



ROCK COUNTY HUMAN SERVICES BOARD MEETING
Wednesday, July 24, 2019 – 4:30 P.M.

Call to Order: Vice Chair Weaver-Landers called the meeting to order at 4:30 p.m. on Wednesday, July 24, 2019, in the 3rd Floor Conference room at the Rock County Health Care Center, Janesville, Wisconsin.

Committee Members Present: Sally-Jean Weaver-Landers Citizen Representative; Terry Fell, Supervisor; Kathy Schulz, Supervisor; Shirley Williams, Citizen Representative; David Homan, Supervisor; and Terry Thomas, Supervisor.

Committee Members Absent: Brian Knudson, Supervisor. Stephanie Aegerter, Supervisor. Ashley Kleven, Citizen Representative.

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; and Karol Rosman, CSP.

Others Present: Jodi Millis, Purchasing Manager. Rich Greenlee, Corporation Counsel. Beckie Dean. Ken Dean. Brittney Dean. Alex Morgan. Laurie Zielke. Terri Wixom, CESA2. Jamie Fugate, CESA2. Norma Thompson. Becky Draeger. Amy Langer. Nancy Rennie. Gretchen Overturf. Heather Rhoades. Shasta Tolinsen. Marci Bullen. Anna Viercle.

Approval of Agenda: Citizen Representative Williams moved the agenda to the floor, seconded by Supervisor Schulz. Supervisor Thomas requested removing agenda item #7. The agenda with the change was unanimously approved. APPROVED.

Approval of Minutes of Human Services Board Meeting of July 10, 2019: Supervisor Fell moved the minutes to the floor, seconded by Supervisor Homan. The minutes were unanimously approved. APPROVED.

Citizen Participation, Communications and Announcements: Supervisor Schulz communicated that she attended the WCA meeting and she provided some details about the proposals that passed.

Norma Thompson was the first to speak and has advocated for the Birth to 3 program and all services that have been provided for many years. She is very concerned about the clients and services. She appreciated being able to give her input. She is concerned about the method of the RFP not having consumer input. The Birth to 3 program has been successful for many years and consumer input is important when there is a vendor change. There should be an appeal process. There was not an opportunity for people who are happy with the program to give feedback and voice their concerns.

The next to speak was Becky Draeger. Ms. Draeger just retired after working 27 years in the Birth to 3 program. When she heard another provider was chosen to provide services she was concerned. The staff do an amazing job with kids and families, and she has witnessed firsthand their commitment to them.

The third speaker was Terri Wixom, who has been the Assistant or Program Coordinator for Birth to 3 for the last 20 years. She has deep concerns about changing the provider for these services. She has dedicated her life to the Birth to 3 program and has three children in the Birth to 3 program. She explained there are 210 children that participate in the Birth to 3 program and 18 direct staff working with the families. They have always been in 100% compliance with the State. When the DD Board dissolved and it switched to HSD the relationship changed and it has been difficult. She stated that no one from HSD has taken the time to learn how their daily operations are run. There will be 20 people losing their jobs and they are the most dedicated group of staff who do their jobs well. Her concern is for the families of Rock County. The RFP uses 4,500 visits to compute cost but CESA2 provided 10,000 visits last year. Using 4,500 visits for the year is not accurate. She asked the Board to suspend the vote. She explained why they were over budget for calendar year 2018. She stated she wanted to give a presentation to the HSD Board prior to this but it was canceled because she was told it was not allowed during the RFP process. She didn't speak at the Public Hearing because the contract had not yet been awarded. Ms. Wixom distributed signed petitions from parents, providers and clients who are being served by CESA2.

The final speaker was Laurie Zielke. Ms. Zielke is a foster parent. Foster Care families have been very happy with CESA2 services over the years. She asked the Board to strongly consider to table this and keep CESA2 as the provider.

Submission of Committee Requests: Supervisor Schulz asked for information on what the President is proposing for a food program that will impact a lot of children and the change in the process to automatic renewal.

Approval of Contracts and Transfers: None.

Overview of Birth to 3 Program: Ms. Luster introduced Julie Butz, who oversees the Birth to 3 contract and the Children's Long Term Care (CLTC) area. Ms. Luster confirmed that Ms. Wixom did ask to present to the Board but it had to be canceled due to the RFP process. Ms. Butz provided a power point presentation explaining the Birth to 3 program. The Birth to 3 program is a federally mandated early intervention program to support families of children with developmental delays or disabilities under the age of three.

Approval to Award the Contract for the Birth to 3 Program Management: Supervisor Thomas moved the approval to award the contract to the floor, seconded by Supervisor Fell. Ms. Mooren explained the Proposal Summary and the details that were provided to show how the vendor was chosen.

Ms. Luster responded to questions about why the RFP was sent out. The CESA2 contract came to HSD from the DD Board. At that time CESA2 was told this contract would likely go through an RFP process at some point. The HSD does review large contracts periodically and this was the first year HSD put out an RFP for this contract. The HSD did communicate to CESA2 that an RFP was being sent out and they were able to submit a bid. The RFP decision is not a lack of validation

of the solid and excellent work done over many years by CESA2 staff. This is a process around continuing to evaluate how we are purchasing services and how we are making decisions.

Ms. Luster advised that the vendor United Cerebral Palsy of Greater Dane County has stated that they have a desire to hire CESA2 staff. She reminded that the vote on the table is not about CESA2 getting the contract or not, it is only to allow the Department to proceed with the selected vendor. To clarify it does not mean that if this is not approved tonight that CESA2 will get the contract, or that we will continue with CESA2.

Ms. Millis explained the RFP process in detail including confidentiality, raters and criteria. Ms. Millis responded to questions. Citizen Representative Williams stated concerns about notification of information to the HSD Board members and why this RFP was needed at this time. It would be challenging to be able to move forward with limited understanding. Vice Chair Weaver-Landers explained that contracts are reviewed periodically and this is not an unusual practice.

Ms. Luster advised as a reminder a couple months ago there was an agenda item about this explaining that HSD had not been able to get a signed contract with CESA2 and an RFP was being sent out. It was her intention at that time to keep the Board members informed that HSD was working without a contract for these services. The CEO of CESA2 was informed earlier this year that an RFP was going out. Also, HSD did notify CESA2 when the contract came to HSD that at some point an RFP would be sent out for these services. The integrity of the transparency piece is important to Ms. Luster and she reminded or informed that she had foreshadowed this at a previous meeting because HSD had been operating without a contract with CESA2. She intentionally made the Board aware of this a few months ago.

Supervisor Homan stated that he does not know enough at this time to make a decision. Supervisor Homan moved to table this until they have more information, seconded by Supervisor Schulz. Mr. Greenlee explained the different motions that could be taken. Ms. Luster explained that the transition to a new vendor is time sensitive to be able to serve the people. Supervisor Schulz commented on needing more information. Supervisor Fell recalled several presentations about Birth to 3 finances going back two years ago and that additional funding had been requested in the budget. Vice Chair Weaver-Landers explained that Ms. Millis provides a fair RFP process and it was voted on by six raters. Ms. Millis explained more about the process and the raters.

The motion to table the approval of awarding the contract failed due to a tie vote as follows: 3-in favor, 3-opposed, 3-absent. Citizen Representative Williams, Supervisor Schulz and Homan voted in favor. Supervisors Fell and Thomas, and Vice Chair Weaver-Landers opposed. Supervisor Aegerter, Chair Knudson and Citizen Representative Kleven were absent.

The motion on the floor approving the contract failed due to a tie vote as follows: 3-opposed, 3-in favor, 3-absent. Citizen Representative Williams, Supervisors Schulz and Homan opposed. Supervisors Fell and Thomas, and Vice Chair Weaver-Landers voted in favor. Supervisor Aegerter, Chair Knudson, and Citizen Representative Kleven were absent.

Citizen Representative Williams moved to table the approval until the next meeting, seconded by Supervisor Schulz. The motion passed to table the approval of awarding the contract until the next meeting as follows: 4-in favor, 2-opposed, 3-absent. Citizen Representative Williams, Supervisors Schulz, Homan, Fell voted in favor. Vice Chair Weaver-Landers and Supervisor Thomas opposed.

Supervisor Aegerter, Chair Knudson, and Citizen Representative Kleven were absent.
APPROVED.

Resolution Amending the 2019 Human Services Department Budget to Accept a Quality Improvement Grant for Crisis Intervention Programs: Supervisor Thomas moved the resolution to the floor, seconded by Citizen Representative Williams. Mr. Winker explained this is a grant we have currently and these are additional funds. The funding will be used to continue CAMS training and Teleconferencing. The resolution was unanimously approved. APPROVED.

Director's Report:

- **WCHSA Meeting for Human Services Board Members in October** – Ms. Luster explained this is different from WCA (Wisconsin County Association) as this is WCHSA (Wisconsin County Human Services Association) specific to the Human Services Departments. There is a desire to involve and be more in touch with County Board members. There has been some strategic planning around that and they are offering a day to meet with County Board members in October in Steven's Point. They are asking for topics of interest from Board members. She asked for the Board members to send ideas to her and she will submit them. She will forward more information to the Board members when she receives it.
- **Update on 1717 Center Avenue (New HSD Location)** – Ms. Luster advised Venture will be submitting their first draft next week and HSD will have a chance to see it to provide feedback. Another question of discussion is naming of the building. County Administrator Smith asked her to bring this to the HSD Board for suggestions as they are the governing committee over HSD and will be involved in the process to help make a decision.
- **Budget Update** – Ms. Luster advised HSD requested a week extension and will be submitting the HSD proposed budget at the end of next week. The County Administrator will sort through and then recommend what he endorses. She will foreshadow any changes to the Board if there are any.

By the next meeting she will be able to inform the Board of the proposed HSD Budget request and what the increase was over last year's levy request.

Next Meeting: Wednesday, August 14, 2019 at 4:30 p.m. at the Rock County Health Care Center, 3rd Floor Conference Room, Janesville, WI.

Adjournment: Supervisor Homan motioned to adjourn, seconded by Supervisor Fell with unanimous approval at 5:44 p.m.

Jodi Parson, Secretary

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ROCK COUNTY HUMAN SERVICES DEPARTMENT
PUBLIC HEARING MINUTES
Wednesday, July 10, 2019 - 6:00 p.m.
Room D/E
Rock County Job Center, Janesville

Call to Order: Chair Knudson called the Public Hearing to order at 6:00 p.m. on July 10, 2019, in Room D/E at the Rock County Job Center.

Present: Board members present: Chair Brian Knudson; Kathy Schulz, Supervisor; Terry Fell, Supervisor; Shirley Williams, Citizen Representative; and Terry Thomas, Supervisor. Staff present: Kate Luster, Director; Tera O'Connor, Deputy Director; Sara Mooren, Administrative Services Division Manager; Jennifer Thompson, ADRC/Adult Protective Services Division Manager; April Heim, Economic Support Division Manager; Lance Horozewski, Children, Youth, and Families Division Manager; County Board Chair Podzilni; Terri Carlson, Rock County Risk Manager; Karol Rosman, CSP Worker; and Jodi Parson, Administrative Secretary.

Chair Knudson welcomed everyone to the annual Public Hearing for the Rock County Human Services Department 2020 Budget. Each HSD Division Manager introduced themselves.

Chair Knudson introduced the speaker:

Speaker #1 – John Pfleiderer, Family Services – Mr. Pfleiderer stated he appreciates all that CPS is doing and is impressed with their work with the domestic violence program at the YWCA and Family Services Beloit Domestic Violence Survivor Center. They have developed a memorandum of understanding with CPS as they share some clients. The CPS staff and Domestic Violence program have a history and he feels the leadership presence and development of dialogue is impressive.

For several years he has talked about the return conditions for children. He explained if a parent cannot understand what they need to do it is hard for them to complete it. His understanding is that there has been significant progress in the last year on making the return conditions less of an obstacle for parents and more applicable to make sure the children are safe. He is not sure who is responsible but CPS gets credit for not getting in the way. He has always felt it was unfair to the CPS staff to have return conditions that were difficult to clarify let alone articulate.

Clearly leadership has helped with the project Safe Homes for Families, and he has been talking to Nicole on that. He is impressed with the program and the creativity of CPS and sees it will ultimately make a difference.

Then he stated some not so positive items. Friends from CASA have said that the average case touches CPS 14 times before it gets to

them. The challenge is to look at this to see if there is a way to reduce that. Is there something to be learned from repetitive cases that show up again? Is there evidence based practice to help us make assessments? It seems we certainly ought to be able to do better on that.

The focus of his agency is sex trafficking and what they are seeing. His frustration is that the supply side is not being addressed. There is a strong need to look at children who have already been desensitized to sex and been violated in the family system. They have already been violated and do not have family resources and may have had bad experiences when there was intervention. They are validated in not likely to trust to the system. The challenge is to start talking about doing something better for these children.

The Care House is a child advocacy system. Why are we using a forensic model to investigate these cases when so few are prosecuted for that? His understanding is there is only one interview done, and if there is more than one interview it could blow the testimony. Isn't it arrogant to think one interviewer can get all the information in one interview? He understands there is a team involved in evaluating the interview but feels they should be evaluating the decision making. There are some cases that have false negatives. The case did not show enough to tip the scale, or something was missed, and the case comes back. He stated there is structure but more needs to be done.

Sex trafficking is a problem in Rock County. We need to look at who is particularly vulnerable, which are children that were or are being sexually abused and how our system is responsible. He recognized that there are a lot of progressive things going on in the Department and it is beneficial but more needs to be done.

Chair Knudson thanked everyone for coming. There were no further requests to speak.

Adjourn: The meeting adjourned at 6:15 p.m.

Jodi Parson, Administrative Secretary

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