



# 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: Behavioral Health

Date and Time of Meeting: Thursday, November 12, 2020 at 3:00 P.M.

Person Taking Minutes: Melissa Gauthier

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

Members Present: Cindy Gretzinger, Ron Kressin, Alan VanRaalte, Maggie Peterson (via phone), Nancy Tauer (via phone)

Members Excused: *(\*note: there are two vacant seats on this committee)*

Members Absent:

Staff Present: Donna Shimeck, Angela Paddock, Melissa Gauthier

Others Present:

### **I. MEETING CONVENED**

Chair Kressin called the meeting to order at 3:01 P.M. It was noted that the agenda had 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 VanRaalte, seconded by Gretzinger to:

**APPROVE THE MINUTES FROM OCTOBER 8, 2020 AS PRESENTED.**

All ayes, motion carried.

### **III. VACANCY AND RECRUITMENT UPDATE**

Shimeck provided information about vacancies and recruitment, noting there is still an opening for a part time ESP Service Facilitator and openings for several part time Mental Health Technicians. Interviews have been scheduled for the

Mental Health Technician positions. The CCS Service Facilitator position had been filled, but HSC has received resignations from two employees currently working this position. The process of filling these positions will begin and the job opening has already been posted. Shimeck also noted that the Behavioral Health Deputy Administrator position was filled by candidate Hugo Vargas. Mr. Vargas will start on November 30<sup>th</sup>. Shimeck is looking forward to working with Mr. Vargas.

**IV. COMMUNITY ENGAGEMENT UPDATE**

Shimeck updated the committee on recent community engagement efforts. She reported that HSC continues to hold joint staffing meetings with Forest, Oneida, and Vilas. HSC continues to participate in the Forest County Community Coalition and Oneida County AODA Coalition meetings. Shimeck stated that the employees have reported that the joint meetings have had a positive impact on clients with complex issues.

**V. OUTPATIENT CLINIC UPDATE**

Shimeck reported that HSC had a DQA site audit to review the OP Clinic SUD and MH programs. HSC received a 2-year certification; however, HSC was given citations in both programs, mostly due to lack of signatures. Shimeck and Feest will be working on a Plan of Correction to submit to the DQA office. These items can be easily corrected and will be discussed with the staff. Shimeck reported that HSC currently has 326 clients served in the MH Outpatient and 163 in the AODA Outpatient.

Shimeck reported that in September, Roberta Marcus began to provide AODA services in Eagle River and at this time the services are being done virtually. A branch office certification has been applied for and the DQA site visit is scheduled for next week. Marcus has also met with Bill Weiss, Vilas County Jail Administrator, to discuss scheduling follow-up appointments for inmates exiting the jail.

In October, Rachel Kuester, began to meet with Forest County Department of Social Services to be available for clients who need case management and to discuss other MH and SUD needs they may have.

**A. EMDR Presentation** – An education EMDR video was shown at the committee meeting. Shimeck gave a brief update and reported that two staff are being trained in EMDR, Eye Movement Desensitization and Reprocessing technique and she is very excited to be able to offer this form of therapy to our consumers. The last training session will take place in December. One of the Mental Health Therapists being trained, has started to implement the EMDR therapy with two of practice clients and has reported tremendous benefit.

**VI. COMPREHENSIVE COMMUNITY SERVICES UPDATE**

Shimeck reported that she has been participating in the DHS CCS State meetings that occur every other week. They have focused on giving resources to the county and checking in on how the counties are doing during the pandemic. Many

questions are brought up about what is billable and non-billable during this pandemic. Shimeck reported that HSC continues to enroll clients in the program and currently have 65 clients enrolled.

**VII. COMMUNITY RECOVERY SERVICES UPDATE**

Shimeck provided an update about the CRS program. CRS received its second request from the Division of Care and Treatment for its biannual monitoring review. A sample of CRS client files has been sent for DCTS review. HSC received the results, and no plan of action is required. Two recommendations were given, and this was communicated to staff. Shimeck reported that there are currently 7 clients in the program.

**VIII. COMMUNITY SUPPORT PROGRAM UPDATE**

Shimeck provided a CSP update. She reported that there is a new state training that HSC has access to as a member of the Behavior Health Training Partnership. One staff member and the intern from Nicolet College have completed this training.

The CSP team is currently going through the E-IMR (Enhanced Illness Management and Recovery) training. It is an evidence-based model and has specific strategies to assist clients with chronic mental illness in reaching their goals. Currently 22 clients are enrolled in the CSP program.

**IX. WOMEN'S GRANT UPDATE**

Shimeck updated the committee about the Women's Grant program. She reported that we received the final grant award total in the amount of \$188,517. Two clients have been opened and additional assessments have been scheduled. The new Grant Funding Opportunity came last week and is due to the state November 30<sup>th</sup>. HSC will be working with The Marshfield Clinic Grant Writing resources to assist in the application process since there is so little time to get the grant submitted.

**X. EMERGENCY SERVICES PROGRAM UPDATE**

Shimeck reported to the committee that an ESP site survey was completed, and HSC received a 2-year certification. Two citations will be given as well, one for a report that is required to be completed yearly based on the client satisfaction surveys and any changes made due to the feedback received. The other citation was given because the surveyor stated that a contracted provider's staff did not receive enough supervision that is required according to the regulation. This agency had never been cited for this before. The agency will be writing a plan of correction that will be submitted to Shimeck and Shimeck will send to the state. Shimeck noted that 118 clients are enrolled in this program.

**A. Crisis Bed Emergency Services Report**

Shimeck presented the crisis bed and screening report. A handout was provided to the committee.

**XI. DATA COLLECTION SURVEY RESULTS**

**A. Determine Meeting Frequency: Action Item**

The Behavioral Health Committee having discussed the ever-changing nature of the Behavioral Health programs:

Motion was made by VanRaalte and seconded by Gretzinger to:

**CONTINUE TO HAVE THE BEHAVIORAL HEALTH COMMITTEE MEET MONTHLY**

All ayes, motion carried.

**B. Determine Types of Data to be Shared and Frequency of Presenting Data: Action Item**

Shimeck reviewed with the Board the types of information already being shared. The board discussed additional information they would like to see.

Motion was made by Kressin and seconded by VanRaalte to:

**CONTINUE SHARING MONTHLY THE INFORMATION ALREADY BEING PRESENTED WITH THE ADDITION OF THE MONTHLY AVERAGE OF CLIENTS ON THE CRISIS REPORT AND NUMBER OF CLIENTS IN EACH PROGRAM.**

All ayes, motion carried.

**XII. NEXT MEETING DATE**

Thursday, December 10<sup>th</sup> at 3:00 PM

**XIII. ADJOURNMENT**

Chair Kressin adjourned the Behavioral Health Committee meeting at 4:02 P.M.

Respectfully submitted,

Melissa Gauthier  
Administrative Assistant