



**\*\*PLEASE NOTE\*\***

**THE BOARD MEETING WILL BE HELD IN LUVERNE**

Southwest Health and Human Services  
Board Agenda  
Wednesday, October 16, 2013  
2 Roundwind Road  
Human Services Office  
Luverne  
9:00 a.m.

**HUMAN SERVICES**

- A. Call to order
- B. Pledge of Allegiance
- C. Consent Agenda
  - 1. Amend/Approval of Agenda
  - 2. Identification of Conflict of Interest
  - 3. Approval of 09/18/13 board minutes

D. Financial

E. Caseload

	09/13	08/13	07/13
Social Service	3344	3285	3249
Out-of-Home Placements	118	111	113
Income Maintenance	11,949	11,978	11,925
Child Support Cases	3726	3751	3794
Child Support Collections	\$852,343	\$848,914	\$862,834

F. Decision Items

1.

G. Discussion/Information

- 1. CIRCLE (Rock & Pipestone)
- 2. Success story

## COMMUNITY HEALTH

H. Call to order

I. Consent Agenda

1. Amend/Approval of Agenda
2. Identification of Conflict of Interest
3. Approval of 09/18/13 board minutes

J. Financial

K. Caseload

	09/13	08/13	07/13
WIC		2314	2310
Family Home Visiting	45	34	34
PCA Assessments	17	23	15
Managed Care	209	237	285
Dental Varnishing	48	116	83

L. Decision Items

- 1.
- 2.

M. Discussion/Information

1. Nurse Family Partnership
2. WIC
3. Jail nursing
4. FP&L invoice
- 5.

## GOVERNING BOARD

N. Call to order

O. Consent Agenda

1. Amend/Approval of Agenda
2. Identification of Conflict of Interest
3. Approval of 09/18/13 board minutes and 09/25/13 special board minutes

P. Financial

**GOVERNING BOARD (cont.)**

**Q. Decision Items**

1. Samantha Koktan, Social Worker, completion of 12 month probationary period, no salary increase, effective 10/23/13
2. Wesley Terpening, Fraud Prevention Specialist, completion of 12 month probationary period, no salary increase, effective 11/05/13
3. Lori Wentzel, reclassification – Registered Nurse to Public Health Nurse, no salary increase, effective 09/25/13
4. Connie Einck, Health Services Program Aide, probationary appointment (12 months), \$18.22 per hour, effective 09/30/13
5. Hilary Kesteloot, Social Worker, probationary appointment (12 months), \$36,500.00/annual, effective 10/01/13
6. Lori Stai, Social Worker, probationary appointment (12 months), \$38,500.00/annual, effective 10/08/13
7. Penny Scheffler, Social Worker (CPS), resignation, effective 10/07/13
8. Deb Nafziger, Lead Eligibility Worker, resignation, effective 10/04/13
9. Kari Coulter, Child Support Officer, resignation, effective 10/11/13
10. Request for Lead Eligibility Worker
11. Request for Child Support Officer
12. Request for Management Information Supervisor
13. Request for Public Health Nurse
14. Personnel Policy Number 10 – Volunteer for Emergency/Community Services
15. Personnel Policy Number 15 – Respectful Workplace
16. Contract
17. Insurance Collaborative Joint Powers Agreement
18. Approve payment for Hitesman and Wold
19. 2014 insurance
20. Agent of Record for 2014
21. Closed session – labor negotiations
- 22.
- 23.

**R. Discussion/Information**

- 1.
- 2.

**S. Adjournment**

# SOUTHWEST HEALTH & HUMAN SERVICES

Ivanhoe, Marshall, Slayton, Pipestone, Redwood and Luverne Offices

## SUMMARY OF FINANCIAL ACCOUNTS REPORT

For the Month Ending: **September 30, 2013**

**\* Income Maintenance \* Social Services \* Information Technology \* Health \***

Description	Month	Running Balance
<b>BEGINNING BALANCE</b>		<b>\$6,418,098</b>
RECEIPTS		
Monthly Receipts	1,039,346	
County Contribution	87,685	
Interest on Investments	995	
<b>TOTAL MONTHLY RECEIPTS</b>		<b>1,128,026</b>
DISBURSEMENTS		
Monthly Disbursements	2,336,913	
<b>TOTAL MONTHLY DISBURSEMENTS</b>		<b>2,336,913</b>
<b>ENDING BALANCE</b>		<b>\$5,209,211</b>

## REVENUE

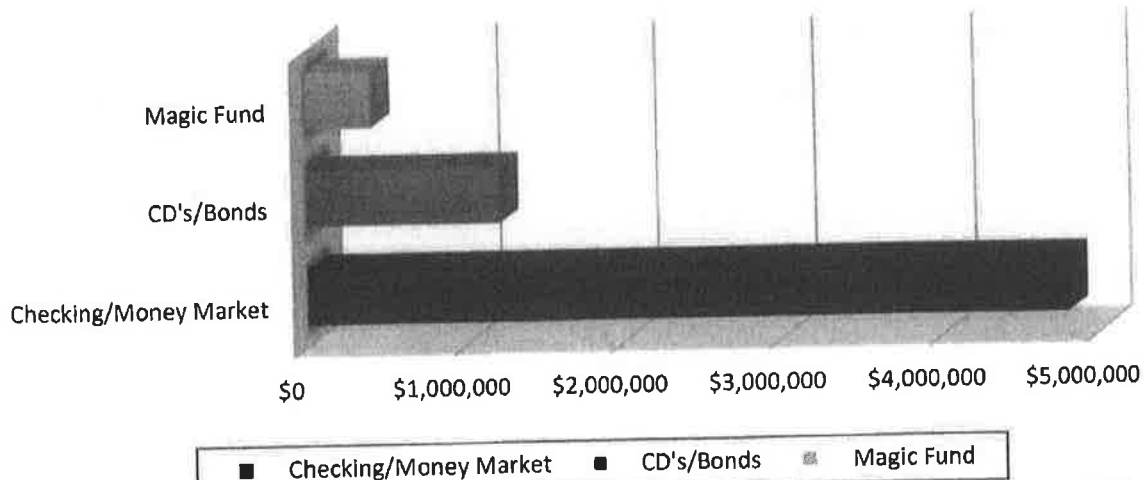
Checking/Money Market	<b>\$4,804,639</b>
CD's/Bonds	<b>\$1,200,000</b>
Magic Fund	<b>\$404,572</b>
(September 2013 - yield .04%)	

**Average Balance  
last two years  
\$5,694,646**

## ENDING BALANCE

**\$6,409,211**

## REVENUE DESIGNATION



# Southwest Health And Human Services

NJW  
10/3/13 10:38AM

TREASURER'S CASH TRIAL BALANCE As of 09/2013

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<u>Fund</u>	<u>Beginning Balance</u>	<u>This Month</u>	<u>YTD</u>	<u>Current Balance</u>
1 Health Services Fund	1,118,213.24			
Receipts		362,028.75	3,188,061.08	
Disbursements		76,431.84-	938,855.99-	
Payroll		166,753.98-	1,541,348.41-	
Journal Entries		0.00	101,243.30-	
Fund Total .....		118,842.93	606,613.38	1,724,826.62
5 Human Services Fund				
General Administration	410			
Receipts	306,970.30	215,306.82	2,027,870.80	
Disbursements		214,441.88-	2,170,960.14-	
Payroll		5,770.62-	22,561.58-	
Dept Total .....		4,905.68-	165,650.92-	141,319.38
Income Maintenance	420			
Receipts	1,478,708.43-	249,244.73	5,182,799.82	
Disbursements		321,146.53-	2,375,645.40-	
Payroll		316,323.49-	2,929,746.92-	
Journal Entries		180.44-	322,228.94-	
Dept Total .....		385,405.73-	444,821.44-	1,923,529.87-
Social Services	430			
Receipts	24,236,915.12-	1,107.90	96,837.99	
Disbursements		175,175.96-	1,124,165.40-	
Payroll		462,057.89-	4,236,136.47-	
Journal Entries		0.00	480,000.00-	
Dept Total .....		636,125.95-	5,743,463.88-	29,980,379.00-
Purchased Services,SSIS	431			
Receipts	31,296,082.32	293,436.59	10,990,699.89	
Disbursements		6,335.17-	322,991.86-	
SSIS		561,535.67-	5,431,408.09-	

10:38AM

As of 09/2013

# Southwest Health And Human Services

TREASURER'S CASH TRIAL BALANCE

<u>Fund</u>	<u>Beginning Balance</u>	<u>This Month</u>	<u>YTD</u>	<u>Current Balance</u>
	Journal Entries	0.00	0.02	
	<b>Dept Total .....</b>	274,434.25-	5,236,299.96	36,532,382.28
5	Human Services Fund	461	Information Systems	
		1,408,795.11-		
	Receipts	6,401.50	63,950.47	
	Disbursements	2,103.56-	24,829.13-	
	Payroll	20,114.74-	171,954.99-	
	<b>Dept Total .....</b>	15,816.80-	132,833.65-	1,541,628.76-
5	Human Services Fund	471	LCTS Collaborative Agency	
		0.00		
	Receipts	0.00	80,044.00	
	Journal Entries	0.00	80,044.00-	
	<b>Dept Total .....</b>	0.00	0.00	0.00
	<b>Fund Total .....</b>	4,478,633.96	1,319,688.41-	3,228,164.03
71	LCTS Lyon Murray Collaborative Fund	471	LCTS Collaborative Agency	
		73,752.45		
	Receipts	500.00	51,068.85	
	Disbursements	506.03-	32,821.03-	
	Journal Entries	0.00	25,538.33	
	<b>Dept Total .....</b>	6.03-	43,786.15	117,538.60
	<b>Fund Total .....</b>	73,752.45	43,786.15	117,538.60
73	LCTS Rock Pipestone Collaborative Fund	471	LCTS Collaborative Agency	
		64,830.53		
	Receipts	0.00	28,333.90	
	Disbursements	195.00-	67,294.77-	
	Journal Entries	0.00	12,624.67	
	<b>Dept Total .....</b>	195.00-	26,336.20-	38,494.33
	<b>Fund Total .....</b>	64,830.53	195.00-	38,494.33

# Southwest Health And Human Services

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TREASURER'S CASH TRIAL BALANCE

As of 09/2013

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<u>Fund</u>	<u>Beginning Balance</u>	<u>This Month</u>	<u>YTD</u>	<u>Current Balance</u>
75 Redwood LCTS Collaborative	0.00			
		LCTS Collaborative Agency		
Receipts		0.00	225,433.51	
Disbursements		7,839.97-	167,126.23-	
Journal Entries		0.00	41,881.00	
Dept Total .....		7,839.97-	100,188.28	100,188.28
Fund Total .....	0.00	7,839.97-	100,188.28	100,188.28
All Funds .....	5,735,430.18			
Receipts		1,128,026.29	21,935,100.31	
Disbursements		804,175.94-	7,224,689.95-	
SSIS		561,535.67-	5,431,408.09-	
Payroll		971,020.72-	8,901,748.37-	
Journal Entries		180.44-	903,472.22-	
Total .....		1,208,886.48-	526,218.32-	5,209,211.86

# Southwest Health And Human Services



NJW

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1 Health Services Fund

## TRIAL BALANCE REPORT

As of 09/2013

Report Basis: Cash

Page 2

Account	Beginning Balance	Actual This Month	Actual Year-To-Date	Current Balance
1001 Cash	1,118,213.24	118,842.93	606,613.38	1,724,826.62
1090 Investments	300,000.00	0.00	100,000.00	400,000.00
<b>Total Assets</b>	1,418,213.24	118,842.93	706,613.38	2,124,826.62
--- Liabilities and Balance Liabilities	0.00	0.00	0.00	0.00
<b>Total Liabilities</b>	0.00	0.00	0.00	0.00
<b>Fund Balance</b>				
2881 Unassigned Fund Balance	1,418,213.24-	0.00	0.00	1,418,213.24-
2885 Revenue Control	0.00	362,028.75-	3,175,271.14-	3,175,271.14-
2887 Expenditure Control	0.00	243,185.82	2,468,657.76	2,468,657.76
<b>Total Fund Balance</b>	1,418,213.24-	118,842.93-	706,613.38-	2,124,826.62-
<b>Total Liabilities and Balance</b>	1,418,213.24-	118,842.93-	706,613.38-	2,124,826.62-
410 General Administration				
---				
<b>Total Assets</b>	0.00	0.00	0.00	0.00
--- Liabilities and Balance Liabilities	0.00	0.00	0.00	0.00
<b>Total Liabilities</b>	0.00	0.00	0.00	0.00
<b>Total Liabilities and Balance</b>	0.00	0.00	0.00	0.00
1 Health Services Fund				



# Southwest Health And Human Services



NJW

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5 Human Services Fund

## TRIAL BALANCE REPORT As of 09/2013

Report Basis: Cash

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Account	Beginning Balance	Actual This-Month	Actual Year-To-Date	Current Balance
410 General Administration				
1001 Cash In Bank - Checking	306,970.30	4,905.68-	165,650.92-	141,319.38
1090 Investments	0.00	0.00	800,000.00	800,000.00
<b>Total Assets</b>	306,970.30	4,905.68-	634,349.08	941,319.38
--- Liabilities and Balance---				
Liabilities				
2080 Medical Insurance Payable	169,148.56-	1,423.00-	125,461.25	43,687.31-
2090 Due To Flexible Plan Employees	0.00	0.00	788.06	788.06
<b>Total Liabilities</b>	169,148.56-	1,423.00-	126,249.31	42,899.25-
Fund Balance				
2881 Unassigned Fund Balance	137,821.74-	0.00	800,000.00-	937,821.74-
2885 Revenue Control	0.00	0.00	59,711.55-	59,711.55-
2887 Expenditure Control	0.00	6,328.68	99,113.16	99,113.16
<b>Total Fund Balance</b>	137,821.74-	6,328.68	760,598.39-	898,420.13-
<b>Total Liabilities and Balance</b>	306,970.30-	4,905.68	634,349.08-	941,319.38-
420 Income Maintenance				
1001 Cash In Bank - Checking	1,478,708.43-	388,405.73-	444,821.44-	1,923,529.87-
<b>Total Assets</b>	1,478,708.43-	388,405.73-	444,821.44-	1,923,529.87-
--- Liabilities and Balance---				
Liabilities				
<b>Total Liabilities</b>	0.00	0.00	0.00	0.00
Fund Balance				
2881 Unassigned Fund Balance	1,478,708.43	0.00	320,000.00	1,798,708.43
2885 Revenue Control	0.00	243,641.98-	5,106,562.04-	5,106,562.04-
2887 Expenditure Control	0.00	632,047.71	5,231,383.48	5,231,383.48
<b>Total Fund Balance</b>	1,478,708.43	388,405.73	444,821.44	1,923,529.87
<b>Total Liabilities and Balance</b>	1,478,708.43	388,405.73	444,821.44	1,923,529.87
430 Social Services				

# Southwest Health And Human Services

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## STATEMENT OF REVENUES AND EXPENDITURES

As Of 09/2013

Report Basis: Cash

Page 2

DESCRIPTION	CURRENT MONTH	YEAR TO-DATE	2013 BUDGET	% OF BUDG	% OF YEAR
FUND 1 HEALTH SERVICES FUND					
REVENUES					
CONTRIBUTIONS FROM COUNTIES	76,931.50-	659,473.00-	776,722.00-	85	75
INTERGOVERNMENTAL REVENUES	725.00-	150,888.82-	369,500.00-	41	75
STATE REVENUES	161,547.48-	751,230.64-	540,634.00-	139	75
FEDERAL REVENUES	94,588.94-	853,831.16-	890,960.00-	96	75
FEES	26,065.85-	335,097.53-	443,780.00-	76	75
EARNINGS ON INVESTMENTS	199.11-	1,014.00-	0.00	0	75
MISCELLANEOUS REVENUES	1,970.87-	423,735.99-	28,000.00-	1,513	75
TOTAL REVENUES	362,028.75-	3,175,271.14-	3,049,596.00-	100	
EXPENDITURES					
PROGRAM EXPENDITURES	0.00	82.32	0.00	0	75
PAYROLL AND BENEFITS	166,753.98	1,544,555.41	2,245,694.00	69	75
OTHER EXPENDITURES	76,431.84	924,020.03	803,902.00	115	75
TOTAL EXPENDITURES	243,185.82	2,468,657.76	3,049,596.00	81	75

# Southwest Health And Human Services



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## STATEMENT OF REVENUES AND EXPENDITURES

As Of 09/2013

Report Basis: Cash

DESCRIPTION	CURRENT MONTH	YEAR TO-DATE	2013		% OF YEAR
			BUDGET	% OF BUDG	
FUND 5 HUMAN SERVICES FUND					
REVENUES					
CONTRIBUTIONS FROM COUNTIES	10,753.95 -	4,900,473.81 -	9,088,387.00 -	54	75
INTERGOVERNMENTAL REVENUES	145.00 -	7,587.00 -	25,058.00 -	30	75
STATE REVENUES	122,675.33 -	2,975,912.02 -	3,492,352.00 -	85	75
FEDERAL REVENUES	255,109.45 -	4,605,633.00 -	6,181,865.00 -	75	75
FEES	98,396.98 -	1,036,832.76 -	1,265,250.00 -	82	75
EARNINGS ON INVESTMENTS	796.35 -	2,091.15 -	1,300.00 -	161	75
MISCELLANEOUS REVENUES	43,875.60 -	2,717,814.39 -	1,606,067.00 -	169	75
<b>TOTAL REVENUES</b>	<b>531,752.66 -</b>	<b>16,246,344.13 -</b>	<b>21,660,279.00 -</b>	<b>75</b>	<b>75</b>
EXPENDITURES					
PROGRAM EXPENDITURES	729,685.90	6,949,235.99	9,322,653.00	75	75
PAYROLL AND BENEFITS	800,188.42	7,347,718.64	10,202,186.00	72	75
OTHER EXPENDITURES	322,989.75	2,192,860.65	2,135,440.00	103	75
<b>TOTAL EXPENDITURES</b>	<b>1,852,864.07</b>	<b>16,489,815.28</b>	<b>21,660,279.00</b>	<b>76</b>	<b>75</b>

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# Southwest Health And Human Services

## REVENUES & EXPENDITURES BY PROG, DEPT, AND FUND AS OF 09/2013



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Report Basis: Cash

Element	Description	Account Number	Revenue	Current Month	Year-To-Date	Budget	% of Bdgt	% of Year
483 DEPT	Health Education	Totals:		124,885.41 -	516,481.51 -	485,961.00 -	106	75
			Expend.	41,886.69	496,939.17	613,050.00	81	75
			Net	82,998.72 -	19,542.34 -	127,089.00	15 -	75
485 DEPT	Environmental Health		Revenue	12,165.99 -	94,934.13 -	143,292.00 -	66	75
800 PROGRAM	Environmental		Expend.	14,985.49	115,591.87	147,744.00	78	75
			Net	2,819.50	20,657.74	4,452.00	464	75
820 PROGRAM	Healthy Homes Grant		Revenue	0.00	4.86	0.00	0	75
			Expend.	0.00	4.86	0.00	0	75
			Net					
485 DEPT	Environmental Health	Totals:	Revenue	12,165.99 -	94,934.13 -	143,292.00 -	66	75
			Expend.	14,985.49	115,596.73	147,744.00	78	75
			Net	2,819.50	20,662.60	4,452.00	464	75
1 FUND	Health Services Fund	Totals:	Revenue	362,028.75 -	3,175,271.14 -	3,049,596.00 -	104	75
			Expend.	243,185.82	2,468,657.76	3,049,596.00	81	75
			Net	118,842.93 -	706,613.38 -	0.00	0	75

# Southwest Health And Human Services

## REVENUES & EXPENDITURES BY PROG, DEPT, AND FUND AS OF 09/2013

Report Basis: Cash

Element	Description	Account Number	Current Month	Year-To-Date	Budget	% of Bdgt	% of Year
702 PROGRAM	LCTS		0.00	80,044.00-	0.00	0	75
			0.00	80,044.00	0.00	0	75
			0.00	0.00	0.00	0	75
471 DEPT	LCTS Collaborative Agency	Totals:	0.00	80,044.00-	0.00	0	75
			0.00	80,044.00	0.00	0	75
			0.00	0.00	0.00	0	75
5 FUND	Human Services Fund	Totals:	531,752.66-	16,246,344.13-	21,660,279.00-	75	75
			1,852,864.07	16,489,815.28	21,660,279.00	76	75
			1,321,111.41	243,471.15	0.00	0	75
FINAL TOTALS	949 Accounts		893,781.41-	19,421,615.27-	24,709,875.00-	79	75
			2,096,049.89	18,958,473.04	24,709,875.00	77	75
			1,202,268.48	463,142.23-	0.00	0	75

**SOUTHWEST HEALTH AND HUMAN SERVICES CHECK REGISTER****SEPTEMBER 2013**

DATE	RECEIPT or CHECK #	DESCRIPTION	+ DEPOSITS	-DISBURSEMENTS	BALANCE
	<b>BALANCE FORWARD</b>				6,418,098.34
9/4/13	35059	Disb		54.00	6,418,044.34
9/4/13	35060-35081	Disb		31,553.48	6,386,490.86
9/3/13	4809-4831	Dep	14,224.87		6,400,715.73
9/6/13	6051-6072	PAYROLL		114,432.29	6,286,283.44
9/6/13	21277-21497 ACH	PAYROLL		375,871.76	5,910,411.68
9/6/13	JE244 Negative Payroll	Disb		180.44	5,910,231.24
9/6/13	4806-08,4832-4887	Dep	307,283.98		6,217,515.22
9/10/13	35082-35122	Disb		16,187.87	6,201,327.35
9/10/13	35123-35273	Disb		398,602.73	5,802,724.62
9/10/13	9 - 10 ACH	Disb		84.14	5,802,640.48
9/10/13	4888-4940	Dep	29,860.50		5,832,500.98
9/11/13	35274	Disb		801.04	5,831,699.94
9/13/13	4941-4990,4993-4997	Dep	292,105.24		6,123,805.18
9/13/13	79989	Interest	172.43		6,123,977.61
9/17/13	35275 - 35338	Disb		6,808.80	6,117,168.81
9/17/13	11 ACH	Disb		143.20	6,117,025.61
9/17/13	35339 - 35484	Disb		255,316.45	5,861,709.16
9/17/13	12 - 14 ACH	Disb		405.92	5,861,303.24
9/17/13	4991-4992,4996-5020,5027-5030	Dep	9,816.46		5,871,119.70
9/20/13	6073-6088	PAYROLL		112,136.45	5,758,983.25
9/20/13	21498-21708 ACH	PAYROLL		368,580.22	5,390,403.03
9/20/13	35485-35759	Disb		66,117.73	5,324,285.30
9/20/13	15 ACH	Disb		228.25	5,324,057.05
9/20/13	5021-26,5031-42,5044- 48,5054-72,5074-89	Dep	185,732.29		5,509,789.34
9/24/13	35760-35814	Disb		13,258.10	5,496,531.24
9/24/13	16-20 ACH	Disb		439.60	5,496,091.64
9/24/13	35815-35956	Disb		195,197.17	5,300,894.47

[illegible]

## POSITION DESCRIPTION

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Employee's Name:

Agency: Southwest Health and Human Services

Division/Unit: Information Technology

Current Classification Title: Management Information Supervisor

Prepared by: Nancy Walker

Previous Incumbent:

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(This position description reflects my current job.)

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(This position description reflects the employee's current job.)

Agency Director's Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(I have reviewed this position description.)

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## POSITION PURPOSE

To provide managerial, technical, operational, and programming support to the users of the agency computer system in six counties, entities that contract with SWHHS, and supervision of IT staff.

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## REPORTABILITY

Reports to: Nancy Walker

Supervises: 1 Information Systems Specialist, 2 Information Technology Specialist, Seniors

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## DIMENSIONS

Budget: Agency and IT

Customers: All who use IT processing in:  
Southwest Health and Human Services  
Entities that contract with SWHHS for IT services

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Discretion	% Time	Priority	II. Principal Responsibilities, Tasks, and Performance Indicators
A	15	A	<p>1. Supervision of IT Staff</p> <ul style="list-style-type: none"> <li>A. Supervise and assign work to IT staff.</li> <li>B. Ensure that cutoffs are met and all input done prior to running of reports and end of month cleanups.</li> <li>C. Answer questions and update IT staff on program changes.</li> <li>D. Oversee reports schedule.</li> <li>E. Oversee backup of files and libraries on a timely basis.</li> <li>F. Oversee training of agency staff and other users on computer equipment.</li> <li>G. Provide backup for IT staff.</li> <li>H. Evaluate staffing needs annually.</li> <li>I. In consultation with Deputy Director hire staff for positions authorized by Board</li> <li>J. In consultation with the Division Director, provide for unit consistency by taking appropriate disciplinary actions following agency policy.</li> <li>K. Provide training and orientation for new staff.</li> <li>L. Evaluate staff performance using agency's performance appraisal system.               <ul style="list-style-type: none"> <li>1. Maintain an updated position description for each assigned staff.</li> <li>2. Do performance evaluation.</li> </ul> </li> <li>M. Authorize training for assigned staff</li> <li>N. Authorize and monitor leave and comp time for assigned staff.</li> <li>O. Ensure that you and all assigned staff are knowledgeable about agency policies and procedures.</li> </ul>

Discretion	% Time	Priority	II. Principal Responsibilities, Tasks, and Performance Indicators
A	25	A	<p>2. Technical Support</p> <p>A. Schedule workload for computer based on priority and independent cutoffs for all county departments.</p> <p>B. Maintain good working relationship with all users and department heads.</p> <p>C. Help staff and supervisors by explanation of additions to and/or changes in programs they are using.</p> <p>D. Explain programs to users as requested and as new programs are added to the system. Ensure program changes are communicated to users. Document program changes.</p> <p>E. Install user applications and IBM system updates within 5 working days of receipt or availability of system.</p> <p>F. Provide technical support for IT Unit.</p> <p>G. Maintain system files for user applications as instructed.</p> <p>H. Maintain system configurations and security files on system and act as security officer for all agency applications.</p> <p>I. Oversee provision of technical assistance to PC users.</p>
A	15	A	<p>3. Programming</p> <p>A. Design and write new programs and procedures.</p> <p>B. Do testing and debugging of new programs.</p> <p>C. Analyze existing procedures and programs and recommend changes as necessary.</p> <p>D. Modify existing programs and procedures as required.</p>
A	10	A	<p>4. System/Hardware Maintenance</p> <p>A. Determine need for and secure maintenance and repair of IT equipment and Phone system.</p> <p>B. Perform performance analysis of system. Determine/carry out needed changes to current system config and peripherals.</p> <p>C. Oversee operation and maintenance of voice mail and ITV systems.</p> <p>D. Maintain servers and change configuration as needed.</p>

Discretion	% Time	Priority	II. Principal Responsibilities, Tasks, and Performance Indicators
A	25	A	<p>5. Planning and Development</p> <ul style="list-style-type: none"> <li>A. Plan and develop new IT hardware and software within budget.</li> <li>B. Analyze performance of new programs and procedures.</li> <li>C. Analyze results and improve computer operations and applications.</li> <li>D. Prepare annual budget for unit.</li> <li>E. Prepare/present annual IT report for Board and as requested at other times of the year.</li> </ul>
B	10	B	<p>6. Other duties as assigned by Deputy Director or Director.</p> <ul style="list-style-type: none"> <li>A. Represent the agency as IT for task forces and user groups.</li> <li>B. Attend focus meetings.</li> <li>C. Attend supervisor meetings appropriate to assigned program areas.</li> <li>D. Be available for and prepare reports for Board meetings as requested.</li> <li>E. Promote opportunities to present the agency and programs. Give community presentations on assigned program areas as requested.</li> <li>F. Assist with annual budget .</li> <li>G. To attend conferences and training as requested by Deputy Director.</li> <li>H. Work cooperatively with other agency staff and supervisors.</li> <li>I. Clarify, implement, and make recommendations regarding new and old agency policies.</li> <li>J. To accept and follow through on emergency and priority assignments of agency that are not a normal part of this job description as requested by Deputy Director or Director.</li> <li>K. Have knowledge of and accurately follow all agency policies.</li> </ul>

**Employee's Name:**

**1. Machines or equipment used regularly in this position.**

AS/400, calculator, copying machine, telephone, micro computers, other IT peripherals.

**2. Freedom to act and problem solving.**

Governed by DHS policies and procedures, IT supervisor, deputy director, agency director, and governing board. Using knowledge acquired through training, education, and experience solve problems dealing with assigned tasks.

**3. Who reviews your work?**

Nancy Walker

**4. Knowledge, skills, and abilities.**

Ability to relate to and work with co-workers, other county welfare agencies, department heads. Knowledge and understanding of DHS policy and procedure, microcomputers, and AS/400 computer. Ability to assess need, develop answers, make decisions, and supervise data entry operator. Ability to act as lead system operator, technical support and programmer for an IBM AS/400. Working knowledge of related software applications for AS/400 and PCs.

**5. (TO BE COMPLETED BY IMMEDIATE SUPERVISOR)**

Typing is: ( ) essential (X) incidental to this position and requires 1% of employee's time.

**6. Employee's comments:**

**7. Supervisor's comments:**

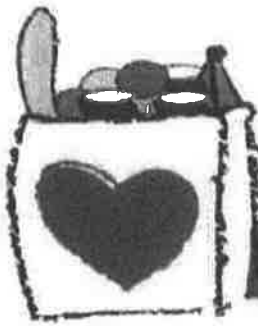
**Personnel Policy Number 10**  
**Volunteer for Emergency/Community Services**

**Board Approved Community Service Organizations**

- United Way
- Heart to Heart
- Meals on Wheels
- Red Cross
- New Horizons Crisis Center
- Second Harvest
- Special Olympics
- Let's Go Fishing
- Murray County Hospice
- Prairie Home Hospice
- Share
- Southwest Crisis Center
- VFW Honor Guard
- Ruby's Pantry

Approval Date – 06/15/11

Revision Date – ~~01/18/12~~ 10/16/13



# Ruby's Pantry

**FOOD DISTRIBUTION**  
**SHARING THE LOVE OF CHRIST THROUGH FOOD**

**1st Thursday of Every Month**

**4:30PM– 6:00 P.M.**

***Location Site: National Guard Armory***  
***500 Timmerman Drive***  
***Marshall, MN 56258***

***Starts***  
***October***  
***3rd !***

- *You receive an abundance of grocery items.*
- *Everyone who gets hungry qualifies!*
- *Registration begins at 4:00 P.M.*
- *\$15 cash per share donation, (No checks, debit/credit or EBT accepted.)*

**Bring your own boxes or baskets for food !**

***Hosted by Holy Redeemer Church***

Western Community Action is a proud supporter of efforts to help  
our neighbors better meet their nutritional needs.

**Questions? Please Call:(507)537-1416**

**[www.rubyspantry.org](http://www.rubyspantry.org)**

**SOUTHWEST HEALTH AND HUMAN SERVICES  
PERSONNEL POLICY NUMBER 15**

EFFECTIVE DATE: 10/16/13

REVISION DATE:

AUTHORITY: Southwest Health and Human Services Joint Governing Board

**--- RESPECTFUL WORKPLACE ---**

**Section 1 - Purpose**

- a. It is the policy of Southwest Health and Human Services (SWHHS) to maintain a respectful workplace free from violence, discrimination, and offensive or degrading conduct or remarks. It is the responsibility of all SWHHS employees and management to create, promote and maintain work environments in which all employees are respected, valued and welcomed. Any employee found to have acted in violation of this policy shall be subject to appropriate disciplinary action, which may include discharge from employment.

**Section 2 – Categories of Inappropriate Behavior**

- a. Violent behavior includes the use of physical force, harassment or intimidation.

Discriminatory behavior includes conduct or inappropriate remarks related to an employee's race, color, creed, religion, national origin, disability, sex, marital status, age, sexual orientation, or status with regard to public assistance.

Offensive behavior includes patterns of actions that have a negative impact on the work environment such as: rudeness, exclusionary behavior, angry outbursts, inappropriate joking, vulgar obscenities, name calling, disrespectful language, or abuse of power or authority when the impact is to control by causing pain, fear or hurt.

Sexual Harassment includes a wide range of unwanted and unwelcome sexually directed behavior which can include, but is not limited to, unwelcome sexual remarks or compliments, sexual jokes, sexual innuendo or propositions, sexually suggestive facial expressions/body language, kissing, touching, and sexual contact. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when:

1. Submitting to the conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
2. Submitting to or rejecting the conduct is used as the basis for an employment decision affecting an individual's employment; or

**SOUTHWEST HEALTH AND HUMAN SERVICES  
PERSONNEL POLICY NUMBER 15**

3. Such conduct has the purpose or result of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Behavior which violates this policy also includes requests to engage in illegal, immoral, or unethical conduct or retaliation for making a complaint under this policy.

**Section 3 – Inappropriate Workplace Behavior Continuum**

- a. Examples of inappropriate workplace behavior which may lead to disciplinary action include, but are not limited to:

<LIGHT GRAY

DARK GRAY>

Unwelcome repeated invitations for dates	Intimidation by word, action or body language	Reprisals	Physical assaults (with or without weapon)
Inappropriate visuals, such as cartoons and photographs	Unwanted touching	Pushing, shoving	Discrimination
Name calling	Any repeated behavior from column #1 after verbal warning	Overt intimidation by word or action	Sexual assaults (including forced fondling)
Swearing	Unjust exercise of power through word or action	Filing a malicious complaint under this policy	Sexual harassment
Disrespectful language	Malicious gossiping	Requests to engage in illegal, immoral or unethical conduct	Stalking
Subtle intimidation	Bullying	Retaliation for making a complaint under this policy	
Rudeness	Filing a groundless complaint under this policy		
Angry outburst	Using vulgar obscenities through language, gestures, visuals		
Offensive joking			



**SOUTHWEST HEALTH AND HUMAN SERVICES  
PERSONNEL POLICY NUMBER 15**

- ◆ Abusive behavior can occur person to person or through the use of electronic equipment (e.g., telephone, computer).
- ◆ The receiver of information at the light gray end has more responsibility to tell the sender to stop the behavior.
- ◆ The closer the behavior is to the light gray end of the continuum, the more times it has to be repeated to form the legally prohibited "pattern" that creates a hostile environment. However, harassment need not rise to a standard of unlawfulness to be unacceptable in the workplace. If left unchecked, harassment can become pervasive or severe.
- ◆ The closer the behavior gets to the dark gray, the fewer times the behavior must be repeated and the less responsibility the receiver has to talk to the offender.

**Section 4 –Reporting Inappropriate Workplace Behavior**

- a. Maintaining SWHHS as a respectful environment is a responsibility of all employees. Any employee electing to utilize this complaint resolution procedure will be treated courteously, the problem handled swiftly and as confidential as feasible in light of the need to take appropriate corrective action. The registering of a complaint made in good faith will in no way be used against the employee, nor will it have an adverse impact on the individual's employment status. While reporting such incidents may be a difficult personal experience, allowing harassment activities to continue can lead to less desirable outcomes. An employee who believes that s/he has been treated in violation of this policy must deal with the situation in one of the ways listed below. If employees believe they have seen or overheard a violation of the policy, they must also follow the steps below:

1. Responding to behavior which violates this policy is most effectively handled immediately by the person(s) who is the target or observer of the behavior. Politely, but firmly, tell whoever is engaging in the inappropriate behavior how you feel about his or her actions. Politely request the person cease the behavior because you feel intimidated, offended, or uncomfortable. If practical, bring a witness with you for this discussion.

Write a summary of the situation that describes the incident(s) of inappropriate behavior, your conversation with the person you believe is violating this policy, and what that person's reaction was when told. You should keep your summary for future reference.

2. If you fear that adverse employment consequences could result from a direct conversation with the offender, go to your Supervisor/Department Head, or the Deputy Director. In writing, state specific details of the behavior that violates this policy. All incidents will be reviewed by the Deputy Director who will determine whether an investigation is warranted.

**SOUTHWEST HEALTH AND HUMAN SERVICES  
PERSONNEL POLICY NUMBER 15**

In the event a complaint is lodged against the Deputy Director, complaints should be brought to the attention of the Director and all subsequent references in this policy to the Deputy Director will be replaced with the Director.

3. If, after what is considered to be a reasonable length of time (for example, 30 days), you have not received a response, the next step is to report the incident to the Governing Board Chairperson. You may also seek assistance from the Minnesota Department of Human Rights or the Equal Employment Opportunity Commission. For telephone numbers, fax numbers, or e-mail addresses, contact the Human Resources Department. If you issue a complaint through one of the above-mentioned individuals and do not receive a response within five workdays, you should make contact with another of the individuals mentioned in this policy.
4. In the case of violent behavior, all employees are required to report the incident immediately to their Supervisor, Department Head, Deputy Director, or the proper legal authorities.

**Section 5 - Confidentiality**

- a. A person reporting or witnessing a violation of this policy cannot be guaranteed anonymity. The person's name and statements may have to be provided to the alleged offender. Under the Minnesota Data Practices Act, before the matter is resolved, the fact that a complaint has been made and the identity of the person complained about is public; however, the nature of the complaint and the identity of the complainant are not public. All complaints and investigative materials will be contained in a file separate from the involved employees' personnel file. If disciplinary action does result from the investigation, the results of the disciplinary action will then become a part of the offending employee's personnel file. The final disciplinary action and the data supporting that action are public under the Minnesota Data Practices Act.

**Section 6 – Reprisals**

- a. The county will not tolerate any individual who retaliates against any person who reports alleged violations of this policy, or who retaliates against any person who testifies, assists or participates in any manner in any investigation, proceeding or hearing relating to the report of alleged violations. Retaliation includes, but is not limited to, any form of intimidation, reprisal, or harassment.

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**Section 7 – Malicious complaints**

- a. Filing groundless and malicious complaints is an abuse of this policy and is prohibited and subject to disciplinary action.

**Section 8 – Supervisory Responsibility**

- a. If a supervisor knows that discrimination, harassment or retaliation is occurring, or receives information that discrimination, harassment or retaliation might be occurring, s/he must take immediate action to address the issue.

If the alleged discrimination, harassment or retaliation is not within the supervisor's area of responsibility or oversight, s/he must notify their Department Head, who must then take immediate action to address the allegation.

A supervisor who becomes aware of inappropriate workplace behavior but fails to take immediate action against it will be subject to disciplinary procedures.

**OCTOBER 2013**  
**BOARD APPROVAL ON THE FOLLOWING:**

- ☐ **Boulder Creeks (Marshall, MN) – 10/01/13 to 12/31/15; Home and Community-Based Waiver Services contract for the new assisted living facility near Boulder Estates, (NEW).**

## Letter of Intent PreferredOne Administrative Services

This letter will serve as acknowledgement that Southwest Health & Human Services intends to contract with PreferredOne Administrative Services, to become the third party administrator for its medical plans effective 1/1/14. Below are some of the terms and conditions of the agreement.

- Monthly Administrative Services Only fee of \$22.50 per employee for the medical plan.
- Reinsurance coverage is contingent upon reinsurer's approval of the disclosure statement and/or any other information reinsurer has requested regarding issuance of the reinsurance proposal.
- ClearScripts is the pharmacy management vendor.
- PreferredOne will pay claims off the initial Employer Application until a signed SPD has been approved by reinsurer.
- **PreferredOne's Open Access Network 200** and Healthy Directions will be the PPOs used.
- PreferredOne assumes no more than four billing divisions.
- Funding for all directories, other than PreferredOne directories, will be made by the employer.
- All expenses pertaining to out of town air travel and hotel accommodations will be charge directly to the client in addition to our standard ASO fees.
- All requirements and assumptions in proposal will apply.

\_\_\_\_\_  
Authorized Company Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized PreferredOne Representative

\_\_\_\_\_  
Date

Blue Cross and Blue Shield of Minnesota  
P.O. Box 64560  
St. Paul, MN 55164-0560  
651 662-8000  
800 382-2000



## Group Agent of Record Assignment Form

The purpose of the Agent of Record Assignment form is to allow Group Accounts the option of selecting a new Agency or Agent if a situation arises where they cannot, in good faith, continue business relations with the original Agency or Agent.

### TO BE COMPLETED BY AGENT:

I understand that if approved, the effective date of agent of record changes will be the later of the paid-to-date of the Group at the time the agent of record form is received by BCBSM or the paid-to-date following the 30-day period allowed for notice to and from the Agency/Agent being replaced. No change will be permitted on a retroactive basis. Effective dates for self-funded group accounts may vary depending on funding and commission arrangements. I also certify that I did not solicit the BCBSM Group Account to complete this agent of record form. The Group Account approached me for BCBSM services.

Agency Code: XKR Agent Code: 6201 Phone #: 763 518 8594 Date: 10/4/2013

Agent Name: Amy Diedrich Agent Signature: Amy Diedrich

Group Name: Southwest Health & Human Services Health Group No.: KTEG, 6A290

Dental Group No.: \_\_\_\_\_ Life Group No.: \_\_\_\_\_ Select Account Group No.: \_\_\_\_\_

### TO BE COMPLETED BY THE CLIENT:

"I hereby certify that the above-named Agency/Agent is to be named as Agent of Record for my group contract and is entitled to all commissions in return for services rendered on my behalf with regard to my contract. This certification replaces all others having an earlier signature date. I understand that if another Agency/Agent is currently servicing my account, my signature below REPLACES that Agency/Agent." I also certify that as a Blue Cross group client, I approached this Agent for assistance and was not solicited by the Agent to complete this form. I understand that the individual that is discussing plan options with me is an authorized independent Agent for Blue Cross. Blue Cross requires Agents to provide full disclosure of their compensation from Blue Cross for providing services to clients and prospects.

My reason for signing this form is: \_\_\_\_\_  
(Must be completed by the client)

Print Name: \_\_\_\_\_ Phone #: \_\_\_\_\_  
(Group decision maker and title)

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Mail completed form to: P.O. Box 64560, St. Paul, MN 55164-0560  
Attention Agency Relations N184 or fax to 651-662-6009

All group agent of record requests must be on this form. Forms will be returned if not correctly completed.

bluecrossmn.com



**SOUTHWEST  
HEALTH & HUMAN  
SERVICES**

607 West Main Street, Suite 100  
Marshall, MN 56258  
Phone: 507-537-6747

October 16, 2013

SWWC

Doug Deragich [doug.deragisch@swsc.org](mailto:doug.deragisch@swsc.org)  
1420 East College Drive  
Marshall, MN 56258

Blue Cross and Blue Shield of MN  
Tom Toupal [tom\\_toupal@bluecrossmn.com](mailto:tom_toupal@bluecrossmn.com)  
1305 Corporate Center Drive  
Eagan, MN 55121-1204

Re: Change of Agent of Record for all SWHHS Policies# K7EQ, GA290

Dear Doug and Tom,

This letter confirms that effective immediately we have appointed:

Amy Diedrich  
Marsh & McLennan Agency LLC company  
7225 Northland Drive North, Ste 300  
Minneapolis, MN 55428-1516

as our exclusive Insurance Broker with respect to our above referenced Employee Benefits program. This appointment of MMA rescinds all previous appointments, and the authority contained herein shall remain in full force until cancelled in writing.

Effective 11/01/2013, MMA is entitled to all commissions in return for services rendered on our behalf with regard to our contracts.

In order for MMA to complete their due diligence, we are requesting that you send to them the following information within 10 business days:

- ▶ Current certificate of coverage/summary plan description
- ▶ Master group/administrative contract
- ▶ Last 3 years benefit summaries
- ▶ Last 3 year's renewals

- ▶ Pending renewal if applicable
- ▶ 3 years of rate history
- ▶ 3 years of month by month enrollment, premiums and claims history
- ▶ Most recent 12 month RX report
- ▶ Most recent 12 months of utilization

All information may be sent to the attention of:

Marsh & McLennan Agency LLC company  
Melissa Boser  
7225 Northland Drive North, Ste 300  
Minneapolis, MN 55428-1516

Sincerely,

Christopher Sorensen  
Director