

MINUTES
RICHLAND COUNTY HEALTH AND HUMAN SERVICES
July 9, 2020

The regular monthly meeting of the Richland County Health and Human Services Board was called to order at 5:07p.m. on July 9, 2020 by Marty Brewer virtually via Zoom.

Members Present: Kerry Severson, Marty Brewer, Dr. Jerel Berres, Peg Kaul, Van Nelson, Debra Kyser.

Others Present: Tracy Thorsen, Robin Hampton, Jessica Stanek, Angie Rizner, Roxanne Klubertanz-Gerber, Meghan Rohn, Rose Kohout, Stephanie Ronnfeldt, Edie Moore, Myranda Culver, Sue Roseberry, and Ingrid Glasbrenner.

Approve Agenda and Posting: Motion by Dr. Jerel Berres, seconded by Peg Kaul to approve the agenda and proper posting. Motion carried.

Introductions and Review Purpose of the Public Hearing: Marty Brewer reviewed the purpose of the Public Hearing and invited those present to speak.

Citizen Comments about the 2021 Budget and Services: Sue Roseberry introduced herself as an advocate of the Senior Nutrition Program and wanted to provide information on the importance of continuing these types of programs. For some individuals the meals obtained through this program are the only sufficient meal they may receive in a day. Ms. Roseberry also spoke about the opportunity for socialization at the various meal sites and the importance of reducing isolation in the elderly population, especially with the recent public health emergency which has only caused isolation to increase. It was requested that the funding for the Older American's Act and the Senior Nutrition Program not only continue, but possibly increase. These requests are also being taken to congressmen and senators to ensure these vital programs remain in place and are funded properly. Marty Brewer, commended Ms. Roseberry on her advocacy efforts and encouraged her to continue, noting that with congregate meal sites being closed recently this type of advocacy will be needed more than ever. Dr. Jerel Berres questioned if changes are expected with the arrangement between the Senior Nutrition Program and the Rockbridge School due to the reorganization the school district is considering. Rose Kohout noted she has not been made aware of any intended changes.

Alice Retrum, Richland County Health and Human Services Psychiatric RN, noted she started her position with the County in February and explained that since the COVID-19 Public Health Emergency the referral list from crisis for individuals to see the psychiatrist has doubled. The psychiatrist that is currently contracted to provide telehealth services is only available to clients one day per week, and Ms. Retrum would like to see provisions in the budget to allow for not only more hours for the psychiatrist, but also the psychologist, therapists and counselors. While everything possible is being done to serve these individuals, there are still six referrals waiting to be served. When a crisis referral comes in, every effort is made to get them in, however this is not always possible.

Alice Retrum also commented on the work done by the County's police, EMS, and dispatch workers, noting the phenomenal job these individuals do with the crisis situations they are presented with. In the short time she has worked with the agency she has observed the way they work with staff at Health and Human Services, Northwest Counseling Services, and the Richland Hospital and she is very proud of the

work they are doing. As a result, Ms. Retrum would also like to see consideration put in the budget for additional training for crisis and mental health trainings for these individuals.

Kerry Severson arrived at the meeting.

Approve June 11, 2020 Health and Human Services Board Minutes: Motion by Marty Brewer, seconded by Peg Kaul to approve the Health and Human Services Board minutes. Motion carried.

Directors Report: Tracy Thorsen reported that the Community Services Building officially reopened to the public on July 6, 2020, however a soft opening had already occurred a couple of weeks prior. All staff are required to wear a mask in the building unless they are alone in their office and multiple cloth masks have been provided. A Health and Human Services Orientation was held for new Health and Human Services Board members and interested County Board members on June 23, 2020. Four County Board members, as well as the County Administrator were in attendance. Managers presented important information regarding agency operations and programs.

Work to develop the 2021 budget continues, and managers are working with Robin Hampton to identify anticipated needs and expenses. Tracy Thorsen noted there has been an advertisement for a RN Health and Human Services Board member and explained that this is a result of Ingrid Glasbrenner being successfully elected as a Richland County Board Supervisor. Due to restrictions limiting the number of County Board Supervisors that may serve on the Health and Humans Services Board, it was determined that Ms. Glasbrenner would not be able to continue with this Board. Marty Brewer explained he has made a proposal to the Committee on Committees that he resign from the Health and Human Services Board so that Ingrid Glasbrenner may continue to serve, fulfilling the RN requirement. This would then require a citizen vacancy be filled, however would be an easier vacancy to fill than an RN vacancy.

In the Aging and Disability Resource Center, the Transportation Program is working on the 5310 Grant which provides funding for the Richland County Bus Program and there will be a public hearing regarding the continued development of the Bus Program on August 12, 2020 at 3:00pm.

The Richland Hospital has given notice that they will be ending their contract with the agency for providing physical and occupational therapy services for the Birth to Three Program. Myranda Culver noted that there may be an option to obtain these services with the Council on Educational Standards and Accountability (CESA). Another member of the Behavioral Health staff has completed the Prime for Life training, the curriculum used in the Choices Program for underage substance abuse. In August, four more staff are scheduled to complete a Trauma Focused Cognitive Behavior Therapy Training, and Tracy Thorsen noted this is the only evidence based therapy method that has been shown to significantly reduce the effects of trauma for children. It was noted that both of these trainings are funded by the Department of Health Services Youth Crisis Grant. It was reported that the Child and Youth Services Unit has seen an increase in on-call contacts, especially after hours and on weekends. Fortunately, the newest case worker recently passed the required on-call training and is now able to participate in the on-call rotation.

The Economic Support Unit has also seen an increased workload, with the consortium receiving an approximate 4,000 call increase in the last month. The two newest Economic Support Specialists have also completed their necessary training and are able to begin working on cases. There will be virtual listening sessions held by the state as part of a Preschool Development Grant to give an opportunity to community members to provide their perspective on child care challenges facing the community. These sessions will be held on July 14, 2020 at 6:30pm and July 20, 2020 at 9:30am. Those interested should contact Stephanie Ronnfeldt for the virtual meeting link and information.

Health Officer Update and COVID-19 Response: Rose Kohout noted that Richland County is entering into the fourth month of the COVID-19 Public Health Emergency. The Public Health Unit continues to perform disease investigations, contact tracing, and follow-up on confirmed cases. As a result, staff are continuing to work extended hours, nights and weekends, and consideration is being given to securing additional limited term staff to assist. Wisconsin, overall, is seeing an uptick in the number of individuals testing positive. Ms. Kohout discussed the importance of community testing sites and noted work is being done to set up a community testing event in Richland County. Once confirmation is received on the final details of this event, information will be released to the public to involve as many participants as possible.

Through the cooperation of many different research and development groups and manufacturers, vaccines are being fast tracked and it is hoped that there may be some trials available in the next few months. This is very fast and Rose Kohout noted the speed can most likely be attributed to the collaboration between these various research and development groups and manufacturers who typically work independently from one another. If a vaccine is available, fall will be extremely busy for Public Health with concurrent COVID and Influenza vaccines.

Review and Approve Health and Human Services Vouchers: The Richland County Health and Human Services Voucher Report for July 9, 2020 was reviewed. The following items required additional discussion:

Voucher #48-50 - Card Member Services: This was to pay for Trauma Informed Care trainings for the Behavioral Health Unit.

Voucher #58 – Card Member Services: This was to pay for a Substance Abuse Prevention Training that can be billed to Columbia County under a Youth Crisis Grant.

Voucher #56 – Card Member Services: This was to pay for an OWL Camera utilizing CARES funding, and will be made available for other county committee meetings.

Voucher #4 - Fillback Ford Chrysler: This was to pay for repairs to the Senior Nutrition Program vehicle.

Voucher #8 – Omni Technologies LLC: This was to pay for repairs to a door lock.

Voucher #9 – Passages Inc.: This was to pay for the first half of the year in support of Passages.

Voucher #11-25, #27-30, #32-36 & #77 – Quill Corporation: This was to pay for all purchases from Quill Corporation and Robin Hampton noted that almost all were COVID related expenses such as gloves, sanitations supplies, cones, shields, etc. It is expected that most of these expenses will be paid for with CARES funding.

Voucher #45 – Shopping News Inc.: This was to pay for posting the Health and Human Services Public Hearing.

Voucher #41 – UW Madison: This was to pay for mandatory Child Welfare Trainings for staff.

Prepaid Vouchers

Voucher #3 – BL Signs: This was to pay for the wrap around graphics for the Transportation Program van that were previously approved. Motion by Peg Kaul, seconded by Marty Brewer to approve the 2020 Richland County Health and Human Services vouchers including prepaid vouchers listed below. Motion carried.

2020 Vouchers

Unit	No. of Vouchers	Amount
Richland County Health and Human Services – 2020 Expense Reports	14	\$4,905.60
Richland County Health and Human Services – 2020 Admin Vouchers	25	\$22,018.61
Richland County Health and Human Services – 2020 Prepaid Vouchers	8	\$4,232.10
TOTAL	47	\$31,156.31

2020 Budget Summary & Richland County Placement Report (Summary #1): Robin Hampton reviewed the 2020 budget as of June 30, 2020, noting utilization should be approximately 50%. Many of the units are not reaching 50% utilization primarily due to a large portion of the budget’s expenses being attributed to salaries and 2020 being a 27 payroll year. The Transportation Program’s revenues are down, however, it was noted expenses for the program will also be down. Unfilled positions have resulted in both Mental Health and Adult Protective Services being underutilized and Comprehensive Community Services continues to be underutilized due to a lag in the invoicing process.

As of June 30, 2020 revenues equated to \$2,931,304 with expenses totaling \$3,321,604. As mentioned last month, the charge back process has been made more difficult this year due to high placement costs and charges from Winnebago Mental Health Institute coming very close to equaling the allocations granted at the beginning of the year. Currently the charge back processes have not been able to occur yet resulting in a budget balance of (-\$390,300). Robin Hampton is working to have the chargeback process done in the next month or so. Once completed, the new Health and Human Services Core budget balance will be approximately \$28,681.

Tracy Thorsen reviewed the 2020 Richland County Placement Report through May, which as expected, continued to be another high cost month for placement expenses. Adult Institutional and Inpatient Placements have seen some movement with placements and costs are expected to be lower in June unless any unforeseen placements come in. The Board was reminded of a very high cost placement that will be moving to the Adult Community Placement section of the report in June. While the cost will be shifting, it will still be a placement cost. Some of this cost will be able to be reimbursed this year, while some will be reimbursed next year. Once the chargeback process occurs, Fund 54 will be showing a balance of (-74,961).

Child Institutional, Inpatient and Detention Placement expenses did go up due to having an additional child in a more expensive placement for approximately three to six months. The Child Foster Care and Treatment Foster Care expenses have remained fairly consistent, leaving a balance in Fund 44 of \$332,714.

Tracy Thorsen reviewed the 2018 to 2020 Comparison of Monthly Placement Expenses and 2020 End of Year Placement Fund Analysis. If it were assumed that placement costs continued for the remainder of the year as they have so far, costs by the end of the year would total \$1,804,479. When adding the \$1,009,619 of tax levy budgeted and the 340,000 of estimated carryover of the 2019 remaining HHS budget, this would still leave a shortfall of \$454,860. It was emphasized that this is only if placement costs continue as they have which is not likely. Ingrid Glasbrenner questioned if it is being anticipated that there will be any additional funds being made available for placements due to the COVID-19 Public Health Emergency. Ms. Thorsen noted there has not been any indication at this time. The Governor has released CARES funding to assist with costs incurred due to the public health emergency, however those funds may not be used for placement costs. Ms. Glasbrenner also asked if a comparison has ever been done between our county and other counties to look at the approach taken when addressing placements and if there is a correlation between the service levels and placement costs. Ms. Thorsen confirmed that when services are more robust placements decrease.

2020 Contract Monitoring Report: Angie Rizner reviewed the 2020 Contract Monitoring Report and those contracts that currently exceed 42% utilization were reviewed, noting that most invoicing should be through May. The Children’s Hospital of Wisconsin, Family & Children’s Center, and Tellurian contacts are all over utilized and will continue to be closely monitored to see if they will need to be amended in the future.

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

RICHLAND COUNTY HEALTH AND HUMAN SERVICES 2020 NEW HHS CONTRACT/AGREEMENT/MOU APPROVALS (7-9-2020)		
A & J MOBILITY	To provide adult family home services to a CCS consumer who due to mental health issues is unable to live independently. (Racine)	For a total amount not to exceed \$49,500.
A GOLDEN STAR ADULT FAMILY HOME, LLC	To provide adult family home services to a CCS consumer who due to mental health issues is unable to live independently. (Racine)	For a total amount not to exceed \$49,500.
AUTISM SOCIETY OF GREATER WISCONSIN	To provide training for unpaid caregivers and families of children with disabilities being served by the Behavioral Health Unit. (Menasha)	For a total amount not to exceed \$1,000.
FOND DU LAC SECURE DETENTION FACILITY	To provide secure detention for youth being served by the Child & Youth Services Unit. (Fond Du Lac)	For a total amount not to exceed \$5,000.
MARATHON COUNTY SECURE DETENTION FACILITY	To provide secure detention for youth being served by the Child & Youth Services Unit. (Wausau)	For a total amount not to exceed \$5,000.

Motion by Peg Kaul, seconded by Dr. Jerel Berres to approve the new 2020 contracts and agreements. Motion carried.

Personnel Updates: Tracy Thorsen requested Katie Blaha, Child and Youth Services Case Manager, pass probation and be placed on regular status effective July 6, 2020. Motion by Marty Brewer, seconded by Dr. Jerel Berres that Katie Blaha, Child and Youth Services Case Manager, pass probation and be placed on regular status effective July 6, 2020. Motion carried.

Tracy Thorsen reported that Stanley Scholl, Temp/Casual ADRC Driver/Escort, submitted his resignation effective June 18, 2020. Motion by Marty Brewer, seconded by Peg Kaul to accept the resignation of Stanley Scholl, Temp/Casual ADRC Driver/Escort, effective June 18, 2020. Motion carried.

Approve Revisions to the County Handbook of Personnel Policies and Work Rules and the Health and Human Services Addendum (Summary #3): Tracy Thorsen explained that numerous revisions are being proposed to the County Handbook of Personnel Policies and Work Rules, as well as the Health and Human Services Addendum. Changes regarding the County Handbook of Personnel Policies and Work Rules included changing the office hours of Health and Human Services from 8am-5pm to 8am-4:30pm Monday through Friday to be more in line with the hours of operations of the County Courthouse and to also assist with afterhours appointments and front desk coverage. Staff would still be working a 40-hour work week. Updates are also being requested to several positions to correct titles and remove defunct positions.

Changes to the Health and Human Services Addendum include indicating the normal work week shall be 40 hours, evaluations are still to be done annually but do not need to be done on the employee’s anniversary date, increasing the comp time bank maximum from 24 hours to 40 hours, and the addition of holiday pay for the

calendar holiday in addition to the county-paid holiday. Most other changes made to the addendum were made due to changing to a County Administrator structure and giving authority to that new position.

One other change being proposed is to allow position vacancies to be filled by promotion or transfer and it be policy to promote career advancement opportunities while filling positions with the best qualified employees. It would not be necessary to recruit outside applicants for vacant positions when the position is filled by a promotion or transfer. Discussion was held regarding the similarity between this policy the old policy of posting when the unions were in place. Motion by Peg Kaul, seconded by Kerry Severson to approve revisions to the County Handbook of Personnel Policies and Work Rules and the Health and Human Services Addendum, and forward the recommendation onto the Finance & Personnel Committee and County Board for approval. Motion Carried.

Van Nelson left the meeting

Quarterly Review of Health and Human Services Organizational Chart: Angie Rizner distributed and reviewed the changes that have occurred in the organizational chart since it was last reviewed. Angie Rizner also explained the color coding system and key codes. All vacancies and new hires were highlighted in each of the units as well.

Restructuring Administrative Services Unit (Summary #4): Tracy Thorsen discussed the current administrative structure of Health and Human Services and how it differs from many other counties. It was explained that the Manager of Operations primarily oversees financial management and the Administrative Supervisor oversees administrative support and building maintenance issues with very little overlap. It has been determined that there is no need for these two positions to continue to be combined into one unit and, in actuality, creates an unnecessary layer of management. It is being purposed to create two separate units in which Angie Rizner would become the Administration and Building Operations Manager, report directly to the Director, and continue to oversee all administrative and building functions. Robin Hampton would become the Business and Financial Services Manager and oversee all business and fiscal issues. It was noted that this is more typical of how most counties organize these units.

Ingrid Glasbrenner questioned if there would be any change in pay associated with any of these changes. Tracy Thorsen explained that there will be no financial impact at this time. Dr. Jerel Barres raised concerns that moving to this structure would make the Administrative Supervisor position harder to replace. It was explained that if anything the opposite is true since the fiscal component is being removed. Discussion was held regarding the request that has been made to allow a portion of Angie Rizner's time be utilized assisting the County Administrator with various administrative tasks. Tracy Thorsen explained that an effort will be made to keep these requests to less than 10% of Ms. Rizner's time and this was another reason the restructure was necessary at this time. The change will allow Ms. Rizner the ability to shift duties as she deems necessary and utilize the two Confidential Administrative Secretary positions to assist with some of her duties as needed.

Review Updated Position Descriptions (Summary #5): It was explained that due to the restructuring of the Administrative Services Unit, there are several job descriptions that need to be revised to update position descriptions and titles. It was noted that if the vacant Secretary and Clerical II positions currently on the books are ever filled it would be requested that they be increased to 40 hours per week. One other position needing to be revised was the Business System Supervisor position in the Behavioral Health Unit. Tracy Thorsen explained that while the position serves an important role within the management structure, it does not supervise behavioral health professionals. As a result, it is being proposed the name of the position be change to a Business System Analyst. There would be no change in duties or pay associated with this change. Motion by Marty Brewer, seconded by Debra Kyser to approve the changes to the job descriptions as proposed, and

forward the recommendation onto the Finance & Personnel Committee and County Board for approval. Motion carried.

Approve the Creation of a Child & Youth Services Supervisor Position (Summary #6): Tracy Thorsen reviewed the change that occurred last year separating the Behavioral Health Unit and the Child and Youth Services Unit. Currently, management staff from other Health and Human Services program units are required to fill in for the Child and Youth Manager after hours' supervisory responsibilities, however since they do not have close familiarity with cases they are not able to be as effective in their supervisory support. It is being recommended that a Child and Youth Services Supervisor position be created in order to address the supervisory support and backup needs of the unit. Ms. Thorsen noted we don't have enough funding to create a new position and what is being proposed is to change one of the existing case manager positions into a supervisor position. Kayla Williams is the unit's most senior case manager/social worker, having been with the agency for almost three years, she has taken on various leadership roles within the unit, and is being recommended to be named into the new position. It is also being requested that Carlson Dettmann determine where this position should be placed on the wage scale. Motion by Peg Kaul, seconded by Dr. Jerel Berres to approve the creation of a Child & Youth Services Supervisor Position, with Kayla Williams being named into the position and the wage to be determined by Carlson Dettmann, and forward the recommendation onto the Finance & Personnel Committee and County Board for approval. Motion carried.

Approve the Purchase of an Additional Telephone Console (Summary #7): In an effort to promote social distancing during the onset of the COVID-19 Public Health Emergency and the closing of the building, only two primary staff were permitted at the main front desk area and the Aging and Disability Resource Center (ADRC) Receptionist became back-up to the main front desk. Typically, a third staff member would be seated at the main front desk area. To accommodate this change, one of the main front desk telephone consoles was moved to the ADRC Receptionist desk so she would also be able to answer incoming calls. Since the building has reopened, it is being recommended that an additional telephone console for the third staff member at the main front desk area be purchased, offering the ability for four telephone consoles to answer incoming calls, while also preserving social distancing and sanitation of each reception desk and phone. It was noted that it is likely that the county will be able to utilize CARES funding for this purchase. Motion by Dr. Jerel Berres, seconded by Kerry Severson to approve the purchase of an additional MiVoice Business Console Bundle and business license for a cost not to exceed \$1,445. Motion carried.

Update on Chapter 980 Committee Activity: Tracy Thorsen reported that the Richland County Chapter 980 Committee was successful in locating a residence and it was approved by the court, fulfilling the County's obligation. Prior to the hearing, letters were sent to residents within a 1500ft radius of the residence where the individual was going to be placed; however, no responses from the letter were received until after the hearing had occurred. It was noted that some community members have stated that they expected to be given the opportunity to speak at the hearing, but that was not the case, and as a result have started a petition. Ms. Thorsen remains fairly confident that the placement will still move forward.

Update on Community Services Building Flat Roof Project: It was mentioned that Russ Mohns has been hired to coordinate the various roof projects throughout the county, and will be coming to Health and Human Services on Monday to inspect the roof.

Adjourn: The next meeting is scheduled for August 13, 2020 at 10:30 a.m. Motion by Marty Brewer, seconded by Peg Kaul to adjourn the meeting. Motion carried.

Respectfully Submitted,
Meghan Rohn
Confidential Administrative Secretary