

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, September 24, 2014 in Room 200 of the Northern Building, 305 E. Walnut Street, Green Bay, Wisconsin.

Present: Chair Evans, Supervisor Robinson, Supervisor La Violette, Supervisor Hoyer
Excused: Supervisor Haefs
Also Present: Angela Stuck, Bonnie Phernetton, Sue Lockwood, Jeremy Kral, Tim Schmitt, Chad Weinger, Supervisor Tom Sieber, Roberta Morschauser, Cheri Bastian, and other interested parties

I. **Call Meeting to Order.**

The meeting was called to order by Chair Patrick Evans at 5:30 p.m.

II. **Approve/Modify Agenda.**

Motion made by Supervisor La Violette, seconded by Supervisor Hoyer to approve. Vote taken.
MOTION CARRIED UNANIMOUSLY

III. **Approve/Modify Minutes of July 23, 2014.**

Motion made by Supervisor La Violette, seconded by Supervisor Robinson to approve. Vote taken.
MOTION CARRIED UNANIMOUSLY

Comments from the Public. None.

Report from Human Services Chair, Patrick Evans:

Chairman Evans informed that he was contacted by the Baltimore Child Abuse Center, they had read in the Baltimore Sun and the Minnesota Star Tribune, about Brown County's Child Abuse and Neglect Task Force.

1. **Review Minutes of:**

- a. **Aging & Disability Resource Center Board Meeting (August 28, 2014).**
- b. **Aging & Disability Resource Center Nominating & Human Resources Committee (August 25, 2014).**
- c. **Children With Disabilities Education Board (August 26, 2014).**
- d. **Human Services Board (September 11, 2014).**
- e. **Veterans' Recognition Subcommittee (August 19, 2014).**

Motion made by Supervisor Hoyer, seconded by Supervisor Robinson to suspend the rules to take Items 1a - e. Vote taken. MOTION CARRIED UNANIMOUSLY

Motion made by Supervisor Hoyer, seconded by Supervisor Robinson to approve Items 1a - e. Vote taken. MOTION CARRIED UNANIMOUSLY

PRESENTATION BY FAMILY SERVICES

Angela Stuck, Bonnie Phernetton and Sue Lockwood with Family Services were in attendance to speak to the presentation. Ms. Stuck thanked the committee for inviting them and for the committees continued support of all of their Family Services programs. A handout was provided (attached); they highlighted Healthy

Families, Willow Tree and the Crisis Center and provided current information including budget requests for 2015.

Stuck informed that in their handouts, it included mid-year statistics that were impactful and to tell their story of the current good indifference that they were making within the community serving high risk kids and families, ultimately to avoid child abuse and neglect. Handouts showed their current funding stream and projected revenues for 2015 as well as their current ask below that. They were asking for a significant increase to help their bottom-line and to keep their staff whole. It was very important to keep their well-trained quality staff delivering the services that were getting recognized in the community as well as statewide and nationwide.

Phernetton reiterated from past presentations that they had been in the community since 1996 and had benefitted from having the support of the county all those years; they were thankful and grateful for it. It had helped them continue and become the program that they were. They were being recognized around the state as a premier home visiting program. Other communities were modeling their home visiting programs after them. They had been part of a national research study called My Hope, which was looking at long term effects of home visiting and the positive impact that home visiting had. Healthy Families, the name came from the national accreditation and had a set of 12 critical elements that they had to abide by for standards. There were 126 standards that they followed within those 12 critical elements. Basically it was an approach to home visiting and an approach to working with families who were identified to be at risk for abuse and neglect. She further described how their programs worked and the criteria of getting into their programs. Referring to the handout, Phernetton believed the significant part was, because they were so intensive and working with at risk families, they were really trying to make that positive impact, 100% of enrolled families have no substantiated reports of child abuse or neglect.

Lockwood thanked the committee for the support they had given to Willow Tree. They opened their doors in January, 2011. They were the 14th Child Advocacy Center to exist in the State of Wisconsin. At that time there were over 750 across the nation. It was also a model that was being found in other countries as well. Research told that the CAC model was best practice; it was done in the best interest of the children but also taking in account that everyone wanted to make sure child abuse stopped. She informed the committee that they not only do child interviews and medical evaluations as well as a therapy component, an advocate that provided ongoing support to the family and child after the interview. They had a prevention specialist that visited schools and had done prevention with over 7,000 children this past school year and had done a lot of training with adults, as adults should be responsible for keeping children safe. Lockwood explained how they had brought training on how to use anatomically correct dolls as part of an interview as well as a 40-hour training on interview protocol to their community partners. They had been recently asked and were going to be doing a basic training for new child protection workers and law enforcement officers on how to talk to kids, some child development information and minimal facts interviewing. She informed that they worked collaboratively everyday with law enforcement and child protective services, the District Attorney's office and other partners within the community. They had a multidisciplinary advisory committee that met. They developed their protocol and policies and procedures. Lockwood stated that over 80% of the children who came to Willow Tree were Brown County Children. In their annual budget, they were asking the county to again fund them the same level as 2014 which was about 24% of their budget, the other 76% they will raise themselves in fundraising and grant writing, etc.

Responding to Robinson Stuck informed that collectively they were requesting \$1.3M from the county. Evans felt it was important to learn and know about the Healthy Families program, it had proven itself over the years. The funding was a good amount of dollars but in the bigger picture, if they didn't have this program, the dollars would be much more spent in intervention and court costs, etc. Child Advocacy Center the funding came from Brown County Human Services, but they had to keep in mind that the Child Advocacy didn't charge other municipalities and were getting the break from that. He felt that seemed to work. The work that was done at the Crisis Center was well above and beyond what they were compensating them for. The programs mentioned had made a solid impact on Brown County and the people.

Communications

1. **Communication from Supervisor Kaster re: Consider a more appropriate marker for the Potter's Field on Curry Lane. *Referred from September County Board.***
 - a. **Request for funds for sign at cemetery on County property between Community Treatment Center and Brown County Jail. *Referred from September County Board.***

Evans informed that this was handled at the previous night's PD&T meeting, it was approved.

Motion made by Supervisor Robinson, seconded by Supervisor La Violette to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

Human Services Department

2. **Resolution re: On helping families move from homelessness to self-sufficiency. *Standing Item until such time that there is action to be taken.***

Motion made by Supervisor Robinson, seconded by Supervisor La Violette to hold for one month. Vote taken. MOTION CARRIED UNANIMOUSLY

3. **Executive Director's Report.**

Executive Director Jeremy Kral provided a handout re: Report to the Human Services Committee with regard to the announcement of the Family Care Managed Care Organizations (MCOs) that will be serving the expansion region.

Robinson questioned if there was a sense of when employees would know whether or not they would have employment with MCO. Krall responded, hiring decisions with the MCO belong with the MCO. It was Kral's interest in being a support for existing staff members to have those opportunities. He had some preliminary discussions with one MCO about their plans to come in and select talent, and he had anticipated similar discussions soon with the other. While he had no timeframe, it was certainly a concern of his and was interested in helping to the extent that was possible and responsible. Robinson asked out of the concern for the employees and for the county, the longer that it goes, the likely they were to lose people because they don't know what their status will be post transition. Kral stated that it was early to know but Robinson's interest was on the radar. With regard to the building, conversations were happening but nothing was final.

Human Resource Director Brent Miller informed that they were working on in essence a job fair in October. They had Wisconsin Retirement coming and Job Center to go through developing resumes and interviewing techniques for those who haven't done that for 20-25 years. They will also be inviting the two MCOs.

Kral added that when people transition and begin working with the MCO, they will have the option to choose their MCO or have the opportunity to go into the IRIS Program, I Respect I Self-Direct. When they transition into the program they will be having discussions about their priority needs and what was important to them. Those future decisions will be made at that time. There was no guarantee that there will be any changes but there was risk in guaranteeing that there won't be. It was all about matching the person's needs and preferences with the services in the future. They will have a different organization overseeing case management which causes Kral to hesitate to give an answer because he couldn't control it. He recommended for them to raise their questions to their case manager or to the Aging and Disability Resource Center if they weren't currently being served but anticipate that they might be in the future. At this point some of those answers weren't yet developed but it was good for them to keep track of who had which questions so when the answers came into focus they could deliver those. Evans informed that he could invite the MCOs to their committee meeting in January; they can share what their plans were.

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

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

Referring to the last part of the report located in the agenda packet, Robinson stated that with regard to the statement: In addition, revenue was behind budget due to actual census being lower than the budgeted census at Bay Haven, he was still trying to get it clear in his head. Kral informed that the facility license for 2015, when they opened the door they had zero, they averaged a year to date census of about six and budgeted for approximately eight and that's where the revenue shortfall was short for projection because they had actual utilization of six but the budget projected eight. Robinson was trying to figure out why it was less than what they thought it would be. Kral didn't have an answer at the top of his head. They projected eight, they had not operated anything previous, they based it on estimates from other county utilization and internal utilization and it hadn't materialized with as much business as they anticipated. There had been times where it was at or near capacity and at times where they had one or two folks utilizing the service. The budget they bring forward next year will show a projection of six based on current utilization, if it out performed that, it would help reduce any levy needs of the CBRF.

Motion made by Supervisor La Violette, seconded by Supervisor Hoyer to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

5. Statistical Reports.

- a. Monthly CTC Data – Bay Haven Crisis Diversion/Nicolet Psychiatric Hospital.
- b. Monthly Inpatient Data – Bellin Psychiatric Center.
- c. Child Protection – Child Abuse/Neglect Report.
- d. Monthly Contract Update.

Motion made by Supervisor La Violette, seconded by Supervisor Hoyer to receive and place on file Items 5a - d. Vote taken. MOTION CARRIED UNANIMOUSLY

6. Request for New Non-Continuous Vendor.

Motion made by Supervisor La Violette, seconded by Supervisor Hoyer to approve. Vote taken. MOTION CARRIED UNANIMOUSLY

7. Request for New Vendor Contract.

Motion made by Supervisor La Violette, seconded by Supervisor Robinson to approve. Vote taken. MOTION CARRIED UNANIMOUSLY

#7a Open Session: Discussion and possible action regarding personnel issues which have arisen in the Human Services Department regarding a specific employee.

Closed Session: Notice is hereby given that the above governmental body will adjourn into closed session on the above Item Number 7a pursuant to Wis. Stat. §19.85(1)(f) which authorizes a closed session to consider financial, medical, social or personal histories or disciplinary data of specific persons, preliminary consideration of specific personnel problems or the investigation of charges against specific persons...if discussed in public, would be likely to have a substantial adverse effect upon the reputation of any person referred to in such histories, or data, or involved in such problems or investigations.

Motion made by Supervisor Hoyer, seconded by Supervisor Robinson to enter into closed session. Roll Call: La Violette, Evans, Robinson, Hoyer. MOTION CARRIED UNANIMOUSLY

Reconvene in Open Session: Discussion and possible action regarding personnel issues which have arisen in the Human Services Department regarding a specific employee.

Motion made by Supervisor La Violette, seconded by Supervisor Robinson to return to regular order of business. Roll Call: La Violette, Evans, Robinson, Hoyer. MOTION CARRIED UNANIMOUSLY

No action taken.

Other

8. Audit of bills.

Motion made by Supervisor Robinson, seconded by Supervisor La Violette to pay the bills. Vote taken. MOTION CARRIED UNANIMOUSLY

9. Such other Matters as Authorized by Law.

a. Discussion regarding setting the date and time for Human Services *Regular and Budget Meeting: October 21, 2014 at ASPIRO @ 6:00 p.m.*

Motion made by Supervisor La Violette, seconded by Supervisor Robinson to adjourn at pm. Vote taken. MOTION CARRIED UNANIMOUSLY

Respectfully submitted,

Alicia A. Loehlein
Recording Secretary

Healthy Families

An evidence-based, voluntary and long-term home visitation program offering intensive support to at-risk families with children ages birth-to-five. **All services are provided in an effort to prevent child abuse and neglect.**

Total families served from 2009 through mid-year 2014 = 565

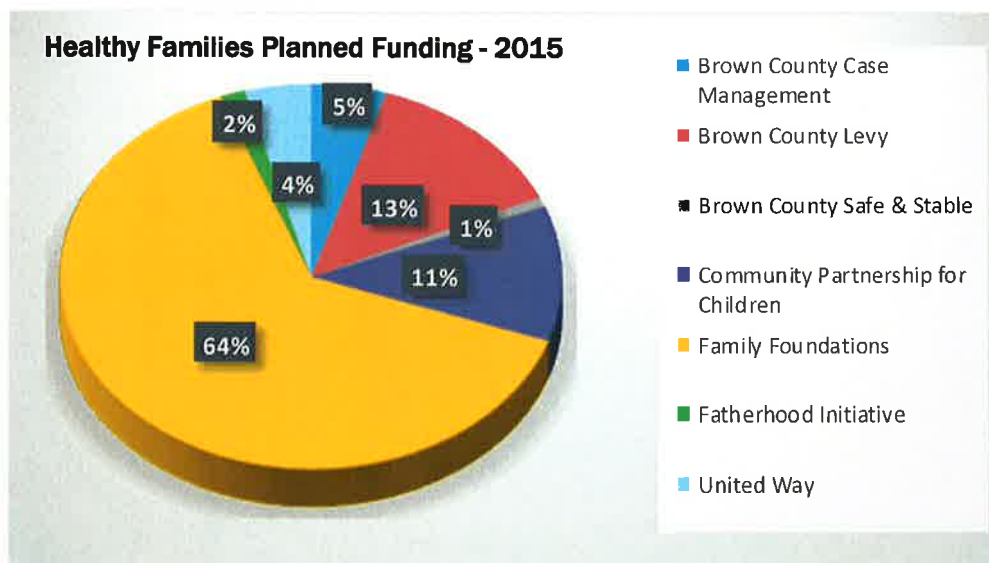
Mid-year 2014 Statistics:

148 current families enrolled in Healthy Families

100% of enrolled families have no substantiated reports of child abuse or neglect

100% of children identified with developmental delays receive interventions within 2 months

95% of children are up to date with well-child exams



Brown County Allocation from Levy funding:

2009-2013: \$240,000.00

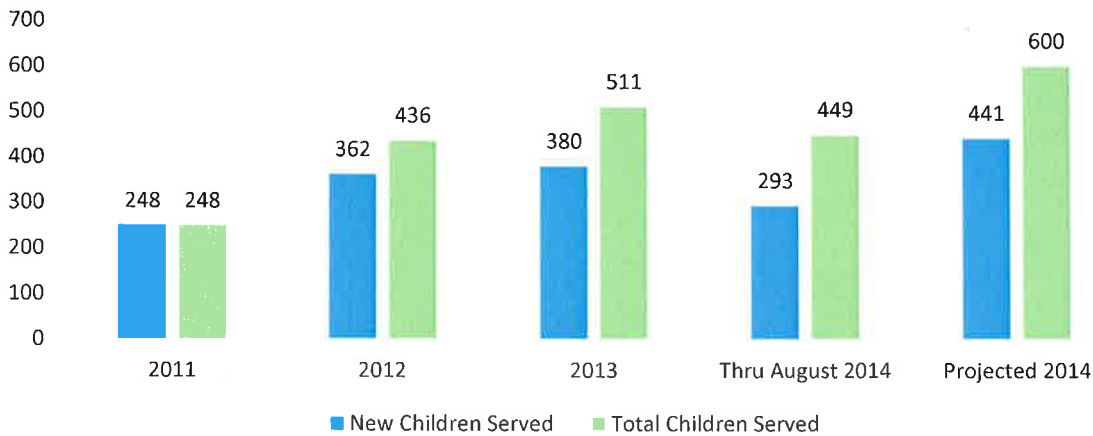
2014: \$241,000.00

2015 Request: \$265,000.00

Willow Tree Child Advocacy Center

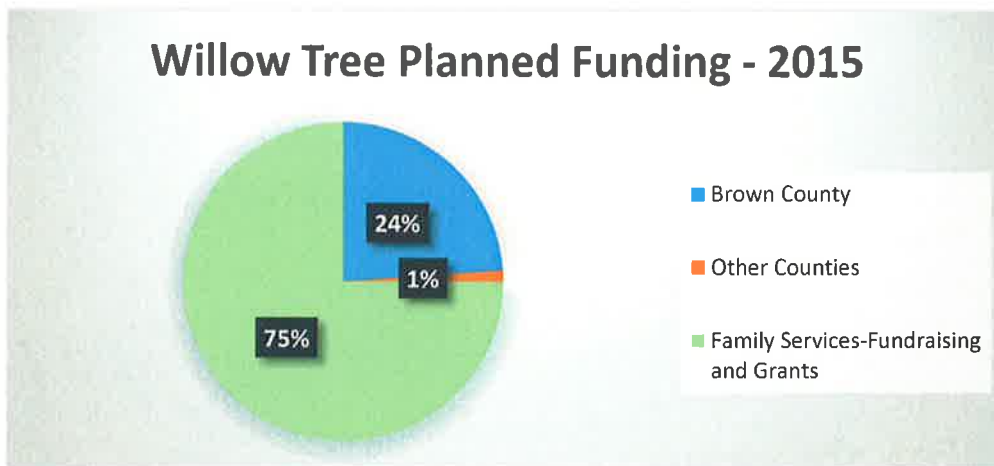
Provides services to children who are suspected victims of abuse or neglect or witness to a crime. Willow Tree provides a safe, comfortable facility where children can discuss the abuse and receive medical attention and counseling/support services for as long as it's needed. Services include forensic interviews; ongoing advocacy; medical services by a specially trained APNP; Therapy Services; Coordination between agencies

Willow Tree Children Served



** Requesting \$100,000 for 2015 which is 24% of our budget. This is the same amount of support received in 2014. Brown County receives well over 80% of our services.

Willow Tree Planned Funding - 2015



Allocation for 2010 to 2012:	\$50,000
Allocation for 2013:	\$55,000
Allocation for 2014:	\$100,000
Request for 2015:	\$100,000



Crisis Center

Provides professional, short-term crisis counseling in person or over the phone for people of all ages, 24 hours a day, 365 days a year.

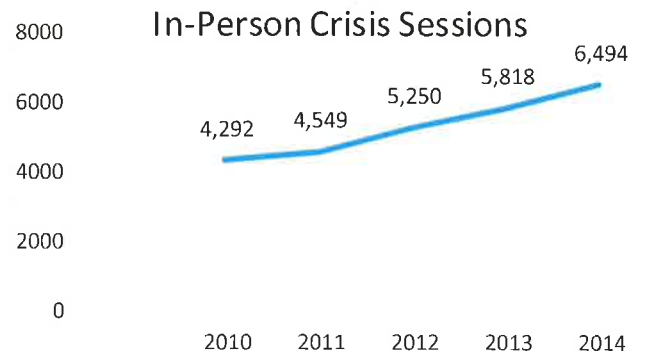
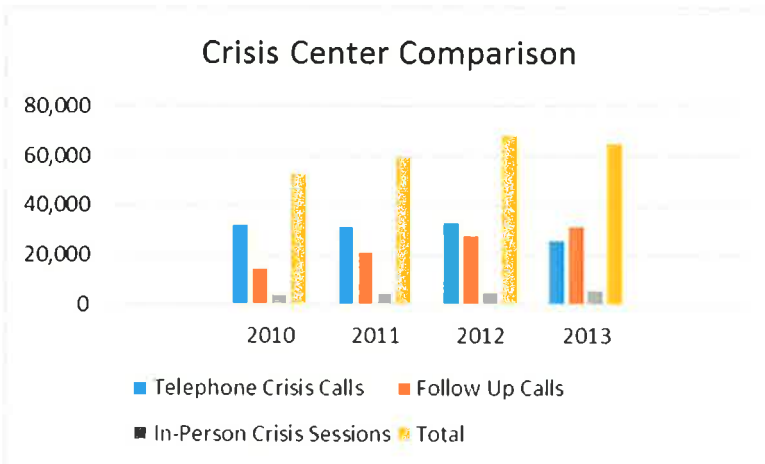
2010: 31,835 telephone crisis calls taken, 4,292 in-person counseling sessions; 14,490 follow-up contacts
 2011: 31,716 telephone crisis calls taken, 4,549 in-person counseling sessions; 21,250 follow-up contacts
 2012: 33,252 telephone crisis calls taken, 5,250 in-person counseling sessions; 27,868 follow-up contacts
 2013: 25,982* telephone crisis calls taken, 5,814 in-person counseling sessions; 31,420 follow-up contacts
 2014: Projected 26,136 telephone crisis calls, 6,494 in person counseling sessions (based on first 6 months)

Nearly 60% of the support provided by the Crisis Center to Brown County community members occurs after regular business hours.

93% of callers report feeling better after their call to the Crisis Center.

Approximately **174** Brown County residents experiencing suicidal thoughts or considering suicide plans meet with a Crisis Counselor in person for a suicide assessment and plan for their safety **each month**.

In over 8 out of 10 times, the Crisis Counselors are able to work with the individual and their natural supports to develop plans for safety and provide the ongoing support necessary and referrals for future professional supports to meet their needs **without** them having to admit into Bellin Psychiatric Center or Brown County Community Treatment Center.



*January 2013, Crisis Center discontinued contract with Lifelines, 1-800-Suicide and 1-800-273-TALK due to demand: resource concern.

Allocation for 2010 -2013: \$818,551
Allocation for 2014: \$855,048
Request for 2015: (2%) \$872,149

Executive Director's Report to the Human Services Committee

September 24, 2014

Good Evening Committee Members:

On September 22, 2014 the Wisconsin Department of Health Services made the announcement of the Family Care Managed Care Organizations (MCOs) that will be serving our expansion region. The selected MCOs are Lakeland Care District and Care Wisconsin. Each of these MCOs has been functioning for several years and our department is anticipating working with their organizations in earnest on the transition into managed long term care. In addition, TMG was selected to provide the IRIS program in our region. IRIS is a long term care option for people who choose to self-direct their care plans.

There is not a formal date for managed long term care transition for our region. Brown County Human Services is still working toward a transition date as soon as March 1, 2015. If the transition begins after that date, our planning will be implemented according to the dates that have been mutually determined by the organizations involved in the transition, which includes all of the aforementioned as well as the Aging and Disability Resource Center of Brown County.

Several weeks ago our department's management team began active collaborations with the Aging and Disability Resource Center management team around our shared interests in a successful transition. We are very pleased with the results so far and look forward to strengthening and advancing the two agencies' collegiality and collaboration.

Also related to managed long term care transition, this department has begun to experience personnel changing employers because of the transition and associated reduction of county long-term care positions. In the past several months, eight workers have chosen to pursue employment elsewhere. With the upcoming transition, it has been anticipated that a portion of the workforce would choose this option. We value the contributions of those who have chosen to move on, and continue to value the ongoing work of those who remain with the department serving our clients and community. For the period between now and the transition, vacated full-time positions are being refilled with limited-term employees because we are aware that the positions are not permanent.

Long term care, economic support, and business unit personnel have been very helpful in bringing forward concerns and participating in a workgroup to communicate both their needs, and those of clients during this transition period.

Respectfully Submitted By:



Jeremy Kral
Executive Director

