

HEALTH & HUMAN SERVICES BOARD

Tuesday, December 7, 2010

Administrative Center – Room 3220

6:30 P.M.

MEMBERS PRESENT: Sharon Hampson, Jill Billings (6:36 p.m.), Bill Feehan, James Glasser, Loren Kannenberg, Monica Kruse, Margaret Wood

MEMBERS EXCUSED: Bill Brockmiller, David Trapp

MEMBERS ABSENT: None

STAFF & GUESTS: Doug Mormann, Steve O'Malley, Dean Ruppert, Margaret Norden, Sara Koopman, Jane Klekamp, Lanaya Peterson, Lorie Graff, Becky Spanjers, Fran Hegenbarth, Susanne Hayes, Marilyn Hempstead

ROLL CALL/CALL TO ORDER

Chair Sharon Hampson called the meeting to order at 6:31 p.m. She stated that Jason Witt was excused to receive a national award for his work in juvenile justice.

ANNOUNCEMENTS

October County Board Action

None reported.

Board Members Report on Conferences/Meetings/Workshops

- Margaret Wood reported on upcoming events: Gundersen Lutheran is holding a strategic planning breakfast. The League of Women Voters is holding a lunch regarding the Care Center.
- Sharon Hampson reported that her NALBOH term is done, but she has been asked by NALBOH to be a liaison with the National Association of Counties. She also reported on attending an Aging Communities seminar.

Board Performance Evaluation

An evaluation form was distributed for members to provide input on meetings and members. They are to be returned to Chair Hampson or Renee Weston in Human Services by December 7, 2010.

2011 Meeting Dates

A list of all meeting dates in 2011 was provided.

PUBLIC COMMENT

None requested.

BOARD EDUCATION

Policy, Practice, People of HS Administration – Outcome Measurement

Lanaya Peterson gave a Power Point summary of the workshop she attended on evaluating the performance of contracted services. She stated that the evaluations of outcome based contracting will be ongoing, and will be a valuable tool during budget deliberations. She explained the process of measuring vendor outcomes and internal program outcomes, data collection and analysis, and acting on findings. She explained the difference between outputs and outcomes, and emphasized that outcomes should be more than statistics about numbers and populations served, but should show measurable change to demonstrate effectiveness. She stated that meetings with vendors and educating them on expectations will be key to their success as a service provider. The first programs to use the outcome measurement process are the sex offender program and acute protective supervision program. Discussion followed, including the need for client incorporation of program goals to achieve both personal and program success.

W-2 Quality Service Review Results

Tom Miller reported that La Crosse County volunteered to be a test county for a W-2 Quality Service Review (QSR) conducted by the state Department of Children and Families (DCF). He provided information on the process of testing the W-2 Practice Model to determine what is and is not working, including random sampling of all W-2 cases. The evaluation team also conducted interviews, and held focus groups of Human Services and community providers. The results of the evaluation listed several positive factors, including commitment to quality improvement and individualized employability plans. The reviewers gave suggestions, such as using more family-based practice models and contingency plans, and having more

communication with providers. Miller particularly noted the difference that has been made with having a job developer who has significantly expanded the number of job sites where clients are placed.

Chemical Health Update

Jane Klekamp and Becky Spanjers provided a review of the merger of substance abuse services into Justice Sanctions programming since July, 2009. Klekamp showed the treatment focus on prevention, education, outreach, outpatient treatment, and supported housing. She stated they have instituted same-day or next-day assessments, and included slots of time for crisis referrals. They have decreased the number of residential placements by concentrating on individualized treatment programs to help clients achieve success while remaining in the community. She provided information on budget adjustments that showed a dramatic decrease from 2008 expenses of \$998,748.00 to 2010 projected total expenses of \$375,774.00. Discussion was held about prevention programs in the community and alternatives to residential treatment.

Proposed 2011 HHS Board Work Plan

A table was provided to show meeting dates and agenda items, board education topics, and recognitions/announcements for each month. Doug Mormann reported that Lieske Giese, Regional Director, Wisconsin Division of Public Health, has requested an opportunity to come to an HHS meeting each year and Chair Hampson suggested that she be invited to the March, 2011, meeting. Discussion was held about reworking the Day in the Life experience to accommodate more County Board members who are not on the HHS Board.

DIRECTOR REPORTS

Health Department Written Director's Report

Human Services Written Director's Report

MOTION by Wood/Glasser to receive and file the Directors' Reports. **Motion carried unanimously.** Brockmiller, Trapp excused.

Doug Mormann spoke about a *NALBOH Newsbrief* cover article on Boards of Health focusing on outcomes. Dean Ruppert reported that both Mary Ellen Prinsen and Wayde Anger are retiring and Human Services is looking at its managerial structure.

CONSENT AGENDA

MOTION by Kruse/Wood to receive and file the following Consent Agenda items. **Motion carried unanimously.** Brockmiller, Trapp excused.

Minutes

Health and Human Services Board 11/2/10
Criminal Justice Management Council 10/20/10
Criminal Justice Executive Committee 10/13/10
Family Policy Board 10/21/10
W-2 Community Steering Committee 11/9/10
Coulee Region Childhood Obesity Coalition 11/9/10
Labor Management 11/30/10

Fiscal

Vendor Audit Compliance Report
Human Services Quarterly Report on Budget Benchmarks
Essential Services Contract

NOTE: Doug Mormann reported that an RFP was issued for STD testing, and Options in Reproductive Care was the only agency to respond.

ITEMS FOR FUTURE AGENDAS

None requested.

ADJOURNMENT

MOTION by Kruse/Wood to adjourn to the next meeting to be held on Tuesday, January 11, 2011. The meeting adjourned at 8:00 p.m.

Approved, January 11, 2011, Margaret Norden, Recorder