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A bill for an act
relating to human services; redesigning service delivery; amending Minnesota
Statutes 2010, sections 256.01, by adding a subdivision; 256.045, subdivision
4a; 402A.10, subdivision 4; Minnesota Statutes 2011 Supplement, sections
402A.10, subdivision 5; 402A.15; 402A.18; 402A.20; proposing coding for new
law in Minnesota Statutes, chapter 402A; repealing Minnesota Statutes 2011
Supplement, sections 402A.30; 402A.45.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF MINNESOTA:

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Section 1. Minnesota Statutes 2010, section 256.01, is amended by adding a subdivision to read:

Subd. 14c. American Indian child welfare, social, and human services project;

White Earth Band of Ojibwe Indians. (a) The commissioner of human services shall enter into a contractual agreement as authorized under subdivision 2, paragraph (a), clause (7), with the White Earth Band of Ojibwe Indians for the tribe to provide all human services and public assistance programs that are under the supervision of the commissioner to tribal members who reside on the reservation. Grants may be issued to the White Earth Band of Ojibwe Indians to support the project. The commissioner may waive existing rules to support this project. The commissioner shall seek any federal approvals necessary to carry out the project as well as seek and use any funds available to the commissioner, including use of federal funds, foundation funds, existing grant funds, and other funds. The commissioner is authorized to advance state funds as necessary to operate the projects. Federal reimbursement applicable to the projects is appropriated to the commissioner for purposes of the project.

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(b) The commissioner shall redirect all funds provided to Mahnomen County for these services, including administrative expenses, to the White Earth Band of Ojibwe Indians.

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- (c) The commissioner, in consultation with the tribe, is authorized to determine the process by which programs not currently provided by the White Earth Band will be transferred to the tribe and which programs will be transferred to the tribe. In the case of a dispute, a two-thirds vote of the tribal council to transfer a program to the tribe shall overrule the decision of the commissioner.
- (d) When the commissioner approves transfer of programs and the tribe assumes responsibility under this section, Mahnomen County is relieved of responsibility for providing program services to tribal members who live on the reservation while the tribal project is in effect and funded.
- (e) The tribe must comply with all reporting and record keeping requirements under state and federal laws and rules.

Sec. 2. Minnesota Statutes 2010, section 256.045, subdivision 4a, is amended to read: Subd. 4a. Case management appeals. (a) Any recipient of case management services pursuant to section 256B.0625 or 256B.092, or personal care assistance services under section 256B.0625, who contests the county agency's action, reduction, suspension, denial, or termination of services, or failure to act in the provision of those services, other than a failure to act with reasonable promptness or a suspension, reduction, denial, or termination of services, must submit a written request for a conciliation conference with the recipient's case worker and the county social service director or designee to the county agency. The county agency shall inform the commissioner of the receipt of a request when it is submitted and shall schedule a conciliation conference within 10 days of receipt of the recipient's written request. The county agency shall notify the recipient, the commissioner, and all interested persons of the time, date, and location of the conciliation conference. The commissioner may assist the county by providing mediation services or by identifying other resources that may assist in the mediation between the parties. Within 30 15 days of the conference, the county agency shall conduct the conciliation conference and inform the recipient in writing of the action the county agency is going to take and when that action will be taken and notify the recipient of the right to a hearing under this subdivision. The conciliation conference shall be conducted in a manner consistent with the commissioner's instructions.

(b) If the county fails to conduct the conciliation conference and issue its report

within 30 days, or, at any time up to 90 days after the conciliation conference is held,

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a recipient may submit to the commissioner a written request for a hearing before a state human services referee to determine whether case management services have been provided in accordance with applicable laws and rules or whether the county agency has assured that the services identified in the recipient's individual service plan have been delivered in accordance with the laws and rules governing the provision of those services. The state human services referee shall recommend an order to the commissioner, who shall, in accordance with the procedure in subdivision 5, issue a final order within 60 days of the receipt of the request for a hearing, unless the commissioner refuses to accept the recommended order, in which event a final order shall issue within 90 days of the receipt of that request. The order may direct the county agency to take those actions necessary to comply with applicable laws or rules. The commissioner may issue a temporary order prohibiting the demission of a recipient of case management services from a residential or day habilitation program licensed under chapter 245A, while a county agency review process or an appeal brought by a recipient under this subdivision is pending, or for the period of time necessary for the county agency to implement the commissioner's order. The commissioner shall not issue a final order staying the demission of a recipient of case management services from a residential or day habilitation program licensed under chapter 245A.

(c) Any recipient of case management services under section 256B.0625 or 256B.092, or personal care assistance services under section 256B.0625, must be informed in writing at the time of application and at the time of any change in services of the recipient's right to submit a written request to the county agency for a conference with the case manager and the county social service director.

Sec. 3. Minnesota Statutes 2010, section 402A.10, subdivision 4, is amended to read:

Subd. 4. **Essential human services or essential services.** "Essential human services" or "essential services" means assistance and services to recipients or potential recipients of public welfare and other services delivered by counties <u>or tribes</u> that are mandated in federal and state law that are to be available in all counties of the state.

- Sec. 4. Minnesota Statutes 2009 Supplement, section 402A.10, subdivision 5, is amended to read:
- Subd. 5. **Service delivery authority.** "Service delivery authority" means a single county, or group consortium of counties operating by execution of a joint powers agreement under section 471.59 or other contractual agreement, that has voluntarily chosen by resolution of the county board of commissioners to participate in the redesign under

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this chapter or has been assigned by the commissioner pursuant to section 402A.18. A "service delivery authority" includes an Indian tribe or group of tribes that have voluntarily chosen by resolution of tribal government to participate in redesign under this chapter.

Sec. 5. Minnesota Statutes 2009 Supplement, section 402A.15, is amended to read:

402A.15 STEERING COMMITTEE ON PERFORMANCE AND OUTCOME REFORMS.

Subdivision 1. **Duties.** (a) The Steering Committee on Performance and Outcome Reforms shall develop a uniform process to establish and review performance and outcome standards for all essential human services based on the current level of resources available, and to shall develop appropriate reporting measures and a uniform accountability process for responding to a county's or human service delivery authority's failure to make adequate progress on achieving performance measures. The accountability process shall focus on the performance measures rather than inflexible implementation requirements.

(b) The steering committee shall:

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- (1) by November 1, 2009, establish an agreed-upon list of essential services;
- (2) by February 15, 2010, develop and recommend to the legislature a uniform, graduated process, in addition to the remedies identified in section 402A.18, for responding to a county's failure to make adequate progress on achieving performance measures; and
- (3) by December 15, 2012, for each essential service, make recommendations to the legislature regarding (1) (i) performance measures and goals based on those measures for each essential service, (2) and (ii) a system for reporting on the performance measures and goals, and (3) appropriate resources, including funding, needed to achieve those performance measures and goals. The resource recommendations shall take into consideration program demand and the unique differences of local areas in geography and the populations served. Priority shall be given to services with the greatest variation in availability and greatest administrative demands. By January 15 of each year starting January 15, 2011, the steering committee shall report its recommendations to the governor and legislative committees with jurisdiction over health and human services. As part of its report, the steering committee shall, as appropriate, recommend statutory provisions, rules and requirements, and reports that should be repealed or eliminated.
- (c) As far as possible, the performance measures, reporting system, and funding shall be consistent across program areas. The development of performance measures shall consider the manner in which data will be collected and performance will be reported. The steering committee shall consider state and local administrative costs related to collecting data and reporting outcomes when developing performance measures. The

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steering committee shall correlate the performance measures and goals to available levels of resources, including state and local funding. The steering committee shall also identify and incorporate federal performance measures in its recommendations for those program areas where federal funding is contingent on meeting federal performance standards. The steering committee shall take into consideration that the goal of implementing changes to program monitoring and reporting the progress toward achieving outcomes is to significantly minimize the cost of administrative requirements and to allow funds freed by reduced administrative expenditures to be used to provide additional services, allow flexibility in service design and management, and focus energies on achieving program and client outcomes.

- (d) In making its recommendations, the steering committee shall consider input from the council established in section 402A.20. The steering committee shall review the measurable goals established in a memorandum of understanding entered into under section 402A.30, subdivision 2, paragraph (b), and consider whether they may be applied as statewide performance outcomes.
- (e) The steering committee shall form work groups that include persons who provide or receive essential services and representatives of organizations who advocate on behalf of those persons.
- (f) By December 15, 2009, the steering committee shall establish a three-year schedule for completion of its work. The schedule shall be published on the Department of Human Services Web site and reported to the legislative committees with jurisdiction over health and human services. In addition, the commissioner shall post quarterly updates on the progress of the steering committee on the Department of Human Services Web site.
 - Subd. 2. Composition. (a) The steering committee shall include:
- (1) the commissioner of human services, or designee, and two additional representatives of the department;
- (2) two county commissioners, representative of rural and urban counties, selected by the Association of Minnesota Counties;
- (3) two county directors of human services, representative of rural and urban counties, selected by the Minnesota Association of County Social Service Administrators; and
- (4) three clients or client advocates representing different populations receiving services from the Department of Human Services, who are appointed by the commissioner.
- (b) The commissioner, or designee, and a county commissioner shall serve as cochairs of the committee. The committee shall be convened within 60 days of May 15, 2009.

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(c) State agency staff shall serve as informational resources and staff to the steering committee. Statewide county associations may assemble county program data as required.

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(d) To promote information sharing and coordination between the steering committee and council, one of the county representatives from paragraph (a), clause (2), and one of the county representatives from paragraph (a), clause (3), must also serve as a representative on the council under section 402A.20, subdivision 1, paragraph (b), clause (5) or (6).

Sec. 6. Minnesota Statutes 2009 Supplement, section 402A.18, is amended to read:

402A.18 COMMISSIONER POWER TO REMEDY FAILURE TO MEET PERFORMANCE OUTCOMES.

Subdivision 1. **Underperforming county; specific service.** If the commissioner determines that a county or service delivery authority is deficient in achieving minimum performance outcomes for a specific essential service, the commissioner may impose the following remedies and adjust state and federal program allocations accordingly:

- (1) voluntary incorporation of the administration and operation of the specific essential service with an existing service delivery authority or another county. A service delivery authority or county incorporating an underperforming county shall not be financially liable for the costs associated with remedying performance outcome deficiencies;
- (2) mandatory incorporation of the administration and operation of the specific essential service with an existing service delivery authority or another county. A service delivery authority or county incorporating an underperforming county shall not be financially liable for the costs associated with remedying performance outcome deficiencies; or
- (3) transfer of authority for program administration and operation of the specific essential service to the commissioner.
- Subd. 2. **Underperforming county; more than one-half of service services.** If the commissioner determines that a county or service delivery authority is deficient in achieving minimum performance outcomes for more than one-half of the defined essential service services, the commissioner may impose the following remedies:
- (1) voluntary incorporation of the administration and operation of the specific essential service services with an existing service delivery authority or another county. A service delivery authority or county incorporating an underperforming county shall not be financially liable for the costs associated with remedying performance outcome deficiencies;

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(2) mandatory incorporation of the administration and operation of the specific
essential service services with an existing service delivery authority or another county.
A service delivery authority or county incorporating an underperforming county shall
not be financially liable for the costs associated with remedying performance outcome
deficiencies; or

- (3) transfer of authority for program administration and operation of the specific essential service services to the commissioner.
- Subd. 2a. Financial responsibility of underperforming county. A county subject to remedies under subdivision 1 or 2 shall provide to the entity assuming administration of the essential service or essential services the amount of nonfederal and nonstate funding needed to remedy performance outcome deficiencies.
- Subd. 3. **Conditions prior to imposing remedies.** Before the commissioner may impose the remedies authorized under this section, the following conditions must be met:
- (1) the county or service delivery authority determined by the commissioner to be deficient in achieving minimum performance outcomes has the opportunity, in coordination with the council, to develop a program outcome improvement plan. The program outcome improvement plan must be developed no later than six months from the date of the deficiency determination; and
- (2) the council has conducted an assessment of the program outcome improvement plan to determine if the county or service delivery authority has made satisfactory progress toward performance outcomes and has made a recommendation about remedies to the commissioner. The <u>review_assessment</u> and recommendation must be made to the commissioner within 12 months from the date of the deficiency determination.
 - Sec. 7. Minnesota Statutes 2009 Supplement, section 402A.20, is amended to read:

402A.20 COUNCIL.

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Subdivision 1. **Council.** (a) The State-County Results, Accountability, and Service Delivery Redesign Council is established. Appointed council members must be appointed by their respective agencies, associations, or governmental units by November 1, 2009. The council shall be cochaired by the commissioner of human services, or designee, and a county representative from paragraph (b), clause (4) or (5), appointed by the Association of Minnesota Counties. Recommendations of the council must be approved by a majority of the <u>voting</u> council members. The provisions of section 15.059 do not apply to this council, and this council does not expire.

(b) The council must consist of the following members:

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	(1) two legislators appointed by the speaker of the house, one from the minority
and o	ne from the majority;
	(2) two legislators appointed by the Senate Rules Committee, one from the majority
and o	ne from the minority;
	(3) the commissioner of human services, or designee, and three employees from
the de	epartment;
	(4) two county commissioners appointed by the Association of Minnesota Counties;
	(5) two county representatives appointed by the Minnesota Association of County
Socia	l Service Administrators;
	(6) one representative appointed by AFSCME as a nonvoting member; and
	(7) one representative appointed by the Teamsters as a nonvoting member.
	(c) Administrative support to the council may be provided by the Association of
Minn	esota Counties and affiliates.
	(d) Member agencies and associations are responsible for initial and subsequent
appoi	ntments to the council.
	Subd. 2. Council duties. The council shall:
	(1) provide review of the <u>service delivery</u> redesign process, <u>including proposed</u>
memo	oranda of understanding to establish a service delivery authority to conduct and
admiı	nister experimental projects to test new methods and procedures of delivering
servio	ees;
	(2) certify, in accordance with section 402A.30, subdivision 4, the formation of
a serv	vice delivery authority, including the memorandum of understanding in section
402A	.30, subdivision 2, paragraph (b);
	(3) ensure the consistency of the memorandum of understanding entered into
under	section 402A.30, subdivision 2, paragraph (b), with the performance standards
recon	nmended by the steering committee and enacted by the legislature;
	(4) (2) ensure the consistency of the memorandum of understanding, to the extent
appro	priate, or with other memorandum of understanding entered into by other service
delive	ery authorities;
	(3) review and make recommendations on applications from a service delivery
<u>autho</u>	rity for waivers of statutory or rule program requirements that are needed for
flexib	ility to determine the most cost-effective means of achieving specified measurable
goals	in a redesign of human services delivery;
	(5) (4) establish a process to take public input on the service delivery framework
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paragraph (b) scope of essent	ial services over which a service de	livery authority	y has
jurisdiction;			
(6) (5) form work group	s as necessary to carry out the duties	s of the council	l under the
redesign;			
(7) (6) serve as a forum	for resolving conflicts among partic	cipating counti	es and
tribes or between participating	g counties or tribes and the commiss	sioner of huma	n services,
provided nothing in this section	on is intended to create a formal bine	ding legal proc	ess;
(8) (7) engage in the pro	ogram improvement process establis	hed in section	402A.18,
subdivision 3; and			
(9) (8) identify and reco	mmend incentives for counties and	tribes to partic	ipate in
human services service delive	ery authorities.		
Subd. 3. Program eval	uation. By December 15, 2014, the	council shall	<u>request</u>
consideration by the legislative	re auditor for a reevaluation under se	ection 3.971, su	ubdivision
7, of those aspects of the prog	gram evaluation of human services a	dministration 1	reported
in January 2007 affected by the	his chapter.		
Sec. 8. [402A.35] DESIG	NATION OF SERVICE DELIVE	RY AUTHOR	<u>ITY.</u>
Subdivision 1. Require	ments for establishing a service d	elivery author	<u>rity.</u>
(a) A county, tribe, or consort	ium of counties is eligible to establi	ish a service de	<u>elivery</u>
authority if:			
(1) the county, tribe, or	consortium of counties are:		
(i) a single county with	a population of 55,000 or more;		
(ii) a consortium of cour	nties with a total combined population	on of 55,000 o	r more;
(iii) a consortium of fou	ir or more counties in reasonable ge	ographic proxi	<u>imity</u>
without regard to population;	<u>or</u>		
(iv) one or more tribes v	with a total combined population of	25, 000 or mor	<u>e.</u>
The council may recom	mend that the commissioner of hum	ian services ex	empt a
single county, tribe, or multic	ounty consortium from the minimur	n population s	<u>tandard</u>
if the county, tribe, or group of	of counties can demonstrate that it can	an otherwise m	neet the
requirements of this chapter.			
(b) A service delivery a	uthority shall:		
(1) comply with current	state and federal law, including any	existing feder	al or state

performance measures and performance measures under section 402A.15 when they are

enacted into law, except where waivers are approved by the commissioner. Nothing

in this subdivision requires the establishment of performance measures under section

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402A.15 prior to a service delivery aut	hority participating in the	service deliver	v redesign

402A.15 prior to a service delivery authority participating in the service delivery redesign under this chapter;

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- (2) define the scope of essential services over which the service delivery authority has jurisdiction;
- (3) designate a single administrative structure to oversee the delivery of those services included in a proposal for a redesigned service or services and identify a single administrative agent for purposes of contact and communication with the department;
- (4) identify the waivers from statutory or rule program requirements that are needed to ensure greater local control and flexibility to determine the most cost effective means of achieving specified measurable goals that the participating service delivery authority is expected to achieve;
- (5) set forth a reasonable level of targeted reductions in overhead and administrative costs for each service delivery authority participating in the service delivery redesign; and
 - (6) set forth the terms under which a county or tribe may withdraw from participation.
- (c) Once a county, a tribe, or consortium of counties establishes a service delivery authority, no county or tribe that is a member of the service delivery authority may participate as a member of any other service delivery authority. The service delivery authority may allow an additional county, tribe, or counties to join the service delivery authority subject to the approval of the council and the commissioner.
- (d) Nothing in this chapter precludes local governments from utilizing sections

 465.81 and 465.82 to establish procedures for local governments to merge, with the

 consent of the voters. Nothing in this chapter limits the authority of a county board

 or tribal council to enter into contractual agreements for services not covered by the

 provisions of a memorandum of understanding establishing a service delivery authority

 with other agencies or with other units of government.
- Subd. 1a. Relief from statutory requirements. (a) Unless otherwise identified in the memorandum of understanding, any county, tribe, or consortium of counties forming a service delivery authority, is exempt from the provisions of sections 245.465; 245.4835; 245.4874; 245.492, subdivision 2; 245.4932; 256F.13; 256J.626, subdivision 2, paragraph (b); and 256M.30.
- (b) This subdivision does not prevent any county, tribe, or consortium of counties forming a service delivery authority from requesting additional waivers from statutory and rule requirements to ensure greater local control and flexibility.
- Subd. 2. **Duties.** The service delivery authority shall:

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(1) within the scope of essential services set forth in the memorandum	n of
understanding establishing the authority, carry out the responsibilities require	ed of local
agencies under chapter 393 and human services boards under chapter 402;	
(2) manage the public resources devoted to human services and other pr	ublic services
delivered or purchased by the counties or tribes that are subsidized or regular	ted by the
Department of Human Services under chapters 245 to 261;	
(3) employ staff to assist in carrying out its duties;	
(4) develop and maintain a continuity of operations plan to ensure the	continued
operation or resumption of essential human services functions in the event of	f any business
interruption according to local, state, and federal emergency planning require	ements;
(5) receive and expend funds received for the redesign process under	the
memorandum of understanding;	
(6) plan and deliver services directly or through contract with other gov	vernmental,
tribal, or nongovernmental providers;	
(7) rent, purchase, sell, and otherwise dispose of real and personal proj	perty as
necessary to carry out the redesign; and	
(8) carry out any other service designated as a responsibility of a count	<u>y.</u>
Subd. 3. Process for establishing a service delivery authority. (a) T	he county,
tribe, or consortium of counties meeting the requirements of section 402A.3	0 and
proposing to establish a service delivery authority shall present to the council	<u>1:</u>
(1) in conjunction with the commissioner, a proposed memorandum of u	understanding
meeting the requirements of subdivision 1, paragraph (b), and outlining:	
(i) the details of the proposal;	
(ii) the state, tribal, and local resources, which may include but are not	limited to
funding, administrative and technology support, and other requirements nece	essary for
the service delivery authority; and	
(iii) the relief available to the service delivery authority if the resource	commitments
identified in item (ii) are not met; and	
(2) a board resolution from the board of commissioners of each particip	pating county
stating the county's intent to participate, or in the case of a tribe, a resolution	from tribal
government stating the tribe's intent in participate.	
(b) After the council has considered and recommended approval of a p	_
memorandum of understanding, the commissioner may finalize and execute	the
memorandum of understanding.	
Subd. 4. Commissioner authority to seek waivers. The commissione	er may use the

authority under section 256.01, subdivision 2, paragraph (l), to grant waivers identified as

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- part of a proposed service delivery authority under subdivision 1, paragraph (b), clause
- 12.2 (4), except that waivers granted under this section must be approved by the council under
- section 402A.20 rather than the Legislative Advisory Committee.

Sec. 9. **REPEALER.**

Minnesota Statutes 2010, sections 402A.30; and 402A.45, are repealed.

Sec. 9. 12