



ROCK COUNTY HUMAN SERVICES BOARD MEETING
Wednesday, August 14, 2013 – 4:30 P.M.

Call to Order: Chair Knudson called the meeting to order at 4:35 p.m. on Wednesday, August 14, 2013, in Room D/E at the Rock County Job Center, Janesville, Wisconsin.

Committee Members Present: Brian Knudson, Supervisor; Sally Jean Weaver-Landers, Citizen Representative; William Grahn, Supervisor; Terry Thomas, Supervisor; Marvin Wopat, Supervisor; Terry Fell, Supervisor; Ashley Kleven, Citizen Representative (in at 4:50 p.m.); Shirley Williams, Citizen Representative; and Phillip Owens, Supervisor.

Committee Members Absent: None.

Staff Present: Charmian Klyve, Director; Phil Boutwell, Deputy Director; Sara Mooren, Fiscal Operations Manager; Tim Zuehlke, Controller; Jennifer Thompson, LTS/ADRC Manager; Sandy Brown, CPS Manager; Lance Horozewski, JJ&P Manager; Carla Haigh, ES Manager; Patrick Singer, TRQM Manager; Kate Flanagan, MH/AODA Manager; Ryan Booth, ESS; Alisa Pritchard, Southern Consortium Trainer; Jason Klingaman, ESS; Carissa Jackson, ESS; Rosemarie Titus, ESS; Derek Schyvinck, ESS; John Jenks, ESS; Sandra Williams, ESS; Jean Schultz, ESS; Crystal Grubbs, ESS; Irina Galper, ESS; William Draves, ESS; and Anne Dillavou, ESS.

Others Present: Ty Bollerud, Citizen. Steve Howland, County Board Supervisor.

Approval of Agenda: Citizen Representative Weaver-Landers moved the agenda to the floor, seconded by Supervisor Owens with unanimous approval. APPROVED.

Approval of Minutes of Human Services Board Meeting of July 24, 2013: Supervisor Thomas moved the minutes to the floor, seconded by Supervisor Grahn. The minutes were unanimously approved. APPROVED.

Citizen Participation: Mr. Bollerud explained that the healthcare income eligibility forms are very complicated. He is concerned for his sister's well being and for her healthcare.

Praise and Recognition: Ms. Haigh was very happy to see many of the newly hired project and permanent Economic Support Specialists attend the meeting. The ES staff introduced themselves individually. Ms. Haigh explained that Alisa Pritchard is the Southern Consortium Trainer. They met with two counties in the consortium already and will be meeting with the others soon. Ms. Haigh recognized the ES staff for all their hard work.

Ms. Klyve explained part of the reason why the Southern Consortium is receiving additional funds is due to the extremely low Food Share error rate the Economic Support Division has achieved. Brett Davis, Medicaid Director, Bureau of Health Care Access and Accountability within the Department of Health, sent a letter congratulating Rock County ES for their low Food Share error rate. Chair Knudson and other Board members thanked the staff for all they do.

Approval of Contracts, Transfers, and/or Encumbrances: Citizen Representative Weaver-Landers moved the five contracts and encumbrances, seconded by Supervisor Owens. The contracts and encumbrances were unanimously approved. APPROVED.

Approval of Bills: Mr. Zuehlke presented the bills for approval and responded to questions. He explained the reports are now in the new format. Multiple invoices print together for the same vendor under this new format.

Admin	1,125.35	IDP/AODA	7,346.10
Interim Assist	328.31	CSP	3,287.50
CSP	793.78	Admin	67,174.03

Supervisor Wopat moved the bills, seconded by Supervisor Fell. The bills were unanimously approved. APPROVED.

Presentation on the 2012 HSD Annual Report:

Economic Support Division: Ms. Haigh explained that she was hired in 2012 as Division Manager. The W-2 program transitioned to Forward Service and with the transition came vacancy issues to work through. In 2012, we continued to see an increase in workloads on Badger Care Core cases that were transferred from the State to the County.

Implementing the Affordable Care Act is the main focus for 2013. The State is focusing on the consortia data reporting, and we are working on tracking and reporting data accurately. Ms. Haigh reported stats from the Southern Consortium for June and advised the total caseload is 43,535. We are continuing to improve working as a Consortium rather than as a single county. The Southern Consortium has done very well and maintains a very low error rate. Ms. Haigh advised the error rate for processing applications was 99% and for renewals was 97%, which is excellent.

In response to a question, Ms. Haigh stresses to staff that documentation is very important. When a call comes into the Call Center, accurate documentation of the history of the case is a must, so the client can receive help accordingly. The answer rate for the Call Center is at 91.5%, which is above the statewide average.

Ms. Klyve distributed a handout showing the State timeline for implementing the Affordable Care Act. This is a large undertaking and more information will be shared with the HSD Board before the information is presented to the County Board. Ms. Haigh and Mr. Boutwell responded to questions.

TRQM Division: Mr. Singer advised approximately 200 staff have been trained in Avatar. Avatar will go "live" on Monday, August 19, 2013. Implementation of Avatar for LTS, MH and the YSC is going well. He will give a full Avatar report in a few weeks. Avatar will provide better reporting and tracking and will produce a richer data quality to help Division Manager's make better decisions.

Mr. Singer has been working with CPS and Dragon to find shortcuts to help eliminate repetition for staff. This will allow CPS staff more time with clients.

Currently, there are two staff dedicated to scanning and one light duty YSC worker. Scanning is a slow process because of the amount of data HSD and Rock Haven possess. Mr. Singer is working on disposing of as many records as possible, but some records from Rock Haven need to be maintained and can not be destroyed. It will take several years to become fully paperless.

After Avatar is implemented, Mr. Singer will have more time to focus on mapping. Mapping will be helpful to better visualize data.

Later Mr. Singer would like to upgrade Avatar with E-Prescriber. We do lose a small percent of Medicare funding not having E-Prescriber and it would be helpful to the physicians.

Mr. Singer would like to eventually purchase a module that is a more flexible to monitor contracts. The module would be capable of tracking more budget information such as what is paid on a contract and what is left in the budget. Mr. Singer responded to questions and advised Supervisor Owens that with Avatar we can export data to the State and keep a copy of the data.

Ms. Klyve thanked Mr. Singer for all his leadership on the implementation of Avatar. There are many service areas that have differing reporting data requirements and Mr. Singer has done an excellent job with the Avatar implementation.

Mr. Singer has accomplished getting bills to print so we will be able to send bills to clients. We have struggled with this for years and with our new system, this has been accomplished.

Job Center: Mr. Zuehlke is Controller but also manages the Job Center building and oversees four Job Center staff. Mr. Zuehlke advised we now have ten partners renting space at the Job Center with the addition of Forward Services.

The landlord replaced two HVAC units last year with a minimal cost to Rock County, and one more unit was replaced this year. The ADRC was built in the Job Center during the last part of 2012 and opened in 2013. With the addition of the ADRC, some space was lost in room K. Mr. Zuehlke advised a WYSE worker is being utilized to repaint some areas at the Job Center.

The Job Center was able to accommodate the additional ES staff hired for ACA and additional Forward Services staff. At this time there is no vacant space at the Job Center, it is at full capacity at this time. Mr. Zuehlke responded to questions about rental revenue.

Approval to Participate in a Collection of Donations for U.S. Troops in Afghanistan: Citizen Representative Weaver-Landers moved the approval to the floor, seconded by Supervisor Wopat. Mr. Boutwell explained the Sheriff's Department is starting a collection for U.S. troops and he wanted to bring this to the HSD Board for approval to set a precedent. Only requests with merit will be brought before the HSD Board for approval. The approval to participate in a collection of donations for U.S. troops in Afghanistan was unanimously approved. APPROVED.

Director's Report:

Ms. Klyve advised that the Health Care Center double doors by the receptionist area will be locked starting August 19, 2013. On the evenings of the HSD Board meetings, the doors will remain unlocked. Mr. Boutwell responded to questions about security and the absence of law enforcement in the building.

Committee Requests for Future Agenda Items: Supervisor Wopat asked to include management staff in the Praise and Recognition agenda item.

Supervisor Grahn requested Tina Day come to a future HSD Board meeting. He would like information on how to get funding to her.

Next Meeting: Wednesday, August 28, 2013 at 4:30 p.m., at the Rock County Health Care Center, in the 3rd Floor Conference room, Janesville, Wisconsin.

Adjournment: Supervisor Grahn motioned to adjourn, seconded by Citizen Representative Sally Weaver-Landers with unanimous approval at 5:40 p.m.

Jodi Parson, Administrative Secretary

NOT OFFICIAL UNTIL APPROVED BY THE BOARD