

## **Minutes of the Health and Human Services Board**

**Thursday, July 9, 2020**

**8:30 a.m.**

**Board Members Present:** County Board Supervisor and Health and Human Services Board Chair Larry Nelson, County Board Supervisor Christine Howard, County Board Supervisor Duane Paulson, Citizen Members Mary Baer, Christine Beck, Mary Berg, Vicki Dallmann-Papke, Dr. Mike Goldstone, Dr. Adel Korkor, Bob Menefee, and Laurie Schwartz

**Also Present:** Health and Human Services Director Antwayne Robertson, Administrative Services Manager Randy Setzer, Accounting Services Coordinator Lisa Davis, Veterans Services Officer John Gaidosh, Mental Health Center Administrator Jeff Lewis, Clinical Services Division Manager Kirk Yauchler, Clinical Services Outpatient Administrator Danielle Birdeau, Senior Clinical Psychologist William Seymour, Justice Services Coordinator Rebecca Luczaj, Mental Health Clinic/Substance Use Services Coordinator John Kettler, Crisis Unit Supervisor Jennifer Wrucke, Intake Support and Economic Services Division Manager Kathy Mullooly, Economic Support Coordinator Robert Klingforth, Children and Family Services Division Manager Lisa Roberts, Children with Special Needs Coordinator Vickie Smith, Permanency Services Unit Supervisor Eric Calvino, Adolescent and Family Services Division Manager Ron Pupp, Aging and Disability Resource Center (ADRC) Mary Smith, ADRC Coordinator Lisa Bittman, Public Health Division and Waukesha County Public Health Officer Benjamin Jones, Business Application Support Administrator Sandra Masker, Program and Project Analyst Steve Brandhagen, Financial Analyst McKenna Kirschbaum, Administrative Support Unit Supervisor Ronda Baxter, Department of Administration (DOA) Senior Financial Budget Analyst Clara Daniels, DOA Senior Financial Analyst Alex Klosterman, County Board Chief of Staff Sarah Spaeth, Health and Human Services Departmental Secretary Julie Bartelt

Chair Nelson called the meeting to order at 8:31 a.m.

### **APPROVE MINUTES OF 6-25-2020**

MOTION: Paulson moved, second by Menefee to approve the board minutes of June 25, 2020. Motion carried 10-0.

### **FUTURE AGENDA ITEMS**

Nelson indicated that a future agenda item in November or December will be to discuss HHS unfunded mandates and plan to address legislators.

Dr. Korkor joined the meeting at 8:40 a.m.

### **2021 HHS BUDGET**

Davis presented an overview of the 2021 Health and Human Services (HHS) budget. At this time there is much uncertainty regarding costs that will be incurred as a result of COVID-19 impacts on programs and services, and/or a potential vaccine in 2021, therefore it was subsequently left out of the 2021 budget estimates. Question regarding how close the budget is to the tax levy limit – that answer is unknown until August 15.

Mullooly and Klingforth presented the Intake and Shared Services (I&S) Division budget. I&S Services is often referred to as the front door of HHS. Services include child protective services, foster care, kinship programs, out of home placement, parent/teen dysfunction, child care certification, respite daycare, and a call center that is part of a five county consortium for economic support, including eligibility for medical assistance, food share and child care. Program activity data was reviewed, and COVID-19 challenges to I&S division operations and impacts on the data were explained. 18% of neglect reports generally come from school staff. School contact with students and families has been challenging due to virtual classes this year. Mullooly reported that almost 20% of reports require a same day response by Initial Assessment staff, which

has been very challenging this year while implementing COVID safety precautions. Crisis services are after 4:30, weekends and holidays; a 24/7, 365 response. Reported the data section on child respite day care, Juvenile Court intake truancy referrals and volunteer transportation are reduced due to COVID-19. The response from Waukesha County families wanting to help and support foster care has been good. Eight homes have been licensed since January. Klingforth reported the budget for economic support, which is a call center determining eligibility for medical assistance, food share, and child care; part of a five county consortium since 2012. Under program activities, the caseload data is increasing due to unemployment during the pandemic. HHS staff do a very good job processing claims in a timely manner. Fraud investigation processes and incentive dollars were explained.

The Child and Family (C&F) Services Division budget was presented by Division Manager Lisa Roberts. Two distinct service areas in this division are In Home Safety and Out of Home Placement Services, a.k.a. ongoing child protective services, and Children with Special Needs. The increase in children in out of home care is primarily due to the opioid epidemic. The HHS Board has been instrumental in support and advocacy efforts that subsequently, the state increased the child and family allocation in 2020. That funding will continue in 2021. Roberts explained how that funding is being used to support Waukesha County families, as well as, how the parents are expected to pay for out of home expenses. Roberts reported on planning, including a new family find software, in anticipation of compliance with the Family First Prevention Act in 2021. Waukesha County has been succeeding on the state's decision to eliminate the wait list for Children with Special Needs. Services to maintain children in their homes and communities are billed through case management, which is a key revenue source for the division and department budget. A significant change in 2021, is the eligibility criteria for children to receive services, is to be transferred from the state to the counties. The partnership with Lutheran Social Services for Birth to Three programs that the county is required to provide was explained, as was the state disability center on stabilization services and the Children's Community Options program. The number of children needing services continues to trend up. All In Home Safety and Out of Home Placement Services, and Children with Special Needs services program highlights and program activity data was shared.

Vickie Dallmann-Papke left the meeting at 9:47 a.m. Vickie Dallmann-Papke returned to the meeting at 11:00 a.m.

Pupp presented the Adolescent and Family (A&F) Division 2021 budget. The division provides services to youth in need of protection and services, versus youth in Child and Family Services being protected from their families or parents. The A&F Division works with status offenders as well as with youth and families on a voluntary basis. Programs focus to maintain families in the community and maintain youth in their home. The Positive Youth Initiative Program is a grouping of different programs, e.g. teen court, community garden, mediation, and activities that help youth learn and have meaningful consequence that give back to the community that divert deep end services such as secure detention or shelter care. Social workers monitor court orders, collaborate with schools and mental health providers on the services for youth. There is a contract with Lad Lake for shelter care, as well as Washington County for female secure. Male secure detention services are offered on Waukesha County campus. Electronic monitoring is used when possible. 2021 Youth Justice and Juvenile Center program highlights and activities data were reported. Effects of COVID-19 on the program data was explained.

Veterans Services Division budget was presented by new Veterans Services Officer John Gaidosh. This office guides people through federal, state and county benefits for veterans, dependent survivors and families. Program highlights were shared. Community donations were placed into the fund balance, however COVID-19 requirements limit using those donations for events such as job fairs, resource fairs, any gatherings at this time, and will be carried over to use next year. Operations have been affected by COVID-19, especially in the areas of re-integrating veterans into family life, civilian life, and into the community, including partnering with groups on robotics, drones, guitars, small business administration, computers, etc. Gaidosh explained how he engages with the local VFW posts, and is planning to give talks at nursing homes and libraries after COVID-19. Gaidosh works with the Waukesha County Aging and Disability Resource Center (ADRC) regarding support services for older veterans.

Ben Jones, Public Health Division Manager, Public Health Officer, and COVID-19 Response Incident Commander, presented the Public Health budget. Program areas include Administration, Communicable Disease Control and Preparedness, Family and Community Health, and Women, Infants and Children (WIC). Program highlights related to revenues and costs were shared, and COVID funding explained. Jones reported program activities data and explained how COVID-19 has impacted the modeling done to predict data this year and into 2021. Public Health activities data report included the new call tree numbers, the huge impact of COVID-19 on the Public Health Division, primarily in the Communicable Disease program with COVID case contact investigations. There is an increase in category I diseases outside of COVID, i.e. measles, Tuberculosis, etc. Jones explained the work involved in disease outbreaks and investigations. Public Health experiences increases in comorbidities in Tb patients. Immunizations have been on hold during COVID-19 but will be reopened in the fall. The flu with COVID this fall will be complicated. STD clinic remains stable. Family Community Health nurses are currently dedicated to COVID, and are only performing the most high risk family community health; children's lead poison case managing. Childhood Health Program staff continue to conduct home visits to high risk children. Health check and fluoride varnishing is down. Healthy pregnancy program is voluntary and can fluctuate; adjusting down for next year. Pregnant women are appropriately accessing resources. Chronic disease screens are dependent on health fairs and community opportunities. Urine drug screening program for HHS clients remain high. The WIC program has been impacted by allowances for new tele-visits or remote visits. Some level of this will continue. WIC mandated in person visits are anticipated to return in September. Jones explained at the request of the HHS Board why COVID testing is so important - to identify and contain cases, controlling the spread, so COVID does not get out of control and overwhelm the health care system and businesses can remain open. Discussed contact tracing and funding from the CARES Act for the COVID response, funding which should continue into 2021. It is an expense reimbursable grant.

Chris Beck left the meeting at 12:00 p.m.

Smith and Bittman presented the Aging and Disability Resource Center (ADRC) budget, including programs in the general fund of community services and adult protective services, and the state contracted resource center, which is a special revenue fund. While the state requirements, case acuity, and staffing levels have increased, the structure in the ADRC has not changed. During 2021, reorganization of functions of various units will begin. An additional supervisor is necessary to reduce the staff to supervisor ratio. The populations served by the ADRC are the most vulnerable and services have been suspended or revised due to the pandemic. Smith reviewed the financial summary for Adult Protective Services (APS) which provides mandated services to adults and elders at risk of abuse, neglect, or financial exploitation. APS program activity reflect moderate decrease. Adult at risk investigations remain the same, continuing to experience a high volume of calls for financial abuse. Court ordered annual assessments for individuals protectively placed remains stable. The increased effort to educate law enforcement, crisis staff and hospital staff has resulted in a decrease of emergency protective placements and mental health Chapter 51.67. Comprehensive evaluations remain stable. Youth transition guardianships are estimated lower as a result of work with the children's unit to educate parents on alternate service options, or redirecting some consumers to private attorneys for guardianships versus the county. Bittman presented the Community Services budget, providing services and opportunities for seniors and those with disabilities to remain as independent as possible. Core services include home delivered and congregate meals, bathing, light housekeeping, respite care, specialized transportation, caregiver support, chore services, health education, and emergency interventions. Source of funding is primarily the Older Americans Act funds. Services are not means tested and HHS is mandated to request donations and cannot charge fees. Most of these services are provided by contract providers. The program highlights (budget revenues and expenses) were reported. Program activities reflect lower 2020 estimates compared to what was budgeted, resulting from the pandemic's impact on operations and service provision. The 2021 budget is based on assuming a regular operational year. The Rideline specialized van program service provider continued to provide service through the pandemic, but ridership dropped. Consumers pay a cost share for this service. Taxi providers continued services throughout the pandemic, but service declined. ADRC pays \$5.25 per ride and the consumer pays the remaining balance. The cost is increasing in 2021 for Rideline due to a per ride increase in the contract. Supportive services area is

decreasing due to the cancelation of in person classes for health promotion in 2020, and decreased provider capability during the pandemic. The congregate meal sites had closed on March 20. Instead of using the 65+ year old volunteers for meals, a friendly visitor telephonic program was started utilizing some of those volunteers. The data for the meals program shows more meals being served. Congregate diners were offered home delivered meals as dining sites closed. During the pandemic, home delivered meals changed to a once per week delivery of five frozen meals. Eligibility criteria for delivered meals loosened up during the pandemic. In 2021, it is anticipated that meals operations will return to normal and some people who have tested out the meal program may remain in the program. Smith explained use of CARES Act funding in 2020 for the meal program. The state required survey was waived during the pandemic, therefore no data to report. A decrease in donations has been seen for meals. There is a 5% increase in the meal cost due to an increase in the food provider contract. When congregate sites do reopen, it is unknown what the capacity limits will be or how many diners will return, therefore the budget estimate is lower. Personnel costs were explained with the congregate staff change in work assignment to work in the home delivered meals program. Smith reported on the ADRC contract fund (the special revenue fund) which is funding by the State of Wisconsin and US Department of Health Services, no county tax levy. This is a point of entry for the public to gain information about resources through an information and assistance phone line, options counseling, financial assessments for eligibility for long term care programs, elder/disability benefits counseling, transition services for students, marketing and outreach, and elders at risk cases. Budget highlights were reviewed, including a new nursing home relocation grant in the 2021 budget. There is an increase for one additional HHS supervisor and dementia care specialist. Activity data for consumer contacts was shared, budgeted to continue in 2021. COVID-19 impact in this budget area was explained, as well as how services are slowly and safely being reinstated.

Kirk Yauchler introduced himself as the new Clinical Services Division Manager as of March, 2020 and gave an overview of the Clinical Services Division's initiatives, in preparation of the 2021 budget, as well as managing the impact of COVID-19. Clients and staff moved to remote services where possible, involving the entire HHS team working together. Telehealth services rolled out included psychiatry, case management services, and outpatient services. This continues today, along with the task of planning the return to regular operations. The Mental Health Center (MHC) changed operations to protect staff and patient safety. CJCC worked with the drug and alcohol vendor for a safe alternative to provide drug screening for treatment courts' participants. Yauchler discussed some of the initiatives related to growing revenue and decreasing costs to strengthen stability of Clinical Services. The MHC worked with Fiscal partners to complete a comprehensive infrastructure review which increased revenue and contained or reduced costs. This includes coordinated work with other HHS Divisions and many community partners. Contracts with residential service providers have been reviewed. Yauchler explained the launch of a crisis stabilization unit in Waukesha County, which has numerous advantages for clients and translates into reductions in costs. In Outpatient Services, multiple opportunities to increase revenue have been identified in billing optimization. Clinical Services continues to reduce high cost placements for clients in the intensive outpatient programs. Across the continuum of care, there is a move away from utilizing high costs locum tenens providers or temporary contract providers, by successfully engaging providers in direct contracts. Also modified an open senior clinical psychologist position to create a part time psychometric technician, commonly used in the industry, but new to Waukesha County. This position provides lower cost and more efficient psychological testing services. Comprehensive Community Support Services are expanding over the coming year, which will increase revenue. Outpatient Services continues to be dedicated to support and improve the child and adolescent services. Seymour reported budget program highlights and data of the Outpatient Clinical Services, which provides behavioral medicine, treatment and support services to citizens who are experiencing symptoms of mental health and substance use disorders. Seymour also reported the Intensive Outpatient program highlights and data. A variety of grants secured and expected were discussed. The economic development, public safety and community well-being focus continues to be upheld through the COVID-19 response. The COVID-19 impact on services was explained. The Board asked how clients and staff were adapting to the changes due to COVID. Seymour explained that a Crisis Intervention Stress Management team is trained and available to service aspects within the Department. Birdeau, Crisis Coordinator, explained crisis array of services for the community, the increase in the number of calls to the crisis line when COVID started, and work with NAMI Waukesha on youth crisis outreach. Lewis presented

the budget for the Mental Health Center (MHC) Inpatient Unit, a 28 bed free standing psychiatric hospital providing treatment for adults only, voluntary or involuntary. Lewis expounded on the infrastructure planning and data review to find new and better ways to provide service mentioned earlier by Yauchler, including a more stable staffing pattern, and budget planning. Safety measures taken at the MHC during the pandemic were discussed. The MHC budget program highlights and program activities data were shared. Luczaj, Justice Services Coordinator, presented an overview of the Criminal Justice Collaborating Council (CJCC), in existence for almost 18 years, one of the first in the state, including two newly added budget objectives resulting from a jail efficiency study completed last year. One objective is for the newly formed Budget Objectives Ad Hoc Committee to explore the creation of a county run electronic monitoring program. The second objective is for the committee to investigate piloting video court appearances from the County jail. The budget summary chart was reviewed. Program highlights and activity program data was shared. Revenues, expenses, Treatment Alternatives and Diversion (TAD) funding from the State Department of Justice, Department of Corrections Community Service Options Program funding, and other various grants and partnerships were reported. Crisis Intervention Training (CIT) for local law enforcement was discussed. As of March, approximately 60% of officers have been trained. Luczaj answered questions regarding COVID impacts on treatment court and programs, transdermal patches as an alternative to urinalysis, virtual appearances, and increased electronic monitoring during the pandemic.

Menefee left the meeting at 3:02 and returned at 3:07 p.m.

Setzer, Administrative Services Division Manager, reported. Administrative Services includes the following units; Admissions, Medical Records, Business Application Support (BAS), Centralized Administrative Support, Fiscal Services, Accounts Receivable and Accounts Payable, the Director, Deputy Director, Corporate Compliance Officer, and Public Communication Coordinator. The budget summary chart and program highlights were reported. The two projects overview included the Capital Project plan for a Care Manager and to replace the Public Health Insight software.

Director Robertson thanked the HHS Board for their time to listen and review the proposed 2021 HHS budget, as well as the presenters and HHS staff for their hard work in preparing the 2021 proposed budget by division. Everything within the power of HHS is being done to acquire the maximum return on investment and provide excellent service to the consumer. This budget cycle has been very challenging in response to COVID-19 pandemic, while maintaining business operations.

Discussed the importance of public health contact tracing and how the HHS Board supports their work responding to the current pandemic.

MOTION: Howard moved to approve the proposed 2021 Health and Human Services budget, second by Schwartz. Motion carried 10-0.

MOTION: Menefee moved, second by Schwartz to adjourn the board meeting at 3:52 p.m. Motion carried 10-0.

Respectfully submitted,

*Larry Nelson*

Larry Nelson  
Chair