



THE HUMAN SERVICE CENTER

(HUMAN SERVICES BOARD 51.42/51.437)

P.O. BOX 897

705 EAST TIMBER DRIVE • RHINELANDER, WI 54501-0897

TELEPHONE: 715-369-2215

FAX: 715-369-2214

MINUTES of the **HUMAN SERVICES BOARD**

Regular Board Meeting Special Board Meeting Committee Meeting

Type of Committee: System Review Subcommittee

Date and Time of Meeting: Friday, August 14, 2020 at 3:00 PM

Person Taking Minutes: Jessica Kaul

**Minutes reflect the recorder's notations of actions taken and are subject to approval of the appropriate committee and/or Board.*

Members Present: Ted Cushing, Ron Kressin, Bob Thome, Alan VanRaalte,
Cheri Collins

Members Excused: Maggie Peterson, Nancy Tauer

Members Absent: None

Staff Present: Tamara Feest, Donna Shimeck, Keith Haselton, Jessica
Kaul

Others Present: None

I. MEETING CONVENED

The meeting convened at 3:00 P.M. by Vice Chair Kressin, and it was noted that the posting of the agenda and media notification had taken place in accordance with the Wisconsin Open Meeting Law.

II. APPROVAL OF MINUTES FROM JULY 31, 2020

It was noted that on the draft minutes, Shimeck was listed as present. She was not at the July 31st meeting. Request to remove. Motion by Cushing, second by VanRaalte to:

CONDITIONALLY APPROVE THE MINUTES AS PRESENTED FROM JULY 31, 2020 FOLLOWING REMOVAL OF SHIMECK FROM "STAFF PRESENT" SECTION.

All ayes, motion carried.

III. WORKPLAN UPDATE

Feest presented the committee with an updated workplan handout. She reviewed the progress of each goal with the committee. For Goal A, she reported that outplacement into the Forest and Vilas County satellite offices is in the works. For the Vilas County branch, she reported that HSC has finished the Substance Use Disorder policies and procedures manual. Feest reported that we will be applying for branch office certification for both satellite offices, and although DQA is behind on issuing certifications due to COVID-19, she is hopeful that we can get a waiver to start seeing patients via telehealth.

Goal B is complete and bylaws will take effect in October.

Goal C is in progress and Feest noted the committee will be addressing the Administrative Dispute policy today.

For Goal D, Feest reported HSC will present at all three counties' August Board meetings. We will discuss with the county boards the frequency of future HSC presentations at each August meeting.

Goal E will be discussed at today's meeting. Goal F continues to be a long-term goal.

a. Administrative Dispute Resolution Protocol: Action Item

Feest requested feedback from the committee about the Administrative Dispute Resolution Protocol policy. The committee reviewed the protocol and discussed the needed edits in detail. Motion by Cushing, second by Thome to:

MAKE EDITS AS DISCUSSED AND ACCEPT THE ADMINISTRATIVE DISPUTE RESOLUTION PROTOCOL. FORWARD TO HUMAN SERVICE CENTER ATTORNEY FOR REVIEW.

All ayes, motion carried.

b. Data Review

Feest expressed to the committee that she would like to discuss what data the Goal E focus group should concentrate on. She presented a handout that outlined the data we currently collect and the committee discussed what is and what can be collected automatically from our Electronic Health Record software.

Discussion centered on the fact that we need to ensure focus remains on useful data that will support consumer needs. The data also needs to be presented in a meaningful way. It was suggested that we start with a list of everything we currently track and "work backwards" from that point. It was requested that data be presented at next meeting, with an eye towards reducing system redundancies/inefficiencies and narrowing down the data that will be most helpful for focus group purposes.

IV. NEXT MEETING DATES

August 26th, 2020 at 3:30 PM

V. **ADJOURNMENT**

There being no further business, Vice Chair Kressin:

ADJOURNED THE MEETING.

Meeting adjourned at 3:49 P.M.

Respectfully submitted,

Jessica Kaul
Administrative Assistant

APPROVED