

Human Services Council Meeting
Monday, May 21, 2007

MEMBER NAME		MEMBER NAME	
Kevin H. Bell, Chairman	Present	Michael Kwon	Excused
Colonel Marion Barnwell	Present	Herk Latimer	Excused
Richard P. Berger	Present	Molly C. Lynch	Excused
Robert L. Faherty	Present	Laura I. McDowall	Excused
Donna J. Fleming	Excused	Stephanie Mensh	Excused
Baba Freeman	Present	John Niemiec	Excused
Robert Gaudian	Present	Dr. Virginia P. Norton	Excused
Richard Gonzalez	Excused	J. Jay Volkert	Present
Tom Grodek	Present	Marnie Wightman	Excused
Bill Kogler	Excused	Henry Wulf	Present

Staff:	
Verdia L. Haywood, Deputy County Executive	Present
Ken Disselkoen, Department of Systems Management for Human Services	Present
Chip Gertzog, Department of Systems Management for Human Services	Present
Ken Garnes, Department of Administration for Human Services	Present
Ron McDevitt, Department of Administration for Human Services	Present
Sarah Shangraw, Department of Systems Management for Human Services	Present
Marie Custode, Department of Systems Management for Human Services	Present

Other Attendees: Janet Hubbell, Jerry Kieffer, Marijke Hannam

Call to order 7:30 - 7:40 PM

Kevin Bell called the meeting to order at 7:40 PM.

Presentation and Discussion Items

***Discussion of FY 2008 Adopted Budget and a Look to FY 2009 -
Verdia Haywood & Ron McDevitt***

7:40 – 8:10 PM

Verdia Haywood and Ron McDevitt presented the attached summaries entitled “Highlights: FY 2008 Adopted Budget Plan”, “Big Picture Human Service System Items Impacting FY 2009 and Beyond”, and “Budget Guidelines for Fiscal Year 2009”.

For FY 2008, the Board approved the Human Services Program recommendations from the County Executive. The Board did not approve the requested \$13 million in funding for the Child Care Assistance and Referral Program as recommended by the Council. However the Board directed staff not to disenroll children from the program. The issue will be revisited in carryover and may use end of year surpluses. TANF surpluses from state may become available because expenditures have been less than expected. These funds could possibly be reallocated to childcare. The Board recommended a public private partnership for Job Hut. The Board took no action on the Council’s

other recommendations; however an existing position may be utilized to manage the Homeless Management Information System. State actions benefited Human Services in mental health, mental retardation, substance abuse, and senior services. Additional funds for CSA may be necessary to cover newly mandated mental health services. Additional funding requirements may be necessary to implement the recommendations of the Implementation Committee for the Plan to Prevent and End Homelessness (The adopted charter, general work plan, and roster were distributed).

For FY 2009, the Long Term Care System will continue to be developed in partnership with non-profit partners. Zoning enforcement to stabilize neighborhoods will continue. Domestic Violence Programs will be reorganized for more efficiency, quality and leverage capability. The Budget Guidelines document discusses preliminary guidelines for FY 2009 plus recommendations for the items not acted upon.

Questions & Comments

1. Kevin Bell – The Implementation Committee is scheduled to present to the Board on September 17th and will be briefing the Council in August or early September.
2. Tom Grodek – Is this typical in terms of how much was gained through Council recommendations? *This and next year are not typical because of budget restrictions due to real estate assessments.*
3. Henry Wulf – Am I correct in that the CCAR funding will not be in the base next year? *That is correct. The current revenue forecast is worsening. The first quarter may not necessarily be indicative of entire year, but it is possible. FY 2009 will be even worse and likely to bottom out.*

Council Work Session on Indicators and Outcomes – Verdia Haywood, Chip Gertzog, Sarah Shangraw & Marie Custode

8:10 – 9:30 PM

Verdia Haywood briefed the Council on his presentation entitled “Building a High Performing Organization: A Shift to a Strategic and Systems Environment”. He identified the ongoing challenge of evaluating in a meaningful way public and private sector outcomes for the community in building a high performance organization.

Chip Gertzog, Marie Custode and Sarah Shangraw delivered the presentation entitled “The Balanced Scorecard Approach”. In addition to all Human Service Departments developing their own Balanced Scorecard (BSC), the Human Services System and each Countywide Initiative will have their own BSC as well.

Questions & Comments

1. Henry Wulf – It is a challenge to bring in state, federal and non-governmental partners into the strategic planning process. *Verdia Haywood responded that CCFAC and non-profits want to be a part of this effort because it is in their strategic interest, but intergovernmental dependency needs more attention.*
2. Tom Grodek – A major component of models used in engineering incorporate the use of feedback loops which are not readily apparent in the BSC Approach. *Although not explicitly illustrated, feedback is regularly gathered through the monitoring of measures on the BSC,*

which inform about performance and prompt adjustment to strategies and initiatives to achieve objectives.

3. Bob Gaudian – Will the BSC be a part of the budget process each year so that you can look at an organization and see the results in their budget presentation? *At this stage, the BSC is not intended to replace the current performance measures in the budget. However, there is likely to be overlap between the measures and it is possible that eventually the BSC could be integrated into the budget process.*
4. Bob Gaudian – Success stories should be included and shared in this process.
5. Tom Grodek – Will this create new metrics? Will this represent a new workload for staff and how will it be handled? *While there may be some new metrics, it is not estimated to be a burden on staff. Many performance measures are already being gathered and there are positions in place already doing the kind of work that is necessary to develop the BSC.*

***HSC Twentieth Anniversary and Upgraded Web Site -
Kevin Bell & Chip Gertzog***

9:30 – 9:45 PM

When the Council was established, it was tasked with communication and being an advisory group to the Board of Supervisors. In effort to reach others outside of meetings, a HSC website would open an avenue to communicate how the Council has helped to transform a highly ineffective delivery system to a highly effective productive leverage system that has impacted the most vulnerable in our community. We need to fulfill our obligation to educate and inform by providing links to our work as well as key county information in an efficient and modern way. The website can provide access to our Budget Statements, Issue Statements, educational resources, and Human Services delivery systems and outcomes. The website could become a central focus point for other Human Service groups and those not regularly connected with the work of the Council.

The goal is to reengineer the website for the 20th anniversary in 2008, which is quite timely with the convergence of BSC development. Bob Faherty was asked to head up a workgroup effort to redesign what the website should look like. A brief email to the group was requested to get it up and running by next June.

Other Business

9:45 – 9:50 PM

The Board was not pleased about the closure notification of Western Fairfax Ministries. A letter to the Board from the Consolidated Community Funding Advisory Committee (CCFAC) was distributed to the Council. Currently, 4-5 non profits are in a deficit situation.

Approval of minutes from March 21, 2007 meeting was moved by Wulf and approved.

Adjournment 9:50 PM