



Human Services
of Faribault & Martin Counties

QUARTERLY REPORT

JULY- SEPTEMBER, 2021



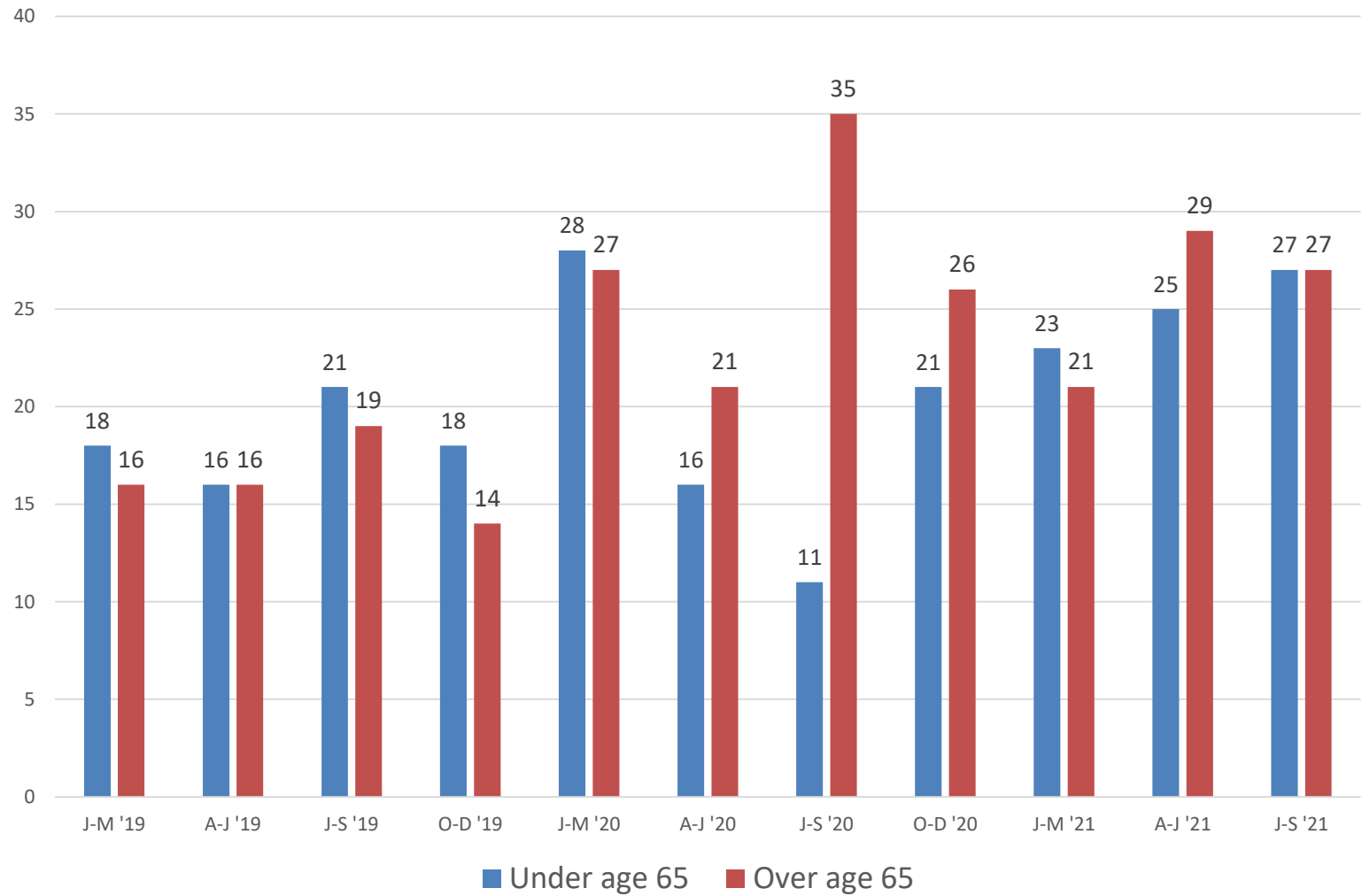
PROGRAMS AND SERVICES TO SUPPORT INDIVIDUALS



Goal I.A.

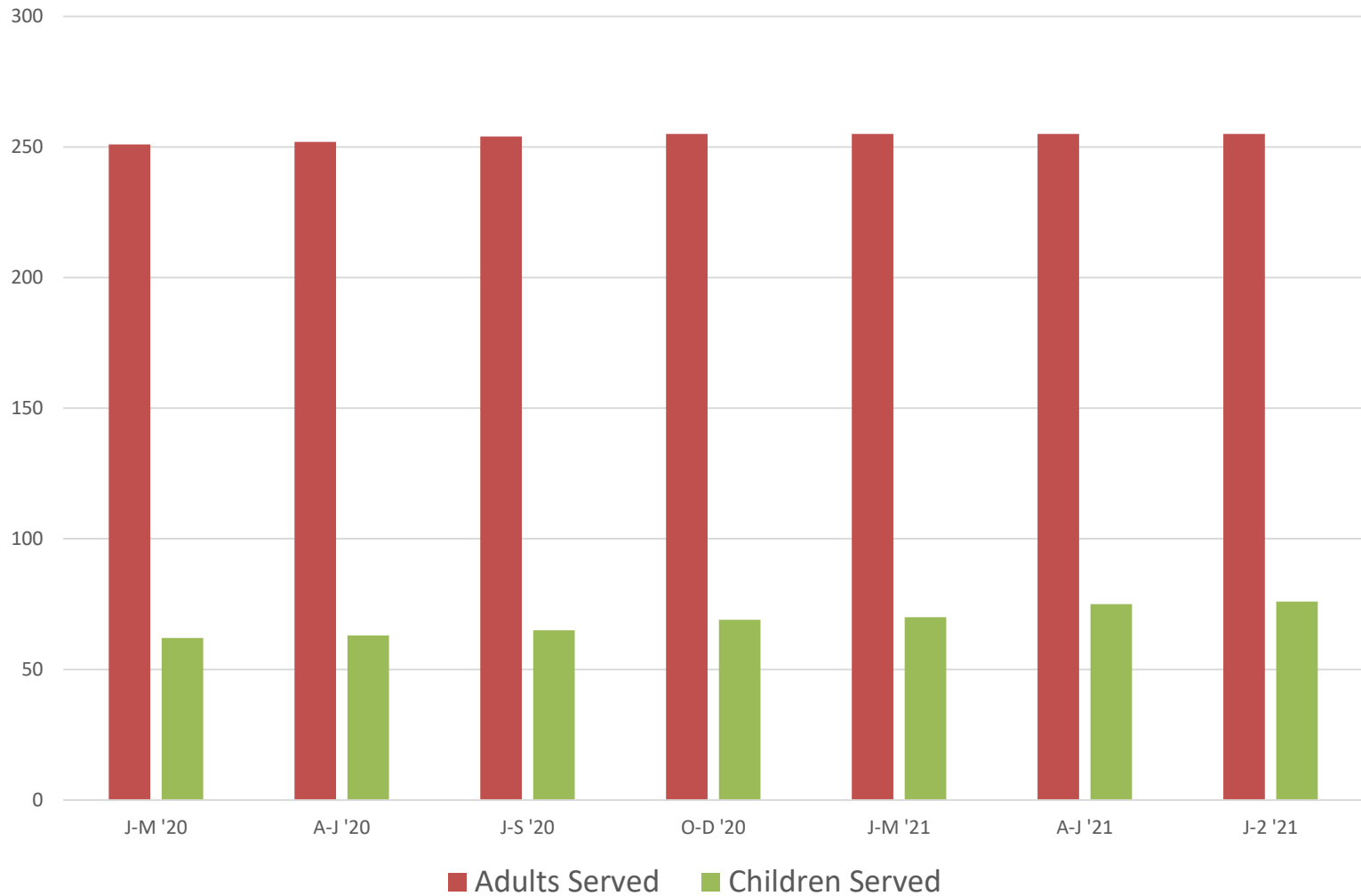
All residents will safely live within the community and be free to participate at their highest functional level.

MnCHOICES Referrals



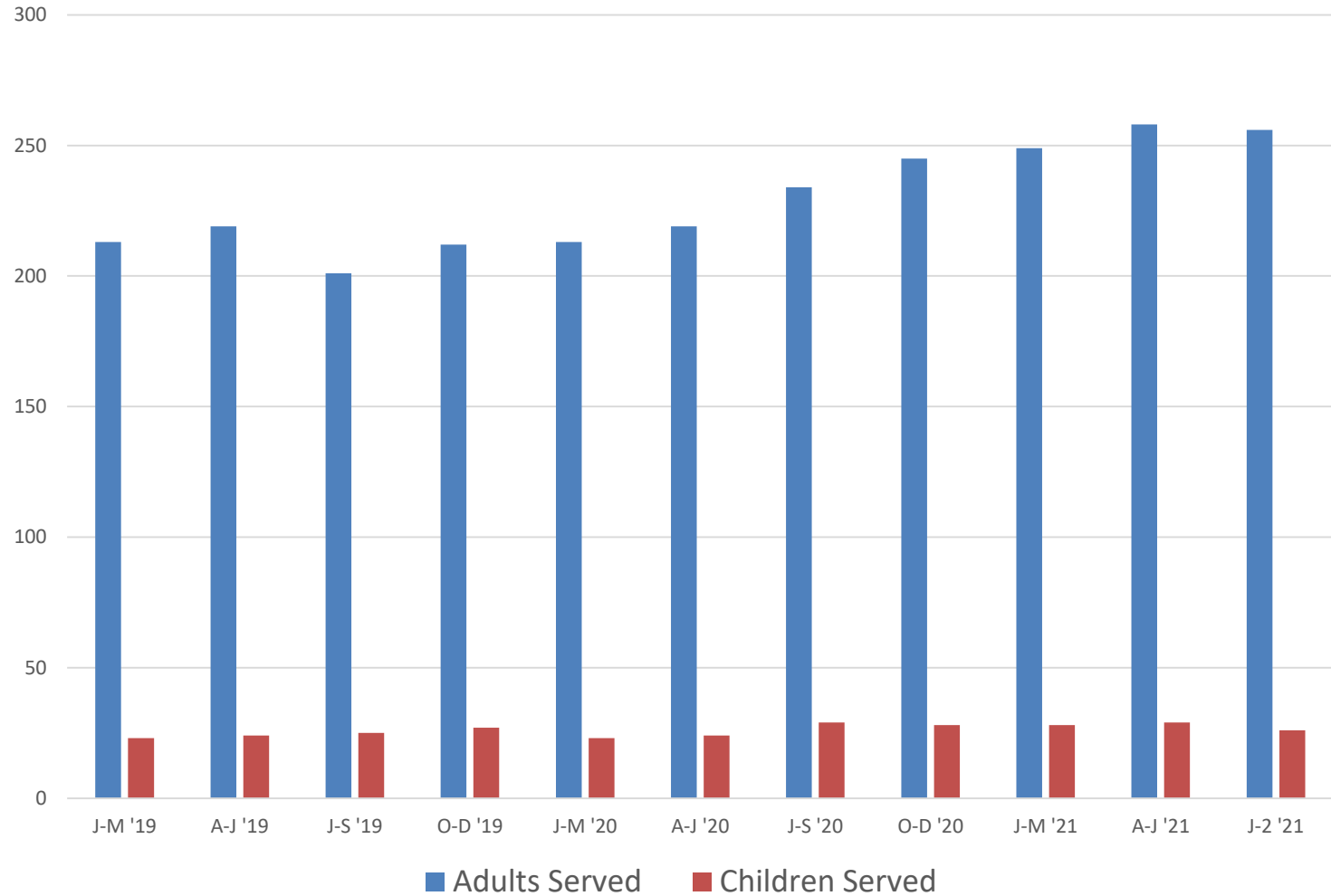
- There were 27 new MnCHOICES referrals for the under 65 population and 27 new MnCHOICES referrals for 65+ population in Quarter 3.
- Of the 27 referrals for the under 65 population, 18 met criteria and accepted the assessment. Those that did not accept assessments were due to not meeting the eligibility requirements or that the client had too high of a spenddown.
- There were also 17 “county of location” referrals and four (4) new referrals for PCA services.
- Staff who complete MnCHOICES are working towards adoption of MnCHOICES 2.0 – which will roll out in November, 2021.

Developmental Disabilities Case Management



During the quarter, nine (9) new referrals were received for children with disabilities. One (1) was determined eligible and five (5) others were referred in September so those assessments and eligibility determination are still being processed. Two of the nine need to complete more documentation. One was not eligible for Rule 185 but was referred to another unit within the Agency.

CADI/CAC/BI Waiver Caseload



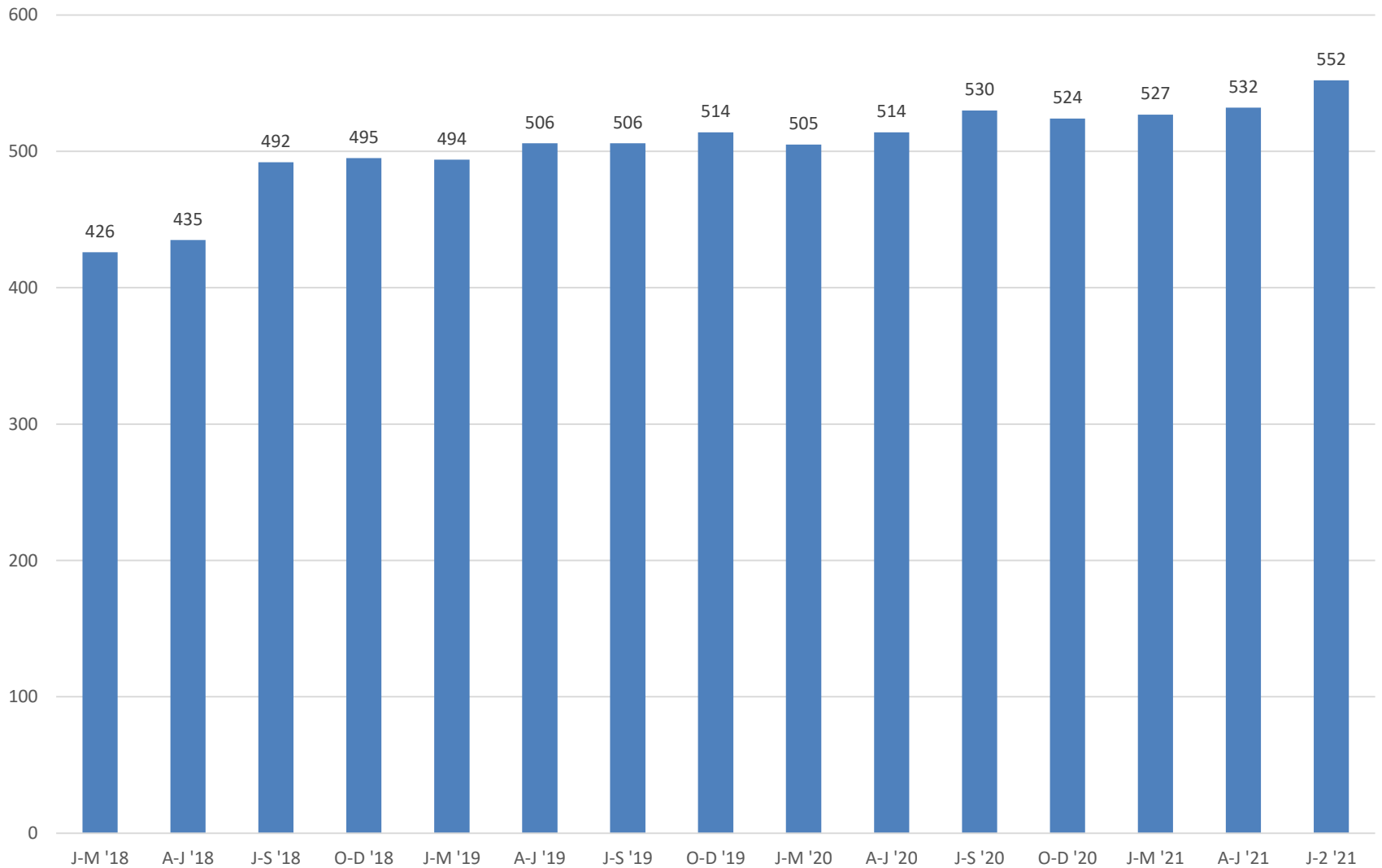
CADI – Community Access for Disabled Individuals

CAC – Community Alternative Care

BI – Brain Injury

We had a client this quarter who was scheduled for foot surgery which would leave her unable to bear weight for up to three months. The plan was for her to go into a nursing facility for rehabilitation services until she was able to return home. The case manager had a very difficult time finding a nursing facility that would accept her. She contacted 21 facilities and was turned down due to COVID issues, staff shortages and the mental health needs of the client. She even explored if the surgery could be delayed until a placement could be secured and she was told it could not. She was finally able to secure a placement the day before the surgery. Unfortunately, this is not uncommon anymore. Securing any placement has become very challenging due to staffing and COVID concerns and if the client has any challenging behaviors, the facilities are very reluctant to accept them.

65+ Care Coordination Caseload

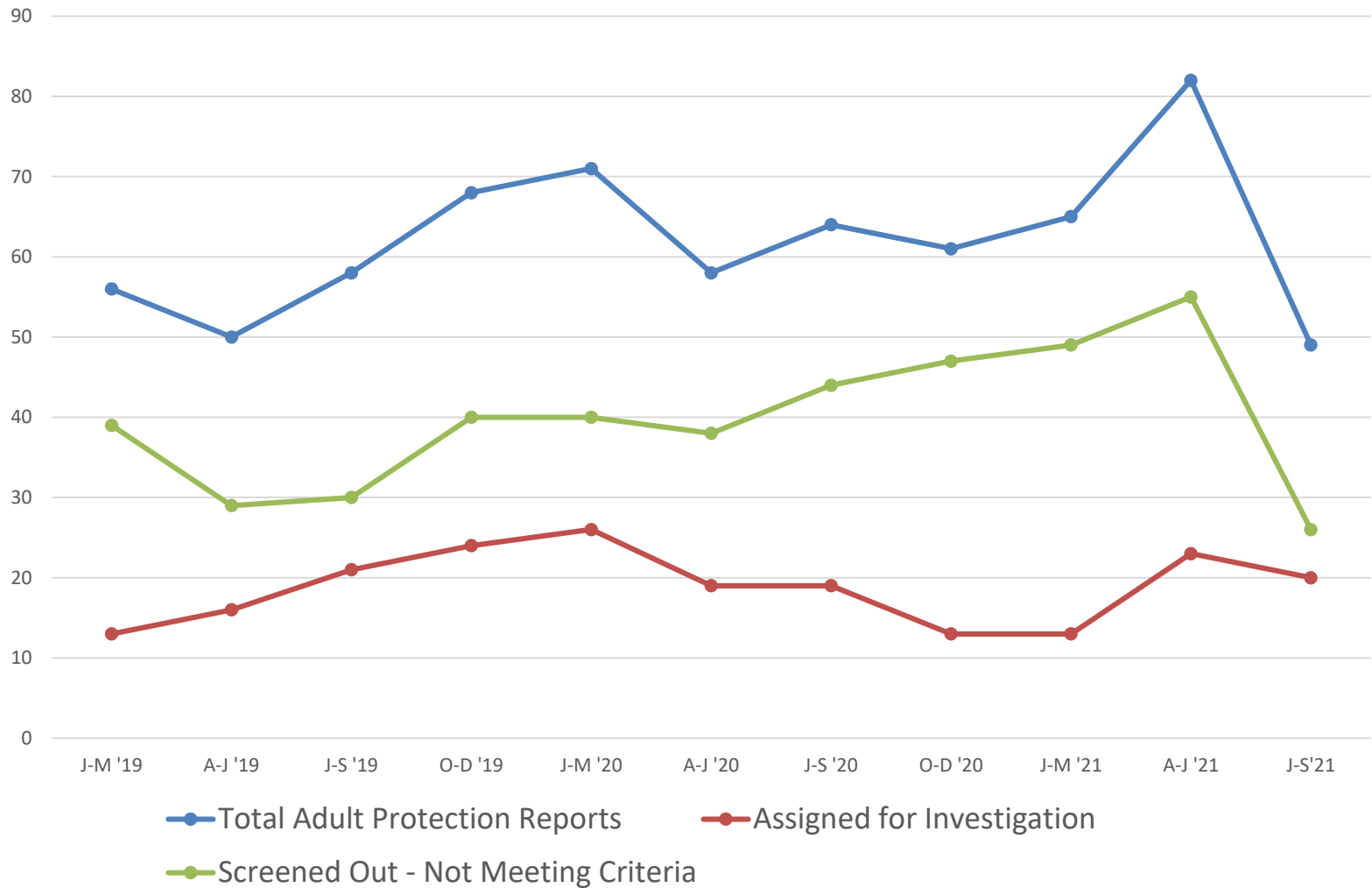


- The Elderly Waiver/MN Senior Health Options (EW/MSHO) unit ended the quarter with 552 cases.
- We have seen a 30% increase in cases assigned from the managed care organizations this year. In Quarter 1, we had 34 new cases assigned and in Quarter 3, we had 48.



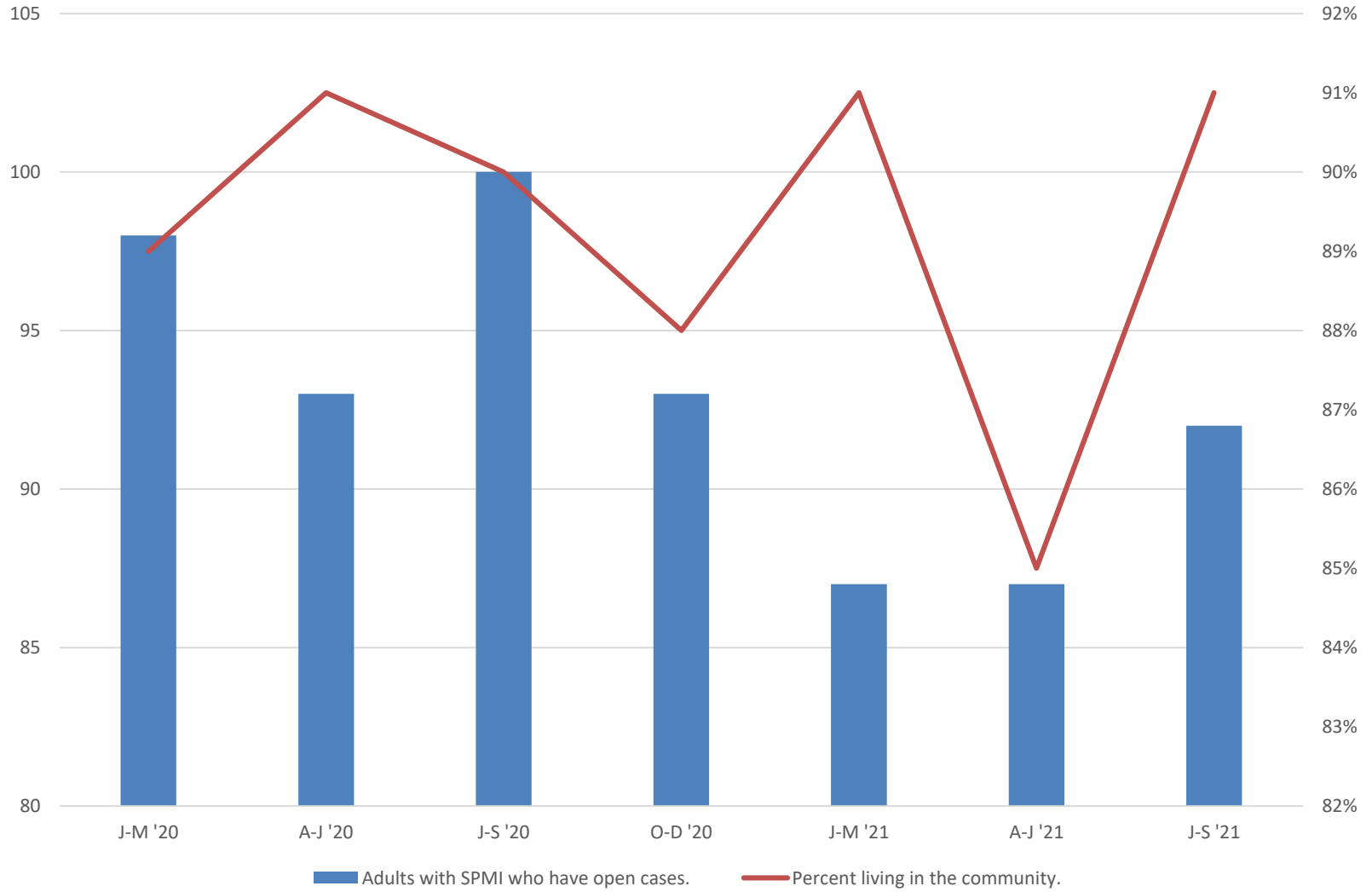
- A client lives in her own home, but has impaired mobility in her knees; she cannot get in and out of her bathtub or up out of her recliner. She is not a good candidate for surgery, but wants to be as independent in her own home. With the help of her nurse, she was able to locate a person to modify her bathtub for a limited amount of money to save the expense of an entire bathroom modification (\$700 vs. \$10,000). This modification will also help to keep her safe in her own home, prevent falls, and hopefully, keep her out of the nursing home. She was also able to get a lift chair to improve her mobility as well.

Adult Protection



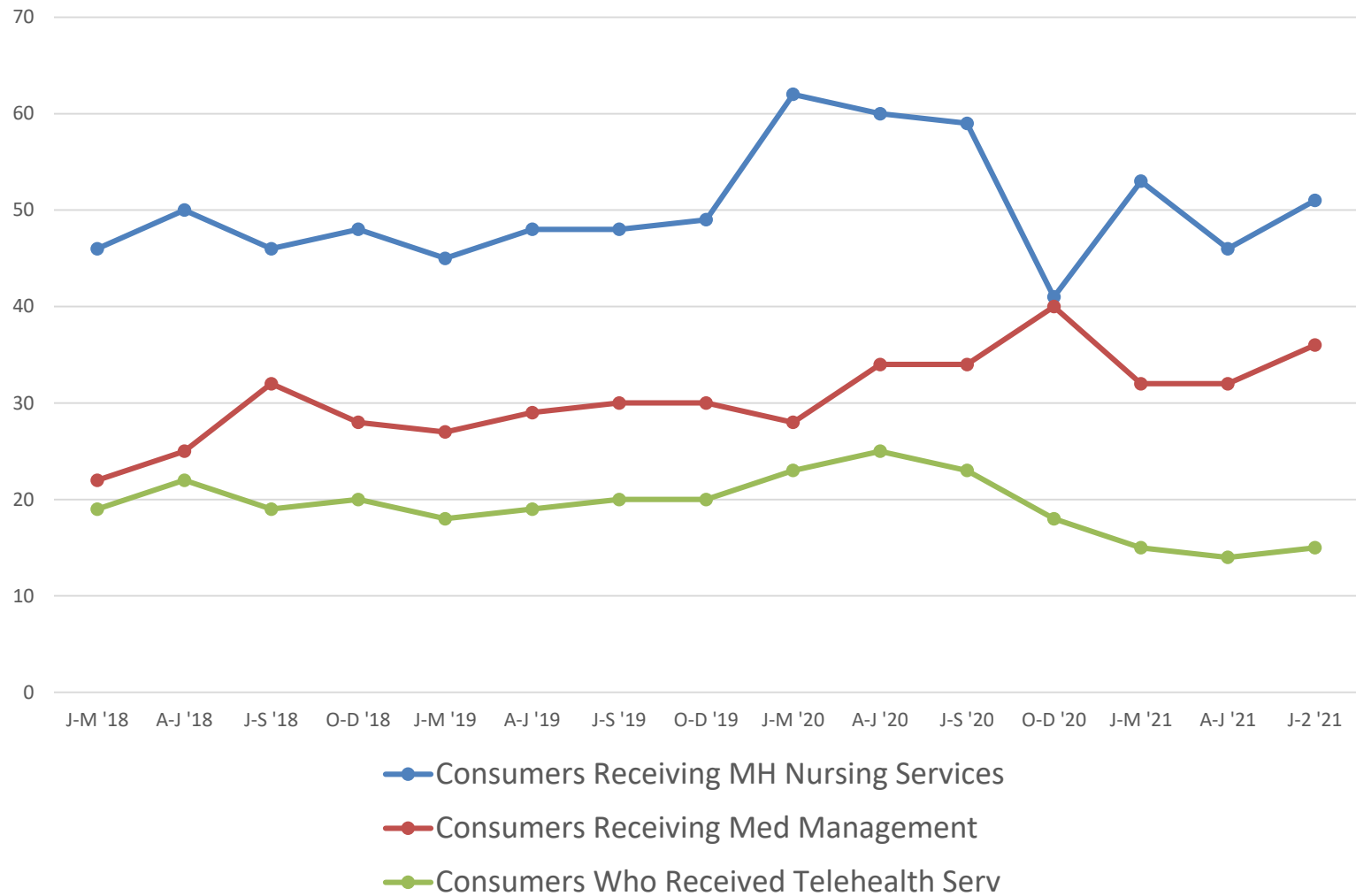
There is a significant drop in report for adult protection although the number of reports being screened in is a relatively stable number. This past quarter we were able to use the Adult Protection Grant to pay for an emergency supervised living need. The Adult Protection grant from the state is relatively new to the DD/AP unit. These additional funds have been very helpful in terms of using for emergency placement need.

Adults with Serious and Persistent Mental Illness



- As Covid-19 concerns have worn on, the Drop-In Center has continued to hold open time and schedule a variety of activities on the calendar while following safety guidelines. The Center was open or had an activity on 65 days this quarter, and was utilized 72 days which includes days that the cleaner was cleaning as well. Each month this quarter saw an increase in the number of members participating, with 30 members total (unduplicated) being active. This includes one new member, and there were also an additional six different guests who visited the clubhouse during this time.
- This quarter saw the return to in-person 10-County activities, as three members attended a picnic in Rice County, eight visited the Heritage Horses farm by New Ulm, four saw a Mankato Moon Dogs game, and six went to the Stakeholders Meeting. These activities were able to be resumed by either being outside or requiring masks. Four members also went to Project Community Connect in Mankato to take advantage of the resources offered there. Our trip to the State Fair this year was canceled due to weather.
- Member-led craft activities, such as plastic canvas and wood burning, as well as a Christmas Mug project and newly-added Embroidery continue to be very well-attended. Two more Let's Go Fishing pontoon rides were enjoyed by many members, some of whom had never been on the lakes before. Six members toured the Martin County Historical Museum, including some who do not participate often. Other regularly scheduled activities such as walk group, paracord craft, and shopping in Mankato also continued.

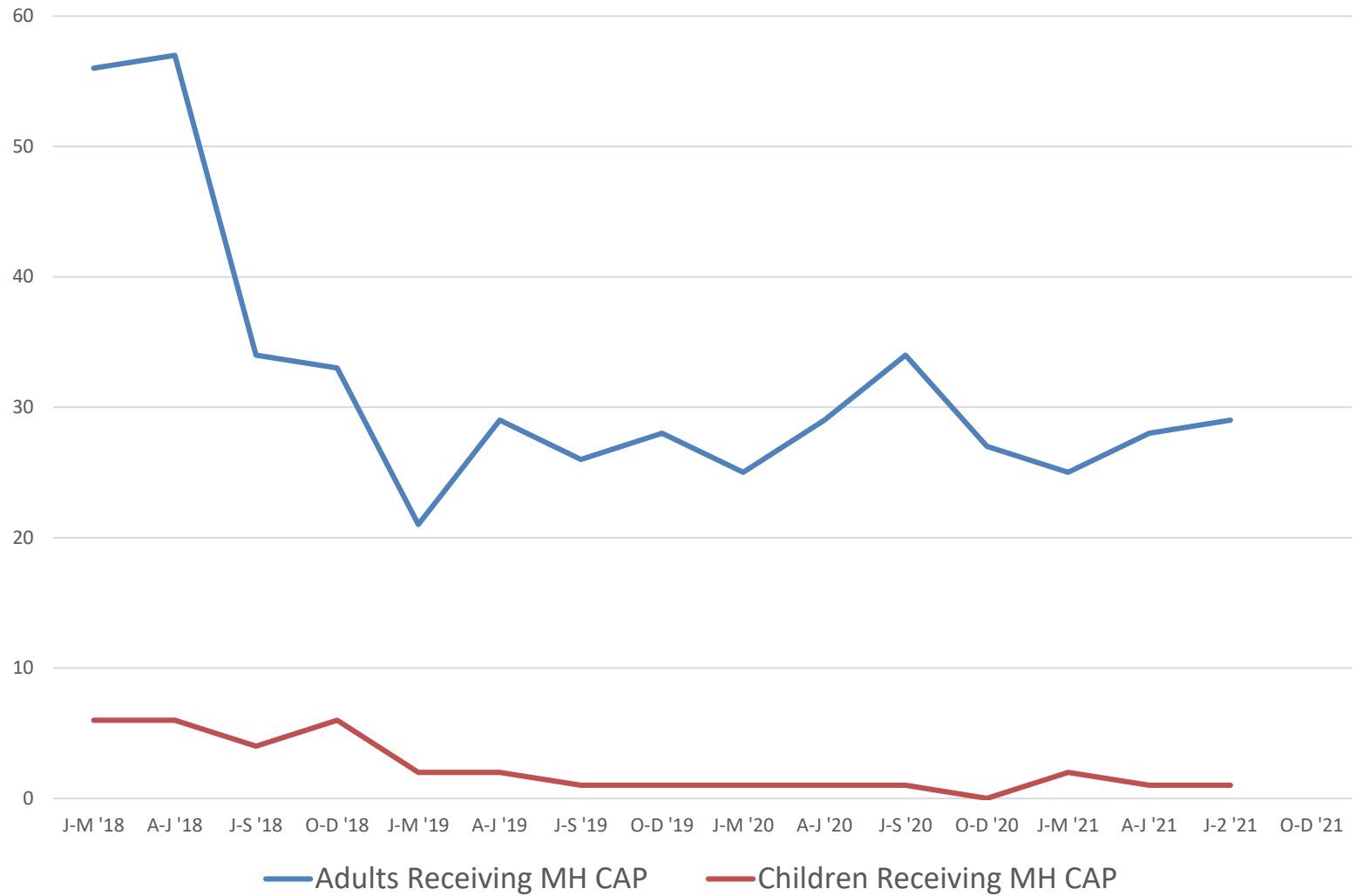
Mental Health Nursing Services



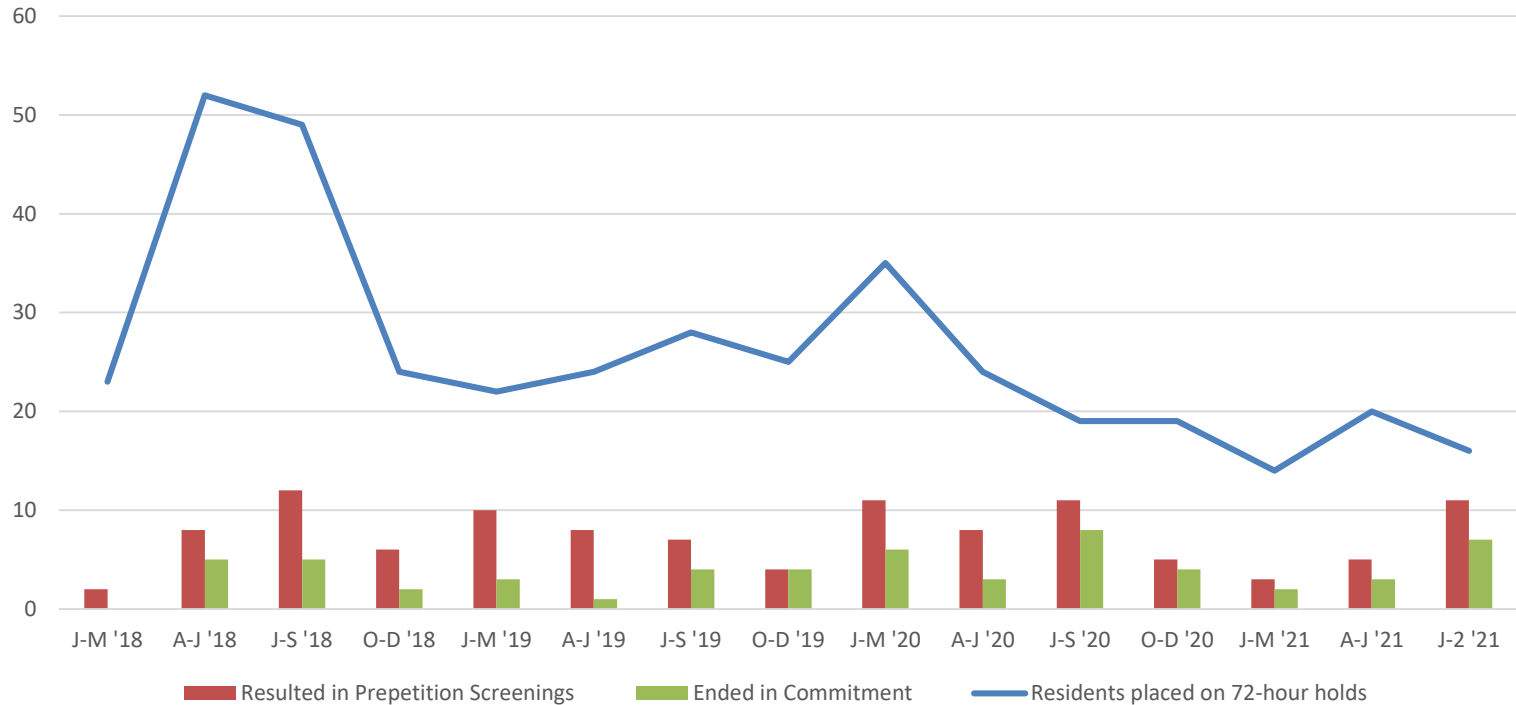
Our two mental health nurses continue to see clients in person as much as possible. There were five (5) new referrals this quarter.

One client who was struggling has been reconnected with case management services due to nurse involvement.

Mental Health Client Assistance Program



Residents Placed on 72-hour Holds and Results of 72-hour Holds



3rd Quarter 2021 Costs:

Faribault Mn Sex Offender Prog – \$13,134

Faribault Mn State Hospital – \$7,981

Martin Mn Sex Offender Prog – \$30,733

Martin Mn State Hospital – \$16,751

Martin Forensic Nursing Home – \$15,403

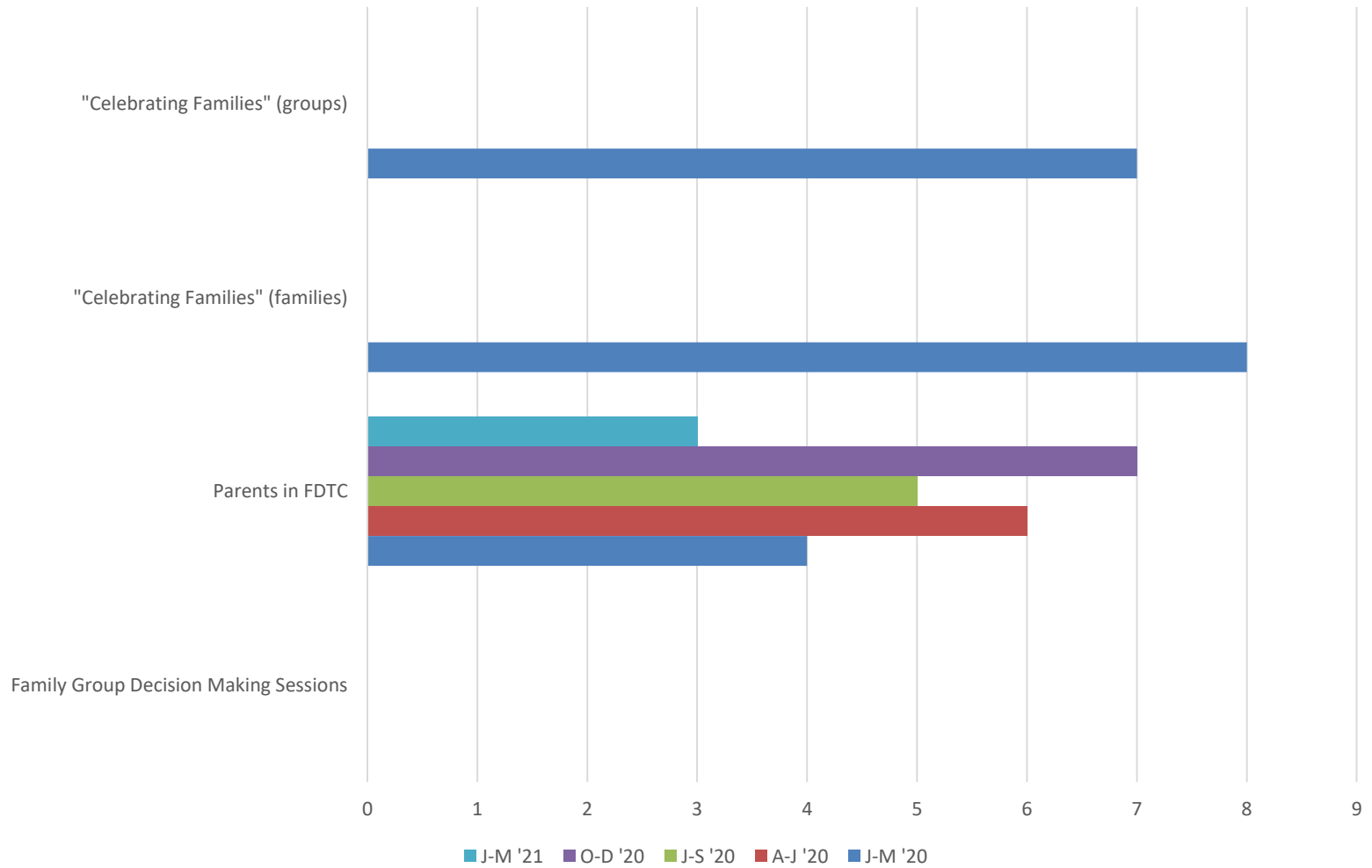
Martin County Does Not Meet Criteria - \$10,668 for 7 days

The new MN Sex Offender Program 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.

Goal I.B.

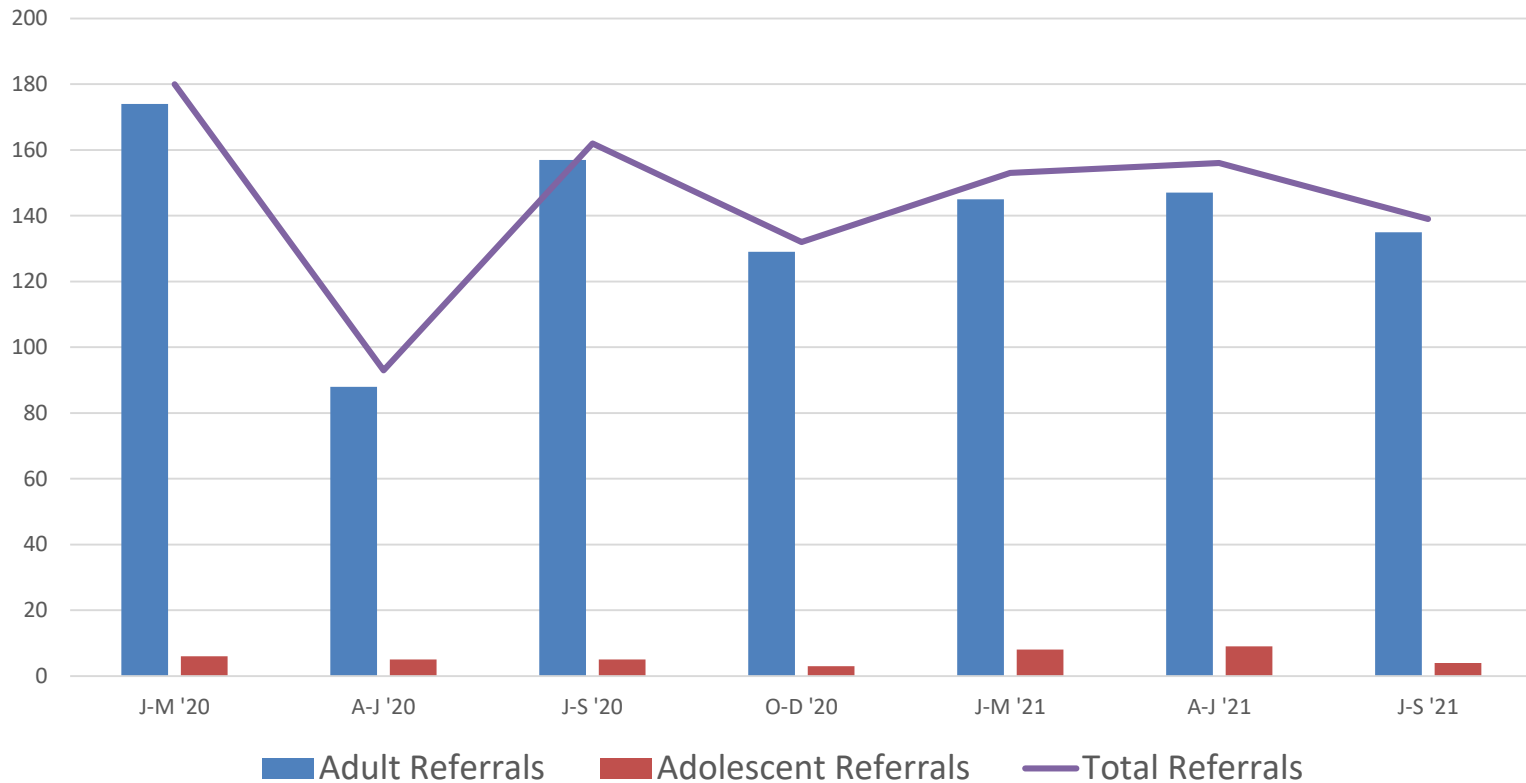
High risk juveniles and adults will develop into productive, law abiding members of the community.

Community Resources Utilized to Assist Juveniles and Adults



- There are currently five (5) participants in Family Dependency Treatment court (FDTC). Three (3) have been removed this quarter due to no longer wanting to participate in the program. These three Participants requested discharge from the program and requirements. Two of these Participants are significant others and the third is a single mother – these parents have continued to use since leaving the program.
- Celebrating Families started again in September. There are nine (9) families participating, three of the families are FDTC participants, and one family is involved in Child Protection and not FDTC. We have gotten further this cycle than we did the last cycle when COVID caused the program to end. Eight (8) sessions have been completed, with seven sessions remaining. These continue to take place on Wednesday evenings. Participant and facilitator attendance have fluctuated each week due to COVID and quarantine restrictions, however, the program has been able to continue thus far.
- We have also had three additional staff complete Family Group Decision Making (FGDM) training. We received one referral for a family to complete a conference, however, the mother is not willing to sign the release of information at this time. It has been discussed with the case manager and unknown at this time if FGDM will be court ordered for this family. It is not at this time.

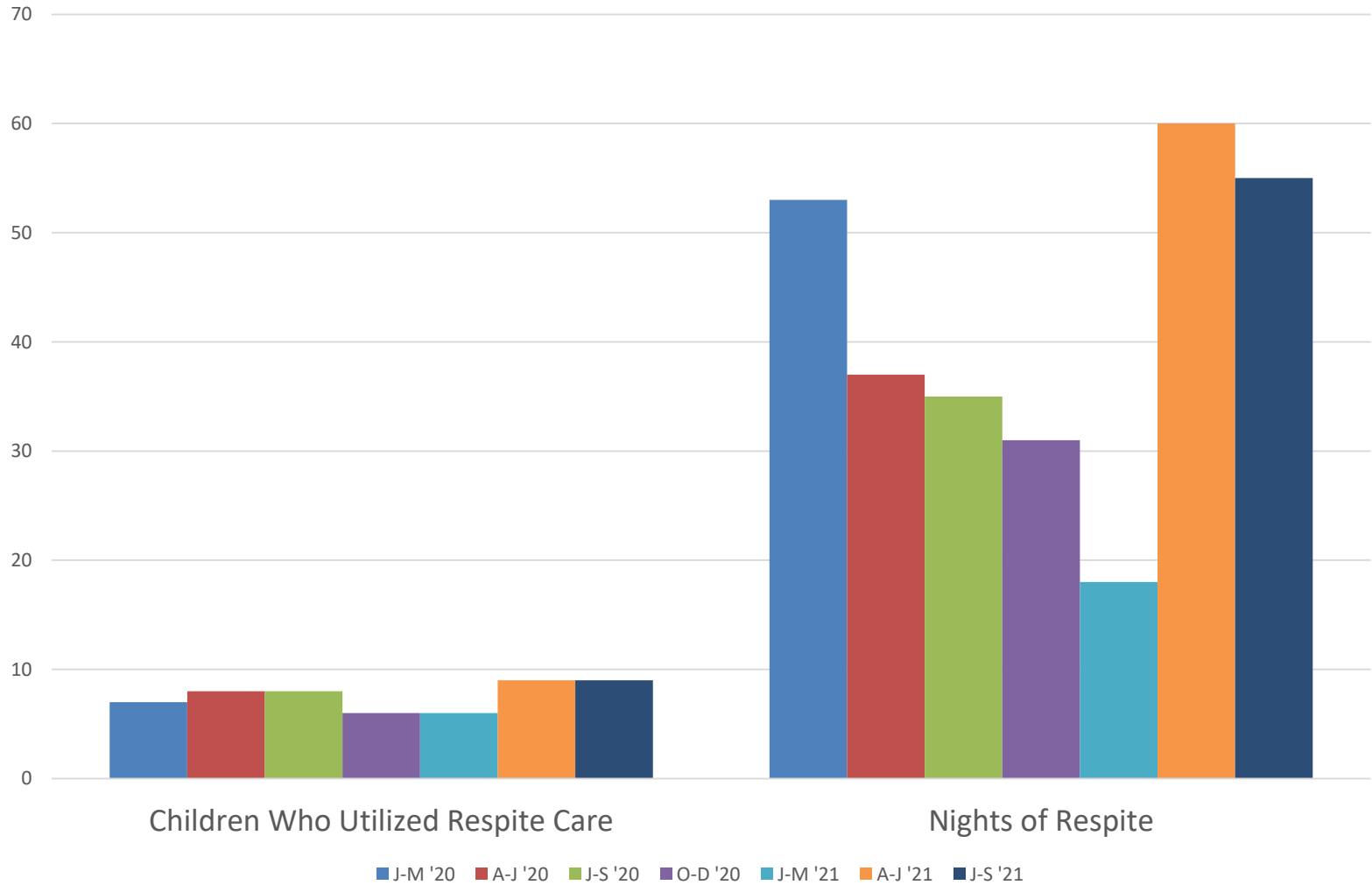
Chemical Dependency Evaluations



100% of high risk youth and adults received chemical dependency evaluations within 30 days of a court, self, or agency referral. CD Assessors either participated in or led seven pre-petition screenings.

Of the 135 chemical dependency referrals for adults, four were referred to other counties/elsewhere due to their county of financial responsibility. Two of the CD assessments were completing using interpreter services.

Mental Health Respite Grant



Mental health case managers 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 Children's Mental Health clients to assist with the cost of pool passes, dance classes, football and volleyball registration fees, fitness passes, CER classes, children's theater registration costs, and overnights with unlicensed providers. Local respite grant dollars were used for traditional overnight respite with licensed 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 state did reduce some of the flexibility of the use of these grant dollars this quarter. Respite funds were used for a total of 55 nights of the home for nine children with both licensed and unlicensed providers.

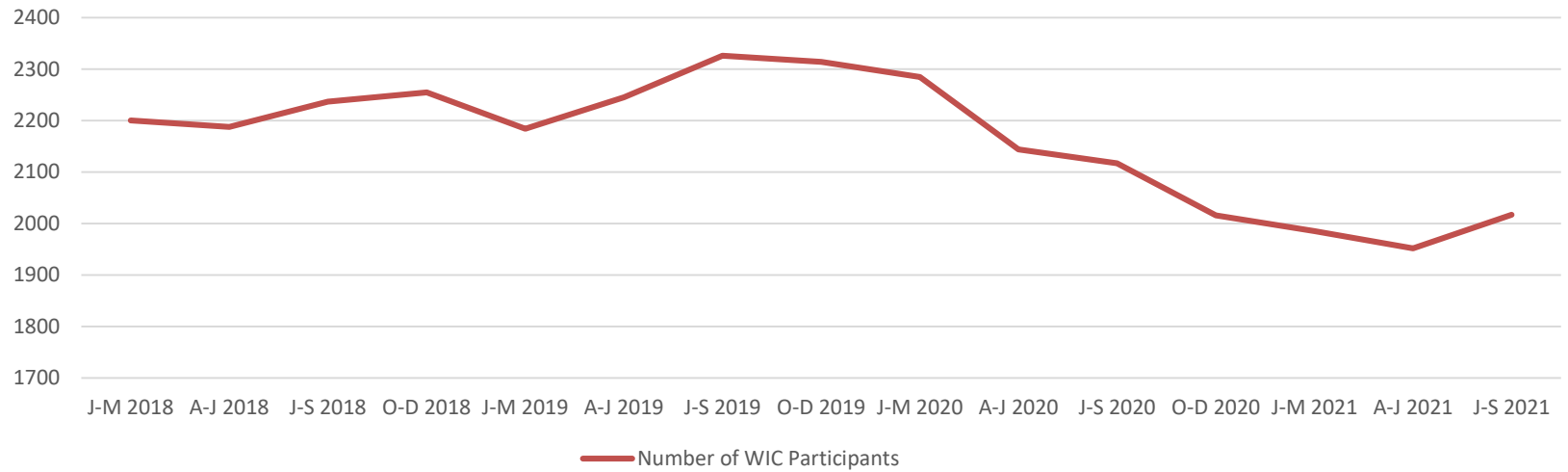
PROGRAMS AND SERVICES TO SUPPORT FAMILIES



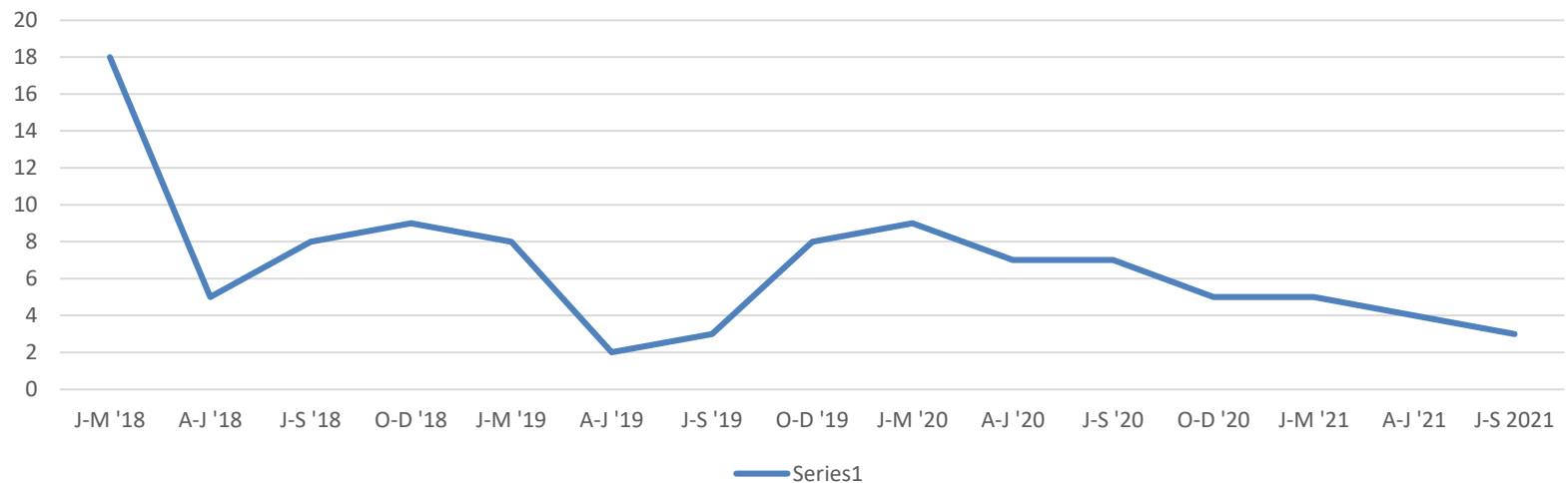
Goal II.A.

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

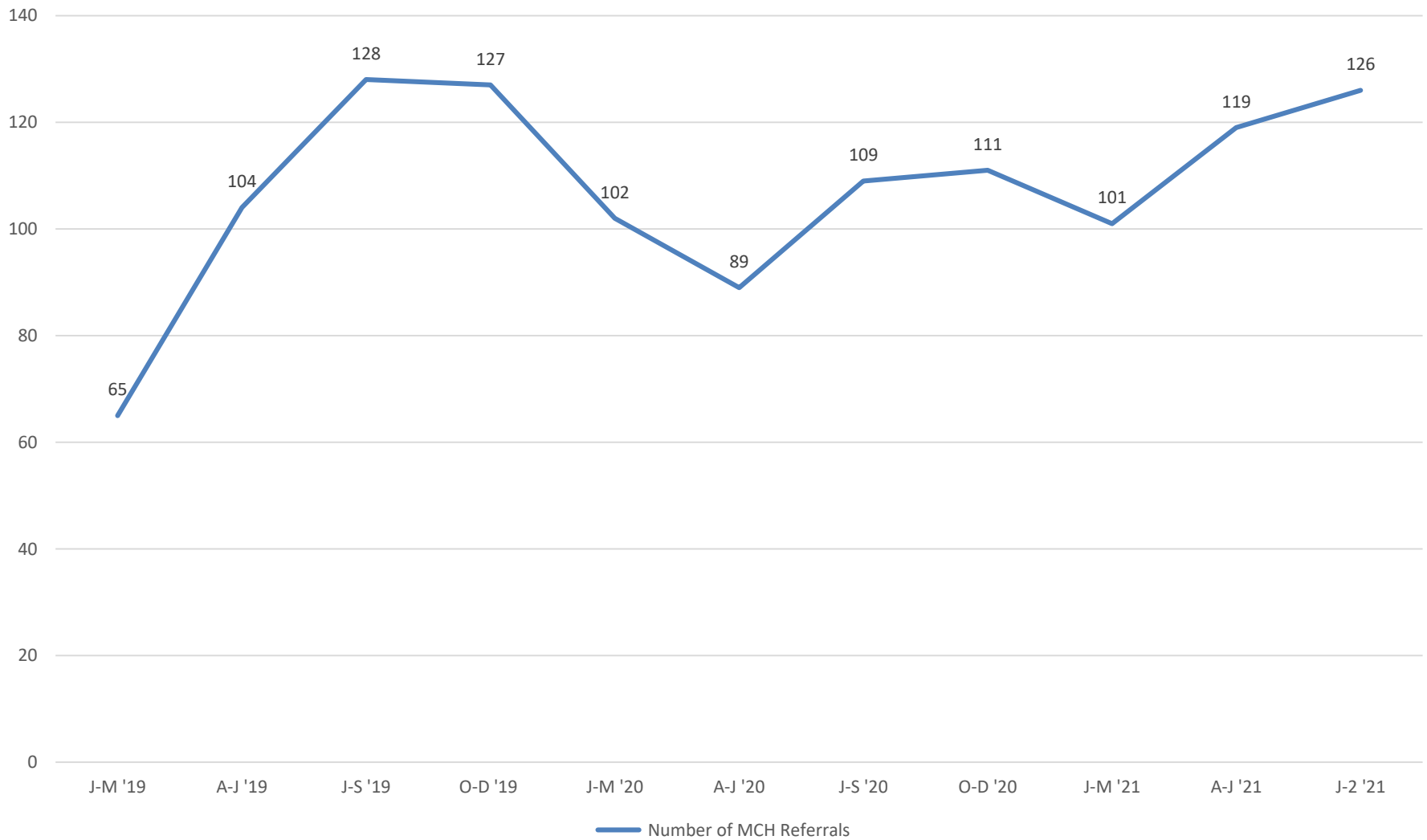


- The agency serviced 2,017 clients during Quarter 3, 2021. WIC participation continues to dwindle, as it has throughout the pandemic.
- WIC services are offered virtually, and will be until the Public Health Emergency at the Federal level is declared over (currently extended through April 2022).
- We served three (3) pregnant or parenting teens in WIC this quarter.



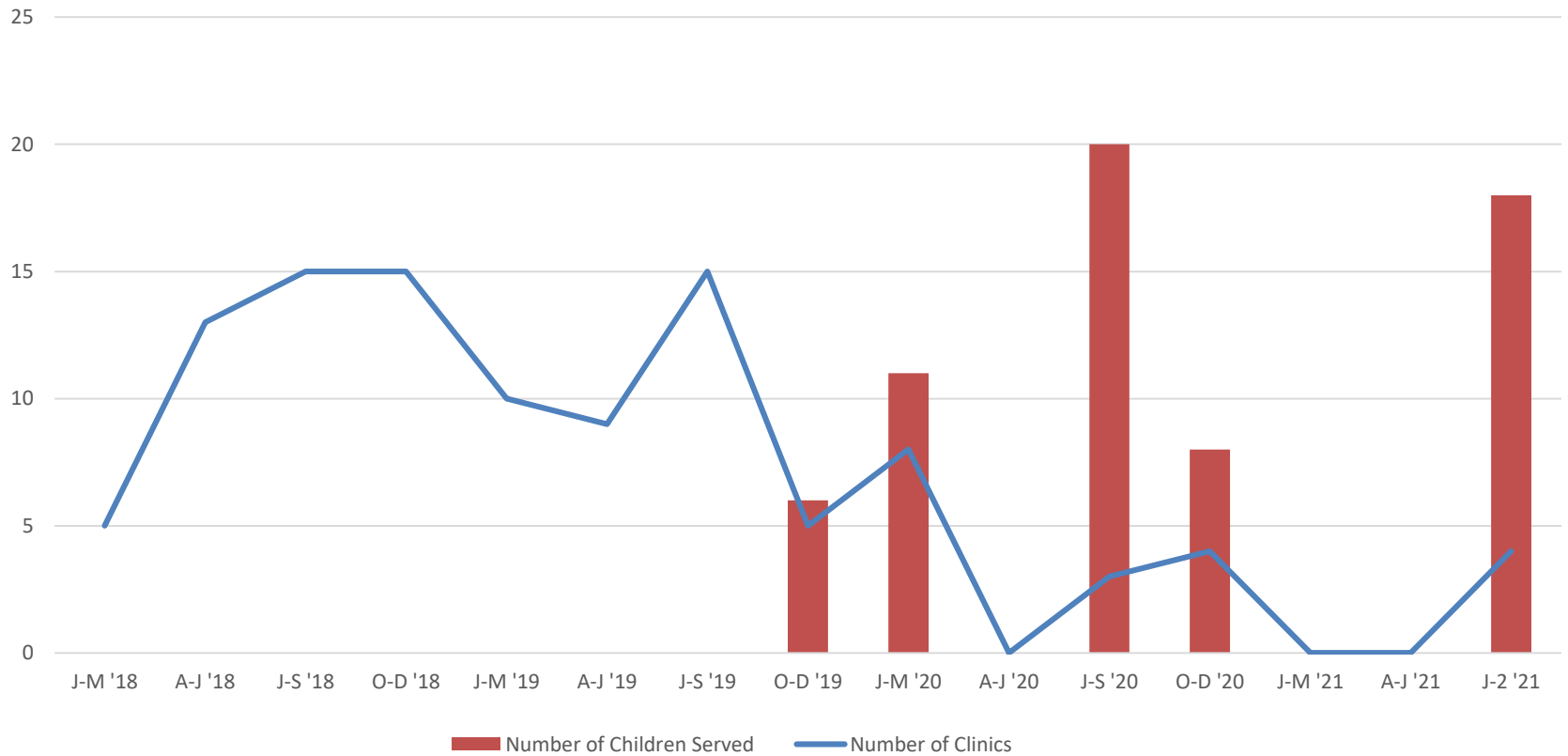
- Our WIC staff were recently acknowledged by the Department of Health for raising our breastfeeding rates among WIC participants at 6 months of age to over 10%! We often seen breastfeeding rates drop drastically after 3 months of age, when most mothers have returned to work. Our concentrated efforts have made a difference by supporting moms.
- Success Story: A WIC client called to ask about a procedure she was going to undertake. Her doctor told her she would have to pump-and-dump her breastmilk for 3 days after the procedure due to the medication given during the procedure. This advice overwhelmed her, and she was looking for advice on weaning completely. Our WIC staff helped the client by looking up the medication for safety in breastfeeding, and found it was completely safe. With the client's permission, our staff contacted the provider to share this information and the provider allowed her to continue to breastfeed as normal. She was able to continue breastfeeding and felt supported by the information she was able to find with our help.

Number of Maternal Child Health (MCH) Referrals



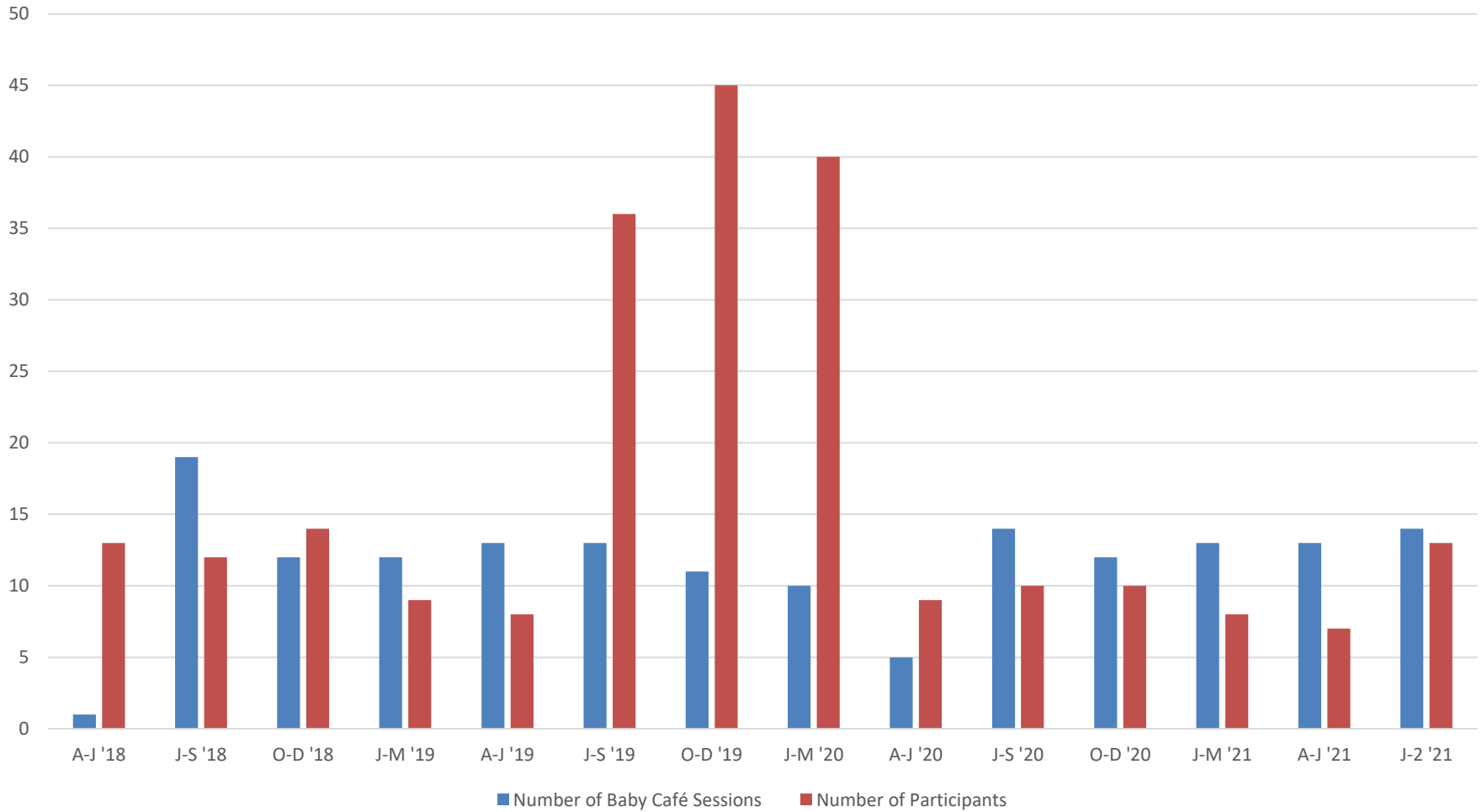
- This quarter we received 126 referrals for pregnant and postpartum women.

Number of Child & Teen Checkup Clinics



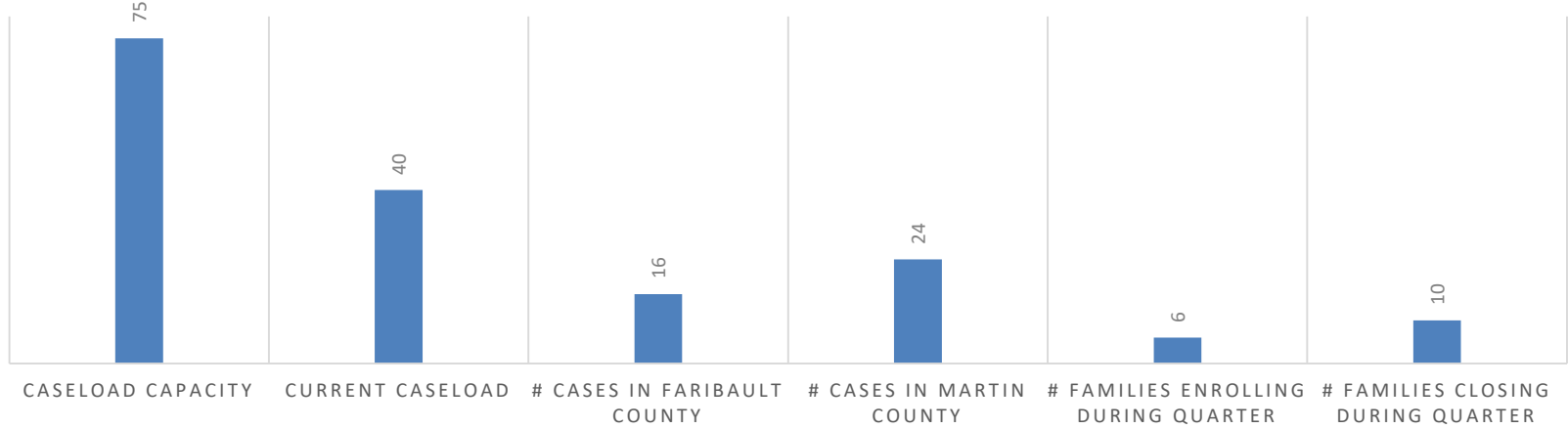
- We held four (4) Child & Teen Check-up clinics this past quarter serving 18 children.

Baby Cafe

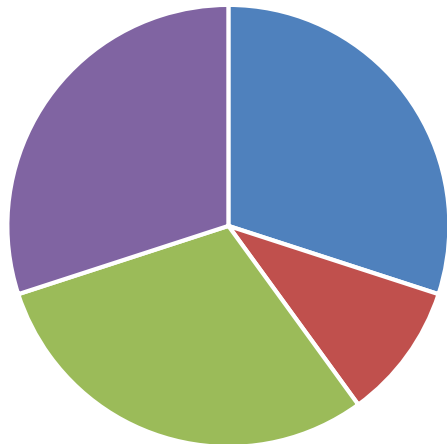


- This quarter we held 14 Baby Café Sessions serving 13 women.
- We established a partnership with United Hospital District and Blue Earth Area ECFE to provide Baby Café in Faribault County. Those services began this quarter.
- Success Story: A woman came in to Baby Café with a less than one week old baby. The mom was in tears, overwhelmed by breastfeeding. Public Health was able to suggest a simple adjustment to how she was feeding the baby. She was able to latch the baby for the first time without pain or struggle and relief flooded her face. She continues to successfully breastfeed her infant.

HEALTHY FAMILIES AMERICA CASELOAD

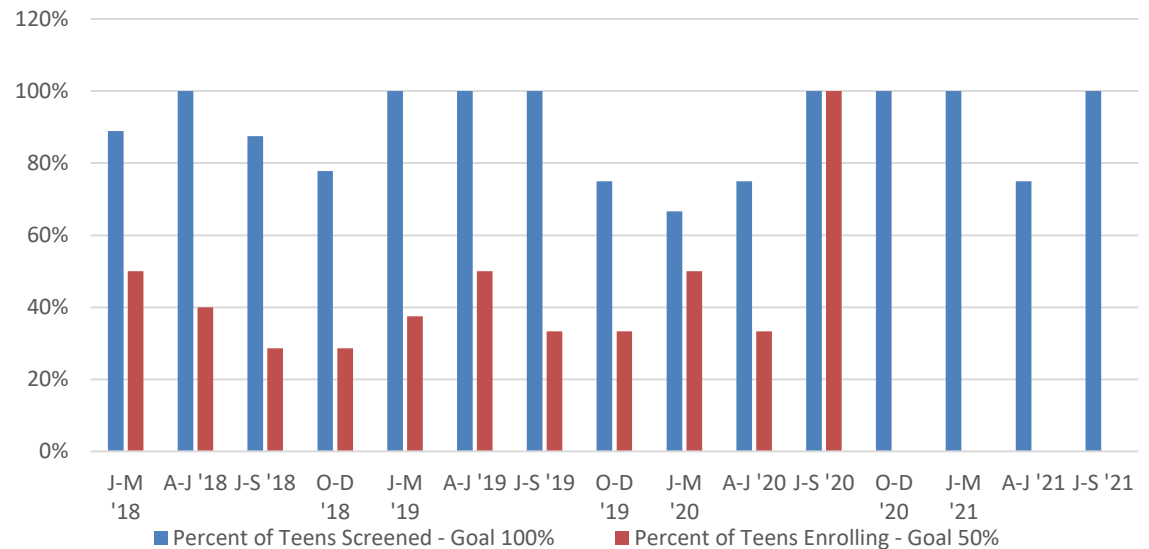


Reasons for Closures



- Moved out of service area
- Not able to contact
- Successfully completed program
- Closed due to personal reasons (work, etc.)

Teens Enrollment in HFA



- As of September 30, 2021 we had a caseload of 40 families, which is 53% of our target caseload size of 75 families. During this period we were working to onboard new staff which resulted in the decreased caseload.
- 16 cases are families who reside in Faribault county and 24 families reside in Martin County.
- We had 6 families enroll during the quarter. We continue to gain a majority of our referrals from our WIC program.
- We closed 10 families to services. Reasons for closures included, client moved (3) unable to contact (1), personal reasons (3) and successful completion of the program (3).
- Our agency has been informed our accreditation site visit will take place in 2022.



Healthy Families home visiting has supported a young mom who shared with others she had no bond with her new born, had no interest in holding her and refused to wake baby for feedings. When HFA home visiting started a month after babies birth the infant had lost weight where they were not even at their birth weight.

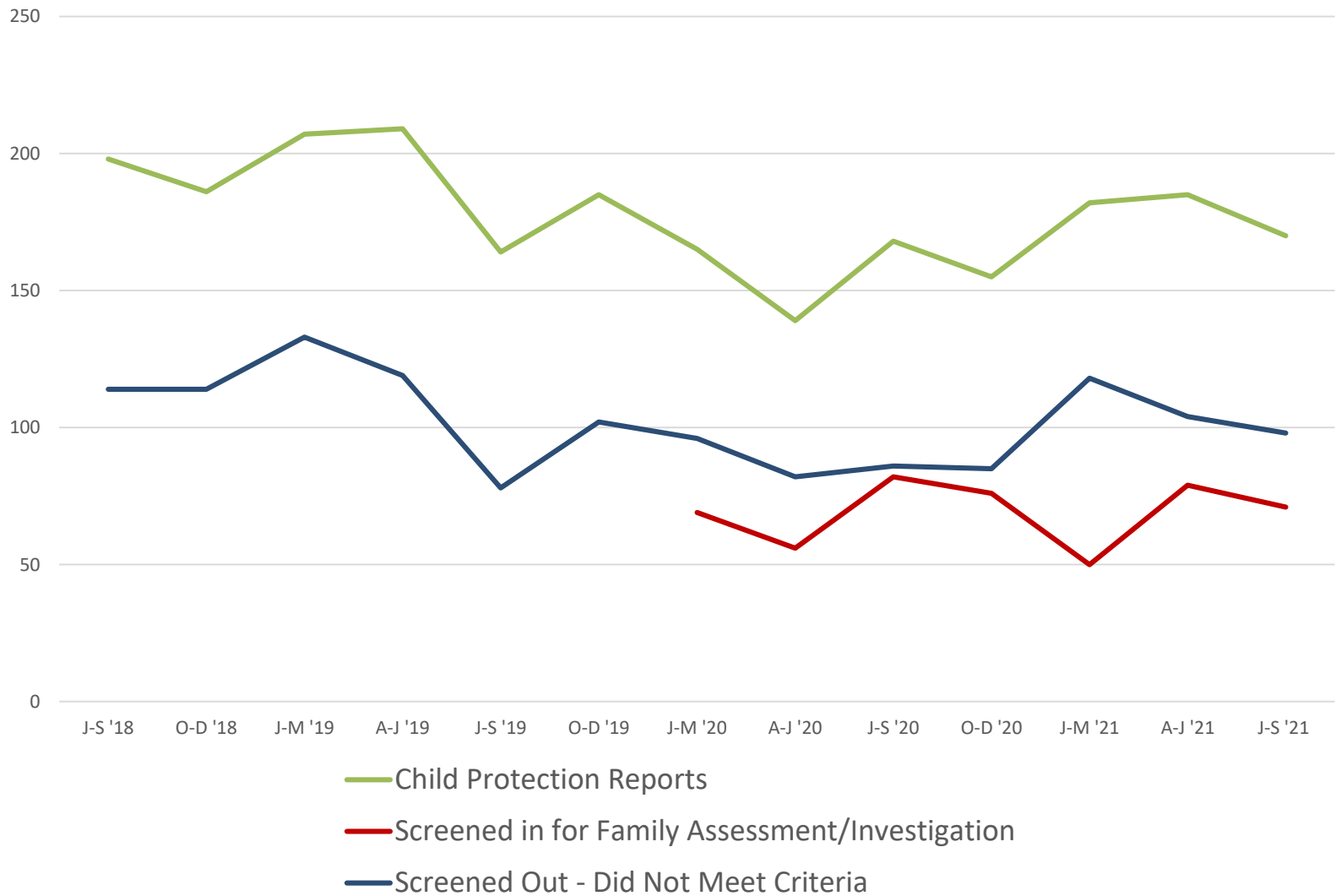
While building rapport with mom and providing supportive education on infant nutrition and growth and development through twice weekly home visits, the services were able to help the Mom changed her feelings about her child. The home visitor noticed an increased in the amount of time she held her child, and mom also started waking the infant for feedings to ensure the infant was eating enough to gain weight. These visits prevented failure to thrive, ensuring adequate parental support in infant nutrition, increased weight gain outcomes and as of today has prevented an out of home placement for the infant and/or possible explainable infant death from malnutrition.

During the assessment prior to home visits starting Mom shared her distrust for others and especially those she viewed as being in positions of authority. During the past two months she has reached out to her home visitor when she has experienced times of crisis ensuring her child's basic needs of food, clothing, shelter are being met preventing neglect.

Goal II.B.

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

Child Protection Investigations



Child Protection/Relative Foster Care Data

- 98% of children who were victims of a substantiated maltreatment report were NOT victims of repeat maltreatment.
- 17.4% (4 of 23) of children who entered foster care two years ago re-entered foster care within 12 months.
- 54.1% of children who entered foster care in the last 12-month period were discharged to permanency within 12 months (74 children).
- During the quarter, children spent 17,201 days in family foster care settings; 11,327 or 65.9% of those days were spent with relatives.
- During the quarter, children in placement experienced eleven moves in 4186 days of placement – below the expected threshold.
- 71.4% of children who went into placement received their required physical health exams within 30 days.



Child Protection Team	<u>J-M '20</u>	<u>A-J '20</u>	<u>J-S '20</u>	<u>O'D '20</u>	<u>J-M '21</u>	<u>A-J '21</u>	<u>J-S '21</u>
Number of Team Meetings Held - Faribault	2	2	2	3	3	3	2
Average Attendance - Faribault	24	25	25	26	27	28	28
Number of Team Meetings Held - Martin	3	2	2	3	3	3	2
Average Attendance - Martin	31	23	23	29	31	30	25

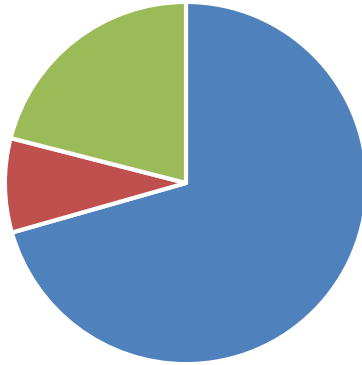
There is no meeting held in July each year due to school's summer vacation and other collaterals using time off. Both counties briefly returned to in person meetings for the month of August, however, returned to virtual meetings with the rise in COVID cases across counties. Attendance has continued to be steady yet ebbs and flows. There was Law Enforcement present at the August Faribault County team meeting for the first time since March 2020 which is believed to be due to the meeting being in person vs virtual.

School Social Worker	<u>J-M</u> <u>'20</u>	<u>A-J</u> <u>'20</u>	<u>J-S</u> <u>'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 '21</u>
Number of School Social Workers reporting	14 of 15	14 of 15	14 of 15	15	15	13 of 15	15
Number of open cases at end of quarter	478	397	393%	492	499	448.00	483
Number of cases closed for completion of program	10	70	27	10	5	61	18
For students, percent of identified problems reduced or eliminated at closure	97%	93.6%	100%	100%	100%	89%	100%
Number of cases closed during quarter of last year	18	90	31	12	8	70	20
Number of cases NOT ACTIVE 12 months later	18	90	31	12	8	69	20
Percent NOT ACTIVE 12 months later	100%	100%	100%	100%	100%	99%	100%

We continue to see a high percentage (100%) of children who have successfully completed the School Social Worker Program who are not active with Child Protective Services (within the next 12 months). The goal is that through early intervention, problems for the child or within the family can be addressed so that the child stays out of the formal Child Protection system.

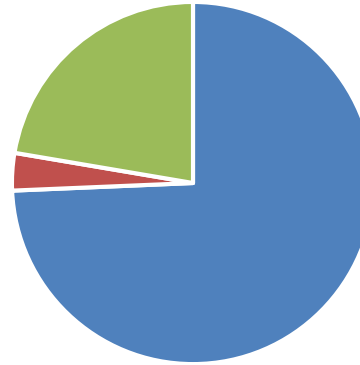
OUT OF HOME PLACEMENT July-September 2021

of Kids



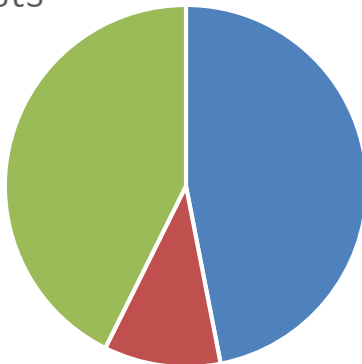
■ Children & Family ■ Court Services ■ Mental Health

of Days



■ Children & Family ■ Court Services ■ Mental Health

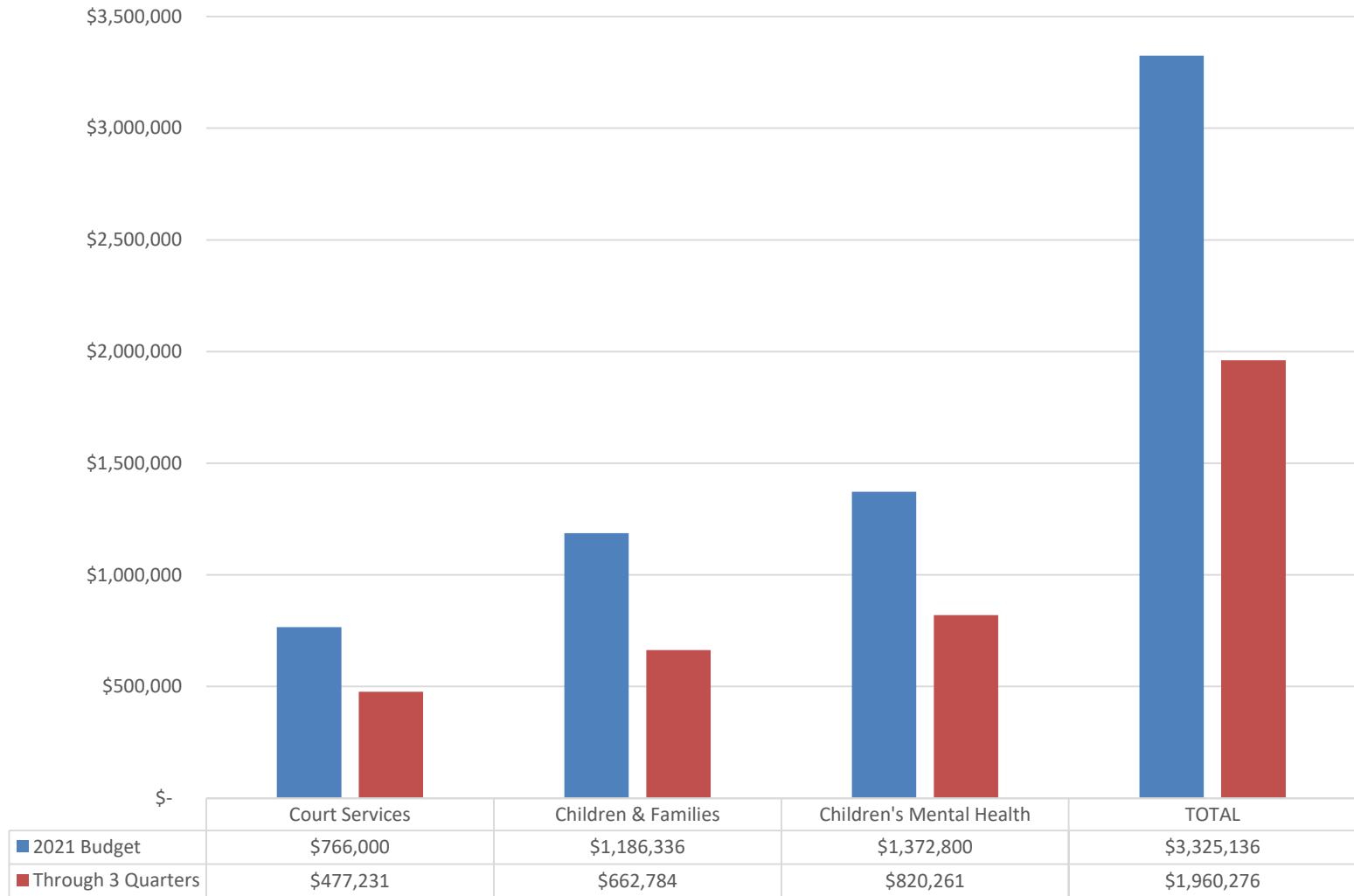
Costs



■ Children & Family ■ Court Services ■ Mental Health

July-September 2021	# of Kids	# of Days	Costs
Children & Family	84	5,742	\$ 312,453
Court Services	10	258	\$ 69,403
Mental Health	25	1,725	\$ 283,894
TOTAL	119	7,725	\$ 665,750

Out of Home Placement Actual vs Budget 2021

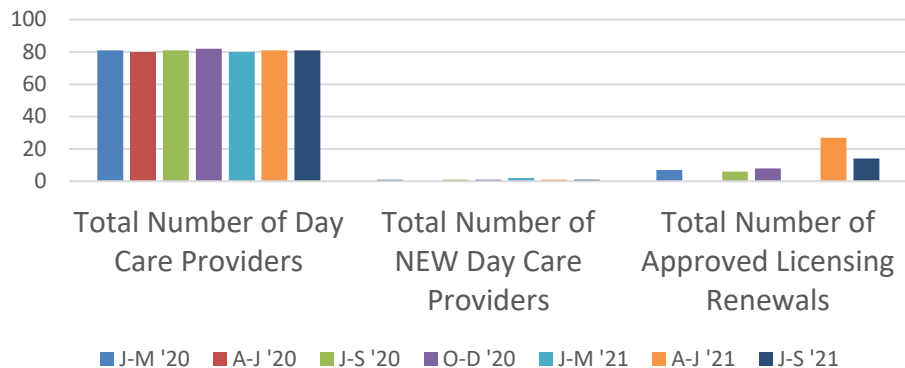


OUT OF HOME PLACEMENT BY COUNTY

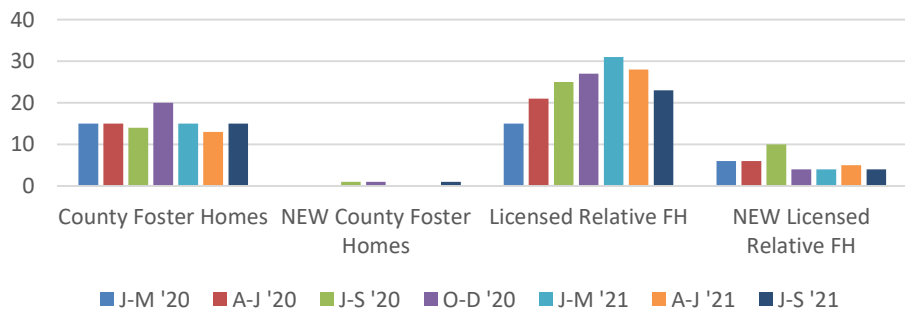
	2nd Qrt 2020	3rd Qrt 2020	4th Qrt 2020	1st Qrt 2021	2nd Qrt 2021	2nd Qrt 2021
FARIBAULT COUNTY						
TOTAL FARIBAULT COUNTY						
# of Kids	43	48	45	31	44	40
# of Days	3,538	2,761	2,132	2,256	2,780	2,727
Cost	269,091	225,371	258,672	270,678	352,427	288,962
MARTIN COUNTY						
TOTAL MARTIN COUNTY						
# of Kids	56	57	80	64	76	79
# of Days	4,703	4,906	5,981	4,575	4,915	4,998
Cost	346,592	339,347	456,966	309,801	361,619	376,789
TOTAL BI-COUNTY						
# of Kids	99	105	125	95	120	119
# of Days	8,241	7,667	8,113	6,831	7,695	7,725
Cost	\$ 615,683	\$ 564,718	\$ 715,638	\$ 580,479	\$ 714,046	\$ 665,751

Licensing

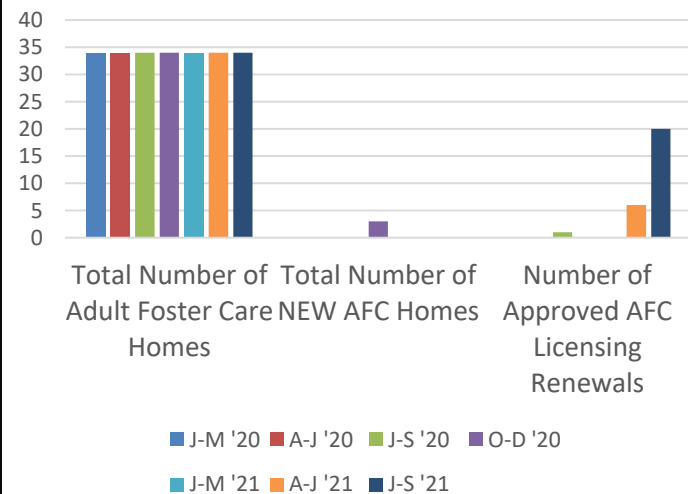
Children will be cared for through quality licensed day care services.



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.



The number of relative foster homes will continue to be in flux due to need. Also when a relative home closes, that means the children in care were returned to permanency. This is in fact a good statistic.

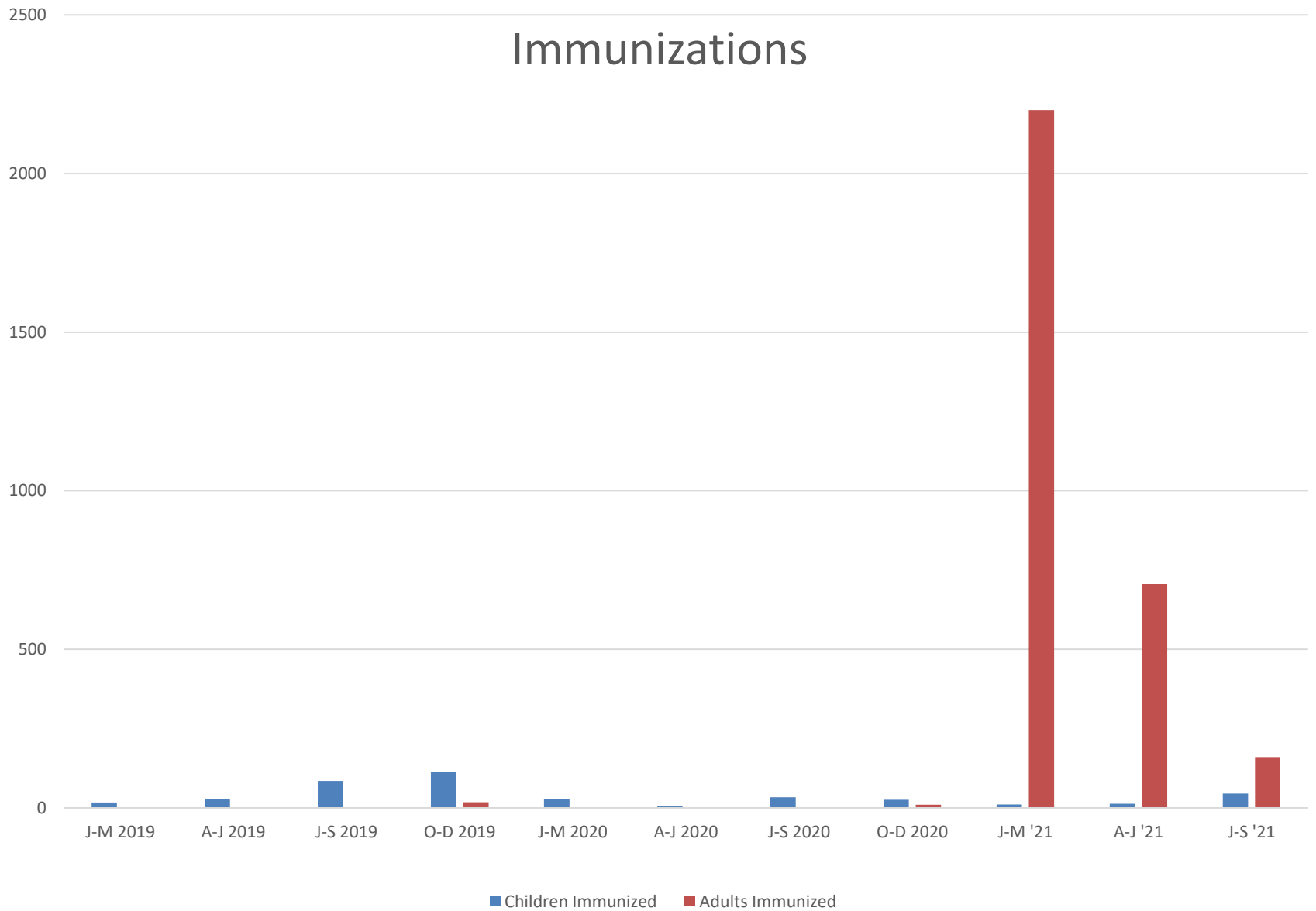
PROGRAMS AND SERVICES SUPPORTING THE COMMUNITY



Goal III.A.

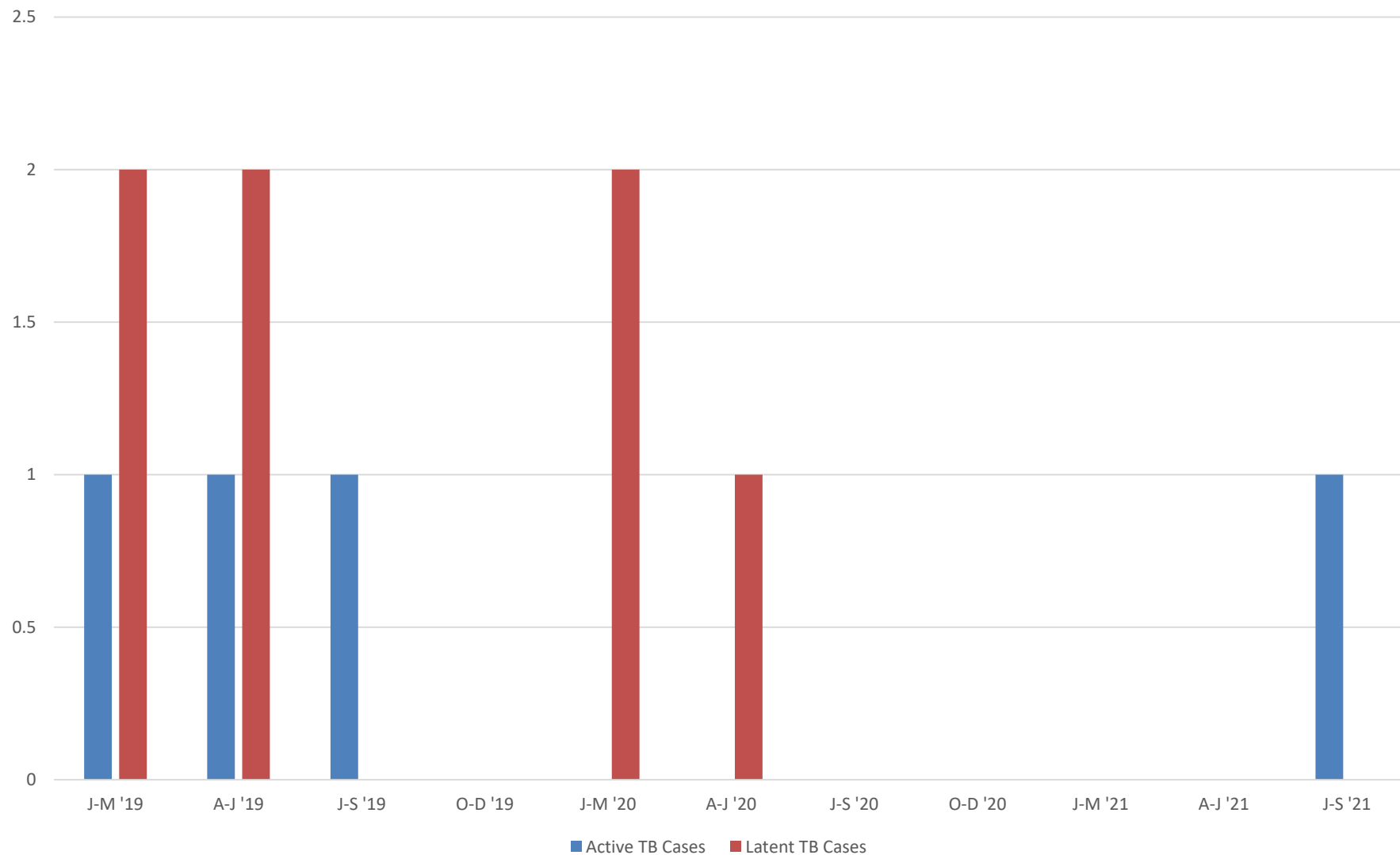
Residents and visitors are protected from acute communicable diseases and other health threats including unintentional injury.

Immunizations

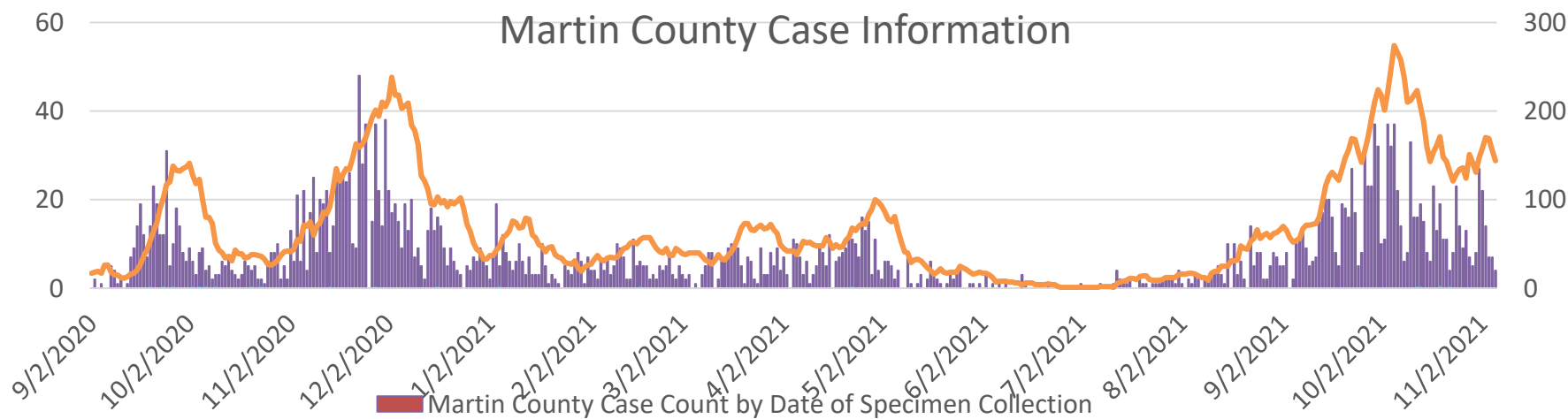
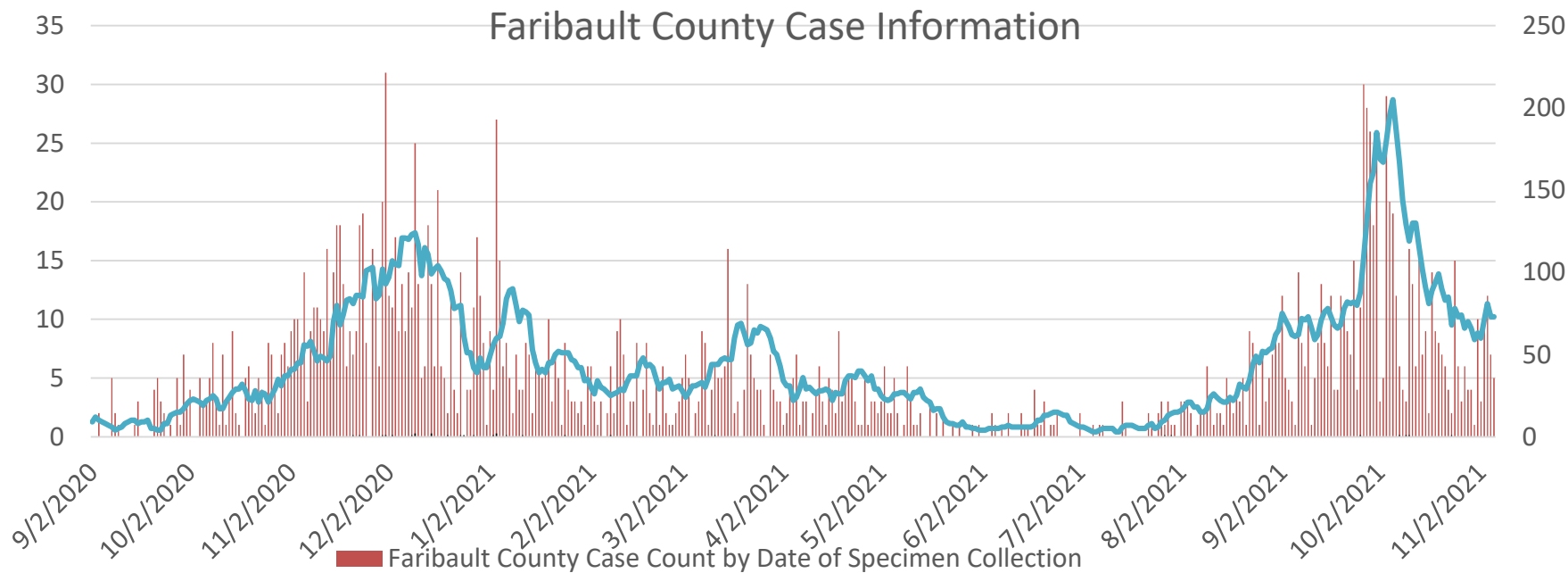


This quarter 45 children received routine immunizations through our immunization program. 160 adults received a COVID-19 vaccination from our agency.

Tuberculosis Case Management



This quarter we received no new referrals for latent Tuberculosis case management services. There was 1 active case requiring contact investigation. This active case unfortunately passed away.

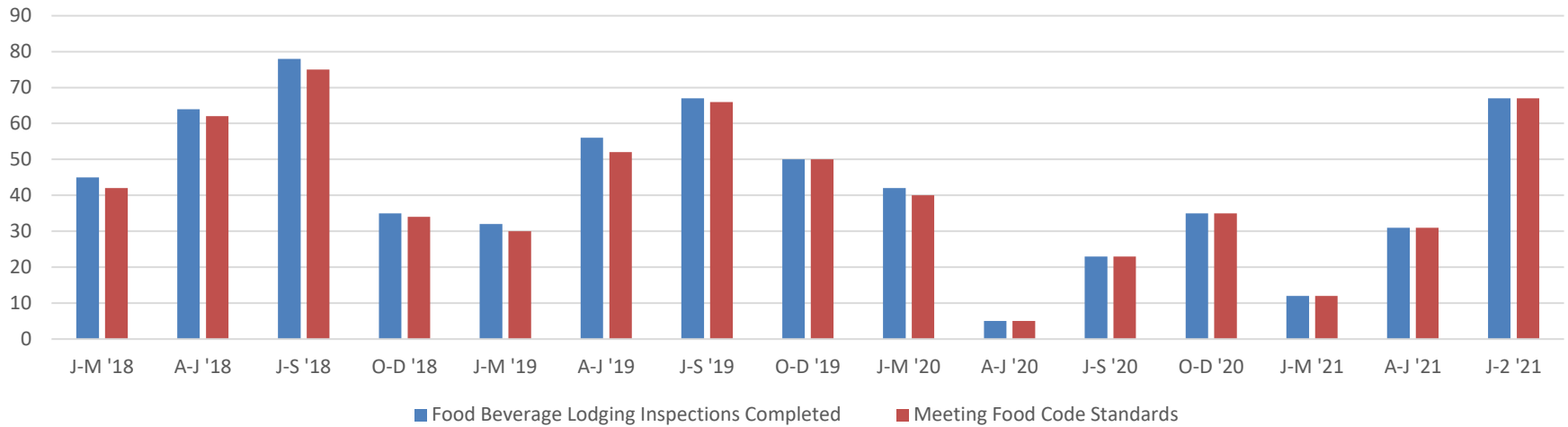


- In Faribault County we started the quarter with 1,555 on 7/1/21 and ended the quarter with 1,897 cases on 9/30/21.
- In Martin County we started the quarter with a total of 2,349 cases on 7/1/21 and ended the quarter at 2,810 cases on 9/30/21.

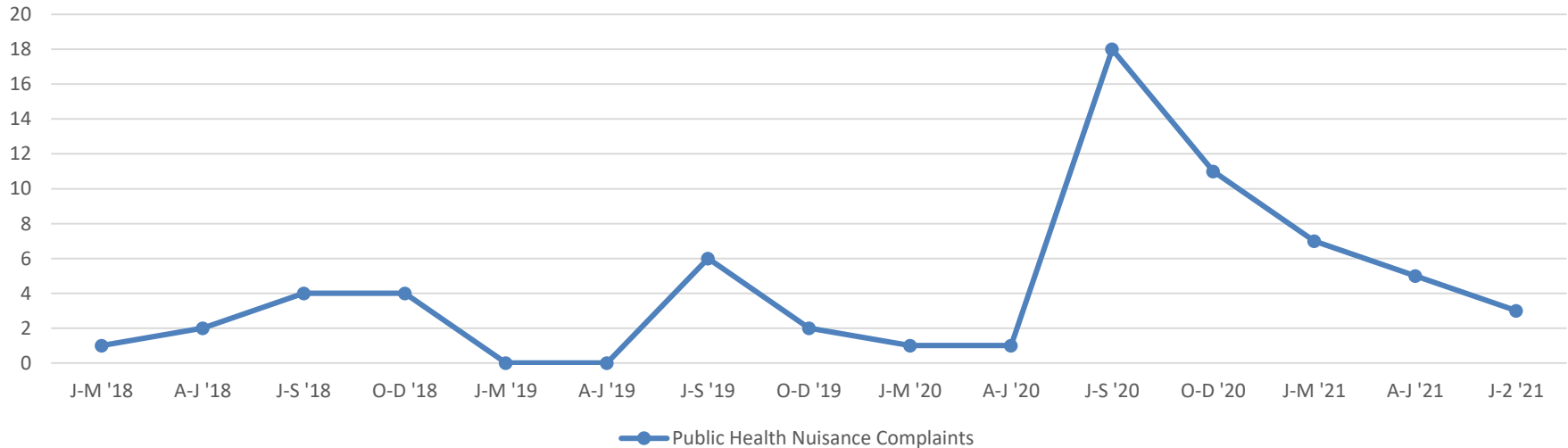


- This past quarter our agency continued offering COVID-19 vaccines, began offering booster doses and with a surge in cases in September, trained and began offering rapid COVID-19 testing in both counties to support our local health care providers. Our staff began offering testing on demand as well as scheduled testing clinic dates. With the rapid testing, we are able to provide results same day, often within 30 minutes of running the test. The testing is a molecular COVID test with over 95% accuracy.

Food Beverage Lodging Inspections Completed



Public Health Nuisance Complaints



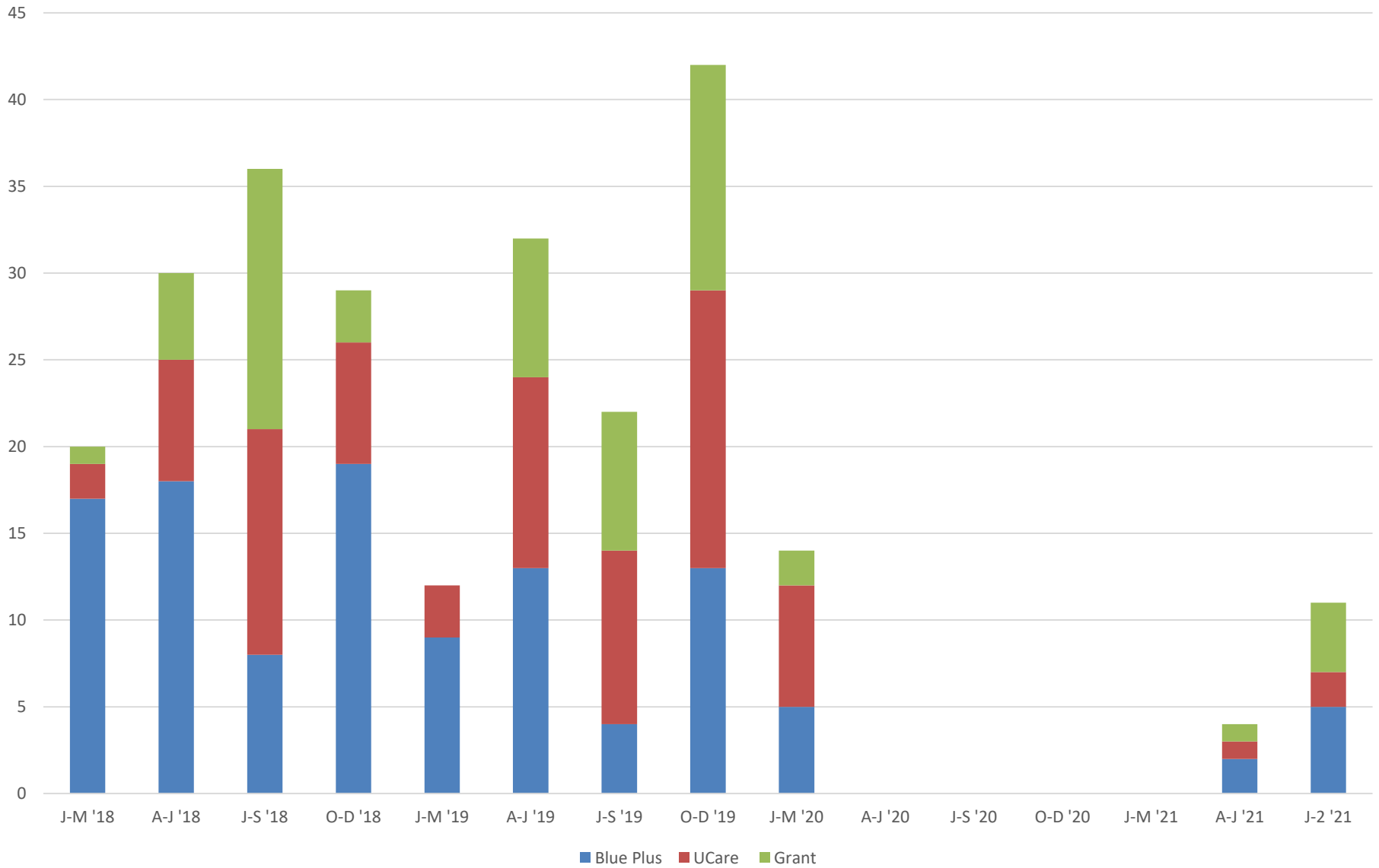
- Our Sanitarian completed 67 inspections in food, beverage, lodging and pool establishments this quarter. Of those, one (1) required a follow-up inspection. Seven (7) plan reviews were completed for establishments looking to make modifications to their building, or for new establishments.
- We received three (3) public health nuisance complaints this quarter for rat complaint, mold, rental and housing condition issues.

Statewide Health Improvement Partnership

- Martin Co Food Partnership partnered with Heaven's Table on a "take it, make it" project which has been very successful.
- USC Schools reached out to SHIP staff to conduct social emotional learning (SEL) training + mental health & well-being training for staff; SHIP Coordinator conducted training and is working with school on implementation of SEL strategies throughout the school day. USC is also part of a growing resilience pilot grant through Stronger Together, they have completed their action items focusing on staff well-being.
- GHEC Schools completed planting of fruit trees and established raised garden beds for produce which will be used in school food service.
- Truman Active Living conducted a Bike Rodeo utilizing the Bike Fleet owned by FMW SHIP. It was a major success, teaching three grade levels Walk, Bike, Fun! And Bike Rodeo skills.
- Blue Earth Active Living is seeing 10 years of work come to fruition with the paving of the sidewalk from Blue Ridge Apartment complex to the city center. This will allow safer commuting by apartment residents to school, the grocery store, and generally, to main street and the rest of town. This is part of the Complete Streets and Safe Routes to School Infrastructure grants the city was awarded several years ago.



Car Seat Distribution

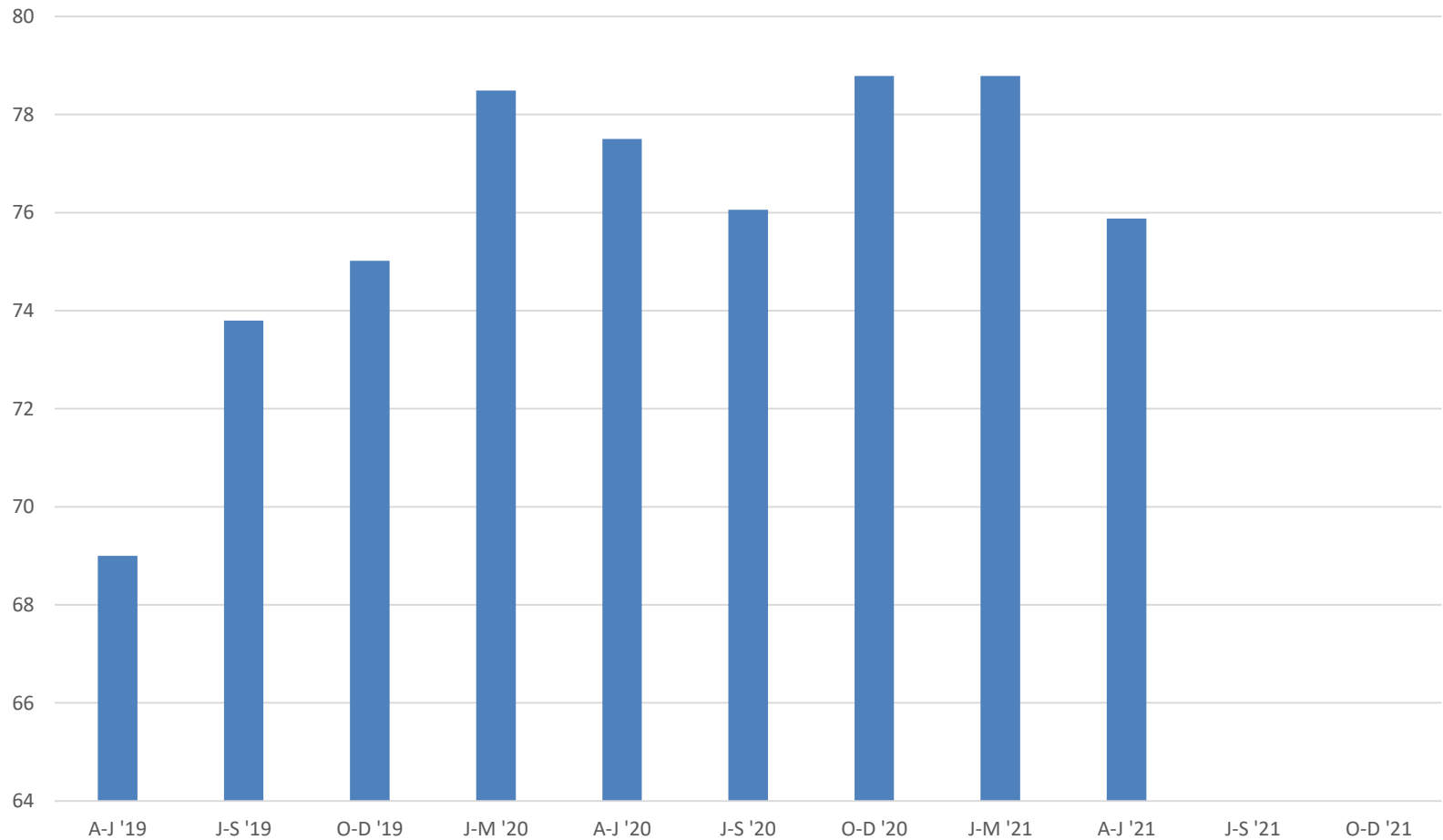


- This quarter we distributed 11 car seats to families. We held four (4) car seat class during the quarter.

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.



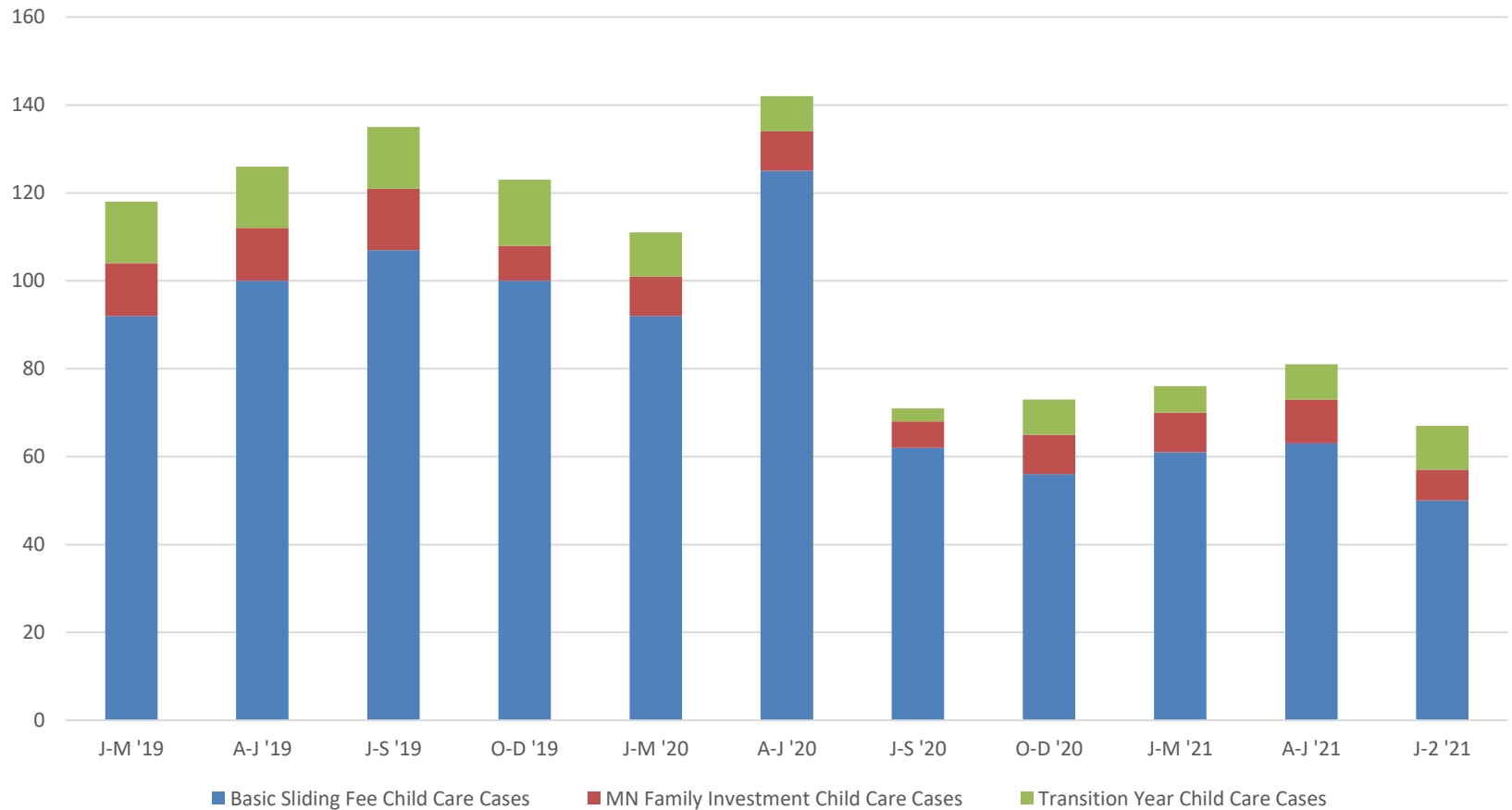
- Information reported in the April-June 2021 Quarter is for October-December 2020. That is the most current information available.
- Success Story: Faribault County participant – mother of one child – enrolled in MFIP in 2021. She had utilized Social Security benefits from 2004-2020 when she was determined to regain her health and end these benefits. While enrolled in MFIP, she found a full-time job and was able to go off of the program in May as she was earning too much money to qualify. Her starting wage was \$17/hr and earns more when she gets overtime. She really loves her job and has gained a lot of knowledge since starting there.



Success Story

Faribault County Participant, age 24 mother of one child applied for MFIP in October of 2020. In April of 2021 she accepted a full time position in the healthcare field. Her starting wage was \$14 an hour but often earns overtime. At the time of her case participation she was not required to cooperate with Employment Services, but she was motivated and did anyway. She has learned a great deal in her position and really enjoys working there. She is doing so well that her MFIP case closed in September of 2021. Client is currently only receiving Food Support and Medical Assistance.

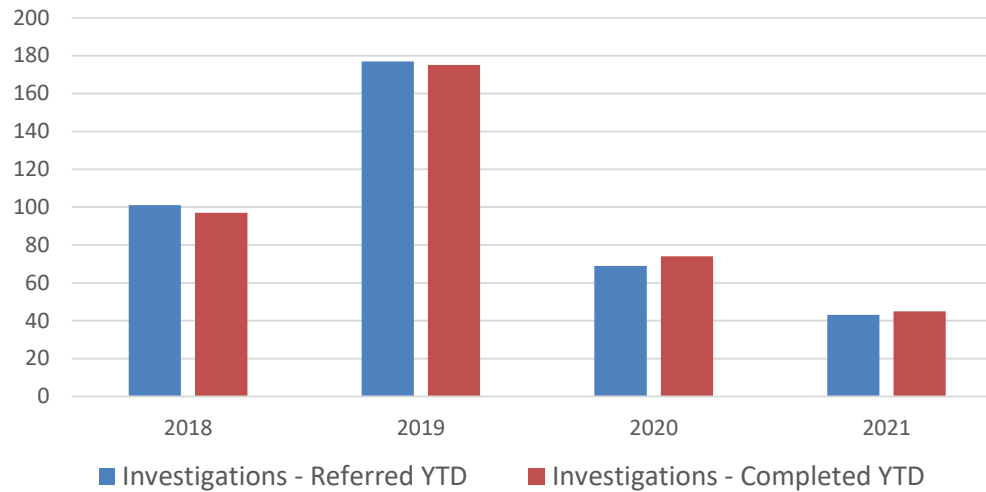
Child Care



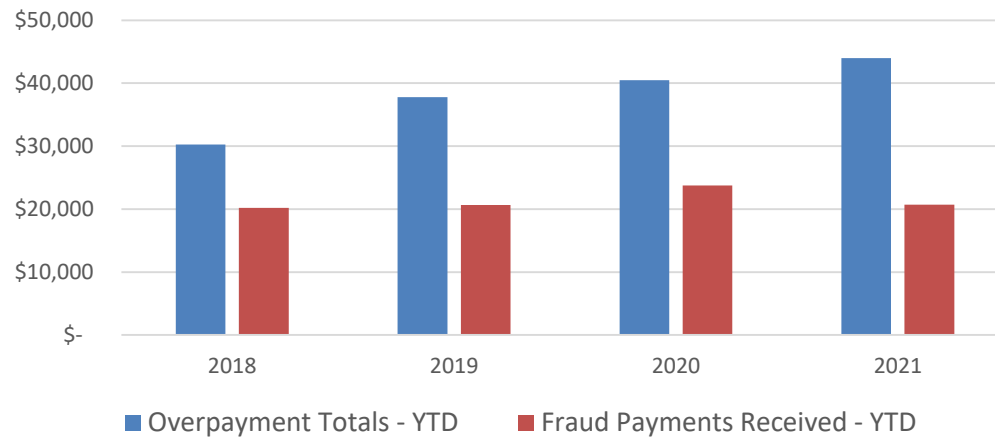
Through September 2021, \$155,391 has been spent for child care assistance.

- For the period July-September 2021, 13 participants were referred to SNAP Employment and Training. Three (3) or 23% enrolled. The statewide average enrollment is 8%. One (1) participant is currently enrolled in unsubsidized employment.
- The Minnesota Family Investment Program/Diversional Work Program received 77 applications during this quarter and had 87 participants.
- The percent of expedited Supplemental Nutrition Assistance Program (SNAP) applications processed within one business day for the period May-June 2021 ranged from 42% to 90%. All but one month were within the standard range of 55%-83%.
- For the same time period May-July, the percent of SNAP applications processed timely was at 100% and cash assistance applications processed timely was at 100%.
- Two (2) Minnesota Supplemental Aid applications were received and all were processed within a 30-day timeframe.
- Five (5) Housing Support applications were received and all were processed within a 30-day timeframe.
- In total, 167 SNAP, cash assistance and health care applications were processed in Faribault County and 254 in Martin County. An additional 36 METS cases were processed in Faribault County and 65 in Martin County.

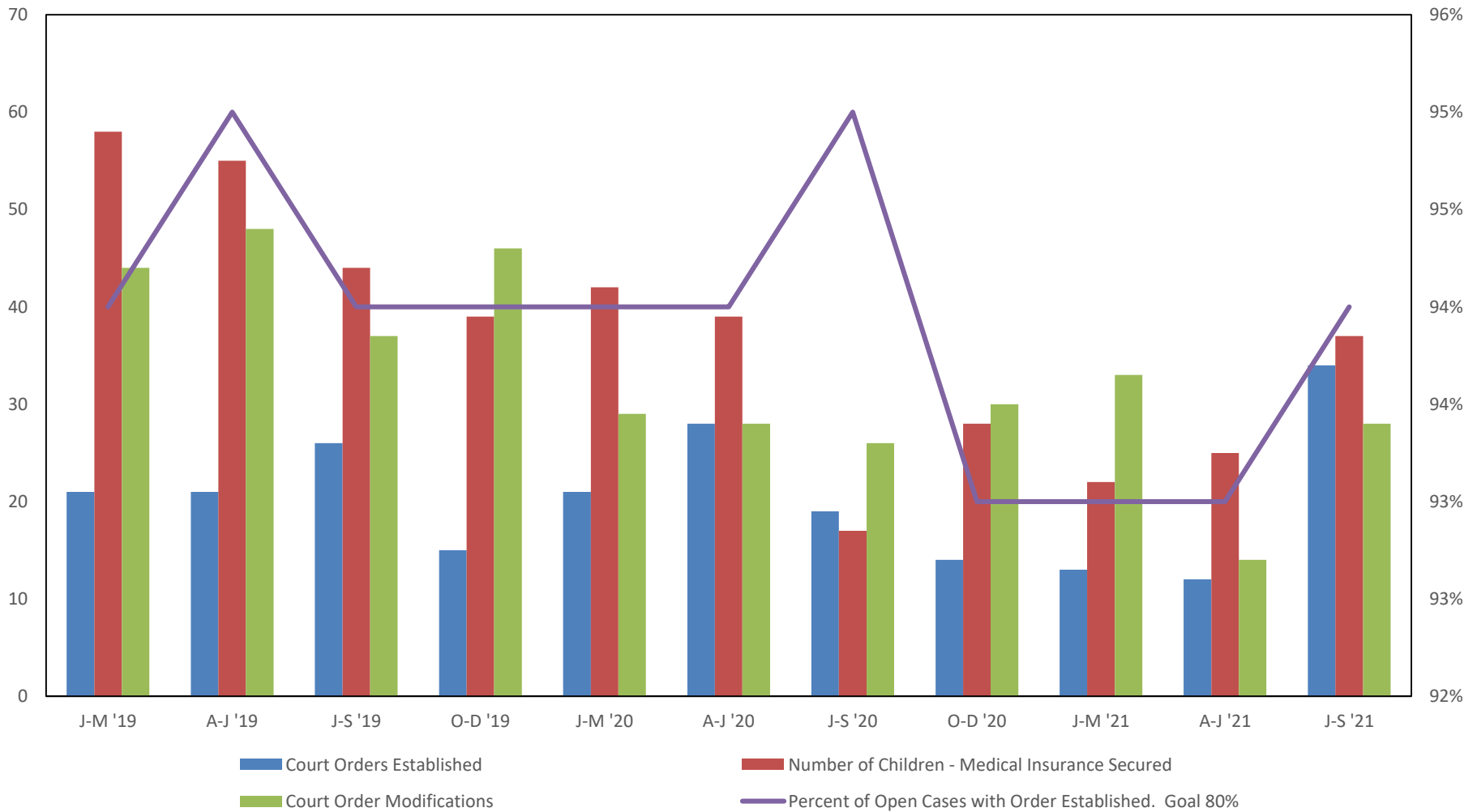
Fraud Investigations Year to Date



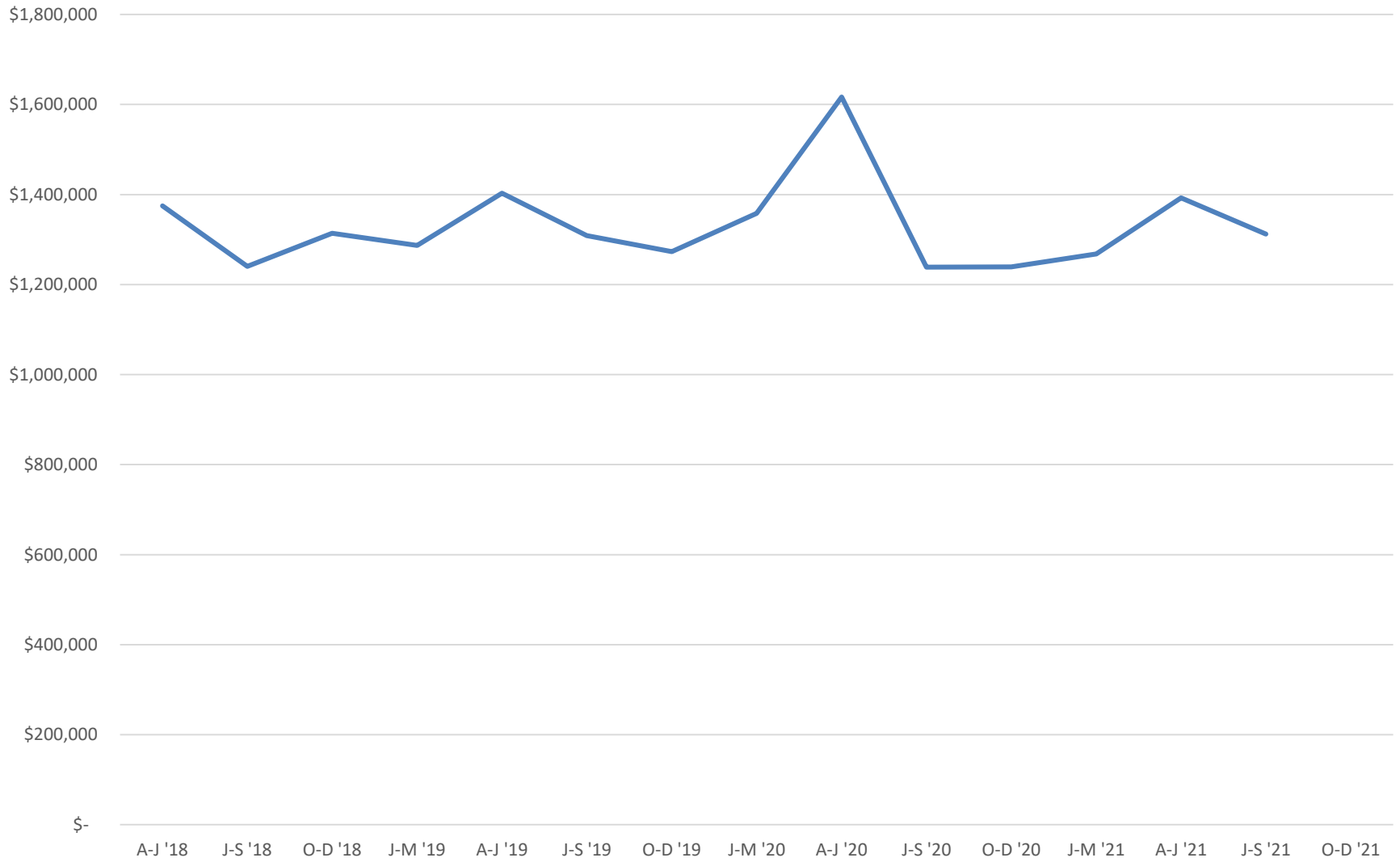
Fraud Overpayments/Payments Received Year to Date



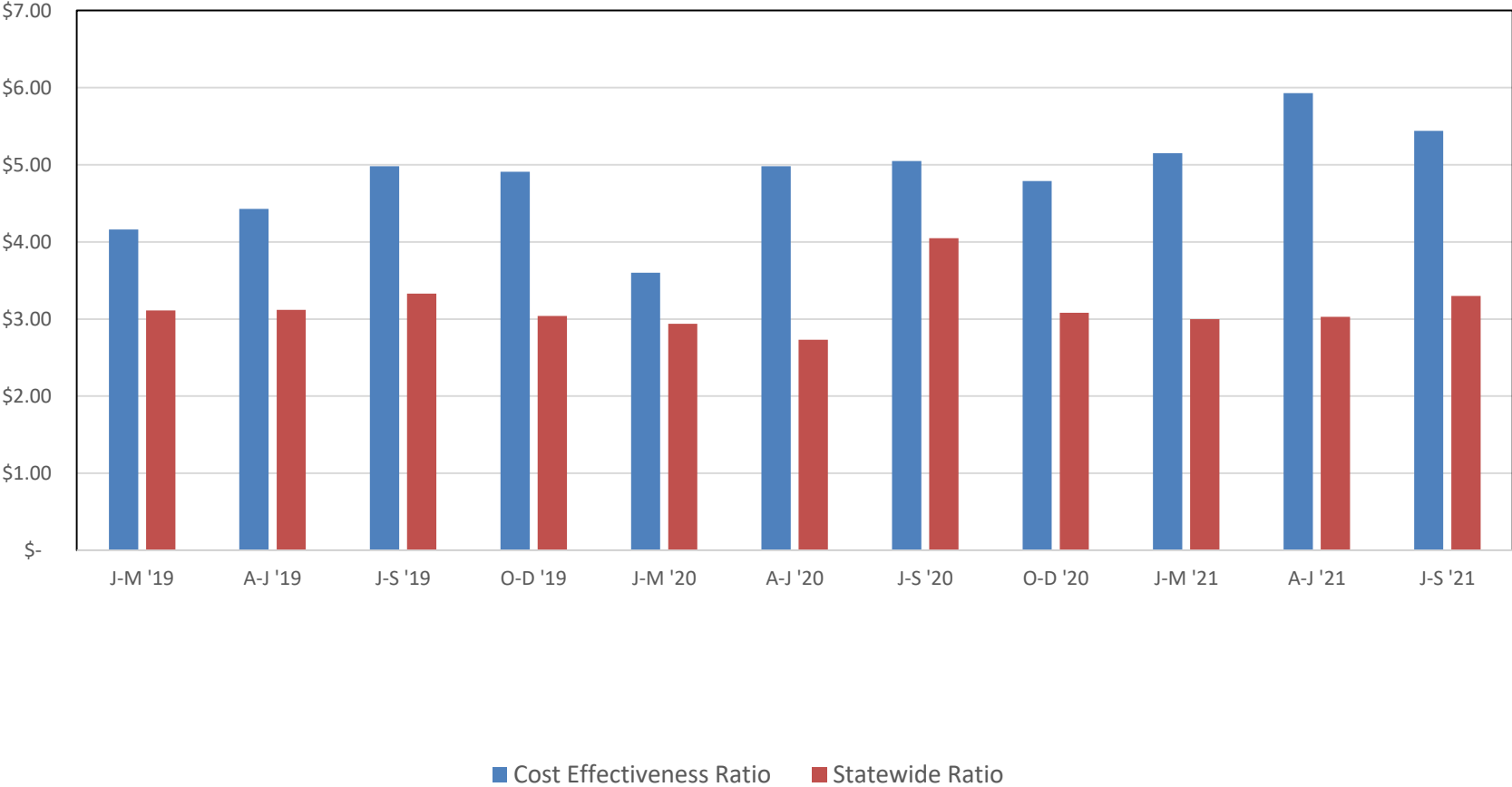
Child Support Court Orders



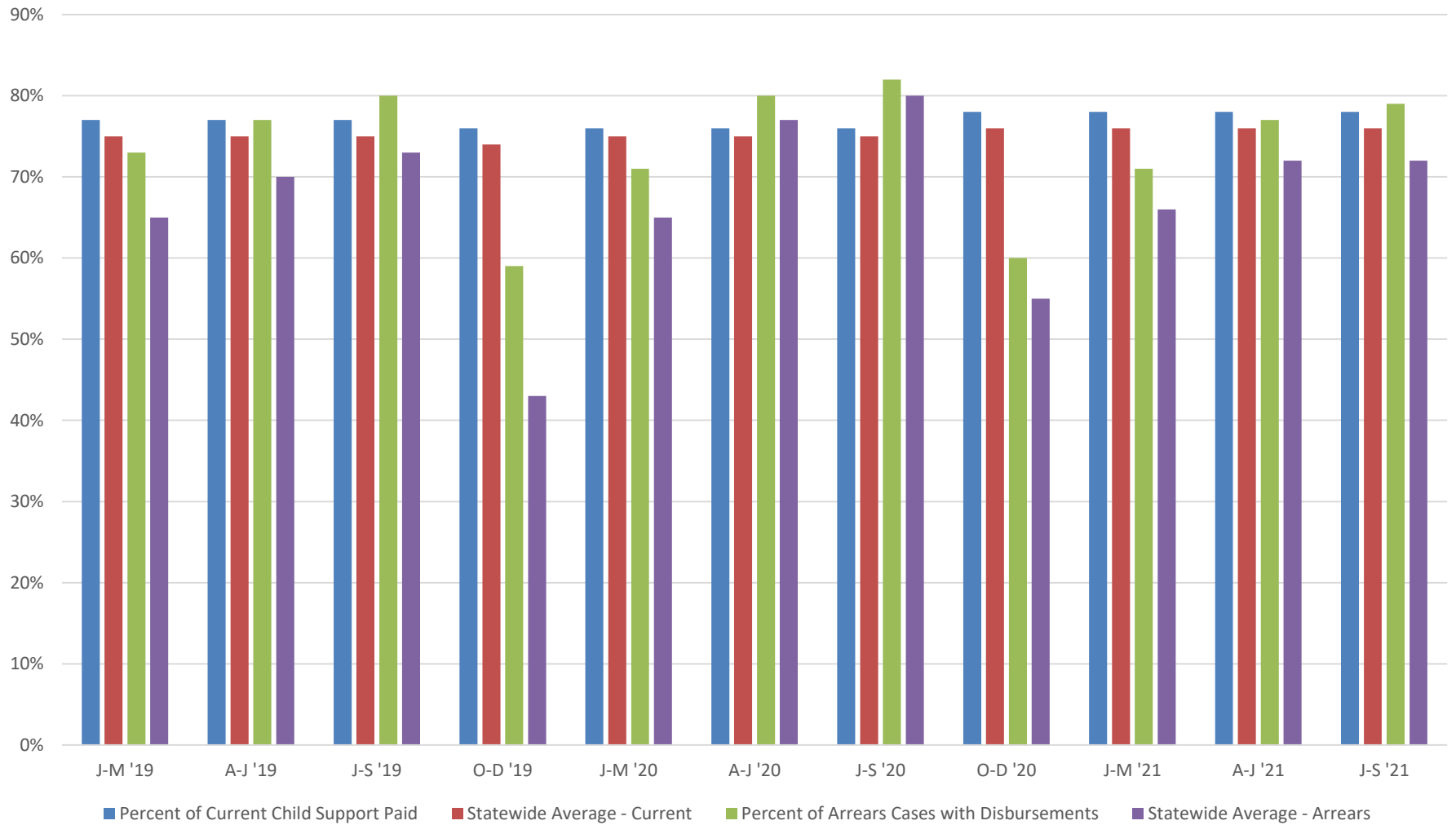
Child Support Collections



Child Support Cost Effectiveness Ratio



Child Support Current/Arrears



Child Support Success Stories

- A custodial parent forgave \$3600 in back child support as the Non-Custodial parent had been paying really well and had been involved in the children's life which had been very helpful to her. The kids were in foster care previously and when our interactions started with the Non-Custodial parent he had a hardened heart, he was a job hopper, and we had trouble getting him served. The Non-Custodial parent lives in Minneapolis and the Custodial Parent lives in Mankato.
- As the result of defaulting on a contempt we were able to get verification that a Non-Custodial parent was getting Social Security benefits. Once the Non-Custodial parent was confronted with the receipt of a lump sum retroactive benefit, he paid the default balance of \$3400 to avoid court action and we are now getting monthly payments through income withholding.
- A Non-custodial parent who only owed back child support, as his current child support was stopped, contacted us to let us know that after a very long wait he was finally proved for Veterans benefits in the amount of \$4000 per month which would now allow him to move out of a poor living situation. As he was telling his worker this information it brought tears to his eyes over the thought of getting out of this environment. He called to make arrangements to pay an additional \$500 per month so he could get his balance paid off quicker as we were only getting \$100 per month from Social Security benefits. He also stated he is thinking of moving back to Minnesota so he can develop a relationship with his daughter and grandchild.

County Burial



- During the quarter, Faribault County had four (4) burials; one (1) traditional. Cost of \$11,841.
- During the quarter, Martin County had six (6) burials; all cremations. Cost of \$18,363.
- Year to date for 24 total burials is \$76,448.

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

Community Health

- Surge of COVID-19 cases.
- Planning for booster vaccinations and 5-11 year old vaccinations.
- Staff transitions – working to create a staffing plan that can sustain ongoing pandemic response needs
- MN Choices 2.0 rollout with DHS – lots of issues.

Behavioral Health

CMH Success Story: Since moving to her current foster home in June of 2021, one 16-year-old youth has done exceptionally well. She has lost 54 pounds and reports no longer hearing voices or self-harming. She is now part of the Anime club, goes to a church group each week, and has made several friends at school. She also has been able to have friends sleep over and have pizza parties. She was able to go to her first homecoming dance at school and was so excited to get dressed up for it. Her confidence has increased from not only the weight loss but the support and guidance she receives from the foster parents. Her grades have also gone up in school and she has been able to keep up with all her homework which is something that she has always struggled with. Hygiene is something that she has also struggled with and that is no longer an issue as foster parents provide a high level of support and prompting in this area and have been able to help her gain independence.

Behavioral Health

- We continue with the trend of high-acuity clients. Children's Mental Health (CMH) caseloads are very high and we are looking forward to our new CMH case manager/In-Home Parent Educator starting. Adult Mental Health caseloads are smaller but have had higher needs. We had a large number of prepetition screenings this quarter and worked to prepare for one staff person's maternity leave.
- CMH staff have also been working hard to become trained in and prepared to implement the FFPSA placement process with **Qualified Residential Treatment Program (QRTP)**. The Families First Prevention Services Act (FFPSA) requirements were effective September 30th.
- CMH Challenges: Staff have spent large amounts of time and encountered challenges in locating placements, as well as facing the lack of staff for families who qualify for services like personal care attendant. These families then go without due to shortages in providers. Another challenge is the kids who are sent home from school for 2 weeks due to needing to quarantine with COVID exposures but there is no distance learning option this year. Families have found this challenging as the online programming is not there to support the kids, so they miss a lot of academic time. Not that the schools are not trying; there just seems to be a gap without the online availability this year.

Behavioral Health

“As is true with many things, COVID has had significant impact, for good (it is there if we look for it) and for ill (much easier to see if we look for it), in the lives of our clients and their families, our communities, and our staff and their families. Already problematic and challenging situations were made worse. Internal and external resources were, and are, stretched thin across the board. A post-COVID environment seems to be an ever-elusive target. Staff have adapted and re-adapted, re-grouped, re-imagined and repeatedly demonstrated amazing resilience and creativity in meeting client needs as well as in seeking to ensure their own elevated needs are addressed in healthy and adaptive ways. Collaboration with other community agencies and stakeholders has increased and improved in many cases; necessity being the mother of invention and re-invention. While many particulars may have changed in the who, what, where, when and how we all go about identifying and meeting the needs of clients and their families, staff, the community and ourselves, the why(s) have not changed. In fact, the reasons we remain in the helping fields have deepened and strengthened. Compassion, empathy, genuine care for others, and willingness to act on these remain the motivations and are really the only motivations sufficient to meet the ever-changing needs we face. In my book this is a great success.”

Rich Odom, Chemical Dependency Assessor

Collaboration between Social Services and Behavioral Health

- The Children's Mental Health (CMH) client placed in Indiana moved to a corporate foster care home in Mankato.
- Another client with significant mental health issues and developmental disabilities (DD) case management moved to an appropriate REM home after months and months of CMH and DD working together to find placement.

Income Maintenance

- Income Maintenance and Child Support began preliminary work on our CaseWorks Project. All Staff were able to attend the Kickoff meeting and see a demonstration of the project. During this period we also set up our Quality Assurance Team which will work with CaseWorks to develop our business processes and identify which Agency forms will transition into CaseWorks.
- With the waivers coming to an end for our family cash cases, workers had to develop a process to make sure all MFIP clients were in compliance with MFIP Requirements. One of the things we did to ensure this was to set up multiple MFIP orientations for clients who had never attended MFIP Orientation due to the public health emergency. The Family Unit reached out to all of the clients who had not met this requirement and scheduled Zoom meetings so clients could attend virtually. For the few people who were not able to attend virtually, we did offer a hybrid option. Faribault County had 39 people who needed to attend and Martin County had 51 participants. Between August and September all the participants were scheduled and most attended, with very few ending up in sanction. In September we also started to have an influx of new applications along with having to process HRF's (Household Report Forms) for the first time since March of 2020. Staff did an amazing job overcoming all of these obstacles and getting the job done.

Social Services

- Showcasing a child protection case manager. Chuck Schwandt
- **What do I like most about my position?**
I absolutely love meeting with families. It is always exciting when clients are doing well, but I more so enjoy being a support to others when they feel they have none.
- **Moving towards a caseload with you in the role of Recovery Specialist how do you see your work benefitting more families in need?**
My hope is to support our families from inside the family unit. Working in the homes, providing discussions that lead to change *prior* to clients obtaining secondary (referral) services.



- **Adding a “human element” to our quarterly meetings do you have a unique story to share? (success or heartbreak)**

For me I typically focus on the failures more than the successes. This might sound morbid, but it's not. For me, it's very important to *learn* from the failures; they are not necessarily our own, but regardless of the reason, they are learning opportunities.

One of the biggest ways I have seen this impact myself and the client's I work with is simply in establishing rapport. Simply asking a family or client how you can best work with them or providing permission for them to give you feedback. “If there's anything specifically I can do for you please let me know” or “I appreciate your feedback, it lets me know if I'm helping you or not”. I think these types of statements show both that you as a worker care and also develop rapport.

- **This time next year what would you like to see in both Faribault and Martin Counties? (What do you want to see improved.)**

There are a lot of ways I could answer this question, but I will stick to tangibles:

Reduced time between cases being open and clients *successfully* completing residential treatment. Providing in-home resources (meditation books, workbooks) to clients with addiction. Working through these materials, including reading meditations with clients and exploring the meaning and how they relate.

Completing a facilitated peer evaluation. This is something I am very familiar with from the treatment world. Essentially you have couples identify strengths and weakness of one another and share this with one another in a safe environment. If a client does not have a significant other or they are unwilling to participate a strengths and weakness evaluation could fulfill this role. While CP does do something similar to this, I believe it is crucial that our workers are discussing strengths and needs specifically with clients, not just completing the case plan without discussing this specifically with the clients prior.