

**MINUTES**  
**RICHLAND COUNTY HEALTH AND HUMAN SERVICES**  
**January 12, 2012**

The monthly meeting of the Richland County Health and Human Services Board was called to order at 9:00 a.m. on January 12, 2012 by Paul Kinney in the Main Conference Room of the Community Services Building, 221 West Seminary Street, Richland Center, Wisconsin.

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

Members Absent: Betty Havlik.

Others Present: Amanda Coorough, Angie Rizner, Becky Dahl, Brett Iverson, Linda Symons, Marianne Stanek, Patrick Metz, Randy Jacquet, Stephanie Ronnfeldt, and Tracy Thorsen.

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

Approve December 8, 2011 Health and Human Services Board Minutes: Motion by Walter Gust, seconded by Ray Schmitz to approve the Board Meeting Minutes. Motion carried.

Citizen Comments: None.

Review and Approve Health and Human Services Vouchers: The Richland County Health and Human Services 2011-2012 Voucher Report was distributed and reviewed by Patrick Metz. Fred Clary questioned the previously paid vouchers. Patrick Metz noted that previously paid vouchers are usually paid in advance to avoid late fees or penalties. Patrick Metz reviewed a few of the vouchers noting that some invoices were presented to this agency in September; however, were not presented to the Business Office until just recently and it was felt that those items should be paid immediately. The following item required additional discussion:

Voucher #12-27 – CDW-Government, Inc.: This was for IT purchases that were budgeted for, but not expended until the end of the year. Patrick Metz noted that IT often purchases supplies that are utilized by other departments and then charged back to that department. Motion made by Robert Holets, seconded by Ray Schmitz to approve the 2011-2012 Richland County Health and Human Services vouchers including prepaid vouchers listed below. Motion carried.

**2011-2012 Vouchers**

| Unit  | No. of Vouchers | Amount             |
|---|-----------------|--------------------|
| Richland County Health and Human Services – 2011 Expense Reports  | 43              | \$13,687.48        |
| Richland County Health and Human Services – 2012 Vouchers         | 7               | \$1,490.48         |
| Richland County Health and Human Services – 2011 Vouchers         | 41              | \$34,311.29        |
| Richland County Health and Human Services – 2011 Prepaid Vouchers | 15              | \$7,477.44         |
| <b>TOTAL</b>  | <b>106</b>      | <b>\$56,966.69</b> |

2011 Budget Update: Patrick Metz distributed a handout that reflected the 2011 Health and Human Services budget as of November 30, 2011 noting a surplus of \$362,848. Patrick Metz reported that we received approximately \$146,000 that we were not expecting from Wisconsin Medicaid Cost Reporting (WIMCR); an approximate \$30,000 reimbursement from Worker's Compensation; and just over \$29,000 in a 2010 Comprehensive Community Services (CCS) reconciliation payment. Additionally, the ADRC and RADRC are both under budget, so the agency is able to claim further indirect costs. Patrick Metz noted that there are upcoming expenses not included in the surplus, including December's 3 payroll month and the return of retirement contributions for non-union staff totaling nearly \$20,000. We are also projecting approximately \$30,000 of additional expense for a CCS client as presented last month and we recently assisted the Sheriff's Department in purchasing a new server. Patrick Metz projected that the final surplus would be approximately \$250,000 - \$300,000. Fred Clary stated that this surplus should be transferred to the unbudgeted institutional accounts.

Patrick Metz reported on the Administration line item noting a surplus of \$49,391 which is largely due to the partial return of Worker's Compensation. Linda Symons stated that the ADRC has a surplus of \$88,614 but this could shift slightly. Discussion was held regarding the utilization of Mississippi Valley Healthcare for an ADRC client. Marianne Stanek noted a surplus of \$25,132 that is largely due to a reduction in influenza vaccine purchases (which also reflects a reduction in revenues) and a reduction in Nutrition Program attendees. Patrick Metz reported that the Economic Support line item is over budget \$26,235 which is due to a delay in revenues.

Fred Clary noted that he has a serious concern with timely Medicaid paperwork being processed by this agency, and as a result, another county department has to write off approximately \$50,000. Randy Jacquet stated that this would be looked into further; however, this is only one side of the story.

Amanda Coorough reported on the Children's Services Unit surplus of \$54,570 noting that there continues to be ongoing issues for the Child and Adolescent Services Team in dealing with juvenile delinquency behavior; 7 children were suspended or expelled in December from the Richland School District for illegal substance use on school grounds. Amanda Coorough stated that both the school and the community are trying to figure out what to do with these situations while utilizing all resources available. Law enforcement and the school district have been working closely with the agency in an attempt to change the escalating culture with students in the middle school and high school to get the youth reengaged. Randy Jacquet noted that Amanda Coorough will be offering a presentation to the Richland School Board and District Administration to promote plans to decrease the incidence of criminal activity. It was noted that the children range in age from roughly 12 - 17 years. Amanda Coorough noted that the current generation does not respond to fear tactics, so we need to develop other means of delivering logical consequences for poor choices, while being sympathetic to the often difficult life situations many of these children face. Discussion was held regarding the drug prevention programs offered in the community and whether or not these programs are sufficient.

Amanda Coorough also noted that in December the Birth to Three Program enrolled a Spanish speaking family into the program, so Spanish speaking interpreter fees will increase. Additionally the Birth to Three Program is exploring a State supported primary coaching model and Amanda

Coorough plans to meet regularly over the next six months with Birth to Three providers in order to consider modifications to the program.

Tracy Thorsen reported that Clinical Services reflects a surplus of \$183,462 which is largely due to the unexpected WIMCR payments. Patrick Metz stated that the final Adult Institutional Fund costs will be approximately \$288,000 due to a 2 month delay in invoicing.

Review Unemployment Costs Associated with the Family Care Layoffs & Bumping: Patrick Metz reported that included in the agreement with Southwest Family Care Alliance (SFCA) as part of their split from the agency was the understanding that our agency could receive up to \$19,000 from SFCA to reimburse unemployment costs associated with layoffs. Patrick Metz noted that the agency has not had an unemployment claim since August 2011, and it is likely we will be reimbursed \$11,185 by SFCA in February 2012.

Personnel Updates: There were no updates to offer.

Approval of Contracts, Agreements, and Amendments: There were no updates to offer.

Capital Consortium Update: Stephanie Ronnfeldt announced that the agency officially became part of the Capital Consortium as of January 3, 2012. This has created some significant changes for clients and staff. As required, the Capital Consortium has created a Call Center for clients to report changes to FoodShare, Medicaid, BadgerCare Plus, Family Planning Only Services, and Caretaker Supplement Programs.

The following changes have been made to our local office:

1. Interview Room #1 has been made available exclusively for Income Maintenance clients to call the Capital Consortium Call Center directly.
2. Our public access computers have a direct link to the Income Maintenance website.
3. New clients can complete paper applications and an initial appointment will be scheduled with an Economic Support worker.
4. Clients can drop off paperwork at our front desk which is scanned into a system that is available to any worker at the Capital Consortium Call Center.
5. Existing clients no longer have direct access to an Economic Support worker and are instructed to call the Capital Consortium Call Center to report changes or have questions answered.

Angie Rizner reviewed the flow of incoming calls, noting that clients press "0" to get an agency receptionist and our receptionists are walking clients through what to do given the new changes. Many clients are referred to the new 1-888-794-5556 to report changes. All current clients should have received a green letter from the State outlining the changes that have been made to Income Maintenance.

Stephanie Ronnfeldt noted that Economic Support Managers are meeting weekly to discuss issues with the new procedures and routinely review the quality of the new Capital Consortium Call Center. Stephanie Ronnfeldt reported that the Capital Consortium Call Center employs 20 workers and 1 worker is located in our building. They received 3,800 phone calls in first 4 days, so there has been a significant wait time for clients. This wait time is now approximately 19 minutes, and should continue to decrease over time. Economic Support Managers are trying to troubleshoot

these issues in order to meet the requirements imposed by the State. Call Center workers are expected to average 50 calls per day, and our local worker handled 67 calls this past Monday. Local Economic Support workers are also assuming 50 additional reviews per worker per month as part of our inclusion in the Capital Consortium.

Discussion was held regarding potential fraud issues. It was noted that fraud issues are now handled by the Capital Consortium. Stephanie Ronnfeldt stated that the leading fraud issue is unreported income and that is a topic that the Capital Consortium will follow up on in the future.

Discuss and Recommend the Replacement of Dr. Neil Bard: Marianne Stanek announced that Dr. Louis Williams, retired dentist, is interested in being appointed to the Health and Human Services Board. Motion made by Fred Clary, seconded by Robert Holets to recommend the appointment of Dr. Louis Williams to the Health and Human Services Board, and forward the recommendation onto the Committee on Committees and County Board for approval. Motion carried.

Approval of Public Health Application for Nutrition Education Grant (Mailout #1): Marianne Stanek requested to apply for a Nutrition Education Grant which will enable WIC mothers to purchase fresh produce from local businesses and farmers markets, offer cooking lessons, and provide babysitting during the classes. Motion made by Marilyn Rinehart, seconded by Walter Gust to approve the application of a Nutrition Education Grant, and forward that recommendation onto the County Board for approval. Motion carried.

Women, Infants & Children (WIC) Utilizing the Community Services Building Update: Marianne Stanek noted that WIC representatives have been working on their 2012 budget to research if they could afford the \$25 per day fee, and their request has now been put on hold. Marianne Stanek noted that WIC requested to also utilize an Interview Room, and now that room is no longer available given the newly implemented requirements of the Capital Consortium Call Center.

Active Aging Grant Presentation: Brett Iverson offered a presentation on the Active Aging Research Center (AARC) Project. The AARC is a joint effort through the State, University of Wisconsin – Madison School of Engineering, and other Wisconsin community partners. The AARC was created to discover ways that technology can help older adults live independently and stay in their homes longer, which will be necessary as the aging population continues to increase. Milwaukee, Waukesha, and Richland Counties were selected to pilot the AARC project.

Brett Iverson reported that various Elderly Center for Health Enhancement Systems Studies (ECHES) projects are being pursued; including falls prevention, service dependability, medication management, driving, and asset based community development.

Brett Iverson noted that Marilyn Rinehart, Walter Gust, Linda Symons, and Becky Dahl are part of the Asset Based Community Development Strategy Team which is the first part of the project being developed. It was noted that Richland County is ahead of the other two counties pioneering technology services for rural elderly. Marilyn Rinehart noted that the new Community Center and meal sites would be good assets for this project. Discussion was held regarding the technology infrastructure deficits in Richland County. It was noted that there is a lack of broadband and cellular services and these companies need incentives to reach out to the rural areas. Fred Clary

noted that other pilot projects were sold as not having a negative effect to other county departments or programs financially; however, this was not the case with Family Care.

Convene in Closed Session Per Wis. Statutes 19.85(1)(C) to Complete the Annual Performance Evaluation of the Director: Motion by Paul Kinney, seconded by Robert Holets to convene in closed session per Wis. Statutes 19.85(1)(C) to complete the annual performance evaluation of the Director. Motion carried.

Return to Open Session: Motion by Robert Holets, seconded by Walter Gust to return to open session. Motion carried.

The next regular Board meeting is scheduled for Thursday, February 9, 2012 at 9:00 a.m. at the Community Services Building.

Adjourn: Motion by Marilyn Rinehart, seconded by Walter Gust to adjourn the meeting. Motion carried.

Respectfully Submitted,

Angie Rizner  
Office Supervisor