



THE HUMAN SERVICE CENTER

(HUMAN SERVICES BOARD 51.42/51.437)

P.O. BOX 897

705 EAST TIMBER DRIVE • RHINELANDER, WI 54501-0897

TELEPHONE: 715-369-2215

FAX: 715-369-2214

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, January 13, 2022 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: Jennifer Dornfeld(via Teams), Cindy Gretzinger, Ron Kressin, Maggie Peterson (via Teams), Nancy Tauer(via Teams at 3:09), Holly Tomlanovich(via Teams), Alan VanRaalte

Members Excused:

Members Absent:

Staff Present: Hugo Vargas, Donna Shimeck, Tamara Feest, Melissa Gauthier

Others Present:

I. MEETING CONVENED

Chair Kressin called the meeting to order at 3:00 P.M. It was noted that a quorum was present, 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 Kressin to:

APPROVE THE MINUTES FROM NOVEMBER 11, 2021 AS PRESENTED.

All ayes, motion carried.

III. VACANCY AND RECRUITMENT UPDATE

Vargas reported that there is currently an opening for a CCS Service Facilitator, Mental Health Tech and Outpatient Therapist. There has been an increase in resumes received since the holidays and are hopeful we can get positions filled.

IV. COMMUNITY ENGAGEMENT UPDATE

Vargas reported that HSC continues to participate in the Social Services joint staffing meetings. These meetings provide opportunities to provide important updates and developments for individual clients. Vilas County Department of Social Services and HSC staff meet monthly. HSC and Forest County Department of Social Services have established bi-weekly staffings, but these meetings have temporarily been put on hold as Forest County deals with staffing issues. HSC's Behavioral Health management team has maintained contact with FCDSS leadership to ensure clients' needs continue to be addressed. Oneida County meets on a monthly basis and additional calls and meetings take place if need be to discuss mutual client care.

Shimeck reported that although the Community Coalition of Forest County and Vilas County Youth Coalition meetings are held when she cannot attend, she stays in communication with the coalitions as well as receives minutes from the meetings and they let Shimeck know if they may need assistance with prevention.

V. COMPREHENSIVE COMMUNITY SERVICES UPDATE

Vargas reported that there are currently 66 clients enrolled in CCS and the program continues to receive many referrals. The BH management team has been working with HSC's Mental Health Therapist to provide additional supervision and support to the CCS Service Facilitators and recovery team. The Intake Specialist, Jami Lesniak, is also in the process of being trained. This position will work for both the DD and BH departments to enroll clients into programs.

Vargas reported that the CCS coordinating committee reviewed the results of the CCS annual survey as part of quality improvement and assurance. A summary was created for the committee which included the most salient survey results which were introduced as potential targets for quality improvement in 2022. Three areas of potential improvement were identified: 1. Improved communication during intake and subsequent interactions regarding evidence of progress towards clients' goals. 2. Improved social skills development for clients. 3. Improved housing related and independent living skills development. Shimeck commended Vargas on the great job communicating with the coordinating committee and getting such thorough feedback.

VI. COMMUNITY SUPPORT PROGRAM UPDATE

Vargas provided a CSP update. Vargas reported there are currently 22 clients enrolled in this program and continue to enroll new clients. Vargas reported that HSC continues to receive glowing reviews from clients regarding the high quality of services they are receiving and particularly the dedication endemic in the culture of the CSP program.

Vargas reported that the CSP team recently completed reviewing the 2021 goals and developed goals for 2022. Vargas reported that it was a pleasure to participate in the brainstorming session and witness the dedication and creativity of the staff. The CSP team would like to work on increasing social opportunities for clients as well as increase clients' ownership of their treatment.

VII. COMMUNITY RECOVERY SERVICES UPDATE

Vargas reported that there are currently 5 clients enrolled in this program. Vargas also reported that the CRS team continues to collaborate with DHS to complete their annual audit. The audit has been an extended process due to the remote nature, but the process has been smooth and foresee a positive outcome.

Shimeck reported that the CRS team has collaborated with leadership among the providers to improve compliance with documentation requirements. Shimeck and 2 other staff completed a training in January regarding documentation for this program and will share the training with other employees. Shimeck also reported that 3 group homes closed which limits the providers, but staff have worked hard to find suitable placements for clients.

VIII. OUTPATIENT CLINIC UPDATE

Shimeck reported that there are currently 204 clients being seen through the AODA Outpatient Clinic, 213 in OWI, and 322 clients in Mental Health Outpatient Clinic. Shimeck reported that the outpatient clinic staff met 4 times between November and December to discuss the entire process the clients go through from intake to discharge. The staff enjoyed the meetings that were collaborative in nature and will result in an outpatient clinic redesign. The staff found the meetings helpful and voiced that they would like to continue to meet at least quarterly moving forward. Shimeck reported that the meetings occurred due to a rewrite of DHS 75 which was released recently and will go into effect October of 2022.

IX. EMERGENCY SERVICES UPDATE

Vargas reported that there are 92 clients currently in ESP. The after-hours emergency services are covered by clinical staff across the BH department and the drop in staff numbers in 2021 was felt by the team through longer and more frequent shifts at the same time there was a drop in favorable outcomes. Although the screening continues to be a demanding and necessary part of services to the community, the staff has expressed their appreciation for the steps the department has taken to reduce the burden as much as possible. Shimeck reported that during December, she shadowed staff during mobile crisis calls which was well received by staff and gave Shimeck an insight on the frequency

and duration of calls. Shimeck is also going through the orientation and training that the new hires go through.

Shimeck also reported that Winnebago Mental Health appears to be denying clients who require 1:1 coverage, have medical issues and are older adults. In some cases, it is taking longer times to admit patients. These changes appear to be a result in increased COVID cases and a decrease in their filled physician positions. Shimeck did reach out to local law enforcement to inform them of the changes.

A. EMERGENCY SERVICES REPORT

The Emergency Services Report was distributed to the committee. Vargas reported an increase in diversions in December compared to October and November. COVID related calls still remain low.

X. NEXT MEETING DATE

Thursday, February 10, 2022 at 3:00 PM

XI. ADJOURNMENT

Chair Kressin adjourned the Behavioral Health Committee meeting at 3:51 P.M.

Melissa Gauthier
Administrative Assistant