



ROCK COUNTY HUMAN SERVICES BOARD MEETING
Wednesday, September 28, 2016 – 4:30 P.M.

Call to Order: Chair Knudson called the meeting to order at 4:31 p.m. on Wednesday, September 28, 2016, in the 3rd Floor Conference room at the Rock County Health Care Center, Janesville, Wisconsin.

Committee Members Present: Chair Brian Knudson, Supervisor; Linda Garrett, Supervisor; Terry Fell, Supervisor; Kathy Schulz, Supervisor; Shirley Williams, Citizen Representative (in at 4:52 p.m.); Ashley Kleven, Citizen Representative (out at 5:15 p.m.); Karl Dommershausen, Supervisor; and Terry Thomas, Supervisor.

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

Staff Present: Kate Luster, Director; Phil Boutwell, Deputy Director; Sara Mooren, Administrative Services Division Manager; Tim Zuehlke, Controller; Lance Horozewski, CYF Division Manager; Jennifer Thompson, LTS/ADRC Division Manager; April Heim, ES Division Manager; Maria Delgado, ES Call Center & Bilingual Supervisor; Bonnie Ritzert, ES Lead Worker; and ES Workers; Shannon Landwehr, Otica Hagen, Sandra Williams, Chelsey Beltran, Erin Heiman, Kathy King, Katie DeZeeuw, and Adriana Matijeich.

Others Present: None.

Approval of Agenda: Supervisor Dommershausen moved the agenda to the floor, seconded by Citizen Representative Kleven. The agenda was unanimously approved. APPROVED.

Approval of Minutes of Human Services Board Meeting of September 14, 2016: Supervisor Thomas moved the minutes to the floor, seconded by Supervisor Schulz. Supervisor Schulz requested the correction Jon Wangerin's name. She also requested adding that there are approximately 27,000 people in Rock County on BadgerCare and only 5,000 could be served. The volume of need is great. The minutes were unanimously approved. APPROVED.

Citizen Participation: None.

Submission of Committee Requests: None.

Approval of Contracts and Transfers: Citizen Representative Kleven moved one contract to the floor, seconded by Supervisor Fell. Ms. Mooren explained one contract amendment. The contracts were unanimously approved. APPROVED.

Praise and Recognition: Ms. Luster recently job shadowed the ES Division and Call Center staff. She wanted this opportunity to recognize the ES staff. ES jobs are incredibly challenging as they have to listen intently to callers to integrate information and she has a new appreciation for ES and the work it involves. Bilingual staff have to know so much information and are asked many legal questions concerning laws.

Ms. Heim introduced the ES staff in attendance and explained that July 1st was the kickoff for Food Share on Demand. Food Share on Demand is a one touch model, meaning when a call comes in the worker interviews the client right away over the phone. In 2015, the consortium calls coming in

averaged approximately 11,500 per month. Since the change on July 1st the phone calls have increased to 15,000 per month. We increased Call Center staff from twelve to twenty workers to help with the increase in calls. Since July we are number one in the state on the rate of answering calls.

Ms. Heim distributed a SCC statistical handout and responded to questions. Supervisor Garrett, Chair Knudson and Supervisor Thomas thanked all the staff for the hard work they do.

Resolution In Support of Increased Funding in the Children and Family Allocation: Supervisor Fell moved the resolution to floor, seconded by Supervisor Thomas. Mr. Horozewski advised across Wisconsin there is a significant increase in services for every point of the Child Welfare system. This resolution is asking for an increase of funding across the state and for Rock County. There has not been an increase since 2009. The WCHSA and WCA are lobbying for the increase in the next biennial budget. Ms. Luster advised that there is not a specific amount being requested but that the general request is in concert with many other counties who are passing similar resolutions. Ms. Luster responded to questions. The resolution was unanimously approved. APPROVED.

Report on Family Care: Ms. Thompson advised there are only two people who have not enrolled in Family Care. We have until mid-October to get them enrolled. The number of enrollments the State initially gave us was 918 but we had 888 enroll, due to cases that closed or no longer needed services.

Next is working on the waitlist. There are 600 people on the waitlist which includes both DD and HSD clients. There are over 175 client who were put in the queue. People were placed in the queue after April while we were working on enrolling all the current clients. We have one worker working on screening these cases. Anyone calling in now is no longer put in the queue and is screened right away. We have 36 months to get through the waitlist and roll people into Family Care if they are eligible. The State tells us how many we can move into Family Care each month and from what target group. We are not allowed to take more than that off the waitlist each month because it would over burden the system. We can take about 40 off each month. In addition, we are allowed to start assisting individuals out of nursing homes.

We are working on a policy for people who fit a certain criteria to receive services right away. When a worker takes a call and the needs of the client fit the criteria they will give the case to a review team to make the decision. We are creating a team to review these such cases. Examples of cases would be someone diagnosed with a terminal illness and an expectancy of six months or less; or someone who needs assistance and their caregiver is gone or ill; or someone with cognitive disabilities; or an elder at risk of abuse. Ms. Thompson responded to questions.

Director's Report: Ms. Luster advised the EBDM (Evidence Based Decision Making) initiative is an effort through CJCC with a broad list of stakeholders to make changes in the criminal justice system. We completed Phase 5 creating a plan and have been accepted to Phase 6 which is another year of technical assistance to move forward with our plan. Ms. Luster is on the policy team. We are working on a change to share information between Behavioral Health and Law Enforcement. We are working on a set of action steps and getting a mental health flag on law enforcement systems, so they can see information on an individual to help better respond to situations. A CSI info sheet will be shared with law enforcement for client specific information related to Behavioral Health needs. Wisconsin is a true leader in the nation for EBDM. Many states applied to be where we are. Rock County has many stakeholders involved who are committed to EBDM.

Next Meeting: Wednesday, **October 12, 2016 at 4:30 p.m.**, at the Rock County Health Care Center, 3rd Floor Conference room, Janesville, Wisconsin.

Adjournment: Citizen Representative Williams motioned to adjourn, seconded by Supervisor Fell with unanimous approval at 5:25 p.m.

Jodi Parson, Administrative Secretary

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