

Steering Committee on Performance and Outcome Reforms

Minutes for Wednesday, July 8, 2009

9:00 a.m. – 11:00 a.m.

Elmer L. Andersen Human Services Building – Room 4335

Present: Tim Wilkin, Bill Montague, Kathy Johnson, Matt Hughes, Michelle Basham, Judith Brumfield, Lynne Singelmann, Colleen Wieck

Absent: Toni Carter, Heidi Holste

Others: Camille Creamer, John Dinsmore, Beth Wilms, Eric Ratzmann, Jim Mulder, Patricia Coldwell, Kate Lerner, Jackie Cooper (representing Toni Carter), Andy Parrish (representing Heidi Holste)

Agenda:

Introductions: Committee introduced themselves. Tim Wilkin and Toni Carter will serve as co-chairs. Bill Montague served as co-chair in Toni Carter's absence.

Orientation – review statutory language and defined purpose: Lynne Singelmann provided an overview of the committee purpose with the following five points:

1. Agree on and establish list of essential services
2. Develop a uniform process to establish and review performance and outcome standards for all essential human services, based on current level of resources available.
3. Develop reporting measures and a uniform accountability process for responding to SDAs failure to make progress on performance measures.
4. Form workgroups to include clients and advocates
5. Develop a three year schedule for completion of its work.

Current performance measures – overview: The committee members discussed what current performance measures are in place and what are essential for performance measurements. Judith Brumfield stated the mandates are not always clear and how do you define

what is essential. There are many layers that add complexity – bulletins, rules, etc. Tim Wilkin stated the legislature makes the decision on what is mandated and those are clear in statute. He also relayed if it is a federal law or statute, it cannot be changed. If it is a state law or statute, there would be room for discussion and suggested to the committee to think about other things they should be developing. Matt Hughes gave an overview of existing federal/state and other performance measures. The annual human service performance measurement report highlights 23 of those measures as a snap shot.

Planning: Committee discussed the baseline document of services prepared by the department. The workplan will determine what sub-committees will be needed.

There was discussion on what the legislature wants to achieve and how the committee can accomplish the goals. Concerns were raised noting that many existing measures do not contain benchmarks.

Colleen Wieck expressed concern and suggested the use of standard definitions and/or language for clarity purposes.

Next Meeting: There was discussion on logistics for next committee meeting. Camille Creamer will contact AMC to establish the location of the next meeting. Committee members discussed their expectations of what they hope to accomplish. Tim Wilkin requested county members to review the list provided by DHS and suggest additions/deletions and establish a priority ranking list of those services to begin work on before the next meeting. Co-chairs will alternate and determine respective meeting locations.

Follow-up Items:

- Members to provide list of essential services to Matt Hughes before next meeting.
- Matt Hughes will check whether DHS has an existing list of performance measures. Counties were asked to provide any information they may have.

- Counties to provide priority ranking of performance work over the 3 years, within the framework of the language which states that those areas with the greatest variability in service provision be given priority.
- Camille Creamer will email members the contact list for the committee.
- AMC will provide Camille Creamer with location of the next meeting.
- Agenda items to Camille Creamer no later than one week before next meeting.

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