

POLK COUNTY HUMAN SERVICES BOARD MEETING AGENDA

Public Welcome to Attend

Tuesday June 25, 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 May 28, 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 July*
 - *Review department budget submissions and discussion of financial issues*
 - *Finalization of department goals for following year*
 - *Review of second quarter financials and related reports*
 - *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. Review Fee Schedule
7. Presentation—Collections
8. Human Services Board Member Observations
9. Adjourn

George Stroebel, Chair
Gene Phillips, Director

Tentative Meeting Dates

June 25, 2013
July 23, 2013
August 27, 2013
September 24, 2013
October 22, 2013
November 26, 2013
December 17, 2013 (3rd Tuesday)

Refreshments

June Russ
July Kris
August Staff
September Staff
October Brian
November Staff
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: June 25, 2013***

Present: Rusell Arcand
 Marvin Caspersen
 Kris Hartung
 David Markert
 Tim Strohbusch
 William Alleva
 Brian Masters

Absent: George Stroebel
 John Gyllen

Also: Gene Phillips
 Pat Kirkwood
 Kay Confer
 Felecia Kallevang
 Deb Bagley

Chairperson Markert called the meeting to order at 8:32 a.m.

Consideration of Agenda

Motion to approve the June 25, 2013 agenda was made by Mr. Caspersen, seconded by Mr. Strohbusch. All in favor. Motion carried.

Approval of Minutes

Motion to approve the May 28, 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 HS Board Meeting will be held July 23, 2013 at 8:30 a.m.

Review Committee Calendar

Mr. Phillips discussed the upcoming finalization of the WI state budget. The county has no new money for 2014. The ES consortia is a big item within the state budget. The healthcare exchange is coming in the next few months. Barron County asked their county board for 4 additional ES positions. Mr. Phillips stated that he wants to wait and see what funding is offered to the consortia and each individual county first. On one end the state is saying the consortia could have up to 30 new positions, but on the other end they say possibly zero. It is so uncertain at this time. If we are guaranteed the funding, Mr. Phillips will move forward at that time. If one county doesn't hire the staff, another county will. There will be a lot of work getting people set up for the healthcare exchange in the fall. It will take months to get a worker trained for those positions. Mr. Alleva stated that the governor could put out a new budget in 2 years and asked if the position would be cut then at that time. Mr. Phillips responded that he is unsure, nobody knows the future. He stated this is not a time for a secure job for public employees. He also stated that the food share program is looking at being cut from the state quite a bit. The budget should be approved soon, but it could take weeks or months to release all of the budget details. Another ramification to our department with the health care exchange is that we will have more people qualify for AODA services. We are already working with many of these clients already, but the funding won't be from county dollars any longer. Mr. Stohbusch asked if private providers would now pick up some of these clients if they now have coverage. That could possibly alleviate some of our case loads. Dr. Markert stated that we do have providers in our area to pick them up. Mr. Phillips said that this will be discussed at future meetings as we wait for the budget to be released.

Reports

Human Services

Standard Monthly Reports- Mr. Alleva asked Mrs. Confer if she was aware of any major issues. Mrs. Confer responded that there are things that are being handled differently. She met with the psychiatrist to look at medication costs. She said that the units are shifting to evidence based practice for JJ, CPS, & MH. The new IT system will be up on March 1, 2014. Mr. Alleva asked if this the March 1st date is the date for going live for the system that the board has been discussing. Mr. Phillips stated yes, and that it will be really active in July 2014. Mr. Alleva asked if all units will be phased in all at once. Mr. Phillips asked if the board wants Ms. Kirkwoods or Mr. Demars opinion. Mr. Alleva stated that Ms. Kirkwood is here now. Mr. Phillips said that the first phase is to get it up and running. The second phase is to keep the current system running but also phase in the new system. Ms. Kirkwoods opinion is to get the first part done and not have any changes to the second part until the new system is definitely ready to go. Mr. Phillips stated that Mr. Demars enthusiasm is great so he keeps pushing forward. He also said there are huge frustrations with the staff and implementation hasn't even started yet. Mr. Strohbusch wanted to know the name of the new software. Mr. Phillips responded Defran. Mrs. Confer added that it is also called Evolve and they are out of New York.

Mr. Phillips stated that Polk County took the bid that we could afford which was Defran. There was another bid that was out of our budget, which was Netsmart. A very good thing is that Netsmart bought out Defran. Netsmart is in other counties in Wisconsin. He said that hopefully everything will turn out ok. Dr. Markert stated that he thought Mr. Phillips sounded optimistic. Ms. Kirkwood spoke and said that she thinks Defran/Evolve will be fantastic for the clinic. Polk County has been told by Defran that there isn't accounts payable or a general ledger offered. She has this statement in writing in red. She stated that Mr. Demars says he can build it and she is hoping that he can. Ms. Kirkwood stated that the current accounting software (WISSIS) has been working with the state to keep up to date on the programs for 20 years. Mr. Strobusch stated that she doesn't sound as optimistic. Ms. Kirkwood said that she has done accounting all her life, but the county has a different type of accounting than she has ever seen. Mrs. Hartung commented that Mr. Demars has done great and that we should be more confident in him. Mrs. Kirkwood responded by saying she will not turn off the current system until the new one works correctly. Mr. Masters stated that was a good idea. Mr. Phillips agreed that Mrs. Kirkwood had a good explanation and that we will have it up working first. Mrs. Kirkwood also explained that she is looking at the financial piece. She just needs to make sure it works to bring in the money, as that is her job to be sure of that.

Review Fee Schedule- Mr. Phillips stated that the fee schedule has not been reviewed since late 2011. It was Mr. Frey's direction to have all county departments review this. He wanted to get recommendations and then let the board and Mr. Frey review it. From this point forward, we will review this fee schedule every January. Ms. Kirkwood stated that other counties are higher than what we are proposing. MA will still pay the same no matter what we bill out. Some of the commercial insurances would pay more. She also discussed an option that our clients have which is called an ATP-Ability to pay. The minimum monthly fee for our client could be as low as \$25 per month. If a service is not billable to insurance, but the client has insurance that also qualifies for the ATP. The clients are responsible for deductibles, co-pays, etc. We also have a no show fee that is \$20 per visit. Emergency detentions, secure and non-secure detentions are billed at full cost. The county does get a better rate than outside people do, and that better rate is what we bill the clients. Medications are also billed at MA rate to the clients. Mrs. Hartung stated that the fee schedule does go to the county board for final approval.

Motion to approve the proposed fee schedule and pass on to the appropriate committee was made by Mr. Strobusch, seconded by Mr. Alleva. All in favor.
Motion carried.

Mr. Casperson stated that there is no tax increase and now it seems like we are pushing it onto the clients. It seems we are charging the clients more money to make up for the personnel costs. Mrs. Hartung said that it is a service fee not a tax. Ms. Kirkwood stated that probably only 10 people per year will be billed full cost. Usually we bill insurance or the clients have an ATP. Mr. Strobusch said there is no increase on taxes. We have to make it up somewhere so this is making up for that gap. Mrs. Hartung said it is a service and it should be valued. If it is free there isn't a value to the client. Mr.

Strohbusch agreed and said now the clients who are using the service are the ones paying for it instead of all of the taxpayers.

Presentation-Collections- Mr. Phillips introduced Deb Bagley, the fiscal unit accounts receivable specialist. He explained there are some unique situations within Human Services and asked Deb to give the board some examples. Mrs. Bagley has been with the Human Services Department for 12.5 years and been doing billing for over 25 years. She said that the billing within the county is very different than outside practices. Mrs. Bagley first scenario was if a client was ED(Emergency Detention) and has Blue Cross/Blue Shield insurance. That billing is between the hospital and the client. But if that client would need case management, psychiatric, or counseling services then Polk County's billing department would get involved. We would bill the insurance for the psychiatric and counseling services. Since case management is not billable to private insurances, the client would qualify for an ATP for those services. Another example would be a client who has Medicare and Medical Assistance, but the MA is through the NB(Northern Bridges) HMO. First we would bill Medicare for the services. If the client was seeing a therapist we would then bill the NB HMO, but if they are seeing a psychiatrist then we would bill straight MA. Every situation and insurance is handled differently, so Deb has to stay on top of changes at the state/federal level. Mr. Phillips stated that with the new system coming in, we have to be sure that the new software can handle all of these situations. Mr. Alleva asked for a count of clients that we are currently billing. Ms. Kirkwood responded about 1,000 new clients per year, plus we still have existing clients and billing. Mr. Casperson asked what financial information is being gathered to qualify for the ATP. Mrs. Bagley responded that she asks for proof of income such as 2 current check stubs, or if they are self employed we require a copy of the their tax return. It is very common for our clients to not have any income at all and to be living with friends or distant family. In that situation, we request that they get a notarized letter from the person they are residing with stating that information. Mr. Strohbusch asked if assets are taken into consideration. Mrs. Bagley responded no. Dr. Markert stated that you could own a \$1million home, not have any income, and get reduced services. Mr. Masters asked what the percentage of money being received, since there seem to be a lot of people not paying. Mrs. Bagley stated there is a lot of uncollectable money. Some clients try to pay \$5-\$10 a month, but some do not attempt to pay at all. The department uses WI Dept of Revenue to help capture some of those lost dollars. We have not been able to work on tax intercept recently, but hope to get it up again in the near future. Mr. Casperson asked if we can bill the estates if someone passes away. Mrs. Kirkwood explained that they never have any money left over. Mrs. Bagley agreed and said our clients are not wealthy. Mr. Arcand asked if it is costing the county more to send out the billing than we are collecting. Mrs. Kirkwood said that the billing department does tax intercept process after 6 months. We send collection letters and notify the clients. If we do not get a response, we will turn it over to WI Department of Revenue. Mr. Strohbusch said he knows that we have written off old uncollectable debts before. Mrs. Kirkwood said we try not to unless they are completely uncollectable. You never know if someone will get an inheritance or win the lottery. Mr. Phillips said the auditors like to write things off, but he does not like to do that. Mr. Alleva asked if there

is a certain time frame of how long debts need to stay on the books. Pat replied no and that some of the outstanding charges are still from when the clinic opened. The board thanked Mrs. Bagley for coming in and briefing them on the billing department.

Human Services Board Member Observations

Dr. Markert discussed an article he read about mass shootings. Some people blame it on the guns, and some on the people. Wisconsin is one of the states that does have outpatient commitments in place, for instance CSP services. He thinks it is a good thing that we can see the risks with people without having to place them inpatient. We could tag these people and possibly control guns being accessible to them. Mr. Alleva stated the catch is if you provide the info to the state, client could still go to friends and family to get it if they want to. Mr. Casperson agreed and said it is not fool proof. Mr. Phillips commented that criminals, terrorists, etc are one group of people. There are mainly not workable in the MH program. The other group is MH treatable and we can watch behaviors and if someone sees something odd, we could assist getting them to the doctor for medications or other needs.

Mr. Phillips shared that the Long Term Support consortia contract is going out on bids. Northern Bridges is handling this now, and plans on bidding on the contract. Dr. Markert stated that the NB Director is retiring in November.

Adjournment

Motion to adjourn the meeting at 10:17 am was made by Dr. Markert seconded by Mr. Strobusch. All in favor. Motion carried.

Respectfully submitted,

Bill Alleva,
Secretary