



ROCK COUNTY HUMAN SERVICES BOARD MEETING
Monday, November 21, 2011 – 4:30 P.M.

Call to Order: Chair Knudson called the meeting to order at 4:31 p.m. on Monday, November 21, 2011, in the 3rd Floor Conference Room of the Rock County Health Care Center, Janesville, Wisconsin.

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

Committee Members Absent: None.

Staff Present: Phil Boutwell, Deputy Director; Sara Mooren, Fiscal Operations Manager; Lance Horozewski, Juvenile Justice & Prevention Manager; Tim Zuehlke, Controller; Tom Seibert, Youth Specialist; Patrick Singer, TRQM Manager; Kate Flanagan, MH/AODA Manager; Tina Day, Family Skills Worker; Cathy Wells, HSD Secretary; Jodi Mills, Purchasing Manager.

Others Present: Mr. Watson, Watson Security. Kevin Salverson, Citizen.

Approval of Agenda: Citizen Representative Weaver-Landers moved the agenda, seconded by Supervisor Fell. Supervisor Owens moved to change item #7 to after #4, seconded by Citizen Representative Kelm. The agenda was unanimously approved. APPROVED.

Approval of Minutes of Human Services Board Meeting of November 9, 2011: Supervisor Fizzell moved the minutes as presented, seconded by Supervisor Thomas. Supervisor Fizzell requested a change to the Update on Juvenile Justice item. He requested adding to his comment "what they are proposing is new but it is in line with the developing of research and practices and clearly moving things ahead" with unanimous approval. APPROVED.

Citizen Participation: Mr. Watson made comments regarding the process Rock County used to select the security contract. He emphasized his bid was the lowest bid but withdrew his company from consideration.

Ms. Klyve introduced Cathy Wells the newly hired HSD Secretary.

Citizen Representative Kelm introduced Kevin Salverson, a co-worker from the Pepsi Company. Mr. Salverson stated he is here fulfilling a requirement for a Leadership Development Academy class.

Supervisor Thomas announced he has been accepted to be a participant on the WCA Health and Human Services Steering Committee.

Approval of Contracts, Transfers, and/or Encumbrances: Citizen Representative Kelm moved the contracts, transfer, and encumbrance, seconded by Supervisor Owens. Ms. Mooren presented five contracts, one transfer, and one encumbrance for approval and responded to questions. The contracts were unanimously approved. APPROVED.

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

IDP	19,449.50	Interim Assist	1,967.82
W-2 Admin	3,498.65	Job Center	46,379.05

Citizen Representative Weaver-Landers moved to approve the bills, seconded by Supervisor Thomas with unanimous approval. APPROVED.

Approval of Contracted Professional Security Services: Citizen Representative Weaver-Landers moved the approval of contracted Professional Security Services, seconded by Supervisor Wopat. Ms. Mooren and Ms. Millis responded to questions. Supervisor Owens recommended a certification process for Security staff. Ms. Flanagan responded that we do provide required training of Security staff. There may need to be more specific staff qualifications added to the proposal language in the future. The Crisis Supervisor oversees the security employees. Ms. Millis clarified that if a company is not doing a good job there is an "out clause" to terminate the contract. Supervisor Fell and Supervisor Thomas conveyed being given the proposals was very helpful and it was clear how the raters came to their decision.

Ms. Millis explained that there are different procedures followed for contracts. There is bid process and a proposal process. In the past the professional security services contract was done as a bid. A bid is based on the lowest cost. The needs have evolved for this service, therefore, it was decided this contract should now be a proposal and not awarded by the lowest bid. This information was given to the vendors ahead of time. The professional security services contract with Diamond Security was approved unanimously. APPROVED.

Holiday and Family Needs Committee: Ms. Day presented information on the Holiday and Family Needs Committee. Last year was a record breaking year. A total of 497 children were served. Donations are accepted throughout the year but the bulk of the donations come in during November and December.

So far this year we have received referrals on 74 families for the Adopt-A-Family program. We have 23 families adopted by businesses, organizations, or individuals. Ms. Day is pleased that Cost Cutters has become an additional supporter this year. They are giving free hair cuts to 50-60 parents or children on Sunday, December 11, 2011. They will have bins set out as well for donations for the Holiday and Family Needs Committee.

Businesses have helped stock the food pantry with food donations through out the year. One area business has been a large supporter and has been donating food for the past 10 years. The USDA through Mr. Knudson provides milk and bread among other items annually. Another business donates car seats and diapers which is very helpful. Ms. Day invited the Board to come to second floor to meet the volunteers and see the workshop area. The volunteer group will be increased this year. Supervisor Wopat stressed the need to cross-reference our list with other community organizations such as the Janesville School District. Ms. Day explained that cross-referencing is currently being done.

Chair Knudson challenged the Board for money donations as he has in previous years. Ms. Day will be back in February to recap on the Holiday Committee's success this season.

Supervisor Owens out at 5:24 p.m.

Crisis Mobility: Ms. Flanagan shared a 5x5 presentation on the success the Crisis Unit has had in reducing inpatient psychiatric admissions by increased mobility. She explained that using the NIATx model, the Crisis Unit identified changes needed to become mobile. The changes identified were to hire 2.8 FTE limited term staff, identify a supervisor as "shift lead" to assign cases, and remove Crisis Workers from phone answering responsibilities. In January, the hiring of the 2.8 LTE staff are abandoned. The "shift lead" role was adapted to an emergency phone worker. The Psych Techs were designated as emergency phone workers instead of Crisis Workers. After these changes were in place there was a need to modify the shift structure to maximize mobility 24 hours a day and hiring additional emergency phone workers.

The results showed 58% of the mobile requests were responded to by mobile Crisis Workers. This translates into approximately \$588,500 savings from decreased admissions using certain assumptions. Relationships with community partners have also improved. Also, the additional 2.8 FTE Crisis Workers are not needed as originally thought. Ms. Flanagan responded to questions.

Ms. Flanagan recognized the outstanding job the Crisis workers are doing. These changes have been challenging but the workers are adapting and doing an amazing job.

Director's Report:

- ES/W-2 Caseload:

The W-2 numbers are currently at 189 cases with no intensive CSJ cases.

- IM Consortium

Ms. Klyve explained we are waiting for the final word on the State/County contract. Information has been given to Jeff Kuglitsch to review the proposed contracts between Rock County and other county Directors. The seven county consortium partners are working hard.

We agreed to pilot the Central Processing Unit on behalf of the other consortiums across the state. We are starting to receive the ESC enrollment cases. The ES Supervisors have been screening the ESC cases and have found some payments in error.

There will be a new toll number for the Southern Call Center starting on January 1, 2012. In the interim we are processing Iowa and Crawford counties' changes and being reimbursed for the services we provide to them. We are finding that smaller counties are experiencing some challenges with vacant positions.

The State has agreed there will be no Call Center quality measures for the first quarter of 2012. Thereafter, there will be second quarter performance outcome measures.

Ms. Klyve wished everyone a Happy Thanksgiving.

Committee Requests for Future Agenda Items: Supervisor Wopat heard that Dane's Detox Center may not have sufficient detox beds any longer. He would like a future agenda item on how that will affect Rock County because we contract with them.

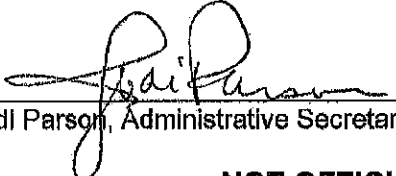
Supervisor Wopat commented on the Rock Valley cases and the abuse of food stamps. Ms. Klyve explained we are screening all ESC cases for this as the ESC cases are transferred to the County.

Supervisor Fizzell requested a listing of agencies that provide AODA services to us, and the number of clients being served. He would like to know the kind of services we are providing along with any QA on those services.

Chair Knudson thanked the Board for all the milestones reached and overcome the last couple years and for adapting to all the changes. He wished everyone a Happy Thanksgiving.

Next Meeting: Wednesday, December 14, 2011 at 4:30 p.m., at the Rock County Health Care Center, 3rd Floor Conference Room, Janesville, Wisconsin.

Adjournment: Supervisor Wopat motioned to adjourn, seconded by Supervisor Fizzell with unanimous approval at 5:55 p.m.



Jodi Parson, Administrative Secretary

NOT OFFICIAL UNTIL APPROVED BY THE BOARD