



Health & Human  
Services Coordinating  
Council for Pinellas County

***POLICY BOARD***

**Friday, October 16, 2009**  
**1:30 p.m. to 3:30 p.m.**  
**JWB Children's Services Council • Room 191**  
**14155 58<sup>th</sup> Street North • Clearwater, FL 33760**  
**PH: (727) 547-5600**

**\* AGENDA \***

**I. WELCOME AND ANNOUNCEMENTS (1:30 to 1:35 p.m.) - Commissioner Karen Seel**

- A. Donation to the Disaster Recovery Leadership Network - *Dr. Browning Spence*
- B. Low Income Housing Leadership Network Grant - *Joe Baldwin*

**II. CONSENT AGENDA (1:35 to 1:40 p.m.)**

- A. Approval of Minutes – July 17, 2009
- B. 2010 Meeting Schedule
- C. Proposed FY 2009-10 Objectives
- D. Pinellas County Health Department Grant Endorsement

**III. ACTION ITEM (1:40 to 1:45 p.m.)**

- A. Approval of HHSCC Executive Director's Performance Evaluation

**IV. PRESENTATIONS**

- A. Health Information Technology (1:45 p.m. to 2:00 p.m.) - *Patricia Pell*
- B. Results-Based Accountability (2:00 to 3:30 p.m.)  
*Guest Speaker: Dietre Epps, BS.MS*  
*Senior Consultant, Results Leadership Group*

**V. REPORTS**

- A. Executive Director's Report

**VI. ADJOURN**

**NEXT MEETING:** Friday, January 8, 2010 (*location to be announced*)

**Web Address:** [www.hhscc-pinellas.org](http://www.hhscc-pinellas.org)



# PROPOSED OBJECTIVES FOR FY 2009-10

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## 1. POLICY BOARD

- Work with the Policy Board to implement the recommendations from the 2-1-1 Tampa Bay Cares report.

## 2. ADMINISTRATIVE FORUM

- Revamp the Community Indicators website, providing clear links from community efforts to outcomes and establishing it as a tool for results-based accountability.
- Building on the children's indicators pilot project, develop meaningful indicators for other HHSCC community goals.
- Finalize implementation of the revised GIS component of the community indicator system.
- Work with JWB to develop a results-based budgeting format for children's services.

## 3. LEADERSHIP NETWORKS

### a. Health & Behavioral Health Leadership Network

- Develop recommendations for a common registry (enrollment system) for uninsured health care.
- Conduct an assessment of the technological readiness of providers in the uninsured health care system to be able to respond to emerging state and federal standards for electronic health records and health information exchange.
- Develop a proposal for a priority need for uninsured health care.
- Establish a forum for sharing information regarding developments in health information technology across the providers of uninsured health care in Pinellas County.

### b. Disaster Recovery Leadership Network

- Work with Pinellas County Emergency Management to incorporate the Disaster Recovery Leadership Network and its capacity into the County Emergency Management Plan (CEMP).
- Host the annual Disaster Summit for health and human services providers.
- Develop a proposal for Emergency Management funding of planning, training or exercising of the DRLN plan.
- Develop by-laws for a Long-Term Recovery Organization.

### c. Low Income Housing Leadership Network

- Conduct an assessment of the barriers to affordable housing.
- Develop results and indicators for housing availability and affordability.



## HHSCC Policy Board

October 16, 2009

**Topic: Annual Evaluation**  
*Agenda Item No. III-A*

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**Action:** **Approval of the HHSCC Executive Director's  
FY 2008-09 Performance Evaluation**

**Issue:** **Administrative Management**

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### **Background:**

The JWB Children's Services Council (JWB) provides fiscal and human resources functions for the Health & Human Services Coordinating Council (HHSCC). It is JWB's policy that each employee be evaluated annually. On June 29, 2009, the HHSCC Policy Board Executive Committee approved a format for the Executive Director's evaluation. Attached is the Board's composite evaluation for FY 2008-09.



# Health & Human Services Coordinating Council

**FY 2008-09 Annual Review**

**Executive Director**

**Completed by:** \_\_\_\_\_ **compilation of all**


**Date:** 10/16/09

<b>1. COLLABORATION, INTEGRATION, AND PLANNING</b>  <i>This domain addresses the primary mission of the Health and Human Services Coordinating Council to work with various bodies throughout the community to facilitate the development of health and human service delivery systems that are responsive to local needs and that are delivered effectively and efficiently.</i>	Needs Attention	Satisfied	Good	Excellent
<ul style="list-style-type: none"> <li>• <b>Facilitating Board/Forum/Network Effectiveness:</b> Helping the HHSCC Policy Board and other community stakeholders to identify, work toward, and achieve common goals and objectives.</li> </ul>				7
<ul style="list-style-type: none"> <li>• <b>Project Management:</b> Facilitates the development, coordination and implementation of annual and multi-year work plans.</li> </ul>			2	5
<ul style="list-style-type: none"> <li>• <b>Special Projects:</b> As requested, conducts or oversees the delivery of program and/or fiscal studies to inform decisions by the HHSCC Policy Board, Administrative Forum, and its Networks.</li> </ul>				7
<ul style="list-style-type: none"> <li>• <b>Annual Objectives:</b> Achieves mutually agreed upon annual objectives in conjunction with the Policy Board.</li> </ul>			1	6
<ul style="list-style-type: none"> <li>• <b>Integrity:</b> Demonstrates fairness, honesty, ethical and legal awareness in personal and professional relationships and activities.</li> </ul>				7
Comments: -Great job! You continue to deliver on all that we ask for.				

<b>2. ADMINISTRATIVE MANAGEMENT</b> <i>This domain addresses the financial and human resource management skills to operate the office of the Health and Human Services Coordinating Council.</i>	Needs Attention	Satisfied	Good	Excellent
<ul style="list-style-type: none"> <li>• <b>Budget:</b> Develops and monitors the annual budget and plan of work in conjunction with the partners to the Inter-local Agreement and the Policy Board according to procedures identified by the designated fiscal agency.</li> </ul>				7
<ul style="list-style-type: none"> <li>• <b>Quality Assurance:</b> Maintains a consistently high quality in staff work, operational procedures, and service delivery.</li> </ul>				6
<p>Comments:</p> <ul style="list-style-type: none"> <li>-Despite funding issues Denise is still able to fulfill her responsibilities very effectively.</li> <li>-I don't have adequate knowledge of staff work – certainly appears to be very effective.</li> </ul>				
<b>3. Communication</b> <i>This domain addresses the flow of ideas, information and understanding among individuals.</i>	Needs Attention	Satisfied	Good	Excellent
<ul style="list-style-type: none"> <li>• <b>Interpersonal Communication:</b> Conveys ideas or information effectively to others in verbal and written communication in a way that furthers organizational objectives. This includes presentation skills as well as interpersonal communication.</li> </ul>			2	5
<ul style="list-style-type: none"> <li>• <b>Media Relations:</b> Communicating information to the media in a way that increases public understanding of HHSCC issues and activities, and builds a positive relationship with the media.</li> </ul>			4	1
<p>Comments:</p> <ul style="list-style-type: none"> <li>-Great communication between all of the partners. Media communications are difficult – let's see how we can enhance this.</li> <li>-Stays away from trouble.</li> <li>-Cannot recall any media related activity.</li> <li>-I don't have knowledge of media relationships.</li> </ul>				



	Needs Attention	Satisfied	Good	Excellent
<b>Overall Performance</b>				7
Comments: -Need concrete deliverables for Health and Behavioral Health during this next year. -She is a wonderful asset to the agency and the community! -Denise is an asset to the community and has accomplished much during her time in Pinellas County. -I'm very pleased with Denise's work and the progress of the HHSCC and related networks. - I think Denise and her staff have been <u>very</u> effective and taken the HHSCC further in this short period of time than ever imagined.				

	<p><b>Health and Human Services Coordinating Council for Pinellas County</b>  <b>501 1st Avenue North, Suite 500</b>  <b>St. Petersburg, FL 33701-3715</b>  <b>Phone: (727) 582-7952; Fax: (727) 582-7950</b>  <b>E-mail: <a href="mailto:dgroesbeck@hhsc-pinellas.org">dgroesbeck @hhsc-pinellas.org</a></b></p>
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**TO: HHSCC Policy Board**

**FROM:** Denise M. Groesbeck, Executive Director

**DATE:** October 16, 2009

**SUBJECT: STATUS REPORT**  
**For the Period: July 17, 2009 to October 16, 2009**

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### **POLICY BOARD**

#### ***2-1-1 Tampa Bay Cares, Inc.***

- *Strategic Planning Team:* The work of the Strategic Planning Team progressed over the summer with the submission of the Regionalization Team's report, the fund-raising plan developed by the 2-1-1 Board and JWB's decision to issue a \$100,000 challenge grant. Tasks that are still outstanding include developing common performance measures for 2-1-1 across its local funding agencies; in-kind support through JWB and Pinellas County, the budget analysis and completion of the work of the *Data Quality and Reporting Team*.
- The *Regionalization Team* concluded its work. It was noted that while a number of surrounding counties were interested in collaborating, there was little immediate interest in merger opportunities.
- The *Data Quality and Reporting Team* has almost completed its review of all of reports produced by 2-1-1 Tampa Bay Cares, Inc. To-date, the team has completed an analysis of JWB, Pinellas County, and TBIN reports. A level of effort analysis for TBIN reports is in process. Following the creation of an updated index of reports, the team will begin to discuss the strategic use of information from the 2-1-1 system to inform countywide planning.

#### ***Community Indicators***

HHSCC is engaged in two initiatives related to increasing the utility of the community's indicators system and website ([www.pinellasindicators.org](http://www.pinellasindicators.org)):

##### **1. Website Design**

HHSCC staff has engaged a professional design company to design webpage templates that incorporate suggestions made by the Indicators Steering Committee in *Recommendations for the Pinellas Community Indicators System* (September 30, 2008). The website design is being crafted to convey an efforts to outcomes relationship and to maintain a consistent message. *(An image of the revised homepage template is attached.)*

## 2. *Geographic Information System (GIS)*

HHSCC staff and members of the Administrative Forum are working with Pinellas County Business and Technology Services to finalize the functional requirements of the GIS system that will support the community indicators initiative. This includes input from GIS staff from Pinellas County Schools, the Juvenile Welfare Board, Pinellas County Health Department, Pinellas County Economic Development, and the State of Florida Department of Children and Families (DCF).

### **ADMINISTRATIVE FORUM**

The Administrative Forum met twice over the summer and focused on activities related to Results-Based Accountability and Results-Based Budgeting. At the first meeting, Ms. Sahulka (JWB) presented a PowerPoint entitled, *Measuring Community Results*, which talked about the relationship between Pinellas County community indicators and the results areas recently adopted by the Florida Children's Cabinet. Ms. Sahulka explained that JWB is taking the lead in developing a financial form that will allow the state to highlight its investment with regard to the results areas that they have adopted. Because of the Forum's previous work with financial asset mapping, the group was asked to pilot the state's form for collecting fiscal and indicator information to tie outcomes to investment of resources. With the Forum's consensus decision to proceed with this task, several members met to develop a data collection tool that would merge the information from the local asset mapping process, with the proposed state data. In the interim, many Administrative Forum members attended the Results-Based Accountability Leadership Session presented by Mark Friedman, author of *Trying Hard Is Not Good Enough: How to Produce Measurable Improvements for Customers*. Following that session, members began to articulate the key results for Pinellas County, focused around the work of the Leadership Networks. As key stakeholders from the housing networks were absent, discussion on that topic was tabled. To-date, the agreed upon results are:

- EVERY PERSON IS PHYSICALLY AND MENTALLY HEALTHY
- EVERY PERSON LIVES IN A SAFE AND SUSTAINABLE COMMUNITY
- EVERY PERSON HAS THE OPPORTUNITY TO LEARN AND SUCCEED

Additionally, throughout this period, Administrative Forum members monitored the progress of the 2-1-1 Strategic Planning Team and engaged in problem solving to assist 2-1-1's efforts to broaden its funding base.

### **HEALTH & BEHAVIORAL HEALTH LEADERSHIP NETWORK (H&BHLN)**

The Health & Behavioral Health Leadership Network met once during the summer.

#### *Uninsured Health Care:*

- *Medical Home Roundtable* - Members of the Roundtable completed a survey of unmet specialty care needs for the month of July. According to this informal survey, the top five unmet specialty care needs were: (1) Behavioral Health, (2) Radiology, (3) Dental, (4) Ophthalmology and (5) Cardiology.

Additionally, members of the Roundtable reviewed the Health & Behavioral Health Leadership Network's objectives for a short-term strategy to impact the provision of

uninsured health care. Based on prior discussion, the two pre-eminent needs identified were: (1) specialty care; and (2) urgent care. After extensive discussion, the members agreed to “*explore the feasibility of integrating and expanding the specialty care network for uninsured populations in Pinellas County, to include “specialized clinic(s)”*”.

### *Behavioral Health*

- *Co-occurring Core Services Mapping Team* – This team is reviewing the *Behavioral Health Asset Map* approved by the Administrative Forum. This team completed the baseline asset map over the summer. Team members agreed to an October/November update to the information to reflect the significant changes that have occurred in the behavioral health system over the summer in response to strategic policy changes in the DCF as well as local budget cuts.

### *Health Information Technology (HIT)*

- HHSCC began implementation of the Pinellas County Health Department grant this summer. HHSCC entered into an MOU with Pinellas County for the requisite technology services to implement the grant. Ms. Patricia Pell, BTS Business Analyst, who commenced work on the HIT project in September 2009, will be the lead. She has provided an overview of the project to the members of the Medical Home Roundtable and the Health & Behavioral Health Leadership Network. She has begun the analysis of the common registration system and is beginning to meet with individual members of the Roundtable regarding the technical capacity assessment. Additionally, she and the Executive Director attended a Tampa Bay Regional Health Information Organization (Tampa Bay RHIO) Board meeting. The Executive Director has participated in the Agency for Healthcare Administration’s (AHCA) statewide telephone conferences for the Health Information Exchange Coordinating Committee which is developing policies for the state Health Information Exchange.

### **LOW-INCOME HOUSING LEADERSHIP NETWORK (LIHLN)**

The Low-Income Housing Leadership Network elected a new Chair and Vice-Chair in August: Ms. Nina Bandoni, Vice Mayor, City of Safety Harbor is the Chair; Mr. Brian Shuford, Director of Governmental Affairs for the Pinellas Realtor’s Association is the Vice-Chair. Over the summer, the Network completed its member presentations, finishing with a review of the challenges in developing HUD projects; the “new” Homeless; and Foreclosure Intervention, Home Buyer Programs and *The HomeBuyers Club*. Members also identified a list of barriers to housing from their own organizational perspectives. Network members used this information to construct three outcome or result statements which will form the basis for the Network plan:

- Sufficient housing exists in Pinellas County to house all residents
- Housing is affordable to all residents of Pinellas County
- Pinellas County residents are provided sufficient supports to enable them to acquire or stay in their homes.

### **DISASTER RECOVERY LEADERSHIP NETWORK (DRLN)**

The Disaster Recovery Leadership Network (DRLN) held only one meeting this summer. Ms. Shelba Waldron (*Training Manager, JWB and chair of the DRLN Training Committee*) reported that a multi-agency disaster training calendar is in the process of being finalized with links to the websites of agencies offering disaster planning. The DRLN annual disaster summit is planned for April 2010.

Working with the child care sub-committee of the Disaster Recovery Services Coalition, the training team produced one e-learning course focused on Child Care Continuity of Operations Plans. There are approximately 1,400 child care providers in Pinellas County. Providing individual training to this large a group is impractical. Furthermore, it is often difficult for child care providers to leave their operations to attend workshops. This e-learning opportunity will provide greater access to critical disaster planning information for child care providers and their staff. Training will be available through the St. Petersburg College (SPC) website and will be offered for \$8.00. SPC will track course completion and will report the results back to the Training Committee on a quarterly basis. SPC will also offer Continuing Education Credits to individuals for completion of the program.

*The Long-Term Recovery Organization Team* is continuing its work on By-Laws and Articles of Incorporation. A first draft of the By-Laws has been completed.

### **ADMINISTRATIVE ISSUES**

The Executive Director worked with the JWB attorney and JWB fiscal staff to develop standard protocols and contract language for grant funds.

A Memorandum of Understanding was developed with Pinellas County for technology services related to the Pinellas County Health Department Grant.

### **OTHER**

On August 18th, D. Groesbeck provided a presentation to the Pinellas County Board of County Commissioners entitled, *HHSCC, Working Together for a Better Pinellas*. The presentation provided background information of the HHSCC, an outline of its current structure, a review of accomplishments and a discussion of future efforts. On September 11th, D. Groesbeck provided the same presentation to the Homeless Leadership Network.

On September 15th, D. Groesbeck and J. Baldwin attended an all day training session on Results-Based Accountability in Kissimmee, Florida. On September 17<sup>th</sup>, the Children's Board of Hillsborough County hosted an invitation-only Results-Based Accountability Leadership Session for key stakeholders from both Pinellas and Hillsborough Counties. JWB and HHSCC staff worked closely with the Children's Board to organize the event.

Mr. J. Baldwin participated in the Community Indicator Consortium's (CIC) Seventh Annual International Conference from September 30th through October 2nd.

D. Groesbeck was asked to serve as a Board Member of the Tampa Bay Regional Health Information Organization representing the Health & Behavioral Health Leadership Network.



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**pinellasindicators.org** is a tool to help us achieve the quality of life conditions we want for the children, adults, and families that live in Pinellas County. It does so by providing the best possible answers to the following questions:

- ◆ **what** are the quality of life conditions we want?
- ◆ **what** would these conditions look like if we could see them?
- ◆ **how** can we measure these conditions?
- ◆ **how** are we doing on the most important measures?

- ◆ **who** are the partners that have a role to play in doing better?
- ◆ **what** works to do better, including no-cost and low-cost ideas?
- ◆ **what** do we propose to do?



**residents** "Sed egestas, ante et vulputate volutpat, eros pede semper est, vitae luctus metus libero eu augue. Morbi purus libero, faucibus adipiscing, commodo quis, gravida id, est. Sed lectus. Praesent elementum hendrerit tortor. Sedi"

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**elected officials**

"Donec nec justo eget felis facilis fermentum. Aliquam porttitor mauris sit amet orci. Aenean dignissim pellentesque felis."



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**program administrators**

"Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec odio. Quisque volutpat mattis eros."



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**pinellasindicators.org** promotes a collaborative approach to answering these questions. In doing so, we define our community goals, select community indicators, inform evidence-based action plans, and examine program performance. This collaborative, data-driven approach is necessary because achieving community-wide impact is beyond the ability and responsibility of any one agency, organization, or level of government.

**putting it all together**

Each Key Focus Area has information about our communities plans and efforts to make an impact.





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