



HEALTH AND HUMAN SERVICES COMMITTEE

MEETING AGENDA

Date & Time of Meeting: **Wednesday January 6, 2021 at 4:00 p.m.**

Meeting Location: **Courthouse Assembly Room (B105), 500 Forest Street, Wausau WI**

Health & Human Services Committee Members: Tim Buttke, Chair; Michelle Van Krey, Vice-chair; Kelley Gabor, Dennis Gonnering, William Harris, Donna Krause, Tom Seubert

Marathon County Mission Statement: *Marathon County Government serves people by leading, coordinating, and providing county, regional, and statewide initiatives. It directly or in cooperation with other public and private partners provides services and creates opportunities that make Marathon County and the surrounding area a preferred place to live, work, visit, and do business. (Last updated: 12-20-05)*

Health & Human Services Committee Mission Statement: *Provide leadership for the implementation of the strategic plan, monitoring outcomes, reviewing and recommending to the County Board policies related to health and human services initiatives of Marathon County.*

The meeting site identified above will be open to the public. However, due to the COVID-19 pandemic and associated public health directives, Marathon County encourages Public Safety Committee members and the public to attend this meeting remotely. Instead of attendance in person, Committee members and the public may attend this meeting by **telephone conference**. If Committee members or members of the public cannot attend remotely, Marathon County requests that appropriate safety measures, including adequate social distancing, be utilized by all in-person attendees.

Persons wishing to attend the meeting by phone may call into the **telephone conference beginning five (5) minutes prior to the start time indicated above using the following number: 1-408-418-9388. Access Code: 146 159 7938**

When you enter the telephone conference, **PLEASE PUT YOUR PHONE ON MUTE!**

1. Call Meeting to Order
2. Public Comment (15 minute limit)
3. Approval of the December 2, 2020 and December 15, 2020, Committee meeting minutes.
4. Policy Issues for Discussion and Possible Action:
5. Operational Functions required by Statute, Ordinance, or Resolution:
6. Educational Presentations and Committee Discussion
 - A. Veterans Service Office
 - 1) Introduction of VSO Jill Geoffroy, explanation of the work of the Office, and review of 2020
 - B. Update on the COVID 19 Community Involvement Work Group
7. Next Meeting Logistics and Topics:
 - A. Committee members are asked to bring ideas for future discussion
 - B. Next Scheduled Meeting: February 03, 2021 at 4:00 p.m.
8. Announcements
9. Adjournment

“Any person planning to attend this meeting who needs some type of special accommodation in order to participate should call the County Clerk’s Office at 715-261-1500 one business day before the meeting.

SIGNED /s/ Tim Buttke
Presiding Officer or Designee
NOTICE POSTED AT COURTHOUSE

FAXED TO: Wausau Daily Herald, City Pages, and
FAXED TO: Other Media Groups
FAXED BY: T. Ranallo
FAXED DATE: _____
FAXED TIME: _____

BY: T. Ranallo
DATE: _____
TIME: _____



MARATHON COUNTY HEALTH AND HUMAN SERVICES COMMITTEE MEETING

MINUTES

Wednesday, December 2, 2020 at 4:00 p.m.

WEBEX/Assembly Room, Courthouse, 500 Forest Street, Wausau WI 54403

	Present	Absent
Tim Buttke, Chair	X	
Michelle Van Krey, Vice Chair	W	
Kelley Gabor	W	
Dennis Gonnering	W	
William Harris	W	
Donna Krause		excused
Tom Seubert	W	

Also Present: Lance Leonhard, Jason Hake, Toshia Ranallo, Mary Palmer, Kurt Gibbs, Scott Corbett
Via Web or Phone – Dave Mack, Jonette Arms, Sandi Cihlar, Eric Giordano, Joan Theurer, Vicki Tylka, Mike Rhea, Jennifer Cummings, John Robinson,

1. **Call Meeting to Order**

Chair Tim Buttke called the meeting to order at 4:00 p.m.

2. **Public Comment:** None

3. **Approval of the November 4, 2020, Committee meeting minutes.**

MOTION BY VAN KREY; SECOND BY GONNERING, TO APPROVE THE NOVEMBER 4, 2020, HEALTH & HUMAN SERVICES COMMITTEE MEETING MINUTES. MOTION CARRIED.

4. **Policy Issues for Discussion and Possible Action:** None

5. **Operational Functions required by Statute, Ordinance, or Resolution:**

A. **Resolution and Letter of Support to Increase Funding for Aging and Disability Resource Centers**

Discussion: Jonette Arms requested the committee review and approve a resolution that will increase state funding for ADRC's across Wisconsin. This initiative is supported by the Dept. of Health Services (DHS) and WI Counties Associations. Marathon County is a regional ADRC including Langlade, Lincoln, and Wood Counties. ADRC's are categorized by generations, 1 (receiving the most funds); 2 (receiving less); and 3 (receiving the least). Marathon County is a first generation ADRC. Wood County is a 2nd generation, and Lincoln and Langlade were never classified. DHS put together a committee to identify and create a formula to get ADRC's throughout the state to a higher level in order to provide all their services required under contract. \$27.4 million was calculated to be spread across all the ADRC's in Wisconsin. Review of the resolution and materials can be accessed [here](#).

Action: MOTION BY HARRIS SECONDED BY GABOR TO APPROVE RESOLUTION SUPPORTING INCREASED FUNDING FOR AGING AND DISABILITY RESOURCE CENTERS. MOTION CARRIED.

Follow up: Forward to County Clerk

6. **Educational Presentations and Committee Discussion**

A. **Elderly and Disabled Transportation (Wis. Stats. 85.21) Grant Application**

Discussion: Dave Mack explained the 85.21 grant which is a specialized transportation assistance program that provides services for seniors and individuals with disabilities. The application indicates the County assures \$72,390 in local funds have been budgeted for, and will be available as the required share match.

Follow up: Action on approving the grant application and resolution will be discussed at a special meeting on

December 15th at 6:30 p.m. before it is presented to the County Board.

B. Stepped Enforcement Process under Administrative Code 145

Discussion: Joan Theurer continues to bring awareness to the committee in regards to the Health Officer's authorities and enforcement powers that relate to communicable disease control. In October she received a guidance document linked to Administrative Code 145. This document can be used in the absence of a communicable disease ordinance and can be supplemented, or support an ordinance. These enforcement actions outline are not new, and have been utilized in the past for diseases like tuberculosis. The document is intended to aide health officers, corporation counsel, and county administrators using the following three steps: An advisory, issuing guidelines to individuals, establishments, etc.; issuing a directive to those who do not comply; and petitioning the court.

Theurer identified challenges and indicated that when recommendations are made, majority of residents are supportive of preventative controls that are asked of them. However with COVID-19, there is a segment of the population that feels it is an infringement on their rights. It is also assumed that health departments and county government have the necessary resources and staff to carry out what is required. Time is one of the most important challenges identified. TB is a lengthy disease versus Covid is short term.

Scott Corbett indicated he recently attended a webinar with other corporation counsels around the state, and there isn't anyone pursuing these types of enforcement actions. He encouraged the committee to inform him if they hear of any cases through media or any other sources.

Follow up: No follow up needed.

C. Responding to the Housing Needs of our Covid Positive Homeless Population

Discussion: Administrator Leonhard indicated him and his team of J. Theurer, V. Tylka, and S. Corbett are in the process of working with the City of Wausau to provide shelter to those who are refused entry at other housing resources due to COVID-19. They are also looking into food provisions and 24/7 monitored care during the isolation time frame. The estimated housing component cost is \$20,000. Leonhard indicated there are funding resources in place already and based on financial rules, he is not asking the committee to take any action or make any budget amendments at this time.

Follow up: No follow up needed.

D. Update on Discussions with WIPPS Relative to Community Conversation about COVID-19

Discussion: Eric Giordano gave a brief [presentation](#) on how to engage county residents in meaningful and civil dialogue to lower the temperature around the highly contentious issue of reducing the spread of COVID-19.

Comments:

Getting together with all groups to have discussions to see where people's opinions are and why people are feeling a certain way and then address concerns.

Where do people trust where they are getting there information from? CDC, Health Department, media, etc.

What if the consensus is that masks do not work, where do we go from here if the consensus is opposite of what the CDC suggests?

We hope to get a dialogue but don't think there would be consensus, what we would have is a better understanding of concerns, sources of information and opportunity to dialogue with hope at the end of the day there is some kind of agreement.

How would this be implemented? Moving forward with clinical disease ordinance?

We don't have enough people to enforce, we need to get people to change behavior. How do we try to engage people to change behavior?

Give people opportunities to respond to topics like a Qualtrics Questionnaire, their opinions on masks, vaccinations, etc. and then take their info and frame it to 3 options.

What is the tradeoff, what are we willing to accept?

Follow up:

The workgroup will continue to have discussions and move forward in this process.

E. Review and Update Health and Human Services Committee's Lead Strategic Plan Objectives

Discussion: Buttke explained he will continue to work with Administrator Leonhard and Deputy Administrator Hake on the process and will be forth coming as they move forward.

Follow up:

No follow up needed.

7. Next Meeting Logistics and Topics:

A. Committee members are asked to bring ideas for future discussion

- Next meeting Wednesday, January 6, 2020, at 4:00 p.m.

8. Announcements: None

9. Adjournment

There being no further business to discuss, Chair Buttke adjourned the meeting at 5:36 p.m.

Respectfully submitted by,
Toshia Ranallo



MINUTES MARATHON COUNTY HEALTH AND HUMAN SERVICES COMMITTEE MEETING

Tuesday, December 15, 2020 at 6:30

WEBEX/Assembly Room, Courthouse, 500 Forest Street, Wausau WI 54403

	Present	Absent
Tim Buttke, Chair		EX
Michelle Van Krey, Vice Chair	X	
Kelley Gabor	X	
Dennis Gonnering	X	
William Harris	X	
Donna Krause	X	
Tom Seubert	X	

Also Present: Lance Leonhard, Jason Hake, Kurt Gibbs, Scott Corbett
Via Web or Phone – Dave Mack, Jason Hake, Lance Leonhard

1. **Call Meeting to Order**

Chair Tim Buttke called the meeting to order at 6:30 p.m.

2. **Policy Issues for Discussion and Possible Action:**

a) **WIPPS – A Public Dialogue about Our Future Relative to COVID-19**

Discussion:

Administrator Leonhard explains that he has conferred with Finance Director Palmer and has identified a source of funding for the WIPPS public dialogue project as proposed, specifically a small capital account. While formal approval by the full Board is unnecessary due to the amount of funding required and source of proposed funding, Leonhard is requesting action by this body to authorize the expenditure.

Action:

Motion by Seubert, second by Gonnering, to approve the expenditure of funds to secure WIPPS assistance in a public dialogue project as discussed at the December 2, 2020, committee meeting. Motion carried.

Follow-up:

Administration to confer with Chair Buttke and Supervisor Robinson to finalize WIPPS agreement.

3. **Operational Functions required by Statute, Ordinance, or Resolution:**

a) **2021 Elderly and Disabled Transportation (Wis. Stats. 85.21) [Grant Application](#) and [Resolution](#)**

Discussion:

Vice-Chair Van Krey explains that this item was discussed at the December 2, 2020, meeting and action is necessary to move forward to the Board for consideration.

Action:

Motion by Krause, second by Gabor, to recommend approval of the Grant Application to the Marathon County Board. Motion carried.

Follow-up:

Grant application to be considered by full Board at its December 15, 2020, meeting.

4. **Announcements:** Supervisor Van Krey explains to fellow members she is currently expecting her first child. Supervisors and staff express congratulations to Supervisor Van Krey.

5. **Adjournment**

There being no further business to discuss, Vice-Chair Van Krey adjourned the meeting at 6:37 p.m.

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

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 GOAL 2021

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 more user-friendly options to our customers to quickly connect them to needed information or requested forms. Work with other Marathon County Departments to redesign our Veterans Service website with fillable forms, community resources, and accessible links to other sources.

Serving Those Who Served



Veterans Service Office

May – December 2020 Aggregate Report



What we Measure	Our Monthly Metrix	8 Month Totals
Appointments (Phone and In-Person)	Customers Provided Appointment/Services Daily	825
Burial Benefits	Number of Completed Burial Benefits (funeral costs, Veteran headstone/markers, beneficiary payment, survivor pension, DIC)	141
Claims	Number of Claims and Timeliness of Claims Submitted/Processed	6 day avg (155)
Monetary Awards	Total Dollar Amount/Number of New Customers provided a monetary award due to claim, rating, burial benefit, etc.	\$933,640.42 (143)
Outreach	Number of Community Outreach/Events/Media	127
Service Commission, AVNG or Referral	Customers Provided Service or Referral and Money Paid for Assistance	38 (\$4,596.58) contacts/referrals

2020 Summary

- New Software – VetPro installed and files transfers, which allows us to file electronically with the VA and significantly decreases the wait time for our customers by 4 weeks on average.
- Laser Fiche Scanning Project – 15,000 paper files to sort, scan and store electronically.
- Successful Veterans Day Event with a contactless drive resource bag provided to 200 Veterans.
- Significant Outreach Efforts, Community Referrals, Networking with Veteran Service Organizations, Learning Sessions with multiple agencies, Legislative contacts, etc.
- Website Re-design adding electronic forms and self-service options.
- Standardization of numerous processes to maximize efficiency, created training materials for each process within the Department, developed template letters/email replies, restructure Department O:drive for quick access to materials, documents, forms, etc.
- Teleworking Tools Implemented and Electronic Communication with our customers (i.e. digital signature, secure encryption, email to fax, scanning rather than mailing, paperless options, etc.)
- Veterans Service Commission Enhancements – 70% increase of recipients from previous year, food/gas cards, increased amount provided from \$500 to \$1,000, fillable application on our website, expanded referral options, and new commission members.
- Advanced reporting, data collection to determine realistic Department goals and measurable metrics for monthly dashboard along with monetary awards collected by Veterans and their families (Marathon Co.)
- Staff Training completed - Annual CEUs, NACVSO (National) Accreditation, NVLSP (Legal), County Innovator and Awareness, Virtual CVS0 State Conference, and Innovator Project for VA Pension.