

Minutes of the Health and Human Services Board

Thursday, July 18, 2019

8:30 a.m.

Chair Larry Nelson called the meeting to order at 8:30 a.m.

Board Members Present:

Supervisors Larry Nelson, Christine Howard, and Duane Paulson, Citizen Members Chris Beck, Mike O'Brien, Bob Menefee, Vickie Dallman-Papke, Jeffrey Genner, Dr. Adel Korkor.

Also present:

Health and Human Services Director Antwayne Robertson, Health and Human Services Deputy Director Laura Kleber, Budget Management Specialist William Duckwitz, Sr. Financial Budget Analyst Clara Daniels, Sr. Financial Budget Analyst Steve Trimborn, Administrative Services Division Manager Randy Setzer, Accounting Services Coordinator Lisa Davis, Crisis Services Coordinator Danielle Birdeau, ADRC Coordinator Lisa Bittman, Programs and Projects Analyst Steve Brandhagen, Human Services Supervisor Eric Calvino, Senior Financial Analyst Jennifer Carriveau, Senior Financial Analyst Mireya Garcia, Veterans Services Officer Mike Johannes, Public Health Manager Ben Jones, Human Services Supervisor John Kettler, Economic Support Coordinator Bob Klingforth, Financial Analyst Alex Klosterman, Health and Human Services Coordinator Liz Laatsch, Mental Health Center Administrator Jeffrey Lewis, Intake and Shared Services Manager Kathy Mullooly, Adolescent and Family Division Manager Ron Pupp, Outpatient Services Administrator William Seymour, ADRC Manager Mary Smith, Clinical Services Manager Joan Sternweis, Financial Analyst Coty Thostenson, Public Communications Coordinator Linda Wickstrom, Health and Human Services Supervisor Jennifer Wrucke,

Recorded by Julie Bartelt, Health and Human Services Departmental Secretary.

Approve Minutes of 6-13-19

MOTION: Paulson moved, second by Menefee to approve the Board minutes of June 13, 2019. Motion carried 6-0.

Overview of Proposed 2020 Budget

Genner arrived at 8:34 a.m. Dr. Korkor arrived at 8:38 a.m.

Lisa Davis presented a PowerPoint including the current Health and Human Services fiscal challenges, personnel analysis, and explained how Health and Human Services is maximizing revenue and strategically budgeting with a commitment to economic development, public safety, and well-being of citizens of Waukesha County. Efficiencies and cost saving initiatives were reviewed.

Howard arrived at 8:52 a.m.

Proposed Intake and Shared Services Division Budget

Mullooly gave program highlights and reported program data for Access referrals, volunteer transportation, and foster/kinship care in the Intake and Shared Services Division. Questions and discussion occurred regarding child neglect/abuse cases related to the opioid crisis, and foster care data.

Klingforth reported budget expenses and charges in the Economic Support Services Division. He reported data for cases of Medical Assistance, Food Share, and W-2 Child Care, as well as data for investigations and retention of overpayments. Klingforth explained the five county consortium and there was discussion regarding the call center.

Proposed Child and Family Services Division Budget

Eric Calvino, Permanency Services Supervisor, presented the program highlights, budget revenues, expenses, charges, and data for the In-home Safety/Out of Home Placement Services. Services provided for in-home safety to families with children who have been abused or neglected, and for Children with Special Needs programs, which include Birth to Three, Children's Long Term Support, and Children's Community Options Program (CCOP).

Discussed compliance with the Family First Prevention Act, the Every Student Succeeds Act, expectation of using Case Aides to improve practice and help retain workers, and the increased number of children entering foster. Data demonstrate that the majority of children do return home to a parent through understanding trauma informed care and Family Find supports and efforts.

The Children with Special Needs program continues to expand and with that, the contracted workforce expands.

Proposed Adolescent and Family Services Division Budget

Pupp introduced the new Juvenile Center Coordinator, Ted Schwarz.

Pupp announced that the Adolescent and Family Division provides services to delinquent youth and juveniles in need of protective services (JIPS) who have had problems at the home, are non-competent, or truant. He shared budget highlights including a grant ending in December of 2019, the change in the personnel costs related to the counseling and wellness program moving out of A&F to Clinical Services to assist in the alignment of staff to promote compliance and program efficiency. Pupp explained the budget reduction in contracted services with a new provider and in out of home care with less expensive options. Program activity data was shared and explained, including that of the five percent of youth placed out of home, only one percent are placed in a residential setting; youth are being placed in much more home-like settings (group homes, foster homes). Types of cases and recidivism rates by program were discussed.

Pupp continued with the budget review related to the Juvenile Center, giving highlights and explaining data including capacity issues at Lad Lake. Pupp pointed out an uptick in number of youth placed in the male secure detention center. There was discussion regarding moving the 17 year olds charged as adults back into the Juvenile Center at some point in the near future due to

changes in the law. Discussion regarding Lad Lake and schooling for youth placed there, as well as Positive Youth Initiatives including the garden and Teen Court.

Dallmann-Papke left at 10:50 a.m.

Proposed Veterans Services Division Budget

Johannes reviewed Veterans' Services budget program highlights. The Wisconsin Department of Veterans' Affairs grant remains unchanged. Johannes reported on contributions made by Eaton Corporation to support Waukesha County Veterans. Data was reported with an explanation that the number of older veterans is increasing and resulting in an increased workload. The Guitars for Vets program is doing well and is increasing participant performances. Filling a void between what is available to veterans versus what they know is out there, Johannes shared there are sessions provided to veterans about health issues and registries that track veterans' health issues. A part time receptionist has been added making the Veterans office more efficient. A comment was made that the number of contacts made with veterans compared to the small number of staff in the Veterans Office is impressive. New initiatives for 2020 are to develop a creative writing program using a volunteer instructor, and a local transition program for veterans.

Proposed Public Health Division Budget

Jones gave an overview of Public Health programs; Communicable Disease Control and Public Health Preparedness Section, Family and Community Health, and Women, Infants and Children (WIC). Discussed the travel clinic and immunization clinic.

Jones shared the Public Health budget highlights. The budget decrease is mainly due to transfer of administrative staff under an initiative to have centralized administrative staff assigned to the Administrative Services Division. Grant changes were reported, with most going down. WIC and HIV actually went up. Jones explained decreases and increases in charges for service revenue. Discussion about TB case costs and the difficulties to predict for budgeting purposes.

Program data was reported, including an increasing trend of children with lead poisoning, child health program numbers remain stable but there are increased numbers of parents with substance use disorders or mental health issues, health check numbers are decreasing somewhat as a result of the Public Health Department's effort to avoid duplication of services and only offer this service to those in need. Data was also reported for the Healthy Pregnancy Program which remain stable, chronic disease which is expanding, drug screening program numbers are increasing, and Women Infants and Children (WIC) numbers decreasing but remaining significant.

Proposed Aging and Disability Resource Center Division Budget

Smith and Bittman presented for the Aging and Disability Resource Center Division. The general fund includes Older Americans Act programming, transportation services, community support, Adult Protective Services Unit, and the ADRC also has the special revenues fund or the ADRC Grant for the contract with the State to operate the ADRC.

Adult Protective Services Unit is state mandated and Smith explained the ADRC's responsibilities for the county. Federal government, state, and other revenues remain unchanged,

as do charges for services. Personnel costs are budgeted to increase. Operating expenses decrease was explained due to reduced placement costs at Clearview Rehab Center, also a decrease in the annual assessment fee for the Marsh Country Health Alliance. Other budget highlights were explained by Smith. APS program activities data was reported.

Bittman reported the ADRC Community Services budget. This program provides home and community-based services and opportunities, empowering seniors, those with disabilities and their caregivers to make informed choices and remain as independent as possible. Funding comes federally, through the Older Americans Act, the State of Wisconsin Department of Transportation, State Elder Abuse and Neglect Funds, State Alzheimer Family Caregiver Funds, consumer donations, and some tax levy. Services include home delivered meals, congregate meals, transportation, respite care, adult day care, homemaker, bathing, etc. Services require an assessment to ensure individuals meet eligibility requirements according to the funding sources. Using Older Americans Act funding, the ADRC may not ask any questions or means test regarding income or assets and is not allowed to charge any fees. However, a request for donations is required. There was discussion regarding a significant change this year under the Specialized Transportation Program (Rideline and taxi service), lowering the age of eligibility from age 65 to age 60 for those individuals without a disability. Bittman shared budget highlights for revenues, personnel costs, operating expenses, and interdepartmental charges. Explanation of changes in how cell phone expenses are charged.

Dallmann-Papke returned at 1:00 p.m.

Bittman reported activities data for shared-fare taxis and specialized transportation, including number of rides. Cost shares per ride based on a sliding scale were explained. Supportive services by revenue source data was reported. Discussion regarding currently being at spending capacity for these programs with an expected increase in need for these services in 2020. 2020 participation in the home delivered meal program is projected to increase. Bittman shared home delivered meal program and congregate meal data, including the data collected from the participant survey. Discussion about meals sold to managed care organizations and suggestion to analyze the rates.

Smith gave budget highlights for the contracted special revenue fund, which operates the resource center functions of the ADRC, including info and assistance, options counseling, eligibility assessment for Wisconsin's long term care programs, elder and disability benefit counseling, transitional services for students leaving children's world and entering the long term care programs as an adult, and marketing outreach and public education. It also includes advocacy and dementia support. The funding is state and federal, and there is no tax levy. When reporting activities and 2020 budget estimates, Smith pointed out that the state changed reporting requirements, which makes comparing year to year data difficult. Smith explained a nation-wide trend in less people applying for disability, as more people with disabilities are employed.

Discussion regarding how the ADRC is preparing for the anticipated increase in people over age 65 in Waukesha County.

Proposed Clinical Services Division Budget

Sternweis gave a shout out to fiscal staff for their work on the Clinical Services budget, including four program areas, of over \$29M. There is a large number of both full time and part time personnel, which is associated with user fees for technology. Additionally, there are a number of onsite contractors. The 2020 budget reflects 2019 efforts in four main areas; the realignment of some staff, team work across divisions supporting crisis intervention services and suicide prevention practices, the acquisition of state and federal grants to expand services to prevent and treat substance use disorders, and finally the collaborative partnerships with Administrative Services staff empowering decisions through data and ensuring revenue integrity.

Robertson thanked Sternweis for her years of expertise and service to the department, as Sternweis has announced her retirement for later this year.

Seymour provided an overview of clinical services as a comprehensive continuum of care. Brochures were shared explaining programs and services. The chronicity and intensity of clients served in Waukesha County is increasing for mental health and substance use. The Clinical Services Division continuously looks at maximizing available resources to meet the needs of the increasing complexity of the clients at all ages. Seymour explained teaming with the Family Services areas in the realignment of the therapists in the Counseling and Wellness Unit, bringing them into Clinical Services and increasing those services for children and adolescents. John Kettler has had great success in securing grants. Seymour talked about the current focus on data analytics. Child and adolescent substance use prevention service is a priority going forward. 24/7 Crisis services and court services are also a part of the prevention effort for client and public safety. Clinical Services will continue to be focused on trauma responsive care and staff's mental health as well.

Kettler reviewed the budget program highlights of the Integrated Mental Health and Substance Use Services Team in the Outpatient Clinic, including substance use treatment, mental health therapy, psychological testing, mobile crisis intervention, psychiatry, advanced practice nurse prescribers, and contracts for residential care allowing for the full continuum of care. Kettler explained increases and decreases resulting from changes in several grants. The Prevention of Drug Overdose (PDO) grant work continues with education and distribution of Naloxone or narcan; the PDO project registered 98 overdoses reversed in this community. O'Brien asked about the needle exchange program that the Substance Use Advisory Committee has advocated for. Kettler stated a needle exchange program is being explored by the Aids Resource Center.

Charges for services revenues increase due to three things. Increased 24/7 mobile crisis billing, changes to open access scheduling process for better efficiency, and realignment of the Counseling and Wellness Unit. Personnel budgeted costs were reported, as well as operating expenses and interdepartmental charges. Kettler reported program activity data.

Lewis shared from Mental Health America that 18.5% of adults in Wisconsin have a mental health issue. The Mental Health Center (MHC) is a 28-bed psychiatric hospital serving adults with mental illness and alcohol detox. Patients are becoming more complex, tasks and treatments are more complex, but also better. The work at the MHC is to provide a safe

environment and to ensure well-being, returning people safely to the community. Lewis presented the 2020 budget highlights.

Seymour reported that the intensive outpatient programs relate to the budget themes of supporting economic development in the county by helping people gain or keep employment, protecting public safety when imminent risk to themselves or others is a consideration, and wellbeing is ensured by the care provided. Seymour explained the two state certified programs, CCS (Comprehensive Community Services) and CSP (Community Support Program), with services provided from intensive levels of care to least restrictive (targeted case management), for children and adolescents, working across HHS divisions. 2020 budget highlights were reported including a goal to reduce the number of high cost placements for those with serious, persistent mental illness who are in higher cost residential settings. Sternweis explained some personnel realignment to create efficiencies within the programs.

Luczaj, Criminal Justice Collaborating Council (CJCC), reported 2020 budget program highlights. She explained funding for judicial training specific to CJCC initiatives. Discussion regarding the success rates of both the Drug Court and Alcohol Treatment Court. Luczaj reported on funding through the Treatment Alternatives and Diversion (TAD) Drug Court grant, the Department of Corrections (DOC) revenue for the community Service Options (CSO) program and the Pretrial Diversion Project grant. Discussion on the planning taking place for Drug Court, anticipating the end of the grant funding in 2021. There are nine pretrial and post-conviction programs for offenders and Luczaj continued by reporting activity data. Estimated total clients served in 2019 is 4,869 and estimated 2019 total jail days diverted is 28,131.

Proposed Administrative Services Division Budget

Setzer announced that the HHS Strategic Plan ends in 2019. Setzer shared the objectives under each of the County pillars that HHS will work on for the 2020-2022 Strategic Plan. The Administrative Services Division supports the other HHS Divisions in their operations through Business Applications Support, billing, accounting services, and administrative support staff. As stated earlier in the meeting, Setzer reiterated that a number of divisions have transferred their administrative support staff to the Administrative Services Division to consolidate within a centralized unit to include cross training, unduplicated processes, and efficiencies, effective August 1, 2019. Based on the consolidation plan, the 2020 budget will present a reduction of two administrative staff. Setzer also explained how a decision item budgeting process used in planning the 2020 budget this year worked very well. Another budget process initiative in 2019 was the development of a revenue cycle team to oversee revenue charges for services billed to a third party and Medicaid programs, and ensure the claims are clean and supported by good documentation.

Setzer reported the Administrative Services Division program highlights for 2020 in revenues, charges for services, personnel costs, operating expenses, and interdepartmental charges. Business Analytics software programs are being analyzed to assist in data needs. Setzer reported that the requirement for Waukesha County remains the same for Family Care Payments to the State. The HHS general fund summary was reported.

Recap and Summarization

Supervisor Nelson asked about the requests presented as critical community needs to the County Executive by the HHS Board, per the HHS Board's advisory committees back in April – are those service needs that were requested covered in this budget? Robertson answered that some divisions were able to allocate a level of percentage increase to their contract providers. This is a challenging time and the division managers are subject matter experts not only on their programs, but as it related to their divisions' sources of revenue and expenditures. Additional resources would be needed to meet capacity demands, current needs and service gaps that have been discussed previously in unmet needs discussions. The budget presented is balanced within means. Tax levy supports HHS less than 30%. Grant funding is prescribed to certain service areas. Robertson talked about the tax levy remaining stable for the last ten years, how HHS is working within its budget by continuing to look for internal efficiencies, grants, collaborations and partnerships, to serve the community and maximize dollars. Discussed the community needs that are not in the budget as discussed in April, e.g. crisis stabilization, increases to flat contracts, needle exchange, Birth-3 funding, ADRC bathing services. There was discussion regarding staff compensation, benefits, and turnover. Robertson stated there is a compensation study completed every five years.

Nelson and Robertson thanked all involved for their hard work and time.

Next meeting Date

August 15, 2019 is a joint meeting with the Health and Human Services Committee at 1:00 p.m. in Room AC130, Administration Center Building.

Adjourn

MOTION: Beck moved, second by Genner to adjourn the board meeting at 3:30 p.m. Motion carried 8-0.

Respectfully,

Christine Howard

Christine Howard
Secretary