

**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, June 23, 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, Waack, Williams.

Board members excused: Ruggirello.

Board members absent: None.

County Board members present: None.

County staff present: Dodge, Fure, Garceau, Jenswold.

PUBLIC COMMENT:

None.

APPROVAL OF MINUTES:

A question was asked regarding the May meeting minutes. There was a reference in the minutes to the Juvenile Sex Offender Program and board members had been asked about this at the county board meeting. Jeff Jenswold explained that the program had ended when the certified social worker resigned. A contracted agency is providing the assessment services.

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

UPDATE ON CRISIS AFTER-HOURS PROGRAM AND SECONDARY TRAUMATIC STRESS PROJECT:

Crisis After-Hours Program: Jeff Jenswold introduced Matt Fure as the new Clinic Manager of outpatient services which includes overseeing the Crisis Program.

Jenswold stated that the crisis system is undergoing a reconstruction. He stated that the program had been the top of the line for many years since 1990. Now in 2016, the volume is very high, there are more paperwork and reporting requirements, and the calls are more complex and time consuming.

Jenswold stated that he is working with Nancy Randolph, Lori Fure, Matt Fure and Sharon Cornils in Personnel on the future setup of the program. He stated the situation is complicated by safety issues, county liability, and a lot of risk with the program. They are doing a cost analysis on various options. The plan is to work carefully on setting up a new program and to have it in place by January 1 for the new budget.

Jenswold stated that a record was set in May of over 290 crisis calls. He stated the annual amount is increasing. The main causes are heroin and other drug abuse issues in the county that lead to crises. Jenswold stated that each county has a crisis program and they are operated in a variety of ways.

The board Chair asked how the board could help with this issue. Jenswold stated that the staff may ask for temporary workers. A board member asked if the local hospitals could help with crisis calls. Jenswold responded that they don't deal with psychiatric issues.

Secondary Traumatic Stress: Jenswold explained that the Secondary Traumatic Stress project began two years ago with training all staff members on ways to cope with the traumas that workers encounter on a regular basis. A committee was formed to provide methods for staff to build resiliency and manage the stress of the type of work they perform.

Jenswold stated that several sub-committees were formed and the groups work on different projects from maintaining bulletins boards with useful information to organizing an emergency response team. This is an active and ongoing program that has benefitted staff members. Jenswold stated that Sharon Cornils in the Personnel Department has been involved along the way and is interested in including other county departments in the same type of program.

Jenswold stated that an example of a stressful situation is the resolution of the 2012 audit for the Comprehensive Community Services Program. Staff members have been working with the Corporation Counsel's office and the Comptroller's office on a resolution to the findings by the state OIG office and a requirement that part of the revenues collected that year for this Medical Assistance program be refunded.

Jenswold stated that the Corporation Counsel had requested a hearing and had also offered a settlement. The state OIG office has denied any further appeals. Jenswold stated that Lori Fure's efforts have improved the program but the state won't issue a manual or give definitive information so that counties can prevent audit findings. The program has been capped at 27 clients by the County Executive until further developments by the state.

FINANCIAL AND STATISTICAL REPORTS THROUGH MAY:

Patricia Dodge provided handouts for the monthly statistics, the financial projections report, and the Secure Detention report. The number of mental health inpatient days was high and the adult protective services referrals were also high for the month. There were four children in out of home care that were either reunited with family or moved to less expensive settings. The Energy Assistance Program ended on May 31st.

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

Board members discussed the Public Hearing that is required for the budget process each year. The Public Hearing for input into the 2017 budget will be held on Monday, August 29th, 2016 at 4:00 p.m. at the Human Services building.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on Monday, August 29, 2016 immediately following the Public Hearing at the Human Services Department, 801 Jay Street entrance, Manitowoc, Wisconsin. There will be no meeting in July, 2016.

ADJOURNMENT:

A MOTION WAS MADE BY CAVANAUGH, SECONDED BY BURKE TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:32 P.M. MOTION CARRIED.

Respectfully submitted,

Rick Henrickson, Chair
Human Services Board

RH/pd