



MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, January 26, 2023
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 and December 8, 2022 Regular Meeting Minutes.
4. Education Topic – Parent Coaching – Jena Foster and Tina Salinas.
5. Statistical Reports for November and December, 2022 – Jessica Huss.
6. Questions from Board Members on the Status of the Human Services Department.
7. Director's Report on Agency Operations – Lori Fure.
8. Set Next Meeting Date.

Date: January 19, 2023

Jim Brey, Chair

By: Sue Ader, Lori Joas, Jessica Huss,
Deputy Directors; Lori Fure – 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, January 26, 2023 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

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

Board Members Excused: Ruggirello

Board Members Absent:

County Board Members Present: None

County Staff Present: Foster, Fure, Huss, Joas, Kubec, Michels, Salinas, 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 AGNEW TO APPROVE THE MINUTES FROM THE OCTOBER 27TH MEETING. MOTION CARRIED.

A MOTION WAS MADE BY SHIMULUNAS, SECONDED BY AGNEW TO APPROVE THE MINUTES FROM THE DECEMBER 8TH MEETING. MOTION WAS CARRIED.

EDUCATION TOPIC: Parent Coaching – Jena Foster and Tina Salinas

Child protection is mandated to do supervised visitation for families with children placed out of their care. We currently have 5 full-time and 1 part-time Parent Coaches who provide approximately 40-50 supervised visits per week, each about 2 hours long. When a family is closer to reunification they will have more visits and extended visit times. Supervised visitation occurs in the home, the respite house, we rent space at Lakeshore CAP and also public places like the library. The Parent Coaches also provide parenting education and are trained in Nurturing Parenting curriculum from the state. The education hours are separate from the visitation hours. When they meet with a family they have them take a pre-test which determines which areas they will work on. When completed, they give parents a post-test to be sure they understand and the social worker can see if any changes were made.

The Parent Coaches try to be a bridge between the social worker and the parents, they try and build a relationship with the family and build trust so the families see this as a positive thing. They set goals and try to build a plan together. They mirror positive behaviors and connect families to resources that can help them.

In 2021, we decided to allow some families to voluntarily meet with a parent coach when the assessment showed the case did not have to formally open but there were areas the family could work on. We have had 29 families voluntarily meet with parent coaches since 2021 and only 3 of them came back with a new referral

STATISTICAL REPORTS FOR NOVEMBER AND DECEMBER, 2022:

The workload statistics were reviewed. There was a 34% increase in substance use referrals, but the involuntary hospitalizations went down. There was a question on if the 988 Call Center has made a difference. Any 988 after hours calls from someone in Manitowoc County are funneled down to us so we still receive them.

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

NAMI has received a grant to start a Mental Health Court in Manitowoc County, will Human Services be working with them. Bob mentioned we already have a lot of demands on our staff, and don't know if our community can support a mental health court. We hope they do good work. Lori will be having a meeting with Donna in February to see what they are planning. It will also take a while for NAMI to make plans and set up how the court would work.

There was a question on how the hiring is going. We've hired workers in the substance use area so by May will be full. One of the workers that left the substance abuse area went to two other counties but is now coming back. The 5% increase in December might be helping. We are also trying to be more flexible with schedules and with our work from home policy.

DIRECTOR'S REPORT OF AGENCY OPERATIONS:

Our Clinical Services Manager resigned his last day was January 26th, so we will be trying to replace him. We are also currently looking for a CPS Initial Assessment Social Worker, a CPS Ongoing Social Worker, a Daytime Crisis worker and a Treatment Alt/Diversion Counselor. Some of the newer people we've hired don't have the experience and need more supervision.

The county approved the purchase of the Lakeside corporate office building. Lori and a few staff will be meeting with Public Works next week to start working on plans. We plan for the CCS unit to move into the new space, in approximately August. Lori would like to put together a two-year plan on office space needs for the Human Services building before any other moves take place.

Lori said they are also working on mental health crisis beds. Last year we had 6 beds in 3 different homes. The plan was to move them all to one provider by January 1, but the provider was only able to provide 2 beds for AODA clients. In early January we had 3 – 4 people in crisis, 3 were then hospitalized and 1 was safety planned home. We found a new provider for two additional crisis beds and have contracted with a former provider for 1 additional crisis. This issue will continue to be worked on.

Jessica has been working with the safety committee on safety in the building, home visits, etc. They are working with a consultant to come up with plans and training. We also have a lot of new staff that need training.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on Thursday, February 23, 2023 at 4:15. The meeting will be held in the 8th Street building at the 801 Jay Street entrance.

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.



MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

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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 January 26, 2023 Regular Meeting Minutes.
4. Education Topic – Medication Assisted Recovery for Substance Use Disorders – Dr. Basil Spyropoulos.
5. Statistical Reports for January, 2023 – Lori Fure.
6. Financial Projections for December, 2022 – Jessica Huss.
7. Questions from Board Members on the Status of the Human Services Department.
8. Director's Report on Agency Operations – Lori Fure.
9. Permission to reclassify an existing CCS position to Clinical Deputy Director.
10. Set Next Meeting Date.

Date: February 15, 2023

Jim Brey, Chair

By: Sue Ader, Lori Joas, Jessica Huss,
Deputy Directors; Lori Fure – 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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8. Director's Report on Agency Operations – Lori Fure.
9. Permission to reclassify an existing CCS position to Clinical Deputy Director.
10. Set Next Meeting Date.

Date: February 15, 2023
Cancelled: February 21, 2023

Jim Brey, Chair
By: Sue Ader, Lori Joas, Jessica Huss,
Deputy Directors; Lori Fure – Director

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MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, March 23, 2023
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 January 26, 2023 Regular Meeting Minutes.
4. Education Topic – Economic Support Unwinding – Lori Joas.
5. Statistical Reports for January and February, 2023 – Lori Fure.
6. Financial Projections for December, 2022 – Jessica Huss.
7. Questions from Board Members on the Status of the Human Services Department.
8. Director's Report on Agency Operations – Lori Fure.
9. Permission to reclassify an existing CCS position to Clinical Deputy Director.
10. Set Next Meeting Date.

Date: March 15, 2023

Jim Brey, Chair

By: Sue Ader, Lori Joas, Jessica Huss – Deputy Directors;
Lori Fure – 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 4:15 p.m. on Thursday, March 23, 2023 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

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

Board Members Excused: Shimulunas

Board Members Absent: Burke

County Board Members Present: None

County Staff Present: Ader, Fure, Huss, Joas, Ziegelbauer

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

No public comment.

APPROVAL OF MINUTES:

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

EDUCATION TOPIC: ECONOMIC SUPPORT UNWINDING – Lori Joas

In March 2020, federal mandates were passed in response to the global pandemic which impacted Economic Support. The mandate effectively waived food share renewals for 18 months. This mandate also gave participants additional benefits, bringing them up to the maximum allotment. Participants who were already at the maximum allotment received an additional \$95 per month. Badgercare and Medicare also remained open throughout the pandemic unless the participant: requested to opt out, moved out of Wisconsin, or passed away. These benefits were effective until February, 2023. Participants were provided advance notice of the mandate ending, and were instructed to call 211, or the call center for assistance.

With the federal mandates ending, annual renewals will resume, and participants will be reviewed for eligibility. Since screening wasn't allowed during the pandemic, everyone has to be reviewed, which will take a significant amount of work to complete. Staff have found it challenging to stay current with the constant changes. Additionally, we have new staff who have to be trained. The state has created a plan to conduct the screenings by grouping all participants by type (i.e., Medicare, Badgercare, etc.) with reviews being conducted from June – May. Staff will be approved with work overtime, which is being funded with COVID dollars. The State of Wisconsin is providing limited term employees (LTE's) to assist with outreach, and address updates. The consortium is hiring a shared employee, who will work for Winnebago County, but will be shared by all counties in our consortium. All staff were being trained to effectively work with the frustrated people who may call in for assistance.

It is expected some participants may no longer be eligible for benefits. Those in need are being referred to food pantries, 211, and other resources. Participants will also be able to purchase insurance from the marketplace even though the enrollment period is not currently open.

STATISTICAL REPORTS FOR JANUARY AND FEBRUARY, 2023: Lori Fure

The workload statistics were reviewed. Most statistics have remained steady, with the exception of an increase in clinical services, including Adult Protective Services. There has been an increase in no-shows for mental health appointments which caused the mental health intake number to decrease slightly, although the need remains the same.

FINANCIAL PROJECTIONS FOR DECEMBER 2022: Jessica Huss

Preliminary 2022 financial results were presented; current as of 2:00 pm on 3/23/23. Human Services has until March 25, 2023 to record all revenues and expenses, and some program revenue has not yet been recorded. Additionally, \$925,546 of fund balance was budgeted to be used in 2022, and this transfer has not been made.

There was a question from the board on if it takes some time to submit grant reimbursements. Jessica Huss responded that the first step in closing the year was to pay all external provider invoices, which can take some time. Then, once all invoices are paid, the staff can submit the expenses for reimbursement from grants, and/or Medicare (MA) billing. Most of the billing is now complete, but there is one program left to reconcile, submit, and record.

There was a question from the board on if alternative options exist to prevent from admitting clients in crisis in Winnebago County, or Mendota facilities. Lori Fure explained there is a high need for crisis beds, and the ten beds the county planned to have in 2023 did not materialize. As a result, we've contracted for two additional beds at Homes for Independent Living of Wisconsin (HIL), and one at North Oak (Adult Protective Services bed). Lori said we could still use more crisis beds, but there has been a shortage of health care workers which has resulted in providers being shorthanded, and unable to contract with us. There was a follow-up question on if counties can share crisis beds. Lori responded that most counties seem to be short on crisis beds, and since each county pays to have the bed available, it is unlikely they would allow it.

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

There was a request for an educational topic at a future meeting. The board would like to learn more about the process for determining when child out-of-home placement (foster care) is needed. It was believed this topic was recently presented, but this request was to have hypothetical scenarios presented so the board can gain a better understanding of the process.

DIRECTOR'S REPORT OF AGENCY OPERATIONS: Lori Fure

Permission was granted to discuss agenda items 8 and 9 together.

Due to staffing shortages, the clinical division is currently being managed by the Human Services Director, and the Crisis Manager. The Clinical Manager resigned several months ago, and this position has not been filled. The Clinical Manager position is a difficult to fill due to the number of specialized certifications, and licensure, required to meet the job qualifications. There are many new, and inexperienced staff in the clinical division, who need extra help. The number of grants has increased, which in turn, has increased the amount of time needed in case management, tracking, and statistics. Specifically, the county has acquired a room and board grant to help cover the costs of inpatient room and board, which is not covered by Medicare. This grant requires extensive tracking, and case management time. Manitowoc County received the 3rd largest award for the state opioid response grant totaling \$731,590. This award requires training for sober living, intense treatment, extensive data tracking, and surveys.

The Director, Lori Fure, is requesting permission to convert a vacant CCS position into a Clinical Deputy Director position to help manage these challenges. The rationale for the change is to compensate the crisis manager appropriately for the additional duties she's taken on, and to attract a new Clinical Manager with the necessary experience, and to compensate them appropriately.

There was a question from the board on if there is an end in sight with the opioid crisis. Lori Fure responded that from her perspective it will not end anytime soon, but acknowledged that she is directly involved in the abatement, and her perspective may reflect this involvement. There was an additional question on if the new Deputy Director will be responsible for tracking the statistical information required for grant compliance. The director responded that the Deputy Director will be responsible for managing the day-to-day activities, and ensuring the division is in compliance with all state codes.

PERMISSION TO RECLASSIFY AN EXISTING CCS POSITION TO CLINICAL DEPUTY DIRECTOR: Lori Fure

A MOTION WAS MADE BY BAUMANN, SECONDED BY RUGGIRELLO TO APPROVE THE RECLASSIFICATION OF AN EXISTING CCS POSITION TO CLINICAL DEPUTY DIRECTOR, MOTION CARRIED.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on Thursday, April 27, 2023 at 4:15. The meeting will be held in the 8th 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 5:04 P.M., MOTION CARRIED.



MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, April 27, 2023
TIME: 4:15 p.m.
PLACE: Manitowoc County Human Services Department
801 Jay Street, Manitowoc, WI 54220

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1. Roll Call.
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3. Approval of March 23, 2023 Regular Meeting Minutes.
4. Education Topic – Medication Assisted Recovery for Substance Use Disorders – Dr. Basil Spyropoulos.
5. Statistical Reports for March, 2023 – Lori Fure.
6. Financial Projections for March, 2023 – Lori Fure.
7. Questions from Board Members on the Status of the Human Services Department.
8. Request to reclassify/reallocate a vacant CCS Facilitator position to a newly created CCS Administrative Support position. – Lori Fure.
9. Director's Report on Agency Operations – Lori Fure.
10. Set Next Meeting Date.

Date: April 19, 2023

Jim Brey, Chair

By: Sue Ader, Lori Joas, Jessica Huss – Deputy Directors
Lori Fure – 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 4:15 p.m. on Thursday, April 27, 2023 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

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

Board Members Excused:

Board Members Absent: Bruns, Burke

County Board Members Present: None

County Staff Present: Ader, Fure, Huss, Johnson, Kubec, Spyropoulos, Ziegelbauer

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

No public comment.

APPROVAL OF MINUTES:

A MOTION WAS MADE BY BAUMANN, SECONDED BY KLEIN TO APPROVE THE MINUTES FROM THE MARCH 23RD MEETING. MOTION WAS CARRIED.

EDUCATION TOPIC: Medication Assisted Recovery for Substance Use Disorders – Dr. Basil Spyropoulos.

Dr. Spyropoulos introduced himself. He has been working at Human Services for almost 15 years and through his tenure has been doing some form of medicated assisted recovery. Which means using medication to help promote recovery. In the past, clinicians had to have special training and mostly methadone was used. Treatment has evolved and we mostly use Vivitrol and Suboxone now. We use an injectable form of Vivitrol, patients come in once a month for an injection. They would need to be clean 10 – 14 days before we can begin the injections. The goal is to help with cravings. This has been working well for some patients. Suboxone stimulates opioid receptors to keep cravings at bay and makes it difficult for them to get high. These are better options because they are temporary treatments not lifetime. If you rely solely on medication to keep you clean, it is not effective. Almost all of our client's addictions were a result of horrible life experiences. All of our clients are in psychotherapy to help them solve life issues. Statistically addictions in general aren't really successful. Most of our clients have been addicts since 13–15 years old. We have about 30-40% doing pretty well. They are working, have a place to live can function rather normally. It is hard for most of our patients to stay motivated because they don't know what a stable life is, what goals are because they have never had a normal life.

The cost of Vivitrol is about \$1,700 a shot. It is covered by MA. Our nurses here work very hard to get coverage for people without MA. They work with drug companies, get vouchers or PAP programs to help with the cost. We have roughly 30 – 50 people in treatment at a time and receive a lot of new referrals.

STATISTICAL REPORTS FOR MARCH, 2023: Lori Fure

Business is booming. All areas are roughly the same as they have been, no big changes.

FINANCIAL PROJECTIONS FOR MARCH, 2023 – Jessica Huss

There was a revision to the projection form. There are columns with the year to date actual and it is a little early to project. There are several juveniles placed out of home so that total is higher than anticipated and is trending up.

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

A question on what's happening with the new facility. Lakeside is moved out and Public Works is ordering equipment and starting on changes. Would like to hold an HSD board meeting there eventually.

We haven't officially received the SOR grant yet, but looks like we will receive \$731,590. The highest amount next to Milwaukee. We have not yet received the contract from the state, but we are told contracts should be out within 2 weeks. Under the grant we are also doing HIV and communicable disease testing, and working on a means to ensure confirmatory testing via same day blood draw. This is due to the large numbers of people who inject opioids and meth.

Members did hear it on the radio and news that Manitowoc received a large SOR grant. SOR grant money is only for treatment of opioid use disorders and other stimulant use disorders (in our community this is primarily meth). The bulk of the money is to keep the programs running. Some of the money will be used for staff training. We are discussing options, potentially adding a wellness group. Manitowoc County has received one of the biggest grants in the State. There are a lot of conditions that need to be met to qualify.

There was a question on Fentanyl use problems in Manitowoc. Yes, it is in almost everything now, even mixed with most marijuana bought off the street. Fentanyl is very cheap. We understand it is now being mixed with xylazine, which is a veterinary tranquilizer. It makes the high last longer, but has side effects (open sores).

REQUEST TO RECLASSIFY/REALLOCATE A VACANT CCS FACILITATOR POSITION TO A NEWLY CREATED CCS ADMINISTRATIVE SUPPORT POSITION – LORI FURE

There are currently have two unfilled CCS facilitator positions and we would like to convert one to a CCS Administrative Support position. With the new building, we need someone to sit at the front desk. We currently have a part-time LTE in the financial area that is doing 100% CCS data entry. We would like to combine that with support functions. We also have one of the quality control workers going out on maternity leave, so would like to hire someone now and get them trained and ready to go before the move.

A MOTION WAS MADE BY RUGGIRELLO, SECONDED BY BAUMANN TO APPROVE THE REQUEST TO RECLASSIFY A VACANT CCS FACILITATOR POSITION TO A CCS ADMINISTRATIVE SUPPORT POSITION. MOTION WAS CARRIED.

DIRECTOR’S REPORT ON AGENCY OPERATIONS: Lori Fure

Lori introduced Betsy Johnson, the new Deputy Director of the Clinical Services Division. Betsy has been at Human Services for 18 years. She supervises crisis, adult protective services, outpatient and SUD and has been holding down the fort in Clinical since January.

We will be moving 24 CCS staff out to the new building at the end of July. We will also be creating a visitation center for families working toward reunification and in need of supervised visitation. We currently use some space in this building and we rent space from Lakeshore CAP for these supervised visits. Moving visitation to one building would eliminate the cost of rent to Lakeshore CAP and it would reduce travel time of parent support workers between visit locations. There is also more parking, which is a major advantage.

We recently held a staff appreciation lunch for our employees. The supervisors provide food and door prizes. Bob and Patricia attended and donated gift cards for door prizes. We had about \$750 in gift cards for drawings this year. It was very well attended and staff really appreciated it.

A group of the foster care workers went to the last County Board meeting and it was very positive, they did a good job.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on Thursday, May 25, 2023 at 4:15. The meeting will be held in the 8th Street building at the 801 Jay Street entrance.

ADJOURNMENT:

A MOTION WAS MADE BY BAUMANN, SECONDED BY AGNEW TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 5:03 P.M., MOTION CARRIED.



MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, May 25, 2023
TIME: 4:15 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 April 27, 2023 Regular Meeting Minutes.
4. Education Topic – Youth Wellness Center – Stacy Ledvina.
5. Statistical Reports for April, 2023 – Lori Fure.
6. Financial Projections for April, 2023 – Lori Fure.
7. Questions from Board Members on the Status of the Human Services Department.
8. Director’s Report on Agency Operations – Lori Fure.
9. Set Next Meeting Date.

Date: May 18, 2023

Jim Brey, Chair
By: Sue Ader, Lori Joas, Jessica Huss, Betsy Johnson –
Deputy Directors
Lori Fure – Director

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

CALL TO ORDER:

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

Board Members Excused: Brey

Board Members Absent: Burke

County Board Members Present: None

County Staff Present: Ader, Fure, Gabriel, Huss, Joas, Johnson, Kubec, Ledvina, Rohrer, Ziegelbauer

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

No public comment.

APPROVAL OF MINUTES:

A MOTION WAS MADE BY BAUMANN, SECONDED BY AGNEW TO APPROVE THE MINUTES FROM THE APRIL 27TH MEETING. MOTION WAS CARRIED.

EDUCATION TOPIC: Youth Wellness Center – Stacy Ledvina, Tim Gabriel, Erica Rohrer:

The Youth Wellness Center was developed in 2011 as an alternative to secure detention. Youth were given days to serve in court, and workers just monitored the youth. The program has changed over the years and now offers a whole array of services. They are located at Clarkbridge Hall, which has some office space, a foosball table and recreation area, basketball hoop, workspace and area to make meals. Youth are either voluntarily attending or referred from court but workers come up with individualized plans for each child so they can provide them services at the level they are at. Youth are referred for 5, 10, or 15 sessions, based on the reason for the referral or the level of violation being addressed. They focus on skill development, independent living skills and community engagement.

The Youth Tracking Program is usually court ordered to address community safety and may include GPS monitoring.

Restorative Justice assists youth in complying with restitution and community service obligations and to increase skill development. Some youth that are too young or with mental health issues are able to get a small wage from working in our community garden that can be used for restitution payments.

Intensive Case Management is for high needs kids. Staff can meet with them 2 – 5 times a week. They focus on accountability, community safety and skill development. They include independent living skills, community engagement, educational support, crisis intervention and focus on family engagement.

Take in the Good is a mindfulness program that gives them empowerment to handle stress throughout their everyday lives, in any environment. The goal is not only to give the opportunity to change their prospective on how they can experience stress but to also encourage self-care. We have staff trained in mindfulness. We did a survey a while back and roughly 80% of youth justice kids had Child Protection referral when they were young. So, they work with youth on planning a future, doing regular things in the community they never experienced, teaching them practical things.

We have about 110 kids in the programming now, normally about 80 but received 14 new cases this month. Almost all the kids have been meeting their goals. The Kids at Hope philosophy of believing, connecting and time-traveling with youth is utilized in all programming at the YWC. Youth Justice staff believe that all youth are capable of success, no exceptions, and we are lucky to have great workers with lots of different experience working with them.

STATISTICAL REPORTS FOR APRIL, 2023: Lori Fure

The service numbers in all areas have been pretty steady. With having a dedicated crisis worker during the day in Clinical they have been able to do more safety planning keeping people out of placements. We normally had been rotating 20 different workers handling crisis calls so they were all a little different in how they handled the calls. Now it is more consistent.

The CLTS numbers are up so they are asking for a couple positions next year.

FINANCIAL PROJECTIONS FOR APRIL, 2023 – Jessica Huss

The 2022-year end deficit was \$1,609,049 but with the planned fund balance of \$925,546 the actual year end deficit was \$683,503. Kudos to the fiscal team for collecting additional WIMCR and CLTS Admin costs and an unexpected grant to bring the 2022 Deficit down to \$118,282.93.

For 2023, we currently have a deficit of \$784,059.

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

There was a question on if you are getting a receptionist at the office complex. The CLTS workers spend time driving around to give out gas cards because parents can't come to the building. Yes, that is something we are looking at for 2024.

DIRECTOR'S REPORT ON AGENCY OPERATIONS: Lori Fure

The State made changes to the Administrative Code last year merging Mental Health and AODA under DHS 75. New under this code is a requirement for Intensive Outpatient (IOP) to become certified. We applied for this certification in October of 2022. Finally, on May 17th the State completed the survey and said we were the only county that sent in the correct policies on the first try. They thought we had the perfect space for a self-contained IOP, with a restroom, Narcan and direct access to outside. The June education topic will be Narcan training.

We have also been working on employee safety. As situations we work with are becoming increasingly complex, reports of mass shootings this year being higher than ever, everyone is concerned about staff safety in and out of this building. We have had Ted Hayes come in for two trainings on home visit safety and personal safety. He will be doing a final training on June 14th at the office complex. That day he will also do a walk through of the Hamilton Street building to assess for safety and will make recommendations. We will continue efforts in this area.

Yesterday our department held a Poverty Simulation at the Office Complex. This was facilitated by UW Brown County extension. It is a role-playing simulation where some staff volunteered as local agencies or businesses while the majority of staff were given scenarios and resources than had to figure out how to make it until the end of the month. It was well attended and helps sensitize workers to the challenges people living in poverty face on a daily basis.

We have been filling positions but are still looking for two CCS Facilitators, a CSP Case Manager, a Staff Accountant, two Transportation Specialists and a CPS Social Worker.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on Thursday, June 22, 2023 at 4:15. The meeting will be held in the 8th 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 5:20 P.M., MOTION CARRIED.



MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, June 22, 2023
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 May 25, 2023 Regular Meeting Minutes.
4. Education Topic – Narcan – Crystal Franzen and Chelsea Bosar.
5. Statistical Reports for May, 2023 – Lori Fure.
6. Financial Projections for May, 2023 – Jessica Huss.
7. Questions from Board Members on the Status of the Human Services Department.
8. Director’s Report on Agency Operations – Lori Fure.
9. Set Next Meeting Date.

Date: June 13, 2023

Jim Brey, Chair
By: Sue Ader, Lori Joas, Betsy Johnson, Jessica Huss –
Deputy Directors
Lori Fure – 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, June 22, 2023 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

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

Board Members Excused: Agnew

Board Members Absent:

County Board Members Present: None

County Staff Present: Bosar, Franzen, Fure, Huss, Joas, Johnson, Kubec, Ziegelbauer

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

No public comment.

APPROVAL OF MINUTES:

A MOTION WAS MADE BY BAUMANN, SECONDED BY BRUNS TO APPROVE THE MINUTES FROM THE MAY 25TH MEETING. MOTION WAS CARRIED.

EDUCATION TOPIC: Narcan – Crystal Franzen and Chelsea Bosar:

Crystal and Chelsea introduced themselves, they are the two nurses working in the Human Services Department. Due to large increases in overdoses in Wisconsin the State began making Narcan more available to the public. Narcan had cost us about \$75 a box but Crystal found out if she attended training and trained others to use it, the State would provide it for free. We have given out over 300 boxes of Narcan since we started giving it out. We are keeping track of if someone uses it and trying to record how many people have been saved. The Police Department and Sheriff's Department said there have been about 30 revivals since September. In Wisconsin, 4 out of 5 people on Heroin started with a legal prescription. There has been a 16 percent increase over 2020 and a 70 percent increase over the number of deaths in 2018. In 2021, there were 1,427 overdose deaths in Wisconsin and about 14 in Manitowoc.

Fentanyl and now Xylazine (which is more potent than Fentanyl) are now being added to most street drugs in Manitowoc so people are overdosing at increasing rates. An overdose could look like a heart attack, slow breathing or no breathing, blue or pail lips, skin or fingernails. Brain death can occur in as little as 4 minutes. Call 911 immediately if you suspect someone is experiencing an overdose and then give Naloxone (Narcan). Narcan has no effect on someone who has not taken opioids so it is safe for children, pregnant women and even pets. There is no potential for misuse and no side effects. After giving one dose start CPR or turn the person on their side and try to wake them up. Wait 2 minutes if not responding give a second dose in the other nostril. Be careful to not be too close after giving the Narcan as some people wake up swinging or violent. You should tell the paramedics how many doses you gave. Some people with severe drug issues may need many doses to recover. If you use the Narcan on someone you are protected by the Good Samaritan Law. If employees use on someone they should notify their supervisor, and the supervisor contacts the county attorney so they are aware.

STATISTICAL REPORTS FOR MAY, 2023: Lori Fure

Numbers are up a bit in most areas. One area that is remarkable is we had 142 CPS referrals in May. In September of 2021, the Wisconsin Department of Children and Families released a child welfare workload study which determined an access worker should be handling 43-52 cases per month. We have one worker who handles all these calls, so has been handling just about double that amount since 2018. Taking these reports requires in-depth knowledge of safety concepts, how that knowledge is applied in the field and the skill to elicit that key information and support reporters through that process of providing the information. This is an area we will continue to look at.

FINANCIAL PROJECTIONS FOR MAY, 2023: Jessica Huss

Currently we have a deficit of \$749,191, but CCS has about a 2-month delay in reimbursements, so it will change. Juvenile placements continue to be high. We also have a fund balance from 7 – 10 years with a surplus so that is held in a separate account, so we have some reserves if needed.

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

None.

DIRECTOR'S REPORT ON AGENCY OPERATIONS: Lori Fure

May was Foster Care Month and we try to recruit new foster homes. We received 9 inquiries but have not received any applications yet.

On Tuesday, 06/27/23 we will be celebrating the Kobel foster family for 25 years of service as foster parents for Manitowoc County. The Kobel's have fostered, as well as adopted, many children since 1998 and have been very active with the foster care closet and backpack programs. Agency staff as well as Board members are invited to attend. It will be from 11:00 a.m. – 12:00 noon in 1NECR.

We are still planning to move staff to the Hamilton street building at the end of July. Public Works continues with painting and work on the building. Lori has applied for the Hamilton street building to be a branch office for the CCS program. The state will be conducting a virtual tour on Aug 3.

We will also have a visitation center in the Hamilton Street building for children in out-of-home placement in need of supervised visits. We currently are renting space at Lakeshore CAP that we will not renew.

June is Elder Abuse Month. Jennifer Sturzl, one of our adult protective services workers provided information about elder abuse on WOMT during a 5-minute segment. There are purple ribbons along with informational posters in our windows. APS staff also partnered with some local financial institutions who distributed flyers with information about financial exploitation.

Jessica is continuing to work with the safety committee. Ted Hayes provided his last training session on home visits and personal safety. We are planning to incorporate his recommendations. At our July general staff meeting we will review safety procedures and how to create safety plans for each individual office. We had serious death threats made by one individual against two staff members. A supervisor is now working with the individual by zoom, so there is no reason for him to enter our building.

July 10 – 14th is Economic Support week. The supervisors have some things planned for staff.

DATE OF NEXT MEETING:

The Public Hearing for the 2024 budget will be held on Thursday, August 24th, 2023 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 8th Street building at the 801 Jay Street entrance.

ADJOURNMENT:

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



MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, August 24, 2023
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 22, 2023 Regular Meeting Minutes.
4. Education Topic – Child Protective Services (CPW) Intake – Jena Foster.
5. Financial Projections for July, 2023 – Jessica Huss.
6. Questions from Board Members on the Status of the Human Services Department.
7. Director's Report on Agency Operations and Statistical Reports for June and July, 2023 – Lori Fure.
8. Discussion and possible action regarding reclassification of current vacant Clinical Program Manager to Crisis Supervisor.
9. Set Next Meeting Date.

Date: August 16, 2023

Jim Brey, Chair

By: Sue Ader, Lori Joas, Betsy Johnson, Jessica Huss –
Deputy Directors; Lori Fure – 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 4:05 p.m. on Thursday, August 24, 2023 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

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

Board Members Excused: Ruggirello

Board Members Absent: Burke, Shimulunas

County Board Members Present: None

County Staff Present: Ader, Foster, Fure, Huss, Joas, Johnson, Kubec, Michels, Ziegelbauer

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

No public comment.

APPROVAL OF MINUTES:

A MOTION WAS MADE BY BAUMANN, SECONDED BY BRUNS TO APPROVE THE MINUTES FROM THE JUNE 22ND MEETING. MOTION WAS CARRIED.

EDUCATION TOPIC: Child Protective Services (CPS) Intake: Jena Foster

Jena Foster introduced herself and Sean Michels, they are the two supervisors in the CPS Intake unit. Today she is going to talk about the CPS intake process. When calls come in a determination is made on how fast the children need to be seen. A worker will be assigned and will have contact with the family to determine if the children are safe in the home. A majority of our cases currently are related to drug abuse. Our workers work very well with Metro Drug and attend police briefings before they do drug busts, when they know children reside in the home. Workers will have contact with the parents, explain the referral, be clear that they are the alleged maltreaters, explain our role, gather information and explain what will happen next. We try to set up a Protective Plan while we are investigating, which would be a safe relative or friend that can stay in the home and provide 24-hour supervision to the family. When it is determined that we have to take the children into custody, the first stop for the children is to the hospital for a drug test and exams. We will arrange for forensic interviews of the children at the Child Advocacy Center in Saukville. These interviews are recorded and the video interview can be used in court, so children don't have to testify in court, which would cause more trauma.

When children are placed in TPC (temporary physical custody) we try to place in the least restrictive placement possible. We conduct background checks on everyone in the placement home. We provide information and give parents their rights and explain the process. There is a hearing within 12-24 hours, the worker will provide testimony, the parents can question workers in court. A Guardian ad Litem will be appointed for kids, they may also get their own attorney, depending on age. The judge will ask what reasonable efforts were made to keep the kids in the home. There will be a Plea Hearing, a Pre-trial fact-finding hearing, and a Dispositional hearing. The GAL will give an opinion, recommendations will be given to the parents on what they need to do and the judge will determine if the children will remain in TPC.

STATISTICAL REPORTS FOR JUNE AND JULY, 2023: Lori Fure

This agenda item was combined with the director's report. The Deputy Director of Business Operations discussed juvenile residential care center placements.

FINANCIAL PROJECTIONS FOR JULY, 2023 – Jessica Huss

Currently we have a deficit of approximately \$500,000. Juvenile placements continue to be high but there has been a downward trend with two moving from residential care centers into foster care, one returning home and one will be aging out soon.

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

There was a discussion regarding a department meeting.

DIRECTOR'S REPORT ON AGENCY OPERATIONS: Lori Fure

The CCS staff moved into the Hamilton Street building on 07/31. The move went smoothly, Public Works did a great job getting everything set up. The CCS workers seem to be settling in and we have received positive feedback. We will be scheduling the next board meeting there to take a tour. The visitation center, also located in the Hamilton Street building, should be ready in the next few weeks. Once it's all set up we can determine if we have enough room before ending our lease with Lakeshore CAP for visit space. The more visits we can provide families the faster they can be reunited.

Economic Support had a review of the food stamp program, and everything went very well. They continue with the unwinding process, and are using ARPA Funds for some overtime to get all the reviews completed. They are currently down by two workers, but have a couple promising candidates for those open positions.

WIMCR (Wisconsin Medicaid Cost Reporting) is an annual report to the state documenting our MA revenue and along with the actual cost to provide those services. For all services we directly bill to Medicaid we receive a fraction of the actual cost in revenue. Every year we file a report (WIMCR) that proves our actual costs. The more we bill to Medicaid, the more complicated the report. In 2016, we were reimbursed \$674,419 from Medicaid claims and in 2022, more than \$4,000,000. Every year 3 counties are chosen for a WIMCR monitoring review. This is an audit of the previous year's WIMCR report. We were chosen for this audit for the first time in 9 years. The outcome was incredibly positive thanks to our financial supervisor. A quote from the firm that completed the audit: *“Overall this is the fewest issues I've ever seen for a Monitoring Review, you'll get a very clean bill of health!”*

SOR (State Opioid Response Grant) we will again be receiving \$731,590 for 2024. The State did a virtual site visit to look at our budget, programming, and barriers. The state SOR coordinator said Manitowoc County is impressive for our data collection and continuum of care. She said compared to other counties Manitowoc is “knocking it out of the park”. Credit goes to the SUD staff, who have been working hard as a team to make sure all aspects of care are covered and all necessary data is collected, even while we are short staffed.

REQUEST TO RECLASSIFY THE CURRENT CLINICAL PROGRAM MANAGER POSITION TO A CRISIS SUPERVISOR – LORI FURE

A MOTION WAS MADE BY BAUMANN, SECONDED BY BRUNS TO APPROVE THE REQUEST TO RECLASSIFY A VACANT CLINICAL PROGRAM MANAGER POSITION TO A CRISIS SUPERVISOR POSITION. MOTION WAS CARRIED.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on September 28, 2023 at 4:15 p.m. The meeting will be held at the Hamilton Street building, 808 Hamilton Street.

ADJOURNMENT:

A MOTION WAS MADE BY KLEIN, SECONDED BY BAUMANN TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 4:52 P.M., MOTION CARRIED.



MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, September 28, 2023
TIME: 4:15 p.m.
PLACE: Manitowoc County Human Services
Hamilton Street Location
808 Hamilton Street, Manitowoc, WI 54220
Conference Room 130 (check in at the reception desk)

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 24, 2023 Regular Meeting Minutes.
4. Financial Projections for August, 2023 – Jessica Huss.
5. Questions from Board Members on the Status of the Human Services Department.
6. Director's Report on Agency Operations – Lori Fure.
7. Educational Topic – Building Tour – Amanda Miller.
8. Set Next Meeting Date.

Date: September 19, 2023

Jim Brey, Chair

By: Sue Ader, Lori Joas, Betsy Johnson, Jessica Huss –
Deputy Directors, Lori Fure – 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 28, 2023 in open session at the Manitowoc County Human Services Department, Hamilton Street Location, 808 Hamilton Street, Conference Room 130, Manitowoc, WI.

Board Members Present: Agnew, Baumann, Brey, Bruns, Burke, Naidl, Shimulunas

Board Members Excused: Ruggirello

Board Members Absent: Klein

County Board Members Present: None

County Staff Present: Fure, Huss, Johnson, Kubec, Ziegelbauer

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

Darian Kaderabek is a Comprehensive Community Services (CCS) contracted Service Provider at the Production Farm. She came today to express concerns about the length of time it takes our CCS quality assurance team to credential new workers. She states the time frame is longer than other counties. She also expressed concern about The Production Farm staff receiving documentation templates from staff at Human Services that are not usable.

APPROVAL OF MINUTES:

A MOTION WAS MADE BY BAUMANN, SECONDED BY SHIMULUNAS TO APPROVE THE MINUTES FROM THE AUGUST 24TH MEETING. MOTION WAS CARRIED.

FINANCIAL PROJECTIONS FOR AUGUST, 2023 – Jessica Huss

As year-end approaches she took a deeper dive into projections. CLTS is slower to bill and CCS always takes a few months to get reimbursements. We submitted \$1.9 million to WIMCR so are projecting we will receive about \$1.6 million. If there are no unanticipated expenses, we should be close to on budget.

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

None

DIRECTOR'S REPORT ON AGENCY OPERATIONS: Lori Fure

Most numbers remain fairly stable. There have been significant increases in individuals seeking voluntary treatment for substance use disorders and other behavioral health concerns. Crisis contacts continue to be higher than last year, but involuntary hospitalizations remain lower than last year. Having day-time staff that specialize in crisis work is having an impact on keeping people safe in lesser restrictive environments thus avoiding involuntary hospitalizations.

Partners for Community Development has taken over the WHEAP (Heating) Program. Everyone who received heating assistance last year was notified by mail of this change. They do not have a local office They have energy assistance applications that can be completed by phone, online or they can be printed, completed and mailed. They can be reached at (833)646-0823 or www.partners4cd.com. As part of this contract Partners for Community Development will be providing space heaters for people during emergencies. If someone loses heat or a furnace stops working, our crisis staff have partnered with law enforcement to distribute space heaters until Partners for Community Development can provide a more permanent solution.

Economic Support continues to have a high workload due to the unwinding process. In the month of August East Central Consortium took nearly 17,000 calls, which is the highest volume we've seen since 2020. We have been able to use ARPA funds to help with overtime expenses.

EDUCATION TOPIC: Building Tour – Amanda Miller

Amanda gave a tour of the building except the Visit Center area as visits were taking place. There will also be an Open House on October 27th from 11:00 – 1:00 for staff, board members can also attend if they would like.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on October 26, 2023 at 4:15 p.m. The meeting will be held at Manitowoc County Human Services, 801 Jay Street.

ADJOURNMENT:

A MOTION WAS MADE BY BAUMANN, SECONDED BY AGNEW TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 4:34 P.M., MOTION CARRIED.



MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, October 26, 2023
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 28, 2023 Regular Meeting Minutes.
4. Education Topic – Child Protective Services (CPS) Ongoing Unit – Christy Torrison.
5. Financial Projections for September, 2023 – Jessica Huss.
6. Questions from Board Members on the Status of the Human Services Department – Sue Ader, Lori Joas, Betsy Johnson, Jessica Huss.
7. Statistical Reports for September, 2023 – Jessica Huss.
8. Deputy Director's Report on Agency Operations – Jessica Huss.
9. Set Next Meeting Date.

Date: October 16, 2023

Jim Brey, Chair

By: Sue Ader, Lori Joas, Betsy Johnson, Jessica Huss –
Deputy Directors, Lori Fure – 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 26, 2023 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

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

Board Members Excused: Ruggirello

Board Members Absent:

County Board Members Present: None

County Staff Present: Ader, Huss, Joas, Johnson, Kortens, Kubec, McCulley, Torrison, Zahn, Ziegelbauer

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

None

APPROVAL OF MINUTES:

A MOTION WAS MADE BY BAUMANN, SECONDED BY SHIMULUNAS TO APPROVE THE MINUTES FROM THE SEPTEMBER 28TH MEETING. MOTION WAS CARRIED.

EDUCATION TOPIC: Child Protective Service (CPS) Ongoing Unit – Christy Torrison

Christy Torrison introduced herself and the foster care team. We currently have 11 CPS on-going workers, 5 workers in foster care and an intern from UWGB. Our goal in working with families is safe, stable, permanence for the family. With open cases we are consistently addressing for safety. We work with the courts, CASA, out-of-care providers and meet at least once a month. We check to see if the parents are working on their conditions. We find placements when children have to be removed and really stress placing them with family members, if none are suitable, they would go into foster care. We try to work together as a team. Reunification is the goal, but if not possible a guardianship or Termination of Parental Rights may occur.

We consistently try to recruit foster parents, and have many events during the year. We currently have an advertisement on a bus, coffee sleeves at different restaurants and we participated in the Trunk or Treat event last week. We currently have 8 people in the licensing process for general foster care and 6 families for Kinship Care.

The biggest challenges our families are currently facing are drug issues, no daycare available and no affordable housing. Kids can stay in care until they are 18 years old or finished with school.

There was a question on if we still have the Respite House. Yes, it is a nice family setting so it is used to see if a parent can handle making a meal and meeting the needs of the kids at the same time. It is also used when a family member may not be safe to be with other families in the visit center. We have begun moving some of the visits to the visitation center.

FINANCIAL PROJECTIONS FOR SEPTEMBER, 2023 – Jessica Huss

As of right now, we have a deficit of approximately \$132,000, but we are expecting to see this improve. Deputy Director Huss said she projected the revenues conservatively, especially in the CCS program and WIMCR. We had submitted \$1.9 million to WIMCR and projected we would receive about \$1.6 million so we might receive more there. 2023 has been challenging for many of our providers, they like many others are struggling to hire and keep staff. As a result, we saw some contract costs rise, but we tried to offset this by ending contracts that weren't meeting our needs. This last quarter of the year we have really been looking at wants vs. needs and tightening expenses to make budget. All the staff have been supportive and mindful of this, which we truly appreciate.

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

Is the Hamilton Building completely set up now? Yes, and there will be an Open House October 27th from 11:00 a.m. – 1:00 p.m.

SATISTICAL REPORTS FOR SEPTEMBER, 2023 – Jessica Huss

Most areas have been pretty stable. Child Protective Services added a column for Drug Related Accepted Cases. We just started to track this last month, there were 10 cases accepted in August and 3 in September.

After-Hours Crisis calls for children has increased significantly, normally we have about 20 calls per month, last month there were 40 and 52 calls in September. Betsy Johnson commented that some of this may just be a spike for children going back to school. Betsy also added that hospitalizations are way down due to our workers doing more safety plans, she added that it is usually easier for individuals to work through their mental health issues at home. More people have been getting help so more are calling.

Sue Ader noted there is also a definite increase in Youth Justice cases.

DEPUTY DIRECTOR'S REPORT ON AGENCY OPERATIONS: Jessica Huss

We hired a new financial services supervisor in September. She is learning quickly, and she fits in well. She has been doing some training with an external auditor from CLA to build her expertise in Human Services. Our Benefit Specialist will be retiring in December so we will also be filling that position. We hired a CCS Service Facilitator in October, but one of the CLTS/CCS workers resigned shortly after. One of our After-Hours Crisis workers accepted the Crisis Supervisor position, so we are looking for a replacement for the After-Hours Crisis position. We also have openings for a CCS Service Facilitator, and one CPS On-going worker.

There was a question on what type of applicants we normally get for these positions. Jessica Huss said the positions in the business division are normally filled by internal candidates. Sue Ader shared that we haven't gotten any applicants for the CPS Ongoing position. Colleges are kind of discouraging students from these positions. We have been getting students right out of college that do not have a social work degree yet, so they have to continue their education once they are hired. Betsy Johnson responded that most hires in Clinical have been right out of college, although we've had a few employees leave that have now come back, so that is good. Lori Joas said Economic Support gets many local applicants when they have openings.

There have been more employee related safety concerns recently that involved law enforcement. The staff's safety continues to be our top priority. For this reason, we have included several safety items in the 2024 budget. We are requesting fob access to the elevator in the downtown building so no one can get

on the elevator without a staff person. We have also requested door locking mechanisms for each office so every employee has the ability to lock their door should we ever have to go into lock down. We will have additional safety requests in future budgets, but just these two items will help make the staff feel much more secure. We would appreciate your support on this in November.

Other safety updates, Lori arranged CPR and AED training with the Health Department, it's been quite a few years since staff had training. We have one group being trained in November and one in December. We will also have a group trained in 2024 so the staff have different CPR expiration dates. We are grateful to the Health Department for collaborating with us on this initiative.

Morale in the agency continues to be good. The staff continue to have employee engagement events to encourage team building. The YFS team recently spearheaded a scavenger hunt which included items such as locating fire extinguishers in the building, but also fun challenges like taking a picture with their feet up on their manager's desk. The staff had fun with it and the results were entertaining. Upcoming events are trick or treating in the downtown building on Halloween. Everyone in the building puts treats outside their office and the staff go around during their break to collect their goodies. There is also wreath building scheduled for a lunch hour in November. These activities are driven by the staff. They do all the planning, and have a lot of fun with it. Despite the heaviness of the important work at Human Services the culture here is good.

Deputy Director Huss also thanked the Department of Public Works and Information Technology Department for all their hard work getting the Hamilton Street building setup. They strategically coordinated their schedules to efficiently move the staff and setup their work spaces, with most of this work occurring over the weekend. Human Services has asked a lot of them this year, and we want them to know how much we appreciate them. Deputy Director Huss also expressed gratitude toward the Comptroller's office, and DPW's Business Manager for their assistance in figuring out the funding for the building. Human Services would also like to thank the County Board, especially the Human Services Board, and County Executive Bob Ziegelbauer for their support in acquiring the new property. We hope you are all able to attend the open house tomorrow from 11:00 a.m. – 1:00 p.m. to see the result of all this hard work for yourselves. Eleanor Agnew requested a formal acknowledgement of the Department of Public Works (which includes Information Technology). Supervisor Brey agreed and proposed a letter of appreciation be drafted on behalf of the Human Services Board.

A MOTION WAS MADE BY BURKE, SECONDED BY AGNEW TO WRITE A LETTER OF APPRECIATION OF PUBLIC WORKS AND INFORMATION TECHNOLOGY DEPARTMENTS. MOTION WAS CARRIED.

There was a question on if there are Narcan vending machines in the area. Those have not been approved yet. Betsy can bring in numbers of how much our nurse has supplied and the results of how many people have been revived. She has been getting it for free and supplies the jail, local police departments, Kiel, etc.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on December 7, 2023 at 4:15 p.m. The meeting will be held at Manitowoc County Human Services, 801 Jay Street.

ADJOURNMENT:

A MOTION WAS MADE BY BAUMANN, SECONDED BY AGNEW TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 4:57 P.M., MOTION CARRIED.



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

DATE: Thursday, December 7, 2023
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 26, 2023 Regular Meeting Minutes.
4. Education Topic – Adult Protective Services (APS) – Dawn Tisler and Cristy Yang.
5. Request to convert an existing CST position to a CPS position. – Lori Fure.
6. Request to convert a .5 FTE psychiatrist position to a .75 FTE psychiatrist position. – Lori Fure.
7. *Discussion and possible action regarding restructuring of Psychiatrist position to Advanced Psychiatric Nurse Practitioner (APNP) – Lori Fure.*
8. Financial Projections for October, 2023 – Jessica Huss.
9. Statistical Reports for October, 2023 – Lori Fure.
10. Director’s Report on Agency Operations – Lori Fure.
11. Questions from Board Members on the Status of the Human Services Department. – Lori Fure.
12. Set Next Meeting Date.

Date: November 28, 2023
Amended: November 30, 2023

Jim Brey, Chair
By: Sue Ader, Lori Joas, Betsy Johnson, Jessica Huss –
Deputy Directors, Lori Fure – 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, December 7, 2023 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

Board Members Present: Agnew, Klein, Naidl

Board Members Excused: Baumann, Brey, Shimulunas

Board Members Absent: Bruns, Burke, Ruggirello

County Board Members Present: None

County Staff Present: Ader, Fure, Huss, Joas, Johnson, Kubec, Tisler, Yang, Ziegelbauer

A quorum was not present.

It was decided to reschedule the meeting for next week. The meeting was adjourned at 4:20 p.m.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on December 14, 2023 at 4:15 p.m. The meeting will be held at Manitowoc County Human Services, 801 Jay Street.



MANITOWOC COUNTY HUMAN SERVICES BOARD MEETING NOTICE

DATE: Thursday, December 14, 2023
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 26, 2023 Regular Meeting Minutes.
4. Request to convert an existing CST position to a CPS position. – Lori Fure.
5. Request to convert a .5 FTE psychiatrist position to a .75 FTE position. – Lori Fure.
6. Discussion and possible action regarding restructuring of Psychiatrist position to Advanced Psychiatric Nurse Practitioner (APNP) – Lori Fure.
7. Financial Projections for October, 2023 – Jessica Huss.
8. Statistical Reports for October, 2023 – Lori Fure.
9. Director's Report on Agency Operations – Lori Fure.
10. Questions from Board Members on the Status of the Human Services Department. – Lori Fure.
11. Set Next Meeting Date.

Date: December 8, 2023

Jim Brey, Chair

By: Sue Ader, Lori Joas, Betsy Johnson, Jessica Huss –
Deputy Directors, Lori Fure – 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, December 14, 2023 in open session at the Manitowoc County Human Services Department, 801 Jay Street, Manitowoc, WI.

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

Board Members Excused: Ruggirello

Board Members Absent:

County Board Members Present: None

County Staff Present: Fure, Huss, Joas, Kubec, Ziegelbauer

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

None

APPROVAL OF MINUTES:

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

REQUEST TO CONVERT AN EXISTING CST POSITION TO A CPS POSITION – Lori Fure

To address a few CPS issues, we would like to convert an existing CST position to a CPS position. We have been experiencing very high caseloads and have many new workers. Currently our most senior CPS intake workers have 3 years' experience and it takes about 2 years to fully learn the job. Due to the high caseloads, high turnover and relative lack of experience in the unit, workers haven't been able to meet time-frames for CPS investigations. Lori has already converted a casual CCS worker position to a casual CPS worker. This worker had 6 years CPS experience so has been really helpful already. She is a part-time worker but has been able to help with training new workers and has been taking access calls.

A MOTION WAS MADE BY BAUMANN, SECONDED BY SHIMULUNAS TO APPROVE THE REQUEST TO CONVERT AN EXISTING CST POSITION TO A CPS POSITION. MOTION WAS CARRIED.

REQUEST TO CONVERT A .5 FTE PSYCHIATRIST POSITION TO A .75 FTE PSYCHIATRIST POSITION – Lori Fure

Our full-time psychiatrist has resigned. Our part-time psychiatrist would be willing to temporarily give us some extra time. He currently sees most patients through tele-health. Given the current shortages of psychiatrists, recruiting a psychiatrist is not realistic in terms of a time frame and salary scale. A locum tenens psychiatrist would be more costly and would be more of a strain for staff and clients to transition to a temporary provider and again to a new permanent prescriber once we find someone.

A MOTION WAS MADE BY BAUMANN, SECONDED BY KLEIN TO APPROVE THE REQUEST TO CONVERT A .5 FTE PSYCHIATRIST POSITION TO A .75 FTE PSYCHIATRIST POSITION. MOTION WAS CARRIED.

DISCUSSION AND POSSIBLE ACTION REGARDING RESTRUCTURING OF PSYCHIATRIST POSITION TO ADVANCED PRACTICE NURSE PRESCRIBER (APNP) – Lori Fure

We would like to restructure the full-time psychiatrist position to an Advanced Practice Nurse Prescriber (APNP). It's more likely we will find an APNP than a psychiatrist. With our current psychiatrist willing to take on more work temporarily, we can take our time recruiting the best fit for our needs. We don't know how hard it will be to find someone, but are confident it will be much easier than finding a psychiatrist.

A MOTION WAS MADE BY AGNEW, SECONDED BY SHIMULUNAS TO APPROVE THE REQUEST TO RESTRUCTURE THE PSYCHIATRIST POSITION TO AN ADVANCED PSYCHIATRIC NURSE PRESCRIBER (APNP). MOTION WAS CARRIED.

FINANCIAL PROJECTIONS FOR OCTOBER, 2023: Jessica Huss

We have really been trying to hold the line on expenses. Alternate care numbers have been stabilizing. We are planning for 2024. It was mentioned that the parentheses are around the wrong numbers for management support, Jessica will adjust that.

STATISTICAL REPORTS FOR OCTOBER, 2023: Jessica Huss

Things are pretty much on par. Youth Justice and CPS Referral numbers are up. The CPS access worker has double the number of cases recommended by the state. In clinical services psychiatric hospitalizations are down.

DEPUTY DIRECTOR'S REPORT ON AGENCY OPERATIONS: Jessica Huss

The foster care team held the foster care Christmas party on December 14th. It was held at the Mikadow theater with 44 kids and 16 families in attendance. There were gifts, games a holiday movie and food. Santa was in attendance along with staff in matching pajamas.

In November we the state Division of Quality Assurance (DQA) was here for two days to survey clinical programs of integrated outpatient services, Intoxicated Driver Program, Intensive Outpatient Program, Crisis and Community Support Program. It was probably the best survey we have ever had in spite of the increased scrutiny with a new administrative code, DHS 75. The State seems to become more meticulous each year, ensuring we are following strict guidelines. The state surveyor state she was impressed and wanted to know how we kept everything so up to date. These surveys are very important, because any deficiencies could lead to a referral for an audit that could result in payback of Medicaid funds, so the staff work really hard to avoid that.

The Youth and Family Services area received a \$68,000 Department of Justice, Deflection and Diversion Grant. The purpose or goal of this grant is to keep low level juveniles out of the criminal justice system. They have started planning meetings with community stakeholders.

Our Clinical Services division held Integrated Treatment Training for all clinical staff at no cost to our department. The speaker was excellent and the training valuable.

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

There was a question on how staffing is going, are we able to fill positions? We had openings from 2023 for CPS Ongoing and CCS. It has been challenging to find candidates for CPS positions. The labor shortage seems to be mitigating as other positions are seeing more applicants and filling positions more quickly than a year ago.

DATE OF NEXT MEETING:

The next regular meeting of the Human Services Department Board will be held on January 25, 2024 at 4:15 p.m. The meeting will be held at Manitowoc County Human Services, 801 Jay Street.

ADJOURNMENT:

A MOTION WAS MADE BY BAUMANN, SECONDED BY KLEIN TO ADJOURN THE MEETING OF THE HUMAN SERVICES DEPARTMENT BOARD AT 4:40 P.M., MOTION CARRIED.