



# THE HUMAN SERVICE CENTER

(HUMAN SERVICES BOARD 51.42/51.437)

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## **MINUTES of the** **HUMAN SERVICES BOARD**

☐ Regular Board Meeting    ☐ Special Board Meeting    ☒ Committee Meeting

Type of Committee: Behavioral Health

Date and Time of Meeting: Thursday, December 10, 2020 at 3:00 P.M.

Person Taking Minutes: Melissa Gauthier

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

Members Present: Cindy Gretzinger, Ron Kressi(via phone), Alan VanRaalte, Maggie Peterson (via phone), Nancy Tauer, Jennifer Dornfeld

Members Excused: (*\*note: there is one vacant seat on this committee*)

Members Absent:

Staff Present: Hugo Vargas, Tamara Feest, Keith Haselton, Melissa Gauthier

Others Present:

### **I. MEETING CONVENED**

Chair Kressin called the meeting to order at 3:00 P.M. It was noted that the agenda had been distributed to all members and that the meeting had been announced in accordance with the Wisconsin Open Meeting Law.

### **II. APPROVE PREVIOUS MEETING MINUTES**

Motion by Tauer, seconded by VanRaalte to:

**APPROVE THE MINUTES FROM NOVEMBER 12, 2020 AS PRESENTED.**

All ayes, motion carried.

### **III. VACANCY AND RECRUITMENT UPDATE**

Hugo Vargas introduced himself as the new Behavioral Health Deputy Administrator. He stated that he has about 8 years of experience in the field, including working with developmentally disabled clients for 5 years as well.

Feest presented the committee with the vacancy and recruitment updates. Feest informed the committee that HSC recently filled one of two vacant CCS Service Facilitator positions. An offer was made to a second candidate, but they declined. There are 2 additional positions in the 2021 budget. Therefore, recruitment for 3 CCS Service Facilitator positions continues.

Feest presented that both of the available Mental Health Technician positions were filled. Kent Bishop started on December 7<sup>th</sup> and an offer was accepted for the second position, with a tentative start date. The 2021 budget includes 2 additional part time Mental Health Technician positions and given that notice with a contracted provider was recently received, recruitment for those positions will likely begin.

**IV. COMMUNITY ENGAGEMENT UPDATE**

Feest updated the committee on recent community engagement efforts. Although many meetings have been cancelled due to the COVID 19 pandemic, HSC continues to hold joint staffing meetings with Forest, Oneida, and Vilas Departments of Social Services. Feest reported the Department recently worked with the Vilas County Youth coalition to fund a billboard in Vilas County and purchased Medication Lockboxes for several area schools and law enforcement agencies.

**V. OUTPATIENT CLINIC UPDATE**

Feest reported that HSC had a DQA site audit to review the OP Clinic SUD and MH certifications. HSC received a 2-year certification; however, citations were received in both programs. Shimeck and Feest will be working on a Plan of Correction to submit to the DQA office. These items can be easily corrected and will be discussed with the staff. Feest reported that HSC currently has 314 clients being served in MH Outpatient services and 171 in SUD Outpatient services.

**VI. COMPREHENSIVE COMMUNITY SERVICES UPDATE**

Feest reported that this is HSC's most utilized program and is consistently receiving referrals. The CCS program is losing 2 staff members this month, so those caseloads need to be dispersed to the other service facilitators making it difficult to enroll new people at this point. There are currently 65 people enrolled in this program.

Feest reported HSC continues to participate in the DHS CCS State meetings that occur every other week.

**VII. COMMUNITY RECOVERY SERVICES UPDATE**

Feest provided an update about the CRS program. CRS staff continue to work with group homes on ensuring their documentation is adequate in relating to the goals of the client. Feest reported that there are currently 7 clients in the program.

**VIII. COMMUNITY SUPPORT PROGRAM UPDATE**

Feest provided a CSP update. CSP staff is currently working through the E-IMR (Enhanced Illness Management and Recovery) training. It is an evidence-based model and has specific strategies to assist clients with chronic mental illness in reaching their goals. Currently 22 clients are enrolled in the CSP program.

Feest reported Kent Bishop started as a part-time Mental Health Technician on Monday and the staff can already see how his years of experience is beneficial for the team.

Feest also reported that 4 more clients will be going through the enrollment process in January and February.

**IX. WOMEN'S GRANT UPDATE**

Feest updated the committee about the Women's Grant program. She reported that we received the final grant award total in the amount of \$188,517. Two clients have been opened and additional assessments have been scheduled. The new Grant Funding Opportunity for 2021 was submitted to the state November 30<sup>th</sup>. HSC worked with Marshfield Clinic grant writing resources to assist in the application process since there was so little time to get the grant submitted.

Feest reported that 4 women are currently enrolled, and 3 intakes are scheduled.

**X. EMERGENCY SERVICES PROGRAM UPDATE**

Feest reported to the committee that a DQA site survey was completed for ESP, and HSC received a 2-year certification. Two citations will be given as well, one for a report that is required to be completed yearly based on the client satisfaction surveys, including any changes made due to the feedback received. The other citation was given because the surveyor stated that a contracted provider's staff did not receive enough supervision that is required according to the regulation. This agency had never been cited for this before. The agency will be writing a plan of correction that will be submitted to Shimeck and Shimeck will send to the state.

Feest noted that 127 clients are enrolled in this program.

**A. Crisis Bed Emergency Services Report**

Feest presented the crisis bed and screening report. A handout was provided to the committee.

**XI. CLIENT FINANCIAL LIABILITY: ACTION ITEM**

Haselton reported to the committee that now that Family Care has been operating in our area for a couple years, there have been some situations that have arose. For some clients, as time passes their physical health conditions start to overshadow their mental health needs. Most of the group homes we work with for clients who have mental health needs are not equipped or staffed to work with primary physical health conditions. At the point where the physical health needs supersede the mental health needs, the client should be trying to qualify for Family Care as the role of family Care is to assist with long term care needs.

Haselton reported that we have had a few circumstances come up now where clients don't want to enroll in Family Care or refuse to see if they qualify because they have worked with HSC for so many years, and are hesitant to make changes or to divulge financial information. Haselton reported in counties where Family Care has been around for much longer, those counties have guidelines in place that state clients must explore the Family Care option as the county, in this case HSC, should be the payer of last resort. Haselton asked the committee if they wanted to continue to have HSC serve these clients in the same capacity or to have staff continue to research and develop a policy regarding family Care enrollment.

Motion was made by Tauer and seconded by VanRaalte to:

**INSTRUCT STAFF TO CONTINUE DEVELOPMENT OF PAYER OF LAST RESORT AND FAMILY CARE ENROLLMENT POLICY WITH REVIEW BY CORPORATE COUNSEL AND TO BRING TO ADMINISTRATION COMMITTEE FOR FURTHER CONSIDERATION.**

All ayes, motion carried.

Haselton also informed the committee that HSC currently has a Uniform Fee and Collection policy that is very specific to the DHS Administrative Rule 1, Chapter 46 and Chapter 51. The Administrative Rule, DHS 1, has since been rewritten and HSC's policy is out of date. Haselton asked the committee to consider allowing HSC staff to rewrite this policy to be less specific to the particular language of the current guidelines, but to address the process of billing and ability to pay agency wide.

Motion by VanRaalte, second by Tauer to:

**INSTRUCT STAFF TO CONTINUE DEVELOPMENT OF UNIFORM FEE AND COLLECTION POLICY WITH REVIEW BY CORPORATE COUNSEL AND TO PRESENT TO ADMINISTRATION COMMITTEE FOR FURTHER CONSIDERATION.**

All ayes, motion carried.

**XII. NEXT MEETING DATE**

Thursday, January 14<sup>th</sup> at 3:00 PM

**XIII. ADJOURNMENT**

Chair Kressin adjourned the Behavioral Health Committee meeting at 3:55 P.M.

Respectfully submitted,

Melissa Gauthier  
Administrative Assistant

APPROVED