

DATE: Thursday, January 26, 2017

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. Education Topic: Wisconsin Home Energy Assistance Program Update Deb Williquette.
- 5. Financial Report through November, 2016 and Statistical Reports for November and December, 2016 Patricia Dodge.
- 6. Questions from Board Members on the Status of the Human Services Department.
- 7. Set Next Meeting Date.

Date: January 19, 2017 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.

### **CALL TO ORDER:**

The Manitowoc County Human Services Department Board met at 4:45 p.m. on Thursday, January 26, 2017 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

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

Board members excused: Agnew, Nasep.

Board members absent: None.

County Board members present: None.

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

### **PUBLIC COMMENT:**

No public comment.

### **APPROVAL OF MINUTES:**

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

### **WISCONSIN HOME ENERGY ASSISTANCE PROGRAM UPDATE:**

Deb Williquette, Economic Support Supervisor, stated that the Wisconsin Home Energy Assistance Program assists qualified residents with heating and electric costs. There are approximately 225,000 Wisconsin households that participate in the program each year. The program is funded by state and federal dollars.

Residents can apply from October 1 through May 15 to receive a one-time payment. The amount is based on the household size, income, and energy costs. Energy and Proactive Crisis Assistance is a resource for those with no heat, a disconnection notice, or are low on fuel. A one-time payment is made to the fuel supplier, a proactive co-payment agreement, or a combination of both. The customer must make a minimum payment to the vendor. Keep Wisconsin Warm Fund is a charitable non-profit that provides additional funds to veterans, the disabled, elderly, and working families with young children.

The Emergency and Nonemergency Furnace Program can apply if they are receiving WHEAP, are a homeowner, have limited resources, have no heat, or there is a safety risk. The weatherization agency and/or Partners for Community Development determine needs.

The Spring Proactive Program was new for 2016. It allocates additional funds to Manitowoc County. The deadline is extended to September 30<sup>th</sup> instead of April 15<sup>th</sup> and begins on March 1. It targets households using natural gas or electric. The goal is to try to prevent disconnection. Summer fill is from June 1st to September 30th and is an additional crisis fund. This covers homeowners on social security and veterans assistance benefits. Welcome Home Veteran Pilot is additional funding for homeless veterans. All allocated funds are for rent, energy needs, and a security deposit. Weatherization eligibility is determined by the number of members of the household and energy eligibility.

Manitowoc County Economic Support workers processed 2,534 applications, issued benefits for 2,271 eligible households, assisted 491 households with crisis assistance benefits, and assisted with repairing or replacing 30 furnaces.

New for 2017 are abbreviated applications which will begin in early August. This targets households with Social Security retirement and veterans benefits using the 2016 applications. Early application will run from August to September. Paper applications will be sent to fixed income households, those who applied last year at the same address and with the same members of the household with no minor children. Regular applications begin September 1<sup>st</sup> and can be completed by phone or paper at the various Senior Centers or at the Job Center. Information will be in the Herald Times Reporter, Lakeshore Chronicle, and Kiel Tri-County Record in September.

# FINANCIAL REPORT THROUGH NOVEMBER AND STATISTICAL REPORTS THROUGH NOVEMBER AND DECEMBER:

Nancy Randolph provided information from Patricia Dodge including handouts for the monthly statistics and the financial projections report. Mental Health inpatient number of days are higher compared to last year as well as the number of children placed in out-of-home care settings. Treatment care facilities are very costly. These are contributing to the projected deficit of over \$200,000.00 for 2016.

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

The Secure Detention Report and the Unemployment Rates Report were distributed and discussed. There were 441 days of secure detention for juveniles and 54 bookings for a total cost of \$35,290.00.

### **DATE OF NEXT MEETING:**

The next regular meeting of the Human Services Department Board will be held on Thursday, February 24, 2017 at 4:45 p.m.

### **ADJOURNMENT**:

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

Respectfully submitted,

Laurie Burke, Secretary Human Services Board



DATE: Thursday, February 23, 2017

TIME: 4:45 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: Treatment Alternatives and Diversion Grant Jason Latva.
- 5. Financial and Statistical Reports through January, 2017 Patricia Dodge.
- 6. Questions from Board Members on the Status of the Human Services Department.
- 7. Set Next Meeting Date.

Date: February 16, 2017 Rick Henrickson, Chair

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

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### **CALL TO ORDER:**

The Manitowoc County Human Services Department Board met at 4:45 p.m. on Thursday, February 23, 2017 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

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

Board members excused: Nasep, Ruggirello.

Board members absent: Agnew.

County Board members present: None.

County staff present: Fure, Latva, Garceau, Ziegelbauer.

### **PUBLIC COMMENT:**

Nancy Slattery, Maribel, thanked the group and Lori Fure and Jason Latva for beginning the Treatment Alternatives and Diversion grant program to work toward not jailing non-violent offenders. Ms. Slattery attends CJCC meetings and hopes they continue. Ms. Slattery encouraged the HSD Board to learn as much as they can from Jason about the grant and program.

### **APPROVAL OF MINUTES:**

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

### TREATMENT ALTERNATIVES AND DIVERSION GRANT:

Jason Latva began at HSD on January 30, 2017 as the Treatment Alternatives and Diversion Coordinator. This is a grant funded position that is renewable for five years. Jason described his background and education.

Jason will be working on setting up a diversion program initially and then potentially a Drug Court program. People who would qualify for the program would be the low risk offender and the goal would be to divert them before their drug or alcohol use causes further problems for them. The first drug court was developed in 1989 in Miami, Florida to address their huge cocaine use issues. Offenders were offered treatment and sobriety to reduce recidivism.

The success of this alternatives program will be based on recidivism since that is the most measurable factor. There are 12 different types of diversion courts. The foundation of all of them is the same. The difference is sanctions and incentives used. This is considered intensive case management. The intent is to wrap as many services around them as they need to succeed. It has been measured that for every \$1.00 spent, there is a savings of \$1.49 on further costs.

If the person qualifies for Medical Assistance, they can be screened for the Comprehensive Community Services program and then most of their costs would be reimbursed.

A board member asked how a hard core alcoholic or drug user can be healed. Jason explained that the incentive is that they won't be in jail or prison. The program builds in the potential for relapses with graduated sanctions. But the offender can only be disqualified if there is egregious or intentional misbehavior. The standard length of the program is 9-18 months. A board member asked how they will address a low risk, low need person compared to a high risk, high need person. The District Attorney will make the decision based on a risk assessment. They don't want to inter mingle the low and high need person due to the tendency for low risk people to increase behaviors.

Approximately 90% of the referrals will need outpatient services. Counties don't have a lot of services available right now but Jason will work on developing them. The referrals come from the jail, District Attorney, defense counsel, self-referral, and Probation and Parole.

A board member asked if Jason will work with the medical community for this program. Wisconsin requires that people who require medical treatment can be allowed in the program so they will need medical supervision.

The goal is to have the program running by May 1<sup>st</sup> and the grant requires it to be functioning by 7/1.

### FINANCIAL AND STATISTICAL REPORTS THROUGH JANUARY, 2017:

Patricia Dodge explained some of the changes in statistics compared to last month. There was an increase in law enforcement referrals to the Youth and Family Services unit and a decrease in the number of secure detention days in the juvenile detention center.

There was an increase of 280 Energy Assistance recipients compared to December. The number of OWI assessments decreased compared to prior year while the number of crisis calls increased a great deal over prior year.

The Birth to Three program total decreased by about 50 since the staff worked on closing out those families who were only receiving ancillary services and did not need therapies.

The IRIS Program numbers had not been updated by the state since May of 2015 so we contacted DHS for an updated number for Manitowoc County. DHS has hired someone now to assist with information and will be updating their website map regularly.

Since there is only one month of financial activity for the year, it is difficult to project the outcome of the budget at this point. We do know that there have been many more placements of children in out of home care since the 2017 budget was constructed so that will most likely be an overspent area.

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

No further questions by board members.

### **DATE OF NEXT MEETING:**

The next regular meeting of the Human Services Department Board will be held on Thursday, March 23, 2017 at 4:45 p.m.

### **ADJOURNMENT**:

A MOTION WAS MADE BY BAUMANN, SECONDED BY CAVANAUGH TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:15 P.M. MOTION CARRIED.

Respectfully submitted,

Laurie Burke, Secretary Human Services Board



DATE: Thursday, March 23, 2017

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. Education Topic: Changes in the County's Juvenile Justice System and Programs over the Past 10 Years Stacy Ledvina.
- 5. Financial and Statistical Reports through February, 2017 Patricia Dodge.
- 6. Questions from Board Members on the Status of the Human Services Department.
- 7. Set Next Meeting Date.

Date: March 15, 2017 Rick Henrickson, Chair

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

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#### **CALL TO ORDER:**

The Manitowoc County Human Services Department Board met at 4:45 p.m. on Thursday, March 23, 2017 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

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

Board members excused: Burke, Waack.

Board members absent: Agnew.

County Board members present: None.

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

### **PUBLIC COMMENT:**

No public comment.

### **APPROVAL OF MINUTES:**

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

### <u>CHANGES IN THE COUNTY'S JUVENILE JUSTICE SYSTEM AND PROGRAMS</u> OVER THE PAST 10 YEARS:

Stacy Ledvina, Youth and Family Services Supervisor, distributed handouts related to secure juvenile detention and referrals from law enforcement for the past 10 years. Ledvina will focus on the past 6 years when there were the most prevention changes.

The Kids at Hope motto is We Believe, We Connect, We Time Travel. This is a practice that is presented at schools and other agencies to explain how kids can succeed.

The number of detention bookings was reduced by 88% since 2012. The Youth Wellness Center has been an alternative to secure detention since 2011. The Juvenile Detention Alternative Initiative began in 2012 and coincided with the closing of the county detention center.

The staff members try many other things for juveniles for alternatives to detention, unless there is a safety issue. Sometimes a 72 hour hold is used while staff members investigate if the juvenile broke the court order.

Nationally over the past 5 to 6 years, juvenile crime numbers are down. Of the referrals in 2016, 20% were for felony crimes. There were 298 referrals to juvenile court for 146 youth (some get referred more than once). Of those, 60% do not have prior referrals. 12% have had prior charges.

All of the Youth Aids staff have been trained in motivational interviewing to help motivate the juvenile to think differently. The 4 items they focus on are anti-social thinking patterns, lack of skill development, anti-social peers, and major family chaos.

The agency contracts with Justice Point for the Restorative Justice Program and Aggression Replacement Program. The Youth Wellness Center is a program that is a response to the juveniles' crime. It includes meal planning, skill development, community events and meets after school until 8:30 p.m. The program rewards positive decisions which provide better outcomes. There are some juveniles who require the 24 hour tracking program. The staff members use the Risk and Needs Assessment screening tool to determine what the juveniles need and the courts usually support the recommendations. Ledvina responded to board member's questions.

The staff members have found that juveniles often don't think about consequences or their future. They are given skills to help plan their future out.

### FINANCIAL AND STATISTICAL REPORTS THROUGH FEBRUARY, 2017:

Patricia Dodge explained that there were 4 children in Treatment Foster Home placements that either moved or returned home in February. Also, there were 2 cases where parental rights were terminated and 2 children went home from foster care placements. While projections decreased for children in care, they increased for mental health inpatient days.

Due to the potential increase in costs, Nancy Randolph described a situation where there is a child that has Mental Health issues and the staff members have been working on finding a suitable placement. There are no long term treatment facilities for children with mental health needs. It has to be an acute need. There have been short term fixes but nothing long term. There is a gap in the system of care for children.

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

No further questions by board members.

### **DATE OF NEXT MEETING:**

The next regular meeting of the Human Services Department Board will be held on Thursday, April 27, 2017 at 4:45 p.m.

#### **ADJOURNMENT**:

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

Respectfully submitted,

Rick Henrickson, Interim Secretary Human Services Board



DATE: Thursday, April 27, 2017

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. Education Topic: Overview of the Business Operations functions of the Human Services Department Patricia Dodge & Dan Whitney.
- 5. Financial and Statistical Reports through March, 2017 Patricia Dodge.
- 6. Communication: Ozaukee County District Attorney's Opinion Letter regarding the Leadership Structure of the Human Services Department Written Statement by Bob Ziegelbauer, County Executive.
- 7. Questions from Board Members on the Status of the Human Services Department.
- 8. Set Next Meeting Date.

Date: April 19, 2017 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

#### **CALL TO ORDER:**

The Manitowoc County Human Services Department Board met at 4:45 p.m. on Thursday, April 27, 2017 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

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

Board members excused: Agnew, Baumann.

Board members absent: Burke.

County Board members present: None.

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

### **PUBLIC COMMENT:**

Nancy Slattery, Maribel, informed board members that there is a forum this evening at the Manitowoc City Hall regarding poverty and how it affects students. Ms. Slattery encouraged board members to attend and to develop policies that assist children so they don't require Human Services Department services.

Maura Yost, Cleveland, commented on the agenda item regarding the opinion letter by the Ozaukee District Attorney regarding the leadership structure of the Human Services Department.

Ms. Yost stated that she read Bob Ziegelbauer's opinion piece in the Herald-Times-Reporter regarding the county's severity of substance abuse/mental health issues. Ms. Yost stated that she was disappointed that the board's agenda does not include that topical discussion.

Ms. Yost stated that over the years she has repeatedly pointed out that the current organizational structure of the Human Services Department is illegal because it does not conform to state statute and county code. She has asked for the board to vote for a single HSD Director and she is doing so again today.

Ms. Yost stated that she wrote to the Wisconsin Attorney General's office on this matter and that it was referred to the local District Attorney, Jacalyn LaBrae who apparently transferred the inquiry to the Ozaukee District Attorney.

Ms. Yost cited the opinion of the Ozaukee County D.A. Ms. Yost stated that D.A. LaBre didn't provide her with a copy of this response but Bob Ziegelbauer did.

Ms. Yost stated that instead of passing a recommendation to the Personnel Committee to fund a single HSD Director position, county boards imposed speaking restraints on her, via public comment time and topical agenda restrictions.

Ms. Yost stated that she is asking Bob Ziegelbauer to bring the Human Service Department into compliance with state law and county code by his actions and by coordinating the implementation of treatment interventions for our substance abuse and mental health county residents.

### **APPROVAL OF MINUTES**:

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

# OVERVIEW OF THE BUSINESS OPERATIONS FUNCTIONS OF THE HUMAN SERVICES DEPARTMENT:

Patricia Dodge provided a handout of the Business Division organization chart and noted that there are 17 positions in the division, as well as coordinating information technology services with one I.T. staff member.

Dodge stated that the Financial Services Supervisor, Judy Rogers had retired on April 3<sup>rd</sup> after 17 years in the position. Dan Whitney was introduced as the new supervisor who had transferred from the Clerk of Courts office where he was the Business Manager for 13 years. Whitney provided background information to the board, as well as a description of two of the state reporting projects he worked on to report prior year income and expenses.

The seven Management Support staff members are responsible for record maintenance, appointment scheduling, mailings and newsletters, printing and faxing services, legal forms, contract processing, reception services to the public and staff, facility management, supplies and inventory, administrative services to staff, background checks for adoptions and foster care providers, requests for copies of client files, training and travel registrations, and submitting data to various state offices.

The eight Financial Support staff members are responsible for assisting with budget information, processing accounts receivable and payable, billing, and reporting financial data to the state offices. Other division activities include contract setup and negotiations, personnel services, developing policies and procedures, ensuring HIPAA and civil rights compliance, website updating, and work with client rights and grievances.

The Computer Technician from I.T. has been working on the Avatar software upgrade project and the mobile technology project with staff members. The I.T. Helpdesk also provides assistance as needed.

Dodge described a few of the major tasks in the division: budgeting, billing for services, and contracting. The budget process begins in June of each year. The Co-Directors meet to determine if there are going to be changes to services provided, changes in staffing, and to determine if there is a need for requesting proposals from vendors. Managers and supervisors give input into the budget at meetings that are held through August. The state aids information is received in late September and the budget is finalized at that time. The 2017 budget amount is

\$16,911,432.00. This is made up of wages and benefits, contracted services, operations and maintenance, insurances and leases and a few other items.

Billing and collecting for services is a large part of the financial function. We follow state statutes, Medicare and Medicaid program requirements, and Insurance Company/HMO requirements. Services billed are mental health and substance abuse services, emergency room and inpatient services, substitute care, shelter care, court ordered juvenile services, medications, and specific program services.

Payers include Medical Assistance, Medicare, Insurances, and private pay from clients. We offer an option for ability to pay as well as a payment schedule. When there is no activity on a case after several attempts, accounts are referred to the Tax Refund Intercept Program or to collections.

For the Purchase of Services contract process, Dodge provided handouts of the current contracts and usage through March 31, 2017. Approximately 7.1 million dollars of services will be purchased in 2017 on behalf of clients from 60 different vendors. Services include residential facilities, treatment foster care, mental health and substance abuse inpatient and detoxification, guardianships, youth and adult programming, daily living skills, therapies and other services. The process begins in September with receiving vendor budgets, negotiating rates, and ends in December when the contracts are signed for the next year of service.

### FINANCIAL AND STATISTICAL REPORTS THROUGH MARCH, 2017:

Patricia Dodge discussed the areas of the budget that are projecting to be over budget at this point. Placements of children in out of home care continue to rise and placements at state facilities have increased.

Lori Fure stated that we are required to use out-of-county facilities since there is no mental health inpatient facility in the county. Trempealeau County provides a continuum of care with group homes, adult family homes, and supported apartments as step down processes before a client would come back to the county to a residential facility. Fure is looking into developing a local crisis facility with a provider.

A board member asked if the kids being placed outside the home are experiencing mental health issues. Nancy Randolph stated that many children have mental health issues and right now one juvenile is being placed at Lincoln Hills which our agency hasn't had to use in10 years. Another child is being placed at a residential treatment center at a high cost per day.

# COMMUNICATION: OZAUKEE COUNTY DISTRICT ATTORNEY'S OPINION LETTER REGARDING THE LEADERSHIP STRUCTURE OF THE HUMAN SERVICES DEPARTMENT:

A copy of the opinion letter from the Ozaukee County District Attorney regarding the leadership structure of the department was provided to board members in their board packets as well as a copy of a written statement from Bob Ziegelbauer regarding the letter.

Ziegelbauer could not attend the meeting but included it in the agenda to bring it to the attention of the board. Ziegelbauer stated that the conclusion of the Ozaukee County District Attorney is that there is no evidence that any crime has been committed and further, there is no basis for a district attorney to pursue any civil inquiry authorized by the Wisconsin Statutes.

Ziegelbauer stated that the opinion explains that the "singular and plural" issue covers the Director situation and there is no requirement for ONE Human Services Director to be appointed.

Board members agreed with the information in Ziegelbauer's letter and the Ozaukee County District Attorney's letter.

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

A board member asked Nancy Randolph to describe a new county policy that was created in 2016. Randolph stated that the policy didn't allow solicitation of donations by employees for any program. This restricted the foster care program because there is no allowance for appreciation of foster parents' services. The Corporation Counsel has re-issued his opinion and will allow county board members to solicit donations since they are not employees of the county.

Board members will contact Wendy's restaurant to pursue support for a foster care event, as well as Buffalo Wild Wings restaurant. The foster care picnic is June 15<sup>th</sup> at Newton Part at 4:00 p.m. May is Foster Care month and there is a kickoff event scheduled for May 1<sup>st</sup> at 4:30 to plant pinwheels in the lawn of the HSD building for each of the 87 children in foster care.

### **DATE OF NEXT MEETING:**

The next regular meeting of the Human Services Department Board will be held on Thursday, May 25, 2017 at 4:45 p.m.

#### **ADJOURNMENT**:

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

Respectfully submitted,

Rick Henrickson, Interim Secretary Human Services Board



DATE: Thursday, May 25, 2017

TIME: 4:45 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: Comprehensive Community Services Program Expansion Project Lori Fure.
- 5. Request to Increase Intoxicated Driver Program Fee Rates Lori Fure.
- 6. Request to Change Part-Time Treatment Alternatives and Diversion Grant AODA Counselor Position to Full Time Lori Fure.
- 7. Financial and Statistical Reports through April, 2017 Patricia Dodge.
- 8. Questions from Board Members on the Status of the Human Services Department.
- 9. Set Next Meeting Date.

Date: May 17, 2017 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

#### **CALL TO ORDER:**

The Manitowoc County Human Services Department Board met at 4:45 p.m. on Thursday, May 25, 2017 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

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

Board members excused: Henrickson.

Board members absent: Nasep.

County Board members present: None.

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

### **PUBLIC COMMENT:**

No public comment.

### **APPROVAL OF MINUTES**:

One addition needs to be made to the previous minutes. Board member Judy Ruggirello was excused from the April 27, 2017 meeting but this was not indicated in the minutes.

A MOTION WAS MADE BY WAACK, SECONDED BY WILLIAMS TO APPROVE THE MINUTES FROM THE PREVIOUS MEETING WITH ONE ADDITION. MOTION CARRIED.

### COMPREHENSIVE COMMUNITY SERVICES PROGRAM EXPANSION PROJECT:

Lori Fure explained that the Comprehensive Community Services Program is a mental health program for children and adults with mental or substance abuse needs. It has been proven to reduce inpatient hospitalizations for participants in the program. It is potentially 100% funded by Medical Assistance for direct services. There are 31 children who are in need of CCS services. There are 13 children currently on a wait list. There is one service facilitator for children and one for adults. The administrative code pertaining to CCS does not allow a wait list. We are currently not able to meet the needs of current and future clients.

Fure stated that the first phase of the expansion would include 2 additional service facilitators for children, 1.5 psychotherapists and 1 quality assurance position. The quality position would ensure that the CCS files are up to date and meet the requirements in order to pass audits.

There is also a need for adult CCS services. Most of the children on the wait list have parents who need the program and would qualify, the drug court participants would also qualify, and at least 15 adults currently being served in the outpatient program would qualify.

Bob Ziegelbauer described how the funding would work and described the need for the program. Medical Assistance will cover direct services and then there is a reconciliation process after the year ends that determines the gap between costs and reimbursements. There is a potential to obtain additional funding based on that gap. The program has the potential to save money in other areas of the budget.

A board member asked if this will dovetail with what the public school district is now developing with mental health programming. Staff members are not aware of what the school district is doing for their students but there are others services that could be contracted for such as psychoeducation and skill development.

A MOTION WAS MADE BY BAUMANN, SECONDED BY WILLIAMS TO PROCEED WITH THE COMPREHENSIVE COMMUNITY SERVICES PROGRAM EXPANSION. MOTION CARRIED.

### REQUEST TO INCREASE INTOXICATED DRIVER PROGRAM FEE RATES:

Lori Fure presented information regarding the Intoxicated Driver Program fees and compared the agency's current fees to several surrounding county agencies' fees.

The fees have been in place for almost 9 years. Costs have increased over time and Fure is requesting a fee increase. Seven other counties have higher fees than Manitowoc. It was recommended to increase the assessment fee from \$220.00 to \$250.00, increase the no show fee from \$100.00 to \$150.00, and increase the fee for amending the driver plan from \$40.00 to \$50.00.

A MOTION WAS MADE BY WAACK, SECONDED BY AGNEW TO APPROVE THE INTOXICATED DRIVER PROGRAM RATE AS RECOMMENDED. MOTION CARRIED.

# REQUEST TO CHANGE THE PART-TIME TREATMENT ALTERNATIVES AND DIVERSION GRANT AODA COUNSELOR POSITION TO FULL TIME:

Lori Fure explained that there is a need for a full-time AODA counselor in the Treatment Alternatives and Diversion program that includes developing a drug court. The work expected to be completed will require full time staffing.

This is a grant that was awarded by the Department of Justice and is renewable for 5 years. The Department of Justice has agreed to amend the budget to reduce costs in one area in order to cover the costs of the additional .5 position. No additional money is being requested.

A MOTION WAS MADE BY WILLIAMS, SECONDED BY RUGGIRELLO TO INCREASE THE GRANT AODA COUNSELOR POSITION TO FULL TIME. MOTION CARRIED.

### FINANCIAL AND STATISTICAL REPORTS THROUGH APRIL, 2017:

Patricia Dodge discussed the areas of the budget that are projecting to be over budget at this point. There is one minor client now placed at Lincoln Hills that had previously been budgeted for in a group home setting. Placements at Winnebago and Mendota continue to increase for county residents with mental health conditions.

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

A board member stated that the non-profit organization known as Hope House is moving to a new facility. Who is this shelter for? This facility assists families with children to get back on their feet with jobs and housing. The new facility is expected to open on July 11<sup>th</sup>. A board member asked how the foster parent recruitment effort is going. There were 24 inquiries since May 1<sup>st</sup>. Three of them are in the process of being screened. It takes up to 6 months to get licensed. There is always a need for homes for teens.

The foster care picnic will be held on June 14<sup>th</sup> at the Newton firefighters' park. All board members are welcome to attend. Supervisors Williams and Baumann are working on several donations for events for foster families to attend.

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 22, 2017 at 4:45 p.m.

#### **ADJOURNMENT**:

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

Respectfully submitted,

Laurie Burke, Secretary Human Services Board



DATE: Thursday, June 22, 2017

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. Education Topic: Child Protection Ongoing Services and the Impact of the Opioid/Methamphetamine Epidemic Lane Kinzel.
- 5. Financial and Statistical Reports through May, 2017 Patricia Dodge.
- 6. Questions from Board Members on the Status of the Human Services Department.
- 7. Set Next Meeting Date.

Date: June 13, 2017 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.

#### **CALL TO ORDER:**

The Manitowoc County Human Services Department Board met at 4:45 p.m. on Thursday, June 22, 2017 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

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

Board members excused: Nasep, Waack.

Board members absent: Agnew.

County Board members present: None.

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

### **PUBLIC COMMENT:**

No public comment.

### **APPROVAL OF MINUTES**:

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

# <u>CHILD PROTECTION – ONGOING SERVICES AND THE IMPACT OF THE OPIOID/METHAMPHETAMINE EPIDEMIC:</u>

Lane Kinzel, Child and Family Services Supervisor, explained that in October of 2014 there were 37 children in out of home care and 26 of those were due to the parents using drugs. In October of 2015 there were 67 children in out of home care and 40 of those were due to parents using drugs. At the end of 2016 there were 72 children in out of home care and 48 of those were due to parents using drugs.

Currently there are 66 children in out of home care and 43 are due to parents' drug use. Since January, 2017, 19 children were placed in out of home care and 19 children exited care. Eleven of those were reunified with their families and 3 of those were drug cases. Eight were guardianships and 6 of those were drug cases. Four children are awaiting adoptions since their parents had their parental rights terminated.

The drugs cases are difficult because parents will do well for a while and their case progresses but then they relapse. Reunification is hindered when parents spend time in jail. It is much more difficult to ensure for the safety of children when they are in the home and the parent has a drug issue.

Workers have difficulty finding informal supports for the children since the parents have burned bridges with family and friends due to their addictions. When a parent is ready for treatment it takes time to get them into services. There are no in home AODA services. When treatment fails, it takes time to get the parent re-engaged in services.

There is concern for workers' safety since they have to respond to calls and they don't know what is in the home or the mental state of the parents. Methamphetamine became an epidemic in Manitowoc County in 2015. There are some drugs that are very harmful if they are even touched. Workers need to be very careful when they work in these homes.

A board member asked how referrals come to the agency. Kinzel explained that hospitals call when babies are born addicted to a substance and relatives may call. Schools or neighbors call regarding the cleanliness of the home and children not being fed or having clean clothes.

A board member asked how people are tested for drug use. Kinzel explained that many get tested with the Probation and Parole department or they may be sent to Work Health Options. Sometimes hair samples are used. Several people are attending a methadone clinic in Sheboygan to help with ending drug use.

A board member asked what the board can do to help with this epidemic. Kinzel explained that what is needed is access to services for the parents to receive treatment. Most private clinics are booked a month or more in advance. There aren't enough services or inpatient treatment centers available to them. This is what needs to be developed.

#### FINANCIAL AND STATISTICAL REPORTS THROUGH MAY, 2017:

Patricia Dodge discussed the areas of the budget that are projecting to be over budget at this point. Placements at Winnebago and Mendota continue to increase for county residents with mental health conditions. The use of out of home care for children has increased and some of them are high cost placements.

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

Board members discussed the Comprehensive Community Services Program expansion. The 4.5 positions were approved at the County Board meeting held last night. The Wisconsin Home Energy Assistance program ended on May 15<sup>th</sup>. There is money available yet for crisis situations. Board members discussed the drug issues and what can be done about the epidemic.

Bob Ziegelbauer sent 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, August 24, 2017 immediately following the Public Hearing which begins at 4:00 p.m.

### **ADJOURNMENT**:

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

Respectfully submitted,

Laurie Burke, Secretary Human Services Board



DATE: Thursday, August 24, 2017

TIME: Immediately following 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: Community Support for the Foster Care Program Karen Zahn and Backpack Buddies.
- 5. Discussion of an Opioid Grant Award and Potential Addition of an AODA Therapist Lori Fure.
- 6. Financial and Statistical Reports through July, 2017 and updated Service Contract usage Patricia Dodge.
- 7. Questions from Board Members on the Status of the Human Services Department.
- 8. Set Next Meeting Date.

Date: August 15, 2017 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.

### **CALL TO ORDER:**

The Manitowoc County Human Services Department Board met at 4:30 p.m. on Thursday, August 24, 2017 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board members present: Baumann, Cavanaugh, Henrickson, Nasep, Ruggirello, Waack,

Williams.

Board members excused: Agnew. Board members absent: Burke.

County Board members present: None.

County staff present: Dodge, Fure, Garceau, Ledvina, Whitney, Zahn, Ziegelbauer.

### **PUBLIC COMMENT:**

No public comment.

### **APPROVAL OF MINUTES:**

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

#### COMMUNITY SUPPORT FOR THE FOSTER CARE PROGRAM:

Karen Zahn, Foster Care Coordinator, stated that there are currently 88 children in out of home care. Ms. Zahn introduced Wendy Smith, coordinator of Backpack Buddies. Ms. Smith explained that four children from Manitowoc County have joined together to form their service group called Backpack Buddies. Their goal is to purchase backpacks and fill them with useful items a foster child can take with them into their new foster home to help make the transition less stressful.

The children introduced themselves and told a bit about themselves. The program began earlier in 2017 and they work on obtaining needed supplies and also extras like tickets to events. The children run the program and the adults assist. They are working on developing business cards and brochures.

The YMCA is assisting and allows 4 free days per year for foster children. The group has collected 1,200 items worth \$2,000.00. They speak to local organizations and try to get other school children involved in the program. They would like to set up a fund to allow the foster care program to purchase tickets to sports and dance performances. They would also like to cover the cost of shoes and uniforms. They are hoping to prepare 40 packs and will continue to collect items during the year.

# <u>DISCUSSION OF AN OPIOID GRANT AWARD AND POTENTIAL ADDITION OF AN AODA THERAPIST:</u>

Lori Fure, Co-Director, Clinical Services explained that because Manitowoc County is considered an opioid crisis county in the state, the agency was awarded a State Targeted Response to the Opioid Crisis Grant for \$99,695.00. The crisis designation is determined by the number of overdoses, deaths, and how many are addicted versus services available for them. The grant allows for unmet needs to address the opioid epidemic between July 1, 2017 and April 30, 2018.

The grant includes adding a case manager position who is also a counselor. The person would also be trained in providing Comprehensive Community Services so that by the end of the grant, the person's services will be able to be billed to Medicaid. The counselor will reach out to parents with addictions whose children are in foster care due to neglect and other issues.

A board member asked about the proposal by Governor Walker to require Food Share recipients to undergo drug testing. Lori Garceau, Co-Director, Economic Support explained that the state is taking input right now into this proposal. The recipient can be denied Food Share benefits if they test positive and won't get treatment.

A MOTION WAS MADE BY RUGGIRELLO, SECONDED BY BAUMANN TO ADD AN AODA COUNSELOR POSITION TO ADDRESS THE OPIOID RELATED NEEDS IN MANITOWOC COUNTY. MOTION CARRIED.

### FINANCIAL AND STATISTICAL REPORTS THROUGH JULY, 2017:

Patricia Dodge discussed the areas of the budget that are projecting to be over budget at this point. Placements at Winnebago and Mendota continue to increase for county residents with mental health conditions. There was one juvenile placed at Lincoln Hills since there were no other facilities in the state that could serve him. This was not budgeted for since our agency hasn't placed anyone at Lincoln Hills for 10 years.

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

Board members asked about the Comprehensive Community Services program expansion and if the positions have been filled. One Service Facilitator has begun training, and one will begin on September 5<sup>th</sup>. The CCS Therapist position has been filled with a former Mental Health therapist. The Quality Technician position has been filled by the current Medical Coding and Billing Specialist.

A board member asked about the number of juvenile housing days. Stacy Ledvina, Youth and Family Services Supervisor explained that the bookings are down this year. In the past, a 72 hour hold was used frequently. Most of those were runaways with problems in school or at home.

The staff members now use the Detention Risk Assessment tool so they can better determine who needs to be in detention. These are large philosophical changes. When the "right" kids are placed in detention, they are in for more days. The juvenile court referrals ebb and flow. Crime by juveniles has decreased nationally. The average length of stay rose but the number of juveniles did not.

Board members asked about the types of tools used like assessments and what are their needs based on the seriousness of the offense. Juvenile detention is only used if there is a community safety issue or if there is a likelihood of failing to appear in court.

Safety within a school is an important issue for the school to handle like bullying, misbehavior, and truancy. Staff members are working with the school system to write a grant for \$100,000.00 to get some services and to divert kids. It's a four week session and then they re-connect with their schools.

Of the whole county juvenile population, 2% are referred. A board member asked if the increase in juvenile court referrals is due to opioid use. There are a small amount of juveniles that use methadone and/or heroin. They don't want help or treatment. The majority of users have parents who abuse substances. When they do agree to get help, there aren't resources available to them.

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, September 28, 2017 at 4:45 p.m.

#### **ADJOURNMENT**:

A MOTION WAS MADE BY BAUMANN, SECONDED BY CAVANAUGH TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:15 P.M. MOTION CARRIED.

Respectfully submitted,

Rick Henrickson, Acting Secretary Human Services Board

RH/pd



### MANITOWOC COUNTY HUMAN SERVICES BOARD PUBLIC HEARING NOTICE

DATE: Thursday, August 24, 2017

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 2018 Human Services Department Budget.
- 3. Close Public Hearing.

Date: August 11, 2017

Rick Henrickson, Chair

By: Nancy Randolph, Lori Garceau, Lori Fure, 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.

#### MINUTES CORRECTED: 9/14/2017

### PUBLIC HEARING OF THE 2018 HUMAN SERVICES DEPARTMENT BUDGET August 24, 2017

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

Board Members Absent: Burke.

Board Members Excused: Agnew.

Human Services Department Staff Present: Dodge, Fure, Garceau, Ledvina, Whitney, Ziegelbauer (County Executive Ziegelbauer arrived at 4:20 p.m.).

### **CALL TO ORDER:**

The Public Hearing for input into the 2018 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 Nancy Slattery.

Ms. Slattery's testimony is as follows:

I'd like to congratulate the board members who recently in this past year have urged the state to expand the Medicaid funding. By not taking the Medicaid funding we have left a lot of money on the table. Several other states are getting money and they have found that in many cases Medicaid encourages primary care for behavioral health. Basically Medicaid is paying about 24% of the whole cost. Of the total \$200 billion spent, Medicaid pays 1/4<sup>th</sup> of that. Since we didn't take expansion, we cut our portion of that pie by quite a bit. If people don't have insurance, then Medicaid is their primary available insurance. If they really need mental health therapy, we are picking up the tab because we said to the federal we don't need it but it may not be there in five years when we really need it.

But I really don't think anybody else in your family would say to your 10 year old child I'll cover your broken leg in 5 years but today you'll have to stay home. You cover it when it happens so it doesn't become a big problem. So I think that for us at the state I congratulate you for signing that resolution but you are all state citizens, you all have rights to contact every elected state official and you should. Personally I don't feel it is a good moral decision and I don't think you as a parent would do that either. So I encourage you, thank you for asking the state to recognize it and we accept it but it's not changed and whether or not it gets changed, people's illnesses go on and on. You all know how much the budget is increasing here and you shouldn't refuse to take the money that people in Illinois or Minnesota get. I don't think our people are less worthy.

As a R.U.T.H. member in the county – RUTH is an interfaith justice group – and we have a program coming up on September 7<sup>th</sup>, it's a Thursday evening. I think we have sent to every one of you by email and some of you don't get email because we had two bounce back to us. The program is at the Presbyterian Church on social justice and criminal justice, a path forward. It's at 6:30 at night and the individual speaking is Casey Hoff, a defense lawyer from Sheboygan who has written many, many opinion articles in the HTR and he is speaking from his experience and not just the fact that he has morals. He happens to be a Christian who has morals but he is speaking from his experience working with the criminal justice system in the county. I'll put this on the table if anybody wants information at any point during today's meeting to check it out.

Chair Henrickson thanked Ms. Slattery for her comment.

Chair Henrickson introduced Jean Biegun.

Ms. Biegun's testimony is as follows:

Hi, I'm with the League of Women Voters and the Substance Abuse Prevention Coalition and the Healthiest Manitowoc County Mental Wellness Coalition. I want to thank you for your support in hiring new providers for addictions and other drug abuses, AODA people all the support of the hiring new people that come on at Human Services here.

As you know the League has initiated a study on poverty in the county and I was given the special research topic of poverty and addiction so I've been researching that for the last two years. One of the culminating events of that is on October 19<sup>th</sup> we're going to have a forum at city hall on how addiction hijacks our brains and our lives and how to get them back again.

When I started the study, I knew I needed to communicate to readers what addiction is, how it is a disease, how it is not just a moral failing or purely physical. In my report I have a nice bit about the neuroscience prediction. I happened to meet in Manitowoc our speaker for October 19<sup>th</sup> whose name is Dan Walters and he is the lead pharmacist at Walgreens. Then I found out he goes around the state giving talks on the neurobiology of addiction to law enforcement groups and other pharmacy groups and he just got back from giving a big presentation in Traverse City over the weekend to other health providers. So we got him to be our presenter and Sue Beattie is helping to fund his speaker stipend.

The message I want people to come away with is that yes this is what your brain looks like when you're addicted to nicotine, alcohol, any of psychotropic drugs that there are around including meth., cocaine, heroin, and pain pills. I want him to show this is what the healing brain looks like. This is what your brain can look like once you reach sobriety. I want people to come away feeling yes, my brain can heal. Yes, I shouldn't feel a stigma about it because everybody feels so much of a stigma about having an addiction and won't go into treatment. It's exciting that there is more and more treatment resources coming up in Manitowoc County especially thanks to the Human Services Department. Dan gave a talk at the Senior Center two weeks ago on falls and seniors. And he said Manitowoc County is ground zero for the country. More falls in our county, more falls in Wisconsin and a lot of that has to do with drugs and drug interactions. You have a couple of shots or drinks at night and you fall. So after Dan gave the talk, a woman came up to me in the hallway and said when is the talk, where is it going to be? My husband has been an alcoholic all of his life and my daughter is a drug addict and can't take care of her kids but we keep it a secret. Nobody can talk about it, it is our family shame. So we are hoping to end the stigma and we're doing this. Thank you for your time.

Chair Henrickson thanked Ms. Biegun for her comment.

Chair Henrickson introduced Maura Yost.

Ms. Yost's testimony is as follows:

I am asking the Human Board to make a recommendation for a single Human Services Director.

At this point a board member asked why this subject is being brought up again when it's been brought up several times in the past, it's gone through two corporation counsel's, it's gone through the state and asked why it's being brought up again.

Ms. Yost stated "well if I may continue."

A board member stated that it's a dead issue and will not receive support. The board member said there is something in the county board rules and we need to start following that from now on.

Chair Henrickson stated that he understands where Ms. Yost is coming from, where the board is coming from and the committee. He stated that Ms. Yost has a right to speak on the topic.

Chair Henrickson requested that Ms. Yost give a brief synopsis on the topic and not go into a full lengthy discussion. He stated it is a free speech.

Ms Yost stated "if I may, my prepared statement comes down to about three minutes."

Ms. Yost's testimony continued:

I am asking the Human Services Board to make a resolution for a single Human Services Director position as is required by state law, county code and an Attorney General's opinion and a letter and an email from another about Manitowoc County's Human Services Director vacancy. While the County Executive terms his non-compliance with state law and county code as a quote imaginary controversy, the point remains that twice previously Human Services Boards advanced resolutions and I ask you to do so.

There is nothing imaginary about state law and county code. It is essential to note that the job of a district attorney is to prosecute criminal matters while the job of a state attorney general is to be a legal advisor to the government, often but not exclusively in civil law.

Bob attempts to obscure the issue by conflating civil and criminal law. The answer is really simple. He should ask the Attorney General for an opinion on how long the county can leave the Human Services Director position open.

Ozaukee County's D.A. Gerol stated quote there is no basis for a district attorney to pursue any civil inquiry authorized by Wisconsin statutes, and offered instead quote these are essentially complaints about governance and inefficiencies that are more appropriately brought before your county board or perhaps even the ballot box.

Imagine the referendum wording quote should Manitowoc County follow state law and county code?

As part of this annual budget hearing, I submit a compilation of the Human Services Department's fund balances from 2005 – 2016. Over that period, it shows a deficit of \$106,429.00 despite transferring in almost four million dollars. As I have mentioned in the past, when the department had a single Human Services Director, there was a surplus. Clearly what Bob is insisting on doing is neither legal nor cost effective. Thank you.

Chair Henrickson thanked Ms. Yost.

Chair Henrickson introduced Heidi Thompson from Pathways to a Better Life.

Ms. Thompson's testimony is as follows:

I just wanted to address....I know that Manitowoc has been working on the drug treatment court which is phenomenal, I'm super happy that is under way. But we still are severely lacking in additional IOP programs, we're lacking in treatment beds and funding for people that really need treatment. Really my thing is just that treatment court is great. I don't know what the number of beds are that Manitowoc County currently has with Marco. I know that it had dropped down so I don't know what number they were at currently and I don't know what number of people you are taking on for drug court but even if you only take five people for drug treatment court, they go into those eight beds, that's only three beds for anyone else who may need treatment. I just think that we really, really need to focus on this opioid issue here and that whether it's coming up with maybe day treatment programs or more IOP programs or residential treatment transitional living and sober living homes that could be paired up with IOP, I just really think we need to put more focus on that. Being from a treatment center and we have a full continuum of care from subacute detox so it doesn't have to be hospitalization, to residential inpatient treatment, to sober living and working on the IOP program, in two levels instead of one so it's meeting the needs of where they're actually at. We can provide the services but the problem is there isn't the funding there for the services. We want to be able to help in any way that we can, even to the extent of trying to maybe collaborate with non-profits or something to come up with an additional fund to help supplement some of the costs for treatment. But it's something that really, really needs to be addressed. There are far too many people dying because they're not getting into treatment.

Chair Henrickson thanked Ms. Thompson.

Chair Henrickson introduced Sue Beattie.

Ms. Beattie's testimony is as follows:

I am from Pathways to a Better Life as well as Heidi. We started back in 2015 to help people that can't find that right mix of services. There's a lot of people out there from every walk of life, it's not a poor disease, it's not a disease that affects...it hits every family. Every family here I think knows somebody that it affects. And when we look at that type of population that really could use that extra crutch to get them through, to get them the tools to have a prosperous life, we're talking about a very small initial investment and a huge future. That growth...we've seen a lot of positive change in our residents that go through our program, and a lot of success.

When we get a phone call, I bet you over 50% of them we have to turn away or tell them sorry, this insurance doesn't cover it or no, part of the big problem that the county level could probably focus on is complaining to the federal level because Medicare doesn't cover a lot of these services and it's put back on the county to cover these services. Go to the root of the problem. They are not paying which then passes on to the insurance companies because if Medicare doesn't pay, then they don't have to pay. And then it's put on you and I'm sure you pay multiple thousands plus, plus right? A lot of zeroes. But right now it's on your plate and there's lives that are dying.

You can talk to the coroner, you can attend any of these meetings. Look in the newspaper, they don't even show up in the newspaper anymore. It used to be headline news and now it's just word on the street. That's not OK. I grew up in this community and that's why I'm here and that's why I'm fighting and I really need your support. More funds really need to be allocated for substance abuse and mental health.

This is an area that has been shoved under the rug because of the stigma and everybody lives in shame. We shouldn't have to do that and I'd love to be able to empower people but we really need to be able to help them. Right now because of lack of funding we're not able to help a huge percentage that want help. They're there asking for it and I would never turn my child away if they needed anything. If they broke their leg, if they had a seizure, I would know what to do. But when you are a parent of somebody with an addiction or a mental health problem, you live in shame and you live in secrecy. We need to open those doors and we need to have those services available and we need to have more of them. Thank you.

Chair Henrickson thanked Ms. Beattie.

Since there was no other public comment, Board Chair Henrickson closed the public hearing at 4:24 p.m.

Respectfully submitted:

Chair Henrickson, Temporary Secretary Human Services Board

RH/pd



DATE: Thursday, September 28, 2017

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. Education Topic: Changes in the Children's Long Term Support Waiver Program Lisa Stephan.
- 5. Discussion of the 2018 Budget Bob Ziebelbauer.
- 6. Financial and Statistical Reports through August, 2017 Patricia Dodge.
- 7. Questions from Board Members on the Status of the Human Services Department.
- 8. Set Next Meeting Date.

Date: September 14, 2017 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.

#### **CALL TO ORDER:**

The Manitowoc County Human Services Department Board met at 4:45 p.m. on Thursday, September 28, 2017 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

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

Board Members Excused: None. Board members absent: Agnew.

County Board members present: None.

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

### **PUBLIC COMMENT:**

Nancy Slattery gave information on a public meeting scheduled for October 19, 2017 at 7:00 p.m. at the Manitowoc City Hall. Dan Walters, R.Ph., Pharmacy Manager at Walgreens in Manitowoc, will present information on The Neurobiology of Substance Abuse and Treatment Options.

No additional public comment.

### **APPROVAL OF MINUTES**:

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

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

### CHANGES IN THE CHILDREN'S LONG TERM SUPPORT WAIVER PROGRAM:

Lisa Stephan, Birth to 3/CLTS Supervisor, stated that there are 4 full time Waiver Specialists and 1 Functional Screener working with 98 children in the CLTS program.

Stephan numbers of children on waitlists in the state and provided a handout. Stephan stated that the Governor included funding in the next budget to eliminate wait lists in the state. Our county does not have a wait list so we will not receive additional funding.

The CLTS program receives approval for a 5 year period from the Centers for Medicaid Services. The state's program was recently recertified.

Our agency provided autism services in the past but the state changed to a Medicaid card service program so we no long serve new autism clients. The family receives services directly from a number of service providers.

Our county contracts with providers for services for CLTS and we can also access the state's Provider Registry to purchase services from other counties. One change that is coming in the program is that Medicaid will cover adaptive or therapeutic equipment for children. Also new is that child care is now allowable for those children over the age of 12 who can't care for themselves. There are training and support programs in place for family members and caregivers.

A new rule from CMS is that the state has to develop a uniform rate for services. This is not in effect yet and the state Department of Health Services doesn't have a date set.

Stephan answered questions from board members regarding child care and respite services. There was also a question on autism and why there are more cases now than in the past. Stephan responded that there are better diagnostic tools now. Intensive in-home services can be offered right away for better outcomes. This is a large commitment on the family's part.

Stephan discussed the lack of providers in this area who are willing to take on programs without a guarantee of usage.

### **DISCUSSION OF THE 2018 BUDGET:**

Bob Ziegelbauer, County Executive, discussed the 2018 budget and stated that it is fluid but rolling into form. He will finalize decisions this weekend. Human Services has had growth of employees. Last month there were 4.5 Comprehensive Community Services positions added as well as an opioid grant position. A few new positions will be added next year and we will try to capture Medicaid dollars to cover some of the cost.

Ziegelbauer is working on finding out how much revenue will be available to the county. Economic Support is adding 1 receptionist position with the move from the Job Center to the county office complex next week. The CCS program expansion is what was discussed this year. The opioid crisis is hovering and taxing the Child Protective Services, mental health services, foster care program, Sheriff's Department, and the court system. This is a big problem and Ziegelbauer is working on obtaining resources to address it.

Ziegelbauer stated that there is a paper circulating among counties to see of Wisconsin should sue a drug manufacturer. Other states are doing this.

A board member asked how many positions have been added at Human Services since the layoffs in 2009. Ziegelbauer stated that there have been 12 to 15 additional positions and that many of the contracted positions have been converted to county employees.

A board member asked if people are getting medically assisted treatment now. One Psychiatrist is willing to prescribe Vivitrol to combat addictions. The Department of Corrections is willing to pay us for those services through Probation and Parole.

### FINANCIAL AND STATISTICAL REPORTS THROUGH AUGUST, 2017:

Patricia Dodge discussed the areas of the budget that are projecting to be over budget at this point. There were 4 reunifications in August of children returning to their homes from out of home placements. The usage at mental health facilities continues to be at prior levels.

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

A board member asked what is needed that we currently aren't providing for clients. The response was a need for more prevention services and facilities in the community so that there are options to the expensive placements.

Board members asked about a 15 year old that was being held in the county jail. Does that come through Human Services? The response was no, there were 2 traffic offenses for two 16 year olds. They were charged as adults. Ziegelbauer will send information regarding this issue to board members.

Board members asked about grant writing opportunities and if more could be obtained. The response was that staff members pursue grants related to our services and make sure they have all of the details and requirements. Some grants are time limited and then the grantee is required to continue the service but the funding isn't guaranteed.

Some years ago the county departments that had grant opportunities met to discuss the possibility of a county wide grant writer. After study and discussion, it was determined that one position could not become an expert at all of the components of each department in order to apply and obtain grants.

Bob Ziegelbauer provided handouts of the secure detention report.

#### **DATE OF NEXT MEETING:**

The next regular meeting of the Human Services Department Board will be held on Thursday, October 26, 2017 at 4:45 p.m.

### **ADJOURNMENT**:

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

Respectfully submitted,

Laurie Burke, Secretary Human Services Board

LB/pd



DATE: Thursday, October 26, 2017

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. Education Topic: Alternative Response Program Approach in Child Protective Services Sue Ader.
- 5. Financial and Statistical Reports through September, 2017 Patricia Dodge.
- 6. Questions from Board Members on the Status of the Human Services Department.
- 7. Set Next Meeting Date.

Date: October 18, 2017 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.

### **CALL TO ORDER:**

The Manitowoc County Human Services Department Board met at 4:45 p.m. on Thursday, October 26, 2017 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: Ader, Dodge, Fure, Randolph, Ziegelbauer.

### **PUBLIC COMMENT:**

No public comment.

### **APPROVAL OF MINUTES:**

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

# <u>ALTERNATIVE RESPONSE PROGRAM APPROACH IN CHILD PROTECTIVE SERVICES:</u>

Sue Ader, Supervisor in Child Protective Service, explained that the Alternative Response approach is a new and different way to approach reports of maltreatment. While in Wisconsin all CPS cases require a comprehensive assessment in order to assure that children are safe and protected, not all cases need a maltreatment and maltreater determination.

To develop the most appropriate, most effective, and least intrusive response to reports of child abuse or neglect, the legislature authorized a pilot of an alternative response approach to child protective services in a limited number of counties. The first pilot program launched in 2010 with a few counties. Manitowoc County went live on June 1, 2016.

Using the standard approach after a referral to CPS, the worker would interview a child at school in some cases without parental permission. The alternative response would be appropriate with less severe reports of abuse or neglect.

With the new approach, the worker can contact the family first and work together as a team. They can meet together with parents, children, and other family members if appropriate. This approach has been good for the workers and for the community. Workers are starting to receive positive feedback from families, community partners, and law enforcement.

This approach has helped with worker retention due to more job satisfaction. Workers have other resources and approaches to offer rather than there being a punitive or adversarial relationship.

From January to today, 23.9% of cases were appropriate with the alternative response and 15.9% required the traditional response. If there is a present danger threat, then they have to use the traditional response. If the worker goes out and finds that there is no present danger, they can change to the alternative approach or vice versa.

Questions from board members: What happened with the rest of the calls? 42% were screened out. If parents don't cooperate, what do workers do? They explain what they have to do instead of meeting and cooperating with the worker including going to the school and meeting alone with the child. What is in place in case of retributions of reporting against another parent or person when there isn't maltreatment present? Workers can take this into consideration but they can't screen the call out. How did this approach get rolled out to mandated reporters? There were over 100 invitations sent to community stakeholders for a community day event where DCF presented information. Staff members present information to law enforcement on occasion.

Is there human trafficking in Manitowoc County? Yes, it does exist. Sue Ader and Stacy Ledvina are members of a regional hub with Outagamie County being the lead for a grant for training on Anti-Human Trafficking. They are developing services in the county and in-house to assist with those specific counseling needs.

### FINANCIAL AND STATISTICAL REPORTS THROUGH SEPTEMBER, 2017:

Patricia Dodge discussed the areas of the budget that are projecting to be over budget at this point. There were no reunifications of children returning to their homes from out of home placements in September but several are being worked on. The usage at mental health facilities continues to be at prior levels.

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

Jim Baumann and Mike Williams gave an update on what they are working on for the foster care program and parents. They will be on the WCUB radio show at 8:30 a.m. on November 8<sup>th</sup> to give information on the foster care program and request donations for the program.

Foster Parents' Appreciation night will be held on December 4<sup>th</sup> at the Lakeshore Cinema Café. The foster care program is paying for it and the board members are requesting funding for \$500.00 to cover it.

Nancy Randolph announced that Rebecca and Robert Brooks were awarded the 2017 Governor's Outstanding Adoptive Parent Award. This couple has adopted 9 children and are being recognized for their contributions. There will be a cake reception at HSD on November 20, 2017 from 2:00 – 4:00 p.m. for those who wish to acknowledge this award with the Brooks family.

Bob Ziegelbauer provided handouts of the secure detention report and the unemployment report through September.

### **DATE OF NEXT MEETING:**

The next regular meeting of the Human Services Department Board will be held on Thursday, December 14, 2017 at 4:45 p.m.

### **ADJOURNMENT**:

A MOTION WAS MADE BY BAUMANN, SECONDED BY WILLIAMS TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:23 P.M. MOTION CARRIED.

Respectfully submitted,

Laurie Burke, Secretary Human Services Board

LB/pd



DATE: Thursday, December 14, 2017

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. Education Topic: East Central Income Maintenance Partnership Consortium Update Lori Garceau.
- 5. Financial and Statistical Reports through October, 2017 Patricia Dodge.
- 6. Questions from Board Members on the Status of the Human Services Department.
- 7. Set Next Meeting Date.

Date: December 6, 2017 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.

#### **CALL TO ORDER:**

The Manitowoc County Human Services Department Board met at 4:45 p.m. on Thursday, December 14, 2017 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, Williams.

Board Members Excused: Waack. Board members absent: None.

County Board members present: None.

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

### **PUBLIC COMMENT:**

No public comment.

### **APPROVAL OF MINUTES:**

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

### EAST CENTRAL INCOME MAINTENANCE PARTNERSHIP CONSORTIUM UPDATE:

Lori Garceau provided a handout that included a map of Wisconsin's 11 different Income Maintenance Consortia as well as a caseload summary of the East Central Partnership. There are 9 counties in our partnership including Kewaunee, Outagamie, Waupaca, Waushara, Green Lake, Winnebago, Calumet, and Marquette.

The consortium was required to create a call center in 2012. The group followed all of the policies and procedures to include local lobby services. The call center workload is based on the caseload of each county. That is how we determine how many hours need to be staffed. At the local level we still work on overpayments, fair hearings, the energy program and walk-ins.

Some processes have been changed. We can now analyze call volume times to staff the calls better. Our county has 14% of the total consortium's caseload. The funding is based on that percentage. Marquette County is the lead county and distributes payments, reports, and contracts.

There are 125 trained Economic Support staff in the consortium. The consortium takes 400 shifts per week that cover the times from 8:00 a.m. to 4:00 p.m. One third of a worker's time is spent on call center duties. There is a total of 16,000 - 17,000 calls per month.

Food Share is a program that issues a card which gets renewed each month. Benefits are based on the household size, income, etc. There is a new drug test requirement that the state approved. The worker will be completing a form with the recipient and then refer the person for services for AODA if it is deemed necessary. If the person tests positive for substances, the rest of the family could still qualify for Food Share. No instructions have been sent yet.

The move from the Job Center to the county office complex went smoothly for the Economic Support staff. The Public Works department and the Information Technology department were very helpful with planning and moving. It occurred over a weekend so there wasn't any down time to clients. A portion of the space at the Job Center is going to be filled with a temporary employment agency.

Open enrollment ends tomorrow for the Affordable Care Act. The staff have seen an increase in Medical Assistance applications for BadgerCare from ACA. There didn't seem to be a large increase in applications due to the Manitowoc Company closing some operations or from Brillion Iron Works closing.

### FINANCIAL AND STATISTICAL REPORTS THROUGH OCTOBER, 2017:

Patricia Dodge discussed the areas of the budget that are projecting to be over budget at this point. There is one person placed through Lincoln Hills and receiving services at the Mendota Mental Health Center that had not been budgeted since there wasn't a placement at Lincoln Hills in over 10 years. The placements at Mendota and at Winnebago Mental Health Center were higher than anticipated during the year. There were more people placed at the Institute for Mental Disease at Trempealeau County than were included in the budget.

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

A board member stated that there are 13 new bills introduced and hearings are being conducted in the state regarding new foster care laws. He stated there is a big change coming for foster home licenses.

Bob Ziegelbauer provided handouts of the secure detention report and the unemployment report through October.

### **DATE OF NEXT MEETING:**

The next regular meeting of the Human Services Department Board will be held on Thursday, January 25, 2018 at 4:45 p.m.

### **ADJOURNMENT**:

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

Respectfully submitted,

Laurie Burke, Secretary Human Services Board

LB/pd