

## Human Service Model Feasibility Task Force

June 20, 2013 1:00 pm  
North Central Health Care, Board Room

### Meeting Minutes

#### Present:

Marathon County:	Brad Karger, John Robinson (by phone), Gary Gisselman, Vicki Tylka, Joanne Leonard, Ken Day
Lincoln County:	Nancy Bergstrom, Randy Scholz, Bruce Giese, Mike Nelson
Langlade County:	Dick Hurlbert, Robin Stowe, Kim Van Hoof, Ron Nye
State of Wisconsin Reps:	Theresa Steinmetz, Chris Craggs
North Central Health Care:	Gary Bezucha, Toni Simonson, Paula Hawkins
Facilitators:	Gerry Born

The meeting was opened at 1:00PM by Vice Chair Nye.

#### Minutes

- **Motion** Gisselman, 2<sup>nd</sup> Giese, to approve the minutes of the 5/29/13 meeting. Motion carried.

#### Introductions

- Introductions of Task Force members and Gerry Born. Gail Nordheim was out of the country.
- Gerry has been involved with NCHC several times, with a TMG Study several years ago, was acting CEO for six months in 2007, and helped with strategic planning in the nursing home and the 51 program.

#### Social Services Departments – Continued discussion/budget recap

- Marathon County
  - 2012 actual expenses includes staffing.
  - 2012 program costs is the total minus staffing.
  - The “other category” includes Community Response Program, which is not a required program.
- Langlade County
  - Actual Expenses includes Child Support; does not include Juvenile Court.
  - Program Costs does not include staffing.
  - Child Support is not under the Social Services Department.
  - Juvenile Justice out of home care comes out of the Langlade budget.
  - The County board budget provides \$12,500 each to three organizations, including domestic violence, and Boys & Girls Club. It is not part of the Social Services budget.

- Lincoln County
  - Other includes – Dept. of transportation, SS administration, energy efficiency, Lincoln Industries – DD (Developmental Disability) Workshop.
  - Social Workers are under CPS-Ongoing.
  - Child Support is \$18,024 (missing from handout).
  - Juvenile Worker has a separate line item (not part of support staff).
- Child Support often doesn't have a program cost, just staffing cost.
- Percentages of revenue from levy and other revenue can change every year. Marathon County is relatively stable year to year.
- There is a large variable in out of home placement costs: a year with more placements, philosophy in using out of home placements, etc.
- How quickly you can react with a situation with a child, as well as resources available, may affect whether they end up in an out of home placement. Length of stay can also be affected in the same way. Much of the cost is covered by county levy.
- An outcome that would be important is that resources are brought in more quickly to reduce amount or length of out of home placements. Greater access to services more efficiently is a desirable outcome.
- Part of out of home placements can be billed back to Medical Assistance. That is not currently happening in Langlade County.

#### Services for Children & Adolescents Presentation

- If a child needs long term inpatient care, we can't keep them because there is a schooling requirement which we can't provide.
- CCS (Comprehensive Community Services) is for individuals with a mental health, AODA (Alcohol or Other Drug Abuse), or co-occurring disorder, and is for adolescents and adults.
- Staff work with all areas in a child's life, such as schools, church, law enforcement, etc.
- The task force requested data broken down by county.

#### Study Timeline

- There are 12 counties in Wisconsin that have social services and 51 program services together as a human services model. They will be reviewed.
- Gail and Gerry will be visiting with several agencies in each county and hold focus groups and interviews.
- Request as a group to identify the five or six primary things we would like to accomplish, i.e. decrease/confine costs? Combine services? Have a governance organization? What does success look like?

#### What is important in a consolidated system?

- Marathon County:
  - Greater focus on early intervention/prevention services.
  - Will the number of people we serve be increased?
  - Contain cost per person served.
  - A way to track outcomes and measure success.

- Langlade County:
  - Sustain and afford services other communities have; need some kind of a partnership to provide them.
  - Sustain going forward.
  - Employees job security; much or more for our money; money.
  - LAC integrate all issues such as mental health, AODA, abuse/neglect.
- Lincoln County:
  - More services, more affordable services, and better outcomes.
  - Results; some kind of measurement of success. Establish some outcome measures (projected).
- An ultimate agreement the three counties and the state can agree upon.
- How governance would be set up; board structure.
- Practice standards in how we would deal with situations, that all three counties would agree upon. Some individual variations may be needed.
- Design a system that costs are under the agency/agencies and not the judicial system/judges.
- Governance does not end up with silos. Structure would not have counties working separately, so people are working together.
- Operational savings. Need a different kind of product to save money.
- Standardization of services among the counties.
- Less overhead (shared administrators, better information systems).
- Maximize other sources of revenue/funding. Families that can afford the services pay.
- Integrated, comprehensive coordinated delivery system that provides timely services in a cost effective manner.
- State assurance that services are delivered equally in all counties, and access is equal.
- Analyze barriers to collaboration that exist now.
- Options range from don't change but collaborate more, to full integration.
- Board that works like the 51 board.

#### What do you want to avoid?

- Avoid a model that is not legal or acceptable by the state (under chapter 46).
- Avoid all decisions going back to all three county boards – not practical. Needs a board established where decisions could be made. Run it like the 51 Board system.

#### Who should we talk with in interviews and focus groups?

- External stakeholders – list provided by Vicki.
- County board members
- County administrators
- County staff
- County social services committees
- Constituency groups and advocacy groups (i.e. NAMI, Birth to Six Coalition, CCS Advisory Committee with reps from all three counties, state foster care advisory groups, WI Family Ties)
- Consumers
- State

What are key factors that will help you make your decision? (What information do you need?)

- Improve services/more services
- Cost analysis of different options
- Impact on current employees
- Structure of staff
- Shared services/individual services
- Why this is better than what we are doing now
- A plan that will work on rectifying barriers
- How programs that are not being included are going to be run; better or at least the same

**Motion** Schulz, 2<sup>nd</sup> Giese, to adjourn at 3:52p.m. Motion carried.

*Pdh*