

JEFFERSON COUNTY HUMAN SERVICES
Board Minutes
April 12, 2022

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

Board Members Present via Zoom: Richard Jones, Russell Kutz, Sira Nsibirwa, 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; Administrator Ben Wehmeier; and Office Manager Kelly Witucki

1. CALL TO ORDER

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

2. ROLL CALL/ESTABLISHMENT OF QUORUM

Lund absent/Quorum was established.

3. CERTIFICATION OF COMPLIANCE WITH THE OPEN MEETINGS LAW

Ms. Cauley certified that we are in compliance.

4. REVIEW OF THE APRIL 12, 2022, AGENDA

Mr. Jones moved Agenda item #12 to be after Agenda item #7

5. PUBLIC COMMENTS

No Comments

6. APPROVAL OF THE APRIL 12, 2022, BOARD MINUTES

Mr. Wineke made a motion to approve the April 12, 2022, board minutes.

Mr. Nsibirwa seconded.

Motion passed unanimously.

7. COMMUNICATIONS

No communications

8. REVIEW OF THE FEBRUARY 2022 FINANCIAL STATEMENT

Mr. Bellford reviewed the February 2022 financial statement (attached) and reported that we are projecting a positive year-end fund balance of \$1,458,864. This balance includes \$1,000,000 from our reserve carryover but excludes any prepaid or other carryover adjustments. This early in the year, most projected are still weighted toward the budget, and very volatile.

9. REVIEW AND APPROVE MARCH 2022 VOUCHERS

Mr. Bellford reviewed the summary sheet of vouchers totaling \$557,735.22 (attached).

Ms. Kirk made a motion to approve the February 2022 vouchers totaling \$557,735.22.

Mr. Racanelli seconded.

Motion passed unanimously.

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

Economic Support:

Ms. Schultze reported on the following items:

- 95% of applications are required to be processed timely, and the Southern Consortium is processing 99.25% of applications timely. The percentage rate of 99.38%.

- Jefferson County constitutes 18% of the consortium. In 2021 the consortium was offered 97,422 calls and answered 95,654 calls. Jefferson County took 16.94% (16,203 for the year, which is an average of 1,350 calls per month).
- Currently we are not receiving monthly call center statistics with the new Genesys call center system, and we will not be receiving them until farther notice. The Genesys system can run reports, but it doesn't correctly filter the calls (for example, calls transferred from one queue to another, like the general queue to the bilingual queue, count as dropped calls and cannot be filtered out at this time). They are working on this, but do not have an anticipated date for which this will be working correctly.
- Jefferson County Child Care Team received 100% (zero errors) on their Targeted Case Review (TCR) for the first quarter in 2022.
- MiLES (Milwaukee Enrollment Services) offered overtime to all the consortiums in the state to help with overflow and overdue wage matches for their county. Southern Consortium processed 3,000 wage matches in approximately 3 weeks for MiLES.
- We have scheduled in May a Consortium-wide training on de-escalation to "gear up" for the anticipated calls regarding loss of benefits when the unwinding begins. We have also been working with the consortium trainer to review all the program requirements for FoodShare & Healthcare programs. They will review the processes over the next couple of months to ensure correct processing of benefits when all COVID rules/exceptions are discontinued at the beginning of the 12 month unwinding period.

ADRC:

Ms. Schmidt reported on the following items:

- All KOI's are being met or are making good progress towards our long term goals.
- **ADRC:**
 - We are still in the interviewing process to hire for the new ARDC Specialist position.
 - The ADRC has been busy with almost 800 calls.
 - Our ADRC specialists provided 33 customers enrollment counseling in March, compared to 27 last year. This was a new Jefferson County ADRC record. I believe this is a direct reflection of the senior population growth we have been watching as a large percentage of the clients we are seeing are seniors.
- **Senior Dining:**
 - We continue to have a demand for Home Delivered Meals. In 2019, we were receiving between 2-8 new Home Delivered Meals (HDM) referrals each month. In 2022, we are receiving between 10-17 new referrals each month.
 - On 4/1/22 we reopened congregate meal sites in Fort Atkinson and Watertown. We had twelve people join us for this reopening event.
- **Transportation:**
 - We are maintaining the number of rides in March with 826 rides being provided.
 - We have rented a wheelchair accessible van to utilize until we receive our two grant approved wheelchair vans from DOT. This is very helpful as we are seeing an increase in requests for wheelchair transport.
 - The bus has been wrapped with a new blue and white ADRC logo that includes our contact information.
 - There has been a lot of interest in our shopping trips that are being offered four days per week between towns along the Hwy 26 corridor.

- **Adult Protective Services:**
 - Lots of great work has been done over the past few months to take a fresh look at how our processes, policies, and documentation all function in APS.
 - We have developed a new process for handling court related fees surrounding guardianships and protective placements.
 - We have been completing new trainings in-house as well as out in the community, through our I-Team and Dementia Support Groups in March.
 - As of Monday, we had about 200 open cases (give or take a few on any given day) being following and/or worked on through our APS department. About 140 of those are protective placement cases that remain open, and we follow up on regularly. The other 60 cases are in some stage of investigation, short term case management, or follow up.
 - The team works hard to ensure the health and safety and independence of our most vulnerable community members.

Child & Family:

Mr. Ruehlow reported on the following items:

Key outcome indicators are being met.

- We currently have two openings on our Ongoing CPS team and hope to make an offer today.
- We currently have two openings on our Intake team. We have three individuals coming back for second interviews.
- We currently have one youth who came home from a residential treatment center. There is another youth transitioning from a residential treatment center into a group home.
- For the month of March, we had seven kids from our CPS Department find permanency.

Behavioral Health:

Ms. Cauley reported on the following items:

Key outcome indicators are being met.

- Through March we have had 3,934 EMH contacts.
- In March we had 6 emergency detentions. Our diversion rate is 84%.
- In our EMH Department we have a new position that will be located at the Watertown Police Department.
- In our outpatient clinic we currently have two openings for Psychotherapists.
- Our nurse prescriber that was hired in December for three days a week has been recruited by Waukesha and will be leaving.
- In our CCS Department we currently have seven vacant positions. Five of those openings are for service facilitators and two are for CCS administrative assistants.
- We have contracted with PSG to help in CCS. They have hired one service facilitator to work with children. Currently in CCS we have 120 referrals.
- In our CSP Department we have one vacant position for a CSP professional.
- We have several audits being conducted currently
 - CCS is being audited by the Inspector General's Office.
 - Our outpatient clinic is being audited by Anthem.
 - CSP is being audited by Inclusa.
- Federal Legislation adopted a new rule to establish 988 as the three-digit calling code for a National Suicide Prevention and Mental Health Crisis hotline. This will go into effect July 1st.

- Ms. Cauley and Ms. Propp met with Pam from Jefferson County Daily Union yesterday. Pam is interested in creating a series that will go into depth regarding the trends in mental health and substance abuse, along with the services that are available to individuals in need.

Administration:

Mr. Bellford reported on the following items:

- Capital Projects:
 - Maas Brothers is coordinating several capital projects, which include the ceiling work at the main building, HVAC at WFDC, bathroom remodels, lighting upgrades, and cement work out front.
 - The flooring project at WFDC will start at the end of April. At this point we don't have a date set for the flooring at the main building and we are currently working on collecting estimates for the flooring in the Aging and Disability Resource Center.
- The Children's COOP and Birth to Three fiscal reports have recently been completed and turned in.
- Next month we will be presenting the 2021 Annual Report.
- We currently have two vacant Administrative Assistant I positions for our front desk staff.
- Our Protective Payee has retired. We had an internal staff member accept that position.
- We currently have a vacancy in our Fiscal Department for our part time Accounting Assistant.

11. DISCUSSION AND POSSIBLE ACTION ON THE 2022 PROFESSIONAL SERVICE CONTRACTS (IVE-E LEGAL/JET, CHILD ALT CARE, RESPITE CARE, AND COUNSELING AND THERAPEUTIC SERVICES)

Ms. Cauley reported that we have ten new service providers. (attached)

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

Ms. Mirk seconded.

Motion passed unanimously.

12. DISCUSS AND REVIEW CHILD ABUSE PREVENTION ACTIVITIES AND CHILD PROTECTIVE SERVICES ANNUAL REPORT

Child Protective Services (CPS) Case Manager, Jenny Witt presented to the board the upcoming Child Abuse Prevention activities that will be happening throughout the month of April to raise money for the Child Abuse Prevention (CAP) fund. Those funds are used to assist children and families in meeting needs to support safety and well-being.

Mr. Ruehlow gave a brief overview of the Child and Family section of the 2021 annual report.

13. DIRECTOR'S REPORT

Ms. Cauley reported on the following items:

- Ms. Cauley continues to work with WCHSA on funding Crisis and CSP services.
- Our Employee Luncheon will be held on June 22.
- May is Mental Health Month.
- At the WCHSA meeting last week they did discuss how Lincoln Hills is seeing a 40% increase in the amount of youth that are being placed at their facility.

14. ADJOURN

Mr. Racanelli made a motion to adjourn the meeting.

Mr. Wineke seconded.

Motion passed unanimously.

Meeting adjourned at 10:15 a.m.

Minutes prepared by:

Kelly Witucki
Office Manager
Human Services

NEXT BOARD MEETING

Tuesday, May 10, 2022, at 8:30 a.m.

Jefferson County Courthouse County Board Room 205
311 S Center Ave, Jefferson, WI 53549