PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, March 9, 2023, at Brown County Sophie Beaumont Building, Boardrooms A & B; 111 N Jefferson St; Green Bay, WI 54301

Present: Michael Conley-Kuhagen; Kathryn Dykes; Laura McCoy; Leslie Ousley; Supervisor Randy Schultz; Supervisor Dan Theno

Excused: Supervisor Tom Lund; Jean Marsch

Also Present: Jeremy Kral, Executive Director
Kara Gruber, Hospital & Nursing Home Administrator
Jenny Hoffman, Community Services Administrator
Eric Johnson, Finance Manager
Ian Agar, Behavioral Health Manager
Kimberly Collins, Behavioral Health Supervisor
Eliza Killian, Behavioral Health Supervisor
Cathy Foss, Office Manager

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1. Call Meeting to Order
The meeting was called to order by Vice-Chair, Laura McCoy at 6:00 pm.

2. Approve / Modify Agenda
SCHULTZ / CONLEY-KUHAGEN moved to approve the March 9, 2023 agenda.
Voice vote taken. Motion carried unanimously without abstentions.

3. Introduction of County Board Supervisor Dan Theno
Supervisor Theno, as well as current Board members, introduced themselves.

4. Approve Minutes of February 9, 2023 Human Services Board Meeting
CONLEY-KUHAGEN / DYKES moved to approve the minutes dated February 9, 2023.
Voice vote taken. Motion carried unanimously without abstentions.

5. Public Comment
No members of the public attended.

6. Presentation on Adult Behavioral Health Services
Behavioral Health Manager Ian Agar, Behavioral Health Supervisor Kimberly Collins, and Behavioral Health Supervisor Eliza Killian presented to the Board.

The team provided an overview of the staff and services provided in the Outpatient Behavioral Health Unit including psychiatry, administering medications, psychotherapy, and substance use counseling. Crisis Services provides emergency mental health services 24 hours per day, seven days a week.

Leslie Ousley arrived at 6:09pm

Case Management services are also provided by the Adult Behavioral Health Unit including Homeless Outreach and Targeted Case Management. Community Support Program (CSP) is an intensive case management treatment program for those with chronic mental illness.

Comprehensive Community Services (CCS) is a voluntary, person-centered, consumer-driven program for clients enrolled in Medicaid.

PowerPoint slides are attached to the minutes.

THENO / CONLEY-KUHAGEN moved to receive and place on file the Presentation on Adult Behavioral Health. Voice vote taken. Motion carried unanimously without abstentions.

7. Executive Director's Report.

Executive Director Jeremy Kral distributed his March 2023 report at the meeting.

Health & Human Services has developed an initial plan to address substance use needs in Brown County using funding from settlement lawsuits with opioid manufacturers and distributors. The plan provides support for people in all stages of substance use – prevention efforts (messaging and awareness); investment in intervention (expanding direct treatment, creating a competitive grant award for external entity to open a non-hospital detox setting); support to provide aftercare (sober living, etc.). The Initial Plan is in draft form and will be brought to the March Human Services Committee for their consideration and possible endorsement.

A request was written through Congressperson Baldwin's office for Congressional Directed Spending to fund a one-year pilot project to add a dedicated Outreach Specialist to do proactive outreach seeking to link people with unmet behavioral health needs with community providers. Request for final federal approval is due by the end of April, with implementation, if the County Board approves, in October.

HHS leaders are collaborating with Human Resources to draft policy to apply ARPA funding to referral and sign-on bonuses for difficult-to-fill positions with long-term vacancies to make them more attractive to new staff. If all goes well, this should be on the March Human Services Committee agenda with consideration to proceed to the County Board in April.

SCHULTZ / CONLEY-KUHAGEN moved to receive and place on file the Executive Director's report for March 2023. Voice vote taken. Motion carried unanimously without abstentions.

8. Community Services Administrator Report

Community Services Administrator Jenny Hoffman presented updates in a verbal report.

The Adult Behavioral Health staff are dedicated and committed to Brown County and are covering multiple supervisory vacancies and doing a fantastic job. They are located at CTC and work closely with Kara [Gruber] and her staff on the inpatient side (CTC Division); we appreciate the collaboration.

March is National Social Work Month and we have 150+ Social Workers within Community Services. On Monday, Monday 13, the County Executive will do a proclamation for the month.

CONLEY-KUHAGEN / DYKES moved to receive and place on file the Community Services Administrator report for March 2023. Voice vote taken. Motion carried unanimously without abstentions.

9. CTC Administrator Report including NPC Monthly Report

Hospital & Nursing Home Administrator Kara Gruber provided an update from her report.

COVID-19 efforts continue in inpatient areas. We are anticipating some hopeful changes to guidance with the end of Public Health Emergency in May; however, we have not received any guidance at this point, so our mitigation efforts remain the same.

We have been able to fill some vacancies at CTC. Samantha Behling has returned to Brown County to fill the Director of Health Services position; Jenny Wallace was promoted from Social Worker at Bayshore Village to Social Services Manager.

Recruitment efforts continue for nursing personnel and other ancillary positions.

In February, an outside vendor did a "train the trainer" training in Crisis Prevention and Intervention. We hope to expand this training to all staff. The training we received is trauma informed and focuses on de-escalation techniques. We received quite a bit positive feedback from staff upon completion.

THENO: The Governor has proposed some mental health funding in the biannual budget, how does that affect us? Have we done an analysis to determine how that would help the department?

KRAL: There are some proposals in [the budget] that would directly help us. The Community Support Program (CSP) would receive additional funding. Some of the folks with the highest level of need and most in need of support would receive more State funding. The budget is supportive of mental health issues. The state legislature has indicated their intention to draft their own budget and not rely on the administration budget. There is uncertainty at this point in time, as the state budget process unfolds. There are opportunities for counties to advocate and talk with representatives in the state legislative bodies. Jenny and I are attending the Wisconsin Counties Service Association's Human Services Day at the Capitol on April 12.

CONLEY-KUHAGEN / THENO moved to receive and place on file the CTC Administrator Report for February 2023. Voice vote taken. Motion carried unanimously without abstentions.

10. Financial Report for Community Treatment Center and Community Services

Finance Manager Eric Johnson distributed and highlighted items from his March 2023 Financial Report.

Johnson explained this is an odd time of accounting as the books for 2022 have not closed, and neither has January or February 2023.

Census is favorable at CTC and is trending upward. Higher Nursing Home revenue along with the increase in census should put CTC at budget for January and February.

In Community Services, we do a large yearly cost report that encompasses many programs — Wisconsin Medicaid Cost Reporting (WIMCR) Settlement and Comprehensive Community Services (CCS) Settlement. Cost reporting is important for CCS as we receive 100% funding and expense reimbursement. The goal with WIMCR is to get our fair share of $19 million that is excess supplemental funding, and over the course of the last few years, we have been working at enhancing our methodology for the cost reporting to not only capture direct costs (salaries, time with clients, etc.) but also the indirect costs (e.g., Behavioral Health Supervisor salaries).

DYKES / CONLEY-KUHAGEN moved to receive and place on file the March 2023 Financial Report for Community Treatment Center and Community Services. Voice vote taken. Motion carried unanimously without abstentions.

11. Statistical Reports a, b, & c

a. Monthly CTC Data – Bay Haven Crisis Diversion/Nicolet Psychiatric Center/Bayshore Village
b. Child Protective Services – Child Abuse/Neglect Report
c. Monthly Contract Update

SCHULTZ / CONLEY-KUHAGEN moved to suspend rules and take items #11a, b & c together. Voice vote taken. Motion carried unanimously without abstentions.

CONLEY-KUHAGEN / DYKES moved to receive and place on file Statistical Reports #11a, b & c. Voice vote taken. Motion carried unanimously without abstentions.

12. Request for New Non-Contracted Provider & New Provider Contract

SCHULTZ / CONLEY-KUHAGEN moved to receive and place on file the Request for New Non-Contracted Provider & New Provider Contract report for March 2023. Voice vote taken. Motion carried unanimously without abstentions.

13. Adjourn Meeting:

CONLEY-KUHAGEN / THENO moved to adjourn. Voice vote taken. Motion carried unanimously without abstentions.

Vice-Chair, Laura McCoy adjourned the meeting at 7:02 pm.

Next Meeting: Thursday, April 13, 2023 at 6:00 pm.

Respectfully Submitted,
Catherine Foss
Office Manager

Adult Behavioral Health & Outpatient Clinic Overview

March 9, 2023

Ian Agar, Behavioral Health Manager
Kimberly Collins, Behavioral Health Supervisor
Eliza Killian, Behavioral Health Supervisor
Olivia Schuenke, Behavioral Health Supervisor

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Adult Behavioral Health

The Adult Behavioral Health Unit consists of an Outpatient Psychiatric Clinic, Behavioral Health Services, and Crisis Services.

- Located at the Community Treatment Center, 3150 Gershwin Dr, Green Bay
- **Provides:**
  - Psychiatry services
  - Medication Management
  - Psychotherapy and Substance Use Counseling
  - Case Management Services
  - Service Facilitation & Coordination
  - Crisis Response and Services

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Staffing Overview

- **Team includes 63 staff:**
  - Behavioral Health Manager
  - Behavioral Health Supervisors
  - Psychiatrists
  - Advanced Practice Nurse Prescribers
  - Registered Nurses and Licensed Practical Nurses
  - Substance Use Counselors
  - Licensed Clinical Social Workers
  - Licensed Professional Counselors
  - Social Workers/Case Managers
  - Support Services

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Overview of Services

- **OUTPATIENT CLINIC/PSYCHIATRY**
- **PSYCHOTHERAPY AND SUBSTANCE USE COUNSELING SERVICES (DHS 35 AND DHS 75)**
- **CRISIS SERVICES (DHS 34)**
  - Crisis Center
  - Short Term Crisis Stabilization –Diversion and Bay Haven
- **CASE MANAGEMENT PROGRAMS**
  - Homeless Outreach
  - Targeted Case Management
  - AODA Case Management
- **COMMUNITY SUPPORT PROGRAM (DHS 63)-Intensive Case management Program**
- **COMPREHENSIVE COMMUNITY SERVICES (DHS 36) Psychosocial rehabilitation Program**

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Outpatient Clinic

The Outpatient Clinic team consists of Psychiatrists, Advance Practice Nurse Prescribers, and nursing staff who serve approximately 2058 consumers each year.

General Eligibility:

- Brown County residents who are generally unable to be served elsewhere.
- This would include those without insurance and/or ability to pay other than a sliding scale fee, and those enrolled under some Medicaid HMO plans.

Services Offered:

- Initial assessment and diagnostic sessions
- Follow-up medication management sessions
- Injection clinic services for those requiring injectable psychiatric medications

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Outpatient Clinic

Outpatient nurse office consists of 1 full-time Registered Nurse, 1 part-time (.5) Registered Nurse and 2 full time Licensed Practical Nurses.

Nurse support and main clinic functions:

- Administer long-acting psychiatric medication injectables.
- Triage client concerns and needs in person and over the phone.
- Facilitate the Patient Assistance Program for those un-insured or under-insured.
- Enter orders into the electronic system & call orders verbally into pharmacies.
- Complete medication refill requests.
- Manage/monitor clients receiving Clozapine through the Clozapine REMS National Program.

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Psychotherapy and Substance Use Counseling Services

Provides comprehensive programming for Brown County adults with mental health and/or substance use difficulties who lack the resources to obtain services elsewhere in the community.

Psychotherapy Services Offered:

- Initial assessment
- Psychotherapy sessions

Substance Use Counseling Services Offered:

- Initial assessment and level of care recommendation
- Individual and family/couples' sessions
- Primary Care Group treatment (7.5 hours per week)
- Continuing Care Group treatment (2 hours per week)

Intoxicated Driver Program

- Assessment to reinstate driver's license –Wisconsin Assessment of the Impaired Driver (WAID) Driver Safety Assessment completed, this identifies the general level of treatment an individual needs with coordination and referral to services/ongoing case management until conditions met.

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Crisis Services

Crisis Services provide emergency mental health services 24 hours a day/seven days a week.

- Mobile and phone staff work with individuals to access resources to meet crisis needs.
  - Assist in developing safety and response plans.
  - Provide crisis counseling
  - Voluntary Hospitalizations
  - Involuntary Hospitalizations / Emergency Detention
  - Short term, crisis stabilization – Bay Haven and Diversion
- Approximately 20,000 consumers served each year.
  - 19,349 in 2022.

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Crisis Services

- Crisis Services are provided by staff who are trained to assess and assist with client crisis needs under DHS 34 regulations. This includes:
  - Contract with Family Services
  - County staff including:
    - Supervisor
    - Case Managers
    - Advanced Practice Nurse Prescriber
    - Law enforcement/clinician teams

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Case Management – Homeless Outreach

Homeless Outreach provides assistance to Brown County residents, who are homeless or at risk of being homeless. The team consists of three case managers who serve approximately 45 clients currently.

Services provided:

- Development of a Crisis assessment and response plan
- Provide referrals and linkage to services.
- Provide referrals and facilitate access to community resources including mental health and substance use providers.
- Provide referrals to long-term case management programs including Family Care.
- Collaborate with local shelters and other homeless providers.
- Services are voluntary.

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Case Management – Targeted Case Management

Targeted case management provides comprehensive programming to adults who are Brown County residents and in need of mental health and/or substance use services.

- An assessment is completed in order to determine eligibility for TCM. Criteria assessed for include psychiatric and AODA inpatient stays, need for crisis services, diagnosis, level of functioning in all areas, and ability to access services.
- Services are provided to consumers on both a voluntary and court-mandated basis.
- This team consists of 11 case managers and they serve approximately 300+ consumers each year.

Services Provided:

- Referrals to community resources
- Working with consumers to develop a treatment plan
- Coordinating appointments and psychiatric/AODA treatment
- Assisting in accessing psychiatric medications
- Developing plans and support to address crisis situations
- Monitoring cooperation with court-ordered treatment

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Community Support Program (CSP)

- CSP is an intensive case management treatment program, with coordinated care for voluntary and Chapter 51 court committed persons with chronic mental illness.
- CSP has a multidisciplinary team consisting of case managers, mental health technicians, registered nurses and psychiatrists dedicated to individuals enrolled in services.
- CSP staff provide individualized treatment, rehabilitative and supportive community-based services to ensure ongoing therapeutic involvement.

Services Offered

- Needs assessment
- Medication monitoring and management
- Referrals and facilitating access to community resources
- Daily living skills supports

- CSP services are provided by Brown County staff as well as contracted staff through Villa Hope. CSP serves approximately 75 consumers each year in Brown County. There are 3 county case managers and 2 nurses that provide support.

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Comprehensive Community Services

Comprehensive Community Services (CCS) is a program for individuals of all ages who need ongoing services for a mental illness and/or substance use disorder. It is provided using person-centered and consumer driven care.

This team consists of 8 service facilitators and serves an average of 117 adult consumers yearly.

Individuals Seeking Services Must Be:

- Enrolled in Medicaid
- Have a mental health or substance use issue that requires treatment or intervention above outpatient care
- Voluntary, but can include individuals under court ordered commitment

Services are provided to members to:

- Better manage symptoms of their mental health and/or substance abuse conditions
- Increase independence
- Achieve effective levels of functioning in the community and at home.

Services Offered by Brown County and Contracted providers (but are not limited to):

- Service Facilitation (Case Management)
- Individual Skill Development
- Psychotherapy
- Substance Abuse Treatment
- Peer Support
- Medication Management

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Program Data

- **2022 Outpatient Clinic Clients Served:**
  - **Psychiatry** – 2058 clients
  - **Psychotherapy** - 500+ clients
  - **Substance Use Counseling -** 354 clients
  - **Intoxicated Driver Program –** 1303 clients
  - **Crisis Services** 20,000 clients Family Service
    486 clients Brown County
  - **Case Management -**
    - Targeted Case Management- 339 clients
    - Homeless Outreach- 100+clients
  - **Community Support Program -** 25 Brown County CSP clients and 50 Villa Hope CSP clients served.
  - **Comprehensive Community Services -** 117 clients

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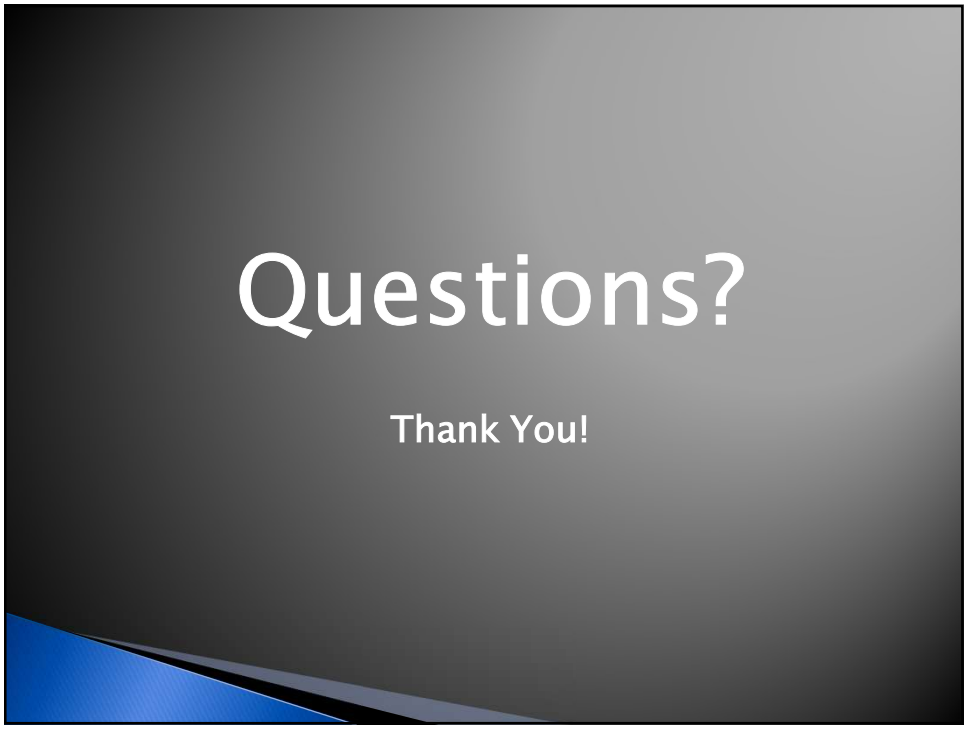

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