

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

Minutes

DATE: Monday, April 6, 2015

TIME: 3:00 p.m.

PLACE: Neenah Human Services Building, Rm. 008

MEMBERS PRESENT: Jerry Finch, Jim Koziczowski, Larry Lautenschlager, Donna Lohry, Mike Norton, Rob Paterson, Harold Singstock, Tom Widener

MEMBERS EXCUSED: Ron Kuehl

STAFF PRESENT: Bill Topel, Mary Krueger, Ann Kriegel, and Dorothy De Grace

Jim Koziczowski called the meeting to order at 3:00 p.m.

AGENDA ITEM #1: PUBLIC COMMENTS ON AGENDA ITEMS

There were no comments.

AGENDA ITEM #2: APPROVE MINUTES OF THE MARCH 2, 2015 HUMAN SERVICES BOARD MEETING

Jerry Finch moved for approval of these minutes; seconded by Larry Lautenschlager and carried.

AGENDA ITEM #3: ACCEPT MINUTES OF THE FEBRUARY 9, 2015 ADRC COMMITTEE MEETING; THE FEBRUARY 10, 2015 FAMILY SUPPORT PROGRAM ADVISORY COMMITTEE MEETING; AND THE FEBRUARY 10, 2015 SPECIALIZED TRANSPORTATION COUNCIL MEETING

Jerry Finch moved for acceptance of these minutes; seconded by Mike Norton and carried.

AGENDA ITEM #4: INPATIENT & INSTITUTIONAL PLACEMENT STATISTICS

Bill Topel said the statistical chart for inpatient and institutional placements shows the Child Welfare Division, Juvenile Corrections has an average daily population (ADP) of 1.5 through February and is below the budgeted number; Residential Care Centers has an ADP of 5, which is also under the budgeted number; Specialty Hospital's ADP for adults is 7.6 (this appears to be an incorrect average and will be adjusted next month); Specialty Hospital's ADP for children under age 22 is 1.4, but the actual is .9; Secure Detention has an ADP of 3.9 which continues to be under the budgeted number; Foster Care shows an ADP of 111.2 and continues to be above the budgeted number, which is a good trend.

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AGENDA ITEM #5: DIRECTOR'S REPORT

Bill Topel reported on the following: 1) we will have a presentation by the Door County Transportation system (Door Tran) at our next meeting; 2) Bill would like to provide a pilot program for about 10 Juvenile Justice 17-year-old youth that are non-violent, first-time offenders and provide them with monthly contact and counseling by our staff similar to what Outagamie County is doing as a deferred prosecution agreement, whereby if the youth gets into another violation or requires more services they revert back to the District Attorney's office. Bill will be coordinating this with the DA's office, since that office is currently working with a grant program that includes deferred prosecution agreements and would need to refer the kids to us; 3) Bill reminded everyone to sign up for the WCHSA Conference for May 13-15; 4) he attended the first meeting of the newly formatted WCHSA Committee via phone, and he attended the monthly meeting of the directors for the northeastern region; 5) Bill reminded everyone of Human Services Day at the Capitol on April 8 and he shared information about the schedule and talking points for the day regarding items in the Governor's proposed budget.

AGENDA ITEM #6: BOARD MEMBER REPORTS

Mike Norton reported that the ADRC will hold a meeting next Monday, April 13 at 2:00 p.m. where legislators have been invited for a discussion about proposed changes to the Governor's Budget on Family Care, IRIS, ADRC's and Senior Care. This will be followed by a public meeting starting at 3:00 p.m. for potential or current recipients of long term care services to share their experiences, input or recommendations about the access, choice, quality, and cost-effectiveness of services.

Rob Paterson reported that he attended a public meeting on March 30 regarding the Governor's proposed budget.

PROGRAM: AFFORDABLE CARE ACT/IM CONSORTIUM UPDATE

Ann Kriegel explained that similar to last year we hired three (3) limited term employees (LTE) from mid-October to February 15, 2015 to assist the public with signing up for health insurance during open enrollment through the Marketplace. Some examples of how we helped people are: several 25-year-olds were covered under their parents' insurance until age 26, and we assisted them in discussing the options of signing up for insurance through their employer or Badger Care or the Marketplace; a 60-year-old was able to find an affordable insurance policy through the Marketplace; several people had missed their open enrollment with their employer, and we helped them initiate an appeal with their employer. The LTE's helped 155 individuals with questions or concerns; in Winnebago County there were 3,314 individuals enrolled in health insurance through the Marketplace as of January 15. Applications were sent back to the Consortium if an individual was deemed to be eligible for Medicaid or Badger Care. Winnebago County received about 1,000 of those federally facilitated applications for our Economic Support employees to process during the open enrollment period.

Ann said we are in the 4th year of Income Maintenance being part of a 10-county consortium. Our staff and employees in the other nine counties follow a schedule to take turns answering between 900-1600 calls that come to the regional Call Center each day. The Call Center shifts are based on the same number of caseloads each county had before we changed to a consortium, and therefore each county is responsible for a different number of calls for their shift.

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A performance standard dictates that we must answer at least 80% of the calls, and our staff consistently answers over 90% of their calls. The average call wait time is about 5-6 minutes. Ann said some things can be taken care of while on a phone call, but an appointment can be set up for certain requests. We are currently keeping statistics on the average length of time for our phone calls and how many appointments were avoided by handling a request immediately instead of setting up a separate appointment. The length of time for a phone call could change the performance rate for a county. The possibility of sharing the work differently for each county would make it easier for both the consumer and the staff.

With no further business Donna Lohry moved for adjournment; seconded by Tom Widener and carried at 4:40 p.m. The next meeting of the Human Services Board will be held on **Monday, May 4, 2015 at 3:00 p.m.** in the Oshkosh Human Services Building, Room 33.

Respectfully submitted by Mike Norton, Board Secretary/dd