



HEALTH AND HUMAN SERVICES COMMITTEE

MEETING AGENDA

Date & Time of Meeting: **Thursday, February 14, 2019, 5:45 p.m.**

Meeting Location: **Employee Resources Conference Room, Courthouse (C-149), 500 Forest Street, Wausau WI**

Health & Human Services Committee Members: Matt Bootz, Chair; Tim Buttke, Vice-chair, Bill Miller; Donna Krause, Mary Ann Crosby, Maynard Tremelling, Katie Rosenberg

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.*

1. Call Meeting to Order
2. Public Comment (15 minute limit)
3. Approval of the November 26, 2018, Committee meeting minutes.
4. Policy Issues for Discussion and Possible Action:
 - A. Request from Social Services to Create One New FTE Social Service Coordinator (Economic Support Specialist) position effective February 11, 2019. 100% funded with Economic Support Enhanced Fund (no tax levy)
 - B. Approval to create additional Social Service Coordinator (Economic Support Specialist) positions as needed, on condition of positions having no county tax levy impact.
5. Operational Functions required by Statute, Ordinance, or Resolution: None
6. Educational Presentations and Committee Discussion
 - A. Update from Retained County Authority (“RCA”) Committee representatives on recent work of committee and upcoming issues for RCA Committee consideration
 - 1) North Central Health Care Recovery Coaching Collaborative, Birth to Three programming, Adult Protective Services, Chief Executive Officer performance appraisal process, legal services
7. Next Meeting Logistics and Topics:
 - A. Committee members are asked to bring ideas for future discussion
 - B. Next Scheduled Meeting: Monday, February 25, 2019 at 3:00 p.m. – **Joint meeting with Public Safety Committee on Adverse Childhood Experience (ACE’s) the Courthouse Assembly Room**
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 or e-mail infomarathon@mail.co.marathon.wi.us one business day before the meeting.

SIGNED /s/ Matt Bootz
Presiding Officer or Designee
NOTICE POSTED AT COURTHOUSE

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

BY: _____
DATE: _____
TIME: _____



MARATHON COUNTY HEALTH AND HUMAN SERVICES COMMITTEE MEETING

MINUTES

Monday, November 26, 2018 – 4:00 p.m.

Courthouse Assembly Room, 500 Forest Street, Wausau WI 54403

Attendance:	Present	Absent
Matt Bootz, Chair	X	
Tim Buttke, Vice Chair	X	
Bill Miller		X
Donna Krause	X	
Katie Rosenberg	X	
Maynard Tremelling	X	
Mary Ann Crosby		X

Also Present: John Robinson, Craig McEwen, Lance Leonhard, Vicki Tylka, Joan Theurer, Dave Mack, Brian Kowalski, Peter Weinschenk, Kurt Hase, Michael Loy, Owen Reissmann

1. **Call Meeting to Order**

Chair Bootz called the meeting to order at 4:03 p.m.

2. **Public Comment:**

Kurt Hase appears thanks the Committee for placing the Medical Marijuana issue on the ballot. He requests that the Committee consider sending a letter to elected officials the body's next meeting specifically highlighting the results of the referendum. Hase delivers a draft of such a letter to committee members for their respective review.

3. **Approval of the October 22, 2018, Committee meeting minutes**

MOTION BY ROSENBERG, SECOND BY BUTTKE, TO APPROVE THE OCTOBER 22, 2018, MEETING MINUTES. MOTION CARRIED.

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

A. State of Wisconsin Public Health Associations 2019 – 2020 Legislative Priorities (Theurer)

1. What role, if any, does the committee envision playing in advancing these policy priorities, either in the State or within Marathon County? Do they fit into our Strategic Plan?
2. What additional information, if any, does the committee believe it needs from staff to advance these priorities?

Discussion

Marathon County Health Officer Joan Theurer appears before the committee to discuss the priorities identified by the Wisconsin Association of Local Health Departments and Boards (WALHDAB) and the Wisconsin Public Health Association (WPHA) for the 2019-2020 legislative session. Theurer begins by noting that 40% of one's health is influenced heavily by socio-economic factors. In short, she explains that where you are born and where you live significantly impact your long-term health outcomes.

Theurer proceeds to discuss each of the priorities, including Justice Reform, Early Childhood Education, Housing, and Income Stability & Employment. Theurer explains that these priorities are embodied within Marathon County's Strategic Plan, specifically, objectives 3.3, 3.7, and 7.2. Theurer explains that she understands that the Wisconsin Counties Association is currently examining how to support these efforts.

Committee members express support for the priorities presented by Theurer, noting the connection between these priorities and the objectives identified within the Strategic Plan. Multiple members express support for authoring letters of support to local legislators relative to these priorities.

Robinson expresses the important role that the Board of Health can perform.

Chair Bootz indicates that there may be value in having Start Right presentation to the full board.

Action:

No action taken

Follow Through:

No follow through needed

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

A. Approval of the 85.21 Transportation Grant (Dave Mack)

Discussion

Dave Mack, Marathon County CPZ/Wausau Metropolitan Planning Organization Program Manager, appears before the committee and presents the proposed 85.21 Transportation Grant Agreement. The 85.21 program is offered by the State of Wisconsin Department of Transportation and provides for specialized transportation assistance for elderly and disabled populations. Mack explains that our program is delivered by two providers: NCHC and Metro Ride. Mack indicates that the grant program is expressly provided for in statute, requiring a public hearing and approval by the County Board. Mack explains that in Marathon County, the Transportation Coordination Committee is tasked with oversight of the grant application and grant dollar usage.

The Transportation Committee is a program committee that reports to this Committee.

Action:

MOTION BY ROSENBERG; SECOND BY TREMELLING TO FORWARD THE 85.21 TRANSPORTATION GRANT ON TO COUNTY BOARD FOR APPROVAL. MOTION CARRIED.

Follow Through:

No follow through needed

B. 2019 Meeting Dates and Time

Discussion:

Chair Bootz references that the 2019 Committee meeting dates, times, and locations are set forth in the packet for the meeting. This topic was not formally discussed by the Committee.

Action:

No action taken.

Follow Through:

No follow through needed

6. Educational Presentations and Committee Discussion

A. Strategic Plan Objective 3.3 – Ensure that every child makes it to adulthood with health, safety, and growth opportunities.

1. Overview of next steps and envisioned format for County’s plan to create a trauma-informed response system.

Discussion:

Vice-Chair McEwen appears before the committee to review the committee’s efforts relative to the Strategic Plan priorities. McEwen reviews the “Strategic Plan Priority – Designation of Lead Committees and Departments” document set forth in the packet, highlighting each of the three (3) objectives for which this committee is designated as the lead committee. McEwen references the value of consulting the Life Report for data and background, as the information and objectives are quite similar to those identified by the county. McEwen emphasizes to committee the need to identify policy changes that committee can make to impact the outcome measures referenced in the

Strategic Plan. A committee member references that an important aspect of the committee's work may be in revising or repealing existing policies and that the committee should not only be focused on creating new policies.

Department of Social Services Director Vicki Tylka explains the proposed process for the Committee to evaluate the County's work relative to creating a trauma-informed response system. Tylka notes that an educational presentation on Adverse Childhood Experiences (ACEs) is being scheduled in connection with a joint meeting with Public Safety in January or February. Tylka explains that this session should provide a strong foundation for the committee's future work. Tylka and Deputy Administrator Leonhard explain that this process will involve a report that identified an inventory of our practices, gaps in programs and services, and an assessment of the resources that would be necessary to fill those gaps. Board Vice-Chair McEwen references a desire to have the Public Safety Committee involved in some discussions. Consensus emerged amongst committee members that the education relative to ACEs and the proposed report format would assist the committee in following through on its obligations relative to the Strategic Plan.

Follow Through:

Discussion to continue at future meetings.

7. Next meeting Logistics and Topics:

- A. Committee members are asked to bring ideas for future discussion:
 - 1. Objective 7.2 – Mitigate the impacts of heroin and methamphetamine – How would the committee like to move forward in light of the staff report delivered in September 2018?
- B. Next Scheduled Meeting: Monday, December 17, 2018 at 4:00 p.m.

8. Announcements:

Chair Bootz reports that he will be on NACo's steering committee relative to Health & Human Services issues. Bootz indicates that he will report to the committee issues that are being addressed on a national level and that this is an excellent opportunity for the county to bring issues of concern to NACo.

9. Adjournment

There being no further business to discuss, **MOTION BY BUTTKE, SECOND BY ROSENBERG TO ADJOURN THE HEALTH & HUMAN SERVICES COMMITTEE MEETING. MOTION CARRIED, MEETING ADJOURNED AT 5:05 p.m.**

Minutes Prepared
By Lance Leonhard
on January 18, 2019.

APPENDIX B
NEW OR EXPANDED POSITION REQUEST

I. GENERAL INFORMATION

Department: Department of Social Services

Date: 12/11/2018

Position Requested: Economic Support Specialist
(If unsure of classification, indicate "To be determined")

FT PT FTE _____%
Number of Positions: 1

*NOTE – request for subsequent planned positions pending review by County Administration and Employee Resources

Division Position Will Be Assigned To: N/A

(Indicate NA if not applicable)

Projected Start Date of Position: February 1, 2019

Priority Number of This Position: _____

If you are requesting more than one position, prioritize all your requests and indicate the priority number of position.

II. FULL EXPLANATION OF NEED FOR POSITION

A. Is this position request compatible with the County's mission statement?

Yes, it supports the health and safety of children and families by increased ability to issue FoodShare, Child Care Subsidy and Health Care to families.

B. What is your department's mission statement and how does position support this mission and/or department strategic plan?

Mission Statement: We strengthen individuals and families by coordination and providing resources that promote safety and maximize independence to build a strong and healthy community.

Economic Support provides the determination of eligibility for public assistance programs such as FoodShare, Child Care Subsidy and Health Care to assist families in need to remain independent and healthy. Economic Support collaborates with Wisconsin Works (W2), FoodShare employment and training (FSET), Energy Services, the Aging and Disability Resource Center (ADRC), Bridge Community and Marathon County Health Department to provide customer services to our community.

C. Indicate reasons for asking for position including purpose of position, applicable workload data and trends, etc. **plus attach relevant supporting data**. If more than one position of the same classification is being requested, also justify the number requested.

The intent of this position is to be primarily assigned to our call center to assist families more timely in applying for benefits or updating their current case. With our current staffing our consortium struggles to meet call center performance guidelines established by the Department of Health Services consistently. Our consortium has not met standards per the State contract on more than one occasion. In addition, our call center often performs on the low end comparatively with other consortium throughout the state. Customers are at times experiencing wait times over 45 minutes and frequently over 20 minutes.

The Call Center is the primary means for customers to ask questions about, apply, or renew their benefits such as Medicaid and Foodshare.

D. What benefit will the position provide to the County? How does the position improve/enhance customer service and/or address community needs?

New applicants and current customers will have increased and more timely access to economic support services with additional staff to respond to calls when combined with the efforts of our partnering agencies who are also increasing staffing or staff time toward this initiative. Staff will be able to be more responsive to customers and the customer's experience will be quicker and less stressful both them and our staff.

- E. Indicate any alternatives to creating this position that were considered and why you still chose to request the position?

Shifting of existing staff toward the call center has been attempted. This was counter-productive since moving resources away from the case processing aspects proved to increase call volume. Following an evaluation that at least 3.0 FTE are needed to improve performance outcomes, discussions were held with our partnering agencies for capacity to increase FTE positions and house additional staff. All partnering agencies in our consortium agreed to take a share of efforts to improve call center response by increasing resources which allows for this request to be 1 FTE rather than 3 FTE at this time.

- F. What will be the effect if the proposed position is not created?

Customers will continue to experience long hold times and increase the likelihood of callers escalating. When the customer is distressed, our staff have more difficulty performing their jobs quickly and accurately. We will continue to struggle to meet performance objectives per our contract with DHS for accuracy and timeliness. Equally important, we fail to provide services in a trauma informed approach when we don't have adequate staffing for basic services, such as access.

- G. What criteria will you use to monitor the effectiveness and performance of the position? (Increasing revenues, improved customer service, decreasing costs, enhancing services, etc?)

The performance of this position will be monitored by our existing performance measures for other staff performing similar duties. Average speed of answer, calls per busy hour and after call times will be monitored on a monthly basis. In addition, our consortium performance metrics will continue to be monitored daily, weekly and monthly and compared to other consortium and statewide average each month. We should see an increase in our ranking compared to other consortia.

Our customers will have improved services and we are less likely to have escalated callers. Our case accuracy should also increase, which will be monitored by our internal quality control reviews as well as 2nd and 3rd party reviews.

III. SPECIFIC DUTIES OF NEW POSITION

- A. List the specific duties position will perform plus the approximate percentage of time to be spent on each duty.

This position will be assigned to the call center approximately 80% of the time. During low call volume times or when our call center is closed, this position will be assigned to various case processing duties including but not limited to alerts, applications, document processing, or discrepancies approximately 20% of the time.

- B. Could another County department use the expertise of this position? OR could you use the expertise of another department to meet your needs? Why or why not?

Economic Support's eligibility requirements have very complex and continually evolving policies. The training required to perform the job is lengthy and intense; it is not likely that another department has this precise expertise. It is also not likely other departments can use the expertise of this position, but there are departments such as NCHC, which benefit from timely applications of Medicaid, including mental health and AODA services, and the nursing home.

- C. If the work is currently being done by the County, how is it being accomplished (contract basis, temporary help, current employee, etc.)? Why is this arrangement no longer acceptable?

This work is currently being done untimely in some performance measures and with the use of overtime hours that is not sustainable long term.

IV. POSITION COSTS AND FUNDING SOURCES

A. What is the anticipated total cost of this position? (Include salary; benefits; office space, remodeling, furniture, and equipment; travel; and other applicable costs.)
\$74,675 for each 1.0 FTE

B. Explain specifically how position will be funded.

Amount of County tax levy: \$0.00 % of total costs: 0%

Amount of any outside funding: \$74,675.00 % of total costs: 100%

Source of outside funding: Federal and State revenue – Department of Health Services **

Length of outside funding: Continuing

Likelihood of funding renewal: High

Would this outside funding be used to offset the levy if not used for this position? No

**The funds for the position(s) will be drawn down from the Economic Support Enhanced Fund which is a multi-county shared account managed by Marathon County as the lead county in the IM Central Consortium. No tax levy is requested to fund the position (s). The fund’s current balance is adequate to fund this position, with the other expenses tied to it for 10 years minimally.

***NOTE: DSS is seeking approval to create additional positions outside of the budget approval cycle if needed based on the existing outside funding (no levy request) and operational needs that are unpredictable but growing. The current request is for one FTE position to be created, with the additional request for authority to create additional positions, as needed, and specifically approved by County Administration and Employee Resources Department when and if requested by DSS.**

Having additional flexibility for creation of new positions in the future will further support the consortium in responding timely to new changes that are predicted to occur in Medicaid on a State and Federal level.

C. Will the proposed position allow your department to increase revenues or decrease expenditures beyond the cost of the position? If yes, how?

Yes – A portion of agency management, support and overhead will be allocated to this funding source as well to assist in drawing down additional revenues.

D. Does the proposed position provide preventive services that will lead to cost avoidance or more extensive services in the future? OR Can the proposed position be justified as an investment with future benefits to the County greater than the cost of the position? If yes, how?

Yes, Economic Support provides benefits for Foodshare, medical assistance and child care. Ensuring the assignment of benefits to individuals helps to ensure they have proper medical care, nutrition and resources for their children which increases the likelihood of positive outcomes for families.

E. Can the position costs be offset by eliminating or reducing a lower priority function? If yes, explain.
No.

V. COMMITTEE OF JURISDICTION

What is the recommendation of the committee of jurisdiction?

The Social Services Board approved the request for one FTE employee and approved the authority for DSS to create subsequent positions as specifically approved by County Administration and the Employee Resources Department.

NOTE: An updated or new Position Description Questionnaire (PDQ) may be necessary to complete the job evaluation process.

Nicole Rolain, IM Consortium Manager

12/4/18

Signature of Supervisor/Manager Completing Request

Date

Vicki Tylka

12/6/18, updated 1/21/19

Department Head Signature

Date