

CHS User Group Meeting Minutes

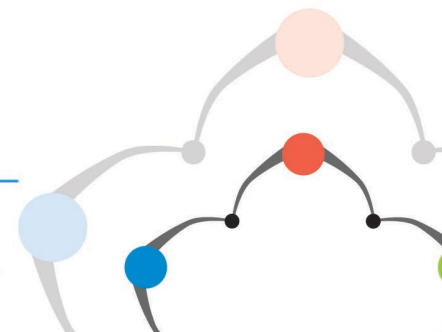
March 16, 2026, at 9:00 am-12:00 pm via Zoom

Facilitator: Jackie Och, Todd County (Chair)

Recording Officer: Lisa Klotzbach, Dakota County

Attendance:

- Becker, Brittany – McLeod
- Becker, Carol – Carver
- Beyer-Schulte, Amanda – MnCCC
- Bjur, Elizabeth – Clay
- Brenny, Beth – Morrison
- Cameron, Leah – Waseca
- Early, Krista – Goodhue
- Fischer, Hannah – Benton
- Harris, Denver - Ramsey
- Hicks, Christine – Anoka
- Hoag, Angelina – Sherburne
- Klotzbach, Lisa – Dakota
- Leraas, Jodi – Scott
- Lien, Jody – Otter Tail
- Nerem, Shawn – Blue Earth
- Ness, Sarah – Wadena
- Norstad, Mandy – Olmsted
- Och, Jackie – Todd
- Paulson, Allen – Clearwater
- Prescher, Sarah – Carver
- Prom, Brian – Neumo
- Purfeerst, Deb - Rice
- Roenicke, Tyler – Washington
- Satre, Joseph – Carver
- Schaefer, Kris – Sherburne
- Seifert, Tammy – Sherburne
- Simon, Jonathan – MnCCC
- Thompson, Mary – Neumo
- Timm, Jill – Washington
- Voelker, Kelly - Carver
- Wenisch, Chris – Kandiyohi
- Wentworth, Carol – Carver
- Yost, Sue – Freeborn
- Young, Jon – Wright



1. Jackie Och called the meeting to order.

2. Roll call was taken, and quorum met.

3. Consent Agenda Approval: Deb Purfeerst moved to approve the consent agenda, Jody Lien seconded, and the motion carried by a virtual show of hands.

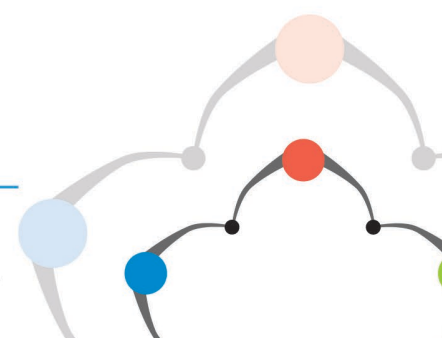
4. January Meeting Minutes Approval: Leah Cameron moved to approve the January 28, 2026, meeting minutes, Sarah Prescher seconded, and the motion carried by virtual show of hands.

5. Support Desk Call Summary & Technical Hours Usage: Mary Thompson reported support call hours are trending down 115 hours but anticipated an increase in calls with V50.5 installations. Reported no change in technical hours usage since the January meeting due to uncertainty regarding the CATCH enhancement.

4. Review and Approval of Financial Report: Jonathan Simon reviewed the current balances of the Enhancement fund. Carol Becker moved to approve the Financial Report, Sue Yost seconded, and the motion carried by a virtual show of hands. Becker reported there will be contract changes by 2028. We have a two-year extension on this contract, it would be prudent to extend this contract and then decide on direction for the next contract. Simon presented possible options to fund the CATCH enhancement at a projected total cost of \$420,656.25 using Enhancement funds (\$15,750.00), HIE funds (\$200,000), and county sharing by population tier with the option to pay over three years. Estimated a 6% increase in 2027 fees. Discussion and questions:

- Thompson clarified that the current dollar amount estimate for the project does not include cost of hiring a contractor. If funded outside of technical hours, Neumo would need additional staffing to complete this work along with the rest of the technical hours work.
- Jill Timm asked for this proposal to be stamped as “Draft” and sent out to the members for better understanding. Also clarified that this group has not yet decided to support the project. Meredith agreed to update and share the funding document presented as a draft for discussion.
- Timm asked how the Enhancement fund and HIE fund amounts were decided. Meredith replied the \$15,750 from Enhancement fund is the amount to fund two enhancements from the Wishlist that would be satisfied by the CATCH enhancement. The HIE fund has not been utilized.
- Timm asked if the costs of contractor support for Neumo were included in this funding proposal. Thompson replied no, contractor costs are not included.
- Becker asked the group if this feels like the right direction to take. Jody Lien replied that thi approach of splitting costs across different funds makes sense, especially using enhancement funds.
- Meredith said they would check the Member Deposit accounts, need to assure what department.
- Carol Wentworth requested a broader discussion regarding whether the group supports the enhancement or not before discussing funding further. Timm agreed. The Enhancement fund is very large and could be used more of to ease the cost sharing burden on counties. Purfeerst echoed the need to first establish support and use of the Enhancement and HIE funds.

5. Neumo Contract Update: Meredith explained that we have two 1-year extensions and have enacted the first one, so now need to look at 2027 fees and start discussing if changes for 2028.



6. MnCCC Updates

- a. Executive Director Update: Meredith reported planning for the MnCCC annual conference May 18-21 at Maddens Resort. Recently hosted the Celebrating Women in Government event. Working through fee structures, elections, and contract renewals.
- b. ISSG Liaison: Joseph Satre reported the Training committee is planning for the MnCCC annual conference and will host an AI workshop on April 1. Sign up is on RSVP. Corrections is pilot testing Twilio integration. Meredith reported administrative challenges with MnCCC as the central account. Would work better for agencies to set up their own accounts and link to MnCCC's.
- c. MnCCC Liaison: Al Paulson reported MnCCC has a new finance manager, Simon. Encouraged participation in the virtual district meetings April 27th and MnCCC annual conference. Meredith said they are hosting New Officer Orientation next week, encouraging attendance if considering an office.

7. Committee and COP Reports

- a. Enhancements: Jodi Leraas reported V50.5 is in general release. The Wishlist is being held pending the CATCH enhancement decision. If there are hours for programming, it will be sent out soon.
- b. Quality Assurance: Co-Chairs April Sommerville and Fernando Benitez submitted a written report. *The QA committee met Feb 2nd and March 2nd, 2026. We have been discussing multiple open Form Sets. An enhancement request was submitted and discussed at February Enhancement meeting. It was requested that QA have further discussion on this enhancement. Neumo provided a query so agencies could determine how many multiple form sets they have. The enhancement will be updated and discussed again on March 20th. The other topic discussed March 2nd was multiple FHV consents. It has been found that clients can have multiple FHV consents and if older consents are not inactivated, this can cause the wrong level of data to be shared with MDH, if client has changed their consent level. Neumo supplied a query so agencies can determine if clients have multiple FHV consents active. An enhancement will be presented on March 20th to prevent multiple FHV consents being active. Neumo contributed some additional ideas to improve the FHV MDH interface.*
- c. Training: Co-chairs Tara Thompson and Colette Henke submitted a written report. *The Training Committee met on February 18th. We discussed the pending general release of V50.5 following beta tester sign-off. There was positive feedback on recent Word Form Letter training sessions, which were appreciated for being split into two parts. All training recordings have been posted to the resource center. The group discussed additional training needs such as closing form sets, tasks, and potentially consents. Queries for identifying multiple form sets and consent discrepancies will be shared by MnCCC and distributed with instructions. The next meeting is scheduled for April 15th from 10:30–11:30.*
- d. CATCH Project: Lisa Klotzbach summarized project to date, addressed outstanding questions, and potential cost savings from three different agencies. Asked the group for further input. Tyler Roenicke asked if the agencies involved with the Twilio pilot for Corrections had any concerns regarding the Terms of Use. Meredith did not know. Brian Prom noted that Neumo still does not know if they will be able to connect to the State system for testing purposes. Klotzbach will ask Scott Jara, Dakota IT who has been working with the state on the iCounty views/access to CTC data download. Discussion and questions:

- Discussed use of technical hours to fund the work. Thompson said if we used technical hours, Neumo would not need to hire a contractor, but other programming would be put on hold. Krista Early asked what enhancements. Thompson said it would depend on what the Enhancement committee decided. Roenicke asked if we used all the technical hours, would there be space for mandatory? Thompson said we'd have to hold back some hours for mandatory enhancements, look back at past years for an estimate. Roenicke suggested using technical hours, but if there is an opportunity to, to prioritize CATCH then build the funding into the future contract, use money over time for planning so not increase cost right now. There would be a lot of catch-up enhancements if put on hold for 2 years. Thompson clarified that programming and testing would be 9 months of work. Each PH-Doc agency uses the CATCH database for CTC outreach, but each are staffed differently and provide different levels of outreach.
- Discussed future of CTC Outreach work. Purfeerst reported hesitancy to spend resources on a program they only have 0.75 FTE working on and unsure of future. Leah Espinda-Brandt shared that she got reassurance from DHS that CTC Outreach will continue as a partnership with IHPs and Counties. Jody Lien stated this programming would broaden our ability, support more than CTC outreach.
- Discussed the programming estimate and contractor costs. Neumo reported they are not comfortable with the estimated programming hours, with or without a contractor, because unsure about the interface for testing. Not able to get contractor costs for Friday's Enhancement meeting. Roenicke asked if Neumo could provide a ballpark estimate of the additional cost for a contractor if we used half or none of the technical hours to help us understand the cost options for the next meeting. Thompson said they would have to discuss with their management. Meredith said MnCCC could help find a contractor.
- Discussed next steps. Meredith asked for a motion to approve moving forward and sending to Enhancements to determine how many technical hours to use. Then this group will review at the May meeting and make a final funding decision. Roenicke shared concern that funding decisions are not the role of Enhancements, but it would be their role to manage the technical hours of each version. Lien asked if there was support. Och said the cost is the most important factor.
- Cameron moved to approve moving the CATCH enhancement request back to the Enhancement committee to decide how many technical programming hours to use and then this group will decide funding at the May meeting. Norstad seconded the motion. The motion carried by an anonymous poll with 19 of 20 approving. All are encouraged to be present at the May meeting. Specific funding option information will be sent in April, ahead of the May meeting for review.

f. PH-Doc Roadmap: Roenicke had no report.

g. Neumo: Thompson reported V50.5 general release is out. Nine agencies have installed and many more are schedule through mid-April. Roenicke shared that the BETA testing process has improved. Thompson said they are currently testing V51, which includes the PowerBuilder updates.

h. Ad hoc Membership Committee: to be removed as not active.

i. Communities of Practice: General Updates & Important Information: Meredith reported many of these groups are meeting regularly. See the RSVP calendar for days and times.

8. Marketing Updates: Meredith reported no new inquires. Asked to send any suggestions of conferences to attend.

9. Other Business/Member Concerns - MnCCC Annual Conference & User Group Meeting: Meredith suggested holding our annual meeting at the MnCCC conference at Maddens Resort in Brainerd on Tuesday, May 19, at 10:45 AM.

Discussion regarding hybrid option, if would be required to register for the conference, cost of the conference, if had planned to attend, the types of trainings on the agenda, and willingness of counties to pay for this conference. Och stated support for holding the annual meeting at the conference. Meredith said it would be held there with in-person and hybrid attendance options. Strongly encouraged in person attendance.

10. Yost moved to adjourn the meeting, Cameron seconded, and the motion carried by a virtual show of hands.

The next meeting will be on Tuesday, May 18 at 10:45 am; at the MnCCC Annual Conference with a hybrid option.