

**POLK COUNTY HUMAN SERVICES BOARD MEETING
AGENDA**

Public Welcome to Attend

Tuesday March 26, 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 February 26, 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 March*
 - *Orientation for new committee members (even year only)*
 - *Review of first quarter financials and other reports*
 - *Review of program evaluation results*
 - *Presentation on budget issues and policy challenges in the following year's budget*
 - *Set initial policy direction and goals for following year's budget submission*
 - *Policy revisions for County, Board action, related resolutions or other items requiring committee action (as needed)*
6. Report and Discussion Items
 - A. Dana Frey, County Administrator—discussion of Human Services Programs
 - B. Human Services
 - i. Human Services Day at the Capitol
 - ii. Standard Monthly Reports
 - iii. General Operations Update
 - iv. Department Planning Update
7. Presentation—CSP (Community Support Program)
8. Human Services Board Member Observations
9. Adjourn

George Stroebel, Chair

Gene Phillips, Director

Tentative Meeting Dates

Refreshments

March 26, 2013	March	John
April 23, 2013	April	Bill
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: March 26, 2013***

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

Absent: John Gyllen

Also: Dana Frey
Gene Phillips
Pat Kirkwood
Kay Confer
Felecia Kallevang
Linda Mills Kresbach

Press: Gregg Westigard

Chairperson Stroebel called the meeting to order at 8:29a.m.

Consideration of Agenda

Motion to approve the March 26, 2013 agenda was made by Mr. Caspersen, seconded by Mr. Strohbusch. All in favor. Motion carried.

Approval of Minutes

Motion to approve the February 26, 2013 Meeting Minutes made by Mr. Masters , seconded by Mr. Caspersen. 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 April 23, 2013 at 8:30 a.m.

Review Committee Calendar

No actions needed.

Reports

Discussion of Human Services Programs-Dana Frey

Mr. Frey announced that he would like the board to prioritize the programs by the April 23rd county board meeting. He stated that the main concern is the fiscal restraint that we face with upcoming budgets. There is a zero increase on the levy for infinity. Mr. Frey said he needs direction from the board on what is important and wants them to set the priority. In today's handouts there is a list of programs for the whole county. He wants the board to breakdown each program. Behavioral Health is Human Services largest program, which also has sub programs within itself. Mr. Frey directed the board to go over overall impact of program, short term results, outputs, and daily activities. He stated that the board provides what is top priority for the budget process. Mr. Stroebel asked if the board should rank them? Mr. Frey said that is up to the board. Mr. Caspersen said we are on a downward spiral. The county has to already take into consideration that inflation is at 2%, there will be wage and insurance costs increase, and that is before we even provide the services. Mr. Frey agreed and said that we have less money overall. There has not been any significant lay offs yet. We need to look at it programmatically. Low priority programs will be cut to be able to put the money towards the higher priority programs. An example of this would be cutting the library funding last year. Mr. Frey stated that since 2010 the county has eliminated about 30 positions. Mr. Caspersen asked if technology has an effect on that. Mr. Frey stated yes. Mr. Caspersen asked if the board can implement that into prioritization. Mr. Frey said yes, but he wants the board to go over all aspects of each program. The programs are all equal to him until the board tells him otherwise. Mr. Masters stated that there is no more kicking the can, and that the board needs to prioritize. He said that possibly some of the work can be done on the outside or other agencies. Mr. Stroebel was a bit confused and asked Mr. Frey to explain again exactly what they are trying to do. Mr. Frey said he wants the board to be knowledgeable about each program. Even though Human Services seems to usually be high priority, it all needs to be looked at. Mrs. Hartung said when she first became a member of the HSD board she received a handout of acronyms and descriptions of each program. She thought this could be very helpful in this process. Mr. Caspersen said even high priority programs should be evaluated to identify if we are running them efficiently. Mr. Phillips addressed the board and stated that there are crucial/critical services that we may not be able to service in the future. The department needs to maximize the revenue. Mr. Frey said the budget ceiling for next year is the same as this years ceiling, even though there will be cost increases. If there is any place to work on efficiently, we will find it. These are going to be difficult time for the next few years, as it is for the schools, townships, etc. He told the board that is why we have to set priority and then follow it.

Mr. Stroebel addressed the board and said the next meeting is the morning of April 23rd, and asked the member to bring ideas to the meeting. Mr. Stroehbusch asked Mr. Phillips to add “program prioritization” to the agenda.

Human Services

Department Planning Update-Mr. Phillips displayed an organizational/flow chart of the department. He explained that it is split up into 3 divisions-Behavioral Health, Business, and Children and Families. There are sub units of each unit also. The display that Mr. Phillips presented also flowed into each unit showing a general description, mandates, challenges/opportunities, community involvement, budget info, outcome measures, etc. Mr. Phillips went over some of the information and explained how it will be utilized. There is a lot of info that he wants to share with the board and that is why he is working on pulling it all together. This will also have funding info, which is very important for the board when trying to prioritize the programs. Mrs. Hartung asked if it would be available online? Mr. Phillips stated yes, that is the best place to put it. Since it is information that will constantly be updated, he would suggest not printing it off and just accessing it online. Dr. Markert thought it would be nice to include the historical perspective on each program also. History shows why we are where we are now.

Presentation-CSP(Community Support Program)-Linda Mills Kresbach, CSP clinical supervisor, came to the meeting to brief the board members about the CSP program. She has been with the department for 14 years, and the majority of that has been with the CSP program. She stated that it is a very intense program. Most clients that are on the program deal with PTSD(post traumatic stress disorder, are suicidal, hears voices in their heads, etc. Ms. Kresbach discussed the budget with the board and said that it is obviously an issue. She stated that clients are all MA eligible, the employees are certified with the state so the reimbursement rate for services are higher. It is proven that CSP help individuals stay in the community and reduces the costs of hospitalization and our group home placements. Ms. Kresbach said that the program does use respite care for some clients as extra support. They work with the families on how to manage the symptoms of their loved ones and also try to educate the community to help with the fear of these clients. Some of the clients are on the program long term. The average case load for one employee is 10-15 clients. Mr. Phillips said that anything over 12 cases gets to be too much, and also takes away from the intensity of the program. Most of the clients would be institutionalized with 24 hour-7 day a week care. Mr. Alleva asked what the burn out rate is for these positions. Ms. Kresbach said we have to be careful as an agency, and that we have lost 2-3 people in these positions in the last couple of years. They use a team approach and that seems to help. They staff cases 4-5 hours per week with the CSP team, the psychiatric doctors, and the nurse. Mr. Alleva was happy to hear team approach. Ms. Kresbach said that the case managers help out when possible or needed also. Mrs. Hartung asked how many case managers we have. Ms. Kresbachs response was 3. Mrs. Hartung asked about the stats showing 21 clients on the CSP program. Ms. Kresbach said they are not new clients they flow over from the years prior. Mr. Caspersen asked if there is a waiting list for these clients to get in the program. Ms.

Kresbach stated that there is only 3-4 right now. The other staff members know that they are short staffed. When the other employee returns from maternity leave, and they are full staffed they will be taking more referrals for the program. Mr. Phillips said that safety is always first for these clients. Ms. Kresbach agreed and said they are always assessing for safety first. When entering their homes they look for guns, know what medications they are on, know their history, etc. She said you can tell a lot about them by entering their environment. It shows them how they are doing. Currently some of the clients receive injections, and that seems to be working great for the clients. Dr. Markert stated that it probably does work better as some of these clients aren't good at taking a daily medication. He also stated that he thinks that Interfaith Care Givers and Kinship is one of the best things that has happened to Mental Health Services. Ms. Kresbach agreed and said that Interfaith helps with the transportation for these clients, for instance takes them grocery shopping. Endeavors Adult Development Center is also great help to the clients, as it helps get them started on the getting to work process. These clients are not scary people. As a community we need to worry about the clients that are NOT getting these services, not about the people who are currently on the program. Mr. Phillips said he feels everyone that qualifies for CSP should be in the CSP program or we will see institutionalize expenses go up. Ms. Kresbach agreed and said that this program does cut costs. It does work to not have the clients in inpatient hospitals and group homes, etc. This program works very hard to keep the clients out of placement.

Human Services Day at the Capitol- Mr. Phillips informed the board that our County Board chair William Johnson will be attending this on Wednesday, April 10th and was asking if anyone else is interested in joining him? Mr. Masters said this looks more specific than the county association meeting that he has attended. Mr. Phillips said that registration was due yesterday, but they would still accept it if anyone is interested and got their registration done right away. Expenses will be covered by either the county board or Human Services funding.

Standard Monthly Reports- Mrs. Hartung asked about the Foster Care stat being quite a bit higher than normal. Mrs. Confer stated that it must be a typo and that it will be looked into.

General Operations Update- Mr. Phillips stated that Human Services is currently recruiting for a chemical dependency employee. The department has also made a decision to move forward with Defran for our new computer system. It is within the allotted budget. Todd Demars is working on the finalization with Defran. Mr. Masters asked if it is going to work for the department. Mr. Phillips stated yes. He said statistics will be easier and more efficient. It should show us what money is levy and non levy, etc. As long as we put the data in, we can get out any data we want or need. Mr. Stroebel asked if 2012 is finalized with the state yet. Mr. Phillips said no. Ms. Kirkwood said we will get final numbers in May. Mr. Phillips said it is usually finalized by June 30th when we close the books. Ms. Kirkwood will project numbers for the next year, but

won't get the final numbers until about 1-1.5 year from that point. Mr. Stroebel stated that we usually have preliminary numbers. Mr. Phillips agreed and said that we have a good idea. He also stated that Human Services is over in residential care this year. Ms. Kirkwood said it is about \$200,000 over, but Ms. Wickre is going to let Human Services take the funding back to offset the overage.

Human Services Board Member Observations

Mr. Strobusch stated we have priorities to pick next month and it is going to be tough. The board needs to look at the big picture. He also wanted to know what the consequence is if we do not provide mandated services. Mr. Strobusch also thinks the board needs to consider looking at outsourcing. Dr. Markert said he thinks that outsourcing provisions are not the best option, Northern Bridges seems to be in the same situation we are in. Mr. Phillips said that the board should be prepared to talk about this next month. Mr. Alleva wanted to let the board know that he sat in the departments all staff meeting and that Mr. Phillips is doing a great job. The discussion was on jobs and job postings, and he feels that it is going well.

Adjournment

Motion to adjourn the meeting at 9:47 am was made by Mr. Strobusch, seconded by Mr. Caspersen. All in favor. Motion carried.

Respectfully submitted,

Bill Alleva,
Secretary