

## 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, June 8, 2023, at Brown County Sophie Beaumont Building, Boardrooms A & B; 111 N Jefferson St; Green Bay, WI 54301

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**Present:** Supervisor Tom Lund; Kathryn Dykes; Laura McCoy; Leslie Ousley; Supervisor Randy Schultz; Supervisor Dan Theno

**Excused:** Michael Conley-Kuhagen; Jean Marsch; Kara Gruber, Hospital & Nursing Home Administrator

**Also Present:** Jeremy Kral, Executive Director  
Chelsey Groessl, Economic Support Services Program Manager  
Jenny Hoffman, Community Services Administrator  
Eric Johnson, Finance Manager  
Cathy Foss, Office Manager

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**1. Call Meeting to Order**

The meeting was called to order by Chair, Supervisor Tom Lund at 6:00 pm.

**2. Approve / Modify Agenda**

SCHULTZ / THENO moved to approve the agenda for the June 8, 2023 Human Services Board Meeting. Voice vote taken. Motion carried unanimously without abstentions.

**3. Approve Minutes of May 11, 2023 Human Services Board Meeting**

McCOY / DYKES moved to approve the minutes dated May 11, 2023. Voice vote taken. Motion carried unanimously without abstentions.

**4. Public Hearing on 2024 Budget / Public Comment**

No members of the public attended the meeting.

*Although shown in order within the Minutes, the Executive Director's report took place here.*

**5. Presentation on Economic Support Services Fraud Investigation**

Economic Support Services Program Manager Chelsey Groessl presented information on fraud investigation to the Board.

The Economic Support Services program area is tasked with determining eligibility for public assistance programs like Medicaid, Medicare, FoodShare, and Energy Assistance. Economic Support staff are also tasked with fraud prevention and detection as well. Line staff who do interviews directly with consumers have been trained in investigative interviewing skills, and have access to databases like Social Security, unemployment, child support, etc. that assist in fraud detection.

Staff detect fraud that they weed through to prevent inaccurate benefits from going out to consumers through the training they have received. If staff cannot determine the truth in the information being shared with us, there is a Fraud Investigation unit where the case is referred. Since 2011, we have had a Memorandum of Understanding with the Brown County Sheriff Department who are tasked with investigating households or assist with recovery of funds.

We have two investigators assigned to our program area – 1.8 FTE. On average, during a non-pandemic year, approximately 200 referrals would be sent to the investigators and of these

referrals, 120 are completed per year, with carry-over year-to-year. Substantiated fraud is not something we closely track, but Groessl stated she felt their substantiation rates have gone up over the years. The highest number of referrals comes from trafficking; trending lately are residency issues where people do not live in Wisconsin, apply online, have a phone interaction with us, but all their use of FoodShare is outside Wisconsin. With the skillset and tools the investigators have available to them, we have been able to substantiate more fraud.

Supervisor Schultz felt it would be important to track substantiated fraud so it could be shared with the public/constituents who believe there is a lot of fraud within the benefits assistance system. Community Services Administrator Jenny Hoffman replied that Economic Support handles over 35,000 cases, so the number of fraud cases is small relative to the overall number.

Supervisor Theno inquired regarding the most common type of fraud. Groessl shared the most common is trafficking of FoodShare benefits; the benefits are being used for other things than intended. Some examples: people will sell their card for half the amount of benefits available to get cash; people use their card to purchase items for their business. Our detectives have great relationships with grocers and often receive video footage. Residency issues and household composition are also types of fraud that are trending.

Groessl stated the investigators also check Facebook and work closely with the Office of Inspector General at the state level who will tip us off to themes and trends they are seeing. There have been some skimming issues lately; people in California getting the QUEST numbers of those in Wisconsin and depleting their accounts.

THENO / DYKES moved to receive and place on file the Presentation on Economic Support Services Fraud Investigation. Voice vote taken. Motion carried unanimously without abstentions.

## **6. Executive Director's Report**

Executive Director Jeremy Kral discussed items from his June 2023 report.

Staffing continues to be an issue for high-demand roles. The department has worked with Human Resources to increase wages for Food Service Worker positions at the Community Treatment Center (CTC) and enhanced recruitment which has resulted in an increase in applications received. As of this meeting, there is still a critical shortage so other staff have stepped up to take on secondary positions to assist.

Due to retirement, our full-time outpatient psychiatrist is leaving at the end of June. We secured a contract for a psychiatrist to serve clients through telepsychiatry. We continue to recruit for a full-time psychiatrist, and two Advanced Practice Nurse Practitioners (APNPs).

We have recently filled supervisory and management vacancies within our Outpatient Behavioral Health area. The Program Manager and two supervisory positions were filled via promotion of internal staff.

The Wisconsin State budget remains a work in progress, however, there appears to be support for county-provided mental health services like Community Support Program (CSP) to provide additional funding.

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

**7. Community Services Administrator Report**

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

Hoffman provided updates on filled positions:

The Behavioral Health Program Manager position was filled internally by Behavioral Health Supervisor, Eliza Killian.

The Behavioral Health Supervisor: Crisis Coordinator has been vacant for approximately a year. This position helps our crisis system community-wide to respond and manage crisis at a system level. This position was filled internally by Rhyah Jungwirth; promoted from the Clinical Social Worker position working alongside law enforcement.

The Behavioral Health Supervisor overseeing our therapists and AODA Counselors has been filled internally by Clinical Social Worker Tyler Luedke.

McCOY / SCHULTZ moved to receive and place on file the Community Services Administrator report for June 2023. Voice vote taken. Motion carried unanimously without abstentions.

**8. CTC Administrator Report including NPC Monthly Report**

Executive Director Jeremy Kral highlighted items from the Hospital & Nursing Home Administrator report.

COVID-19 Pandemic

With the Public Health Emergency Declaration ending on May 11, we have received modifications on requirements. Requirements used to be based on transmission in the community, now it is based on infection control surveillance within the facility.

Community Treatment Center

There was a Skills Fair completed at the end of May with refreshers provided for the inpatient nursing department. There was great turnout with great feedback.

Nicolet Psychiatric Center

Staff continue to take the next steps following Crisis Intervention Training of “train the trainer” through Therapeutic Options. A workgroup continues to meet to develop the training curriculum.

McCOY / SCHULTZ moved to receive and place on file the CTC Administrator Report for May 2023. Voice vote taken. Motion carried unanimously without abstentions.

**9. Financial Report for Community Treatment Center and Community Services**

Finance Manager Eric Johnson distributed and highlighted items from his report.

Community Treatment Center and Community Services have similar favorable results for the end of April.

Community Treatment Center

Through April, CTC shows a favorable YTD budget variance of \$482,367. Unfortunately, the favorable results are due to personnel costs and vacancies; however, the labor market seems to be looking up.

Community Services

April was a favorable month bringing the overall YTD budget variance to \$152,037 favorable compared to budget. Personnel costs are low due to open positions; as well as lower expenses, and lower reimbursable expenses.

Supervisor Theno inquired regarding vacancies and whether the County has worked with the Green Bay Chamber as they have been recruiting and bringing business leaders to Green Bay. Would it be worthwhile to partner with them for the management-type positions within the department? Kral stated the department is struggling with vacancies of medical professionals. The department is one of the smaller of five major outlets in the community that employs nurses and doctors. Kral stated he will follow up with Human Resources and the Green Bay Chamber on how we can potentially partner to bring more professionals to the Green Bay area.

THENO / McCOY moved to receive and place on file the June 2023 Financial Report for Community Treatment Center and Community Services. Voice vote taken. Motion carried unanimously without abstentions.

**10. 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 / McCOY moved to suspend rules and take items #10a, b & c together. Voice vote taken. Motion carried unanimously without abstentions.

THENO / DYKES moved to receive and place on file Statistical Reports #10a, b & c. Voice vote taken. Motion carried unanimously without abstentions.

**11. Request for New Non-Contracted Provider & New Provider Contract**

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

**12. Adjourn Meeting:**

McCOY / DYKES moved to adjourn. Voice vote taken. Motion carried unanimously without abstentions.

Chair, Supervisor Tom Lund adjourned the meeting at 6:35 pm.

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

Respectfully Submitted,  
Catherine Foss  
Office Manager