

**MANITOWOC COUNTY HUMAN SERVICES DEPARTMENT
BOARD MEETING MINUTES**

CALL TO ORDER:

The Manitowoc County Human Services Department Board met at 4:30 p.m. on Thursday, April 28, 2016 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board members present: Agnew, Baumann, Burke, Cavanaugh, Henrickson, Nasep, Ruggirello, Waack, Williams.

Board members excused: None.

Board members absent: None.

County Board members present: None.

County staff present: Dodge, Fure, Jenswold, Randolph, Wingender.

PUBLIC COMMENT:

Nancy Slattery, Maribel, stated that she would encourage the board members to ask questions about the Comprehensive Community Services program since the expenses are paid 100% and residents need it to address mental health needs in the community. Ms. Slattery thanked those responsible for setting up the drug court in the community.

APPROVAL OF MINUTES:

A MOTION WAS MADE BY RUGGIRELLO, SECONDED BY WAAK TO APPROVE THE MINUTES FROM THE PREVIOUS REGULAR MEETING. MOTION CARRIED.

ELECTION OF OFFICERS:

New board member, Jack Nasep was introduced and welcomed to the board.

Rick Henrickson was nominated for Chair of the board. With no other nominations, Supervisor Cavanaugh moved to close nominations and cast a unanimous ballot, seconded by Supervisor Williams. Motion carried.

Bob Cavanaugh was nominated for Vice Chair of the board. With no other nominations, Supervisor Waack moved to close nominations and cast a unanimous ballot, seconded by Supervisor Baumann. Motion carried.

Laurie Burke was nominated for Secretary of the board. With no other nominations, Board member Agnew moved to close nominations and cast a unanimous ballot, seconded by Supervisor Baumann. Motion carried.

**UPDATE ON THE COMPREHENSIVE COMMUNITY SERVICES PROGRAM
EVALUATION AND UPDATE ON FOSTER CARE RECRUITMENT EFFORTS:**

Jeff Jenswold stated that the 2012 Comprehensive Community Services Program audit began in May, 2015. A notice was received in October, 2015 that the OIG was disallowing \$78,085.00 of MA revenues. An appeal was filed citing various program items. A denial to the appeal was received in March, 2016. Jenswold coordinated with the Corporation Counsel and the Comptroller to request a hearing. During this time there was a consideration of ending the CCS program due to uncertainties with extensive audits. It has been decided that the program will continue and Lori Fure is working on procedures and making sure all of the requirements are in place.

On February 11, 2016 there was a state survey performed by the Department of Quality Assurance for the 2014 CCS program. There have been 3 entities involved in the audit process. DQA, DHS oversees the program, and OIG looks at the MA funding and reimbursements. There were 23 counties audited for the 2014/15 period. All five of the counties in our consortium were audited. The takeback for our program is \$1,082.19. The other counties had takebacks ranging from \$500.00 to \$1,200.00.

The Wisconsin County Human Services Association is meeting tomorrow and they will question the state regarding these audits and not receiving proper instructions or guidelines. They are also collaborating with the Wisconsin Counties Association.

Jenswold stated that the CCS program won't ever be 100% covered but the revenues will go a long way to offset costs. Right now the program will be capped at around 30 participants and others will be served in the Community Support Program and other programs.

Jenswold and Lori Fure responded to questions from board members. Jenswold was told it could be months or years to schedule a hearing. Jenswold stated that he had received a letter this week and was told to work with the Department of Health Services so that this appeal doesn't go to a hearing. Counties have stopped expanding this program due to the state's lack of direction. Jenswold and Fure will contact the DHS office next week to set up a discussion as directed in the most recent letter.

Nancy Randolph stated that May is Foster Care month. The kickoff to foster care month will be held on Monday, May 2 at 4:30 p.m. A pinwheel will be planted on the lawn for each child in placement, and a gathering will be held for foster parents and children with prizes and information sessions. Members of the press were contacted to bring attention to the need for foster homes but they did not commit to attending.

In October, 2014 there were 43 children in placement and now there are 100. Most of these placements are due to drug abuse by the parents or caregivers. There are fewer foster homes now than in 2014. Randolph answered board members' questions and asked them to take yard signs with them to display to let people know that foster parents are needed.

EDUCATION TOPIC:

Patricia Dodge introduced Mike Wingender from the county Information Systems Department to give an update on the transition from the CMHC software program to the Netsmart Avatar system. Wingender is the Human Services System Administrator and is the Project Manager for this transition.

Dodge stated that CMHC software users were notified a few years ago that Netsmart would most likely end support for the current platform by 2017 and would not be putting resources into research and development for it. After researching different software solutions, the Avatar upgrade was the best for Human Services and the most cost effective choice.

Wingender had previously worked for Sheboygan County Human Services and they received the same letter from Netsmart. They hosted several software demonstrations and Manitowoc County staff members were allowed to attend them. Avatar was selected based on the modern billing solution and electronic health record features. The electronic health record is required or there could be financial penalties. It allows for electronic drug prescribing, and scanning into records.

There is more flexibility with this software to add forms, edit and remove them. This is important due to the state offices changing required forms frequently. The electronic billing features are an improvement from the current process.

We are the 12th county to use Avatar in Wisconsin and Fond du Lac County recently purchased it. There is a state user group that meets quarterly to share ideas, forms and resources and Netsmart encourages sharing with others.

Goals of this transition are to improve efficiencies in procedures, eliminate redundant work, and give workers mobile devices to eliminate hand writing notes and documents. Reports can be written for any information the Supervisors need. Super Users have been assigned and they will be the trainers for other staff members. They are helping to set up the system now.

July 6th is the Go Live date for the new software. While not everything will be ready to move at that time, the basics will be there. Wingender answered board members' questions regarding moving to more electronic devices and voice recognition software. Wingender worked with staff members in the field and attended client meetings to become familiar with the needs of the workers. A proposal will be made to the County Executive for mobile devices to allow workers to be more efficient with their time while working in the community.

FINANCIAL AND STATISTICAL REPORTS THROUGH MARCH:

Patricia Dodge, Co-Director/Business Division, provided handouts for the monthly statistics and the financial projections report. A board member asked about the number of adoptions and success stories and Nancy Randolph stated that she would bring information to the next meeting.

Randolph stated that in order for a Termination of Parental Rights to occur that would allow a child to be adopted, a Permanency Plan has to be prepared and plans made for reunification. If the parent hasn't met the goals for 15 out of 22 months, a Termination order is requested from the Corporation Counsel's office. It is possible for a child to remain in foster care for years. There are several foster parents waiting for the Terminations to be able to adopt. There are currently 15 children waiting for this process to occur.

Board member Nasep stated that he is working with Rep. Paul Tittl on new legislation related to adoptions. The foster parent license limits families to no more than 5 foster children in the home but that does not include adopted children.

Jeff Jenswold stated that he changed the Clinical Services section of the statistic report to the gross number of inpatient days, not just the number of days we had been paying for. HE also added year-to-date columns. Jenswold stated that the Adult Protective Service referrals are increasing in 2016 due to the aging of the population.

The financial projections through the end of the year are showing a slight surplus at this time. Each month has the potential to have a large increase or decrease depending on the needs of the clients for that month, number of crises, etc. compared to the budget.

The Family Support program ended in 2015 and was replaced with the Children's Community Options Program. The adult Community Options Program ended in 2015 and the funding was rolled into the Comprehensive Community Services in the Clinical division, along with three other programs. The Children's Autism Program will be transitioning to a Medical Assistance card service and will not be part of county programming beyond this year. Staff are working on assisting clients with this transition.

QUESTIONS AND INPUT FROM BOARD MEMBERS ON THE STATUS OF THE HUMAN SERVICES DEPARTMENT:

A board member asked about Vivitrol shots and whether we would be offering them. Jenswold stated that the agency's Psychiatrists are not willing to prescribe this but Holy Family Memorial Hospital's doctors are. An agency would need adequate substance abuse staff and we don't have enough staff.

Board member Agnew stated that she works with children with disabilities up to age 21. She stated that kids used to graduate from Riverview School to the Holiday House workshops. Now the kids can't go directly to sheltered workshops. She stated that there have been drastic changes over the past 5 years. The feds. will publish the Workflow Innovations and Opportunities Act so that every student must look for a job. The Department of Vocational Rehab. will run this. Agnew stated that the safety net is being taken away. The county ADRC is the welcome mat. The Wisconsin Family Leadership Institute is giving information and resources.

Agnew asked what the Mental Health of America Initiative is in Sheboygan County. It is believed that they provide information on mental health concerns and is a resource center. There is no county funding involved. This is similar to the Mental Health Association in the county.

A board member asked what was happening with the appointment of Matt Fure to Community Services Supervisor. This was approved by the Personnel Committee and went to the County Board.

Bob Ziegelbauer provided handouts of the local unemployment rates.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on Thursday, May 26, 2016 at 4:30 p.m. at the Human Services Department, 801 Jay Street entrance, Manitowoc, Wisconsin.

ADJOURNMENT:

A MOTION WAS MADE BY CAVANAUGH, SECONDED BY BURKE TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:50 P.M. MOTION CARRIED.

Respectfully submitted,

Rick Henrickson, Chair
Human Services Board

RH/pd