

Human Services Council Meeting
Monday, July 16, 2007
Government Center, Conference Rooms 2 & 3

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

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	Excused
Ken Garnes, Department of Administration for Human Services	Present
Ron McDevitt, Department of Administration for Human Services	Present
Marie Custode, Department of Systems Management for Human Services	Present
Deborah Gutierrez, Department of Systems Management for Human Services	Present
Michelle Gregory, Department of Systems Management for Human Services	Present

Other Attendees: Pat Franckewitz, Janet Hubbell, Marijke Hannam

Call to order 7:30 - 7:40 PM

Kevin Bell called the meeting to order at 7:35 PM. Mr. Bell introduced a newly appointed member of the Human Services Council, John Byers. John Byers comes to the HSC with a long history of experience in public service and most recently served as a Fairfax County Planning Commissioner for 21 years.

Presentation and Discussion Items 7:40 – 8:30 PM

Review and Discussion of Human Services System-wide Strategic Planning Steering Committee Concept Notes and Draft Work Plan – Verdia Haywood and Ken Disselkoen.

To introduce the discussion item regarding the human services system-wide strategic planning process, Mr. Bell reviewed some key points. He noted that the process would include some appointed members of the Human Services Council as well as other key representatives and a report would be due after the budget review process next year. The strategic planning process should be transparent and well publicized and the resulting report will be vetted with the broader community. He also acknowledged that while a few members of the Council will serve on a committee to guide

the process, the full Council will receive regular updates. He asked the Council to remain open minded as they listened to Deputy County Executive Haywood's presentation to follow.

Verdia Haywood discussed the Balanced Scorecard (BSC) and referred to the presentation the Council received at the May meeting regarding this topic. The BSC would be one of the key elements supporting the overall strategic planning process and the strategic planning process would be a means to manage efforts better countywide. This is an opportunity for broad-based thinking to allow cross-agencies and system-wide planning. Mr. Haywood noted that while this is a new way of looking at a system-wide planning effort, it is not a new concept. He referenced the Performance Budget, recent work in the area of prevention, and the health safety net as similar efforts and stated that the establishment of the Human Services Council was based on the need for this type broad based thinking.

Tasked with figuring out a way to implement the BSC, Mr. Haywood met with the Executive Committee of the Human Services Leadership Team (HSLT). They identified the benefits of partnering with the Council on this effort and that representatives from other Boards, Authorities, and Commissions needed to be involved as well. The work of our Boards, Authorities, and Commissions are needed to inform the process. The Beeman Commission was referenced as an example where work produced by the group permeates throughout human services.

The Strategic Planning Process would involve looking at the community and identifying strengths, weaknesses, opportunities, and threats to help develop a system-wide set of goals that are strategic in nature. Ultimately the process would lead to the development of a set of system-wide outcomes and measures. The first step is to put together a committee and then work on the process. When recommendations come forward the entire HSC would comment on them.

Kevin made a motion for adoption of the concepts presented in the draft Human Services System-wide Strategic Planning Committee work plan.

Questions and Answers

Before the motion passed several questions were asked of Deputy County Executive Verdia Haywood.

Robert Faherty: Describe what we mean by Balanced Scorecard?

Response: Verdia Haywood and Marie Custode referenced the power point presentation from the May 21 meeting and highlighted the four perspectives (financial/stewardship, customer, internal processes, and learning and growth) that are incorporated in a Balanced Scorecard (BSC). Verdia pointed out that the committee would be working on a strategic planning process and looking at all areas of improvement in specific strategic categories. The BSC introduces a strategic approach. We will be looking at human services systematically, eliminating constraints and assessing whether the old assumptions are relevant today.

In the future the BSC could be used to report on the state of human services on an annual basis, serve as a living document to report on the status of human services on-going, and to ensure programming and services are relevant on a continuous basis.

Stephanie Mensh: Will this be a tool for the Council and others to make decisions about program funding?

Response: It certainly should be used to inform those decision making processes better.

Baba Freeman: To what extent does the county still operate in silos?

Response: Changes have taken place. Versions of stovepipes still remain, yet over the past five or more years human services has systematically broken down barriers to communication and increased the amount of system-wide cross-agency work. Encouraged by leadership, the culture is beginning to change gradually. Activities like this will also help the culture to change.

Donna Flemming: If the BSC is successful each agency would have a BSC and those would all support the Human Services Council's BSC. It would be a tool to allow us to measure progress and review accomplishments.

Laura McDowall: Are we making a decision for all of human services? Are there other entities that need to weigh in on this?

Response: We are deciding on the Council's role in this effort. The Human Services Council is recommending the BSC approach for the human services system. All county agencies will have a BSC. It may persuade others to be involved.

Mr. Bell repeated the motion for adoption of the concepts presented in the draft work plan. Herk Latimer moved and Faherty seconded the motion. The motion passed with one abstention. John Byers abstained on the basis that he was not completely clear on the overall plan and how some of the terms in the overall plan were being defined.

Other Business 8:30 – 9:40 PM

o **Approval of Minutes from May 21, 2007**

Minutes from the May 21 meeting were approved.

o **Appointment of HSC Officers Nominating Committee**

Kevin Bell appointed Tom Grodek, Herk Latimer, and Bill Kogler to a nominating committee for the purpose of identifying nominees from the Human Services Council to serve as Chair and Vice-Chair to the Council. The nominating committee will report back to the Council at the August 20th meeting.

Adjournment 8:40 PM

Next meeting is scheduled for August 20, 2007.

Staff Support Information (also included on updated roster):

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