



HEALTH AND HUMAN SERVICES COMMITTEE MEETING MINUTES

Wednesday, April 6, 2022, at 4:00 p.m.

WebEx/ Courthouse Assembly Room (B105), 500 Forest Street, Wausau WI

| Members | Present/Web-Phone | Absent |
|------------------------------|-------------------|--------|
| Chair Tim Buttke | X | |
| Vice Chair Michelle Van Krey | X | |
| Kelley Gabor | | X |
| Dennis Gonnering | W | |
| William Harris | W | |
| Donna Krause | X | |
| Tom Seubert | | X |

Also Present/WebEx: Kurt Gibbs, John Robinson, Lance Leonhard, Theresa Wetzsteon, Ruth Heinzl, Laura Scudiere, Stacey Morache, Toshia Ranallo, and members from the public.

1. Call Meeting to Order

Chair Buttke called the meeting to order at 4:00 pm.

2. Public Comment – None

3. Approval of minutes.

MOTION BY VAN KREY; SECOND BY KRAUSE TO APPROVE THE MARCH 2, 2022, AND SPECIAL MARCH 28, 2022, HEALTH & HUMAN SERVICES COMMITTEE MEETING MINUTES. MOTION CARRIED.

4. Policy Issues Discussion and Potential Committee Determination: None

5. Operational Functions required by Statute, Ordinance, or Resolution: None

6. Educational Presentations and Committee Discussion

- A. Recommendation from Criminal Justice Collaborating Council to not modify existing marijuana possession ordinance and presentation from District Attorney on marijuana referral and prosecution data

Discussion:

District Attorney Theresa Wetzsteon gave an overview on the recommendation from the Criminal Justice Collaborating Council on why they recommend not to modify the existing marijuana possession ordinance. She provided additional statistics from the THC Citation Report located in the packet on the [county website here](#). The full presentation can be viewed at the link provided below.

7. Next Meeting Time, Location, Announcements and Agenda Items:

- A. Committee members are asked to bring ideas for future discussion
- B. Next Scheduled Meeting: **May 4, 2022, at 3:00 p.m.**

7. Adjournment

MOTION BY VAN KREY; SECOND BY KRAUSE TO ADJOURN THE MEETING AT 4:32 P.M. MOTION CARRIED.

The recording of the meeting can be accessed at the following link. <https://tinyurl.com/MarathonCountyBoard>

Respectfully submitted by,
Toshia Ranallo

Strategic Plan Priorities - Designation of Lead Committees and Departments

| <u>Goal Area</u> | <u>Objective</u> | <u>Committee Lead</u> | <u>Committee Support</u> | <u>Department Lead</u> |
|------------------|--|------------------------|-----------------------------|---|
| Healthiest | 3.3 – Ensure that every child makes it to adulthood with health, stability, and growth opportunities. | HHS | Public Safety | DSS |
| | 3.7 – Ensure that every person has local access to effective mental health treatment. | HHS | RCA/Public Safety | Health (primary support by NCHC) |
| | 5.2 – Promote sound land use decisions that conserve and preserve natural resources in decisions with economic development and growth. | ERC | Infrastructure & EEEDC | CPZ |
| | 6.3 – Protect and enhance the quality of potable groundwater and potable surface water supplies. | ERC | Infrastructure & EEEDC | CPZ |
| Safest | 7.1 – Provide cost-effective and high quality public safety services. | Public Safety | HR Finance Property | Emergency Mgmt |
| | 7.2 – Mitigate the impacts of heroin and methamphetamine epidemics in Marathon County through evidence-based practices. | HHS | Public Safety | Health |
| | 8.7 – Strive to provide affordable, reliable, high-speed internet access throughout the county. | EEEDC & Infrastructure | | UW Extension |
| Most Prosperous | 10.6 – Ensure the future availability of a skilled and flexible workforce prepared to meet the needs of both existing and emerging industries and technologies. | EEEDC | HR Finance Property | Administration (primary support MCDEVCO) |
| | 10.8 – Encourage development and redevelopment of key employment centers in areas that possess strong market potential, provide good transportation access for workers, and promote the efficient movement of goods. | EEEDC | Infrastructure | Administration (primary support MCDEVCO) |
| | 10.10 – Create an innovative atmosphere to foster an entrepreneurial-supportive environment. | EEEDC | | Administration (primary support Educ. & Entrepreneurial Center) |
| | 10.12 – Maintain infrastructure to support economic growth. | Infrastructure | HR Finance Property & EEEDC | Highway |
| | 12.3 – Promote cost-effective public services | Executive | | Administration |

HEALTH

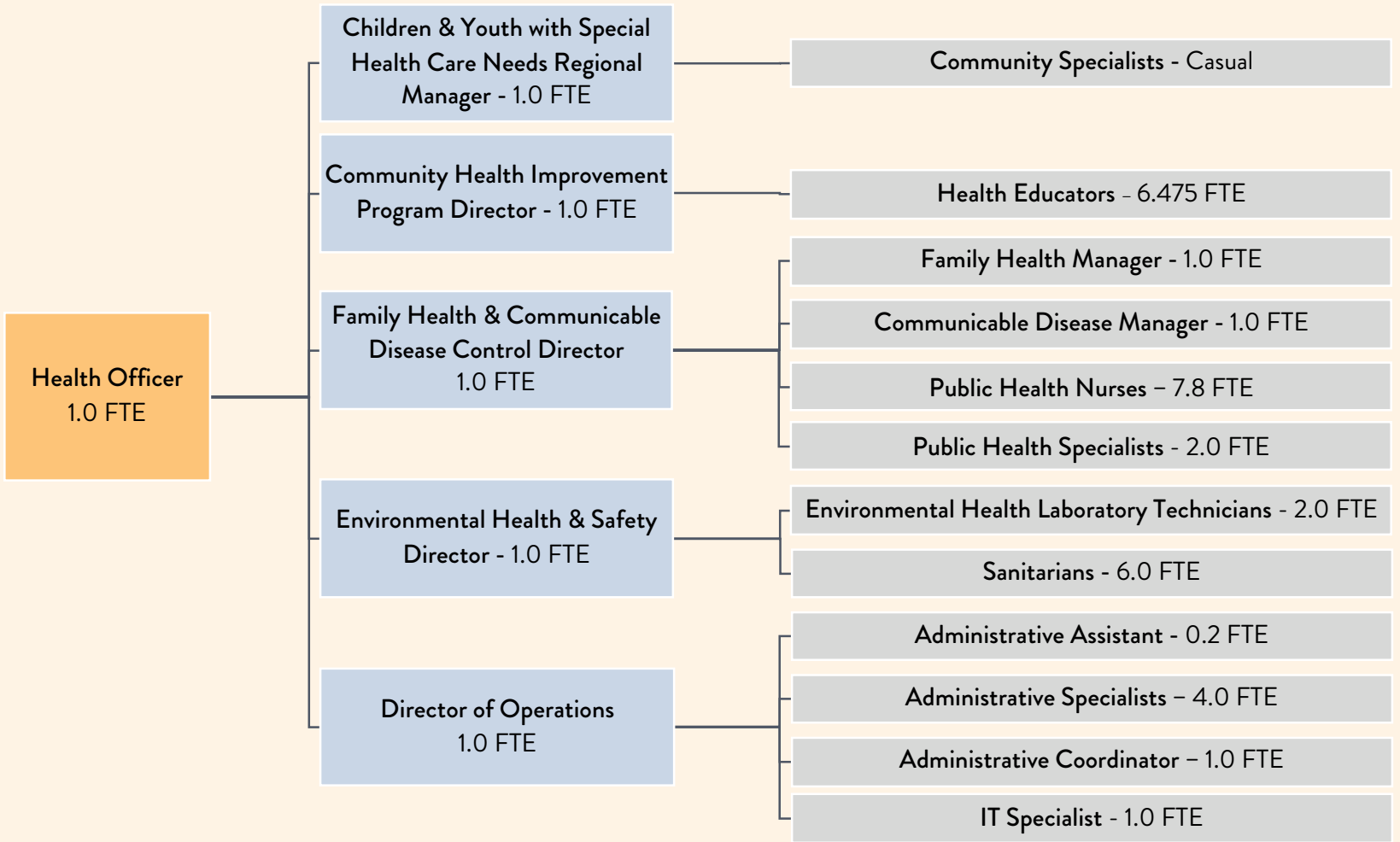
OUR MISSION

To advance a healthy Marathon County community by preventing disease, promoting health, and protecting the public from environmental hazards.

OUR TEAM



Laura Scudiere
Health Officer
since 2021



ABOUT THE DEPARTMENT

The Health Department is tasked with a wide variety of programs and services that protect the health of Marathon County residents. The Health Department makes a difference by:

- **Preventing infectious disease** threats to the public and keeping the public informed when threats are present
- **Preventing unsafe food and water** through well testing and licensing enforcement efforts
- **Promoting strong healthy families** through parent and family education initiatives
- **Creating places where it is easy to support healthy lifestyles** by providing community education on the effects of tobacco, drug, and alcohol use, obesity, and mental health
- **Protecting against health hazards**
- **Monitoring and addressing community health priorities** through the facilitation of community partnerships

Due to the nature of the work of the Health Department, its budget is reliant upon local, state, and federal sources.

2021 HIGHLIGHTS

- An overwhelming majority of the Health Department's efforts in 2021 were devoted to ongoing pandemic response. Department staff performed important functions ranging from directly providing vaccine as part of its efforts to deliver service to under and unserved populations to facilitating discussions with our local health system and educational system partners to address questions and challenges on numerous issues. (Additional examples of some of the Department's pandemic related efforts are illustrated in the graphics at right)

2021 BY THE NUMBERS



Provided quarantine, isolation, and disease investigation services for 5,712 people (as of 9/23/21)



966 doses of COVID-19 vaccine administered



139 COVID-19 media interviews conducted (as of 9/23/21)



985 total Facebook posts (as of 9/12/21)



1,503 COVID-19 questions answered (as of 9/22/21)

LOOKING FORWARD TO 2022

- **Returning to our pre-pandemic priorities**, while also delivering necessary pandemic response – the 2022 Health Department budget is built on two key assumptions. First, the department will return to carrying out its pre-COVID mission programs and services. And, second, while we know our pandemic-related work will undoubtedly continue in some form, in building this budget we are assuming that the state and federal government will continue to provide necessary funding for those efforts. Our recent receipt of three pandemic-related grants providing significant funding was a positive sign of continuing support from other levels of government.
- **Continued Evaluation of Start Right** – As noted earlier in this budget message, as part of our UniverCity Year 2020-23 partnership with the University of Wisconsin, Marathon County sought an evaluation of the Start Right Program to provide an assessment of the services delivered and the outcomes achieved. We anticipate receiving the final report in the near future and expect to enhance our understanding of the return on investment of early childhood programs such as Start Right and develop an action plan of how to further align the program with new evidence-based research.

SOCIAL SERVICES

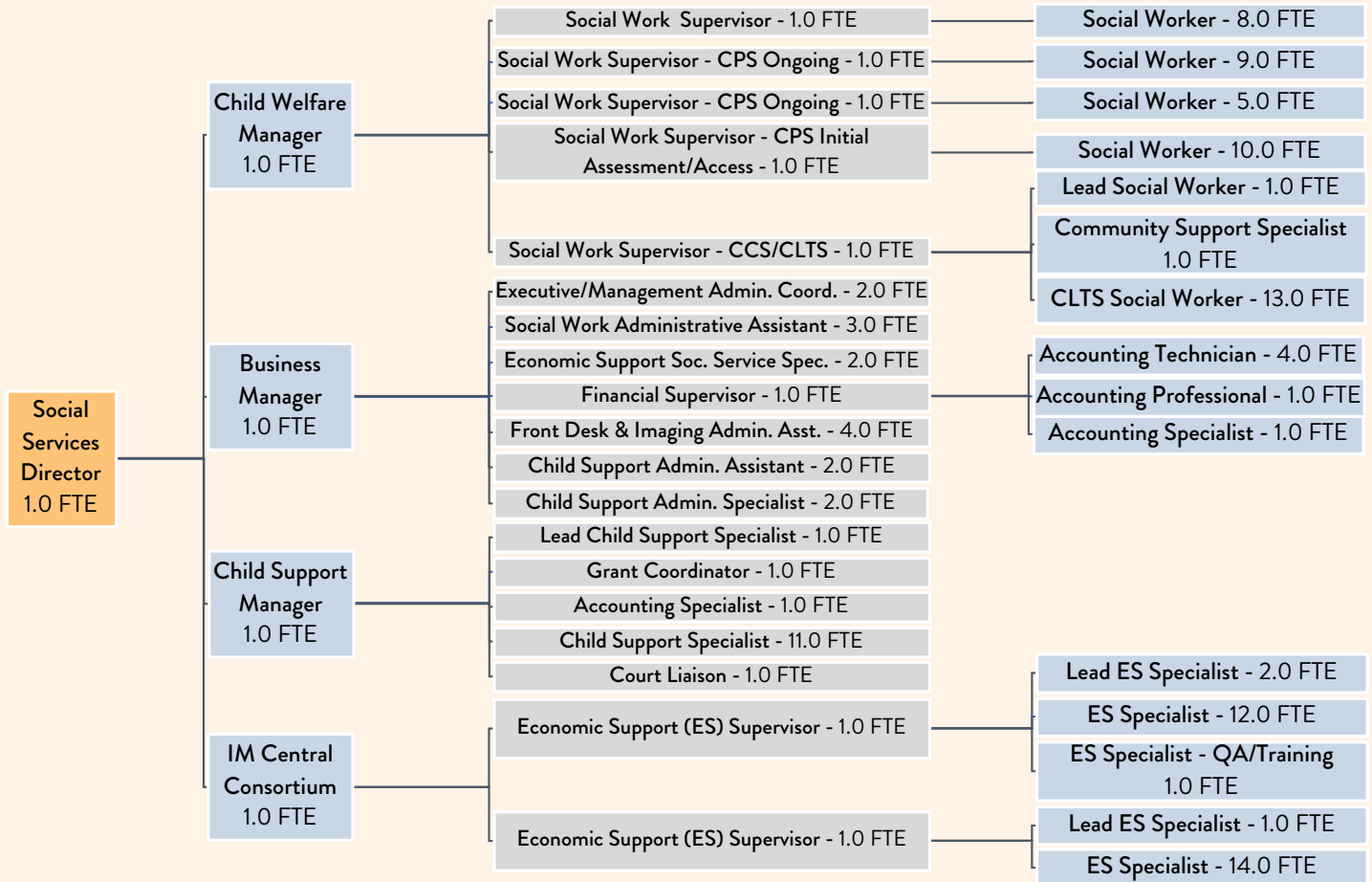
OUR MISSION

The Marathon County Social Services Department works to strengthen individuals and families by coordinating and providing resources that promote safety and maximize independence to build a strong and healthy community.

OUR TEAM



Vicki Tylka
Social Services Director
since 2005



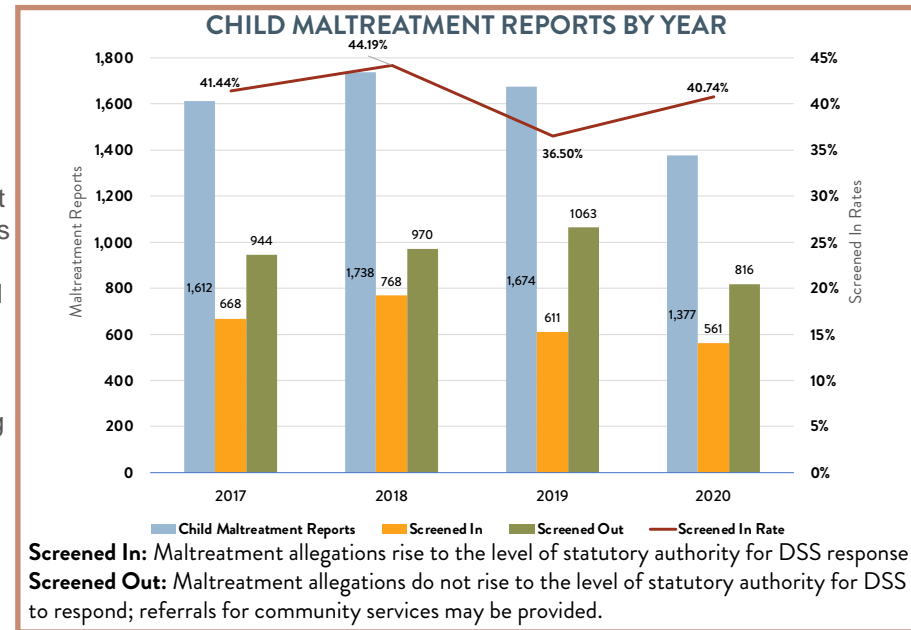
ABOUT THE DEPARTMENT

The Department of Social Services is made up of a team of more than 125 employees that work tirelessly every day to protect children in our community and strengthen families. The Department has teams devoted to the following six core functional areas:

- **Child Protection** – responsible for receiving, responding to, and investigating reports of child abuse and neglect and with working with children, families, and other supports to provide for safe, permanent placements for children.
- **Youth Justice** – tasked with receiving referrals from law enforcement agencies and local schools regarding delinquent behavior and coordinating a response through informal or court involvement.
- **Children’s Long Term Support** – responsible for coordinating the delivery of voluntary services for children with disabilities in our community.
- **Economic Support** – determining eligibility on behalf of the State of Wisconsin for Foodshare, Medicaid (Badger Care), Kinship Care and Caretaker Supplements, as well as conducting Child Care certifications.
- **Child Support** – working to ensure children and families in our community have sufficient financial resources by locating non-custodial parents for purposes of support, seeking to establish paternity, and monitoring support payments as directed by the courts.
- **Administration** – serving to provide the necessary support and delivery of resources to staff to accomplish the Department, and county, objectives.

2021 HIGHLIGHTS

- **Federal Family First Prevention Service Act (FFPSA) Initiatives** - the 2021 budget provided for funding for two (2) social services specialists to provide specific parenting education and support to families within their homes. This aim of the positions is to further one of the primary goals of the FFPSA, to serve more children in the homes of their parents while also delivering services in the community to address safety. The initiative has had promising outcomes thus far and information has been shared with the HR, Finance & Property Committee, as requested as part of the initial funding authorization.
- **ELEVATE Child Support Systems Change Grant** – our participation in the ELEVATE multi-year child support system change effort continued in 2021 and results continue to be positive. Enrollment has grown to well over 150 individuals and a significant percentage have achieved noteworthy milestones, such as attaining driver’s license, completing parenting programs, and sustained compliance with court orders for support.



LOOKING FORWARD TO 2022

- **Strong fiscal and operational management** – the 2022 Social Services Department proposed budget provides for a \$449,087 reduction in tax levy from the 2021 budget, despite increased costs for personnel and a large increase in correctional cost placements of youthful offenders. Reductions were achieved in part due to increased aids, grants, and other revenue matching sources and the department’s continued management of placement costs.
- **Planning for relocation to Lakeview Drive Campus** – the proposed budget provides for funding to complete the capital renovation necessary to move Social Services to the Lakeview Drive Campus, adjacent to the Health Department, consistent the County Board’s directive within its 2022 Capital Plan. This effort will require considerable planning.

VETERANS SERVICE OFFICE

OUR MISSION

The Veterans Service Office strives to provide the best support to Marathon County Veterans and their families. They ensure Veterans and their families are receiving State and Federal benefits that they are eligible to receive, raise the profile of Veteran's issues within the community and educate the public on the contributions and benefits of Veterans along-side service organizations and community leaders, and responsibly manage limited resources and leverage what we have to serve the citizens of our county.

ABOUT THE DEPARTMENT

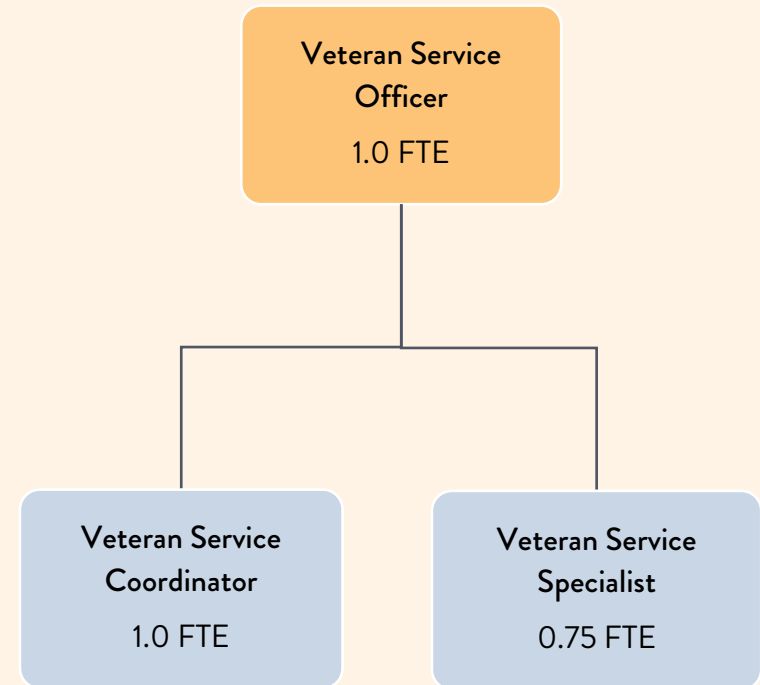
The Veterans Service Office assists eligible Veterans and their dependents in applying for a wide range of benefits and services such as loans, death and burial benefits, education, retraining grants, obtaining military records, pension and compensation, health care needs and more.

The VA accredited staff provides knowledgeable assistance navigating forms, application for benefits, the submission process to the VA, and information about programs and service available to Veterans. Their goal is to serve all Veterans and their families with dignity and compassion while providing professional and timely customer service.

OUR TEAM



Jill Geoffroy
Veterans Service Officer
since 2020



2021 HIGHLIGHTS*

- New claims filed to the VA have increased by 30% in the past year.
- New monetary compensation totaling \$1,402,748.35 was secured for Marathon County Veterans over the past year.
- The department implemented a customers survey to allow customers to easily provide direct feedback on how service can be improved.

*Metrics noted are for the year beginning August 1, 2020, and ending July 31, 2021.

LOOKING FORWARD TO 2022

- Service Commission funds in the amount of \$24,000 have been requested to assist Veterans in need.
- The department will add automated, self-service options to the website as well as develop e-mail templates to provide more efficient customer service and decrease response time from the VA.
- The department looks to increase community involvement to include all of Marathon County, not just the Wausau area.
- The department also looks to expand service locations for one or two days a week.

Reduction of Mailing & Faxing

Throughout the past year, the Veterans Service Office reduced the need to mail forms to Veterans for signatures by increasing use of email, which resulted in postage and courier savings and enhanced security of information.



Save approx. 2,200 pieces of paper annually

Utilizing email rather than mailing paper forms and documents uses less paper, envelopes, postage, toner, etc.



Time Savings of 104 hours per year

Customers receive information requested instantly via e-mail not days by mail. This also reduces the time spent by staff processing mail.



Combined annual savings of \$2,488

The biggest cost savings is staff time/salary dollars opening, sorting and filing mail received.

Standardization of Office Procedures

Throughout the past year, the Veterans Service Office worked to standardized office procedures as it relates to routine customer inquiries and procedures. This process not only made the office more efficient, but has allowed the department to provide a higher level of customer service.



Increased Accuracy and Accessibility

Standardized procedures have allowed staff to give consistent and complete information the first time reducing repeat customer contacts and phone calls with a savings of 260 hours per year.



Enhanced Customer Convenience

Customers receive information, documents, and forms via e-mail or mail resulting in 35% less walk-in customers to the office.



Combined annual savings of \$7,280

The biggest cost savings is staff time/salary dollars.



Veterans Service Office

January – December 2021 Annual Report



| What we Measure | Our Monthly Metrix | Total |
|---|--|------------------------------------|
| Appointments (Phone and In-Person) | Customers Provided Appointment/Services Daily | 2,916 |
| Burial Benefits | Number of Completed Burial Benefits (funeral costs, Veteran headstone/markers, beneficiary payment, survivor pension, DIC) | 204 |
| Claims | Number of Claims and Timeliness of Claims Submitted/Processed | 10-day avg (297) |
| Monetary Awards | Total Dollar Amount/Number of New Customers provided a monetary award due to claim, rating, burial benefit, etc. | \$1,786,746.80 (183) |
| Outreach | Number of Community Outreach/Events/Media | 213 |
| Service Commission, AVNG or Referral | Customers Provided Service or Referral and Money Paid for Assistance | 48 (\$1,594.94) contacts/referrals |

2021 Summary

- 312 new VA Health Care applications were approved in Marathon County for VA care.
- Culture Survey Action Plan written, quarterly updates/check-ins and goals achieved as a Department.
- Successful Veterans Day Event sponsored by the VSO on November 11, 2021 at the Marathon County Historical Society with 30 vendors and about 100 Veterans in attendance.
- Significant Outreach Efforts, community referrals, networking with Veteran organizations, learning sessions with multiple agencies, legislative contacts, and Warm Clothing Drive for local Veterans in need.
- Continuous website improvement over the year to include updates to VA changes/notifications, adding electronic forms, self-service options, customer service survey, etc.
- Marathon County has 1,761 disabled Veterans receiving 0-100% monthly compensation. Assistance provided with general questions, appeals, increases, changes, ancillary benefits, and WDVA programs for the 9,000 Veterans and their families living in our county.
- Office open M-F 8:00 – 4:30 PM for in-person appointments and drop off/pick up of documents. County COVID protocols followed. Less need for office hours due to significant increases in technology.
- Efficient teleworking customer service provided. Phone calls are answered by teleworking staff member, communication via email, digital signature of forms, secure encryption to send documents, electronic filing of pension and compensation claims with the VA (no paper) and many other paperless options have been implemented to improve customer service and timeliness.
- Veterans Service Commission – quarterly meetings held and two new commission members added in 2021.

MISSION STATEMENT

We will strive to provide the BEST support to our Marathon County Veterans and their families. We will ensure Veterans and their families are receiving State and Federal benefits that they are eligible to receive; we will raise the profile of Veteran's issues within the community and educate the public on the contributions and benefits of Veterans along-side service organizations and community leaders; and we will responsibly manage our limited resources and leverage what we have to serve the citizens of our county.

SERVICES AVAILABLE

From our location at 212 River Drive, the Veterans Service Office assists eligible Veterans and their dependents in applying for a wide range of benefits and services such as loans, death and burial benefits, education, retraining grants, obtaining military records, pension and compensation, health care needs and more. Our VA accredited staff is here to provide knowledgeable assistance navigating forms, applications for benefits, the submission process to the VA, and information about programs and services available to Veterans. Our goal is to serve all Veterans and their families with dignity and compassion while providing professional and timely customer service. We welcome the opportunity to answer your questions and serve as an advocate on Veterans' related issues.

Visit our Office Monday - Friday 8:00 AM - 4:30 PM for Appointment Call 715-261-1141

www.co.marathon.wi.us/departments/veterans.aspx

DEPARTMENT VALUES

Service – Actively listen to the needs of our customers to offer solutions and options along with knowledge about eligibility standards and various benefits and services that may assist them.

Integrity - Serve in the best interest of our customers legally and professionally while safeguarding their personal information with authorization from the Veteran to release confidential information.

Shared Purpose - Mutual respect while communicating and developing alternatives to obtain needed information to assist the Veteran while working with county, state and federal agencies.

Diversity - Recognize the unique and diverse needs of all of our customers and seek solutions to provide needed services based on the individual's circumstances as well as overcome disabilities.

Quality - Look for ways to use new technology to provide the most efficient and effective service to our customers and maintain current on changes in Veterans laws, programs, forms, VA process, etc.

Stewardship of Our Resources - Seeking innovative methods for improving services to proactively find solutions for improving Veterans lives, living conditions, and employment opportunities within our county.

DEPARTMENT GOALS

Streamline Processes – Improve and develop office efficiencies through a software upgrade, electronic filing system, direct submission of claims, internal reporting measures/dashboard and solutions for electronic access and sharing of information.

Outreach Efforts – Reach all Veterans in Marathon County to share the many resources the county, communities and service organizations have available to improve quality of life, provide support and assistance.

Staff Training and Education – Advance staff knowledge, obtain/maintain accreditation training and learn new software applications and programs to more effectively serve our customers.

Self-Service Options – Provide user-friendly options to our customers to quickly connect them to needed information or requested forms. Service website with fillable forms, community resources, and accessible links to other sources.

Serving Those Who Served

