



ROCK COUNTY HUMAN SERVICES BOARD MEETING
Wednesday, September 13, 2017 – 4:30 P.M.

Call to Order: Chair Knudson called the meeting to order at 4:30 p.m. on Wednesday, September 13, 2017, in the 3RD Floor Conference room at the Rock County Health Care Center, Janesville, Wisconsin.

Committee Members Present: Chair Brian Knudson, Supervisor; Kathy Schulz, Supervisor; Karl Dommershausen, Supervisor; Shirley Williams, Citizen Representative; Linda Garrett, Supervisor; Terry Thomas, Supervisor; and Terry Fell, Supervisor.

Committee Members Absent: Sally Jean Weaver-Landers, Citizen Representative. Ashley Kleven, Citizen Representative.

Staff Present: Kate Luster, Director; Phil Boutwell, Deputy Director; Sara Mooren, Administrative Services Division Manager; Timothy Zuehlke, Controller; Jennifer Thompson, ADRC/APS Division Manager; and Lance Horozewski, CYF Division Manager.

Others Present: None.

Approval of Agenda: Supervisor Thomas moved the agenda to the floor, seconded by Supervisor Garrett. The agenda was unanimously approved. APPROVED.

Approval of Minutes of Human Services Board Meeting of August 23, 2017: Supervisor Dommershausen moved the minutes to the floor, seconded by Supervisor Fell. The minutes were unanimously approved. APPROVED.

Approval of Minutes of 2018 HSD Budget Public Hearing of August 9, 2017: Supervisor Thomas moved the minutes to the floor, seconded by Supervisor Garrett. The minutes were unanimously approved. APPROVED.

Citizen Participation, Communications and Announcements: Ms. Thompson shared information about four Dementia Care events coming up in the next couple months. She asked the Board members to distribute the information and get the word out. Supervisor Dommershausen asked about a caregiver fund. Ms. Thompson advised him to call the ADRC to talk about the specific details to receive accurate information to the questions he was asking.

Ms. Schulz announced the HEAR committee is having a breakfast at 8:00 am on October 11, 2017, at the Pontiac Center in Janesville Wisconsin.

Submission of Committee Requests: Supervisor Schulz requested a report on the HSD Cultural Competency training.

Approval of Contracts and Transfers: None.

Review of Budget to Actual Report: Ms. Mooren distributed handouts and reviewed the Budget to Actual report which was run through the July. She noted there are drawbacks to the report. It is hard to show trending because some entries are reported in one large account, not in a line item

account, and some entries do not get reported until late in the year. One entry that is not reported until the end of the year is the \$3.3 million Family Care payment. Citizen Representative Williams asked about the Public Liability entry. Ms. Mooren advised the amount is given to us from the courthouse and varies depending on unemployment compensation. There are a lot of moving pieces and it is hard to show exactly where we are at one given time.

Ms. Mooren distributed a handout highlighting areas which are trending high. We are trending high in out-of-home placements in the CYF Division. Currently the HSD budget is \$1.9 million over budget. In the last two years we have also been over budget at this time, but by the end of the year we were slightly under budget. Ms. Mooren highlighted the areas in which we are significantly higher than projected. Currently the biggest drivers are the placements in Foster Care. We are trending high in foster care placements, residential care and corrections. As placements are increasing travel for staff and other expenses have increased as well. Adult Protective Services protective placements are trending high mostly due to an area we weren't expecting, client disenrollment from Family Care, which we must cover.

State Institutes is another unknown area because it depends if the client has MA or if they have insurance as to what we receive back from providers. The Medicaid cost reporting reconciliation does not take place until the end of the year. This is another variable we do not have control over. Ms. Mooren responded to questions.

Review of Bills: Mr. Zuehlke noted the Henricksen entry was for the Job Center remodel. He explained the City of Janesville entry was the Janesville Transit payment for the first six months of calendar year 2017 and Beloit Transit will be next month.

Supervisor Garrett asked about the Department of Corrections entry. Mr. Zuehlke advised it was a charge from the State for youth in corrections. Supervisor Dommershausen asked about the JP Morgan entry and if a local bank could be used instead. Mr. Zuehlke stated that Ms. Millis and Ms. Oja could be approached about that.

Resolution Awarding Contract for Paraprofessional Services for Rock County Human Services Child Protective Services Programs: Supervisor Thomas moved the resolution to the floor, seconded by Supervisor Fell. Mr. Horozewski explained we created a workgroup to address the high turnover with CPS staff. We looked at data from surveys, exit interviews and focus groups on what was causing workers to leave. We found out the root cause was work load. A lot of time goes into parent visits and there is a lot of mandatory work that needs to be done in CPS. We found that PSG does this work in many counties throughout the state. We feel they could support our workers and help relieve staff.

Citizen Representative Williams asked if the PSG staff would be hired from the Rock County area. Supervisor Schulz asked about the benefits for the PSG staff. Mr. Horozewski responded that staff will be hired from this area and the full time staff will have benefits. Supervisor Garrett asked about credentials. Mr. Horozewski advised PSG is looking for staff who will be a good match with families based on experience and education. He clarified that the PSG staff will not be Rock County HSD employees. Mr. Boutwell advised we are going to meet with PSG to talk about the RFP details. PSG has a lot of experience around the state and they train staff on a curriculum to help reunify families. We have rising CPS caseloads and professionals with paraprofessionals will produce better outcomes for families.

Ms. Luster advised the PSG staff will be integrated with CPS staff in the Healthcare Center building, but will not be HSD employees. Supervisor Garrett asked if the contract will cover all the needed hours. Mr. Boutwell responded. Ms. Luster advised we are trying to make a big effort to help workers with workload. We hope over time it will support better outcomes for families because we are helping with efficiencies within our system. The resolution was unanimously approved. APPROVED.

Director's Report:

- Budget Process Update – Ms. Luster advised we had our Division budget meetings with County Administrator Smith to review each Division's budget and respond to questions. Currently, we are working on additional data requested by County Administrator Smith.
- Update on Provider Rate Setting Policy – Ms. Luster advised we are changing our practice for residential daily rate setting on contracts. Historically we have had some standardized rates but sometimes a provider tells us their rate and we do not have a process in place to negotiate. Therefore, we have some inconsistency with rates. Family Care sets their rates and our rates are different than Family Care. Ms. Mooren created a policy to be consistent with Family Care rates. We will be determining the level of care and the rate that matches to give to providers. This will help our rates to be more consistent.

Over the next month we will notify providers that we have a new process and we will be doing rate assessments. Some client rates will go down and some may go up. We are aware of other counties and MCOs that are doing this as well. We realize this could be disruptive and some providers may receive lower rates. We will be fair, if someone has exceptional needs Ms. Luster will have authority to approve a different rate.

The policy is developed and staff were trained last week. Staff are glad to see structure, a policy and a plan. The transition process has started. Ms. Schulz asked about the institutions not accepting our rate. Ms. Luster advised providers need our business, and our rates will be in line with the MCO rates. We may have to recruit other providers if some providers do not accept our rates. Ms. Luster advised other counties with family care are doing this. This gives us flexibility and a better business approach.

Rates will change on January 1, 2018 and providers will be notified by November 2017 if their rate is changing. Citizen Representative Williams asked about making sure services for clients stays the same. Ms. Luster advised paired with this change we have quality assurance in place to monitor providers. We developed a global rate setting policy and global quality assurance policy with providers and we will be training staff in that area.

Ms. Luster responded to questions. Ms. Luster will continue to bring back information about rates and more detail as information is collected.

Next Meeting: **Wednesday, September 27, 2017 at 4:30 p.m.**, in the 3rd Floor Conference room at the Rock County Health Care Center, Janesville, Wisconsin.

Adjournment: Supervisor Thomas motioned to adjourn, seconded by Supervisor Garrett with unanimous approval at 5:23 p.m.

Jodi Parson, Secretary

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