ADMINISTRATION AND HUMAN SERVICES
STANDING COMMITTEE MINUTES
Monday, September 17, 2018

The meeting of the Administration and Human Services Standing Committee was held on Monday, September 17, 2018, at 6:43 p.m., in the 5th Floor Conference Room of the Municipal Office Building. The following members were present: Commissioner Markley, Chairman; Commissioners Philbrook, Johnson, Bynum, and Kane. The following officials were also in attendance: Gordon Criswell and Joe Connor, Assistant County Administrators; Alan Howze, Chief Knowledge Officer; Casey Meyer and Jeffrey Conway, Assistant Council's, Patrick Waters, Senior Attorney; Kathleen VonAchen, Chief Financial Officer; Terry Brecheisen, Director of Public Health; Juliann Van Liew, Health Department; Crystal Sprague, Municipal Court Administrator; Ryan Lockamy, Community Corrections; Lynn Melton, Assistant to the Mayor; and Jay Doleshal, Sergeant-at-Arms.

Chairman Markley called the meeting to order. Roll call was taken and all members were present as shown above.

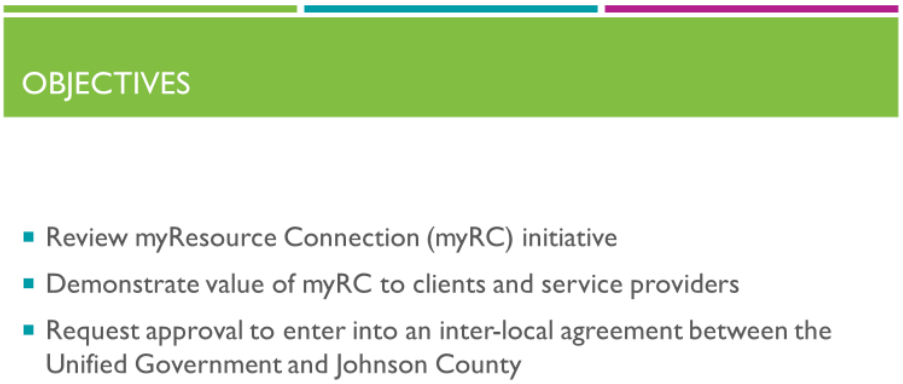
Chairman Markley said there are no standing committee minutes to approve since our July 23rd meeting was cancelled.

Committee Agenda:

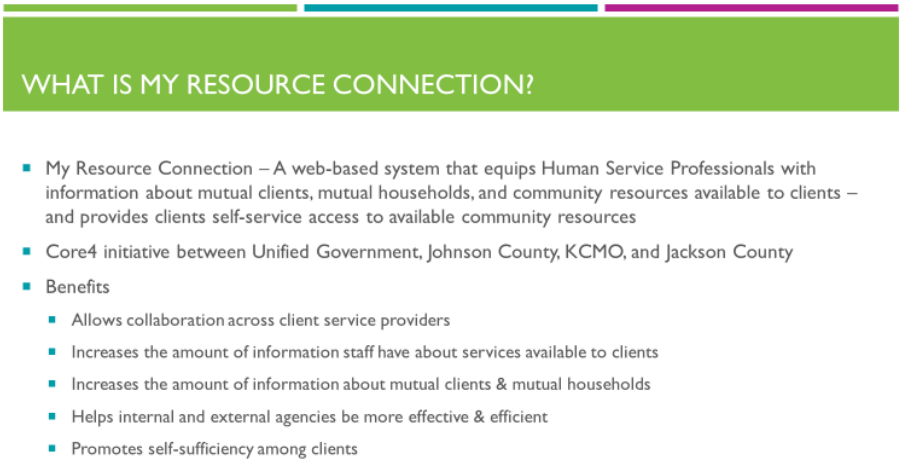
Item No. 1 – 18372… RESOLUTION: INTERLOCAL AGREEMENT WITH JOHNSON COUNTY, KS

Synopsis: A resolution authorizing approval of an interlocal agreement with Johnson County, KS, related to the use of My Resource Connection, an application developed by Johnson County for improving coordination among social service providers, submitted by Alan Howze, Chief Knowledge Officer; Casey Meyer, Assistant Counsel; Terry Brecheisen, Director of Public Health; and Crystal Sprague, Municipal Court Administrator. Funding is included in the budget.

Alan Howze, Chief Knowledge Officer, said the purpose here this evening is to talk about My Resource Connection and to request approval of an interlocal agreement that will allow us to enter into a contract with Johnson County. We will talk more about that. I'm joined by a number of folks up here this evening. To my right is Julianne Van Liew from the Health Department; Chris Schneweis from Johnson County, Casey Meyer from UG Legal. In the back we have Crystal Sprague and Ryan Lockamy and we have Randy Callstrom from Wyandot, Inc.



I will talk briefly about what My Resource Connection is, why we think it has significant value for the Unified Government and I will talk about the interlocal agreement between the Unified Government and Johnson County.



What is My Resource Connection? It's a web-based system, a computer software system that provides Human Service professionals with information about mutual clients, households, community resources that are available to clients, it has some self-service options to help clients identify where resources are.

I will point out this is a Core4 initiative. It has been—I think it first came before the Unified Government in 2010 and it's something that Johnson County, as I will talk about, has developed internally and has offered that and encouraged the use of that by Core4 members. This is the year we're really starting to see that kind of traction take off.

Commissioner Bynum said would you just tell the viewing public what is Core4? **Mr. Howze** said Core4 is essentially the four largest metro jurisdictions. It's the Unified Government, Johnson County, Kansas City, MO, and Jackson County. We meet periodically and have a convening where we will bring staff together and leadership and talk about what are some common challenges and common opportunities. From those conversations have emerged a number of different ways that we're collaborating together, and My Resource Connection is one of those, I think, from the early days.

I want to make a special note that Crystal Sprague and Ryan Lockamy have been through part of this journey since that time, since 2010, and have stayed with it and has stayed in contact with Johnson County and have already seen the value and continue to encourage our involvement. We appreciate their continued support on this.

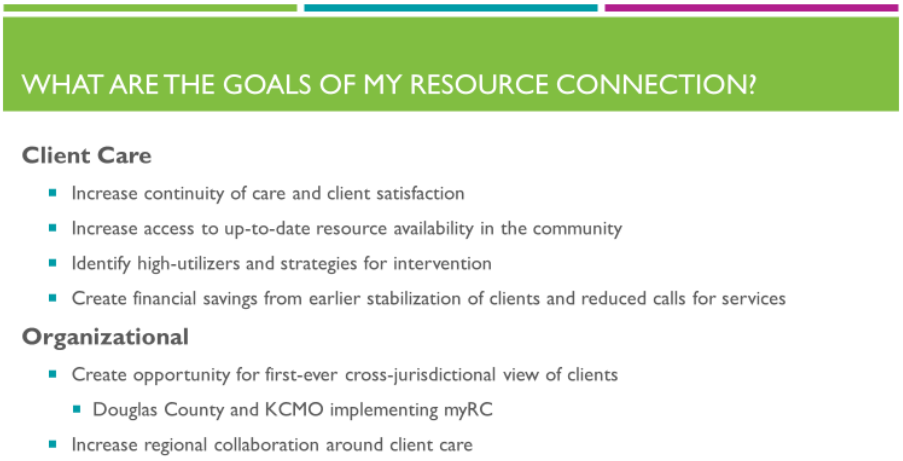
Mr. Howze said the benefits of My Resource Connection, again, collaboration is a big part of this as you will see as we go through the presentation. It increases the amount of information that staff has available about those services. It increases information about mutual clients and mutual households and helps our internal and external agencies more effectively serve residents. It also promotes some self-sufficiency among clients.

Juliann Van Liew, Health Department, said Human Service Delivery is difficult. That's the takeaway from this slide. There are several reasons why. Chief among them being our restricted funding. You'll notice also, we put up there high rates of uninsured. For example, Kansas has failure to expand Medicaid. In fact, a larger portion of all the folks in our county are calling EMS instead of accessing preventive services. We are facing these different challenges.

Another one of them that Chris is going to speak to later is the fact that Human Service Delivery is heavily regulated so of course HIPAA, and there are many other statutes that regulate what information we can pass between various Human Service Delivery providers.

Another being our narrow scope of job duties. Those in Corrections, for example, view Corrections as their job. It's reasonable, but it also means that we're not necessarily sharing information the best we could and in addition to that, folks haven't had the tools that they have needed to that sharing of information.

Lastly, one of the benefits of My Resource Connection that we will talk about is the availability of access to a server that will tell us what resources are available in the community at any given time. It's a challenge for Human Service Delivery providers because the availability of these services is always changing from year-to-year and even, for example, among housing resources from week-to-week.



Some of the goals of My Resource Connection kind of fall into two pots. In terms of client care we have the ability to increase continuity of care and client satisfaction. So, someone from say Wyandot, Inc., our largest mental health provider in the community, being able to look into a system and see if their client has entered the ER, for example, is really helpful in terms of that continuity of care.

We're able to look up resources in the community at real time. Something that I think about from the Health Department perspective, from a population health perspective, is our ability over time as we get more and more of our residents in this system to identify who our high utilizers are and start to think about strategies across the population for much earlier intervention.

From these interventions, eventually over time, we hope to be able to create financial savings as we stabilize our clients earlier and we reduce our calls for unnecessary services.

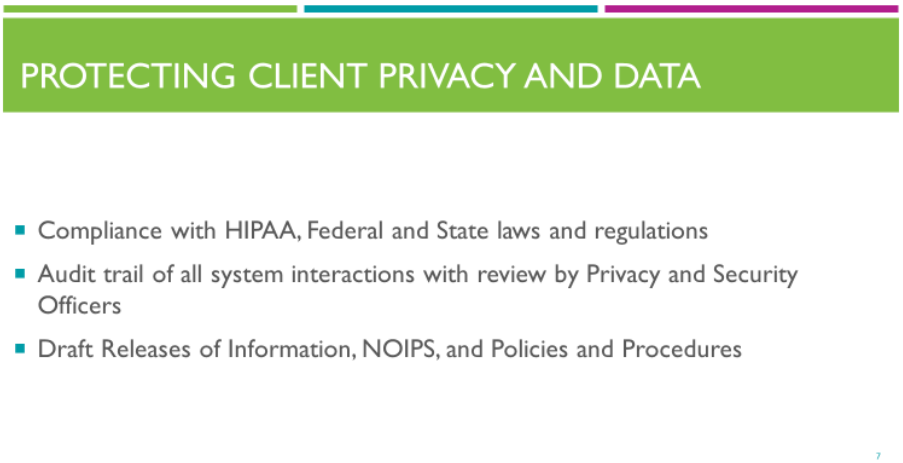
From an organizational perspective, as Alan mentioned, there is the opportunity for this first ever cross-jurisdictional view of clients. I think it's pretty common knowledge, but we share clients among our service providers between counties and across jurisdictions and being able to know how our clients are interfacing with their providers is really helpful as well.

Chris Schneweis, Johnson County, said the development of My Resource Connection, as Alan mentioned before, it's something that we developed in-house. It's not a vendor-purchased product. It was a challenge that was kind of put forth by our previous County Manager Hannes Zacharias when he asked if there was a way to move to one database that all of our Human Service Departments could work from and as I'm sure you probably can guess, that's pretty uncommon to have your Probation Department, your Mental Health Department, your Developmental Disabilities organization all using the same software. He asked what's the possibility of linking those databases so they can at least talk. He pretty much got laughed out of the room because everybody said there is no way that's possible, that's cost prohibitive, it would take too many resources. Then there were three guys in our DTI, Department of Technology & Innovation, specifically our AIMS Departments that do GIS work that said let us give you a proof of concept and that's kind of what got this ball rolling.

We've been doing this for over 10 years. The resources you keep hearing about, we have an MOU with United Way 211 and so any of the resources you're going to find in 211, you can find in My Resource Connection. They give us full access and it is not just for the Core4 region as Alan described. It's actually the nine surrounding metro counties that we get resource data from.

The other thing we did is we work with non-profits, hospitals, different organizations to eliminate the paper documents because everybody had a resource manual. The problem is you print that and three months after you print it, it's out of date because somebody has left, phone numbers have changed and so what we've done is updated that information into electronic data

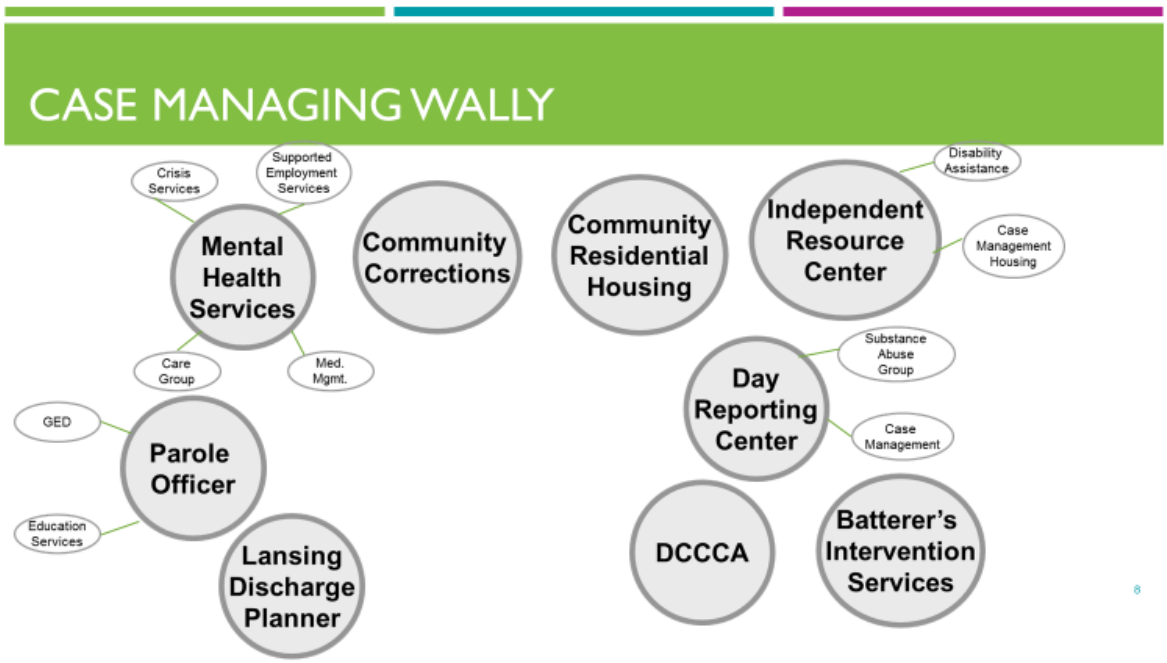
that either we maintain or that organization maintains. The future development as it's listed up here, we are currently hosting My Resource Connection right now for Douglas County, Kansas so Lawrence. We are hosting this for them. Our goal is to bring the Unified Government on board and then we're also right about the same spot with the city of Kansas City, MO to, again, provide more of that regional look.



I am also as well as being a Senior Management Analyst, I'm also the HIPAA and Healthcare Compliance Officer for Johnson County so I know way more about HIPAA than I ever wanted to know. Being involved in this project you start to understand all the different rules and regulations that apply to sharing client data, but I want to let you know that we have enlisted Spencer Fane Law Firm. They are our law firm that helps us with HIPAA and healthcare related issues. We have worked through every possible HIPAA 42 CFR Part 2, every other to find a way to appropriately and legally share client information where it's appropriate.

One of the other things that we provide to everybody is that this is the most heavily audited application in Johnson County government. When you think of our Mental Health Department, you think of our IDD services, our Public Health Department; we are audited more frequently than they are. Twice a month we have an audit that is completed of random sampling of users. There is an audit trail that's naturally kept for up to six years per HIPPA. We've updated releases of information, Notices of Privacy Practices, so that all of our departments are letting our clientele know how their information is being used.

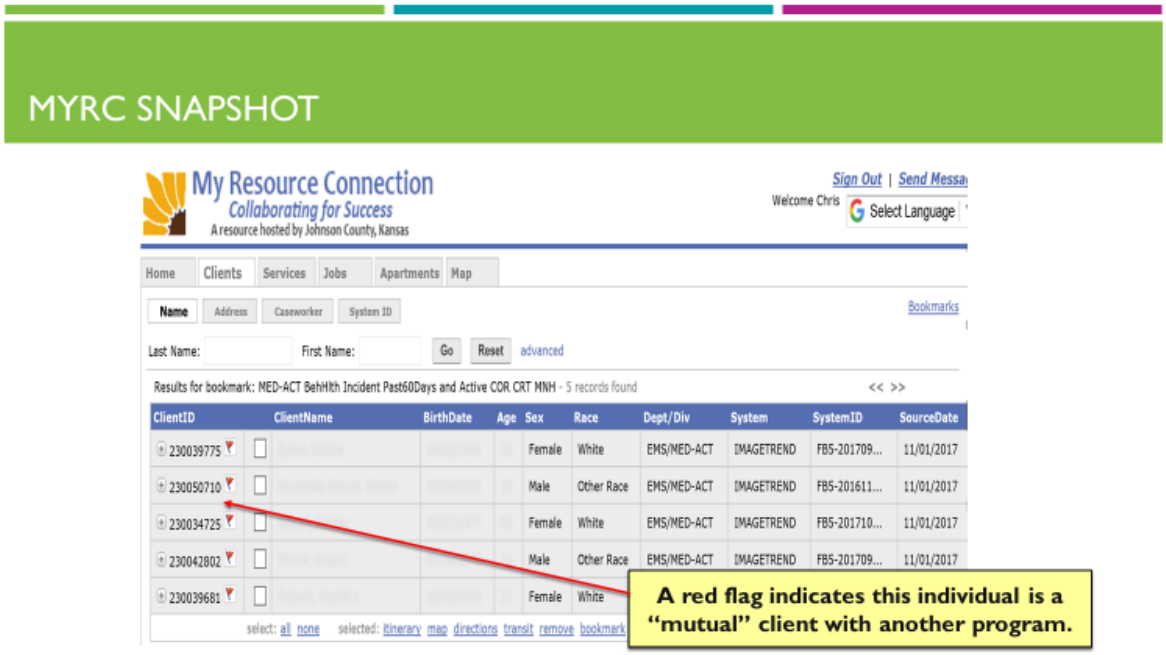
Commissioner Bynum said when we join in this interlocal agreement, then that audit helps us as well, is that right? **Mr. Schneweis** said that is correct.



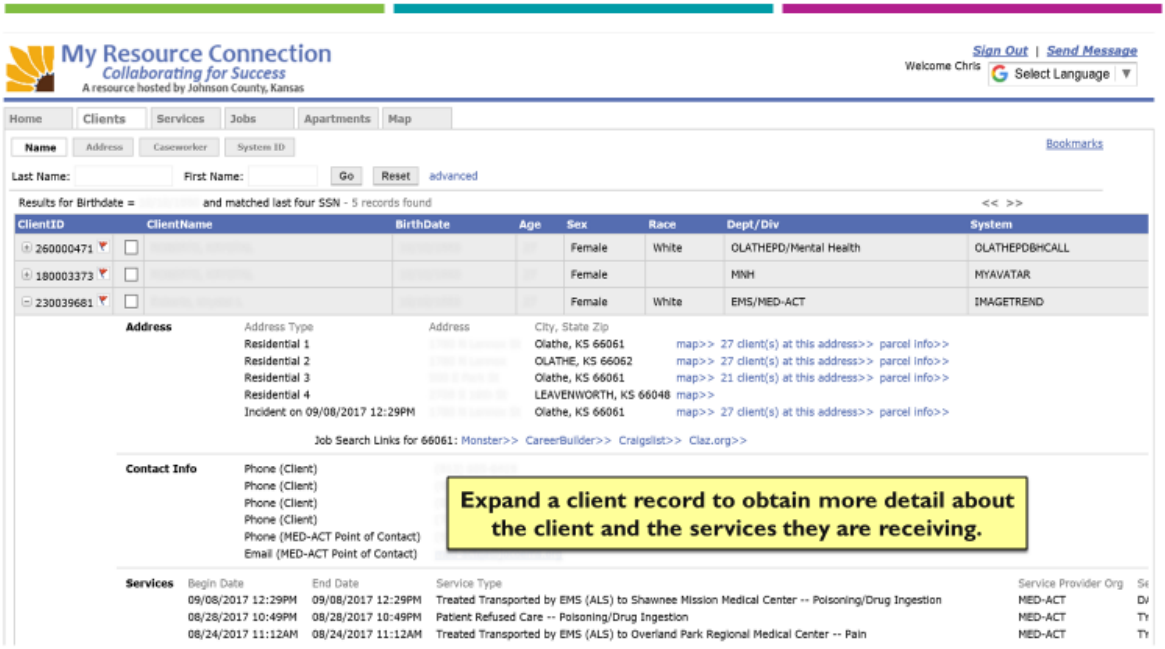
This was Hannes's favorite. I always include this. This was Hannes's favorite slide whenever he and I would present. It's the Case Managing Wally. We actually had a client that was in Johnson County government that when we started linking all the data systems togethers, what we found out was that this individual was working between—because we also have some state data that comes into My Resource Connection, patrol data. This individual was touching almost 16 different organizations at some point. They had at one point eight different Case Managers that they were working with which if you can think of that, you're talking probably about eight different Case Plans, eight different Treatment Plans, and these are some of the examples of the different organizations that this individual had touched. When you think about some of these Case Managers were not communicating, this individual was being pulled in a bunch of different directions and their likelihood of being successful is diminished.

The goal being that we would like to make it again where it's legally appropriate. Let people know because the more coordinated care you provide, the more holistic care you provide, the greater the possibilities of them reaching their goals.

Commissioner Philbrook said one thing of course I'm seeing missing is homelessness. Yes, I would bring it up because I'm on that board, The Greater Kansas City Coalition and Homelessness. Since we have been looking to plug in with wraparound services and you're talking to Kansas City, MO—is Jackson County on that bandwagon too or just KCMO? **Mr. Schneweis** said right now just the city of Kansas City, MO. The goal is to bring Jackson County into the fold. We just haven't reached that point yet. **Commissioner Philbrook** said this is not the time to talk about that, but you know I'm going to want to talk to you about CORE4 and I would appreciate a conference. **Mr. Schneweis** said absolutely.

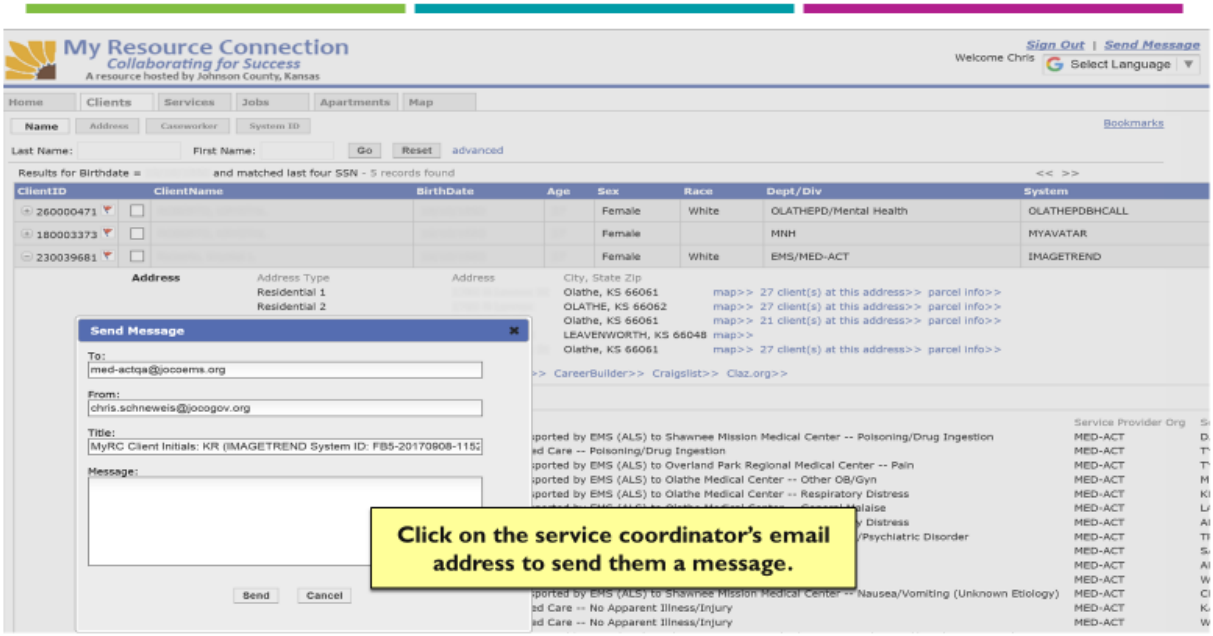


Mr. Schneweis said this is an example. This is actually screenshots of what My Resource Connection looks like. Naturally all the identifying information has been blanked out so you cannot identify who somebody is. Once you're logged into the application when you pull clientele, you're going to have the red flags that are next to the client ID. That's how individuals know that this is mutual client. That's what we call our mutual client flag.



In this case this individual, they're involved with—in Johnson County we have the co-responders which are mental health professionals that are embedded in our Police Departments. This individual has interacted with the Olathe co-responder. That's this first one right here. They are currently a consumer of our Mental Health Department and then right here what we're looking at is their information from our Med-Act. If you notice, this individual has been—we get what's called our first impression because an EMT cannot diagnose you. They can simply show up on scene, based on the systems you are showing here's what we think is going on. As you notice here, this individual was treated and transported to Shawnee Mission Medical for possible poison drug ingestion. They had previously had a call where they refused to be treated. Based on HIPPA and the rules and regulations around that, Mental Health can be notified of these Med-Act runs because this would fall under the continuity of care.

One of the things built into the application is when this EMT or when this Med-Act call went out, that night when the data gets brought into My Resource Connection and gets matched together, we fire off an email to this Mental Health Case Manager saying—we don't put identifiers in there, but we say you need to go to My Resource Connection because you now have a new mutual client that you need to check on.



When we do that, this would allow whoever the Case Manager is and in this case I'm the one logged in, to also send communication internal to the application. Now I can reach out to you. It's only going to identify their system ID number and their initials and I can put in there I'm the Mental Health Case Manager, I got this alert and work to find out what additional information I can find out about this individual. We've had tremendous success with this since we've started doing these emails alerts. It's making Case Management much more efficient and as I'm sure you guys are aware, interventions work a lot better when they're timely. If they find out two weeks from now that this individual had that Med-Act call, it's a little too late to act on it. If they can act on it the very next day, they're going to have a lot better success with what interventions they want to put in place.

Mr. Howze said just a partial initial list of stakeholders here, potential internal to the UG. We have our EMS group that has expressed an interest in this. We've talked with the Fire Chief and staff, certainly the Health Department, Wyandot Inc. as you will hear in just a second, Community Corrections & Courts, Police Department potential applications, and other community service providers. As Johnson County has been doing this now for a decade, I think the number of folks who are interested and active on this system continues to grow and can see value from it.

Randy Callstrom, Executive Director Wyandot, Inc., said we are very close to connecting with My Resource Connection through RSI, our Crisis Stabilization Center. The goal of that is really twofold. One, for our staff at RSI to be able to pretty easily and readily check and see

someone who comes into our site from Johnson County if there are no clients at Johnson County Mental Health Center likewise if they are involved with probation, the court system or if they were recently booked or discharged from the Johnson County jail, we would love to see that information available here in Wyandotte County as well. Then, we will be moving on to the other organizations underneath the Wyandotte umbrella including Wyandot Center, our adult services and PACES, our children services.

As Chris said earlier, all the HIPPA and legalities have been worked out to the lawyers satisfaction. We think it's going to be a great way for us to connect with Johnson County. We think it's an awesome way to connect with EMS and the court system and jail here in Wyandotte County.

Mr. Howze said Next Steps; again, because this is a contract between jurisdictions it requires Commission approval. Casey, I don't know if there is anything you want to say. **Casey Meyer, Assistant Counsel,** said I don't need to say much other than this is just a simple request for you to adopt the resolution which will authorize Mayor Alvey to enter into the agreement.

Chairman Markley said as it says on our agenda, we've already funded this and as it says up here, we funded it so this isn't a budget request. It's a request for us to approve the contract. **Ms. Meyer** said correct.

Commissioner Johnson said the database will be managed by Johnson County. Is that a correct assumption? **Mr. Schneweis** said yes. **Commissioner Johnson** said okay, so the monies we're paying—we're paying from the UG to Johnson County just for clarification. Okay, very good.

Commissioner Philbrook said the list of folks that we have on here as stakeholders and then the other section at the bottom, the Community Service Providers; I want to understand who all this money is really covering when we say the UG is a stakeholder and all of these under this including the Community Service Providers, that's kind of pretty catchall will be covered. If you have like Avenue for Life involved, is that a stakeholder, do they need to pay on top of? **Ms. Van Liew** said no, when we say stakeholders we don't mean umbrella under the UG. Wyandot, Inc. has their own separate contract with My Resource Connection for example. **Commissioner Philbrook** said that's what I want to know. **Ms. Van Liew** said right. Those included with our contract would just be departments of the Unified Government. **Commissioner Philbrook** said the other ones will have possibility of being on contract with you for a certain amount of money for certain however many—I guess I don't want to ask right now, but later on I would like for you guys to tell me a little bit on the basis of how you create those contracts because we're going to have a whole bunch of people that need to be involved in this and sign on to this. Probably some of them already are, but not all of them. **Ms. Van Liew** said we're looking at a phased approach so this first phase of 2019 being EMS, Health Department, and Corrections and then expanding from there because there will be a lot of different entities that could potentially play in this sandbox.

Commissioner Philbrook said I know it's very complicated and I understand more than I want to understand so I appreciate that. I will reiterate, I do want to talk to you guys a little bit more about that so I understand better what's going on so I can make comments to those folks who could sign on to it. **Ms. Van Liew** said yes, that would be great.

Action: **Commissioner Kane made a motion, seconded by Commissioner Johnson, to approve.**

Commissioner Bynum said one quick comment, what we're you going to say and then I have a comment.

Mr. Callstrom said I was going to say I would be happy to talk to any of the commissioners about Wyandot, Inc's. process and signing into My Resource Connection and how that's gone.

Commissioner Bynum said I was just going to say quickly, I was working for Wyandot, Inc. in 2012 or before when I saw this presentation so I'm grateful that it's here finally six years later or more, probably seven or eight, because it was clear to me at that time the value. I'm really happy that we have a motion and a second.

Roll call was taken and there were five "Ayes," Philbrook, Johnson, Kane, Bynum, Markley.

Item No. 2 – 18403…ORDINANCE: MODIFY CURRENT STANDING COMMITTEE TIMES

Synopsis: An ordinance modifying current standing committee meeting times to clarify that the Economic Development & Finance Committee would meet immediately after the earlier Neighborhood & Community Development Committee; and the Administration & Human Services Committee would meet immediately after the earlier Public Works & Safety Committee, submitted by Jeffrey Conway, Assistant Counsel. In addition, if an earlier committee is not meeting that day, the later committee would move into the 5:00 pm slot for that day.

Chairman Markley said I don't know why they didn't do this a million years ago. It's brilliant.

Action: **Commissioner Johnson made a motion, seconded by Commissioner Kane, to approve.** Roll call was taken and there were five "Ayes," Philbrook, Johnson, Kane, Bynum, Markley.

Commissioner Philbrook asked could we say what it is. **Chairman Markley** said do you want to give the 30 second overview of what we just approved?

Jeffrey Conway, Assistant Council, said as a new employee I wanted to bring you the simplest and easiest, so I appreciate that. Really, what it does is just aligns the language of the authorization for the procedures of the Commission to what your current practices are. When you take the two committees and you stack them up, instead of having to wait until 7:00 p.m. and things like that, it just changes the language, so you can go one after the other and there is no problem with any potential open meetings problem. **Chairman Markley** said that's so we never have to wait if we get done with our first committee early, we can go right into the second instead of sitting around and waiting for a certain time to roll around.

Item No. 3 – 18400…RESOLUTION: MODIFY EXISTING 2018-2020 STANDING COMMITTEES SCHEDULE

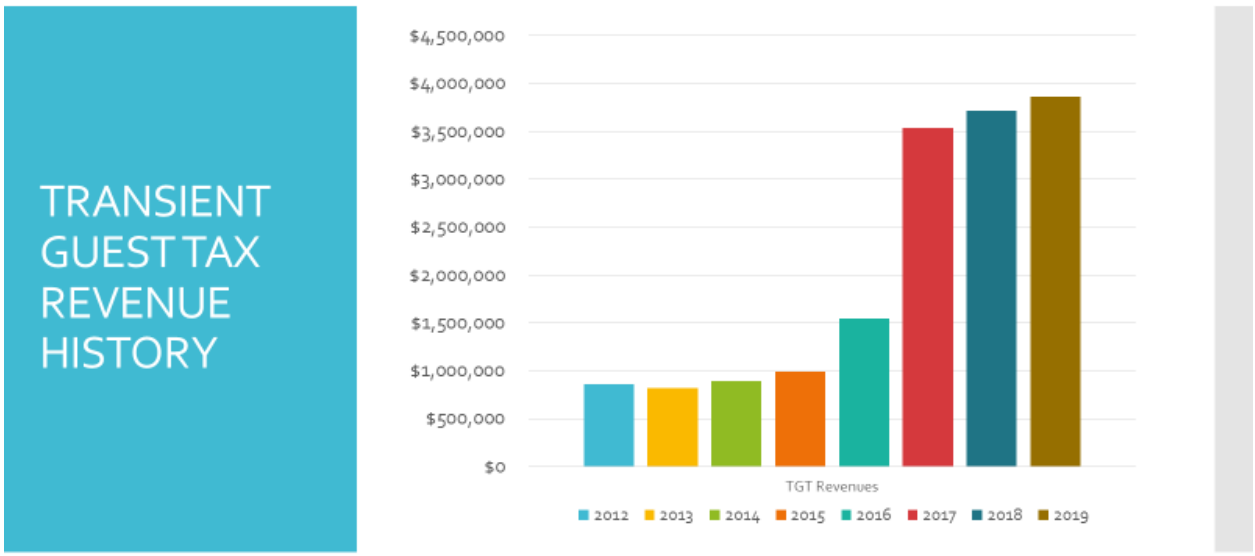
Synopsis: A resolution modifying the existing 2018-2020 schedule for standing committee meetings to reflect that start times for both the Economic Development & Finance and the Administration & Human Services standing committee meetings would be moved up to start at the conclusion of the earlier standing committee meetings, submitted by Jeffrey Conway, Assistant Council. Also, if the earlier committee meeting is cancelled, the later committee meeting can start at 5:00 pm.

Action: **Commissioner Philbrook made a motion, seconded by Commissioner Johnson, to approve.** Roll call was taken and there were five "Ayes," Philbrook, Johnson, Kane, Bynum, Markley.

Item No. 4 – 18402…CHARTER ORDINANCE: PROPOSED REVISIONS TO TRANSIENT GUEST TAX

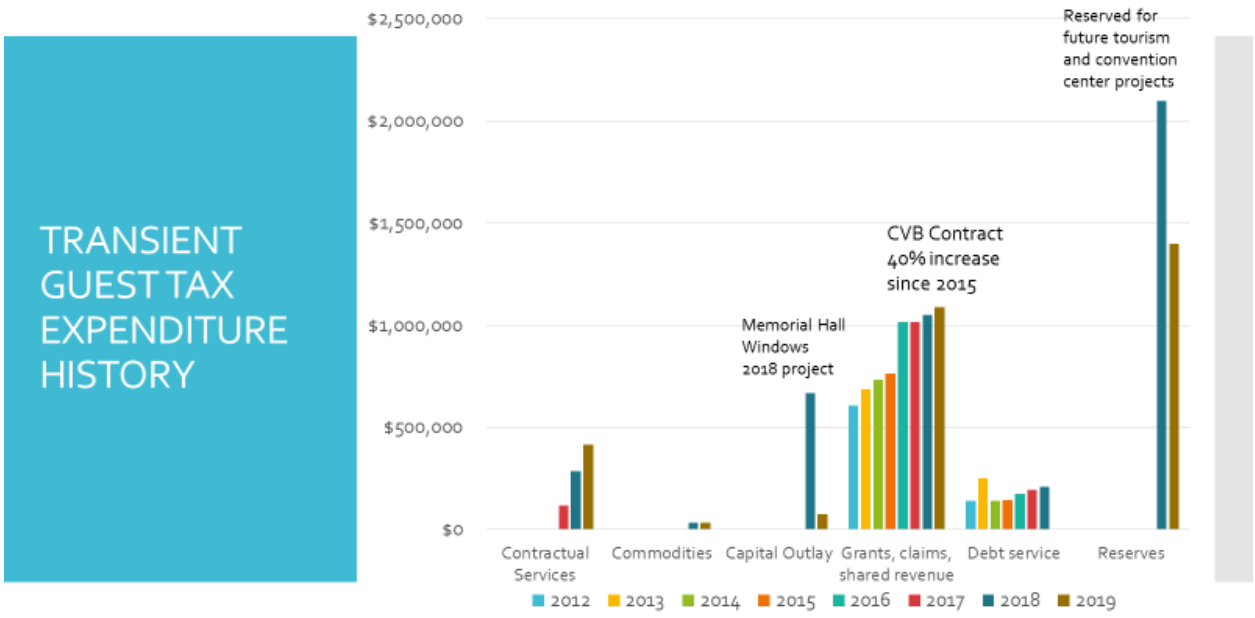
Synopsis: A charter ordinance proposing revisions to the Transient Guest Tax, submitted by Kathleen VonAchen, Chief Financial Officer. On August 27, 2018, the Administration and Human Services Standing Committee, chaired by Commissioner Markley, directed staff to revise the proposed charter ordinance and present the following month.

Kathleen VonAchen, Chief Financial Officer, said this is a follow-up item on the Transient Guest Tax ordinance. We are proposing some wording changes or administratively changes to the ordinance.

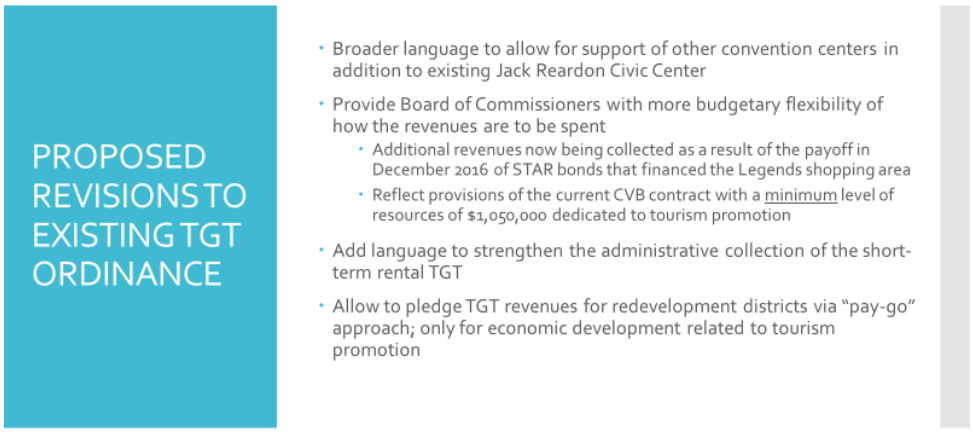


We're bringing this back. I just wanted to provide you a visual of the differences—or what's prompting us to change the ordinance slightly. We're not changing the rate. Back in 2017 we started collecting Transient Guest Tax revenue as a result of the area where the STAR bonds

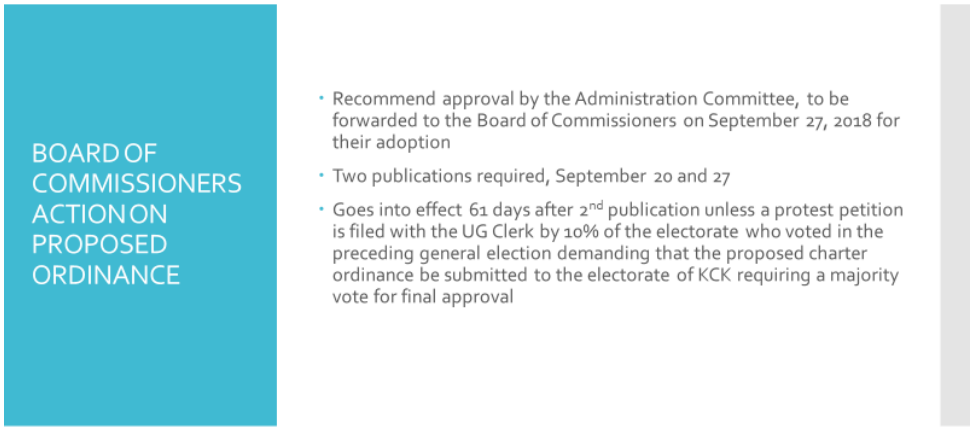
financed the Legends Shopping area. You can see that in 2017 it jumped up quite a bit with the additional $2M each year coming into the fund.



Here is a little bit of history on how we've been spending the Transient Guest Tax money in accordance with the ordinance. Here's the CVB, the Convention & Visitors Bureau contract roughly increased 40% since 2015. We're in the middle of doing a Memorial Hall Windows project which explains this jump in the Capital category. These are all just Reserves for future tourism and convention center projects which are not designated specifically.



Based on the conversation and direction of this committee, we added one sentence to the proposed revisions which was to allow for just a minimum level of funding for tourism promotion in order to ensure that funding level that is currently in place continues into the future. It doesn't set a max, it's just ensuring that funding continues. We also took out any kind of wording regarding expanding tourism related economic development. We took out the word expanded. Everything else was the same.



With that, I recommend your approval.

Action: **Commissioner Kane made a motion, seconded by Commissioner Johnson, to approve.**

Commissioner Philbrook said I want to thank you for making those adjustments so we do have a minimum. We did have that concern and thank you for addressing that.

Roll call was taken and there were five "Ayes," Philbrook, Johnson, Kane, Bynum, Markley.

Adjourn

Chairman Markley adjourned the meeting at 7:10 p.m.

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