



ROCK COUNTY HUMAN SERVICES BOARD MEETING
Wednesday, September 27, 2017 – 4:30 P.M.

Call to Order: Chair Knudson called the meeting to order at 4:30 p.m. on Wednesday, September 27, 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; Sally Jean Weaver-Landers, Citizen Representative; Terry Fell, Supervisor; and Ashley Kleven, Citizen Representative (out at 5:35 p.m.).

Committee Members Absent: None.

Staff Present: Kate Luster, Director; Phil Boutwell, Deputy Director; Sara Mooren, Administrative Services Division Manager; April Heim, ES Division Manager; Tera O'Connor, CSCF Program Manager; Lance Horozewski, CYF Division Manager; Patrick Singer, TRQM Supervisor; Jennifer Wilson, SubCare Social Worker; Katie DeZeeuw, CFS Specialist; and Melissa Dybas, ESS.

Others Present: Ann Gargano Ahmed and Heidi Woods, Second Harvest.

Approval of Agenda: Supervisor Fell 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 September 13, 2017: Supervisor Thomas moved the minutes to the floor, seconded by Supervisor Fell. The minutes were unanimously approved. APPROVED.

Citizen Participation, Communications and Announcements: None.

Submission of Committee Requests: Supervisor Garrett requested a tour of the HCC and a future agenda item for Sober Living. Citizen Representative Williams reminded she requested Federal updates previously, and asked about the changes of funding for clinics and CHIP program. Ms. Luster advised she will provide some information about Federal changes next month.

Supervisor Schulz asked about WHEAP and Ms. Heim responded to questions.

Approval of Contracts and Transfers: Citizen Representative Williams moved four contracts to the floor, seconded by Citizen Representative Kleven. Ms. Mooren highlighted points from each contract and responded to questions. The contracts were unanimously approved. APPROVED.

September HSD Impact Award Winner Recognition: Ms. Luster introduced and congratulated Jennifer Wilson, the winner of the September HSD Impact award. Ms. Luster read the nomination which entails Ms. Wilson's work with Fast Feet For Families and her work with foster care families. Ms. Wilson provided specific statistics from the fundraiser. The event was a great success and raised \$6,474 this year. She stated that this could not have been accomplished without Shilo Titus and many others. Ms. Luster introduced Ms. DeZeeuw and Ms. Dybas members from the Employee Recognition Committee who were in attendance.

Report on Second Harvest: Ms. Anne Gargano Ahmed and Ms. Heidi Woods distributed information about how to enroll in the Second Harvest Diabetes Wellness program. The program is a 3-year pilot in which food insecure adults with type 2 diabetes will learn to better control their condition. Second Harvest received a grant from SSM Health to pilot the program. The program started in Dane County over a year ago and started in Rock County last month. Referrals can be from anyone. The participant must attend a one hour introductory workshop and fill out a questionnaire to receive nine monthly boxes of approximately 30 pounds of diabetes appropriate food. Ms. Gargano Ahmed and Ms. Woods responded to questions.

Resolution Authorizing Professional Services Agreement with Netsmart Technologies: Citizen Representative Weaver-Landers moved the resolution to the floor, seconded by Supervisor Thomas. Mr. Singer advised a few years ago HSD made a significant investment with Avatar for our electronic health system, which has continued to grow year after year. Driven by the need for extra functionality to provide better care of our clients and the significant program expansion we are experiencing, we are looking into how to use data in a more effective manner. We have built a good foundation of data and have upgraded a vacant position to a HSD Data Analyst. Unfortunately we have been unable to fill the position and it has been vacant for a long time, so we are looking for an outside resource. Avatar subcontracts with the Joxel Group for positions of this kind and they have a great reputation with other counties. We are asking for a time limited position to help keep projects moving until we can hire someone. The resolution was unanimously approved. APPROVED.

Resolution Awarding the Contract for Wisconsin Home Energy Assistance Program (WHEAP) Services: Citizen Representative Weaver-Landers moved the resolution to the floor, seconded by Supervisor Fell. Ms. Mooren advised we receive money from the State for the WHEAP based on a federal fiscal year which starts on October 1st each year. We sent out a RFP and had one response which was from our current provider Energy Services. They have been doing a good job and we have not had any issues. This resolution approves HSD to pass through funds to Energy Services. Ms. Mooren and Ms. Heim responded to questions. The resolution was unanimously approved. APPROVED.

Resolution Awarding Contract for Fraud Prevention Investigations to Central States Investigation Agency, LLC: Citizen Representative Kleven moved the resolution to the floor, seconded by Supervisor Fell. Mr. Boutwell advised the State budget included funding to pay for investigations of potential fraud. We submitted an RFP and received six proposals. We had eight counties rate the proposals and Central States Investigation Agency, LLC was selected. Mr. Boutwell and Ms. Heim responded to questions. Ms. Luster added that for every dollar invested there is a big return. The resolution was unanimously approved. APPROVED.

Resolution Amending the 2017 HSD Budget to Accept CLTS Funds and Create 11.0 FTE Positions: Supervisor Thomas moved the resolution to the floor, seconded by Citizen Representative Weaver-Landers. Ms. O'Connor advised the Governor's budget passed and a piece of funding is available to eliminate the CLTS wait list. We are very excited for our staff and for the families we serve. We have about 181 children on the wait list and would like to start removing twenty children from the list each month starting in January. We need more providers to provide services and it will be a challenging process to develop a provider network. We are creating 11 positions to increase staff to accomplish the removal of the wait list. Ms. O'Connor responded to questions. The resolution was unanimously approved. APPROVED.

Director's Report:

- **Budget Process Update** – Ms. Luster has had some follow up discussions with the County Administrator about the HSD Budget request to answer questions. There are many requests for levy from all Departments which makes it a very challenging budget year.
- **Report on Revenue Cycle Management Consultation** – Ms. Luster advised for this year we budgeted \$15,000 for a consultant to help us improve our billing process. We chose Netsmart

consultants because they know our billing system. They submitted recommendations after collecting information at clinics about service delivery and interviewed staff. The recommendations will help us make significant improvements in our revenue cycle management. The consultation proved to be a valuable tool. Some recommendations are currently being implemented and others will need to be implemented next year.

Next Meeting: Wednesday, October 11, 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 Citizen Representative Williams with unanimous approval at 5:40 p.m.

Jodi Parson, Secretary

NOT OFFICIAL UNTIL APPROVED BY THE BOARD