



ROCK COUNTY HUMAN SERVICES BOARD MEETING
Wednesday, March 13, 2013 – 4:30 P.M.

Call to Order: Chair Knudson called the meeting to order at 4:30 p.m. on Wednesday, March 13, 2013, in the 3rd Floor Conference Room at the Rock County Health Care Center, Janesville, Wisconsin.

Committee Members Present: Brian Knudson, Supervisor; Sally Jean Weaver-Landers, Citizen Representative; William Grahn, Supervisor; Terry Thomas, Supervisor; Phillip Owens, Supervisor; and Terry Fell, Supervisor.

Committee Members Absent: Ashley Kleven, Citizen Representative; Shirley Williams, Citizen Representative; and Marvin Wopat, Supervisor.

Staff Present: Charmian Klyve, Director; Phil Boutwell, Deputy Director; Sara Mooren, Fiscal Operations Manager; Tim Zuehlke, Controller; Lance Horozewski, JJ&P Manager; Patrick Singer, TRQM Manager; and Carla Haigh, ES Manager.

Others Present: None.

Approval of Agenda: Supervisor Owens moved the agenda, seconded by Supervisor Grahn. Supervisor Owens requested moving agenda item #6 after agenda item #3 with unanimous approval. APPROVED.

Approval of Minutes of Human Services Board Meeting of February 27, 2013: Citizen Representative Weaver-Landers moved the minutes as presented, seconded by Supervisor Owens with unanimous approval. APPROVED.

Approval of Bills: Mr. Zuehlke presented the bills for approval and responded to questions. Supervisor Thomas questioned the negative "Year to Date" amounts on the printout and Mr. Zuehlke explained the courthouse is looking into this issue and it will be fixed.

Job Center	24,494.12	Bal Sheet A/C	889.77
Interim Assist	1,685.84		
Job Center	1,513.69		
AODA Block Grant	6,373.75		

Supervisor Grahn moved the bills, seconded by Supervisor Owens with unanimous approval. APPROVED.

Citizen Participation: None.

Approval of Contracts, Transfers, and/or Encumbrances: Supervisor Owens moved the contracts and encumbrance, seconded by Citizen Representative Weaver-Landers. Ms. Mooren presented four contracts and one encumbrance. Ms. Mooren responded to questions and explained that NetSmart was not budgeted in 2013 but there are 2012 carryover funds to pay NetSmart expenses through 2013. She advised the printout was not accurately showing this and she will contact the courthouse. The contracts and encumbrance were unanimously approved. APPROVED.

Human Services Department 2012 Accomplishments and 2013 – 2014 Initiatives: Fiscal Operations - Ms. Mooren explained the Fiscal Operations Division includes: the Accounting Department; the Billing Department; Controller; two Accountants; two Program Analyst; and one Secretary.

Developing contracts is one primary focus of Ms. Mooren, Mr. Zuehke, and the Program Analysts. For the year 2012 there were a total of 180 contracts. In 2012 the Division worked on many Grants for CPS and other Divisions, along with becoming the Fiscal Lead Agent for the Southern Consortium. The Division works on budget monitoring and tracking tools and on provider audits. Invoices will be scanned soon to become paperless and more accessible to staff.

Soon we will be piloting a program for usage of a credit card. There will be an encumbrance coming through from Chase Bank on this. Chase Bank was chosen because they will put credit restriction on the credit card. The credit card will be used for office supplies, YSC operating costs, travel and trainings. The Finance Department is starting by piloting seven credit cards in the County with two for the Human Services Department. Supervisor Owens recommended making sure there is not a conflict with accounting principles and practices. Ms. Mooren advised the process was approved by the Finance Committee, and there will still be an approved purchase requisition completed and a specific procedure for credit card purchases.

Job Center - Mr. Zuehke's role is Facility Management of the Job Center. He explained there are eight partners renting space at the Job Center. The ADRC opened today.

Mr. Zuehke will be looking at the lighting in the Economic Support area and the receptionists countertop will be extended for safety purposes. As rooms become vacant they are being painted. Supervisor Owens asked about utilizing jail inmates to do the painting. Mr. Zuehke advised juveniles from the Diversion program have done some painting, and the WYSE worker at the Job Center is utilized as well.

In 2012 Mr. Zuehke coordinated changing the countywide Courier service to an outside contractor. This process was bumpy at first but now appears to be working well.

TRQM Division – Mr. Singer explained in 2012 the replacement of the Electronical Medical Record system began and the transition to NetSmart will continue into 2013. Staff will begin training in July and NetSmart will go live in August. The Mental Health Division will be the first Division set up to use NetSmart then the Youth Services Center and Long Term Support. With NetSmart there is the potential to build and grow the system to incorporate more tracking in the future.

Mr. Singer wants to engage with Rock Haven and find out what their needs are because they may need to upgrade their system. Our Medical Records Department could integrate with Rock Haven through NetSmart. Brown County has successfully integrated their Nursing Home through NetSmart, and would be a potential model to follow.

Some Administrative Assistants have started scanning records into the system to move toward a paperless option but it is a very large undertaking and will take a very long time to get all the records scanned in. Another position will be hired and another scanner purchased to help speed up the process. Another focus will be to look at support staff duties. Changes will be made to shift work to more fully support the professional staff where needed.

ES Division – Ms. Haigh explained in 2012 that the W-2 program transitioned to Forward Services. The Interim Assistance Program has been refined and will eventually phase out in 2014. The Economic Support Division absorbed and corrected any errors on 3,000 ESC cases transferred from the State to the County and the Badger Care program had many changes that staff had to learn.

Ms. Haigh received the results from the State FoodShare Evaluation Review, and she received notice that the State will be conducting another review in 2013.

In 2013 the State will be focusing on how Consortiums are operating and their expectations of the various Consortiums. The State is refining performance standards for the Call Center and for Child Care. We are meeting the standards in both programs at this time. However, there is a low volume of calls right now in the Call Center and she will be focusing on figuring out what is causing this. Chair Knudson asked if we could get extra staff hired before any monetary ramifications. Ms. Haigh explained with the HealthCare Reform coming it is difficult at this point to know the best plan of action.

The Office of Inspection General is working on developing a Fraud Unit. This unit will work with customers and retailers on dealing with fraud issues. The hope is this Unit will bring more consistency to the process of handling fraud.

With the opening of the ADRC, Ms. Haigh will be coordinating with the ADRC. Supervisor Grahn asked for a general information sheet that would list ES programs and eligibility requirements. Currently clients can volunteer for the FSET program but in the past to receive FoodShare the FSET program was mandatory. The proposed Governor's Budget is looking at making FSET mandatory for certain groups of FoodShare recipients.

Juvenile Justice and Prevention Division – Mr. Horozewski highlighted the 2012 Juvenile Justice and Prevention Division accomplishments. The after hours calls successfully shifted to the YSC and has helped law enforcement because when they have a youth in custody response time has been significantly reduced. This was a large process to train staff and to implement the Detention Assessment tool.

The ACTIONS program as an alternative program to sending youth to Corrections was implemented in 2012. Four youth have been served and have not returned. The program has been successful and is much better for the youth and families. Keeping youth local and out of the State corrections is proving to be beneficial. The YSC now has a Social Worker, Myra Sanchez, to manage staff, set up trainings and work with client programming.

The Diversion program was highlighted at the last Board meeting. In 2013 they will be focusing on getting the Diversion program into more middle schools. As Prevention funds come in we are looking at how to use the funding better in the community and collaborating more with schools, police officers and community agencies.

Data has shown that youth are committing more offences in the home against parents and siblings. The Juvenile Justice and Prevention Division wants to become more family oriented and work with families and youth to reduce batteries in the home. We are looking forward to the implementation of NetSmart to enhance tracking data, and use the dashboard to look at live data.

The Juvenile Justice Division is partnering with the Mental Health Division to provide training on high risk children for Juvenile Justice case managers. The Functional Family Therapy staff and Juvenile Justice will be partnering with Walworth County to share costs for training.

Mr. Horozewski responded to questions and explained the School District purchased computers for a virtual school program at the YSC. This allows youth to continue school while placed at the YSC. The program is self paced and is beneficial to youth. A consultant will be helping to design an all year outdoor area for the YSC.

Director's Report:

- Governor's Budget

The other Division Managers will present their accomplishments and initiatives at the next meeting.

The ADRC opened today. They had their first walk in client today. One of the ADRC staff hired was a Walworth County ADRC worker and she took this client through the process while another worker shadowed, so we are off to a good start.

The next Board meeting will be at the Job Center in room K and we will have a tour of the ADRC. We will send out a reminder closer to the meeting.

There is no additional information to share on the Governor's Budget at this time. We are working through FSET and how that might impact us this year and/or next year. In the Mental Health area CCS is connected to regional collaboration but not well defined yet. This may stay a service driven by counties. We may not be eligible for CST because we started that program last year .

The good news is that we learned there are no longer tax rate caps.

Committee Requests for Future Agenda Items: Ms. Klyve advised the Resolution to Recognize Social Workers will be presented to the HSD Board on March 27th and to the County Board on March 28th.

Supervisor Grahn requested to add an agenda item regarding the "Day at the Capital". Ms. Klyve, Mr. Boutwell and Supervisor Owens will be attending this event on April 10th.

Next Meeting: Wednesday, March 27, 2013 at 4:30 p.m., at the Rock County Job Center, Room K, Janesville, Wisconsin.

Adjournment: Supervisor Thomas motioned to adjourn, seconded by Supervisor Fell with unanimous approval at 5:43 p.m.

Jodi Parson, Administrative Secretary

NOT OFFICIAL UNTIL APPROVED BY THE BOARD