

POLK COUNTY HUMAN SERVICES BOARD MEETING
AGENDA
Public Welcome to Attend

Tuesday October 23, 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 September 25, 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 October
 - Final consideration of amendments to budget recommendations
 - Review of third quarter financials and other reports
 - Policy revisions for County Board action, related resolutions or other items requiring committee action (as needed)
6. Reports
 - a. Veterans Services
 - i. Quarterly Report
 - ii. 2013 Budget
 - iii. VetraSpec Software
 - b. Human Services
 - i. Standard Monthly Reports
 - ii. General Updates
 - iii. Presentation—Overview of Proposed Software Solution
 - iv. Strategic Plan
7. Human Services Board Member Observations
8. Adjourn

George Stroebel, Chair
Gene Phillips, Director

Tentative Meeting Dates

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

Refreshments

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: October 23, 2012***

Present: William Alleva
Russell Arcand
Marvin Caspersen
Brian Masters
John Gyllen
Kris Hartung
David Markert
George Stroebel

Absent: Tim Strohbusch

Also: Gene Phillips
Kay Confer
Pat Kirkwood
Dana Frey
Felecia Kallevang
Rick Gates
Todd Demars

Press: Gregg Westigard

Chairperson Stroebel called the meeting to order at 8:31a.m.

Consideration of Agenda

Motion to approve the October 23, 2012 agenda was made by Mr. Masters, seconded by Dr. Markert. All in favor. Motion carried.

Approval of Minutes

Motion to approve the September 25, 2012 Meeting Minutes made by Mr. Caspersen , seconded by Mrs. 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 November 27, 2012 at 8:30 a.m. Gene Phillips will bring refreshments.

Final Consideration of amendments to budget recommendations

Mr. Phillips stated that the amendment was sent to the county board for the CPS worker. He also announced that the Foster Care Coordinator moved to Utah, so management has decided to split up the duties between many social workers, and will fill that vacant position as a CPS investigator. Kay Confer said that the new worker will start Monday.

Reports

Veterans Service

Rick Gates spoke on behalf of his Veteran's Services Department regarding his quarterly report. He stated the federal side looks good financially. Mr. Gates said that the state funding has dried up and they have canceled many grants. If the economy improves, he hopes to see more benefits from the state. Mr. Gates said he is right on track, and he is sure he will use all funds from the budget in 2012. He stated that he did take a \$1,500 hit when the census was done, but he was able to absorb that.

Mr. Gates then went on to discuss the upcoming 2013 budget. He said he was instructed to have a zero increase and that is what he has done. The only increase in his budget is for the care of the veteran's and spouses grave sites. He has increased the amount from \$2 veteran/\$1 spouse to \$4 veteran/\$2 spouse. This is required by the state, but there is not an exact price given from the state level. Mr. Gates made the adjustment by lowering his mileage line item. Mr. Gates stated that is the only change on the 2013 budget.

Recommendation to adopt the 2013 Veteran's Services budget made by Mr. Masters, seconded by Mr. Alleva. All in favor.

Mr. Gates also wanted to discuss VectraSpec, a new software system that he would like to purchase. He stated that 99% of his work is done on the computer. The current system Vims is outdated and the VA is going paperless. This new software is what he sees fitting his needs best. Mr. Gates said that half of the state and some feds are using it. It is web based and is located elsewhere, which means it is not stored on our server. The system is also Hipaa compliant, and Todd Demars our IT Director has approved it. Mr. Gates assistant has gone off of site to see how the system actually works and she is impressed with it. Mr. Gates is now planning on going off site to Burnett County to see it work. There is some cost to the new software, but Mr. Gates thinks he can absorb these costs. There is an initial cost of \$889, along with \$400 for a satellite, and \$400 per year

for maintenance. Mr. Gates said he is already paying \$400 per year for maintenance so that isn't an issue. He also got a donation of \$700 from a Veteran's program, has his emergency fund, and a little extra in a non-lapsing account. Mr. Gates shouldn't have to ask for any funding for this to take place.

Presentation-Overview of Proposed Software Solution-Todd Demars

Gene Phillips introduced the IT Director for Polk County, Todd Demars and stated that he has done a wonderful job understanding the Human Services Department. Mr. Demars stated that many other counties are looking for new software. He has spent 1 ½ years interviewing employees to figure out how HSD works from start to finish. Mr. Demars said he has come across duplicated work and side programs created to do what the systems should be doing. Mr. Demars said it is an investment of about \$200,000 but it will help reduce errors, stop duplicating work, and help bring up the revenue in accounts receivable. There are 8 elements to HSD, and we need a system that can handle all 8. Our IT Department at Polk County will be able to create reports, etc. Mr. Demars also stated that the new system will be in Sequel. We need a system that can interface with many state systems, cover rules of Hippa, and many other functions. Mr. Demars met with Waukesha County, whom has a Mental Health clinic, and has implemented a new system recently. Mr. Demars was impressed with their RFP so borrowed it to use their language, etc. Mr. Demars stated that this information is going to County Board for fund approval in November and if approved we can move forward with this process. Mr. Stroebel asked about the timeline for Polk County HSD implementation. Mr. Demars said it is a process, but hopes to have the bids back by January 1st. He stated this is about a 6 month process. Mr. Demars is expecting about 3 qualified bidders. We will then have to narrow in on which one is most compatible for Polk County HSD.

Gene Phillips said these are basic business principals. HSD is facing some problems due to loss of funding. This system will help rearrange duties and bring in more revenue. Our accounts receivable has been on the bottom of our list, due to other top priorities such as reporting to the state, DX's, etc. Mr. Alleva said that Mr. Demars did an outstanding job on what was presented. Mr. Demars also discussed the technology side of the new system and how much it will help our workers while out in the field also. He stated that all of the information that is accessed outside the office is also protected.

Reports

Human Services

Pat Kirkwood spoke on the 3rd quarter financials. She stated that it looks like we will be \$21,000 or more short at the end of the year. Gene Phillips stated we are actually over in Juvenile placements. Dana Frey said that with HSD you never really know how the year will end as we wait for final numbers from the state. Mr. Frey stated that we are a little lower in revenue this year, but we have made up for that in staff vacancies. Ms. Kirkwood said that we are anticipating getting all state aid money this year.

General Updates

Mr. Phillips asked if all of the board members are able to access our attachments when we are sending them by email? All board members are able to access them except Mrs. Hartung. We will put them in a PDF format to see if she can access them. Mr. Phillips then spoke on vacant positions in HSD. If these positions are filled in house we will have to recruit out to fill 2 positions probably. He also stated we do have a couple temporary workers helping us out, but it is hard to train some of these position as there is a lot to learn/train.

Mr. Phillips spoke regarding the proposed organizational chart for HSD. It is broke out into 3 sections. The green is the business operations section that Pat Kirkwood manages. The yellow is the children/family section that Kay Confer manages. The gold section is the Behavioral Health section. Kay Confer is now managing this section also, but Mr. Phillips stated that is too much for one person to oversee and that is why we are hoping to fill a new management position in that area. Mr. Alleva asked what determined the lead worker in each area? Mr. Phillips stated that decision was made by management. Mr. Stroebel asked about the job title changes? Ms. Kirkwood used the front desk as an example. There are 3 people up there doing the same job, but they had 3 different titles. She also stated that in the fiscal department, she had 4 fiscal specialists with 4 different job titles. Mr. Frey said by using general job titles, management has the flexibility to move employees around in areas, and it will help with adjusting.

Recommendation to approve and move forward with the 2013 budget made by Mr. Caspersen, seconded by Mr. Masters. All in favor.

Strategic Plan

Mr. Phillips stated we have been working on this for several months and it is time to come to a conclusion on this, and revisit it when needed. Mr. Phillips proposed to the board to use this strategic plan for the next 6 months. He said that the list he handed out was not listed by priority. Mr. Alleva mentioned that he went to the October 8th all staff meeting, and that Mr. Phillips has done a good job putting staff ideas down on paper. Mrs. Hartung asked if this will help us see the actual results of our programs? Mr. Phillips said the short answer is yes, but it is complicated. That is a hard statistic to pull. Mr. Phillips welcomed all board members to come to any all staff meeting, the next one being held on November 12th at 1:00 pm.

Human Services Board Member Observations

Mr. Alleva just wanted to comment that Mr. Demars did/is doing a great job with the new computer system implementation. He also stated he likes the organizational chart that Mr. Phillips put together. Mr. Stroebel was encouraged by the process of organization and the new software.

Adjournment

Motion to adjourn the meeting at 10:05am made by Dr. Markert, seconded by Mr. Masters. All in favor. Motion carried.

Respectfully submitted,

Bill Alleva,
Secretary