



ROCK COUNTY HUMAN SERVICES BOARD MEETING
Wednesday, August 14, 2019 – 4:30 P.M.

Call to Order: Chair Knudson called the meeting to order at 4:30 p.m. on Wednesday, August 14, 2019, in the Auditorium at the Rock County Health Care Center, Janesville, Wisconsin.

Committee Members Present: Brian Knudson, Supervisor; Sally Jean Weaver-Landers, Citizen Representative; Stephanie Aegerter, Supervisor; Ashley Kleven, Citizen Representative; Terry Fell, Supervisor (out at 6:58 p.m.); Kathy Schulz, Supervisor; Shirley Williams, Citizen Representative; David Homan, Supervisor; and Terry Thomas, Supervisor.

Committee Members Absent: None.

Staff Present: Kate Luster, Director; Tera O'Connor, Deputy Director; Sara Mooren, Administrative Services Division Manager; Greg Winkler, BH Division Manager; Julie Butz, CLTS Program Manager; Jennifer Patridge, CCS/CLTS Supervisor; Ben Dobson, CLTS Supervisor; John Weber, HSD Analyst; Heather Krueger, CLTS; Angela Bouton, CLTS Supervisor; Mark Stevens, Business Services Manager; Jenna Singer, CCS Program Manager; Jen Patridge, CLTS/CCS Supervisor; Jen Cummings, Crisis Supervisor; Patti Lawrence, CPS Supervisor; Geri Heim, CPS Supervisor; Jennifer Thompson, ADRC/APS Division Manager; Megan Learn, Administrative Intern; Cheri Salava, Subcare Supervisor; Brenda Swenson, CLTS; Jason Cliffgard, CCS Supervisor; and Mary Schuetz, CLTS.

Others Present: Russell Podzilni, County Board Chair. Mary Mawhinney, County Board Vice Chair. Jodi Millis, Purchasing Manager. Bridget Laurent, Corporation Counsel. Jamie Fugate, CESA2. Amy Langer. Gretchen Overturf. Nancy Rennie. Michael York. Donna Goldsmith, RWCFS HeadStart. Janet Green. Brittney Dean. Alex Morgan. Ken Dean. Beckie Dean. Katie Lubke, B-3/Foster Parent. Kristen Peterson, Foster Parent. Cheri Diehls, Foster Parent. Tara Collicott. Dave Godek, Foster Parent. Peg Cadd, Foster Parent. Norma Thompson. Carol Mishler, RWCFS HS/EHS. Tim Sugden. Debra Schwartzlow. Heidi Bakke. Cheryl Ginther, CESA2. Tom Gilland. Allen Fugate. Melanie Tavera, CESA2. Kelly Berg. Clarice Shamsidbeen, Early HeadStart. Heather Rhoades, B-3. Jean Nolan. Jack Elliott. Steven Darnell, B-3. Angela Sievers. Sharon Wolter, CASA of Rock Co. Laura Hanley. Anna Vierck, CESA2. Doug Vierck. Heather Darnell, B-3. Geoff Sugden. Leslie Sugden. Jonna Bier, B-3. Terri Wixom, B-3. Shannon Colcord. Vincent Colcord. Becky Draeger. Carol Zimney. Jessica Stratton. Carter Fugate. Sue Rusch, CESA2/B-3. Mark & Anita Langer. Jim Dayton, Janesville Gazette. Adam Duxter, Channel 3. Michelle Baik, NBC15.

Approval of Agenda: Citizen Representative Weaver-Landers moved the agenda to the floor, seconded by Supervisor Aegerter. The agenda was unanimously approved. APPROVED.

Approval of Minutes of Human Services Board Meeting of July 24, 2019: Supervisor Fell moved the minutes to the floor, seconded by Supervisor Homan. The minutes were unanimously approved. APPROVED.

Approval of Minutes of the Public Hearing for the 2020 HSD Budget on July 10, 2019: Supervisor Thomas moved the minutes to the floor, seconded by Supervisor Fell. The minutes were unanimously approved. APPROVED.

Citizen Participation, Communications and Announcements: Mr. Vierck spoke about the Birth to 3 RFP, concerns about process, timelines, and suggested reopening the RFP with third party raters. Ms. Darnell, Ms. Sugden, and Ms. Colcord all parents of children who are or have been in the Birth to 3 program spoke regarding concerns of the effects on the children if the program would be cut or if services would be reduced and if the model would change.

Mr. Dobson, Ms. Bouton, Ms. Singer, and Ms. Patridge each spoke in support of the change in Birth to 3 providers and the new partnership. Families are top priority and the common goal is to get the best possible services for families and not to cut services. They spoke in regards to the transition from the DD Board to the HSD, the RFP process and the HSD mission.

Carter Fugate spoke about his hearing loss as a child and that he wouldn't be where he is today without the Birth to 3 program. Ms. Green who worked in education spoke about concerns and asked multiple questions for the Board to consider before approving. Mr. Godek and Ms. Cadd both Foster parents spoke regarding the successes of children in the Birth to 3 program and questioned how there will not be a reduction of services. Ms. Cadd spoke of issues regarding the Foster Care program.

Ms. Sugden parent of child currently in Birth to 3 program spoke regarding concerns of changing therapists and impact it would have on her son. Allen Fugate questioned the RFP process and questioned that the services would improve. Ms. Rhoades was a parent of a child in the Birth to 3 program and is now a CESA 2 Service Coordinator. She spoke about relationships with the local agencies that the new vendor will not have. Mr. Darnell questioned the transparency of the RFP and why United Cerebral Palsy of Dane County (UCP) was selected.

Ms. Wolter spoke in regards to how children in the Birth to 3 program do better in many aspects and referenced a specific child. She explained there is an increased demand for services due to the opiate crisis and questioned the number of visits stated on the RFP. Mr. Langer spoke in support of CESA 2 and suggested investigating emails. Ms. Shamsidbeen spoke regarding her collaboration with the CESA 2 staff and the great team HeadStart and CESA 2 make for families.

Mr. Colcord spoke in regards to the great job CESA 2 is doing, his personal experience with the program, the annual County budget costs, and the number of visits listed on the RFP. Ms. Berg a current foster parent with children in the Birth to 3 program spoke in regards to needing more support and better communication from HSD for foster parents.

Submission of Committee Requests: None.

Approval of Contracts and Transfers: Citizen Representative Weaver-Landers moved five contracts to the floor, seconded by Citizen Representative Kleven. Ms. Mooren highlighted each contract. The contracts were unanimously approved. APPROVED.

Review of Bills: Mr. Stevens advised there were no entries out of the ordinary to highlight.

Resolution Amending the 2019 Human Services Department to Accept 2018 ADRC Carry-over Funding: Citizen Representative Weaver-Landers moved the resolution to the floor, seconded by Citizen Representative Kleven. Ms. Thompson provided information about carry over funds from calendar year 2018 and provided the specifics of how the funds will be used. She responded to questions regarding the clergy. The resolution was unanimously approved. APPROVED.

Discussion and Possible Action to Award the Contract for the Birth to 3 Program Management: Citizen Representative Weaver-Landers moved to award the contract for the Birth to 3 program to the floor, seconded by Supervisor Thomas. Ms. Luster thanked the families for attending and expressed concerns about how it was extremely unfortunate that confidence in the Department has been eroded by misinformation.

Ms. Luster explained Rock County HSD is operating without a contract with CESA 2 because an agreement on language has not been reached. Rock County is in contract with the State and it is HSD's responsibility to either provide services or have a contract with a provider to deliver services. Rock County HSD is responsible to make sure mandates, statutes, codes, state best practice and quality assurance is completed by the provider. HSD has to be in a partnership with the provider.

Ms. Luster spoke in regards to misinformation that families have been receiving. When the Birth to 3 program came under HSD from the DD Board it felt different to CESA 2. When HSD contracts for services HSD has to ask questions, monitor, and oversee the provider. This is a state mandated program. HSD has to hold the provider accountable. CESA 2 was told an RFP would be going out because that is what HSD does routinely for contracts.

Ms. Luster provided details regarding CESA 2 going over budget in 2018. The HSD compromised at that time and provided CESA 2 half of the overage, but they were told that it could not happen again. The statement that CESA 2 has had no increase since 1996 is not true. They have been given steady increases for the county portion, it is the State's portion that has not been increased since 1996.

Ms. Luster described that CESA 2 would not sign the contract because HSD would not change the budget amount that CESA 2 themselves submitted or include language in the contract that states the County will cover an overage in their budget. The HSD cannot sign an open ended contract. The HSD has to keep contracted providers accountable. After receiving an email from CESA 2 administration regarding stopping services if HSD would not agree to their terms HSD had to look into a different provider. Ms. Luster agreed to meet with the CESA 2 administrator in recent weeks but he did not call her back.

HSD sent out an RFP, in which CESA 2 and two other agencies submitted bids. The RFP is for professional services it does not require us to accept the lowest bid. She explained the flexible RFP process. Ms. Luster noted that an RFP did not have to be done for these services.

Ms. Luster addressed the notion that the County was trying to rein in costs with the RFP. That is not true. It was definitely not the driver, the costs were the smallest percentage of points by the raters. She assured the model is not changing both agencies use the same model, which is the

primary coach approach. She provided more detail regarding UCP's tracking outcomes, professional development, collaboration, and budget that RFP reviewers cited as their primary reasons for scoring UCP higher.

Ms. Luster explained there is nothing in the RFP about cutting services. She addressed the information regarding the 10,000 visits a year being reduced to 4,400 visits a year, which is inaccurate. The RFP estimated the number of completed therapy visits from last year which was 4,400. The 10,000 is what CESA 2 reports as all visits not just completed therapy visits. Nowhere does it say that only 4,400 visits will be provided next year. It is concerning that families are hearing that. HSD asked CESA 2 to tell families that the proposers were asked to submit costs based on number of families, not number of visits.

The community, Board and most importantly the families should hold HSD accountable and have confidence in how HSD is going to monitor family satisfaction and outcomes. The children are what matters. HSD will be monitoring the services and she reiterated the model is not changing. Ms. Luster addressed a myth that the problems between CESA 2 and the County are about a person. This isn't about a person. This is a challenge in a relationship that goes beyond any one person.

Mr. Winkler provided details of his experience with CESA 2 within the last 18 months. Staff were having difficulty and struggling with having conversations with CESA 2, so he became involved. He encountered CESA 2 automatically taking a defensive stance rather than an open dialogue for resolving concerns. They are consistently focused on rote compliance rather than authentically embracing evidenced based practice. He has never encountered a systematic resistance from an agency partner in which HSD contracts services. He noted the last few weeks is a reflection of what staff have been dealing with the last few years. First families heard contracting with a new provider would cut services. It is simply not true. HSD has repeatedly explained to CESA 2 leadership that is not true but they have perpetuated that information. HSD instructed them to stop and correct it, but they didn't. Secondly, CESA 2 is terrifying families spreading thoughts that they will not have services. HSD has a transition plan and hopes CESA 2 will continue with that. This is not a spontaneous decision, HSD has been actively engaged the last three years with untold time and energy and gotten nowhere.

Mr. Weber explained his personal history with the DD Board and the transition to HSD. He spoke extensively about his years of experience with the Birth to 3 program. He is involved with the State workgroup which has developed a plan to evaluate all Birth to 3 programs and has collaborated with numerous Birth to 3 providers around the State. He would not recommend a provider that he did not have confidence in.

Ms. O'Connor explained how closely involved she has been in the Birth to 3 program. When Birth to 3 transitioned to the HSD she was the Program Manager over that area and worked closely with Mr. Weber to make a smooth transition. In 2018 she became Deputy Director, therefore, she has a unique perspective on the challenges with CESA 2. She provided specific examples she has faced with CESA 2 and the difficulties in collaboration. This is not a CESA 2 program, this is not an independent program, this is a County, mandated by the State program and all parties must work together.

Ms. Millis explained the RFP process and differences between an open RFP and a confidential RFP for services. The RFP for services is confidential so all of the evaluators are getting the exact

same information. Once it is awarded then copies of the proposals are in open records. Ms. Millis provided details regarding the meeting with UCP. Once UCP was the unanimous choice they were asked to meet and look at the standard contract. The County would want the transition to go smoothly, so UCP was asked to have their attorneys discuss the contract. UCP knows nothing was official until the action of the Board passing it was completed. Once the Board makes an approval time is of the essence. Ms. Mooren spoke more about the 2020 HSD Budget request and clarified that HSD has included a budget increase, not decrease for Birth to 3 for calendar year 2020.

Each HSD Board member provided individual commentary on their perspective. There was discussion regarding CESA 2 halting services and clarification that if it was not passed the contract was not automatically going back to CESA 2. Awarding the contract of the Birth to 3 program management to UCP was unanimously approved. APPROVED.

Director's Report:

- **WCHSA Meeting for Human Services Board Members in October** – Ms. Luster advised the meeting for Board members will be held October 16, 2019. Please contact Ms. Luster if interested in attending.
- **Update on 1717 Center Avenue (New HSD Location)** – Ms. Luster advised the building committee visited vendors to see what different furniture options are available. HSD is looking forward to the second rendering of the floor plan from the architect.
- **Budget Update** – Ms. Luster advised HSD submitted the 2020 budget proposal to the County Administrator with an increase of 1.4 percent. Which is consistent to HSD's requests in the past. Ms. Luster will provide more specifics on the budget as an agenda item in the future.
- **Update Regarding Foster Parent Feedback and Engagement** – Ms. Luster advised she has met with foster parents and has heard various concerns. She addressed the comment about a particular unit that was mentioned earlier. She advised there is work that needs to be done around vision, teaming, and support. Ms. Luster will be meeting with Foster Parent Champions to start getting ideas on how to make improvements and will continue to provide the Board updates.

Next Meeting: Wednesday, August 28, 2019 at 4:30 p.m. at the Rock County Health Care Center, 3rd Floor Conference Room, Janesville, WI.

Adjournment: Supervisor Thomas motioned to adjourn, seconded by Supervisor Homan with unanimous approval at 7:02 p.m.

Jodi Parson, Secretary

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