

JEFFERSON COUNTY HUMAN SERVICES

Board Minutes

May 12, 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; Office Manager Donna Hollinger; County Administrator Ben Wehmeier; and Peer Support Specialist Deb Thompson.

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. ELECTION OF OFFICERS

Added to agenda in error

5. REVIEW OF THE MAY 12, 2014 AGENDA

No changes

6. CITIZEN COMMENTS

No comments

7. APPROVAL OF THE APRIL 14, 2015 BOARD MINUTES

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

Mr. Tietz seconded.

Motion passed unanimously.

8. COMMUNICATIONS

Ms. Cauley reported that there was an article in the Daily Union about our Citizen Review Panel. Mr. Schultz added that it was also in the Watertown Times.

9. ZERO SUICIDE PRESENTATION

Ms. Cauley introduced team members Cynthia Crouse and Deb Thompson who are part of the Zero Suicide Implementation team. Zero Suicide is a commitment to suicide prevention in a health and behavioral health care systems, and also a specific set of tools and strategies. Ms. Cauley distributed two flyers (attached) and explained the concept and the practice. Ms. Crouse and Ms. Thompson spoke about the training and will present this information to our Department and in the community.

10. CONSIDER THE FOLLOWING PROCLAMATIONS

- a) Proclamation for Economic Support specialists & Case Managers Week**
- b) Proclamation for May as National Foster Care Month**

Mr. Mode read both proclamations and both were unanimously approved.

11. REVIEW OF MARCH, 2015 FINANCIAL STATEMENT

Ms. Daniel reviewed the March 2015 financial statement (attached) and reported that there is a projected positive fund balance of \$225,850. 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 and Alternate Care costs (attached).

12. REVIEW AND APPROVE APRIL, 2015 FINANCIAL VOUCHERS

Ms. Daniel reviewed the summary sheet of the April 2015 vouchers totaling \$507,281.60 (attached).

Mr. Tietz made a motion to approve the April 2015 vouchers totaling \$507,281.60.

Mr. Jones seconded.

Motion passed unanimously.

13. 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:

- “Family Find” training helped us find a family friend who wanted to adopt a child who was part of a difficult TPR case. This initiative tied nicely into our IV-E legal Contract who will be doing the TPR on a delinquency case.
- Last week we had 43 community members attend a training and resource fair about our Wraparound program.
- We met with Joann Miller who is a Guardian ad Litem and the Jefferson Municipal Judge, and discussed proactive ways to work with chronic juvenile offenders. We will do outreach with some of the parents whose children have been sent to municipal court numerous times.
- The articles in the newspapers about the Citizen Review Panel were great and we hope to recruit new members. Next week the Intake Supervisor and I will be going to Oregon to participate in the National Citizen Review Panel.
- We had a successful TPR case which allowed four children to return home, however we received two more out of home cases.
- Our 2015 **Key Outcome Indicators**, which are mostly based on State and Federal indicators, require that we are at 100%. The following statistics for April are:
 - **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 Compliant Indicators by DHS based on the annual data review. We are still at 100%.
- **Busy Bees Preschool:** Will maintain a 4-star rating from the YoungStar Program. The YoungStar evaluator visited last week and re-evaluated the program. Based on new information, it may be increased to a 5-star rating. We will hear the results soon and hope that we will receive a 5-star rating.
- **All other Key Outcome Indicators are on track.**

Behavioral Health:

Ms. Cauley reported on the following items:

- Our 2015 **Key Outcome Indicators** are as follows:
 - **EMH:** Giving consideration to lethality and acuity, maintain diversion rate to least restrictive setting. Through April of 2014, the diversion rate was 55% and this year it's 69%. We had 2730 EMH calls compared to 1851 last year. We had 13 emergency detentions last month.
 - **Outpatient Clinic:** We will decrease the Patient Health Questionnaire for depression by 2% and we will decrease the Brief Alcohol Monitoring tool by 2%. Both are being met.
 - **CSP:** Our goal is that 72% of treatment plan goals will be met and we are at 78%.
 - **CCS:** Our goal is that 72% of treatment plan goals will be met and we are at 72%.
- The Behavioral Health Division is working on several NIATx projects.

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. We are on track with these reports.
- We are attending ECHO training and building reports for billing.
- We will be working on two NIATx projects.
 - **Maintenance:** 100% of capital projects completed on time and within budget. We have postponed some of these projects pending the outcome of the budget.
 - **Support Staff:** Maintain excellent customer service as measured by an internal customer satisfaction survey. We will be doing this as a NIATx project and will send out a survey to get a baseline indicator and will make adjustments as needed in order to meet their expectations.
- Support Staff is attending ECHO training to learn how to schedule appointments.
- Auditors are here this week.

Economic Support:

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

- Our 2015 **Key Outcome Indicators** are as follows:
 - We have 30 days to get 100% of all applications processed. In April we were at 96.9%. We had 7,060 households on assistance.
 - The Consortium Call Center must answer calls timely within 95% of the time. In April, we answered 10,210 calls at a rate of 95.5%.

- As mentioned last month, 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 began this process on April and had 1,519 discrepancies and we are now down to 705 that need to be corrected by June 30.
- We contracted for the Regional Enrollment Coordinator, which will be funded through June 30.
- Thank you to the board for recognizing Economic Support Specialist Week. The supervisors are taking staff to lunch for this special occasion.

ADRC:

Ms. Torum reported on the following items:

- The 2016-2018 Aging Unit Plan is being developed. One of the required focus areas is on the Senior Dining Program. Our 2015 key outcome indicator regarding this area is that 100% of seniors (who participate in the program) report that they are not experiencing hunger or food insecurity via surveys which go out on an annual basis. Because this issue is of such concern, several quality improvement projects will focus on ways to get information to seniors about food programs and we will ask current participants to meet with us to discuss ways that we might modernize Senior Dining so that people will attend. We have seen a 29.18% decrease in overall participation the past 5 years. This is happening statewide.
- The Senior Farmer's Market Vouchers have arrived and will be distributed in June. The redemption rate is below 80% and staff will be talking to people about this when they complete their applications. On a positive note, the Palmyra Site has a new Manager who will start on June 22.
- Due to the demands for transportation, and the fact that it is difficult to keep our current drivers below 20 hours/week, a driver pool was developed last month and a fourth driver position has been added. Interviews are occurring this week. The 2014 Transportation Program key outcome indicator was to ensure that seniors and persons with disabilities asking for rides to medical appointments were met 100% of the time; this goal was met, however, it was changed to 2015 it to say that 100% of rides are safely met, and so far all of the rides that have been provided have occurred without incident. The previous indicator did not really portray the full picture when it comes to the people the department serves who can't even ask for a ride because the demand exceeds the supply.
- Governor Walker has signed a proclamation naming May as the month to recognize ADRC's for their outstanding work and nationally recognized accomplishments. WI is ranked 4th in the nation when compared to other states. There are no updates on the Governor's Budget which would dismantle ADRC's as we know them.
- Sharon Olson, the ADRC Supervisor is facilitating Care Transitions Work Group Meetings. She has been an exceptional leader on this team, which involves health care providers, representatives from META Star (a health care quality improvement organization), managed care organizations and staff from Fort Health Care. The team is looking at ways to better coordinate patient transfers from hospital settings back into the community and better identify transfers that might be preventable. They are partnering with St. Coletta of WI to provide education to staff on interventions that might prove useful to populations at risk of readmission due to aspiration pneumonia. The pilot project will begin this summer.

14. 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. Jones seconded.

Motion passed unanimously.

15. APPROVE TWO NUTRITION PROJECT COUNCIL MEMBERS

Mr. Jones made a motion to approve Karen Anfang to replace Judy Pinnow in Rome, and Carol Ellingson to replace Marcia Bare in Jefferson.

Mr. Schultz seconded.

Motion passed unanimously

16. MEAL PROGRAM BIDS

Ms. Cauley reported that the meal program bid was forwarded to our Corporation Counsel for their approval and we will then send it to bidders.

17. STATE BUDGE UPDATES

Ms. Cauley reported that the joint finance committee is taking on two mental health issues.

18. REVIEW 2014 ANNUAL REPORT

Ms. Cauley thanked the board for all of their support and recognized our dedicated staff for the excellent work that they do. Each Division Manager then discussed the highlights of each of their teams.

Mr. Schultz thanked the staff for all of their work.

Mr. Mode said that this report should also be mailed to each one of our state representatives.

19. DIRECTOR'S REPORT:

Ms. Cauley reported on the following items:

- We are working on rectifying some billing issues that we have with Marsh Country Health Alliance.

20. UPDATES FROM WISCONSIN COUNTY HUMAN SERVICES ASSOCIATION

Ms. Cauley reported on the following items:

- The Executive Board meets tomorrow.
- The WCHSA Spring Conference is scheduled for May 14 – 15 in Stevens Point.

21. SET NEXT MEETING DATE AND POTENTIAL AGENDA ITEMS

The next meeting will be on Tuesday, June 9 at 3:00 p.m. followed by the public hearing at 4:00 p.m.

22. ADJOURN

Mr. Jones made a motion to adjourn the meeting.

Mr. Kutz seconded.

Motion passed unanimously.

Meeting adjourned at 11:15 a.m.

Respectfully submitted by Donna Hollinger

NEXT BOARD MEETING

Tuesday, June 9, 2015 at 3:00 p.m.

Public Hearing at 4:00 p.m.

Workforce Development Center, Room 103

874 Collins Road, Jefferson, WI 53549