

MINUTES
RICHLAND COUNTY HEALTH AND HUMAN SERVICES
March 11, 2021

The regular monthly meeting of the Richland County Health and Human Services Board was called to order at 10:30a.m. on March 11, 2021 by Kerry Severson virtually via Zoom.

Members Present: Kerry Severson, Dr. Jerel Berres, Van Nelson, Debra Kyser, and Ingrid Glasbrenner.

Members Absent: Cindy Chicker.

Others Present: Tracy Thorsen, Rose Kohout, Robin Hampton, Roxanne Klubertanz-Gerber, Jessica Stanek, Sharon Pasold, Angie Rizner, Edie Moore, Kayla Williams, Meghan Rohn, Stephanie Ronnfeldt, Jaymie Bruckner, and Myranda Culver.

Approve Amended Agenda and Posting: Motion by Van Nelson, seconded by Debra Kyser to approve the agenda and proper posting. Motion carried.

Approve February 11, 2020 Health and Human Services Board Minutes: Kerry Severson declared the February 11, 2020 Health and Human Services Board minutes approved.

SW WI Behavioral Health Partnership Presentation: Bridget Mouchon-Humphrey and Chelsea Wunnicke presented on the Southwestern Wisconsin Behavioral Health Partnership, which is comprised of 5 counties: Richland, Iowa, Grant, Lafayette and Green. The partnership resulted from a grant that was written to the Advancing a Healthier Wisconsin Endowment in an effort to address the growing mental health needs in the community. Strategies the partnership are utilizing for improving access to mental health services were reviewed and included three categories; acceptability, accessibility, and availability. Strategies include: improving physician comfort with managing mental health issues, integrating mental health into primary care, increasing access to specialty consultation, creating communities of care through associations and personal connections and training non-professional peer providers.

It was explained that Wisconsin is different from other states in the way mental health crisis are handled and the number of beds available for these situations. Representative Travis Tranel participated in a “mock emergency detention”. This provided insight as to what the process is like for those going through it personally as well as the professional staff trying to assist them. The process is often a long and difficult one, extremely expensive, and the hospital, county and individual are left to bear the cost. It was noted that Wisconsin residents deserve better and the current system is inefficient, inhumane and cost-ineffective.

The partnership selected top issues that needed to be addressed, prioritizing the top four issues which included: increasing mobile crisis workers and diversion options, increasing regional facilities, meeting more regularly as local leaders to collaborate and create a Streamlined Medical Acceptance Process (SMART). It was noted before COVID-19 started, Southwest Health had begun the process of becoming a pilot for the Streamlined Medical Acceptance Process (SMART), however this has now been delayed.

The partnership has learned that while Northwest Connections 24 hours call center is important and valuable, the more access people have to local crisis workers and rapid response the less likely they are to require emergency detention. Results in Green County have shown that upfront costs of hiring local crisis staff appear to be worth it, since while their crisis calls have continued to go up, emergency detentions fell and stabilized. Tracy Thorsen noted the Governor’s budget includes a lot of new resources for mental health services and counties are excited about what this could mean for increasing these local services. The Southwestern

Wisconsin Behavioral Health Partnership will hold their annual virtual summit “Growing through Adversity” on March 19, 2021.

Directors Report: Tracy Thorsen noted that March marks one year since the beginning of the COVID-19 Pandemic and reviewed key dates that events occurred. The agency has been closed to the public since November 16, 2020 and has greatly adapted over the last year by implementing virtual services, remote work, learning to practice social distancing, and also find a comfort level with masking and utilizing Personal Protective Equipment (PPE). At this time, the agency will remain closed and services will continue to be provided as they have been until all Health and Human Services staff have been given the opportunity to receive the COVID-19 vaccination. It is anticipated that the remainder of the staff will become eligible later this month or possibly in April. The agency continues to plan for the time when the building can reopen to the public and also the role that remote work may continue to play in the future.

Programs supported by the Economic Support Unit continue to be affected by the Public Health Emergency. Food Share interviews have been waived until June 30, 2021, however application renewals will now need to be completed, and Emergency Supplemental Food Share was approved for the month of March and will continue to be approved on a monthly basis. Open Enrollment for the federally facilitated Marketplace will continue through May 15, 2021. As of March 4, 2021 the Wisconsin Home Energy Assistance Program (WHEAP) has seen nearly a 4% increase from the same time last year and has assisted 643 households with their heating bills. In addition to this, the State of Wisconsin has received Emergency Rental Assistance funding from the Federal Government referred to as WERA and Richland County residents can contact Southwest Community Action Programs (SWCAP) to apply.

The Transportation Program has seen an increase in trip requests and the program is offering free bus tickets to residents of local apartment complexes. These tickets are being distributed in Richland Center, Lone Rock, Viola, La Farge, and Cazenovia. The Aging and Disability Resource Center is working with the Dementia Care Specialist Program, as well as the Alzheimer’s and Dementia Alliance to plan a “Drive Through Memory Café” sometime in late April. Memory Cafés are intended to be safe spaces and social gathering places for individuals living with memory loss, mild cognitive impairment or dementia and their families.

The Child and Youth Services Unit continues to see an increase in the number of reports of abuse and neglect they are receiving, and the seriousness of the reports also continues to be at a higher level. This results in action being needed immediately to assess for the safety of the children in the community. In addition, there has also been an increase in the number of truancy referrals from local schools involving both in-person and virtual students.

Staff in the Behavioral Health Services Unit continue to cover both crisis services and their outpatient and Comprehensive Community Services (CCS) work while the unit recruits for the vacant crisis positions. A virtual crisis stakeholders meeting recently took place that included community partners, provided updates on crisis services, and discussion was held on processes and coordination. It was noted that the Southern Region Youth Crisis Grant will provide Behavioral Health Services Staff with up to \$5,000 for additional trainings in the first half of 2021, and will also support a virtual diversity training for the entire agency.

This is a very busy time for staff working in the Administration and Building Operations Unit as well as our Business Staff. There are many projects being worked on, as well as work needing to be done to close out all of the 2020 claiming and prepare for the many required program reconciliations. In addition to these regular duties in this busy time of year, the majority of Administration and Business Staff, along with several Economic Support Staff, have been supporting the scheduling and administrative processes for vaccine clinics so that the Public Health Staff can focus on providing vaccines. As a result, staff have become extremely stretched and many regular administrative and business functions have had to be put on hold due to the COVID-19 Pandemic response. The Administration and Building Operations Staff have also been managing a

very high call volume due to individuals inquiring about vaccination clinics and needing assistance with scheduling. Tracy Thorsen emphasized that all of the support and work done behind the scenes can easily go unnoticed and unappreciated and noted the importance to point out the great job the Administration and Building Operations Staff are doing to assure the success of these clinics, all while continuing to juggle their regular job duties. Dr. Berres noted all staff should be commended on the work being done since Richland County has one of the highest vaccination rates in the state.

Health Officer Update and COVID-19 Response: Rose Kohout reported that 69.4% of Richland County residents that are 65 years of age or older have received at least their first dose of the COVID-19 vaccine, and 54.1% have received their second dose. Overall, 23.8% of Richland County residents have received their first dose of the COVID-19 vaccine and 17.8% have received their second dose. There are currently 34 active cases in the county, which is much lower than it had been, and while contact tracing continues to occur, vaccine administration has become the primary focus. Public Health alone has administered several hundred vaccines and the Richland Hospital and local pharmacies are also providing vaccines to the community. Rose Kohout also emphasized that the administration of these vaccines would not be possible without the support that is provided by the Administration and Building Operations Staff as well as Emergency Management Staff. Plans are also in place to look at the possibility of reopening the Senior Nutrition Meal Sites, however numerous safety precautions are trying to be built in as possible.

Review and Approve Health and Human Services Vouchers: The Richland County Health and Human Services Voucher Report for March 11, 2021 was reviewed. The following items required additional discussion:

Voucher #1 - Advanced Business System: This was to pay for a printer cartridge for the agency's postage machine

Voucher #5 – Cardmember Services: This was to pay for repairs to the Public Health vaccine refrigerator.

Voucher #18 - #29 – Quill Corporation: This was to pay for monthly quill purchases, which included custom date stampers and colored paper.

Voucher # 33 – WCHSA: This was to pay for annual dues to the Wisconsin Human Services Association.

2020 Prepaid Vouchers:

Voucher #2 – Epanic Button, LLC: This was to pay for the emergency panic system used by the front desk staff.

Motion by Dr. Jerel Berres, seconded by Debra Kyser to approve the 2020 & 2021 Richland County Health and Human Services vouchers including prepaid vouchers as listed below. Motion carried.

2020 & 2021 Vouchers

Unit	No. of Vouchers	Amount
Richland County Health and Human Services – 2021 Expense Reports	14	\$5,196.57
Richland County Health and Human Services – 2021 Admin Vouchers	18	\$16,024.39
Richland County Health and Human Services – 2020 Prepaid Vouchers	3	\$882.71
Richland County Health and Human Services – 2021 Prepaid Vouchers	8	\$1,041.82
TOTAL	43	\$23,145.49

2020 Budget Summary & Richland County Placement Report: Robin Hampton noted this will be the final budget summary report for 2020 and there were no notable changes to utilization since last month. Expenses and revenues should be wrapped up for the end of the year. The County Clerk’s Office was not able to make the charge back process happen resulting in a Health and Human Services Core Budget balance of –(\$71,975). Auditors however have stated that this charge back will occur through their year-end transfers, resulting in a new Health and Human Services Core Budget balance of \$564,088. The 2020 Explanation of End of Year Balance document was again reviewed and explained and it was again emphasized that these types of remaining funds should not be anticipated in the future.

Tracy Thorsen reviewed the 2021 Richland County Placement Report; noting that at this time only January’s data is included on the report. In January, Adult Institutional and Inpatient Placement expenses totaled \$51,002 and there were \$5,580 in expenses for Adult Crisis Stabilization. There were 7 individuals placed in Adult Community Residential Placements in the month of January bringing these expenses to \$66,440, and the total expenses in Fund 54 to \$123,022. Tracy Thorsen noted that placement costs have again started the year high.

There were 2 individuals that required Child Institutional or Inpatient services in the month of January, at a cost of \$33,021. There was also one detention with an expense of \$7,925. Eight children were placed in Child Foster Care with expenses totaling \$30,879, and 4 more children were placed in Treatment Foster Care with expenses totaling \$2,344. All together expenses in Fund 44 for the month of January totaled \$74,169.

2020 Contract Monitoring Report: Angie Rizner reviewed the final 2020 Contract Monitoring Report and those contracts that currently exceed 100% utilization were reviewed; noting that invoicing should be through December. Premier Financial Management Services, A Golden Star Adult Family Home, and Lucky Star 3 Corporations all exceeded 100% utilization and will be amended later on the agenda.

Approve Contracts, Agreements, and Amendments (Summary #1): Angie Rizner noted that there is a revised Summary.

RICHLAND COUNTY HEALTH AND HUMAN SERVICES 2020 AMENDED HHS CONTRACT/AGREEMENT/MOU APPROVALS (3-11-2021)		
A GOLDEN STAR ADULT FAMILY HOME, LLC	Due to an increased need for adult family home (AFH) services provided to individuals being served by the Behavioral Health Unit. (Racine) <i>This will require County Board approval.</i>	<i>Original Contract Amount: \$49,500</i> To a total amount not to exceed \$51,000.
LUCKY STAR 3 CORPORATION	Due to an increased need for community based residential facility (CBRF) services provided to individuals being served by the Behavioral Health Unit. (Dodgeville)	<i>Original Contract Amount: \$135,000.</i> To a total amount not to exceed \$138,000.
PREMIER FINANCIAL MANAGEMENT SERVICES	Due to an increased need for financial management services to children with disabilities being served by the Behavioral Health Unit. (Milwaukee) <i>This will require County Board approval.</i>	<i>Original Contract Amount: \$100,000.</i> To a total amount not to exceed \$176,000.

Motion by Van Nelson, seconded by Ingrid Glasbrenner to approve the amended 2020 contracts for and forward those necessary onto the County Board for approval. Motion carried.

RICHLAND COUNTY HEALTH AND HUMAN SERVICES 2021 AMENDED HHS CONTRACT/AGREEMENT/MOU APPROVALS (3-11-2021)		
CHILDEDA	Due to an increased need for community based care at a treatment facility for a youth being served by the Child and Youth Services Unit. (La Crosse) <i>This will require County Board approval.</i>	<i>Original Contract Amount: \$49,500</i> To a total amount not to exceed \$230,000.
SOUTHWEST WISCONSIN WORKFORCE DEVELOPMENT BOARD	Due to an increased need for contracted employee services to Richland County Health and Human Services. This is largely due to our Public Health Pandemic response. (Platteville) <i>This will require County Board approval.</i>	<i>Original Contract Amount: \$49,500.</i> To a total amount not to exceed \$230,000.

Discussion was held regarding the amendment of the contract for the Southwest Wisconsin Workforce Development Board. Tracy Thorsen explained that Southwest Wisconsin Workforce Development Board provides the agency with leased staff, and there was a proposal in the budget to transition the majority of these full-time leased staff to county positions. As a result, this would have drastically reduced the contract amount required. However, at this point, in time this still has not occurred and therefore these employees have remained leased through Southwest Wisconsin Workforce Development Board and the contract amount will need to be increased from what was originally anticipated. Tracy Thorsen also noted the Southwest Workforce Development Board is also utilized to provide the agency with temporary leased staff that have been hired to assist with the pandemic response.

The approval of the transitioning of full-time leased staff into new county positions was discussed and it was noted that the amended contract includes expenses for these positions calculated through May. If the County Board opted not to approve these new County positions, this contract would need to be amended again. It was clarified that expenses for these positions have already been included in the budget, and the question that remains is if they will continue as contracted employees or will become county employees. Discussion was held regarding the cost savings that comes from transitioning full-time leased staff to county employment.

Discussion was held regarding the various positions that are being proposed to transition to county positions. It was clarified that these would be new county positions in addition to the vacant positions currently needing to be filled, however there are already staff being paid in these roles. Longevity of the staff currently fulfilling these roles was also reviewed. The Mental Health Case Manager position was discussed and Tracy Thorsen noted that since there is not currently a comparable position within the county structure, Carlson Dettman was being consulted to determine where it should fall on the wage scale. Job descriptions and duties were reviewed for the positions, as well as the history as to why these leased positions needed to be added in the past with the growth of the Comprehensive Community Services program. It was noted that the Comprehensive Community Services program is 100% funded and as a result, the Mental Health Case Manager positions would be funded 100%. The Mental Health Therapist position is being funded by the school district and therefore is also fully funded. Motion by Debra Kyser, seconded by Kerry Severson to approve the amended 2021 contracts, and forward those necessary onto the County Board for approval. Motion carried.

RICHLAND COUNTY HEALTH AND HUMAN SERVICES 2021 NEW HHS CONTRACT/AGREEMENT/MOU APPROVALS (3-11-2021)		
WRIGHT STRIDE GROUP HOME	To provide group home services to a child being served by the Child and Youth Services Unit. (Milwaukee)	For a total amount not to exceed \$49,500.

Motion by Debra Kyser, seconded by Ingrid Glasbrenner to approve the new 2021 contract. Motion carried.

Personnel Updates: Tracy Thorsen reported the hiring of Carlene Shaw, Public Health Nurse, effective February 22, 2021; Jennifer Hammje, Information and Assistance Specialist, effective March 8, 2021; Kelly Mormann, Economic Support Specialist, effective March 8, 2021; and Deb Dittmer, Economic Support Specialist, effective March 8, 2021. It was also noted that Kayla Williams was hired into the Child and Youth Services Supervisor position by way of County Board resolution.

Tracy Thorsen reported that Shari Hauser, Secretary, has been hired as a leased employee through the Southwest Workforce Development Board effective March 8, 2021. Advertising is occurring for the vacant Secretary, Psychiatric RN, APS/Crisis Professional, and two Mental Health Therapist positions. All other vacant positions remain on hold.

Quarterly Review of Health and Human Services Organizational Chart: Angie Rizner distributed an updated organizational chart and reviewed the most recent changes including the addition of new positions, new hires, and vacant positions. The most significant changes were made to the Behavioral Health Services organization structure and the Public Health organizational structure as a result of the addition of the new APS/Crisis Professional position and additional COVID-19 Pandemic Response Assistants.

Presentation on Impact of Creating the CCS Supervisor Position: Myranda Culver provided an overview of Comprehensive Community Services (CCS) as well as general Behavioral Health Services. The various services provided by Behavioral Health were reviewed and included: Outpatient Mental Health Services, Crisis Services; Adult Protective Services, Intoxicated Driver Assessment Services, Children's Long Term Support, Birth to Three, Comprehensive Community Services, Coordinated Services Teams, and Substance Abuse Treatment Services.

CCS is a Medicaid billable service that provides services and supports to individuals with ongoing mental health or substance use needs that are in need of care outside of an inpatient setting. If left unaddressed, these needs often can result in hospitalization during a time of crisis. Richland County CCS currently serves 28 adults and 28 children and continues to grow.

In February 2020, the CCS Supervisor position was created to assist with supervision and increase services in Adult Family Homes. An overview of the CCS expenses was reviewed since the Residential Option for care was added in Adult Family Homes. Due to an increase in CCS care, 25% of individuals in Adult Family Home placements were able to successfully and safely return to their own homes in 2020. Myranda Culver explained that total cost of care and supervision shifted to CCS. It was further explained that since CCS is a Medicaid reimbursable, costs billable to other county and state funds dramatically decreased. This resulted in a cost savings of \$250,370.12 over two years, however more clients could be served. This would not have been possible without the addition of the work done by the CCS Supervisor.

Approve Application & Acceptance of a State Opioid Response (SOR) Grant (Summary #2): Myranda Culver explained that with the application and acceptance of the State Opioid Response (SOR) Grant, Richland County will act as the fiscal agent to reimburse the Richland County Partners for Prevention (fiscal agent Richland School District) as items and community awareness activities are in need of funding up to \$7,300 or the total grant award amount that is received. Funding from this grant would allow for continued risk management in the community. Motion Dr. Jerel Berres, by Ingrid Glasbrenner seconded by to approve the application and acceptance of State Opioid Response (SOR) Grant funding, and forward the recommendation onto the County Board for approval. Motion carried.

Approve New County Positions Included in the 2021 Budget (item postponed at November 12, 2020 meeting): Tracy Thorsen explained that the Health and Human Services Board has requested this topic be taken to the

Finance and Personnel Committee for feedback on how to proceed. After a conversation with the County Administrator and Chair of the Finance and Personnel Committee, it was requested that the Health and Human Services Board vote on this agenda item so the Finance and Personnel Committee may take it up. Motion by Van Nelson, seconded by Ingrid Glasbrenner to recommend to the Finance and Personnel Committee to establish: one Custodian, Pay Grade E, under the Health and Human Services organizational structure and that the existing full-time Southwest Workforce Development Board (SWWDB) leased staff member Dennis Drake be named into the county position at Pay Grade E, Step 2 with two weeks paid vacation upon appointment; one Mental Health Therapist, Pay Grade K, be established under the Health and Human Services organizational structure and that the existing full-time Southwest Workforce Development Board (SWWDB) leased staff member Danielle Roelke be named into the county position at Pay Grade K, Step 2 with two weeks paid vacation upon appointment; and three Mental Health Case Managers, Pay Grade H for Certified Social worker, Pay Grade G for Temp Certified Social Workers, be established under the Health and Human Services organizational structure and that the existing full-time Southwest Workforce Development Board (SWWDB) leased staff members Faith Peckham, Laura Radesca, and Corey Kanable be named into the county positions at Pay Grade G, Step 2 with two weeks paid vacation upon appointment. Motion carried.

Adjourn: The next meeting is scheduled for April 8, 2021 at 10:30 a.m. Motion by Ingrid Glasbrenner, seconded by Van Nelson to adjourn the meeting. Motion carried.

Respectfully Submitted,

Meghan Rohn
Confidential Administrative Secretary