

**POLK COUNTY HUMAN SERVICES BOARD MEETING
AGENDA**

Public Welcome to Attend

Tuesday May 28, 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 April 23, 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 June
 - Policy revisions for County Board action, related resolutions or other items requiring committee action (as needed)
6. Report and Discussion Items
 - A. Human Services
 - i. Standard Monthly Reports
 - ii. Annual Report
7. Presentation—Medications
8. Human Services Board Member Observations
9. Adjourn

George Stroebel, Chair
Gene Phillips, Director

Tentative Meeting Dates

Refreshments

May 28, 2013	May	Tim
June 25, 2013	June	Russ
July 23, 2013	July	Kris
August 27, 2013	August	Staff
September 24, 2013	September	Staff
October 22, 2013	October	Brian
November 26, 2013	November	Staff
December 17, 2013 (3 rd Tuesday)	December	Marvin

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: May 28, 2013***

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

Absent: Russell Arcand

Also: Gene Phillips
Pat Kirkwood
Kay Confer
Felecia Kallevang
Kathy Carter

Press: Gregg Westigard

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

Consideration of Agenda

Motion to approve the May 28, 2013 agenda was made by Mr. Caspersen, seconded by Mr. Strohbusch. All in favor. Motion carried.

Approval of Minutes

Motion to approve the April 23, 2013 meeting minutes was made by Mr. Masters, seconded by Mrs. Hartung. All in favor. Motion carried.

Public Comments

No comments offered.

Organizational Items

Establish Date & Time of Next Meeting

The next HS Board Meeting will be held June 25, 2013 at 8:30 a.m.

Review Committee Calendar

No actions needed.

Reports

Human Services

Standard Monthly Reports- Mr. Stroebel asked why OWI stats are up so much last month. Mrs. Kirkwood responded by explaining we were short staffed due to position vacancy and also an employee out sick for an extended period of time. Due to that we had an old staff member come in and process only OWI intakes. Since she was able to process so many, our stats went up temporarily. Mr. Stroebel stated that the CLTS waitlist has gone up also. Mr. Phillips stated that referrals can make the difference with that stat. Mrs. Kallevang stated that the worker explained that the waitlist was not being updated at the state level so she was estimating in past months. The state has now updated their information, so the new stat is an accurate count of the waitlist. Mr. Alleva said emergency contacts seem to be up also, but down the month before. Mr. Strobusch commented that the emergency detentions have gone down a little, and that the emergency contacts are much less expensive. This is a good thing considering it is cheaper than placements. Mr. Phillips stated that we still have the same issue as last year with placement costs being up. Mr. Stroebel said the board will review the financials at the end of the quarter.

Annual Report-Mr. Phillips discussed the 2012 annual report for the Human Services Department. We need to maintain what we have for 2013. One big issue is the Health Care Exchange and how much it will affect the Economic Support Unit. It is possible that we will need to hire more staff. The funding for this will come from the federal government, and depending on how that works out we could possibly hire 1-2 positions. Mr. Stroebel asked what the counties should be doing right now regarding this. Mr. Phillips said that people at the state level are discussing it and only passing on minimal information at this point, so he will wait for clarity. Mr. Stroebel asked if this will all take affect January 2014. Mr. Phillips responded yes. The proposal was to hire the positions right away, but that is not the way we will move forward. Mr. Phillips wants to wait for more information from the state and feds and then make the best decision based on funding. He stated that we will now see AODA clients getting benefits which are currently not covered. Mr. Stroebel stated it has been 15 months since the Economic Support consortia was created, and asked how it is going. Mr. Phillips responded that it is going relatively well. There is no delay in services. The state set a 90% goal for statistical reasons. Although our consortia as a whole did not meet that goal, Polk County itself did. Our staff is doing a great job. Mr. Masters asked if the state watches over the consortia. Mr. Phillips stated yes it does. The state funds the counties, but they

cut the budget and created the consortia. It was and still is a big adjustment for our clients but they are currently getting their benefits that they need. Another topic that Mr. Phillips discussed was how decision making is happening within the department. There were lead workers designated in the different units within Human Services. The department continues to struggle with a low number of management staff. He said that Ms. Kirkwood is the business staff manager. Kay is the manager for the children/family unit and also the behavioral health unit. Mr. Phillips said one manager is not enough for what Kay is covering. It is not economical or programmatically responsible for us to be running like this. He stated we need a behavioral health manager. The next topic discussed by Mr. Phillips was the new computer system. He stated that Kay and Pat have put a lot of time into learning how it works and how it will be implemented. The staff is nervous about the change. Mr. Phillips said minimally it will be an incredible benefit for behavioral health unit. It should also be beneficial to accounts receivable. When we get to the accounts payable portion of it we will have to work more with the system. Mr. Phillips said implementation is planned to happen in the fall. The staff will have to work 2 systems for a while, so that will be overwhelming during the transition. He is really hoping to be able to get good stats out of the new system. We have to be able to put the information in to get out what we need. Getting out accurate up to date data will help significantly with the budget process, and good decision making on behalf of our clients. Mr. Phillips is in hopes that the new system will be able to track the clinic credentialing, grants, and insurance provider information. Mr. Phillips also wanted to discuss how we can increase the department's revenue. Mr. Stroebel said that Mr. Phillips has been with the department for a year now and asked him to give an overview of how things are going. Mr. Phillips responded that the computer systems(s) have been an issue. With the new system he is planning on seeing things as an accrual basis with up to date information. He said we have significantly highly trained staff spending time doing system cleanup. With the new system in place, we will give the staff the tools they need to do their job. He also stated that we need a manager for the behavioral health clinic. We need someone to supervise the staff and also the psychiatrists, along with everyday issues. Mr. Phillips said that there is an overwhelming issue of how government employees are viewed in the public eye. The public expects the services even though the funding is not available for us to provide all of the services. This is tough on our staff. Mr. Phillips stated we need to help the staff adjust to all the state changes. Mr. Casperson asked for clarification from Mr. Phillips about increasing the department's revenue. He asked if we plan on getting it from fee for services or where? Mr. Phillips responded by saying that it is across the board, but mainly efficiencies within our new computer system. The intakes in BH have been changed from 2 hour intakes to a 1 hour intake, as that is all that is billable now. He feels that support staff can assist in other areas, which would hopefully free up time for the billable staff members. Mr. Phillips said that Pat and Kay always do a good job with having clean audits. We need to make sure the factors to support that are in place. Mr. Phillips moved on to the flow chart shown in the annual budget. He said it shows the breakdown of divisions and units. There is much change to that from the past. One change would be adult crisis services, which is a 24 service that we have to include. The business unit is broke down into support staff, report to state staff, and fiscal staff. The children/family unit is broke down into CPS/JJ, Family Support, CLTS, and Foster Care. Mr. Phillips then discussed the financial report in the

annual budget. He would like to break it down into the units, but that is not feasible this year. Mr. Casperson asked to please explain what Winnebago MH is on page 5. Mr. Phillips responded that it is a state hospital. Ms. Kirkwood explained that it is actually showing the refund that we get from them. If you want to see the expenses it is on the housing line. They are broken out because the auditors request to see it that way. Mrs. Hartung said it looked like the inpatients have dropped. Mrs. Kirkwood said that crisis is now separated out, but it has still dropped. Mrs. Hartung pointed out that it seems like there was significant change in the meth grant. Ms. Kirkwood and Mrs. Confer explained that the state didn't allocate those funds until December 2012. We did have 3 separate meth grants, but we are currently down to 2. Mr. Stroebel asked Ms. Kirkwood to give a brief fiscal summary on the annual budget information. Ms. Kirkwood responded by going over any significant changes. The ES unit was cut by \$100,000 for the consortia model. Medical Assistance transportation/burial funds both went back to the state. Our W-2 program was cut as of December 31, 2012 which was given to a private entity. Youth Aids was cut by \$120,000. We didn't know until late but IDP was \$70,000 for the 1st year, and \$123,000 for the 2nd & 3rd year. Childrens Long Term Support ended at the end of 2011 when the TPA took over. It now only shows the counties portion of it since the rest of the money was given to the state. Foster/Group Care had \$50,000 more. The collections in the BH unit also went up. As far as the expenditures, you will also see some changes. Again the W-2 program went to the state. Group/Residential placements up significantly. Due to no more funding at the state, the intensive juvenile position is now being funded by JJ salaries. The CLTS is down because of the TPA at the state level. Mr. Phillips wanted to give a briefing on the CLTS program. The county is still doing the work, even though the expenditures/revenues look lower. The state only took the monies paid to the families. Mr. Markert requested getting a report showing what activity is happening within Human Services, but the funds are no longer going through the county. Mr. Alleva asked what the difference is in Kinship Care and Kinship? Kinship of Polk County is a mentoring program for children. Kinship Care is when relatives are caring for a child, which is an actual placement. Dr. Markert stated he thinks the kinship mentoring program is the best program and that it makes a big difference. Ms. Kirkwood said that the juvenile detentions were up significantly also. She said the Cop program was up due to one client being put on the program and had very high costs associated. In 2013, that client moved out of our county, so we won't have that cost now. Inpatient overall went down, even when you add in mobile crisis. She said that prescription costs are up. Kathy Carter our nurse is here to discuss that with you today. Ms. Kirkwood said we ended at \$270,000 over budget for 2012. Mr. Casperson asked if transportation costs were up at all. Ms. Kirkwood explained that it fits into the overheard services, which pays for our cars. All county cars are going to parks and buildings to manage, so we won't have that budget item in the future. Mr. Phillips said the department is concerned over availability of the cars when the change happens. We are hoping it doesn't affect our budget. The county is looking at the county as a whole, which needs to be done. Mr. Gyllen asked about mobile crisis and if it is for someone talking to or going out to scale down crisis situations. Ms. Kirkwood responded yes. Dr. Markert stated they decide if the person in crisis is going to inpatient or not which is expensive for the county. Mr. Strobusch said that it is indispensable. Mr. Gyllen asked if law enforcement goes with. Mr. Strobusch stated that whoever is first

contact goes there. Most of them are low threat, but some are not. He refers to this as “tailgate therapy”. Usually the staff is there just to de-scale the situation. Some clients are a high threat. The issue within the county is the transportation of these clients. This is a burden on our budgets due to time and travel. Mr. Markert explained that even when a client has a court appointment, the officers have to transport them to/from court. Mr. Strobusch stated that it is approximately \$50/hour for transport.

Presentation-Medication- Kathy Carter, Polk County Human Services nurse came in to do a presentation on medications. She said she has worked in the department for 5 years. Mrs. Carter shared a story about a specific client and the issues that the client has deal with when not on proper medication. Some clients can not be stable without medications. Medication is the foundation to their needs. She stated that therapy can help, but for some the medication is a necessity. Some people with anxiety will need medication temporarily and then therapy with give them the tools to cope. They can eventually get off the medication and function normally. Mrs. Carter said that most people that we provide for have disabilities, etc so usually already have Badgercare/MA. This helps fund the program. When a client isn’t insured, she tries to use the medication program and samples. Mr. Phillips explained that if these clients don’t have their medication, they will end up in placement. It is in our best interest to provide the medication. Insurances vary on what they pay for, and that county does pick up the balance. Mrs. Carter said that we have a patient assistance program for uninsured and under insured clients. We also have a payment voucher program for the clients where Kathy can authorize payment from the county (at the MA rate payment only) to the pharmacies to get the clients medications also. Mr. Alleva asked about the age of the clients that are seen, and if there are more juveniles or adults. Mrs. Carter answered that one of our psychiatrists see about 200 patients overall, and that 75 of them are children of all ages. Mr. Stroebel asked if MA is reimbursing us all of our cost. Ms. Kirkwood answered most of it, but not all in some cases. Dr. Markert spoke about the injections and that they are are long acting psychotic meds. They are nice because the clients don’t need to take a daily medication, so it is easier for the staff to monitor. Mr. Alleva asked if Mrs. Carter has training to keep up on all of the latest medications. Mrs. Carter explained that the drug companies are very good about going over the information and they also do a demonstration to keep her up to date.

Human Services Board Member Observations

Mr. Strobusch asked if our budget is mission or budget driven. Mr. Phillips responded that it needs discussion and that it is exactly what we need to deal with. Mr. Stroebel stated we need to be responsible with the budget and need to complete our mission at the same time. He also said that staff morale is a significant challenge in every workplace. He feels it is a management issue and needs to be important to management, especially since our county staff is feeling overwhelmed. If the morale is good and staff feels that management is recognizing the pressure, everything else will

improve. Dr. Markert commented that this department has changed a lot. He is amazed by how well the staff has adjusted. He also gives a tribute to the management team as they have to oversee the changes.

Adjournment

Motion to adjourn the meeting at 10:15 am was made by Dr. Markert seconded by Mr. Strobusch. All in favor. Motion carried.

Respectfully submitted,

Bill Alleva,
Secretary