

POLK COUNTY HUMAN SERVICES BOARD MEETING
AGENDA
Public Meeting for 2013 Budget

Tuesday September 25, 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 August 28, 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 September
 - Review of budget recommendations and consideration of options and amendments
 - Policy revisions for County Board action, related resolutions or other items requiring committee action (as needed)
6. Reports
 - a. Polk County Administrator
Presentation of 2013 Budget to Human Services Board and for Public Comment
 - b. Human Services
 - i. Standard Monthly Reports
 - ii. General Updates
 - iii. Presentation—Emergency Detentions
 - iv. Strategic Plan
7. Human Services Board Member Observations
8. Adjourn

George Stroebel, Chair
Gene Phillips, Director

Tentative Meeting Dates

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

Refreshments

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: September 25, 2012***

Present: William Alleva
Russel Arcand
John Gyllen
David Markert
George Stroebel
Tim Strohubusch

Absent: Kris Hartung
Brian Masters
Marvin Caspersen

Also: Gene Phillips
Kay Confer
Pat Kirkwood
Dana Frey
Felecia Kallevang
Corby Stark

Press: Gregg Westigard

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

Consideration of Agenda

Motion to approve the September 25, 2012 agenda was made by Mr. Strohubusch, seconded by Mr. Alleva. All in favor. Motion carried.

Approval of Minutes

Motion to approve the August 28, 2012 Meeting Minutes made by Mr. Strohubusch, seconded by Mr. Arcand. 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 October 23, 2012 at 8:30 a.m. The board discussed that if there were any budget recommendations then the board may have to meet prior to the October 23rd county board meeting. Mr. Stroebel tabled this subject until we know if there is a reason to schedule that meeting.

Pat Kirkwood spoke on the fiscal portion of CSP(Community Service Program). There are currently 24 clients on the program. She stated that our current cost to run CSP is \$320,000. If we had these clients in placements it would cost us \$2,628,000, so the program is working!

Reports

Presentation of 2013 Budget to Human Services Board and Public Comment

Dana Frey disbursed out a copy of the 2013 Human Services Budget. He stated we need to make changes to how we operate and we need to stay ahead of everything before it hits us. There is no new money, and no new revenue. Mr. Frey said that the HSD management team did a good job on the budget. There are 3 changes that reflect on this budget. One, is that we are arranging for professional staff to be able to cover more basis. There will be more flexibility in assignment of tasks to staff. Two, is that we are planning to replace people with technology. The county board created a fiscal account set aside for technology/efficiency. Human Services is planning on using \$240,000 out of this fund that they will repay. We will use software systems that use Sequel and not FoxPro anymore. Mr. Frey also stated that there will be significant savings in not having double/triple entry in some areas. The management and county board are being very cautious of this and they will not cut until they know it will work. Third, is the creation of a new management position for adult services. This will allow Kay and Pat to focus on their areas. Dana is very supportive of this. There is also an increase in compensation, which is county wide. The state retirement contribution (WRS) just came in last week, but we have budgeted for an increase from 5.9% to 6.4%. There will still be a little more to make up from but Mr. Frey has places to look at for that money.

Gene Phillips stated that the new computer costs will not be coming out of our operational budget and that it will come from the special fund that Mr. Frey discussed. It will be much more efficient and current. Fiscal/Admin Staff will be able to bill properly, and do things for example ask for copays at the time of service, etc.

Mr. Phillips then drew a chart showing the different sections of Human Services. There is a business section that Pat Kirkwood manages. This consists of Economic Support and Fiscal/Clerical area. There is the Children & Family Services section that Kay Confer manages. This is consists of juvenile justice and child protection services/family support. There is also the Behavioral Health Unit, which Mr. Phillips is hoping to fill a new

management position to manage this area. This consists of the clinic and also community service which is broken down into community support program, case management, and adult protective services.

Mr. Phillips stated that HSD must have 24 hour/7days a week crisis coverage. He is also looking at changing meeting schedule to meet our needs. Mr. Phillips stated that staff is having a hard time keeping up with client need due to the inability to hire more staff and fill open positions.

Mr. Stroebel asked about us borrowing the \$240,000 from the special fund and asked if we would be paying back \$50,000 per year? Mr. Frey answered that the net is actually \$198,000 because we would be paying back the first year also. Management will transfer it on a transfer line on the budget. The efficiencies of this lead to less administrative support and we will be able to cut staff. Mr. Stroehbusch asked if there was a need for more IT support? Mr. Frey answered no because our current systems are antiques. Mr. Phillips said that we will actually pay less maintenance on 1 system than we are on the 3 systems we are paying the maintenance on currently. Mr. Alleva asked if by cutting administrative staff, would we add needed professional staff, meaning a CPS investigator. Mr. Alleva also asked the question: are we top heavy again? Mr. Phillips said we need this manager, one manager can not manage childrens/family and also adult services. Mr. Phillips stated once the manager is in place his plan is to have the managers and lead workers work together to focus on what we do, and to narrow in and do less. Mr. Phillips stated he knows there is still a need for a new CPS position. Mr. Frey stated that in the last 2.5 years the only new position in the county was a CPS position that was added in 2011. Mr. Stroehbusch asked if we can just shift people around, then can we shift another worker to CPS? Dr. Markert stated we can't just plug and unplug people from positions, they have to be trained and/or credentialed. Mr. Phillips agreed with Dr. Markert and said we have to narrow in, and we need time to do it. Mr. Stroebel asked Mr. Stroehbusch if that made sense? Mr. Stroehbusch stated absolutely not. Mr. Stroebel stated we needed to bridge the confusion. Mr. Stroehbusch is very concerned about CPS. Mr. Stroebel stated the Mr. Phillips talked about the pressures of staff, different staff, and services. Also that the need is in management and then management will narrow in on the needs of each unit. Mr. Stroehbusch said that CPS needs help. It doesn't look all warm and fuzzy but the board has expressed the priority on CPS and now it seems Mr. Phillips is focusing on something else. Mr. Frey stated that the projected \$50,000 extra revenue a year is uncharted territory and that we can't count on it until we see it. Again, the new systems should free up 1-2 positions in support staff, but we can't use that money until we see it. Mr. Gyllen made a suggestion to have staff dual/multi certified so that they can be used in a couple different areas. He also stated that we have to let go of some areas that we can't support. Mr. Phillips wanted to address Mr. Stroehbusch's concerns. We need to identify how we can provide 24 hour/7 days a week crisis services in all areas, including CPS. How do we get there? First, we need a manager. Mr. Phillips is not filling an assistant to the director, because of the need for workers. By getting a manager, it leads into getting workers by listening to staff needs and identifying those needs. Mr. Stroebel stated this budget is not just numbers but real people and real services. We are between a rock and a hard place. Mr. Alleva wanted to know if there was a flow chart showing

what HSD looks like now and what Mr. Phillips is proposing. He would like to see what people can slide into other positions. Also he would like to see the worker names and how this is all going to tie into the new computer system. Dr. Markert asked how can we can something out of nothing? He likes to see things like kinship mentoring or interfaith caregivers.. He also thinks some informal mentoring in all areas could really help Human Services. These are things that doesn't come out of public service dollars, mentors save our budget tens of thousands of dollars. Mr. Frey said there is a difference in governing and governance. Governing is providing services. Governance is seeing that the services are provided and to help coordinate it. Mr. Frey also spoke on the budget procedure. On November 13th the final budget will be approved. At the October county board, they will go over some of the amendments. This board can recommend an amendment. It will be considered by finance prior to going to county board. Mr. Arcand asked is this when we request a CPS position? He was concerned if we don't that there will not be money set aside to fund the position. Mr. Stroebel then asked Mr. Phillips if there is money to fund it or can we reshuffle the budget? Mr. Arcand said there is a concern for CPS and we have the need now. It will be months before Mr. Phillips plan to hire a manager and shuffle staff around actually happens.

Motion to hire additional staff in CPS was made by Mr. Arcand, seconded by Mr. Mr. Stroebusch.

Mr. Stroebel opened this up for discussion. Mr. Phillips stated he would never want to turn down a staff position. Also that he is doing the best he can with what he has. Mr. Arcand said that the county board makes the final decisions. We have to start the process, and this is where we start. Mr. Frey said that finance and county board can figure out the money side of it. Mr. Arcand said that the funding source would be the fund balance by default. Mr. Phillips added that if the state would open up more funds and we could apply for that fund, he would do that. This is all surrounding the money, and there is no state fund to pay for this, even though there is plenty of work to be done. Mr. Stroebel appreciates all of the comments and different perspectives. Human Services is in a tough spot. He will oppose to the motion because he has confidence in the budget and management. Dr. Markert stated he supports the motion. Mr. Alleva said if we don't ask, we don't have a chance.

All in favor, with the exception of Mr. Stroebel who opposes. Motion approved.

Mr. Frey doesn't oppose the change, the county board will have to work through it. Mr. Stroebel asked if we will need to meet again before the county board meeting? Mr. Alleva asked a question regarding the grant money line in the budget since there was such a drastic change. The management team is unsure, but is leaning towards that difference being due to Long Term Support. Mr. Frey said he will draft an amendment from this committee on the CPS worker. On October 10th it will go to the finance committee, and on October 16th to the county board. Mr. Frey stated that the HSD Board does not have to do anything else. Mr. Alleva wanted to ask how the board members from HSD will support it at the county board level? Mr. Arcand stated when they are on the county board, the HSD committee is separate. They will present the HSD committees

ideas. Mr. Arcand also stated that public comment can make a huge difference on the decision making process.

Human Services

Standard Monthly Report – Mr. Phillips commented that the stats will enhance quite a bit with the new computer system. There were no additional comments.

General Updates

Mr. Phillips stated we have already covered them above.

Presentation-Emergency Detentions- Corby Stark

Corby Stark a licensed counselor and is the only staff dedicated to emergency services. There are also a few staff members who are cross trained to cover for her when she is out of the office. She works with our contracted provider NW Connections. If there is call after hours she will work with them the next day to gather the information and to do the referral process. She also works with them to have safety planning set up. She works with mobile workers, law enforcement, etc and puts client safety as her top priority. Corby also will collaborate with law enforcement for emergency detentions, crisis stabilization, and then does the follow up with that client for continuing services. Corby stated she could not do this service herself and needs NW connections. Mr. Strobusch agreed with Corby and stated that it seems to be working out in the field. When asked how client confidentiality comes into play by Gregg Westiggard, Corby stated the again the safety is top priority, with patient confidentiality right behind it. Statute 34 agrees with this and they only share needed info. Discussion ensued regarding where we can take the ED's and the fact that Cumberland Clinic is closing January 1, 2013. We will have to go to Sacred Heart in Eau Claire for adults, and juveniles have to be transported to Eau Claire, Ashland, or Rhinelander. Mr. Phillips stated that the ED's can really affect families financially and emotionally. Corby also added that statute 34 says we must provide walk in services M-F 8:30-4:30, which we do. Ms. Kirkwood provided a report that shows comparison of in house on call costs and mobile crisis costs. To date, we are planning on saving \$300,000 this year.

Strategic Plan

Mr Phillips asked the board for their guidance in how to proceed. The next step should be to clarify and prioritize. He stated that Mr. Stroebel did a good job summarizing and that he is just trying to facilitate between the board and the staff. Mr. Stroebel stated that our strategic plan has only pricked the real issues. He stated we need full staff involvement to help shape solutions. He suggested that we come back in 6 months after identifying the new management member. Mr. Stroebel would like to see management working with staff face to face to identify the strategic plan to what we are doing and what we need to do. He would like the staff to come up with steps to what we will do differently. Dr. Markert agreed and would like to see a written summary on where we are and where we would like to be. Mr. Alleva agreed and would like for a citizen board

member to sit in on a meeting. Mr. Stroebel would like each manager to meet with their staff, then the managers should meet and bring it all together. Mr. Alleva agrees and that it established good moral being part of the process. He stated Gene had a good start to the process, but can't tell if it is one person or 10 responding by email. Mr. Phillips would like the board to not table the strategic plan for 6 months, but rather come to our all staff meeting on October 8th to discuss it more with staff. Dr. Markert stated that staff comments and ideas are crucial. Mr. Stroebusch thinks a better approach would be to get 2 people from each unit in a forum and let the staff make the plan. He stated the strategic plan is always ongoing. Mr. Gyllen asked why we are doing a strategic plan, is it because of less money? Dr. Markert stated we are asked to do more with less. Mr. Alleva likes Mr. Stroebusch's idea but would still like ALL staff involved in the process. Mr. Phillips agreed with getting all of the staff working on this. He will clarify this at the all staff meeting on October 8th @ 1-2pm. Mr. Phillips will clarify initial list of priorities from staff so that the board knows what they think is important and bring that back to the board next month.

Human Services Board Member Observations

Mr. Stroebusch discussed the importance of the partnerships with CRA for MH Services. He also stated that there is some opportunity with WITC for training for CPS/law enforcement. Also that WITC would be a great future source for internships, and volunteers that can help us. Mr. Stroebusch also announced that on October 26th @ 6pm there is a fundraiser for the CRA in Milltown at the community center. Bring money and come support the fundraiser. December 3rd & 4th there is training for CPS and law enforcement, including a national CPS speaker. Mr. Gyllen asked about us allowing interns to be present in HSD. Ms. Confer stated that we already do that and that Kay & other workers supervise them. We are open to Polk County & surrounding areas to be able to intern here at HSD.

Adjournment

Motion to adjourn the meeting at 10:35am made by Dr. Markert, seconded by Mr. Stroebusch. All in favor. Motion carried.

Respectfully submitted,

Bill Alleva,
Secretary