



# THE HUMAN SERVICE CENTER

(HUMAN SERVICES BOARD 51.42/51.437)

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## MINUTES of the HUMAN SERVICES BOARD

Regular Board Meeting     Special Board Meeting     Committee Meeting

Type of Committee:            Developmental Disabilities

Date and Time of Meeting:    Wednesday, October 14, 2020 at 3:00 P.M.

Person Taking Minutes:      Jessica Kaul

*\*Minutes reflect the recorder's notations of actions taken and are subject to approval of the appropriate committee and/or Board.*

Members Present:              Cheri Collins, Ted Cushing, Harland Lee, Ken Storms, Paul Millan, Bob Thome (via phone)

Members Excused:              None

Members Absent:                None

Staff Present:                    Kelly Von Oepen, Tamara Feest, Jessica Kaul

Others Present:                  None

### **I. MEETING CONVENED**

Chair Lee called the meeting to order at 3:00 P.M. It was noted that the agenda has been distributed to all members and that the meeting had been announced in accordance with the Wisconsin Open Meeting Law.

### **II. APPROVE PREVIOUS MEETING MINUTES**

Motion by Storms, second by Cushing to:

**APPROVE THE MINUTES FROM AUGUST 12, 2020.**

All ayes, motion carried.

**III. VACANCY & RECRUITMENT UPDATE**

Von Oepen provided the committee with an update on vacancies and recruitment. She reported that we are in the process of receiving and reviewing resumes for the part time Early Head Start Home Visitor Program and we hope to make a hire by the end of the year.

**IV. COMMUNITY ENGAGEMENT UPDATE**

Von Oepen provided the committee with an update on community engagement opportunities that the department has been involved with. The Human Service Center staff continue to meet regularly with the tri-county's social service agencies to discuss staffing of consumers that are supported by both HSC and the tri-county Social Service Departments. VonOepen noted that these meetings are a great opportunity for collaboration.

**V. EARLY HEAD START HOME VISITOR PROGRAM UPDATE**

Von Oepen updated the committee on the Early Head Start Home visitor program. The program currently has 12 families participating. She noted that there is one family from Forest, one from Vilas, nine from Oneida, and one that was formerly from Oneida but it currently living in Lincoln County.

VonOepen remarked on how resilient our families are and how well they have adapted to the virtual format.

VonOepen updated the committee about HSC's work to collaborate with the Children's Hospital in order to plan and host twice-monthly socialization events for Early Head Start Home Visitor Program Participants. The program is called Families and Schools Together (FAST), and it hosts virtual activities that allow for socialization and networking between families, and in addition provides a basket of food and activity items for the families to do together.

**VI. BIRTH TO 3 PROGRAM UPDATE**

Von Oepen reported there are currently 62 participants in the Birth to 3 program. She provided September referral data from each of the three counties – two from Forest, six from Oneida, and five from Vilas. Referrals were received from a variety of locations, including Crandon, Woodruff, and Rhinelander. Referral sources included parents, Ascension, Little Sunshine's, and Aspirus.

Von Oepen reported on the number of referrals that the program received where the children were not enrolled and the reasons for non-enrollment.

Von Oepen reported to the committee that her department mailed informational flyers out to 80 local referral sources so we continue to hope to see an increase in referrals into the program due to this marketing effort. She also received notice from DHS that there were no findings of non-compliance for all three counties.

It was also noted by VonOepen that the Birth to 3 team is working closely with the Women's Grant team to discuss whether they have any program participants

with Substance Use Disorder, mental health disorders, Fetal Alcohol Syndrome, or Neonatal Abstinence Syndrome who might need a referral into the Birth to 3 program.

**VII. CHILDREN'S LONG TERM SUPPORT SERVICES PROGRAM UPDATE**

Von Oepen provided the committee with an update on the Children's Long-term Support program. She noted that we received communication from MetaStar regarding the audit results that same morning, which VonOepen was going to review. She will then follow up by providing any additional information that they may need.

She reported that DHS provided a marketing flyer designed to recruit new CLTS providers, which we will share on our Facebook. She also reported that the newest case manager in the CLTS program is doing well and preparing to take on her first case via a "warm handoff" from the existing case manager.

Feest reported that DHS is in the process of forming an "Access, Eligibility, and Enrollment" committee with the goal of standardizing the CLTS process and information across 72 counties. This would make it easier for families to access program regardless of where they are living in the state. She discussed the committee's goals and what HSC in particular would like to see come out of the committee, which includes standardized procedures and language across all participating counties.

**VIII. MEDICAL ASSISTANCE PERSONAL CARE PROGRAM UPDATE**

Von Oepen provided the committee with an update on the Medical Assistance Personal Care Program. She noted that three of our enrolled families aren't currently using the program due to the pandemic. Two of these families are now willing to restart the program and we are looking for a personal care worker for them now. She also noted that the supervisory visits are still being held telephonically due to Covid-19.

She provided a breakdown of enrollment by county, noting that there are 13 clients from Oneida County, 8 from Vilas County, and 2 from Forest County.

VonOepen provided an update around the upcoming Electronic Visit Verification (EVV) system that is due to be implemented 01/01/2021. Using EVV, the worker providing personal care services or supportive home care services sends visit data to an EVV vendor at the beginning and end of each visit using methods such as a mobile app. A soft launch is scheduled to take place 11/02/2020 and HSC staff continue to meet with our contracted personal care agencies in order to keep them up to date and assist them in preparing for the EVV launch.

She reported that a new MAPC requirement is a Quality Assurance Committee which is to meet quarterly. She is planning that committee currently and it will include herself, an RN, contracted providers, and an individual who was involved

with the MAPC program. The purpose of the committee will be to assure quality by reviewing care plans, etc.

**IX. NEXT MEETING DATE**

Wednesday, November 11<sup>th</sup>, 2020 at 3:00 PM

**X. ADJOURNMENT**

There being no further business, Chairman Lee declared the meeting adjourned at 3:38 PM.

Respectfully submitted,  
Jessica Kaul  
Administrative Assistant

APPROVED