

MINUTES
RICHLAND COUNTY HEALTH AND HUMAN SERVICES
November 11, 2021

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

Members Present: Kerry Severson, Ingrid Glasbrenner, Tim Gottschall, Diane Cox, Cindy Chicker, and Dr. Jerel Berres.

Others Present: Tracy Thorsen, Angie Rizner, Meghan Rohn, Sharon Pasold, Stephanie Ronnfeldt, Jessica Tisdale, Roxanne Klubertanz-Gerber, WRCO News, and Jaymie Bruckner

Members Absent: Van Nelson.

Approve Agenda and Posting: Motion by Diane Cox, seconded by Cindy Chicker to approve the agenda and proper posting. Motion Carried.

Approve October 14, 2021 Health and Human Services Board Minutes: Motion by Dr. Jerel Berres, seconded by Tim Gottschall to approve October 14, 2021 Health and Human Services Board Minutes.

Directors Report: Tracy Thorsen discussed the recent Center for Medicare and Medicaid Services (CMS) and Occupational Safety and Health Administration (OSHA) regulations that require employees of certain businesses or organizations to receive the COVID-19 vaccination and explained that the OSHA rule does not apply to Wisconsin public or government entities. It is unclear however if Wisconsin's regulating authority will adopt this vaccine mandate being required by OSHA or if the CMS regulations would apply to the entire Health and Human Services Agency or possible just programs that receive Medicaid or Medicare reimbursement. It is also unclear if the agency would fall under the definition of a "Medicare and Medicaid-certified facility" or one of the provider types outlined in the regulations. More information is expected from the Wisconsin Counties Association and the County Administrator and Corporation Counsel are continuing to evaluate how this law applies. Until there is a better understanding of these regulations, the status quo is being preserved.

Applications have been submitted to the Department of Children and Families by the Child and Youth Services Unit for Targeted Safety Support, IV-E Legal Services, and Promoting Safe and Stable Families. These programs will provide additional funding above the base DCF allocation that will be used to provide supportive services to families and is especially important to assure compliance with the new Federal Family First Prevention Services Act. A presentation on Family First will be provided at a future meeting. Tracking of the "Promoting Safe and Stable Families" services shows 60 families and 87 children were assisted this year, a significant increase from 2020 with significantly higher outreach to at-risk families provided by the Youth Aide Worker and part-time Family Preservation Worker.

The statewide system utilized by the Economic Support Unit is being replaced and the new system, Genesys, will go live on November 19, 2021. It was noted that staff will be receiving training on the new system this week, however there will certainly be an adjustment period and therefore people are asked to be patient. The Foodshare program continues to scale back its temporary pandemic policies and recipients will continue to be exempt from the work requirement through September 2022. Individuals are still being encouraged to volunteer for the Foodshare Employment Training program (FSET), a no cost program that helps build job skills and find jobs. Healthcare recipients continue to be eligible for benefits regardless of eligibility status, however Emergency status is currently set to end January 16, 2022. A 60-day notice will be provided before these benefits end and recipients will receive a letter requesting they complete a renewal. These notices will also be staggered so Income Maintenance agencies do not become overwhelmed.

The Aging and Disability Resource Center (ADRC) has been working with MetaStar to restart the Caregiver Coalition that will bring local stakeholders together to work on projects affecting caregiving in the community. Two “Get to Know You Meetings” have been held and have received great response from community partners. The Elder Benefit Specialist, Joanne Welsh, has already received over 40 requests to assist individuals with reviewing their currently Medicare Part D plans now that the Medicare open enrollment season has started. The ADRC also provided a Dementia Live training for 11 Health and Human Services staff. Dementia Live is a dementia simulation that creates a better understanding of what it is like to live with cognitive impairments.

Tim Gottschall asked if the county has prepared a medical waiver in preparation of the event that a vaccine mandate would be put in place for staff. Tracy Thorsen noted that nothing has been created at this point and it is unknown if this would come from the office of the administrator, Health and Human Services, or would need to be a collaboration between departments.

Health Officer Update and COVID-19 Response: Rose Kohout reviewed current COVID-19 case statistics and since the beginning of the pandemic Richland County has had 2,190 confirmed cases, 161 hospitalizations, 26 deaths, and there are 109 currently active cases. When considering the impact and stress level of staff, it was pointed out that in the months of August, September and October, staff have managed 840 cases, which is more than one third of the total number of cases the county has had since the beginning of the pandemic. Fortunately, there have only been 37 reported cases so far in the month of November and the decrease is desperately needed to reduce the rate of burnout being seen among staff. The Center for Disease Control continue to list Richland County at a high level of transmission, however the Wisconsin Department of Health Services has reduced the risk level from critically high to very high over the last two weeks.

Of all the age groups of individuals eligible to receive the vaccine, 55.5% have received at least one dose and 53.2% have completed the series. 65.9% of adults over the age of 18 have received at least one dose and 63.3% have completed the series. Flu vaccines are being provided to areas schools and other childhood vaccines and communicable disease work continues to be done as usual.

The Senior Nutrition Program is now offering home delivered hot meals once again three days per week. The Grab and Go meals and frozen meal delivery options are also still available. Meals sites continue to be up and running with safety measures in place, including masking and social distancing.

Expenditures Report (Vouchers and Expenditures over \$2,000 but less than \$10,000): The Richland County Health and Human Services Expenditures Report for November 11, 2021 was reviewed. All of these have been approved by the County Administrator, Clinton Langreck, and payments have been prepared. The following items required additional discussion:

Voucher #20 – Cardmember Services: This was to pay for several keys and door locks that were needed throughout the building.

Voucher #17 – Cardmember Services: This was to pay for Kareo, the electronic health care record system.

Voucher #14 – Cardmember Services: This was to pay for supplies for the Senior Nutrition Programs home delivered meals.

Voucher #5 – CDW Government Inc: This was to pay for a bill for the Epanic Button system.

Voucher #76 – Grant CTY Health Dept: This was to pay for the quarterly payment for the Environmental Health Coordinator.

Voucher #31&32 – JCOMP Technologies Inc.: This was to pay for Smartnet switches that were previously approved in July, and a computer that was also previously approved.

Voucher #33 – Johnson Controls Inc.: This was to pay for a review of the building’s fire alarm system.

Voucher #38 – Nutri-Systems Corporation: This was to pay for supplies and equipment for the Senior Nutrition Programs home delivered meals.

Voucher #40 – Quill Corporation: This was to pay for various COVID-19 related supplies.

Voucher #43-48 – Richland Observer: This was to pay for various advertisements for position vacancies and public hearings for the Aging and Disability Resource Center.

Voucher #51&52 – Sanofi Pasteur Inc.: This was to pay for a supply of Flu vaccines, and a credit for vaccines left over from 2020.

Voucher #54-56 – Shopping New Inc.: This was to pay for various advertisements for position vacancies and public hearings for the Aging and Disability Resource Center.

Voucher #57 – Strang Heating & Electric: This was to pay to replace 52 light ballasts in the building.

Voucher #67 – Wertz Plumbing & Heating: This was to pay for installing a water bottle cooler.

Voucher #66 – Wertz Plumbing & Heating: This was to pay to repair a plumbing fixture.

Pre-Paid

Voucher #1 – JCOMP Technologies Inc.: This was to pay for all of the new laptops and docking stations that were previously approved.

Voucher #5 – DocuSign Inc.: This was to pay for DocuSign that was previously approved.

2021 Vouchers

Unit	No. of Vouchers	Amount
Richland County Health and Human Services – 2021 Expense Reports	13	\$5,544.94
Richland County Health and Human Services – 2021 Admin Vouchers	33	\$37,501.77
Richland County Health and Human Services – 2021 Prepaid Vouchers	5	\$59,719.83
TOTAL	51	\$102,766.54

2021 Budget Summary & Richland County Placement Report: Stephanie Ronnfeldt reviewed the 2021 budget through October, noting that expense utilization should be at about 83%. The majority of expenses in the various programs are underutilized at this point in time, primarily due to position vacancies or underutilization of services. Building and operating costs has exceeded 101% due to the bills for workman’s compensation, insurance, etc., were finally being applied to our budget and the bills for these expenses were significantly higher than the number that was used to create the 2021 budget. Public Health is at 117% due to the COVID-19 pandemic, however there is additional COVID funds available to cover these costs. It was also highlighted that Comprehensive Community Services is at 105% utilization.

When looking at both anticipated and received revenues through October. Health and Human Services revenues totaled \$6,114,676. Actual and anticipated expenses totaled \$5,952,595 before the chargeback process, leaving a deficit of –(\$3,383). After the chargeback process occurred for additional placement charges the revised balance becomes \$162,083.

Tracy Thorsen reviewed the Richland County Placement Report. Crisis stabilization had year to date expenses through September totaling \$49,007. Adult Institutional and Inpatient Placement expenses were slightly higher in September at \$14,480 and have totaled \$92,595 for the year. Adult Community Residential Placements reduced from 10 to 9 individuals currently in placements. Year to date expenses totaled \$373,373 bringing total expenses in Fund 54 to \$514,975 and leaving a deficit of -(\$32,697).

Expenses through September for Child Institutional Inpatient totaled \$165,950 and there were no additional Detention placements keeping the expenses for the year at \$23,400. Year to date Group Home and Treatment Foster Care expenses totaled \$320,580 and Regular Foster Care totaled \$21,854. Total Expenses in Fund 44 through August totaled \$531,783 leaving a deficit of -(\$4,442).

The 2018 to 2021 Comparison of Monthly Placement Expenses graphic and Comparison of Placement Expense and budgeted Tax Levy graphic were reviewed. If expenses continue as they have, it is projected that placement costs will end the year at approximately \$1,390,678.

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

Preliminary 2020 Post Audit Report: Auditors have now completed their work for 2020 and after meeting with them it was discovered that Health and Human Services ended the year with a core budget balance of \$782,026, a larger amount of funds remaining than the anticipated \$564,088.

Tracy Thorsen reviewed the process of applying any remaining funds to remaining placement expenses not covered by Fund 54 or Fund 44 and it was originally anticipated that there would be a \$150,079 shortfall that would need to be covered by the General Fund. After learning of the adjusted year-end balance, not only will placement cost be absorbed by the Health and Human Services Core Budget, but \$132,580 will now be transferred back to the General Fund.

Contributing factors to the large amount of remaining funds were reviewed and included placement expenses being slightly lower than anticipated, and higher revenues than anticipated. Tracy Thorsen emphasized that the factors that contributed to these excess funds have been factored into the 2022 budget and this type of surplus should not be anticipated again. There will be a presentation provided to the Finance and Personnel Committee in December.

Kerry Severson questioned if Health and Human Services has returned funds back to the General Fund in the past. Tracy Thorsen explained that in 2019 approximately \$550,000 was returned to the General Fund primarily due to the institution of the charge back process for placement expenses.

Ingrid Glasbrenner joined the meeting.

2021 Contract Monitoring Report: Angie Rizner reviewed the 2021 Contract Monitoring Report for October and those contracts that currently exceed 75% utilization were reviewed; noting that invoicing should be through September. Angie Rizner explained that while Kareo, Chileda Institute, and Children's Hospital of Wisconsin Community Services are reporting over 75%, they have invoiced through the month of October. Contracts for Premier Financial Management Services and Driftless Counseling, LLC dba Trailhead Therapy and Mentoring are currently exceeding 75%, and will continue to be monitored. While the Artisan' Shop is just over the 75% utilization, it is unlikely this provider will be used again.

Approve Contracts, Agreements, and Amendments:

**RICHLAND COUNTY HEALTH AND HUMAN SERVICES
2021 NEW HHS CONTRACT/AGREEMENT/MOU APPROVALS (11-11-2021)**

BROWNS LIVING, LLC	To provide adult family home services to individuals being served by the Behavioral Health Services Unit. (Marshfield)	For a total amount not to exceed \$20,000.
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Motion by Ingrid Glasbrenner, seconded by Diane Cox to approve the new 2021 contracts. Motion carried.

Personnel Updates: Tracy Thorsen reported the hiring of Kayla Williams, Disability Benefits Specialist, effective November 22, 2021; Amanda Oman, Economic Support Specialist, effective November 30, 2021; Darien Ostrowski, Economic Support Specialist, effective November 30, 2021; Emily Phelps, Child & Youth Case Manager, effective November 30, 2021; Kelly McCann, Psychiatric RN, effective December 13, 2021; and Maria Perez, LTE Custodian/Janitor, effective November 1, 2021 through The Southwest Workforce Development Board. It was noted that Maria has been hired to assist with the needs during the agency while Dennis Drake is on a 12-week medical leave of absence, effective November 11, 2021 to February 4, 2022. There were also four resignations reported, including Jennifer Hammje, Information and Assistance Specialist, effective October 12, 2021; Joseph Scribbins, Adult Protective Services Worker, effective November 30, 2021; Edie Arneson, Comprehensive Community Services Supervisor, effective December 17, 2021; and Rock Chamberlain, LTE Custodian/Janitor through The Southwest Workforce Development Board, effective October 30, 2021.

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

HHS Staff Survey Report: Tracy Thorsen provided the board with an overview of the results of the 2021 staff survey. All staff were provided with the opportunity to complete the survey with the exception of temp/casual staff and managers and 54% of regular staff returned the survey. Several questions were highlighted including areas of strength and areas of improvement. Staff responded that they are less likely to see themselves working for the County in the future. The impacts of the COVID-19 pandemic were also evident showing that a large number of staff had an increased stress level.

In considering the planned 7% wage increase, statements were provided by staff and responses ranged. Many were grateful for the increase but noted it is a start and more should be done. Health insurance was also commented on and overall staff appear to be interested in lower cost and were unhappy with the 16% increase in premium and high deductibles.

Top reasons people stay at Health and Human Services and reasons people would actively seek to leave were also reviewed. Reasons people stated they stayed with the agency included their co-workers, the work that is done, environments, pay/benefits, insurance, flexibility and state retirement. Issues that may cause individuals to leave the agency included wages and insurance coverage costs, if flexibility decreased, decrease in feeling of value, and if vaccination becomes mandated.

Tracy Thorsen explained that the results of this survey will be used by the leadership team during the 2022 Annual Planning process that will be conducted in January. Kerry Severson stated that it was his opinion this process should be happening county wide and voiced appreciation for the feedback from the staff and to Tracy Thorsen for organizing the survey.

Review and Respond to Drafted Strategic Planning Documents (per request by the Richland County Strategic Planning Committee): Ingrid Glasbrenner discussed the strategic planning documents drafted by the Richland County Strategic Planning Committee and explained that the committee is looking for feedback regarding these documents from the departments that will be impacted by them and have essential insight that is needed. Ingrid also gave a brief history of creation of the committee and its purpose. Often strategic plans get set aside

and the goal of the committee is to ensure that does not happened. The plan is also being created with the intent to only be a 2 to 3-year plan, that includes achievable goals. A work plan will also be attached and will include a way to track the progress of these goals based off benchmarks or performance metrics. Once the strategic plan has been implemented, the Strategic Planning Committee will transition into a Monitoring Committee that will monitor progress based off of the benchmarks or performance metrics that were previously established.

Tracy Thorsen noted that the concept of centralization of certain areas is great, however there are some processes that are very specific and specialized to the work done within the agency, such as Human Resources and finance, and it would become complicated when not done in house or at least have components imbedded within the agency. Emphasis was placed on the importance of involving all of those impacted when considering centralization.

Ingrid Glasbrenner reviewed the strategic plan framework, how priorities and goals were determined, decision making tools, and processes. Four priorities are identified to address challenges in the plan and form the basis for recommended actions including effectiveness, growth, focus and improvement. The plan acknowledges that hard decisions will need to be made and provides a frame work for decision-making utilizing core values, mission, vision and focus.

Core values provided by the County Board included integrity, public service, accountability and open-mindedness. It was noted the committee spent approximately four meetings discussing the mission and vision for the strategic plan to ensure they accurately represent the county and what is trying to be accomplished. Focus is the need to choose which services and enterprises it will financially support. When facing these difficult decisions, set considerations will be used to prioritize investments.

Chapter two of the strategic plan reviews strategic goals. Ingrid Glasbrenner reviewed the goals outlined in the plan including streamlining the organizational structure, improving financial practices, increase coordination, improve employee pay and human resource policies, developing a culture of support for employees, prioritize service or staffing, invest in education of County Board Supervisors, deepen staff training in leadership and management, transparency, growth, support business attraction and retention, and improve county identity and marketing.

Adjourn: The next meeting is scheduled for December 9, 2021 at 10:30 a.m. and will be held via Zoom. Motion by Kerry Severson, seconded by Dr. Jerel Berres to adjourn the meeting. Motion carried.

Respectfully Submitted,
Meghan Rohn
Confidential Administrative Secretary