

MINUTES
RICHLAND COUNTY HEALTH AND HUMAN SERVICES
March 14, 2013

The monthly meeting of the Richland County Health and Human Services Board was called to order at 9:30 a.m. on March 14, 2013 by Bob Holets in the Main Conference Room of the Community Services Building, 221 West Seminary Street, Richland Center, Wisconsin.

Members Present: Bob Bellman, Fred Clary, Larry Jewell, Marilyn Rinehart, Bob Holets, and Virginia Wiedenfeld.

Members Absent: Dr. Louis Williams, Paul Kinney and Ray Schmitz.

Others Present: Amanda Coorough, Angie Rizner, Becky Dahl, Katie Erb, Linda Symons, Marianne Stanek, Patrick Metz, Randy Jacquet, Stephanie Ronnfeldt, and Don Seep.

Approve Agenda and Posting: Motion by Fred Clary, seconded by Larry Jewel to approve the agenda and proper posting. Motion carried.

Approve February 14, 2013 Health and Human Services Board Minutes: Motion by Larry Jewel, seconded by Fred Clary to approve the Board Meeting Minutes. Motion carried.

Citizen Comments: None.

Review and Approve Health and Human Services Vouchers: The Richland County Health and Human Services 2013 Voucher Report for March 14, 2013 was distributed. The following items required additional discussion:

2013 Administrative Vouchers:

Voucher #20 – City Treasurer: This was to pay for Public Health nurses to attend a Tuberculosis Summit in Madison. The check was payable to the City Treasurer of Madison, not Richland Center.

Voucher # 22 – Cross Country Education – This was to pay for three fiscal staff to attend training in Madison regarding the new coding and billing requirements for our Mental Health Outpatient Clinic.

Voucher #27 – Dntlworks Equipment Coop: This was to pay for dental equipment purchased for the Seal-A-Smile Grant. It was noted that the purchase is over \$1,000 and was not previously approved by the Health and Human Services Board as required. Marianne Stanek noted that she delayed this purchase, but it was originally included in the list of purchases to be made as part of the grant.

Voucher #37 – JComp Technologies, Inc.: This was to pay for a Smartnet maintenance agreement. Discussion was held regarding whether a voucher was recently approved for the same item. It was determined that additional discussion should occur next month regarding the agency's technology maintenance agreements.

Voucher #51 – 54 – Shopping News, Inc.: This was to pay for vacant position advertising, Wisconsin Home Energy Assistance Program (WHEAP) advertising, and routine ADRC advertising. Fred Clary

requested that the agency look into decreasing the size of our vacant position advertisements again, noting that our ads are generally 3 columns while other businesses run 2 column ads. It was noted that the county only requires vacant position advertising for two weeks in the Richland Observer and there are no ad size requirements. Angie Rizner noted that the agency has had a significant number of vacant positions to advertise for recently and we cannot control the size of advertisement placed by a leased staff agency for recruitment they are doing on the behalf of our agency. Angie Rizner stated that the Shopping News 3 column advertisements are approximately \$63 per week and the Richland Observer 3 column advertisements are usually much less than that; however, the Shopping News is a free publication and potentially reaches more individuals so at times it makes sense to advertise in both local papers. Motion made by Virginia Wiedenfeld, seconded by Bob Bellman to approve the 2013 Richland County Health and Human Services vouchers including prepaid vouchers listed below. Motion carried.

2013 Vouchers

Unit	No. of Vouchers	Amount
Richland County Health and Human Services – 2013 Expense Reports	14	\$7,245.08
Richland County Health and Human Services – 2013 Vouchers	50	\$32,581.97
Richland County Health and Human Services – 2013 Prepaid Vouchers	1	\$266.87
TOTAL	65	\$40,093.92

2012 Budget Update: Patrick Metz distributed a handout that reflected the 2012 Health and Human Services budget as of December 31, 2012 noting a surplus of \$34,465. Patrick Metz reported that he is under projecting revenues due to the lack of Medicare/Medicaid payments from November - December 2012 which have yet to post. Patrick Metz stated that his \$600,000 anticipated revenue projection reported on last month has decreased by approximately \$30,000 due to a reduction in Mental Health Outpatient Clinic and crisis claiming. Patrick Metz reported that revenues are consistently flowing in, but he is uncertain what the final 2012 budget surplus amount will be. The 2011 Comprehensive Community Services reconciliation process is being finalized now and the new electronic health record (EHR) system has been very challenging, as we are not able to easily retrieve the necessary data for claiming at this time.

2013 Budget Update: Patrick Metz noted that there is no data to offer on the 2013 budget at this time. It was noted that the budget did not include a \$.75 salary increase for staff. Patrick Metz reported that this unbudgeted expense equates to approximately \$75,000 which is reduced to approximately \$63,000 when staff who work with programs with no county tax levy, such as the ADRC and RADRC, are removed.

Personnel Updates: Randy Jacquet announced the resignation of Kelly Studnicka, Temporary/Casual Nutrition Driver, effective March 15, 2013 and the retirement of Harold Studnicka, Temporary/Casual Nutrition Driver, effective March 29, 2013. It was noted that we recently advertised for the vacant county positions, and would begin interviews next week.

Randy Jacquet noted that the Southwest Wisconsin Workforce Development Board is currently advertising to fill a second Health Educator in our Public Health Unit. It was noted that this position would be working on initiatives related to the Richland FIT 3 year Wisconsin Partnership Program Implementation Grant.

Randy Jacquet stated that the agency is holding final interviews for the Disability Benefit Specialist this afternoon, and there are still vacancies in our Children's Services Unit for an Occupational Therapist and a Speech and Language Pathologist.

Review Leased Staff Contracts and Approve Plan to Address Issues (Mailout #1): Angie Rizner stated that the mailout only changed slightly from what was proposed to the Health and Human Services Board last month. This proposal is a result of Lori Knapp, Inc. (LKI) requesting an increase in fees from 11.45% charged in 2012 to 14.95% charged for 2013. Health and Human Services also contracts for leased staff through the Southwest Wisconsin Workforce Development Board (SWWDB) and they have historically charged only a 7% admin fee. At a minimum, we would recommend eliminating our leased staff contract with LKI and transfer all LKI leased staff to employment with SWWDB.

Angie Rizner reviewed the revised Option #1 proposal which includes the transferring of two LKI positions to Richland County Temporary/Casual Nutrition Site Worker non-union positions and one SWWDB position to the Richland County non-union structure as a Health and Wellness Coordinator. Angie Rizner stated that the entire proposal would offer an annual savings of \$8,482. It was noted that these savings were adjusted slightly from last month's proposal since those figures included a proposed 4% salary increase for county staff which was revised to include a \$.75 salary increase as was recently approved by the County Board.

Angie Rizner reviewed Option #2 which was previously requested by the Health and Human Services Board for consideration. The transfer of all LKI staff to SWWDB would offer an annual savings of \$2,407. Angie Rizner noted that the difference in savings between Option #1 and Option #2 totals \$6,075, and therefore, we would still recommend pursuing Option #1 because it offers a greater annual savings.

Discussion was held regarding creating a non-union county position for a Health and Wellness Coordinator. Marianne Stanek noted that the agency originally received a 1 year grant, so we hired a Health Educator as a leased limited term employment position through SWWDB; however, the workload for the position continues to increase as the agency was awarded additional 2 and 3 year grants. When an additional 3 year grant was awarded recently, it became a priority to hire a second leased limited term Health Educator and the funding for that position will be attached to the grant term. We are proposing that the first Health Educator be included in the non-union salary structure because there would be supervisory responsibilities. Discussion was held regarding the position being a Grade 22 or \$21.91/hour, \$22.97/hour (post probation). Randy Jacquet proposed as an option decreasing the position to a Grade 21 or \$20.93/hour, \$21.93/hour (post probation). It was noted that the leased employee is currently earning \$21.74/hour, so Grade 21 would be a salary reduction until probation is passed.

Fred Clary questioned the creation of another county position when other counties are implementing a hiring freeze. Marilyn Rinehart noted that the health effects of obesity in Richland County are extremely high and this is a serious need for our county and should be a priority of this Board. Randy Jacquet stated that we do have the intention to continue the Health and Wellness Coordinator position after 3 years and there is an annual savings to our budget with approving Option #1. It was noted that paying unemployment for this position after 3 years of employment would decrease the annual savings of Option #1. Randy Jacquet noted that the agency and county has an overwhelming need for this position. Motion made by Marilyn Rinehart, seconded by Virginia Wiedenfeld to approve Option #1 and forward the recommendation onto the Personnel & Finance Committee and County Board for approval. Motion made

by Fred Clary to amend the previous motion to include that with the addition of one position within the agency another position within the agency must be eliminated. There was no second received. Motion Declined. Roll Call Vote. Bob Bellman, Larry Jewell, Robert Holets, Virginia Wiedenfeld, and Marilyn Rinehart voted for the original motion. Fred Clary voted against the original motion. Motion Carried.

Approve Contracts, Agreements, and Amendments (Mailout #2):

RICHLAND COUNTY HEALTH AND HUMAN SERVICES 2013 NEW HHS CONTRACT/AGREEMENT APPROVALS (3-14-13)		
RR CONSULTING GROUP	Provider of strategic planning consultation for the Regional Aging & Disability Resource Center. (Madison)	For a total amount not to exceed \$4,400.
RITA LEASE, APRN, PMHNP	Provider of psychiatric services to Clinical Services Unit clients. Rita Lease is an Advance Practice Nurse Prescriber and Psychiatric & Mental Health Nurse Practitioner. Our current budgeted funds will be reallocated to cover this new contract. (Fennimore) <i>This will require County Board approval.</i>	For a total amount not to exceed \$40,000.
ZIRMED, INC.	Provider of electronic claims submission and management software utilized by the Clinical Services Unit electronic health record (EHR) system. (Louisville, KY)	For a total amount not to exceed \$4,000.

Don Seep, Richland County Board Supervisor and Regional ADRC Board Representative, supported the agreement with RR Consulting Group. Becky Dahl stated that the consultant would review the Regional ADRC processes to look for operational efficiencies, the building of stronger teams, and increasing collaborative efforts. Discussion was held regarding a nursing home relocation initiative. Motion made by Fred Clary, seconded by Larry Jewell to approve the new 2013 agreement with RR Consulting Group. Motion carried.

Randy Jacquet reviewed the history of psychiatrists staffing the Mental Health Outpatient Clinic and recommended entering into a contract with Rita Lease to assist with the operations of the clinic. Katie Erb noted that Rita Lease has worked with Dr. Clemens Schmidt over the last year as part of her educational requirements. Our plan is to slowly reduce Dr. Schmidt's hours while increasing Rita Lease's hours. Randy Jacquet noted that Rita Lease could offer more hours of service to clients; however, we would receive less billable revenues. Regardless, there would be no additional cost to our budget. Other options were discussed including recruiting for another psychiatrist since Dr. Schmidt's next available appointment is in approximately 3 months. Katie Erb noted that a psychiatrist is required for supervision of the clinic, but she was uncertain if there was a minimum hourly requirement, and ultimately this plan would increase service hours for our clients. Motion made by Bob Bellman, seconded by Marilyn Rinehart to approve the new 2013 contract with Rita Lease and forward the recommendation onto the County Board for approval. Motion carried.

Patrick Metz reported that the medical claims system has transitioned to electronic as well, and the agency is required to utilize an electronic clearinghouse for the processing of claims. This electronic process increases successful claims. Patrick Metz stated that this is simply a change in provider from AdvancedMD to ZirMed, Inc. Motion made by Bob Bellman, seconded by Virginia Wiedenfeld to approve the new 2013 agreement with ZirMed, Inc.. Motion carried.

Viola Meal Site Update: Marianne Stanek stated that this agenda item is a carry-over from last month's discussion when she was advised not to increase the Viola Meal Site Worker's hours. Marianne Stanek reported that her intention is to hire a third Temporary/Casual Nutrition Driver to deliver meals in Viola as part of the current recruitment for the vacant driver positions mentioned earlier in the meeting.

Approve the Addition of a Volunteer Driver to the Nutrition Advisory Council (Mailout #3): Marianne Stanek requested the addition of a volunteer driver to the Nutrition Advisory Council to offer ideas to make the program run more smoothly. The council currently has six members and this addition would increase the membership to seven voting members. Motion by Bob Bellman, seconded by Virginia Wiedenfeld to approve the addition of a volunteer driver to the Nutrition Advisory Council, and forward the recommendation onto the Rules & Resolutions Committee and County Board for approval. Motion carried.

Customer Satisfaction/Evaluation of Richland County Health and Human Services: Bob Bellman questioned if Health and Human Services clients are routinely surveyed about the services offered by the agency. Bob Bellman noted that he recently received a survey from a local hospital to see how the services he received compared to other hospitals in the area and it was an objective way to evaluate services. Bob Bellman stated that a meeting is being offered in May in Madison regarding how to evaluate and improve government programs and services, and requested that a member of Health and Human Services management attend the meeting. Randy Jacquet reported that various agency programs already conduct customer satisfaction surveys and are prepared to speak on them today.

Katie Erb stated that every quarter for two weeks the Clinical Services Unit distributes client surveys and they are also required to send out satisfaction surveys for crisis services every month. The State surveyor or auditor reviews the results and unit management continually makes improvements.

Stephanie Ronnfeldt stated that furnace replacement surveys are sent out by the Economic Support Unit and there is also an annual FoodShare review every year. Surveys are sent to each FoodShare applicant and unit management makes adjustments to the program and services based upon the results.

Linda Symons noted that the ADRC just completed an extensive evaluation of their services and achieved a 93-98% satisfaction rate. Becky Dahl stated that the Regional ADRC also conducts a program process to improve service.

Amanda Coorough reported on the State and Federal survey requirements for the Children's Services Unit, noting that there are out-of-home care placement surveys that must be completed as the child matures. Child Protective Services is subject to quality service reviews and programmatic audits. The Birth to Three Program conducts an annual self assessment survey and the results of the survey are reported back to the county one year later. Amanda Coorough noted that Children's Long Term Support (CLTS) is the only program that does not have a survey requirement; however, the CLTS Advisory

Council membership includes parent/s of children with disabilities who are receiving services and they often discuss issues with the program or services during the meetings.

Marianne Stanek stated that Nutrition Program surveys are distributed annually and are reviewed by the Nutrition Advisory Council. Public Health recently surveyed the Maternal Child Health and Well Woman Programs to review ways to improve services.

Randy Jacquet noted that a member of management would be willing to attend the meeting in May, but mentioned that each program needs their own specific evaluation tool. Discussion was held regarding the mandated surveys and what is actually being done with the results. It was noted that if clients have no issues with the services they receive, they often throw away the survey and only return them when there are issues. Patrick Metz stated that often we are not able to solve the issues clients have with a specific program or there is an additional cost involved to remedy the issue. Managers were instructed to share the results of their program specific surveys with the Director, and the member of management who attends the meeting in May should report what was learned back to the Health and Human Services Board.

Discussion Future Use of Vacant Space: Bob Bellman stated that he recently spoke with the Richland County Housing Authority about utilizing the vacant area at the Community Services Building for their office space and posed the topic for discussion. Randy Jacquet offered a visual of the vacant space and noted the remodeling needs and potential costs associated with separating this area from Health and Human Services and dividing it into multiple office spaces.

Randy Jacquet reported that during the August 2012 Health and Human Services Board meeting he presented a proposal for engineering services from Woodland Consultants relating to the vacant space. The topic was tabled until the Courthouse Space Needs Study was completed by the Property Committee and their architects, Cameron Aslaksen. Randy Jacquet noted that the Cameron Aslaksen architects recommended utilizing the vacant area of the Community Services Building as a temporary staging area to accomplish some of the space needs of the Courthouse. Randy Jacquet recommended remodeling this area into a large conference room to be utilized by Courthouse staff as well.

It was noted that there are currently four potential options for the vacant space: do nothing; research the costs associated with creating an open meeting room; develop a plan to create smaller offices to generate revenue; or move one existing Health and Human Services unit from their current location to the vacant area in order to create a second entrance for another department to move into. Discussion was held regarding other agencies or organizations who have expressed an interest in utilizing the vacant space. It was determined that no further action should be taken at this time.

Human Services Day at the Capital (Mailout #4): Randy Jacquet noted that the Wisconsin Counties Association's intention is to recruit a team of Human Service representatives from each county, as initially done 2 years ago. That team would then meet with legislatures at the Wisconsin Capital and brief them on the issues facing Human Service agencies. Board members interested in attending were instructed to contact Angie Rizner no later than March 25, 2013.

Discussion was held regarding the upcoming county rule for Board/Committee members which allows them to attend only 2 conferences or meetings per year. Fred Clary noted that other conferences or meetings could be attended; however, all expenses would be the responsibility of the attendee.

WCHSA Spring Conference: Randy Jacquet announced that the Wisconsin Counties Human Services Association's Spring Conference is scheduled for May 8 – 10, 2013 at the Chula Vista in Wisconsin Dells. Board members interested in attending were instructed to contact Angie Rizner.

The next regular Board meeting is scheduled for Thursday, April 11, 2013 at 9:30am at the Community Services Building.

Adjourn: Motion by Fred Clary, seconded by Bob Bellman to adjourn the meeting. Motion carried.

Respectfully Submitted,

Angie Rizner
Office Supervisor