

Richland County

HHS & Veterans Standing Committee

May 12, 2022

The Richland County Health and Human Services & Veterans Committee convened on Thursday, May 12, 2022, in the County Board room at 181 W. Seminary Street, in person, via videoconference and teleconference.

Committee members present included Kerry Severson, Ingrid Glasbrenner, Ken Rynes, Dr. Jerel Berres, Cindy Chicker, & Don Seep. Danielle Rudersdorf, Timothy Gottschall, Sherry Hillesheim attended by Web Ex.

Department heads, staff and public present were Tracy Thorsen, Karen Knock, Angie Rizner, Briana Turk, Darin Steinmetz, Meghan Rohn, Jaymie Bruckner, Jessica Tisdale, Laurie Couey Myranda Culver, Rose Kohout, Roxanne Klubertanz-Gerber, and Sharon Pasold. Stephanie Ronnfeldt, Administrator Clinton Langreck, Tammy Wheelock, Cheryl Dull and Barbara Scott logged in by WebEx. John Couey and Gabriel Schmitt were present from MIS running the teleconferencing.

Not Present: Lee Van Landuyt

Agenda:

1. **Welcome & Introductions:** Introductions were made for Committee Members and all others present.
2. **Call to order:** Committee Chair Ingrid Glasbrenner called the meeting to order at 10:32 a.m.
3. **Proof of notification:** Chair Glasbrenner verified that the meeting had been properly posted.
4. **Approve Agenda:** Motion by Dr. Jerel Berres, seconded by Cindy Chicker to approve the agenda and proper posting. Motion Carried.
5. **Approve Veterans Services Office Previous Meeting Minutes:** Motion by Donald Seep, seconded by Sherry Hillesheim to approve the November 18, 2021, February 17, 2022, and February 28, 2022 minutes of the Veterans Services Office Commission. Motion carried.
6. **Approve HHS Previous Meeting Minutes:** Motion by Kerry Severson, seconded by Dr. Jerel Berres to approve the April 14, 2022 Health and Human Services Board Minutes. Motion carried.
7. **Public comment:** No public comments were offered.
8. **Annual Election of Officers:** Elections needed to occur for the Health and Human Services & Veterans Standing Committee Vice Chair and Secretary positions. The duties of each position were reviewed. Motion by Ken Rynes, seconded by Cindy Chicker to nominate and elect Kerry Severson as the Health & Human Services & Veterans Standing Committee Vice Chair. Motion carried.

Motion by Kerry Severson, seconded by Dr. Jerel Berres to nominate and elect Cindy Chicker as the Health & Human Services & Veterans Standing Committee Secretary. Motion carried.

9. **Sub-Committee Appointments:**

- a. **Appointment of Comprehensive Community Services Coordination Committee Representative:** Clarification was made that the appointment of a representative to the Comprehensive Community Services Coordination Committee is a duty of the County Administrator, however the Committee is welcome to make a recommendation. Myranda Culver gave a brief overview of both the Comprehensive Community Services Coordination Committee and the Coordinated Services Team Coordinating Committee and their purposes. Dr. Jerel Berres expressed willingness to serve on the Comprehensive Community Services Committee. See Agenda Item 9b for motion.
- b. **Appointment of Coordinated Services Team Coordinating Committee Representative:** It was noted that Cindy Chicker currently serves on Coordinated Services Team Coordinating Committee

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and would be willing to continue. Motion by Kerry Severson seconded by Ken Rynes to recommend Cindy Chicker be appointment to the Coordinated Services Team Coordinating Committee and Dr. Jerel Berres be appointed to the Comprehensive Community Services Coordination Committee, and this recommendation be forwarded on to the County Administrator for approval.

- 10. Discuss HHS Veterans Standing Committee Restructuring Issues:** Chair Glasbrenner explained that the statutes required the Local Board of Health consist of no more than 9 members, and after the restructure the Health and Human Services and Veterans Committee has 11. This was addressed at the last Rules and Resolutions meeting and it was determined that the Veterans members of the committee would be considered non-voting members for matters pertaining to the Board of Health. However, this determination still needs to go to the County Board for approval.

The structure of the agenda for the new committee was discussed and the option for agenda items pertaining to Veterans Services be placed at the beginning of the agenda, allowing Veteran members to be excused for the remainder of the meeting. Chair Glasbrenner raised the concern of losing quorum if members left mid-meeting and Kerry Severson questioned the purpose of the restructure and creating one common committee if committee members are only present for certain agenda items. Ken Rynes did not see an issue with the option as long as quorum was maintained. It was determined that no action would be taken at this time.

- 11. Discuss Agenda Item Topics and Organization:** It was determined that any items pertaining to Veterans Services would be placed on the beginning of the agenda and all items be grouped by consent items, that do not require motions, and action items that require action. Discussion was held regarding the need to discuss all consent items at each meeting and it was determined that Committee Members would review materials pertaining to these items prior to the meeting and discussion would only occur if requested. Each item was gone over in detail for the current meeting for the benefit of new members.

VETERANS SERVICE OFFICE

Consent Items:

- 12. 2022 Veterans Budget Summary:** Karen Knock explained the Veterans Services Office Budget has been posted in the committee folder for review. Last month only two expenses were incurred, including a phone bill and hotel fees for a conference that was attended. Donald Seep asked if the \$9,350 in funds were received that were applied for last year, and Karen Knock confirmed they had been. Discussion was held regarding the allocation of these funds.

Administrative Report:

- 13. Veterans Services Office Director, Karen Knock:** Karen Knock gave an overview of the Veterans Services Office, services provided, and her role and experience with the Department. She noted she has been with the department for 7 years and discussed various tasks she performs on an ongoing basis including: managing the budget, advertising, coordinating events, assisting veterans to obtain a wide range of benefits, care of veteran grave sites, records corrections and assisting veterans who are struggling with mental health or are in crisis, often times after hours.

Donald Seep questioned how members of the public obtain her personal contact information during a situation when they may be in crisis and emphasized she is not required to make herself available on a 24hr basis. Karen Knock explained that she publicizes her number in a variety of ways. Donald Seep cautioned her against providing services pertaining to 24hr mental health or crisis services since she is not certified in this area and this could pose a potential liability to herself as well as the county. Ken Rynes questioned if the department is still pursuing the addition of an assistant for the office. It was explained that it was requested that a waiting period of 90 days be taken, ending June 1, 2022 to assess the position.

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Consent Items:

- 14. HHS Expenditures Report (Vouchers and Expenditures over \$2,000 but less than \$10,000):** Stephanie Ronnfeldt review the Richland County Health and Human Services Expenditures Report for May 12, 2022. All of these have been approved by the County Administrator, Clinton Langreck, and payments have been prepared. Regularly reoccurring items or unusual items were discussed in more detail for the benefit of new Committee members. Previously paid vouchers were also reviewed and it was explained these expenses are paid in advance to avoid penalties. Dr. Jerel Berres questioned what the monthly payment for the ERH system, Kareo, includes and if records are owned. It was explained that the monthly cost is a subscription fee to have access to the records, and the agency does not own the software.

Unit	No. of Vouchers	Amount
Richland County Health and Human Services 2022 Expense Reports	15	\$5,115.63
Richland County Health and Human Services 2022 Admin Vouchers	17	\$22,929.83
Richland County Health and Human Services 2022 Prepaid Vouchers	7	\$9,301.58
TOTAL	39	\$37,347.04

Donald Seep Left the meeting.

- 15. 2022 HHS Budget Summary & Richland County Placement Report:** Stephanie Ronnfeldt reviewed the Health and Human Services Budget Summary Report as of May 5, 2022, noting that utilization should be at 33%. It was also noted that the County has not yet had a three paycheck month this year which will impact certain lines highly due to staffing costs. Line items that were above or below the expected utilization were reviewed. Some of the most common reasons a program was underutilized are vacant positions, delayed billing and decreased utilization in services.

The core budget balance through April was reviewed with revenues totaling \$2,390,253, including both received and anticipated revenues. Anticipated and actual expenses totaled \$2,322,225, leaving a budget balance before the chargeback process of \$68,028. After the chargeback, the new point in time core budget balance becomes \$50,627. The chargeback process was explained for the benefit of the new committee members.

The placement report was explained and reviewed by Myranda Culver. The various types of placements were reviewed in detail for the benefit of the new Committee members. In March, one individual utilized crisis stabilization services for nineteen days, bringing year to date expenses to \$11,872. Adult Institutional and Inpatient Placement expenses totaled \$25,731 and a reimbursement of \$6,065 was received bringing total year to date expenses to \$52,246. There were nine individuals in Adult Community Residential Placements in March bringing year to date expenses to \$21,604, and total expenses in Fund 54 to \$85,721.

The Child's Placement report was explained and reviewed by Jessica Tisdale. The various types of placements and Foster Care were reviewed in detail for the benefit of the new Committee members. Expenses through March for Child Institutional Inpatient totaled \$32,219. There were no Detention placements in January, February or March of 2022. To date, Group Home and Treatment Foster Care expenses totaled \$116,964 and Regular Foster Care totaled \$10,835 after reimbursements. Total Expenses in Fund 44 through March totaled \$166,018. Graphs displaying the history of placement types and expense history by placement type were explained and reviewed for the benefit of the new Committee members. Ken Rynes questioned if providers of these services are contractual or if they are affected by inflation. It was noted that Contracts are in place with every provider and rates are set before the year begins.

- 16. 2022 HHS Contract Monitoring Report:** Angie Rizner explained and reviewed the contract process and the 2022 Contract Monitoring Report for May. Utilization should be at 25% and those contracts exceeding that were reviewed; noting that invoicing should be through March. Angie Rizner explained that while Chileda

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Institute, Forward Home for Boys, and Kareo are all reporting over 25% utilization, they have invoiced through the month of April. Cooperative Educational Services Agency (CESA) 3 and Northwest Counseling & Guidance Clinic will continue to be monitored by Angie Rizner and the Manager to determine if the contract needs to be amended in the future. Jessica Leinberger Counseling and Shay Rehabilitation & Psychological Services, Inc. will need to be amended later on the agenda.

Administrative Report:

- 17. HHS Director, Tracy Thorsen:** Tracy Thorsen announced that Roxanne-Klubertanz-Gerber, Aging and Disability Resource Center Manager, has been appointed as the Interim director of Richland County Health and Human Services until a permanent appointment is made. Highlights and program updates were provided for each unit of the agency including staffing updates, trainings, events, and updates on new and ongoing initiatives.
- 18. Distribute HHS 2021 Annual Report:** The 2021 Richland County Health and Human Services Annual Report was distributed for Committee members to review. Copies will be mailed to those not in attendance and Committee members should bring their copy to the June Committee meeting for review.

Action Items:

19. Approve HHS Contracts, Agreements and Amendments:

RICHLAND COUNTY HEALTH AND HUMAN SERVICES 2022 AMENDED HHS CONTRACT/AGREEMENT/MOU APPROVALS (5-12-2022)		
JESSICA LEINBERGER COUNSELING, LLC	Due to an increased need for counseling services to CCS consumers being served by the Behavioral Health Unit. (Viroqua)	<i>Original Contract Amount:</i> \$25,000 To a total amount not to exceed \$49,500.
SHAY REHABILITATION & PSYCHOLOGICAL SERVICES, INC.	Due to an increased need for counseling services to CCS consumers being served by the Behavioral Health Unit. (Westby) <i>This will require County Board approval.</i>	<i>Original Contract Amount:</i> \$100,000 To a total amount not to exceed \$300,000.

Motion by Kerry Severson, seconded by Ingrid Glasbrenner to approve the amended 2022 contracts, and forward the recommendation onto the County Board. Motion carried.

- 20. Review Options and Make a Recommendations to the County Administrator regarding possible Recruitment and Retention Incentives:** Incentive options targeting improving the recruitment and retention of staff in 2022 were reviewed for consideration for recommendation to the County Administrator. Tracy Thorsen reviewed highlighted options and noted that these would be her recommendations. Some options that were highlighted included a 3% consumer price index increase, reclassification of certain positions that have been historically difficult to retain, increase in the health reimbursement account amount contributed to the employee, movement to the WRS State Plan, various bonus options, and the implementation of an improved vacation/time off benefit.

It was reviewed that Health and Human Services is projecting approximately \$656,877 in funds remaining from the 2021 Core Budget and after deficits in the placement funds are covered, an estimated \$452,373 will be returned to the General Fund. The County Administrator and Finance and Personnel Committee have approved these funds may be used to address retention and recruitment issues county-wide.

Tim Gottschall noted that while he likes all options, he would lean more towards retention efforts and keeping people who are here, particularly at Health and Human Services. He also stressed that many of the options listed are overdue. He questioned if the County Administrator would consider an incentive for Health and Human Services if it was a part of a larger county-wide plan. Ken Rynes emphasized this is a difficult

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situation everywhere and needs to be a multi-faceted approach. Motion by Tim Gottschall, seconded by Ken Rynes to forward the entire document onto the County Administrator for his consideration in developing a county-wide recruitment and retention incentive program. Motion carried.

21. Approve Amendments to the HHS Addendum – Increase On-call Compensatory Time Reimbursement

Rate: Jessica Tisdale explained that Child and Youth Services has a mandatory requirement to provide a way to receive reports of child abuse and neglect 24 hours a day. During overnight, weekend and holiday hours an on-call calendar for a Case Manager and Supervisor is established to meet this requirement. The stipend currently in place for this work has not been increased in over 10 years, possibly more. In an effort to increase recruitment and retention in an already challenging position, it is being requested that the stipend be increased to \$2.00 per hour for on-call duty and \$2.50 per hour for on-call holiday duty. Normal Child and Youth allocations, as well as Youth Aid allocations would cover the cost of the increase. Ken Rynes questioned approximately how many calls occur on a given shift. It was explained that this can be quite variable. Motion by Ken Rynes, seconded by Tim Gottschall to approve amendments to the Health & Human Services Addendum and to the Employee Handbook in order to increase the hourly on-call pay to \$2.00 per hour for on-call duty and \$2.50 per hour for on-call holiday duty, and forward the recommendation onto the Finance & Personnel Committee and County Board for approval. Tim Gottschall questioned if the new stipend amount is in line with what surrounding Counties currently offer. Some counties do not pay staff to be on-call and some require any social worker within the department be a part of the on-call rotation. Counties that do run similarly to Richland County are still in excess of what is being requested. Ken Rynes asked if requiring all social workers be part of the on-call rotation has been considered. Tracy Thorsen explained that in order to participate in the rotation the social worker must become Juvenile Court Intake Certified, which is a lengthy process. There is also a concern that this could impact the retention of other positions if they are required to participate in an on-call rotation or are made to work in this very difficult, specialized field. Kerry Severson noted that the on-call rate is for other emergency staff in the county is \$3.00, however it is unknown if increasing to \$3.00 could be absorbed into the current budget. Motion carried.

Tim Gottschall left the meeting.

22. Approve the use of American Rescue Plan Act Funds set aside for Public Health to Hire a Consultant to Assist with the Development of the Community Health Needs Assessment/Community Health Improvement Plan:

Rose Kohout explained that every five years' local health departments are required to develop a Community Health Needs Assessment and Community Health Improvement Plan. Due to ongoing workload requirements relating to the COVID-19 pandemic response, services of a consultant to assist with the development of the Community Health Needs Assessment and Community Health Improvement Plan is being requested. A proposal provided by the consultant was reviewed with a total cost of \$40,020 and it was noted that American Rescue Funds previously allocated to Public Health would be utilized. Discussion was held regarding previous collaboration with the Richland Hospital on the completion of this project. This collaboration could still be done if a consultant is in place. Motion by Cindy Chicker, seconded by Kerry Severson to approve the use of American Rescue Plan Funds set aside for Public Health to Hire a Consultant to assist with the development of the Community Health Needs Assessment (CHNA)/Community Health Improvement Plan (CHIP), and forward the recommendation onto the Finance & Personnel Committee and County Board for approval. Motion carried.

Personnel:

23. Recognition of Tracy Thorsen: Ingrid Glasbrenner thanked Tracy Thorsen for her contribution and service to Health and Human Services and Richland County. Her reports and the way information was provided was always appreciated. Tracy Thorsen thanked the Committee Members and staff for all of their hard work and devotion and noted any improvements have been a joint effort. She also noted she has been with Richland County 29 years total and it will not be easy to leave.

24. HHS Personnel Updates: Tracy Thorsen reported the hiring of Bradi Donahoe, Child & Youth Services Case Manager, effective May 11, 2022; Hannah Udelhoven, Child & Youth Services Case Manager, effective June 1, 2022; and Allicia Woodhouse, leased LTE Family Preservation Worker, effective April 25, 2022. Diane

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Cox, leased LTE Adult Protective Services Worker, has revoked her resignation in order to assist with the training of the new Adult Protective Services Worker.

The successful completion of the probationary period was announced for Amanda Oman, Economic Support Specialist, effective May 29, 2022; Darien Ostrowski, Economic Support Specialist, effective May 29, 2022; and Emily Phelps, Child & Youth Services Case Manager, effective May 29, 2022. There were also three resignations reported including Bradi Donahoe, Child & Youth Services Supervisor, effective May 10, 2022; Julie Bollinger-Jones, Mental Health Therapist, effective May 26, 2022; and Tricia Morzenti, Mental Health Therapist, effective May 26, 2022.

Advertising or interviewing is occurring for the 7 vacant positions including the Director, Comprehensive Community Services Supervisor, three Mental Health Therapists, Child & Youth Services Case Manager, and a Child & Youth Services Supervisor. Clarification was provided that vacant positions listed as "on-hold" are positions that are currently not being budgeted for. Cindy Chicker questioned if plans are currently being made to move forward with some of the on-hold positions, particularly the Health and Wellness Coordinator. Discussion was held regarding this position and that it currently exists in many counties. It was noted that this is most a funding issue at this time without requesting additional tax levy.

Closing:

- 25. Future HHS Department Orientation for County Board/Committee Members:** Typically after an election is held a Health and Human Services Department Orientation is offered to new and existing committee members as well as all County Board Supervisors. Proposed dates were discussed and it was determined the orientation would be held on July 19, 2022. The orientation typically lasts approximately 3 hours.
- 26. Future Agenda Items:** None noted.
- 27. Adjournment:** The next meeting is scheduled for June 9, 2022 at 10:30 a.m. in the Richland County Board room and via WebEx. Motion by Kerry Severson, seconded by Dr. Jerel Berres to adjourn the meeting. Motion carried.

Respectfully Submitted,
Meghan Rohn
Confidential Administrative Secretary