

JEFFERSON COUNTY HUMAN SERVICES

Board Minutes

April 14, 2015

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

Others Present: Human Services Director Kathi Cauley; Administrative Services Manager Joan Daniel; Aging & Disability Resource Division Manager Sue Torum; Child & Family Manager Brent Ruehlow; Economic Support Manager Jill Johnson; Office Manager Donna Hollinger; 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

All present/Quorum established.

3. CERTIFICATION OF COMPLIANCE WITH THE OPEN MEETINGS LAW

Ms. Cauley certified that we are in compliance.

4. REVIEW OF THE APRIL 14, 2014 AGENDA

No changes

5. CITIZEN COMMENTS

No Citizen Comments

6. APPROVAL OF THE MARCH 10, 2015 BOARD MINUTES

Mr. Schultz made a motion to approve the March 10, 2015 board minutes.

Mr. Tietz seconded.

Motion passed unanimously.

7. COMMUNICATIONS

No Communication

8. REVIEW OF FEBRUARY, 2015 FINANCIAL STATEMENT

Ms. Daniel reviewed the February 2015 financial statement (attached) and said that there is a projected positive balance of \$9,242. 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 MARCH, 2015 FINANCIAL VOUCHERS

Ms. Daniel reviewed the summary sheet of the March 2015 vouchers totaling \$512,872.13 (attached).

Mr. Schultz made a motion to approve the March 2015 vouchers totaling \$512,872.13.

Mr. Tietz 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:

- April is Child Abuse Prevention month and we are selling special T-shirts. The Citizen Review Panel donated the funds to pay for them, so we captured 100% of the proceeds from the sales. They have already committed funds for next year. We are also selling blue ribbon cookies. All proceeds pay for activities for the kids. Other activities we are involved in are letting the community know how to recognize child abuse and what to report, talking on the local radio station. We put campaign signs out and participated in the Children's Care and Share Fair in Fort Atkinson and Watertown and had literature available for parents.
- We continue to add clients to the CLTS caseloads and have added another 12 clients over the last 2 months.
- We have been interviewing for a vacancy on our CPS team.
- We received an email from the state Division of Child & Family asking us to be part of a work group in May because our initial face-to-face contacts have been so high over the last few years.
- Our 2015 **Key Outcome Indicators**, which are mostly based on State and Federal indicators, require that we are at 100%. The following statistics for March are:
 - **Intake:** Initial Face to face contact numbers were 19 out of 22, which is lower than previous months, however there may be times when we make an attempt to contact a family, but they are not available. 100% of initial assessments were completed on time. 20/21 (95%) for JJ referral completion within 40 days due to a support staff being on medical leave.
 - **Chips:** All new out of home placements will be formally screened for permanency options within 90 days of case assignment to ongoing staff. We are at 100%
 - **JJ:** 95% of all children on formal supervision will remain in the community through the use of community based safety plans and treatment. 96% of children on formal supervision were placed in the community.
 - **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. We are still at 100%.
 - **Children's Alternate Care:** 80% of all children placed will find a legal form of permanence within 12 month of placement. We are at 100%
 - **CLTS/CST:** 90% of all children will remain in their home with the use of CLTS and CST services. 100% have been able to remain in the home.
 - **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% are currently enrolled.

Behavioral Health:

Ms. Cauley reported on the following items:

- Our 2015 **Key Outcome Indicators** are as follows:
 - **EMH:** In 2014 through March, we had 1414 crisis calls and 53 suicide calls. So far this year we are at 2087 crisis calls and 65 suicide calls. We had 40 emergency detentions last year and 31 this year, so the diversion rate is 12% higher than last year.
 - **Outpatient Clinic:** We will decrease the Patient Health Questionnaire for depression by 5% and we will decrease the Brief Alcohol Monitoring tool by 2%. It is too early to have any statistics on this.
 - **CSP:** Our goal is that 72% of treatment plan goals will be met and we are at 77% and serving 133 consumers.
 - **CCS:** Our goal is that 72% of treatment plan goals will be met and we are at 73.5% serving 71 consumers.
- We applied and were chosen to be a part the Zero Suicide Initiative, so the team will be attending a conference at the end of April.

Administration:

Ms. Daniel reported on the following items:

- Our 2015 **Key Outcome Indicators** are as follows:
 - **Fiscal:** 100% compliance with reporting requirements as denoted on work chart. A 7-page External Administrative Reports Schedule was distributed itemizing the due date of each report, the staff who are responsible, and when the report was finalized. (attached)
 - **Maintenance:** 100% of capital projects completed on time and within budget. We are currently getting bids for these projects.
 - **Support Staff:** Maintain excellent customer service as measured by an internal customer satisfaction survey. We will be writing up and then sending out a survey to get a baseline indicator and will make adjustments as needed to meet their expectations.
- We are learning the ECHO programs.
- We submitted final reports to the state.
- Auditors will be here early May.

Economic Support:

Ms. Johnson reported on the following items:

- Our 2015 **Key Outcome Indicators** are as follows:
 - We have 30 days to get 100% of all applications processed. In March, we were at 97.41%. We had 7,060 households on assistance.
 - The Consortium Call Center must answer calls timely within 95% of the time. In March, they answered 10,596 calls at a rate of 95.90%.
- Alma Solis' last day was Friday. She was our Regional Enrollment Network Coordinator who helped individuals enroll in the Marketplace.
- We work with the Emergency Food & Shelter program that helps fund our food pantry and they released more money. We received \$11,031 and divided it between food pantries, PADA, St Vincent de Paul and our food pantry.

- Fraud is a large initiative for the state, so the state is providing new data to help us match state wage, unemployment, prisoner, and social security information to the information that we have. Workers need to review discrepancies to determine if there is an overpayment. We have over 1,000 discrepancies that need to be corrected by June 1.
- Two of our new staff are fully trained and are helping in the Call Center and on the discrepancies.
- We send out Customer Satisfaction surveys and most that we receive back are glowing reviews.
- We cleaned up the resource room and will be creating an area on budgeting.
- We have a job fair next Tuesday.

ADRC:

Ms. Torum reported on the following items:

- The key outcome indicator for Adult Protective Services (APS) is that 100% of referrals are responded to within the time frames contained in the statute; and case notation and legal time frames are met in 100% of cases referred. In order to measure this indicator, the APS team conducted a NIATx Project; the AIM was to improve or maintain the unit's response time to voice messages. Information about the project was handed out and discussed.
- The key outcome indicator for the ADRC is that 100% of ADRC customer's surveyed indicate that they would refer the ADRC to someone else. The survey instrument asks 12 questions and when the first quarter of 2015 is compared to the first quarter of 2014 the ADRC has met this goal.
- The key outcome indicator for the Elder Benefit Specialist (EBS) Program is to continue to serve every individual requesting information and assistance without subjecting them to a waiting list. EBS services are available to all county residents over the age of 60 and with the expansion of Medicare to include prescription drug coverage, in addition to the increasing number of people becoming Medicare eligible each year, the demands for assistance are greater than ever before. In 2013 the EBS program served 788 unduplicated people, and in 2014 the number rose to 841 which is a 6% increase.
- The key outcome indicator for the Senior Dining/Home Delivered Meal Program is that 100% of seniors completing satisfaction surveys report that they are not experiencing hunger or food insecurity. This is measured on an annual basis in May when satisfaction surveys are sent out. The 2014 surveys indicated that if it were not for the program 11 people would not have had enough to eat each day; 3 people skipped meals because they didn't have enough money for food, 26 people responded that they would not get one, hot fresh meal each day if it were not for the program and at one site the majority of people getting home delivered meals checked that 2/3rd s of what they eat each day comes from the meal program. Nutrition Program staff address these issues on a regular basis.
- The key outcome indicator for the Transportation Program is that 100% of ride requests are safely met. The Transportation Coordinator is responsible for ensuring that drivers meet all job requirements. She rides with drivers to evaluate driving skills and arranges for training as needed. This program has a strong history when it comes to passenger safety.
- The key outcome indicator for the Dementia Care Specialist Program is that by 12/31/2015 services and available supports through the program will be provided to all

county departments. This will be accomplished using social media, the county's newsletter and presentations.

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. Kutz seconded.

Motion passed unanimously.

12. UPDATE ON STATE BUDGET

Ms. Cauley disbursed papers (attached) generated by WCA and WCHSA on several important topics that were discussed with our legislators during Human Services day at the Capitol. They met with Senator Nass & Senator Fitzgerald's staff, Representative Orlacher's staff, and Representatives Jorgensen and Jagler. Representative Kleefisch did not return any of our calls but his staff met with Ms. Cauley upon arrival at his office. Ms. Cauley discussed the concerns within the following areas:

- Income Maintenance Funding
- Mental Health
- Children's Community Options Program
- Family Care
- Aging and Disability Resource Centers

13. CONSIDER COUNTY BOARD RESOLUTION TO SUPPORT RETAINING AND EXPANDING WISCONSIN'S CURRENT LONG TERM SYSTEM OF FAMILY CARE AND AGING AND DISABILITY RESOURCE CENTERS.

Per the discussion regarding the ADRC's in item #12, Ms. Cauley suggested that we support a resolution to retain and expand Wisconsin's current long-term system of family care and ADRCs. Mr. Mode reported that the ADRC Advisory Committee asked to send this resolution to the county board.

Mr. Tietz made a motion to approve the resolution (similar to Outagamie County) to support retaining and expanding Wisconsin's current long-term system of family care and aging and disability resource centers, and to send it to the County Board for approval.

Mr. Jones seconded.

Motion passed unanimously.

14. DIRECTOR'S REPORT:

Ms. Cauley reported on the following items:

• **Employee Recognition Luncheon**

The employee recognition luncheon is tomorrow in the Activity Center of the Fair Park and everyone is invited.

• **Update on Human Services Day at the Capitol**

Discussed in item #12

15. UPDATES FROM WISCONSIN COUNTY HUMAN SERVICES ASSOCIATION

Ms. Cauley reported on the following items:

- We had our first meeting and discussed the bylaws and voted for officers.
- The WCHSA Spring Conference is scheduled for May 14 – 15 in Stevens Point.

16. SET NEXT MEETING DATE AND POTENTIAL AGENDA ITEMS

The next meeting will be on Tuesday, May 12 at 8:30 a.m.

The annual report will be presented.

17. ADJOURN

Mr. Jones made a motion to adjourn the meeting.

Mr. Schultz seconded.

Motion passed unanimously.

Meeting adjourned at 10:00 a.m.

Respectfully submitted by Donna Hollinger

NEXT BOARD MEETING

Tuesday, May 12, 2015 at 8:30 a.m.

Workforce Development Center, Room 103

874 Collins Road, Jefferson, WI 53549