

## 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, August 8, 2024, at Brown County Sophie Beaumont Building, Boardrooms A & B; 111 N Jefferson Street; Green Bay, WI 54301

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**Present:** Supervisor Tom Lund; Supervisor Dan Theno; Supervisor Ross Toellner; Sarah Beckman; Kathryn Dykes; Jean Marsch

**Excused:** Michael Conley-Kuhagen; Laura McCoy; 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

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**1. Call Meeting to Order**

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

**2. Approve / Modify Agenda**

THENO / TOELLNER moved to approve the agenda for the August 8, 2024 Human Services Board Meeting. Voice vote taken. Motion carried unanimously without abstentions.

**3. Approve Minutes of July 11, 2024 Human Services Board Meeting**

MARSCH / BECKMAN moved to approve the minutes dated July 11, 2024. Voice vote taken. Motion carried unanimously without abstentions.

**4. Public Comment**

No members of the public attended the meeting.

**5. Presentation on Law Enforcement Clinical Teams**

Behavioral Health Supervisor: Crisis Coordinator, Rhyah Jungwirth and Eliza Killian, Behavioral Health Manager were introduced.

Jungwirth provided an overview of the officer clinician team, their responsibilities and roles as part of the Community Crisis Team. These clinicians serve with the Brown County Sheriff's Office and Green Bay Police Department but are available to assist any law enforcement agency if there is a need.

*Presentation slides are attached to the minutes.*

**6. Executive Director Report**

Executive Director Erik Pritzl highlighted items from his report.

Pritzl summarized recent activities he has been involved with over the last month. He highlighted his attendance at Family Recovery Court graduation and encouraged Board members to attend any of the future Treatment Court graduations if they are able. Family Recovery Court Graduations include clients from Child Protective Services and this most recent one was very positive, hearing the person share their story, and how they have succeeded.

He also highlighted his attendance at the Public Health-Wisconsin Department of Health Services review meeting (DHS 140).

Health & Human Services Hours of Operation & Work Schedules

Program areas within the department have worked on supervision coverage and flexible scheduling to meet the new operating hours of Sophie Beaumont and Northern Building that begin on August 12.

2025 Budget

Line-item reviews have happened on various budget items throughout the department. The department is working with Human Resources on some position changes. In September, Pritzl will bring back an overview of the 2025 Budget to the Human Services Board.

Department of Justice Compliance Review

This is a routine compliance review, with a significant amount of work in our finance area. DOJ started with a court review and looked at costs, fines and fees associated with youth justice. They additionally look at any others involved with the youth justice system who assess costs like restitution, community service, out-of-home care, etc. Any time a youth is placed in out-of-home care, we go through a process to assess a reasonable parental cost share. We have been asked to look at cases dating back to October 2021 through present to determine what was assessed and collected for costs, fines, and fees, and identify our procedures.

Safety & Security Incidents

There was an incident with injury and property damage on the inpatient unit at Community Treatment Center. This incident will be reviewed internally; not a state-reportable incident.

Community Treatment Center

The census year-over-year looks about the same, except for Bay Haven with an increase due to it being the single stabilization facility in the area. Crisis Center data in June shows 83% of consumers admitted to inpatient facilities, either voluntary or involuntary, stayed in Brown County.

THENO / DYKES moved to receive and place on file the Executive Director report for August 2024. Voice vote taken. Motion carried unanimously without abstentions.

**7. Community Services Administrator Report**

Community Services Administrator Jenny Hoffman provided a verbal report.

Clinical Social Worker with Law Enforcement

Our Law Enforcement Clinical Social Worker, Nicole Riehl, was invited by Captain Rousseau to attend the Brown County Sheriff Department's National Night Out on Tuesday (August 6). She had a booth at the event and was able to meet members of the community, provide community awareness, give out resources to parents, etc. She was surprised by the number of community members who were not aware of our partnership with the Sheriff Department.

One Stop School Shop

This event was held at UW-GB's Kress Center. Two areas from Community Services — Economic Support and our Behavioral Health Outreach staff member — provided resources to the community. The event sees thousands of children receive backpacks, school supplies, gym shoes, etc.

UW-GB Job Fair

In October, we will take part in the UW-GB Job Fair as Child Protective Services Supervisor, Marc Seidl has a great relationship with UW-GB's Social Work program. We plan to have a booth there staffed by members from CPS and others sharing the social work opportunities we have in our department.

Operational Hours Changing

Chelsey Groessl, our Economic Support Manager, and Erik [Pritzl] worked with Bay Lake Consortium partners to restructure the Call Center hours where we serve consumers for FoodShare and Medicaid needs. Groessl has been doing extensive outreach to benefit recipients, community partners and others to ensure there is awareness of the change in hours of operation.

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

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

Hospital and Nursing Home Administrator Kara Gruber highlighted the following items from her report.

Community Treatment Center (CTC)

We received an unexpected visit from a contracted agency for CMS to do a site verification; something we have never experienced before. The representative from the contracted agency was there to verify our nursing home actually exists; it is a Medicare/Medicaid fraud measure.

Nicolet Psychiatric Center (NPC)

The Social Workers providing care to clients admitted to Nicolet have suffered a period of significant turnover. The Social Worker Manager has extended offers for every vacant position, with the facility supported by contracted and limited term employees in the interim.

Bayshore Village Nursing Home (BSV)

The COVID-19 outbreak at the nursing home has been extended, causing continued restrictions to be in place. To clear the outbreak, we cannot have any positive cases – either staff or residents -- for a period of 14 days. All residents have been cleared as of today, with one staff remaining positive. All symptoms were mild and manageable for residents and staff.

Psychiatric-Medical Staffing Committee

This committee is internal, based on our medical team of psychiatric and APNP providers. They are appointed to serve an initial 1-year appointment, then two years thereafter. The Human Services Board provides the appointments as the governing board. Part of the bylaws of this committee is for one Human Services Board member to serve on the Psychiatric-Medical Staffing Committee. The committee meets quarterly on Thursdays at 11:00 am. The purpose of the committee is a high-level overview of compliance and quality of care that is provided by the psychiatric team. Topics covered by the committee include statistics, significant incidents, providers are given the opportunity for peer-to-peer reviews, etc. Next month, we will solicit a member of this Board to join the committee.

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

**9. Appointment to Community Treatment Center Psychiatric-Medical Staffing Committee**

- Psychiatric Mental Health Nurse Practitioner, Lori Schuermann

MARSCH / THENO moved to appoint Psychiatric Mental Health Nurse Practitioner Lori Schuermann to the Community Treatment Center Psychiatric-Medical Staffing Committee. Voice vote taken. Motion carried unanimously without abstentions.

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

Finance Manager Eric Johnson distributed and covered items from the report. The data covers through the end of June 2024.

Community Treatment Center (CTC)

The census stayed stable in June compared to the previous months. Bay Haven has been running over the budgeted census due to the closing of the diversion facility. We are currently in the process of budgeting for 2025 and will take the census into consideration for next year. There was a more than normal favorable adjustment in June for CTC surrounding Medicaid nursing home supplemental payments. This is a payment we receive from the State primarily for County facilities and some non-profits that serve a high percentage of Medicaid residents.

Community Services (CS)

Community Services is showing less of a budget variance in June over May, with a lower YTD budget variance. Personnel costs are running below budget which are offsetting significant budget variances for purchase services for high-cost placement services in Youth Justice, Child Protective Services and adult behavioral health placements at Winnebago.

DYKES / MARSCH moved to receive and place on file the August 2024 Financial Reports 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

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

BECKMAN / MARSCH moved to suspend rules and take items #11 a, b & c and #12 together. Voice vote taken. Motion carried unanimously without abstentions.

BECKMAN / THENO moved to receive and place on file Statistical Reports #11 a, b & c and #12. Voice vote taken. Motion carried unanimously without abstentions.

**13. Adjourn Meeting:**

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

Chair, Supervisor Tom Lund adjourned the meeting at 6:15 pm.

Next Meeting: Thursday, September 12, 2024 at 6:00 pm  
Sophie Beaumont; Green Bay, WI 54311.

Respectfully Submitted,  
Catherine Foss  
Office Manager



# OFFICER CLINICIANS

Rhyah Jungwirth MSW, LCSW

## Community Crisis Team

- Nichole Riehl MAC, LPC-IT
  - 9Y2
  - Clinician with Brown County Sheriff's Office
  - Robert Schneider MAC, LPC-IT
  - C5M6
  - Clinician with Green Bay Police Department
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- Rhyah Jungwirth MSW, LCSW
  - Brown County Human Services Behavioral Health Supervisor- Crisis Coordinator
  - 9Y1/ C5M5

# Daily Tasks

- CAD overview- Computer Aided Dispatch
- Chart reviews related to law enforcement calls.
- Divert police calls if able.
- Crisis response and assessment-
  - Safety plan
  - Voluntary placement
  - Emergency Detention

File Mobile - [CAD - Other Agency's Calls (HL,BC,AS...)] and My Agency's Units - Last updated at 10:01:23

Call #	Category	Location	City	Zone	Priority	Time	Units
2851	PIRECA	1284	HL	BC	3	ARRV	HL508
2820	DISTUR	2051	AS	ASEP	3	ONDT	AW739, AW748
2811	SCAM	746	AS	ASEP	5	EO	AE713
2807	ACCIDE	741	AS	ASE	3	ARRV	4700
2890	DISTUR	1416	AL	5K	3	DISP	8K1, 511
2899	RETAIL	212	HW	5L	3	ARRV	7L3, 6D1, 5C1
2831	RETAIL	213	HW	5L	3	ASSGN	7L3
2011	TRANSP	303	GB	5E	4	AHAU	5F1
288	CRIMEP	853	YG	5E	4	ARRV	5E1

  

MA Unit	Distance	Time	Call#	Zone	Agency Location	Description	Officer
R11	OFFDT	5.0m		BC	BC	(MDC)	1375JR (B1375)
S41	ONDT	1.0m	5A	BC		(MDC) Completed call incid# =24-024850 call=1701	1382PP (B1382)
SC1	ARRV	5.5m	2891	5C	BC	(MDC) Arrived on scene incid# =24-024870 call=2891	2793S (B2793)
GD1	ARRV	1.7m	2891	5D	BC	(MDC) Arrived on scene incid# =24-024870 call=2891	1334BS (B1334)
4P	ONDT	31.8m	5D	BC		(MDC)	1322TW (B1322)
SE1	ARRV	5.5m	2981	5E	BC	(MDC) Arrived on scene incid# =24-024871 call=2981	1325DF (B1325)
SF1	AHAU	1.9h	2011	5F	BC	ABC	1420DR (B1420)
SG1	ONDT	2.0m	5G	BC			1419DY (B1419)
SH1	ONDT	38.6m	5H	BC		(MDC) Completed call incid# =24-024868 call=2721	2835R (B2835)
4H	ONDT	15.3m	5H	BC		(MDC)	1397N1 (B1397)
8K1	DISP	3.5m	2991	5K	BC	incid# =24-024872 Dispatched disp-ACT call=2991	1436TV (B1436), 1362C
SL1	ONDT	2.6m	5L	BC		(MDC) Completed call incid# =24-024866 call=2691	1363NS (B1363)
7L	ONDT	1.4h	5L	BC		(MDC) Completed call incid# =24-024844 call=2331	2943S (B2943)
7L2	ARRV	14.9m	5L	BC		On-site call=2891	1322TW (B1322)
SM1	ADMIN	11.6m	5M	BC		(MDC) gandrud	1321EM (B1321)
7M1	ADMIN	55.2m	5M	BC		(MDC) gandrud	280MP (B280)
7M2	ADMIN	2.6h	5M	BC		(MDC) NNO prep	1318JK (B1318)
5N1	ONDT	2.4m	5N	BC		(MDC) Completed call incid# =24-024782 call=1661	1424SC (B1424)
5N2	ONDT	20.3m	5N	BC		(MDC) Completed call incid# =24-024869 call=2721	1387ZF (B1387)
8CC	ONDT	5.2h	5C	BC		(MDC) 6...	2227E (B2227)

# Follow Up Process

- Monitor inpatient stays.
- Court process.
- Referral to local and Brown County resources.
- Outpatient services.
- Voluntary follow up.
- Safety plans



## Referral Process

- #9Y1
- #BHO
- All shifts are then able to utilize the clinician.
- GERP access- Green Bay Electronic Reporting Program
- Assist Brown County case managers and providers.
- Call logs, trespass history, and residency.

## Crisis System

- Medical Clearance process
- Inpatient utilization
- Dual Detention process
- EM1 Quarterly Meetings
- 27% decrease in Emergency Detentions from second quarter in 2023.

# Providing Education

- Policy and task update for BCSO and GBPD.
- Treatment for voluntary consumers, more impactful.
- Officer time saved, decrease custody time.



## Legal Interests – Chapter 51.15

- + Determining EM-1: Chapter 51 – Emergency Detention
- + a. Statute says the EM-1 subject must:
  - + i. Be mentally ill, drug dependent, or developmentally disabled and
  - + ii. Evidences behavior which constitutes a substantial probability of physical harm to self or others.
  - + iii. Taking the subject into custody is the *least restrictive alternative appropriate to the subject's needs*.
    - + \*Safety Plan *explored* and not available
    - + \*Voluntary Placement *explored* and not available

## How to Document in CAD

- + Articulate the plan of care and how it is least restrictive-
- + Examples- "Jane will be transported to Crisis by her friend Ella. Jane being transported to Crisis by her friend is **least restrictive means of treatment at this time.**"
- + "There is no indication that voluntary treatment is not an option at this time."
- + "Client is not currently appropriate for assessment due to lethargy, intoxication, and drowsiness".

## CCIT- Community Crisis Intervention Team

- 40-hour course offered on a voluntary basis- Memphis Model
  - CCIT Coordinator Certification
  - Two courses per year offered to regional agencies.
- GBPD- ACIT
- BCSO- CIT

# Successful Impact

◦ “The mental health clinician program has been incredibly valuable to the Sheriff’s Office. Having professional clinicians integrated with law enforcement not only provides real time knowledge and resources to our first responders, but also provides a higher level of service to some of the most vulnerable in our community. Solutions to current problems are oftentimes complicated and require new thinking to address them most efficiently. This is a great example of that theory in practice.”

-Captain Rousseau of BCSO