

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, April 11, 2024, at Brown County Sophie Beaumont Building, Boardrooms A & B; 111 N Jefferson St; Green Bay, WI 54301

Present: Supervisor Tom Lund; Supervisor Dan Theno; Sarah Beckman; Kathryn Dykes; Jean Marsch; Laura McCoy (arrived 5:02)

Excused: Michael Conley-Kuhagen; Leslie Ousley

Also Present: Erik Pritzl, Executive Director
Kara Gruber, Hospital & Nursing Home Administrator
Jenny Hoffman, Community Services Administrator
Eric Johnson, Finance Manager
Cathy Foss, Office Manager

1. Call Meeting to Order

The meeting was called to order by Chair, Supervisor Tom Lund at 5:00 pm.

2. Approve / Modify Agenda

THENO / DYKES moved to approve the agenda for the April 11, 2024 Human Services Board Meeting. Voice vote taken. Motion carried unanimously without abstentions.

3. Approve Minutes of February 8, 2024 Human Services Board Meeting

MARSCH / BECKMAN moved to approve the minutes dated February 8, 2024. Voice vote taken. Motion carried unanimously without abstentions.

4. Public Comment

No members of the public attended the meeting.

5. Presentation of 2023 Health & Human Services Annual Report

Executive Director Erik Pritzl presented an overview of the report.

A copy of the report can be found at: [2023 Health & Human Services Annual Report](#)

THENO / McCOY moved to receive and place on file the 2023 Health & Human Services Annual Report. Voice vote taken. Motion carried unanimously without abstentions.

6. Executive Director Report

- a. March 2024
- b. April 2024

Executive Director Erik Pritzl covered items from his March and April reports.

A bill – SB 462 – has been signed into law that authorizes crisis urgent care and observation centers as a new type of mental health treatment facility. There have been no updates from DHS on rules or grants. These centers will accept people for voluntary or involuntary admission; both adults and youth. These observation centers would be low-barrier entry points where people could stay in a stabilization setting for up to five days to allow for de-escalation without going to a hospital and then be discharged or transfer to another facility.

Pritzl attended the Wisconsin Counties Association's Opioid Summit in Wisconsin Rapids. DHS has released their plan but needs approval of the legislature. A portal was opened for reporting to WCA on

what counties are doing their opioid settlement dollars. Winnebago County spoke on what they are doing in their county.

Pritzl also attended the Emergency Detention (EM-1) Meeting which includes law enforcement, Corporation Counsel, hospital partners, emergency departments, Crisis Center, representatives of Community Services and Community Treatment Center, and others. The members are coming together to improve the system.. Law enforcement provided statistics that voluntary admissions are up in Green Bay, so they are seeing a reduction in their time.

We continue to actively work on 18-20 American Rescue Plan Act (ARPA) projects in addition to our everyday work. We are also monitoring the non-profit ARPA projects.

The department's Opioid Mitigation Plan was brought before the County Board last year. Utilizing settlement dollars, we have successfully recruited and hired a Clinical Social Worker/Licensed Professional Counselor to provide treatment services. We have also expanded our contract with Bellin for detoxification services and continue to explore non-hospital services for detoxification services.

McCOY / MARSCH moved to receive and place on file the Executive Director reports for March and April 2024. Voice vote taken. Motion carried unanimously without abstentions.

7. Community Services Administrator Report

Community Services Administrator Jenny Hoffman provided a verbal report.

Two state surveys were completed in April. Bay Lake Consortium, our Economic Support Services area, had the Department of Health Services (DHS) come in to do their Management Evaluation Review (MER). This is required by the USDA which oversees FoodShare administration. The state came in and reviewed, monitored and assessed our operations including procedures, benefit issuance, as well as observed and listened to phone calls and conducted consumer and advocacy surveys. There are no benefit errors which means consumers are receiving their benefits, but we scored excellent service as well. Great work by Chelsey Groessl, Economic Support Manager, and our whole Economic Support team, especially as they are under a lot of stress with policy changes and unwinding of the policies to pre-COVID times.

The second state survey in April occurred in our Community Support Program (CSP) within the Outpatient Clinic. This program serves individuals with severe mental health diagnoses that are at-risk for inpatient admission. Our license recertification was due, so they come on-site to examine client charts, staff training records, personnel files to ensure DOJ and criminal background checks are completed, etc. We are in compliance and expect a good report. There was one deficiency noted that should be easily corrected. Great work done by the whole team led by Behavioral Health Manager, Eliza Killian.

The Behavioral Health Clinical Social Worker Outreach position funded by the SAMHSA (Substance Abuse and Mental Health Services Administration) grant is out in the community focusing on the underserved population. She attends resource fairs, connects with the Library, ADRC and other agencies with a large traffic flow to ensure we get information out in the public.

March was National Social Worker Appreciation Month and we would like to recognize our staff of approximately 150 passionate, hard-working and committed social workers and case managers within the Community Services division.

In Wisconsin, April is Family Strengthening Month (nationally known as Child Abuse and Neglect Prevention Month). This is a month to promote safety and well-being of children and families; as well as recognize the child welfare professionals that work tirelessly to protect children. One of our Child Protection Services Supervisors, Marc Seidl, has taken the lead on awareness and education in the community through social media posts and focusing on how the department supports families and providing resources within the community.

May is Foster Care Month, as well as Mental Health Awareness Month. Children, Youth & Families Manager, Kevin Brennan, along with our Foster Care unit are doing a huge Foster Care home recruitment campaign.

As part of our Treatment Courts, we had our first Young Adult Court graduation and three Heroin Treatment Court graduations last month.

Our staff have recently attended three different job fairs – one at UW-Green Bay, Northeast Wisconsin Technical College (NWTC), and Economic Support was invited to share resources at the Ho-Chunk Nation job fair.

THENO / BECKMAN moved to receive and place on file the Community Services Administrator report for April 2024. Voice vote taken. Motion carried unanimously without abstentions.

8. CTC Administrator Report including NPC Monthly Report

- a. March 2024
- b. April 2024

Hospital and Nursing Home Administrator Kara Gruber highlighted the following items from her March and April reports.

Food Services Supervisor Tim Entringer has shared recruitment efforts have been successful and we are fully staffed for the first time in years. Last summer we experienced a significant staffing shortage in the kitchen. We worked with Human Resources to increase wages, but Tim also looked at creative ways to staff the kitchen through alternative scheduling and accommodating employee's schedules.

Our facility continues to work closely with the contracted medical team of Oak Medical to implement a secure HIPAA-compliant communication app to provide easier access to our providers for 24/7 inpatient needs. Oak Medical uses this technology in other facilities, and it serves to take over their triage line; we hope to roll this out by the end of April.

We recently rolled out a tool for our Nursing unit to explain chain of command expectations. Thankfully, our nursing staff is currently more stable with new hires, so this tool sets nursing scope, expectations on effective communication and decision-making processes to benefit overall operations and quality of care.

Alongside the other divisions of the department, we are working on upgrading the Community Treatment Center's portion of the website to make it more user-friendly, link to other programs, etc.

Therapeutic Options (de-escalation) training for staff providing direct care at CTC in the inpatient setting is anticipated to be completed early in April. This training will continue to be rolled out to others at CTC and will be completed in the first quarter of hire for new employees providing direct care at Nicolet Psychiatric Center. Our in-house trainers will be recertified by Therapeutic Options in April.

Long-term care facilities should expect a release of information on mandates this summer in regarding to the minimum staffing levels for long-term care facilities as part of the Biden-Harris Administration's Nursing Home Reform.

MARSCH / DYKES moved to receive and place on file the CTC Administrator Report for March & April 2024. Voice vote taken. Motion carried unanimously without abstentions.

9. Financial Report for Community Treatment Center and Community Services

- a. March 2024
- b. April 2024

Finance Manager Eric Johnson distributed his April report (March report included in agenda packet) and highlighted the following items from his report.

We have closed the books for February, and in the midst of closing the books for 2023.

Community Services

We are generally very conservative for the first few months of the year as we do not have the data to make estimates, which tends to understate revenues and overstate expenses. This usually makes February look a bit unfavorable with a better picture in March.

Through February, there is an unfavorable budget variance of just over \$181,000. Revenues are at 16.2%, which are under the benchmark, expenses are under the benchmark as well.

Community Treatment Center

Community Treatment Center is ahead of budget due to revenues which are at 17.7% of the annual budget (benchmark is 16.7%). This is primarily due to nursing home rates with a significant increase in the direct care component of the rate in 2022, and another significant increase in support services and administration component of the rate in 2023. The state has stepped up in filling the gap for unfunded nursing care through the Medicaid program over the last couple years.

The census for Bay Haven Community Based Residential Facility (CBRF) is above budget, but with closing of the diversion facility, the extra clients are coming to Bay Haven. Personnel costs are right at budget. There is a favorable YTD budget variance of just under \$234,000.

McCOY / MARSCH moved to receive and place on file the March and April 2024 Financial Reports 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
 - i. March 2024
 - ii. April 2024
- b. Child Protective Services – Child Abuse/Neglect Report
 - i. March 2024
 - ii. April 2024
- c. Monthly Contract Update
 - i. March 2024
 - ii. April 2024

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

- a. March 2024
- b. April 2024

MARSCH / THENO moved to suspend rules and take items #10 a, b & c and 11 a & b together. Voice vote taken. Motion carried unanimously without abstentions.

THENO / BECKMAN moved to receive and place on file Statistical Reports #10 a, b & c and 11 a & b. 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 6:11 pm.

Next Meeting: Thursday, May 9, 2024 at 5:00 pm
Community Treatment Center; 3150 Gershwin Drive; Green Bay, WI 54311.

Respectfully Submitted,
Catherine Foss
Office Manager