



MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, January 28, 2016

TIME: 4:30 p.m.

PLACE: Manitowoc County Human Services Department
801 Jay Street, Manitowoc, WI 54220

The meeting is open to the public, but portions of the meeting may be closed if this notice indicates that the board may convene in closed session. The following matters may be considered and acted upon at the meeting.

1. Roll Call.
2. Public Comment on any Matter listed on the Agenda.
3. Approval of Minutes.
4. Education Topics: Overview of 2015 Birth to 3 Program – Nancy Randolph; Status of Birth to 3 Program – Jodie Reno, Maggie Glaeser.
5. Financial Report through November and Statistical Report through December, 2015 – Patricia Dodge.
6. Questions from Board Members on the Status of the Human Services Department.
7. Set Next Meeting Date.

Date: January 20, 2016

Rick Henrickson, Chair

By: Jeff Jenswold, Nancy Randolph, Lori Garceau,
Patricia Dodge – Co-Directors

Any person wishing to attend the meeting who requires special accommodation because of a disability should contact the County Clerk's Office at 920-683-4003 at least 24 hours before the meeting so that appropriate accommodations can be made.

Persons who are members of another government body, but who are not members of this board, may attend this meeting. Their attendance could result in a quorum of another governmental body being present. Such a quorum is unintended and they are not meeting to exercise the authority, duties or responsibilities of any other governmental body.



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MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, February 25, 2016

TIME: 4:30 p.m.

PLACE: Manitowoc County Human Services Department
801 Jay Street, Manitowoc, WI 54220

The meeting is open to the public, but portions of the meeting may be closed if this notice indicates that the board may convene in closed session. The following matters may be considered and acted upon at the meeting.

1. Roll Call.
2. Public Comment on any Matter listed on the Agenda.
3. Approval of Minutes.
4. Clinical Services Division: Update on the Status of the Clinic Manager position; Update on the Comprehensive Community Services Program Audit and Survey – Jeff Jenswold.
5. Education Topics: Overview of 2015 Birth to 3 Program – Nancy Randolph; Status of Birth to 3 Program – Jodie Reno, Maggie Glaeser.
6. Financial Report and Statistical Reports through January, 2016 – Patricia Dodge.
7. Questions from Board Members on the Status of the Human Services Department.
8. Set Next Meeting Date.

Date: February 25, 2016

Rick Henrickson, Chair

By: Jeff Jenswold, Nancy Randolph, Lori Garceau,
Patricia Dodge – Co-Directors

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MANITOWOC COUNTY HUMAN SERVICES DEPARTMENT

BOARD MEETING MINUTES

CALL TO ORDER:

The Manitowoc County Human Services Department Board met at 4:34 p.m. on Thursday, February 25, 2016 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board members present: Agnew, Baumann, Cavanaugh, Ruggirello, Waack, Williams.

Board members excused: Henrickson.

Board members absent: Burke.

County Board members present: None.

County staff present: Dodge, Fure, Garceau, Glaeser, Jenswold, Randolph, Reno, Ziegelbauer.

PUBLIC COMMENT:

No public comment.

APPROVAL OF MINUTES:

A MOTION WAS MADE BY WILLIAMS, SECONDED BY BAUMANN TO APPROVE THE MINUTES FROM THE PREVIOUS REGULAR MEETING. MOTION CARRIED.

CLINICAL SERVICES DIVISION UPDATES:

The 2012 Comprehensive Community Services Program audit began in May, 2015. A notice was received in October, 2015 that the OIG was disallowing \$78,085.00 of MA revenues. An appeal was filed citing various program items and the staff have not received a response to the appeal. Lori Fure contacted the OIG office and was told that the reviewers were no longer there and she was routed to a new person. They are re-assigning the audit to a different person.

On February 11, 2016 there was a state survey performed by the Department of Quality Assurance for the 2014 CCS program. There have been 3 entities involved in the audit process. DQA, DHS oversees the program, and OIG looks at the MA funding and reimbursements. In the past we received differing information on requirements from each entity. The new surveyor was helpful, there were no citings, and our staff was assured that the three entities are working together now. Lori Fure stated that there is a lot of work and detail required for this program, more than other programs. This program is being targeted due to the potential for 100% reimbursement.

Jeff Jenswold stated that he has been restructuring the Clinical Services Division for over a year. Upon his retirement this year, Lori Fure will assume the Co-Director position for all of Clinical Services. A Clinical Manager will supervise the crisis program as well as the outpatient mental health and AODA services. The Manager position was posted and there were two internal candidates and one external. There are 8 counties, 4 in the northeast region that are currently looking to fill the same type of position. One of the internal candidates was qualified for the position. Matt Fure is currently the coordinator of the Community Services Program. He brings many types of experience to the agency, and is qualified for this position. Because Matt Fure is Lori Fure's brother, a waiver of the county's nepotism policy would have to be approved by the county board.

Jenswold and Fure responded to questions from board members regarding this setup. After discussion, a call for a motion was made by the Acting Chair.

A MOTION WAS MADE BY BAUMANN, SECONDED BY WILLIAMS TO APPROVE THE WAIVER OF THE NEPOTISM POLICY IN ORDER TO AWARD THE CLINICAL MANAGER POSITION TO MATT FURE. MOTION CARRIED.

EDUCATION TOPIC:

Nancy Randolph supervises the Birth to Three Program. Maggie Glaeser and Jodie Reno are teachers in the program and were introduced. The program is reviewed by the state each year. The review and family surveys were very positive for 2015 and the reviewers were complimentary in the letter they sent.

This program has always been high in numbers served compared to other counties in the state. Maggie Glaeser provided information regarding where referrals to the program come from, as well as types of services provided. Twenty percent of referrals came through the Child Protective Services system in 2015. There were a lot of neo-natal referrals from hospitals due to opiate use by the parent.

The teachers work with many community agencies. Many of the clients transition to county school districts and there's a meeting set up 90 days before the child turns three. Other referrals come from families and pediatric doctors. All referrals are screened. Some of the children are in foster homes. There has been an increase of children with sensory processing issues over the past 15 years. The new model of care uses one primary therapist at a time.

Jodie Reno stated that the Investing Early of Manitowoc County is a collaboration of several community groups. They provide a Welcome Baby visit for all newborns. At-risk children are offered a helper at home. The Ages and Stages Program includes social and emotional screenings. The next screening will be held at the Manitowoc Public Library with parents. Last year there were over 100 children screened at these events. The group received a grant to purchase two screening boards. One will be located in the lobby at the YMCA.

Grants were received to provide shirts with a logo for screeners and screening bags. There is one public screening every six months. The group holds fundraisers throughout the year. Other counties have asked about these community screening initiatives to get information for their county to use. Handouts were distributed.

FINANCIAL AND STATISTICAL REPORTS THROUGH JANUARY:

Patricia Dodge, Co-Director/Business Division, provided handouts for the monthly statistics and the financial projections report. With only one month of activity in the year so far, it is difficult to project spending trends for the year. There were 9 more children being served in January compared to December, 2015 and 8 more adults in the Children and Family Services unit. Referrals to the Child Protective Services unit were higher than in December.

QUESTIONS AND INPUT FROM BOARD MEMBERS ON THE STATUS OF THE HUMAN SERVICES DEPARTMENT:

Acting Chair Cavanaugh explained a new procedure for recognizing retiring board members. Beginning with Tom Davis's resignation, a Certificate of Appreciation will be awarded to recognize the service provided to the Human Services Board.

A MOTION WAS MADE BY RUGGIRELLO, SECONDED BY WILLIAMS TO APPROVE THE CERTIFICATE OF APPRECIATION PROCESS. MOTION CARRIED.

Lori Burke will replace Tom Davis as a citizen member when her county board term is up in April, 2016.

Jim Baumann wants to support foster care recruitment efforts and has many ideas. We solicit support for foster parents from businesses on various occasions and use it as a recruitment tool. There are only 37 county foster homes so some children have to be placed out of the county. If foster parents have to purchase items for children, it may deter them from wanting to be foster parents. Baumann suggested creating a wish list of items and sending it to service clubs and putting it in newspapers. He suggested getting donations of swimming pool passes, tickets to Bay Beach, the Sheboygan Children's Museum, state park day passes, and county fair passes.

These suggestions will be forwarded to the recruitment team.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on Thursday, March 24, 2016 at 4:30 p.m. at the Human Services Department, 801 Jay Street entrance, Manitowoc, Wisconsin.

ADJOURNMENT:

A MOTION WAS MADE BY AGNEW, SECONDED BY WAACK TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:40 P.M. MOTION CARRIED.

Respectfully submitted,

Bob Cavanaugh, Acting Chair and Secretary
Human Services Board

BC/pd



MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, March 24, 2016

TIME: 4:30 p.m.

PLACE: Manitowoc County Human Services Department
801 Jay Street, Manitowoc, WI 54220

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1. Roll Call.
2. Public Comment on any Matter listed on the Agenda.
3. Approval of Minutes.
4. Education Topic: Update on the East Central Income Maintenance Consortium – Lori Garceau.
5. Financial Report and Statistical Reports through February, 2016 – Patricia Dodge.
6. Questions from Board Members on the Status of the Human Services Department.
7. Set Next Meeting Date.

Date: March 16, 2016

Rick Henrickson, Chair

By: Jeff Jenswold, Nancy Randolph, Lori Garceau,
Patricia Dodge – Co-Directors

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MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, April 28, 2016

TIME: 4:30 p.m.

PLACE: Manitowoc County Human Services Department
801 Jay Street, Manitowoc, WI 54220

The meeting is open to the public, but portions of the meeting may be closed if this notice indicates that the board may convene in closed session. The following matters may be considered and acted upon at the meeting.

1. Roll Call.
2. Election of Officers.
3. Public Comment on any Matter listed on the Agenda.
4. Approval of Minutes.
5. Update on the Comprehensive Community Services Program evaluation – Jeff Jenswold; Update on Foster Care Recruitment efforts – Nancy Randolph.
6. Education Topic: Update on the Avatar software upgrade project – Mike Wingender and Patricia Dodge.
7. Financial Report and Statistical Reports through March, 2016 – Patricia Dodge.
8. Questions from Board Members on the Status of the Human Services Department.
9. Set Next Meeting Date.

Date: April 20, 2016

Rick Henrickson, Chair

**By: Lori Garceau, Jeff Jenswold, Nancy Randolph,
Patricia Dodge – Co-Directors**

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MANITOWOC COUNTY HUMAN SERVICES DEPARTMENT BOARD MEETING MINUTES

CALL TO ORDER:

The Manitowoc County Human Services Department Board met at 4:30 p.m. on Thursday, April 28, 2016 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board members present: Agnew, Baumann, Burke, Cavanaugh, Henrickson, Nasep, Ruggirello, Waack, Williams.

Board members excused: None.

Board members absent: None.

County Board members present: None.

County staff present: Dodge, Fure, Jenswold, Randolph, Wingender.

PUBLIC COMMENT:

Nancy Slattery, Maribel, stated that she would encourage the board members to ask questions about the Comprehensive Community Services program since the expenses are paid 100% and residents need it to address mental health needs in the community. Ms. Slattery thanked those responsible for setting up the drug court in the community.

APPROVAL OF MINUTES:

A MOTION WAS MADE BY RUGGIRELLO, SECONDED BY WAAK TO APPROVE THE MINUTES FROM THE PREVIOUS REGULAR MEETING. MOTION CARRIED.

ELECTION OF OFFICERS:

New board member, Jack Nasep was introduced and welcomed to the board.

Rick Henrickson was nominated for Chair of the board. With no other nominations, Supervisor Cavanaugh moved to close nominations and cast a unanimous ballot, seconded by Supervisor Williams. Motion carried.

Bob Cavanaugh was nominated for Vice Chair of the board. With no other nominations, Supervisor Waack moved to close nominations and cast a unanimous ballot, seconded by Supervisor Baumann. Motion carried.

Laurie Burke was nominated for Secretary of the board. With no other nominations, Board member Agnew moved to close nominations and cast a unanimous ballot, seconded by Supervisor Baumann. Motion carried.

UPDATE ON THE COMPREHENSIVE COMMUNITY SERVICES PROGRAM EVALUATION AND UPDATE ON FOSTER CARE RECRUITMENT EFFORTS:

Jeff Jenswold stated that the 2012 Comprehensive Community Services Program audit began in May, 2015. A notice was received in October, 2015 that the OIG was disallowing \$78,085.00 of MA revenues. An appeal was filed citing various program items. A denial to the appeal was received in March, 2016. Jenswold coordinated with the Corporation Counsel and the Comptroller to request a hearing. During this time there was a consideration of ending the CCS program due to uncertainties with extensive audits. It has been decided that the program will continue and Lori Fure is working on procedures and making sure all of the requirements are in place.

On February 11, 2016 there was a state survey performed by the Department of Quality Assurance for the 2014 CCS program. There have been 3 entities involved in the audit process. DQA, DHS oversees the program, and OIG looks at the MA funding and reimbursements. There were 23 counties audited for the 2014/15 period. All five of the counties in our consortium were audited. The takeback for our program is \$1,082.19. The other counties had takebacks ranging from \$500.00 to \$1,200.00.

The Wisconsin County Human Services Association is meeting tomorrow and they will question the state regarding these audits and not receiving proper instructions or guidelines. They are also collaborating with the Wisconsin Counties Association.

Jenswold stated that the CCS program won't ever be 100% covered but the revenues will go a long way to offset costs. Right now the program will be capped at around 30 participants and others will be served in the Community Support Program and other programs.

Jenswold and Lori Fure responded to questions from board members. Jenswold was told it could be months or years to schedule a hearing. Jenswold stated that he had received a letter this week and was told to work with the Department of Health Services so that this appeal doesn't go to a hearing. Counties have stopped expanding this program due to the state's lack of direction. Jenswold and Fure will contact the DHS office next week to set up a discussion as directed in the most recent letter.

Nancy Randolph stated that May is Foster Care month. The kickoff to foster care month will be held on Monday, May 2 at 4:30 p.m. A pinwheel will be planted on the lawn for each child in placement, and a gathering will be held for foster parents and children with prizes and information sessions. Members of the press were contacted to bring attention to the need for foster homes but they did not commit to attending.

In October, 2014 there were 43 children in placement and now there are 100. Most of these placements are due to drug abuse by the parents or caregivers. There are fewer foster homes now than in 2014. Randolph answered board members' questions and asked them to take yard signs with them to display to let people know that foster parents are needed.

EDUCATION TOPIC:

Patricia Dodge introduced Mike Wingender from the county Information Systems Department to give an update on the transition from the CMHC software program to the Netsmart Avatar system. Wingender is the Human Services System Administrator and is the Project Manager for this transition.

Dodge stated that CMHC software users were notified a few years ago that Netsmart would most likely end support for the current platform by 2017 and would not be putting resources into research and development for it. After researching different software solutions, the Avatar upgrade was the best for Human Services and the most cost effective choice.

Wingender had previously worked for Sheboygan County Human Services and they received the same letter from Netsmart. They hosted several software demonstrations and Manitowoc County staff members were allowed to attend them. Avatar was selected based on the modern billing solution and electronic health record features. The electronic health record is required or there could be financial penalties. It allows for electronic drug prescribing, and scanning into records.

There is more flexibility with this software to add forms, edit and remove them. This is important due to the state offices changing required forms frequently. The electronic billing features are an improvement from the current process.

We are the 12th county to use Avatar in Wisconsin and Fond du Lac County recently purchased it. There is a state user group that meets quarterly to share ideas, forms and resources and Netsmart encourages sharing with others.

Goals of this transition are to improve efficiencies in procedures, eliminate redundant work, and give workers mobile devices to eliminate hand writing notes and documents. Reports can be written for any information the Supervisors need. Super Users have been assigned and they will be the trainers for other staff members. They are helping to set up the system now.

July 6th is the Go Live date for the new software. While not everything will be ready to move at that time, the basics will be there. Wingender answered board members' questions regarding moving to more electronic devices and voice recognition software. Wingender worked with staff members in the field and attended client meetings to become familiar with the needs of the workers. A proposal will be made to the County Executive for mobile devices to allow workers to be more efficient with their time while working in the community.

FINANCIAL AND STATISTICAL REPORTS THROUGH MARCH:

Patricia Dodge, Co-Director/Business Division, provided handouts for the monthly statistics and the financial projections report. A board member asked about the number of adoptions and success stories and Nancy Randolph stated that she would bring information to the next meeting.

Randolph stated that in order for a Termination of Parental Rights to occur that would allow a child to be adopted, a Permanency Plan has to be prepared and plans made for reunification. If the parent hasn't met the goals for 15 out of 22 months, a Termination order is requested from the Corporation Counsel's office. It is possible for a child to remain in foster care for years. There are several foster parents waiting for the Terminations to be able to adopt. There are currently 15 children waiting for this process to occur.

Board member Nasep stated that he is working with Rep. Paul Tittl on new legislation related to adoptions. The foster parent license limits families to no more than 5 foster children in the home but that does not include adopted children.

Jeff Jenswold stated that he changed the Clinical Services section of the statistic report to the gross number of inpatient days, not just the number of days we had been paying for. HE also added year-to-date columns. Jenswold stated that the Adult Protective Service referrals are increasing in 2016 due to the aging of the population.

The financial projections through the end of the year are showing a slight surplus at this time. Each month has the potential to have a large increase or decrease depending on the needs of the clients for that month, number of crises, etc. compared to the budget.

The Family Support program ended in 2015 and was replaced with the Children's Community Options Program. The adult Community Options Program ended in 2015 and the funding was rolled into the Comprehensive Community Services in the Clinical division, along with three other programs. The Children's Autism Program will be transitioning to a Medical Assistance card service and will not be part of county programming beyond this year. Staff are working on assisting clients with this transition.

QUESTIONS AND INPUT FROM BOARD MEMBERS ON THE STATUS OF THE HUMAN SERVICES DEPARTMENT:

A board member asked about Vivitrol shots and whether we would be offering them. Jenswold stated that the agency's Psychiatrists are not willing to prescribe this but Holy Family Memorial Hospital's doctors are. An agency would need adequate substance abuse staff and we don't have enough staff.

Board member Agnew stated that she works with children with disabilities up to age 21. She stated that kids used to graduate from Riverview School to the Holiday House workshops. Now the kids can't go directly to sheltered workshops. She stated that there have been drastic changes over the past 5 years. The feds. will publish the Workflow Innovations and Opportunities Act so that every student must look for a job. The Department of Vocational Rehab. will run this. Agnew stated that the safety net is being taken away. The county ADRC is the welcome mat. The Wisconsin Family Leadership Institute is giving information and resources.

Agnew asked what the Mental Health of America Initiative is in Sheboygan County. It is believed that they provide information on mental health concerns and is a resource center. There is no county funding involved. This is similar to the Mental Health Association in the county.

A board member asked what was happening with the appointment of Matt Fure to Community Services Supervisor. This was approved by the Personnel Committee and went to the County Board.

Bob Ziegelbauer provided handouts of the local unemployment rates.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on Thursday, May 26, 2016 at 4:30 p.m. at the Human Services Department, 801 Jay Street entrance, Manitowoc, Wisconsin.

ADJOURNMENT:

A MOTION WAS MADE BY CAVANAUGH, SECONDED BY BURKE TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:50 P.M. MOTION CARRIED.

Respectfully submitted,

Rick Henrickson, Chair
Human Services Board

RH/pd



**MANITOWOC COUNTY
HUMAN SERVICES BOARD
AMENDED MEETING NOTICE**

DATE: Thursday, May 26, 2016
TIME: 4:30 p.m.
PLACE: Manitowoc County Human Services Department
801 Jay Street, Manitowoc, WI 54220

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1. Roll Call.
2. Public Comment on any Matter listed on the Agenda.
3. Approval of Minutes.
4. ***Update and Proposed Changes in Clinical Services Division Staff Positions Recruitment and Job Duties – Jeff Jenswold, Lori Fure.***
5. Education Topic: Update on the East Central Income Maintenance Consortium – Lori Garceau.
6. Financial Report and Statistical Reports through April, 2016 – Patricia Dodge.
7. Questions from Board Members on the Status of the Human Services Department.
8. Set Next Meeting Date.

Date: May 19, 2016
Amended: May 24, 2016 @ 2:22 p.m.

Rick Henrickson, Chair

By: Lori Garceau, Jeff Jenswold, Nancy Randolph,
Patricia Dodge – Co-Directors

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MANITOWOC COUNTY HUMAN SERVICES DEPARTMENT BOARD MEETING MINUTES

CALL TO ORDER:

The Manitowoc County Human Services Department Board met at 4:30 p.m. on Thursday, May 26, 2016 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board members present: Agnew, Baumann, Burke, Cavanaugh, Nasep, Ruggirello, Waack, Williams.

Board members excused: Henrickson.

Board members absent: None.

County Board members present: None.

County staff present: Dodge, Fure, Garceau, Jenswold, Randolph, Ziegelbauer.

PUBLIC COMMENT:

None.

APPROVAL OF MINUTES:

A MOTION WAS MADE BY BAUMANN, SECONDED BY RUGGIRELLO TO APPROVE THE MINUTES FROM THE PREVIOUS REGULAR MEETING. MOTION CARRIED.

AMENDED MEETING NOTICE:

Vice Chair Bob Cavanaugh presented the amended meeting notice.

A MOTION WAS MADE BY WILLIAMS, SECONDED BY BAUMANN TO ACCEPT THE AMENDED MEETING NOTICE. MOTION CARRIED.

UPDATE AND PROPOSED CHANGES IN CLINICAL SERVICES DIVISION STAFF POSITIONS, RECRUITMENT AND JOB DUTIES:

Jeff Jenswold stated that he and Lori Fure are working on restructuring some of the staff positions and they need approval to bring them to the June 7th Personnel Committee meeting.

He distributed handouts of the organization of the division before and after the proposed changes.

One position is changing from a Community Support Program Coordinator to a Supervisor overseeing CSP, CCS, and the Crisis Program.

The Crisis Program Supervisor will change to a Case Manager and on call backup position. These job duties are being changed due to the licensure of the individual and the ability to capture MA billings.

Jenswold stated that this provides for a better use of staff, better distribution of duties, and an increased ability to bill Medicaid for Supervisors' time.

A board member asked about the Juvenile Sex Offender program since it was not included in the new organization chart. Jenswold stated the program ended when the Coordinator resigned.

A MOTION WAS MADE BY BAUMANN, SECONDED BY WILLIAMS TO APPROVE THE STAFF CHANGES AND FORWARD THE RECOMMENDATION TO THE PERSONNEL COMMITTEE. MOTION CARRIED.

EDUCATION TOPIC – UPDATE ON THE EAST CENTRAL INCOME MAINTENANCE CONSORTIUM:

Lori Garceau distributed handouts with information regarding the various consortiums in the state, the East Central Partnership, and statewide call center data.

Garceau stated that the consortiums have been in place since 2012. The Governor's budget process was looking at privatizing the Income Maintenance Program. It had been tried with Badger Care but there were too many failed standards. The state developed a plan to create ten different consortiums.

The East Central group began with 10 counties and then Sheboygan County left in 2016 to join the Dane County group. A call center was developed to answer questions for assistance and to complete applications on the telephone.

The call center is open Monday through Friday from 8:00 a.m. – 4:00 p.m. Any documents that come in are scanned to shared files. There are pros and cons to being a member of a consortium.

Pros: Partners can work together to share resources such as trainings. Partners can assist when there are staff vacations or turnover. There is a new worker support group on line for assistance in getting questions answered. The partners can assist each other with scanning documents if one partner is behind. The people calling for information won't get a voice mail.

Cons: Partners don't always know what resources are available in other counties such as Christmas programs for clients and back-to-school programs.

Partners are still required to offer lobby services. People can drop off or pick up documents.

Surveys are given but they are limited to satisfied or dissatisfied categories. People get upset

when they aren't eligible for services.

A board member asked about the coding program. Everything gets faxed to the coding company in Janesville, Wisconsin and is coded and scanned into cases within 24 – 48 hours. Any questions by coders on clarity, etc. are directed back to the local agencies.

There is a decrease in Food Share cases from last year. If the person doesn't cooperate with the program, they will get dropped after three months.

A board member asked how many people are staffing the lobby. The receptionist refers the person to one worker and this is rotated each day.

A board member asked how to find the telephone number for Food Share. The number is listed on the state's website and the county's website. People also call the Human Services main number for this information.

FINANCIAL AND STATISTICAL REPORTS THROUGH APRIL:

Patricia Dodge, Co-Director/Business Division, provided handouts for the monthly statistics and the financial projections report. It was noted that the numbers of children in out of home care continue to increase.

QUESTIONS AND INPUT FROM BOARD MEMBERS ON THE STATUS OF THE HUMAN SERVICES DEPARTMENT:

A board member asked about adoptions and how involved our department gets with adoptions. Nancy Randolph stated that adoptions are not a part of our business but that we look for resources for children in out of home care. Some adoptive parents were former foster parents. There is a resource center in Green Bay for adoptive parents and an adoption coach is available.

Randolph provided a handout listing Terminations of Parental Rights performed in the last nine years. This allows children to be adopted.

Subsidized Guardianships are used if the child isn't adopted. The child stays with the guardians until they age out of the system. Many times the foster parent becomes a subsidized guardian and we lose them as foster parents. Some prefer this because they don't want the full responsibility of being a parent.

Jack Nasep stated that the Wendy's Foundation assists with adoption services. They have recruiters across the country and are very successful. In some cases they are 3 times more successful than local agencies.

Randolph stated that there are currently 40 licensed foster homes and 105 kids in out of home

care. The May recruitment efforts were positive. Twenty one people called to indicate an interest, and three completed applications have been returned.

The foster family picnic will be held on June 16th in Newton to recognize foster parents, and the board members will be invited.

A board member asked if there is a restaurant offering to give a discount to foster parents, can this be accepted? Bob Ziegelbauer stated that because the county Health Department licenses restaurants, we can't accept restaurant discounts. Staff members and a board member are currently looking into getting discounts to Bay Beach, the county fair and the Railroad Museum in Green Bay for foster parents. A suggestion was made to dedicate one of the county fair days to foster parents.

Bob Ziegelbauer provided handouts of the local unemployment rates and the Secure Detention Report.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on Thursday, June 23, 2016 at 4:30 p.m. at the Human Services Department, 801 Jay Street entrance, Manitowoc, Wisconsin.

ADJOURNMENT:

A MOTION WAS MADE BY BAUMANN, SECONDED BY WILLIAMS TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:30 P.M. MOTION CARRIED.

Respectfully submitted,

Bob Cavanaugh, Vice Chair
Human Services Board

BC/pd



MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, June 23, 2016

TIME: 4:30 p.m.

PLACE: Manitowoc County Human Services Department
801 Jay Street, Manitowoc, WI 54220

The meeting is open to the public, but portions of the meeting may be closed if this notice indicates that the board may convene in closed session. The following matters may be considered and acted upon at the meeting.

1. Roll Call.
2. Public Comment on any Matter listed on the Agenda.
3. Approval of Minutes.
4. Education Topic: Update on Crisis After-Hours Program and Secondary Traumatic Stress Project – Jeff Jenswold.
5. Financial Report and Statistical Report through May, 2016 – Patricia Dodge.
6. Questions from Board Members on the Status of the Human Services Department.
7. Set Next Meeting Date.

Date: June 14, 2016

Rick Henrickson, Chair

By: Lori Garceau, Jeff Jenswold, Nancy Randolph,
Patricia Dodge – Co-Directors

Any person wishing to attend the meeting who requires special accommodation because of a disability should contact the County Clerk's Office at 920-683-4003 at least 24 hours before the meeting so that appropriate accommodations can be made.

Persons who are members of another government body, but who are not members of this board, may attend this meeting. Their attendance could result in a quorum of another governmental body being present. Such a quorum is unintended and they are not meeting to exercise the authority, duties or responsibilities of any other governmental body.

MANITOWOC COUNTY HUMAN SERVICES DEPARTMENT BOARD MEETING MINUTES

CALL TO ORDER:

The Manitowoc County Human Services Department Board met at 4:30 p.m. on Thursday, June 23, 2016 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board members present: Agnew, Baumann, Burke, Cavanaugh, Henrickson, Nasep, Waack, Williams.

Board members excused: Ruggirello.

Board members absent: None.

County Board members present: None.

County staff present: Dodge, Fure, Garceau, Jenswold.

PUBLIC COMMENT:

None.

APPROVAL OF MINUTES:

A question was asked regarding the May meeting minutes. There was a reference in the minutes to the Juvenile Sex Offender Program and board members had been asked about this at the county board meeting. Jeff Jenswold explained that the program had ended when the certified social worker resigned. A contracted agency is providing the assessment services.

A MOTION WAS MADE BY WAACK, SECONDED BY AGNEW TO APPROVE THE MINUTES FROM THE PREVIOUS REGULAR MEETING. MOTION CARRIED.

UPDATE ON CRISIS AFTER-HOURS PROGRAM AND SECONDARY TRAUMATIC STRESS PROJECT:

Crisis After-Hours Program: Jeff Jenswold introduced Matt Fure as the new Clinic Manager of outpatient services which includes overseeing the Crisis Program.

Jenswold stated that the crisis system is undergoing a reconstruction. He stated that the program had been the top of the line for many years since 1990. Now in 2016, the volume is very high, there are more paperwork and reporting requirements, and the calls are more complex and time consuming.

Jenswold stated that he is working with Nancy Randolph, Lori Fure, Matt Fure and Sharon Cornils in Personnel on the future setup of the program. He stated the situation is complicated by safety issues, county liability, and a lot of risk with the program. They are doing a cost analysis on various options. The plan is to work carefully on setting up a new program and to have it in place by January 1 for the new budget.

Jenswold stated that a record was set in May of over 290 crisis calls. He stated the annual amount is increasing. The main causes are heroin and other drug abuse issues in the county that lead to crises. Jenswold stated that each county has a crisis program and they are operated in a variety of ways.

The board Chair asked how the board could help with this issue. Jenswold stated that the staff may ask for temporary workers. A board member asked if the local hospitals could help with crisis calls. Jenswold responded that they don't deal with psychiatric issues.

Secondary Traumatic Stress: Jenswold explained that the Secondary Traumatic Stress project began two years ago with training all staff members on ways to cope with the traumas that workers encounter on a regular basis. A committee was formed to provide methods for staff to build resiliency and manage the stress of the type of work they perform.

Jenswold stated that several sub-committees were formed and the groups work on different projects from maintaining bulletins boards with useful information to organizing an emergency response team. This is an active and ongoing program that has benefitted staff members. Jenswold stated that Sharon Cornils in the Personnel Department has been involved along the way and is interested in including other county departments in the same type of program.

Jenswold stated that an example of a stressful situation is the resolution of the 2012 audit for the Comprehensive Community Services Program. Staff members have been working with the Corporation Counsel's office and the Comptroller's office on a resolution to the findings by the state OIG office and a requirement that part of the revenues collected that year for this Medical Assistance program be refunded.

Jenswold stated that the Corporation Counsel had requested a hearing and had also offered a settlement. The state OIG office has denied any further appeals. Jenswold stated that Lori Fure's efforts have improved the program but the state won't issue a manual or give definitive information so that counties can prevent audit findings. The program has been capped at 27 clients by the County Executive until further developments by the state.

FINANCIAL AND STATISTICAL REPORTS THROUGH MAY:

Patricia Dodge provided handouts for the monthly statistics, the financial projections report, and the Secure Detention report. The number of mental health inpatient days was high and the adult protective services referrals were also high for the month. There were four children in out of home care that were either reunited with family or moved to less expensive settings. The Energy Assistance Program ended on May 31st.

QUESTIONS AND INPUT FROM BOARD MEMBERS ON THE STATUS OF THE HUMAN SERVICES DEPARTMENT:

Board members discussed the Public Hearing that is required for the budget process each year. The Public Hearing for input into the 2017 budget will be held on Monday, August 29th, 2016 at 4:00 p.m. at the Human Services building.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on Monday, August 29, 2016 immediately following the Public Hearing at the Human Services Department, 801 Jay Street entrance, Manitowoc, Wisconsin. There will be no meeting in July, 2016.

ADJOURNMENT:

A MOTION WAS MADE BY CAVANAUGH, SECONDED BY BURKE TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:32 P.M. MOTION CARRIED.

Respectfully submitted,

Rick Henrickson, Chair
Human Services Board

RH/pd



MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Monday, August 29, 2016

TIME: Immediately following the Public Hearing scheduled for 4:00 p.m.

PLACE: Manitowoc County Human Services Department
801 Jay Street, Manitowoc, WI 54220

The meeting is open to the public, but portions of the meeting may be closed if this notice indicates that the board may convene in closed session. The following matters may be considered and acted upon at the meeting.

1. Roll Call.
2. Public Comment on any Matter listed on the Agenda.
3. Approval of Minutes.
4. Education Topic: Update on Child Protective Services – Sue Ader, and Update on Adult Protective Services – Jeff Jenswold.
5. Financial Report and Statistical Report through July, 2016 – Patricia Dodge.
6. Questions from Board Members on the Status of the Human Services Department.
7. Set Next Meeting Date.

Date: August 23, 2016

Rick Henrickson, Chair

By: Lori Garceau, Jeff Jenswold, Nancy Randolph,
Patricia Dodge – Co-Directors

Any person wishing to attend the meeting who requires special accommodation because of a disability should contact the County Clerk's Office at 920-683-4003 at least 24 hours before the meeting so that appropriate accommodations can be made.

Persons who are members of another government body, but who are not members of this board, may attend this meeting. Their attendance could result in a quorum of another governmental body being present. Such a quorum is unintended and they are not meeting to exercise the authority, duties or responsibilities of any other governmental body.

MANITOWOC COUNTY HUMAN SERVICES DEPARTMENT BOARD MEETING MINUTES

CALL TO ORDER:

The Manitowoc County Human Services Department Board met at 4:08 p.m. on Thursday, August 29, 2016 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board members present: Agnew, Baumann, Cavanaugh, Henrickson, Ruggirello, Waack, Williams.

Board members excused: Nasap.

Board members absent: Burke.

County Board members present: None.

County staff present: Ader, Dodge, Fure, Garceau, Jenswold, Kelley, Murphy, Randolph, Weina.

PUBLIC COMMENT:

None.

APPROVAL OF MINUTES:

A MOTION WAS MADE BY CAVANAUGH, SECONDED BY BAUMANN TO APPROVE THE MINUTES FROM THE PREVIOUS REGULAR MEETING. MOTION CARRIED.

UPDATE ON CHILD PROTECTIVE SERVICES:

Sue Ader is the Child Protective Services Supervisor and has been with the agency for 24 years, the last 4 as supervisor.

State statutes define what is abuse and neglect including sexual, emotional and physical. To substantiate a call, the reason has to be other than poverty. Ader discussed Alternative Response which is a new approach to CPS. It is a method of looking at different types of assistance for families. Staff members have had extensive training and are incorporating this approach into their client contacts.

Sometimes children need to be placed outside of the home for their own safety. Before placing children in a foster home, the staff will look to family members first.

There has been an increase in the number of cases that involved drug abuse by the parent. In 2015 workers began to keep track of those numbers. There were 176 referrals made with drug related concerns as one of the main issues. 98 of those were screened in for assessment. For the first 7 months of 2016 there have been 106 referrals made with drug related concerns and 65 were investigated.

The numbers of referrals have been increasing over the past several years, from 948 in 2013 to 1,092 in 2015 with 456 of those being screened in for investigations. The total referrals in 2016 so far are 645.

Ader stated that there are several changes in CPS from years ago including the Alternative Response vs. Traditional Response, increased drug abuse, additional Department of Children and Families mandates, DEC team, worker safety and increased staffing. Law enforcement works well with our staff to accompany them on certain calls that may be unsafe for the worker.

A board member asked how a worker prevents a pregnant person from harming themselves or the fetus. The worker would try to get them to go to a drug treatment facility but there are no locked facilities.

A board member asked about mandatory reporters of abuse or neglect. The worker looks at present danger threats and responds the same day unless there is a mitigating factor like the alleged abuser is incarcerated. There is same day response, 24-48 hour response, or 5 day response depending on what they are dealing with.

A board member asked if the worker assists even if the call is screened out. Sometimes they refer the family to the Community Response Program at Lakeshore CAP.

A board member asked if there are many cases of post-partum depression causing abuse and neglect. Ader stated she doesn't have statistics on it but if they get a call, they will try to address it with community supports.

A board member asked if the worker's opinion of the reporter's credibility influences any decisions. Ader responded that we don't use that as a decision to screen out a call.

UPDATE ON ADULT PROTECTIVE SERVICES:

Jeff Jenswold introduced the APS staff Mike Kelley, Sarah Murphy, Dawn Tisler, and Laura Weina. He stated that between them there are 100 years of experience. There is also a part time case aide who assists the workers. There are 4 main categories of response to APS calls; investigation of referrals of abuse and neglect, investigation of referrals of unsafe or unsanitary conditions, pursuit of regular and emergency guardianships and protective placements, and perform annual WATTS reviews of protective placements.

There is a close interaction with other crisis staff and ongoing services on a regular basis. The APS staff works closely with many other agencies and family members.

With APS clients there are common characteristics and needs such as medical and health problems, financial problems, challenging behaviors, isolation, dependence on others, repeat referrals, dementia.

According to population statistics from the Department of Health Services, the age 65+ category in the county increased by 8% from 2010 to 2014. The numbers of APS referrals have been increasing in the past few years and there were 225 referrals in the first 7 months of 2016.

The trends being seen now are more financial exploitation, an increase in mental health issues and needs, an increase in serious medical, health and safety concerns, more placements out of the home, scams against older people, and less resources and limited staff to meet the demands.

Staff members gave examples of the work they do such as assisting hoarders who are not safe to stay in their homes any longer or those dealing with financial and physical abuse by a family member. The worker sets up a cleaning crew, finds a residential placement, contacts family members, works with the ADRC for obtaining Elder Abuse fund, and ensures the client is safe.

Staff stated that they can't force people to accept help. In some cases they need to get a doctor's order to help get the person to safety.

A board member asked if any financial abuse has been due to the IRIS program. Workers responded that there aren't many cases of this and they work with the ADRC for both Family Care and IRIS clients.

A board member asked if workers who deal with crises every day are themselves dealing with increased mental health and drug use issues. Staff responded that workers are referred to the Secondary Traumatic Stress program for assistance as needed. The program is based on promoting resiliency so that workers don't leave the field.

FINANCIAL AND STATISTICAL REPORTS THROUGH JULY:

Patricia Dodge provided handouts for the monthly statistics and the financial projections report. The number of mental health inpatient days was high and the adult protective services referrals were also high for the month. This is causing a deficit in the Mental Health section of the budget and the Chronically Mentally Ill section.

QUESTIONS AND INPUT FROM BOARD MEMBERS ON THE STATUS OF THE HUMAN SERVICES DEPARTMENT:

There was a Kids in Crisis Gannett newspaper article recently. They included a county by county map showing what each county was spending on mental health services for children. A board member asked if that was accurate. Nancy Randolph replied that she had spoken to a reporter regarding services and we worked on the costs but in some cases it can't be broken out just for mental health issues.

Bob Ziegelbauer distributed the Secure Detention report and the Unemployment report. He stated that foster parents recently received county fair tickets that were donated by Buffalo Wild Wings. Randolph stated that the local manager is a foster parent in Outagamie County. The foster parents were grateful for the tickets and enjoyed the fair. The foster care staff is compiling comments to send to the manager.

Jeff Jenswold stated that this would be his final board meeting before his retirement on September 9th. He thanked members for their support of the agency over the years. Jenswold stated that the county needs treatment resources for the huge drug problems we are facing. He stated that we are required to spend a lot of money on a small number of clients and that takes money from assisting others with needs.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on Monday, September 22, 2016 at 4:30 p.m.

ADJOURNMENT:

A MOTION WAS MADE BY AGNEW, SECONDED BY RUGGIRELLO TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:45 P.M. MOTION CARRIED.

Respectfully submitted,

Rick Henrickson, Chair
Human Services Board

RH/pd



MANITOWOC COUNTY HUMAN SERVICES BOARD PUBLIC HEARING NOTICE

DATE: Monday, August 29, 2016

TIME: 4:00 p.m.

PLACE: Manitowoc County Human Services
801 Jay Street, Manitowoc, Wisconsin

The hearing is open to the public, but portions of the meeting may be closed if this notice indicates that the board may convene in closed session. The following matters may be considered and acted upon at the meeting.

1. Open Public Hearing.
2. Public Comment regarding the 2017 Human Services Department Budget.
3. Close Public Hearing.

Date: August 23, 2016

Rick Henrickson, Chair

By: Nancy Randolph, Lori Garceau, Jeff Jenswold,
Patricia Dodge, Co-Directors

Any person wishing to attend the meeting who requires special accommodation because of a disability should contact the County Clerk's Office at 920-683-4003 at least 24 hours before the meeting so that appropriate accommodations can be made.

Persons who are members of another government body, but who are not members of this board, may attend this meeting. Their attendance could result in a quorum of another governmental body being present. Such a quorum is unintended and they are not meeting to exercise the authority, duties or responsibilities of any other governmental body.

PUBLIC HEARING OF THE
2017 HUMAN SERVICES DEPARTMENT BUDGET
August 29, 2016

Human Services Board Members Present: Agnew, Baumann, Cavanaugh, Henrickson, Ruggirello, Waack, Williams.

Board Members Absent: Burke.

Board Members Excused: Nasap.

Human Services Department Staff Present: Ader, Dodge, Fure, Garceau, Jenswold, Kelley, Murphy, Randolph, Tisler, Weina, Ziegelbauer.

CALL TO ORDER:

The Public Hearing for input into the 2017 Human Services Department Budget was called to order at 4:00 p.m. by Human Services Board Chair Rick Henrickson. Chair Henrickson stated the Ground Rules for Testifying.

PUBLIC COMMENT:

Chair Henrickson introduced Maura Yost, Cleveland.

Ms. Yost's testimony is as follows:

Hello, I am here to continue to advocate for a single Human Services Director as is required by state law, county code, an AG opinion, and a letter directly to Manitowoc County. I ask that the Human Services Board make and fund a single Human Services Director following the county code procedures for the upcoming budget.

As I have previously said, County Executive Ziegelbauer has neither the authority nor the discretion to appoint 4 so-called co-Directors in lieu of complying with state law and county code.

The reason is that the legislature stated its intent, and its intent is for each county to have a single Human Services Director, according to state law, cited below, and so the rule of construction interchanging singular and plural does not apply because it produces a result inconsistent with the intent of the legislature.

CB Supervisors have no authority to approve co-directors in lieu of a single, qualified Director. State law reads that "Any supervisor who refuses or neglects to perform any of the duties which are required of the supervisor by law as a member of the board, without just cause therefore, shall for each such refusal or neglect forfeit not less than \$50 nor more than \$200.

The 2013 AG letter clearly stated that there is no director because no one is over entire department. "None of these persons is a director because none of them is in charge of or the head of the entire county human services department." He reinforced that judgment when he stated that "This letter does not address the authority of the county to keep the human services director position vacant, since the issue is not the subject of your request." It is illogical to think that the AG raised that question if the existing 4 co-Directors organizational structure complied with state statutes.

It is essential to note that it was only after the CB voted on co-directors that the then corp counsel was directed to seek AG opinion and did so on 12/28/2012. That vote itself was controversial, requiring 3 tallies, ultimately ending with the then CB chairman, Paul Hansen, cast the determining vote.

Former Corporation Counsel, Steve Rollins, repeatedly said AG response had no merit because it is not a formal opinion. If that is actually the case, then CC did not fulfill CB instructions to get AG opinion. Instead, he wrote on 9/28/12: "Manitowoc County is not in compliance with the Wisconsin Statutes or the Manitowoc County Code with respect to legal requirements pertaining to the Human Services Director position. While the County Executive is responsible for appointing a Human Services Director, his ability to do so is contingent upon the County Board including the position in the county's budget and appropriating the necessary funds."

Then he further stated on 10/29/12: "A county may not enact an ordinance that is preempted by or in conflict with state law. While both state law and the county code require that the county have a human services director, the county has not complied with that requirement."

Almost a year later, on 9/9/2013, he contradicted his prior opinion by writing: "Although earlier opinions concluded that the county was not in compliance with Wis. Stat. § 46.23(3)(a), the county board subsequently created and funded 4 Human Services Co-directors as part of the 2013 Budget."

Corporation Counsel Rollins received a \$7,000 raise afterwards on the vote of 4 Personnel committee members rather than the entire county board, while other county employees received increases in the 1% range, giving the appearance, if not the actuality, of a quid pro quo.

The AG explained that issuing a formal opinion would not offer "meaningful guidance to other counties due to the unique facts presented;" in other words, the 71 other Wisconsin counties are in compliance with state law, so they wouldn't benefit from a formal opinion.

Chair Henrickson thanked Ms. Yost for her comment.

Since there was no other public comment, Board Chair Henrickson closed the public hearing at 4:07 p.m.

Respectfully submitted:

Chair Henrickson, Temporary Secretary
Human Services Board

RH/pd



MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, September 22, 2016

TIME: 4:30 p.m.

PLACE: Manitowoc County Human Services Department
801 Jay Street, Manitowoc, WI 54220

The meeting is open to the public, but portions of the meeting may be closed if this notice indicates that the board may convene in closed session. The following matters may be considered and acted upon at the meeting.

1. Roll Call.
2. Public Comment on any Matter listed on the Agenda.
3. Approval of Minutes.
4. Education Topic: Termination of Parental Rights Process – Lane Kinzel.
5. Financial Report and Statistical Report through August, 2016 – Patricia Dodge.
6. Questions from Board Members on the Status of the Human Services Department.
7. Set Next Meeting Date.

Date: September 15, 2016

Rick Henrickson, Chair

By: Lori Garceau, Jeff Jenswold, Nancy Randolph,
Patricia Dodge – Co-Directors

Any person wishing to attend the meeting who requires special accommodation because of a disability should contact the County Clerk's Office at 920-683-4003 at least 24 hours before the meeting so that appropriate accommodations can be made.

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MANITOWOC COUNTY HUMAN SERVICES DEPARTMENT BOARD MEETING MINUTES

CALL TO ORDER:

The Manitowoc County Human Services Department Board met at 4:30 p.m. on Thursday, September 22, 2016 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board members present: Baumann, Burke, Cavanaugh, Henrickson, Nasep, Waack, Williams.

Board members excused: Ruggirello.

Board members absent: Agnew.

County Board members present: None.

County staff present: Dodge, Fure, Garceau, Kinzel, Randolph, Ziegelbauer.

PUBLIC COMMENT:

Maura Yost, Cleveland stated her goal was to provide the HSD board with input on our pending budget, based on quotes from the 2015 CAFR. Ms. Yost referred to assets and deferred outflows of resources of the county. Ms. Yost referred to unrestricted net assets. Ms. Yost referred to interest earnings and governmental funds, and gave a breakdown of the fund balance.

The written text of Ms. Yost's public comment stated that it has been suggested that she find the money to fund a Human Services Director.

Nancy Slattery, Maribel, stated that she was happy to be attending the meeting.

APPROVAL OF MINUTES FROM THE PUBLIC HEARING:

A MOTION WAS MADE BY BAUMANN, SECONDED BY WILLIAMS TO APPROVE THE MINUTES FROM THE PUBLIC HEARING. MOTION CARRIED.

APPROVAL OF MINUTES:

A MOTION WAS MADE BY WILLIAMS, SECONDED BY BURKE TO APPROVE THE MINUTES FROM THE PUBLIC HEARING. MOTION CARRIED.

TERMINATION OF PARENTAL RIGHTS PROCESS:

Lane Kinzel, Children and Families Unit Supervisor, explained the TPR process and why it is necessary for children. Lane stated that children are placed in alternate care or with relatives, there is a dispositional hearing, and then the timing begins for certain deadlines. The judge orders the terms of care in order to return the child to their home.

The county and workers have to prove that the parents can't care for the child. Parents are given resources for parenting help and for drug and alcohol counseling. Once the TPR is determined, the staff members get all facts of a case together such as letters sent, a witness list, and all contacts made. There is a 60 page write up and a summary is sent to the Corporation Counsel. A court date is set and 9 times out of 10 the parents disagree and hire an attorney to represent their position. The TPR hearing takes two to three days. The jury has to determine if there are grounds to proceed. Then the judge rules on it. The parents can appeal and an

appellate attorney is appointed. This can take months to get to court. The staff gives a lot of support to parents so that they can be reunified with their child but they need to put forth the effort it takes.

A board member asked how far into the adoption process could parents come back and say they want the child back? Lane replied that once the TPR is completed, parents can't change it.

A board member asked if there is a common theme of issues that the parents have. Lane stated that they often work with people who are struggling with drug addiction and changing jobs frequently. Sometimes adoptees come back into the foster care systems.

Lane distributed handouts of statistics that included ages and numbers of children, dates of the TPRs being filed and completed, and the cost of foster care between the start of the process to the completion of it, as well as a description of the process.

FINANCIAL AND STATISTICAL REPORTS THROUGH AUGUST:

Patricia Dodge provided handouts for the monthly statistics and the financial projections report. The number of mental health inpatient days was high. The institutional costs at Winnebago and Mendota were discussed. Lori Fure stated that they are dealing with people who have severe mental illnesses and the safety of the person is most important. Recently the Clinical Services staff worked for three months to find a suitable placement for one client at a facility in the state.

QUESTIONS AND INPUT FROM BOARD MEMBERS ON THE STATUS OF THE HUMAN SERVICES DEPARTMENT:

Bill Topel, Human Services Director in Winnebago County, asked if there would be interest from the HSD board members in re-establishing a regional Wisconsin County Human Services Association committee to discuss issues of importance and submit them to the state board. If any members are interested, please contact Patricia Dodge.

Bob Ziegelbauer distributed the Secure Detention report and the Unemployment report. He stated that the 2017 budget is being prepared and should be completed in the next few weeks.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on Monday, October 27, 2016 at 4:45 p.m.

ADJOURNMENT:

A MOTION WAS MADE BY CAVANAUGH, SECONDED BY BAUMANN TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:10 P.M. MOTION CARRIED.

Respectfully submitted,

Rick Henrickson, Chair
Human Services Board

RH/pd



**MANITOWOC COUNTY
HUMAN SERVICES BOARD
2ND AMENDED MEETING NOTICE**

DATE: Thursday, October 27, 2016

TIME: **4:45 p.m. (New Time)**

PLACE: Manitowoc County Human Services Department
801 Jay Street, Manitowoc, WI 54220

The meeting is open to the public, but portions of the meeting may be closed if this notice indicates that the board may convene in closed session. The following matters may be considered and acted upon at the meeting.

1. Roll Call.
2. Public Comment on any Matter listed on the Agenda.
3. Approval of Minutes.
4. Education Topic: ~~Description of Marco Services' AODA Programs – Representatives of Marco Services, Inc.~~ **Update on Clinical Services Programs – Lori Fure.**
5. Financial Report and Statistical Report through September, 2016 – Patricia Dodge.
6. 2017 Budget Discussion – Bob Ziegelbauer.
7. Questions from Board Members on the Status of the Human Services Department.
8. Set Next Meeting Date.

Date: October 17, 2016

Amended: October 24, 2016 @ 4:22 p.m.

2nd Amended: October 25, 2016 @ 11:37 a.m.

Rick Henrickson, Chair

By: Lori Fure, Lori Garceau, Nancy Randolph,
Patricia Dodge – Co-Directors

Any person wishing to attend the meeting who requires special accommodation because of a disability should contact the County Clerk's Office at 920-683-4003 at least 24 hours before the meeting so that appropriate accommodations can be made.

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MANITOWOC COUNTY HUMAN SERVICES DEPARTMENT BOARD MEETING MINUTES

CALL TO ORDER:

The Manitowoc County Human Services Department Board met at 4:45 p.m. on Thursday, October 27, 2016 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board members present: Agnew, Baumann, Burke, Cavanaugh, Henrickson, Nasep, Ruggirello, Waack.

Board members excused: Williams.

Board members absent: None.

County Board members present: None.

County staff present: Dodge, Fure, Garceau, Randolph, Ziegelbauer.

PUBLIC COMMENT:

Maura Yost, Centerville, referred to the minutes of the HSD Board meeting from September 22nd, 2016. Ms. Yost wanted to clarify the information that she gave at that meeting regarding funding for a single, qualified director for the Human Services Department.

Dan Groth, Manitowoc stated that he is a member of the recovery community. He asked that a serious look be given to the money that is given to Marco Services each year. Mr. Groth asked how many people actually graduated from the program. Mr. Groth stated that during his stay at Marco, there was a heroin dealer sent there from the jail for services who was using drugs at the facility.

Mr. Groth stated that it is not fair to taxpayers and residents to give county money to Marco Services since he doesn't feel there is accountability and transparency. Mr. Groth stated that he requested outcomes and statistics from Jeff Jenswold at HSD and was referred to Marco's Director, Mark Stephens. Mr. Groth stated that it took two months for Mr. Stephens to respond to his requests for numbers. Mr. Groth stated that there is a heroin epidemic in this county and that Marco Services is not a recovery program. Mr. Groth stated he would like answers as to transparency.

Mark Bittner, Two Rivers, stated that he is a Marco Services board member. Mr. Bittner stated that he pledges to get Mr. Groth's questions answered. Mr. Bittner stated that Marco Services will have an education session in the future at an HSD Board meeting regarding the heroin epidemic. Mr. Bittner thanked Lori Fure and Bob Ziegelbauer for working with them on the budget changes. Mr. Bittner stated that Marco is a good program and the only hope in the county for some people fighting addictions.

Nancy Slattery, Maribel, stated that she wanted to bring attention to a candidate's forum scheduled for October 28th at the Manitowoc City Hall for candidates running for the 6th Congressional District and the 25th Legislative District. Ms. Slattery said she read the proposed budget and stated she is worried about the people, not just the numbers. She urged the board members to consider people when voting on the budget.

APPROVAL OF MINUTES:

A MOTION WAS MADE BY BAUMANN, SECONDED BY CAVANAUGH TO APPROVE THE MINUTES FROM THE PREVIOUS MEETING. MOTION CARRIED.

UPDATE ON CLINICAL SERVICES PROGRAMS:

Lori Fure stated that the Adult Protective Services program is being overwhelmed with numbers of referrals.

Fure stated that there is an increased demand from state offices to track clients. Fure stated that time and attention is being spent on crisis training. Crises are often impossible situations and they are training the staff to develop and use critical thinking skills.

Fure stated that there is an increase in the demand for services and the complexity of issues. They are developing policy and procedure manuals. They are also working on increasing Medicare revenue and rolling out targeted case management which is a card service for MA.

Fure stated that crisis work was easier several years ago. Now the psychiatric hospitals don't always want to work with us and have gotten choosier. What used to take an hour to work on now takes 5 hours. The emergency rooms want to move people out but the process is slow.

Board members asked if there are foster homes for APS referrals. Fure stated no but that they wish there was a resource like that locally. Sometimes when they have a detention, the person has to stay in a psychiatric ward until it goes to court and then the order gets changed to allow them to move. Many nursing homes aren't equipped or don't take psychiatric clients.

Fure stated that sometimes they can access Elder Abuse funds but that doesn't cover all of the cost. Fure discussed the need to transport people to other counties by law enforcement staff and this takes their time and money, also. Fure stated that they could utilize peer support specialists to assist these clients. They need to be certified and paid. A peer-run home would be helpful for diversion of some of these clients.

FINANCIAL AND STATISTICAL REPORTS THROUGH SEPTEMBER:

Patricia Dodge provided handouts for the monthly statistics and the financial projections report. Lori Fure stated that some clients' behaviors are so severe that they can't find placements throughout the state. This is what drives the institutional costs up.

2017 BUDGET DISCUSSION:

Bob Ziegelbauer stated that the 2017 budget is aggressive and conservative. The county could always use more money but this is what we have. He stated the workforce is stable and they will be concentrating on more productivity in the future. Ziegelbauer stated that the CPS and foster care placements have increased needs and that APS and CCS are pressure points. Economic Support and new requirements as well as staff turnover are pressure points.

Ziegelbauer stated that the agency's Department Co-Directors are here and the board members can ask questions on the budget. He stated that the staff can adapt with limited resources and meet the needs of the public. The budget is around \$17 million and we struggle to get the most out of it.

Ziegelbauer stated that the Unemployment rate is 3.6%, the lowest in ten years in the county. He stated that juvenile detentions are much lower than a few years ago when it cost \$500,000.00 or more to maintain.

A board member asked when the layoffs at Manitowoc Cranes and Brillion Iron Works will hit the unemployment rate and percentages. It is assumed that there will be more demand in Economic Support with layoffs and the concern is for those people. Ziegelbauer stated that there has been higher unemployment in the past and we met our obligations and he thinks we will be able to do so since there are good staff members in place.

A board member stated that Ariens in Brillion is hiring 150 people and that Ameriquip in Kiel is also hiring.

A board member had questions regarding the former COP program budget figures and the new Childrens COP program.

Nancy Randolph asked for approval of a resolution to request an increase in the state's Basic County Allocation for children. It addresses allocations and the fact that every indicator of children in placements has increased each year for the past several years.

A MOTION WAS MADE BY WAACK, SECONDED BY AGNEW TO ACCEPT THE RESOLUTION SUPPORTING INCREASED FUNDING FOR CHILD WELFARE PROGRAMS. MOTION CARRIED.

QUESTIONS AND INPUT FROM BOARD MEMBERS ON THE STATUS OF THE HUMAN SERVICES DEPARTMENT:

A board member suggested that the board support Marco Services the best way they can. He stated that Marco has done a lot of good for county residents.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on Thursday, December 15, 2016 at 4:45 p.m.

ADJOURNMENT:

A MOTION WAS MADE BY BURKE, SECONDED BY RUGGIRELLO TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:50 P.M. MOTION CARRIED.

Respectfully submitted,

Rick Henrickson, Chair
Human Services Board

RH/pd



MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, December 15, 2016

TIME: 4:45 p.m.

PLACE: Manitowoc County Human Services Department
801 Jay Street, Manitowoc, WI 54220

The meeting is open to the public, but portions of the meeting may be closed if this notice indicates that the board may convene in closed session. The following matters may be considered and acted upon at the meeting.

1. Roll Call.
2. Public Comment on any Matter listed on the Agenda.
3. Approval of Minutes.
4. Change Contracted Parent Support Workers to County Employees – Lane Kinzel.
5. Education Topic: Primary Provider Model in Birth to 3 Program – Maggie Glaeser.
6. Financial Report and Statistical Report through October, 2016 – Patricia Dodge.
7. Questions from Board Members on the Status of the Human Services Department.
8. Set Next Meeting Date.

Date: December 7, 2016

Rick Henrickson, Chair

By: Lori Fure, Lori Garceau, Nancy Randolph,
Patricia Dodge – Co-Directors

Any person wishing to attend the meeting who requires special accommodation because of a disability should contact the County Clerk's Office at 920-683-4003 at least 24 hours before the meeting so that appropriate accommodations can be made.

Persons who are members of another government body, but who are not members of this board, may attend this meeting. Their attendance could result in a quorum of another governmental body being present. Such a quorum is unintended and they are not meeting to exercise the authority, duties or responsibilities of any other governmental body.

MANITOWOC COUNTY HUMAN SERVICES DEPARTMENT BOARD MEETING MINUTES

CALL TO ORDER:

The Manitowoc County Human Services Department Board met at 4:45 p.m. on Thursday, December 15, 2016 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board members present: Agnew, Baumann, Burke, Cavanaugh, Henrickson, Ruggirello, Waack.

Board members excused: Nasep, Williams.

Board members absent: None.

County Board members present: None.

County staff present: Dodge, Glaeser, Randolph, Ziegelbauer.

PUBLIC COMMENT:

No public comment.

APPROVAL OF MINUTES:

A MOTION WAS MADE BY CAVANAUGH, SECONDED BY BAUMANN TO APPROVE THE MINUTES FROM THE PREVIOUS MEETING. MOTION CARRIED.

CHANGE CONTRACTED PARENT SUPPORT WORKERS TO COUNTY EMPLOYEES:

Nancy Randolph requested approval for changing 3 full time and 1 part time Parent Support Workers from a contract with Lakeshore CAP to county employees. It was determined that these positions would work better within the department and can be supervised by the Children and Families Supervisor. The money had been budgeted in the 2017 budget and the cost would not change.

A MOTION WAS MADE BY BAUMANN, SECONDED BY WAACK TO APPROVE THE CHANGE IN POSITIONS. AFTER DISCUSSION, MOTION CARRIED.

PRIMARY PROVIDER MODEL IN BIRTH TO 3 PROGRAM:

Maggie Glaeser, Birth to 3 Teacher, provided handouts on the Primary Service Provider Approach to Teaming as well as information found on the county's website regarding the Birth to 3 Program.

Glaeser stated that the county's website was updated and improved from the former version. There is a link to the Birth to Three Program section with program information, forms and contact information.

The new Primary Service Provider Approach brings a change to staff duties. All screenings will be done by one person. There are 166 children in the program right now, 100 are open with plans. There have been 234 referrals to date. The state has been in the process of implementing this model for 5 years.

The primary provider goes to the home of the client and the team works with the primary to assist the family. This is a change from all therapists visiting the family each week on different days and times. The families like it better and are working more on their own with their child in between visits. Staff will accommodate the family's schedule and have the ability to conference by phone or computer. Staff will also visit the child in day care settings as necessary.

The Birth to Three team received a letter from DHS today stating that they had achieved 100% compliance for 2015 for all requirements of the program. They are required to respond to inquiries within 2 to 3 days and perform an intake and develop a plan within 45 days. Services must be provided within 30 days of the plan.

Glaeser answered board members' questions.

FINANCIAL AND STATISTICAL REPORTS THROUGH OCTOBER:

Patricia Dodge provided handouts for the monthly statistics and the financial projections report. Mental Health inpatient numbers of days are higher compared to last year which increases costs. Nancy Randolph stated that there are 3 juveniles that are in the process of being placed in treatment homes due to their behaviors. Staff members have been working with them to keep them in their homes but now they have no other options. One juvenile is being diverted to a kinship care placement.

These out of home placements are in addition to the numbers in the budget for the year, contributing to the projected deficit for the year.

QUESTIONS AND INPUT FROM BOARD MEMBERS ON THE STATUS OF THE HUMAN SERVICES DEPARTMENT:

As a follow up from the October meeting, the Marco Services contract has been finalized for 2017. Human Services will be purchasing 8 beds for clients at \$83.52 per day. Marco Services will have the opportunity to obtain private pay or payment from other agencies for the remaining 4 beds. If Human Services clients require more than the 8 beds per month, the rate for the additional beds will be \$100.00 per day.

An HSD board member had a question from a constituent regarding the safety of their grandchildren in their current setting. The board member asked who can be contacted? Randolph replied that if the children are not in need of protective services, the grandparent can contact Lakeshore CAP since they offer parent classes, parent cafes, and prevention programs. There are four people who work with families on parenting skills.

The Secure Detention Report and the Unemployment Rates Report were distributed.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on Thursday, January 26, 2016 at 4:45 p.m.

ADJOURNMENT:

A MOTION WAS MADE BY AGNEW, SECONDED BY BURKE TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:25 P.M. MOTION CARRIED.

Respectfully submitted,

Rick Henrickson, Chair
Human Services Board

RH/pd