

MINUTES
RICHLAND COUNTY HEALTH AND HUMAN SERVICES
January 10, 2019

The regular monthly meeting of the Richland County Health and Human Services Board was called to order at 9:30 a.m. on January 10, 2019 by Linda Gentes in the Main Conference Room of the Community Services Building, 221 West Seminary Street, Richland Center, Wisconsin.

Members Present: Donald Seep, Linda Gentes, Dr. Jerel Berres, Ingrid Glasbrenner, Kerry Severson and Marty Brewer.

Absent: Debra Kyser.

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

Approve Agenda and Posting: Motion by Marty Brewer seconded by Kerry Severson to approve the agenda and proper posting. Motion carried.

Approve December 13, 2018 Health and Human Services Board Minutes: Motion by Kerry Severson, seconded by Ingrid Glasbrenner to approve the Health & Human Services Board meeting minutes. Motion carried.

Citizen Comments: Angie Rizner explained that she was requested by Tim Gottschall to read a statement thanking the members of the Board for the token of appreciation that was sent and noted he was happy to have had a roll in the transition of leadership for the agency.

Directors Report: Tracy Thorsen explained her intent is to have the "Directors Report" be a new standing agenda item and noted the purpose is to present a 10-15 minute oral report of any agency updates or highlights. If the Board does not find this monthly report useful, the agenda item can be removed.

Tracy Thorsen discussed priorities she has identified as she has been getting reacquainted with the agency and noted that most of these issues are not new and have been a focus of the Board and the Agency for some time. Monitoring of Placements continues to be a top priority and a presentation regarding placements will be offered later in the meeting. Another major area of focus needs to continue to be staff retention since the Agency has seen between a 25-35% turnover rate over the last three years.

Tracy Thorsen discussed the organizational structure of the agency and explained that this is another area she would like to take time to review in order to ensure the most effective model is being utilized. One example given was the multiple layers of supervision currently in place for the Economic Support Unit that may not be necessary. A bigger area of concern is the insufficient level of management currently in place for the Children's Services Unit. Currently the Manager of Programmatic Services is overseeing both the Clinical Services Unit as well as the Children's Services Unit. Tracy Thorsen noted these are two very demanding units within the agency causing an incredibly high workload for one individual.

Other updates and highlights were given for each unit beginning with the Children's Unit. Staff have been working to increase permanency and guardianship petitions. New staff in the unit are still in the process of trying to complete the required mandated trainings, however many are full and difficult to get into. As a result, Jessica Stanek acts as a back-up in the event that new staff need to respond to a situation. The Children's Long Term Support Program has seen a service rate increase from \$18.70 per quarter hour to \$24.76. This will be a

nice increase in revenue that can be captured. Laurie Couey and Myranda Culver worked on the report necessary to have the state approve this increase.

The Clinical Services Unit continues to have a waitlist for outpatient mental health services, however there is no current waitlist for substance abuse services.

The Aging and Disability Resource Center was able to provide charter trips to see rotary lights displays on six different occasions for Pine Valley, Schmidt Woodland Hills and Our House Senior Living residents. Staff are also working on Caregiver Kits for caregivers of individuals with dementia. The kits assist caregivers in providing activities for the individuals they are caring for. The first kits are being distributed at the Viola Library, and if these are well received, the Aging and Disability Resource Center will partner with other library's to distribute more. The Elder Benefit Specialist just completed open enrollment for Medicare Part D and is now assisting individuals during the open enrollment period of the Medical Advantage Plan.

At the start of the year the Economic Support Call Center was very busy due to concerns relating to the government shut down and effects this could have on benefits. At this point benefits are still available and more will be known in February. The state will be coming tomorrow to review the administration of the Child Care Program and Tracy Thorsen noted that this review is routine and occurs every three years.

Donald Seep questioned how many Veterans are being transported to medical appointments per month by the Aging and Disability Resource Center and wondered if a report could be offered. Roxanne Klubertanz-Gerber noted this was something that could be provided.

Marty Brewer discussed an article in the Wisconsin Counties Association Magazine that highlighted concerns facing Child Protective Services. Tracy Thorsen noted that this is an excellent article and speaks to the concerns regarding management support and how this impacts child protection.

Review and Approve Health and Human Services Vouchers: The Richland County Health and Human Services 2018 and 2019 Voucher Report for January 10, 2019 was distributed. Angie Rizner explained that items marked with an asterisk are 2018 vouchers that are still coming in. Marty Brewer asked Robin Hampton if there are any vouchers that she felt needed to be highlighted. At this point in time she noted she is still familiarizing herself with these vouchers and did not have anything that stood out. Marty Brewer stressed the importance of this report, and noted that it is nearly impossible for Board members to be able to know the details of everything in it. As a result, the Board relies heavily on the Manager of Operations to guide them. The following items required additional discussion:

Voucher # 42 – RC Truck & Auto Inc.:– This was to repair the exhaust on one of the Transportation Program vehicles.

Voucher # 5 – Corcoran Healthcare Enterprise.: This was to purchase fluoride as well as TB testing solution.

Voucher #44 – Richland School District: Discussion was held regarding what is currently being paid for rent for the Rockbridge Meal Site. Rose Kohout explained that the rent currently includes the cost of a single room for six hours three days per week at a cost of \$42 per day. A phone dedicated to the meal site is also paid for. It was noted that a phone is also paid for at the Richland Center Meal Site. **Motion by Marty Brewer, seconded by Ingrid Glasbrenner to approve the 2018 and 2019 Richland County Health and Human Services vouchers including prepaid vouchers listed below. Motion carried.**

2019 Vouchers

Unit	No. of Vouchers	Amount
Richland County Health and Human Services – 2018 Expense Reports	14	\$6,664.43
Richland County Health and Human Services – 2018 Vouchers	23	\$24,293.75
Richland County Health and Human Services – 2018 Prepaid Vouchers	10	\$2,191.69
TOTAL	52	\$35,127.29

2018 Budget Summary: Robin Hampton distributed the 2018 budget summary report as of January 8, 2019. Utilization is at 95%, however expenses for 2018 are still coming in. Robin Hampton highlighted that the building and operations cost line item for Administration has increase significantly in the last month and is the result of workman’s compensation claims filed in the county. While these were not employees of Health and Human Services, any time a County Employee has a workman’s compensation claim the cost is distributed across all departments based on the number of full time employees in the department. It was noted that Health and Human Service’s portion was \$75,000. The Elderly Services line item for the Aging and Disability Resource Center is at 119% utilization due to the Transportation Program. Roxanne Klubertanz-Geber clarified that while costs were higher, revenues were as well resulting in the program staying on budget. Robin Hampton noted that while we still have expenses coming in there is a current surplus of \$61,362 in the core budget.

Robin Hampton noted that a change was made on the Placement Funds section since the last report and explained that there is an actual December estimate listed since placements have not changed. Costs did go down for Fund 54 placements by approximately \$35,000 and Robin Hampton explained that a credit had been issued to Fund 56 that will need to be transferred to Fund 54 resulting in the decrease. Marty Brewer noted that while budgeting for placements has bene done poorly in the past, the County budget for 2019 had set aside \$1 million which should be much closer to what is actually needed. Tracy Thorsen clarified that the placement expenses listed on the budget report are only through November. Donald Seep noted that while it appears there will be an approximate \$350,000 deficit, earlier in the year the projection was much worse. Kerry Severson added that the County Board ended up borrowing for capital expenditures to free up money for these costs. Further discussion was held regarding the County’s borrowing history, inability to raise taxes, and the reduction of the County’s Moody rating.

2018 Contract Monitoring Report: Angie Rizner distributed and reviewed those contracts on the report that currently exceed 92% utilization, noting that most invoicing is through October and November. Angie Rizner noted that most contracts are right on track, but Harmony Place Assisted Living is at 121% due to an additional placement and the Northwest Counseling and Guidance Clinic is also over the 92% mark. Both of these providers will need to be amended later in this meeting. TLC Senior Home Care and Chileda Institute are currently over 92% however they have billed through December.

Donald Seep questioned what the total of underutilized funds would be. Tracy Thorsen explained there are a lot of factors that go into a contract amount. Often it is the intent that a provider will be utilized but another provider may need to be used instead depending on the need of the individual. So while one provider may have decreased its utilization, another provider may have increased.

2019 Budget Update: Tracy Thorsen noted there are no updates to report regarding the 2019 Budget, however this will continue to be on the agenda in case any changes occur to the approved 2019 Budget. Tracy Thorsen and Robin Hampton continue to meet with Tim Gottschall weekly to better understand the budget.

Approve Contracts, Agreements, and Amendments:

2018 Amended HHS Contract/Agreements/MOU Approvals (Mailout #1): Angie distributed a revised mailout.

RICHLAND COUNTY HEALTH AND HUMAN SERVICES 2018 AMENDED HHS CONTRACT/AGREEMENT/MOU APPROVALS (1/10/19)		
HARMONY PLACE ASSISTED LIVING, LLC	Due to an increased need for adult family home or community-based residential facility services to Clinical Services Unit consumers who due to mental health issues are not able to live independently. (Richland Center)	<i>Original Contract Amount: \$30,000</i> To a total amount not to exceed \$49,500.
MIDWEST MONITORING AND SURVEILLANCE	Due to an increased need for SoberLink monitoring equipment for Sobriety Court participants. (Burnsville, MN)	<i>Original Contract Amount: \$9,500</i> To a total amount not to exceed \$15,000.
NORTHWEST COUNSELING & GUIDANCE CLINIC	Due to an increased need for crisis intervention services. Services include a 24/7 call center staffed by trained crisis professionals and a mobile crisis response service locally available to conduct face-to-face assessments and interventions afterhours. (Frederic)	<i>Original Contract Amount: \$58,000</i> <i>Amended to: \$59,000</i> To at total amount not to exceed \$62,000.

Motion by Donald Seep, seconded by Marty Brewer to approve the amended 2018 contracts. Motion Carried.

RICHLAND COUNTY HEALTH AND HUMAN SERVICES 2019 AMENDED HHS CONTRACT/AGREEMENT/MOU APPROVALS (1/10/19)		
JEAN WARRIOR, PH.D.	Due to an increased need for psychological testing and court-ordered evaluations to assess eligibility for programs, diagnosis, and to assist with treatment planning. (Verona)	<i>Original Contract Amount: \$9,500</i> To a total amount not to exceed \$20,000.

Motion by Marty Brewer, seconded by Kerry Severson to approve the amended 2019 contracts. Motion Carried.

Personnel Updates: Tracy Thorsen reported that Erin Spadafore, Mental Health Therapist, submitted her resignation effective January 4, 2019; and Diane Cox, Adult Protective Services Worker, has announced her retirement effective February 28, 2019. Motion by Kerry Severson, seconded by Marty Brewer to approve the resignation of Erin Spadafore, Mental Health Therapist, effective January 4, 2019; and the retirement of Diane Cox, Adult Protective Services Worker, effective February 28, 2019. Motion carried. A celebration will be

held for Diane Cox and an invitation should be issued at the next Board meeting. Tracy Thorsen noted that Diane Cox has expressed a willingness to provide new staff training through a contracted position if needed.

Tracy Thorsen reviewed our vacant county positions noting that we are currently advertising to fill the vacant Mental Health Therapist position. We are not refilling the following vacant, full-time county positions at this time in an effort to offer savings to the budget: Children & Families Case Manager, Clerical Assistant II, Secretary, Early Intervention Special Educator, Occupational Therapist (28 hours per week), Speech and Language Pathologist (28 hours per week), Psychiatric RN, and Public Health RN.

Approve Revisions to Manager of Operations and Economic Support Supervisor Position Descriptions: Tracy Thorsen explained that currently the Economic Support Supervisor reports to the Manager of Operations and it is being proposed that this position report to the Director. There would be no proposed change in the pay structure of either position. Changes to the Economic Support Supervisor job description would include who the position reports to, as well as the title of the position changing from Economic Support Supervisor to Economic Support Manager.

The areas that refer to the oversight of Economic Support Unit should then be removed from the Manager of Operations job description. Tracy Thorsen added that Public Health Unit oversight was also removed from the Manager of Operations job description previously but is still listed, therefore this should be removed as well. Motion by Donald Seep, seconded by Dr. Jerel Berres to approve the purposed revisions to the Manager of Operations and Economic Support Supervisor position descriptions, and forward the recommendation on to the Finance and Personnel Committee and County Board for approval. Motion carried. Kerry Severson questioned if the organizational structure that was approved by the County Board will need to be revised and approved again. Tracy Thorsen confirmed that once the changes to the job descriptions are approved the organizational structure will also need to be revised and approved.

Approve Revisions to Adult Protective Services Worker Position Description: Angie Rizner distributed a revised job description for the Adult Protective Services Worker. Myranda Culver reviewed the purpose of the position noting that the Adult Protective Services Worker is not only responsible for elder abuse investigations but also adult-at-risk investigations and language was added to reflect this. Regarding the essential duties and responsibilities, Myranda Culver explained that the position was originally created when a Care Management Organization was a part of the Health and Human Services agency and this is no longer the case. As a result, language referring to work with a Care Management Organization should be removed and replaced with language regarding work with the Richland County Corporation Counsel. Language regarding the completion of annual protective placement reviews and WATTS reports, as well as the statute that governs this was added. Other duties added included work with various state reporting systems and work with the Aging and Disability Resource Center Manager on the creation and tracking of the GWAAR Budget. Motion by Marty Brewer, seconded by Kerry Severson to approve the proposed revisions to the Adult Protective Services Worker position description and forward the recommendation on to the Finance and Personnel Committee and the County Board for approval. Motion carried.

Placement Report and Presentation: Tracy Thorsen distributed two handouts regarding child and adult placements and noted that the following presentation was uploaded to the iPads. It was previously requested that further education be given in regards to what happens when an individual is protectively placed. Tracy Thorsen explained that while details about individual placements cannot be discussed staff have been working hard over the last month to develop a presentation that offers a snapshot of the Richland County placements over the last year.

Tracy Thorsen reviewed how to read the placement report. Most placements are directed by a court order or with court oversight. Some placements happen because law enforcement or child protection get involved but

court oversight is involved for most of them. Rarely placements are voluntary to assure a person's safety, however that is typically to avoid involving the court. Tracy Thorsen also reviewed the requirement for least restrictive placements and that placements are always being monitored for this purpose.

Tracy Thorsen and Myranda Culver presented the report on Fund 54 adult placements and discussed each section of the report. The report included data regarding adult "institutional-type" placements such as Mental Health Institutes, other Institutes for Mental Disease and private inpatient hospitals. The report also broke down the cost-range for these types of placements, reasons for placements and reimbursement sources. Adult "community-type" placements were also discussed and include Community-Based Residential Facilities and Adult Family Homes. Cost-range, reasons for placements and reimbursement sources were again reviewed. Myranda Culver discussed in detail reasons the different types of placements could occur, the assessment process, and the chapter process.

Donald Seep noted this would be a presentation that would benefit the full County Board. Ingrid Glasbrenner questioned if this report is helpful for management or just one more thing to add to staff workload. Tracy Thorsen explained that this is in fact helpful in certain aspects. Myranda Culver and Jessica Stanek added they too found the report beneficial for a variety of reasons.

Marty Brewer questioned how often these placements are reviewed and looked at for least restrictive placements standards. Myranda Culver noted placements are looked at least weekly if not daily at times. Tracy Thorsen added that a placement panel was created and meets monthly to review placements as well.

Jessica Stanek and Tracy Thorsen presented the report on Fund 44 child placements. Jessica Stanek discussed the various type of child placements that occur and the assessment process. Details such as cost range, reasons for placement and reimbursement sources were outlined. Child "institutional-type" placements include Mental Health Institutes, Children's Residential Care Centers and secure and non-secure detention. Child "community-type" placements include Youth Group Homes, Treatment Foster Care and regular Foster Care.

Marty Brewer asked if there are currently any Group Homes in Richland County. Jessica Stanek noted that there are currently two, one is for juvenile males located in the Sextonville area and another located closer to Viola.

Tracy Thorsen spoke about methods of preventing or reducing the length of stay, equating to reduced costs to the County. Methods include diversion, stabilization and retention, establishment of permanency for children who are in placements, and enrolling individuals into services that can fund placements. Tracy Thorsen discussed these methods in more detail. Also highlighted were challenges to preventing or reducing length of stay including staff turnover, limited management support, limited attorney and social work, time and waiting lists.

Linda Gentes questioned why Foster Care is included in Fund 44. Tracy Thorsen noted she was not familiar with the history of that particular change, but will research it further.

Update on Community Services Building Flat Roof Project: Marty Brewer explained that he received a variety of estimates for the project from Angie Rizner. Marty Brewer and Kerry Severson contacted Victor Vlasak to inquire about who the County has enlisted to assist with the insurance issue. At that point in time the contract was still with Corporation Counsel, attorney Ben Southwick, being reviewed. It was noted that an encouraging report was received from the insurance company for the county in general but not necessarily Health and Human Services. The insurance company is still claiming that a rubber roof cannot be damaged by hail however we have contractor reports that state otherwise. Marty Brewer will continue to pursue this and report updates back. Angie Rizner discussed the problems in the new portion of the building with leaking

windows. Donald Seep discussed siding on the building and questioned if this could be contributing to the mold issues. He requested that Marty Brewer follow up on this as well.

Adjourn: The next meeting is scheduled for Thursday, February 14, 2019 at 9:30 am. Motion by Marty Brewer, seconded by Kerry Severson to adjourn the meeting. Motion carried.

Respectfully Submitted,

Meghan Rohn
Confidential Administrative Secretary