

**PEPIN COUNTY DEPARTMENT OF HUMAN SERVICES
BOARD MEETING MINUTES**

06-28-2010

MEMBERS PRESENT: Donna Juleff, Patrick Milliren, Mike Murray, Adolph Pichler, Joan Plumer, Dorothy Peters, Peggy Schlosser

MEMBERS ABSENT: None

OTHERS PRESENT: Phillip Wicktor, Dave Rynders, Jackie Schaal, Ann F. Bates, Paul Hoch, Christopher Chouinard, Bruce Severson, Sue Hoch (Recording Secretary)

Patrick Milliren, Chairperson, called the meeting to order at 4:45 p.m. The meeting notice had been posted in accordance with the provisions of Section 19.84 of the Wisconsin Statutes.

There were no public comments regarding agenda items.

Roll Call of the Veteran's Service Office Board Members: **Present:** Patrick Milliren, Mike Murray, Adolph Pichler **Absent:** Peggy Schlosser

Approval of Vouchers for Veteran's Service Office: Motion by Mike Murray, seconded by Adolph Pichler to approve vouchers #13-10 through #15-10 for a total amount of \$461.40. Motion carried.

Roll Call of the Citizen Board Members: **Present:** Joan Plumer, Dorothy Peters, Donna Juleff **Absent:** None

Motion by Mike Murray, seconded by Adolph Pichler to approve the May 24, 2010 Human Services Board Meeting Minutes as presented. Motion carried.

Mr. Wicktor distributed a copy of Resolution #6-2010 that was passed by the Pepin County Board on May 19, 2010. The resolution authorized Misty Berg to work full-time during the period of time that the Program Assistant position was vacant. The revised resolution being presented is asking for Misty Berg to work up to 97.5 additional hours (13 days) during the training period. Sandra Kaempf has been hired as of June 14, 2010 and will need time to be trained in the billing aspect of her position. Motion by Adolph Pichler, seconded by Donna Juleff to approve the revised resolution as presented. Motion carried.

Peggy Schlosser present at 5:04 p.m.

Paul Hoch, Social Worker/I&A Specialist gave a presentation on Adult Protective Services which is a state mandated service that is designed to protect individuals with developmental disabilities, degenerative brain disorder, serious and persistent mental illness, and elderly (age 60 and over) from abuse and neglect. The term "adult at risk" includes elderly and adults ages 18 to 59.

Different types of abuse are:

1. Physical Abuse
2. Emotional Abuse
3. Sexual Abuse
4. Treatment without consent
5. Unreasonable confinement or restraint
6. Financial Exploitation

Neglect means the failure of a caregiver to provide food, clothing, shelter, or physical or mental health care which creates a significant risk or danger to the individual.

There is also "self-neglect" which means a danger to an individual's physical or mental health because the individual fails to obtain adequate care, including food, shelter, clothing, medical or dental care. One of the classic examples you might see of "self-neglect" is hoarding. However, not all "hoarding" cases are considered "self-neglect" because there are competent people who hoard.

The State of Wisconsin Elder Abuse System is based on a voluntary reporting system. There is no mandatory reporting except for the following individuals:

- Employee of a place that is licensed by the Department of Health and Family Services
- Health Care Provider which includes doctors, nurses, and counselors
- Social Workers

When a physical abuse referral is received, the agency has to commence an investigation within 24 hours. If the referral is material abuse, an investigation is started within 5 days. This may not mean that the worker actually contacted or made a home visit to the person, the worker could be compiling background information, etc. Mr. Hoch went through a flow chart that is used to complete the various types of referrals. Depending on the type of referral, the Sheriff or Health Department is called to help in the investigations.

An investigation may include a home visit, an interview with the person and/or guardian, review treatment and healthcare records, transport the person for a medical examination if needed, or review their financial records depending on the type of referral. If the agency receives a referral on a nursing home, CBRF, or a home health agency, the referral is sent to the Division of Quality Assurance to investigate. Mr. Hoch provided the Board with a report showing the number of referrals and the type of cases Human Services received in the past 10 years.

Mr. Hoch gave an update on the I & A Services with the ADRC. In 2009, there were a total of 193 referrals. So far in 2010, there have been 132. In 2009, there were 59 functional screens completed, compared to 39 functional screens so far in 2010. The clients on the Wait List prior to January 1, 2009 will be served by August 2010. The new Wait List currently has 30 Pepin County clients; however, the total Wait List for the tri-county ADRC is approximately 300 clients. The current number of cases enrolled in Western Wisconsin Cares is 57; and 17 clients are referred and/or enrolled in the IRIS Program.

Human Services Financial Report: Christopher Chouinard presented the May 31, 2010 Financial Report for Human Services. As of May 31, 2010, total revenues were \$1,273,145.38 which is 48.34% of the total budget and total expenses were \$1,119,868.28 which is 42.52% of the total budget. The Board reviewed the Fill-In Aging Workers Report for May 2010. Motion by Mike Murray, seconded by Peggy Schlosser to approve the May 31, 2010 Financial Report as presented by Christopher Chouinard. Motion carried.

Dave Rynders gave an update regarding transportation to the Durand Meal Site from Arkansaw. Mr. Rynders did a visit to the Mill Stream Apartments to see if there were any additional people interested in going to the Durand Meal Site if transportation was provided. Dave distributed a listing of people interested, where they live and how many times per week they would use this service if available. Currently, Durand and Pepin seniors are charged \$.25/one way for transportation in the city limits. The Board felt that this service should be provided on a trial basis, starting with Monday, Wednesday, and Friday. Following discussion of Dave's findings, the Board felt that a transportation service need is warranted but the Board wants to keep the service and charges the same for Durand, Pepin, and Arkansaw. Motion by Mike Murray,

seconded by Joan Plumer to implement a transportation service to Arkansas citizens starting August 1, 2010. Motion carried. The Board instructed Mr. Rynders to provide a finalized plan for the Board's approval at the July 2010 board meeting.

Mr. Rynders attended a meeting with the Center for Independent Living regarding a program called "New Freedom Transportation Program." He distributed a pamphlet describing what this program offers. It is funded through a grant with the Department of Transportation on a yearly basis and is currently being offered in Pepin County, along with nine other counties. The Center for Independent Living is looking at expanding access to this transportation choice for elderly or disabled citizens of Pepin County. If a person qualifies for this program, and it's the least costly way to provide transportation, the individual will get vouchers to spend on a portion of their transportation costs. The person can choose their own driver or use a volunteer driver who has been approved by the New Freedom Program. The driver will submit the voucher to the Center for Independent Living for payment. Currently, there are a couple of volunteer drivers that are working with this program. In 2009, the New Freedom Transportation Program provided 40 one way trips in Pepin County. The Board had questions/concerns about this program versus our current transportation program. Denise Larson, Director of the New Freedom Transportation Program will be invited to the July 2010 meeting to provide more information.

Approval of Vouchers: Motion by Joan Plumer, seconded by Patrick Milliren, to approve 2010 vouchers #10-06001 through #10-06078 plus E-WISACWIS Batch 06-09-2010 for a total amount of \$47,878.25. Motion carried.

Mr. Wicktor submitted a conference request that was forgotten last month in which Ann Bates attended the State Prevention Conference in Wisconsin Dells on June 22, 2010, June 23, 2010, and June 24, 2010. Phillip called Mr. Milliren about this request prior to Ann attending this conference. A scholarship covered most of her costs for this conference. Motion by Peggy Schlosser, seconded by Adolph Picher to approved this request. Motion carried.

Human Services Director's Report: Phillip J. Wicktor

Human Services received a note from a lady regarding Marcia Bauer, Economic Support Worker. The note stated that Marcia was a great help, a kind person and helped her every step of the way. Wanted to let us know what a great job she does, and that you don't find that "human touch" much anymore.

Dr. Reddy gave us verbal notice several months ago about his retirement. Due to law changes, Pepin County will no longer be able to be licensed as an outpatient clinic; therefore, our agency is looking to contract with a provider for this service. Mr. Wicktor spoke with Dr. Don Fisher who works in Milwaukee three weeks a month and one week a month in Florida. Monroe and Ozaukee counties are currently contracting with him. Carol Nedland and Mr. Wicktor have also met with Marshfield Clinic to see if they would be interested in contracting with Pepin County for mental health services. The preference for Marshfield Clinic would be to have the clients come to Eau Claire, with the possibility of using video conferencing as an option. The rates for Dr. Don Fisher are \$260/hr. plus travel and hotel costs each month until we could find another provider for these services. The Marshfield Clinic would charge \$235/hour and would be a contracted service from year to year. Mr. Wicktor and the Board felt the Marshfield Clinic was the best option if all the legalities can be worked out. The targeted start date would be September 1, 2010.

Pepin and Buffalo County went live on June 14, 2010 with the Change Center pilot in LaCrosse. There is a telephone set up in the waiting room to accommodate customers if they need to call the Change Center with questions. Following our start-up date was Trempealeau on June 21st, Clark on June 28th, Jackson will be July 6th, Monroe on July 13th, and Vernon County on July 19th to complete the phase in for the Shared Services pilot. During a phone conference regarding Shared Services, a concern was raised that the proper message be given to the new secretary

regarding the Shared Services project. There is Call Anywhere software that will be implemented in this pilot project, along with four LTE positions that were filled to complete the additional work in LaCrosse. There is concern that the funding for the participating counties may be affected due to these additional positions, which could result in possible layoffs. Mr. Wicktor talked with the Director of LaCrosse and he will be drafting a letter to the counties to make sure the same message is given to the new secretary.

There are eight counties involved in developing a plan for Crisis Services. Melissa Gilbert has been contracted to facilitate this plan. They have been working on the initial phase for children and an application will be sent in for a grant to put towards developing an After Hour Call Center for children who may be in crisis. The plan for adult services will follow.

On June 30, 2010 there will be a table top exercise with the Emergency Government Office in the County Board Room from 9:30 a.m. to Noon for Department Heads. The exercise will cover what issues might come up if the Government Center was damaged in some type of disaster.

Phillip informed the Board that he talked with Paula Stansbury, Director of Buffalo County and they have agreed to provide coverage for each other in regards to Child Protection Intakes when they are on vacation.

The Youth Enterprise for Success Program (YES) and Family Partnership Initiative (FPI) are in the process of merging their programs. Once they are merged, they will be providing over half of the state with their services. They are working on the Memorandum of Understanding (MOU) and eventually will have a new name for their organization. There are concerns regarding billing and third party billing directly to WPS. LaCrosse will be a pilot for this new organization starting in September 2010.

Summer Hours started June 7, 2010 and will go through September 3, 2010 and so far it's going smoothly.

Mr. Wicktor reported that Child Support has \$9,700.00 in stimulus money that needs to be used before September 30, 2010. The agency is looking at purchasing a scanning package for the agency. The Management Team met with a representative from Cities Digital which uses Laserfiche. This software is able to interface with the KIDS Program that Child Support uses. Their bid was approximately \$15,000.00, which included the scanner, software, installation, and training. The team will be meeting with another representative from the ACS Company to see what the difference is with their software.

Sandra "Sam" Kaempf was hired as Program Assistant on June 14, 2010 to replace Lois Laehn.

Mr. Wicktor will be on vacation from July 1, 2010 through July 11, 2010.

Received a call from the National Radio Program. They wanted to do an interview regarding housing for the elderly and disabled. Mr. Wicktor and Phyllis Lee completed the interview which included information about housing and also about the ADRC. Phillip was not aware when this interview will air.

Alice Thompson resigned from the Aging Advisory Committee. If anyone knows someone who may be interested in serving, let Phillip Wicktor or Dave Rynders know.

Committee Reports: Peggy Schlosser informed the Board that the next ADRC Board Meeting is scheduled for July 13, 2010 at 10:00 a.m. in Pepin County. Pepin County is responsible for the lunch.

Future Agenda Items: Plan for Transportation to Durand Meal Site from Arkansas
Presentation by Denise Larson regarding New Freedom Grant

There were no public comments.

Next Board Meeting: Monday, July 26, 2010 at 4:45 p.m. in the County Board Room of the Government Center.

Next Finance Meeting: Monday, July 26, 2010 at 3:45 p.m. in the County Board Room of the Government Center. Finance Members will be Patrick Milliren and Joan Plumer

Motion by Mike Murray, seconded by Adolph Pichler to adjourn the meeting. Motion carried.

Adjournment at 6:58 p.m.

Submitted by: _____
Sue M. Hoch, Office Manager

Approved by: _____
Chairperson of the Human Services Committee