



ROCK COUNTY HUMAN SERVICES BOARD MEETING
Wednesday, January 12, 2011 – 4:30 P.M.

Call to Order: Chair Knudson called the meeting to order at 4:30 p.m. on Wednesday, January 12, 2011, in the 3rd Floor Conference Room of the Rock County Health Care Center, Janesville, Wisconsin.

Committee Members Present: Brian Knudson, Supervisor; Terry Thomas, Supervisor; Sally Jean Weaver-Landers, Citizen Representative; Kathy Kelm, Citizen Representative; Phillip Owens, Supervisor; and Robert Fizzell, Supervisor.

Committee Members Absent: Jennifer Bishop, Supervisor; Minnie Murry, Citizen Representative, and Marv Wopat, Supervisor.

Staff Present: Charmian Klyve, Director; Phil Boutwell, Deputy Director; Sara Mooren, Fiscal Operations Manager; Tim Zuehlke, Controller; Tom Seibert, Juvenile Justice Specialist; Cindy Sutton, ES Manager; Kelly Garcia, ES Supervisor; Merry Evans, ES Administrative Assistant; Patrick Singer, TRQM Manager; Sandy Brown, CPS Manager; Stacey Spelch, CPS Supervisor; Geri Helm, CPS Supervisor.

Others Present: Patty Hammes, CPS Consultant.

Approval of Agenda: Citizen Representative Weaver-Landers moved the agenda, seconded by Supervisor Fizzell with unanimous approval. APPROVED.

Approval of Minutes of Human Services Board Meeting of December 20, 2010: Supervisor Thomas moved the minutes as presented, seconded by Citizen Representative Kelm with unanimous approval. APPROVED.

Citizen Participation: None.

Change Center Update: Ms. Sutton introduced Kelly Garcia, ES Supervisor and Trainer; and Merry Evans, ES Administrative Assistant. Ms. Sutton reported Ms. Garcia, Ms. Evans and Ms. Donahue have been assisting her in getting the Change Center running. She hopes to have the Change Center open on February 1st. Five ES workers will be moving into the Change Center. Ms. Sutton reviewed handouts on the Rock Change Center. We will be doing the changes for both Rock and Iowa County.

The Change Center will help assist customers much faster. The "800" number will not have voice mail but there will be an option to wait, leave your number or to report a change on-line. We hope to continue making Iowa County's changes, and we hope to get other counties changes also. If so, this would bring in revenue to Rock County. The Change Center will be monitored and evaluated.

Ms. Garcia developed business cards that are English on one side and Spanish on one side, to serve our customers. Ms. Sutton added we have a Grant proposal in at DHS for funds to purchase furniture, computers and office supplies.

Child Protective Services Consultation Services Update: Ms. Klyve introduced Ms. Hammes, who has retired from the State, where she was the former Southern Regional Area Administrator. We have asked Ms. Hammes to consult with Rock County to help us meet the 60 day turn around time period for CPS assessment cases.

Ms. Hammes stated she has been gathering information and looking at all aspects of the decision making process. She has interviewed many staff in Access and Assessment. She asked what some of their challenges are, what ideas they have and what some of their barriers are. She has met with the CPS trainer to find out data/IT needs also.

She has met with Wendy Henderson who is a data expert at the Department of Children and Families who has shown her reports that would be useful to Rock County. She will be arranging a demonstration.

She also wants to talk to other large counties and ask their program managers what their strategies and approaches are and what practices they are using to meet the 60 day requirements on CPS cases.

Ms. Hammes has been in the gathering information stage but she will be analyzing all the information and putting together recommendations to present to Ms. Klyve and Ms. Brown. There are many pieces of the initial assessment report and she wants to enhance the efficiency starting with the initial assessment reporting. She will recommend training that will support staff in the work that they do.

Approval of Contracts, Transfers, and/or Encumbrances: Ms. Mooren presented thirty-three contracts and three encumbrances for approval. Citizen Representative Weaver-Landers moved the contracts and encumbrances, seconded by Citizen Representative Keim with unanimous approval. APPROVED.

Approval of Bills: Mr. Zuehlke presented the bills for approval and responded to questions.

Interim Assistance	2,618.28	Child/Fam Incent	17,512.63
IDP	2,910.78	Job Center	45,776.41
W-2 Admin	3,407.48	Interim Assistance	4,578.39

Mr. Zuehlke advised the overdrafts will be corrected after March when close out is completed. Supervisor Thomas moved to approve the bills as presented, seconded by Supervisor Owens with unanimous approval. APPROVED.

Director's Report: The W-2 numbers are currently at 195 cases with eight intensive CSJ cases.

Ms. Klyve announced Patrick Singer was selected for the TRQM Manager position. She will introduce him at the next meeting.

Ms. Klyve would like to have a meeting at the Franklin Street location, possibly for the February 23rd meeting.

Committee Requests for Future Agenda Items: Mr. Owens commented on the well-written article that Jeremy Brown wrote for the Juvenile Justice Newsletter.

Next Meeting: Wednesday, January 26, 2011 at 4:30 p.m. at the Rock County Health Care Center, 3rd Floor Conference Room, Janesville, Wisconsin.

Adjournment: Supervisor Thomas motioned to adjourn, seconded by Supervisor Fizzell, with unanimous approval at 5:15 p.m.

Jodi Parson, Administrative Secretary

NOT OFFICIAL UNTIL APPROVED BY THE BOARD