



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: System Review Subcommittee

Date and Time of Meeting: Wednesday, August 26, 2020 at 3:30 PM

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: Ted Cushing, Ron Kressin, Bob Thome, Alan VanRaalte,
Cheri Collins, Maggie Peterson, Nancy Tauer

Members Excused: None

Members Absent: None

Staff Present: Tamara Feest, Donna Shimeck, Keith Haselton, Jessica
Kaul

Others Present: None

I. **MEETING CONVENED**

The meeting convened at 3:30 P.M. by Chair Peterson, and it was noted that the posting of the agenda and media notification had taken place in accordance with the Wisconsin Open Meeting Law.

II. **APPROVAL OF MINUTES FROM AUGUST 14, 2020**

Motion by VanRaalte, second by Cushing to:

APPROVE THE MINUTES AS PRESENTED FROM AUGUST 14, 2020.

All ayes, motion carried.

III. **WORKPLAN UPDATE**

Feest presented the committee with an update to the work plan. She reviewed the progress of each goal with the committee. For Goal A, she reported that DQA Branch applications would be sent by this coming Friday. Regarding the Vilas County branch, she reported that staffing and hours had been negotiated.

Staffing details and tentative start dates are still being worked out for the Forest County office.

Regarding Goal C, Feest reported that both dispute resolution policies have been sent to the HSC attorneys for review and we are now awaiting their feedback.

For Goal D, Feest informed the committee that she presented at Forest, Oneida, and Vilas full Board meetings in August.

Goal E will be discussed at today's meeting. Goal F continues to be a long-term goal.

a. **Focus Group Planning**

Feest presented the committee with a handout detailing the data that we currently collect. The handout noted the frequency that the data is collected and reported, in addition to whether it's mandated. Feest told the committee that she would like them to outline for her some parameters. Specifically, Feest would like to know if there is data that they would like to receive that they are not getting. Shimeck noted that the departmental/program committees receive a significant amount of data already, and it's important to determine whether it is helpful, whether it's presented in a meaningful way, and whether it is or can be used for strategic planning purposes.

Feest requested that the System Review members draft questions to ask the departmental committees regarding the data they already receive or wish they received. She also suggested that the committees determine whether they need to meet monthly, or if less frequent meetings would suffice.

b. **Data Conflict Resolution Protocols**

Feest noted that we are still waiting for feedback from the attorneys on the conflict resolution protocols.

IV. **STRUCTURE OF HSC BOARD/COMMITTEES DISCUSSION**

Peterson read the committee an email from Tauer that expressed some concerns about the proposed changes to the HSC Bylaws regarding Board and Committee structure. Specifically, the concern was about the number of Board members that will be on the Operations and Administration committees. The members discussed the new structure and any concerns. It was noted that the goal of the changes to the bylaws had been to streamline the structure. Peterson noted that the changes as proposed had moved through committee level and went before the full Board, where they were passed. Her suggestion was to bring this to the Full Board as a discussion item if desired, where the Chair could decide if the concerns warranted reopening the item for further review or action. The committee discussed and agreed on this plan.

IV. **NEXT MEETING DATES**

September 9th, 2020 at 4:00 PM

September 22nd, 2020 at 3:30 PM

V. **ADJOURNMENT**

There being no further business, Chair Peterson:

ADJOURNED THE MEETING.

Meeting adjourned at 4:19 P.M.

Respectfully submitted,

Jessica Kaul
Administrative Assistant

APPROVED