



**ROCK COUNTY HUMAN SERVICES BOARD MEETING**  
**Wednesday, March 9, 2011 – 4:30 P.M.**

**Call to Order:** Chair Knudson called the meeting to order at 4:30 p.m. on Wednesday, March 9, 2011, in the 1<sup>st</sup> Floor HCC Conference Room of the Rock County Health Care Center, Janesville, Wisconsin.

**Committee Members Present:** Brian Knudson, Supervisor; Terry Thomas, Supervisor; Sally Jean Weaver-Landers, Citizen Representative; Kathy Kelm, Citizen Representative; Phillip Owens, Supervisor; and Robert Fizzell, Supervisor.

**Committee Members Absent:** Minnie Murry, Citizen Representative; Jennifer Bishop, Supervisor; and Marv Wopat, Supervisor.

**Staff Present:** Charmian Klyve, Director; Phil Boutwell, Deputy Director; Tim Zuehlke, Controller; Patrick Singer, Technology, Records, and Quality Management Manager; Cindy Sutton, Economic Support Services Manager; and Kelly Garcia, Economic Support Supervisor.

**Others Present:** None.

**Approval of Agenda:** Citizen Representative Weaver-Landers moved the agenda, seconded by Supervisor Fizzell with unanimous approval. APPROVED.

**Approval of Minutes of Human Services Board Meeting of February 23, 2011:** Supervisor Fizzell moved the minutes as presented, seconded by Citizen Representative Kelm with unanimous approval. APPROVED.

**Citizen Participation:** None.

**Video Conferencing Presentation:** Mr. Singer presented information on the video conferencing equipment. He demonstrated a conference with Mr. Pearson at the Juvenile Detention Center. He explained that originally there were three monitors purchased to be used for Telehealth. Since then there have been two larger 42-inch television screen models purchased. Our goal is to have video capability at all our location sites. We are able to connect interdepartmentally and with some RCC's as well. We are already using video conferencing for trainings, which cuts down on travel time and makes trainings more accessible to staff. Video conferencing is used for family and staff visits for children placed at distant locations. Both the Beloit and Janesville Juvenile Probation offices utilize the video conferencing as well. The Juvenile Detention Center uses the video conferencing for court hearings, therefore, juveniles are no longer transported to the courthouse.

In the future, Telehealth will enable us to assess clients via video. We are in the process of getting certified by the State, which is a requirement to use Telehealth. There are very stringent requirements by the State on Telehealth to safeguard security. Telehealth is encrypted. When we are certified we will be able to utilize Telehealth with the psychiatric doctors, so they will not have to travel to Winnebago, Mendota and other locations. Crisis is another area we are looking into utilizing Telehealth. Mr. Singer added at some point we may look at a program similar to "Skype" for trainings and/or meetings.

**Fraud Consortium:** Ms. Sutton presented information on the Fraud Consortium. Last year DHS notified counties that the Fraud program would be continuing. They advised counties would need to be in a consortium to continue getting funding or counties could stay on their own but they would not receive

funding. We agreed to be the administrative agency for a Consortium of five counties. We are in the process of setting up our first meeting with the other five counties.

**Change Center Update:** Ms. Sutton explained that five existing Economic Support staff were moved into the Change Center, therefore, their caseloads were split among the remaining Economic Support staff. All changes now go through the Change Center only. The Change Center will decrease the amount of callbacks needed, and the number of voice messages received. The Change Center will benefit the customers because they will now have just one number to call, they will have immediate contact for a changes, and voice messages and phone tag will be avoided. Ms. Sutton explained the handout of the overview of the Change Center. Through the Change Center reports can be run that will help identify trends and obtain other helpful data.

We are also entering Iowa County's changes on a trial pilot until June 30, 2011. If Iowa County continues with the Rock County Change Center, we will be charging a fee starting July 1, 2011. We are hoping to possibly attract other counties, which would potentially bring in revenue to Rock County.

Ms. Garcia explained a handout of a report run from the Change Center. The reports are a good tracking tool and they will be helpful when deciding if more people are needed in the Change Center at some point.

**Approval of Contracts, Transfers, and/or Encumbrances:** Ms. Klyve informed the Board that Ms. Mooren will be on maternity leave for three months as she delivered a baby boy last Thursday. Mr. Boutwell and Mr. Zuehlke presented five contracts for approval. Supervisor Owens moved the contracts, seconded by Citizen Representative Weaver-Landers with unanimous approval. APPROVED.

**Approval of Bills:** Mr. Zuehlke presented the bills for approval and responded to questions.

Interim Assist.	4,047.62	Child/Fam Incent	940.00
IDP	12,746.62	Job Center	19,482.44
W-2 Admin	6,623.23		
Bal Sheet A/C	- 149.60		

Citizen Representative Kelm moved to approve the bills as presented, seconded by Supervisor Thomas with unanimous approval. APPROVED.

**Director's Report:**

- ES/W-2 Caseload:

The W-2 numbers are currently at 181 cases with one intensive CSJ case.

- DCF 56 Letter

Mr. Boutwell provided a copy of a letter he will be sending to the Department of Children and Families. He is concerned because there is a mandate being pushed through an emergency rule that will mandate social workers to use a new assessment tool called CANS. This is a redundant system as workers are already entering this data in other systems they already use. This emergency rule would add a burden to staff, and would be very costly. Other counties are also questioning this mandate.

- Preliminary Information on the 2011-2013 Biennial Budget

Ms. Klyve and Mr. Boutwell learned at WCHSA that the State has already let bids with Hewlett Packard for Income Maintenance services. There are roll out dates that start in July, with the State taking over mail and access on-line; in October the State would take over the Call Center; in February 2012 the State would pick up applications, and by May there would no longer be any Income Maintenance operations by Human Services across the State. The IM centralization exception would be the W-2 workers, and possibly the ChildCare Eligibility workers. Ms. Klyve is concerned for the individuals that apply for these programs because the current State ESC contractor has a very high error rate and client calls are not being responded to timely. In contrast, our Economic Support Division has a 100% FS error rate and is the top Job Center in the State.

Mr. Boutwell added that Income Maintenance is the core function of the Economic Support Division. The need for face-to-face contact for these vital services is very important. If Income Maintenance does

become centralized at the State, it would be questionable whether it would make sense for Economic Support Services and Long Term Support Services to stay located at the Job Center.

Supervisor Owens moved to have Mr. Boutwell draft a Resolution to Oppose Income Maintenance Centralization, seconded by Citizen Representative Kelm, unanimously approved. APPROVED.

Supervisor Thomas asked to send the resolution to the legislature, and to all the other counties to get support. He added getting the word out to the community is very important as well. Mr. Boutwell will expedite the resolution for the next meeting.

Mr. Boutwell explained the handout and spreadsheet distributed to the Board on the preliminary analysis of the State Budget impact on the Rock County Human Services Department. The four major issues are the Income Maintenance impact, the Department wide 5.8% WRS contribution, the statewide reduction in youth aids funding, and non-expansion of Family Care. Ms. Klyve added there is significant concern about the Income Maintenance financial eligibility determination as it relates to Long Term Support waiver eligibility. A client is not able to obtain LTS waiver or Family Care services until both the functional screen and financial eligibility determination is completed.

A list was distributed of the Human Services provided or funded Beloit Community programs as previously requested by Supervisor Fizzell.

**Committee Requests for Future Agenda Items:** Supervisor Thomas is in complete support of the resolution to Oppose IM Centralization, but will not be able to attend the next few meetings. Supervisor Owens asked if the resolution could be taken to Supervisor Thomas to be signed.

**Next Meeting:** Wednesday, March 23, 2011 at 4:30 p.m., at the Rock County Health Care Center, 3<sup>rd</sup> Floor *Conference Room*, Janesville, Wisconsin.

**Adjournment:** Supervisor Owens motioned to adjourn, seconded by Citizen Representative Kelm, with unanimous approval at 5:59 p.m.

---

Jodi Parson, Administrative Secretary

**NOT OFFICIAL UNTIL APPROVED BY THE BOARD**