

JEFFERSON COUNTY HUMAN SERVICES
Board Minutes
January 13, 2015

Board Members Present: Jim Mode, Richard Jones, Augie Tietz, John McKenzie, Jim Schultz and Russell Kutz

Absent: Julie Merritt and John McKenzie

Others Present: Human Services Director Kathi Cauley; Administrative Services Manager Joan Daniel; Aging & Disability Resource Division Manager Sue Torum; Economic Support Manager Jill Johnson; Child & Family Manager Brent Ruehlow; 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 and McKenzie absent/Quorum established

3. CERTIFICATION OF COMPLIANCE WITH THE OPEN MEETINGS LAW

Ms. Cauley certified that we are in compliance.

4. REVIEW OF THE JANUARY 13, 2014 AGENDA

No changes

5. CITIZEN COMMENTS

No Citizen Comments

6. APPROVAL OF THE DECEMBER 9, 2014 BOARD MINUTES

Mr. Jones made a motion to approve the December 9, 2014 board minutes.

Mr. Kutz seconded.

Motion passed unanimously.

7. COMMUNICATIONS

No communications

8. REVIEW OF NOVEMBER, 2014 FINANCIAL STATEMENT

Ms. Daniel reviewed the November 2014 financial statements (attached) and said that there is a projected positive year-end fund balance of \$435,411. She presented the summary sheet and 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).

9. REVIEW AND APPROVE DECEMBER, 2014 FINANCIAL VOUCHERS

Ms. Daniel reviewed the summary sheet of December vouchers totaling \$523,087.10 (attached).

Mr. Tietz made a motion to approve the November 2014 vouchers totaling \$523,087.10.

Mr. Schultz 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 moved six more children off the waiver last month and nine more are projected this next month.
- In 2014, we had sixteen children eligible for our in-home safety services initiative that would have otherwise been in out of home placement for a total of 54 months for a savings of \$81,000. The prior year was a total savings of \$96,000, for a two-year savings of almost \$200,000. It is also a great initiative allowing children to stay in their own home.
- Spacesaver contacted us around the holidays because they wanted to adopt some families and were very generous to them. Additionally we received a \$500 donation from them.
- We are interviewing for the new JJ worker position.

Behavioral Health:

Ms. Cauley reported on the following items:

- In 2014, we had approximately 6,065 EMH calls. Last year at this time we had 5,596, and in 2011 & 2012 we had about 5500 calls.
- We assessed 319 people for ED's and only ED'd 142. This indicates that we are ensuring that individuals are being assessed and formulating plans.
- In 2013, we had 33 youth who were emergency detained and 18 in 2014.
- The video conferencing at St Agnes for court hearings saved 55 transports for the Sheriff's Dept in 2014.
- We hired the project director for the five-year "Now is The Time" grant which will serve young adults ages 15 – 25 within our Comprehensive Community Services program. This will help identify people in this age group who are in need of mental health services and substance use.
- Our CRS program is in full compliance. The state still needs to do a cost-reconciliation. We will report on this when we hear more.
- The annual **key outcome indicators** for the following teams were as follows:
 - Mental Health Outpatient Clinic: Consumers improved by 30% on the PHQ9 depression and anxiety scale.
 - CCS and CSP: Moving towards 70% of treatment plan goals accomplished.

Administration:

Ms. Daniel reported on the following items:

- We are working with Medicaid on billing issues
- We are getting our 2015 contracts out.

- We have been working on our **key outcome indicators** within Administration including the following:
 - Maintenance is finishing up their projects including replacing the sewer line, upgrading the parking lot lights, replacing flooring at the WDC, and installing 10 new offices.
 - We upgraded our copiers, which now have scanning capability, and the contract is less expensive than the previous contract.

Economic Support:

Ms. Johnson reported on the following items:

- We took in about 520 new applications in December and processed them at 98.39%.
- The Call Center to 4988 calls last week and the response time was 84.14%. We are the fourth highest percentage among the other 10 consortiums. Our wait time was 22 minutes, which was the second lowest among the consortiums. Last week our response time was low, however we are working with the other counties to decide how we can improve this.
- We have a meeting tomorrow to discuss a new flow to the Call Center, which will allow callers to be directed more specifically to what they need.
- Our Medicaid caseload is about 7728 households.
- Our Regional Enrollment Network Coordinator is providing information to individuals throughout the consortium and has set numerous enrollment events.
- One of our 2014 goals was to get staff involved in community activities and two staff will begin a budgeting class in March.

ADRC:

Ms. Torum reported on the following items:

- The ADRC had approximately 453 contacts in December. The majority of those contacts involved discussions about public benefits (340) with housing coming in second (127).
- The Senior Dining Program served 110 meals on average per day. Jefferson is the largest site and served 33 meals on average per day; as opposed to the Fort Atkinson site our smallest site that served 8 meals on average per day. Jefferson has a congregate and delivered meal program, whereas, Fort Atkinson only has a congregate program. The Fort Atkinson Senior Center has undergone major renovations since the new Director assumed the position earlier this year. The dining center has significant updates as well and the number of diners attending the site has seen a slight increase since. Board members are welcome to stop in and see the exciting new updates.
- The Waterloo cable company is interested in doing a piece on Senior Dining throughout the county and the ADRC; this is being scheduled for later this week.
- The Senior Dining Program had multiple challenges in 2014 and at times, there were concerns about coverage when site managers are away. One strategy to address this was to increase the Home delivered Meal Assessors time in 2015 so that she can cover as necessary, providing it's one site at a time. We will still rely on the Nutrition Program Coordinator to fill in as well as volunteers. Torum has been communicating with the caterer about continuity of operations should something happen that impacts his ability to fulfill his contractual obligations.

- The Transportation Program provided 377 one-way rides in December: 116 to seniors, 60+; 106 to seniors with a disability; 98 to persons with disabilities and 57 to non-elderly/non-disabled individuals.
- Within the next two months, plans to transition the Health Department clients under a contract with the Human Services Department will occur.
- A priority for the division is to work on diverting people with Alzheimer's disease or another dementia from hospitals.
- The division's goals for 2015 are currently being reviewed.

11. UPDATE ON NEW PROFESSIONAL CONTRACTS

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

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

Mr. Schultz seconded.

Motion passed unanimously.

12. DIRECTOR'S REPORT:

Ms. Cauley reported on the following items:

- ECHO, our electronic health records vendor, came here in December to do an on-site visit to discuss and analyze our current system and needs, and to plan the implementation of the new system. They then put together a Business Process Work Plan, which we discuss during weekly phone meetings. The BPW Plan details everything we need including all paperwork, procedures, admission & discharge authorizations and billing information. Over the summer, they will be building the software for us. We have upcoming trainings in February including Revenue Manager, Clinical Desktop and Report Writer. The next 8 months will be a lot of work, but we are very excited about the final product.
- We continue with employee recognition with the "Wall of Fame" where staff can nominate each other for going above and beyond in their job. We also received a glowing letter from a caller for one of the Call Center staff. Our employee recognition luncheon is scheduled for April 29 from 11:30 – 1:00 at the fairgrounds.
Mr. Jones added that the luncheon was very moving with stories that are touching and stories that make you laugh.
- I will be serving on the county's Operational Organizational Task Force, which will review what we have implemented based on the suggestions of the 2008 Department study.
- Our Department is very busy, and 2015 may be a tight budget for us. We continue to look closely at increasing revenue which requires additional work. We have reached a limit at what we can ask staff to do.

13. UPDATES FROM WISCONSIN COUNTY HUMAN SERVICES ASSOCIATION

Mr. Mode reported on the following items:

- The new bylaws were presented in December and need to be approved at the February meeting to become effective. 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. Then there will be a Human Services Board Member Advisory Committee including one member from each of the regions.
- Lisa Hassenstab has been hired as the new director.

- April 8 will be Lobby Days at the Capitol.

14. SET NEXT MEETING DATE AND POTENTIAL AGENDA ITEMS

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

15. ADJOURN

Mr. Schultz made a motion to adjourn the meeting.

Mr. Tietz seconded.

Motion passed unanimously.

Meeting adjourned at 10:05 a.m.

Respectfully submitted by Donna Hollinger

NEXT BOARD MEETING

Tuesday, February 10, 2015 at 8:30 a.m.
Workforce Development Center, Room 103
874 Collins Road, Jefferson, WI 53549