



QUARTERLY REPORT
APRIL - JUNE 2022

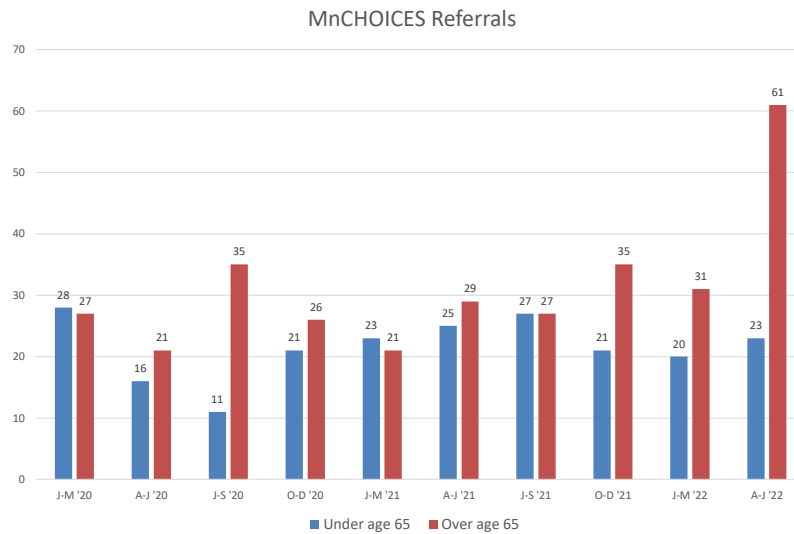


PROGRAMS AND SERVICES TO SUPPORT INDIVIDUALS



Goal I.A.

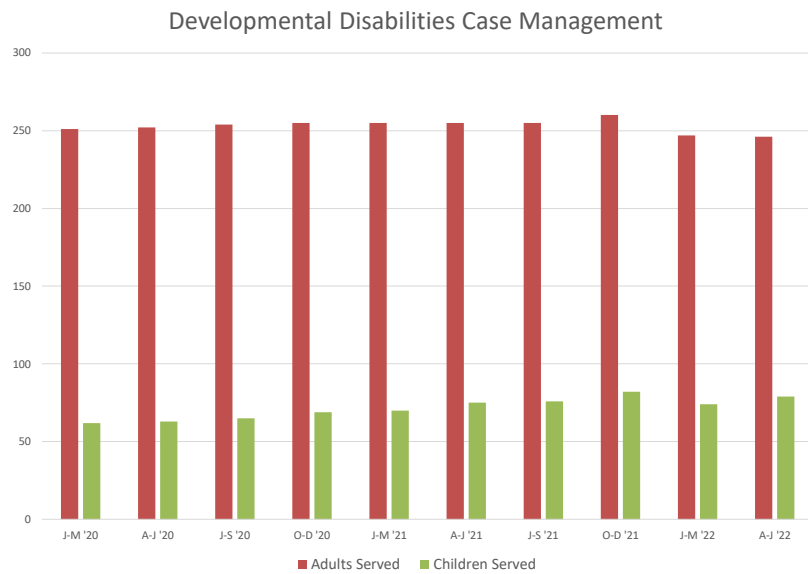
All residents will safely live within the community and be free to participate at their highest functional level.



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- There were 61 referrals for MnCHOICES for people over the age of 65 this past quarter, a record breaking quarter for the unit.
- There were 23 referrals for MnCHOICES for people under the age of 65 this past quarter.
- Additionally, there were 21 County of Location assessment referrals and 10 Personal Care Attendant assessment referrals.

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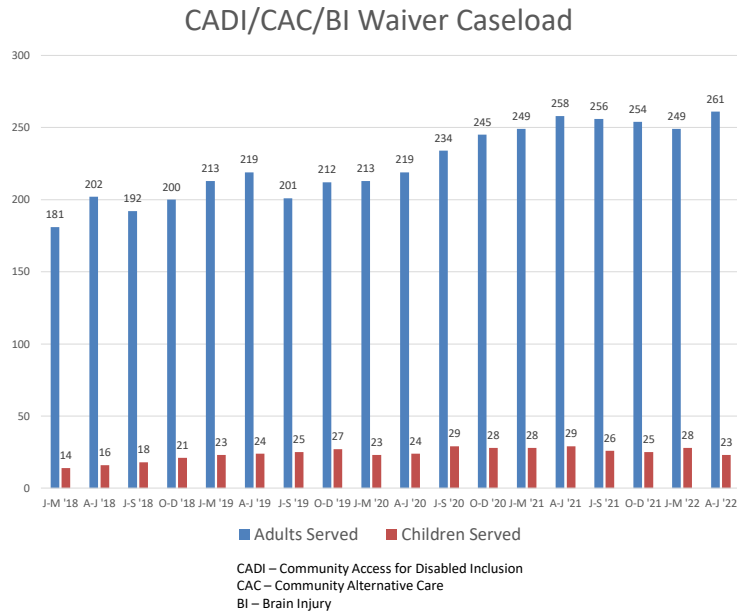


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During the quarter, seven (7) new referrals were received for children with disabilities. Two (2) of those children were determined eligible for Rule 185 case management services.

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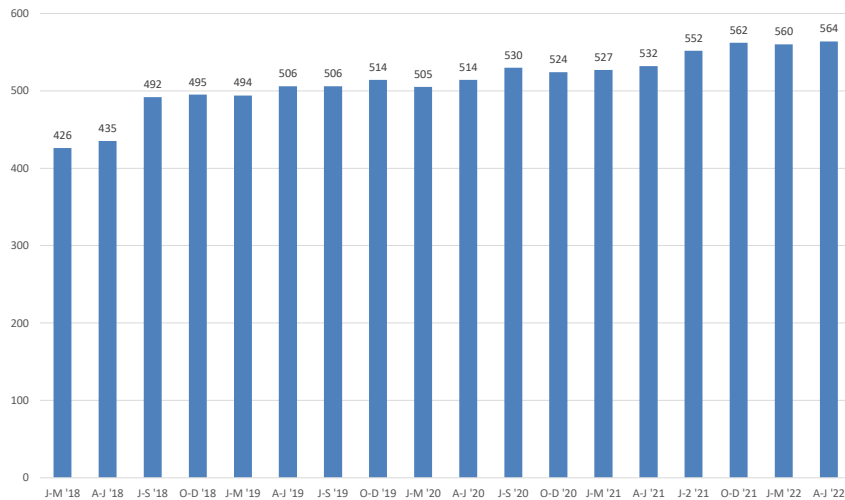


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Of the 23 CADI referrals, 15 were accepted, 12 were assessed within the 20 day timeframe. A success story is a CADI client expressed interest in working but was concerned that her mobility would be a barrier. She began working with vocational rehabilitation services and STEP to explore her options. She decided on a plan to sell her art using social media, farmer's markets and craft shows.

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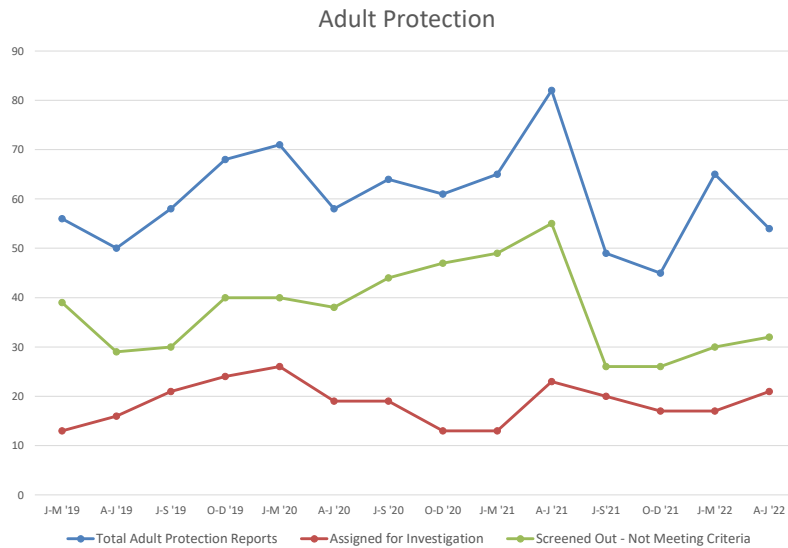
65+ Care Coordination Caseload – Minnesota Senior Health Options (MSHO)



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- MSHO ended the quarter with 564 cases. We received 40 new referrals from the Managed Care Organizations on top of the 61 new MnCHOICES referrals noted earlier. Staff completed 56 assessments this quarter.
- DHS and Managed Care Organizations continue to require additional documentation and "hoops" and often we feel buried under the paperwork. Caseloads are higher, documentation is more.
- Continued concerns with home care agencies and lack of staffing. Each month this gets more critical, no staff to provide help with housekeeping and chore tasks or bathing and other supports in the home. It seems that there are so many people coming to Human Services for help, and often we are unable to help. This is disheartening for staff as we often feel defeated and helpless. Clients have become angry and irritated with us thinking that we are not "doing our job".
- Staff continue to complete in-person visits with clients and this has been uplifting for both. We see loneliness and isolation emerging as a new public health issue.

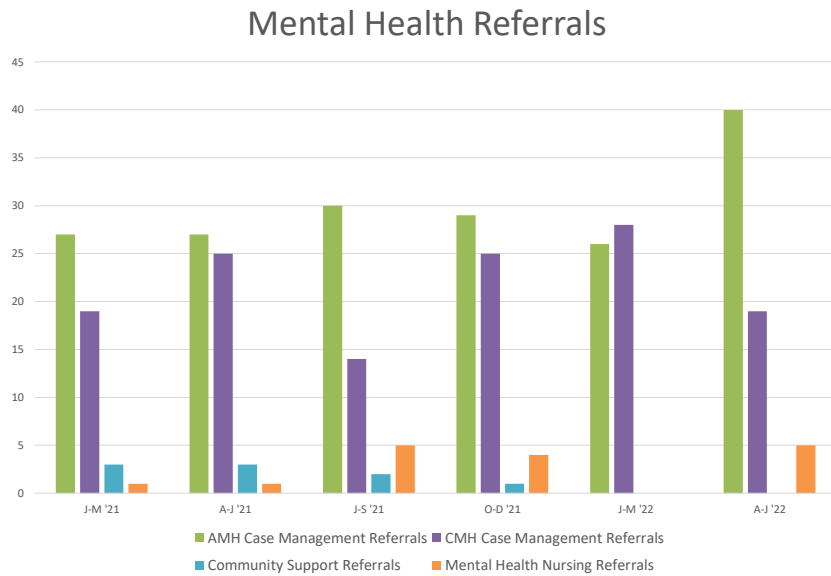
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This past quarter, relating to adult protective services, there were legislative changes passed in 2022 which will affect APS starting 8/1/22. Some APS services will focus on prevention while using person-centered outcomes. DHS has indicated they will have more policy support in regional meetings as well as trainings and communications about these trainings. It could mean even more reports will be screened in and more work for our APS investigators

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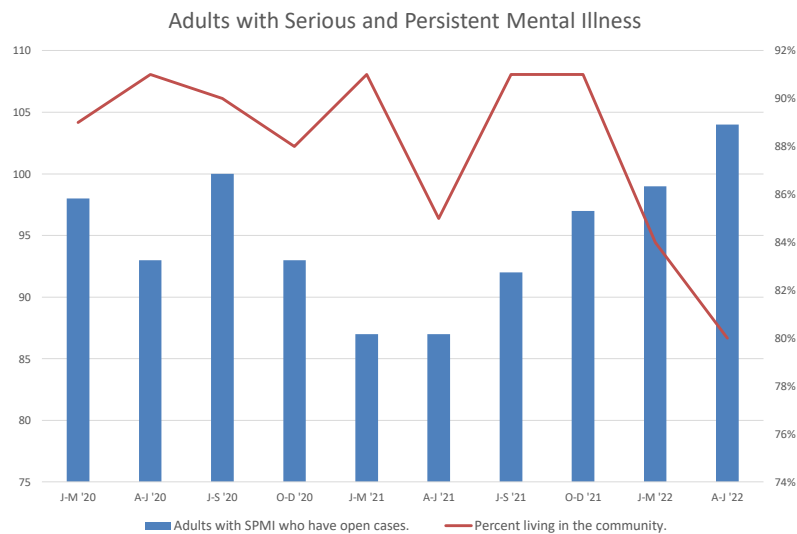
- Of the 40 Adult Mental Health referrals, 19 or 48% were assigned to case managers.
- Of the 25 Children's Mental Health referrals, 12 or 48% were assigned to case managers. Case managers had an average caseload of 20.5 during the quarter (should not exceed 15 cases per MN Rules).

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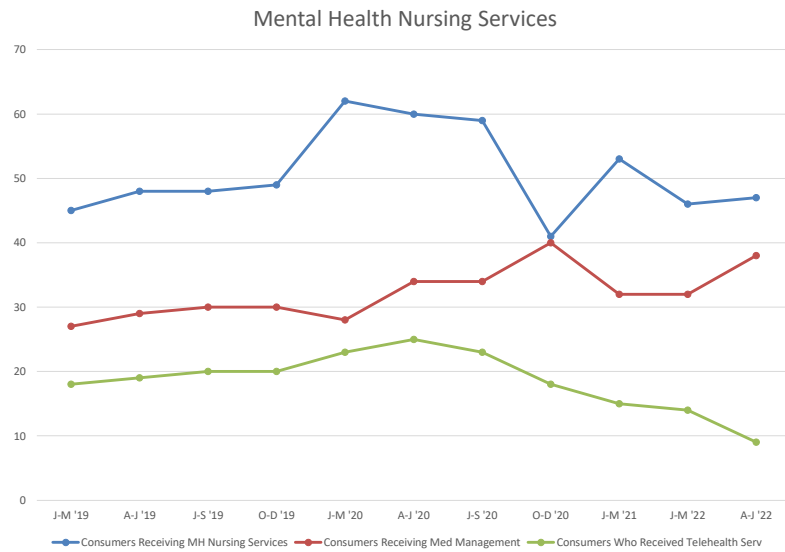
Success Stories and Challenges

- CMH Success stories: One CMH client on extended foster care who has been working more than full time was able to purchase her first home! The case manager visited the home and reported it was in very nice condition.
- Another client, who was previously in quarterly report as a challenge due to the difficulty finding a placement, has been living at a REM home since last August. He has made significant progress while there. REM has a Behavior analyst on board that meets with him weekly and developed a token system with rewards. They also have weekly staff meetings for training. He has earned rewards for 30 safe days on several occasions now, and has had a significant decrease in physically aggressive behavior towards others.
- MHNurse Challenge: A client who continues to cut, refuses to switch providers or go to residential treatment, or pretty much anything else suggested to help her out.

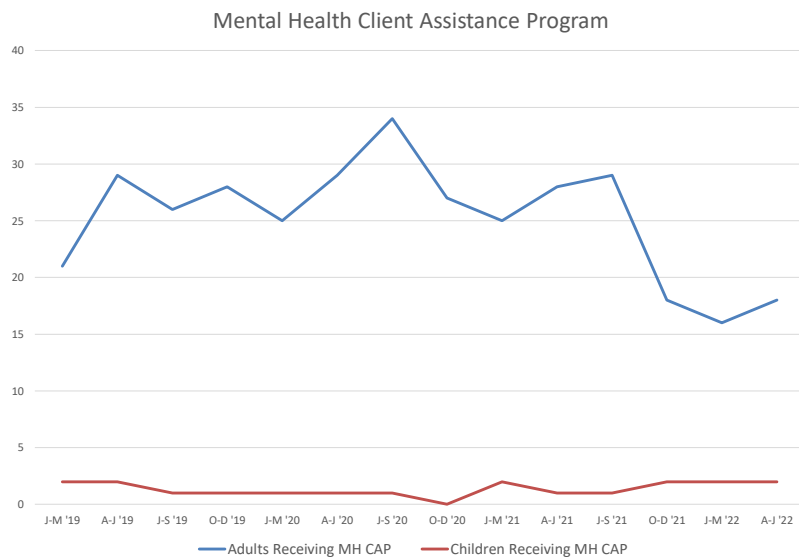
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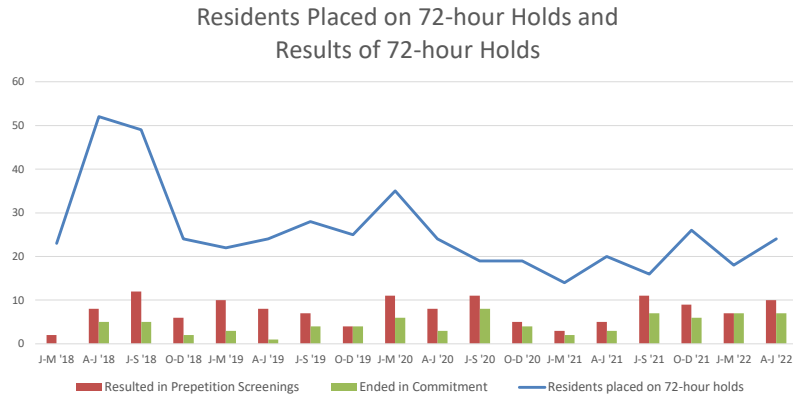
- The Mental Health Client Assistance Program (MHCAP) assists adults, youth, and their families who have no insurance or expensive insurance, with accessing free or affordable mental health services. MHCAP currently contracts with six local mental health agencies. Any fees are based on the Social Services Fee Scale, which is a monthly fee, not a per-event fee.
- 18 adults and two (2) children used MHCAP services this quarter. Case managers and mental health staff regularly work with mental health and other service providers in the region to provide comprehensive supportive services to youth and adults.

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- The second quarter of 2022 brought 31 different clubhouse members to the clubhouse or an activity. The clubhouse was open or had an activity a total of 66 days, and was utilized a total of 77 days. It was utilized more days than open because one member cleans on the weekends. In addition to the 31 members who came to the clubhouse or participated in activities, seven guests also visited. We had several individuals request membership applications this quarter, one of which did apply and was accepted as a new member.
- Clubhouse members continued to enjoy our recurring activities such as Mankato shopping, Wii bowling, game day, plastic canvas, embroidery, painting, walk group, movies and popcorn, and cards. Warmer temperatures brought the return of our pontoon rides which several members enjoy. Advisory Committee meetings were well-attended as members heard updates and special guests and guest speakers, with 15 different members attending both meetings this quarter. Several members also participated in the Interlaken Heritage Days Parade and thoroughly enjoyed walking and handing out mental health related stickers.
- Clubhouse 10 County activities continued as eight members attended the "Sound of Music" play at MSU, four went to the Mankato Planetarium, five went to a Mankato Moon Dogs baseball game, and six went to Stakeholders. In addition to the regular activities, several members also traveled to visit several different clubhouse open houses within our ten county coalition during May which was Mental Health Awareness Month. They really enjoyed seeing the variety of layouts and services, as well as guest speakers, at these different locations.



2nd Quarter 2022 Costs:

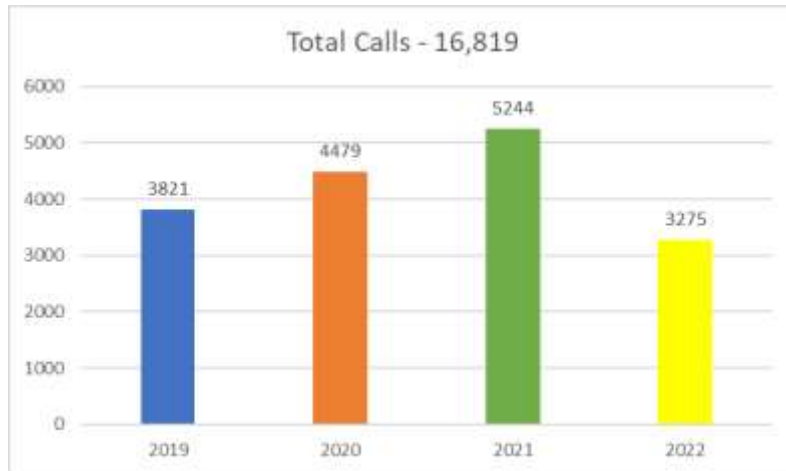
Faribault Mn Sex Offender Prog – \$15,069
 Faribault County Does Not Meet Criteria - \$24,225
 Martin Mn Sex Offender Prog – \$47,092
 Martin Mn State Hospital – \$40,088
 Martin Forensic Nursing Home – \$13,876
 Martin County Does Not Meet Criteria - \$85,595

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- One client at the Forensic Nursing Home passed away.
- Another client at the Forensic Nursing Home is in the process of having a guardian appointed.
- Prepetition Screening (PPS) strange situations - Judge ordered our agency to screen someone who was already committed through another county on a Rule 20 (a prepetition screening triggered by criminal charges when the person is found to be incompetent). PPS team also had to screen someone for a Rule 20 in which the examining doctor stated in their evaluation that the client did not meet criteria for commitment. One Rule 20 commitment client ended up being held at detox for a significant number of days until another bed could be found, at a cost of about \$300/day. We also have one MI&D (mentally ill and dangerous) commitment that is still being processed.

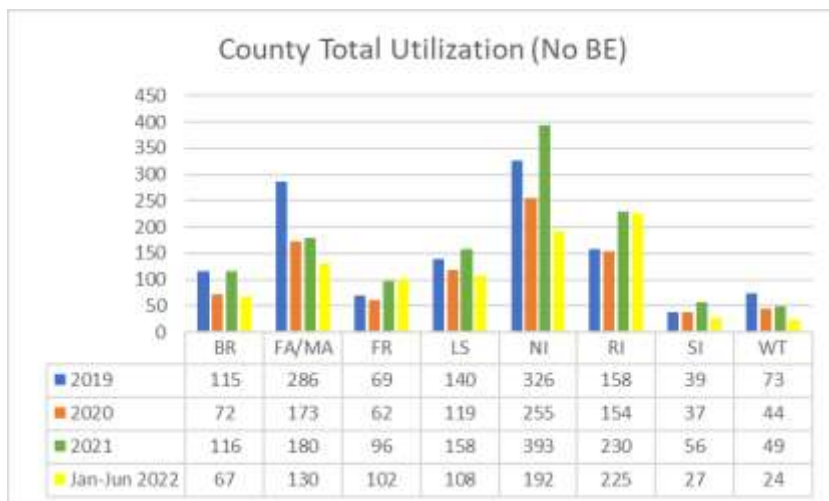
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SouthCentral Community Based Initiative (SCCBI) Report on Mobile Crisis Utilization



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SCCBI Report on Mobile Crisis Utilization



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Goal I.B.

High risk juveniles and adults will develop into productive, law abiding members of the community.

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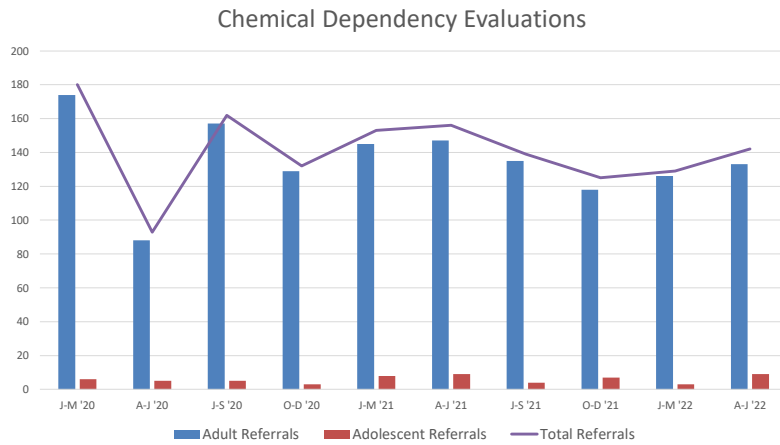
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There were four participants that successfully graduated from Family Dependency Treatment Court during the second quarter.

One family was referred for Family Group Decision Making (FGDM) conference. The conference was held and extended family from both maternal and paternal sides attended. A plan was created for the family that everyone agreed with. The initial plan was for the child to remain with the father with an alternative plan for the child to move to maternal grandmother's home. The child ended up not being able to live with father, the mother attempted to bypass and request custody, but the court upheld the FGDM plan and the child then moved to grandmother's home.

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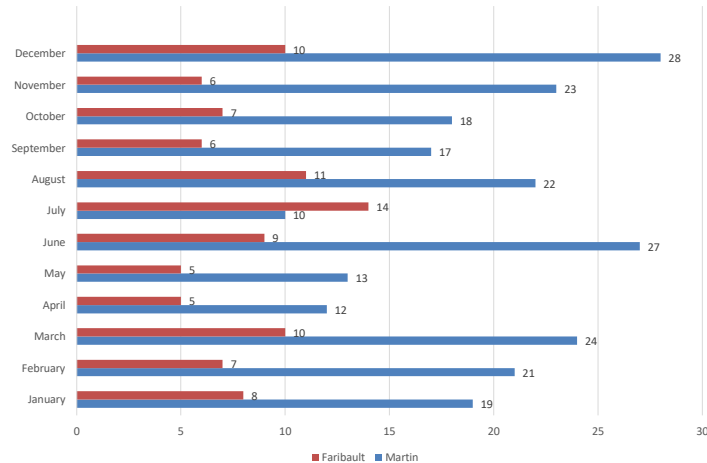
100% of high risk youth and adults received chemical dependency evaluations within 30 days of a court, self, or agency referral. CD assessors participated in three pre-petition screenings this quarter.

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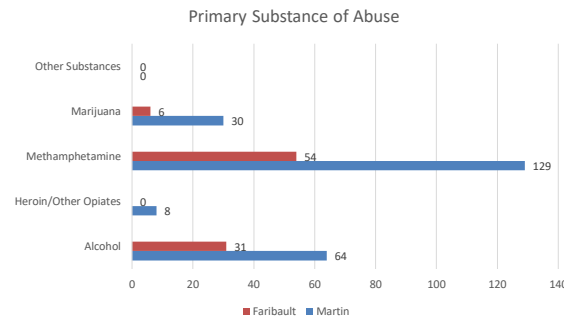
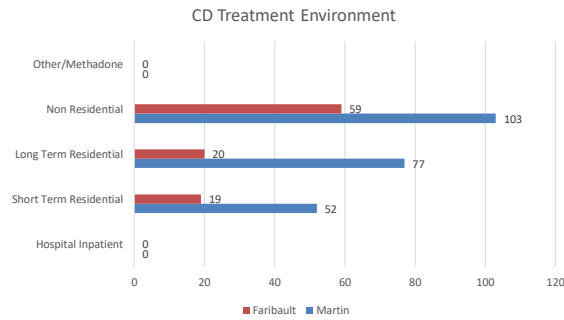
2021 DAANES Overview

(Drug and Alcohol Abuse Narrative Evaluation System)

Number of Treatment Admissions by County

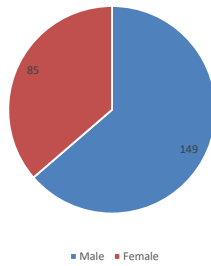


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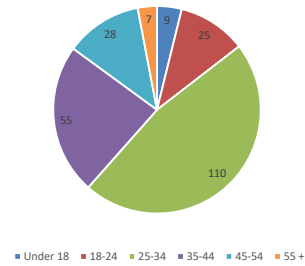


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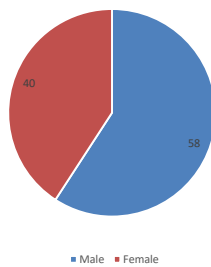
Martin County Admissions



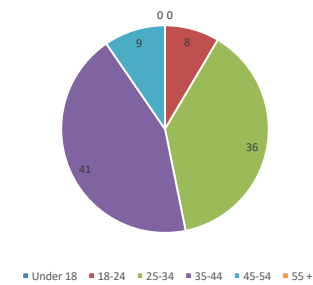
Martin County - Admissions by Age



Faribault County Admissions

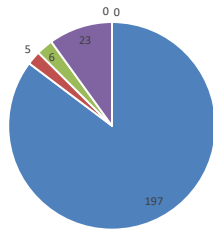


Faribault County - Admissions by Age

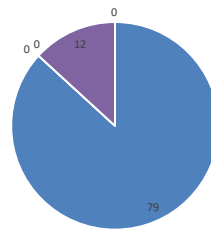


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Martin County - Admissions by Race/Ethnicity

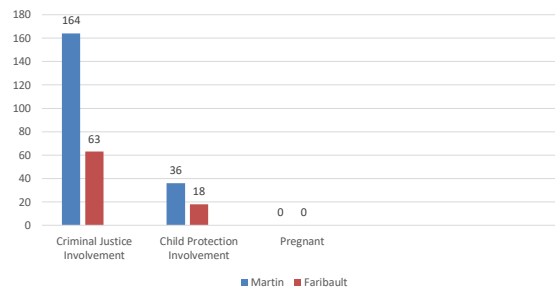


Faribault County - Admissions by Race/Ethnicity



■ White ■ Black ■ American Indian ■ Hispanic ■ Asian/Pacific Islander ■ Other ■ White ■ Black ■ American Indian ■ Hispanic ■ Asian/Pacific Islander ■ Other

Additional Factors



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Local Professionals' Input on Substance Use Trends

"I'm seeing increased use of methamphetamine, especially IV use. Several clients using by this method. More than I have ever seen before. Also some use increased use of fentanyl and heroin. Many of my clients have been prescribed medical marijuana."

"Just about everyone is using THC either leaf or medical marijuana card or both now. Meth is again quite popular with a side of fentanyl. Due in part to the revised bail policies and a focus on more intermediate sanctions being utilized (both national trends, not just local) my high-risk guys feel they can increase their use knowing a violation may result in some local time (wash rinse repeat) and probably treatment. Many are taking advantage of this 'culture' and ending up in jail pending a treatment bed as you are aware. Many are attending treatment repeatedly. Some are ending up in prison, but with minimal time to serve given all the burned local time, so low likelihood of treatment in prison...then released to a short term of Supervised Release/Parole; start process over. Impact is huge. Add that to the impact of cost of goods (food, gas, rent), my guys are stressed to the max if trying to 'go straight'. Not surprisingly I think we are seeing more mental health issues as well (anxiety, stress, domestic assault). Not a good situation and I would almost classify it as a 'perfect storm' resulting in massive struggles."

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Continued

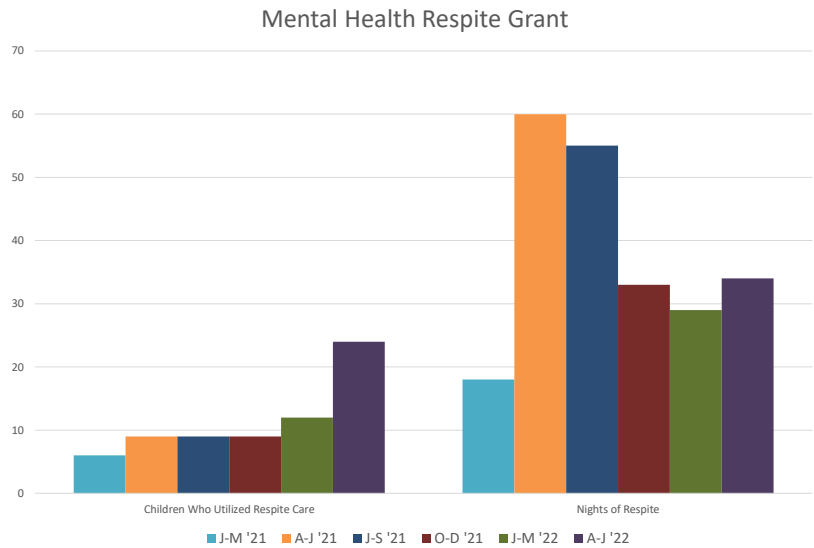
"I have observed an increase in chemical use. I notice impact to their physical health and their emotional health ... many are using and it is detrimental. I don't notice that there is an increase in new crimes necessarily but they are often unable to obtain and maintain stable housing/employment/physical health and decrease risks to themselves in several areas. As I utilize motivational interviewing skills and perspectives I have observed that they are more open to trying new things/new thinking/new treatment options."

"We are seeing an increase in drinking over the last 2.5 years; many are drinking more in terms of amounts and frequency. COVID dynamics have been quite impactful on those who struggle with substance use and mental health issues; symptoms of addiction, anxiety, depression have worsened for many and the decrease in connection to others and increased isolation has been quite detrimental to many clients and their families. There has been some increase in opioid use; much of this due to fentanyl being added to methamphetamine and other drugs of abuse. Methamphetamine, marijuana and alcohol continue to be the most used and abused substances in our area. Medical marijuana use is increasing dramatically and poses issues for probation and treatment organizations. Many, if not most, clients who have a medical marijuana card either cannot afford the prices at the legitimate dispensaries or can't get to a dispensary as there are none locally. They thus end up buying it illegally from local street dealers."

"I am not sure if there are any increases in use as I feel like we just didn't know about it during COVID and now clients are being seen and tested. We give the clients opportunities to address use before proceeding with violations and it does not appear clients are taking advantage of that so I am filing more violations. I am concerned about the new language in the comprehensive assessments and for some I may be asking that the court order the level of service clients qualify for regardless of what they are wanting. Or I guess clients will come to the realization that they either address the use or sit in jail."

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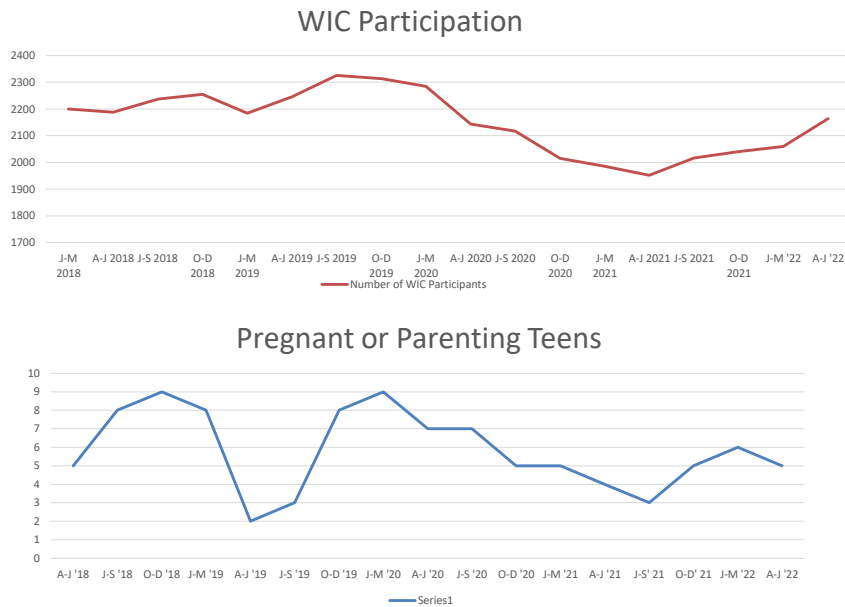
During the quarter, 24 children used respite care for 34 nights.

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**PROGRAMS AND SERVICES TO
SUPPORT FAMILIES**

Goal II.A.

Families will have healthy pregnancies, deliveries, and parenting so all children will grow and develop to their full potential. Help parents prevent overweight in their children by influencing their health-related knowledge, attitudes, and behaviors. Increase the duration of breastfeeding among Minnesota WIC participants.



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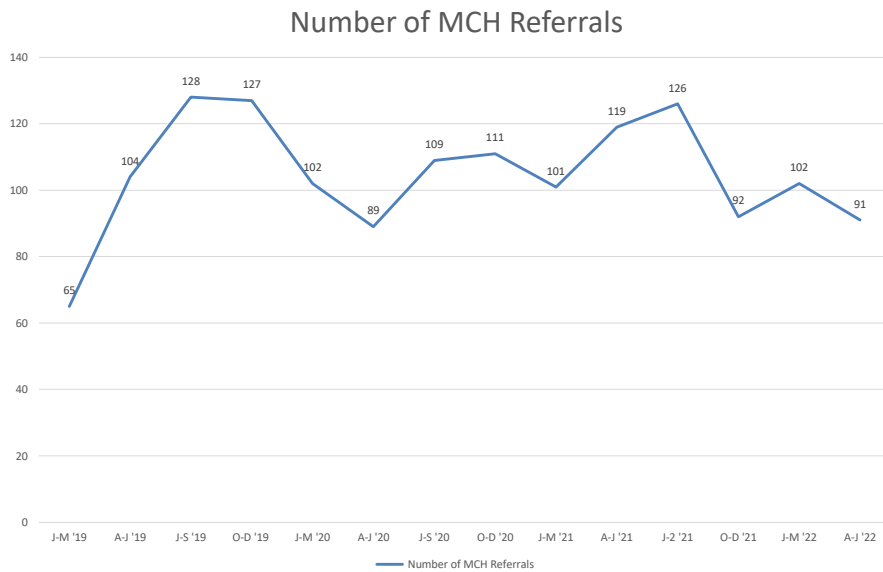
- The agency serviced 2,164 WIC clients during Quarter 2, 2022.
- WIC services are offered virtually, and will be until the Public Health Emergency at the Federal level is declared over (currently extended through January 2023).
- We served five (5) pregnant or parenting teens in WIC this quarter.
- Peer Breastfeeding Program has served 23 clients this quarter.

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WIC Success Stories

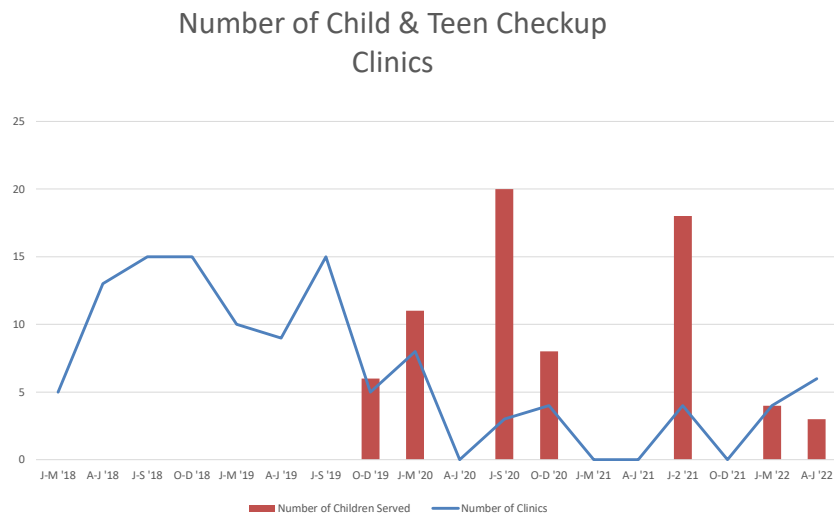
- Mom during WIC visit sounded well, had good conversation about her children. WIC staff asked mom if she would like any referrals. Mom reported needing mental health help and not feeling comfortable talking to her provider. Referred to mental health providers. Mom was able to get help she needed.
- Mom called WIC to discuss increasing supply due to difficulty finding formula. Assistance was given. Mom stopped giving formula and resumed fully breastfeeding. Child was still fully breastfed 3 months later and going strong



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- This quarter we received 91 referrals for pregnant and postpartum women.
- Seven (7) clients participated in the Follow Along Program in Quarter 2.

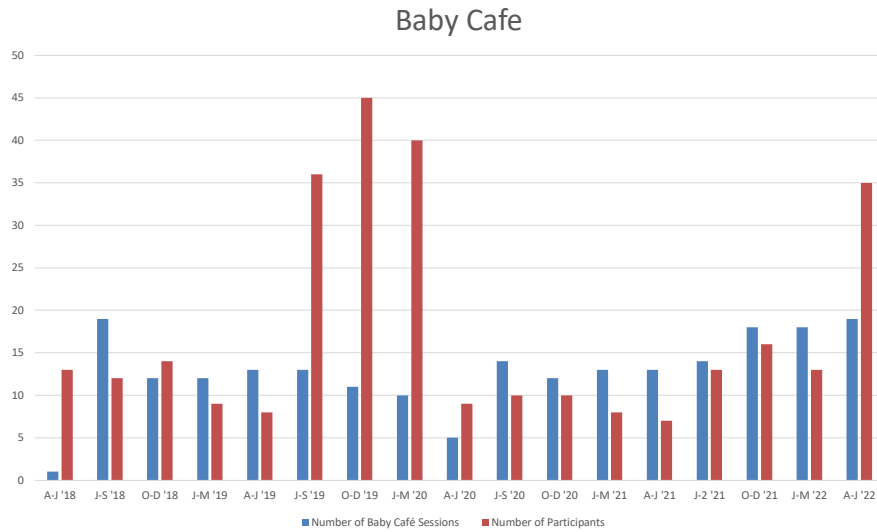
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- Six (6) Child & Teen Check-Up Clinics were provided this quarter serving three (3) children.

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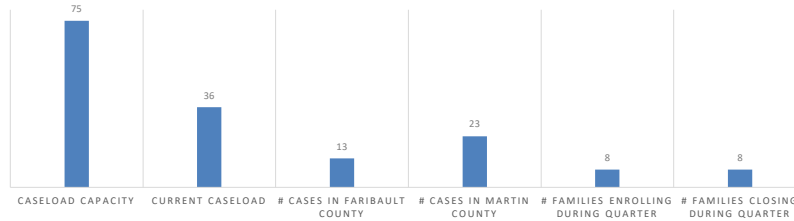


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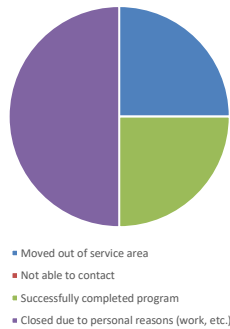
- This quarter we held 19 Baby Café Sessions serving 35 women.

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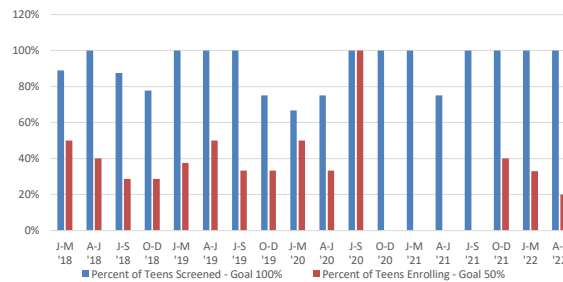
HEALTHY FAMILIES AMERICA CASELOAD



Reasons for Closures



Teens Enrollment in HFA



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- As of June 30, 2022 we had a caseload of 36 families, which is 48% of our target caseload size of 75 families.
- Thirteen cases are families who reside in Faribault County and 23 families reside in Martin County.
- We had eight (8) families enroll during the quarter. We continue to gain a majority of our referrals from our WIC program.
- We closed eight (8) families to services. Reasons for closures included, client moved (2), graduated (2), and personal reasons (4).
- Accreditation site visit April 25-27. Three National Office site staff/peers were on site to review files, conduct staff, HFA advisory board member and client interviews.
- The next 5-year grant request for proposal for the Evidence-Based Home Visiting Grant was completed and submitted by the deadline to MDH.

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Healthy Families Home Visiting Success Stories

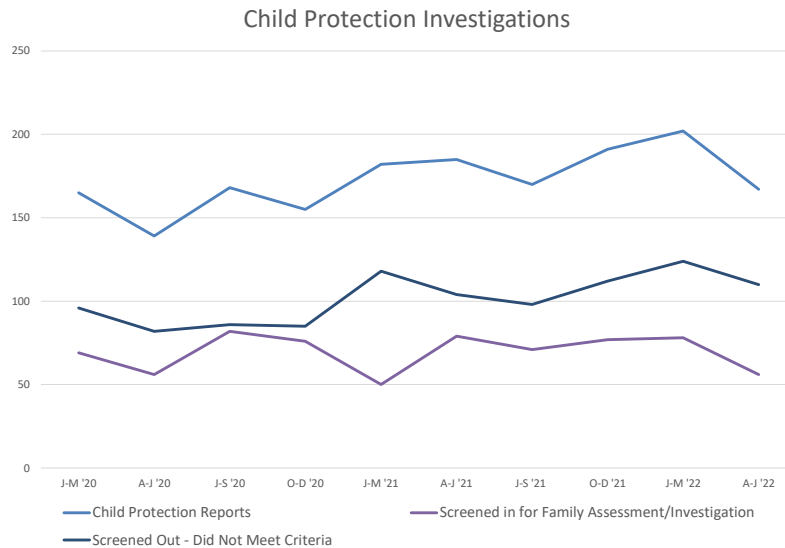
- Prenatal young mom and the father started reading books to their baby in utero as they learned from home visiting curriculum how important it is to start reading early for brain and language development
- Teen mom was thinking about not returning to school and wanted a 2nd baby. After talking with home visitor and looking at all of the progress she had made and how proud she will make her baby if she goes back to school and finishes her education, mom decided to go back to school. She had found a daycare that will take her baby in the fall. She really wants to finish her education so she can "become a home visitor like her worker".
- Teen mom uncomfortable holding her baby and being alone with her baby. Home visitor focused on the parent-child interaction and attachment part of curriculum. Mom now feels comfortable playing with and talking to her baby and even being alone. Mom shared "he is human just like me, and you said it is good for attachment and language development. He is learning just from me talking to him".
- Home Visitor was able to connect one of her Hispanic mom's with Options Pregnancy and mom was able to get a crib, sheets and infant clothes and other things she needed for her baby. Mom was also unsure of breastfeeding, but after learning all the health benefits of breastfeeding she decided to try it and has been successfully breastfeeding since birth.
- One mother has been sober for over two years. While working with one of the home visitors, she said, "I have never had any of my children for this long." She continues to learn with the help of her home visitor to be the best parent she can be.

Goal II.B.

Children will be raised in a healthy,
happy, safe, permanent family
environment.

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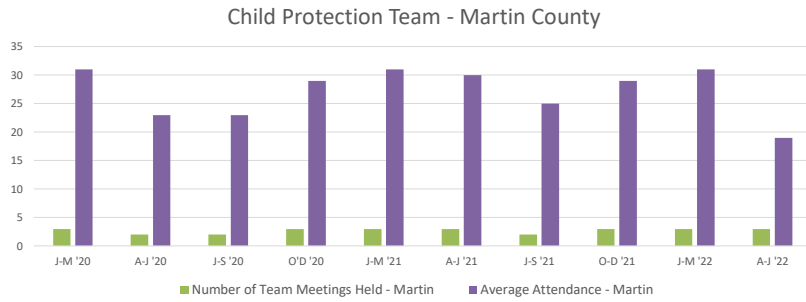
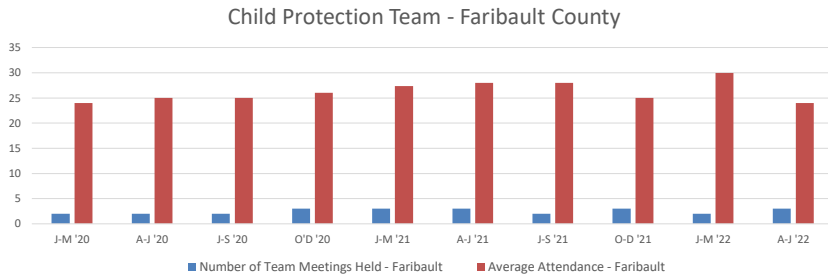
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There was one case during the second quarter that was a challenge for one of the newest Investigators due to the condition of the home. Due to no family supports and no available foster homes, a large sibling group remained in the home while the family worked diligently to improve the condition of the home for the children to be safe. This was a tough situation for the Investigator as she would have liked to see the child removed if resources were available for that to happen. Conversations about least restrictive placements, being conscientious of personal biases and putting them aside, and utilizing Signs of Safety for the children to remain in the home with a detailed safety plan in place.

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School Social Worker	<u>J-M</u> <u>'20</u>	<u>A-J</u> <u>'20</u>	<u>J-S '20</u>	<u>O-D</u> <u>'20</u>	<u>J-M</u> <u>'21</u>	<u>A-J</u> <u>'21</u>	<u>J-2</u> <u>'21</u>	<u>O-D</u> <u>'21</u>	<u>J-M</u> <u>'22</u>	<u>A-J</u> <u>'22</u>
Number of School Social Workers reporting	14 of 15	14 of 15	14 of 15	15	15	13 of 15	15	15	15	15
Number of open cases at end of quarter	478	397	393%	492	499	448	483	585	622	490
Number of cases closed for completion of program	10	70	27	10	5	61	18	13	23	112
For students, percent of identified problems reduced or eliminated at closure	97%	93.6%	100%	100%	100%	89%	100%	91%	97%	95%
Number of cases closed during quarter of last year	18	90	31	12	8	70	20	10	5	41
Number of cases NOT ACTIVE 12 months later	18	90	31	12	8	69	20	10	5	41
Percent NOT ACTIVE 12 months later	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%

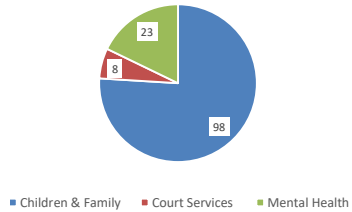
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Continue to see 100% “not active” which means that the students who close from the School Social Worker upon completion of that service, are not later active with Child Protection.

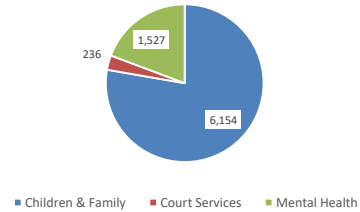
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OUT OF HOME PLACEMENT April-June 2022

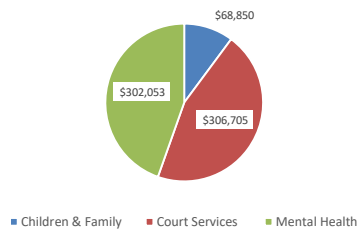
Number of Kids



Number of Days



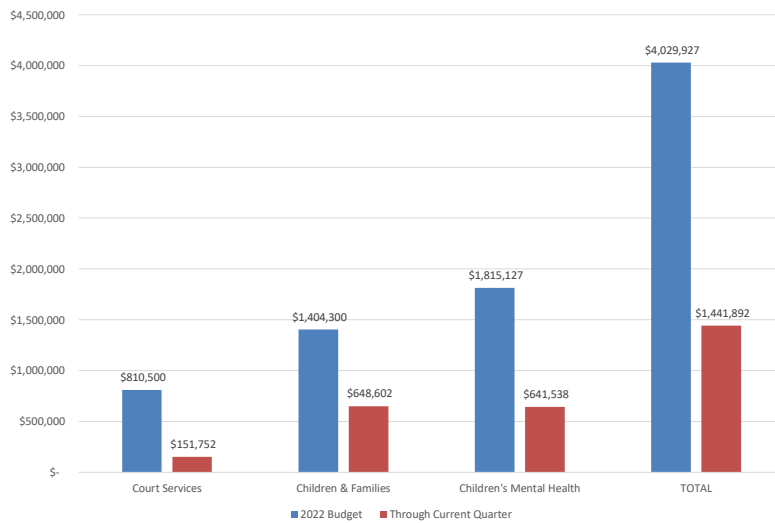
Quarterly Costs



April-June 2022	# of Kids	# of Days	Costs
Children & Family	98	6,154	\$ 68,850
Court Services	8	236	\$ 306,705
Mental Health	23	1,527	\$ 302,053
TOTAL	129	7,917	\$ 677,608

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Out of Home Placement Costs



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OUT OF HOME PLACEMENT BY COUNTY

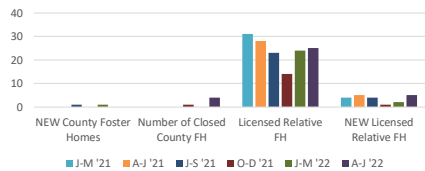
	1st Qrt 2021	2nd Qrt 2021	3rd Qrt 2021	4th Qrt 2021	1st Qrt 2022	2nd Qrt 2022
FARIBAULT COUNTY						
TOTAL FARIBAULT COUNTY						
# of Kids	31	44	40	36	41	35
# of Days	2,256	2,780	2,727	2,329	2,972	1,937
Cost	270,678	352,427	288,962	225,632	257,926	209,720
MARTIN COUNTY						
TOTAL MARTIN COUNTY						
# of Kids	64	76	79	90	76	94
# of Days	4,575	4,915	4,998	5,655	5,378	5,980
Cost	309,801	361,619	376,789	555,167	506,358	467,888
TOTAL BI-COUNTY						
# of Kids	95	120	119	126	117	129
# of Days	6,831	7,695	7,725	7,984	8,350	7,917
Cost	\$ 580,479	\$ 714,046	\$ 665,751	\$ 780,799	\$ 764,284	\$ 677,608
Year to Date Cost				\$ 2,741,075		
Budgeted				\$ 3,869,002		

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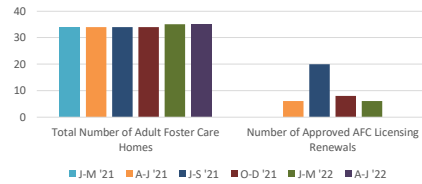
73

Day Care & Foster Care Licensing

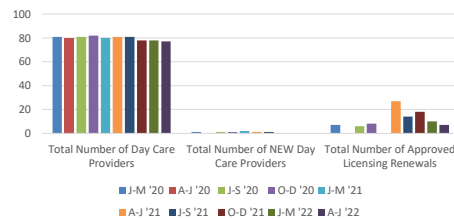
Children in need of foster care services will be cared for through quality licensed relative foster care families and/or quality licensed county foster homes.



Adult Foster Care homes are adequately licensed through Human Services and Licensing staff.



Children will be cared for through quality licensed day care services.



74

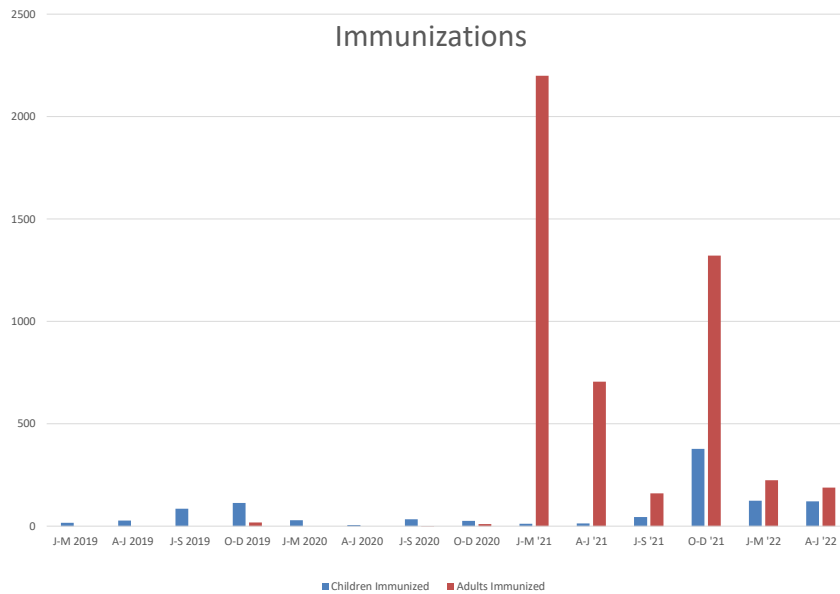
- There were four county homes that were closed this past quarter. Two homes in Martin and two homes in Faribault County. Two homes in Martin and one in Faribault adopted children and chose to close their license. The fourth simply chose to not renew their license. Active recruitment efforts are in the forefront with foster homes.
- The day care licensor and social services manager are in the planning phase of having a Fall Open House that will include day care vendors, food program and other applicable agencies.

75



Goal III.A.

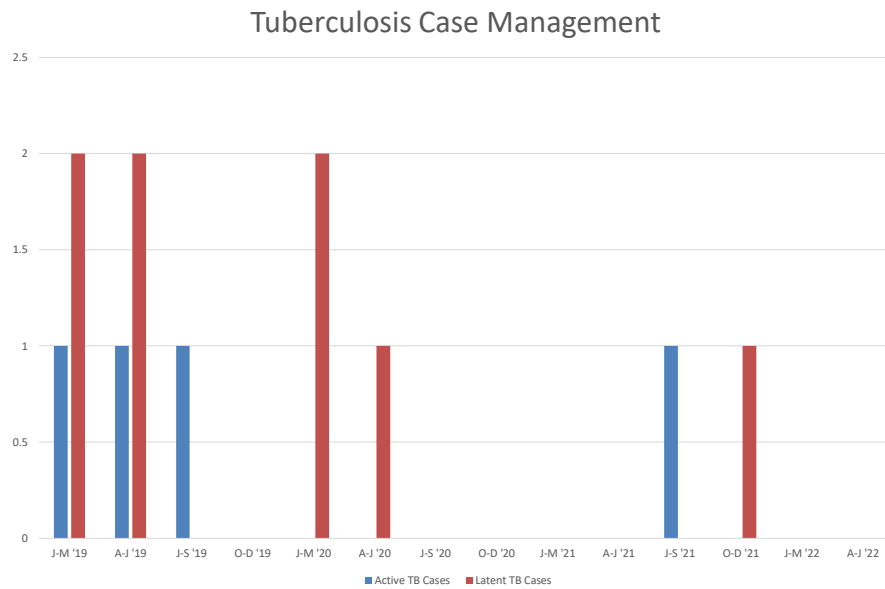
Residents and visitors are protected from acute communicable diseases and other health threats including unintentional injury.



78

- This quarter sixteen (16) children received routine immunizations through our immunization program.
- 26 doses COVID-19 vaccination provided this quarter to school-aged children (6m-17yo). We provided 189 COVID-19 vaccination (initial or booster dose) to adults.
- Began offering the Moderna COVID vaccine for 6m-4 years of age. Only two families scheduled locally, all other families were from out of county, some as far as three hours away.

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- This quarter we have no new referrals for active or latent Tuberculosis case management services.

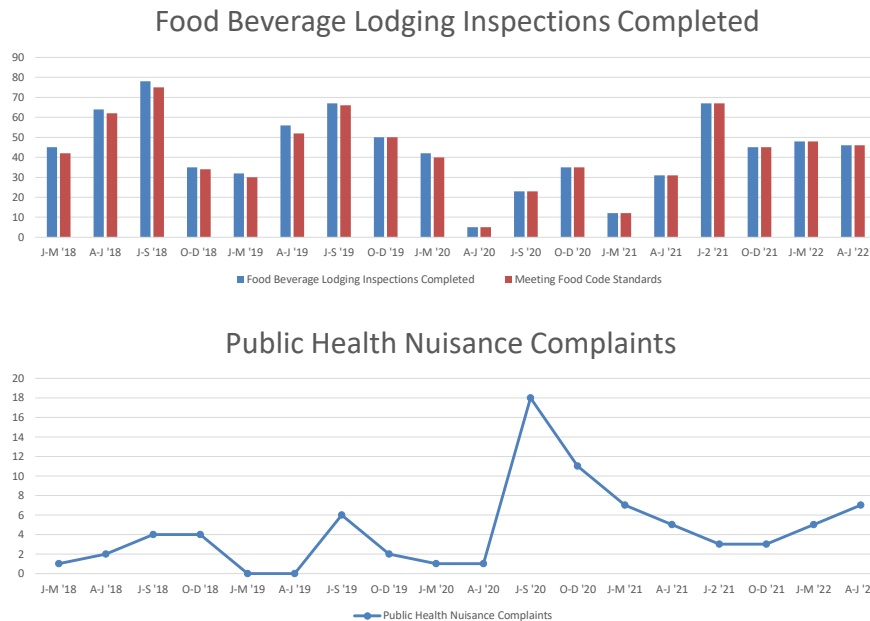
82

COVID Response

Tracking data has become less useful as significant changes in how data is collected change the data metrics we used to track. Laboratories no longer report negative tests, people are using more at-home testing with no reporting of results.

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- Our Sanitarian completed 46 inspections in food, beverage, lodging and pool establishments this quarter. Of those, one (1) required a follow-up inspection. Twelve (12) plan reviews were completed for establishments looking to make modifications to their building, or for new establishments.
- We received seven (7) public health nuisance complaints this quarter for rat complaint, mold, bed bugs, private well water quality, rental property condition issues and abandoned buildings.

88

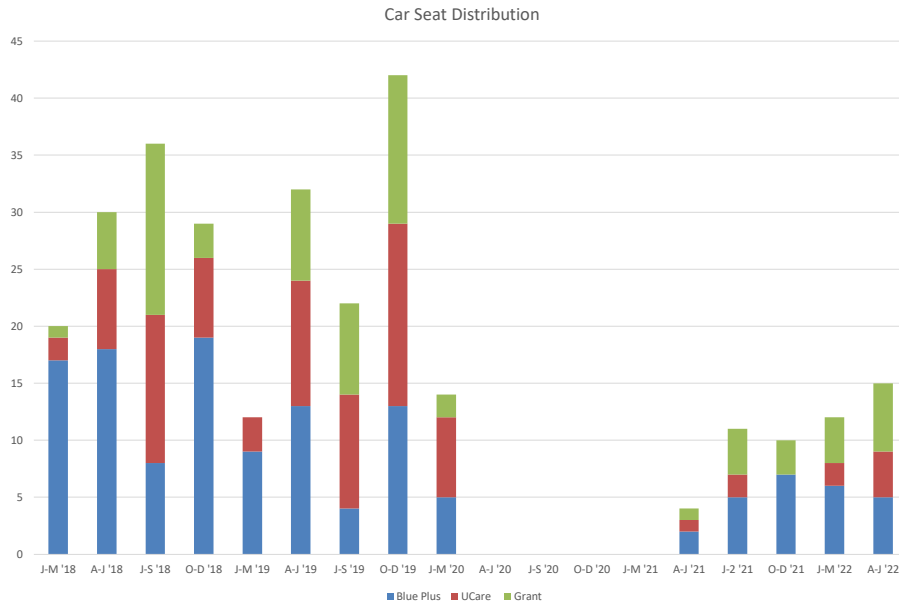


89

Statewide Health Improvement Partnership

- Community Healthy Eating has been having success at the Trimont Farmers Market with a good start to their Power of Produce (PoPs) Club program including many fun activities for kids.
- Heaven's Table Food Shelf continues to provide Take it, Make it meals for clients. Currently, SHIP Staff is working on creating an Eat Well program postcard to mail out to help locate a new site.
- Supporting Farmers' Markets with signage and promotion.
- SHIP Staff hosted their first Worksite Wellness Collaborative for this cycle that focused on burnout and mental health. Nicole LaChapelle-Strumski from Southeast COOP presented as well on a variety of wellness options for worksites. 3M, the City of Fairmont, Kahler, Watonwan Human Services, and Mayo were all present at the Collaborative. SHIP Staff continue to create a monthly worksite newsletter.
- Blue Earth Active Living received a SRTS Boost Grant and Truman Active Living is working to submit a SMIF grant that will also partner with their Farmers Market.
- SHIP Staff are planning for September is Suicide Prevention month and if there is support will host free Question, Persuade, and Refer (QPR) suicide prevention trainings.
- SHIP Staff are planning for the new cycle of SHIP and have been dot surveying (within our groups) on what strategies are most important to them (e.g. MN Eats, MN Moves, MN Tobacco Prevention, and MN Well-being).

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- This quarter we distributed fifteen (15) car seats to families. We held two car seat classes during the quarter serving 15 participants.

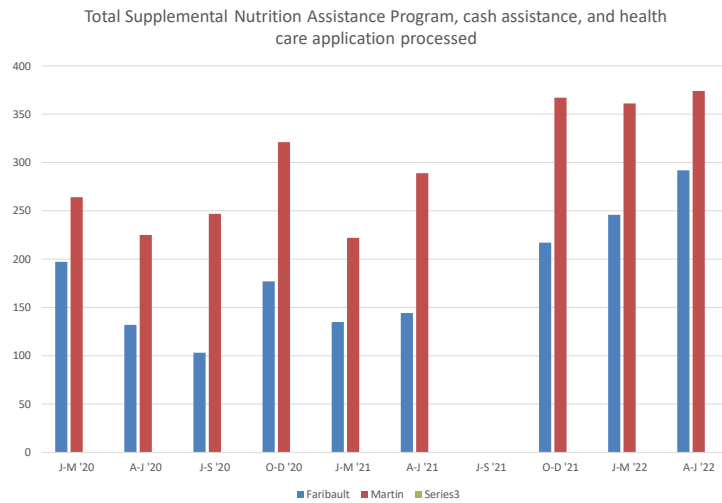
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Goal III.B.

Residents will be financially secure
while also maintaining family
stability.

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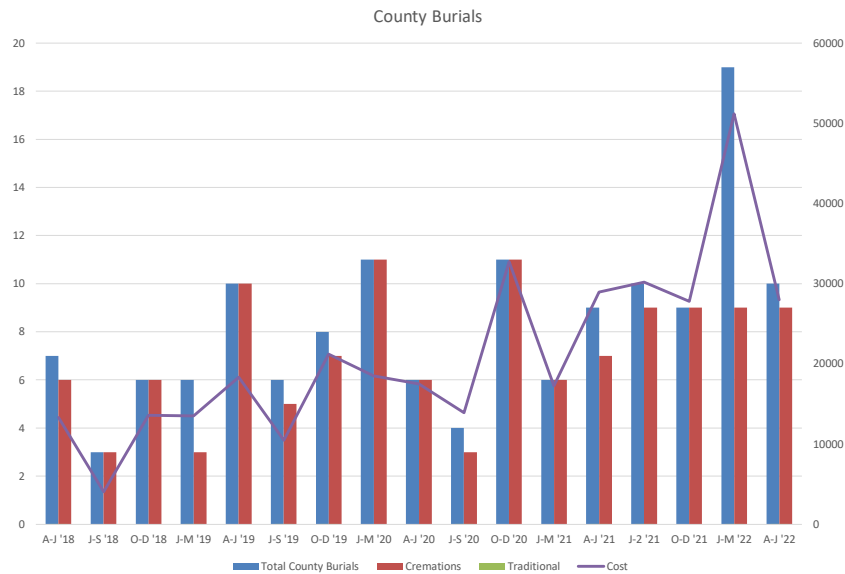
We continue to see an increase in our SNAP case numbers in our counties. Many of our residents continue to live with food insecurities and not being able to meet their food and nutrition needs.

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- "Because of COVID and inflation and especially gas prices, my income seems less and less every month." We received a phone call from a 73 year old resident who is currently receiving SNAP benefits. They were concerned about the amount of their benefits and inquired about receiving a supplement due to the cost of groceries. Worker spent time discussing how to make their SNAP dollars go further as well as discussing local food shelf options. Client wondered who set the SNAP benefit amount, worker stated it was a federal program. Client then asked for her state representatives contact information so she could reach out.
- "Client recently moved in with her fiancé. Both receive RSDI and are living in subsidized housing. Their SNAP case is closing for 8/2022 because they failed the net income test by \$4.00. I reviewed the case with the client when she called after she received her closure letter. We discussed the income and the rules, etc. and she understood that I applied as many deductions as were possible to help. She expressed anxiety about the state of the economy and rising costs and how difficult it is to make ends meet. While disappointed with the outcome, she expressed gratitude for the help she has received and was thankful for it all. I did speak to her about the income limits getting raised and that they would possibly become eligible within the next couple months. I let her know that we would be monitoring this." – Eligibility Worker

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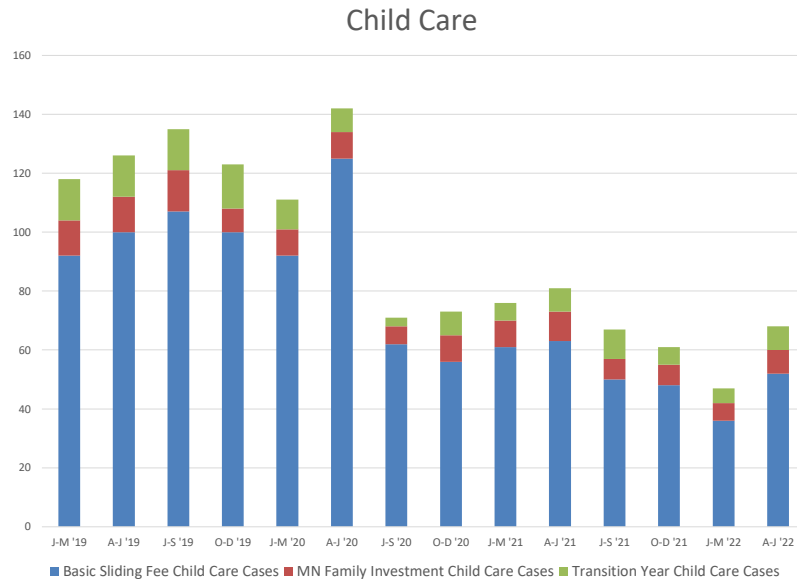
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101

- Year to date, we have approved 29 county burials at a cost of \$79,172.
- All have been cremations except for one traditional burial.

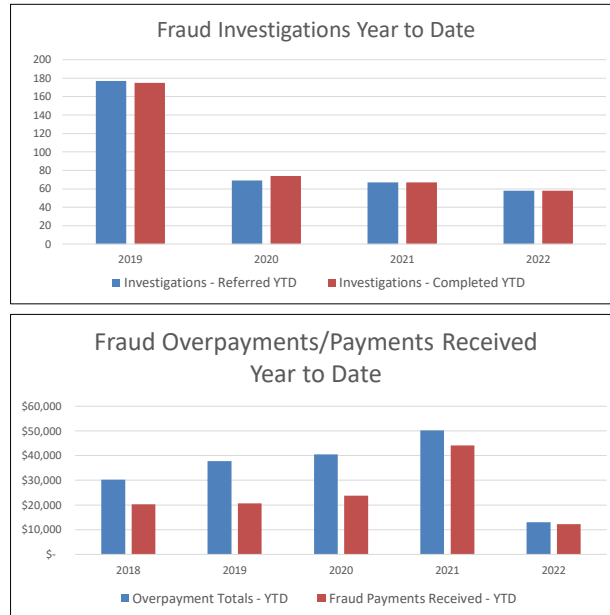
102



103

- During quarter two, we expended 39% or \$68,284 of our child care assistance allocation.
- While our case numbers are down, we also have an additional barrier to accessing these funds; lack of providers that accept Child Care Assistance. We are developing recruitment ideas to confront this issue.

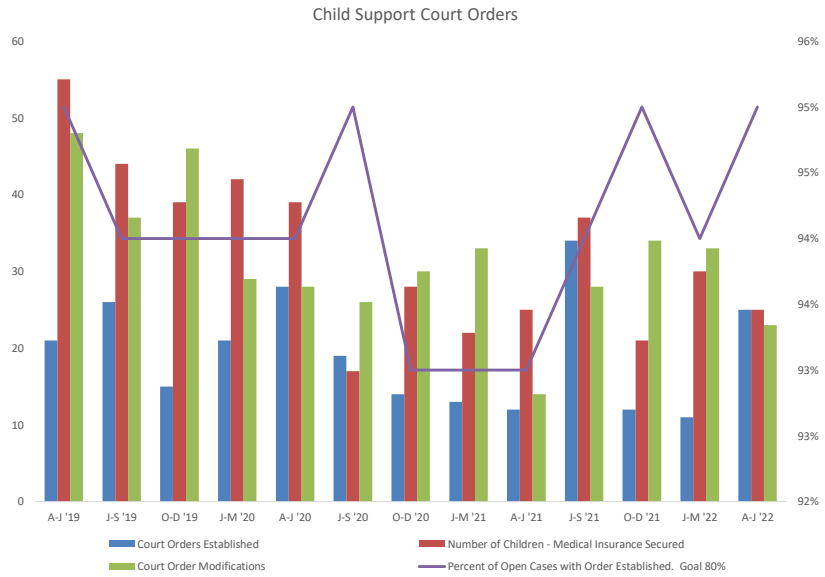
104



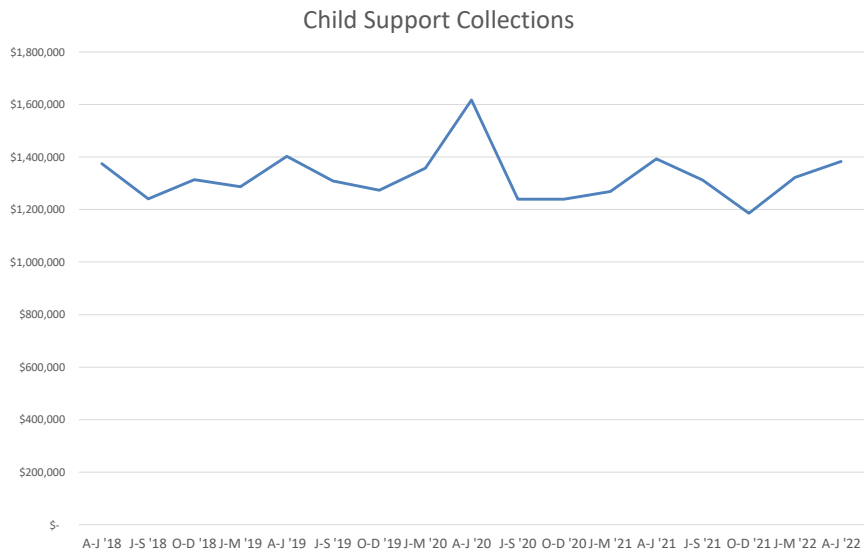
105

- During this quarter we referred 33 cases to the fraud investigator and 34 cases were completed.
- This resulted in \$7058 in overpayments to clients and \$8039 in savings.
 - Savings is potential benefits that were not issued incorrectly.
- Year to date, we have received \$12,203 in fraud recoveries.

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During this quarter child support staff took some time to identify issues with collecting child support as well as what they can do to address these issues and increase collection potential. Child Support had 411 cases that had a Cost of Living Adjustment that were significantly higher than in years past. Follow up was needed with employers on 16% of these cases to ensure they implemented the higher monthly amount. Staff had difficulty in making phone contact with some of our employers due to several companies outsourcing their payroll to payroll vendors and the requirement to deal with the corporate versus local offices. This resulted in significant delays in getting the correct payments which slowed down the ability to get money to families. Of the 15 contempt of court actions done this quarter, for non-payment of child support, six (6) of them had to be dismissed due to the sheriff being unable to serve the non-custodial parent at the address we had for them.

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Business Office



Total Revenues	\$ 9,474,300
Budgeted Annual Revenues	\$19,330,377

Total Expenditures	\$ 8,927,240
Budgeted Annual Expenditures	\$19,330,377

Total Staff/Board Payroll	\$ 3,890,482
Active Staff =	125

We have been meeting with the management work group and leadership staff to compile the 2023 budget which is then presented to the Executive Committee and to the Human Services Board in July and August for review and approval.

Income Maintenance

- Child Support believes that permanent and affordable housing is the main issue with the inability to locate non-custodial parents. Many don't have their own home, live with other people, and tend to move frequently.
- Effective August 1, 2022 interest charging on back child support was stopped. It was believed that charging interest was an incentive to pay child support. In actuality it ended up adding large amounts of back support causing hardship for absent parents who struggled to stay current on their support.
- In Income Maintenance we continue to work under many waivers for our medical assistance cases and are unable to close or reduce benefits at this time. The result of this is very large caseloads which may be difficult to handle once the waivers end.
- During this period we developed a resource brochure for clients that is designed especially for those who are not income eligible for our programs to help connect them to local resources who may be eligible to help.

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