

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., September 18, 2012 by Chairman Hurlbert.

Members Present: Richard Hurlbert, Ron Nye, Kim Van Hoof, Gary Bezucha, Brenda Glodowski, Craig Hotchkiss, Chris Kraggs, Teresa Steinmetz, and Toni Simonson.

Members Absent: Doug Nonnenmacher, Representative from Department of Health Services and Child and Families, Chris Kraggs and Teresa Steinmetz.

Others present: Gary Olsen, Robin Stowe, Keith Wolf, Pat McKinney-Rice, Vern Cahak, Carol Feller Gottard, Bill Greening, 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 Hurlbert, all ayes, motion carried.

Agenda Item #3 Discuss the representation of voting members of the Committee: The current make-up of the committee allows for each member to have voting privileges. The State representatives have expressed a preference not to have a vote, as their role is limited to providing information and assistance only. Likewise, although North Central Health Care requested membership on the taskforce, they did not anticipate having voting privileges. Motion by Nye to allow the three County Board members, Kim VanHoof, and the representative from Juvenile Court to be the voting members of the Committee, second by Hurlbert, all ayes, motion carried.

Agenda Item #4 Discuss findings from study questions: The Committee discussed the findings from the study questions that were discussed at the last meeting. A draft response to the study questions was distributed to the Committee. The questions that were addressed were why is transition to a Human Services model being considered? What does Langlade County hope to accomplish through this transition? What are the advantages/disadvantages of this transition? What problems are likely to be encountered? What would an organizational chart of the proposed new model look like? (See answer to questions attached.)

Sheriff Bill Greening was present to discuss some concerns he has with this merger of services and impact this could have on his department. The Sheriff advised that he has seen a reduction in the level of services with other consolidations such as Family Care which have resulted his department expending more of its resources to address reduction in services and gaps in services did not exist before the consolidation.

The Committee discussed many questions and concerns regarding the Human Services concept with North Central. It was explained to the Committee that the State is concerned that there is one Board that oversees the 51.42 Services, and three different boards that oversee the Social Services operations. The State would like to see all three counties, Langlade, Lincoln, and Marathon, join this Human Services model. This has caused many legal questions regarding this structure. Members of the taskforce will be meeting with attorneys for DHS, DCF

and DOC in Madison on October 3rd to review these legal questions about this proposed Human Services model.

Agenda Item #5 Discuss stakeholder groups: A draft letter that could be sent to stakeholders was shared with the Committee. A listing of stakeholders was made by Kim VanHoof and Craig Hotchkiss. The two questions addressed in the letter were: Based on your experience with Langlade County Children and Family Services, Langlade County Juvenile Court Services and North Central Health Care, what advantages and disadvantages do you perceive would occur as a result of a transition to a Human Services Program, and Do you have any questions for the Task Force to consider during this feasibility study? Motion by Nye, second by Hurlbert to send the draft letter to the stakeholders this week with a requested return date of September 28, 2012, all ayes, motion carried. Motion by Nye to change the return date of the letter to October 5, 2012, second by Hurlbert, all ayes, motion carried.

Agenda Item #6 Discuss fiscal impact: Brenda Glodowski, Carlene Nagel, and Gary Olsen had worked on a draft budget for the Human Services concept. The numbers are preliminary and are still being worked on.

Agenda Item #7 Development of a work plan: This item will be discussed at a future meeting.

Agenda Item #8 Discuss timeline and meeting schedule: The next meeting will be on October 17th at 2:00 p.m. in the Law Library.

Motion to adjourn meeting at 3:40 p.m. made by Nye, second by Hurlbert, all ayes, motion carried.

Respectfully submitted,
Gary D. Olsen
Recording Secretary

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 the 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 of 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 & 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 & Toni Simonson