



ROCK COUNTY HUMAN SERVICES BOARD MEETING
Wednesday, September 23, 2015 – 4:30 P.M.

Call to Order: Chair Knudson called the meeting to order at 4:36 p.m. on Wednesday, September 23, 2015, in the 3rd Floor Conference room at the Rock County Health Care Center, Janesville, Wisconsin.

Committee Members Present: Chair Brian Knudson, Supervisor; Sally Jean Weaver-Landers, Citizen Representative; William Grahn, Supervisor; Linda Garrett, Supervisor (out at 5:45 p.m.); Kathy Schulz, Supervisor; Ashley Kleven, Citizen Representative (out at 5:50 p.m.); Shirley Williams, Citizen Representative; Terry Fell, Supervisor; and Terry Thomas, Supervisor.

Committee Members Absent: None.

Staff Present: Phil Boutwell, Deputy Director; Sara Mooren, Administrative Services Division Manager; Tim Zuehlke, Controller; Carrie Rudolph, Crisis Worker; and April Heim, ES Division Manager.

Others Present: Paula McGuire, AFH Provider. Jill Schultz.

Approval of Agenda: Supervisor Fell moved the agenda to the floor, seconded by Citizen Representative Weaver-Landers. The agenda was unanimously approved. APPROVED.

Approval of Minutes of Human Services Board Meeting of September 9, 2015: Citizen Representative Weaver-Landers moved the minutes to the floor, seconded by Citizen Representative Kleven. Supervisor Garrett requested under Introduction of New Staff adding "new" before the title of each of the new employees. She asked for clarification on BadgerCare and if it is a part of ACA. Mr. Boutwell advised BadgerCare is State Medicaid program. Supervisor Garrett requested clarification on the last page which stated "will steer people to the right place". Mr. Boutwell replied that "right place" means people will be referred to the correct services where they can receive assistance.

Supervisor Schulz asked when a citizen comes to the Board to talk can the Board members ask questions? Chair Knudson advised it would need to be an agenda item for the Board to discuss. Mr. Boutwell advised under Citizen Participation is for announcements and we are not allowed to discuss issues, but an agenda item could be requested to the Chair for a future meeting. Supervisor Garrett asked if that is true for the Director's Report as well. Mr. Boutwell advised the Director's Report is a brief update and not meant to be a discussion item. If Ms. Klyve or he would have an item for discussion it will be put on as an agenda item. This is a directive from Corporation Counsel because we want to be clear and transparent with the public and not discuss items that are not an agenda item. To do so would be a violation of open meetings law. Chair Knudson advised this is a public meeting, and the public needs to be aware of what is going to be discussed, in case they want to attend the meeting. The minutes were unanimously approved. APPROVED.

Citizen Participation: Paula McGuire introduced herself and stated her address. Ms. McGuire has a two bed AFH and her certification has been revoked but she has appealed. She explained on July 27th she was called into the LTS office to meet with Mary Kate Tomczak and Jennifer Anselmi. She was told her license was being revoked and was caught off guard with no warning. She feels this was unjust, and feels they were rude to her. She submitted an appeal which was denied by Ms.

Klyve, and she doesn't understand why it was denied. The next step in the appeal process is to submit the appeal to the State which she hand delivered to the State yesterday. She described in detail the incident that led to the license revocation which involved medication distribution to a client. She was very attached to her clients. She also stated she was overpaid \$7,000 two years ago, which was found to be the social worker's error. She feels because she fought that repayment and did not pay it back, that the County holds that against her. She told the Board if they have any questions to please contact her.

Submission of Committee Requests: Supervisor Schulz requested an agenda item on what steps are followed to handle AFH recertification and what the process is. Chair Knudson advised per Corporation Counsel we are not allowed to give details or discuss a specific case. Supervisor Garrett stated she would like an update and to know what happens after. She asked about the procedure and what Board members can say. Mr. Boutwell advised we can discuss the AFH appeal process, in general, as an agenda item at a future meeting.

Supervisor Garrett asked about the August 26th HSD Board meeting under the Director's Report on the Critical Incident Response Team (CIRT) and the follow up on suicide. Supervisor Williams added it is important for us to know the process and procedure and to be able to discuss our concerns. Mr. Boutwell explained we cannot talk specifics on this tragic incident because of patient confidentiality rules. Supervisor Garrett is concerned and wants to make sure Board member's requests are brought back as agenda items and not lost. Mr. Knudson advised he does not mean to slight anyone but some issues need to go to Corporation Counsel if there are questions. We will follow up with an agenda item about the reportable deaths process. Citizen Representative Williams asked about what she should do, in general, if she receives an email on an issue. Mr. Boutwell advised that Board members can always contact either Ms. Klyve or Mr. Boutwell individually with any questions.

Approval of Contracts, Transfers, and/or Encumbrances: Supervisor Thomas moved six contracts and one encumbrance to the floor, seconded by Supervisor Fell. Ms. Mooren responded to questions. The contracts and encumbrances were unanimously approved. APPROVED.

Approval of Bills: Citizen Representative Weaver-Landers moved the bills to the floor, seconded by Supervisor Grahn. Supervisor Grahn asked about the Child Protective Services (CPS) Functional Family Therapy (FFT) entry. Mr. Zuehlke responded the entry was for the FFT training and grant funds were used. Supervisor Thomas asked about ABA's Illinois address. Ms. Mooren responded that they provide services in Wisconsin but the main office is in Illinois. Supervisor Garrett asked about the "Overhead" entry. Mr. Zuehlke explained the entry "overhead" were purchases for the Job Center. Supervisor Garrett asked about the Special HSD. Mr. Zuehlke responded the entry was for football for a child paid out of the donation account. The account is used for individual clients in CPS. Supervisor Schulz asked about the flexibility of shifting money in the Overhead account. Ms. Mooren explained there is some flexibility to shift money and gave examples. Mr. Zuehlke responded to questions.

ADM	37,862.12	AODA	5,245.00
ADM	491.00		
CPS	133.07		

The bills were unanimously approved. APPROVED.

Presentation on Deloitte Report for Economic Support (ES): The Wisconsin Department of Health Services (DHS) engaged Deloitte to conduct an analysis of the current Income Maintenance (IM) operational model. Ms. Heim presented a power point on the Southern Consortium profile. The consortia workforce structure consists of 96 ES staff, 7.05 Clerical/Support, 12.4 Managers and Supervisors and 3 Lead workers. She reviewed the Call Center key statistics on the 132,885 calls received. She is looking into ways to improve on screening applications, to make the process quicker. We have 7 days to process a priority application and 30 days to process a non-priority application. We are increasing applications in the screen first process by getting applications scanned in the system in a timely matter. The Southern Consortium processed 178,545 total

documents. It took an average of 3.79 days to process the documents. The usage of the CDPU to scan documents was 77%.

The strengths of the Southern Consortium are that participating counties bring different perspectives and support to each other. We have experienced workers sharing information and knowledge who work on policy interpretation with good rapport and collaboration among workers. The lead agency is flexible and understanding, and there is shared coverage of committee attendance.

Ms. Heim stated the opportunities to improve and operational highlights given in the Deloitte Analysis. She explained we have already lengthened the overflow time for EBD Medicaid and Spanish calls to avert need for call backs and changed the prioritizing of the calls in the Call center. We are processing priority FoodShare through the Call Center as well.

We are preparing for FoodShare on Demand interviews for 2016. The Federal FoodShare waiver allows implementing consortia to conduct unscheduled interviews with applicants and renewing members. In lieu of scheduled appointments, applicants and members are notified that they can call the consortia call center and complete their interview during a certain timeframe. On-demand interviews must be offered for both application and renewal interviews. A scheduled face-to-face or telephone interview must be provided, upon request. Ms. Heim detailed the changes from the current waiver policy to the proposed waiver policy. Ms. Heim responded to questions. She is working on shifting workloads and figuring out a more efficient process on the front end with the first call from a client, so there is not a need for client's to call back. Mr. Boutwell thanked April for her work on the consortia initiatives and making the call center more flexible.

Director's Report: Mr. Boutwell advised Ms. Klyve will be giving a 2015 HSD Budget overview at the October 14th HSD Board meeting. We will present the 2016 HSD Administrator's Recommended Budget at the October 28th HSD Board meeting. This is the committee's opportunity to ask questions and offer amendments. The County Administrator will present his budget on October 8th which we will send out to the Citizen Representatives before the HSD Board meeting.

At the previous Board meeting Citizen Representative Weaver-Landers requested an update on Termination of Parental Rights (TPRs). The TPRS are as follows: 2013-23, 2014-19, 2015-21 with 2 on file. It is important we remove children from the home when there is a danger to the child but we always try to reunify when it is safe. Our goal is to achieve permanency for the child. That means either reunification, placement with a relative, TPR prior to adoption or legal independence.

Chair Knudson thanked the Board for serving on the Committee.

Next Meeting: Wednesday, October 14, 2015 at 4:30 p.m., at the Rock County Health Care Center, 3rd Floor Conference Room, Janesville, Wisconsin.

Adjournment: Supervisor Grahn motioned to adjourn, seconded by Citizen Representative Williams with unanimous approval at 5:55 p.m.

Jodi Parson, Administrative Secretary

NOT OFFICIAL UNTIL APPROVED BY THE BOARD