



**ROCK COUNTY HUMAN SERVICES BOARD MEETING**  
**Wednesday, August 28, 2013 – 4:30 P.M.**

**Call to Order:** Chair Knudson called the meeting to order at 4:30 p.m. on Wednesday, August 28, 2013, in the 3<sup>rd</sup> 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 (in at 4:44 p.m.); Marvin Wopat, Supervisor; Terry Fell, Supervisor; Ashley Kleven, Citizen Representative (in at 4:39 p.m.); Shirley Williams, Citizen Representative (in at 4:37); and Phillip Owens, Supervisor.

**Committee Members Absent:** None.

**Staff Present:** Phil Boutwell, Deputy Director; Sara Mooren, Fiscal Operations Manager; Tim Zuehlke, Controller; Carla Haigh, ES Manager; Ryan Booth, ESS; Patrick Singer, TRQM Manager; Kent Hubbard, PATH Supervisor; Kate Flanagan, MH/AODA; Sue Maurer, Crisis Stabilization Supervisor; Beth Jessie, PATH Case Manager; Bill Schyvynck, PATH Outreach; Tina Day, Family Skills Service Coordinator.

**Others Present:** Steve Howland, County Board Supervisor.

**Approval of Agenda:** Supervisor Grahn moved the agenda to the floor, seconded by Supervisor Owens with unanimous approval. APPROVED.

**Approval of Minutes of Human Services Board Meeting of August 14, 2013:** Supervisor Fell moved the minutes to the floor, seconded by Supervisor Wopat. The minutes were unanimously approved. APPROVED.

**Citizen Participation:** Supervisor Owens distributed application materials for the Association of Mature American Citizens (AMAC). He explained he is the AMAC delegate for the State of Wisconsin. He welcomed anyone wishing to join.

**Praise and Recognition:** Ms. Flanagan introduced Kent Hubbard the PATH Supervisor. Mr. Hubbard introduced Bill Schyvynck and Beth Jesse both PATH workers. Mr. Schyvynck and Ms. Jesse have been described as "street angels" in the community.

Mr. Hubbard explained the PATH program is a Federally funded program and counties have to qualify to receive the funding. PATH funding is only used for people who have severe mentally illness and are homeless. Our PATH workers go out into the community looking to engage with people needing help. We do not have shelters or housing set up for PATH clients as some counties do. Our PATH workers have to find resources to provide shelter which is very challenging when the clients usually have little to no money.

Mr. Schyvynck explained many times they are able to help people and gave an example of a couple they helped who were living in a tent in the winter. But he explained sometimes people are uncomfortable and not willing to receive help. Ms. Jessie explained she has seen a significant increase in the number of people served, since 2009 the number has tripled. She explained it is easier to move people into employment once housing has been established. Many Board members expressed great appreciation and thanks for all they do in the community.

Ms. Haigh introduced Ryan Booth, Economic Support Specialist. Mr. Booth distributed a handout detailing his work as an ESS. Currently he is in the Elderly, Blind, and Disabled Unit. He explained he was in the BadgerCare Unit prior and has worked in the Call Center as well. He reviewed his handout explaining his duties which include processing documents, interviewing applicants and scheduling appointments. He added accuracy in gathering correct information to give the correct benefits is very important. He currently has a caseload of approximately 900 cases. Many Board members expressed thanks to Mr. Booth.

**Approval of Contracts, Transfers, and/or Encumbrances:** Supervisor Owens moved the contract, seconded by Citizen Representative Weaver-Landers. The contract was unanimously approved. APPROVED.

**Approval of Bills:** Mr. Zuehlke presented the bills for approval and responded to questions. Supervisor Thomas noticed a printing error on the first three pages. Mr. Zuehlke will look into what is causing the printing issue.

Admin	645.91	IDP/AODA	23,949.75
Interim Assist	1,393.31	YSC	58,600.00
CPS/JJ	928.83	Admin	64,415.49

Supervisor Fell moved the bills, seconded by Supervisor Owens. The bills were unanimously approved. APPROVED.

**Approval to Participate in the Monsters in Motion Fundraiser:** Citizen Representative Weaver-Landers moved the approval to the floor, seconded by Supervisor Grahn. Ms. Day first advised the CPS school supply give away on second floor is going on right now for families in need.

Ms. Day is on a committee for the Exchange Family Resource Center. The Exchange Family Resource Center works closely with Human Services for families that have issues determined but are not open CPS cases. The Exchange Family Resource Center has a main office in Janesville and a satellite office in Beloit. All services they provide are free. They provide parenting classes, group classes, play groups, workshops and many other services. Some group classes can be court ordered. They partner with Families and Community Together (FACT).

Annually they have a fundraiser to raise funds and started Monster Machines in Motion ten years ago. It will be held at Silha and Sons on Delavan Drive and Wright Road. The public is welcome and bulldozers are brought in to watch and children can receive rides. She wants to get the information out for people to attend and are asking for volunteers. She would like to post this on the Human Services Department intranet for Human Services staff. The approval to participate in the Monsters in Motion Fundraiser was unanimously approved. APPROVED.

**Report on Avatar:** Mr. Singer reported Avatar went live on August 19<sup>th</sup> as planned. The Crisis unit was the first to go live. At first the system was slow but has gotten better. There have been 3,500 progress notes completed since start up.

Mr. Singer advised Eau Claire has been working two years on their implementation but Rock County achieved it in eight months. NetSmart was impressed with Rock County's structure and team. He advised when a worker writes notes a bill will be sent out. Another helpful feature is we can export data for State reporting, therefore, keeping access to all our original data. Mr. Singer will work on getting forms added into the system and a signature pad so workers do not need to print.

Management will be able to make better decisions with the quality data Avatar will provide. Data will be available on an on demand basis. Mr. Singer is looking into E-Prescriber which would be beneficial as well. Mr. Singer responded to questions.

**Report on Affordable Care Act:** Ms. Haigh presented a powerpoint presentation on the Patient Protection and Affordable Care Act (PPACA or ACA). Ms. Haigh reported BadgerCare Individuals

are the ES Division's primary responsibility. There will be approximately 200,000 people in flux statewide, with 100,000 going off BadgerCare and 100,000 going on. The Individual mandate affecting approximately 400,000 uninsured individuals state-wide are not the ES primary responsibility. The ES Division are preparing to be ready for all types of contact.

Ms. Haigh reported that staff training will be held in August and September. Letters will be sent to the BadgerCare members on September 23, 2013 and September 30, 2013. The Marketplace open enrollment starts on October 1, 2013. Staff will be trained on system changes in October and the system will be ready to process changes in November. On November 23, 2013 letters will be sent to BadgerCare members who will no longer be eligible for BadgerCare as of January 1, 2014. At the end of March the Marketplace open enrollment ends. On April 1, 2014 ongoing cases transition to MAGI rules.

Ms. Haigh explained the Southern Consortium hired 29.7 full time employees. A Southern Consortium Trainer is hired and is training. To prepare for the expected increase in workloads we are using mandatory overtime. We know there will be an increase in call volume at the Call Center and plan on double coverage for the week of September 23, 2013. We will then adjust coverage as needed. Ms. Haigh advised walk-in traffic is expected to increase and a lobby service area has been created in the resource room with designated self help computers. Three Limited Term Employees will be hired to start in September to help with walk-in traffic volume. Ms. Haigh has arranged for priority food share applications for walk in clients as well.

Ms. Haigh responded to questions. She advised webinar interactive training will be used for training purposes whenever possible. Mr. Boutwell advised the training room has been set up and a Smart Board is installed. Supervisor Grahn requested a simplified cheat sheet with information of where people should be referred and to have the information advertised in the newspapers. Mr. Boutwell explained there is a meeting set up with many community agencies including hospitals and clinics to work together to point people in the right direction.

**Director's Report:**

Mr. Boutwell advised the ACA presentation will be presented to the County Board in September.

**Committee Requests for Future Agenda Items:** Mr. Boutwell reported that Potter Lawson will have a schematic design for the YSC outdoor recreation area on September 25, 2013.

**Next Meeting:** Wednesday, **September 11, 2013 at 4:30 p.m.**, at the **Rock County Health Care Center**, in the **3<sup>rd</sup> Floor Conference room, Janesville, Wisconsin.**

**Adjournment:** Supervisor Wopat motioned to adjourn, seconded by Supervisor Grahn with unanimous approval at 5:58 p.m.

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Jodi Parson, Administrative Secretary

**NOT OFFICIAL UNTIL APPROVED BY THE BOARD**