

**Access to Health & Human Services Workgroup of the
CJCC Early Intervention & Prevention Committee
April 5, 2022 at 1:00 p.m. via Zoom**

Present: Andy Kranz, Chris Meyer, Rachel Stoll, Amy Sixty, Katie Schild, Trish Chandler, Kalene Engel, Naomi Morris, Dave Glithero, Erik Sievers, Anne Vandeberg, Karen Sanness, Justin Green, Marie Kovecsi

Minutes by: Kalene Engel

Introductions: Persons present introduced themselves and their role.

Review of Workplan: Members discussed the workplan and provided updates.

- **Presentations:** Naomi will be giving a presentation as part of WRAP+ on April 12th on the Combined Application Form. Loice Odoul will be presenting on MNSURE on the same day. Naomi offered that the other supervisors at HHS would probably be willing to give presentations on their programs. Rachel will inquire at the next Navigator Network Meeting as to what other program areas on which the Navigators would like a presentation.
- **Other Education:** Maureen Holte provided Chris with a link to HHS Trainings, so she planned to review the trainings to determine whether any would be appropriate for this workgroup. Naomi stated that her staff uses Trainlink, but that a user must have an X number and do security training and have a business purpose for using the trainings. Some of the material is WebEx; some is recorded. Karen stated that county employees and contracted providers can get access to Trainlink, so it is not limited to just county employees. Amy noted that SEMCIL also uses Trainlink
- **Organization Chart:** See below.
- **Survey:** See below.
- **Website:** The county website was revamped around 6-8 months ago with updated program information and links to the DHS website. Karen would love to have a portal where people could apply for programming which would streamline all applications. Naomi noted that the <https://mnbenefits.mn.gov/> was rolled out a few months ago and is much simpler and easier to use. Rachel added that MN Benefits portal allows you apply via phone.

Approve Minutes from 2/1/22 Meeting: Minutes approved by consensus.

HHS Organizational Chart: Naomi Morris worked with the other HHS Supervisors and Director to create an organization chart showing the different programs that are supervised/administered by the five supervisors. Naomi reviewed the chart, noting that it did not include a 6th supervisory position (currently vacant) which would serve the programs that she is currently supervising. Many thanks to the folks who put this chart together.

Access to HHS Survey: A lot of work was put into the survey by the people who first created it and then by the members of the Navigator Network who took the survey in March. The survey results are not quite ready for display. For the preliminary results, it seems like everyone is clamoring for more training and how to better access the resources. Chris believes great progress can be made going forward once some actionable items are created.

Next Steps:

- Homework for all will be to review the county website and come prepared to discuss suggestions for improvement.
- Review survey results

Next Meetings: Workgroup meetings will occur on the 1st Tuesday of the month at noon. The next meeting is May 3, 2022 at noon.

Adjournment: Meeting adjourned at 12:38 p.m.

Winona County Sequential Intercept Map
Strategic Plan (updated 4/5/22)

Goal: Improve access to county health and human services programs and services.		Intercept: -1	Reports to: HHS Advisory Committee; CJCC EIP
Objectives	Actions	Who	When
Expand knowledge of existing HHS structure & services (gain familiarity)	<ul style="list-style-type: none"> Presentation(s)/overviews on programs administered by HHS 	Naomi/Loice Rachel	April 12 – WRAP+ Presentation on CAF and MNSURE Ask NN folks if they'd like other presentations and, if so, on what
	<ul style="list-style-type: none"> Organization/structure chart for HHS, including programs that fall under each supervisor? 	HHS Supervisors	Presented 4/5/22
	<ul style="list-style-type: none"> Review statutes re: mandated services 		
Expand knowledge of how HHS services are communicated to the public by HHS	<ul style="list-style-type: none"> Review HHS website & Facebook page 	Workgroup	Review independently; come prepared to discuss for May Mtg
	<ul style="list-style-type: none"> Visit to HHS offices to review publicly accessible information/documents 		
	<ul style="list-style-type: none"> Receive presentation on outreach efforts by HHS to other organizations 		
	<ul style="list-style-type: none"> Access training modules on different HHS Programs 	Chris M/Naomi	May 2022; report on advisability of using Trainlink for info
Expand knowledge of how services are accessed by the public	<ul style="list-style-type: none"> Staff explanation of how services are accessed 		
	<ul style="list-style-type: none"> Written policies or other documentation (flowcharts/workflow analysis) on access 		
	<ul style="list-style-type: none"> Walkthrough using sample case/fact situation 		

Identify bottlenecks or gaps in access	<ul style="list-style-type: none"> • Walkthrough using sample case/fact situation (above) 		
	<ul style="list-style-type: none"> • Survey/focus groups/interviews of individuals who have attempted accessing system for themselves or family 		
	<ul style="list-style-type: none"> • Survey/focus groups/interviews of “navigators” who have attempted accessing system on behalf of/with others 	Navigator Network	Complete Mar. 22 Action plan May 22
	<ul style="list-style-type: none"> • Survey/focus groups/interviews of employees working in HHS with direct contact with consumers & their supervisors 	Put on hold til after NN survey	
Identify strategies for improving access (could be combined with above objective)	<ul style="list-style-type: none"> • Research on what other jurisdictions have done to address gaps 		
	<ul style="list-style-type: none"> • Survey/focus groups/interviews of individuals who have attempted accessing system for themselves or family 		
	<ul style="list-style-type: none"> • Survey/focus groups/interviews of “navigators” who have attempted accessing system on behalf of/with others 		
	<ul style="list-style-type: none"> • Survey/focus groups/interviews of employees working in HHS with direct contact with consumers & their supervisors 		
Evaluate strategies for improving access	<ul style="list-style-type: none"> • Identify the persons affected by the suggestion & include them in the discussion 		
	<ul style="list-style-type: none"> • Identify cost of proposed strategy 		
	<ul style="list-style-type: none"> • Weigh pros/cons of strategy 		

ORGANIZATIONAL STRUCTURE WINONA COUNTY HEALTH & HUMAN SERVICES DEPARTMENT

