



**ROCK COUNTY HUMAN SERVICES BOARD MEETING**  
**Wednesday, March 11, 2020 – 4:30 P.M.**

**Call to Order:** Vice Chair Weaver-Landers called the meeting to order at 4:30 p.m. on Wednesday, March 11, 2020, in the 3<sup>rd</sup> Floor Conference room at the Health Care Center, Janesville, Wisconsin.

**Committee Members Present:** Sally Jean Weaver-Landers, Citizen Representative; Terry Thomas, Supervisor; Kathy Schulz, Supervisor; Stephanie Aegerter, Supervisor; Ashley Kleven, Citizen Representative; and Dave Homan, Supervisor.

**Committee Members Absent:** Brian Knudson, Supervisor. Shirley Williams, Citizen Representative. Terry Fell, Supervisor.

**Staff Present:** Katherine Luster, Director; Tera O'Connor, Deputy Director; Mark Stevens, Business Services Manager; and Shannon Dewey, CLTS.

**Others Present:** Sue Rusch, Citizen. Pam Bostwick, Citizen.

**Approval of Agenda:** Supervisor Homan moved the agenda to the floor, seconded by Citizen Representative Kleven. The Agenda was unanimously approved. APPROVED.

**Approval of Minutes of Human Services Board Meeting of February 26, 2020:** Supervisor Schulz moved the minutes to the floor, seconded by Supervisor Thomas. The minutes were unanimously approved. APPROVED.

**Citizen Participation, Communications and Announcements:**

**Submission of Committee Requests:** Supervisor Schulz asked about Coronavirus and the possibility, if necessary, to conduct meetings by phone rather than face to face. Ms. Luster advised she will be getting clarity on this soon and will inform the Board members as soon as possible.

**Approval of Contracts and Transfers:** Citizen Representative Kleven moved eight contracts to the floor, seconded by Supervisor Aegerter. Ms. Luster highlighted a new contract and responded to questions. The contracts were unanimously approved. APPROVED.

**Review of Bills:** Mr. Stevens advised there was nothing out of the ordinary to highlight.

**Overview of Department Complaint and Grievance Processes:** Ms. Luster distributed the HSD Complaint policy. She explained HSD wants to address concerns and look at them as an opportunity to listen and learn. The HSD is looking into complaints as part of an integrated quality process.

Economic Support (ES) complaints are handled through a designated fair hearing process overseen by the State. Ms. Luster provided examples of appeals/concerns that were made within the last year within ES.

In Behavioral Health there is a Statute that clients are entitled to a Client Rights Specialist and those cases take a different pathway, which Ms. Luster explained. The Child Protective Services and Aging & Disability Resource Center follow a general process, which Ms. Luster explained. HSD wants the staff member and supervisor closest to the client to try to resolve issues first. Many complaints are handled this way and do not move on to the next level. Supervisors should be tracking complaints.

If the Supervisor is unable to resolve the complaint it moves up to the next level. Ms. O'Connor coordinates and helps resolve issues including meeting with complainants. If resolution cannot be made by Ms. O'Connor then it moves to Ms. Luster, who will try to achieve resolution. At that point, if the issue is not resolved to the client's satisfaction, the client then has the right to contact the Department of Children and Families. Ms. Luster and Ms. O'Connor responded to questions about the tracking of the resolved complaints by supervisors. Ms. Luster advised with the new Quality Improvement staff coming soon they will be tasked as part of quality assurance to facilitate tracking complaints.

Ms. Luster provided the breakout of the areas which received complaints and examples of complaints that were received in Behavioral Health, Aging & Disabilities Resource Center, Child Protective Services, and SubCare within the last year.

Ms. Luster introduced and recognized Shannon Dewey who was the February HSD Employee Impact Award recipient, but was unable to attend the last meeting.

#### **Director's Report:**

- **Update: Foster Parent Engagement Efforts:** Ms. Luster advised emails have been sent to foster parents asking who would like to be on the Advisory Committee. Ms. Salava is working on organizing that group and choosing participants from all types of background and areas to have a variety of participants. There is also an information sharing group that is starting. Ms. Luster is working on delegating and bringing in support for creating these groups. There are ideas of reorganizing a current vacant position to a Project Coordinator type position to take on problem solving issues and coordinating projects. Ms. Luster advised they are working on initiatives to be able to move forward and not put excessive stress on staff. Problem solving and setting people up for success is the goal.

Ms. Luster advised that the Child Protective Services Supervisors, Ms. Luster and Ms. O'Connor met last week for two days offsite for team building and strengthening with the consultation group Alia. There were concerns about inconsistencies and this group addressed that last week and it was extremely valuable.

- **Update: 1717 Center Avenue:** Mr. Stevens advised we are very close and just finishing up with details such as locks, outlets, and ceiling tiles. The date of March 17, 2020 is the deadline for all things to be into the architects. As far as naming the building there were about 90 suggestions. General Services will be narrowing

down the entries. The General Services Committee will have the final say but the Human Services Board will be influential on the decision.

**Next Meeting:** Wednesday, **March 25, 2020** at 4:30 p.m. at the Rock County Health Care Center, in the 3<sup>rd</sup> Floor Conference Room, Janesville, WI.

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

---

Jodi Parson, Secretary

**NOT OFFICIAL UNTIL APPROVED BY THE BOARD**