



ROCK COUNTY HUMAN SERVICES BOARD MEETING
Wednesday, April 13, 2016 – 4:30 P.M.

Call to Order: Chair Knudson called the meeting to order at 4:34 p.m. on Wednesday, April 13, 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; William Grahn, Supervisor; Sally Jean Weaver-Landers, Citizen Representative; Kathy Schulz, Supervisor; Terry Fell, Supervisor; Ashley Kleven, Citizen Representative and Terry Thomas, Supervisor.

Committee Members Absent: Shirley Williams, Citizen Representative.

Staff Present: Charmian Klyve, Director; Phil Boutwell, Deputy Director; Tim Zuehlke, Controller; Kate Flanagan, Behavioral Health (BH) Division Manager; Jennifer Thompson, ADRC/LTS Division Manager; April Heim, ES Division Manager; Patrick Singer, Technology, Records, and Quality Management (TRQM Supervisor); and Greg Cook, Application Support Specialist.

Others Present: None.

Approval of Agenda: Citizen Representative Weaver-Landers moved the agenda to the floor, seconded by Supervisor Schulz. Chair Knudson requested moving agenda item #11 after agenda item #4. The agenda was unanimously approved. APPROVED.

Approval of Minutes of Human Services Board Meeting of March 23, 2016: Supervisor Grahn moved the minutes to the floor, seconded by Supervisor Fell. The minutes were unanimously approved. APPROVED.

Citizen Participation: Chair Knudson, Ms. Klyve and Board members thanked Supervisor Grahn for his years of loyal service on the HSD Board.

County Administrator Smith would like the Director's replacement interviews to take place within the first two weeks in May either as an executive session immediately after an HSD Board meeting or a separate scheduled day. The Board members will contact Jodi Parson or Marilyn Bondehagen after deciding what works best for them.

Chair Knudson thanked Citizen Representative Weaver-Landers for agreeing to serve as a citizen Board member for another term. He also advised that she would run the meeting for him on April 27th as he needs to be out of town for work.

Update on Family Care: Ms. Thompson stated we have been advising HSD and DD waiver members that we are transitioning to Family Care. Member forums were held last week. Over 200 people attended. The next step is enrollment counseling. We are targeting 400 individuals to enroll in FC by July 1st. We have seven member group enrollment counseling sessions scheduled; five at the Job Center; one at the Evansville Senior Center; and one at the Beloit Library. If members do not attend a group meeting, we will meet with them separately. However, we are trying to get as many members to the group meetings as we can. We are hiring project workers to help with enrollments in the ADRC, and those interviews will be held on Monday, April 18th.

Chair Knudson expressed he has heard positive feedback from providers. Ms. Thompson advised the MCOs are also holding more group meetings in the community with providers.

Approval of Contracts, Transfers, and/or Encumbrances: Citizen Weaver-Landers moved seven contracts to the floor, seconded by Supervisor Garrett. Mr. Zuehlke explained the contracts are amendments adding facilities to current contracts we have. Mr. Zuehlke responded to questions. The contracts were unanimously approved. APPROVED.

Submission of Committee Requests: Citizen Representative Kleven commented that she was concerned about the tone at the last meeting she attended. She reminded everyone that Ms. Klyve, Mr. Boutwell, and the staff work hard and the Board should be respectful when speaking with presenters.

Supervisor Schulz asked about when the HSD Board agenda was set. Chair Knudson advised that the Tuesday before the HSD Board meeting, is the agenda deadline. Items are considered for each meeting and agendas may be planned a couple weeks ahead, particularly to ensure staff and/or agencies who may present are able to set aside the time.

Supervisor Garrett requested a list of outstanding Committee requests and the person who requested the item.

Approval of Bills: Supervisor Thomas moved the bills to the floor, seconded by Supervisor Fell. Supervisor Garrett asked about the client related rent entry, the YSC incentives reward program entry, multiple training entries, and the yearly PATH program service point fee. Mr. Zuehlke responded to questions.

ADM	36,320.12	CPS	3,397.65
ADM	2,749.32	ADM	10,782.00

The bills were unanimously approved. APPROVED.

Resolution to Recognize Administrative Professionals: Supervisor Grahn moved the resolution to the floor, seconded by Citizen Representative Weaver-Landers. Administrative Professionals day is April 27, 2016. Mr. Singer presented the resolution recognizing Administrative Professionals in all divisions throughout the Department, serving in a variety of positions. HSD administrative professionals have a wide array of responsibilities that are crucial to the efficient functioning of day to day operations. Many are the first point of contact to the Department.

Mr. Singer introduced Greg Cook, one of the Application Support Specialists, to be highlighted and recognized for his work. He works on pulling data, and program systems which include Avatar, eWisacwis, Service point and Paraplan. Mr. Cook works with reporting data in a geographic manner to help Management make informed decisions. The resolution was unanimously approved. APPROVED.

Resolution to Recognize Economic Support Staff: Citizen Representative Weaver-Landers moved the resolution to the floor, seconded by Citizen Representative Kleven. Ms. Heim advised the week of April 18th is national ES week and presented the resolution recognizing ES staff. The ES staff have experienced many changes the last couple years. They are performing more Call Center work, more work with our partner counties, increased caseloads and they are now pooling cases. The ES staff is a great group of people and are open to new concepts. We have a number of projects on the horizon. The resolution was unanimously approved. APPROVED.

Update on Food Share On Demand: Ms. Heim presented a power point about FoodShare On-Demand (FSOD). Implementation for the Southern Consortia is July 1, 2016. FSOD implementation allows applicants to call to complete their FS initial interview and renewals more quickly and over the telephone. On-demand interviews will be offered for both standard and

expedited FS applications. The on-demand Call Center interviews will be offered Monday through Friday during normal business hours.

Ms. Heim explained currently the standard FS application is processed in 30 days. The on-demand interview should be completed within twelve calendar days from the filing date. The agency must attempt to contact the household member to complete the interview on the date the application is received or the day after. If the agency is unable to reach the household member to complete the interview, the agency will send a Notice of Interview (NOI). She also explained the process when an interview is missed.

At the time of application, all applicants will be screened for expedited services. ES must continue to meet expedited services processing standards.

The Notice of Expiration (45 day letter) will explain the on-demand interview and notice of missed interview requirements for renewals. To receive ongoing benefits the household must complete their interview by the end of the renewal month.

Supervisor Grahn asked for the contact information for the FS on-demand. The contact information is the following: the website Access.gov; or Southern Consortium Call Center 1-888-794-5780; or the consumer can walk-in; or mail an application.

Discussion about an Assembly proposal to limit what can be purchased with the Quest card took place. Mr. Boutwell advised there have been several bills introduced related to FoodShare that made it through the Assembly but are now dead. Supervisor Garrett is interested in updates as more FS legislation is introduced.

Director's Report: Ms. Klyve commented that there was a very difficult CYF case. She praised the social worker and her supervisor for their incredible work in helping the young girl with cognitive challenges with the recent death of her father. The social workers do such difficult work every day and should be commended.

Chair Knudson advised he will not be able to attend the April 27th HSD Board meeting. Citizen Representative Weaver-Landers will run the meeting. Chair Knudson advised the County Board Chair will pick the next committee members, so there could be transition in the future meetings.

Next Meeting: Wednesday, April 27, 2016 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 Supervisor Thomas with unanimous approval at 6:00 p.m.

Jodi Parson, Administrative Secretary

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