

## MINUTES

The Vernon County Department of Human Services Committee met on Monday, March 16, 2020. The meeting was called to order at 9:00 a.m. by Chairperson Shawn Redington. Proper public notice was given. Motion made by Eggen to approve the minutes of February 17, 2020 and also the minutes from November 19 and November 20, 2019 as sent. Second by Muller. Motion carried.

### Audience to Visitors

Nobody from the audience wished to speak.

### Review & Approve Service Contracts & Amendments

Bender stated there were 2 service contracts that needed approval. One was for 2019 for Hidden Springs for \$26,000 that was over the original contract amount. The second contract was a new 2020 contract for Marinette County Health and Human Services Department in the amount of \$67,122. Motion made by Vosseteig to approve both contracts. Second by Strudthoff. Motion carried.

### Discuss & Take Action on Vouchers/Internal Transfers

Vouchers were presented. Bender and the managers answered any questions the committee members addressed. Motion made by Eggen to approve the vouchers in the amount of \$349,207.73. Second by Strudthoff. Motion carried.

Internal transfers were presented. Motion made by Strudthoff to approve the internal transfers in the amount of \$6,107.05. Second by Muller. Motion carried.

### Discuss & Take Action to Approve and Re-Hire and fill ADRC/Mini Bus Driver and ESS Position

Clements stated the Mini Bus driver has resigned her position and she was asking to fill this vacancy. Clements stated this position averages 30 hours per week. At this time Mary Bringe joined the meeting by phone. Motion made by Eggen to advertise for the Mini Bus Driver position. Second by Muller. Roll call vote – all yes – motion carried.

Bender stated one of our ESS workers left to take a position at the ADRC so she was requesting to advertise for this vacant position. Motion made by Bringe to advertise for the Economic Support Specialist. Second by Vosseteig. Roll call vote – all yes – motion carried.

### **Discuss & Take Action on the Coon Valley Meal Site**

As requested at the meeting last month Clements shared a handout on the Coon Valley congregate site. Clements stated they are continuing to provide home delivered meals. After discussion a motion was made by Redington to close the Coon Valley meal site. Second by Eggen. Roll call vote – all yes – motion carried.

### **WREA / Income Maintenance – Stacey Miller**

Miller stated that in the CCA (Contact Center Anywhere) there was a total of 8,942 calls offered, 7,883 calls answered, the average speed of answer was 7.31 minutes and the average talk and after handle time was 22.27 minutes.

Miller stated there is one vacancy each in Buffalo, Monroe, Pepin and Trempealeau Counties. Miller stated there are 2 vacancies in Vernon County and we are planning on interviews on March 17, 2020.

Miller stated there are a total of 50,150 recipients in WREA, 28,896 receive health care only, 4,541 receive food share only and 18,578 receive health care with food share. Miller stated in Vernon County there are 5,179 total recipients, 2,990 receive health care only, 473 receive food share only, 1,916 receive health care with food share and 41 in My WICC Child Care.

### **Clerical / ES / Administration / WHEAP – Brenda Wright**

Wright stated it was business as usual in the front office.

Wright stated there are 2 workers in training in Vernon County for the ESS unit.

Wright stated Salvation Army requests total for the year through March 13, 2020 including Emergency Management numbers are 13 lodging requests and 8 shelter/utilities request.

WHEAP current heating season numbers from October 1, 2019 through March 13, 2020 are 948 total households applying for energy assistance, 882 total households were paid energy assistance in the amount of \$601,890 with the average household receiving \$682.41. There was a total of 27 households receiving heating unit repairs in the amount of \$12,772 with the average per household receiving \$473 and 21 households receiving heating replacements in the amount of \$68,584 with the average household receiving \$3,266.

### **Child Support – Angela Frye**

Frye stated that with the rising concern of the COVID-19 outbreak they are taking a few precautionary measures such as temporarily holding paternity interviews over the telephone and cleaning their desks and lobby area daily.

Frye shared the statistics for January 2020 – caseload of 876 – down 68, 92.80% court ordered performance – no change from last month, 99.72% paternity establishment – up 1.51%, 82.56% current support collection – down 0.58%, 59.35% arrears collection – up 5.59% and current support collected in Vernon County is \$167,724.

### **Family & Children Services – Theresa Berger**

Berger shared her handout and stated there were 15 CPS reports screened in and 9 CPS reports screened out. Berger stated the CPS reports screened in for Maltreatment were 4 physical abuse, 9 neglect, 1 sexual abuse, 2 emotional damage and 0 unborn child abuse. Berger stated there were 22 alleged victims per CPS report screened in and 12 alleged victims screened out. Berger stated the CPS response times screened in were 1 same day, 6 within 24-48 hours and 5 within 5 business days. Berger stated total service reports screened in were 7 and service reports screened out were 0. Berger stated of the service reports screened in 6 were for service reports and 1 was for kinship care. Berger stated the youth referrals were 3 delinquencies, 29 total kids in foster care, 13 total kids in Kinship Care and 2 in a residential care center. Berger stated there are 11 families in the Targeted Safety Support Program and 12 total children in the Coordinated Services Team Program.

Berger stated due to COVID 19 trainings have been cancelled, interns have been instructed to not return to our office and staff are trying to figure out home visits.

Berger stated we have another conflict case so there will be courtesy case management with La Crosse County.

### **Long-Term Support / MH / AODA – Jeri Lynn Lindner**

Lindner stated that CLTS and CCOP home visits have been suspended.

Lindner stated there were 28 children in the Birth to Three Program, 42 children in the Children's Long-Term Support Waiver Program with 3 on the wait list. Lindner stated there were 6 Adult Protective Services Referrals, 6 Guardianship Referrals and 0 Emergency Protective Placements. Lindner stated there were 4 Mental Health Emergency Detentions, 19 Court Commitments, 13 Mental Health Placements, 41 consumers in the Comprehensive Community Services Program

and 59 in the Community Support Program. Lindner stated there is 1 consumer in AODA treatment and 91 consumers under protective placement.

### **Aging & Disability Resource Center of Vernon County – Tricia Clements**

Clements stated that as of now Viroqua congregate site is closed as Parkview is no longer allowing gatherings in their building and as of this morning Hillsboro is not allowing people in. Clements stated that if there is a confirmed case of the virus in Vernon County we will transition to all home delivered meals. Clements stated they will do their best to make sure all are served meals and provided with transportation. Clements stated they will let the volunteers who provide transportation make that decision. Clements stated the mini bus is wiped down daily so they are being pro-active. Clements stated that some counties have closed their congregate meals sites as the people attending are at a high risk due to age. Clements stated the meal site workers have been very cooperative and they will be working together day by day.

Clements stated Teresa Gander started as the Dementia Caregiver Support Specialist on February 24, 2020. Clements stated Gander was previously an Economic Support Worker at Human Services and she has been attending meetings, trainings and has started to work with individuals.

Clements stated the Elder Benefit Specialist had contact with 54 different individuals in February and the Disability Benefit Specialist had contact with 21 different individuals. Clements stated the Social Workers have around 17 open cases each.

Clements stated they continue to market the Mini-Bus.

Clements stated in November a request was made to purchase a handicap accessible minivan. Clements stated a directive was provided to start paying for the transportation of those that have a need and the numbers are: November \$455.70, December \$303.80, and January \$665.04 was paid towards providing rides. Clements stated she will be working with staff from Vernon Manor and the Veteran's Office regarding their need for a handicapped accessible minivan. Clements stated that in 2019 we received over \$50,000 in revenue for the transportation program, in 2018 it was over \$70,000 and in 2017 it was over \$40,000. Clements stated these figures are not guaranteed from year to year. Clements stated this revenue has led to having a non-lapsing fund balance of over \$113,000 and asked the committee members if they had suggestions on how to best use these funds. Redington stated this should be an agenda item in April.

### **Financial – Marsha Everson**

Everson stated we should be at 17% for 2020. Everson stated State MH facility costs for January were in the amount of \$95,660. Everson stated we should receive some insurance reimbursement for this cost but that amount is unknown at this time.

Everson stated she has added the non-lapsing amounts to this sheet for 2016, 2017, 2018 and will add 2019 when those numbers are available.

Bender stated that in order to avoid interest and late fees we will be paying the Walmart and WCCU Mastercard statements by special checks before the committee meetings. Bender stated if the cards aren't paid on time they are shut down and staff aren't able to use them.

Redington stated that we have 2 non-lapsing funds with over \$100,000 in them. Everson stated the ADRC non-lapsing fund will be used for the new Dementia Care Specialist. The other fund is the Comprehensive Community Services program that we share with Crawford County so only a portion of those funds are for Vernon County. Everson stated the CCS program runs strictly on Medicaid revenue. Everson stated we do have a 3<sup>rd</sup> non-lapsing volunteer driver fund and that will be on the agenda for discussion next month. Bender stated that there are no levy dollars in the ADRC or CCS program and these funds keep both programs running.

### **Director's Report, Updates, & Announcements – Jill Bender**

Bender stated we will probably close out 2019 at the end of this month and we hope to share these numbers next month.

Bender stated we will continue the discussion on non-lapsing funds next month.

Bender stated in regards to COVID-19 we are ending non-essential home visits and travel. Bender stated questions will be asked of those needing a home visit and we will be taking necessary precautions.

Bender stated 1 person who has been placed criminally at Mendota may now be coming back to our agency. Bender stated we may have to do a mental health commitment to keep this person under our care. Bender stated we may need to find an alternative placement for this individual as this will be a high cost placement.

Bender shared a pie chart overview of levy, non-levy and other revenue totaling \$8,205,807.00. Bender stated this also shows our service priorities, performance measurement and success factors and capital replacement fund.

Bender stated currently the County Clerk's Office does not see names on invoices. The Finance Committee is asking that Human Services work with the County Clerk's office and provide them with names as to avoid the recent incidents at Human Services. Bender stated she will be working with Corporation Counsel on this issue.

Redington stated the next meeting of the Human Services Committee will be on Monday, April 13, 2020 at 9:00 a.m.

Motion made by Vosseteig to adjourn. Second by Muller. Roll call vote – all yes -motion carried.

Submitted by,

Kim Tainter  
Administrative Assistant

**MEMBERS PRESENT**

Shawn Redington  
Mary Bringe by phone  
Jay Vosseteig  
David Strudthoff  
Gail Muller  
David Eggen

**MEMBERS ABSENT**

Dianne Radcliffe  
Adrian Amelse

**OTHERS PRESENT**

Jill Bender  
Kim Tainter  
Megan Fortun  
Theresa Berger  
Tricia Clements  
Jeri Lynn Lindner  
Angela Frye  
Marsha Everson  
Stacey Miller  
Brenda Wright

