



**ROCK COUNTY HUMAN SERVICES BOARD MEETING**  
**Wednesday, February 22, 2017 – 4:30 P.M.**

**Call to Order:** Chair Knudson called the meeting to order at 4:30 p.m. on Wednesday, February 8, 2017, in the 3<sup>rd</sup> 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; Kathy Schulz, Supervisor; Karl Dommershausen, Supervisor; Terry Fell, Supervisor; Ashley Kleven, Citizen Representative; Shirley Williams, Citizen Representative; Linda Garrett, Supervisor; and Terry Thomas, Supervisor.

**Committee Members Absent:** None.

**Staff Present:** Phil Boutwell, Deputy Director; Sara Mooren, Administrative Services Division Manager; Jennifer Thompson, ADRC Division Manager; Greg Winkler, BH Division Manager.

**Others Present:** None.

**Approval of Agenda:** Supervisor Fell motioned 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 February 8, 2017:** Citizen Representative Weaver-Landers moved the minutes to the floor, seconded by Supervisor Garrett. The minutes were unanimously approved. APPROVED.

**Citizen Participation:** None.

**Submission of Committee Requests:** Chair Knudson advised there will be a future meeting at the YMCA but we are working on getting previous requests on the agenda first.

**Approval of Contracts and Transfers:** Citizen Representative Weaver-Landers moved three contracts to the floor, seconded by Supervisor Fell. Ms. Mooren explained that the Birth to Three contract was basically follow up from a previous resolution; the Manpower contract was a renewal for transportation for children; and the Zimmerman Management Group contract was a new CLTS provider. The contracts were unanimously approved. APPROVED.

**Resolution Authorizing Acceptance of Crisis Training Grant Funding and Amending the 2017 Budget:** Supervisor Fell moved the resolution to the floor, seconded by Supervisor Thomas. Mr. Winkler explained we applied for and received this grant last year. The funds are to be used for a community learning collaborative for adults with dementia. Our proposal was to use the funds to train the trainers in dementia capable care with a crisis focus. We are working with emergency services to help individuals around the clock and to prevent hospital admissions. This grant provides training to sustain that. The resolution was unanimously approved. APPROVED.

**Report on ADRC Outcomes Related to Customer Satisfaction Survey:** Ms. Thompson explained the State conducted a statewide ADRC Customer Satisfaction survey in 2015 and we received the results in August 2016. Over 90% of individuals surveyed would recommend the Rock

County ADRC to others. Over half of new customers surveyed said that they came to the ADRC because of word of mouth and less than 1% of clients had concerns about privacy. For length of time to get a home visit 50% of clients reported a visit within 3 days. Almost half of customers reported receiving a follow-up to see how they were doing. This is below the statewide average and we have worked to improve this significantly. Overall the Rock County ADRC scored very well.

We are looking at reaching out to new customers and want to outreach more to minorities. We outreach at Hispanic events but need to do more. It is hard to measure who we are serving because we do not track cultural background. Ms. Thompson advised at this point questions about race or culture are not asked and diversity is not measured but she is interested in finding a way to measure client diversity.

Supervisor Thomas stated this is a good tool to see how we rank and we are off to a good start. Supervisor Fell asked about advertising. Ms. Thompson advised we are partnering with Walworth to advertise on the radio this year. Supervisor Garrett stated this was a very good tool for customer service and asked for an update about any suggestions the State has on getting the word out to more diverse clients. Supervisor Schulz asked about the number of clients from outlying areas. Ms. Thompson explained clients do not always give a name or location so data would be skewed because data is missing. Ms. Thompson responded to questions.

Citizen Representative Kleven out at 5:00p.m.

**Director's Report:**

- Mr. Boutwell highlighted the handout about the Pinwheels for Prevention event on April 1, 2017.
- **YSC Shelter Care Update** – Mr. Boutwell advised in our 2017 budget we planned to take Shelter Care out of the YSC because a community based setting would be better for youth, and we wanted to expand the ACTIONS program. We sent out an RFP in the fall of calendar year 2016 and did not receive any responses. We began to explore a contract with Eric Williams who just developed a new Youth Center and has a lot of experience and knowledge. He has identified a building in the town of Turtle for Shelter Care but he needs to get town approval, a solid budget, and staffing plan. We want to enter into a long term relationship with Mr. Williams, but we need to do our due diligence. Supervisor Schulz expressed concerns about under staffing in such facilities. Citizen Representative Williams asked about educational services and had concerns about the location. Mr. Boutwell explained we will have to see his budget, staffing and educational plan before we contract. Mr. Boutwell advised the proposed shelter site is in an urban area next to Beloit City limits.

Chair Knudson asked the Board members to watch the agenda because we might be in Beloit at the Eclipse Center for a future meeting.

**Next Meeting:** Wednesday, March 8, 2017 at 4:30 p.m., at the Rock County Health Care Center, 3<sup>rd</sup> Floor Conference room, Janesville, Wisconsin.

**Adjournment:** Supervisor Garrett motioned to adjourn, seconded by Citizen Representative Williams with unanimous approval at 5:15 p.m.

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Jodi Parson, Administrative Secretary

**NOT OFFICIAL UNTIL APPROVED BY THE BOARD**