

PROCEEDINGS OF THE BROWN COUNTY
HUMAN SERVICES COMMITTEE

Pursuant to Section 19.84 Wis. Stats., a regular meeting of the Brown County Human Services Committee was held on Wednesday, February 22, 2017 in Room 200 of the Northern Building, 305 E. Walnut Street, Green Bay, Wisconsin.

Present: Chair Hoyer, Supervisor Brusky, Supervisor Schadewald, Supervisor De Wane, Supervisor Linsen
Also Present: CVSO Jerry Polus, Deputy Executive Jeff Flynt, Interim Director of Nursing Home Samantha Behling, Director of Community Programs Nancy Fennema, Interim Health Director Anna Destree, Director of Human Services Erik Pritzl, Health Department Office Manager Patti Zich, Hospital and Nursing Home Administrator Luke Schubert, Environmental/Lab Manager Rob Gollman, Supervisor Buckley, Supervisor Zima, Director of Administration Chad Weininger, Finance Manager Eric Johnson, Barbara Vanden Boogart, James Vanden Boogart, Katrina Catteruccia, Lois Mischler; other interested parties.

Audio of this meeting is available by contacting the County Board Office at (920) 448-4015

I. Call Meeting to Order.

The meeting was called to order by Chair Hoyer at 5:30 pm.

II. Approve/Modify Agenda.

The agenda was modified to take Item 9 following Item 1d and to take Items 4 & 6 together.

Motion made by Supervisor Schadewald, seconded by Supervisor De Wane to approve as amended. Vote taken. MOTION CARRIED UNANIMOUSLY

III. Approve/Modify Minutes of January 25, 2017.

Motion made by Supervisor De Wane, seconded by Supervisor Schadewald to approve. Vote taken. MOTION CARRIED UNANIMOUSLY

Comments from the Public: None.

Report from Human Services Chair, Erik Hoyer:

Hoyer recalled that at the last meeting there was a discussion regarding Veterans Services and ADRC attending Human Services meetings. He noted that CVSO Jerry Polus was in attendance at tonight's meeting. With regard to the ADRC, Hoyer informed there is currently some crucial staffing in terms of dementia care missing from the 2017 biennial budget and the ADRC would like to talk to the Committee about this. They are willing to host the next Human Services meeting at the ADRC which Hoyer said will give not only the opportunity for the Committee to interact with the ADRC but also the opportunity for the ADRC to address their concerns with regard to the biennial budget.

1. Review Minutes of:

- a. Aging & Disability Resource Center Board of Directors (December 8, 2016).
- b. Board of Health (November 15, 2016).
- c. Mental Health Ad Hoc Committee (January 18, 2017).
- d. Veterans' Recognition Subcommittee (January 17, 2016).

Motion made by Supervisor Schadewald, seconded by Supervisor Linsen to suspend the rules and take Items 1 a - d together. Vote taken. MOTION CARRIED UNANIMOUSLY

Motion made by Supervisor Schadewald, seconded by Supervisor Brusky to approve Items 1 a-d. Vote taken. MOTION CARRIED UNANIMOUSLY

Although shown in the proper format here, Item 9 was taken at this time.

Communications

2. **Communication from Supervisor Hoyer re: Discussion of County role in supervised visitation program. Referred from February County Board.**

Hoyer said he submitted this communication because at the last meeting two different individuals representing different organizations asked to come to the meeting to present regarding programs overseeing visitations and he wanted to put this on as an opportunity for them to come back to have an open discussion. In addition, he wanted to get some insight from the Human Services Director as to what the County's role is on this, not only in terms of money, but also what sorts of existing programs the County has to cover these services.

Human Services Director Erik Pritzl said having a conversation here is a good idea. At this time there are two entities that have come forward to talk about providing supervised visitation services in Family Court situations. He feels it is important to talk about what is happening in Human Services in terms of supervised visitation for children related to child protection as well as talking about what is happening on the Family Court side in light of the fact that the services have ended. Pritzl also feels it is important to talk about the funding provided to Family Access Solutions (FAS) in 2016.

Pritzl said Human Services has an offsite visitation center that includes rooms and staff to support the supervised visitation needs of children and families involved with child protection. In 2016 they had 518 visits involving 38 families and 1,050 hours of service. By comparison, FAS had 609 visits in 2016 and 1,675 hours. Bringing this together would double the capacity. Pritzl said Human Services focuses on child protection and the Family Court aspect of this is outside the current scope of Human Services. He cannot say, however, that the families involved would not potentially cross to child protection if they did not have that service. He also said there would be the potential of non-custodial parents not having visits if they could not afford to pay someone to supervise a visit.

Pritzl continued that FAS was given \$60,000 last year to have operations in Brown County while they pursued sustainability and they provided monthly updates on their efforts including how many visits they provided. They were working on an Aurora grant for part of the year and did receive \$60,000 at the end of 2016, but that is only going to support Door County operations; none of it will be supporting Brown County operations and FAS ended services in Brown County at the end of January.

The Human Services Department, with its current configuration, would not be able to pick up all of the services that were being provided by FAS unless there is a staff investment. Another discussion would be if this is really the role of the Human Services Department or if it should fall under Family Court. Hoyer asked if the cessation was the grant decision or the decision of the agency. Pritzl said it was the agency. He asked Help of Door County about this and it is his understanding that they worked with the funding agency and made sure that they understood that they were going to stop providing service in Brown County.

Supervisor Zima said he was involved in helping to keep the program going last year with the \$60,000 contribution. This year the agency that was serving both Door and Brown County decided they needed all of the money for their Door County program because they had cutbacks in their budget. The grant that was supposed to be providing services to Brown County and Door County evaporated. Zima continued that the service has to be provided one way or another and asked Pritzl what it would cost the County to expand enough to provide some of these services. He also asked if there would be any funds available to contract with someone to provide these services. He recalled that the County Board felt it was a good program a year ago and he does not feel anything has changed. Pritzl responded that he would like to go back to staff on this for more information. He does not think all of the people FAS or Help of Door County serve would be unable to pay for services; the organizations were not able to charge people for their services because of the grant

status. If the Committee wishes him to get the information Zima requested, he can go back to staff to get it. He did say that Human Services benefits indirectly from this because there are probably families that do not end up in Child Protective Services because of the services provided, but he feels that in general this is more of a Family Court service.

Zima asked what the costs are when a child comes into Child Protective Services. Pritzl responded that the screenings and referrals take 2 – 3 hours of work. He said that typically if families are not getting supervised visits they could make allegations against each other because there is no other party to see what is going on and this could bring some volume to Child Protective Services. Zima feels these visits could be done on a sliding scale based on the participants' ability to pay. He asked if County staff could provide some of the administrative services for this. Pritzl reiterated that this subject really is blended between Human Services and Family Court and part of the discussion would have to be if a supervisor would have to be added to supervise additional staff. Schadewald said it seems Zima is asking for options and he would like to see Pritzl gather information and come back to the March meeting with an update.

Supervisor Linssen asked if what Human Services provides for supervised visits is the same as what the other agency provides. Pritzl said he has not witnessed both, but the Human Services visits provide active supervision and coaching. Zima noted that what Human Services provides is relatively similar to what FAS provides and asked how many people in Human Services are involved in the visitations. Pritzl said the people who do the supervised visitations also have other duties. Director of Community Programs Nancy Fennema informed that currently for the visitation program there is one person that oversees it, but this is only a portion of her responsibilities. There are also about 6 – 8 people that rotate to oversee the visits throughout the day and evening hours.

Zima said if the 1,050 hours Pritzl referenced earlier is divided over 8 employees that would amount to about a half-time position. The wages for an employee who provides visits would be somewhere between \$13.57 - \$20.35 according to Pritzl. Hoyer feels at this time the Committee should hear from interested parties and then tie the conversation back together. Zima feels the Committee needs to be a little pre-emptive and decide if this is something that is worthwhile and should be recommended to the County Board. If it is, then there needs to be some numbers that could be recommended, subject to referral back if the information cannot be put together by the County Board meeting. Zima said if the Committee feels the program is worthwhile, they should expedite a recommendation to the Board as soon as possible as the services have terminated, although some services are still being provided on a voluntary basis. He does not feel the County needs to fund the whole thing, but feels the County needs to step in to try to fill the gap to some extent. It would not be too hard to figure out how much money would be needed to get some help to the program.

Pritzl informed that the amount of money for this is a little difficult to estimate. He can look internally at what it will cost, but wanted to point out that he has received some very different estimates. HELP of Door County originally had a budget of \$98,000 for this service in Brown County. Other groups that have come forward have quoted a rough budget of \$120,000 and he feels that numbers from internal staff will also be different. A swing of \$20,000 makes Pritzl wonder how the numbers were arrived at. He also reiterated that there needs to be a discussion of the County's role in supervised visitation and how much time in Human Services should be invested or if it is more a function of Family Court.

Schadewald asked how supervised visits are handled in other counties and noted there may be programs or grants that we do not know about and these are things that should be explored. There are many good programs, but he does not want to be so reactive to lose perspective. At this time he is primarily interested in exploring options. Pritzl said that in a county this size of Brown County, typically you would see some sort of Family Court program which would include things like mediation, placement services, supervised visitation and parent education. He can speak to Dane County because he worked there and all of those services fell under a Family Court program. He said by statute someone gets appointed to this who meets the training requirements and at one time in Brown County the Human Services Director was appointed to fulfill that role, but that stopped when there were transitions in directors.

Linssen said whether the services are provided under Human Services or Family Court, the funding would come from the County. Pritzl said in one county he worked in, services were funded by fees assessed to the participants of the program and there was also funding from marriage licenses and divorces. Linssen feels it is important to figure out if these services should fall under Human Services which falls under this Committee or Family Court which falls under the Public Safety Committee. Zima recalled that last year this started at the Public Safety Committee and he feels the first determination that needs to be made is whether there is an interest in continuing the service. He added that he attended a meeting last year with the Oneida Tribe and the Oneidas were willing to participate and give some money and he feels perhaps more money could come from them through the service agreement they make with Brown County.

Motion made by Supervisor Schadewald, seconded by Supervisor De Wane to suspend the rules to allow interested parties to speak. Vote taken. MOTION CARRIED UNANIMOUSLY

-Katrina Catteruccia, 2812 Viking Drive, Unit 3C, Green Bay, WI

Catteruccia attended the last meeting with information regarding the FAS program. She has met with Erik Pritzl, Troy Streckenbach, representatives of Oneida and many attorneys. At this time Oneida has given a firm commitment as to a percentage and they have also offered a building for the new program to go into. Catteruccia was the coordinator of the FAS program in Door County and she will bring all of her information and experience to Brown County and she also has two staff members on board. They are still doing as many visitations as they can out in the community within safety regulations but there are a lot of families they cannot help without an off-site building. Catteruccia said they are currently doing the visitations pro bono because she gave her word to Oneida and Brown County that she would continue on with as many families as she can safety do until there is a resolution. She believes in what the program does and feels it is an essential service to the community. Catteruccia understands what Human Services does, but says that the two roles are completely different. The cases that FAS handle deal with divorces, restraining orders, criminal matters, etc. They have cases where the parents have zero communication and cannot even be in the same building. FAS is the middle man in these situations. They get the cases, they intake them and figure out a schedule that works to eliminate the conflict. Schadewald asked if the FAS program and Human Services program serve the same people. Catteruccia responded that in the CHIPs actions in Human Services, the child is the focus. FAS focuses on the child as well, but they also focus on the protection of the parents so they are working with all three parties.

Linssen asked how people come into the FAS program and if they pay a fee to use the program. Catteruccia explained that they come via court order and in the past there has not been a fee to the parents, but moving forward, she has developed a fee structure that she feels would work. She has talked to a lot of parents to see where they are at and based on those conversations, she has come up with a fee structure where every service would have an associated fee, and then parents would pay based on their ability. Linssen asked if this should fall under the Clerk of Courts since the judges are ordering people to use the services and therefore it is a judicial thing, not a Human Services thing. Catteruccia said there are a lot of players, including the judges and the DOC and she also feels that there are children in the program who would turn into CHIPs cases without the services of FAS.

Linssen asked what the benefit would be to having the services provided by FAS as an independent contractor, versus being part of the government role. Catteruccia responded that if the County would want to do what FAS does, the training expenses would be very large for the specialty of services they provide. They do not babysit and they do not parent, but they do work to make the conflicts go down. Linssen asked if there is an organizational benefit having an independent group providing these services versus a government employee with the same qualifications. Catteruccia feels the benefit of an outside agency doing this is that it is neutral and not part of the system and noted that FAS does not have any say in court orders or anything like that. The neutrality is important and Catteruccia said she can also provide the services with fewer employees.

Linssen said cost will be one of the factors in making a decision on this but he is also wondering if there are non-financial benefits to using a third party. Schadewald asked Catteruccia if this is her full-time job. She responded that it is and they have been running with 2 full-time employees and 2 part-time employees. She

noted they serve not only Brown County, but a number of surrounding counties as well. Linssen asked why she has not been charging fees if the courts are still ordering these services. She responded that Help of Door County absorbed a lot of costs through other grants that were not in the bottom budget line for Brown County. The administration of Help of Door County did all the administration functions and community relations events. Those funds are not seen in the FAS budget, because they are mixed into the bigger picture of the agency. Linssen asked why Catteruccia has not independently been charging her services since the funding ended. She responded that she gave her word to Brown County and Oneida that she would assist with the transition with the goal of making the transition a little speedier. Catteruccia had a breakdown of numbers with her and said that 70% of services came out of Brown County and 27% came out of Oneida, but Oneida is willing to raise that to 30% plus provide the building. The anticipated monthly cost to run the program would be \$11,000 on the high end. That includes legal fees, accounting and payroll. The initial cost would be about \$19,000 and she noted that almost everything in the former facility were her personal belongings so there will not be a lot of things they need. The bottom line to finish off the year would be about \$100,000. Linssen asked if those numbers take into consideration any fees charged to the end users and Catteruccia responded that it did not, but she feels some parents would offset this and roll over. Schadewald mentioned the \$60,000 that was given to FAS last year, and Catteruccia said her opinion is that that money could have gone a lot further than it did.

Linssen would like to see all of this in writing and asked that any proposal include the potential different levels of user fees. He said the Committee and the Board needs to look at the amount they would be paying, but also what the experience is going to be for the people using the service. Schadewald noted there needs to be a 2/3 vote of the County Board to get funds from the general fund, so the figures need to be rock solid.

Supervisor Buckley asked where the \$60,000 went that was given to FAS last year and it was noted that those funds were to complete last year. Buckley asked Catteruccia who she is currently operating as and she said there is no operation right now. Buckley is concerned about liability if the County is sending people to the program and she is operating under her own umbrella but Catteruccia said the courts are no longer sending people to FAS. Buckley reiterated that there may be County liability if she is continuing to provide services when she is not under any organization. Pritzl said he met with one of the judges earlier in the week and he was advised that the judges are not currently ordering FAS. They can still order supervised visitations, but it would have to be handled by someone like a relative or a friend. Once the court received the letter that the services would be ending, they stopped ordering people to the program.

Catteruccia said when Family Court orders supervised visitation the parties have the option to use a neutral third party like an aunt or uncle, grandparent or good friend. But most of those times, the neutral party is not really neutral and the child becomes torn. Using FAS brings in a truly neutral party and she would like to continue offering this service to the community. Linssen said in his experience, when the court orders something, like mediation, they expect the parties themselves to pick up the costs for those things, even though they are being ordered by the court and asked why that is not the case in this situation. Catteruccia said that in the past they were operating under grants and were therefore prohibited from charging fees.

Buckley said in this particular case, the service is not grant funded and if it is something the County chooses take on, it would have to be done through the RFP process. Linssen said the question seems to be whether the County decides to do this in-house or whether it goes out for RFP. Catteruccia said that the intention would not be for them to come to the County for funding every year. The intention would be for them to immediately apply for nonprofit status so as soon as that would kick in, they could start applying for grants. She noted that Oneida has offered their grant writers to assist. She would file for the nonprofit status as soon as there is a firm agreement for services. They are looking to get something going and get it on firm standing and then get the nonprofit standing and go from there. Linssen urged Catteruccia not to look at this from the standpoint of becoming a contractor with the County funding startup costs. He knows what she is doing and it is good, but ultimately it seems like that is what she is asking if she has not started applying for grants and things like that.

Motion made by Supervisor De Wane, seconded by Supervisor Schadewald to return to regular order of business. Vote taken. MOTION CARRIED UNANIMOUSLY

Supervisor De Wane feels this is a worthwhile program and recalled that the County gave money towards the program last year. It seems that now Catteruccia is asking the County to get something going for 2017 but the County still needs to decide if we are going to contract this service out or have it done in-house instead. Linssen added that another question that needs to be explored and answered is if these services should be a function of Human Services or whether it should be a function of the Court.

Zima was somewhat taken aback by the presentation and feels that these services could be provided in-house for less money than was mentioned in the presentation. He said a full-time position in-house would not cost the \$128,000 that Catteruccia said the services would cost. Zima feels we need to start filling the gap for these visitation services and unless someone comes back with a more economical approach, the County should move forward with getting these services provided in-house as quickly as possible and then, during the course of the year, we could look into doing an RFP. He thinks the Committee should make a decision to recommend to the County Board that we do this in-house until some time that we see something that may be more beneficial to the County. He feels the County could fulfill this obligation in the area of \$60,000 - \$70,000 per year.

Hoyer said he appreciates Zima's enthusiasm for the services, but feels we do not have the infrastructure or information to make a decision tonight. He understands that Zima feels this is very important and does not want this to be dropped, but does not feel we are in a position to make a decision right now.

Motion made by Supervisor Schadewald, seconded by Supervisor Linssen to direct Human Services to evaluate the need for the program and provide figures as to what it would cost to provide the services in-house, determine what vendors would be able to contact these services and look into the appropriateness of Human Services handling these services. Vote taken. MOTION CARRIED UNANIMOUSLY

3. **Communication from Supervisor Schadewald re: Request that the committees examine the feasibility and cost of building a combined Human Services and Health Dept. building on the east side county property. I believe this would be potentially the most cost-effective means to reduce our footprint, maintenance and energy costs. *Referred from February County Board.***

Schadewald said there will be some carryover money going through Planning, Development and Transportation Committee for the move of the Health Department. There have been some numbers thrown out and some he does not dispute, but others he does. Executive Committee is taking on the role of facilities planning but Schadewald would also like the Human Services Committee to have input regarding their thoughts.

Schadewald continued that the Health Department is currently located in a building that has been purchased by someone else and there may be a renegotiation of the lease. The County Executive has proposed for two years that the Health Department move into the Sophie Beaumont Building. This move would involve compacting and remodeling the office space of Human Services and would also elevate parking in the downtown area, both for employees and for the people who visit the Health Department. Schadewald feels we need to ask ourselves if this is a short-term plan or a long-term plan and he also noted that moving the Health Department would necessitate building a lab in Sophie Beaumont which could raise concerns of hazardous specimens being brought into the facility. He also noted that most of the people in Human Services are in the office all day, but Health Department staff is constantly coming and going and this would be another consideration. Parking issues were also referenced and Schadewald questioned if it is appropriate to start making the Health Department employees pay for their parking if they move downtown.

It was noted the County owns a building on the east side and this could be a positive in a number of ways. It could clear out the Sophie Beaumont Building and open up several hundred parking spots downtown. Schadewald feels that in the future Human Services will become regionalized and the building on the east side would make this more attractive and efficient with surrounding counties. He also believes that some efficiencies would be gained if the Human Services offices were reconfigured. Schadewald also noted there has been a big push to reduce the footprint. He said Sophie Beaumont is rock solid and there could be multiple uses for the building, including putting Huber prisoners in there to help alleviate the need of building

a new jail. It could also be a site for transitional housing or day report centers or things of that nature. In addition, there would be the possibility of the County providing office space for some of the non –profits we work with. He noted that transferring Technology Services out of the building would cost in the millions of dollars. There are a lot of different things to think about and Schadewald noted that it is not as easy as just saying we are not going to pay rent anymore and therefore would save money.

Motion made by Supervisor De Wane, seconded by Supervisor Linssen to send this to administration to look at the costs. Vote taken. MOTION CARRIED UNANIMOUSLY

4. **Communication from Supervisor Schadewald re: Request that all County Board members who ask Dr. Coussens questions by e-mail, please forward those questions and answers received to the Board of Health (Chairman) and the Human Services Committee members so that all information ends up in public record. *Referred from February County Board.***

This item was taken together with Item 6.

Hoyer informed he has reached out to Dr. Coussens to let him know our meeting schedule and also let him know that there would be the possibility of adjusting the date and time of a meeting to fit his schedule if possible. If Dr. Coussens is able to attend, he could be put on under the wind turbine update and then that item could be put towards the beginning of the agenda. This would be the best way to notice it appropriately and be as transparent as possible. Hoyer also said that any questions that are addressed to Dr. Coussens could be submitted under the wind turbine update portion of future meetings.

Motion made by Supervisor De Wane, seconded by Supervisor Schadewald to receive and place on file Items 4 & 6. Vote taken. MOTION CARRIED UNANIMOUSLY

5. **Communication from Supervisor Buckley: Have Human Services break out contract with Family Services. Start an RFP process to update the EM-1/Alcohol Hold procedure. Also have staff evaluate to see if it would make fiscal and quality of care sense to bring services back in-house. *Referred from February County Board.***

Supervisor Buckley informed that under the current system, the EM1 process takes a lot of time and is very frustrating to law enforcement. It has been this way the entire time he has been on the Board and he realizes that Human Services Director Erik Pritzl is working on this. Buckley is looking at this from a law enforcement perspective and said that officers on EM1s and alcohol holds spend an average of 5 hours per call for 2 officers, but sometimes it is much longer, up to 13 hours. He is not minimizing the patient aspect of it and noted that having a patient in custody for hours upon hours in the back seat of a squad does not help the patient in any way. He said he gets a lot of complaints from law enforcement on this process and he would like to explore the County's current system to see if it can be modified.

Buckley continued that the Green Bay Police Department now has 2 officers dedicated to mental health issues and he feels a similar request may come from the Sheriff's Department as well. He noted that law enforcement officers are initial responders and their job is to get the person to the help they need; they are not case workers.

Buckley said currently the facilities that can help these people are at capacity and officers are having to transport patients to Winnebago or Mendota which takes a significant amount of time. Someone who needs help may go to the crisis center, then to the hospital for medical clearance, maybe back to the crisis center and then somewhere for placement.

It was noted there have been a number of things done to work on this such as implementing mobile crisis, but this still is a problem. Last year the City had almost 700 EM1s and the County had almost 700 EM1s as well. Year to date the City is at about 76 EM1s.

Schadewald asked for an explanation of an EM1 and how the system works. Buckley explained that when someone has mental health issues such as being suicidal, officers will respond and take the person to the crisis center or have mobile crisis come out. After being evaluated by crisis staff, the person may need medical clearance so they would then go to the hospital for clearance and then back to the crisis center. At that time there would be an option to do a contract that the person is not going to harm themselves, or a determination is made that the person needs to be put in inpatient care to be monitored. Currently the County has 16 beds at Nicolet Psychiatric Center which is the inpatient unit. Bellin has some capacity as well. Buckley said that when the County facility is full and Bellin does not have capacity, the person needs to be taken elsewhere. Pritzl added that if someone's needs exceed what can be provided by the County facilities due to violence, they are taken to Winnebago or Mendota. Up until 2016 it was not a common occurrence to take someone out of Brown County, but starting in April and May, there were people being taken to Winnebago a little more and by August they were taking still more. There are now other providers, such as Willow Creek, but they are not able to take the capacity yet. The number of EM1s is increasing and Pritzl said last year the County had 838. The five year average is 777. That is the number of EM1s filed with probate; there are some people who are brought in but then are safety planned rather than going through the entire EM1 process.

Buckley brought this forward due to the number of hours law enforcement is spending on these calls. He said the number of EM1 calls has spiked dramatically throughout the County and they are tying up hundreds of thousands of dollars in man hours. Linssen asked what the spike was attributed to. Pritzl said that one theory would be awareness and people may be more likely to call law enforcement or the crisis center because they see that resources are available and their first line of defense would be a first responder like law enforcement. Linssen asked if there has been an increase in filings of EM1s with the court and Pritzl said that the percentage has increased and there are more people on commitments than settlement agreements.

Buckley said the current process has been a problem for quite some time. Years ago the process was for an officer to pick the person up, take them to the mental health center, do the paperwork and get back on the road in about an hour. Linssen asked why officers instead of a staff person are transporting to Winnebago County. Pritzl responded that the person is in protective custody status until they get to the receiving facility.

Buckley continued that he toured the new mental health facility that opened recently which made him rethink the County's system because it seems somewhat antiquated. The EM1 process is covered by State Statutes. Pritzl said that in the past law enforcement was able to take a person to a facility and drop them off, but the law changed and the Division of Community Programs is now required to authorize the placement in a facility which means the person has to go through an assessment before being taken to a facility. That change occurred to insert the crisis assessment in the process. Now we have to find a way to have the assessment occur in a timely fashion. Schadewald asked if the assessment process takes a lot of time and Hoyer wanted to know if mobile crisis has helped with expediting the length of time of the process. Pritzl said that in 2016 the number of man hours the GBPD spent on EM1s has decreased, but he is not able to say that that is directly attributed to mobile crisis.

Buckley said the Public Safety Committee has been working on this and he would like to see the contract with Family Services broken out to see what the EM1 process is. Secondly he would like to look at the system itself and ask staff to look at the processes. He feels the current system is antiquated. He noted the facility that recently opened has the ability for the officer to go there, get the person evaluated and get medical clearance all in the same location. He is not necessarily saying that is the answer, but he feels that that is something that we should be looking at as part of the process, not only to cut down the officers time but also for the affect this process has on the person in custody. Often times when someone is in custody for an extended period of time they become combative and use of force rises.

The third point of Buckley's communication is for Pritzl to look at taking this in-house. He feels this may be a way to help solve the issues. At this time he is looking for a short-term answer now and then working toward a long-term solution.

Motion made by Supervisor Schadewald, seconded by Supervisor Linssen to suspend the rules to allow interested parties to speak. Vote taken. MOTION CARRIED UNANIMOUSLY

-Lois Mischler, Vice President of Family Services, 2834 Wood Haven Circle, Green Bay, WI

Mischler said that Family Services has been a really grateful partner with the County and law enforcement for a number of years and they want to have a system for the consumers, law enforcement and other partners that works as well as it possibly can. She estimated that EM1s have become a larger piece of what Family Services does and said that they take 22,000 calls annually and 5,500 in person crisis sessions, with about 1,200 of those being mobile in 2016. Many are related to suicide concerns. They know that some of these calls take a long time but noted that not all of the barriers are Crisis Center barriers but they do recognize that they need to be a part of the solution along with everyone else. Mischler said that sometimes they deal with the same person more than once. Sometimes people start as an EM1 which is telling them that they need to be in an inpatient facility whether they want to be or not, and some of those end up wanting to be voluntary which is a different procedure.

Linssen talked about the County's contract with Family Services and asked if there is a separate contract for just EM1s or if the EM1 portion is rolled into the whole contract. Mischler said that the emergency detention role is rolled into the entire contract. They work in partnership with law enforcement to work with the assessor to agree when emergency detention is appropriate.

Buckley acknowledged that the Crisis Center can be part of the solution, but he would like staff to look at what could be a better way to get things done. One thing he thinks may work is to have a crisis worker at the CTC in a non-inpatient area or have some sort of collaborative effort to get the person to the facility they need to be at sooner which relieves not only the officers' time, but stress on the person as well. He is not saying that Family Services is not a part of the solution, but he feels that this area of the society's need have to be ever changing and we have to constantly be looking at ways to do things better. Based on the feedback he is getting from law enforcement, something needs to be done.

Hoyer said that some of the solutions can probably coordinate with the current provider. Schadewald asked how the alcohol aspect is handled in these cases. Pritzl said that the trouble law enforcement runs into with alcohol holds is that the accepting facilities want to see a downward trend of blood alcohol content in someone who is highly intoxicated. Law enforcement can sometimes end up sitting with someone while their blood alcohol content goes down to the level appropriate for admission. He noted that the County is obligated to deal with incapacitation situations, but is not obligated to deal with intoxication situations.

De Wane understands where Buckley is coming from and noted that the City of Green Bay is training officers in special areas, including mental health, so they can help the people. The reason they keep alcohol people overnight is because often once they sober up their attitude changes and they become much more cooperative. He noted that Green Bay has a facility that can handle these situations. They are having discussions in Green Bay as well as to ways to streamline this process. Pritzl said that before we jump both feet into something, what De Wane is talking about is a facility that has less than a quarter of their beds online right now. We have to look at their procedures and processes and what their awareness of Wisconsin statutes and laws is. The County is working to establish a partnership with this facility but we also have to see how they are incrementally doing this and he would like to see some of the other counties who will be using the facility for emergency detentions work out some of the kinks before we bring a large county like Brown on board.

Schadewald said if there are other intersections between the Sheriff's Department and Human Services, he would like to keep looking at those intersections to continue to improve services. He does not want the discussion limited to EM1s; he would like to make any procedural adjustments that should be made. Buckley said that there is an EM1 committee that meets regularly, but it is a large committee and sometimes with a larger committee things do not move that fast. Buckley recently received an e-mail from GBPD that outlined their concerns about capacity, especially when it comes to chronic people that they deal with on a regular basis. Another thing that comes up is the voluntary options that are available within the County. Pritzl said that increasing the total bed count in the community that people can access voluntarily would be a benefit.

Pritzl said this process is one of the more complex things that law enforcement and Human Services and Family Services deals with. There are both legal and clinical decisions being made and there are officers, crisis counselors, psychiatrists and nurses involved and there are also the rights of the people to the least restrictive treatment coming into play. It is a very complicated process, but he feels that it could be done better.

Motion made by Supervisor Schadewald, seconded by Supervisor De Wane to return to regular order of business. Vote taken. MOTION CARRIED UNANIMOUSLY

Motion made by Supervisor De Wane, seconded by Supervisor Schadewald to refer to the Director of Human Services to look at options and report back when ready. Vote taken. MOTION CARRIED UNANIMOUSLY

6. **Communication from Supervisor Erickson re: Request that Dr. Coussens be invited to committee for a presentation including Q&A session providing Dr. Coussens agrees. *Referred from February County Board.***

See action at Item 4 above.

Wind Turbine Update

7. **Receive new information – Standing Item.**

Linssen questioned if given what happened at the last County Board meeting, there is a different way this could be worded on future agendas to makes it clear that this Committee is just accepting reports. Schadewald said at the last County Board meeting someone tried to pull this item for discussion because it is on the agenda as a standing item. Linssen would like to see the agenda language clarified to show that it applies only to new reports or something similar. Schadewald said prior to the next meeting it would be a good idea to talk to Corporation Counsel as to how to list this on the agenda so that it is only germane to the information presented.

No report; no action taken.

Health Department

8. **2016 to 2017 Carryover Funds.**

Hoyer said this relates to the carryover of non-discretionary grant funds. Office Manager Patti Zich informed that this has been reduced by about \$21,000 from last year.

Motion made by Supervisor Schadewald, seconded by Supervisor Brusky to approve. Vote taken. MOTION CARRIED UNANIMOUSLY

Veterans Services

9. **2016 to 2017 Carryover Funds.**

CVSO Jerry Polus informed that as part of his department's budget there is a supportive services fund which is for emergency assistance for needy veterans and widows. This is something that is required by statute so every county has such a fund, but there is no requirement to fund it in specific amount; that is up to the county. Last year the budgeted amount was \$27,580. Of that, \$7000 went to help purchase the wheelchair accessible DAV van. About \$12,000 was spent on direct aid to veterans for things like bus passes, food cards, gas cards and occasionally utilities. There are written policies and procedures for these funds which include that the veteran or widow be a resident of Brown County for at least 6 months to be eligible for assistance and they only allow assistance once every 6 months. His office keeps close records on this and all applications are reviewed and approved by two staff members.

Polus continued that there are three different federal and state agencies that help homeless veteran with housing and utilities which take a big burden off the County. There are also different organizations that assist

veterans such as the Desert Vets, DAV, American Legion, etc. Polus said this has allowed his office to have a balance of \$8455 which he is requesting to carry over to the 2017 budget. The budgeted amount for 2017 is \$12,403 so with the carryover they would have over \$20,000 available to help veterans. Polus also indicated that they have received \$9349 in donations this year to help needy veterans. Approval of the carryover will bring the fund to \$30,207 which is more than generous. Last year his office helped over 125 veterans out of this fund. Polus also indicated that Associated Bank advised him today that they would be making a donation next week of \$1,000.

Supervisor Linssen asked if there was a carry-over going into 2016 and Polus indicated that there was a carryover going into 2016 of \$15,870.

Schadewald indicated that he would like Polus to come to the next meeting to talk about how veterans are served in the County.

Motion made by Supervisor De Wane, seconded by Supervisor Brusky to approve. Vote taken. MOTION CARRIED UNANIMOUSLY

Human Services Department

10. Examine scheduling issues at CTC – update.

Hospital Administrator Luke Schubert provided the Committee with a handout, a copy of which is attached, that provides an update on the scheduling issues at the CTC. He noted that the employees that came to the Human Services meeting a few months ago were part of the AFSCME group. There are currently about 10 AFSCME members and they are 99% concentrated in the hospital. Schubert sent out a survey to see if that group's thoughts were indicative of the entire department. The results of the survey are contained in the handout.

Schubert continued that he sent out a market study to other healthcare facilities to see if they allowed employees to take off on weekends without putting in a request or replacing themselves and of those that responded, 100% did allow a person to put in for weekend vacation without replacing themselves. They are currently talking about allowing one weekend off per year and the estimated cost for this would be about \$13,000 based on the average wage for part-time and full-time staff.

De Wane said a lot of people take 7 day or 2 week vacations and asked Schubert if employees are able to do that. Schubert responded that with the current policy they are not able to do this and that was one of the concerns that was brought forward. He noted that they do what the industry does and this may be different than how other industries work. In the nursing field, employees are used to working every second or third weekend. They do keep an on call roster, but the weekends are hard to get replacements for. They also have outside agency contracts that they can use when needed to provide employees. De Wane said the schedule does not sound very family oriented. Schubert said that they could do something different than what the industry does and they are looking at it, but there would be a cost as he mentioned earlier.

Linssen asked if it would be possible to do something like they do in the finance industry where employees are required to take a one week vacation every year. If an employee would then want to take a longer vacation, it would be a lot easier. Schubert responded that there are a lot of options they could look at, but he wanted the Committee to know that they have not budgeted or planned for that. Linssen asked how many weeks of vacation staff gets and how they go about scheduling the vacation. Schubert said staff is on the regular County vacation schedule. Linssen said that he understands that this type of scheduling happens in other industries as well.

Schubert said another part of the challenge is that a lot of staff is engrained that they only want to work in a specific area. Without flexibility, more challenges are created because the pool of possible replacements is smaller in each area. If employees would open up their flexibility a little bit and be willing to go where the need is, it would make things a little easier.

Schadewald said employees get a certain amount of vacation, but they have to find a trade if they want to take a vacation that falls on their normal weekend to work. He asked Schubert if what he is saying is that for \$13,000 we could create one weekend a year for each employee where they could take vacation without finding a trade. Schubert said that that is what he is saying. Schadewald feels this would be an easy way to increase morale among staff. Schubert said that people request their vacation at least 30 days in advance and often much further advance in that.

Pritzl said that the \$13,000 would have to be an increase to the appropriation to the CTC. Schadewald said this would have to come from the general fund. Linssen said he disagrees with adding the \$13,000 and he feels the current policy is fair given the profession and the employees know well in advance which weekends they have to work and they can schedule around it.

De Wane said that for someone who has a large family, events are always popping up and he has relatives that work in the medical field and they are all able to take time off when they want it, even for several weeks at a time, without having to find their own replacement. He also said that police departments and fire departments work the same way.

Schubert wrapped up by saying there are a lot of options out there that they could explore, but they all come with a cost. Schadewald said he agreed with De Wane in that if there is some way we can help the employees a little bit without a huge cost, it would go a long way.

Motion made by Supervisor Schadewald, seconded by Supervisor Brusky to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

- 11. 2016 Budget Adjustment Request (16-124): Any increase in expenses with an offsetting increase in revenue.**

Motion made by Supervisor De Wane, seconded by Supervisor Schadewald to suspend the rules and take Items 11-16 together. Vote taken. MOTION CARRIED UNANIMOUSLY

Motion made by Supervisor De Wane, seconded by Supervisor Schadewald to approve Items 11, 12, 13, 14, 15 & 16. Vote taken. MOTION CARRIED UNANIMOUSLY

- 12. 2016 Budget Adjustment Request (16-125): Any increase in expenses with an offsetting increase in revenue.**

See action at Item 11 above.

- 13. 2017 Budget Adjustment Request (17-09): Any increase in expenses with an offsetting increase in revenue.**

See action at Item 11 above.

- 14. 2017 Budget Adjustment Request (17-12): Any increase in expenses with an offsetting increase in revenue.**

See action at Item 11 above.

- 15. 2017 Budget Adjustment Request (17-13): Any increase in expenses with an offsetting increase in revenue.**

See action at Item 11 above.

- 16. 2017 Budget Adjustment Request (17-15): Any increase in expenses with an offsetting increase in revenue.**

See action at Item 11 above.

17. Executive Director's Report.

Pritzl referred to his report contained in the agenda packet. He highlighted the efforts made in Children, Youth and Families to bring new things in the areas of in home safety services, Wisconsin trauma services and juvenile justice early intervention. All of these have funding sources available through the State and the County has to prepare applications and develop plans and then get approved and go through implementation. This is different than how the County works where the allocation is made and then the department implements the programs and reports back to the Committee. Department staff is trying to push and push to bring new programs and innovation to the County and this is reflected in the success of getting the awards from the State.

Pritzl also referenced the Census Overview contained in the agenda packet which shows the trend of the capacity at Nicolet rising. There is room for improvement at Bay Haven and they are working hard on ways to utilize that for things other than crisis stabilization, such as adult family services.

Schadewald brought up the move of the Health Department to Sophie Beaumont and asked Pritzl if he has had any discussions with his staff about the potential move. Pritzl said he did some listening sessions in the past, but nothing recently. He collected questions to ascertain what the concerns were. The issues that people raised as concerns included parking, traffic flow, building security, toxic issues of the lab and customer service. Schadewald said a decision regarding the move could happen relatively soon and he would like to have as much input as he can before he votes on this. Pritzl said the juvenile justice and adolescent behavioral health group, which is about 24 staff, would be moved from the mezzanine level to the first floor, and then public health would have the mezzanine level. The lab is proposed to go on the first floor and would displace 6 offices. Schadewald said transparency in this issue is paramount and once a decision is made and people are moved and the lab is built, it will stay that way, at least for a while. Pritzl said no matter what the decision is, there will be disruption with moving people. He said they put together what they believed to be the best plan. Schadewald feels that talking about this ahead of time makes a lot of difference and getting input from those involved is important.

Hoyer asked about the study for safe housing which was proposed by the mental health ad hoc committee and asked Pritzl what the timeframe was. Pritzl said all of the information has been provided to Purchasing and it will go out as a Request for Quote. He has been working with Purchasing on this and from his perspective, the first part of the process is done. Pritzl said Purchasing will receive the quotes and pass through those that meet the requirements for consideration. Hoyer also asked about mandated versus non-mandated services and indicated that he would like to look at this further sometime this summer. Pritzl said that he has been looking at this and noted that some things came and went, some got reduced and some were restored and he is looking at the history. Hoyer noted there was a study done a number of years ago that looked at this and he feels that would provide a background or baseline on the services and how they have changed. Linssen noted that he has asked County Executive Troy Streckenbach to provide a list of the mandated and non-mandated programs as well.

Motion made by Supervisor Brusky, seconded by Supervisor Schadewald to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

18. Financial Report for Community Treatment Center and Community Programs.

Finance Manager Eric Johnson commented on the narrative report included in the agenda packet. He noted that there are two offsetting adjustments for the Community Treatment Center and Community Programs. The first adjustment is an unfavorable adjustment that was mentioned in an earlier meeting regarding the billing process on the CBRF that needed to be adjusted back to 2014. The overall impact is anticipated to be between \$950,000 and \$1,000,000. Fortunately there is an offsetting favorable impact adjustment. Johnson said they budgeted approximately \$200,000 for a WIMCR and CCS settlement through the annual cost reporting process with the Medicaid process but the County will actually receive just under \$1.2 million dollars.

Hoyer thanked Johnson for his report and indicated that he liked having the narrative report in the agenda packet.

Motion made by Supervisor Schadewald, seconded by Supervisor De Wane to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

19. Statistical Reports.

- a. CTC Staff – Double Shifts Worked.
- b. Monthly CTC Data - Bay Haven Crisis Diversion/Nicolet Psychiatric Hospital.
- c. Child Protection - Child Abuse/Neglect Report.
- d. Monthly Contract Update.

Motion made by Supervisor Schadewald, seconded by Supervisor Brusky to suspend the rules and take Items 19 a – d together. Vote taken. MOTION CARRIED UNANIMOUSLY

Motion made by Supervisor De Wane, seconded by Supervisor Schadewald to receive and place on file Items 19 a – d. Vote taken. MOTION CARRIED UNANIMOUSLY

20. Request for New Non-Continuous and Contract Providers and New Provider Contract.

No report; no action taken.

21. 2016 to 2017 Carryover Funds.

Motion made by Supervisor Schadewald, seconded by Supervisor De Wane to approve. Vote taken. MOTION CARRIED UNANIMOUSLY

**Aging & Disability Resource Center - No agenda items.
Syble Hopp – No agenda items.**

Other

22. Audit of bills.

Motion made by Supervisor Schadewald, seconded by Supervisor Brusky to pay the bills. Vote taken. MOTION CARRIED UNANIMOUSLY

23. Such other Matters as Authorized by Law.

A discussion was held regarding the next meeting date. The next meeting will be held on Wednesday, March 29, 2016 at 5:30 pm and Hoyer will make an effort to have the meeting held at the ADRC.

24. Adjourn.

Motion made by Supervisor De Wane, seconded by Supervisor Schadewald to adjourn at 8:24 pm. Vote taken. MOTION CARRIED UNANIMOUSLY

Respectfully submitted,

Therese Giannunzio
Recording Secretary

Scheduling Committee Update Human Services Committee – February 2017

There was a scheduling survey conducted within the inpatient nursing department at the CTC. The survey was sent out to all department employees (full-time, part-time, and on call). There were 98 total employees in the nursing department at the time that the survey was conducted. There was a 65 % response rate to the survey (64 employees responded).

CTC Scheduling Survey Summary

- The primary work locations of the respondents were as follows: 67% Nursing Home, 28% Hospital, and 5% CBRF
- 62.5% of respondents identified them-selves as full-time; 37.5% were part-time or on-call.
- 81% of part-time employees wanted to become benefit eligible (0.5 FTE or greater); 23% of part-time would prefer to be full-time (40 hours/week).
- Overall satisfaction with employee scheduling was a 3 out of 5 (**Overall employees are satisfied**).
- **The largest area of dis-satisfaction was identified as vacation rule changes (67%).**

Comments (37 Total)

- More CBRF cross-training needed: 1
- **24% Holiday rotation schedule request**
- **48% Administration policies on vacation (more weekend vacation, allow more employees off per day, holiday blackout period, 30 day notice period for vacation requests, 48 hour notice of trade)**
- **19% Holiday/Mandated pay bonuses for staff, shift differentials and shift pick up bonuses paid, etc.**
- Shift times changed: 1
- Eliminate every weekend position: 1

Committee Member's Identified Initiatives:

- Increase planned days off
- Promote 0.5 FTE positions (get as many people benefit eligible as possible)
- Examine/alter Vacation Policy
- Collaborate and gather additional input
- Identify all Concerns
- Examine hiring practices/process and change as needed

Action Items – Next Agenda:

- Review current vacant positions
- Look at ways to better retain employees for vacant positions and postings that have high turn-over
- Review fiscal impact of allowing employees 1 weekend request per year
- Discuss cross training staff to increase coverage
- Review any applications for new committee members

Respectfully Submitted,



Luke Schubert, NHA

Hospital & Nursing Home Administrator