

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

CALL TO ORDER:

The Manitowoc County Human Services Department Board met at 4:08 p.m. on Thursday, August 29, 2016 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

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

Board members excused: Nasap.

Board members absent: Burke.

County Board members present: None.

County staff present: Ader, Dodge, Fure, Garceau, Jenswold, Kelley, Murphy, Randolph, Weina.

PUBLIC COMMENT:

None.

APPROVAL OF MINUTES:

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

UPDATE ON CHILD PROTECTIVE SERVICES:

Sue Ader is the Child Protective Services Supervisor and has been with the agency for 24 years, the last 4 as supervisor.

State statutes define what is abuse and neglect including sexual, emotional and physical. To substantiate a call, the reason has to be other than poverty. Ader discussed Alternative Response which is a new approach to CPS. It is a method of looking at different types of assistance for families. Staff members have had extensive training and are incorporating this approach into their client contacts.

Sometimes children need to be placed outside of the home for their own safety. Before placing children in a foster home, the staff will look to family members first.

There has been an increase in the number of cases that involved drug abuse by the parent. In 2015 workers began to keep track of those numbers. There were 176 referrals made with drug related concerns as one of the main issues. 98 of those were screened in for assessment. For the first 7 months of 2016 there have been 106 referrals made with drug related concerns and 65 were investigated.

The numbers of referrals have been increasing over the past several years, from 948 in 2013 to 1,092 in 2015 with 456 of those being screened in for investigations. The total referrals in 2016 so far are 645.

Ader stated that there are several changes in CPS from years ago including the Alternative Response vs. Traditional Response, increased drug abuse, additional Department of Children and Families mandates, DEC team, worker safety and increased staffing. Law enforcement works well with our staff to accompany them on certain calls that may be unsafe for the worker.

A board member asked how a worker prevents a pregnant person from harming themselves or the fetus. The worker would try to get them to go to a drug treatment facility but there are no locked facilities.

A board member asked about mandatory reporters of abuse or neglect. The worker looks at present danger threats and responds the same day unless there is a mitigating factor like the alleged abuser is incarcerated. There is same day response, 24-48 hour response, or 5 day response depending on what they are dealing with.

A board member asked if the worker assists even if the call is screened out. Sometimes they refer the family to the Community Response Program at Lakeshore CAP.

A board member asked if there are many cases of post-partum depression causing abuse and neglect. Ader stated she doesn't have statistics on it but if they get a call, they will try to address it with community supports.

A board member asked if the worker's opinion of the reporter's credibility influences any decisions. Ader responded that we don't use that as a decision to screen out a call.

UPDATE ON ADULT PROTECTIVE SERVICES:

Jeff Jenswold introduced the APS staff Mike Kelley, Sarah Murphy, Dawn Tisler, and Laura Weina. He stated that between them there are 100 years of experience. There is also a part time case aide who assists the workers. There are 4 main categories of response to APS calls; investigation of referrals of abuse and neglect, investigation of referrals of unsafe or unsanitary conditions, pursuit of regular and emergency guardianships and protective placements, and perform annual WATTS reviews of protective placements.

There is a close interaction with other crisis staff and ongoing services on a regular basis. The APS staff works closely with many other agencies and family members.

With APS clients there are common characteristics and needs such as medical and health problems, financial problems, challenging behaviors, isolation, dependence on others, repeat referrals, dementia.

According to population statistics from the Department of Health Services, the age 65+ category in the county increased by 8% from 2010 to 2014. The numbers of APS referrals have been increasing in the past few years and there were 225 referrals in the first 7 months of 2016.

The trends being seen now are more financial exploitation, an increase in mental health issues and needs, an increase in serious medical, health and safety concerns, more placements out of the home, scams against older people, and less resources and limited staff to meet the demands.

Staff members gave examples of the work they do such as assisting hoarders who are not safe to stay in their homes any longer or those dealing with financial and physical abuse by a family member. The worker sets up a cleaning crew, finds a residential placement, contacts family members, works with the ADRC for obtaining Elder Abuse fund, and ensures the client is safe.

Staff stated that they can't force people to accept help. In some cases they need to get a doctor's order to help get the person to safety.

A board member asked if any financial abuse has been due to the IRIS program. Workers responded that there aren't many cases of this and they work with the ADRC for both Family Care and IRIS clients.

A board member asked if workers who deal with crises every day are themselves dealing with increased mental health and drug use issues. Staff responded that workers are referred to the Secondary Traumatic Stress program for assistance as needed. The program is based on promoting resiliency so that workers don't leave the field.

FINANCIAL AND STATISTICAL REPORTS THROUGH JULY:

Patricia Dodge provided handouts for the monthly statistics and the financial projections report. The number of mental health inpatient days was high and the adult protective services referrals were also high for the month. This is causing a deficit in the Mental Health section of the budget and the Chronically Mentally Ill section.

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

There was a Kids in Crisis Gannett newspaper article recently. They included a county by county map showing what each county was spending on mental health services for children. A board member asked if that was accurate. Nancy Randolph replied that she had spoken to a reporter regarding services and we worked on the costs but in some cases it can't be broken out just for mental health issues.

Bob Ziegelbauer distributed the Secure Detention report and the Unemployment report. He stated that foster parents recently received county fair tickets that were donated by Buffalo Wild Wings. Randolph stated that the local manager is a foster parent in Outagamie County. The foster parents were grateful for the tickets and enjoyed the fair. The foster care staff is compiling comments to send to the manager.

Jeff Jenswold stated that this would be his final board meeting before his retirement on September 9th. He thanked members for their support of the agency over the years. Jenswold stated that the county needs treatment resources for the huge drug problems we are facing. He stated that we are required to spend a lot of money on a small number of clients and that takes money from assisting others with needs.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on Monday, September 22, 2016 at 4:30 p.m.

ADJOURNMENT:

A MOTION WAS MADE BY AGNEW, SECONDED BY RUGGIRELLO TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:45 P.M. MOTION CARRIED.

Respectfully submitted,

Rick Henrickson, Chair
Human Services Board

RH/pd