

JEFFERSON COUNTY HUMAN SERVICES
Board Minutes
December 14, 2021

Board Members Present in Person: Richard Jones, Michael Wineke, and Gino Racanelli

Board Members Present via Zoom: Russell Kutz, Sira Nsibirwa, Kirk Lund, and Alice Mirk

Others Present: Director Kathi Cauley; Deputy Director Brent Ruehlow; Administrative Services Division Manager Brian Bellford; Economic Support Manager Jessica Schultze; Aging & Disability Resource Division Manager ReBecca Schmidt; Office Manager Kelly Witucki; and County Administrator Ben Wehmeier

1. CALL TO ORDER

Mr. Jones called the meeting to order at 8:30 a.m.

2. ROLL CALL/ESTABLISHMENT OF QUORUM

All present/Quorum was established.

3. CERTIFICATION OF COMPLIANCE WITH THE OPEN MEETINGS LAW

Mr. Wehmeier certified that we are in compliance.

4. REVIEW OF THE DECEMBER 14, 2021, AGENDA

5. PUBLIC COMMENTS

No Comments

6. APPROVAL OF THE NOVEMBER 9, 2021, BOARD MINUTES

Mr. Wineke made a motion to approve the November 9, 2021, board minutes.

Mr. Lund seconded.

Motion passed unanimously.

7. COMMUNICATIONS

No communications

8. REVIEW OF OCTOBER 2021 FINANCIAL STATEMENT

Mr. Bellford reviewed the October 2021 financial statement (attached) and reported that there is a projected positive year-end fund balance of \$1,903,966. This balance includes \$650,000 from our reserve carryover, but excludes any prepaid adjustments, leaving \$1,253,966 in unreserved fund balance.

9. REVIEW AND APPROVE NOVEMBER 2021 VOUCHERS

Mr. Bellford reviewed the summary sheet of vouchers totaling \$536,971.40 (attached).

Mr. Lund made a motion to approve the November 2021 vouchers totaling \$536,971.40.

Mr. Racanelli seconded.

Motion passed unanimously.

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

ADRC:

Ms. Schmidt reported on the following items:

- All Key outcome Indicators for the Aging Programs, ADRC and APS are currently being met.
- ADRC:
 - 13 LTC enrollments in November
 - 210 for the year so far
 - 686 consumer contacts
 - Resource Specialist position opening in January, starting interviews soon
- Senior Dining Program:

- Served 3228 meals in November
- Almost re-opened congregate meal sites, but unfortunately, we saw a spike in active COVID case, and the Health Department advised against reopening at this time. Date for reopening is unknown.
- We are currently working closely with our MIS department on developing software to enhance the program
- Transportation:
 - We were awarded a new, rear-loading wheelchair accessible van through a DOT grant, we are still waiting for the awarded van from 2021 due to supply issues, we are hopeful to see this van in January.
- Dementia Care Specialist:
 - Our Dementia Care Specialist, Heather Janes, will be moving out of Wisconsin. We have a few good applicants and are in the process of interviewing to fill this valuable position.
 - November was Caregiver Appreciation month. We celebrated by hosting an on-line presentation by Teepa Snow titled, Humor in Caregiving. We had 150 individuals and watch parties attend the event. A recording of the presentation is available on the website.
- EBS:
 - Our elderly Benefit Specialists assisted approximately 450 community members with navigating Open Enrollment for Medicare Part D plans.

Child & Family Resources:

Mr. Ruehlow reported on the following items:

- **Key Outcome Indicators** for all teams are being met
- We received \$79,000 from DCF for the in-home safety services program for 2022. This is to help build in-home safety plans. We use this funding for various services, which helps keep kids out of placement and in the home. We typically spend more than our contract and receive extra funding from DCF during the year.
- Yesterday Lydia Elson started as the new CPS Ongoing Case Manager. We currently still have one vacant position.
- In our CPS Department each Ongoing Case Manager has anywhere from 23-25 children on their caseload.
- This past month we had 10 youth placed out-of-home in CPS.
- In November we hit at a two year high for screened in cases. There have been 27 families screened-in, in 22 days and 7 children were taken into physical custody during November.
 - We have continued to stay at 100% compliance with our timely contacts and response standards per DCF.
- CLTS continues to grow. We have added another position in the 2022 budget and hope to have an offer to a potential candidate by the end of the week.

Administration:

Mr. Bellford reported on the following items:

- Since the County Board approved 2022 contract last month, we have begun sending those out to providers.
- The MIS Department has been helping with various projects, including two new billing changes that need to get implemented:
 - Starting in 2022, CLTS services provided remotely will need to be billed differently to the TPA, so we must adjust our Edal system and our billing system.
 - We must include the pre-authorization number on the bills for services sent to My Choice, Care WI, and Inclusa for CSP.

- The Munis accounting system was upgraded last week, which affected the timing of vouchers. The system was down last Friday, and it is back up as of Monday. Most functions are working properly currently. Finance, HR, MIS, Human Service, and other departments were all involved in testing and implementing.
- The MIS Department has been helping with various projects, including two new billing changes that need to get implemented:

Behavioral Health:

Ms. Cauley reported on the following items:

- Key outcome indicators are being met.
- Most clients seen in the Outpatient Clinic report anxiety and depression. The PHQ9 is a tool to measure depression. Those scores are going down, which is a good sign. The BAM is a tool to measure alcohol monitoring. It has been a struggle to see improvement in those scores.
- CCS recovery plan objectives are being met at about 80%.
- CSP recovery plan objectives are being met at about 78%.
- We have seen in plateau in EMH crisis contacts. Overall, we have had 14,714 contacts this year, which is down a little at this point from last year. This is the first decrease time since 2007. We had 8 Emergency Detentions last month. That is down a little from last month but still up from last year. Lastly, suicide calls are up. We have had 243 calls this year, up from 214 last year.
- We have begun contracting with Safe Communities to provide peer support. They contact and support people with substance use issues. This can occur immediately after an overdose incident while the person is at the hospital.
- We are still struggling to fill positions. An Outpatient Clinic position has been open for several months. We did contract with a prescriber to perform services, which has been a great help.

Economic Support:

Ms. Schultze reported on the following items:

- 95% of applications are required to be processed timely, and the Southern Consortium is processing 99.36% of applications timely. Jefferson received 455 applications and did 452 timely. The percentage rate of 99.34%.
- Jefferson is contracted to answer 18% of the calls offered on the call center. The Consortium Call Center must answer calls timely within 95% of the time. The Call Center was 96.57%. That is above the average for the state which is currently at 83.93% of calls answered.
- The new Call Center application, Genesys, had the implementation delayed. It is now up and running as of 12/10/21.
- Call volume is increasing and back to pre-covid "normal" flow. As we anticipated people are having a little trouble adjusting to the regular reporting and verification requirements, but we're only seeing temporary closures of cases, and most of those are resolved before any benefits are lost or delayed.
- Child Care Targeted Case Review (TCR): for Q3 of 2021 had 2 cases reviewed, with ZERO errors.
- There is one vacancy for an Economic Support position. We are hoping to start the interviewing processes soon and will be reaching out next week to get those scheduled.

11. DISCUSSION AND POSSIBLE ACTION ON NEW 2021 PROFESSIONAL SERVICE CONTRACTS (YOUTH CRISIS STABILIZATION AND RESIDENTIAL SUD TREATMENT)

Mr. Ruehlow reported that we have two new service providers for 2021. (attached)

Mr. Kutz made the motion to approve the contracts as listed.

Ms. Mirk seconded.

Motion passed unanimously.

12. DISCUSSION AND POSSIBLE ACTION ON NEW 2022 PROFESSIONAL SERVICE CONTRACTS (YOUTH CRISIS STABILIZATION AND RESIDENTIAL SUD TREATMENT)

Mr. Ruehlow reported that we have two new service providers for 2022. (attached)

Ms. Mirk made the motion to approve the contracts as listed.

Mr. Lund seconded.

Motion passed unanimously.

13. PREPARE FOR NOMINATIONS FOR THE CIT OFFICER OF THE YEAR

Ms. Cauley reported that she received three nominations for the Crisis Intervention Training Officer of the Year award. The first nomination is for Deputy Dylan Agnew, with Jefferson County Sheriff's Department. The second nomination is for Officer Daniel Hefty of the Fort Atkinson Police Department and the third nomination is for Officer Kasey Kress of the Jefferson Police Department.

Mr. Jones made a motion to approve the nominations of Deputy Dylan Agnew for the CIT award with adults, and Officer Daniel Hefty for the CIT award with youth.

Mr. Kutz seconded.

Motion passed unanimously.

14. DIRECTOR'S REPORT

Ms. Cauley reported on the following items:

- WCHSA held a summit on complex youth. There was a speaker from Roger's Residential Unit who presented on their DBT program.
- The current crisis with the lack of housing continues. The H.O.P.E. Program which assists individuals with housing and employment and the County owned properties are very helpful We continue to see an increase in people struggling with homelessness.
- Ms. Cauley expressed how busy the Human Services staff is and wanted to thank the Board for all their support.

15. ADJOURN

Mr. Racanelli made a motion to adjourn the meeting.

Mr. Lund seconded.

Motion passed unanimously.

Meeting adjourned at 9:19 a.m.

Minutes prepared by:

Kelly Witucki
Office Manager
Human Services

NEXT BOARD MEETING

Tuesday, January 11, 2022, at 8:30 a.m.

Jefferson County Courthouse County Board Room 205

311 S Center Ave, Jefferson, WI 53549