

**DEPARTMENT OF HUMAN SERVICES
SOCIAL SERVICES BOARD MEETING
WASHTENAW COUNTY
July 22, 2008
3:00 PM**

Board: Frederick McDonald, Chairperson; Catherine Robinson, Vice-Chairperson;
Susan Kaufmann, Member

Staff: Cynthia Travis, Director; Susan Reynolds Bunton; Social Services Section
Manager; Barbara Ludwig, Financial Programs Section Manager; Michele
Pringle, Administrative Services Manager; Lisa Temple, Executive
Secretary

1. CALL TO ORDER

Frederick McDonald called the meeting to order at 3:16 PM.

2. PUBLIC COMMENTS

None.

3. APPROVAL OF JUNE 16, 2008 MEETING MINUTES

The Board reviewed the minutes of June 16, 2008. **A MOTION was made by Catherine Robinson to approve the June 16, 2008 minutes. MOTION SUPPORTED by Susan Kaufmann. Motion carried.**

4. FINANCIAL REPORTS

A. Social Welfare Fund

The Volunteer Services/County Projects June 2008 monthly expenditures were \$4,143.75 leaving a balance of \$28,661.40. The Board Account monthly expenditures for June 2008 were \$233.14 leaving a balance of \$14,690.60. There were no June 2008 monthly expenditures for the Board Reserve Account, leaving a balance of \$4,491.29.

B. Child Care Budget Summary

Expenditures for the Child Care Fund for June 2008 were as follows: DHS Foster Care \$46,927.98; Purchased Foster Care \$13,164.12; Residential \$7,805.18; In-home Care \$17,152.24; Independent Living \$9,249.78; Non-Reimbursable \$0.00. Total monthly expenditures were \$94,299.30. The Child Care Fund has expended 57.8% of its allocation.

5. CONTRACTS

A. Catholic Social Services (signature required)

Services to be delivered: The Healthy Families Program provides home visiting services to at-risk families with children age birth through three. Services include but are not limited to parenting support and education, advocacy, one-on-one supportive counseling, developmental screening, linkages to resources, transportation assistance, and education about positive health practices focusing on preventing child abuse and neglect.

A MOTION was made by Susan Kaufmann to approve the contract with Catholic Social Services to provide Zero to Three Secondary Prevention child abuse and neglect services. The grant amount is \$250,000 per year for three years (10-1-2008 through 9-30-2011). MOTION SUPPORTED by Catherine Robinson. Motion carried.

6. UPDATES/COMMUNICATIONS

A. Management Update

The Children's Rights Lawsuit reached an agreement with DHS. The agency anticipates having everything finalized by fall; however, there is a very small possibility it may go to trial. The judge has 90 days to review. The agreement will drastically change how we do business. A meeting regarding the settlement was held on 7/15/08. Areas of discussion included:

- Effective 10/1/08, all children entering into Foster Care will have to be in licensed homes, related or unrelated.
- Five urban counties will have a totally separate reporting structure. They will report directly to Lansing, not the local county director.
- Staffing ratios for services supervisors changing to 5 to 1, currently 8 to 1.
- Children's Services can only deal with Children's Services. We do not know who Adult Services will report to.
- Reporting structure in Lansing has changed (Bureau and 5 different divisions).
- There will be an independent monitor to see if we meet benchmarks and standards set.
- Questions as to whether the standardized hotline will continue.

Poverty Summit (11/13/08) – This is being organized under the direction of Director Ahmed. All counties will be involved and will include community partners (Susan Kaufmann would like to attend). As more information becomes available, it will be shared with the Board.

There has been concern that Team Decision Making meetings may disappear. They are included in the agreement with Children's Rights.

Local priorities include:

- Licensing of relatives – already in progress
- Quality customer service – we are receiving many customer calls; volume increasing; trying to assist staff with handling the volume of calls and be supportive (i.e. developing a script to handle phone calls; sharing best practices).
- A committee is being developed to promote employee morale. It will have a cross section of employees from AP, Services, Administrative Support, Management and First Line Supervisors.

- FAP Accuracy – very concerned about the State error rate. If FNS approves the plan, we will receive a FAP champion for each of the 18 largest counties, who will report to the county director.
- Child Welfare Licensing – We must maintain regular licensing status.

Financial Programs – Barb attended the Big 10 Conference in Indianapolis. The Big 10 covers Michigan, Ohio, Indiana, Illinois, Wisconsin and Minnesota). Awards were given for timeliness of being able to give out FAP benefits, accuracy, very low negative action rates (denials, closures) and participation. Michigan does a good job of outreach for FAP. There is a targeted emphasis on customer service. We are trying to refocus staff to have passion for their jobs. Michigan has a corrective action plan to deal with areas such as:

- Increasing payment accuracy
- Looking at timeliness
- Staying on top of volume
- Looking at reports more often to determine benefit levels more quickly
- Making sure negative actions are correct

We are striving to receive “bonus bucks” – millions of dollar are given to states that do well and for states that show vast improvement.

Managers want to do an in depth study on specialization – intake and ongoing caseloads. One barrier is lack of work space. An ongoing caseload may have 1000 cases, and we do not have space to accommodate them in a cubicle.

FIT – FAP Intervention Team will be in Washtenaw County 8/11-8/13/08. The team is comprised of staff from different counties who will come into our office and observe how we function. Based on their observations, they will make suggestions and recommendations on how we can improve our day to day operations.

The federal government is changing the name of the food stamp program from FAP to SNAP (Supplemental Nutrition Assistance Program) effective 10/1/08. States can keep the name they want.

We have two staff on medical leave of absence; six probationary staff of which four have been assigned 1/3 of a caseload.

Bridges Pilot starts 8/19/08 in Barry, Eaton and Calhoun Counties.

Administrative Support – On 7/23/08, a staff person is being bumped to Macomb County by an employee from Adrian Training School.

Services – One working out of class foster care vacancy. One Prevention PFA vacancy. One CPS staff person going on a medical leave beginning early August for approximately 4-5 weeks.

Susan presented the Board with information on services staffing. Total services staff is 39. She also shared statistics on Adult Services, Juvenile Justice, Foster Care, F2F Team Decision Making (113 unduplicated TDMs from 1/2/08-6/25/08), MYOI, and CPS (662 investigations completed from January-June 2008).

Services is looking at the possibility of intake/ongoing for CPS. If this occurs, the ongoing person can stay with the case for 90 days. Each CPS unit will have one ongoing worker.

Teen Specialist Meetings have resumed.

The Title IV-E funding position, staffed by Char Haelewyn, determines the eligibility funding source for every child that comes into care. We are working to increase the federal penetration rate.

Renee Smith is preparing for the pre-licensing review to be done by the Eastern Area on 9/3 and 9/4.

Riverview Nursing Home in Ann Arbor has agreed to voluntary closure. The termination date is July 16, 2008, which means Medicaid and Medicare will continue to pay for an additional 30 days; therefore, the facility must be closed by August 15, 2008. DHS Adult Services staff have been assisting Riverside staff to find placement for all adult Medicaid recipients. This needs to be completed by the first week of August.

B. Board Member Items

Catherine Robinson received a complaint letter from a client. She would like a copy of the response sent to the client.

MCSSA Meeting – Lansing will support staff attending if it can be funded through CSS&M. We currently have one representative from our office. If a Board member wants to attend, expenses would be covered. The evaluation process of county directors will be discussed at this meeting.

C. Miscellaneous/Announcements

Susan Reynolds Bunton received a phone call from a woman whose husband works for Bic. She wanted to know if our agency could use a donation of writing implements (pens, pencils). Susan would like to make up lunch bags with school supplies. She is requesting \$30.00 from the Social Services Board to purchase the bags. Approved by the Board.

The Building Community Partners Committee in conjunction with Private Agency Partners is sponsoring a "Back to School" drive. This purpose of this is to collect school supplies for foster children and children of low income families.

DHS has a new Director of Communications, Edward Woods III.

7. **NEXT MEETING**
August 26, 2008 at 3:00 PM

8. **ADJOURNMENT**
The meeting adjourned at 4:40 PM.

Cynthia Travis, Director
Secretary to the Board