



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: System Review Subcommittee

Date and Time of Meeting: Friday, July 31, 2020 at 11:00 AM

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, Maggie Peterson, Nancy Tauer, Bob Thome, Alan VanRaalte

Members Excused: Cheri Collins

Members Absent: None

Staff Present: Tamara Feest, Jessica Kaul

Others Present: None

I. MEETING CONVENED

The meeting convened at 11:00 A.M. by Chair Peterson, 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 17, 2020

Motion by VanRaalte, second by Tauer to:

APPROVE THE MINUTES AS PRESENTED FROM JULY 17, 2020.

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 she will meet with Jodi Jensen and Cheri Collins to discuss Forest County branch office roles, preferences, office space, etc.

For the Vilas County branch, she reported that HSC has 80% of the necessary policies and procedures finalized. We are finishing the rest and will then

assemble the manual and take the next steps towards certification and opening of the site. Feest noted that we will still need DQA certification from the state to see clients in-person at the branch office, and DQA is behind on issuing certifications due to COVID-19. Feest is hopeful that we can get a waiver to start seeing patients via telehealth in the interim.

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

For Goal C, Feest noted that the committee has reviewed the Client Dispute Resolution Protocol policy, which will go to full Board in August. She provided the committee with a handout of the draft policy for Administrative Dispute Resolution Protocol policy, noting that she would also like to take this to Full Board this August if possible. She requested that committee members please review and be ready to provide feedback at the August 14th System Review committee meeting.

Feest gave a brief overview of the Administrative Dispute Resolution policy and mentioned the specific questions and concerns that she would like the committee to review and address. It was noted by the committee that HSC's attorney should review the policy.

For Goal D, Feest reported that HSC is on the agenda for all three counties' August Board meetings. There is still no official word on whether we will be presenting quarterly. The committee discussed and decided that it would be best for Korrer to request this at the August board meeting presentations.

Goals E and F continue to be long term goals. The committee discussed Goal E and whether we should start laying the groundwork for that now. A discussion was held on who might best spearhead the focus group. It was noted that it should be someone who can remain impartial and who, ideally, has a grasp of the social service systems. Feest will present a shortlist of possible focus group facilitators at the August 14th meeting.

IV. NEXT MEETING DATES

August 14th, 2020 at 3:00 PM
August 26th, 2020 at 3:30 PM

V. ADJOURNMENT

There being no further business, Chair Peterson
ADJOURNED THE MEETING.
Meeting adjourned at 11:29 A.M.

Respectfully submitted,

Jessica Kaul
Administrative Assistant