

POLK COUNTY HUMAN SERVICES BOARD MEETING
AGENDA
Public Welcome to Attend

Tuesday January 22, 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
3. Consideration of November 27, 2012 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 February

 - Policy revisions for County Board action, related resolutions or other items requiring committee action (as needed)
6. Reports
 - A. Veterans Office—Quarterly Review
 - B. Human Services
 - i. Standard Monthly Reports—discuss agenda/minutes formats
 - ii. General Updates
 - iii. Presentation—Community Support Program (CSP)
7. Human Services Board Member Observations
8. Adjourn

George Stroebel, Chair
Gene Phillips, Director

Tentative Meeting Dates

Refreshments

January 22, 2012	January	George
February 26, 2012	February	Dave
March 26, 2012	March	John
April 23, 2012	April	Bill
May 28, 2012	May	Tim
June 25, 2012	June	Russ
July 23, 2012	July	Kris
August 27, 2012	August	Staff
September 24, 2012	September	Staff
October 22, 2012	October	Brian
November 26, 2012	November	Staff
December 17, 2012 (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: January 22, 2013***

Present: Brian Masters
Marvin Caspersen
John Gyllen
Kris Hartung
David Markert
George Stroebel
Tim Strohubusch

Absent: William Alleva
Russell Arcand
Kay Confer

Also: Gene Phillips
Pat Kirkwood
Richard Gates
Felecia Kallevang

Press: Gregg Westigard

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

Consideration of Agenda

Motion to approve the January 22, 2013 agenda was made by Mr. Caspersen, seconded by Mr. Strohubusch. All in favor. Motion carried.

Approval of Minutes

Motion to approve the November 27, 2012 Meeting Minutes made by Mr. Masters, seconded by Mr. Caspersen. All in favor. Motion carried.

Public Comments

No public comments offered.

Organizational Items

Establish Date & Time of Next Meeting

The next HS Board Meeting will be held February 26, 2013 at 8:30 a.m. Mr. Gyllen will be absent.

Reports

Veterans Office

Quarterly Review-Mr. Gates handed out and briefed the board on the information. There were no major changes with October, November, and December being average months. Mr. Gates also handed out the end of year report and also reported it is about the same as other years. He did purchase the Vectraspec software and implemented it last Tuesday. There were not any county dollars used for this purchase. It cost about \$1600 and was paid for by using carry over grant funds. This system put our Veteran's office into the 21st Century and makes the office paperless. Mr. Gates and his assistant, Gayle, are starting to scan old files today, and will soon be able to get rid of them. They will be saving money in postage also. Mr. Gates also stated that his car is officially paid off, which was also paid for with grant money.

Mr. Gates said that he is on 2 radio stations regarding the Veterans office, and you can listen to him on the 1st and 3rd Wednesday of each month. He is also signed up to go to a conference on April 29-May 3rd. Mr. Gates informed the board of the grand opening of the Chippewa Falls VA Nursing Facility. This is a state/federal facility and has 72 beds available. It is brand new and is beautiful. We now have Good Sam and Chippewa offered for our vets. The new facility is staffed with 1 worker for every 6 clients, where some are set up to have one staff for every 12 clients, so the care should be exceptional also. Every room is single occupancy, and is open to Vets and their spouses.

Human Services

Standard Monthly Reports- Mr. Stroebel asked about the Drug Court Program stats. In the report that was handed out it shows that it is a monthly average, where Drug Court is total for the last 2 recent years. There were a total of 6 graduates in 2012. Mr. Stroehbusch said he is still arresting people and running them through the systems. Mr. Masters stated that County Board just put \$50,000 towards drug court. Mr. Stroehbusch commented that AA is another model of this and that it seems to be more successful due to more peer support. Mr. Phillips said it usually takes multiple attempts to be successful. Drug Court is very intensive, most people have to see the judge on a regular basis, and most people have lost everything. Mr. Phillips stated we will get more clear stats on this program. Dr. Markert asked what the judges thought of the program. Mrs. Hartung said that from what she has heard from other police, etc that they seem to agree with Tim, and that there are more failures than successors. Mr. Stroebel said he thinks we need to look at county funds vs. success rates. Mr. Phillips will look into this.

Mr. Phillips handed out some examples of agendas and possibilities for easy minute taking for the HSD Board Meetings. He stated this would simplify the process of taking minutes. His concerns were that the detail would not be there, and the discussions would not be documented, but would save on staff time, etc. Mr. Masters asked why are we talking about this? Does this have something to do with HSD? He likes the minutes he receives now as they are very accurate and detailed. Mrs. Hartung stated that the minutes from the HSD Board meetings are very informative and the best minutes from any

meetings she attends. Why are we talking about this? She said that the board is not setting policy like they are supposed to. Mrs. Hartung asked if we are getting results. At the intake process are we asking what HSD can do to help and what are the client's plans to help their situation themselves? We can not be moms handing out allowance. Mr. Strobusch stated that the agenda is not big deal, he wants to be told what is going on in the department and he likes the minutes that are taken. Mr. Phillips responded and stated that he does think it is appropriate to discuss how the board would like the minutes to look.

General Updates-Mr. Phillips wanted to give an update on our computer systems. Right now we have 3 systems that are not compatible with each other. Last week they opened the bids that were received for new system possibilities. Part of the Human Services staff met with one of the vendors yesterday. A decision needs to be made by next week regarding the received bids. Mr. Phillips stated that we have staff duplicating work and we want to upgrade our system(s). The state mandates that their systems be entered into, but will not allow us to pull that info back into our internal system. We also have to be able to gather our info and report it to the state. He stated there is a big gap between the 2 bids. We are currently looking at the cheaper of the two, but we need to know will it do what we need it to? Ms. Kirkwood stated that she thought yesterdays demo system was fantastic for the MH Clinic from what she saw. The main concern she saw with it was that it does not have a general ledger, which is how we track fiscal activity in the department. So as of now, we wouldn't be able to replace 2 systems, maybe just replace one now. Ms. Kirkwood said that DOA has a financial system but she doesn't think it will give us the breakdown that is needed on the Human Services level. The other system bid came in at \$800,000 and she thinks that has the general ledger. The system we saw yesterday is \$209,000 but does not have the general ledger. She stated we will look at possibilities that we may have with our current systems in place. Mr. Stroebel said it sounds like we have searched the universe for a vendor, and have identified only 2. One is far beyond our budget and the other doesn't sound all that encouraging. This is a hard spot to be in with hard decisions to be made. Mr. Phillips stated he was surprised that our current vendors did not bid. He also shared that the expensive company just bought out the cheaper company effective January 1, 2013. This could be a really positive for the future. Mr. Phillips also commented that Todd Demars, our IT Director, did a fantastic job with the proposal and was very detailed.

Presentation CSP Program-Mr. Phillips brought up the board wanting to see outcomes. Do we have goals set? Governance vs. Governing. The 2 way street between HSD Management & County Board is the HSD Board. An example of this is Economic Support moving to Madison. It got stopped right before it happened. This isn't because of what the directors said; it was from the board members calling representatives, etc. Logisticare is the company that took over our MA Transportation program for the state of Wisconsin. They have now not renewed their contract but are still functioning. The state must have given Logisticare more money to fund them. Mr. Phillips also spoke on creative abandonment-where do client fit in exactly? They don't always fall into an easy

slot. There will not be a CSP presentation today; instead he wanted to follow up with the board from last month regarding the presentations. Mr. Phillips would like to have staff come in and go over with the board the flow of the program (assessment, plan, ongoing, institution, service, qualify, etc). He wants to take 20 minutes per meeting to go over a program and for the board to understand why we are serving these clients. Mr. Masters asked why do we have this program, is it financially effective? Mr. Phillips said for instance if we stop serving the CSP clients, they end up in institutions, which is more expensive. Is it cost effective? Yes, and that is what we want to present to the board. Mr. Strobusch thinks it should be compared. Compared to institutions, yes it is cost effective. He knows a CSP client that will be on the program always. What is the quality of life for these clients? Mr. Caspersen asked if outcomes can be measured by goals. We need to set goals and then measure if we reach them. Mrs. Hartung wants to see this at the assessment process. We should set a goal per client at that stage and help them set personal goals individually. Mr. Phillips said he will bring in a CSP worker to go over this and show how they set goals within that program. Mr. Stroebel stated that there are 100 employees in HSD and the board can't know everything that is going on. How many programs do we have? The board should be able to wrap their arms around the basics, then break it down per unit. Dr. Markert is familiar with CSP. These clients used to be living in hospitals which was state paid and now it has shifted to the county dollars when CSP was created. He believes having the people in the community is very powerful. Dr. Markert stated there have been many studies done on this issue and quality of life is hard to measure. He values hearing the staff demonstrations, discussions, explanation, etc. Long term care is permanently dependable on this. Mr. Phillips said we have to draw the line in services and institutionalized. The county gets less funding because the cost for the client is down. Mr. Phillips said he still wants to put together a book for the Human Services Board. He will continue and get the board a draft of what he is working on.

Human Services Board Member Observations

Mr. Gyllen said that in his experience he has seen that HSD gets lots of referrals, and that the staff is trying to screen them efficiently. The department is feeling the pressure of this. Dr. Markert asked how are the clients screened. How to classify mental illness? It is forever evolving and changing so it is hard to keep up with it all.

Adjournment

Motion to adjourn the meeting at 10:13am made by Dr. Markert, seconded by Mr. Caspersen. All in favor. Motion carried.

Respectfully submitted,

Bill Alleva,
Secretary