



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

**DATE:** Thursday, January 27, 2022  
**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 Pertaining to the Human Services Department.
3. Approval of Minutes.
4. Education Topic: Introduction of New Supervisors and Discussion of Unit Services – Christy Torrison, Child and Family Supervisor; Lisa Reindl, Children’s Waiver Supervisor; Wayne Edmonds, Clinical Services Supervisor; Amanda Miller, Comprehensive Community Services Supervisor.
5. Financial and Statistical Reports through November, 2021 – Patricia Dodge.
6. Questions from Board Members on the Status of the Human Services Department.
7. Director’s Report on Agency Operations – Patricia Dodge.
8. Set Next Meeting Date.

Date: January 19, 2022

Rick Henrickson, Chair  
By: Lori Fure, Lori Joas, Nancy Randolph,  
Deputy Directors; Patricia Dodge – Director

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 4:47 p.m. on Thursday, January 27, 2022 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board Members Present: Henrickson, Agnew, Ruggirello, Shimulunas, Williams

Board Members Excused: Baumann,

Board Members Absent: Burke, Cavanaugh, Nasep

County Board Members Present: None

County Staff Present: Edmonds, Fure, Joas, Kubec, Miller, Randolph, Reindl, Torrison, Dodge, Ziegelbauer

**PUBLIC COMMENT:**

No public comment.

Nancy Slattery the Co-President of the League of Women Voters said they had completed “The Case for a Mental Health Court in Manitowoc County” and supplied copies of the report to the board members. The report is also available on the League Website. Nancy encouraged everyone to read it.

**APPROVAL OF MINUTES:**

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

**EDUCATION TOPIC:**

Introduction of New Supervisors and Discussion of Unit Services – Christy Torrison, Child and Family Supervisor; Lisa Reindl, Children’s Waiver Supervisor; Wayne Edmonds, Clinical Services Supervisor; Amanda Miller, Comprehensive Community Services Supervisor.

Christy Torrison has been working at Human Services for 15 ½ years in the on-going Child Protective Services Unit. With her new position she will supervise 3 Child & Family Services workers and also the foster care team. A focus this year will be working with Lane Kinzel on issues related to the Children’s unit and also working with the foster care team to recruit respite and foster homes.

Lisa Reindl has been working at Human Services a little over 15 years. She has worked with the wrap around program and then moved to CLTS. She will be supervising 11 staff. CLTS currently contracts with 55 providers for services. With the additional staff this year they would like to create new services and will be looking for providers to fill in any gaps in services. There is currently a waiting list for services.

Wayne Edmonds has a Masters Degree in Community Mental Health. He has worked at Human Services for 7 years. Before that he was working in Madison at a Mental Health Center for 13 years working with chronically mentally ill clients. He will oversee 6 workers directly and maintain a small caseload. He is hoping to help everyone reach their full potential.

Amanda Miller has worked at Human Services for 5½ years. She started working in the out-patient unit. She will be supervising 11 workers in the CCS unit. They currently have 87 clients in programs. They are also looking for providers. They would like to offer as many internal services as we can.

## **FINANCIAL AND STATISTICAL REPORTS THROUGH NOVEMBER, 2021:**

There has been an increase in Child Protective Services referrals, through November we had 199 more referrals than last year. Cases include the whole family, which can be several children and adults in each case.

The Youth & Family Services detention center contract ended the year with a surplus. Youth detention was \$26,130 lower than expected. Youth go to Sheboygan and had a few days at Fond du Lac.

Energy Assistance had 200 more cases in November than last year.

CCS currently has 87 cases, with the new positions approved that will help with the wait list.

Didn't receive the statistical information from the Family Care Program organizations yet this month.

Mental Health In-patient will be about \$630,000 at the end of the year. We had about 500 more days than last year.

Diversion Homes like Lighthouse, CORE and Lotus Homes really help us keep people stable in the community. Winnebago Mental Health Center is having a hard time retaining staff, they have sent notices not to send patients on occasion.

Projections are through November 2021, we don't have all of December data yet. We try to look ahead and estimate expenses. We got more money from WIMCR in December and will have a surplus. By the end of March all grants and reports need to be complete.

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

None

## **DIRECTOR'S REPORT OF AGENCY OPERATIONS:**

Staffing updates: We have openings for 1 CSP case aide, 1 CSP Case Manager, a TAD Grant Case Manager, 3 CCS Facilitators, 1 CCS Psychotherapist in the Clinical Division, 1 Child Protection Services Ongoing, 1 CLTS, 1 Economic Support Specialist.

We have four new people starting Monday, January 31<sup>st</sup> and one starting February 14<sup>th</sup>. We continue recruiting, some of the positions requiring certain degrees are harder to fill.

We had a huge response this year from organizations, churches and individuals giving donations for Christmas for children in foster care and families with open cases. Backpack Buddies gave a gift to every child in out-of-home care (approximately 175 kids). The YMCA had a Giving Tree and had a huge donation that took multiple trips with a pick-up truck to drop it all off. Good Shepard Church adopted 20 kids and they received multiple items on their lists. St. John/St. James Church adopted a family and provided many items, Precious Memories Daycare collected a large refrigerator box filled with diapers, wipes, formula, pajamas, shoes, socks, underwear and toys. Cross Fit also donated a gift for every child in out-of-home care. HSD staff also had a Giving Tree and had many donations. There were numerous individuals who sponsored families, one anonymous individual donated gifts totaling over \$2,000. There were also donations of handmade hats, mittens, etc.

It was a very busy month, but our families should hopefully feel very supported. The list of donors is included with this month's handouts.

Covid had again been on the increase and multiple staff tested positive. Staff in certain units were asked to work from home to keep everyone safe and to make sure we had staff available to handle calls.

Patricia gave an update on office moves. About 20 people from Economic Support have been moved and Public Works has been updating areas. About 25 people will move out to the office complex. The workers from Rehab Resources moved on 01/27 so there is room for a few new employees in the area they worked in. A few workers will be moving in the next few weeks and hopefully everyone by April.

One of the things we would like to work on this year is finding places for kids in care. What could a respite home look like in our County? We are just starting to figure out what would work best for our kids. Will be talking with other counties and Patricia put it on the agenda for the Regional Directors Meeting, on Friday. Could also use a home for more challenging, older kids who are very hard to place. These are some of the projects for this year.

**DATE OF NEXT MEETING:**

The next regular meeting of the Human Services Department Board will be held on Thursday, February 24, 2022 at 4:45 p.m. The meeting will be held in the 8<sup>th</sup> Street building at the 801 Jay Street entrance.

**ADJOURNMENT:**

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



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

DATE: Thursday, February 24, 2022  
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 Pertaining to the Human Services Department.
3. Approval of Minutes.
4. Education Topic: Family Resiliency Services and Updates – Lisa Stephan, Family Resiliency Manager and Lisa Reindl, Childrens' Long Term Support Supervisor.
5. Financial and Statistical Reports through January, 2022 – Patricia Dodge.
6. Questions from Board Members on the Status of the Human Services Department.
7. Director's Report on Agency Operations – Patricia Dodge.
8. Set Next Meeting Date.

Date: February 17, 2022

Rick Henrickson, Chair  
By: Lori Fure, Lori Joas, Nancy Randolph,  
Deputy Directors; Patricia Dodge – Director

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 BOARD MEETING NOTICE



DATE: Thursday, February 24, 2022  
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 Pertaining to the Human Services Department.
3. Approval of Minutes.
4. Education Topic: Family Resiliency Services and Updates – Lisa Stephan, Family Resiliency Manager and Lisa Reindl, Childrens' Long Term Support Supervisor.
5. Financial and Statistical Reports through January, 2022 – Patricia Dodge.
6. Questions from Board Members on the Status of the Human Services Department.
7. Director's Report on Agency Operations – Patricia Dodge.
8. Set Next Meeting Date.

Date: February 17, 2022  
*Cancelled: February 24, 2022 @ 11:30 a.m.*

Rick Henrickson, Chair  
By: Lori Fure, Lori Joas, Nancy Randolph,  
Deputy Directors; Patricia Dodge – Director

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

**DATE:** Thursday, March 24, 2022  
**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 Pertaining to the Human Services Department.
3. Approval of January 27, 2022 Minutes.
4. Education Topic: Family Find Initiative, Relative Placements, and Permanency – Lane Kinzel, CFS Supervisor and Sean Michels, Child Protective Services Intake Worker.
5. Resolution Designating Human Services Department the Elder Abuse Reporting Agency.
6. Financial Report through February, 2022 and Statistical Reports for January and February, 2022 – Patricia Dodge.
7. Questions from Board Members on the Status of the Human Services Department.
8. Director's Report on Agency Operations – Patricia Dodge.
9. Recognition of Outgoing Board Members – Patricia Dodge.
10. Set Next Meeting Date.

Date: March 16, 2022

Rick Henrickson, Chair  
By: Lori Fure, Lori Joas, Nancy Randolph,  
Deputy Directors; Patricia Dodge – Director

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**MANITOWOC COUNTY HUMAN SERVICES DEPARTMENT  
BOARD MEETING MINUTES**

**CALL TO ORDER:**

The Manitowoc County Human Services Department Board met at 4:46 p.m. on Thursday, March 24, 2022 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board Members Present: Henrickson, Agnew, Burke, Shimulunas, Williams

Board Members Excused: Ruggirello

Board Members Absent: Baumann, Cavanaugh, Nasep

County Board Members Present: None

County Staff Present: Joas, Kubec, Randolph, Kinzel, Michels, Dodge, Ziegelbauer

**PUBLIC COMMENT ON ANY MATTER PERTAINING TO THE HUMAN SERVICES DEPARTMENT:**

No public comment.

**APPROVAL OF MINUTES:**

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

**EDUCATION TOPIC:   Family Find Initiative, Relative Placements, and Permanency – Lane Kinzel, CFS Supervisor and Sean Michels, Child Protective Services Intake Worker.**

The Family First initiative is a federal program trying to place kids with family members over foster homes. Manitowoc County has always tried placing kids with family first and we are doing well with approximately 50% of placements with family. We have been consistently over the state average for family placements. It is important because every child has family and those connections are important, this also decreases the trauma for the child. It also helps decrease the number of children in out-of-home care. There are limited spots available in foster care and the demand for placements is increasing.

Relatives are defined to the 4<sup>th</sup> degree, through blood, marriage or adoption. What it takes to find family can be a tedious process. Some parents just say “no, there is no one that can take care of my kids”. We start with 3 basic steps. Step one is a WiSACWIS Search, we look through our database to see if there are any related people and start a family tree. The second step is a Seneca Search, which is a State funded search program. We fill out the Seneca Search form and submit to the state. We will get results of possible relatives, including phone numbers, email addresses and residential addresses. The third step is cold calls and letters. Immediate family members usually have a lot of information, who is the family historian, find grandma and call her. Usually there is someone in the family that knows everyone and where they are living. Then we create a genogram. A minimum of three relative letters are expected for each child placed in out-of-home care. Workers also do research by looking through obituaries, the white pages, Facebook, True People and CCAP to do searches. Based on the information gathered, the identified people are put in a genogram table and must fit within the definition of 4<sup>th</sup> degree to be considered for placement. Then contact is made with relatives to see if anyone is interested in caring for the child. There are then many steps before a placement would take place. Background checks are completed along with contact/visits with the child.



## **RESOLUTION DESIGNATING HUMAN SERVICES DEPARTMENT THE ELDER ABUSE REPORTING AGENCY**

A MOTION WAS MADE BY BURKE, SECONDED BY WILLIAMS TO DESIGNATE THE HUMAN SERVICES DEPARTMENT THE ELDER ABUSE REPORTING AGENCY. MOTION CARRIED.

There was a question on how much money is received and what it is used for. Human Services will receive \$33,000 per year. The Adult Protective Service workers use the money for people in crisis. It is used on an emergency basis for items to keep a person in their home.

## **FINANCIAL REPORTS THROUGH FEBRUARY, 2022 AND STATISTICAL REPORTS FOR JANUARY AND FEBRUARY, 2022:**

Between January and February there were no big differences. Under Residential Treatment Center, we haven't used this line as much. We are having problems placing kids with very challenging behaviors, no one will accept them. It is a statewide issue, it is very hard for everyone to find appropriate placements. Last year we had to use a facility in Tennessee for 1 child because there wasn't one that could serve the child in state. Between 2016-2020, the State had 250 kids placed in out-of-state facilities, which is very expensive and not ideal. The Wisconsin Association of Families is working with the State to help with placements. They have arranged a Centralized Resource Connection, which will set up dates for meetings with providers and agencies needing placement. Everyone would call in and discuss the placement needs of the child and see if they would fit with providers. It would save us having to call multiple agencies and repeat the behaviors to each agency and to see if they would be appropriate and have any openings. We don't know what a budget would like right now.

The Clinical Services area was expecting an increase in a grant but did not receive it so they have an overage so far. We have just heard that they will be getting a 27% increase in that area.

Mental Health Inpatient is down a little in February.

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

How is the hiring process going?

Staffing updates: We have been making progress on filling open positions. We are making an offer for 1 CCS Facilitator, and will have 3 openings left for CCS Facilitators. We also have openings for 1 CSP Case Manager and 1 Management Support/Back-up Receptionist.

The remaining staff from our Family Resiliency unit will be moving out to the Office Complex on Thursday (03/31/22). Offices are still being set up. Public Works has been very helpful in making it a smooth transition.

## **DIRECTOR'S REPORT OF AGENCY OPERATIONS:**

Received some good news from the Manitowoc County Expo. They have found a new sponsor for the foster families' county fair passes for this year's fair. The foster families are always very appreciative to receive them. Thank you to the expo and the donor for sponsoring these tickets.

March is National Social Work Recognition Month. Typically, the Admin. Staff host a staff appreciation event in March, but last year due to Covid we had an outdoor picnic in fall. This year we held a mini event last week and plan to do a picnic or luncheon later in the year.

As part of social work month, the State was accepting nominations for a Caring for Kids Award. We nominated Nancy Randolph for her years of work with children. She is a great leader and a successful grant writer. She serves on many boards and committees and has spent many hours over 20 years helping to develop a Boys & Girls Club in Manitowoc, which just recently opened and is being very well received. She was not selected for an award but is our Caring for Kids champion.

### **RECOGNITION OF OUTGOING BOARD MEMBERS – PATRICIA DODGE**

Rick Henrickson was presented with a certificate in recognition of his 16 years of service on the Human Services Board. Rick said he has enjoyed working with everyone, hopes everyone keeps up the good work. He has never been more proud than to work with a group of people that work so hard to help people that really need help. He said it has been a privilege and honor to serve on this committee and he hopes his replacement supports the work done at Human Services. The board and Human Service employees are very thankful for his many years of service and wish Rick good luck in the future.

We also had a certificate for Bob Cavanaugh in appreciation of his 10 years of dedication to the citizens of Manitowoc County by serving as a member of the Manitowoc County Human Services Board.

We also had a certificate for Jack Nasep in appreciation of his 6 years of dedication to the citizens of Manitowoc County by serving as a member of the Manitowoc County Human Services Board

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

The next regular meeting of the Human Services Department Board will be held on Thursday, April 28, 2022 at 4:45 p.m. The meeting will be held in the 8<sup>th</sup> Street building at the 801 Jay Street entrance.

### **ADJOURNMENT:**

A MOTION WAS MADE BY AGNEW, SECONDED BY SHIMULUNAS TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:41 P.M. MOTION CARRIED.



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

DATE: Thursday, April 28, 2022  
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 Pertaining to the Human Services Department.
3. Introduction of New HSD Board Members – Bob Ziegelbauer, County Executive.
4. Election of Officers – Laurie Burke, Secretary.
5. Approval of March 24, 2022 Minutes.
6. Education Topic: Family Resiliency Unit Information and Updates – Lisa Stephan, FRU Manager.
7. Financial and Statistical Reports through March, 2022 – Patricia Dodge.
8. Questions from Board Members on the Status of the Human Services Department.
9. Director's Report on Agency Operations – Patricia Dodge.
10. Recognition of Outgoing Board Member – Patricia Dodge.
11. Set Next Meeting Date.

Date: April 20, 2022

Rick Henrickson, Chair

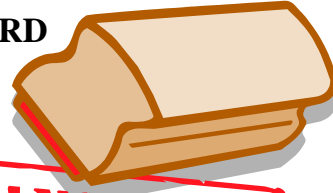
By: Lori Fure, Lori Joas, Nancy Randolph,  
Deputy Directors; Patricia Dodge – Director

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## MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE



DATE: Thursday, April 28, 2022  
TIME: 4:45 p.m.  
PLACE: Manitowoc County Human Services Department  
801 Jay Street, Manitowoc, WI 54220

**CANCELLED**

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 Pertaining to the Human Services Department.
3. Introduction of New HSD Board Members – Bob Ziegelbauer, County Executive.
4. Election of Officers – Laurie Burke, Secretary.
5. Approval of March 24, 2022 Minutes.
6. Education Topic: Family Resiliency Unit Information and Updates – Lisa Stephan, FRU Manager.
7. Financial and Statistical Reports through March, 2022 – Patricia Dodge.
8. Questions from Board Members on the Status of the Human Services Department.
9. Director's Report on Agency Operations – Patricia Dodge.
10. Recognition of Outgoing Board Member – Patricia Dodge.
11. Set Next Meeting Date.

Date: April 20, 2022  
***Cancelled: April 27, 2022***

Rick Henrickson, Chair  
By: Lori Fure, Lori Joas, Nancy Randolph,  
Deputy Directors; Patricia Dodge – Director

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

DATE: Thursday, May 26, 2022  
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 Pertaining to the Human Services Department.
3. Introduction of New HSD Board Members – Bob Ziegelbauer, County Executive.
4. Election of Officers – Laurie Burke, Secretary.
5. Approval of March 24, 2022 Minutes. (No April meeting).
6. Education Topic: Family Resiliency Unit Information and Updates – Lisa Stephan, FRU Manager and/or Lisa Reindl, CLTS Supervisor.
7. Financial and Statistical Reports through April, 2022 – Patricia Dodge.
8. Questions from Board Members on the Status of the Human Services Department.
9. Director's Report on Agency Operations – Patricia Dodge.
10. Recognition of Outgoing Board Member – Patricia Dodge.
11. Set Next Meeting Date.

Date: May 19, 2022

Laurie Burke, Secretary  
By: Lori Fure, Lori Joas, Nancy Randolph,  
Deputy Directors; Patricia Dodge – Director

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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, May 26, 2022 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board Members Present: Agnew, Brey, Bruns, Burke, Klein, Naidl, Ruggirello, Shimulunas,

Board Members Excused: Baumann

Board Members Absent:

County Board Members Present: None

County Staff Present: L. Fure, Reindl, Dodge, Ziegelbauer

**PUBLIC COMMENT ON ANY MATTER PERTAINING TO THE HUMAN SERVICES DEPARTMENT:**

Suzanne Zipperer stated that she is the new observer corps member from the League of Women Voters covering this meeting. She had a question on the ethnic breakdown of child welfare cases and kids in care.

Ms. Zipperer stated that she had been employed by the Bureau of Milwaukee Child Welfare agency and has a concern. She stated that as Manitowoc becomes more diverse, we should examine how many children are of color in the Alternate Care Program. Ms. Zipperer stated that case workers may not understand various cultures depending on who is doing the screening.

**INTRODUCTION OF NEW HSD BOARD MEMBERS – BOB ZIEGELBAUER, COUNTY EXECUTIVE**

Bob Ziegelbauer introduced the new HSD Board members and then all of the members introduced themselves and gave a brief history of their background and interest in serving on the board.

**ELECTION OF OFFICERS – LAURIE BURKE, SECRETARY**

Laurie Burke, Board Secretary opened the nominations for the next Chair of the HSD Board. Laurie Burke nominated Jim Brey for Chair and Judy Ruggirello seconded the nomination. There were no other nominations. MOTION APPROVED.

Vice-Chair – Judy Ruggirello nominated Bonnie Shimulunas for Vice Chair, Doug Klein made the motion and Lori Burke seconded the motion. There were no other nominations. MOTION APPROVED.

Secretary – Judy Ruggirello nominated Laurie Burke, Bonnie Shimulunas made the motion and Doug Klein seconded the motion. There were no other nominations. MOTION APPROVED.

### **APPROVAL OF MINUTES:**

A MOTION WAS MADE BY SHIMULUNAS, SECONDED BY RUGGIRELLO TO APPROVE THE MINUTES FROM THE MARCH 24TH MEETING. (NO MEETING IN APRIL) MOTION CARRIED.

### **EDUCATION TOPIC: FAMILY RESILIENCY UNIT INFORMATION AND UPDATES – LISA REINDL, CLTS SUPERVISOR**

Lisa Reindl, Children's Long Term Support Supervisor, provided information on the Family Resiliency Unit's three programs. The Coordinated Services Team has 4 Coordinators and is currently serving 23 children and families. Two Coordinators are recent hires so the number of families will increase as they are trained.

This is a strengths based wraparound approach helping children and families meet their needs. Teams are created that include family members, service providers, and others that work to design and carry out a coordinated services plan for the child. The child and family have input and accept ownership of the plan. The philosophy is that CST is a short-term service that meets the needs of the child and family. Children with severe emotional disorders, or at-risk of placement outside of their home, or children that are in institutions may qualify.

The Children's Long Term Support Program has 12 Waiver Specialists serving 279 children.

This program provides home and community-based services that fund community supports and services for children who have substantial limitations in their daily activities and need support to remain in their home or community. Funding can be used to support a range of different services based on an assessment of the needs of the child and his or her family. Children with developmental disabilities, severe emotional disturbances and physical disabilities are eligible.

The Birth to 3 Program has 4 teachers/SSC's, 2 dually trained CLTS/B-three workers and a Rehab Resources therapy team serving 177 children.

The Birth to 3 Program is a federally-mandated Early Intervention Program. Workers support families of children with developmental delays or disabilities under the age of three. Children with a 25% delay in functioning qualify. Children are evaluated by a teacher and therapist to determine services.

### **FINANCIAL AND STATISTICAL REPORTS THROUGH APRIL, 2022:**

Patricia Dodge provided information on the areas of the budget that are being challenged this year through April. The number of clients using the Winnebago and Mendota Mental Health facilities is higher than anticipated. People are experiencing crises and there are no other facilities to address many of the issues.

Another area of the budget that has seen growth is the use of childrens' Residential Care Centers. There has been an increase in the severity of behaviors with children and it is very difficult to locate facilities in the state that will accept some of the more extreme cases. Last year we had to place a teen at a facility in Tennessee due to having no other options in state.

The state's Department of Children and Families is working with counties to develop one or more facilities to address these needs but it has been a slow process. In the meantime, there have been up to 5 children placed in an RCC and this can cost up to \$10,000.00 per month per child.

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

No additional questions.

**DIRECTOR'S REPORT OF AGENCY OPERATIONS:**

Patricia Dodge reported on staffing updates. There are currently 9 staff positions in various stages of being filled. Four new staff members will be starting in June and July and five are in the recruitment stage. We are seeing a decrease in qualified candidates and numbers of applicants due to stiff competition in the job market.

The South 8th Street HSD building is at capacity and it was difficult to find additional space for new staff. In April, the Family Resiliency Unit of 25 staff members moved to the County Office Complex. Space was reconfigured and the 20 Economic Support staff members consolidated their area to make room for these staff. The Public Works Department and the I.S. Department staff were very helpful in designing, contracting, and setting up equipment for all staff members.

**RECOGNITION OF OUTGOING BOARD MEMBERS – PATRICIA DODGE**

Patricia Dodge presented a Certificate of Appreciation to Mike Williams for his 8 years of service as a Human Services Board Member. This will be sent to Mike as he is no longer a board member.

**REPORTS DISTRIBUTION – BOB ZIEGELBAUER**

The Secure Detention report was distributed by Bob Ziegelbauer. The usage of secure detention has decreased dramatically over the years due to alternatives that were developed such as the Youth Wellness Center.

Bob Ziegelbauer also distributed the Current Unemployment Statistics report for April, 2022. Manitowoc County's unemployment rate was 2.7% for April.

**DATE OF NEXT MEETING:**

The next regular meeting of the Human Services Department Board will be held on Thursday, June 23<sup>rd</sup>, 2022 at 4:30 p.m. (Please note the change in time.) The meeting will be held in the 8<sup>th</sup> Street building at the 801 Jay Street entrance.

**ADJOURNMENT:**

A MOTION WAS MADE BY AGNEW, SECONDED BY BURKE TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 6:00 P.M. MOTION CARRIED.





## MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, June 23, 2022  
TIME: **4:30 p.m. (Note 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 Pertaining to the Human Services Department.
3. Approval of May 26, 2022 Minutes.
4. Education Topic: Targeted Safety Support Program – Jena Foster, Child Protective Services Supervisor.
5. Financial and Statistical Reports through May, 2022 – Patricia Dodge.
6. Questions from Board Members on the Status of the Human Services Department.
7. Director's Report on Agency Operations – Patricia Dodge.
8. Set Next Meeting Date.

Date: June 16, 2022

Jim Brey, Chair  
By: Lori Fure, Lori Joas, Nancy Randolph,  
Deputy Directors; Patricia Dodge – Director

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 4:33 p.m. on Thursday, June 23, 2022 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board Members Present: Agnew, Brey, Bruns, Burke, Naidl, Ruggirello

Board Members Excused: Klein, Shimulunas

Board Members Absent: Baumann

County Board Members Present: None

County Staff Present: L. Fure, Foster, Joas, Randolph, Dodge, Ziegelbauer

**PUBLIC COMMENT ON ANY MATTER PERTAINING TO THE HUMAN SERVICES DEPARTMENT:**

No public comment.

**APPROVAL OF MINUTES:**

A MOTION WAS MADE BY AGNEW, SECONDED BY RUGGIRELLO TO APPROVE THE MINUTES FROM THE MAY 26TH MEETING. MOTION CARRIED.

**EDUCATION TOPIC: TARGETED SAFETY SUPPORT PROGRAM – JENA FOSTER, CHILD PROTECTIVE SERVICES SUPERVISOR**

Jena Foster, Child Protective Services Supervisor, provided information on what TSSF (Targeted Safety Support Funds) are. Wisconsin's TSSF began in 2020. The purpose is to reduce trauma to children by keeping them safe with their families, providing support and resources to build upon family strengths, preventing future maltreatment and support reunification planning to prevent re-entry.

To qualify families must have an open Child Protective Services case. There must be an active Protective Plan or Safety Plan in place (Present or Impending Danger threats are identified) and it is documented in WiSACWIS.

There are some time-limited resources available for up to 4 months, which include food/clothing assistance, housing assistance, transportation, day care, respite and household items needed to maintain safety (car seats, safety gates, door alarms, safety monitors, etc.) There are also unlimited resources for supervision, social supports, basic home management, in-home health support, crisis services, etc.

In 2022, Manitowoc County began using TSSF funds to pay for one of our three PSG (Professional Services Group) positions. We currently have three full-time members who work 40 hours a week. On a rotating basis, one of them works on Saturdays and Sundays – 8-hour days, so that family members can receive support any day of the week. Since the beginning of this program, we have been able to avoid three separate out-of-home placements with a combined total of 16 children, and we have been able to work with families’ safety within their homes.

Jena provided examples of families that were served with this program and the resources that helped keep the family intact avoiding placement into foster care.

#### **FINANCIAL AND STATISTICAL REPORTS THROUGH MAY, 2022:**

Mainly due to now having six children placed in high cost Residential Care Centers as well as more people utilizing the Winnebago Mental Health Center, the financial activity for 2022 is projected to be a deficit.

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

No additional questions.

#### **DIRECTOR’S REPORT OF AGENCY OPERATIONS:**

Director’s Report: We submitted requests for additional positions for the 2023 budget. The CCS Program and CLTS Program continue to grow and we are not allowed to have wait lists. There are also increases in Child Welfare cases and their complexity that we need to address.

The budget process for HSD was discussed.

There are two open CCS Facilitator positions, two Economic Support Specialist positions, and two Outpatient Psychotherapist positions.

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

The Public Hearing for the 2023 budget will be held on Thursday, August 25<sup>th</sup>, 2022 at 4:00 p.m. The regular HSD Board meeting will be held immediately following the Public Hearing. The meeting will be held in the 8<sup>th</sup> Street building at the 801 Jay Street entrance.

#### **ADJOURNMENT:**

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



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

**DATE:** Thursday, August 25, 2022  
**TIME:** Immediately following Public Hearing which begins at 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 Pertaining to the Human Services Department.
3. Approval of June 23, 2022 Minutes.
4. Education Topic: Tour of the S. 8<sup>th</sup> Street HSD building for Board Members.
5. Financial and Statistical Reports through July, 2022 – Patricia Dodge.
6. Questions from Board Members on the Status of the Human Services Department.
7. Director's Report on Agency Operations – Patricia Dodge.
8. Set Next Meeting Date.

Date: August 18, 2022

Jim Brey, Chair  
By: Lori Fure, Lori Joas, Nancy Randolph,  
Deputy Directors; Patricia Dodge – Director

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 4:18 p.m. on Thursday, August 25, 2022 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board Members Present: Agnew, Brey, Bruns, Klein, Naidl, Ruggirello, Shimulunas,

Board Members Excused: Baumann, Burke

Board Members Absent: None

County Board Members Present: None

County Staff Present: L. Fure, Kubec, Randolph, Dodge, Ziegelbauer

**PUBLIC COMMENT ON ANY MATTER PERTAINING TO THE HUMAN SERVICES DEPARTMENT:**

No public comment.

**APPROVAL OF MINUTES:**

A MOTION WAS MADE BY SHIMULUNAS, SECONDED BY RUGGIRELLO TO APPROVE THE MINUTES FROM THE JUNE 23RD MEETING. MOTION CARRIED.

**EDUCATION TOPIC: TOUR OF THE SOUTH 8<sup>TH</sup> STREET BUILDING FOR BOARD MEMBERS**

Members will take a tour of the building after completing the rest of the meeting.

**FINANCIAL AND STATISTICAL REPORTS THROUGH JULY, 2022:**

The CFS Unit had a great month of reunifications with 9 children returning home. The parent coaches and transportation specialists are making a big impact as families are getting more visits which are leading to more reunifications.

We are still projecting a deficit for 2022 of approximately \$446,000. Mostly due to more children being placed in high cost Residential Care Centers as well as more people utilizing the Winnebago Mental Health Center. There are more people being admitted into Winnebago and Mendota and stays are also longer than in the past.

There was a discussion regarding Residential Care Centers. There are not many in the state, and it is very hard to place kids with very challenging behaviors. The Wisconsin County Human Services Association has been looking at the situation and working with the State to determine what is possible, but nothing has been determined yet. Donna Bruns would be interested in helping with this project if needed.

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

There was a question on statistics from the Family Care Program, we just haven't gotten the numbers yet from Community Care, they will be included when we receive them.

Chair Brey mentioned that former board member Jack Nasep has passed away. A sympathy card was sent from the board.

The CLTS unit has been getting many new referrals (70 more than last year). That is an area where we can't have any wait lists.

One of the board members was wondering if the Office Complex can have a lobby open or a central point to drop off items. Right now, there is no reception area so it is really hard to determine where to drop things off. We will check into having a basket and a sign near the entry doors.

No additional questions.

### **DIRECTOR'S REPORT OF AGENCY OPERATIONS:**

The 2023 HSD budget is still being worked on and we hope to complete it in the next few weeks. It was about \$25 million for 2022 and we expect some increase for 2023.

There currently is one open CCS/CLTS Facilitator position (would like this position to combine some CCS and some CLTS work), one Economic Support Specialist position, and one Outpatient Psychotherapist position. The psychotherapist positions have been really hard to fill due to requirements needed of the position.

One of the areas we have been working on is worker safety. We developed a safety manual with a committee several years ago and then updated it 3 years ago. We are trying to determine if we can update any of the procedures. We currently have a safety committee and are looking for a professional that could help. We seem to have more threats and intimidation from clients. We are trying to determine what else we can do to help workers feel safe out in client's homes, working here after hours, and in the building. The Sheriff's Department is working on an active shooter training and will be offering 4-hour sessions. We have also added video cameras to some of the exits and the lobby, so if something were to happen they can look at the tape. This will be an ongoing project.

Human Services recently got a 4<sup>th</sup> county vehicle. The vehicles are used extensively by our transportation specialists and social workers for visits, appointments, meetings, etc. Many workers are not real comfortable having clients in their personal vehicles. The ADRC Director recently contacted us saying they may be getting a grant for a new vehicle and wondering if HSD would want their old one. Yes, we would, so we may be getting that vehicle also.

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

The next regular meeting of the Human Services Department Board will be held on Thursday, September 22, 2022 at 4:15. The meeting will be held in the 8<sup>th</sup> Street building at the 801 Jay Street entrance.

### **ADJOURNMENT:**

A MOTION WAS MADE BY AGNEW, SECONDED BY BRUNS TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 4:58 P.M. FOLLOWED BY A 20 MINUTE TOUR OF THE BUILDING, MOTION CARRIED.



## MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, September 22, 2022  
TIME: **4:15 p.m. (Note 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 Pertaining to the Human Services Department.
3. Approval of August 25, 2022 Public Hearing Minutes.
4. Approval of August 25, 2022 Regular Meeting Minutes.
5. Education Topic: National Crisis Lifeline 988 Integration with Crisis System – Betsy Johnson, Clinical Program Manager.
6. Financial and Statistical Reports through August, 2022 – Patricia Dodge.
7. Questions from Board Members on the Status of the Human Services Department.
8. Director's Report on Agency Operations – Patricia Dodge.
9. Set Next Meeting Date.

Date: September 15, 2022

Jim Brey, Chair  
By: Lori Fure, Lori Joas, Nancy Randolph,  
Deputy Directors; Patricia Dodge – Director

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 4:15 p.m. on Thursday, September 22, 2022 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board Members Present: Agnew, Baumann, Brey, Bruns, Klein, Naidl, Ruggirello, Shimulunas

Board Members Excused: Burke

Board Members Absent: None

County Board Members Present: None

County Staff Present: Joas, Johnson, Kubec, Randolph, Dodge, Ziegelbauer

**PUBLIC COMMENT ON ANY MATTER PERTAINING TO THE HUMAN SERVICES DEPARTMENT:**

Chair Brey welcomed back Jim Baumann.

No public comment.

**APPROVAL OF MINUTES:**

A MOTION WAS MADE BY NAIDL, SECONDED BY KLEIN TO APPROVE THE MINUTES FROM THE PUBLIC HEARING INTO THE 2023 BUDGET. MOTION CARRIED.

A MOTION WAS MADE BY RUGGIRELLO, SECONDED BY SHIMULUNAS TO APPROVE THE MINUTES FROM THE AUGUST 25TH MEETING. MOTION CARRIED.

Patricia wanted to share some sad news, Vicki Bonassin, one of our CFS on-going workers passed away this past weekend. Vicki had her one-year work anniversary recently and had shared that she loved her job and co-workers. She was a strong advocate for the children and families she worked with and will be missed.

**EDUCATION TOPIC:** NATIONAL CRISIS LIFELINE 988 INTEGRATION WITH CRISIS SYSTEM – BETSY JOHNSON, CLINICAL PROGRAM MANAGER.

988 is the new Suicide and Crisis Lifeline that became available in the US on 07/16/22. 988 centers are staffed with trained counselors to assist individuals during stressful situations providing support and connecting them to local resources. People can reach it by calling, texting or can chat at 988lifeline.org. The suicide rate among Wisconsin residents increased 40% between 2000-2017 and suicide is the second leading cause of death among individuals between ages 10 and 34. The Federal Government felt they needed an easier way for people to get help. The National Suicide Hotline number will still be available but the 988 number is easier to remember.



988 is a network of over 180 accredited crisis call centers across the country. The center for Wisconsin is in Green Bay out of Family Services of Northeast Wisconsin. It is staffed by trained counselors. The lifeline dispatches emergency services when necessary but cannot perform DHS Chapter 51.15 Mental Health Detentions.

Betsy has been working extensively with the Wisconsin Lifeline Program Director to implement the 988 program. She has held trainings with officers at the Manitowoc and Two Rivers Police Departments and the Sheriff's Department that respond to welfare checks from the lifeline and transition the calls to MCHSD On Call Services if emergency detentions are needed. She holds monthly meetings with the HSD Crisis workers to talk about the transition and train crisis workers on handling Emergency Detentions that are transferred through law enforcement.

Working collaboratively with Wisconsin Lifeline has allowed MCHSD to give clients an easier option to remember for services. Betsy and the Wisconsin Lifeline Director, Shelly Missall, were asked to present at the Crisis Intervention Conference to promote the 988 program and share how it was integrated with local law enforcement in our county.

There are concerns about an increase in calls and detentions once the state starts advertising the program. Mental Health Crisis numbers in Manitowoc County are already increasing. In 2015 we had 2,491 calls but it was up to 4,500 calls by 2021.

A positive for the unit is from January – June of 2022, 74 adults and 63 children were successfully Safety Planned by Crisis/On-Call services rather than placed in psychiatric hospitals. 79 adults were placed in a crisis facility rather than hospitalized.

Human Services is working with other agencies to address some community crisis costs. A warming shelter will be opening in November and crisis workers will provide some trainings to volunteers working at the shelter. Group Homes have been closing due to low reimbursement rates from Family Care providers leaving less placement options so crisis staff are attending meetings to advocate for members. Residential treatment facilities are now accepting out of county residents some needing to be detained so staff continue to work to encourage Inter County Agreements and have crisis plans in place when accepting clients.

#### **FINANCIAL AND STATISTICAL REPORTS THROUGH AUGUST, 2022:**

We are still projecting a deficit for 2022 but right now it is a little lower than last month. As the number of referrals in the waiver program increases, the deficit will lower as we can charge a 7% administrative fee which offsets some costs. The deficit is mostly due to increases in placements in mental health facilities for adults, and Residential Care Centers for children. There has also been an increase in juveniles in secure detention. Some of their placements have been longer due to serious crimes being committed. There also are staff shortages in the Public Defender's office, which may take longer for cases to get assigned

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

None.

## **DIRECTOR'S REPORT OF AGENCY OPERATIONS:**

The 2023 HSD budget has been submitted with no changes to the tax levy. We would like approval for two daytime crisis workers to relieve the current workers of handling crisis calls each month, which takes them away from their caseloads. Would also like an additional nighttime crisis worker, with training in the children's area.

We currently have one open CCS/CLTS Facilitator position, one psychotherapist, and two CFS on-going worker positions available.

The CCS program has seen the biggest increase in cases and staff. We still have a wait-list and are requesting a supervisor and a few more CCS Facilitators for next year. These positions are funded by grants, MA funding and WIMCR. All the CCS positions come with some type of funding.

Would also like to add a Family Find worker, which should help reduce placements of children.

The Wisconsin County Human Services work group, that has been working on the issue of having to send juveniles to out-of-state facilities has some recommendations. Currently there are very limited places that accept kids that have extreme behaviors. They would like to start a pilot programs using existing homes/centers. They would like to set up four (4 bed) centers around the state and would service kids with cognitive disabilities or with severe trauma. They would like to work with providers to look at costs and have it set up starting in the first quarter of next year.

At the last meeting there was a report handed out from a member of the Mental Health Committee of the League of Women Voters regarding a Mental Health Court in the county. Patricia has an extra copy if anyone needs one.

A board member asked what we do for the stress and maintaining mental health of our own workers. We do have a Secondary Traumatic Stress Group that provides information periodically, and checks in with workers if there is a traumatic event. There are no specific programs through Personnel except the Employee Assistance Program. Supervisors and team members are very compassionate and help each other out.

## **DATE OF NEXT MEETING:**

The next regular meeting of the Human Services Department Board will be held on Thursday, October 27, 2022 at 4:15. The meeting will be held in the 8<sup>th</sup> Street building at the 801 Jay Street entrance.

## **ADJOURNMENT:**

A MOTION WAS MADE BY BAUMANN, SECONDED BY KLEIN TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:11 P.M., MOTION CARRIED.



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

**DATE:** Thursday, October 27, 2022  
**TIME:** 4:15 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 Pertaining to the Human Services Department.
3. Approval of September 22, 2022 Regular Meeting Minutes.
4. Education Topic – Update on Drug Court Program - Don Sweet, Treatment Alternatives/Diversion Coordinator.
5. Financial and Statistical Reports through September, 2022 – Patricia Dodge.
6. Budget Discussion – Bob Ziegelbauer, County Executive.
7. Change Structure of Position in AODA Services – Lori Fure.
8. Questions from Board Members on the Status of the Human Services Department.
9. Director's Report on Agency Operations – Patricia Dodge.
10. Set Next Meeting Date.

Date: October 19, 2022

Jim Brey, Chair

By: Lori Fure, Lori Joas, Nancy Randolph,  
Deputy Directors; Patricia Dodge – Director

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 4:15 p.m. on Thursday, October 27, 2022 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board Members Present: Agnew, Baumann, Bruns, Klein, Naidl, Ruggirello, Shimulunas,

Board Members Excused: Burke, Brey

Board Members Absent: None

County Board Members Present: None

County Staff Present: Floate, Fure, Kubec, Randolph, Sweet, Dodge, Ziegelbauer

**PUBLIC COMMENT ON ANY MATTER PERTAINING TO THE HUMAN SERVICES DEPARTMENT:**

No public comment.

**APPROVAL OF MINUTES:**

A MOTION WAS MADE BY RUGGIRELLO, SECONDED BY KLEIN TO APPROVE THE MINUTES FROM THE SEPTEMBER 22ND MEETING. MOTION CARRIED.

**EDUCATION TOPIC: UPDATE ON DRUG COURT PROGRAM - DON SWEET, TREATMENT ALTERNATIVES/DIVERSION COORDINATOR.**

We started the Drug Court in Manitowoc County 5 years ago. Drug Court is an alternative to jail/prison time. Individuals are generally at a medium to high risk/need level to be referred. We have had 70 individuals attempt the program in the last 5 years. We currently have 16 active participants in Drug Court with 6 more being processed. The primary offenses of people involved in drug court are Drug Manufacture/Delivery or Drug Possession. The program has 5 phases and takes approximately 16 months to complete. Manitowoc does have a high limit per capita and the most we have had in the program at one time is 20.

We currently have a larger female population with 4 males and 14 females involved. There has been a reduction in Recidivism with 80% not re-offending and most individuals compliant in paying program fees. The primary drug of choice in Manitowoc County is Heroin and recently Fentanyl or marijuana mixed with Fentanyl. We stress education and expect participants to complete their GED or HSED. One of the reasons our program is doing so well is because of all the community programs/partners involved. We have a large wrap-around which is so important to success. Lighthouse Recovery, Horizons, Lotus and Transitional Sober Living play an important part. They provide a safe place for participants to stay and provide training on cooking, what it takes to live in an apartment, etc. Manitowoc County is a leader for the recovery community. Many counties have contacted Don and Jason to find out what we are doing here to be successful. Don will be leaving the county in November and Ellen Floate will be replacing him. Don will be a Clinical Supervisor at CORE so will still be working in the community. We hate to see him go and wish him the best.

## **FINANCIAL AND STATISTICAL REPORTS THROUGH SEPTEMBER, 2022:**

The Energy Assistance Program started October 1<sup>st</sup> and we are taking applications. The state has contracted with a private agency to handle the energy program online applications and the counties are getting 10 – 20% less funding so several counties don't want to administer it any longer. Manitowoc County will continue the program for next year.

We currently have 113 open CCS cases, which keep people in the community and out of crisis. There are currently 324 children in the Children's Waiver Program, there have been some challenges finding services and providers. These services are fully funded and wait lists are not allowed.

We are still projecting a deficit for 2022. We had 8 children in residential treatment in August and are down to 5 in September but residential treatment is very expensive. Our alternate care for children costs are currently \$957,000 more than budgeted. We also have a deficit of approximately \$400,000 for people in mental health facilities. We hope to off-set some of this. The expenses for chronically mentally ill clients have been lower and there is a surplus compared to the budget in the Management Support section to help offset higher costs and usage. We anticipate about a \$300,000 deficit for the year.

## **BUDGET DISCUSSION – BOB ZIEGELBAUER, COUNTY EXECUTIVE.**

Bob distributed handouts. He said we are making a major move next year at Human Services and adding an additional 17 positions. Most positions are funded or at least partially funded. We will be using \$250,000 of the money the county received in the lawsuit against opioid manufacturers this year for Human Services. The County is expecting \$3 million dollars over the next 16 years from the lawsuit. The 2023 budget is at \$28,000,000 for 2023 which is a pretty large increase. He will also be purposing a 5% cost of living increase for county employees. Human Services has a number of vacancies and is having a difficult time filling open positions. Hopefully the 5% will help us compete in the job market. Employees can also receive up to 2% for performance review increases. The County Board will have a public hearing and then a vote on November 10<sup>th</sup>.

## **CHANGE STRUCTURE OF POSITION IN AODA SERVICES – LORI FURE.**

We have had an opening for almost a year for someone with a Master's Degree and experience in alcohol and drug abuse counseling and just are not getting any qualified candidates. The intensive outpatient clients are each seen 18 hours a week and we have at least 70 people needing services. Our drug court coordinator and another AODA counselor are also leaving in November. We would like to get someone in to help and would like to change this position to a support person position. They would help track people, collect data and make sure everyone in crisis beds are getting tracked to make sure we are meeting minimum requirements for grants. The minimum qualification for this position would be a high school diploma and if person is interested we could use some grant money to help them get an Associate Degree as a Substance Use Counselor.

A MOTION WAS MADE BY BAUMANN, SECONDED BY KLEIN TO ACCEPT THE CHANGE TO STRUCTUE OF THE POSITION IN AODA SERVICES, MOTION CARRIED.

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

Eleanor mentioned that a person in the community said to her that one reason no one is looking for work is because to many people are getting free money sitting at home. General public may not know that programs have changed over the years, we no longer have the general relief program. Anyone receiving benefits does have to meet certain criteria to qualify for any of the programs that the county handles.

### **DIRECTOR'S REPORT OF AGENCY OPERATIONS:**

Emergency Government did some training this week with about 7 Human Services staff and staff from Public Health. In case of any disasters in Manitowoc County, Human Services staff are expected to be involved. In the past the Red Cross was the lead, but they have pulled out of Manitowoc. They are having a hard time getting volunteers, so the responsibility shifted to Human Services. We would be required to set up shelters, food service, counseling, etc. If it was a large disaster we could potentially have to staff three 8-hour shifts, with our employees until the shelter is closed. Training will continue and we will have to write up procedures to give to all staff.

We currently have the following open positions: 2 CPS Ongoing workers, 1 CPS intake worker, 1 CCS Facilitator, 1 AODA Case Manager, 1 SUD Treatment worker, 1 Youth Justice Case Manager, 1 CST worker, 1 Parent Coach, 1 After-hours Crisis staff, 1 Temporary Financial Services Specialist.

Economic Support has not received any paper energy assistance applications yet from the State. They will assist people with the computer application and print if needed. Both workers that had been handling the energy program left this summer so we have gotten 2 temp staff to fill in.

We have been working on succession planning for upper management positions for the past year. We have added Supervisors so that the staff to Supervisor ratio is more manageable. Nancy Randolph, Deputy Director of the Children & Families Division will be retiring by the end of the year. Sue Ader, Child Protective Services Supervisor will be replacing Nancy, we are sure the division will be in great hands. We would like to congratulate Nancy for almost 30 years of advocating for children in Manitowoc County. She has been instrumental in so many projects in the community as well as with Human Services.

Patricia Dodge, HSD Director, will also be moving on to new adventures in January, 2023. She said it's been an honor to have worked with the board and staff over the past 26 years. She will be here through the end of the year and will be attending the next board meeting in December. Lori Fure has accepted the appointment as Human Services Director.

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

The next regular meeting of the Human Services Department Board will be held on Thursday, December 8, 2022 at 4:15. The meeting will be held in the 8<sup>th</sup> Street building at the 801 Jay Street entrance.

### **ADJOURNMENT:**

A MOTION WAS MADE BY AGNEW, SECONDED BY RUGGIRELLO TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:44 P.M., MOTION CARRIED.



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

DATE: Thursday, December 8, 2022  
TIME: 4:15 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 Pertaining to the Human Services Department.
3. Approval of October 27, 2022 Regular Meeting Minutes.
4. Education Topic – Various Agency Updates – Patricia Dodge, Lori Fure.
5. Financial and Statistical Reports through October, 2022 – Patricia Dodge.
6. Questions from Board Members on the Status of the Human Services Department.
7. Director's Report on Agency Operations – Patricia Dodge.
8. Set Next Meeting Date.

Date: December 1, 2022

Jim Brey, Chair

By: Lori Fure, Lori Joas, Nancy Randolph,  
Deputy Directors; Patricia Dodge – Director

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 4:17 p.m. on Thursday, December 8, 2022 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board Members Present: Agnew, Bruns, Naidl, Ruggirello

Board Members Excused: Baumann, Burke, Brey, Klein, Shimulunas

Board Members Absent:

County Board Members Present: None

County Staff Present: Fure, Huss, Kubec, Randolph, Dodge, Ziegelbauer

**PUBLIC COMMENT ON ANY MATTER PERTAINING TO THE HUMAN SERVICES DEPARTMENT:**

No public comment.

**APPROVAL OF MINUTES:**

APPROVAL OF THE MINUTES FROM THE OCTOBER 27TH MEETING WAS TABLED UNTIL THE JANUARY MEETING AS THERE WAS NO QUORUM.

**EDUCATION TOPIC: Various Agency Updates – Patricia Dodge, Lori Fure**

This is Patricia's final meeting and she just wanted to discuss some of the changes that have taken place over the years. There has been a big change in technology. When Patricia started we did not have computers, now we are moving to eventually all employees having laptops, many of the case workers also have cellphones now as many clients will only respond to texts. Our practices have changed a lot over the years, moving from a more punitive model on how we work with families to more preventive services. We used to place many youths at Lincoln Hills and spent almost a \$1,000,000 a year. We now have CST and other programs involved that are more tailored to the child and family. We also have alternatives to detention programs to divert youth from detention facilities. Our agency uses Trauma Informed Care now, we look at the people we work with and see how many traumas a person had in the past to better understand them. Ask what has happened to them, not what did you do.

The State is realizing preventive services are working and has put more money in Targeted Safety Support funds that are used to help prevent placements. We have applied for two grants for next year. We are using some of these funds to fund a Family Find position. There is a federal incentive to place kids with family and sometimes immediate families are not forthcoming with names. This position will have time to look into relatives so we can keep kids out of foster homes. There will be screenings completed to make sure the relatives are fit to take kids. If there is a CHIPS order in place the case will continue open with us until the order ends.



The State has changed the Administrative Code regarding clinical cases to combine mental health and substance use, so the Clinical Services unit has moved from medical to more community services. Before everything was based on what a doctor recommends, we have moved to more client-based practices. Doctors do not have to sign off on everything. We have to look at what consumers want (with some stipulations), but always have to move towards harm reduction. We used to only work with people that wanted to work with us, now sometimes we will have to do work with people that don't want to work with us. Children's programs continue to use a team approach. The supervisors get together and decide which unit would be most effective working with each child.

#### **FINANCIAL AND STATISTICAL REPORTS THROUGH OCTOBER, 2022:**

Lori Joas said there is an increase in Badger Care cases. The Federal government has not lifted the Covid restrictions so people cannot be cut off the programs. There is also an increase in people who never applied before now applying due to the rising cost of living. Energy assistance applications are down slightly from last year so far.

There is a rise in Winnebago and Mendota admissions about \$34,000 in October. The projection for year end is a little better because the county received some opioid settlement money and it is being applied to Human Services.

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

Was someone hired full-time to write grants? No, grants are very specific to each area, and one person could not know enough about each area to apply for all. Each unit applies for grants that apply to them.

There was a question if the old library was purchased by HSD. There was a bid accepted, so now this will go to committees for approval.

There are 7 open positions now plus 17 for next year, why is it so hard to hire workers? People applying want more flexibility to work from home. We have also lost people because the salaries in the private sector are much higher than we can offer.

#### **DIRECTOR'S REPORT OF AGENCY OPERATIONS:**

Patricia introduced Jessica Huss, the new Business Division Deputy Director. Welcome Jessica.

We have been working on updating our safety procedures and Personnel recommended a safety expert at M3 Insurance. Patricia had an initial meeting with him and he will be meeting with our safety committee in the near future to listen to our needs and come up with some solutions.

Patricia and Lori took a tour of the Lakeside corporate office building. There are currently 37 offices, a big work area with no walls, and also 97 parking spaces. If the purchase is approved by the County Board we would potentially move the CCS unit which is expanding and eventually create a Crisis Center. Lakeside plans to move by June, so it wouldn't be until later summer that we could move anyone.

This will be Patricia's last meeting. She really appreciated everyone's support over the years. She has been fortunate to have had really good people on the board that support the work done at Human Services. The Board appreciates all the years of hard work by Patricia and also Nancy Randolph and wishes them well.

**DATE OF NEXT MEETING:**

The next regular meeting of the Human Services Department Board will be held on Thursday, January 26, 2023 at 4:15. The meeting will be held in the 8<sup>th</sup> Street building at the 801 Jay Street entrance.

**ADJOURNMENT:**

THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD WAS ADJOURNED AT 5:05 P.M.