

JEFFERSON COUNTY HUMAN SERVICES
Board Minutes
April 12, 2016

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

Others Present: Director Kathi Cauley; Deputy Director Brent Ruehlow; Administrative Services Manager Joan Daniel; Aging & Disability Resource Division Manager Sue Torum; 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 MARCH 8, 2016 AGENDA**
Move item #16 to follow item #10
- 5. CITIZEN COMMENTS**
No comments
- 6. APPROVAL OF THE MARCH 8, 2016 BOARD MINUTES**
Mr. Tietz made a motion to approve the March 8, 2016 board minutes.
Mr. Schultz seconded.
Motion passed unanimously.
- 7. COMMUNICATIONS**
No Communications
- 8. REVIEW OF FEBRUARY, 2016 FINANCIAL STATEMENT**
Ms. Daniel reviewed the February 2016 financial statement (attached) and reported that there is a projected positive fund balance of \$5,119 excluding any prepaid reserves that may be adjusted for year-end. She presented the summary 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, Detox and Alternate Care statistics (attached).

9. REVIEW AND APPROVE MARCH, 2016 VOUCHERS

Ms. Daniel reviewed the summary sheet of vouchers totaling \$593,284.98 (attached).

Mr. McKenzie made a motion to approve the March 2016 vouchers totaling \$593,284.98.

Mr. Jones 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:

- Discussed the community awareness and fundraising activities for Child Abuse Prevention Month
- Alternate Care budget numbers are down and have been decreasing every month. Overall, six more children returned home in March. At this point, we only have 11 children in care on the JJ side.
- Youngstar came to review the Busy Bee Preschool, who checks on quality of curriculum, room setup, etc. We are hopeful that we will get 5 stars again.
- We purchased three new cars and a van.

Behavioral Health:

Ms. Cauley reported on the following items:

- Our 2016 **Key Outcome Indicators** for March were as follows:
 - **EMH:** We are having a record setting year for emergency mental health calls totaling 2408 for the year. Projecting this out will be 9,600 calls. Last year we had 8,677 calls.
 - We had 11 emergency detentions last month for a total of 28, which is down from last year, but we had more suicide calls.
 - **CCS:** *Our goal is that 72% of treatment plan goals will be met* and we are 94%
 - **CSP:** *Our goal is that 72% of treatment plan goals will be met* and we are 74%.
 - **Outpatient Clinic:** *The goal is to decrease the Patient Health Questionnaire for depression by 2% and they are declining.*
- I met with Barb LeDuc from Opportunities Inc to see if they could help individuals find employment who are addicted to opioids and heroin. I have also been exploring housing options with "Friends of Recovery" for those same individuals. We will meet with the state opioid authority in May.
- We have been using the services of Impact to do AODA assessments.
- Therapists and Dr Haggart are still booked six weeks out. This is very concerning, so we are looking at other options.
- I attended the WCHSA executive board meeting, and the state Long-Term Care Division Administrator said that the state will help pay for some of the inpatient benefits for family care participants this year.
- We began the NIATx project with Washington County and Winnebago Mental Health Institute and completed the first walk-through.

Administration:

Ms. Daniel reported on the following items:

- We are meeting our **Key Outcome Indicator** of submitting our reports timely into the state.
- We are working on the CCS provider contracts
- We sent the CST, AODA block grant, CLTS reconciliation, and the MH block grant reports into the state. I'm working on several other reports.
- We are still working on the implementation of ECHO.

Economic Support:

Ms. Johnson reported on the following items:

- Our 2016 **Key Outcome Indicators** for March were as follows:
 - *We have 30 days to get 100% of all applications processed. We had 489 applications and processed 98.50% of them timely. The Consortium Call Center must answer calls timely within 95% of the time. The Center was at 92.64%.*
- Beginning May 1 on the first Wednesdays of the month, we will have a "navigator" from Covering Wisconsin here to help people apply through the marketplace.
- We are still working towards the new Food Share on Demand initiative that begins in July. An individual calling in with changes or requesting benefits will be handled immediately. We are reorganizing staff in order to accommodate this new process.
- The state is still working on the Income Maintenance Quality Analysis, reviewing the Income Maintenance process. They have identified a problem with staff retention and are looking at options to reduce turnover.
- We just finished interviewing for a position and hope to hire next week.
- The state has added the exempt criteria of "chronically homeless" to the Food Stamp Employment in Training program, which has been a positive change.
- The state informed us that they proclaimed this week as Economic Support Case Managers Specialist week, which acknowledges the excellent work that they do.

ADRC:

Ms. Torum reported on the following items:

- The new Adult protective Services Worker started 4/11. Recruiting is underway for the ADRC Supervisor position and interviewing will start 4/12. The Senior Dining Site Manager in Lake Mills has also submitted her resignation, so the ADRC is recruiting for that position too.
- The Abuse/Neglect Interdisciplinary Team met on 4/11. The team's work in 2016 will be on hoarding. The group is expanding and includes the public health sanitation officer, a building inspector and supervisors from the agency's mental health teams. There is a lot of interest in this topic.
- The Department of Health Services report to the Joint Finance Committee on the feasibility of integrating income maintenance consortia and Aging & Disability Resource Centers has been submitted. DHS does not recommend a structural merger citing it would result in a huge disruption of services and result in few cost savings. DHS does support operational integration to improve efficiencies and collaboration between IM and ADRC's.

After reviewing each organization's roles in regard to the most common job function (assisting elderly and persons with disabilities in accessing Medicaid), the report concludes that less than 10% of ADRC Activities and less than 6 % of IM consortia caseload fall into this category. DHS recommends operational integration which focuses on improving communication through technology, standardized forms and information materials.

- The **Key Outcome Indicator** to training board members and employees on becoming Dementia Friendly by 6/30/16 has been met! Over 100 people attended the Dementia Friendly Training in March. The surveys came back with very positive remarks. The training has been uploaded to the employee webpage so that those who could not attend in person can watch when it is convenient.
- The **Key Outcome Indicator** to meet 95% of qualifying home delivered meal requests was not met. There were 7 new meal requests; one was not met because they were out of the delivery area and another was not met because she did not qualify. We were at 88%.
- The **Key Outcome Indicator** to provide rides to 100% of the individuals who qualify was met. Four rides were denied because they did not meet qualifying criteria, e.g. not elderly/disabled or needed to go through MTM. Individuals using the transportation are being surveyed in April. The results should be available by the next meeting.

11. DISCUSSION AND ACTION ON NEW PROFESSIONAL CONTRACTS – MUSIC THERAPY SERVICES

Ms. Cauley reported on the new contract listed on the 2016 Provider Contract sheet. (attached)

Mr. Jones approved the contract as listed.

Mr. Schultz seconded.

Motion passed unanimously.

12. DISCUSSION AND POSSIBLE ACTION APPROVING POLICY REQUIRING CRIMINAL BACKGROUND CHECKS ON PRIVATE PROVIDERS UNDER THE ALZHEIMER'S FAMILY CAREGIVER AND NATIONAL FAMILY CAREGIVER SUPPORT PROGRAMS

Ms. Cauley reported that after the discussion about this last month, the policy was written and approved by Corporation Counsel requiring that criminal background checks be completed on private providers, including family members, who want to provide a service in the home.

Mr. Jones made a motion to approve the policy requiring criminal background checks on private providers under the Alzheimer's Family Caregiver and National Family Caregiver Support programs.

Mr. Tietz seconded.

Motion passed unanimously

13. UPDATE ON ECHO, THE ELECTRONIC HEALTH RECORDS SYSTEM

Ms. Cauley reported that she and John Rageth, our project manager, met with ECHO's Vice President and Account Representative on April 8 to discuss the concerns we have with the system. The ECHO team felt there had been some unusual circumstances during implementation and that they can make everything right. We should also receive a significant refund. We will continue to monitor this closely.

14. UPDATE ON FAMILY CARE 2.0

Ms. Cauley distributed and discussed two articles from the Wisconsin Department of Health Service's; one called "Family Care/IRIS 2.0 Frequently Asked Questions" and one called "Care/IRIS 2.0 Concept Paper." (attached) The state explains the changes that are being made to Family Care as follows; "...this will transition to an outcome-based model that coordinates all of an individual's care needs...and will preserve this essential safety net program for Wisconsin's frail elders and adults with disabilities by maintaining essential health care services while slowing expenditure growth. It is essential that changes are made now to ensure Wisconsin's long-term care programs will continue to be cost-effective, sustainable, and available for years to come."

15. DISCUSSION AND POSSIBLE ACTION ON APPROVING BILLS FROM 2015 FOR MIA WILLIAMS, OWNER OF WHITNEY LODGE

Ms. Cauley reported that we used Whitney Lodge as a provider and received the bills for these stays totaling \$17,280.77 on March 8. Our contract states that we must receive all bills by January 31, so we denied them. We discussed this with Corporation Counsel and they recommended that we pay them.

After much discussion, Mr. McKenzie made a motion to pay the bill from Whitney Lodge and to inform Mia Williams that we will not allow another late bill, and if it happens again we will not use her services again.

Mr. Tietz seconded.

Motion passed unanimously.

16. DISCUSSION ON CHANGES TO CHILDREN'S WAIVER SERVICES FOR AUTISM IN 2017

Mr. Ruehlow reported that on January 1, 2017, the state is requiring us to assume responsibility for waiver services for children with autism. Lutheran Social Services (LSS) has been providing these services. Mr. Ruehlow distributed information regarding this change, as well as cost comparisons (attached) if we contract with LSS or if we add staff to handle the extra caseloads. We need to express our intent to the state by Friday and will then develop a detailed plan. Our recommendation is to bring it in house.

Mr. McKenzie made a motion to bring the Children's Waiver Services for Autism in house per Administration's recommendation versus contracting with LSS.

Mr. Jones seconded.

Motion passed unanimously

17. DIRECTOR'S REPORT

Ms. Cauley reported on the following items:

- We are having our employee luncheon tomorrow and hope you will attend.
- I attended the Harvard Kennedy School for leadership classes and want to extend my deep gratitude for you allowing me to go. It was a tremendous opportunity and a fascinating experience. The class was called Driving Government Performance: Leadership Strategies that Produce Results, which was led by Robert Behn, and we followed the "Basic Principles and Key Concept of Performance Leadership." (attached)

18. DISCUSS UPDATES FROM WISCONSIN COUNTY HUMAN SERVICES ASSOCIATION

Ms. Cauley reported on the following item:

- The WCHSA Spring Conference will be from May 10 - 12, which begins on the same day as our board meeting.

19. DISCUSS POTENTIAL AGENDA ITEMS FOR APRIL BOARD MEETING

- Update on ECHO
- Update on the Children's Waiver Services for Autism
- Update on Heroin Initiatives

20. ADJOURN

Mr. Jones made a motion to adjourn the meeting.

Mr. Tietz seconded.

Motion passed unanimously.

Meeting adjourned at 10:25 a.m.

Respectfully submitted by Donna Hollinger

NEXT BOARD MEETING

Tuesday, May 10, 2016 at 8:30 a.m.

Workforce Development Center, Room 103

874 Collins Road, Jefferson, WI 53549