

**POLK COUNTY HUMAN SERVICES BOARD MEETING**  
**AGENDA**  
**Public Welcome to Attend**

**Tuesday August 28, 2012**  
 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 July 24, 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 August

    - Recommendations to administration on department budgets
    - Consideration of budget issues and alternatives
    - Policy revisions for County Board action, related resolutions or other items requiring committee action (as needed)
6. Reports
  - a. Human Services
    - i. Standard Monthly Reports
    - ii. Fee schedule
    - iii. Recommendation on Resolution to File Request For Waiver From State Mandate Pursuant to Section 66.0143-Mandate to Provide Certain Audit Reports Concerning Human Services Purchase of Care and Services Contracts Under Sections 46.036 and 49.34 Resolution for Audit Waiver
    - iv. General Updates
    - v. Presentation—Emergency Detentions
    - vi. Strategic Plan
7. Human Services Board Member Observations
8. Adjourn

George Stroebel, Chair  
 Gene Phillips, Director

Tentative Meeting Dates

August 28, 2012  
 September 25, 2012  
 October 23, 2012  
 November 27, 2012  
 December 18, 2012

Refreshments

August	Kristine
September	Tim
October	John
November	Brian
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: August 28, 2012***

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

***Absent:*** John Gyllen  
Russell Arcand

***Also:*** Gene Phillips  
Kay Confer  
Pat Kirkwood

***Press:*** Gregg Westigard

Chairperson Stroebel called the meeting to order at 8:30a.m.

***Consideration of Agenda***

Mr. Phillips asked to amend the agenda to remove presentation on emergency detentions. Motion made to approve the amended agenda dated August 28, 2012, made by Mr. Casperson, seconded by Ms. Hartung. All in favor. Motion carried.

***Approval of Minutes***

Motion to approve the July 24, 2012 Meeting Minutes made by Mr. Masters , seconded by Ms. Hartung . 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 Sept 25<sup>th</sup>. Mr. Frey suggested the HS Board October meeting take place before the October County Board Meeting. Mr. Phillips

asked if the October meeting would be for public comments. Mr. Masters answered yes. Mr. Frey will present the budget at the HS September meeting. We will talk about rescheduling the October meeting on September 25<sup>th</sup>.

Mr. Strobel noted that Ms. Kirkwood was singled out for the good work from the auditors at the county board.

### **Review Committee Calendar**

Recommendations to administration on department budgets - none

Consideration of budget issues and alternatives - none

Policy revisions for County Board action, related resolutions or other items requiring committee action (as needed) – none

### **Reports**

#### ***Human Services***

Standard Monthly Report – Board members commented that it looks like things have slowed down in mental health. The wait time is about 4 weeks for an intake, with one less staff. Last week Mr. Strobusch said he noticed a large spike in the ED's.

Food Share is also up, which is a common problem nationwide.

Mr. Phillips said we are working on financial info now and the new computer system should help. Mr. Phillips pointed out that HS is over budget in the volatile items – placements and hospitals. Why are they so expensive asked Mr. Masters. Only a couple of places you can go to – without negotiations. Polk County does have a few individuals to maintain in the community, but they are hard to remain there. The residential costs are more teens. \$200 to \$300 a day – and you plan for a certain amount, a couple of extra people it really raises the cost. When asked about parental expense, Mr. Phillips said they pay 17%. Mr. Strobush pointed out that the indigent pay 0%. Mr. Phillips stated that he is hoping to increase our revenues with new computer system next year. Another factor is court order. Mr. Strobush commented they can call on the county to pay. This is not new as there has been issues in the past with placements

DOA has asked that we only distribute the report from DOA.

Mr. Phillips wanted to elaborate on the new computer system, when a client walks in the door, all info is obtained up front. The info is entered once and will go throughout the department, to therapists and billing. Clients would receive bills within a month. If they pay no attention to their bill within 4 months it would be turned over to collection. He stated if you walk into a place, and are handed your bill and ask do you want to make a

payment on this bill? Chances are the bill will get some payment. He hopes to enhance our collections. The client will have a fiscal stake in therapy. This also gives HS the financial info for the county and the board to have more up to date information. Also gives HS a better chance to project ahead. Mr. Phillips is looking forward to the computers system, so we will have no more double entry and triple entry. Todd has talked with the staff doing a detailed analysis. The hope is to have 3 vendors to be seeking initial bids from in the next month and then hopes to go visit the other counties that are using the systems that will be bid on. The county has a fund set aside to support projects that can pay the fund back. Mr. Phillips said we are so far behind in our billing system and this could bring in the dollars.

Mr. Masters questioned needing the CPS worker versus the computer system. What about a CPS worker? Are other counties addressing this same issue of a computer? Mr. Phillips said it is 2 different priorities – computer system and CPS worker, is not one over the other. With the computer system we will be returning dollars that are being used for maintenance now, to be used on a new system. This will be a direct benefit to workers so they can see the work that is needed. Mr. Phillips said he has not changed the priority on the CPS worker and he will introduce the position. Ms. Hartung asked are we requesting in the budget an additional CPS worker? Mr. Phillips answered once we have the final budget we can talk more about it. Mr. Strobush asked if we requested the CPS worker in the final budget. Mr. Phillips answered that he and Mr. Frey have had many discussions about the budget. We have a zero based budget. It is a real prioritization. Mr. Phillips was asked did you go in and say – we want a CPS worker in the budget? Mr. Phillips said there wasn't any place to go in and talk about new positions. Mr. Strobel said let's ask these hard questions again next month. The county board has been apprised that we need a CPS worker. We haven't replaced the mental health counselor and are looking internal to see how we replace them or not. Mr. Phillips said the state trend in HS is looking at contracting services. Mr. Casperson asked if the computer system can we show an accounts receivable balance and what needs to be paid back. Mr. Strobel said let's move on until we see the budget next month, and then can ask more questions.

#### ***Fee Schedule***

Mr. Phillips wanted the Board to know what the HS fee schedule is. These are the charges for the services and not what we collect. OWI assessments must be paid up front. Some services are limited by what insurances and MA will pay. Talked about historical emergency detentions.

#### ***Recommendation on Resolution***

Mr. Strobush made motion, seconded by Dr. Markert – to recommend, sign and pass on the Resolution to File Request for Waiver from State Mandate to send onto the County Board. All in favor. Motion carried.

#### ***General Updates***

Mr. Phillips said HS has vacancies – Children and family services + 3 that haven't been filled. Still have people on medical leave which underscores the computer system.

The class action suit against the state for decreasing services to the CMO's. It's moving towards denying services that people think should be covered.

Mr. Phillips commented the new consortium was not to help the clients but save money and there will be gaps in the services. A meeting/public hearing is being scheduled to educate about the new consortia in the next few weeks. Does not appear it is going to get any better. Human Services has to narrow the focus of what we will cover. The law suits can sort it out. The consortium is not all negative.

Ms. Hartung stresses when there is no money, there is not money.

Mr. Phillips pointed out Community Support Program is one of the programs that counties have done that are successful. They serve the chronic and persistently ill that may be in and out of hospitals. Many spent most of their lives in institutions, and now the program supports them in the community, with appropriate number of contacts. The program is so successful that it has been counterproductive. Huge amounts of dollars saved on the county hospitals, and they have been used for other places. Dr. Market would like to see what we pay out of our budget for CSP clients vs what it would be at the state hospitals. He thinks this would be very valuable to share.

Mr. Phillip said the intensive supervision program for juveniles should operate on the same ...as CSP.

Crisis program operates on the same philosophy that we provide community service, whenever possible. There will be more and more of the community based programs in the future.

***Presentation-Emergency Detentions-*** not today

***Strategic Plan***

Mr Phillips passed out the strategic plan, with his comments in blue and the staff in red. Privatization is mentioned. We have excellent workers. If we privatize it will be better, but Gene says that is not true. HS has to do what we can to be competitive with outside agencies.

Mr. Strobel saw 5 steps - Step 1. improve billings 2. lay out parameters for expectation 3. identify discretionary funds 4. level of supervision 5. change for privatization.

The board members noticed that there is nothing there for weaknesses, all strengths in the SWOT portion. We all have weaknesses. Mr. Phillips said it was sent out in 2 parts. He sent out strengths 1<sup>st</sup>.

Before next board meeting, Mr. Phillips will send out step 4 and 5, having an exercise in all staff and emails.

Mr. Masters asked about managers/director need to make decisions in a timely manner in order for staff to meet their mandates. Ms Confer said we have steps we have to go thru before signing off, a variety of decisions to be made and 2 managers. We have 1 manager for children, and adult services. Complexity of making a decision is not always understood by staff, so many things are a process. Examples are billing to insurance including credentialing. It has been tough. Agency liability is huge, but it has to be investigated. The staff may consider a simple question, but many things have to be addressed before a decision is made. This is a natural thing of our complex society. The board suggested to try a process improvement plan to get the process figured out.

Mr. Casperson said we have to be able to tell someone no, we can not provide the services. No is not acceptable if the county can afford to do it. How do we tell people no we can not provide the services?

Safety is important. We need to do a better job to capture the positive outcomes we create, it is difficult in the work we are in. How do we show the positives in HS? We can't put these on the front page of the paper. Kinship is positive for HS. People don't like talking about human services so it is hard to get positive feedback. Mr. Phillips stated we provide hidden services.

Dr. Market asked how do we measure happiness? There is not a scale for that. One way is when APDA brought in a survey that was completed by clients.

Is this about staff morale or public relations? We should identify some goals to get past this with different actions. Have to very in tune to the morale of the employees and what we can do to keep them up.

Identifying the safety net, and it can be a real liability issue at the same time. What is human services liability? We all use and hear safety net – but what does it really mean?

Talked about getting people off the county assistance, but there will always be people to replace them.

Mr. Phillips intends to take step 1 – in blue 8028 and write what the board said. He will comment on each section and send out to the staff. Next step strengths and weaknesses. Will send out to the staff thru prioritization and bring back to the board for the next meeting.

The board would like to review again since the staff might comment. Is HS allowing staff to be more creative? We should be laying out the parameters for that. Common opportunity where continuing demand of less money and more need. Do we share resources with other counties?

Under mission – achieve positive outcomes – what is a positive outcome? More spelled out.

The public sees a need for HS. The clients should be positive – self fulfilling – or have the best life possible.

Mr. Phillips wanted to share about the technology system process. Mr. Strobel asked if file maintenance will be increased. It should be a strategic expectation – improved processes are beneficial in cost saving.

This department interacts with a range of others – law enforcement, schools, health care, food shelves, press, etc. That is a huge strength. Good relationship with all of those entities. Do these people feel that this is a strength? Teamwork?

Opportunities – make public more aware of the positives and have people like Gregg that write the appropriate stories.

Reputation of protective services wasn't very good a while ago. Kay presented to the community and they were impressed about all the things that that staff is dealing with. Better reputation now. They don't understand the intensity of the cases in HS. Allows us an opportunity to get the word out and increase their celebrative effort to work with HS.

Another strength is that board is very supportive of those people that supervise and the workers here in HS. They want to support them. They talk about a CPS worker and will support that endeavor.

Mr. Phillips said the board can write and send back on the copies that were handed out today. He will send out the results before the next meeting.

**Human Services Board Member Observations**

None offered

**Adjournment**

Motion to adjourn the meeting at 10:08am made by Mr. Strobush, seconded by Mr. Alleva. All in favor. Motion carried.

Respectfully submitted,

Bill Alleva,  
Secretary