

MINUTES
RICHLAND COUNTY HEALTH AND HUMAN SERVICES
September 12, 2013

The monthly meeting of the Richland County Health and Human Services Board was called to order at 9:30 a.m. September 12, 2013 by Bob Holets in the Main Conference Room of the Community Services Building, 221 West Seminary Street, Richland Center, Wisconsin.

Members Present: Bob Bellman, Diane M. Brown, Donald Seep, Dr. Louis Williams, Larry Jewell, Marilyn Rinehart, Bob Holets, and Virginia Wiedenfeld.

Members Absent: Fred Clary.

Others Present: Amanda Coorough, Angie Rizner, Becky Dahl, Linda Symons, Marianne Stanek, Patrick Metz, Randy Jacquet, Stephanie Ronnfeldt, Tracy Thorsen, Attorney Amy Forehand, Barb Scott, Sandy Kramer, and various local Veterans.

Approval of Amended Agenda and Posting: Motion by Virginia Wiedenfeld, seconded by Dr. Louis Williams to approve the amended agenda and proper posting. Motion carried.

Approve August 8, 2013 Health and Human Services Board Minutes: It was noted that Alyssa Umberger and David Dati were listed twice in "Others Present". Motion by Diane M. Brown, seconded by Marilyn Rinehart to approve the Board Meeting Minutes with the noted revision. Motion carried.

Citizen Comments: None.

Review and Approve 2014 Veterans Service Office Budget: Sandy Kramer distributed and reviewed the proposed 2014 Veterans Service Office budget. Sandy Kramer noted that \$836 was received from the Transportation Grant in 2013 and the final amount received is based upon the number of other counties that apply across the State. There were no proposed increases to the Soldiers and Sailors budget or the overall operating budget; however, there were proposed increases in staff salaries and benefits due to the \$.75 staff salary increase offered in 2013 that must now be covered by departments and a 14% increase in health insurance for 2014. Sandy Kramer reported that these increases create the need for an additional \$4,151.43 in county tax levy to balance the 2014 Veterans Service Office budget. Discussion was held regarding the software needs of the department and staff attendance at required conferences. Motion by Larry Jewell, seconded by Bob Bellman to approve the 2014 Veterans Service Office Budget as presented, and forward it onto the Finance and Personnel Committee and County Board for approval. Motion carried.

Sandy Kramer and the local Veterans left the meeting.

Review and Approve Health and Human Services Vouchers: The Richland County Health and Human Services 2013 Voucher Report for September 12, 2013 was distributed. Patrick Metz also distributed and reviewed the monthly expense line trends handout as requested by the Board. The following items required additional discussion:

2013 Administrative Vouchers:

Voucher #15 – Cardmember Service: This was to pay for 14 books for the Clinical Services Unit.

Voucher #30 – GWAAR, Inc.: This was to pay for Regional ADRC staff access to a computer program.

Voucher #31 – Holiday Inn: This was to pay for two staff to attend two day Public Health training.

Voucher #41 – NCS Pearson, Inc.: This was to pay for forms utilized by the Clinical Services Unit.

Voucher #53 – Richland County Food Service: This was to pay for a replacement food serving table for the Senior Nutrition Program in Viola.

Voucher #60 – Richard Rhyme: This was to pay for Regional ADRC consultative services as part of a contract which was previously approved by the Health & Human Services Board.

Voucher #66 – Town & Country Sanitation: This was to pay for monthly dumpster service at the Community Services Building. Motion made by Donald Seep, seconded by Dr. Louis Williams to approve the 2013 Richland County Health and Human Services vouchers including prepaid vouchers listed below. Motion carried.

2013 Vouchers

Unit	No. of Vouchers	Amount
Richland County Health and Human Services – 2013 Expense Reports	17	\$8,321.49
Richland County Health and Human Services – 2013 Vouchers	49	\$33,741.30
Richland County Health and Human Services – 2013 Prepaid Vouchers	2	\$343.81
TOTAL	68	\$42,406.60

Approve Child Welfare Legal Counsel Plan (Wis. Stat. s. 48.13, 48.14) (Mailout #2): Amanda Coorough stated that over the last few years the Health & Human Services Board has recommended that the agency look at reducing Attorney Henry Plum’s annual contract. It was noted that Attorney Henry Plum is a private attorney from Waukesha who has been assisting the county with Child in Need of Protective Services (CHIPS) and Termination of Parental Rights (TPR) actions. Amanda Coorough noted that while reviewing other available options, a County Board Resolution was discovered from 1989 that specifically lists CHIPS (48.13) action under the jurisdiction of Corporation Counsel but the resolution does not mention who has is responsible for TPR (48.14) actions. Health & Human Services is recommending that both 48.13 and 48.14 legal actions be prosecuted under the jurisdiction of Richland County Corporation Counsel and the department contract with Attorney Alicia Breininger privately as a back-up to Attorney Amy Forehand to prosecute these matters, instead of Attorney Henry Plum.

Amanda Coorough reported that the Children’s Services Unit processes approximately 5-6 CHIPS cases every month and approximately 1-2 TPR cases every year. Consistent access to legal counsel is a necessity for the unit. Amanda Coorough reviewed the credentials and work experience of local Attorney Alicia Breininger, noting that she is a passionate, newer attorney educated in social work. Amanda Coorough stated that Attorney Henry Plum’s fees are normally \$250 per hour, which he reduces to \$175 per hour for smaller counties. Health & Human Services must also pay for Attorney Henry Plum’s travel time, mileage, lodging and all other expenses incurred. Attorney Alicia Breininger’s fees are \$150 per

hour and she maintains a local office. Amanda Coorough noted that she estimates this legal counsel plan would offer an annual savings of approximately \$20,000 - \$30,000.

Amanda Coorough reported that TPR or CHIPS cases would first be discussed with Attorney Amy Forehand (Assistant Corporation Counsel), Attorney Alicia Breininger would be utilized as needed, and Attorney Ben Southwick (Corporation Counsel) would act as their back-up. Attorney Amy Forehand stated that she was "good with the process", as a back-up for herself is needed due to potential scheduling issues and/or other conflicts of interest. Attorney Amy Forehand noted that she is not aware of Alicia Breininger's work record and experience, but Health & Human Services would be entering into an annual contract with her which doesn't limit us. Discussion was held regarding Attorney Henry Plum's professional record and expertise. Amanda Coorough noted that Health & Human Services would continue to enter into a \$1,500 annual contract with Attorney Henry Plum to consult/advise Attorney Alicia Breininger in the first year. Amanda Coorough stated that it is likely that Attorney Henry Plum would be requesting a reduction in workload in the near future and this proposal is a more proactive option. Motion by Donald Seep, seconded by Dr. Louis Williams to approve that CHIPS 48.13 and TPR 48.14 actions be prosecuted under the jurisdiction of the Richland County Corporation Counsel Office; the appointment of Attorney Alicia Breininger as an Assistant Corporation Counsel under an annual contract with Health & Human Services; the utilization of Attorney Alicia Breininger only after consulting with Attorney Amy Forehand; and forward the recommendation onto the County Board for approval. Discussion was held regarding the process of Children's Services Unit staff discussing each case with Attorney Amy Forehand first and then collaboratively determining if an additional attorney, such as Alicia Breininger, needs to be utilized. Attorney Amy Forehand noted that this has been the process over the years and it has not been a problem. It was noted that Attorney Amy Forehand is only in communication with Attorney Ben Southwick when he needs her assistance. Motion Carried.

Attorney Amy Forehand left the meeting.

2013 Budget Update: Patrick Metz distributed a handout that reflected the 2013 Health and Human Services budget as of July 31, 2013 noting an overage of \$28,691 after removing the \$.75 staff salary increases and excess children's institutional fund costs that were not budgeted. Patrick Metz stated that the Administration line items are over largely due to workman's compensation and liability insurance rates being much higher this year, but there is an anticipated reimbursement planned for later in the year. Linda Symons noted that the ADRC is over budget \$11,382. The Transportation Program expenses are being reviewed closely and reductions made, and Adult Protective Services is over budget due to a private pay placement. Marianne Stanek stated that the Nutrition Program is over budget \$8,747 largely due to the purchase of the new vehicle. Stephanie Ronnfeldt noted that the Economic Support Unit is over budget \$31,589 due to a delay in revenues from the Capital Consortium and on October 1, 2013 we will receive additional Energy Assistance and Child Care funds. Amanda Coorough reported that children's placements continue to be reduced and are hopefully under control now. Children's Services intakes and caseloads are rising daily due to school being back in session, but the Birth to Three Program is keeping consistent. Tracy Thorsen stated that the Clinical Services Unit is \$40,929 over budget; however, the WIMCR payment is not calculated in yet and there is a delay in revenues. The unit is unable to conduct an internal reconciliation of the Comprehensive Community Services Program, but should be able to in the near future. Tracy Thorsen noted that the upcoming implementation of ObamaCare should be positive for our agency due to the elimination of individuals without health insurance.

The Institutional Funds were reviewed. The Children’s Institutional Fund is currently over \$43,492, and when that overage is added into the overall Health & Human Services budget, it increases the overage to \$118,888. Patrick Metz noted that when the excess children’s institutional fund costs and \$.75 retroactive staff salary increases are removed from our budget, the overage is reduced to \$28,691. Bob Holets questioned if there are things we can do now internally to ensure the budget does not go over. Donald Seep questioned what percentage of our budget is staff health insurance. Patrick Metz stated that the health insurance increase for 2013 totaled over \$100,000 and the projected impact for next year is an additional \$75,000.

Discussion was held regarding the Monthly Expense Line Trends summary sheet. Patrick Metz noted that there is an error in the telephone line item calculations and a large amount of the advertising expenses are related to Regional ADRC marketing and outreach.

Personnel Updates: None.

Approve Contracts, Agreements, and Amendments (Mailout #1): Tracy Thorsen noted that these two new providers offer more intensive services that our internal staff do not provide to children. These services are not budgeted for, but are 60% reimbursable through Medical Assistance. If the providers are not utilized, the children could continue to have issues that ultimately result in a residential placement.

RICHLAND COUNTY HEALTH AND HUMAN SERVICES 2013 NEW HHS CONTRACT/AGREEMENT APPROVALS (9-12-13)		
IMAGINE A CHILD’S CAPACITY	Provider of specialized assessments for CCS children who have complex emotional and behavioral issues. They will also provide some direct services to assist with implementing behavioral plans for children being served by the Clinical Services Unit. (Madison)	For a total amount not to exceed \$9,000.
THERAPY WITHOUT WALLS, LLC	Provider of therapy services to CCS children receiving intensive services in the community. The provider will improve recovery and defer long term, out-of-home placement and/or detention services for children being served by the Clinical Services Unit. (Reedsburg)	For a total amount not to exceed \$12,000.

Motion made by Marilyn Rinehart, seconded by Virginia Wiedenfeld to approve the new 2013 agreement and contract. Motion carried.

Amanda Coorough reviewed the details of each amended contract noting the current and future expenditure needs of each.

RICHLAND COUNTY HEALTH AND HUMAN SERVICES 2013 AMENDED HHS CONTRACT/AGREEMENT APPROVALS (9-12-13)		
ATTORNEY HENRY PLUM	Due to additional needs for Termination of Parental Rights (TPR) legal services and court appointed special prosecutor for complicated CHIPS cases provided to the Children's Services Unit. (Wauwatosa)	<i>Original Contract Amount: \$45,000.</i> To a total contract amount not to exceed \$50,000.
CHILDREN'S SERVICE SOCIETY OF WISCONSIN	Due to several treatment foster home emergency placements provided to the Children's Services Unit. (Milwaukee) <i>This will require County Board approval.</i>	<i>Original Contract Amount: \$20,000.</i> To a total contract amount not to exceed \$50,000.
FAMILY & CHILDREN'S CENTER	Due to an additional need for residential, group, and treatment foster care provided to the Children's Services Unit. (La Crosse) <i>This will require County Board approval.</i>	<i>Original Contract Amount: \$29,500.</i> To a total contract amount not to exceed \$130,000.
NORTHWEST PASSAGE	Due to an additional need for residential assessment and treatment facility care for children with social/emotional/cognitive behavioral difficulties served by the Children's Services Unit. (Frederic)	<i>Original Contract Amount: \$60,000.</i> To a total contract amount not to exceed \$68,000.
THE RICHLAND HOSPITAL	Due to an additional need for speech and physical therapy provided to children being served by the Children's Services Unit Birth to Three Program and is a result of the agency not hiring two therapist positions. (Richland Center) <i>This will require County Board approval.</i>	<i>Original Contract Amount: \$29,500.</i> To a total contract amount not to exceed \$90,000.
WYALUSING ACADEMY (CLINICARE CORPORATION)	Due to an additional need for residential care services provided to a child being served by the Children's Services Unit. (Prairie du Chien)	<i>Original Contract Amount: \$20,000.</i> To a total contract amount not to exceed \$29,500.

Motion made by Virginia Wiedenfeld, seconded by Bob Bellman to postpone the Attorney Henry Plum contract amendment approval. Motion carried.

Motion made by Virginia Wiedenfeld, seconded by Diane M. Brown to approve the 2013 contract amendments and forward those onto the County Board as necessary. Motion carried.

Program Evaluation Training Update: Randy Jacquet noted that in May he attended one-day training in Madison on Measuring Customer Satisfaction. The training reviewed the value and importance of identifying and surveying customers. Randy Jacquet stated that there are three basic ways of capturing customer opinions: offer a questionnaire, conduct a face-to-face interview, and/or develop a focus group. Randy Jacquet stated that the knowledge he received was shared with agency management and many of

the methods are being utilized within current program evaluation processes. Stephanie Ronnfeldt noted that when the Economic Support Unit receives questionnaires from customers internal improvements are made when possible. Marilyn Rinehart suggested that a sentence or two be inserted into the agency's Annual Report that reflects the processes and results of programmatic surveys being utilized.

Approve Public Health Laptop Purchase (Mailout #3): Marianne Stanek stated that this request is to purchase a laptop for a Farm to School Grant funded position. Barb Scott noted that the laptop is more than sufficient for the workload of the employee, lesser expensive laptops cannot connect to the network or Windows 8 home, and overall productivity would be affected. Motion by Bob Bellman, seconded by Dr. Louis Williams to approve the purchase of a Lenovo ThinkPad T530 from CDW-G totaling \$992.50. Motion Carried.

Approve 2013-2014 Influenza and Pneumonia Immunization Fees (Mailout #4): Marianne Stanek stated that immunization clinics used to be a major funding source for Public Health, but that continues to reduce as other area immunization providers continue to increase. Marianne Stanek noted that the proposed fees did not increase from last year and Public Health is able to bill Medical Assistance and Medicare. It was noted that only the Richland Community Free Clinic immunizes individuals for free. Motion by Dr. Louis Williams, seconded by Virginia Wiedenfeld to approve the 2013-2014 immunization fees totaling \$30.00 per Influenza vaccination and \$65.00 per Pneumonia vaccination. Motion Carried.

Richland County Senior Nutrition Program Meals Provision Update: Marianne Stanek reported that she was recently informed that the provision of Senior Nutrition Program meals should have been put out for bid every three years. An advertisement is being placed in the local papers and sent to providers who have been previously providing these services. Discussion was held regarding the potential controversy if current providers are not awarded future contracts. Marianne Stanek stated that it is anticipated that this process would increase quality and make providers more accountable for the services they offer.

Bob Holets noted that he and Marianne Stanek attended a committee meeting of the Richland School District recently and they approved a 40% rent reduction (\$10/hour to \$6/hour) for the Rockbridge Meal Site. Bob Holets noted that the approval of the rent reduction still needs to go before the Richland School Board.

Approve Proposal to Eliminate a Vacant CCS Clinician Position and Create a Psychiatric RN Position (Mailout #5): Tracy Thorsen noted that with the retirement of Comprehensive Community Services (CCS) Clinician John Pyle, the CCS Program was reviewed closely and it was determined that a Psychiatric RN position would be more beneficial to the program. Tracy Thorsen noted that the financial impact was recalculated since the mailout was prepared and the 2014 savings of \$6,550 should be reduced to a savings of \$3,770 in order to offer exact comparisons. Discussion was held regarding the older CCS position that has been vacant since 2007. Motion by Marilyn Rinehart, seconded by Diane M. Brown to approve the elimination of a vacant CCS Clinician position, the creation of a Psychiatric RN position, approve the revised position description, and forward the recommendation onto the Finance and Personnel Committee and County Board for approval. Motion Carried.

Regional Enrollment Network Planning for Affordable Care Act Implementation Update: Stephanie Ronnfeldt reported that on August 22, 2013 she attended a meeting in Madison on the implementation of the Affordable Care Act which was hosted by the Department of Health Services. It was announced that Richland County should have approximately 822 individuals shopping for insurance in the Health

Insurance Marketplace. Richland County should also have approximately 162 individuals transferring off BadgerCare Plus and there are also individuals who are now qualified for BadgerCare. The total potential caseload impact to Richland County is approximately 1,000 individuals. In the State of Wisconsin, approximately 92,000 individuals will need to move from BadgerCare to ObamaCare.

Stephanie Ronnfeldt noted that a local meeting was held recently to discuss the local implementation of the Affordable Care Act. Randy Jacquet stated that there are no funds available to hire staff to provide assistance to these individuals and there are fees associated with becoming a Certified Application Counselor, Mobilizer or Assistor, as additional training is required. Stephanie Ronnfeldt announced that Health & Human Services is seeking out local volunteers or organizations willing to assist individuals. Randy Jacquet questioned if the umbrella of Health & Human Services could be used to house volunteers and offer a specific time and location for individuals to receive assistance. Randy Jacquet noted that Health & Human Services would only be responsible for providing the space, computer access, and advertising.

Stephanie Ronnfeldt stated that the agency has applied to become a Certified Application Agency, and once that application is approved, our government agency training fees would be exempt. Stephanie Ronnfeldt noted that she is uncertain if volunteers, performing duties under our agency umbrella, would also be exempt of those training fees. Stephanie Ronnfeldt reviewed her current staff workload and the possibility of having one individual trained as a Certified Application Counselor. It was noted that if we are interested in moving forward with this plan, we need to move quickly as open enrollment begins October 1, 2013. Motion by Bob Bellman, seconded by Donald Seep to approve Health & Human Services development of an immediate plan to proceed in assisting individuals with navigating through the Affordable Care Act utilizing the Community Services Building, other agency resources, and Health & Human Services funds for implementation of the plan. Motion Carried.

Review of SmartCare Electronic Health Record (EHR) Software: Bob Holets stated that he has been made aware that the \$45,000 purchase of SmartCare software for the Clinical Services Unit more than a year ago has not been going well. Bob Holets noted that it was purchased primarily due to the clinical case management capabilities, but the billing processes are not ideal. Bob Holets noted that he has been made aware that staff are spending many hours trying to work through the glitches of the software.

Randy Jacquet noted that the purchase of the SmartCare software from Streamline Healthcare Solutions has been a disappointment to us and over the last year we have been trying to make the software meet our needs. Randy Jacquet stated that there are two available options: continue as is or continue to meet with Streamline representatives for a couple more months, but on a parallel track identify what our alternative software plans would be. Are there other contract options for us? Tracy Thorsen noted that our only contractual option is to no longer purchase their service.

Patrick Metz noted that routinely there are flaws in the software and their programmers have to either fix the flaws or offer us a "work around" that is usually more time consuming. It was noted that there are no other clinics utilizing this software in Wisconsin; however, the Streamline Healthcare Solutions, LLC business office is located in Michigan, there are clinics in Michigan utilizing the software, and their references were glowing. It was determined that this topic should be added to next month's agenda for further discussion.

Barb Scott left the meeting.

Collaborative Snow Plowing Update: Angie Rizner reported that she has been meeting with the Property Committee over the last few months to research whether or not working collaboratively with Courthouse Maintenance this winter season would be beneficial for both buildings. Angie Rizner noted that she and Avery Manning, Courthouse Maintenance Supervisor, thoroughly reviewed the available options, discussed them with the Property Committee last week, and it was determined that working collaboratively this winter season was not going to benefit either facility at this time. The lack of staff available to operate equipment and the funds needed to support the project fell short.

Angie Rizner stated that the Property Committee decided to rent a skid steer again this year and have Avery Manning clear and salt the Courthouse parking lot and sidewalks. It was noted that the skid steer being rented is not ideal for clearing the larger parking lots at the Community Services Building and Health & Human Services does not have existing maintenance staff time available to clear and salt both properties. The additional hours needed would require Health & Human Services to offer benefits to the currently part-time, leased maintenance employee which would far exceed the funding allocated for project. Angie Rizner noted that utilizing a Courthouse riding lawn tractor to clear and salt the sidewalks of both properties was also considered, but ultimately determined not ideal at this time.

Angie Rizner reported that Health & Human Services has \$6,000 budgeted for snow plowing/salting/snow removal in 2014 and the three-year average for these contracted services is \$6,443. The Property Committee had requested that Health & Human Services purchase a brush attachment for the skid steer they intend on renting at a cost of approximately \$3,600-\$5,000. Health & Human Services is not financially able to purchase the brush attachment, salt, additional staff time, and continue a contract for snow removal all while keeping under the \$6,000 budget. Therefore, it was determined by the Property Committee that collaborating between the two buildings for snow plowing and salting would not be beneficial this winter season; however, considerations on this and future projects should continue to be discussed. Angie Rizner noted that advertisements have been placed in the local papers and mailings sent to local snow plowing vendors requesting that they submit bids for Community Services Building snow plowing services. A list of the bids received will be reviewed at the next Health & Human Services Board meeting, so that a contract can be entered into for the upcoming winter season.

Equipment Maintenance Agreements Update: Angie Rizner stated that, under the direction of the Health & Human Services Board, she contacted three local vendors who have previously performed electrical, plumbing, and HVAC services at the Community Services Building to see if they have ever entered into equipment maintenance agreements with other facilities. Ash Creek Plumbing & Heating, Strang Heating & Electric, and Wertz Plumbing & Heating representatives reported that they have entered into maintenance contracts for preventative equipment checks and filter changes only. Angie Rizner noted that these services are already provided by in-house maintenance staff, so she questioned if any other comprehensive contracts have ever been considered. The consistent response was that a comprehensive contract would not benefit either party. Bob Holets questioned if an exclusive contract was entered into with a specific provider would they offer a percentage off or an overall discount. Angie Rizner noted that working with a vendor exclusively is not always realistic, as often multiple vendors have to be called due to schedule availability, and vendors consider their pricing to be fair and competitive.

Hospice Care Update: This item was tabled.

Special Budget Meeting Reminder: The Special Budget Meeting is scheduled for Thursday, September 19, 2013 at 9:30am at the Community Services Building.

The next regular Board meeting is scheduled for Thursday, October 10, 2013 at 9:30am at the Community Services Building.

Adjourn: Motion by Virginia Wiedenfeld, seconded by Diane M. Brown to adjourn the meeting. Motion carried.

Respectfully Submitted,

Angie Rizner
Office Supervisor