

Illinois Human Services Commission

Meeting Summary

Date & Time: Wednesday, January 20, 2010; 9:30am – 12pm

Location: JRTC 9-031

Attending: Co-chairs: Toni Irving, Office of the Governor; Ngoan Le, The Chicago Community Trust

Members of the General Assembly: Sen. William Delgado; Rep. Sara Feigenholtz; Sen. Mattie Hunter; Rep. Naomi Jakobsson (by phone); Rep. David Leitch; Rep. Rosemary Mulligan; Sen. Carole Pankau (by phone); Sen. Dave Syverson (by phone)

State Agencies: Michael Carmichael for Chris Koch, Illinois State Board of Education (by phone); Kurt Friedenauer, Department of Juvenile Justice; Charles Johnson, Department on Aging (by phone); Barry Maram, Department of Healthcare and Family Services (by phone); Erwin McEwen, Department of Children and Family Services (by phone); Michael Randle, Department of Corrections (by phone); Michelle Saddler, Department of Human Services

Commissioners: Joseph Antolin, Heartland Alliance; Sam Balark, AT&T (by phone); Denver Bitner, Lutheran Social Services of Illinois; Pr. Byron Brazier, Apostolic Church of God; Mary Ellen Caron, Chicago Department of Family and Support Services; Sr. Rosemary Connelly, Misericordia; Eileen Durkin, Neumann Family Services; Pam Heavens, Will-Grundy Center for Independent Living; Gary Huelsmann, Catholic Charities; Anne Irving, AFSCME Council 31; Marco Jacome, Healthcare Alternatives System; Shawn Jeffers, Little City Foundation; George Jones, Ada S. McKinley; Richard Jones, Metropolitan Family Services; Mark Klaus, Charleston Transitional Facility (by phone); Maggie Laslo, SEIU HCL; Valerie Lies, Donors Forum; Soo Ji Min, Illinois Caucus for Adolescent Health; Maria Pesqueira, Mujeres Latinas; Gregory Pierce, United Power; Nancy Ronquillo, Children's Home and Aid; Dee Ann Ryan, Vermilion County Mental Health ; Kathy Ryg, Voices for Illinois Children; Nancy Shier, Ounce of Prevention Fund; Laura Thrall, United Way Metropolitan Chicago; Ray Vázquez, YMCA; Maria Whelan, Action for Children; David Whittaker, Chicago Area Project; Diane Williams, Safer Foundation

Absent: Art Dykstra, Trinity Services, Inc.

Staff: Jill Baldwin, Donors Forum; Jim Lewis, The Chicago Community Trust; Ashley Rook, Office of the Governor; Jerry Stermer, Office of the Governor; Malcolm Weems, Governor's Office of Management and Budget

Guests: LaJuana Boyd, Family Home Service; Michael Cusick, Helping Hand Rehabilitation Center; Dawn Dalton, Chicago Metropolitan Battered Women's Network; Valerie Denney, Illinois Partners in Human Service; Sarah Frick, YWCA of Metropolitan Chicago; Robert Gorge, Chapin Hall; Tom Jerkovitz, Division of Specialized Care for Children; Jack Kaplan, United Way Metropolitan Chicago; Denice Murray, Department of Children and Family Services; Malik Nevels, Illinois African-American Coalition for Prevention; Laurel O'Sullivan, Donors Forum; Grizel Perez, Family Home Service; Renee Thomas

Next meetings: Friday, February 19, 12 – 2pm, Chicago (location TBD)
Tuesday, March 30, 9:30 – 12pm, Chicago (location TBD)

I. Welcome and Introductions

Commissioners introduced themselves and made statements about the value of human services.

II. Purpose and Duties

As set forth in Executive Order 09-20, the Illinois Human Services Commission's purpose over its two-year life is to:

“...undertake a systematic review of human services programs with the goal of ensuring their consistent delivery in the State of Illinois.”

The Commission's first duty is to “make recommendations for achieving a system that will provide for the efficient and effective delivery of high quality human services.” These recommendations are to include the following six elements:

1. Ensuring adequate appropriations for the provision of human services
2. Establishing processes for determining fair, adequate and timely reimbursement
3. Maintaining efficient management of publicly funded programs and services
4. Implementing best practices within the human services field
5. Creating outcome measures and accountability mechanisms
6. Developing projections for future human services need based on demographic trends and other related variables

The Commission's further duties are to:

- Use existing reports, research and planning efforts and call for additional reports and research to support its work.
- Seek input from existing advisory councils and task forces that address human service delivery as well as other human services experts and the public-at-large including one or more public hearings to take and consider public comment.
- Identify opportunities for increased efficiency and / or cross-agency collaboration regarding human services delivery.

The Commission's deliverables are four reports on these goals and objectives, to be submitted on the following schedule:

- June 30, 2010
- November 30, 2010
- April 30, 2011
- November 30, 2011

II. Proposed Work Plan

The proposed work plan takes the Executive Order's six elements for recommendations (listed above) and organizes them into four phases that will shape meeting agendas and the topics of the four reports that will convey the Commission's recommendations. Specifically:

Timeframe	Deliverable from the Executive Order / Report Topic
Phase One: Jan – Jun '10	Determining adequate appropriations for the provision of human services and developing projections for future human services need based on demographic trends and other related variables
Phase Two: Jul – Nov '10	Maintaining efficient management of publicly funded programs and service and implementing best practices within the human services field
Phase Three: Jan – Jun '11	Creating outcome measures and accountability mechanisms
Phase Four Jul – Nov '11	Establishing processes for determining fair, adequate and timely reimbursement and key findings / recommendations for improving human services budgets, delivery systems and practices

Appendix One: Summary Work Plan lists key assumptions, a proposed organizing framework, a meeting-by-meeting agenda summary and the commission's report schedule.

Commissioners debated the proposed organizing framework, which classifies the services listed on the Executive Order as either services that maintain basic survival or services that prevent harm and build stronger individuals and communities. See action step, below. The framework for organizing human services could be revised, if there are alternative models. Additional services provided by state agencies also need to be listed.

Commissioners recommended an information session be organized to go over the basic facts of human services (related action step appears in the next section).

It was clarified that the responsibility of the Commission is *not* to address the current budget crisis and its potential impact on human services. The Executive Order requires that the Commission focuses on recommendations which will help the state design an effective and properly financed human services system.

Action Step: Commissioners are invited to post on SharePoint other proposed frameworks for incorporating the services covered by the Executive Order into the work of the HSC. See the Executive Order and the Appendix One, page 1 for more information.

Action Step: Staff will incorporate the additional services listed in the Executive Order into subsequent proposed organizing frameworks.

III. Proposed 2010 Meeting Schedule

Tues, March 30 in Chicago, tentatively from 9:30am - 12pm, location TBD

Tues, June 8 in Springfield, time & location TBD

Tues, July 20 in Chicago, time & location TBD

Tues, September 14 in Springfield, time & location TBD

Tues, November 16 in Chicago, time & location TBD

Action Step: At the request of commissioners, an additional meeting was added in order to provide additional background on the human service sector:

Friday, February 19, 12 - 2pm, brown bag lunch in Chicago, location TBD

IV. Communications Tools and Processes

The HSC has a public website at www.hsc.illinois.gov. The website contains the press release announcing the commission, commissioner bios and a contact field that allows the public to communicate with the commission. Draft and final reports will be posted on the website.

HSC members can also access a SharePoint site dedicated to internal communications. It will contain meeting materials, a calendar, workspaces and allow commissioners to post and share documents.

Action Step: Staff will create and distribute a contact list of the commissioners.

Action Step: Staff will develop filters for SharePoint information and organize documents into folders based on the four phases.

Action Step: Commissioners will familiarize themselves with the SharePoint site between meetings and contact Karl Thrope (217-782-2140) if they need help with accessing it.

Appendix One: Summary Work Plan

Assumptions

1. The Human Services Commission’s (HSC) scope is extensive and complex and requires a highly organized process in order to meet its objectives in two years.
2. The HSC will meet bi-monthly. Each meeting will last three – four hours **[QUERY: current schedules put meetings at 2 – 2.5 hours, so should we adjust one or the other?]** and focus on a specific area of the commission’s duties. Agendas will allow for discussion and reaching agreements on issues to be presented in the commission’s report. If necessary, we will move to break-out sessions to work on issues in depth.
3. The HSC will be supported by staff from state agencies, consultants and experts (from universities, local and national non-profits), who will prepare materials for meetings and reports, and perform other work.
4. Experts (state agencies’ staff, leading researchers, etc.) will be invited to make presentations to commissioners, answer their questions and provide information for reports.
5. Input and comments from stakeholders and the public at large will be gathered via: a) the HSC website, b) invitation for comments on topics to be addressed by HSC, and c) comments on draft reports.
6. Since the human services sector is highly diverse and interrelated, a key early task for the HSC will be to establish a conceptual framework. One approach would be to recognize that some services maintain basic survival (e.g., SNAP, cash assistance, homeless shelters, etc.) and others prevent harm and build stronger individuals and communities (e.g., public health, childcare and early childhood education). Both are recognized, by society and by statute, as essential parts of the human services system and so this framework does not attach a higher value to the first category. Rather this or a similar framework is mean to accomplish two key conceptual and logistical objectives: a) make a clear, compelling case for the human services sector overall: its broad scope, its valued diversity and the vital interrelatedness of its parts, and b) provide a framework so that HSC meetings can productively address large and complex issues under the available time (e.g., see the July and September 2010 meetings). This sample preliminary framework is based on 15 of the 21 areas listed in the Executive order:

Services that maintain basic survival	Services that prevent harm & build stronger individuals & communities
<ul style="list-style-type: none"> • Child welfare • Developmental disabilities • Mental health • Sexual and domestic violence • Affordable housing • Food and nutrition • Homelessness • Physical disabilities 	<ul style="list-style-type: none"> • Early childhood education and development • Child care • Youth services • Employment and training • Alcohol and substance abuse • Immigrant services • Re-entry

Appendix One: Summary Work Plan

Summary Work Plan by Phase		
Agenda	Speakers	Materials
Phase One (Jan – June 2010) Deliverable from Executive Order: Determine adequate appropriation levels for the provision of human services and develop projections for future human services need based on demographic trends and other related variables.		
Jan 2010 Meeting		
HSC work plan, process, meeting schedules and communications plan	Co-chairs	List of commissioners, proposed work plan, proposed meeting schedules, communications plan, website address
Current human services budget	Bureau of Management and Budget	
March 2010 Meeting		
Why human services: principles and values to inform the design of human service systems based conceptual framework, e.g., <ul style="list-style-type: none"> • Helping people with basic survival-related needs • Services aimed largely at prevention 		Brief statement on the rationale for human services
General description of <ul style="list-style-type: none"> • Human service delivery system (state, county, local government and non-profit providers) and • Service consumers and needs 	Consultant University expert State administrator	Fact sheets on various service delivery systems and consumers. Fact sheets of services and consumers by legislative district
Projections for future human services needs based on demographic trends and other evidence Discussion of met and unmet need	University experts	Factsheets on projections
What would be adequate appropriations for human services: <ul style="list-style-type: none"> • Adequately funded system • What is required by federal and state laws? • What can be expected given 	University expert State administrators Budget administrator	Budget information based on three scenarios: What should be? What must be, based on federal and state laws? What can be expected given revenue projections?

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Summary Work Plan by Phase		
Agenda	Speakers	Materials
revenue projections? • Policy recommendations on priorities between basic needs and prevention		
Review of proposed FY '11 budget		FY '11 proposed budget
→May 2010: Draft Phase One report circulated for HSC review and public comments←		
June 2010 Meeting		
Review highlights of report: • Services needed • Funding recommendations Present any minority reports		Draft report
Adopt report by vote		
→By June 30, 2010: Release Phase One report / Conclusion of Phase One←		
Phase Two (July – Nov 2010) deliverable from Executive Order: Maintain efficient management of publicly-funded programs and services, and implement best practices within the human services field.		
July 2010 Meeting		
Update of FY'11 human services budget	Bureau of Management and Budget	Fact sheet on FY'11 human services budget
Consider reimbursement practices		
What is known about efficient management and best practices regarding services that help people <u>survive</u> Compare current system to best practices identified nationally	University expert	Reports by experts on best practices by service field
September 2010 Meeting		
Update of FY'11 human services budget Consider reimbursement practices	Bureau of Management and Budget	Fact sheet on FY'11 human services budget
What is known about efficient management and best practices for <u>prevention</u> Compare current system to best practices identified nationally	University expert	Reports by experts on best practices by service field
→October 2010: Draft Phase Two report circulated for HSC review and public comments←		
November 2010 Meeting		
Review highlights of report		Draft report

Appendix One: Summary Work Plan

Summary Work Plan by Phase		
Agenda	Speakers	Materials
Present any minority reports		
Adopt report by vote		
→By November 30, 2010: Release Phase Two report←		
Phase Three (Jan – Jun 2011) Deliverable from Executive Order: Create outcomes measures and accountability mechanisms.		
January 2011 Meeting		
How <u>are</u> survival services currently measured? What <u>are</u> the outcomes expected? Who, or what entities, <u>are</u> being held accountable for delivering the results?	State administrators	Description of current regulations
How <u>should</u> survival services be measured? What outcomes <u>should</u> be expected? Who, or what entities, <u>should</u> be held accountable for delivering the results?	University experts	Reports by experts on best practices by service field
What changes need to be made to produce the outcomes desired?	State administrators	
March 2011 Meeting		
How <u>are</u> prevention and development services currently measured? What <u>are</u> the outcomes expected? Who, or what entities, <u>are</u> being held accountable for delivering the results?	State administrators	Description of current regulations
How <u>should</u> prevention and development services be measured? What outcomes <u>should</u> be expected? Who, or what entities, <u>should</u> be held accountable for delivering the results?	University experts	Reports by experts on best practices by service field
What changes need to be made to produce the outcomes desired?	State administrators	
→April 2011: Draft Phase Three report circulated for HSC review and public comments←		
May 2011 meeting		
Review highlights of report Present any minority reports		Draft report
Adopt report by vote		

Appendix One: Summary Work Plan

Summary Work Plan by Phase		
Agenda	Speakers	Materials
→By June 30, 2011: Release Phase Three report / Phase Three Concludes←		
Phase Four (final; July – Nov 2011) deliverable from Executive Order: Establish processes for determining fair, adequate and timely reimbursement for services, AND key findings/recommendations for improving human services budget, delivery systems and practices.		
July 2011 Meeting		
How are services funded and paid for currently?	State administrators	Description
What business processes are used to secure and pay for services? How do contracting and assessment currently operate? What problems exist with the current business practices?	State administrators	Description
What are best practices in the field? What improvements need to be made?	University experts State administrators	Expert report
Sept 2011 meeting		
Key findings from four phases of HSC work		Draft report
Key recommendations for the final HSC report		Draft report
→Oct 2011: Draft final report circulated for HSC review and public comments←		
Nov 2011 meeting		
Review highlights of report Present any minority reports		Draft report
Adopt report by vote		
→By Nov 30, 2011: Release final report←		