

## SENIOR LEADERSHIP TEAM

**Date of Meeting:** Monday, February 6, 2007

**Minutes Prepared By:** Kimberly Hunter, Administrative Assistant Human Services

### 1. Purpose of Meeting

- Welcome, Introductions, Opening Statements
- Multi-Service Center Concept
- County Policy Committee Update
- Disaster Planning & Business Continuity Planning
- Technology Updates and Information
- Advisory Councils and Managers' Role
- Team / Committee Updates

### 2. Attendance at Meeting

| <i>Name</i>              | <i>Name</i>            | <i>Name</i>                  |
|--------------------------|------------------------|------------------------------|
| Dr. Jerry Anderson – CYS | C. Bruce Funk – HSD    | Pat Neiderer – CYS           |
| Dr. Judith Bassett – HSD | Sharon Greeley – MH-MR | Charles Noll – Commissioners |
| Wayne Bear – YDC         | Cliff Hafer – CYS      | Susan Noya – MH-MR           |
| Dianna Benaknin – AAA    | Deb Haldeman – CYS     | Chuck Snyder – AAA           |
| Anne Christian - YDC     | Susan Harvey – MH-MR   | Lori Stephenson – MH-MR      |
| Barbara Eubanks – CYS    | Teri Hollway – CYS     | Michael Wagner – AAA         |
| Karen Euculano – MH-MR   | Kendra Kakos – MH-MR   | Steve Warren – MH-MR/D&A/HC  |
| Liz Frey – MH-MR         | Beth Kehler - AAA      | Jane Whitsel – HSD           |
| Carrie Ann Frolio – CYS  | Jessica Mockabee – HSD | Ellie Williams - CYS         |

### 3. Meeting Notes, Decisions, Issues

- 1) Welcome, Introductions and Opening Statements – Dr. Bassett
  - Dr. Bassett spoke briefly to the purpose of the Senior Leadership Team and what role she hopes the team will play in moving the Human Services Division forward.
- 2) Multi-Service Center Concept – Steve Warren
  - Over the last few years the County has implemented three (3) steps of development: construction of the Judicial Center, renovation of the Court House to become the Administration Center, and the final step, the renovation of the Government Center. The County is ready to move

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forward with the last step.

- The Government Center will become the York County Human Services Building. Area Agency on Aging and Veterans Affairs would relocate to the Government Center.
- The Government Center, in its current state, is probably the least consumer friendly building.
- The Human Services Division Directors have come up with a concept that would relocate the division to a more staff and consumer friendly location. The new location would need to be centrally located to Routes 30 & 83 and also a bus route.
- All satellite offices would be moved to the new location.
- An initial review has been conducted by the Commissioners and Chuck Noll.
- Updates will be given as they develop.

#### 3) County Policy Committee and Update of County Policies – Jane Whitsel

- Jane explained the process that a new or revised policy must follow before the Commissioners make it County policy.
- Copies of the most recent County policies were distributed. The policies are as follows: Fraternalization, Employment of Relatives and Solicitation.
- If anyone has an idea for a County policy please feel free to contact your Director.

#### 4) Disaster Planning and Business Continuity Planning – Dr. Bassett and Bruce Funk

- The most recent strain of Avian Flu (H5N1) has been detected in England on a turkey farm.
- A disaster such as the Pandemic Flu would put added demands on Human Services staff and services.
- ECRIN / GIS
  - Evacuating County Residents In Need is being developed to aid evacuation workers in the event of a county emergency.
  - The use of GIS (Geographic Information System) will be integrated into the ECRIN system.
  - A workgroup, comprised of County staff, local providers and agencies, has been formed to develop a plan. This plan will identify those county residents considered as having ‘special needs’ in the event of an evacuation.
  - The Human Services Department is taking the lead in assuring that resources and protocols are in place if and when an emergency happens.

#### 5) Technological Updates and Information – Bruce Funk

- Translation Software
  - Currently working with Information Systems to acquire “translation software.” IS has identified two, which will be downloaded onto computers located on the second floor of the Government Center.
  - Human Services Division staff will test the software with documents used on a daily basis by their programs.
  - If one is chosen the feasibility of the software will be determined.
- Human Services Division Website

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- The Human Services Division is linked from the County website.
- Currently each program must go through the Information Systems Department to make any changes. The goal is for each program to have access to their own website, which will enable them to create and make changes as they occur.
- A meeting with Human Services, Information Systems and Penn State York will be held to address any issues in managing the website.

#### 6) Advisory Councils and Managers' Role – Dr. Bassett

- Advisory Councils
  - Judith reviewed the two (2) organizational handouts.
  - A Task Force was formed to restructure the Human Services Advisory Council and the Children and Youth Advisory Council.
  - The restructured Councils were presented to the Board of Commissioners and subsequently approved by the Commissioners in December 2006.
  - A training process will be developed for new council members.
  - The following sub-committees have been formed:
    - ◀ Family Group Decision Making Team
    - ◀ Foster Parent Association
    - ◀ Parent Advisory Forum
    - ◀ Children's Roundtable (President Judge Renn and Judge Snyder)
    - ◀ Area Agency on Aging Advisory Council and MH-MR/D&A Advisory Board will stay as they are.
    - ◀ The new 'by-laws' will be forwarded to all present.

#### 7) Team / Committee Updates

- Fiscal and Administrative Team: Cliff Hafer and Chuck Snyder – Co-Chairs
  - This team meets the 4<sup>th</sup> Wednesday of each month 8:30am to 10:00am in the 1<sup>st</sup> floor conference room of the Government Center.
  - The goal of this team is to reduce redundancies, develop an integrated approach to fiscal and administrative operations of AAA, CYS, MH/MR, D&A, HealthChoices, VA, HSD, and YDC.
- Contract Monitoring & Management Team: Jessica Mockabee and Karen Euculano, Co-Chairs
  - This team meets quarterly the 2<sup>nd</sup> Thursday from 9:30am to 11:00am in the 1<sup>st</sup> floor conference room of the Government Center.
  - The goal of this team is to develop a uniform and standardized team approach to the current contract management and monitoring process.
- Knowledge and Data Management Team: Bruce Funk and Susan Noya, Co-Chairs
  - This team meets the 2<sup>nd</sup> Thursday of each month from 2:30pm to 3:30pm in the HSD Conference Room, 4<sup>th</sup> floor of the Government Center.
  - This team will be exploring the opportunity for linkage of data cross systems for the purpose of collecting and analyzing data for decision making and outcome based reporting.
- Customer and Market Focus Team: Barbara Eubanks and Tiffany Kleiser, Co-Chairs

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- This team meets the 4<sup>th</sup> Thursday of each month at 9:00am in the 3<sup>rd</sup> floor (window) conference room.
- The goal of this team is to establish and implement customer service standards when receiving, documenting, tracking, and resolving grievances and complaints.
- ECRIN Team: Robert Medina and Bruce Funk, Co-Chairs
  - This team will meet on a monthly basis at various locations throughout the County.
  - The primary objective of this team is to develop a strategic evacuation plan to identify and assist 'special needs' residents of York County during an emergency.
- Systems of Care Team: Wayne Bear and LaurieAnn Spagnola (Director CHOY), Co-Chairs
  - This team will meet on the 3<sup>rd</sup> Thursday of each month, 8:00am to 10:00am, at various locations throughout the County.
  - This team will use an integrated approach to identify duplication of services within County departments, gaps in services and identify additional and improved methods of providing services.
- Transitional Ages / Stages Team: Patricia Colbey and Katrina Weedon, Co-Chairs
  - This team will meet the last Thursday of each month from 10:00am to 11:30am in the 3<sup>rd</sup> floor conference room of the Government Center.
  - The team's main focus will be to create a linkage of services for youth throughout the county, while assisting them in successfully transitioning from adolescence to adulthood.
- Children's Case Review Team: Dr. Anderson and Steve Warren, Co-Chairs
  - This team will meet the last Monday of each month from 10:30am to 12:00Noon in the 1<sup>st</sup> floor conference room of the Government Center.
  - The team main objective is to look at particular cases that been considered 'difficult' for a variety of reasons and determine how best to serve these clients and prevent them from 'falling through the cracks.'
- Quality Committee: Carrie Ann Frolio and Michelle Hovis, Co-Chairs
  - This team will meet the last Monday of each month from 9:00am to 10:00am in the 3<sup>rd</sup> floor window room of the Government Center.
  - The objective of this team is to improve communication among MH-MR, CYS, HealthChoices, and JPO in regards to provider relations and develop a mechanism to track quality concerns with contracted providers.
- Strategic Planning Steering Committee: TBD
- Process Management Team: TBD
- Human Resource Focus Team: TBD
  - *Employee Reward & Recognition Committee:* This committee is in the planning stages and at the direction of Charles Noll, Administrator – Chief Clerk. This Committee will look at various ways to acknowledge county employees for all their dedication and hard work to the residents of York County. There will be a separate committee in Human Services that will link to the County's Committee.
  - *Wellness Committee:* Chuck Noll reported that the Human Resources Department, is working on launching an employee wellness program this year. The main objective of this

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team will be to help county employees achieve personal wellness, which in turn will benefit the County and employees with lower employee health costs. There will be a separate Human Services Wellness Team that will link with the County Wellness Committee.

**Other Business**

- Charles Noll, County Administrator and Chief Clerk, applauded the group for all of their hardwork and dedication to the County and it's citizens.
- The next Quality Management session on Wednesday, March 7, 2007 in the AAA Conference Room.

**4. Action Items**

| <i>Action</i> | <i>Assigned to</i> | <i>Due Date</i> | <i>Status</i> |
|---------------|--------------------|-----------------|---------------|
|               |                    |                 |               |

**5. Next Meeting**

|                     |   |              |                          |                  |                                   |
|---------------------|---|--------------|--------------------------|------------------|-----------------------------------|
| <i>Target Date:</i> | <u><b>Tuesday, March 6, 2007</b></u>  | <i>Time:</i> | <u><b>10:00 a.m.</b></u> | <i>Location:</i> | <u><b>AAA Conference Room</b></u> |
| <i>Objectives:</i>  | <ul style="list-style-type: none"> <li>• More Team Building Activities</li> </ul> |              |                          |                  |                                   |