

MINUTES
RICHLAND COUNTY HEALTH AND HUMAN SERVICES
December 9, 2021

The regular monthly meeting of the Richland County Health and Human Services Board was called to order at 10:32 a.m. on December 9, 2021 by Kerry Severson virtually via Zoom.

Members Present: Kerry Severson, Ingrid Glasbrenner, Tim Gottschall, Van Nelson and Dr. Jerel Berres.

Others Present: Tracy Thorsen, Angie Rizner, Meghan Rohn, Stephanie Ronnfeldt, Jessica Tisdale, Briana Turk, Edie Arneson, Myranda Culver, Clint Langreck, and Jaymie Bruckner

Members Absent: Diane Cox, Cindy Chicker

Approve Agenda and Posting: Motion by Tim Gottschall seconded by Ingrid Glasbrenner to approve the agenda and proper posting. Motion Carried.

Approve November 11, 2021 Health and Human Services Board Minutes: Motion by Dr. Jerel Berres, seconded by Van Nelson to approve November 11, 2021 Health and Human Services Board Minutes.

Directors Report: Tracy Thorsen discussed the CMS and OSHA regulations requiring COVID vaccinations and reported that it was determined by the Wisconsin Counties Association, Department of Health Services, and Richland County's Corporation Counsel that none of the services or programs provided by Health and Human Services fall under the CMS mandate since they are not directly regulated by CMS. In addition to this, on November 30, 2021 a federal district court issued an order that blocked the CMS Vaccination Rule.

It was explained that while some position vacancies have been filled, the agency is struggling to recruit for many other positions and is still seeing additional resignations. Typically, recruitment for vacant positions is advertised with free ads, however with the last round of advertisements the agency paid to advertise for several positions. Unfortunately, the paid advertisements did not produce any applications and Tracy Thorsen voiced concern about how far the existing staff is being stretched.

Staff in the Behavioral Health Services Unit are preparing for the programs re-certification site visit by the Department of Health Services that is scheduled for January 11, 2022 for Mental Health, Comprehensive Community Services, and Crisis Services. Feedback from the recently completed annual Department of Health Services review for the Birth to Three and Children's Long Term Support programs is anticipated early in 2022. A training will be held on Friday for staff in both the Child and Youth Services Unit and the Behavioral Health Services Unit, as well as Comprehensive Community Services contracted providers, that will focus on childhood trauma and how best to work with individuals who have experienced traumatic events. Staff in the Behavioral Health Unit continue to support Crisis Services and Adult Protective Services during the ongoing staffing shortages, as all three of the agency's Adult Protective Services and Crisis positions remain vacant.

Staff in the Child and Youth Services Unit are covering daytime and afterhours on-call duties more frequently due to multiple position vacancies and another worker being on family leave. Two previous case managers who have transferred to the Aging and Disability Resource Center continue to assist with the on-call rotation since the newest case manager will be unable to perform on-call related duties until she has completed the required training. Despite the challenges the unit is facing created by these staffing shortages, remaining staff are gearing up to offer additional visits during the holiday season for families who currently have children in placements.

The new statewide system utilized by the Economic Support Unit will go live on Friday. Callers are being asked to be patient as glitches are to be expected. Health Care Renewal requirements have been postponed and recipients cannot lose this benefit before the end of March 2022. The unit is also busy processing applications

for the Wisconsin Home Energy Assistance Program (WHEAP), even though the number of applications received at the office has decreased due to the availability of a new online application process. It was noted the Economic Support Unit is now fully staff, with two new employees having started on November 29th.

Roxanne Klubertanz-Gerber, Manager of the Aging and Disability Resource Center, will be out on medical leave until January 5, 2022 and as a result John Grothjan will be providing supervisory support to staff in the unit. It was reported that the Richland Center Office was recently allocated funds from the Regional Office for outreach related to the Dementia Care Specialist Program and billboards promoting awareness can be seen on Highways 14 West and 80 North.

Tracy Thorsen congratulated Rose Kohout and the Public Health staff for their completion of the re-certification process necessary to continue as a level II Health Department. The Agency recently received notification that Dr. Tom Richardson, Medical Director for Public Health, will be retiring at the end of the year. Tracy Thorsen expressed the agency's appreciation for Dr. Richardson's many years of support and dedication to Public Health.

Health Officer Update and COVID-19 Response: Rose Kohout spoke more on the retirement of Dr. Tom Richardson as the Medical Director for Public Health. This is relatively new territory for the department since Dr. Richardson has been acting as the Medical Director since the 1980's. Rose Kohout explained she has reached out to a currently acting physician and they verbally expressed interest in the role. She ensured the individual would receive formal information from the Department of Health Services would be able to review a broad job description as well as the statutory requirements. It was emphasized that the process does need to proceed quickly due to the requirement that there must be a medical advisor in good standing to continue to operate. Rose Kohout added that she was very please they were able to secure the level II health department status. A virtual interview was held at the end of October and a representative from the southern regional office to provide the designation posted in the office. This designation will be valid for 5 years.

An update was provided on Covid-19 activity and when looking at the burden on staff, the number cases seen in October was higher than ever before at 432 cases. Fortunately, in November there was a decrease with 183 cases, however December seems to be seeing an uptick again. A sustained high level of transmission among children is being seen and data was reviewed regarding cases among children ages 10-19. Public Health continues to administer first and second doses of vaccines as well as boosters. Staff are also assisting at testing sites as requested.

The Senior Nutrition Program continues to offer four levels of meal delivery including congregate meal sites, frozen meals, hot home delivered meals, and grab and go. In October and November, the program has seen a large increase in the number individuals seeking meals for either themselves or members of their family.

Expenditures Report (Vouchers and Expenditures over \$2,000 but less than \$10,000): The Richland County Health and Human Services Expenditures Report for December 9, 2021 was reviewed. All of these have been approved by the County Administrator, Clinton Langreck, and payments have been prepared. The following items required additional discussion:

Voucher #51-52 – Capital Newspapers: This was to pay for advertising for vacant positions.

Voucher #75 – Cardmember Services: This was to pay for Kareo.

Voucher #3-21 – CDW Government Inc.: This was to pay for all computer/technology related purchases. It was noted that a lot of invoices had been forwarded to the MIS director for computer equipment and are now being received by Health and Human Services.

Voucher #23 – Grant County Health Department: This was to pay for the Environmental Services Coordinator position shared with Grant County.

Voucher #26 – Passages Inc.: This was to pay for a pass through payment to passages.

Voucher #27-29, #32-33, #83-91 – Quill Corporation: This was to pay for all quill purchases, such as office and cleaning supplies, an electronic paper punch, and annual calendars.

Voucher #35-38 – Richland Observer: This was to pay for advertisements for position vacancies.

Voucher #30-31 – River Valley Newspapers: This was to pay for advertisements for position vacancies.

Voucher #39-42, #45-49 – Shopping News Inc.: This was to pay for advertisements for position vacancies, as well as some substance abuse prevention marketing materials.

2021 Vouchers

Unit	No. of Vouchers	Amount
Richland County Health and Human Services – 2021 Expense Reports	15	\$6,113.92
Richland County Health and Human Services – 2021 Admin Vouchers	20	\$23,277.92
Richland County Health and Human Services – 2021 Prepaid Vouchers	5	\$7,995.11
TOTAL	40	\$37,386.95

2021 Budget Summary & Richland County Placement Report: Stephanie Ronnfeldt reviewed the 2021 budget through November, noting that expense utilization should be at about 92%. The majority of expenses in the various programs are underutilized at this point in time primarily due to position vacancies or underutilization of services. Building and operating costs has exceeded 109%, and as explained previously this is primarily due to the bills for workman’s compensation, and insurance being applied to the Health and Human Services budget at a significantly higher cost than anticipated when the 2021 budget was created. Public Health is at 129% due to the COVID-19 pandemic, however there is additional COVID funds available to cover these additional expenses. Comprehensive Community Services is at 113% utilization, however as services increase for this program, so do revenues.

When looking at both anticipated and received revenues through November, Health and Human Services revenues totaled \$6,346,839. Actual and anticipated expenses totaled \$6,476,581 before the chargeback process, leaving a deficit of –(\$129,742). After the chargeback process occurred for additional placement charges the revised balance becomes \$44,161.

Tracy Thorsen reviewed the Richland County Placement Report. There were no changes to the utilization to Crisis stabilization and year to date expenses through October totaled \$49,007. As anticipated, Adult Institutional and Inpatient Placement expenses increased in October to \$64,229 and have totaled \$156,824 for the year. Adult Community Residential Placements increased from 9 to 10 individuals currently in placements. Year to date expenses totaled \$381,747 bringing total expenses in Fund 54 to \$587,578 and leaving a deficit of –(\$105,300).

Expenses through October for Child Institutional Inpatient totaled \$172,145. There was 1 additional Detention placement in October for a total of 9 days, however expenses were reimbursed and therefore expenses for the year remain at \$23,400. Year to date Group Home and Treatment Foster Care expenses totaled \$362,238 and Regular Foster Care totaled \$25,170. Total Expenses in Fund 44 through October totaled \$582,953 leaving a deficit of –(\$55,612).

The 2018 to 2021 Comparison of Monthly Placement Expenses graphic and the Comparison of Placement Expense and Budgeted Tax Levy graphic were reviewed. If expenses continue as they have, it is projected that placement costs will end the year at approximately \$1,404,638.

Expense history by individual placement types were reviewed, as well as the projected end of year cost for each. Tracy Thorsen highlighted the drastic decrease in Adult Institutional Inpatient expenses, however Adult Community Placements are trending higher. This again is due to a high cost placement that is reimbursable by the Comprehensive Community Services Program to avoid the need for an institutional placement.

2021 Contract Monitoring Report: Angie Rizner reviewed the 2021 Contract Monitoring Report for November and those contracts that currently exceed 83% utilization were reviewed; noting that invoicing should be through October. Angie Rizner explained that while Chileda Institute and Kareo are reporting over 83%, they have invoiced through the month of November. The Artisan’ Shop LLC is also reporting over the 83% utilization; however, it is unlikely this provider will not be used again. Children’s Hospital of Wisconsin Community Services-Children’s had an additional placement and will most likely need to be amended next month.

Approve Contracts, Agreements, and Amendments:

RICHLAND COUNTY HEALTH AND HUMAN SERVICES 2022 NEW HHS CONTRACT/AGREEMENT/MOU APPROVALS (12-10-2021)		
SHAY REHABILITATION & PSYCHOLOGICAL SERVICES DBA KICKAPOO COUNSELING	To provide Comprehensive Community Services to consumers being served by the Behavioral Health Services Unit. (Westby) <i>This will require County Board approval.</i>	For a total amount not to exceed \$100,000.
CR THERAPY	To provide recreation/alternative activities to children with disabilities being served by the behavioral Health Services Unit. (Spring Green)	For a total amount not to exceed \$11,000.

Motion by Ingrid Glasbrenner, seconded by Tim Gottschall to approve the new 2021 contracts and forward those necessary onto the County Board for approval. Motion carried.

Personnel Updates: Tracy Thorsen reported the hiring of Nichole Gaudette, Information and Assistance Specialist, effective November 22, 2021; and Diane Cox, LTE Adult Protective Services Consultant through The Southwest Workforce Development Board, effective November 22, 2021. There were also two resignations reported, including Veronica Olson, Secretary, effective December 8, 2021; and Liz Bjorklund, Mental Health Therapist, effective November 22, 2021.

Advertising or interviewing is occurring for the 9 vacant positions including a Secretary, Temp/Casual Driver/Escort, Comprehensive Community Services Supervisor, Adult Protective Services Worker, Adult Protective Service/Crisis Professional, Mental Health Therapist, Psychiatric RN, Child & Youth Services Case Manager, and a Child & Youth Services Supervisor.

Tim Gottschall commented that the staffing situation seems to be dire and has been for some time. He questioned if there has been any consideration given to approaching the County Administrator or the Finance and Personnel Committee in an effort to incentivize staff who continue to stay with the agency. Tracy Thorsen explained at this point there has not, but there has been hope that the wage increases in 2022 would help, however offering additional incentives may have to be the next step. There is a known labor shortage, staff are staff are feeling very stressed, and it can be seen in every unit that staff are having to take on more and more.

Tim Gottschall noted he would be interested in pursuing some type of bonus or retention program for staff who have remained with the agency and are continuing to do the necessary work. The issue needs to be addressed in two ways and retention, not just recruitment, needs to be addressed in a very competitive market. Tracy Thorsen will bring a presentation to the board next month with a proposal that could go through the board and committee approval process. Rose Kohout discussed AARPA funds and the potential utilization of these funds. Angie Rizner discussed the high cost of constantly advertising for vacant positions.

Discuss Health and Human Services Board Member Issue: An individual is not able to be an employee and serve on a committee or board at the same time. As a Health and Human Services Board member and a previous Adult Protective Services Worker, Diane Cox felt the greater need at this point in time was to assist the agency by serving as an Adult Protective Services consultant. It was originally unclear if Diane Cox would be allowed to take a leave of absence from the Board or if she would need to resign. County Administrator, Clint Langreck, joined the meeting and explained that it was the opinion of corporation counsel that she would need to resign from the Board and reapply when her employment ended. It was determined that Diane Cox will need to submit her resignation from the Health and Human Services Board. Applications for replacement Board members would be accepted in March of 2022, for a replacement to begin in April and Diane Cox would be eligible to re-apply at that time. Motion by Tim Gottschall seconded by Ingrid Glasbrenner to reassess at the March 10, 2022 Health and Human Services meeting the need to post for a replacement citizen member on the Health and Human Services Board. Motion carried.

Approve New Commission on Aging & Disability Board Member: The Commission on Aging and Disability (COAD) Board approved to fill an open Advocate for Disabled Youth/Young Adult position with Julie Cervantes and has forwarded the recommendation onto the Health and Human Services Board for approval. Dr. Jerel Berres requested some background information on Julie Cervantes and it was noted that she was recommended to the board by David Scribbins, has two children with disabilities, and lives in Muscoda. Myranda Culver also noted she believes she is a veteran as well. Motion by Tim Gottschall, seconded by Dr. Jerel Berres to appoint Julie Cervantes to the Commission on Aging and Disability Board, and forward the recommendation onto the County Administrator and Committee on Committees for review and submission to the County Board for approval. Motion carried.

Approve Comprehensive Community Services (CCS) Coordination Committee Membership List: The Comprehensive Community Services (CCS) Coordination Committee membership list was reviewed. Motion by Kerry Severson, seconded by Dr. Jerel Berres to approve the Comprehensive Community Services (CCS) Coordination Committee Membership List and forward the recommendation onto the County Administrator and Committee on Committees for review and submission to the County Board for approval. Motion carried.

Approve Coordinated Services Team (CST) Coordinating Committee Membership List: The Coordinated Services Team (CST) Coordinating Committee membership list was reviewed. Ingrid Glasbrenner noted the statement appearing on the membership list regarding per diems and mileage reimbursement and questioned if this was something that had to go through a special approval process. Tracy Thorsen explained that only officially recognized county committees are able to offer per diems and both the Comprehensive Community Services Coordination Committee and the Coordinated Services Team Coordinating Committee have been county committees for quite some time. Discussion was held regarding the ability for members serving on these committees that are not County Board members to receive per diems. Clint Langreck noted that these individuals would need to get their information to the clerk's office for payroll purpose. Motion by Ingrid Glasbrenner, seconded by Tim Gottschall to approve the Coordinated Services Team (CST) Coordinating Committee Membership List with the understanding that all members are eligible for a per diem and forward the recommendation onto the County Administrator and Committee on Committees for review and submission to the County Board for approval. Motion carried.

Approve the 2022 Public Health Fee Schedule: Each year in December the Board is required to approve the Public Health Fee Schedule for the upcoming year. It was recommended that there be no increase made to the existing rates. Motion by Ingrid Glasbrenner, seconded by Dr. Jerel Berres to approve the 2022 Public Health Fee Schedule. Kerry Severson questioned what the cost is of the COVID-19 vaccine. Rose Kohout noted this a free vaccine for individuals and the administrative fee is also waived. Motion carried.

Approve the 2022 Behavioral Health Fee Schedule: Each year in December the Board is required to approve the Behavioral Health Fee Schedule for the upcoming year. Myranda Culver reviewed the changes to the fee

schedule. Motion by Dr. Jerel Berres, seconded by Ingrid Glasbrenner to approve the 2022 Behavioral Health Fee Schedule. Motion carried.

Adjourn: The next meeting is scheduled for January 13, 2022 at 10:30 a.m. and will be held via Zoom. Motion by Ingrid Glasbrenner, seconded by Van Nelson to adjourn the meeting. Motion carried.

Respectfully Submitted,
Meghan Rohn
Confidential Administrative Secretary