

MINUTES
RICHLAND COUNTY HEALTH AND HUMAN SERVICES
August 12, 2010

The monthly meeting of the Richland County Health and Human Services Board was called to order at 9:30 a.m. on August 12, 2010 by Jeanetta Kirkpatrick in the Main Conference Room of the Community Services Building, 221 West Seminary Street, Richland Center, Wisconsin.

Members Present: Betty Havlik, Dr. Richard Edwards, Fred Clary, Jeanetta Kirkpatrick, Marilyn Rinehart, Paul Kinney, Ray Schmitz, Robert Holets, and Walter Gust.

Others Present: Angie Rizner, Ann Greenheck, Cheryl Ketelhut, Christy Duhr, Linda Symons, Lori Thuli, Marianne Stanek, Patrick Metz, Randy Jacquet, Rose Kohout, Tracy Thorsen, and Sandy Kramer.

Approve Agenda and Posting: Motion by Walter Gust, seconded by Paul Kinney to approve the agenda and proper posting. Motion carried.

Approve July 8, 2010 Health and Human Services Board Minutes: Cheryl Ketelhut noted a change to page 5 of the minutes. The last sentence in the first paragraph should read, "It was noted that the three units meet weekly to discuss the enrollment of future Family Care Program members." Motion by Dr. Richard Edwards, seconded by Betty Havlik to approve the Board Minutes. Motion carried.

Approve July 15, 2010 Public Hearing Minutes: Fred Clary noted that it was disappointing that no citizens attended the Public Hearing. Dr. Richard Edwards reported that the Richland Community Free Clinic has decided to revoke their request for a \$5,000 cash donation for 2011, but would like the Board to continue staffing the clinic with a Public Health RN. Motion by Paul Kinney, seconded by Robert Holets to approve the Public Hearing Minutes. Motion carried.

Citizen Comments: None.

Approval of Veterans Service Office 2010 Transportation Grant: Sandy Kramer stated that the grant funds would be utilized for transporting veterans to medical appointments. Sandy Kramer noted that the actual dollar amount of the grant varies every year and is based upon how many counties apply and how many veterans are actually transported to/from appointments. Motion by Dr. Richard Edwards, seconded by Walter Gust to approve the Veterans Service Office 2010 Transportation Grant and forward the recommendation onto the County Board for approval. Motion carried.

Approval of Health and Human Services Vouchers: The Richland County Health and Human Services 2010 Voucher Report was distributed and reviewed by Paul Kinney. Marianne Stanek noted that the Richland Medical Center and the Richland Hospital would be reimbursing the fee paid to LaCrosse County for services associated with the medication destruction program. Patrick Metz reported that the agency experienced significant server and backup issues in July and it was necessary to contract with JComp Technologies to remedy the very serious situation.

It was noted that agency staff are aware that they have to submit all expenses within 90 days of the date that they are incurred. Motion made by Betty Havlik, seconded by Ray Schmitz to approve the 2010 Richland County Health and Human Services vouchers including prepaid vouchers listed below. Motion carried.

2010 Vouchers

Unit	No. of Vouchers	Amount
Richland County Health and Human Services – 2010 Expense Reports	64	\$15,108.00
Richland County Health and Human Services – 2010 Vouchers	37	\$20,232.36
Richland County Health and Human Services – 2010 Prepaid Vouchers	18	\$9,228.60
TOTAL	119	\$44,568.96

2010 Budget Update: Patrick Metz distributed a handout that reflected the 2010 Health and Human Services budget as of June 30, 2010 noting a surplus of \$46,542. Each manager reported on their individual unit budgets.

Linda Symons stated that the Aging & Disability Resource Center (ADRC) is running over budget with the Transportation Program since the budget was prepared with a reduction in funding due to the anticipated opening of the Dialysis Clinic at the Richland Hospital in 2010. Dr. Richard Edwards reported that the State engineer approved the plans for the Dialysis Clinic, but the inspection found three issues that needed to be resolved, and we are waiting for the Medicare inspector to come back to sign off on the project.

Marianne Stanek noted that Public Health programs are running under budget; however, the attendance numbers for the Senior Nutrition Program are down slightly. Patrick Metz stated that the agency was able to transfer \$15,149 into Fund 59 for the Senior Nutrition Program, which is similar to a “savings account” for the program.

Christy Duhr stated that the Economic Support Unit is over budget at this time, but that is simply due to a delay in revenues. Christy Duhr noted that staff are not attending training outside the office. Discussion was held regarding the recent legislation movement which is taking funds from Human Service Programs to fund teachers.

Cheryl Ketelhut reported that the Southwest Family Care Alliance (SFCA) assured us that they would cover the overage of \$5,636 for the Long Term Support Unit Program Assistants.

Lori Thuli stated that there are many things happening in the Children’s Services Unit; however, she is happy to report that the unit is under budget at this time.

Tracy Thorsen noted that the Clinical Services Unit continues to routinely monitor the Comprehensive Community Services (CCS) Program and the Mental Health Inpatient Services which continue to be over budget. Tracy Thorsen stated that AODA Residential Treatment will

not reach an overage, as there is a finite amount of money and when that runs out we will no longer offer the service.

Patrick Metz announced that it is likely that the 2010 Health and Human Services budget will be under budget if it follows the same trend; however, there are many unknown variables which could seriously affect the budget, including the SFCA takeover, WIMCR Program allocations, and unanticipated placements. Discussion was held regarding the Children's Institutional Fund.

Fred Clary questioned if the CCS Program is necessary since it is so volatile. Tracy Thorsen stated that the program is hard to predict; however, it has brought in considerable revenues and she believes it would be worse if we did not offer the program. Randy Jacquet noted that the services would have to be offered one way or another. It was noted that these clients are high risk for institutional placement and CCS offers a means to divert more expensive placements. Patrick Metz noted that the State has routinely changed the reporting and reconciling processes every year, so it is hard to accurately predict the program financials.

Personnel Updates: Randy Jacquet announced the resignation of Pat Burnham, Care Management Unit Registered Nurse, effective August 13, 2010. It was noted that SFCA is not looking to refill the vacancy.

Randy Jacquet stated that the agency would be holding final interviews this afternoon for the Regional ADRC Manager position.

Approval of Contracts, Agreements, and Amendments (Mailout #1): Lori Thuli stated that Home Accessibility would be installing a portable ramp on the exterior of a local home. Discussion was held regarding the utilization of a local vendor. Lori Thuli noted that the project would be fully funded by the children's waivers.

Lori Thuli commented that the Birth to Three Program has struggled with locating physical therapy providers. The Reedsburg Medical Association Clinic would offer physical therapy to one child and the family does have private insurance to pay for a majority of the services. This contract would cover the potential expenses that their private insurance would not cover, as well as services offered to other potential clients. Lori Thuli stated that the Richland Hospital has agreed recently to offer some limited in-home physical therapies.

RICHLAND COUNTY HEALTH AND HUMAN SERVICES 2010 NEW HHS CONTRACT/AGREEMENT APPROVALS (8-12-10)		
HOME ACCESSIBILITY	To provide home modification work for a child with disabilities who is served by the Children's Services Unit. (Dane)	For a total amount not to exceed \$6,200.

REEDSBURG MEDICAL ASSOCIATION CLINIC	A provider of physical therapy for children enrolled in the Birth to Three Program who are currently served by the Children's Services Unit. (Reedsburg)	For a total amount not to exceed \$29,500.
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Lori Thuli reported that the contract with St. Rose Youth and Family Center was utilized beyond the original approved contract amount.

RICHLAND COUNTY HEALTH AND HUMAN SERVICES 2010 AMENDED HHS CONTRACT/AGREEMENT APPROVALS (8-12-10)		
ST. ROSE YOUTH AND FAMILY CENTER	Due to an extended stay at a residential setting for an out-of-home child being served by the Children's Services Unit. It was originally anticipated that this child would be transitioned to a group home setting in June of 2010; however, this was not possible until the end of July. (Milwaukee) <i>This will require County Board approval.</i>	<i>Original Contract Amount: \$29,900.</i> To a total contract amount not to exceed \$41,000.

Motion made by Paul Kinney, seconded by Walter Gust to approve the new and amended 2010 contracts and agreements and forward those necessary onto the County Board for approval. Motion carried.

Tracy Thorsen stated that a contract amendment is necessary for Gundersen Lutheran Medical Center since the expenses have already exceeded the previously approved contract.

RICHLAND COUNTY HEALTH AND HUMAN SERVICES 2009 AMENDED HHS CONTRACT/AGREEMENT APPROVALS (8-12-10)		
GUNDERSEN LUTHERAN MEDICAL CENTER	Gundersen Lutheran provides 3 services: inpatient mental health, detox, and residential treatment for substance-use disorders. The primary reason for exceeding the contract is due to high inpatient mental health costs. Although there has <u>not</u> been an increased trend in the number of hospitalization compared to previous years, the expenses are due to the increase number of emergency hospitalizations in which the clients do not have insurance or other funding to cover the costs. The total number of emergency hospitalizations has not actually increased compared to previous years and is actually less compared to last year. The County had 55 emergency hospitalizations through June 2009 while there were only 33 hospitalizations for the same period in 2010. (LaCrosse) <i>This will require County Board approval.</i>	<i>Original Contract Amount: \$45,000.</i> To a total contract amount not to exceed \$90,000.

Motion made by Dr. Richard Edwards, seconded by Marilyn Rinehart to approve the amended 2010 contract and forward it onto the County Board for approval. Motion carried.

Loss of Care Management Contract with Southwest Family Care Alliance

Transition Plan for Employees/Program: Randy Jacquet reported that the SFCA Board decided upon pursuing Model C at their July meeting, which means the SFCA would completely take over the program. Randy Jacquet distributed a handout that reflected the transition timeline for the 15 case managers (1 leased), 1 support staff, 1 manager, and 1 supervisor who may potentially transfer to the SFCA.

Southwest Family Care Alliance:

- Accepting applications until August 20th
- Interviewing August 23rd – September 4th
- Employment offers or rejections by September 10th
- Those receiving offers must decide by September 15th

Health and Human Services:

- Notification to CMU staff on September 10th that positions will end November 30th
- Those wishing to use seniority to displace the most recently hired would have until September 15th to make that declaration (subject to Finance/Personnel Committee actions)
- Last day of Richland County Care Management Unit operations would be November 29th

It was noted that any staff wishing to use seniority to displace the most recently hired would need to be qualified for the position, but training would need to be offered. Discussion was held regarding whether layoff letters should be issued before September 10th since we know now that we cannot maintain their positions.

Potential Costs for Unemployment, Vacation, Comp, and Sick Time: Randy Jacquet distributed a handout that reflected the potential costs associated with SFCA taking over the Richland County – Case Management Unit.

ISSUE #1

Potential Loss of December 2010 Operating Revenue with a November 29th CMU End Date:

- **\$4,019** – Indirect Staff Allocation – for staff within HHS that provide indirect services to the CMU.
- **\$7,588** – Indirect Operational Costs – pays for utilities, postage, telephone, leased equipment, storage, and office supplies.
- **\$2,083** – Representative Payee revenue for December 2010.

\$13,690 Total Potential Loss of December 2010 Operating Revenue

HHS Position: With such short notice, we do not have time to make up the difference in our 2010 budget. SFCA should make the county whole for 2010.

SFCA Position: Recommending to SFCA Board that SFCA cover these costs.

ISSUE #2

Potential Unbudgeted Personnel Expenses for 2010:

With the layoff of CMU staff, the potential payout of accrued benefits is:

- **\$10,358** – Comp Time - (as of payroll 15)
- **\$47,852** – Vacation (if no more vacation time is taken in 2010 and employees elect to transfer 1 week of vacation to SFCA)
- **___?___** - unemployment could be up to \$1,667 per employee per month.

\$58,210 Total Potential Unbudgeted Personnel Expenses in 2010 (not including unemployment)

SFCA Position: Comp time payout, vacation, and unemployment is a county expense since we are the employer. They argue that vacation and unemployment is in the monthly rate we get. No other region in the State had the MCO pay for unemployment as part of the transition. SFCA is recommending that employees transferring to SFCA be allowed to carryover 1 week of vacation.

HHS Position: Since the current rate does not allow the county to have a surplus or contingency fund to pool money for these expenses, there is no ability to pay for them. Vacation time that is “accrued” for the following year certainly isn’t part of the rate allocation. Since the SFCA Board voted to take over county operations, they should take the responsibility for all these costs and make the counties whole for any costs. While it’s true that other counties in the State did have to cover their unemployment costs, those counties had several years to prepare for this transition and could be proactive with vacancies as they occurred. Richland County has been given only a few months to prepare and has no other options.

\$71,900 Total Potential Net Loss to the 2010 Budget (not including unemployment)

ISSUE #3

Loss of 2011 Operating Revenue:

- **\$41,941** – Indirect Staff Allocation – for staff within HHS that provide indirect services to the CMU.
- **\$59,768** – Indirect Operational Costs – pays for utilities, postage, telephone, leased equipment, storage, and office supplies. (Net cost with reduced expenses figured in.)
- **\$25,000** – in revenues to manage a collective Representative Payee account for approximately 60 SFCA members.
- **___?___** - unemployment could be up to \$20,000 per employee per year.

SFCA Position: Unemployment is a county expense since we are the employer. They argue that unemployment is in the monthly rate we get. No other region in the State had the MCO pay for unemployment as part of the transition.

HHS Position: Since the current rate does not allow the county to have a surplus or contingency fund to pool money for unemployment, there is no ability to pay for it. Since the SFCA Board voted to take over county operations, they should take the responsibility for unemployment costs and make the counties whole for any unemployment costs. While it’s true that other counties in the State did have to cover their unemployment costs, those counties had several years to prepare for this transition and could be proactive with vacancies as they occurred. Richland County has been given only a few months to prepare and no other options.

\$126,709 Total Potential Net Loss to the 2011 Budget (not including unemployment)

Fred Clary questioned what we intend to do with the computers, equipment, supplies, etc. that these staff currently utilize. Randy Jacquet stated that the agency has not been approached by SFCA requesting to purchase those materials. It was noted that the computers are near end of life and the agency plans to utilize those for parts. Randy Jacquet commented that he understands that SFCA wants no down time, so they want case managers to leave here on November 30th and begin working the very next day in their new fully furnished offices.

Randy Jacquet announced that SFCA has agreed to let transferring staff carryover their accrued sick leave. Discussion was held regarding SFCA not honoring all the benefits accrued by the case managers per the annual contract.

Randy Jacquet stated that it is likely that the loss of December 2010 operating revenue would be covered by SFCA, which would bring the 2010 potential net loss to \$58,210. Cheryl Ketelhut noted that the case managers have been told that they could not accrue any further comp time (exception for emergencies). It was noted that all eight counties are being significantly affected financially by this takeover.

Walter Gust questioned when the potential for an SFCA takeover was first discussed. Ray Schmitz stated that the potential for this was mentioned when Lafayette County did not have a Director in April 2010 and this prompted the question at the SFCA Board level because they really did not have anyone in charge in Lafayette County.

Ann Greenheck stated that she felt “kicked in the gut” by this takeover since she personally supported the program in other counties. Ann Greenheck noted that after seven years the contract hasn’t been honored, potential takeover discussions were held in April, and the fact that this wasn’t mentioned to the eight counties is simply not ethical. Ann Greenheck commented that she was not in support of the expansion of the Community Services Building, and now we have this larger facility with payments coming due and staff leaving.

Ray Schmitz stated that the SFCA Board has really been learning over the last few years and Teri Buros was clearly in charge of the SFCA operations, but she needed more control in order to meet the needs of the SFCA and the clients. Discussion was held regarding what it costs to run the program.

Jeanetta Kirkpatrick noted that she spoke with Teri Buros when the district was being formed and at that time Teri assured her that she did not want to take over the eight counties and deal with the eight unions, etc. and Model B was supposed to be the only model ever considered, as it kept the services local. Ray Schmitz stated that regardless if Model B or Model C was selected, the county lines would have to be removed.

Ray Schmitz reported that SFCA is trying to stay afloat and was given a final \$700,000 from the State to operate with the understanding that they needed to change things. Ray Schmitz stated that a 5 year correction plan was recently submitted to the State.

Randy Jacquet distributed a handout that listed the square footage of the Community Services Building and the space the CMU will be vacating.

Previous Square Footage	17,680
Building Expansion – 2009	<u>8,704</u>
Total Square Footage	26,384
Care Management Unit	
Work Space Footage	3,700

It was noted that the vacating CMU work space is 14% of the building's total space.

Loss of Operating Revenue: This was discussed during the previous agenda item.

Afterhours Crisis Intervention Services Contract Approval: Tracy Thorsen reported that the agency has been discussing our afterhours crisis system with various community partners over the last 2 years. In April 2010, a Request for Proposals (RFP) was announced and 3 proposals were received with 1 of the proposals not meeting the deadline for submission. The remaining 2 afterhours crisis intervention service proposals were reviewed and scored and 1 proposal was selected to move forward for further discussions – Northwest Connections of Eau Claire.

Tracy Thorsen distributed a handout which further highlighted the proposal submitted by Northwest Connections. Tracy Thorsen noted that we contacted each of the 11 counties that Northwest Connections currently provides crisis services to, and there was a clear consensus that Northwest Connections is a competent organization with extensive expertise. A few counties even reported an initial 20% to 50% decrease in their emergency detentions, which translates into decreased institutional costs. Based on historical data, a savings of 20% could equate to an approximate annual savings of \$15,000 - \$25,000 in institutional costs. Tracy Thorsen stated that some counties were able to use the cost savings to help fund the crisis services.

Fred Clary stated that it is conceivable that we could remove funds from the adult unbudgeted institutional fund to support this project, as long as it is beneficial. Tracy Thorsen noted that current staff carry pagers and earn on-call comp for all crisis work. This equates to \$8,000 per year for staff carrying pagers, but we do not have a dollar amount for the accumulation of on-call comp. Tracy Thorsen noted that the loss of the CMU case managers affects our current system, as they have been included in the on-call rotation.

It was noted that the cost for entering into a contract with Northwest Connections would be \$42,516. Randy Jacquet reported that this would be brought back as part of the 2011 Health and Human Services budget process.

Health and Human Services Celebrates 10 Year Anniversary: Randy Jacquet announced that August 1, 2000 marked the beginning of Richland County Health & Human Services. Four county agencies were officially merged on this date, those being the Department of Social Services, Community Programs, Public Health, and the Commission on Aging. We started with 5 separate office locations. At the same time we merged, we were also starting the Richland County Care Management Organization and plans were in process for the development of the Resource Center. Much has occurred during the past 10 years, with new programs like the

ADRC and CCS, and with various reorganizations such as the Children's Services Unit. If there was a constant throughout the last 10 years, it's been that things have always been in transition.

Information Technology

Approval to Add Other County Departments onto Health and Human Services Network Area Storage Devise (NAS Box) (Mailout #2): Randy Jacquet stated that Land Information has requested to backup their data onto the Health and Human Services NAS box since they recently experienced a failed hard drive. Additionally, there is another Sheriff's Department server that includes some data from Land Records that also need to be backed up. Currently, there is adequate space on the Health and Human Services NAS box; however, when space becomes limited, Land Information would need to purchase a separate NAS box. It was noted that there are safeguards in place to ensure no comingling of data and permissions would be established for access to the data. Motion by Betty Havlik, seconded by Walter Gust to approve the addition of other County Departments onto the Health and Human Services NAS Box. Motion carried.

Approval to Purchase Licensing for Windows Live Meeting for the Aging & Disability Resource Center of Southwest Wisconsin – North (Mailout #3): Walter Gust requested to table this purchase, pending further discussion by the Regional ADRC Board.

Update on NEC Telephone System Transfer to the Symons Recreation Complex: Randy Jacquet stated that the agency's NEC telephone system was recently transferred to the Symons Recreation Complex. Fred Clary noted that the value of the system fell below the requirement which requires Health and Human Services Board approval prior to transfer, so Randy Jacquet was able to approve the transfer of the equipment.

Impact of Layoff Days: Randy Jacquet reported that the agency would like to make some changes or offer some advice if layoff days are to continue into 2011, as management is being affected by maintaining the operations as usual. Lori Thuli reported that she and Karee Gander have to take care of Children's Services crisis issues for a full 24 hours, and if there is a significant situation, Children's Services management has to take on the continuation of service throughout the following week. This has occurred and has placed additional burden on the Children's Services management's already full schedules. Fred Clary stated that the only alternative is a full 5 days of layoff, which is a considerably worse scenario. It was noted that Friday might not be the best day for staff to be laid off.

The next regular Board meeting is scheduled for Thursday, September 9, 2010 at 9:30 a.m. at the Community Services Building. The Finance Sub-Committee will meet at 9:00 a.m.

Adjourn: Motion by Paul Kinney, seconded by Dr. Richard Edwards to adjourn the meeting. Motion carried.

Respectfully Submitted,

Angie Rizner
Office Supervisor