

# Steering Committee on Performance and Outcome Reforms

Minutes for Thursday, August 27, 2009

1:00 pm – 3:00 pm

MCIT Building, Room 312

**Present:** Toni Carter, Tim Wilkin, Bill Montague, Kathy Johnson, Matt Hughes, Michelle Basham, Heidi Holste, Lynne Singelmann, Colleen Wieck, Judith Brumfield

**Others:** Camille Creamer and other interested parties.

**Agenda:** Co-chair Toni Carter called the meeting to order at 1:00 P.M.

- 1. Approval of July 8, 2009 minutes:** The committee approved the July 8, 2009 minutes.

Co-chair Carter spoke about the role of alternates on the committee. There was discussion among committee members regarding alternate roles. Tim Wilkin reminded committee members the roles are clearly defined in statute. The only option of changing the role of an alternate is by amending the statute during the legislative session. Committee members had further discussion. Alternates can participate if members are absent. Voting status will require supporting legal opinion and committee agreement.

Co-chair Carter reviewed parameters for the steering committee. The length of the meeting will be set when agenda is complete and determined how much time will be needed. Co-chair Carter relayed committee needs to follow the agenda with participation of committee members, or others as requested by the committee, in order to keep within the timeframe of the agenda. Minutes will be sent to all members within two weeks of meeting. ITV will be available to members and alternates.

- 2. Review list of mandated programs – confirm agreement:** Committee reviewed the mandated programs from the handout received for the meeting. Judith Brumfield stated the list is not prioritized and was not sure how it should be prioritized. Tim Wilkin suggested checking with each DHS business area. Judith stated counties will have to find sufficient members to work with Department of Human Services. Tim Wilkin stated during the

legislative session business areas may have other priorities. The committee members discussed the mandated program list handout. All members were asked to review the list and the list will be adopted or not at the next meeting. It was suggested by a member that the committee may want to come up with a glossary or standard definitions and language for clarity purposes.

### **3. Information to committee**

- a. County examples of performance models in use:** Balanced score card: Larger counties use this performance model. This is used as an administrative tool on county goals, finance and people skills that trickles down to the people using the services. It is used to improve internal and external communications and monitor organization performance against strategic goals. Performance based accountability: This model starts at the client service level and works up. It looks at what you have done and how it impacts the services provided.

Michelle Basham suggested cultural competencies and racial disparities should be also considered as performance indicators.

There was discussion on the two systems. Judith Brumfield commented the measures developed by the committee needs to account for the systems the counties are already using. Matt Hughes relayed that accommodating all systems may be challenging.

**b. DHS – purpose of the report “Initial Report on Human Services Performance – Selected County Measures:**

There was discussion on the report that was handed out from DHS. Lynne Singelmann relayed the report is not a model but a compilation of data DHS is collecting. The report includes 23 measures that were selected by DHS and county staff as being a good “snapshot” of more than 90+ measures. Kathy Johnson stated the report is a performance management tool for smaller counties; they rely on the state for information.

### **4. Discuss work-plan and timeline – short term and long term**

- a. How to use the list to develop work plan:** There was discussion on the process of developing a work plan. Members will need to work together on creating work groups and giving those work groups direction on process.

**b. How to prioritize areas based on the statutory**

**parameters given:** Members discussed options for creating work groups. Kathy Johnson commented that she views the services in three categories: Economic Services, children services and adult services. There was discussion on how to develop work groups. Work groups in the three categories will be explored before the next meeting.

**5. Review action items for next meeting:**

- Adopt list of mandated programs at next meeting. Committee members should send any mandates that are missing (or other suggested changes) to Judith Brumfield ([jbrumfield@co.scott.mn.us](mailto:jbrumfield@co.scott.mn.us)) and copy Camille Creamer ([Camille.Creamer@state.mn.us](mailto:Camille.Creamer@state.mn.us))
- Counties will provide a summary of performance models used by counties across the state as well as approximate percentages of counties using each type of model (Judith Brumfield & MACSSA will be lead on this)
- Develop a draft glossary containing definitions of common terms (Colleen Wieck will take the lead, Judith Brumfield and Matt Hughes will assist as requested)
- Develop a plan for populating and convening 3 preliminary exploratory workgroups (economic assistance, adult services, children's services) (DHS will take the lead and work with counties and client advocate groups)
- All members will give consideration to, and come prepared to discuss at the next meeting, any parameters the committee should consider regarding the deliverable due February 2010 (i.e. remedies that can be used for counties failing to make adequate progress on performance outcomes).
- Members will bring suggestions for what expertise and educational information should be brought to the committee.