

JEFFERSON COUNTY HUMAN SERVICES
Board Minutes
March 8, 2016

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

Absent: Richard Jones and Cynthia Crouse.

Others Present: Director Kathi Cauley; Aging & Disability Resource Division Manager Sue Torum; Economic Support Manager Jill Johnson; Administrative Services Manager Joan Daniel; Office Manager Donna Hollinger; Maintenance Supervisor Ryan Mundt; 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

Jones and Crouse absent/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

No changes

5. CITIZEN COMMENTS

No comments

6. APPROVAL OF THE FEBRUARY 9, 2016 BOARD MINUTES

Mr. Tietz made a motion to approve the February 9, 2016 board minutes.

Mr. Kutz seconded.

Motion passed unanimously.

7. COMMUNICATIONS

No Communications

8. REVIEW OF FINAL DECEMBER, 2015 FINANCIAL STATEMENT

Ms. Daniel reviewed the final December 2015 financial statement (attached) and reported that there is a positive fund balance of \$1,208,814, which includes an operating surplus balance of \$532,981 and a reserve of \$675,832.74. She also presented reports showing Commitment/Inpatient, Detox and Alternate Care statistics (attached).

9. DISCUSSION AND POSSIBLE ACTION APPROVING UPDATED CARRY OVER REQUEST

Ms. Cauley presented the list of final non-lapsing and carryover of fund balances. (attached)
Mr. McKenzie made a motion to approve the carryover request as presented in the amount of \$992,258.98.
Mr. Schultz seconded.
Motion passed unanimously.

10. REVIEW AND APPROVE FEBRUARY, 2016 VOUCHERS

Ms. Daniel reviewed the summary sheet of vouchers totaling \$553,597.83 (attached).
Mr. Schultz made a motion to approve the February 2016 vouchers totaling \$553,597.83.
Mr. Tietz seconded.
Motion passed unanimously.

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

Child & Family Resources:

Mr. Mundt reported on the following items from the Maintenance Area

- An update on Capital projects
- An update on Carryover projects
- Goals to lower costs of utilities per square footage
- Explore the possibility of using a solar-powered system. Sustainable Engineering will be doing a site assessment on April 6.

Ms. Cauley reported for Mr. Ruehlow on the following items:

- The Children's Long term Support waiting list is down to 36 children
- Two children returned home from the CCI setting so a total of four have gone home in the last two months. We had one youth go from home into the CCI setting. We have 76 in out-of-home placement and last year we had 94.
- We filled the CPS position.
- The Wellness Recovery Action Plan group is at the Watertown Middle School with many children attending. It has been quite successful.
- We presented a thank you plaque to Spacesaver for their Christmas donations.
- All Key Outcome Indicators are on track.

Behavioral Health:

Ms. Cauley reported on the following items:

- Our 2016 **Key Outcome Indicators** for February were as follows:
 - **EMH:** We had 83 emergency detention assessments, which is down from last year. We diverted 80%. The crisis calls are up. Last year we had 1388 through February and this year we are at 1603. Last year we had 47 suicide calls through February and this year we are at 49.
 - **CCS:** *Our goal is that 72% of treatment plan goals will be met* and we are 98%!
- Currently appointments for the therapists and Dr Haggart are two months out. This is very concerning, so we are looking at private providers.
- We began the NIATx project with Washington County and Winnebago Mental Health Institute. A meeting is scheduled with them in April.

- ECHO, the new electronic health records system, is operational in the clinic area but we recently found that it is extremely slow and very time consuming. We will be asking for a refund on our annual maintenance agreement and will continue to monitor this problem.
- We have not yet heard back from the OIG regarding the six CCS charts that were audited last November. We have 30 days to respond after they inform us of their findings. The report is due to the legislature on June 1.

Administration:

Ms. Daniel reported on the following items:

- We are reconciling various reports and will be sending them into the state.
- We sent the state all of our year-end PPS information timely.
- 2016 is a transition year for the Autism program and in 2017 it will become ours. There are about 55 children with Lutheran Social Services (LSS) now, and the state would like to know what our costs will be. We will be discussing this transition with LSS. The state has not discussed the money following the child. We will need to contract with LSS or hire a new position to accommodate this change.
- We finalized our 2015 general ledger.

Economic Support:

Ms. Johnson reported on the following items:

- Our 2015 **Key Outcome Indicators** for February were as follows:
 - *We have 30 days to get 100% of all applications processed.* We had 540 applications and processed 98.70% of them timely. Last week we hit 100%!
 - *The Consortium Call Center must answer calls timely within 95% of the time.* The Center was at 91.60%.
- Last week our staff met with staff from Child Support to discuss updates and new processes. It worked out well and we identified a gap in services. We will meet again every six months.
- Last Fall we sent out surveys on health literacy and subsequently received health literacy material about basic health insurance information. These will be available to the public. (attached)
- We are now doing a drug-screening questionnaire for parents who are not paying child support. We need to fill out a report every week and then forward it to the Governor's office.
- Staff attend a Consortium training every other week.
- Beginning in June, the Consortium is organizing so that customers calling the Call Center for application or review interviews will be handled immediately. We are reorganizing staff in order to accommodate this new process. We have been having roundtable discussions to understand what works and what doesn't.

ADRC:

Ms. Torum reported on the following items:

- The interviews for the Adult Protective Services position are nearly completed. There were several well qualified candidates, and an employment offer is expected shortly. This position will be filled on 4/11.

- The Jefferson County Dementia Friendly training is next week and the kickoff event is at 1:00 p.m. on Wednesday, March 16th. Everyone was encouraged to attend.
- The Family Care/IRIS 2.0 Concept Paper by the Department of Health Services has been released. The new model will serve the same target groups, and allows people to decide on various self-directed care options which will be decided upon prior to enrollment. The plan is to have three Family Care/IRIS 2.0 regions with three IHA's serving in each. This is more restrictive than what Joint Finance recommended (5) and will be challenged. The plan contains the following language regarding ADRC's:
- ADRC's will continue to have an integral role in the long-term care system. ADRCs serve as a single point of entry into long-term care services and programs. ADRC's help people obtain information, evaluate their options, and make informed decisions about the programs, services, and supports that can best meet their needs. ADRC's help people plan for their future, maximize their personal resources, prevent the need for expensive care, and help to prevent or delay the need to access services through publicly funded programs. All of this helps to ensure a sustainable long-term care system. ADRCs will continue to have a prominent role in Family Care/IRIS 2.0. ADRC's will:
 - Perform the initial functional eligibility screen.
 - Provide unbiased enrollment counseling.
 - Inform people of their appeal rights.
 - Assist individuals in choosing an IHA or MCO.
 - Assist individuals in determining if they want to self-direct long-term care services.
 - Assist with processing enrollment.
 - Serve as a resource for members even after they have enrolled in a program.
- The ADRC's KOI is to see that 100% of home visit requests are met within 7 days unless the customer requests otherwise. During the month of February, 34 of the 35 home visits were conducted within 7 days of consumer's request. One consumer's daughter requested a later time due to being out of state. This is an extremely important quality indicator. Dr. Amy Flowers of Analytical Insight recently completed a survey with over 4,000 ADRC customers statewide. The results revealed that customers were highly satisfied with ADRC services and the timeliness of home visits was a key quality indicator.
- The 2016 contract requires ADRC's to submit a compliance plan and develop a business plan. The business plan template that has been provided will calculate line item costs per person/per service. Overall the compliance plan shows that we are meeting contract requirements. There are a couple areas where we may have a corrective action to take. One of those areas is signage. We are required to use the blue logo on a white background and many marketing items have this in black on white, some easily fixed, others not so much.
- The Home Delivered Meal Program's KOI was not met in February; there were 6 new meal requests, 4 were met, 2 were not due to the fact that they both lived outside of our current delivery areas in Jefferson and Sullivan. The goal is to provide meals to 85% of those qualifying. We were at 67% in February.
- The Transportation Program's KOI is to meet qualifying ride requests 100% of the time. In February, all qualifying ride requests were met. There were 377 one-way trips; 22 round trips scheduled and then canceled; three individuals were denied because they were not elderly or disabled, one was denied because they were eligible for this service through

MTM. The Veteran's Van provided 82 one-way trips. There were 10 cancellations and four were due to the weather.

12. DISCUSSION AND ACTION ON NEW PROFESSIONAL CONTRACTS

There were no new contracts.

13. DISCUSSION AND POSSIBLE ACTION APPROVING INTERCOUNTY GOVERNMENT AGREEMENT FOR ADULT PLACEMENTS

Ms. Cauley reported that we would like one intercounty agreement that requires counties to alert us when someone is being placed in our county. This agreement requires a crisis plan that the county of residence needs to fill out providing us with vital information about the individual's history and needs.

Mr. Tietz made a motion to approve the intercounty government agreement for adult placements.

Mr. McKenzie seconded.

Motion passed unanimously.

14. DISCUSSION AND POSSIBLE ACTION ON FILLING ONE VACANCY FOR THE NUTRITION PROJECT COUNCIL AND ONE VACANCY FOR THE ADRC ADVISORY COMMITTEE

Ms. Torum reported that she would like to recommend Roxy Granzow to the Nutrition Project Council. The individuals interested on the ADRC Advisory Committee declined.

Mr. McKenzie made a motion to approve Roxy Granzow onto the Nutrition Project Council and to send it on to the county board for approval.

Mr. Kutz seconded.

Motion passed unanimously.

15. DISCUSSION AND POSSIBLE ACTION APPROVING THE CREATION OF ONE FULL TIME BENEFIT SPECIALIST

Ms. Cauley reported that the ADRC has three part time positions consisting of one ADRC Specialist I, one Disability Benefit Specialist and one Elder Benefit Specialist. Staff are leaving to take full time positions, so we would like to combine these three positions into one full time position with the title of Elder/Disability Benefit Specialist. This request will be sent to the Human Resource Committee and then the County Board for approval.

Mr. Kutz made a motion to combine the three part time positions and create one full time benefit specialist.

Mr. McKenzie seconded.

Motion passed unanimously.

16. DISCUSS ALZHEIMER'S FAMILY CAREGIVER SUPPORT PROGRAM AND NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM PAYMENTS AND THE BACKGROUND CHECK ISSUE

Ms. Torum reported that these two programs have funds available to hire someone to come into the home to provide caregivers respite as needed. At the present time, neither program requires that criminal background checks are done on these respite providers, however new state policy states that if we are aware that the person has a history of violence of sexual abuse we are prohibited from providing the family with AFCSP or NFCSP funds. We have been in contact with Corporate Counsel and it was suggested that we adopt a policy requiring anyone who wants to hire a private provider using these funds, to have a criminal

background check run on them first. This will be done through this department and the nominal cost will be covered by the program the person is on. Ms. Torum will bring the policy next month.

17. UPDATE ON MARSH COUNTRY HEALTHCARE COMMISSION

Ms. Cauley reported we were not expecting a charge from Marsh Country Healthcare this year and therefore didn't include it in our budget. After she and Mr. Mode attended the meeting, they found out that there will be a charge to us of \$24,000. This will come from the Hospital line item in the budget.

18. DIRECTOR'S REPORT

- We are awaiting the Governor's signature to approve having branch offices in schools for mental health outpatient clinics without special certifications.
- We are having the employee appreciation luncheon on April 13.
- A representative from the Department of Health Services came to meet with us about our work with behavioral health services and family care.
- I am asked to serve on many committees. I will continue to serve on the committees for Evidence Based Practice for Re-entry and Crisis Stabilization Services for Youth.
- A reminder that Ms. Torum will be retiring in May.

19. DISCUSS UPDATES FROM WISCONSIN COUNTY HUMAN SERVICES ASSOCIATION

Ms. Cauley reported on the following items:

- The WCHSA Spring Conference will be from May 10 - 12, which begins on the same day as our board meeting.
- WHCSA is working on their legislative platform.

20. DISCUSS POTENTIAL AGENDA ITEMS FOR APRIL BOARD MEETING

- The criminal background check policy
- Maintenance updates
- NIATx project
- ECHO update

21. ADJOURN

Mr. Tietz made a motion to adjourn the meeting.

Mr. Kutz seconded.

Motion passed unanimously.

Meeting adjourned at 10:10 a.m.

Respectfully submitted by Donna Hollinger

NEXT BOARD MEETING

Tuesday, April 12, 2016 at 8:30 a.m.

Workforce Development Center, Room 103

874 Collins Road, Jefferson, WI 53549