



ROCK COUNTY HUMAN SERVICES BOARD MEETING
Wednesday, May 13, 2015 – 4:30 P.M.

Call to Order: Chair Knudson called the meeting to order at 4:32 p.m. on Wednesday, May 13, 2015, in the 3rd Floor Conference room at the Rock County Health Care Center, Janesville, Wisconsin.

Committee Members Present: Chair Brian Knudson, Supervisor; Sally Jean Weaver-Landers, Citizen Representative; Kathy Schulz, Supervisor; Linda Garrett, Supervisor; Shirley Williams, Citizen Representative; Ashley Kleven, Citizen Representative (out at 5:26 p.m.); Terry Fell, Supervisor; William Grahn, Supervisor (out at 5:20 p.m.); and Terry Thomas, Supervisor.

Committee Members Absent: None.

Staff Present: Charmian Klyve, Director; Phil Boutwell, Deputy Director; Sara Mooren, Administrative Services Division Manager; Tim Zuehlke, Controller; April Heim, ES Division Manager; Lance Horozewski, CYF Division Manager; Kate Flanagan, MH/AODA Division Manager; Dawn Juhl, Support Services Coordinator; Penny Nevicosi, Juvenile Justice Supervisor; Teresa Turner, Legal Stenographer; Amy Evans, CPS Social Worker; Lyndsey Dallman, CPS Case Manager; Sam Kramer, CPS Case Manager; Stefanie Reents, CPS Case Manager; Kris Kirchner, CPS Social Worker; Linda Graf, Juvenile Justice Specialist; Anissa Welch, JJ Specialist; Lea Gerue, JJ Specialist; Lyndsey Clark, CPS Case Manager; Marsha Deitelhoff, CPS Social Worker; Geri Heim, CPS Supervisor; Denise Hegberg, CPS Supervisor; Stacey Speich, CYF Program Manager; Cori McCann, CPS Case Manager; Kim Blaser, JJ Specialist; Tom Seibert, JJ Specialist; Penny Nevicosi, JJ Supervisor; Gretchen Dypold, CPS Master Social Worker; Andrea Ehret, CPS Supervisor; Jeremy Brown, JJ Supervisor; Ryan Trautsch, CYF Program Manager; Amber Ticha, CPS Social Worker; Rebecca Westrick, Master Social Worker; and Tracy Mayer, Master Social Worker.

Others Present: Bill Curry, Teresa Turner's guest.

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

Approval of Minutes of Human Services Board Meeting of April 22, 2015: Supervisor Garrett moved the minutes to the floor, seconded by Citizen Representative Williams. Supervisor Schulz explained the minutes stated "a letter going out." The letter has been revised to include the impact of drug testing on public benefit recipients. The minutes were unanimously approved. APPROVED.

Citizen Participation: Linda Graf stated she is a 22 year employee of Rock County Human Services, seven years in Mental Health, and 15 years in Juvenile Justice. She has a Master's in Social Work and is a Licensed Clinical Social Worker which is the highest level of social work certification. She is also the President of the Union that represents Rock County Social Workers. She distributed a handout of 110 CPS Social workers signatures who are asking you to reject the recent proposal to the County Board that Rock County Social Workers wear body cameras while performing their official duties. We feel this proposal would cause an unnecessary invasion of our client's rights to privacy. We believe it would conflict with State and Federal statutes and regulations concerning privacy and confidentiality. We believe it conflicts with the Social Work Code of Ethics.

We believe it would create a significant and unnecessary financial burden for the Department and for the County. She distributed a copy of a letter from Mark Herstand, Executive Director of the Wisconsin branch of the National Association of Social Workers (NASW), who is making a very strong statement that this is a bad proposal and it is not in the best interest of our clients. And she included the letter she sent to the Rock County Board Chair and Vice Chair. She asked the Board to reject the proposal.

Anissa Welch distributed copies of the privacy and confidentiality section of the NASW Code of Ethics. She stated she has been directly involved with the delivery of Human Services programs for 22 years in a variety of capacities for the County. She worked in the ES Division, the Domestic Violence Intervention program and Deferred Prosecution program. She worked for CPS and for the last 10 years and currently in the JJ Division. She has been an elected official for four years for the city of Milton and recently has been elected Mayor. The Code of Ethics states the primary mission of the social work profession is to enhance human well-being and help meet the basic human needs of all people with particular attention to the needs and empowerment of people who are vulnerable, oppressed, and living in poverty. Social Workers promote social justice and social change with and on behalf of our clients. Rock County Social workers take their work very seriously as evidenced by the signatures presented and by their showing up here today. The mission of the social work profession is rooted in a set of core values – service, social justice, dignity and worth of the person, importance of human relationships, integrity, and competence. The entire Social Worker Code of Ethics is based around the core values. Client confidentiality is one of the cornerstones of our practice. When we are involved with a family it is usually the worst time in their life. Imagine the government coming in and filming you at the worst time of your life. Would you feel respected? Would you feel intruded upon? Recently, Rock County has implemented the FFCM. We used levy tax dollars to implement this program. It was supported by the entire Board. The very bases of this is forming a strong balanced alliance with our families, forming trust, in order to help them be successful. If we can't form that bond, if they can't trust us we are not going to implement that program that we have spent thousands of dollars on. It will be a waste because it will not be effective. We will not be able to ask them to trust us if we are going to make a reality show of their lives. She asked the Board to please vote no on this proposal.

Marsha Deitelhoff stated she is a CPS Social Worker in Initial Assessment. She has worked for Rock County for over seven years. She has 12 years of experience in child welfare. CPS Social Workers particularly Initial Assessment workers are faced with barriers before we ever meet families, often times due to the misconception of our purpose in the community. When we receive a report workers immediately start thinking about how to engage the family and we try to figure out some of the family needs before we meet them. Our primary goal is to help them meet their needs so their family can remain intact, and not have continued CPS contact and the children can be safe. She explained the protocol followed by CPS Social Workers. It is a protocol directed by the State of Wisconsin and laid out in our safety intervention standards. We do not share information when we seek outside information. No worker ever makes a safety decision alone, ever, for any reason. The Worker and supervisor apply the family's situations to our very clearly defined guidelines to determine if further intervention is warranted. If the worker and family are unable to control safety threats in the family, the children may be taken into protective custody. At this time, Corporation Counsel becomes involved. We work together as a team to present the facts of the case for a judge to review. This happens within 48 hours, except on weekends or holidays. The judge reviews the facts to determine if there was significant information to suggest the safety threat or for the child's continued presence in the home to be contrary to their welfare. If the judge does not agree with that, the child goes home. A current misconception is two workers are assigned to respond to each case. The most common reason for this is for training of new workers. This is an essential component of our training program. Another reason we would bring a second worker would include times when there is a large family size or multiple families living in a home. The only other time we would have two workers is if there is a concern for the worker's safety, but not something that would warrant law enforcement. A body camera does not address any of these issues. A body camera will not aid in interviewing multiple family members. A body camera will not assess for the safety of children. A body camera will not step out of a room to call 911. She advised the Board to contact her with any questions they may have.

Lindsay Clark stated she is an Ongoing Case Manager for CPS. She has worked with Rock County for 11 years. She started at the YSC and has worked in her current position for seven years. As an Ongoing Case Manager, it is our job to engage and motivate families so they can safely care for their children in their own homes. In order to do this, we must speak to our families about very personal topics and very sensitive information. Looking at the standards set by the State, it is often stated that the worker should engage and work with families by least intrusive means. Having a body camera that is videotaping and recording client contact is by no means least intrusive. The work that we do with families is so sensitive in nature and our presence is intrusive, however, at times necessary. Adding the body cameras would only augment the intrusiveness of our presence and heighten our presumed authority. This would in effect not only violate our client's right to least intrusive means, but would negatively impact our working relationship with our families. Wearing body cameras would hinder our ability to engage with families in several ways. She foresees difficulty engaging clients, developing trust, and has concerns for their confidentiality. Clients discuss their most intimate information with our workers. Body cameras would only heighten their resistance, mistrust, and cause additional stress to our families that we serve. Body cameras will only serve as an additional barrier to engaging with our families.

Tom Seibert stated he has been a JJ Worker for a little over 20 years. He has seen a lot of changes throughout the County, in our Department specifically. Two years ago, our staff, as it was noted earlier, started extensive training in FFCM. The main object of that shift in philosophy was to create a better level of trust and in turn open a better line of communication with our families. He has always believed in building rapport with families. He believes that if a family can make changes on their own with some assistance, much better changes will take place, versus forcing changes. Families can reach those goals with both the worker and the family working as a team in setting the goals and accomplishing them together. If we introduce body cameras in meetings with families and tell families we are going to record meetings, we are definitely going to deteriorate all we have worked and trained for in the FFCM program. In addition, he has seen the time, effort and expense HSD has put in doing research and establishing a new name for our Juvenile Detention Center and for our Probation Department. We are now called Juvenile Justice Workers not probation officers, and it is now the Youth Services Center. By placing body cameras on social workers it would basically eradicate all the work that been done. We would be turned back into officers versus Social Workers. Lastly, any money proposed at this point to implement cameras could definitely be used in numerous programs, directly built for the clients, AODA specifically, and other Mental Health programs versus the purchase of cameras and storage waiting to be watched at some point. He urged the Board to turn down the proposal. He asked the Board to call him anytime because he would like to answer any questions they may have.

Rebecca Westrick stated she has been a social worker for 23 years. She grew up in Rock County and is raising a family here. She stated that no other human services department in the nation video tapes or records children and family interaction. Social work as a profession has an extremely high turnover rate. Much of that is due because we don't really agree as a society what discipline is and it is hard to uphold that. Retaining workers in itself and keeping morale up is difficult. Our mission is to keep families together, avoiding more restrictive care while keeping the community safe. Breaking intergenerational legacies requires confidence and trust. We have to uphold HIPAA at all times and never break confidentiality. Some may welcome cameras, some may not. This is complicated by the idea we are increasingly bound to computers, already making time we interact with individuals less and less. This would make video recording challenging. Not one of us in social work got educated on how to video tape families effectively without making them feel their privacy is invaded. For a brief time in family therapy we did video some families with their permission. A lot of releases and agreements were needed and the tapes were destroyed after but the process did not go well. It was not cost effective and we sabotaged a lot of the progress we made with trust with the families. The times we videoed people it seemed staged or forced. Our focus should be on working with people, and not putting up more barricades.

Chris Darr stated she has worked for the County for nearly nine years. She is an Ongoing Social Worker. She shared a visual in her head, of workers in various areas of the community at various times of the day doing supervised visits, having family meetings, and interacting with parents and children, sitting at Palmer Park or supervising a visit with a mother and her children in the pool. How

would we preserve confidentiality of families? We would have a bag, a computer and a body camera on us making it hard to blend into the community and to not provide undue attention to that mother and children. She asked the Board to visualize how a worker would look to children and families when sitting in on a Head Start classroom or supervising a mother playing a game with her children at the library.

Chair Knudson stated the next Board meeting will be on May 27th in the Auditorium on first floor. Anyone wanting to speak will have the opportunity to be heard that evening.

Submission of Committee Requests: None.

Approval of Contracts, Transfers, and/or Encumbrances: Supervisor Garrett moved ten contracts and three encumbrances to the floor, seconded by Citizen Representative Weaver-Landers. Ms. Mooren explained there is a \$200 reduction to the contract amount that was in the packet, the correct contract is included in the handouts. Ms. Mooren distributed a handout and explained primary and secondary rates and travel time for HSD contracted in-home therapy providers, and responded to questions. Supervisor Garrett asked for clarification on the difference of the non-certified Bachelor level Clinicians and the Certified Master Level Clinicians. The difference is the 3,000 hours of supervised training. The contracts and encumbrances were unanimously approved. APPROVED.

Approval of Bills: Citizen Representative Weaver-Landers moved the bills to the floor, seconded by Supervisor Thomas. Mr. Zuehlke presented the bills for approval and responded to questions. Supervisor Schulz asked for clarification on an amount that appeared to be a duplicate. Mr. Zuehlke explained we were low in petty cash funds and had to write two checks to cover the amount. Supervisor Garrett asked for explanation of the Job Center entries. Mr. Zuehlke responded that carpeting, electrical and work was done to enhance the cubicles.

ADM	2,102.86	ADM	1,975.00
ADM	106,015.78		
CPS	2,039.99		

The bills were unanimously approved. APPROVED.

Resolution Recognizing Lori Stalsberg: Supervisor Thomas moved the resolution to the floor, seconded by Citizen Representative Williams. Ms. Flanagan presented the resolution recognizing Lori Stalsberg who served the citizens of Rock County for 22 years as a dedicated and valued employee. Ms. Stalsberg began her career as an Administrative Assistant in the Youth Triage Unit. Then she transferred to the Administrative Assistant for the Intoxicated Driver Program (IDP). She performed administrative duties but also was a key person assisting in the Intoxicated Driver Program (IDP) area. She was a great asset to the Division. Ms. Stalsberg retired on May 1, 2015. The resolution was unanimously approved. APPROVED.

Resolution Recognizing Teresa Turner: Supervisor Fell moved the resolution to the floor, seconded by Supervisor Grahn. Ms. Juhl introduced Teresa Turner. She presented the resolution recognizing Ms. Turner's 23 years as a dedicated and valued employee of Rock County Human Services. Ms. Turner began her career in the CPS Division as a Typist III, which involved a lot of transcription. She accepted a position of Administrative Assistant for the JJ Division in 1994 which included administrative tasks, greeting clients, and entering data in numerous systems. Her position was upgraded in 1997 to the classification of Legal Stenographer due to the amount of work being done with various legal documents. Ms. Juhl supervised Ms. Turner from 2008 to 2014, then Mr. Brown became her supervisor. Ms. Turner went through many changes throughout her career including many location changes. She never complained and was always gracious. She had respect for others and gained the respect from others. The resolution was unanimously approved. APPROVED.

Resolution Recognizing Pam Edmonds: Supervisor Thomas moved the following three resolutions to the floor, seconded by Citizen Representative Weaver-Landers. Ms. Heim presented

the resolution recognizing Pam Edmonds who has served the citizens of Rock County for 22 years as a dedicated and valued employee. Ms. Edmonds began her career as an Economic Support Specialist. In 2002, she became the Division's Lead ESS. In 2004, she accepted the ES Supervisor position and assisted with the conversion to the Southern Consortia model. Ms. Edmonds has been the Lead Supervisor of the Southern Consortia Call Center. She has been inspirational to staff and has proven herself to be a compassionate, caring and committed employee. The resolution was unanimously approved. APPROVED.

Resolution Recognizing Don Oswald: Ms. Heim presented the resolution recognizing Don Oswald who has served the citizens of Rock County for 34 years as a dedicated and valued employee. Mr. Oswald began his career in 1981 at the Juvenile Detention Center. In 2005, he transferred to an Economic Support Specialist position. He was part of the group who handled the transition of Core Plan Cases from the State's ESC Unit and has been a Southern Consortia Call Center agent. Ms. Heim has received calls from people praising Mr. Oswald and how he made people feel comfortable. Mr. Oswald retired on May 2, 2015. The resolution was unanimously approved. APPROVED.

Resolution Recognizing Susie Graham: Ms. Heim presented the resolution recognizing Susie Graham. Ms. Graham has served the citizens of Rock County for 25 years as a dedicated and valued employee. Ms. Graham began her career in 1990 as a Data Entry Operator for 10 years. She then transferred to the Economic Support Specialist position. She has been an ongoing case worker for 15 years. Ms. Graham was part of the group that handled the transition of Core Plan Cases from the State's ESC Unit and has been a Southern Consortia Call Center agent. Ms. Graham has proven herself to be a compassionate, caring and committed employee. Ms. Graham retired on May 2, 2015. The resolution was unanimously approved. APPROVED.

Review and Approval of Letter Regarding Drug Test of Recipients: Supervisor Schulz advised the letter opposing Drug testing of Public Assistance recipients and opposing the length of sanctions for FSET-ABAWD non-compliance has been completed. She would like the letter sent to the Legislators representing Rock County, Secretary Rhoades and three offices in D.C. Supervisor Schulz talked to Representative Kolste's office and was told there are no fiscal notes on this item and it was being voted on today, but it is helpful to have comments from this Department. Ms. Klyve advised if passed by the Board this evening we will email the letters out tonight to legislators and then follow them by U.S. mail tomorrow. Mr. Boutwell did send a copy to Representative Loudenbeck's office today so they were advised we were acting on this today. APPROVED.

Resolution Accepting Additional Income Maintenance Allocation and Amending the 2015 budget due to New FSET ABAWD Requirements and Creating 3.0 FTE New ES Project Positions: Supervisor Thomas moved the resolution to the floor, seconded by Citizen Representative Williams. Mr. Boutwell presented the resolution and explained due to the FSET program changes which Ms. Heim explained at the last meeting we will be receiving approximately 3,300 cases effected by the changes for the Southern Consortium, with 2,100 of the cases being in Rock County. The changes took effect on April 1st, so we will be seeing the effects soon. This resolution allows us to accept the funds and hire 3 FTE project positions to help with the increased workload we are expecting. Supervisor Schulz asked why the age is 18-49 for FSET and if High School students are exempt. Ms. Heim explained we are regulated by the Federal guidelines for the 18-49 year of age and high school students can be exempt. She explained all the exemption areas. We do not want to send people to FSET to fail, if an individual has issues we will work them. We want to encourage people to gain self-sufficiency and we will help them as much as we can. Supervisor Schulz has concerns for Veterans because the Veteran's office has delayed processing. Ms. Heim explained workers do an assessment of an individual and if there is a visible disability we work with them. Supervisor Schulz asked if we are looking at training in the area and what skills are needed. Ms. Heim responded that is taken into consideration. Ms. Heim explained to Citizen Representative Williams that people have 3 months to comply. If they do not comply, then they would be terminated from Food Share. Experienced workers will be working on the FSET cases to handle the more difficult cases. The resolution was unanimously approved. APPROVED.

Resolution Deleting 1.0 FTE Vacant Economic Support Specialist Position and Creating a 1.0 FTE Lead Economic Support Specialist Position and Amending the 2015 Budget: Supervisor Thomas moved the resolution, seconded by Citizen Weaver-Landers. Mr. Boutwell explained we have very low supervising ratio and are down to 11%, most counties have a ratio of 13%. Creating a Lead ESS position would help move workflow, with minimal expense. Currently each supervisor supervises 12 workers, and one supervisor is retiring. With the addition of the FSET ABAWD workers hired we need more supervision. The resolution was unanimously approved. APPROVED.

Resolution Amending Section 3.207 of the Rock County Code of Ordinances: Citizen Representative Williams moved the resolution, seconded by Supervisor Fell. Mr. Horozewski explained with the youth now utilizing the outdoor recreation area at the YSC, we want it to be secure. We want to have the same signs posted as the jail facility. We want it clear that the public or jail inmates are not allowed beyond a certain point. It is another tool to secure the facility. People should not be close to the fence. Supervisor Thomas asked if the outside cameras can be viewed from the inside. Mr. Horozewski responded that was correct. Supervisor Garrett asked when the cameras were installed. Mr. Horozewski advised they were installed with the project. The resolution was unanimously approved. APPROVED.

Director's Report: Ms. Klyve advised we will get the letter regarding drug testing out yet this evening to the legislative delegation by email.

The Intoxicated Driver Program (IDP) funding was transferred from the Department of Transportation to the Department of Health Services, however, they did not transfer any funds with the transfer. We will be doing some work with the WCA to allocate funds for the IDP. She believes it could be an oversight. She is hopeful there will be a remedy.

At this point neither Family Care nor the ADRC has come up in any FFC updates. The resolutions passed opposing the changes in Family Care and ADRC have been provided to our legislative delegation.

The DCF budget appears to have remained as proposed. Supervisor Thomas added the Legislative Fiscal Bureau has said there will be no additional funds from tax revenue.

Chair Knudson advised the next meeting will be on May 27th in the HCC Auditorium. He has talked to media sources and he is expecting several media sources that night. If the meeting takes too long we will take a break. Information will be provided as soon as we get it. Supervisor Garrett asked if this is more of a listening session? Chair Knudson advised yes but we will have to vote on the body camera resolution that night.

Next Meeting: Wednesday, **May 27, 2015** at **4:30 p.m.**, at the **Rock County Health Care Center, in the Auditorium, Janesville, Wisconsin.**

Adjournment: Supervisor Fell motioned to adjourn, seconded by Supervisor Schulz with unanimous approval at 6:01 p.m.

Jodi Parson, Administrative Secretary

NOT OFFICIAL UNTIL APPROVED BY THE BOARD