



**Human Services**  
of **Faribault & Martin** Counties

**QUARTERLY REPORT**  
**JULY - SEPTEMBER 2020**



# **PROGRAMS AND SERVICES TO SUPPORT INDIVIDUALS**



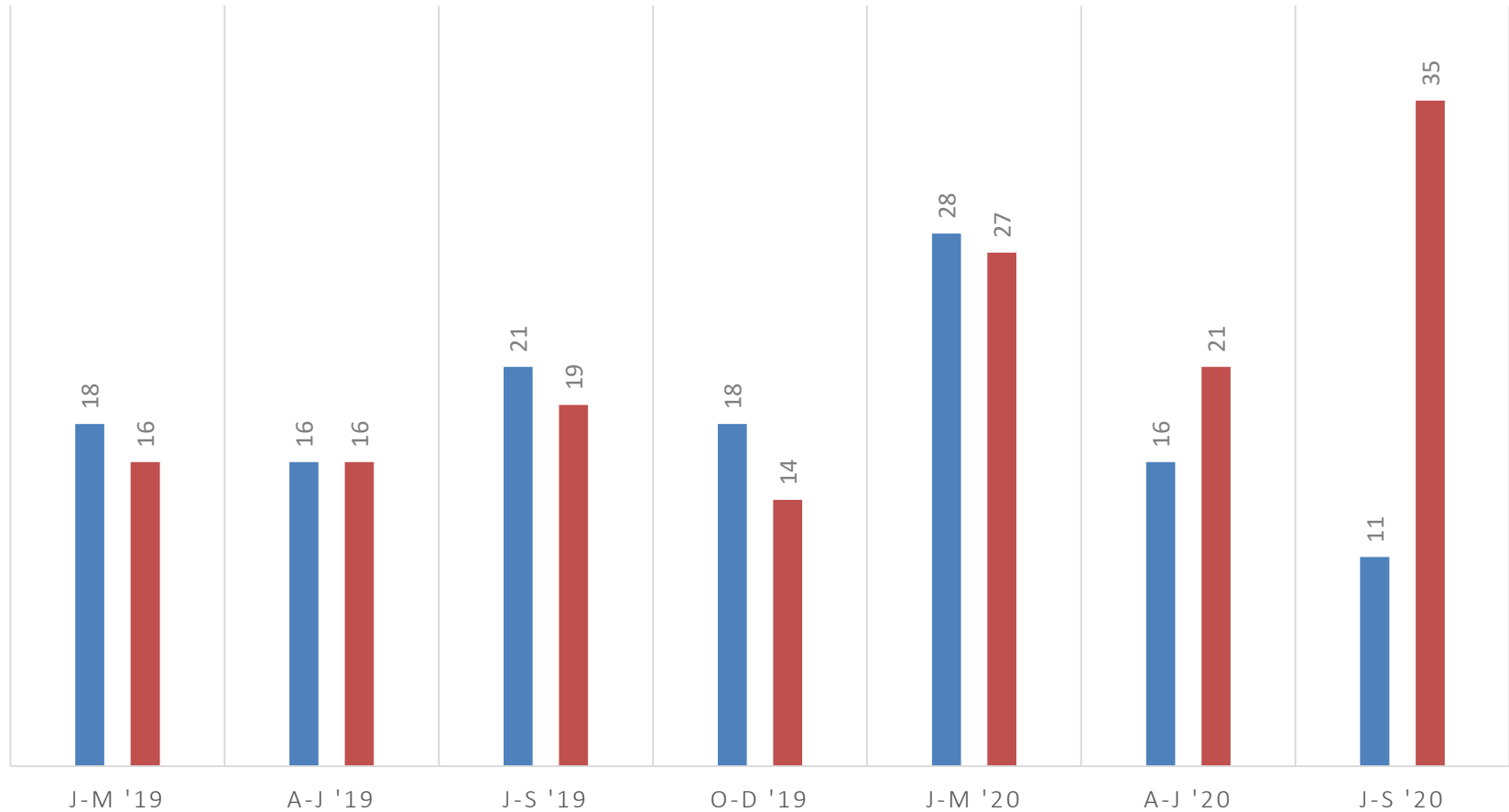
## Goal I.A.

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

# MNCHOICES REFERRALS

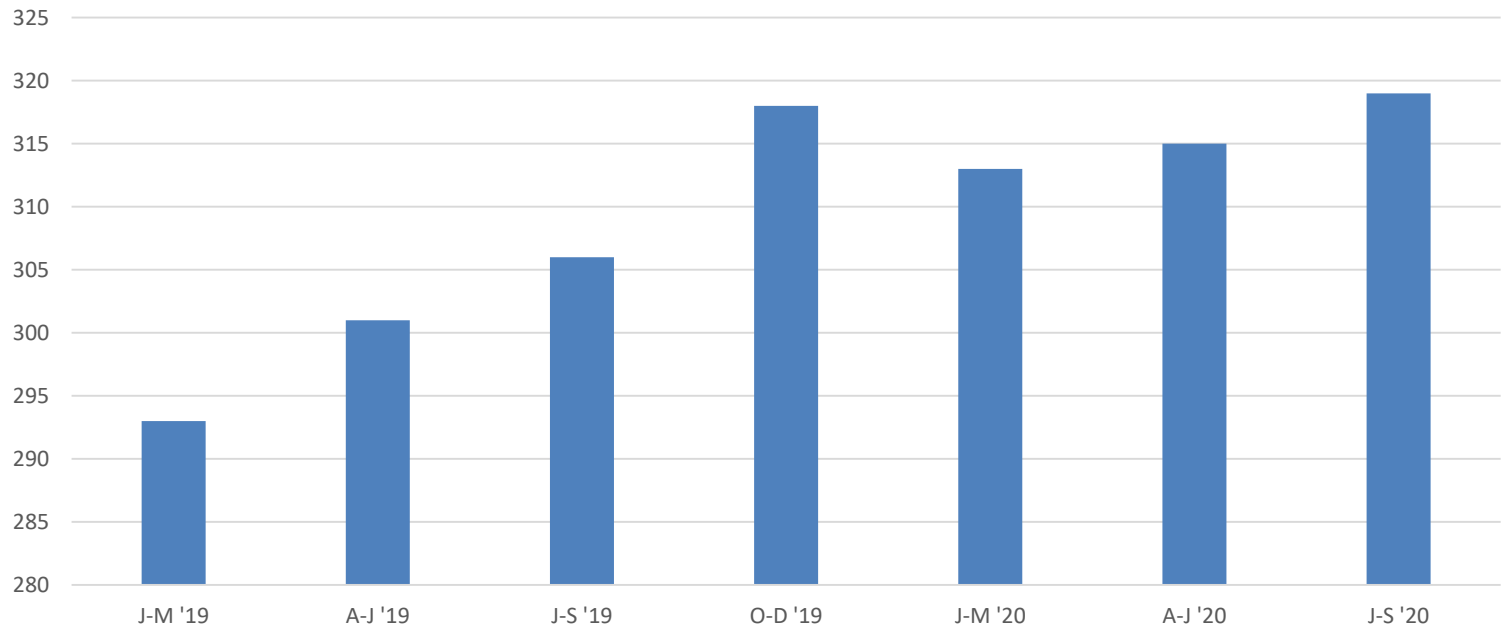
■ MnCHOICES Referrals under age 65

■ MnCHOICES Referrals over age 65



- There were 11 new MnCHOICES referrals for the under 65 population and 35 new MnCHOICES referrals for 65+ population in Quarter 3.

## Developmental Disabilities Case Management

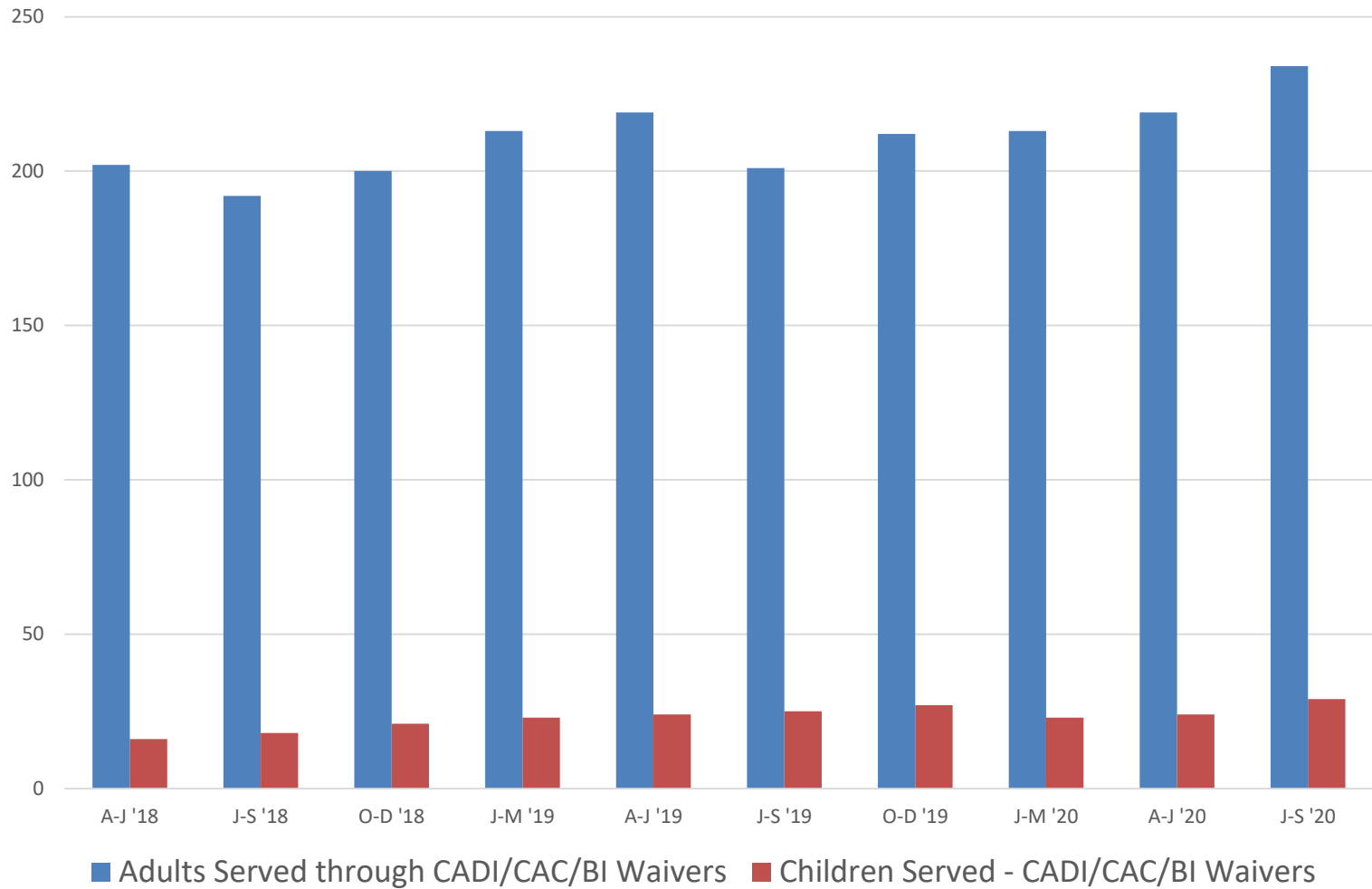


| <u>Developmental Disabilities</u>                                   | <u>J-M '20</u> | <u>A-J '20</u> | <u>J-S '20</u> |
|---------------------------------------------------------------------|----------------|----------------|----------------|
| Children with Disabilities Referred for Services                    | 7              | 2              | 5              |
| Number Determined Eligible                                          | 6              | 1              | 5              |
| Percent of Eligibility Children Offered Case Management - Goal 100% | 100%           | 100%           | 100%           |
| "New" Teenagers Referred for Rule 185 Services                      | 5              | 1              | 1              |

Families continue to be creative in using their Consumer Directed Community Support budgets to support their special needs children during the pandemic and when school is not being held in person. Case Managers have worked hard to support ideas and items that “are out of the box” of “typical” so that these children are getting their needs met. Most, if not all of this funding has gone towards educational software to help ease the learning from home.

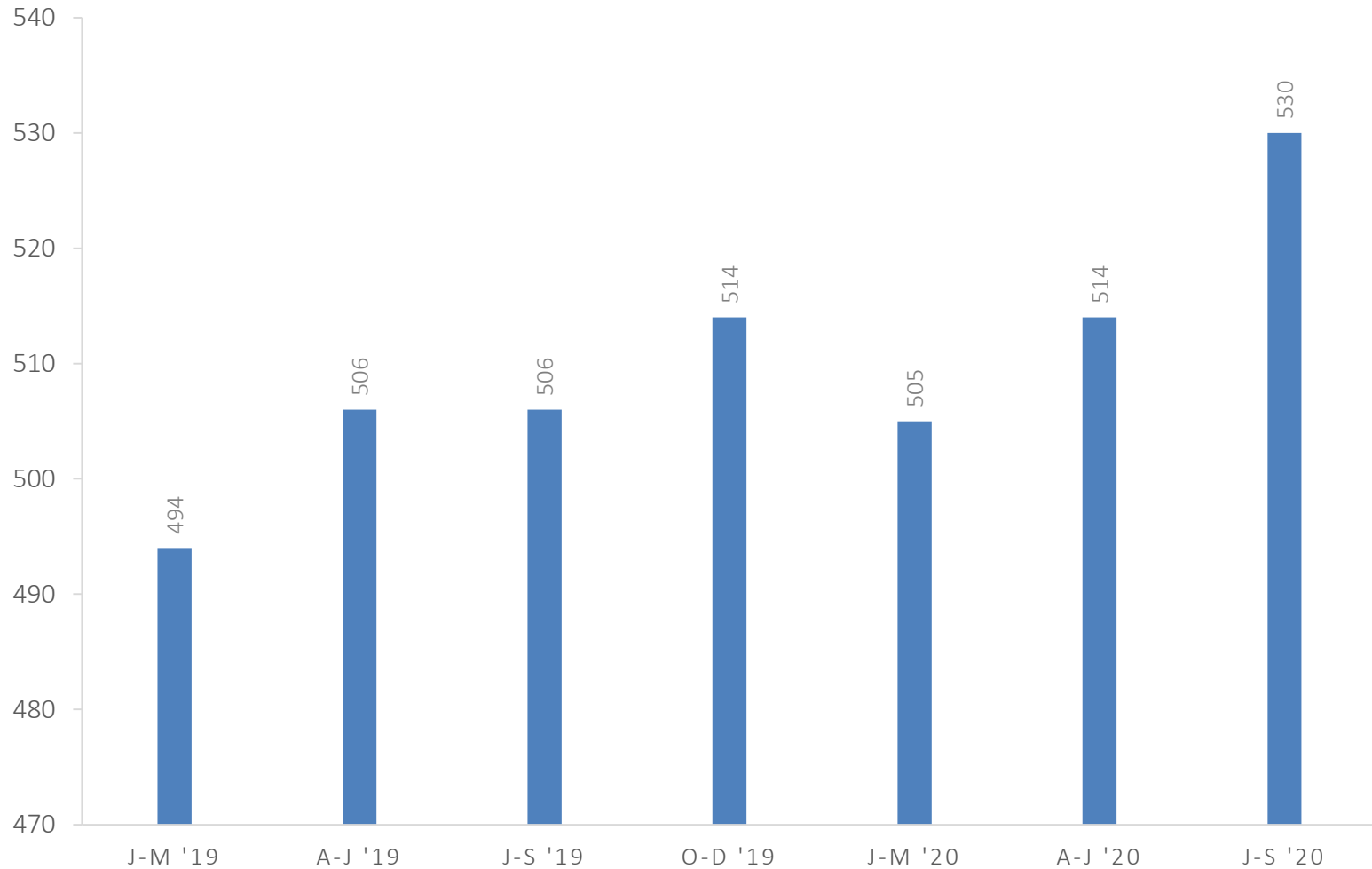
Almost always, these CDCS budgets that are computed at the state level are less expensive than traditional services would be for the child.

# CADI/CAC/BI Waiver Caseload



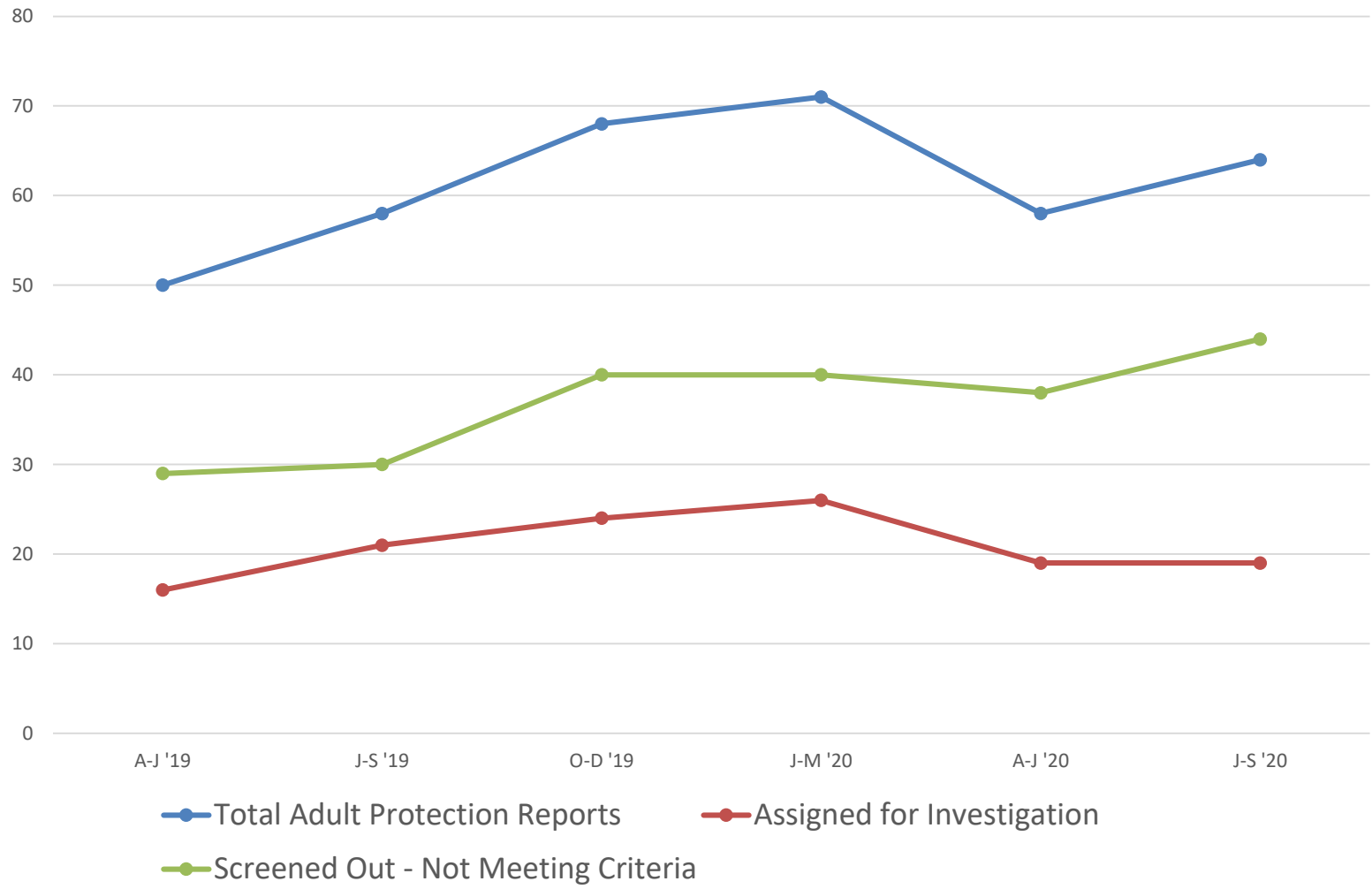
- The CADI/CAC and BI unit received six referrals for MnCHOICES in Faribault, five of these were accepted for assessments and completed within timelines. The 6<sup>th</sup> did not meet eligibility requirements of certified disabled and this person was referred for Personal Care Attendant services. In Martin County there were nine referrals, six were accepted, two entered into Intensive Residential Treatment Setting (IRTS) out of the county, and one declined services.
- A thirty-five year old client who had been in foster care since adolescence was able to progress and demonstrate a level of stability to her guardian. She moved to an apartment and is currently living independently, with some support, and working in the community. This was a wonderful achievement for the client and her entire treatment team.

## ELDERLY WAIVER/ MN SENIOR HEALTH OPTIONS CASELOAD



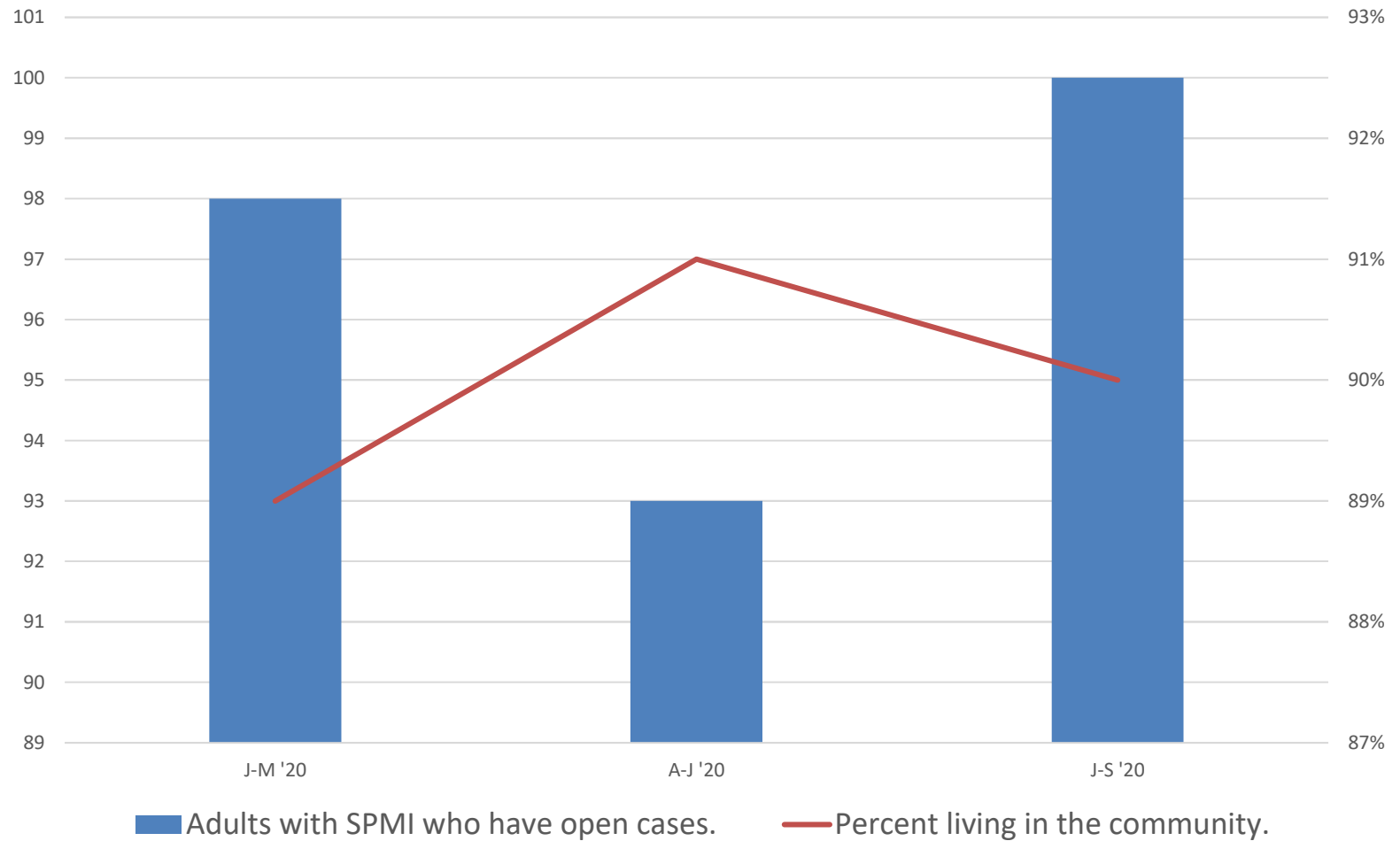
The EW/MSHO unit ended the quarter with 530 clients. Referrals continue to increase during the pandemic. Staff reporting continued challenges completing assessments over the phone vs in-person; the visual observation piece of the assessment is missing and it can be difficult to fully ascertain client's environment and how they complete daily tasks. Home care agencies have seen a turnover in veteran staff and there is a steep learning curve with billing/prior authorization with MCO's and working with MD's on getting the orders for services as well as finding staff to go into the home to complete the services. Clients continue to reach out more frequently to staff during this time due to increased isolation from families and concern for what the future holds.

# Adult Protection



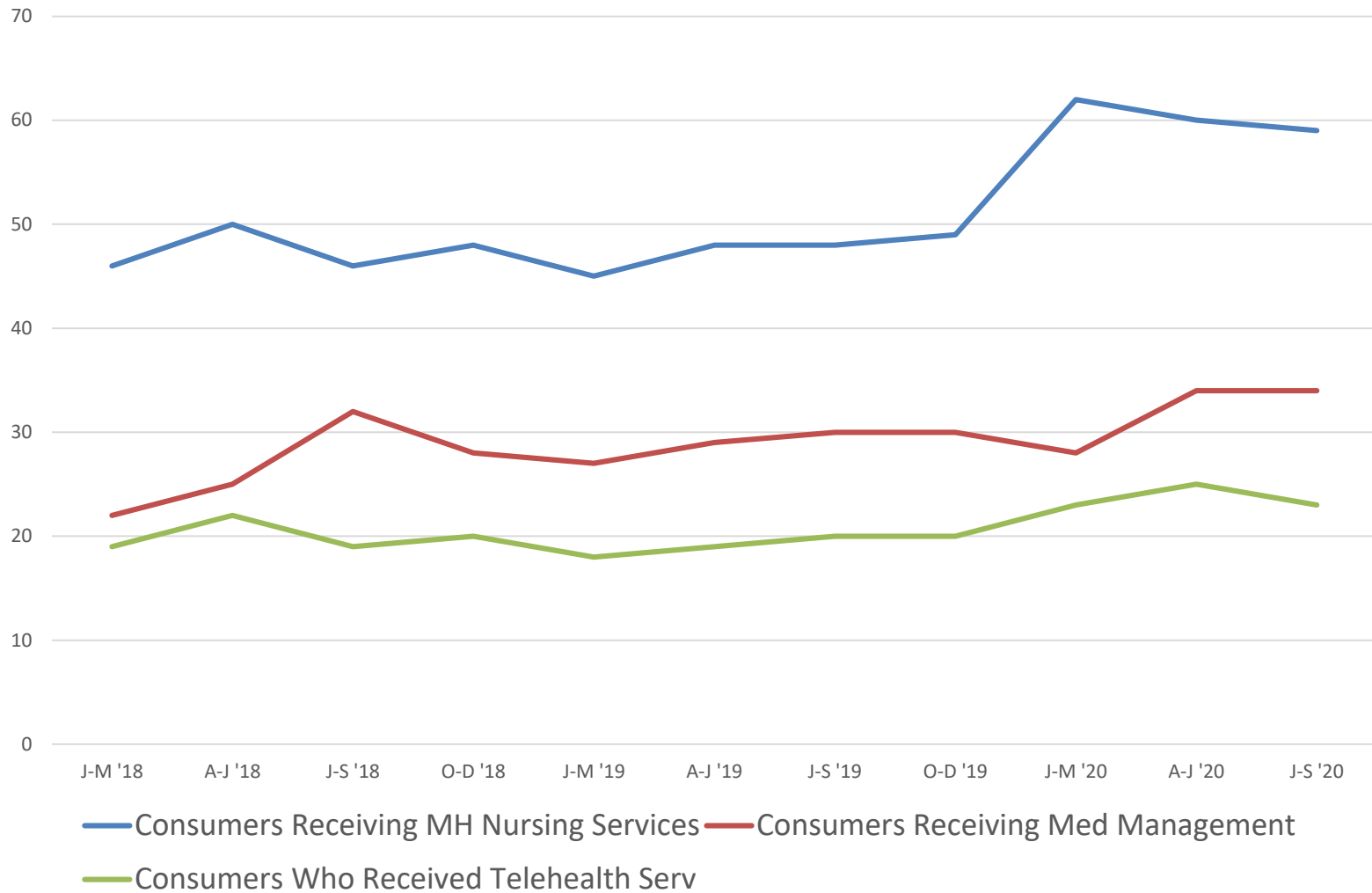
- Adult Protection investigators continue to do what they need to do to complete the screened in vulnerable adult reports during the pandemic. There has been an increase in reports received locally and statewide however we are still seeing an average of about 30% of the reports moving to investigations.
- During this quarter the Adult Protection Team is also working on changes to the guardianship process that occurred during this past quarter and how these changes will affect our counties. Changes that will be implemented will be a 'screening process' for all future guardianship requests as well as adding inclusive language.

# Adults with Serious and Persistent Mental Illness



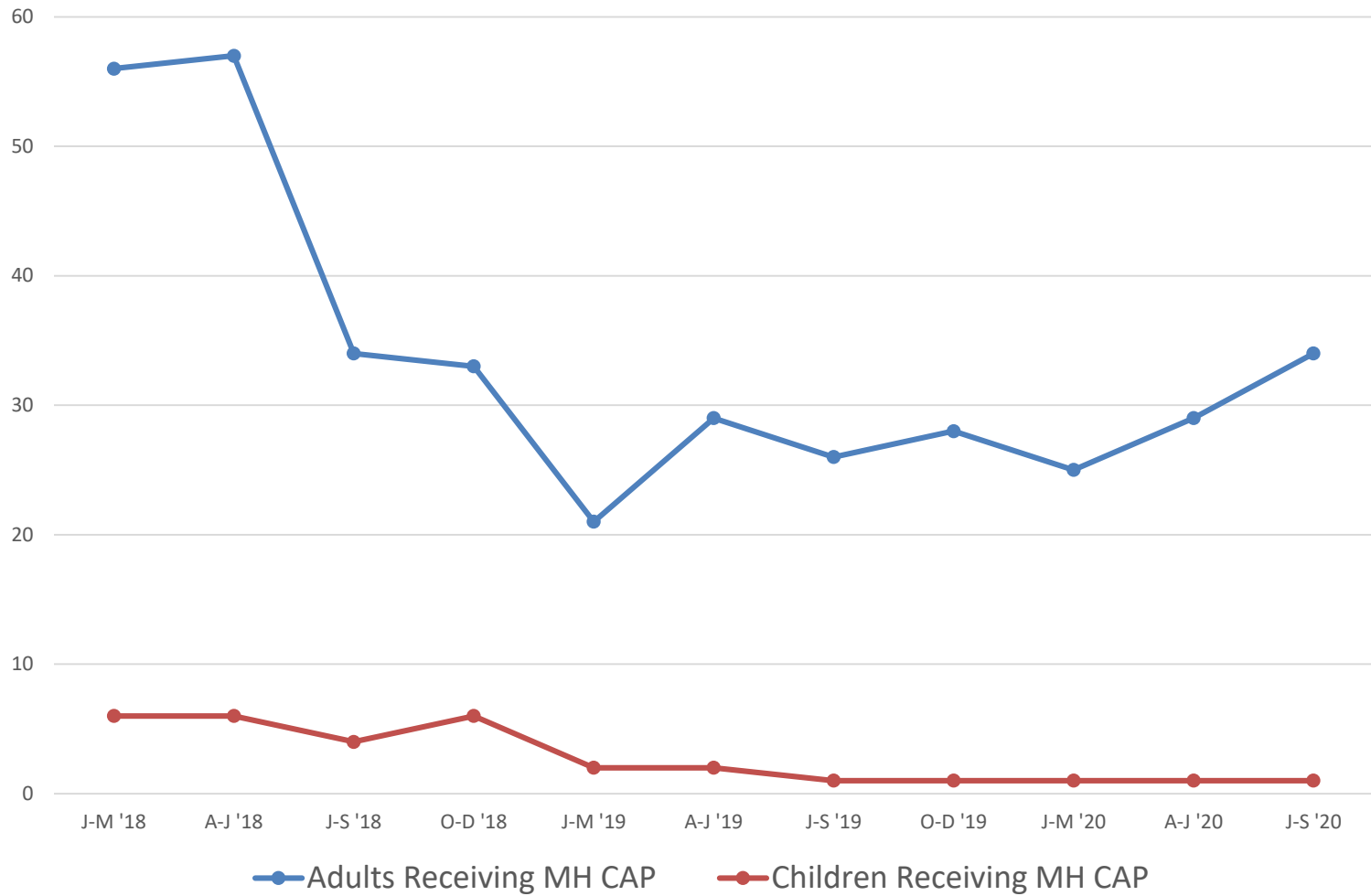
- Despite Covid-19, the Clubhouse was reopened with several restrictions, as well as to plan safe outdoor activities this quarter.
- As a result of this, we had 28 unduplicated members attend clubhouse activities.
- Many more would like to attend but are taking extra precautions and choosing to limit their time outside of their homes to help ensure they do not contract the virus.
- Clubhouse activities this quarter included general daily clubhouse open time, as well as several much-appreciated outdoor activities, such as a walking group at Cedar Creek Park and miniature golf at the local mini golf course. Grocery pick-up and delivery was also provided to two members without transportation.
- Several of the “wish list” items were purchased and other improvements were made to the Clubhouse, along with continued organizing and cleaning.
- 10-County bi-weekly meetings continue to be held via Zoom.

# Mental Health Nursing Services



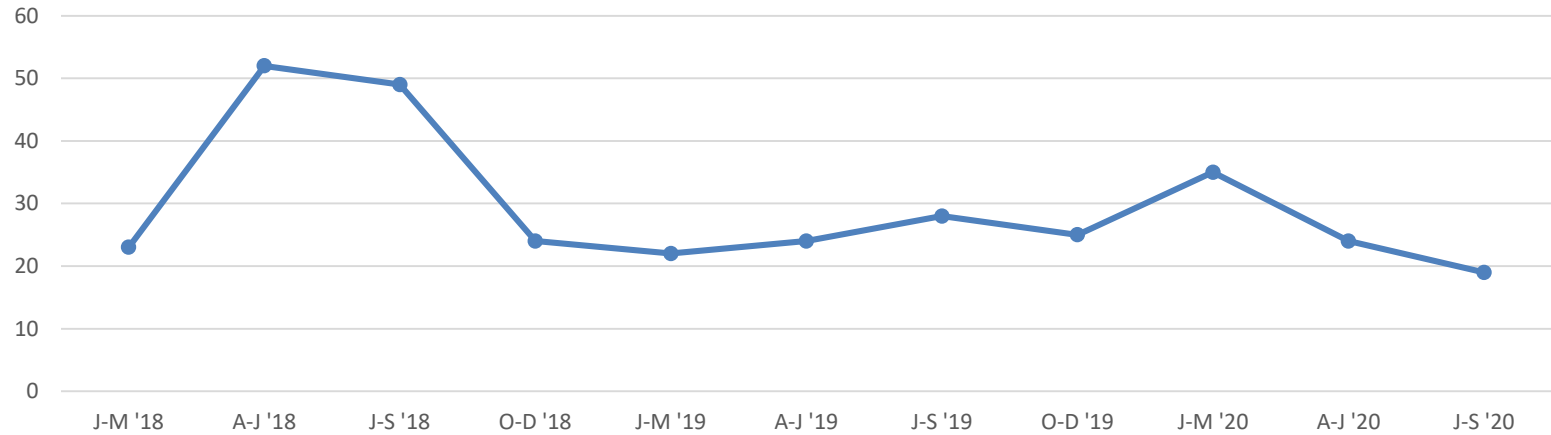
- MH Nurses have continued Vido appointments with clients and MH providers. COVID has caused an increase in symptoms across the board for clients. Clients are struggling with anxiety and isolation and the MH Nurses have increased contact and medication management appointment frequency for those who are struggling. The MH Nurses continue to keep clients safe by maintaining social distancing and wearing PPE.
- Two major client wins were reported this quarter as well. One client was completely non-compliant with medications and was declining with a lot of alcohol consumption. During a Vido appointment with the provider, MH Nurse offered to see if the client and provider would entertain medication management. They both agreed and to this day, client is doing much better. MH Nurse started weekly medication management on Sept 9th with the client, and he has continued to be compliant with medications and is doing much better overall. The client is still drinking but not quite as much. He was recently transitioned to medication management every other week, and both the client and his mother agree that they can see a big difference in him with having our medication management services in place.
- Another client's mental health was being impacted by her ostomy. The client was having lots of problems with it that affected her financially due to additional laundry and supply needs, and emotionally she was very upset, which caused her mental health status to decline. This happened after a surgery and she was no longer able to get in-home nursing care. MH Nurse worked with the client, case manager, and supervisor in finding solutions. They were able to set up a mirror and teach the client, along with a client's friend, a new way to apply her ostomy bag to prevent leakage problems. Overall, they were able to help the client to prevent the previous problems that she was experiencing, therefore greatly affecting positive changes in her mental health and bringing her back to her own independence with working with her ostomy.

# Mental Health Client Assistance Program



Our agency has recently received grant funding to assist local farmers with mental health concerns. Some of these funds have been set aside for use specifically for farmers to access mental health services in a program modeled almost identically after MHCAP. 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.

## Residents placed on 72-hour holds

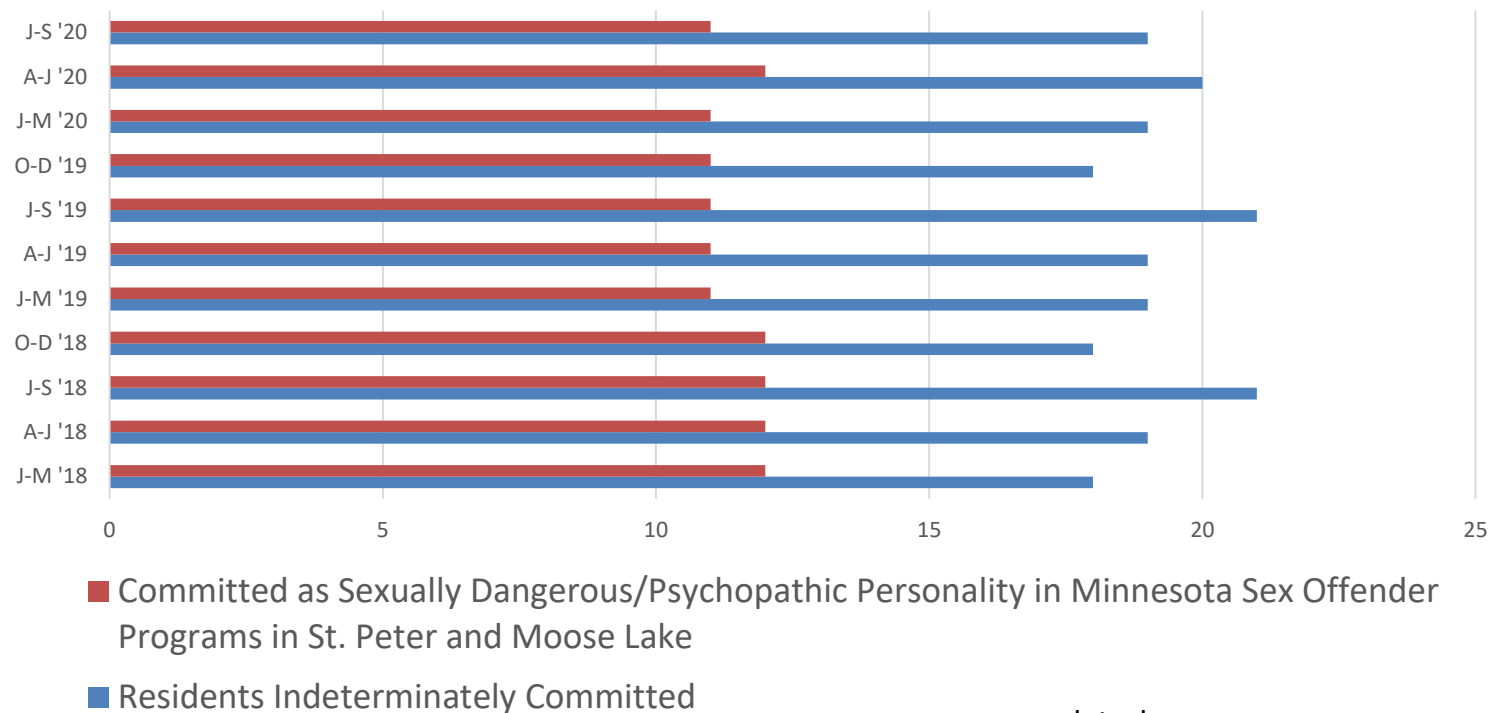


## Results of 72-Hour Holds



Of the six commitments, three received a stay of commitment and three received full commitments. One of the full commitments was the result of a Rule 20.

## Residents Indeterminately Committed



The new MSOP client referenced in the previous quarter was discharged from his commitment in this quarter after being reviewed by Faribault County courts. One client in the forensic nursing home is declining and end-of-life decisions will need to be made soon.

### Third Quarter Costs

County 22 MSOP - \$16,466.70  
 County 22 MSH - \$7,980.70  
 County 46 MSOP - \$30,732.60  
 County 46 MSH - \$16,750.70  
 County 46 Forensic NH - \$15,403.10  
 County 46 DNMC - \$10,668.00 for 7 days

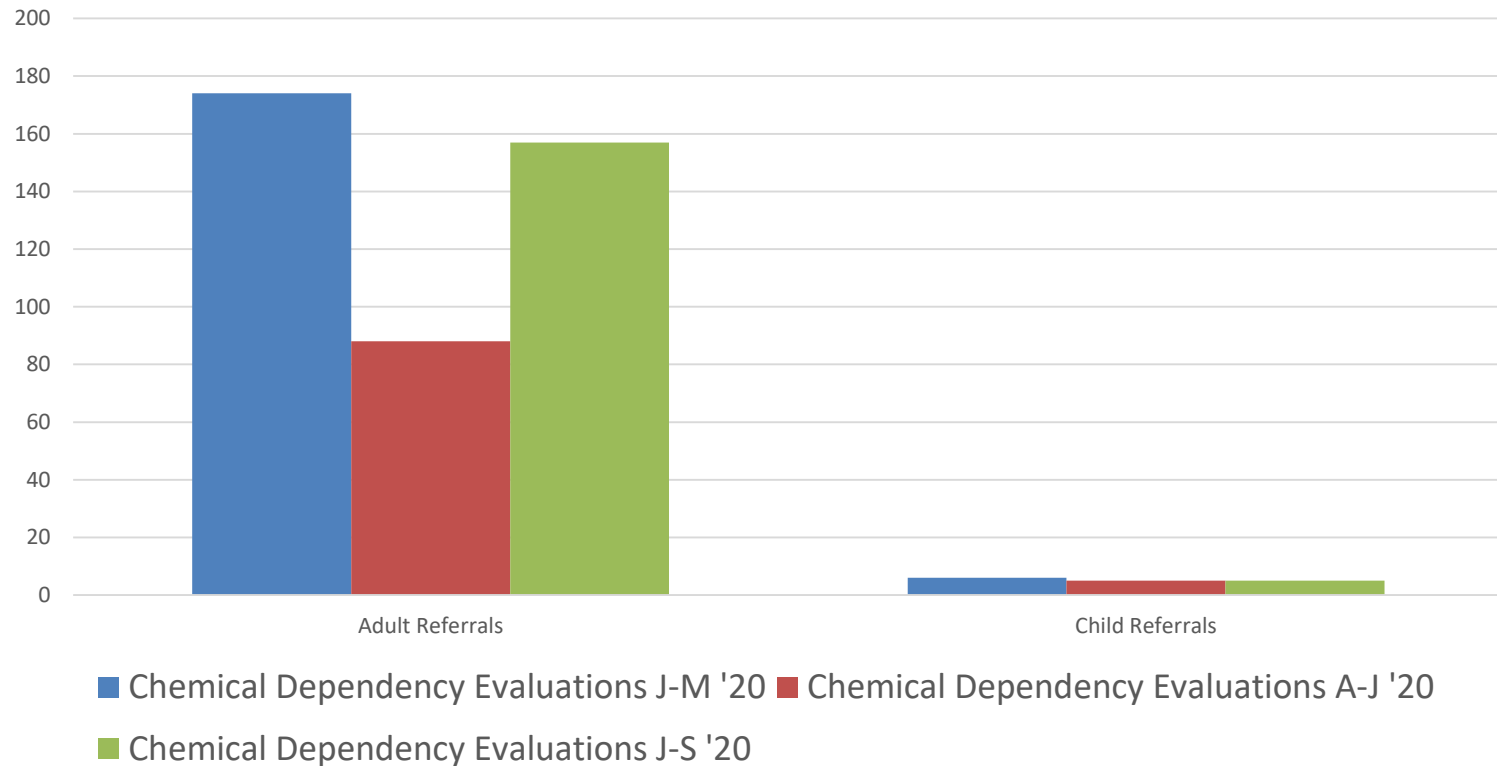


## Goal I.B.

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



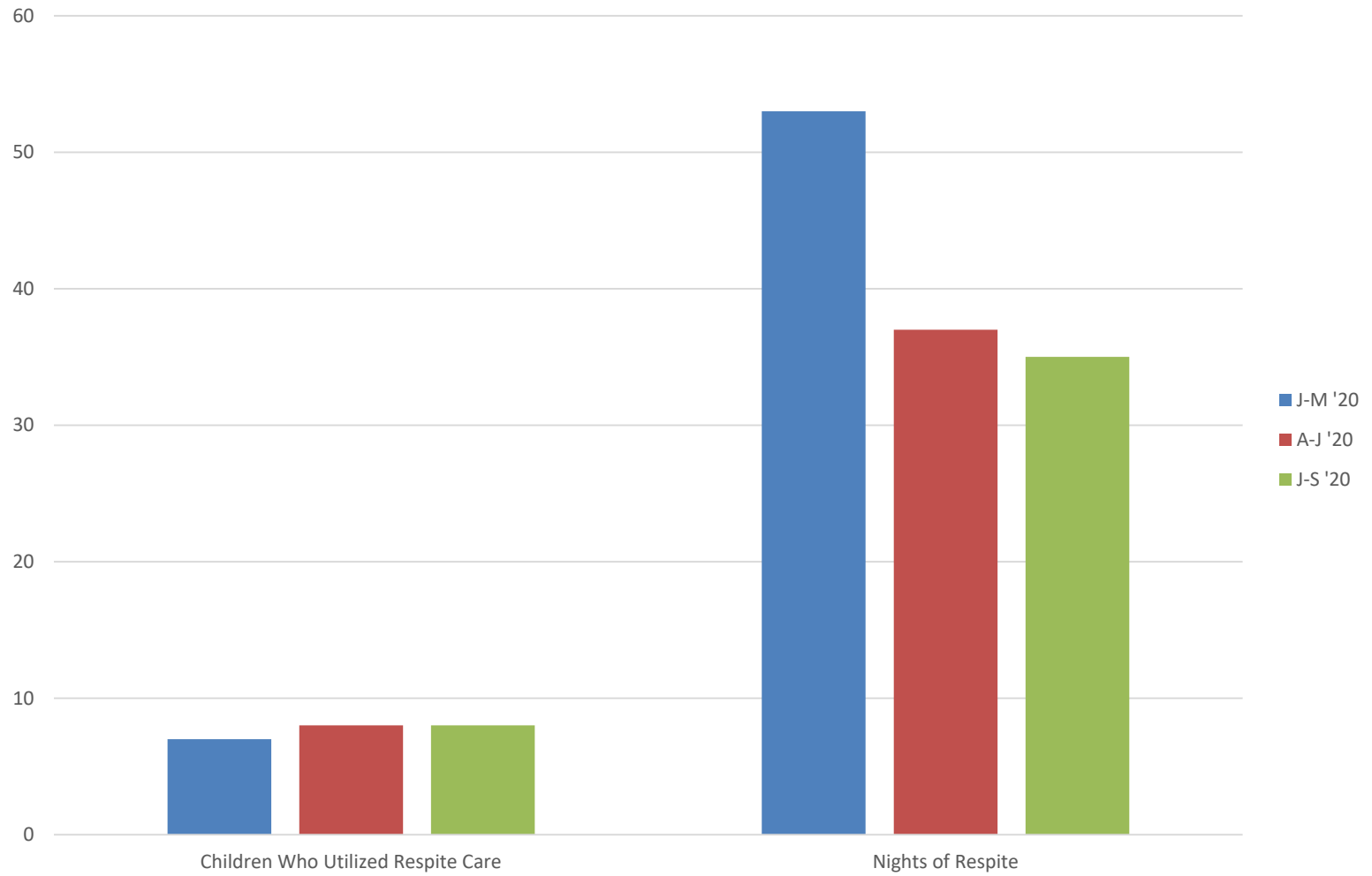
## Chemical Dependency Referrals



100% of high risk youth and adults received chemical dependency evaluations within 30 days of a court, self, or agency referral.

The CD assessors either participated in or led seven pre-petition screenings this quarter. Seven of the adult referrals referenced above either withdrew their request or were referred elsewhere due to having a different county of financial responsibility.

## Mental Health Respite Grant



AMH and CMH case managers consistently encourage and assist clients with getting involved in their communities by volunteering, taking classes, attending events, etc. In this quarter, state respite grant funds were used for CMH clients to purchase passes to the pool and Aquatic Park, arts and crafts supplies, sports equipment, driver's education costs, and to cover the cost of overnight respite stays with unlicensed providers. As always, the purpose of these funds is to reduce stress levels in the home to prevent the need for placement or hospitalization. The flexibility with the use of these grant funds was extended through this quarter as well as most in person activities and events continue to be canceled.

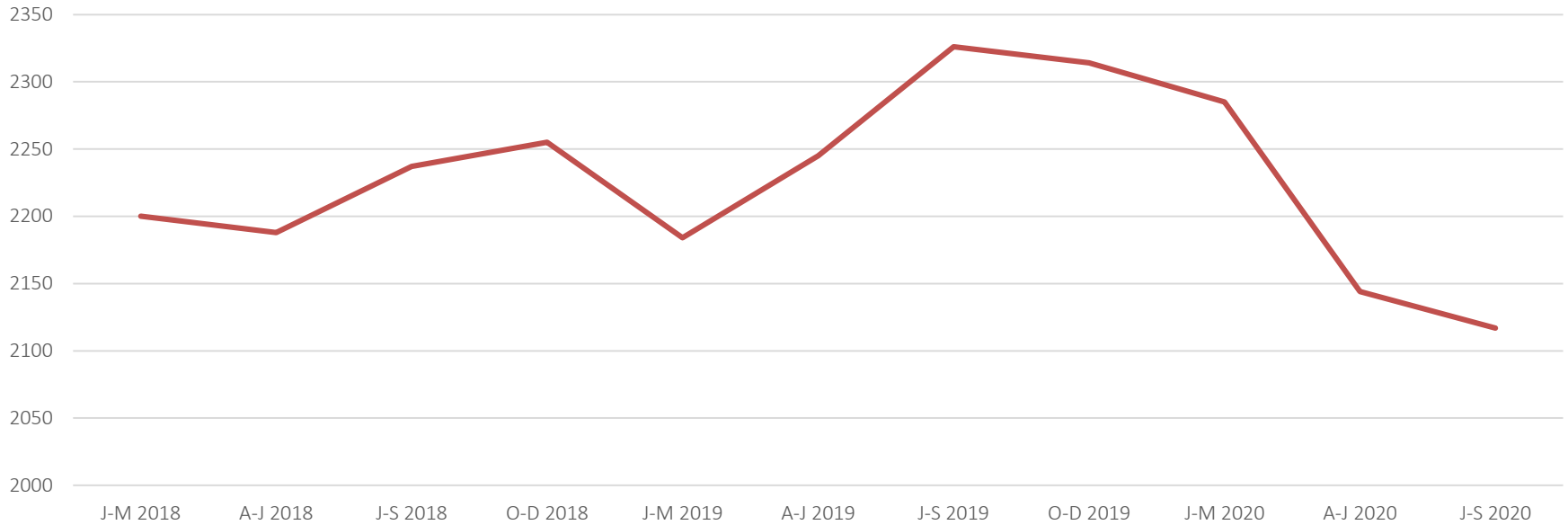
# **PROGRAMS AND SERVICES TO SUPPORT FAMILIES**



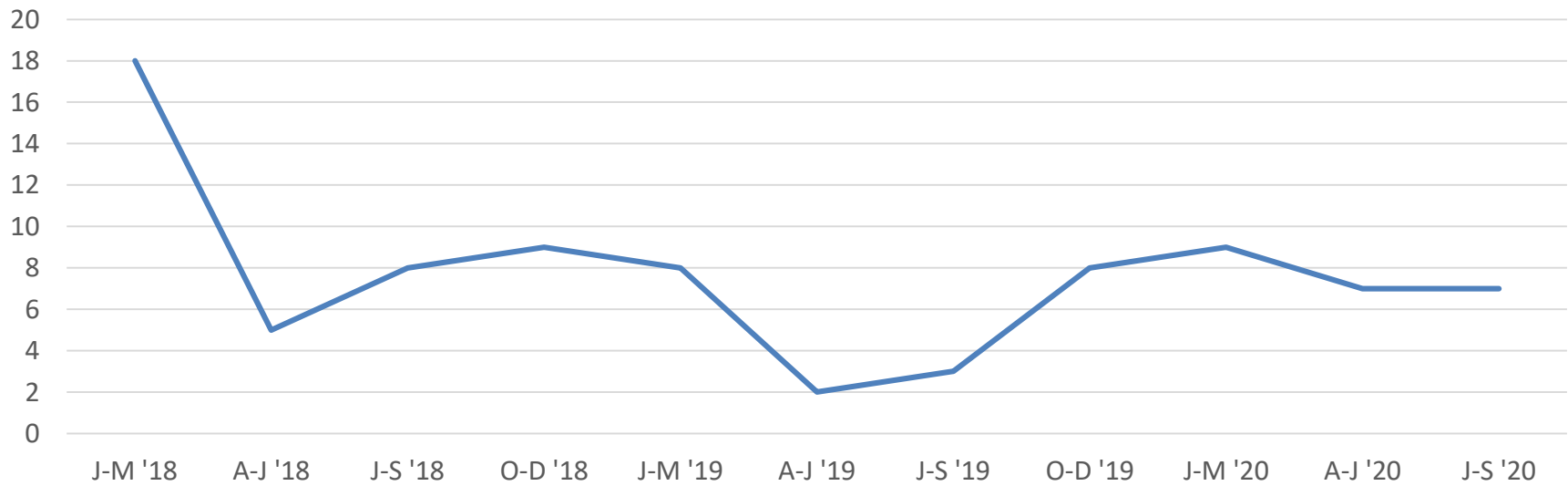
## Goal II.A.

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.

## WIC PARTICIPATION

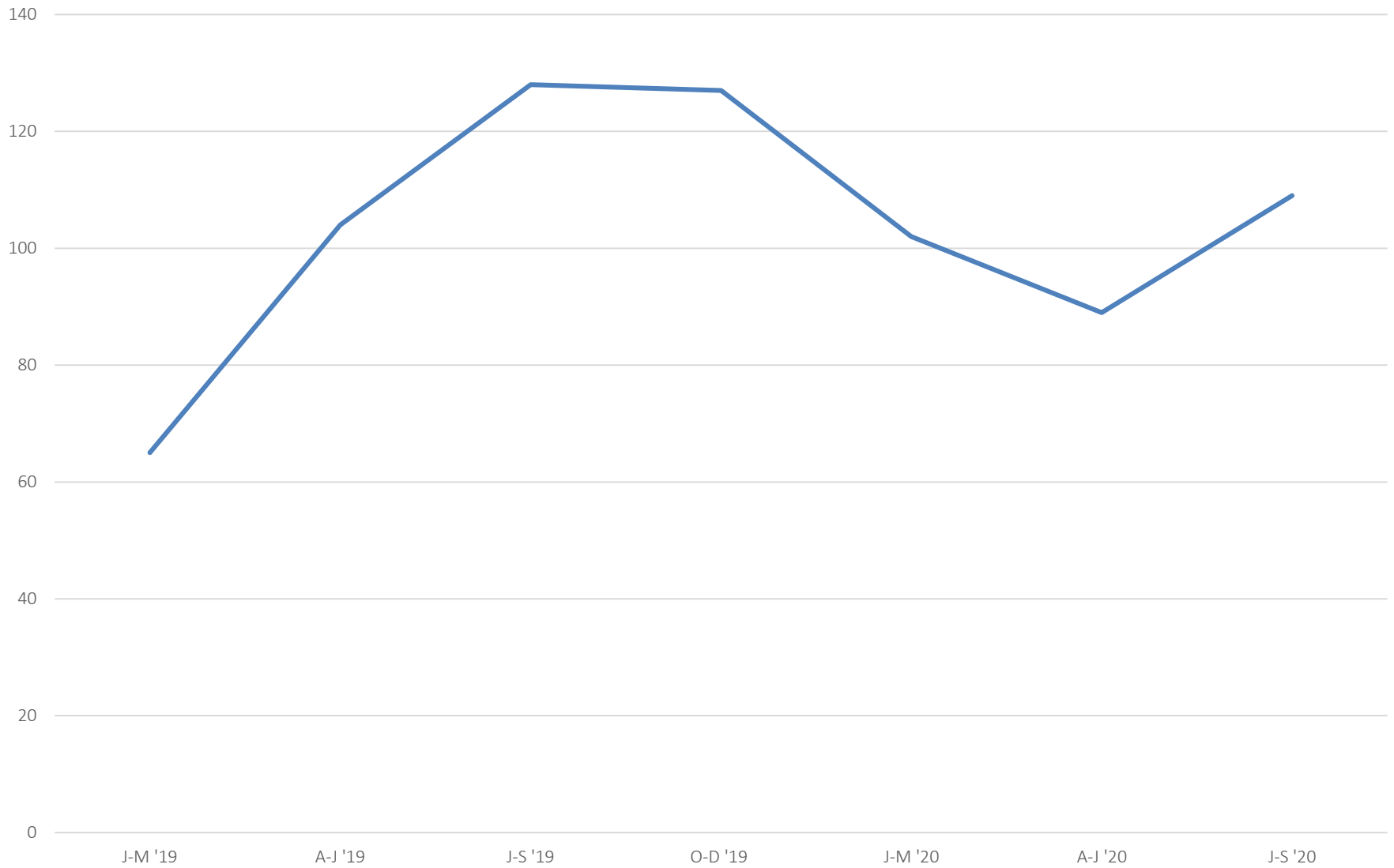


## PREGNANT OR PARENTING TEENS



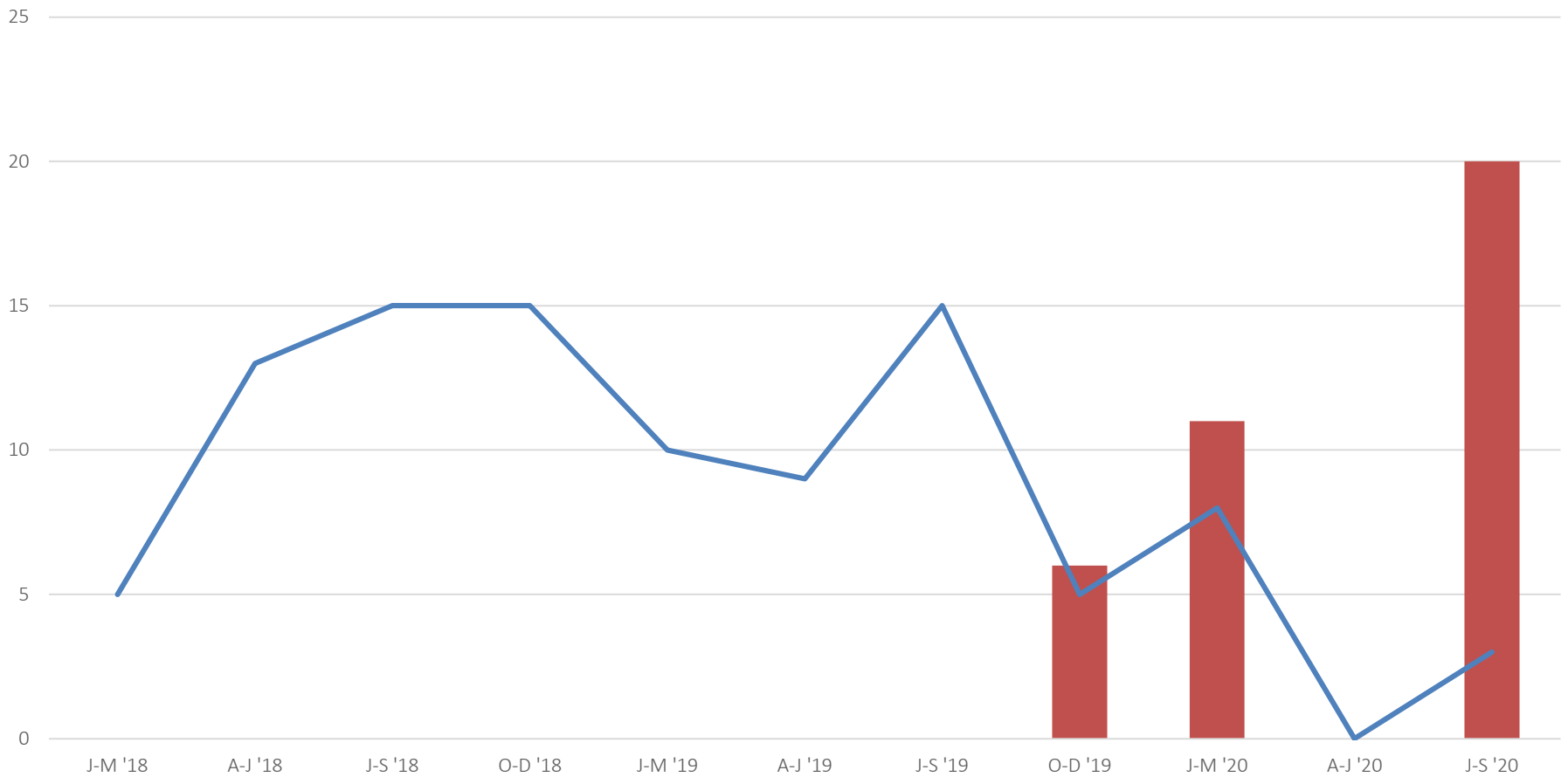
- This quarter our agency served 2,117 clients through WIC. This is a decrease from Quarter 3 of 2019.
- We served seven pregnant or parenting teens in WIC this quarter.
- The bi-annual WIC management Evaluation was completed in July 2020 with three findings related to documentation retention, performance reviews and presumptive eligibility assessment.
- WIC participation was fairly stable compared to Q2 2020 and show rates for appointments are excellent.
- National WIC Association announced that federal waivers allowing for provision of remote WIC services would be tied to the national public health emergency declaration, which is renewed quarterly. The current waiver allows WIC agencies to continue remote services through 02/20/2021.

## MCH Referrals



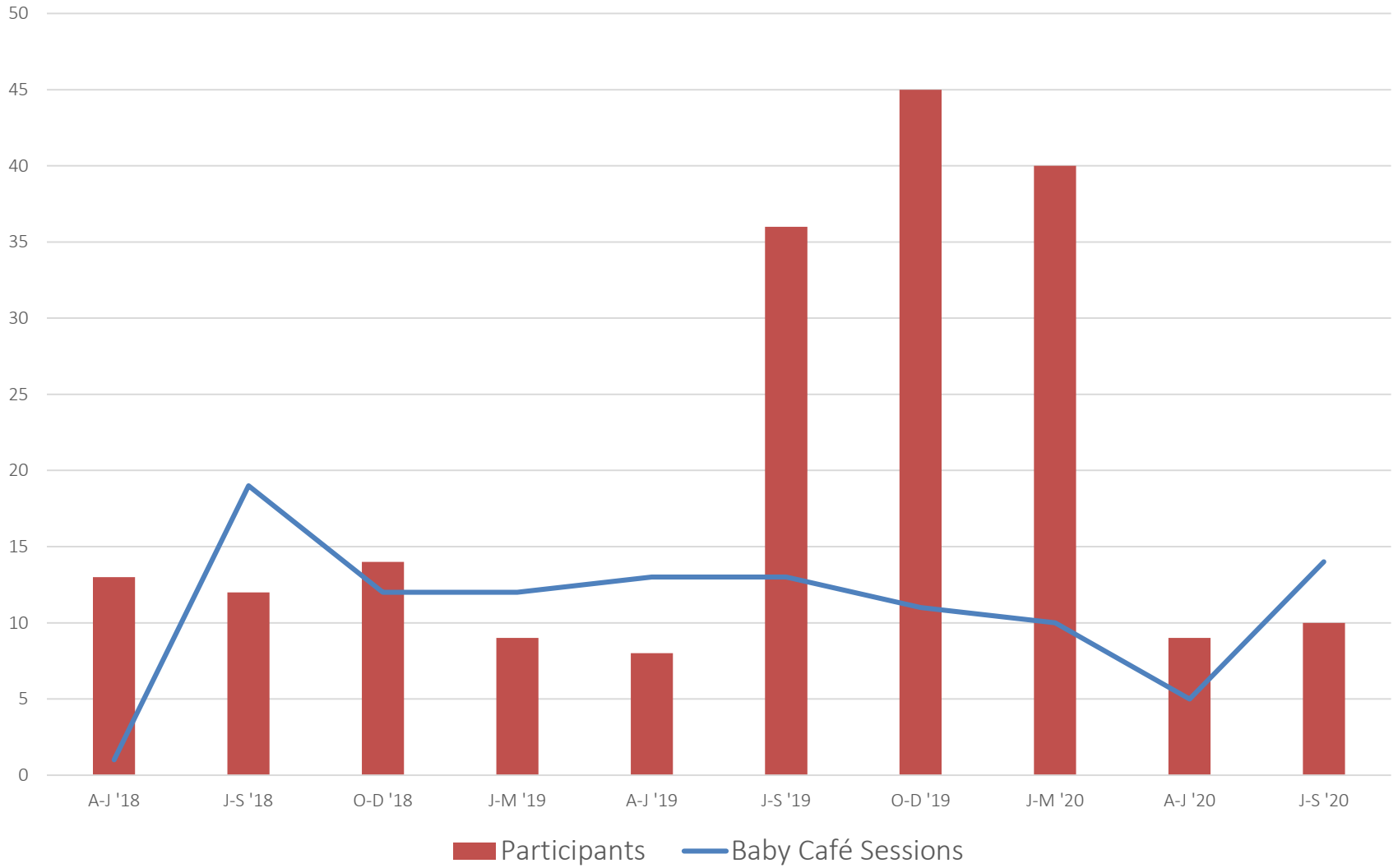
- This quarter we received 109 referrals for pregnant and postpartum women.

## Number of Child & Teen Checkup Clinics



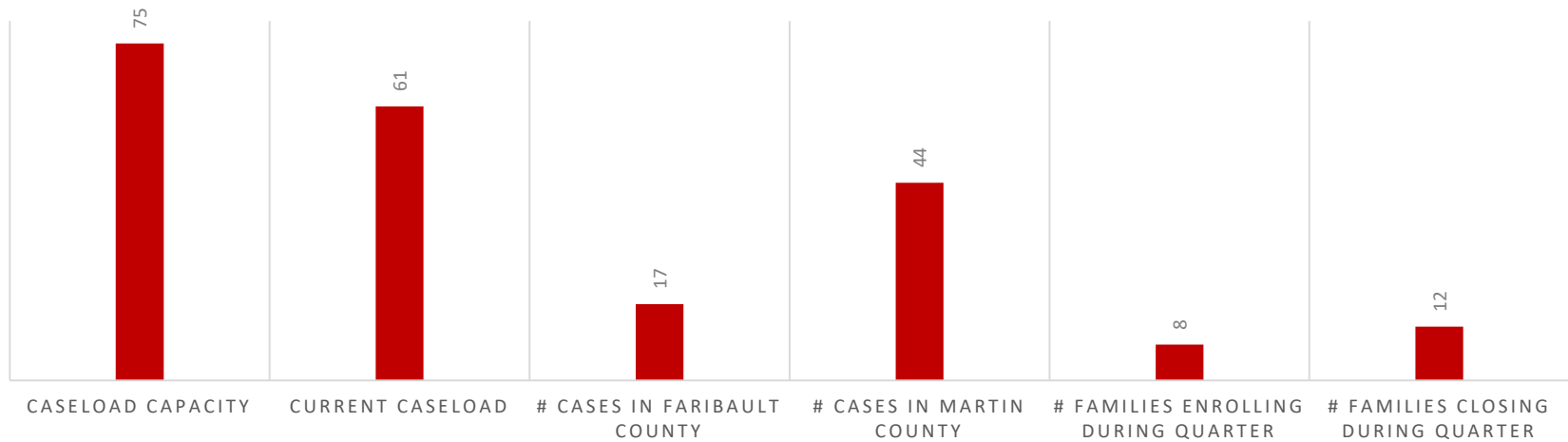
- This quarter we resumed C&TC services. We held three Child & Teen check-up clinics serving a total of 20 children.

## BABY CAFE

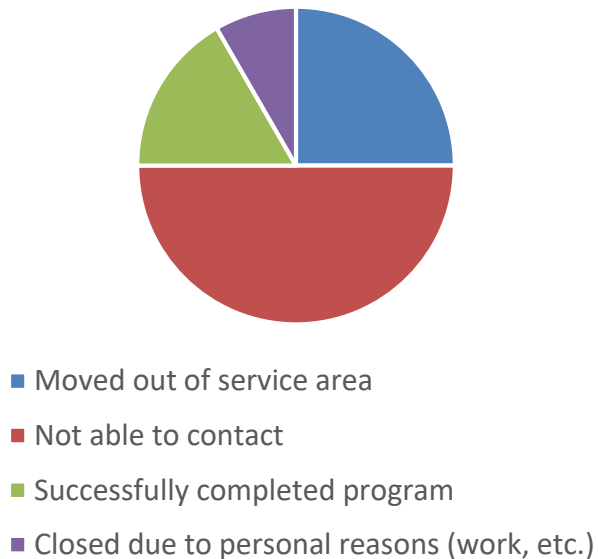


- This quarter we held 14 virtual Baby Café Sessions serving ten women. All of our maternal and children's health staff have completed lactation training.

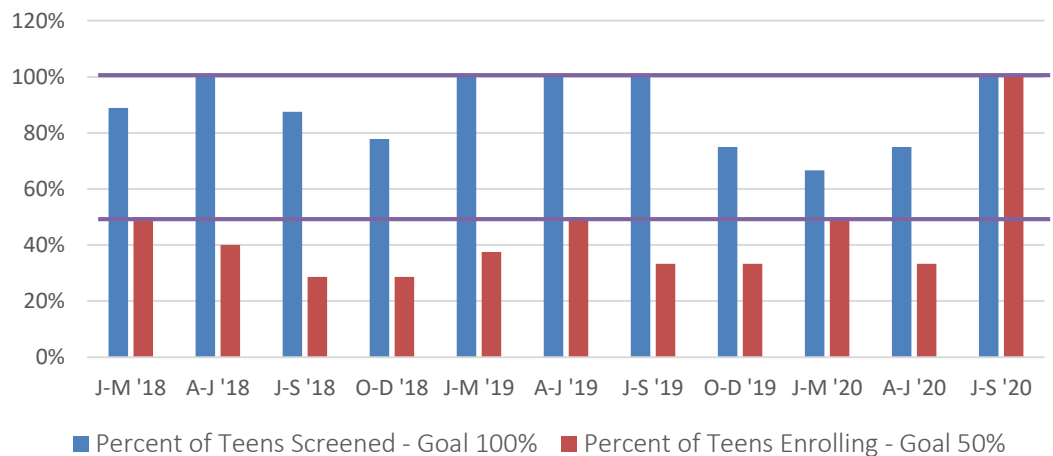
## HEALTHY FAMILIES AMERICA CASELOAD



## Reasons for Closure



## TEEN ENROLLMENT IN HFA PROGRAM



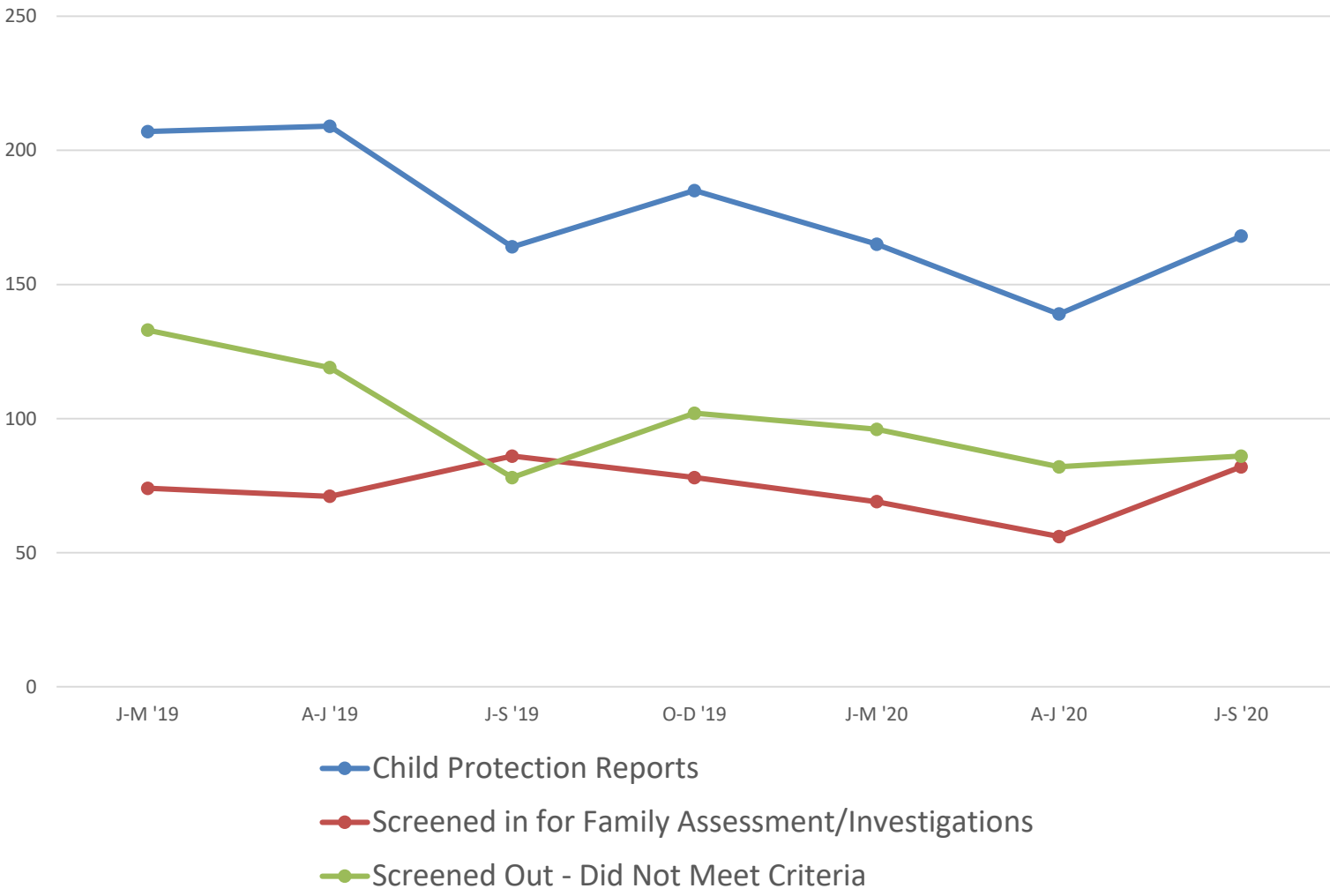
- As of September 30, 2020 we have a current caseload of 61 families, which is 81% of our target caseload size of 75 families. 17 cases are families in Faribault County and 44 families are located in Martin County.
- We had eight families enroll during the quarter. We continue to gain a majority of our referrals from our WIC program.
- We closed 12 families to services. Reasons for closures included, unable to contact (6), client moving out of service area (3), personal reasons (1) and successful completion of the program (2). Our agency has been informed our accreditation site visit will take place in 2022.

## Goal II.B.

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



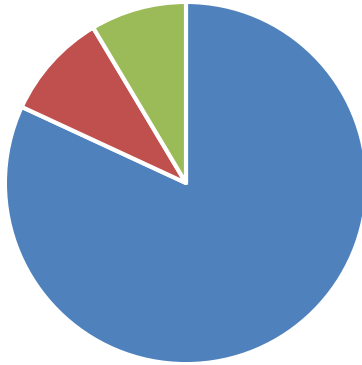
# Child Protection Reports



Quarter three has been the busiest quarter this year, even compared to pre-pandemic first quarter. There were not only the highest number of reports received, but a large jump in the number of reports screened in as well. With 86 reports requiring some sort of response (assessment, investigation, child welfare) from an investigator, there was an average of 19 reports assigned to each of the four full-time investigators and additional reports being assigned to the joint investigator position.

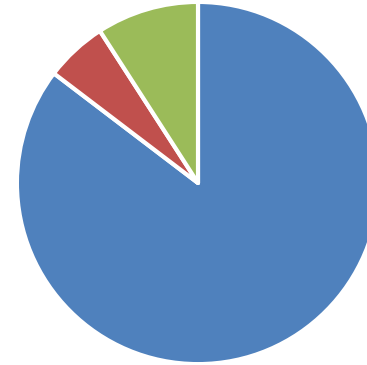
# OUT OF HOME PLACEMENT, JULY-SEPTEMBER 2020

# of Kids



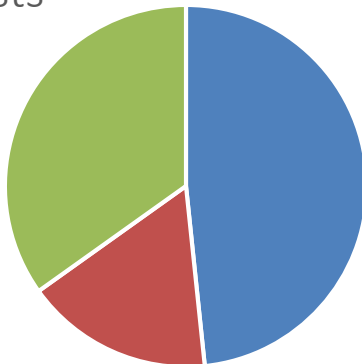
■ Children & Family ■ Court Services ■ Mental Health

# of Days



■ Children & Family ■ Court Services ■ Mental Health

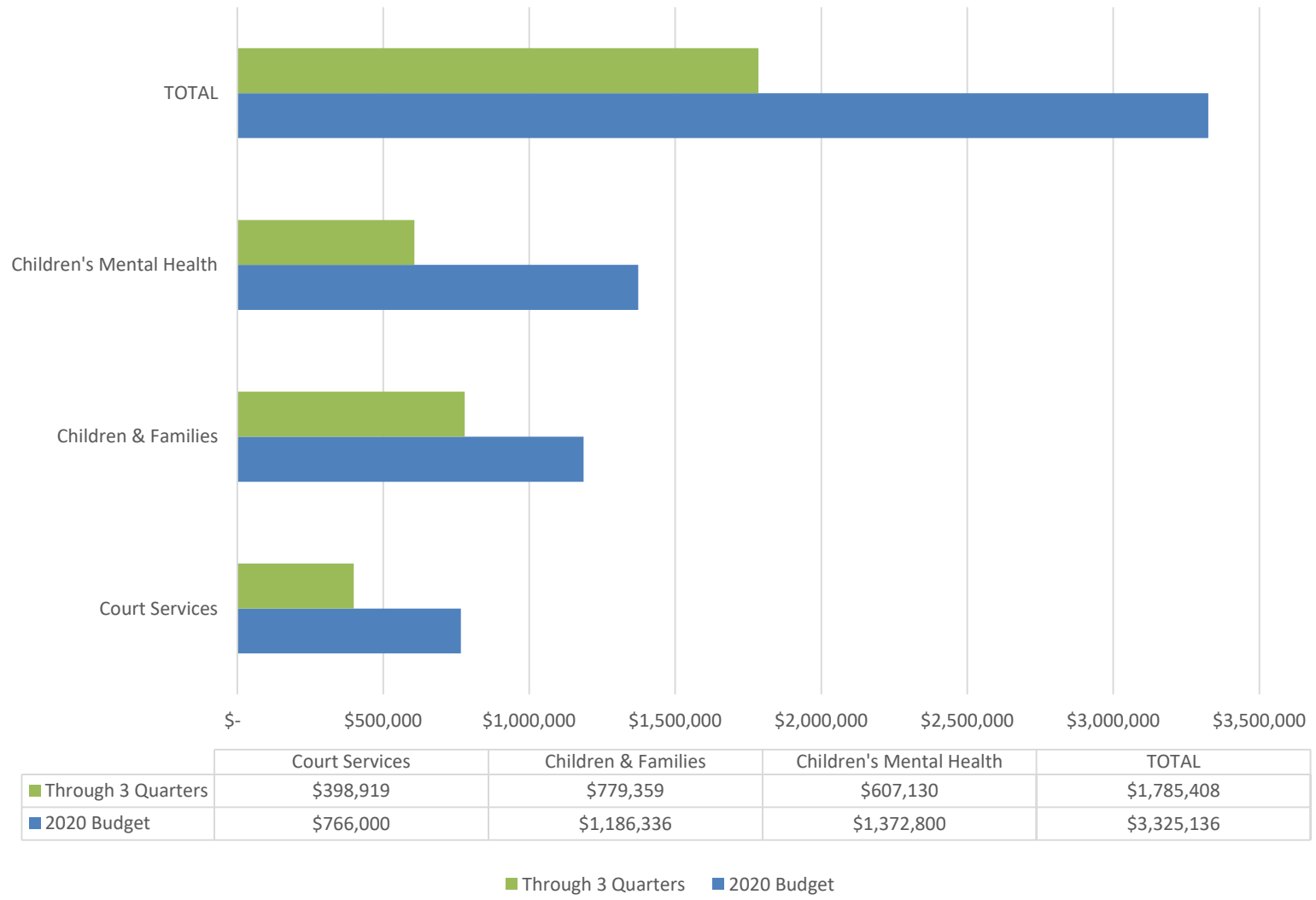
Costs



■ Children & Family ■ Court Services ■ Mental Health

| July-September 2020 | # of Kids  | # of Days    | Costs             |
|---------------------|------------|--------------|-------------------|
| Children & Family   | 86         | 6,544        | \$ 272,994        |
| Court Services      | 10         | 424          | \$ 94,888         |
| Mental Health       | 9          | 699          | \$ 196,836        |
| <b>TOTAL</b>        | <b>105</b> | <b>7,667</b> | <b>\$ 564,718</b> |

## Out of Home Placement Costs



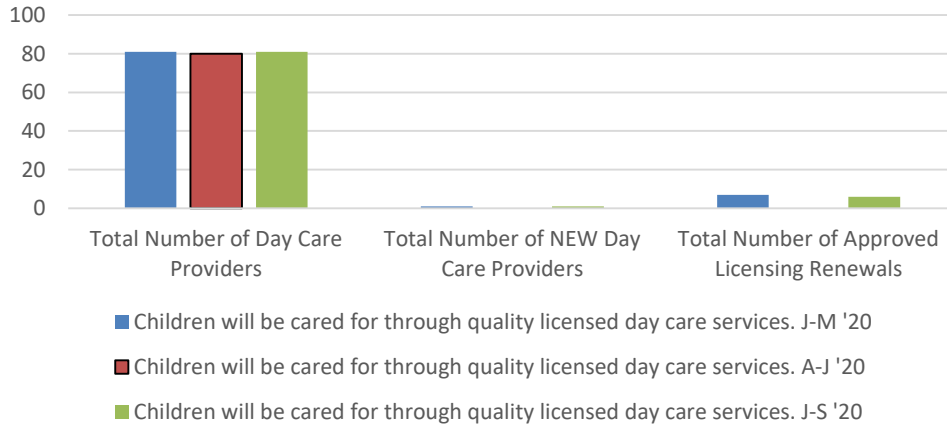
# OUT OF HOME PLACEMENT BY COUNTY

|                         | 2nd Qrt<br>2019 | 3rd Qrt<br>2019 | 4th Qrt<br>2019 | 1st Qrt<br>2020 | 2nd Qrt<br>2020 | 3rd Qrt<br>2020 |
|-------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| <b>FARIBAULT COUNTY</b> |                 |                 |                 |                 |                 |                 |
|                         |                 |                 |                 |                 |                 |                 |
| TOTAL FARIBAULT COUNTY  |                 |                 |                 |                 |                 |                 |
| # of Kids               | 41              | 37              | 30              | 40              | 43              | 48              |
| # of Days               | 2,986           | 2,285           | 2,291           | 2,871           | 3,538           | 2,761           |
| Cost                    | 267,609         | 215,461         | 226,415         | 275,628         | 269,091         | 225,371         |
|                         |                 |                 |                 |                 |                 |                 |
| <b>MARTIN COUNTY</b>    |                 |                 |                 |                 |                 |                 |
|                         |                 |                 |                 |                 |                 |                 |
| TOTAL MARTIN COUNTY     |                 |                 |                 |                 |                 |                 |
| # of Kids               | 59              | 39              | 37              | 50              | 56              | 57              |
| # of Days               | 2,859           | 2,315           | 3,169           | 3,899           | 4,703           | 4,906           |
| Cost                    | 253,085         | 210,995         | 292,816         | 329,379         | 346,592         | 339,347         |
|                         |                 |                 |                 |                 |                 |                 |
|                         |                 |                 |                 |                 |                 |                 |
| <b>TOTAL BI-COUNTY</b>  |                 |                 |                 |                 |                 |                 |
|                         |                 |                 |                 |                 |                 |                 |
| # of Kids               | 100             | 76              | 67              | 90              | 99              | 105             |
| # of Days               | 5,845           | 4,600           | 5,460           | 6,770           | 8,241           | 7,667           |
| Cost                    | \$ 520,694      | \$ 426,456      | \$ 519,231      | \$ 605,007      | \$ 615,683      | \$ 564,718      |
|                         |                 |                 |                 |                 |                 |                 |

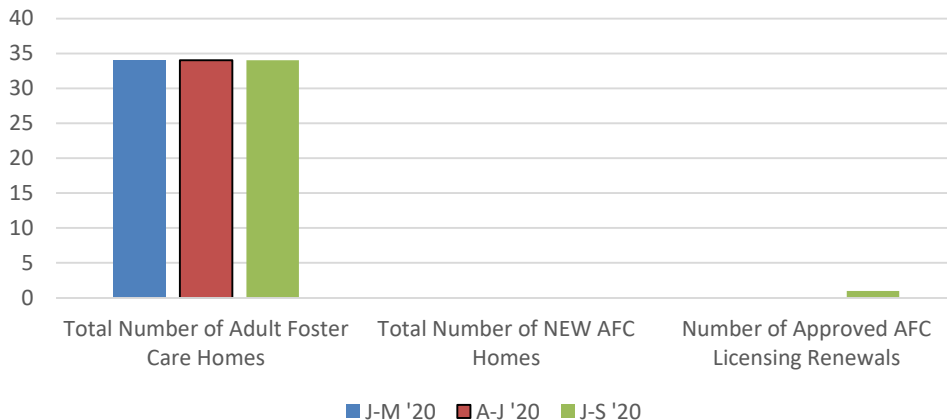


# Licensing

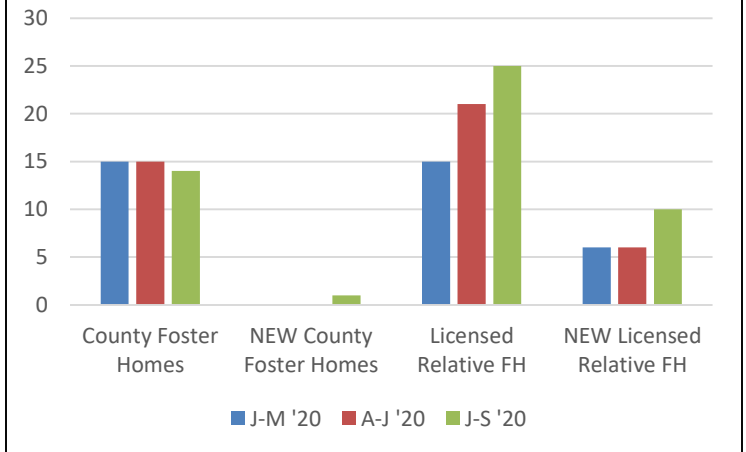
Children will be cared for through quality licensed day care services.



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



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.



This past quarter the day care licensor returned to her on-site renewal visits and completed 6 renewals in Faribault County and 12 renewal visits in Martin County.

We lost one county foster care provider due to the couple wanting to pursue other interests. They sent a very wonderful note of appreciation to the agency and how they were remiss in not wanting to renew their license.

The number of relative foster homes will always fluctuate based on child protection removals, both counties evidenced five new relative homes this past quarter.

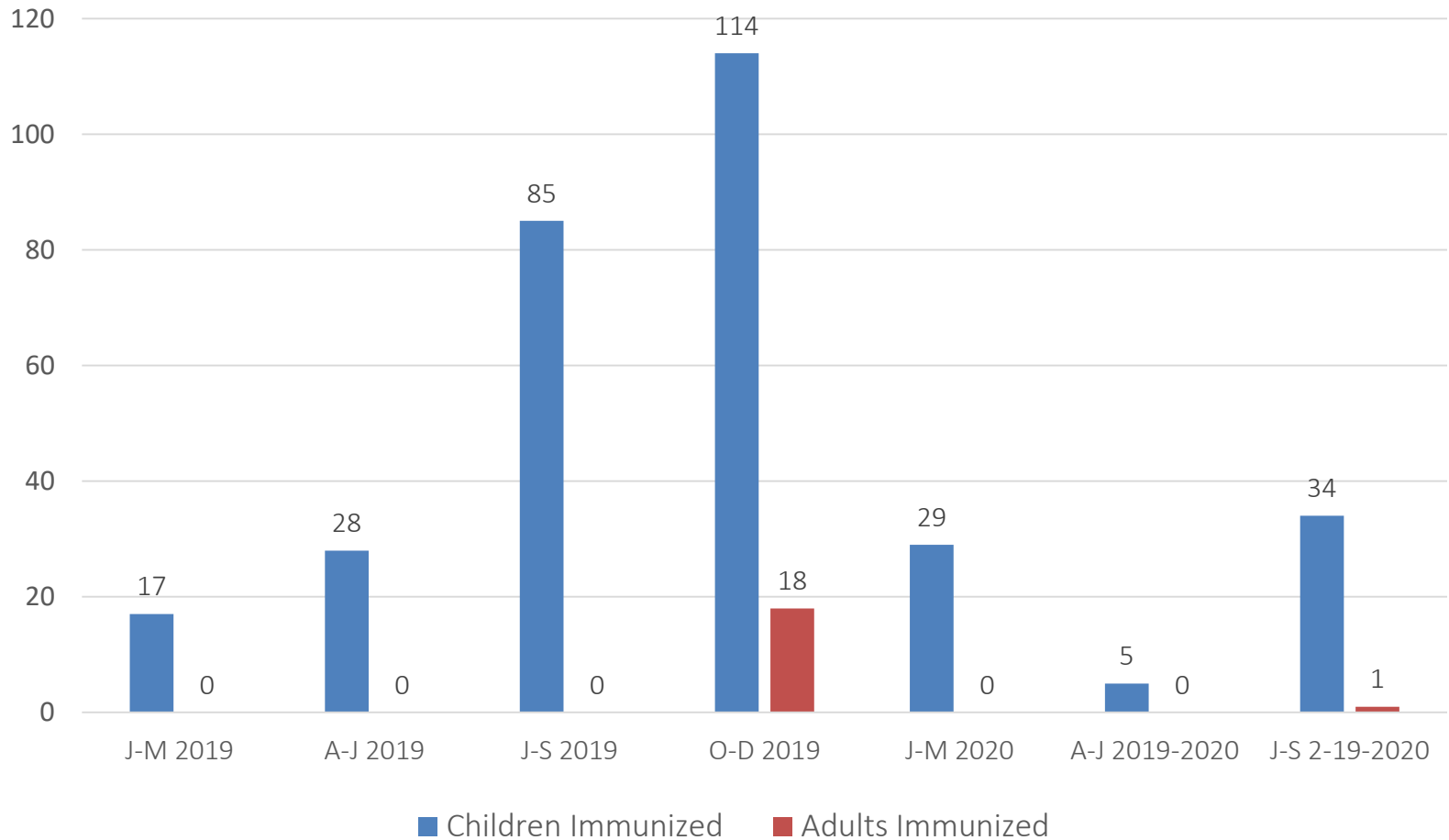
# **PROGRAMS AND SERVICES SUPPORTING THE COMMUNITY**



## Goal III.A.

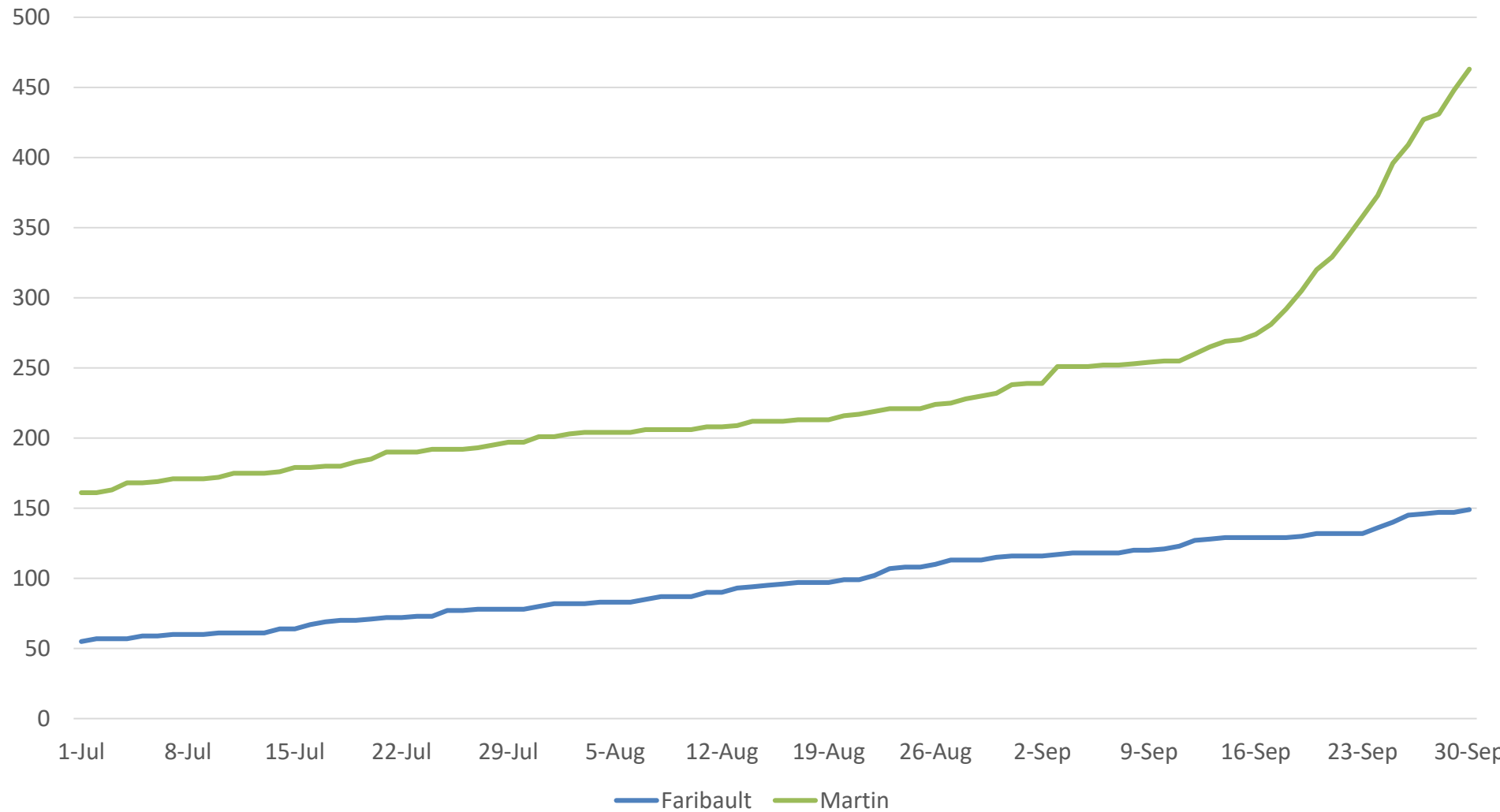
Residents and visitors are protected from acute communicable diseases and other health threats including unintentional injury.

## IMMUNIZATIONS PROVIDED



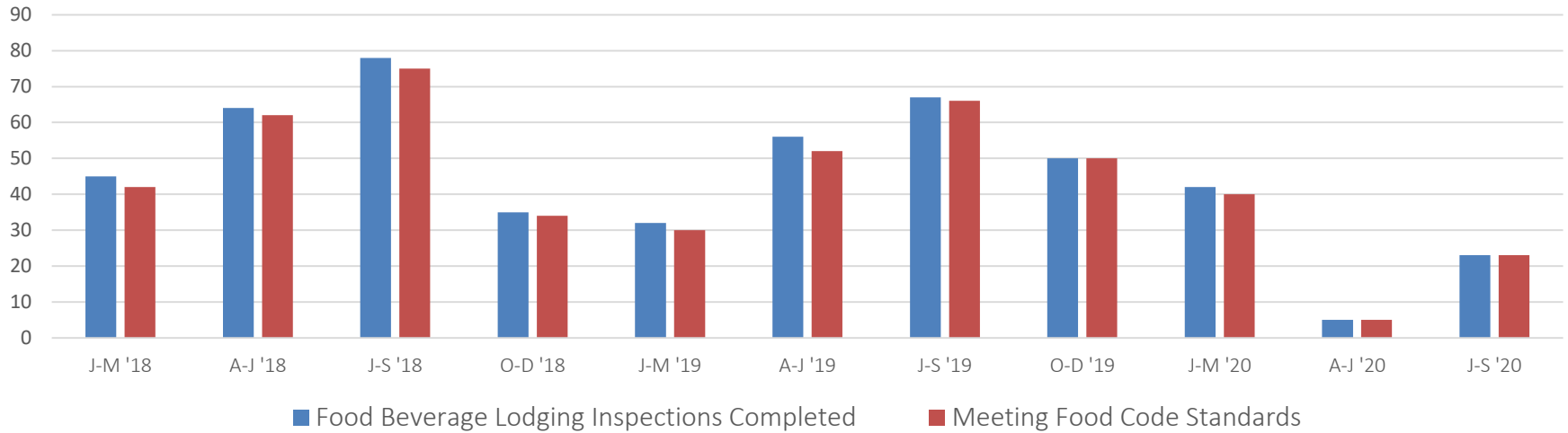
- This quarter 34 children and one adult received their immunizations through our immunization program.

## COVID-19 CASES Q3 2020

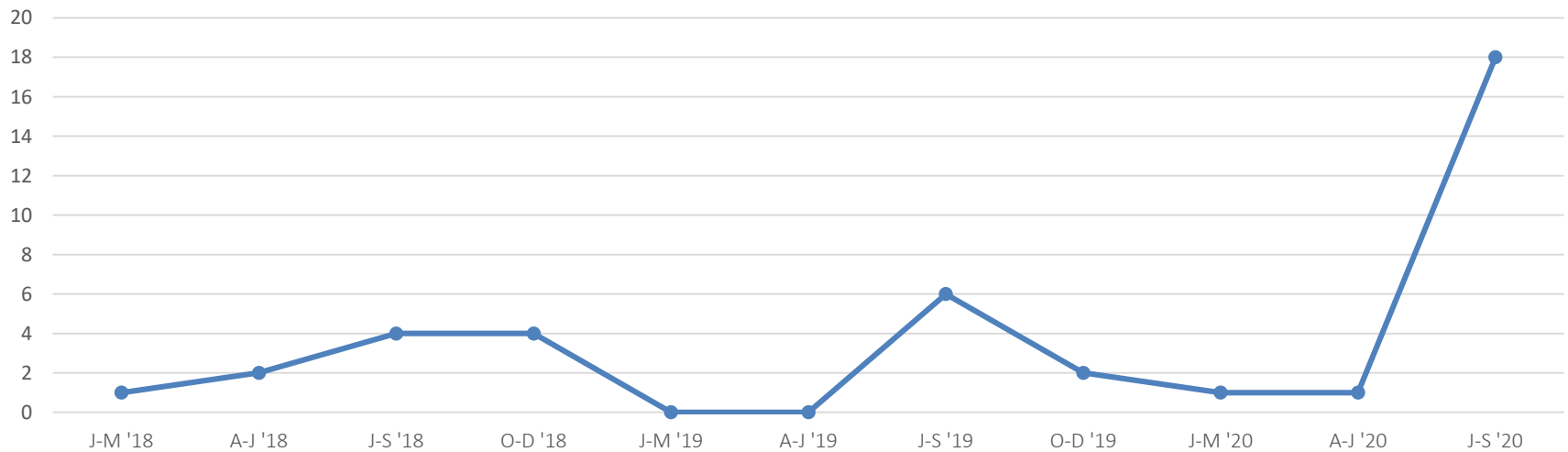


- In Faribault County we have experienced a steady increase of positive COVID-19 cases. We started the quarter with 55 cases on July 1, 2020 and ended the quarter with 149 cases on September 30, 2020.
- In Martin County we started the quarter with a total of 161 cases on July 1. During the month of September we saw a spike in cases, due to large gatherings, school reopening and outbreaks at long-term care facilities. We ended the quarter at 463 cases.

## FOOD BEVERAGE LODGING POOL INSPECTIONS



## PUBLIC HEALTH NUISANCE COMPLAINTS



- Our Sanitarian completed 23 inspections in food, beverage, lodging and pool establishments this quarter. Of those, none required follow-up inspections.
- We responded to 18 public health nuisance complaints this quarter, due to non-compliance of COVID-19 EO 20-74.

# Statewide Health Improvement Partnership

- All current worksites partnered with SHIP have passed breastfeeding policies in conjunction with offering their breastfeeding spaces.
- T21 work has been put on hold due to the pandemic. FMW SHIP in partnership with MCSAP plans to work within Martin Co to pass flavor policy ordinances. Sen Rosen committed to supporting flavor policies and tobacco prevention funding.
- School food directors are working as diligently as they can to provide healthy meals in the school building and at home during distance learning. SHIP has provided funding to support these efforts in funding heating/cooling elements to deliver hot meals to classrooms and connecting schools to grants to assist in expanding their food service to be able to provide more meals outside of the school day. USC Schools participated in mindfulness education for staff and students. Implementing this practice throughout the school day.
- Winnebago Farmer's Market had a very successful Power of Produce Program attendance by families, and connected kids with produce between July-Sep.
- Breastfeeding Certified Lactation Counseling (CLC) training was offered online-allowed many health care and public health staff to become trained as lactation counselors.

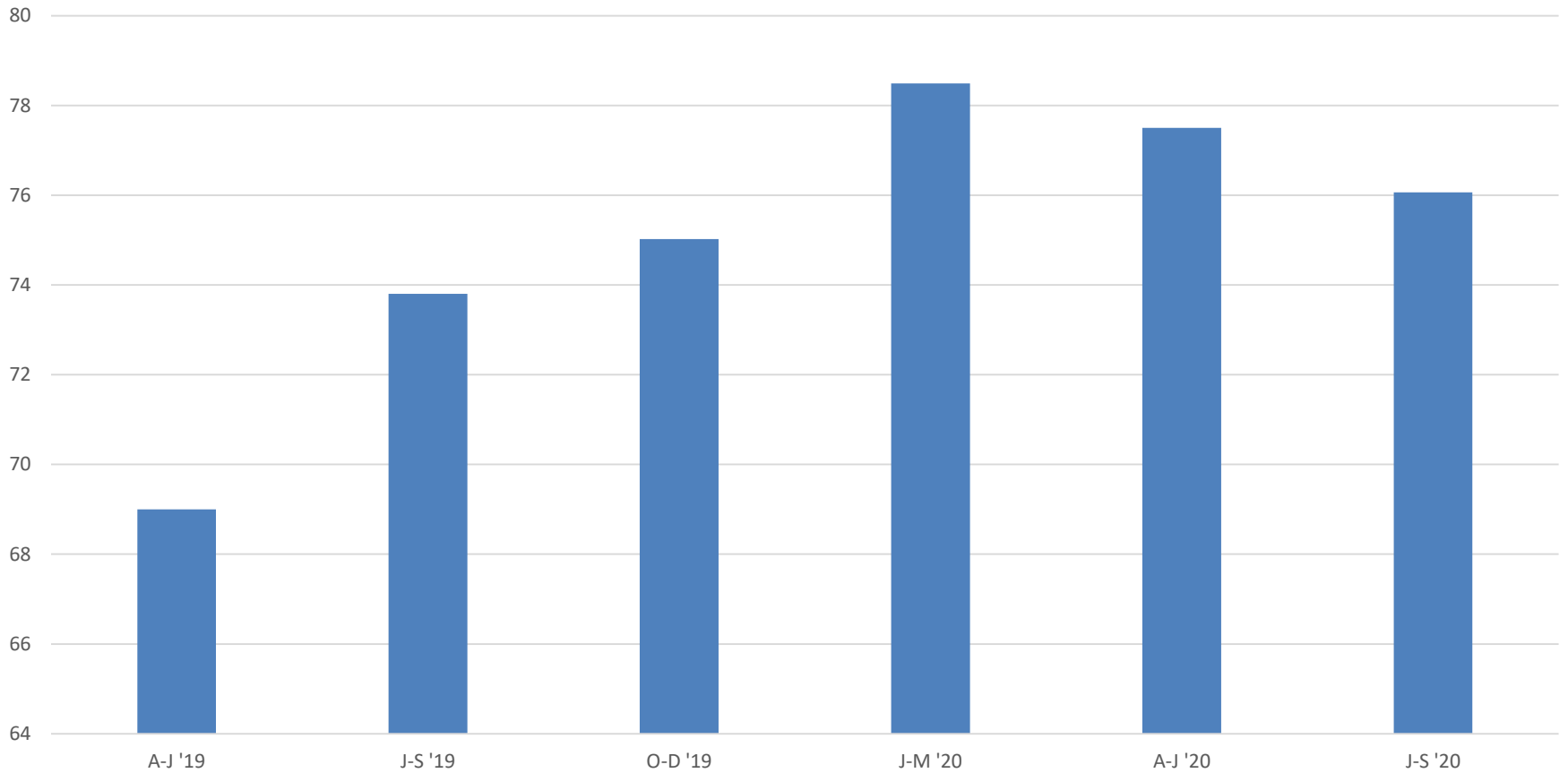


## Goal III.B.

Residents will be financially secure while also maintaining family stability.

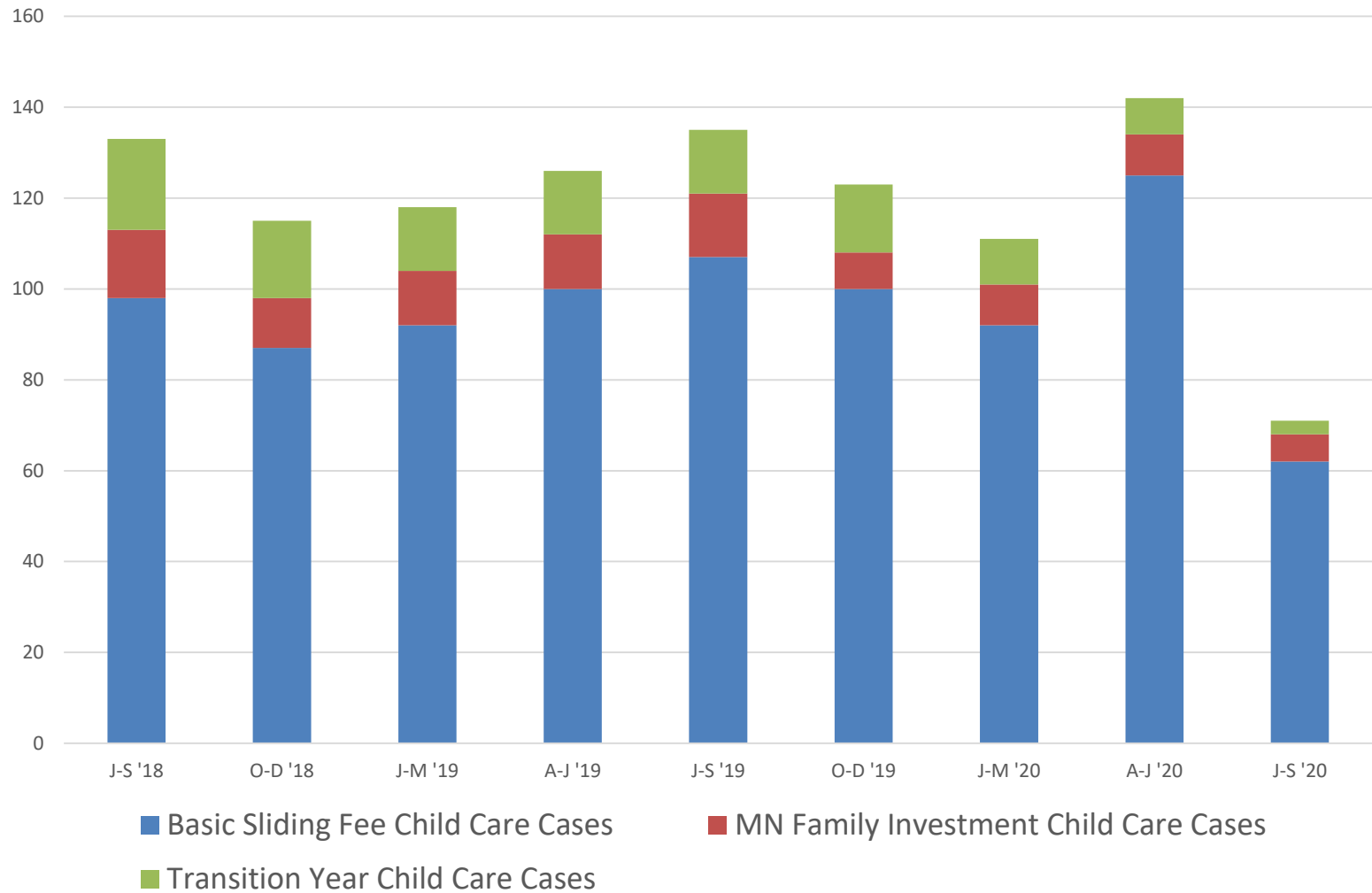


Minnesota Family Investment Program (MFIP) Self-Support Index.  
Expected performance 70.6-76.1.



- Single parent with teenager in the home. 1<sup>ST</sup> time on the MFIP cash assistance program.
- Client came to the program due to significant other leaving the home. The significant other was providing the household income at the time.
- Client was living in a small community in what client indicated to be sub-par housing for \$525 per month plus utilities. Client was borrowing a car for transportation.
- Within a week of enrolling in the cash assistance program, the client had a full-time job offer in Fairmont. MFIP support services were provided to client assisting with gas expense driving back and forth to her new employment.
- Client applied for subsidized housing in Fairmont and has now moved. Rent is now \$426 per month in her new home and utilities are significantly lower than previous location.
- Client was able to sell some personal property to obtain an inexpensive vehicle of her own.
- Client was provided information on the MVAC youth program in Martin County. The teenager in the home is now working with the MVAC youth counselor with the goal of obtaining employment.
- The MFIP cash assistance program is set to close for November 2020 due to client being over income for the program.
- Client reports she loves her job and her new home!
- Client was able to become self-sufficient within 3 months with the help of MFIP cash assistance providing income and transportation support in the interim. MFIP connection also provided the opportunity to refer the youth in the home to the MVAC program.

## Child Care

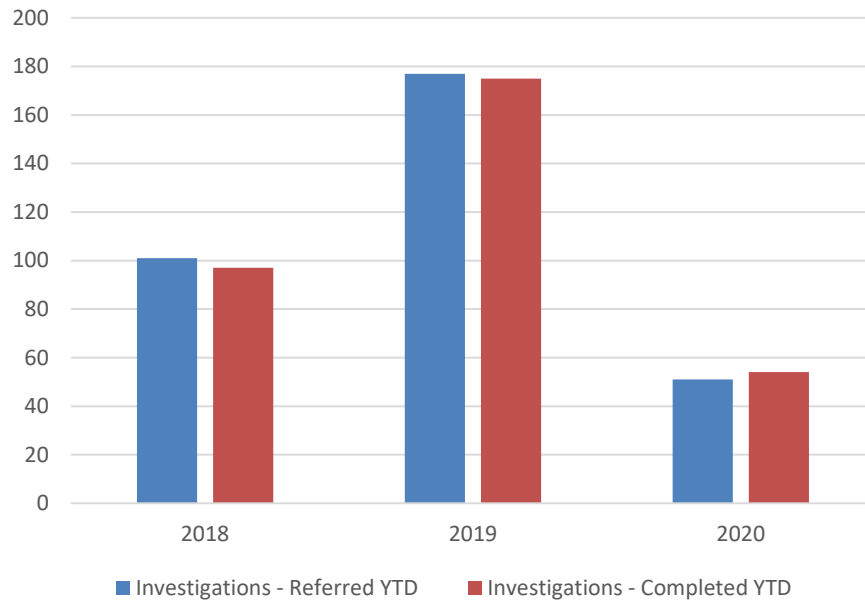


- July - September of 2020 we spent 77.7% of our allocation – goal is 90%.
- July through September we had 26 new applications for Child Care Assistance vs 30 new applications in 2019 during the same period. We believe this significant decrease in child care cases is directly related to COVID-19 –and many parents still being unemployed.

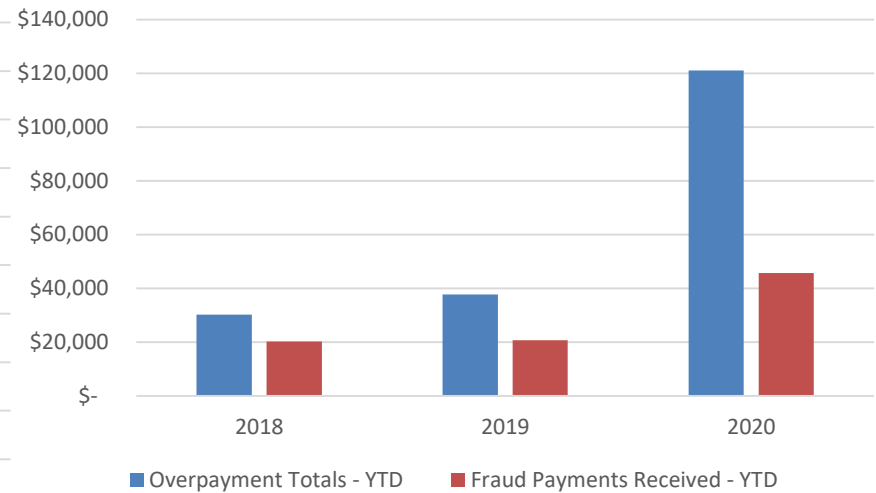
| Financial Assistance Statistics                                                 | J-M '20        | A-J '20       | J-S '20       |
|---------------------------------------------------------------------------------|----------------|---------------|---------------|
| Referrals to SNAP Employment and Training who are enrolled.                     | 8 of 68 or 12% | 1 of 14 or 7% | 1 of 7 or 14% |
| Total SNAP, cash assistance, and health care application processed - Faribault. | 197            | 132           | 103           |
| Total SNAP, cash assistance, and health care application processed - Martin.    | 264            | 225           | 247           |

- Compliance with SNAP Employment and Training is voluntary at this time. Referrals to SNAP E&T have decreased substantially since COVID-19 waivers have been put in place. At this time ABAWD participants are not required to work with SNAP E&T and are not having to use their ABAWD counted months or banked months to continue to receive SNAP.
- Applications for programs decreased this period due to Households not having to complete annual recertifications and therefore not needing to reapply for failing to complete their renewal. Reapplications have always been a large part of our workload that we did not have to deal with in this period. This includes all Cash, SNAP, and Health Care Programs.

### Fraud Investigations Year to Date



### Fraud Overpayments/Payments Received Year to Date

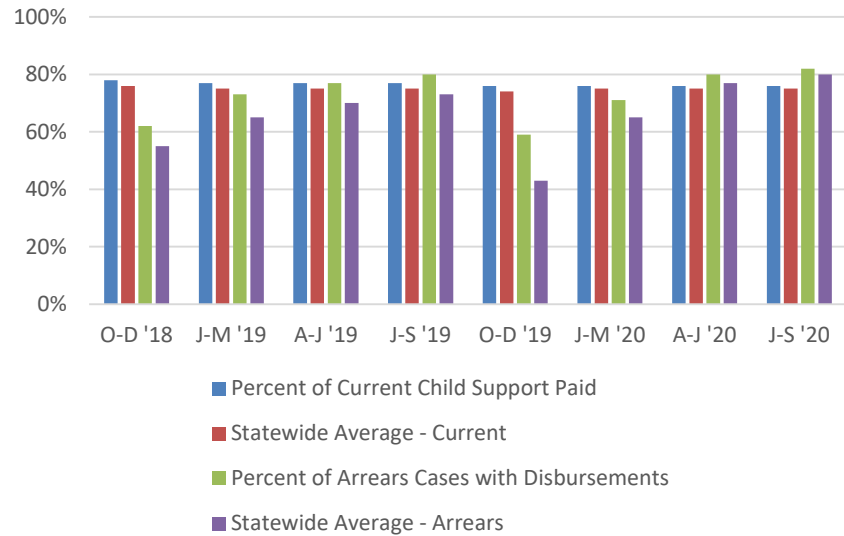


|                                    | J-M '18 | A-J '18 | J-S '18 | O-D '18 | J-M '19 | A-J '19 | J-S '19 | O-D '19 | J-M '20 | A-J '20 | J-S '20 |
|------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Investigations - Referred/Quarter  | 18      | 28      | 30      | 25      | 25      | 46      | 48      | 58      | 24      | 18      | 9       |
| Investigations - Referred YTD      |         |         |         | 101     |         |         |         | 177     |         | 42      | 51      |
| Investigations - Completed/Quarter | 19      | 24      | 31      | 23      | 24      | 46      | 52      | 53      | 23      | 22      | 9       |
| Investigations - Completed YTD     |         |         |         | 97      |         |         |         | 175     |         | 45      | 54      |

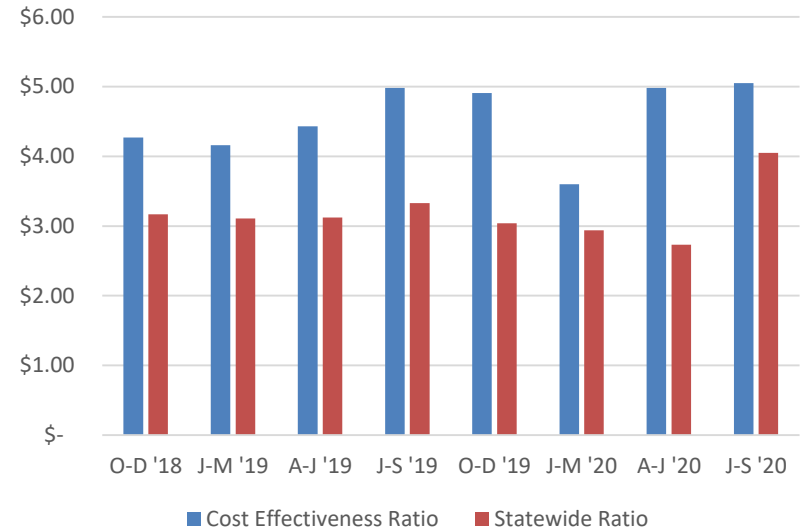
|                                        | 2018      | 2019      | 2020       |
|----------------------------------------|-----------|-----------|------------|
| Overpayment Totals - YTD               | \$ 30,243 | \$ 37,763 | \$ 121,021 |
| Fraud Payments Received - YTD          | \$ 20,202 | \$ 20,627 | \$ 45,711  |
| Percent of Overpayments Received - YTD | 67%       | 55%       | 38%        |

Fraud referrals were lower in this period as clients were not required to report many changes due to many COVID-19 related waivers that were in place.

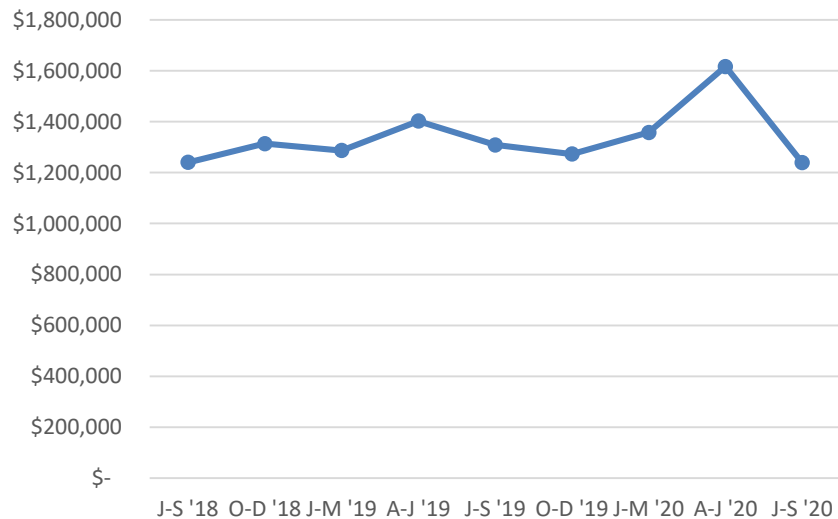
### Child Support Current/Arrears



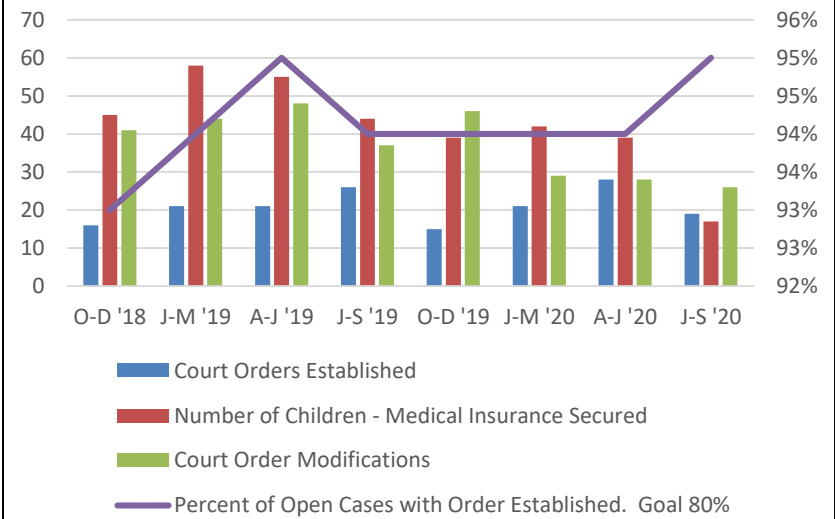
### Child Support Cost Effectiveness Ratio



### Child Support Collections



### Child Support Court Orders

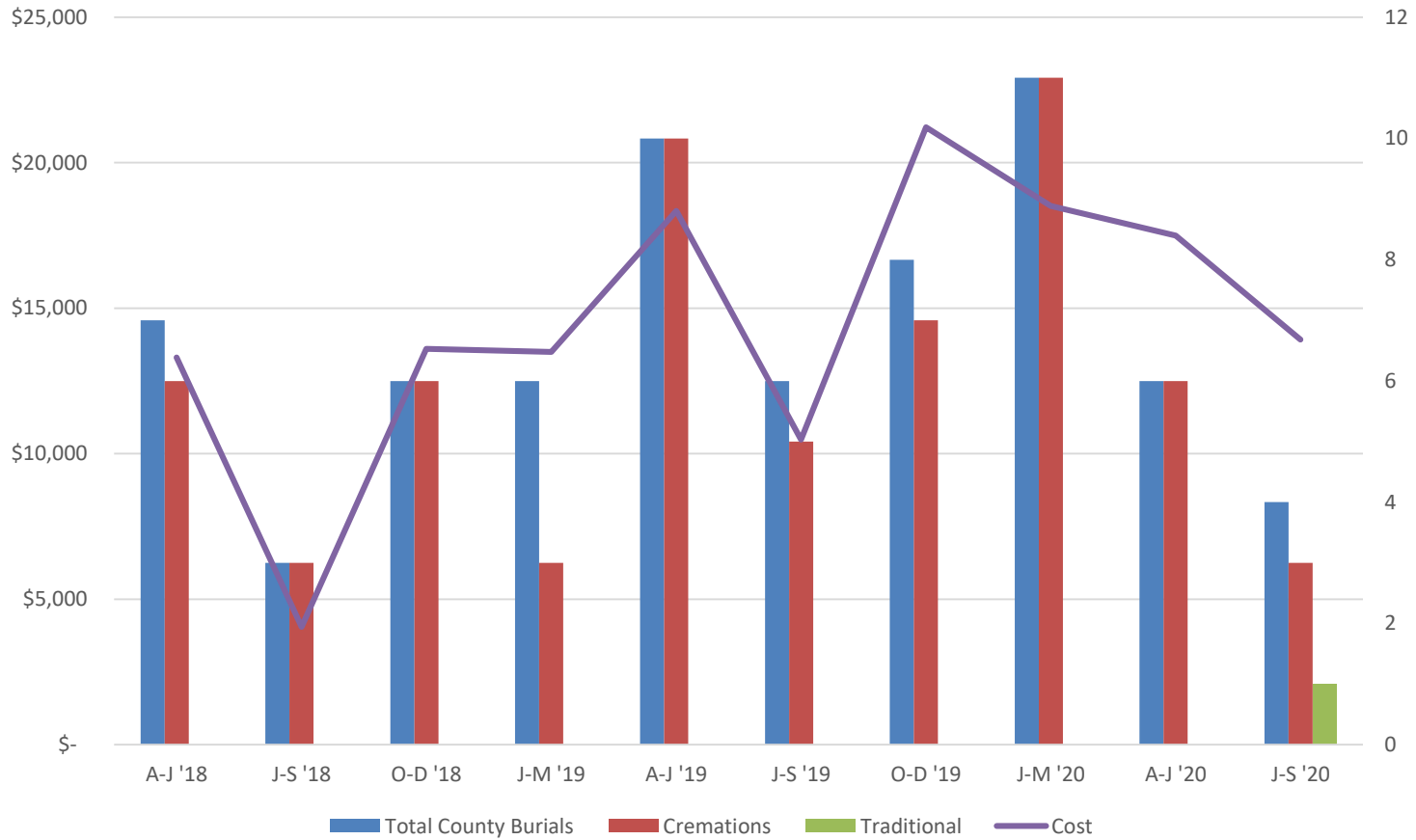


Child support continued to see an increase in child support arrears due to stimulus checks being issued. Child support in Faribault and Martin counties continues to stay above the state average.

Child Support collections – the spike for July is due to stimulus checks. Currently is down for August and September as we are not allowed to pursue enforcement measures.

Court orders are currently down due to COVID-19 and people not requesting new court orders be established.

## County Burial



|                      | A-J '18   | J-S '18  | O-D '18   | J-M '19   | A-J '19   | J-S '19   | O-D '19   | J-M '20   | A-J '20   | J-S '20   |
|----------------------|-----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Total County Burials | 7         | 3        | 6         | 6         | 10        | 6         | 8         | 11        | 6         | 4         |
| Cremations           | 6         | 3        | 6         | 3         | 10        | 5         | 7         | 11        | 6         | 3         |
| Traditional          |           |          |           |           |           |           |           |           |           | 1         |
| Cost                 | \$ 13,311 | \$ 4,045 | \$ 13,603 | \$ 13,498 | \$ 18,350 | \$ 10,486 | \$ 21,217 | \$ 18,510 | \$ 17,493 | \$ 13,927 |



**EXCEPTIONAL  
PROBLEMS/ISSUES/ACTIVITIES &  
SPECIAL PROJECT REPORTING**





# COVID-19 Impacts

- Agency lobby continues to be closed – clients are able to come in for scheduled appointments – working well.
- A majority of staff are still working remotely most days- all new PC's purchased this year were switched to laptops to allow for more remote users.
- Staff continue to be innovative in finding ways to complete job duties.

# COVID-19 Impacts

- Able to secure funding from
  - \$566,000 State of MN CARES COVID-19 Housing Assistance Program to provide housing eviction/utilities shut off support to qualified residents Applied for
  - \$500,000 request to Faribault and Martin Counties CARES funding to support teleworking and pandemic related costs associated with daily operations.

# Behavioral Health

- Department Wide – COVID-19 and all that it entails on several levels of our lives has necessitated changes in procedures which result in increased time needed to effectively complete processes with clients, co-workers, referral sources, and community stakeholders. Effectiveness by Zoom is difficult but doable. Effectiveness by phone is significantly more difficult especially in working with, and advocating for, our clients and our community with complex and pervasive needs and risks/barriers.
- Lack of in-person contact and connection with clients, co-workers, and community stakeholders has added to the already high stress of work in the helping fields and likely has added to feelings of burnout. Most people do not end up in the helping fields in order to do mediocre work with the folks we serve who are already marginalized in access to healthy and effective internal and external resources.
- This seems to result in staff working longer and harder, in a sometimes rapidly changing personal, professional and policy/procedure environment, in order to maintain the high quality of care for others and self that we have invested many years of time, energy and effort to develop and maintain.
- **CD** – The CD assessors saw a large increase from quarter 2 to quarter 3 in referrals. They have continued to complete assessments via phone, with the challenges noted above. SUD reform is continuing to move forward. We are in a parallel process of Rule 25 Assessments and Direct Access, which means that as of 10/1/2020 clients have a choice of coming through the county or going straight to a treatment provider to complete their assessment. Billing processes are still being implemented and the bugs worked out. Additionally, implementation trainings are occurring for counties/tribes/treatment programs. There has been a significant amount of confusion and misinformation, but the reform continues to progress slowly.

- **AMH.** Some struggles with finding appropriate residential placements for adult clients on commitments. One case manager completed referrals to 12 different residential settings before finding a placement that met the client's needs. We have also had some exceptional issues with clients on commitments. We had one client who pulled a fire alarm in a secure detox setting to get out and has been on the run since then. There were significant changes made to commitment statute in August and we are working to set up training with the ombudsman around this. So far, it has not caused significant change to our agency procedures.
- **CMH –** After months of searching and countless referrals, a CMH and CP case manager ended up placing a child in IL due to her specialized needs and lack of appropriate placement options closer. The child had been in the hospital for four months before she was placed. While the placement and process were challenging, the collaboration between CMH and CP should be celebrated. Jonelle was able to visit two of her clients placed out of state in IL and IN for the first time in person since February. Case managers have had significant issues finding appropriate placements for their clients at all levels of care, including residential, group home, and therapeutic foster care home placements. This has resulted in case managers spending huge amounts of time researching and making referrals to placements all over the state and outside the state. In one instance, a placement was finally found and the parent then refused/wasn't able to transport the child to the placement. This was eventually resolved as the facility ended up transporting the child. Visits continue to occur primarily by Zoom or phone, although at times case managers have elected to see clients in person while maintaining all Covid-related precautions as some clients struggled significantly.
- **Community Support Services –** The CMH In-Home parent educator served 11 children in the last quarter. Ken has continued to work fully from home and has increased his contact with some families to provide more support as his travel time has decreased. In this quarter, he has worked to therapeutically transition out of providing services to some families who have utilized services for a very long time and have either made minimal progressed or have established and maintained stability.

# Business Office

- COVID-19 reporting and grant/funds tracking has been very busy.

# Community Health

- COVID-19 Response:
  - On June 1<sup>st</sup>, we started doing Case Investigations and Contact Tracing locally – this is working well to quickly provide support to clients and identify clusters and outbreaks.
  - Partnership with local schools to provide current data and consultation for decision making about School Learning Model
  - Partnership with local long-term care facilities to support testing of staff and residents as directed by CMS.
  - Vaccine planning
  - Huge volume of communications work – fielding public inquiries, questions and complaints for EO non-compliance.
- MSHO – Cases continue to climb.
- WIC- will remain virtual for 60 days beyond Federal Public Health Emergency declaration – so well into 2021.

# Financial Assistance

- On August 25, 2020 Income Maintenance began accepting and processing applications for the COVID-19 Housing Assistance Program. This program provides housing assistance payments to help prevent eviction, prevent homelessness, and maintain housing stability for eligible renters and homeowners. In the beginning administering this program was very challenging for several reasons. First, the program rules and processes were not defined and clearly laid out. Second, they were building the site at the same time as we were supposed to be processing these applications. Third, every time we thought we had a case ready to approve a new rule would be released and we needed to collect more information. So initially it took us quite a while to get things figured out and our first applications processed. Once we were able to get the flow of the program it has gone very smoothly ever since. Currently I have 8 of my 14 staff working with this program and to date we have approved 58 cases and issued over \$129,010 in benefits. This program has not only helped our fellow community members who have experienced personal hardships due to COVID-19, it has also helped our local landlords and utility companies pay their bills and stay above water.
- IM has also started working renewals at the end of this period. This was a very large challenge as we are being asked to not only work current reviews, but start processing reviews that were skipped early on in the pandemic. The effect is that starting in September 2020 through March of 2021 IM will be doing double the renewals/recertifications that we normally would in the same period.

# Social Services

## Child Protection

### Story One

- Four children were removed from a family's care and home in December 2019 due to concerns for domestic violence. The youngest child was struck as a result of the incident. The mother has struggled with mental health for most of her life and as a result of child protection involvement was able to connect with mental health professionals. She reports that she enjoys working with her therapist and often shares with the CP case manager how thankful she is for this therapeutic relationship. The Mom also reports how she is so much better at processing and expressing her thoughts, feelings, and emotions. In the past, she was impulsive and explosive. In fact she stated when she felt overwhelmed in the past, she would "shut down" and lock herself in her room for days leaving the children responsible for caring for themselves and getting themselves up/ready for school. Now, the mother has been in frequent communication with foster parents, Human Services, therapists and her children's teachers because she wants to be as involved with her children and meet their needs to the best of her ability. She is also assisting the second oldest child with distance learning as his school transitioned to that phase this week. In addition, the mother also admitted that she struggled with chemical use as well and has been sober for 9 months. The children remain in out of home placement, but have transitioned to unsupervised, overnight visitation and the goal is to start a Trial Home Visit by October 30, 2020. Overall, I have seen a night/day difference when it comes to this particular mother and the case manager is very proud to share this success story.

## Story Two

- The second child of a mother was removed from her care due to concerns for substance abuse and mental health. During the midst of our involvement, the mother also learned she was pregnant with her third child. The mother reportedly complied with her legal charges and engaged in both mental health and chemical health services. She also participates in Adult Drug Court with Brown County and meets with her probation officer often. The mother has successfully demonstrated that she can safely provide for and parent her children without the use of chemicals while also managing her mental health. She got custody back of her oldest child in August and gave birth to her second healthy baby boy in September. She then shared with her Child Protection Case Manager that she lost her first child to CPS and that it's an experience she will never forget. She said that feeling of fear is always there, but knowing she gave birth to her third child that was not at risk of being taken away was one of the prouder moments of her lifetime. The Mom has dedicated time and hard work to better her lifestyle for not only herself, but her children. The three of them live in an apartment in New Ulm, the oldest child is in Head Start, and both mom and her oldest continue to engage in mental health services.
- Two social service units, the Developmental Disabilities unit and the CADI/CAC/BI have been telecommuting since the start of the pandemic. Recently there was a request to see how staff have personalized their work areas. Below are a few of the pictures

# Indian Child Welfare Act

The Indian Child Welfare Act (ICWA) is a federal law enacted in 1978 that governs the removal and out-of-home placement of American Indian children. The law was enacted after recognition by the Federal Government that American Indian children were being removed from their homes and communities at a much higher rate than non-Native children. ICWA established standards for the placement of Indian children in foster and adoptive homes and enabled Tribes and families to be involved in child welfare cases.

This past July we were informed by the Department of Revenue that we had a 50% reduction in aid due to being substantially out of compliance with the Indian Child Welfare Act. This was the first time hearing of this. We didn't receive any aid in Martin County but our aid in Faribault was \$6,314. A short time later DHS informed us that that the Agency needed to write a performance improvement plan for three out of eight indicators of the ICWA process.

This past October we received technical assistance from two State ICWA experts who provided us with a thorough explanation of each step of the process.

## **Inquiry**

### **Tribal Notification**

Tribal Determination

Active Efforts

Tribal Intervention/Transfer of Jurisdiction

### **Qualified Expert Witness**

Placement Preferences



