

PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, February 14, 2013 in Board Room A of the Sophie Beaumont Building – 111 North Jefferson Street, Green Bay, WI

Present: Chairman Tom Lund
Craig Huxford, Helen Smits, JoAnn Grashberger, Bill Clancy, Susan Hyland,
Paula Landrie, John Van Dyck

Excused: Carole Andrews

Also

Present: Brian Shoup, Executive Director
Jeremy Kral, Director of Community Programs
Tim Schmitt, Finance Manager
Kevin Lunog, Behavioral Health Services Manager

- 1. Call Meeting to Order:**
The meeting was called to order by Chair Tom Lund at 5:15 pm.
- 2. Approve/Modify Agenda:**
GRASCHBERGER/SMITS moved to approve the agenda.
The motion was passed unanimously.
- 3. Approve Minutes of January 10, 2013 Human Services Board Meeting:**
HYLAND/SMITS moved to approve the minutes dated January 10, 2013.
The motion was passed unanimously.

Paula Landrie entered at 5:16 p.m.

4. Executive Director's Report

Brian Shoup, Executive Director, gave his director's report.

Update on Family Care

- Shoup stated he went down to Madison and met with DHS Deputy Secretary Kitty Rhoades regarding mental health issues. She initiated a conversation about Family Care and stated it was unlikely that the state would be expanding Family Care in the next biennium.

Supervisor John Van Dyck entered at 5:18 p.m.

- The governor will be delivering his budget publicly on February 20th. If Family Care is in the budget, it is our understanding in talking with some of the legislators that the legislature is likely to adopt it. Rhoades also said that DHS

wants to inject more competition into the Family Care districts which means more than one Managed Care Company could be delivering services.

- If Family Care will expand in the following biennium, we would be looking at around three years for our roll-out. This would stabilize our Long Term Care workforce for a while.

Q: Citizen Board Member Laundrie asked if we would want any support letters written.

A: Shoup stated that we have had a lot of conversations with DHS leadership, the governor's staff and legislators. We are at the point where there isn't much more to do as they are all aware that Brown County supports Family Care expansion.

Q: Citizen Board Member Laundrie asked what non-expansion means for Rolf.

A: Shoup stated it is all speculative. Rolf's planning grant has been renewed on a quarterly basis.

Update on CMS Survey

- As reported previously, The Centers for Medicare & Medicaid Services (CMS) has cited our Nicolet Psychiatric Center for providing detox services and treating addiction issues.
- We have submitted a plan of correction with the exception that we would not turn away alcohol and drug abusers who were suicidal. We enlisted the support of newly elected Senator Baldwin with that issue. Another CMS surveyor did come out to the CTC this week and there was a report out on Wednesday February 13th. We will have to wait officially to see if there are any citations or concerns. We do not expect anything major as we have been cleared on the central issue but we need to wait for the official report.

Q: Chairman Lund asked where we are now bringing individuals who need detox.

A: Shoup stated that at this point, we are operating like most counties. If someone is incapacitated, Ch. 51 requires that they be taken in for medical clearance to see if they are in danger of withdrawal; this happens at area hospitals. If not in danger of that and are not incapacitated, then they are discharged. In other cases, if we believe they have an accompanying psychiatric disorder, we will admit and treat them. We also have an off-campus diversion facility with two beds set aside for social setting detox.

Veteran's Treatment Court Kaizen Event

- Judge Kelley has been heading up the Veteran's Treatment Court for over a year. Board Member Craig Huxford volunteers his services as a mentor. We undertook a LEAN event a couple of weeks ago which included participants from the District Attorney's office, Law enforcement, Board Member Huxford and the Veteran's Administration (VA) office. We wanted to find out how we could streamline the referral process to Veterans Treatment Court. Shoup stated he is on the steering committee but Human Services is not involved as a treatment agency due to the fact that the treatment court is intended for veterans who have their own benefits through the VA.

Citizen Board Member Huxford stated that it was his first LEAN event and found it to be very interesting. On the first day, he noticed a lot of participants seemed to be protecting their "turf" but on the second day, the group looked at what could be changed to make a difference. Huxford stated it is working already as the initial process has been streamlined with getting people into the program a couple of weeks earlier than before.

Q: Citizen Board Member Laundrie asked if everyone here knows about the LEAN process.

A: Shoup stated we did 11 LEAN events in 2012 just in Human Services. We plan to do the same amount this year. Huxford stated it is a process of careful review on how things are done and a lot of communication is involved.

Citizen Board Member Laundrie added that the report-out was very nice. Everybody around the table who spoke had something positive to say. The outcomes were great and a lot of people showed up for support at the report out.

Energy Assistance Program

- Brown County Human Services took over this program from Integrated Community Services (ICS) as of the first of this year due to state concerns about the vendor's performance. So far, it has been a substantial undertaking for Administrator Jenny Hoffman and her staff but it has gone quite well. There was a concern that the program wasn't reaching enough people. The unit has processed over 1,000 applications so far this year which is 300 over the previous vendor's performance.
- Shoup added that these are individuals that are heavily represented by the elderly and disabled on fixed incomes. There has been a lot of very positive and compelling feedback given to our staff from these clients. One client even expressed gratitude stating "this is helpful; we've been turning our thermostats down and burning candles to keep warm."

LAUNDRIE/HUXFORD moved to receive and place on file.
Motion was carried unanimously.

Chairman Lund mentioned that County Board Supervisor John Van Dyck has joined the Board as a new member. Everyone in the room went around and introduced themselves.

5. Policy Development Issue: Improving Access to Mental Health Services and Psychotropic Medication

- Kevin Lunog stated that one of the main focuses of last years' reports to the board was to go over what our access was. We are currently scheduling between May & June for new appointments which makes our wait time 3 to 4 months. We wanted to first take a look at internal capacity before going external.
- One of the things we did was to put in place a transition group and medication group ran by the Advanced Practice Nurse Prescribers (APNPs). We also have our two inpatient doctors who will now be providing time to outpatient. Dr. Pareek will be given six hours a week and Dr. Eggener will be providing five hours a week. Currently our intakes are about one hour while our medication checks are about 20

minutes. Through this internal change, we are able to add 105 hours a week of capacity. Also, with electronic medical records, we can track no-shows and cancellations to look for patterns.

Q: Citizen Board Member Laundrie asked if we went with EPIC for software.

A: Lunog stated we went with Netsmart (Avatar).

- Lunog stated that in the future, we will be utilizing electronic prescribing which will save time for the nurses.

Q: Citizen Board Member Laundrie if we require a three month supply of medications for individuals.

A: Lunog stated it depends on the person. For an ongoing patient, we would prescribe enough medication until the next appointment.

Q: Citizen Board Member Smits stated that one of the big concerns of community members is the length of the wait to first see somebody. She asked if these initiatives are decreasing the wait time.

A: Lunog stated that for the first contact, it has. The nursing group helps individuals coming out of the inpatient area. Kral added that our plan for the increase in capacity will be in practice in a couple of weeks and will be able to impact the wait time.

- Kral stated that in the budget, we have a half-time psychiatrist position that is vacant. Currently, some of those funds are being used towards Dr. Eggener's time in outpatient. We are fairly deep in discussions about converting that money and devoting it to a full-time APNP. We will be able to bring a final decision to the Human Services Board and Committee in the near future.

Q: Citizen Board Member Laundrie asked if we could consider a physician's assistant.

A: Shoup stated that a physician's assistant has less autonomy when it comes to regulation. An APNP has greater scope of license. Lunog added we need to have someone who specializes in psychiatry.

Q: Chairman Lund asked if we could use any of the increased funds given from the state for mental health in this area.

A: Shoup stated that would depend on what the governor's proposal is and what the legislature does. We would need to look at how tightly prescriptive those dollars are on what they can be used for. At this time, they are rather tightly categorized and we do not believe that any of the dollars could be employed in this area.

HYLAND/SMITS moved to receive and place on file
Motion was carried unanimously.

6. Update on Barbara Bauer Award.

- Shoup stated that a press release was sent out to the community requesting applications for the Barbara Bauer Award. (A copy of the press release was passed out). No nominations have been received yet from the community but there will be one internal nomination. We will look at the nominees at our April meeting. Shoup checked with Corporation Counsel to confirm that the board can meet in closed

session to determine candidacy. We will update anything more at next month's meeting.

LAUNDRIE/HYLAND moved to refer this until the next meeting.
Motion was carried unanimously.

7. Financial Report

- Schmitt reported that they are still working on the year end numbers and will be closing the books by mid-March. The forecast for the end of 2012 shows a surplus in Community Programs of 3.5 million dollars. This is mostly due to reduced purchase of services. For the Community Treatment Center, we are showing a deficit of 1 million dollars with \$617,000 being depreciation. The net is a 3 million dollar surplus for 2012.

HUXFORD/GRASCHBERGER moved to receive and place on file.
Motion was carried unanimously.

8. Statistical Reports:

Please refer to the packet which includes this information.

9. Approval for New Non-Continuous Vendor:

Please refer to the packet which includes this information.

10. Other Matters:

Next Meeting: Thursday, March 14, 2013
5:15 p.m. – Sophie Beaumont Building, Board Room A

11. Adjourn Business Meeting:

HYLAND/LAUNDRIE moved to adjourn; motion passed unanimously. Chairman Lund adjourned the meeting at 6:00 p.m.

Respectfully Submitted,

Kara Navin
Recording Secretary