

**RACINE COUNTY  
HEALTH AND HUMAN DEVELOPMENT COMMITTEE/HUMAN SERVICES BOARD  
Monday, September 14, 2015  
Ives Grove Office Complex - Auditorium  
14200 Washington Avenue  
Sturtevant, WI 53177**

**Present:** David J. Cooke, Mike Dawson, Elizabeth Falk, Robert N. Miller, Brett Nielsen, Monte G. Osterman, Luann Simpson, Donnie Snow

**Youth in Governance Representatives:** Meredith Freidheim

**Excused:** Emma Stock

**Staff Present:** Jonathan Delagrave, Kerry Milkie, Hope Otto

**Call to Order**

Chairman Cooke called the meeting to order at 5:00 p.m.

**Chairman Comments**

There were no chairman comments.

**Citizen Comments**

There were no citizen comments.

**Youth and Family Services Division Update**

Ms. Milkie distributed data and reported the following updates:

**Child Protective Services**

**Access Unit (24/7 Call Center)**

- over 10,000 calls, of those approximately 57%, 5,814, child protective service calls

**Initial Assessment (Investigative Unit) 2014**

- assigned staff a little over 90 investigations per month
  - o 2014 – April 2015 case load assignment of approximately 22 cases per month per staff, this due to staff vacancies and training of new staff
  - o as of August nine cases per month
- filed 167 CHIPS cases with juvenile court
  - o by mid August this year already at 182, if trends continue there could be 294 children taken into custody, the most Ms. Milkie has ever seen
  - o there was a backlog of cases at the beginning of this year, as of today there are zero cases overdue

Discussion ensued.

The State of Wisconsin will add Racine County to its Alternative Response pilot in June 2016. The pilot goes side by side with child protective service investigations. Staff will attend training next month. Ms. Milkie described the program and provided early information. More information will be provided at a later date when the program is up and running.

### On-going Unit

- 2015 current case load 15 families per month, about 25 1/2 children per case manager
- budget proposal includes one additional staff, that will help numbers to be at a reasonable rate
- exceeded state requirements for face-to-face contact with children
  - o the state requires staff to visit children out of home care at least 95% of the time each month, currently average 98%

Sup. Snow requested 2015 year to date totals included next to the 2014 totals.

### Juvenile Justice

- 2014 1,026 apprehensions, on track currently, on-track now, project slightly less for 2015
  - o 25% of school apprehensions are school related
- 38.2 youth per case manager
- 12 in ACE
  - o six Racine
  - o six Kenosha
- three youth in corrections

### Foster Care

- 70 licensed homes
- recruitment campaign is being planned
  - o reinitiate radio and TV ads
  - o Foster Home Hero of the Month, draft distributed
    - The hope is to do one per month press release for 2016
    - Do a spread in the paper
  - o calendar sale – raise funds for recruitment and retention efforts
  - o cookbook sale – foster parents want to put together
  - o one monthly recruitment event
    - the committee was asked to provide locations for events
    - one large event will be held in May for Foster Parent Appreciation Month
      - the Radisson offered a ballroom for that event

### Child Care Certification

- 51 providers
  - o down from 250 since 2010
- third shift checks will begin this year
- annual training for providers
  - o one scheduled in November
  - o business skills

### Children's Long Term Support Waivers

- contract administered with DDIS, the program continues to go forward as designed

### Birth to Three

- the program continues to run as designed
- Steve Bedwell, an initial assessment supervisor, coordinates and oversees the program
- one deficiency in audit that was corrected and removed from the record
  - o at zero deficiencies for the program

### Racine County Home Visitation Network 2014

- grants administered, Family Foundations and Racine Healthy Babies
  - o in-home service to address infant mortality
- collaboration and number served data distributed

## **Affordable Care Act Enrollment Update**

Ms. Otto reminded the committee that the Affordable Care Act (ACA) is administered by the federal government and Racine County HSD provides assistance. The Economic Support Division cross trains approximately seven staff located in the Application Verification Center.

- assisted approximately 40 people during open enrollment period
- total number participating is the same as last year, approximately 4,800
- 4,549 individuals enrolled as of February, that's the last time CMS provided data
- work very closely with the navigator who is employed by Racine/Kenosha Community Action Agency through a state grant to assist specifically for ACA enrollment
  - o the navigator is in the building two to three times per week and will be a strong partner in the open enrollment period moving forward

## **2015 Budget Priority Updates**

### **HSD**

**Goal #1 Along with Kenosha County - the IM consortium (WKRK) will meet all federal and state compliance standards in relation to public assistance program services to eligible citizens.**

- First and second in the state for application timeliness
- Call Center average speed of answer is at 90%, approximately seven to eight minutes
  - o aim to be closer to five, even though 15 is within state standards
    - looking at best practices and talking with other consortia to learn how to improve the time, hope to report better numbers next quarter

**Goal #2 Have less than fifteen juveniles in corrections for 2015.**

Ms. Milkie reported this information earlier in the meeting.

**Goal #4 – Continue to facilitate the *Higher Expectations Plan* and incorporate the STRIVE program to accomplish career readiness goals for youth in our community.**

- Hope, the director of assessment services within RUSD, and the Higher Expectations team are participating in a Strive Together Leadership Program funded by the Annie Casey Foundation
  - o This is in coordination with the Accelerator Grant, to move us to Proof Point in 2018

**Goal #6 – Continue to have a proactive Fraud Program for Public Assistance programs in Racine County. Continue to have a strong relationship with the Sheriff and the District Attorney's office to reduce fraud in Human Services programs.**

- issued 40 citations to date
  - o of them 34 found guilty of fraud
- recovered \$375,000 as of August 31, well on track to exceed last year's numbers
- five referred for prosecution

Ms. Otto will report amount recouped at a future meeting.

**Goal #11 – Achieve or exceed state performance standards in each of our Human Services programs.**

Income Maintenance

Ms. Otto highlighted earlier in the meeting.

Racine County received acknowledgement and an award from administrator Kevin Moore, DHS and FNS recognizing consortia with 98% or higher payment accuracy.

Workforce Investment Act (WIA) will soon be Workforce Innovation and Opportunity Act (WIOA)

- met or exceeded all standards in performance outcomes for all programs
- entered employment of 80% with retention of 85%

Aging and Disability Services

- meeting goal
- all license reviews have been met and acceptable for state audits
- meeting standards for all programs

Ridgewood reported later in the meeting.

**Goal #12 – Exceed our revenues by 5% more than the previous year at the Behavioral Health Services Clinic.**

- meeting the goal to exceed revenue by 5%

**Goal #13 – Have an ADP of eight individuals at the Assessment Center for 2015.**

- current ADP is 8.5

**Goal #14 – Optimize workforce transit and specialized transportation through grant funding and collaborative relationships.**

Ms. Otto expressed the difficulty with workforce transit options because allocations received are specifically for senior and disabled individuals.

- partnership with Kenosha Achievement Center for WETAP Program will expire at the end of this year
  - o help match vehicle repairs with Job Access Loan and other programs
  - o up to \$1,500 to repair cars for employment
- KTown and SPARC continue to operate and remain steady with ridership
- My Ride is a new program with Volunteer Center of Racine
  - o 242 rides provided as of August
  - o replaced ITN model

County Executive Delagrave recommended revising the Assessment Center goal for next year to acuity and based on alternative placements, least restrictive. Ms. Otto added diversion.

Sup. Cooke indicated that language will be put together and brought back to the committee.

**Ridgewood Goals**

**Goal #1 – Maintain an appropriate mix of Medicare, Medicaid, and private-pay residents to achieve budgeted revenue.**

- the flu outbreak impacted the census
- more beds have been filled with Medicaid dollars
- Medicare has picked up
- elective surgeries have increased
- private pay has remained consistent
- average daily census is around 170, up around six from low point

**Goal #4 – Maintain constant attention to ways to enhance revenues and decrease expenditures.**

- contracting with assisted living facilities for therapy
- working with patients discharged from Ridgewood to return for outpatient therapy
  - o helped enhance revenues and decrease expenditures
- outpatient services have grown from one to two, up eight to nine at any one time.
  - o anticipate that number will continue to grow

Ms. Otto and Liam Doherty will also work with assisted living facilities over the next few months to reiterate that Ridgewood is a choice for their residents.

**Goal #9 – Ridgewood will continue to look for revenues to offset the tax levy.**

- projected to be under budget for 2015
- prepared 2016 budget to be flat with no levy dollars, most importantly not impacting care

County Executive Delagrave informed the committee that 2016 will probably be the last year budgeted at zero and that's due to some census issues and the state wanting to go away from the nursing home model, as well as Medicare and Medicaid reimbursement will continue to go down. Ridgewood has not been a cost to levy for years and before that there was money in the levy, unfortunately that's come to an end.

Discussion ensued.

**Behavioral Health Services Update**

- average hotline calls per month 900 - 1,000
  - o 14% are under the age 17
- Clinic has seen 1,200 – 1,300 per month
- CCS program has 46 enrolled as of August

Sup. Osterman inquired about the status of 211. County Executive Delagrave indicated that United Way has a 211 report coming out in a few weeks that will show numbers in our favor in terms of usage.

**Correspondence and Other Business**

Ms. Simpson announced that the first week of October is Mental Illness Awareness week, the following events are scheduled:

- Go Green Monday – Monday, October 5, wear green that day
- Movie “Home” – Wednesday, October 7, at the Golden Rondelle
- Candlelight Vigil – Friday, October 9, 6:00 p.m. at NAMI

County Executive Delagrave will participate in the Candlelight Vigil event, he expressed this is one of his favorite events and encouraged the committee to attend.

Ms. Simpson asked the committee for a contact name at the Theatre Guild.

Ms. Simpson reported that nine people graduated from a certified Peer Specialist training. The CCS program will hire some of those individuals. She indicated this will be a nice partnership with NAMI and the County.

Sup. Osterman highly encouraged county board members, anybody to attend the National Day of Remembrance September 20, 1:00 p.m. at Pritchard Park.

**Next Meeting Date** - October 12, 2015

**Adjournment**

The meeting adjourned at 5:58 p.m.

**Action Items**

- Ms. Milkie will add 2015 totals to the 2014 data distributed today.
- Committee members were asked to provide locations for foster care recruitment events.
- Ms. Otto report total fraud amount recouped.
- Update HSD Goal #13.
- Send mental illness awareness information to the committee.

**Distributions**

- Youth and Family Division – Child Protective Services Access, Initial Assessment 2014, Ongoing 2014, Juvenile Justice, Foster Care, Child Care Certification, Kinship Care, Children’s Long Term Support Waivers, Birth to Three, Racine County Home Visitation Network
- Alternative Response Pilot
- Our Foster Home Heroes Flyer Draft

Respectfully submitted by,

Kimberly R. Bartel