

**MEETING OF THE
WINNEBAGO COUNTY
DEPARTMENT OF HUMAN SERVICES BOARD**

Minutes

DATE: Monday, October 4, 2010

TIME: 3:30 p.m.

PLACE: Neenah Human Services Building

MEMBERS PRESENT: Jerry Finch, Jef Hall, Jim Koziczkowski, Ron Kuehl, Donna Lohry, Mike Norton, Rob Paterson, and Tom Widener

MEMBERS EXCUSED: Harvey Rengstorf

STAFF PRESENT: Bill Topel, Tom Saari, Ellen Shute, Ann Kriegel, Mary Krueger, Mike Daehn and Dorothy De Grace

Jim Koziczkowski called the meeting to order at 3:30 p.m.

AGENDA ITEM #1: PUBLIC COMMENTS ON AGENDA ITEMS

Elizabeth Jones, who is a member of the Family Support Program Advisory Committee, thanked the Board for the help and support the county gave to their family as recipients of Family Support funding. Elizabeth said she is very pleased with the response of the staff at Human Services who helped her family find the resources they needed. The Board asked Elizabeth to speak at the public comments section of the County Board meeting on October 25 explaining the positive impact of the services offered to families through the Family Support Program.

AGENDA ITEM #2: APPROVE MINUTES OF THE SEPTEMBER 13, 2010 HUMAN SERVICES BOARD MEETING

With a correction to the spelling of his name, Jerry Finch moved for approval of these minutes; seconded by Ron Kuehl and carried (8-0).

AGENDA ITEM #3: ACCEPT MINUTES OF THE SEPTEMBER 14, 2010 FAMILY SUPPORT PROGRAM ADVISORY COMMITTEE MEETING

Tom Widener moved for acceptance of these minutes; seconded by Rob Paterson and carried (8-0).

AGENDA ITEM #4: 2010 FINANCIAL REPORT

Ellen Shute presented the projected Financial Report for January through August 2010 which shows an unexpended tax levy of \$892,266. She said the labor contract for represented employees is not final yet, but it appears to be a 1.5% inflationary increase. Since the amount budgeted was 2%, we will have some unexpended labor dollars for 2010 totaling approximately \$577,000. Ellen said the average daily population (ADP) for Juvenile Corrections continues to be the same as in July (.6), while the ADP for children in Residential Care Centers dropped to 1.9 in August. The ADP for adults in specialty hospitals dropped from 7.1 to 4.3; and for children in specialty hospitals the ADP dropped to zero.

AGENDA ITEM #5: FAMILY CARE/ADRC UPDATE

Mary Krueger gave an update on ADRC (Aging & Disability Resource Center) activity. We are averaging 24 phone calls per day; 80% of the correspondence is by phone and 7% is walk-in traffic (2% in Neenah and 5% in Oshkosh). The remaining correspondence is via e-mail or other means. About 31% of the calls are from individuals who were seeking information for themselves; 33% are from a family member; and 36% from a non-related adult. Mary said we have put forth some marketing efforts for the ADRC. The ADRC Committee will be meeting for the first time on October 11 and will be reporting to the Human Services Board.

AGENDA ITEM 6: DIRECTOR'S REPORT

Bill Topel said the state's Mental Health Council was here on September 14. Some Behavioral Health staff gave a presentation on our new mental health diversion program, followed by a tour of Summit House and the Fox Valley Children's Mental Health Center. Bill said he attended the WCA Convention recently in Milwaukee.

Bill said a Legislative Committee is looking at certain aspects of Human Services, such as changing the rules around how mental health commitments happen—who should be responsible for them and how should the law be changed to ensure that people get the services they need in crisis situations.

AGENDA ITEM #7: BOARD MEMBERS' REPORTS

Rob Paterson reported on his attendance at the meeting with the Mental Health Council.

Jerry Finch reported that he attended the WCA convention in Milwaukee.

PROGRAM: NEW AND CHANGED MENTAL HEALTH INTAKE PROCESS

Tom Saari and Mike Daehn gave an update on the new walk-in mental health intake process. Tom said that part of the reorganization of the Behavioral Health Division included restructuring some nursing duties by shifting some medication responsibilities to them. This allowed us to free up some therapist time for the walk-in clinic.

Mike Daehn said the walk-in clinic was created to solve several problems. Caseloads have continually increased to the current average of 249 cases per therapist. Because of those numbers, the wait time for new clients to see a therapist increased to an average of five weeks in 2009. The "no-show" rate for initial appointments was at 30%. The walk-in clinic allows any eligible resident to request therapist services the same day or shortly thereafter. This first-come, first-served system should eliminate wait times to schedule an appointment and it should eliminate missed appointments. Mike said the success of the walk-in clinic will depend on assessing people and making good decisions about who really is in need of our services and is ready and motivated to set up appointments for ongoing services as assessed by our experienced master's level therapists.

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Mike said the number of clients assessed in the first three month period has doubled over 2009, and 32% of the walk-ins were handled as a one-time crisis intervention. We've had a 34% increase in the number of clients who are scheduled for ongoing services. Mike said it is too early to tell the impact of no-shows for those clients.

Bill Topel said we will be monitoring the walk-in clinic to see if another therapist is needed.

With no further business Mike Norton moved for adjournment; seconded by Jerry Finch and carried unanimously at 4:45 p.m. The next meeting of the Human Services Board will be **Monday, November 1, 2010 at 3:30 p.m.** at the Lakeland Care District, Oshkosh Office.

Respectfully submitted by Donna Lohry, Board Secretary

/dd