

## **Minutes of Langlade County Human Services Model Feasibility Task Force Committee Meeting**

The meeting, in the Law Library of the Langlade County Courthouse was called to order at 2:00 p.m., October 17, 2012 by Chairman Hurlbert.

Members Present: Richard Hurlbert, Ron Nye, Kim Van Hoof, Gary Bezucha, Craig Hotchkiss, Doug Nonnenmacher and Toni Simonson.

Members Absent: None

Others present: Gary Olsen, Robin Stowe, Keith Wolf and Holly Matucheski.

Agenda Item #1 Call the meeting to order: The meeting was called to order at 2:00 p.m. by Chairman Hurlbert.

Agenda Item #2 Approve minutes of the previous meeting: Motion by Nye, second by Hotchkiss, all ayes, motion carried.

Agenda Item #3 Discuss the findings of the meeting with State Office of Legal Counsel from DHS, DCF and DOC regarding proposed multi-county human services department.: Stowe explained the visit with OLC office. Although state statutes allow for a creation of a multi-county human services system, since no one has attempted to form a multi-county entity there is no established blueprint and unfortunately, the OLC was unable to provide definitive answers at this time. The OLC should be able to provide directions as we proceed with this process. As a first step, the State advised in order to create a multi-county human services system, all member counties must be involved in the process which would require that the feasibility study be conducted by a multi-county feasibility study committee. The feasibility study committee will also need to address the structure of the new human services organization to maintain its status as a "public" organization which employs "public employees". And the joint feasibility study will also need to address the scope of the organization (i.e., whether the Income Maintenance programs currently part of Consortiums will be included in the transition).

Agenda Item #4 Discuss stakeholder letter results: The Committee discussed the findings from the study questions that were discussed at the last meeting. (Attached are the responses compiled.)

Agenda Item #5 Discuss timeline, meeting schedule, and reporting recommendations to County Board regarding the proposed multi-county human services department: Given the determination by the State that all counties must be engaged in the feasibility study, Robin will present this report to the County Board which will conclude the assignment for this Ad Hoc Committee.

Gary Bezucha indicated that he has been in contact with Randy Scholz (Administrative Coordinator) from Lincoln County and Brad Karger (County Administrator) from Marathon County and that both counties are interested in studying the feasibility of this proposal. Recommendation was put forth to start the process jointly in 2013 and phase in 2014 and beyond. Gary Bezucha stated he would coordinate this. He would use the next three months to get ready and then begin discussions by January 2013. Parties that would be involved would be Social Service Committee Chair from each county, Social Services Director from each

County. Robin will work on a draft resolution to ensure that all counties consider the same proposal.

Motion to adjourn meeting at 3:00 p.m. made by Nye, second by Hurlbert, all ayes, motion carried.

Respectfully submitted,  
Kim Van Hoof

### **Draft responses to Study Questions:**

1. Why is transition to a Human Services model being considered?
  - a. Improved coordination of services: There is significant interplay between the services currently provided by Langlade County Social Services and North Central Health Care. An integrated approach to service delivery will improve and expand the care provided to Langlade County residents.
  - b. Comprehensive and uniform planning: Planning for the future of providing human services is best served by having a unified system that works to chart a course that is collaborative and value-based.
  - c. Cost Control: The opportunity to achieve meaningful cost control through consolidation of services will benefit Langlade County in terms of better use of tax levy. Fixed costs will be spread out over a larger entity achieving cost savings for all.
  - d. Consumer Service: Creating a single point of contact for all services will improve access to services. Creating “one” service line that insures a solid continuum of care/services to include existing current NCHC services will provide the opportunity for services that are streamlined and delivered in an integrated manner.
  - e. Positioning for the future: Both Langlade County and NCHC will benefit from this transition by positioning themselves for a future that includes an emphasis by state government on regionalization of services.
  
2. What does Langlade County hope to accomplish through this transition?
  - a. Fiscal savings/Cost efficiency.
  - b. Streamlining of services provided to citizens of Langlade County.
  - c. Increased accountability – All programs of NCHC have outcome expectations in place that include measurements (outcome and process measures) to continually drive performance improvement. Each program has a dashboard that includes the following domains: Clinical, People, Community, Service and Financial.
  - d. The risk (financial) resulting from out of home placements moves from Langlade County to NCHC.
  
3. What are the advantages/disadvantages of this transition?
  - a. Advantages:
    - i. An integrated Board has the advantage of a broad perspective over the programs under its jurisdiction, thus would be positioned to identify duplication of services, insure integration of services, and effect changes in the way programs are organized and/or delivered.
    - ii. Comprehensive planning across a broad range of programs/services would be enhanced.
    - iii. Consolidation provides an improved capacity to manage human services as a total system, rather than fragmented services.
    - iv. Staff resources can be used more flexibly.
    - v. Centralized intake functions improve ease of access to services.

- vi. Sharing of client information will improve as it will be one organization rather than separate.
  - vii. "Turf" issues would be minimized allowing for increased cooperation and collaboration between programs.
  - viii. Overhead and/or administrative costs would be reduced.
  - ix. After-hours calls will all go to a central line, where they are triaged and dispatched to the on-call worker only if it is a situation that cannot wait until the next business day.
- b. Disadvantages
- i. Citizens may lose voice in policy determination with a more limited role in relation to a Human Services Board.
  - ii. Sense of loss of local control.
  - iii. Citizens may be confused as to who they go to for specific concerns – they seem to have a good understanding of this currently.
  - iv. If after-hours calls are all triaged through the Crisis Center, an additional layer is added – currently after-hours calls go directly to the person on-call.
4. What challenges are likely to be encountered?
- a. Policies regarding risk reserve and emergency placements need to be clarified.
  - b. Space needs will need to be reviewed.
  - c. Clarification regarding use of IWISACWIS is needed.
  - d. Organizational culture – changing from one organization to another.
    - i. Full-time work week is defined for Langlade county employees that will be involved in this transition as 35 hours per week. North Central Health Care defines a full-time work week as 40 hours per week.
5. Additional Questions for the Study Committee:
- a. What is the plan for clerical support for the needs of remaining programs (Economic Support and Energy Assistance)?
  - b. Langlade County staff are full-time at 35 hours per week, rather than 40 hours per week.
    - i. Was the budget developed with this difference in mind?
    - ii. Will staff that transition be required to work 40 hours per week?

Prepared by: Kim VanHoof, Craig Hotchkiss, Keith Wolf and Toni Simonson