Service Priorities:

1. Services that remain uninterrupted (services that are not closed on a weekend or holiday)
2. Services that need to be reestablished within a few days.
3. Activities that can be disrupted temporarily (a few days or weeks)
4. Activities that can be suspended during an emergency (6-8 weeks)

**Essential Functions**: **MNPrairie County Alliance** – Human Services of Dodge, Steele, Waseca Counties as of 8:30 a.m. 3/18/20

|  |  |  |  |
| --- | --- | --- | --- |
| Priority | Service | Minimum Staff | Telecommuter Option? |
| 1 | Responding to child protection emergency situations. MNPrairie has an on call system which has one supervisor and one social worker on each week. This covers evening time (4:30 pm to 8:00 am), weekends, and holidays to meet the mandatory response for child protection reports. Law enforcement has the on call number and communicates with MNPrairie staff during this time. | 1 supervisor 1 social worker | Currently the 2 staff are able to respond by phone. If there is a placement, then at least 1 staff must physically respond. |
| 1 | Adult protection follow up – Level 1 response priority (Emergency Protective Services) w/in 24 hours | 1-2 |  |
| 1 | Commitment response |  | Yes, but requires an interview with the person |
| 1 | Mental health crisis |  |  |
| 1 | Child Protection staff must meet with a child(ren) and family members within 24 hours of a report that meets the level of investigation (i.e. sex abuse, egregious harm, facility report). Investigations are typically completed with law enforcement. | A minimum of 1 social worker outside of business hours. | All child protection staff typically work in the office so this would need to be reviewed. |
| 1 | Maintaining computer system access for all staff, up to and including support of remote work | 2 IT staff | Yes |
|  |  |  |  |
| 2 | *Child protection assessment social workers are required to meet with the child(ren) and family members within 5 calendar days of the report. The contacts typically occur during business hours. Social Workers are expected to work around the family’s schedule. Ongoing Child Protection requires frequent and consistent contact with families with safety concerns. Our Child Welfare Services: Children’s Mental Health, Parent Support Outreach, Child Care Licensing, and Non-emergency Child Foster Care Licensing would need to be reestablished within a few days.* | Needs to be evaluated based on caseload sizes and time. | Child Protection work is done with team decision making. Ability to do consult via SKYPE would be necessary. |
| 2 | *Expedited SNAP up to 5 days* | 1-2 | Yes |
| 2 | *EA funding request* | 1-2 | Yes |
| 2 | *Emergency Medical Needs* | 1-2 | Yes |
| 2 | *Issuance of EBT cards* | 3 (1 per site) | No |
| 2 | Receiving apps and scheduling interviews for eligibility programs | 3 (1 per site) | Yes |
| 2 | Security access for all state computer programs-we currently have a matrix that is at least 2 deep for each program | 1 | Yes |
| 2 | Child Support Warrant Hearings | 1 | Yes |
| 2 | Adult Protection – Level 2 Response Priority – within 72 hours | 1-2 | Yes, for paperwork may need to see client in the field |
| 2 | If a child is placed in a non-licensed related home, there is the ability to do an Emergency License for Relative Foster Care. This process must be initiated within 72 hours of the child(ren) being placed in the home. If the child(ren) is placed by an Emergency Protective Custody order and hold initiated by law enforcement., the agency is required to be in front of a judge within 72 hours of the placement. | Emergency licensing requires at least 1 licensor. Every placement decision should include a supervisor and at least 1 social worker. | The home does need to meet specific fire marshal codes. A walk through of the home by an experienced licensor would be2 best. |
| 2 | *MnCHOICES Assessments – specifically those with urgent/safety needs1* | 1 | Yes |
| 2 | Emergency Guardianship petitions – usually related to adult protection | 1 | Yes |
|  |  |  |  |
| 3 | Accounting: payroll | 2 | Yes |
| 3 | Accounting: payable | 2 | Yes-mostly |
| 3 | Accounting: receivables | 1 | Yes |
| 3 | Accounting: Social Welfare Fund | 1 | No |
| 3 |  |  |  |
| 3 | Adult & Disability SS: *MnCHOICES reassessments to keep funding for existing services active.* | 1 | Yes |
| 3 | Adult & Disability SS: *Returning phone calls from clients and associated follow-up* | ? | Yes |
| 3 | Adult & Disability SS: *Service authorizations/data entry* | 1 | Yes |
| 3 | IHCA: Eligibility & Child Support: *Eligibility Intake* | 7 | Yes |
| 3 | IHCA: Eligibility & Child Support: *Eligibility Processing* | 4 | Yes |
| 3 | IHCA: Eligibility & Child Support: Child Support Intake | 1-2 | Yes |
|  |  |  |  |
| 3 | Office Support: *Sorting and delivering mail* | 3 (1 per site) | No |
| 3 | Office Support: *Processing faxes* | 1 | Yes |
| 3 | Office Support: *Scanning documents* | 3 (1 per site) | Maybe |
| 3 | Office Support: Processing telecommuter mail | 1 | No (unless remote printer & stamps) |
|  |  |  |  |
| 4 | Adult & Disability SS: Social Security Applications | 1 | Yes |
|  |  |  |  |
| 4 | IHCA: Eligibility & Child Support: *Fraud Prevention Investigation Referrals* | 2 | Yes for eligibility worker |
| 4 | IHCA: Eligibility & Child Support: *Fraud Prevention Investigation Referrals* | 1 | No for FPI investigator |
| 4 | IHCA: Eligibility & Child Support: *Eligibility overpayments* | 1 | Yes |
| 4 | IHCA: Eligibility & Child Support: *Child Support Legal Work* | 1-2 | Yes |
| 4 | IHCA: Eligibility & Child Support: Child Support Enforcement | 1-2 | Yes |
|  |  |  |  |
| 4 | Office Support: *Processing returned mail* | 1 | Maybe |
| 4 | Office Support: *Printing business cards* | 1 | No |
| 4 | Office Support: *Creating packets – CAF, MA, Licensing* | 1 | No |
| 4 | Office Support: Public assistance verification requests | 1 | Maybe (need remote printer & stamps) |
|  |  |  |  |

**Succession/Decision Making Authority**

This section should identify orders of succession and decision-making authority for key positions within MNPrairie.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Successor | Program Area | Name/Title | Contact Cell Phone | Contact Desk phone | Contact Personal Cell |
| 1 | Agency-wide | Jane Hardwick, Exec Director | 507-951-8501 | 507-923-2907 | 507-271-8600 |
|  | 2 | Cathy Skogen, Mgr IHCA, Eligibility & Child Support | 507-923-6056 | 507-923-2928 | 507-273-3126 |
|  | 3 | Kevin Venenga, Mgr Accounting | 507-421-6812 | 507-923-2916 | 507-421-6812 |
|  |  |  |  |  |  |
| 1 | Accounting | Kevin Venenga, Mgr Accounting | 507-421-6812 | 507-923-2916 | 507-421-6812 |
|  | 2 | Shelley Koen, Supervisor | 507-202-0859 | 923-2913 | 507-202-0859 |
|  | 3 | Mary Wacek, Supervisor | 507-838-0857 | 431-5611 | 507-440-0105 |
|  |  |  |  |  |  |
| 1 | Admin/OSS | Jane Hardwick, Exec Director | 507-951-8501 | 507-923-2907 | 507-271-8600 |
|  | 2 | Beth Christesen, OSS Supervisor | 507-676-1442 | 431-5602 | 507-210-5819 |
|  | 3 | Kristin Ferris, Exec Asst | Coming | 923-2910 | 507-226-5064 |
|  | 4 | Kris Jackson, Exec Asst/Operations Analyst | 507-461-5817 | 431-5608 | 507-451-9538 |
|  |  |  |  |  |  |
| 1 | Adult & Disability SS | Tara Reich, Mgr Adult & Disability Social Services | 507-676-1197 | 507-431-5741 | 507-456-8210 |
|  | 2 | Heather Johnson, Mgr | 507-363-0646 | 507-923-2926 | 507-272-1135 |
|  | 5 | Hope Johnson, Supervisor | 507-838-2443 | 837-6671 | 651-269-2477 |
|  | 6 | Devin Laiho, Supervisor | 507-838-5243 | 431-5739 | 763-647-9505 |
|  | 4 | Chad Ramaker, Supervisor | 507-923-5218 | 923-2950 | 507-513-8287 |
|  | 3 | Brandon Smith, Supervisor | 507-456-4224 | 431-5761 | 319-404-2657 |
|  |  |  |  |  |  |
| 1 | Child & Family SS | Heather Johnson, Mgr Child & Family Social Services | 507-363-0646 | 507-923-2926 | 507-272-1135 |
|  | 4 | Christie Bausman, Supervisor | 507-923-1582 | 923-2963 | 507-358-5255 |
|  | 3 | Billie Frantesl, Supervisor | 507-676-3273 | 431-5712 | 320-291-3883 |
|  | 2 | Wendy Morton, Supervisor | 507-461-0978 | 837-6672 | 507-461-0978 |
|  |  |  |  |  |  |
| 1 | IHCA: Eligibility & Child Support | Cathy Skogen, Mgr IHCA, Eligibility & Child Support | 507-923-6056 | 507-923-2928 | 507-273-3126 |
|  | Eligibility |  |  |  |  |
|  | 2 | Jeremy Allen, Supervisor Eligibility | 507-923-6350 | 507-923-2937 | 507-358-9963 |
|  | 3 | Linda Johnson, Supervisor Eligibility | 507-461-0862 | 507-837-6629 | 507-461-0862 |
|  | 4 | Michael Pegg, Supervisor Eligibility | 507-461-2132 | 507-431-5641 | 612-239-5161 |
|  | Child Support |  |  |  |  |
|  | 2 | Joan Scholljegerdes, Supervisor Child Support | 507-456-4529 | 507-431-5621 | 507-456-8565 |
|  | 3 | Amy Martinez, Supervisor Child Support Enforcement, Data Practices Official | 507-363-1606 | 507-837-6696 | 507-363-1606 |

**Critical Systems**

|  |  |  |
| --- | --- | --- |
| System | Current Location | Other Location |
| SSIS | State | n/a |
| MGA, eFile | State, County | n/a |
| MAXIS, MMIS, EBT, MN-ITS | State | n/a |
| EDMS | Local on-prem (at this time) | n/a |
| Servers-various | IT office in Steele Co | Back-up server, Dodge Co |
|  |  |  |

**Communications**

Does MNPrairie have a quick way to communicate with employees?

Yes. We use a remote service (Call-em-all <https://www.call-em-all.com> ) to contact our staff within 5 minutes of a recorded message at a number of their choosing.

**Other Comments or Considerations?**

Completed by: MNPrairie management team ([Kris.Jackson@MNPrairie.org](mailto:Kris.Jackson@MNPrairie.org) scribe) 3/18/2020