

Waukesha County Board of Supervisors

Minutes of the Health & Human Services Committee and Board Thursday, November 10, 2022

Chair Wolff called the meeting to order at 1:00 p.m.

Committee Members Present: Supervisors Peter Wolff, Jeremy Walz, Jennifer Grant, Larry Bangs, Tom Schellinger and Matthew Weil.

Board Members Present: County Board Supervisors Larry Nelson, Christine Howard, Joel Gaughan and community members Mary Baer, Mary Berg, Mike Goldstone, Robert Menefee, Jr. **Absent:** Vicki Dallmann-Papke, Christine Beck

Also Present: Legislative Policy Advisor Sarah Fraley, Chief of Staff Sarah Spaeth, Administrative Specialist Barbara Hollander, Health & Human Services Director Elizabeth Aldred, Veterans Services Officer Dan Driscoll, ADRC Manager Mary Smith, Citizens Eric Holmes, Pat Craney and Fred VanderWal.

Public Comment

None

Executive Committee Report from October 24th

Fraley reported that the Executive Committee reviewed and approved two Sale Values for County-owned Foreclosure Properties. The Committee also conducted interviews for the District 22 Vacancy. The appointment of Gary Szpara will be voted on at the November 22nd Board meeting.

Legislative Updates

Fraley shared that post-election the leadership meetings are occurring in both parties, and later this year she will provide an overview of leadership, committees, and an overall landscape.

Annual Report of the Veterans Services Division

Driscoll provided an overview of the Veterans Services Division. The priorities of Veterans Services are VA health care access, veteran pension/survivor pension, veteran compensation for VA payments, education benefits (GI bill) and burial benefits and records.

Expenditures by the Veterans Service Commission in 2022 totaled \$9,268.51 for Veterans Relief. The 2022 budget of \$412,083 resulted in a return of \$555,248,183 federal and state dollars to Waukesha County veterans and their dependents. These dollars were used for VA home loans, medical expenditures, compensation/pension, education benefits and insurance and indemnities.

Accomplishments this year include:

- Gained \$300,000 retroactive payment for Waukesha surviving spouse
- Reopened cancer claim for Afghanistan veteran and successfully appealed

- Represented Menomonee Falls and Oconomowoc veterans to Board of Veteran Appeals in Washington, DC
- Appealed and gained waiver of \$1800 VA hospital debt for Waukesha Korean war veteran

Projects for improvement include a Veterans Services Division restructure, Veteran Benefits 3.0, NACVSO training, VSO Outreach, burial records project and vet center enhancement.

Other accomplishments include purchasing a hospital bed, dental care, emergency housing, transportation to VA medical exams, payment of surviving spouse ambulance costs and VA debt. In summary, \$1,347 was returned to Waukesha County for every \$1 budgeted to run Veterans Services.

Transportation Program Updates

Smith presented on the challenges that the Department has been facing with providing cost-effective transportation for Waukesha County residents. The accessible van ridership contract, which assists people with rides to medical appointments, grocery shopping etc., went out for bid and the county only received one bid that came in double what was budgeted. The county is working with purchasing to re-issue the RFP and explore alternatives. Smith also shared that they had a consultant complete a study and provide a report that evaluates the transportation programs offered by the Aging and Disability Resource Center (ADRC) and provides alternatives for more effective service delivery.

Review of the Accomplishments during the 2020-2022 HHS Strategic Plan

Aldred presented an overview of the 2020-2022 Strategic Plan and highlighted HHS's accomplishments.

Customer Service:

Increased distribution of the Customer Service Satisfaction survey, created a standard process for survey data review and dissemination and offered customer service training for staff. Created a Diversity, Equity and Inclusion (DEI) checklist and provided training in its use to review HHS marketing materials.

Finance:

Created an informational Guide to Obtaining Benefits video displayed in outpatient clinic and economic support waiting areas, a pilot program to screen outpatient clinic admissions for insurance status and age/disability status, offered eligible clients an insurance resource packet that garnered success in enrolling individuals into Badger Care, developed standardized auditing processes regarding billing and coding that achieve meaningful increases in reimbursement.

Health and Safety:

Conducted a pilot program to screen outpatient clinic admissions for homelessness risk and offering a housing resource list as relevant, recommended to not implement the pilot program across HHS due to lack of available community resources. Defined trauma informed care as it relates to HHS, conducted environmental scan to establish baseline for existing trauma informed practices at HHS, required HHS workforce members to complete Trauma-Informed Care (TIC) training.

Quality:

Identified the rules, regulations and statutes each division/unit is bound by relative to interdepartmental sharing of participant information/PHI, mapped processes for sharing information, created guidebook for all divisions to explain how PHI can be shared across units.

Team:

Revised the formats of the “stay survey” and “exit survey” to gather data of employees who stayed/existed, developed structure for data collection and analysis of workforce, developed a DEI presentation protocol for departmental use when identifying trainers, recommended key components to support a DEI employee onboarding training.

Health and Human Services Committee Agenda Items

Approve Minutes of October 20th

MOTION: Walz moved, second by Bangs to approve the minutes of October 20th. Motion carried 6-0

Next Meeting Date

- December 8th

Future Agenda Item

Fentanyl and Opioid update

MOTION: Bangs moved, second by Walz to adjourn the committee meeting at 2:32 p.m. Motion carried 6-0

HHS Board Agenda Items

Approve Annual Report of the Veterans Services Division

MOTION: Howard moved, second by Baer to approve the Annual Report of the Veterans Services Division. Motion carried 7-0

Approve Minutes of October 13th

MOTION: Baer moved, second by Gaughan to approve the minutes of October 13th. Motion carried 7-0

MOTION: Menefee moved, second by Goldstone to adjourn the board meeting at 2:53 p.m. Motion carried 7-0

Respectfully submitted,



Matthew E. Weil

Secretary – Health and Human Services Committee