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, February 10, 2022 at Brown County Sophie Beaumont Building, Boardrooms A & B; 111 N Jefferson St; Green Bay, WI 54301

Present: Kathryn Dykes; Michael Conley-Kuhagen; Supervisor Lindsay Dorff; Supervisor Tom Lund, Chair; Laura McCoy, Vice Chair; Leslie Ousley; Supervisor Randy Schultz; Alex Tran

Excused: Craig Huxford

Also Present: Jeremy Kral; Executive Director
Samantha Behling; Hospital & Nursing Home Administrator
Jenny Hoffman; Community Services Administrator
Eric Johnson; Finance Manager
Cathy Foss; Office Manager
Tom Chartrand; Grant Specialist

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1. Call Meeting to Order
The meeting was called to order by Supervisor Tom Lund at 6:00 pm.

2. Approve / Modify Agenda
DORFF / CONLEY-KUHAGEN moved to approve the February 10, 2022 agenda.
The motion passed without a negative vote.

3. Approve Minutes of December 9, 2021 Human Services Board Meeting
SCHULTZ / TRAN moved to approve the minutes dated December 9, 2021.
The motion passed without a negative vote.

4. Welcome New Health & Human Services Executive Director, Jeremy Kral
Kral shared he previously worked at Brown County with Human Services as the Deputy Director and Executive Director. He most recently worked with a managed care organization. Kral's background is in Social Work and has been in the field for 20 years. He sees many new opportunities and is grateful to be back.

5. Public Comment
No members of the public attended.

Although shown in proper order at Item #11, Finance Manager Eric Johnson introduced LTE Grant Specialist Tom Chartrand at this time.

6. Executive Director's Report
Executive Director Jeremy Kral provided a brief verbal report. Since starting over a week ago, he is spending time getting grounded in the department.

CONLEY-KUHAGEN / SCHULTZ moved to receive and place on file the Executive Director's report for February 2022. The motion passed without a negative vote.

7. Community Services Administrator Report

Jenny Hoffman, Community Services Administrator, gave a verbal report.

Advanced Practice Nurse Practitioner (APNP)

Community Services has a new APNP, Whitney Recla, join the staff on December 13, 2021. She handles medical screenings for the Crisis Center, as well as works with Sam (Behling), Adult Protective Services and the Outpatient Clinic.

Updates on Job Positions within Community Services

- **Adult Protective Services (APS) Supervisor**
  This position had been vacant for months. Crisis Coordinator, Joshua Zimmer was the Interim Supervisor. We are pleased to announce that Alysia Khendek started on January 24, 2022 as the new APS Supervisor.

- **Officer/Clinician Team**
  A new Clinical Social Worker, Tiffany Smith, started February 7, 2022 to work with Green Bay Police Department.

- **Other Open Positions**
  We are actively recruiting for many positions, but would like to highlight these two from the 2022 Budget:
  - Behavioral Health Supervisor to oversee our Outpatient nursing staff and one of the mental health programs. Unfortunately, we have not had many applications for this position.
  - Homeless Outreach Navigator Team Lead: we have interviews coming up in the next couple weeks. This position will work with internal staff as well as those staff at shelters with the hope to get homeless individuals connected to mental health and AODA services.

Family Recovery Court

This program was added in 2020, with Judge Walsh presiding. This is a joint initiative between Child Protective Services and Criminal Justice Services. We received a Federal grant from the Office of Justice Programs for $800,000 over a three-year period to enhance the program. We aim to add staff so we can increase the number of clients we can serve.

Pals Program

County Executive Troy Streckenbach announced 2022 as the Year of Pals. This is a program run by the Volunteer Services unit of CPS. They recruit volunteer mentors to work with children in CPS. We are grateful to the County Executive for taking this as one of his initiatives. He has partnered with the Green Bay Packers, Oneida Nation, and the Brown County Sheriff Department to recruit more mentors. We typically have approximately 50 children on the waitlist for a mentor.

Children's Long Term Support (CLTS)

This State-funded program continues to grow. We gained approval from the Human Services Committee to add four addition positions and it goes before the County Board at the February meeting for approval. We are currently serving 734 children with 84 on the waitlist.

Economic Support

The Public Health Emergency Declaration continues at the federal level. Because of the Declaration, many policies were stopped, and Medicaid could not be terminated. Currently we have over 60,000 receiving Medicaid in Brown County which is about ¼ of our population. As policies rollback, we should see numbers decrease.

Diversity, Equity and Inclusion (DEI)

Health & Human Services contracted with Northeast Wisconsin Technical College (NWTC) to offer DEI training (both virtual and in-person) for our whole staff. About 100 staff have signed up for the 2-hour training; we are hoping more will take advantage of the training.

DORFF / TRAN moved to receive and place on file the Community Services Administrator Report for February 2022. Motion carried without a negative vote.

8. CTC Administrator Report including NPC Monthly Report

Samantha Behling, Hospital & Nursing Home Administrator, highlighted items from her report for December 2021/January 2022.

COVID-19 Pandemic

In December, CMS (certified by Medicare/Medicaid) released their revised COVID-19 vaccination mandate and enforcement procedures. According to the revised rule, by January 27, 2022, all CMS healthcare providers must have policies and procedures ensuring all facility staff are vaccinated for COVID-19 or receive an approved medical or religious exemption. Additionally, by January 27, 100% of staff must have received at least one dose of a COVID-19 vaccine or received an approved exemption. By February 28, 2022, CMS healthcare providers must demonstrate the policies and procedures have been implemented and ensure 100% of staff have received the second dose or have been granted an exemption. Penalties can be implemented if we do not comply. Surveys started in January; however we have not been surveyed at this point.

CMS-contracted Infection Control Expert, Dr. Buffy Lloyd-Krejci completed an assessment of the Brown County Community Treatment Center on December 16, 2021. This assessment was offered and was optional through CMS. No substantial concerns were identified, she gave a high accommodation and provided information to CMS including photos she took to show other facilities on our procedures and practices.

Healthcare Workforce Crisis

We are trying numerous things for retention and recruitment. We keep asking staff what would help. One of our newest incentives, employees will receive time-and-a-half on Saturdays/Sundays. Actively recruiting for licensed staff are the most challenging – RNs and LPNs as competition is tough.

Nicolet Psychiatric Center (NPC)

CTC has onboarded a new Medical Director, Dr. Katie Gesch, following the retirement of Dr. John Warren. By onboarding this contracted staff, it is giving us some consistency.

Bayshore Village Nursing Home

CMS conducted a complaint investigation survey on December 15, 2021. There were no deficiencies or citations. The facility was found in substantial compliance, including visitation procedures and nursing home safe staffing standards.

Other Updates

In December, DHS Secretary Designee, Karen Timberlake, as well as a team, toured the new Crisis Center, and gathered information on the Brown County crisis system for the DHS Emergency Detention and Crisis Service proposal. They are very interested in how Brown County ties this together.

Supervisor Tran inquired as to during exit interviews what the biggest complaint staff have when leaving the department. Behling communicated that Human Resources handles exit interviews, and they keep those confidential, but to her knowledge no trends emerged that have been significant. Some feedback provided on wage, some are leaving healthcare altogether (leaving to be electricians, truck drivers), and staffing agencies are offering very high rates that are subsidized by DHS.

McCOY / SCHULTZ moved to receive and place on file the CTC Administrator Report for December 2021/January 2022. Motion carried without a negative vote.

9. Appointments to the CTC Medical Staff

- Whitney Recla (APNP, Crisis Center)
- Amy Zirbel (Psychologist)
- Dr. Katie Gesch (Medical Director, Sequoia)
- Christie Henke (APNP, Sequoia)
- Mary Kate Friess (APNP, Sequoia)
- Nicole Welter (APNP, Sequoia)

DORFF / CONLEY-KUHAGEN moved to suspend the rules and take all names under one motion. The motion passed without a negative vote.

SCHULTZ / CONLEY-KUHAGEN moved to appoint the above-named individuals to the CTC Medical Staff. The motion passed without a negative vote.

10. Approval of Bylaws for the CTC Medical Staff

Behling explained the Bylaws come through a CTC staff committee and are reviewed by our Medical Staff and our Psychiatric team. The Bylaws are unchanged. They are sent through the committees and to the Human Services Board for signature to show we are reviewing them

CONLEY-KUHAGEN / DORFF moved to approve the Bylaws for the CTC Medical Staff. The motion passed without a negative vote.

11. Financial Report for Community Treatment Center and Community Services

Finance Manager Eric Johnson introduced LTE Grant Specialist, Tom Chartrand and asked him to share a bit about himself. Chartrand has worked for various local governments including Brown County in the past. He has a master's degree in Public Administration.

Johnson highlighted items from his reports.

November 2021 for Community Services (CS) showed a slightly unfavorable decline of $33,000. Community Treatment Center (CTC) continued to be well-ahead of budget with a favorable variance of $682,000 as of the end of November 2021.

Year-end projections are conservative assumptions. Projection of $637,000 ahead of budget for CTC; and $161,000 ahead of budget for CS. A large contributing factor for CS is the Wisconsin Medicaid Cost Reporting (WIMCR). $19M is divided out amount among Wisconsin counties depending on their deficits. Our 2020 reporting came in above what we projected. The Comprehensive Community Services (CCS) program is fully funded, and the interim payments never meet the expenses, so we receive a sizeable payment at the end of the year.

In December, we tend to see higher payroll costs because of holidays, paid time off, and additional overtime.

Approximately $10M has been dispersed in the Emergency Rental Assistance (ERA) system of revenue/expense. This is for rent, including back rent up to 15 months, for those in danger of being evicted. The partner agency, NEWCAP, is dispersing the funds approximately $1M per month. Brown County has gotten national recognition on how well we have gotten the funds out into the community.

There is almost a certain favorable year-end for both CTC and CS. Any amounts in excess of budget will go to fund balance/"rainy day" fund for the future.

SCHULTZ / McCOY moved to receive and place on file the January and February 2022 Financial Reports for Community Treatment Center and Community Services. Motion carried without a negative vote.

12. Statistical Reports a, b, & c

a. Monthly CTC Data – Bay Haven Crisis Diversion/Nicolet Psychiatric Center/Bayshore Village
   i. December 2021
   ii. January 2022
b. Child Protective Services – Child Abuse/Neglect Report
   i. December 2021
   ~~ii. January 2022~~
c. Monthly Contract Update
   i. January 2022
   ii. February 2022

Chairman Lund noted 12b ii, January 2022 report for Child Protective Services, was not included.

SCHULTZ / CONLEY-KUHAGEN moved to receive and place on file Statistical Reports 12a through 12c. Motion carried without a negative vote.

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

i. January 2022
ii. February 2022

CONLEY-KUHAGEN / DORFF moved to receive and place on file the Request for New Non-Contracted Provider & New Provider Contract Reports for January and February 2022. Motion carried without a negative vote.

14. Adjourn Meeting:

DORFF / DYKES moved to adjourn. Motion passed without a negative vote.

Supervisor Tom Lund adjourned the meeting at 6:34 pm.

Next Meeting: Thursday, March 10, 2022 at 6:00 pm.

Respectfully Submitted,
Catherine Foss
Office Manager