

BOARD OF SOCIAL SERVICES MEETING MINUTES

A recording of this worksession is available at: http://larimer.org/bcc/list_worksessions.cfm.

Date: February 12, 2018

Location: 200 W. Oak, Commissioners' Conference Room

In Attendance: Commissioner Lew Gaiter; Commissioner Tom Donnelly; Linda Hoffmann; Lorenda Volker; Laura Walker; Heather O'Hayre; Laura Sartor; Thad Paul; Shannon Reiff; Paban Sarma; Lee Reiff; Mark Pfaffinger; and Ann Marie Grobarek

INTRODUCTIONS & ANNOUNCEMENTS

Commissioner Tom Donnelly welcomed everyone and called the meeting to order. Director Laura Walker asked if there were any additions to the agenda. Heather spent the last week in Cambridge at Harvard as part of a Leadership/Decision-Making class. Heather was the only local government representative, about 20% of participants were from the United States and the remainder were from other countries. They included legislative representatives and non-profit organizations. The class covered brain research on decision-making, group think, group decision-making and persuasion, negotiations, research and resources.

ADDITIONS TO THE AGENDA

None

CCAP WAITLIST UPDATE

Benefits & Community Support Division Manager Laura Sartor reported that there are currently 199 children on the waitlist for child care assistance. There are 744 active children on CCAP. The need is a lot higher than that because there are people who have given up and are not filling out redetermination paperwork.

FISCAL UPDATES

Could be a new agenda item that I could do two times a year and give an overall fiscal picture of where we are. There is a handout from Shannon Reiff, Operations Division Manager, showing an overview of spending through July through December of 2017, highlighting the allocations received from the State. Highlights include:

- Spending right on target for County Administration which is administration funds for public benefits programs, paying for how we get benefit money to the public.
- CCAP is 31.4% overspent at this point, which is in line with the State. The JBC approved a supplemental for the State and we will receive approximately \$300,000 in accordance with the





allocation formula. Laura has had initial conversations with Pueblo County and hope to be able to purchase some of their allocation money. If we can get one million from them, the rest of it will come out of our TANF reserves.

- Child Welfare and Core Services allocations are put together because they can often be moved from one to the other. We are overspent by roughly 3% in Child Welfare and 6% in Core Services, but we anticipate being covered due to a 3 million dollar supplemental. Statewide Child Welfare anticipates being overspent by 24 million, but 16 million of that comes from two specific counties.

Laura asked for thoughts on this input and feedback on the value of this agenda item. The Commissioners felt this was helpful and showed the challenges and financial aspects of the work we do. It shows the complexities within this funding in order to maximize every penny.

LEGISLATIVE SESSION WRAP-UP

Human Services Deputy Director Heather O'Hayre reported on legislative work still pending. The CCAP and Child Welfare supplementals have already been discussed.

- There is a lot of Child Welfare legislation being drafted, particularly focused on older children. Pending bills look at children transitioning out of foster care and a task force on homeless youth.
- CDHS is pushing to raise categorical eligibility for SNAP from 135% of the poverty level to 200% of poverty level. This may impact some of our senior citizens locally. There will be less churn (when a person becomes ineligible for benefits due to temporary income increases and then has to come back and re-apply when that stops) which may reduce some administrative costs as there will be less processing of applications. It could also increase people's eligibility for programs like WIC and free lunch programs.
- Long Term TANF reserves are drawing a lot of attention as many programs are vying for the money in those reserves. The State currently has 53 million in reserves and this is drawing attention from the Federal government.

The next quarterly session will be at the end of the session, so we will have more information to discuss at that time.

DATA PRESENTATION: PREDICTIVE ANALYTICS

Human Services Deputy Director Heather O'Hayre presented information regarding three projects Human Services is exploring with Information Technology (IT): the Synergy Program, Predictive Analytics in Child Welfare, and County Data Governance. Chief Information Officer, Mark Pfaffinger; Paban Sarma; and Business Relationship Manager Lee Reiff provided additional information about this initiative to be more efficient and be more effective.

- Synergy is a three-year collaborative program using OnBase to tackle the current state of fractured processes, paper driven workflows, and multiple State systems or local Access Databases. Documentation and data that is the same from program to program could be shared in order to make things more efficient from the client's perspective. Data and information will be pulled down from Trails and CBMS into a local Database updated regularly and shared between workers. The timeline for projects for the next three years was presented including specifics on the following:



- The Master Client Index is the first project that allows auto-population of State provided forms that cannot be changed and sharing data so employees can tell if a client is involved with other programs in the Department.
- Lee presented screen shots of universal information that could be used by the Department. Decisions are being made on how and when to use this information and what business rules to put in place.
- Lee explained the case management and workflow tasks from the Adult Services Database project in progress. Tasks made possible with this database include finding an existing client in the database and determining what work has to be done including referrals, assessments, services and where they are in the process.
- Child, Youth and Family Services Division Manager, Thad Paul, presented on the Predictive Analytics in Child Welfare project, referring to the article about Predictive Analytics being used in Alleghany County. We are doing a research project to see if predictive analytics can help us make better decisions on whether to open or close a case. We are in partnership with a university in New Zealand to determine if automating the gathering of information that we have to go out and find manually. A score of 1-20 based on this data can be used as a factor in decision-making.
 - Commissioner Donnelly expressed concerns about this approach to decision-making taking away the human element. Mark Pfaffinger clarified that the data just provides another layer of information to use in making decisions. Laura clarified that this is information that we currently access manually and that she has been mindful of the many ethical issues that result from this concept. Alleghany County has piloted the concept and has proven the effectiveness of it. Questions were discussed regarding the boundaries between the priority of preserving individual liberties and privacy while still allowing access to valid information that can help prevent a child fatality.
- County Data Governance explains how we share information with other County departments. For example, families that are eligible for SNAP are also eligible for WIC, provided through the Health Department. Paban is starting a pilot involving a group of departments to see what data could or should be shared and how it could be helpful.

C-STAT DASHBOARD REVIEW

Laura explained that Larimer met 15 out of 21 for the year. The large 10 counties are meeting 12. Laura highlighted a few items:

- Colorado Works entered employment is a cumulative measure that we have until June to meet, but we are ahead of that goal. This is to the credit of the Workforce Center and Laura wanted to comment on the exemplary job they do.
- Commissioner Johnson had asked for information on Adult Protection or Child Protection measures that we had missed by a small amount last quarter. Thad Paul responded by explaining how the numbers are determined and the context that affects each item. The measures in question include Safety Improvement and Timeliness of Monthly Contacts for Adult Protection cases and Children Who Re-Enter Care Within 12 Months.



DEPARTMENT PERFORMANCE REPORT

Laura introduced the report and explained that Heather will now present the report and has changed it slightly to provide a better overview of our client activity in light of budget and financial issues. Heather reviewed: monthly average caseloads, program activity, and complaint totals from October 1, 2017 through December 31st, 2017, with data going back a full year instead of just three quarters now.

During the 4th Quarter of 2017:

- The Food, Medical & Financial Assistance Program caseload has decreased by 3.3% to 66,414.
- Child Support collected \$4,422,919 dollars. 66.2% of current Child Support is being collected.
- Children, Youth and Family received 1,847 referrals, and 93% of children with a case plan to remain home did.
- We received two formal complaints during the 4th Quarter.

Commissioner Donnelly discussed the pattern of application numbers at the end of the year and what factors might be affecting that. The Commissioners asked how many referrals were received by Child, Youth and Family Services as a percentage of our population. Heather will research that question and bring the information to the next meeting. Commissioner Johnson had asked for a regular update of Re-entry numbers for children into the Child Welfare system.

OTHER BUSINESS

NEXT MEETING