

JEFFERSON COUNTY HUMAN SERVICES
Board Minutes
February 10, 2015

Board Members Present: Jim Mode, Russell Kutz, Augie Tietz, and Jim Schultz

Absent: Julie Merritt, John McKenzie and Richard Jones.

Others Present: Human Services Director Kathi Cauley; Administrative Services Manager Joan Daniel; Aging & Disability Resource Division Manager Sue Torum; Office Manager Donna Hollinger; Child & Family Manager Brent Ruehlow; and County Administrator Ben Wehmeier.

1. CALL TO ORDER

Mr. Mode called the meeting to order at 8:30 a.m.

2. ROLL CALL/ESTABLISHMENT OF QUORUM

Merritt, Jones, and McKenzie absent/Quorum established. Ms. Merritt has resigned from the board.

3. CERTIFICATION OF COMPLIANCE WITH THE OPEN MEETINGS LAW

Ms. Cauley certified that we are in compliance.

4. REVIEW OF THE FEBRUARY 10, 2014 AGENDA

No changes

5. CITIZEN COMMENTS

No Citizen Comments

6. APPROVAL OF THE JANUARY 13, 2015 BOARD MINUTES

Mr. Schultz made a motion to approve the January 13, 2015 board minutes.

Mr. Kutz seconded.

Motion passed unanimously.

7. COMMUNICATIONS

Ms. Cauley reported that she received an email from the CEO of ECHO, our electronic health record vendor about the great progress the Department had during the Revenue Manager training.

8. REVIEW OF DECEMBER, 2014 FINANCIAL STATEMENT

Ms. Daniel reviewed the December 2014 financial statements (attached) and said that there is a projected positive year-end fund balance of \$810,702 prior to any carryover requests. A preliminary Non-Lapsing request in the amount of \$594,076 is being requested. This leaves a preliminary balance of \$216,626 to the general fund. We have not finalized our CLTS program yet. Ms. Daniel presented the financial statements (attached) that detail revenue, expenses, tax levy and variance by program within each Division and discussed the areas that are having

the most impact on the budget. She also presented reports showing Commitment/Inpatient costs, Alternate Care Costs and Detox Costs (attached).

Ms. Daniel discussed the non-lapsing and carryover fund balance requests. (attached)

Mr. Schultz made a motion to support the report as presented.

Mr. McKenzie seconded.

Motion passed unanimously.

9. REVIEW AND APPROVE JANUARY, 2015 FINANCIAL VOUCHERS

Ms. Daniel reviewed the summary sheet of January, 2015 vouchers totaling \$667,425.68 (attached).

Mr. Tietz made a motion to approve the January 2015 vouchers totaling \$667,425.68.

Mr. Kutz seconded.

Motion passed unanimously.

10. DIVISION UPDATES: CHILD & FAMILY RESOURCES, BEHAVIORAL HEALTH, ADMINISTRATION, ECONOMIC SUPPORT, AND AGING & DISABILITY RESOURCE CENTER

Child & Family Resources:

Mr. Ruehlow reported on the following items:

- We hired a new Juvenile Justice Worker
- We are getting 10 new GPS tracking electronic monitoring devices from a private vendor now instead of the DOC. The rate will increase by \$1 per day; however, other costs including installing phone lines will be eliminated.
- The Citizen Review Panel created two pamphlets (attached) which will be available in English and Spanish to help educate the community. One is called “Home Alone – How Old is Old Enough?” and the other is called “When Does Discipline Become Abuse?” They will be stocked in many locations around towns including grocery stores, food pantries, and laundry mats.
- In 2014, we decreased our children in placement by 24 children
- Our 2015 Key Outcome Indicators are as follows:
 - Intake: 100% of all state and Federal timelines will be met.....Currently 100% for Jan
 - Chips: All new out of home placements will be formally screened for permanency options within 90 days of case assignment to ongoing staff.
 - JJ: 95% of all children on formal supervision will remain in the community through the use of community based safety plans and treatment. 96% for Jan
 - Birth to Three: The program will be issued a notification of 100% compliance with the Federally Compliancy Indicators by DHS based on the annual data review. 100%
 - Busy Bee Pre-School: Will maintain a 4 star rating from the YoungStar program. (TBD)
 - Children’s Alternate Care: 80% of all children placed will find a legal form of permanence within 12 month of placement (TBD)
 - CLTS/CST: 90% of all children will remain in their home with the use of CLTS and CST services 100%
 - ILP: 90% ILS youth and young adults who have aged out of care will enroll in the military, work program or secondary education program. 81%

Behavioral Health:

Ms. Cauley reported on the following items:

- Last year our Key Outcome Indicators were the following:
 - **Outpatient Clinic:** To decrease the Patient Health Questionnaire for depression by 5%. It decreased by 7%. In 2015, we will continue that goal and add the Brief Alcohol Monitoring tool and decrease both by 2%.
 - **CSP:** Our goal was that 70% of treatment plan goals would be met. In 2013 it was 61% met, and 2014 it was 64%. In 2015, the goal will be to increase to 70%.
 - **CCS:** Our goal was that 70% of treatment plan goals would be met. In 2013, 48% of the goals were met for adults and 59% for children were met. In 2014, 64% of the goals were met for adults and children. In 2015, the goal will be to increase to 70%.
 - **Crisis:** To maintain the diversion rate. In 2013 diversion rate was 49%, 2014 was 55%. In 2015, the goal will be to continue with the 55%.
- In January, we had 15 emergency detentions, last year we had 13.
- The Governor's budget calls for an assessment to be done by a licensed mental health professional prior to an emergency detention. Our staff are doing assessments, however they are not all licensed mental health professionals. A licensed mental health professional must have a master's degree in social work, has 3000 clinical hours and be a Licensed Independent Clinical Social Worker, or a master's in psychology or counseling and be a licensed Professional Counselor. We have trouble recruiting for that because our salary is under market value.
- We hired a Coordinator and Transition Coordinator for the *Time is Now* grant.

Administration:

Ms. Daniel reported on the following items:

- We are working on closing out the books for year-end, which requires that all of our bills are in and entered by February 15.
- We have been working on the electronic timesheets of staff. Their recording must meet certain criteria or it falls into separate file until the correct information is entered to clear the it. At one point we had about 700 separate recordings and we have concentrated on cleaning those recordings up using a NIATx project. Currently we only have 59 records and are hoping that it will be zero on February 15. This will ensure the integrity going into the state as well as the annual report.
- We have been working diligently on filing and purging charts, which is an ongoing process and resorting the basement files.
- Maintenance finished their 2014 projects and are beginning to get bids for the 2015 projects.

Economic Support:

Ms. Cauley reported for Ms. Johnson on the following items:

- In January, the application-processing rate was 95.77% and timeliness was 98%. The Call Center answered 14,041 calls, and the rate was 88.83%, which was higher than the state average, but lower than the standard. There is a new flow to the Call Center, which will allow callers to be directed more specifically to what they need, which helped the stats go up to 90.2% last week.

- We initiated a performance report for each agent.
- Our Regional Enrollment Network Coordinator is providing information to individuals throughout the consortium and has been to six different events.
- The Food Share Employment and Training begins April 1, which means that all able-bodied adults must be on a work plan to find employment. We have 6 FSET volunteers to help individuals transition into that program.
- The Consortium hired a new manager and will start next month.

ADRC:

Ms. Torum reported on the following items:

- The Adult Protective Services Unit has chosen a NIATx Project that will start next week. The team has chosen an access issue and will record calls received and placed for two weeks to evaluate response time. This is a busy unit with only two staff and when there are emergencies, non-emergent calls can get put off. The goal is to return calls within 24 hours.
- The ADRC had a very busy month in January and recorded 472 contacts. Some of this increase is due to the fact that two new people using the system. In the ADRC one staff took a management position and that full-time vacancy was filled by a PT Aging & Disability Resource Specialist. The PT position is posted and will be filled by mid-February. The ADRC is also interviewing for a PT Elder Benefit Specialist position.
- In 2014, the division offered several classes: Powerful Tools for Caregivers served 11 people; Living Well with Arthritis served 13 people and Stepping On, a falls prevention program, served 10.
- The Senior Dining Program served 1,314 delivered and 965 congregate meals in December. We are currently looking to fill a vacancy in Palmyra, and continue to struggle to keep the sites open each day due to staffing issues, i.e. vacation, medical leave, etc. An email was sent to the caterer inquiring about his emergency operations plan and he replied that if something happened to him personally, the business is co-owned and well-staffed so meals would be served without interruption. Should a catastrophic event occur that would affect his building, he would work with the Beaver Dam School District to operate from.
- The Fort Atkinson Memorial Hospital recently met and invited me, Cathy Kehoe, the Dementia Care Specialist and Kim Propp, Emergency Mental Health Supervisor to their Geriatric Point Team meeting. The topic was around caring for people with dementia within the hospital setting and in the ER. Hospital Management has asked the department to do an in-service for staff and this will be done in June and will be videotaped to share with others as needed. The point team includes ER Nurses who are very interested in crisis response when an individual with dementia is being evaluated.
- I have been asked to attend the WI Long Term Care Council, Dementia Care Subcommittee meeting that meets today. This committee's focus is on crisis response at the local level and they are interested in what Jefferson County is doing to make the county more dementia capable. Crisis response is a priority area in my division this year. Seven people with dementia were taken into custody and placed under emergency detention in 2014, 3

also had bipolar disorder, 1 was also diagnosed with a major depressive disorder, 1 with Huntington's Disease and 2 had dementia only. All were converted to protective placements with an order not to exceed 30 days in the facility where they were detained. Two people were detained from facilities and the remaining people lived in their own homes; three had a live-in family caregiver. Four occurred in the late afternoon/early evening. This is a time that people with dementia commonly exhibit Sundowners syndrome, also known as sundowning, which is a type of mood or sleep disorder often associated with the early stages of dementia. During this time, people experience periods of extreme agitation and confusion during the late afternoon or early evening hours, often leading to irritability towards caregivers or hospital staff.

11. UPDATE ON NEW PROFESSIONAL CONTRACTS

Ms. Cauley reported on the new contracts listed on the 2015 Provider Contracts sheet. (attached)

Mr. McKenzie made a motion to approve the contracts as listed.

Mr. Schultz seconded.

Motion passed unanimously.

12. PROCLAMATION RECOGNIZING MARCH AS PROFESSIONAL SOCIAL WORKER MONTH

Mr. Tietz made a motion to recognize March as Professional Social Worker Month and to send it to the press.

Mr. Kutz seconded.

Motion passed unanimously

13. REQUEST FOR COUNTY BOARD RESOLUTION RECOGNIZING APRIL AS CHILD ABUSE PREVENTION MONTH

We will get a current resolution and will send it to the county board as has been done in prior years.

14. NOMINATE CHERYL LANGLOIS AS A MEMBER TO THE NUTRITION PROJECT

Mr. Tietz made a motion to nominate Cheryl Langlois to the Nutrition Project.

Mr. Schultz seconded.

Motion passed unanimously.

15. DIRECTOR'S REPORT:

Ms. Cauley reported on the following items:

- Ms. Cauley is serving on the county's Operational Organizational Task Force and presented the "Update on the recommendations from the 2007 JCHSD Organization and Programmatic Study." She reviewed each recommendation and how they had been implemented. Additionally, she discussed the "Current Regional Collaborative or Indicatives" for each Division. (reports attached)
- The 2015 – 2017 State Biennial Budget was presented (attached) and Ms. Cauley discussed the issues regarding Human Services on pages 4 – 9.

16. UPDATES FROM WISCONSIN COUNTY HUMAN SERVICES ASSOCIATION

Mr. Mode reported on the following items:

- Lisa Hassenstab was introduced as the new Executive Director.
- The new bylaws were passed. The board will consist of 17 members including 3 directors representing the 5 state regions. A president and vice president will be elected at large from the directors. There will also be a Human Services Board Member Advisory Committee including one member from each of the regions.

17. SET NEXT MEETING DATE AND POTENTIAL AGENDA ITEMS

The next meeting will be on Tuesday, March 10 at 8:30 a.m.

15. ADJOURN

Mr. Tietz made a motion to adjourn the meeting.

Mr. Kutz seconded.

Motion passed unanimously.

Meeting adjourned at 10:25 a.m.

Respectfully submitted by Donna Hollinger

NEXT BOARD MEETING

Tuesday, March 10, 2015 at 8:30 a.m.

Workforce Development Center, Room 103

874 Collins Road, Jefferson, WI 53549