



ROCK COUNTY HUMAN SERVICES BOARD MEETING
Wednesday, December 11, 2013 – 4:30 P.M.

Call to Order: Chair Knudson called the meeting to order at 4:34 p.m. on Wednesday, December 11, 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; Ashley Kleven, Citizen Representative (in at 4:37 p.m., out 5:16 p.m.); Terry Fell, Supervisor; Marvin Wopat, Supervisor; and Phillip Owens, Supervisor.

Committee Members Absent: Shirley Williams, Citizen Representative.

Staff Present: Charmian Klyve, Director; Phil Boutwell, Deputy Director; Sara Mooren, Fiscal Operations Manager; Tim Zuehlke, Controller; Kate Flanagan, MH/AODA Manager; and Melissa Meboe, Crisis Supervisor.

Others Present: Steve Howland, County Board Supervisor. Jameson Fell, Supervisor Fell's grandson.

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

Approval of Minutes of Human Services Board Meeting of November 26, 2013: Citizen Representative Weaver-Landers moved the minutes to the floor, seconded by Supervisor Thomas with unanimous approval. APPROVED.

Citizen Participation: Chair Knudson thanked Vice Chair Weaver-Landers for covering the last meeting.

Supervisor Fell introduced his grandson, Jameson, who is attending the meeting for a school project.

Approval of Contracts, Transfers, and/or Encumbrances: Citizen Weaver-Landers moved the contracts to the floor, seconded by Supervisor Owens. Ms. Mooren presented twenty-five contracts, and two encumbrances for approval. Supervisor Owens questioned a large payment to Abilities, Inc. Ms. Flanagan explained this is for a high needs client who requires extensive care. Supervisor Grahn questioned the Community Action Teen Parent payment. Ms. Mooren explained the Brighter Futures grant funds this payment. Mr. Boutwell advised an amendment to reduce the Franklin Street Lease by \$2,000 was included in the contracts. The square footage went down after the renovations reducing the overall rental cost. The contracts and encumbrances were unanimously approved. APPROVED.

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

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| Interim Assist | 49.51 | Admin | 1,728.51 |
| Admin | 40,972.74 | Admin | 83.78 |
| Admin | 3,736.21 | | |

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

Resolution Authorizing Agreement with Woodland Enhanced Health Service (WEHS)

Commission: Supervisor Thomas moved the resolution to the floor, seconded by Citizen Weaver-Landers. Mr. Boutwell presented the resolution and explained we want to join the WEHS Commission as an associate member. We have a couple clients who need care and we are unable to find placements for them. We may apply for a full commission member status in the future to save more on costs if a long-term stay is needed. Right now the quickest way to find placement and save a little on costs is joining as the associate member. The resolution authorizing agreement with WEHS Commission was approved. APPROVED.

Report on NIATx and Crisis Related Training: Ms. Flanagan distributed a copy of the NIATx article featuring Rock County for improving access to mental health services. NIATx is a national agency that promotes system change processes. Over the past three years, Rock County has participated in NIATx change team projects for Mobility in Crisis, Improving Intake and Access, and this year for reducing the amount of time it takes for an individual to get care in our system.

The change model includes five steps; understand and involve the customer; fix the problem; pick a powerful change team leader; get ideas outside the organization; and use rapid cycle testing to establish effective changes. Ms. Flanagan responded to questions, Ms. Flanagan introduced Melissa Meboe, Crisis Intervention Supervisor, who has been a large part of our progress and success. We have received a lot of very positive feedback from consumer surveys that Ms. Meboe distributed to police and hospital staff. Communication between agencies has improved. Ms. Meboe responded to questions, and advised she is working on an accurate way to document and measure response time to better track improvements. Ms. Flanagan advised she is committed to that tracking and will work on this using our electronic records.

Ms. Meboe addressed the Crisis transport related training question posed by Supervisor Thomas at the previous HSD Board meeting. Rock County contracts with a US Security to provide transports for clients in Crisis. We also have psych techs that may transport clients if the Security staff are busy. Per our contract with US Securities, they are required to provide security staff with CPR and non-violent Crisis Intervention training. We do not train security staff, but we do train our psych techs. She explained the shadowing process. She explained the procedure followed for transports. If an employee feels uncomfortable with a situation we would assign someone else to the task, and get the employee more training.

Whenever an incident occurs Ms. Meboe always looks at what could have been done differently. She is always updating policies and procedures when needed. Ms. Flanagan advised we sent Ms. Meboe to non-violent training to become our trainer for staff. We have a hands-off and no restraint policy as do the US Securities company. When a client becomes combative we do call the Sheriff's Department to handle the transport.

If a Security employee does not feel properly trained the individual is advised to contact Ms. Meboe. As part of the contract, Ms. Meboe could ask for verification of training the security staff have completed. There is also a component of a person's level of comfort with types of acute mental episodes that may need to be addressed.

Director's Report:

- **Update on ACA** – On December 13th we will learn more regarding the proposal to continue people on Badgercare until March 31, 2014. We are waiting for more direction from the State at this time. The website is apparently getting better. Mr. Boutwell added we saw an increase in the number of walk-ins last week. Ms. Klyve responded to questions, and wished everyone a happy holiday.

Committee Requests for Future Agenda Items: Ms. Klyve advised Care WI will not be ready to provide us their 2013 analysis on Family Care until late January or early February. Supervisor Owens stated he will be gone until March.

Ms. Klyve reminded everyone that the next meeting is on Monday, December 23, 2013, at 9:00 a.m.

Next Meeting: Monday, December 23, 2013 at 9:00 a.m., at the Rock County Health Care Center, in the 3rd Floor Conference room, Janesville, Wisconsin.

Adjournment: Supervisor Owens motioned to adjourn, seconded by Supervisor Wopat with unanimous approval at 5:32 p.m.

Jodi Parson, Administrative Secretary

NOT OFFICIAL UNTIL APPROVED BY THE BOARD