

**POLK COUNTY HUMAN SERVICES BOARD MEETING  
AGENDA**

**Public Welcome to Attend**

***Tuesday December 17, 2013***

*8:30 a.m., Lower Level Conference Room  
Polk County Government Center  
100 Polk County Plaza  
Balsam Lake, WI 54810*

***Department Mission Statement:***

*Our mission is to assist, empower, and build upon the strengths of the children, youth, and adults in Polk County to achieve positive outcomes.*

1. Call to Order/Note Attendance
2. Consideration of Agenda (Agenda not necessarily presented in this order)
3. Consideration of November 7, 2013 Meeting Minutes
4. Public Comment
5. Organizational items
  - A. Establish Date/Time/Refreshments of Next Meeting (see below)
  - B. Review Committee Calendar
    - Committee Calendar for January*
      - *Input on policy achievements of department for preceding year for purposes of department head employee review*
      - *Establish non-monetary goals for departments for the current year*
      - *Review preliminary year-end financial data*
      - *Selection of programs for evaluation to assist budget process (as resources permit)*
      - *Policy revisions for County Board action, related resolutions or other items requiring committee action (as needed)*
6. Report and Discussion Items
  - A. Discuss Tentative Meeting Dates/Refreshments for 2014, January through April
  - B. Standard Monthly Reports
7. Presentation—Psychiatric Services
8. Human Services Board Member Observations
9. Adjourn

George Stroebel, Chair  
Gene Phillips, Director

**Tentative Meeting Dates**

January 28, 2014  
February 25, 2014  
March 25, 2014

**Refreshments**

***This meeting is open to the public according to Wisconsin State Statute 19.83. Persons with disabilities wishing to attend and/or participate are asked to notify the County Clerk's office (715-485-9226) at least 24 hours in advance of the scheduled meeting time so all reasonable accommodations can be made. Requests are confidential.***

***Polk County Human Services Department  
Board Meeting Minutes  
Date: December 17, 2013***

***Present:*** George Stroebel  
Tim Strohbusch  
Marvin Caspersen  
Kris Hartung  
Brian Masters  
David Markert  
William Alleva

***Absent:*** John Gyllen  
Russell Arcand

***Also:*** Gene Phillips  
Kay Confer  
Pat Kirkwood  
Felecia Kallevang

**Press:** Gregg Westigard

Chairperson Stroebel called the meeting to order at 8:33 a.m.

***Consideration of Agenda***

Motion to approve the December 17, 2013 agenda was made by Mr. Caspersen, seconded by Mrs. Hartung. All in favor. Motion carried.

***Approval of Minutes***

Mr. Casperson commented about the November minutes and was wondering about a sentence on page 4. "The hospitals do not have to deny people if they don't want to see them, as they can always refer them to us at the county." The board discussed this and decided to have the sentence retracted from the November minutes.

Motion to approve the November 7, 2013 meeting minutes was made by Mr. Masters, seconded by Mr. Strohbusch. All in favor. Motion carried.

**Public Comments**

No comments offered.

**Organizational Items****Establish Date & Time of Next Meeting**

The next HSD Board meeting will be held on Tuesday, January 28<sup>th</sup> at 8:30a.m. Mr. Alleva offered to bring refreshment to the January meeting. Dr. Markert will provide for the February meeting and Mrs. Hartung for the March meeting.

**Review Committee Calendar**

Mr. Stroebel commented that there are a number of items noted that will be on the January agenda, which makes sense.

**Report and Discussion Items**

Human Services-Standard Monthly Reports

**Monthly Statistics-** Mrs. Hartung asked how many clients we have enrolled in Drug Court. Mrs. Confer was not sure, but said it is approximately 5 to 7 attendees. She explained that the clients meet 3 times a week here, and also have one on one counseling if needed. They are required to have an AA sponsor which they meet with 3 times a week and attend AA meetings also. It is a small program but is very intense. Mr. Phillips stated that we could have a presentation in the next few months to get more specific information on the program. We will add the number of drug court clients enrolled in the program to our monthly statistics. Mrs. Hartung commented that there was a drop in Juvenile Intakes. Mrs. Confer stated that the numbers are down, but the crimes committed are more severe. The major issues that are being addressed with these children are sex offenders, truancy, and property crimes. Mr. Alleva commented that one of the drug court graduates is actually part of the CJCC committee and that he is doing extremely well. He also suggested for everyone to attend a drug court graduation as it is fascinating and a big deal.

**Presentation-Psychiatric Services**

Mr. Phillips decided that this month the board would discuss psychiatric services that are part of our Behavioral Health Clinic. He did not ask any of our psychiatric doctors to attend the meeting. Psychiatry is necessary for our department. Not only is it good practice, but also is needed for case supervision and we need it for credentialing reasons. There is a short supply of psychiatric doctors and they are very expensive. We have a few options on how we could have a psychiatric doctor as part of our clinic. We could hire a doctor full time and then contract them out to other counties a couple days a week. We could also “rent a doc” which is very expensive. They would do video conferences and also come to our clinic. Our other option which is what we do is contract our psychiatric services. We need a psychiatric doctor to hold the position of medical

director in our clinic. A big part of the medical director's job is case consultation even for outpatient services. This is a big part of our CSP program. Mrs. Confer stated that since August 2013 Dr. Grau is our new medical director. Our psychiatric doctors address things such as medication issues and clinical supervision on a psychiatric level for our clients. Mr. Phillips said they are very specialized in what they do. They need to respond to crisis situations accordingly with correct medications and diagnosis. Our department also has a nurse to help assist our psychiatric doctors. Mrs. Confer stated that our intakes are a 1 hour appointment, and our medical management appointments are between 15-20 minutes long on average. The new doctors may take a little more time as they need to get to know the clients. They see approximately 15-20 people a day. Dr. Grau is practicing in our clinic 2 days per week. Dr. Taman, who we found through ARMC is practicing 1 day per week. Mr. Phillips explained that the jail is now using Dr. Rugowski and we also are using him as a back up to our other doctors when they are not available. Mr. Stroebel asked how the need for psychiatric doctors is assessed. Mrs. Confer replied appointment scheduling and how many no show appointments(which is very seldom in psychiatric services), etc. She hopes that treatment outcomes will be part of our new computer system. The psychiatric doctors have very good professional relationships with our clients. We measure success on a per client basis. Such things are behavioral outcomes, are they functioning better in society, going to work, etc are some of the things that are looked at. Mr. Stroebel stated that we do have 3 psychiatric doctors available and practicing, but how do access that it is working well. Mrs. Confer again responded that number of appointments, no shows, behavioral outcomes, client satisfaction surveys, and grievances are some of the tools she is currently using. Mr. Phillips added that we also monitor this through staff feedback. Mrs. Hartung asked if all ages of clients can be seen by our doctors. Mrs. Confer responded that Dr. Grau only sees adults, which is anyone over the age of 18. Dr. Taman sees adults and children. Child psychology usually involves family members. Dr. Markert added that almost every psychiatric doctor that practices in a rural area involves children. He also stated that he knows Dr. Rugowski has always practiced in northwestern Wisconsin, and that he works well with children. Mr. Phillips stated that financially we bill quite a bit of these services to MA. Most other insurances will also pay for these services. Mrs. Confer explained that reimbursement rates are down from insurance companies. Our intakes are now 1 hour long and our medication management appointments are shortened also due to insurance companies only paying for services for a certain amount of time. She also stated that our nurse is a RN and has been here for 4-5 years. She knows our clients and their medications well. Mr. Alleva asked if there is a waiting list for these services. Mrs. Confer stated yes. When we lose a psychiatric doctor we have to cancel and reschedule appointments. We are currently about 6 weeks out for new clients. We do have emergency slots if needed. We also have a list to call clients if there are cancellations and we are able to get clients in sooner. Mr. Phillips explained that our waiting list consists of how long out the appointments are actually scheduled. This is another way we measure our psychiatric needs within the clinic.

**Human Services Board Member Observations**

Mr. Stroebel asked Mr. Phillips for an update on the computer system. Mr. Phillips stated it is going! He explained that we have committed staff and time into this project. It is very complex, even more than Defran thought it would be. It is not an off the shelf program. It will be spring before we start testing. The date keeps getting moved back 1-2 months at a time. He is confident that they outpatient mental health program will work well in this system. All of the other programs will take long to get up and running. Mr. Stroebel said if there is spring testing that means there is summer implementation. Mrs. Kirkwood stated that the going live date right now is set for June 1<sup>st</sup>. Mrs. Hartung asked if there are any issues with the money that was allotted for this project. Mr. Phillips replied no and that we are sticking to the contracted price. However, we do have more staff time involved which is money to us. Mr. Stroebel asked Mr. Phillips if he is confident that the system will work. Mr. Phillips responded that it has to work.

Mr. Stroebel asked how the consortium is going, since it is in the second year. Mrs. Kirkwood said it is going well, and that things are coming together. Of course the ACA throws a wrench into it, but it is going good right now. Mr. Phillips added that the consortium is flexible in responding to client need.

**Adjournment**

Motion to adjourn the meeting at 9:39 a.m. was made by Mrs. Hartung, seconded by Mr. Masters. All in favor. Motion carried.

Respectfully submitted,

Bill Alleva,  
Secretary