assigned. This performance indicator is a pass/fail. Of the eight children and youth that were seen outside of the required timeframe, all were seen within hours of the target.
- RIGHT:** We met the 95% performance target for 2022, but January and February presented challenges due to illness and placement with an out of state parent. These children were seen via video versus in person, but that no longer meets the criteria for this measure.

Where Do We Go From Here?

- LEFT :** We have continued to provide in-home parent coaching for families at risk of out of home placement whose children are between the ages of 6-12. We worked with graduate students from the University of Minnesota to develop an evaluation plan to assess the impact of this program. Surveys are sent to participants following the completion of each skill block. The feedback we have received from participants indicates that the skills are being used in the home and that families are grateful for this support. It is too early to know if this program reduces the recurrence of maltreatment reports, but that is a measure we will be monitoring. Two of our assessment workers accepted positions outside of GCHHS that meet their schedule and commute needs better and we are anxious to be fully staffed again.
- CENTER:** We saw an improvement since last quarter and continue to strive to reach the performance standard of 100%.
- RIGHT:** The average caseload size is now at the recommended level and preliminary data indicates that this measure saw improvement in April- July.

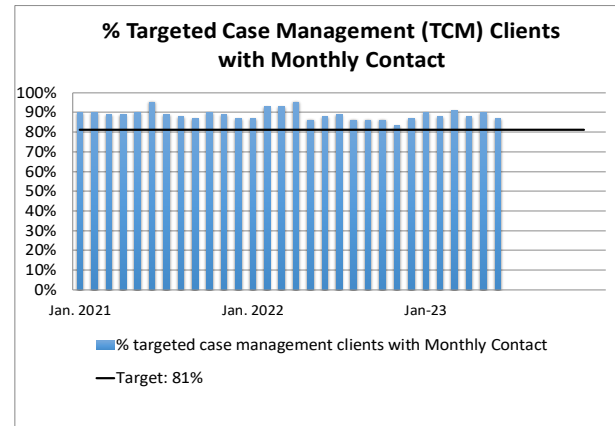
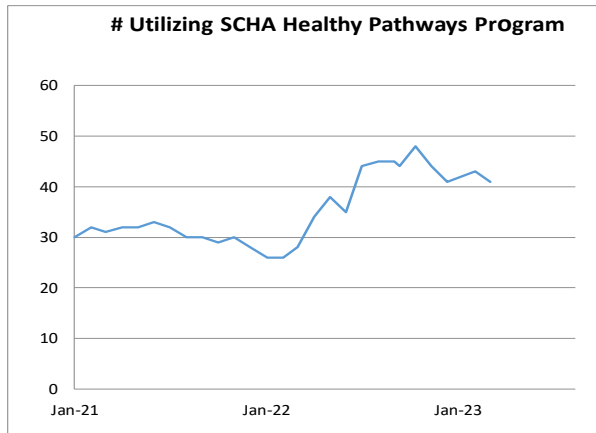
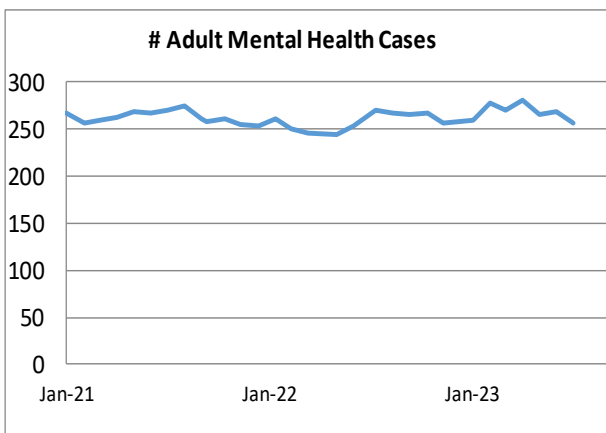


Social Services

Adult Mental Health

Purpose/Role of Program

Counties are required to provide Adult Mental Health (AMH) case management to clients who meet the eligibility criteria. AMH case management is funded by a combination of county, state and federal funds, including Medical Assistance/PMAP funding. We know that offering voluntary services can minimize crisis situations that may involve pre-petition screening for civil commitment, Emergency Room visits, detox stays, and incarceration (all of which may be intrusive and costly).



Story Behind the Baseline

- **LEFT:** Caseloads continue to be tracked with each referral. We have had some changes in our team this year with roles and medical leaves.
- **CENTER:** Healthy Pathways (HP) is a South Country Health Alliance (SCHA) program focusing on providing early intervention to persons exhibiting mental illness to avoid crisis (such as incarceration or civil commitment). We have not been able to offer as much HP as we are so heavy on crisis/civil commitment cases. We don't have staffing capacity to do more prevention type work, despite knowing that this really important also. We are hopeful of doing more outreach/crisis prevention with our new, provisional position (from ARPA funds).
- **RIGHT:** With guidance from DHS, we have been able to have phone or video contact with clients and still bill for TCM due to COVID. We know that face to face contact is best so we are striving to see clients in person, safely, when possible. In 2021, we had increased client contact and billing revenue over 2020 and prior years. This is due to the social workers and support staff being very diligent.

Where Do We Go From Here?

- **LEFT, CENTER & RIGHT:** Staff ensure clients receive monthly contact which allows quality services with prevention focus, along with maximizing revenue for continued services.
- During COVID, services have been more challenging for our clients to participate in. Telehealth has been a good option for some but not others.

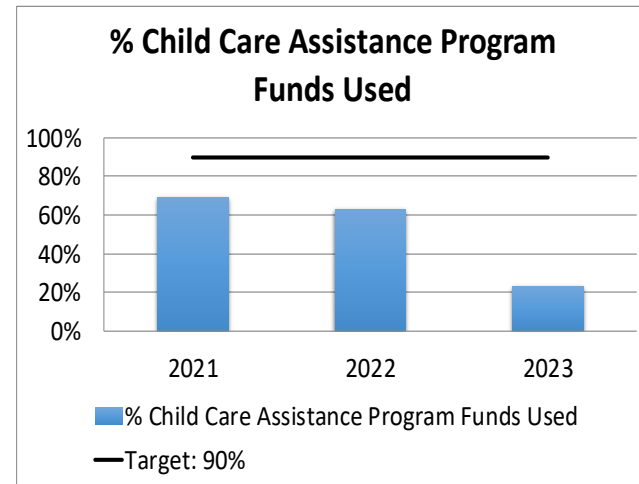
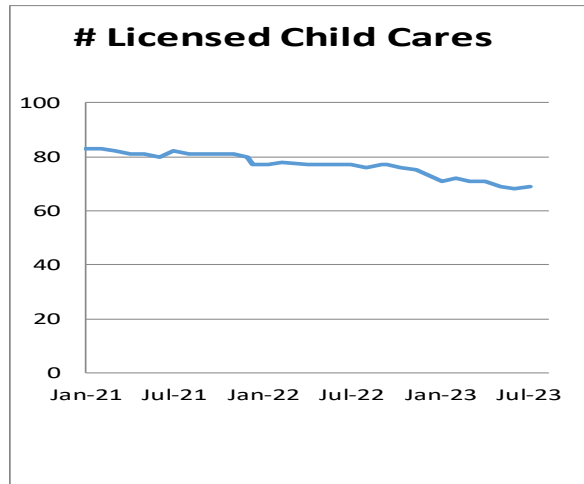


Social Services

Child Care Licensing and Funding

Purpose/Role of Program

Counties are required to license private daycare homes. Counties also administer the Child Care Assistance Program (CCAP) which is a funding source for child care for low income families. Counties receive a yearly CCAP grant that is calculated based on a number of factors including population, number of families receiving public assistance, etc. The goal is for counties to spend 90-100% of their CCAP grant.



Story Behind the Baseline

- **LEFT :** The number of licensed child cares has remained stable. Statewide and locally, the number of family child care has decreased over the past two years. State issued grants and a regional navigator are resources that we hope will provide support for existing and new providers. As the state implements a licensing hub, which will move all family child care licensing to an on-line format, providers are going to rely on county licensors for technical support as well as the support they currently receive. The implementation of the hub is going to require a weekly supervisor and licensor training commitment of 2-6 hours.
- **RIGHT:** Our utilization is currently below our allotment. The goal is to remain between 90-100% of our allotment. We are currently adding all eligible families in to reach the allotment goal. Utilization of CCAP funding also illustrates some of the challenges families face due to the shortage of child care spots for infants. A family may qualify for CCAP, but is often unable to locate a provide with an opening for their child or locate a provider that elects to participate in the CCAP program. Payments are sent out the month after care has been provided, which creates challenges for the child care providers as small business owners. Rates are dictated by the child care assistance program and are not matching what providers need to charge.

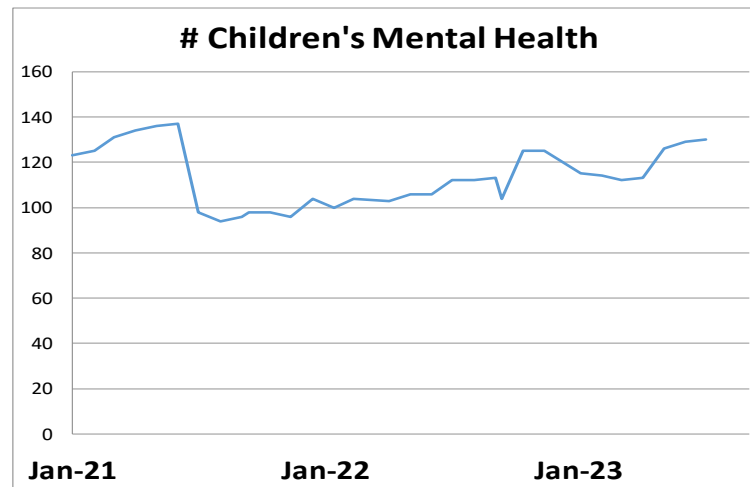
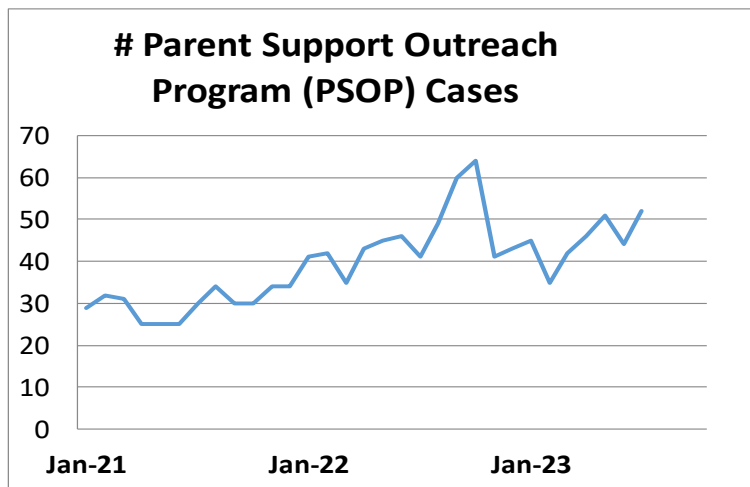
Where Do We Go From Here?

- **LEFT & RIGHT:** The shortage of flexible child care is a major issue in most communities and is often a barrier for parents to be able to work. We will continue to discuss this concern with community partners and encourage more individuals and agencies to consider providing child care. This is a vital service to increase self sufficiency and reduce dependency on public assistance. Social Services continues to assist families with the child care assistance application to ensure that all children have access to quality child care.



Purpose/Role of Program

The Parent Support Outreach Program (PSOP) started in Goodhue County in July, 2013, and expanded under a Community Investment Grant from South Country Health Alliance. It is currently funded by a small DHS grant. Children's Mental Health case management is mandated to be provided by counties. Goodhue County contracts with Fernbrook Family Center to provide CMH services.



Story Behind the Baseline

- **LEFT:** PSOP referrals continue to grow. As families are continuing to recover from the impact of COVID, they may be facing housing instability, challenges finding child care, or difficulty with family interactions. PSOP is a service that allows families to increase their community connections and decrease the risk factors that contribute to maltreatment. Every Friday, Amy, our PSOP Social Worker, joins Prairie Island Family Services Staff and Early Childhood Education Staff to offer a class to parents and children.
- **RIGHT:** We continue to contract with Fernbrook Family Services to provide CMH Case Management. Staff turnover and limited local therapist availability continue to be challenges. We work closely with them to track referrals and help connect families to community-based services. Day treatment has started serving youth and they celebrated their first successful completion recently!

Where Do We Go From Here?

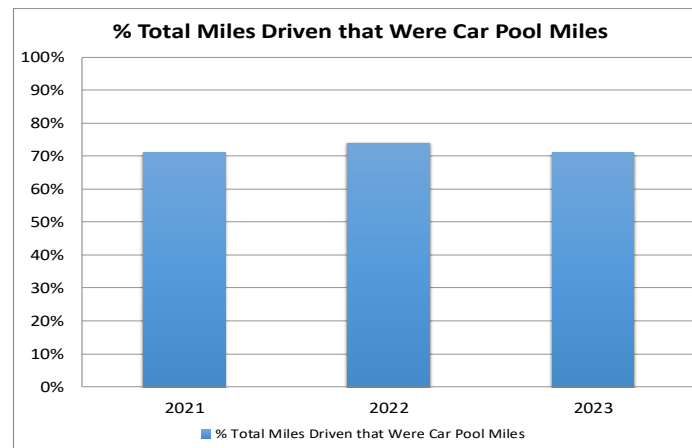
- **LEFT:** Recipients continue to report gratitude for this vital service. Securing child care, parenting education/ support and early learning programming are allowing parents to maintain employment, attend necessary appointments, and implement developmentally appropriate discipline strategies. We hope to add to this program by offering parenting education for parents of children older than 5. As the school year begins, we are excited about the shared social work position with the Goodhue County Education District that will add opportunities to provide support to families with children under the age of 6. We are evaluating this program and staffing for growth as the case load is not manageable for one person.
- **RIGHT:** We notice that we are funding more CMH Case Management through our contract for youth who are not eligible for coverage through medical assistance or South Country. As we continue to navigate the Qualified Residential Treatment Program requirements, Fernbrook staff have received additional training and support to work with the Juvenile Placement Screening Team and the court system.



Health & Human Services *County Cars*

Purpose/Role of Program

All mileage is turned in whenever Goodhue County Health and Human Services staff drive for work. The cost to the county for driving a county car is lower than the rate employees are reimbursed for driving their own car. The majority, more than half, of miles driven by our HHS department are car pool miles.



Story Behind the Baseline

CENTER: The HHS Department continues to use county pool cars for about 70% of miles traveled on county HHS business. Many factors determine whether someone uses a county car, including preference, demand for county cars (all checked out), what cars are available (4 wheel drive), weather, destination, needing to transport bulky items, and employee’s residence (whether it is faster to drive to a meeting than first go to Red Wing to get a car). Accounting staff calculate this percentage based on personal miles turned in.

Where Do We Go From Here?

- **CENTER:** We will continue to encourage staff to utilize county pool cars for county business. This is the preferred and cost effective method for HHS county business travel.

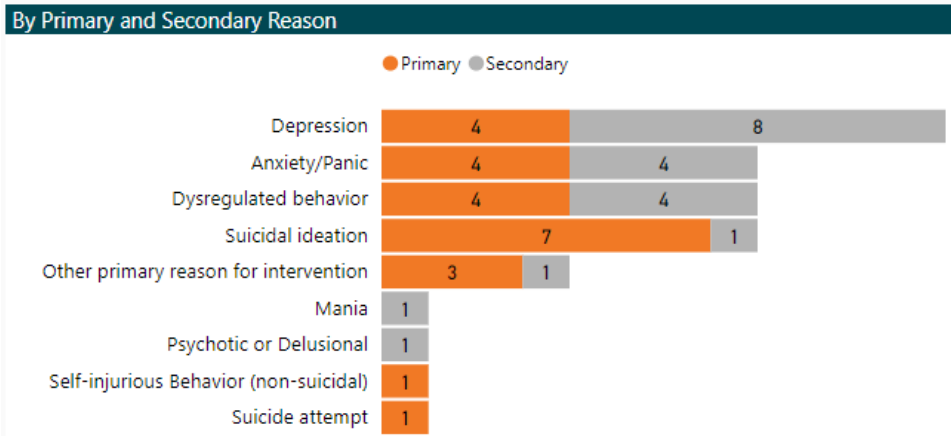


Southeast Minnesota Regional Crisis Center

Purpose/Role of Program

Southeast Regional Crisis Center (SERCC) provides 24/7 mental health stability for residents of southeast Minnesota experiencing distress. We do this by providing nonjudgmental expert care, collaborating with partners for continuity of services, and promoting emotional well-being in the community.

Mobile Response			Crisis Clinic		
# 0-Screenings or 1-Assessments	Unique People Served	Individuals Returning	# Enrollments	Unique People Served	Individuals Returning
23	20	10%	7	7	(Blank)
# 1-Crisis Assessments	Crisis Assessments (0-17 years)	Crisis Assessments (18+)	Total Diagnostic Assessments	Total Psychiatric Notes	Total Psychotherapy Sessions
23	15	8	2	8	6
				Enrollments w/ Psychiatric	Enrollments w/ Psychotherapy
				6	4
Residential					
Unique People Served	Unique Adults Served	Adult Enrollments	Length of Stay (Adult Residential)	Individuals Returning (to the same program)	
9	1	1	10.00	11%	
# Enrollments	Unique Youth Served	Youth Enrollments	Length of Stay (Youth Residential)	Avg # of Collaborative Case Notes	
10	8	9	7.67	0.98	
Stabilization			Mobile Response Enrollments with No 0-Screening or 1-Assessment	Enrollments Didn't Go Past 0-Screening	
# Recommendations for Stabilization	Plans Created for Stabilization	Stabilization Appointments	1	(Blank)	
14	0	0	*2022-present only		



ABOVE: This is second quarter data for Goodhue County provided by SERCC.

Southeast Regional Crisis Center

www.crisisresponsesoutheastmn.com

Direct Phone: 507-322-3019

Fax Number: 507-242-3130

Crisis Hotline

1-844-274-7472