

HEALTH AND HUMAN SERVICES BOARD

Tuesday, March 6, 2012

Room 3220, Administrative Center, 400 4th St. N.

6:30 p.m.

MEMBERS PRESENT: Sharon Hampson, Bill Brockmiller, James Glasser, Loren Kannenberg, Monica Kruse, David Trapp, Margaret Wood

MEMBERS EXCUSED: Jill Billings, Bill Feehan

MEMBERS ABSENT: None

STAFF & GUESTS: Doug Mormann, Jason Witt, Gary Ingvalson, Dean Ruppert, Sara Koopman, Lieske Giese, Margaret Norden, Marilyn Hempstead

ANNOUNCEMENTS

February County Board Action

The Resolution to increase hours for a health educator was carried.

Board Members Report on Conferences/Meetings

Chair Hampson attended a public health legislative exchange that was attended by local legislators.

Jason Witt Appointment to Governor's Council on Offender Re-entry

Jason Witt will serve for two years on the Council on Offender Re-entry, effective February 10, 2012.

Human Services Employee Recognition March 13 & 14

Recognition events will be held at 12:00 p.m. on March 13, and at 8:00 a.m. on March 14.

National Child Abuse Prevention Month in April

Observance of National Child Abuse Prevention Month will focus on local efforts, such as activities by the Coulee Region Child Abuse Prevention Task Force to raise awareness. Events are planned for March 25, 29, and 30, and April 7 and 10.

National Public Health Week April 2-8, 2012

The theme "A Healthier America Begins Today: Join the Movement" stresses the importance of prevention and wellness. The La Crosse County Health Department will promote water tests and immunization rates.

Nomination for State and Federal Public Health Organizations

Supervisor Wood, who is co-president of the Wisconsin WALHDAB State Board, provided information on nominations for Board of Health Member of the Year and officer vacancies. Elections will be held at the state conference, May 21-23, 2012.

Department of Health Services to hold town hall meetings on Long-term Care Sustainability initiatives

The State Department of Health Services will hold a town hall meeting in La Crosse on March 9, 2012, at UW-La Crosse Cartwright Center, and will receive comments from consumers, community partners, integrated health systems, and providers.

PUBLIC COMMENT

None requested.

BOARD EDUCATION

Western Region Division of Public Health Update

Lieske Giese, Director of the Western Region Office of the Wisconsin Division of Health, updated the HHS Board on the following activities:

- Community Health Needs Assessment and Community Health Improvement Planning (CHA/CHIPP)

Giese stated that health departments are required by statute to do an assessment and a plan. Boards of health also have a statutory responsibility to be aware of needs and respond to needs with community partners. There is a new requirement that hospitals work with health departments and other partners. Funding resources are available from associations, such as WALHDAB, and state and federal level grants. The State Health Department is going through a similar process. Doug Mormann reported that department work plans will reflect the recent local needs assessment in 2013.

- National accreditation

Giese provided standards that will be evaluated by the Public Health Accreditation Board (PHAB). She reported that the State is going through its own process to be accredited, as well as Tribes. She stated that after a letter of intent is submitted, the County Health Department would need to be sure all standards are being met and prepare documentation.

There will be a site visit at which the HHS Board will be an integral part of the review process. She stated there is monetary and consulting support available to applicants. Discussion followed regarding the desired outcome of the accreditation process. Giese explained that the process is voluntary, and the goal is have as many departments as possible become accredited by building on a quality improvement framework. Discussion was held about the five-year update for accreditation and the value of going through an accreditation process in improving the department and services.

Policy, Practice, People of Vector-Animal Control and Complexity of Expanding Range of Commercial Animal Establishments

The item was postponed to a future agenda due to a presenter being unavailable.

Accreditation Domain 5 Develop Public Health Policies and Plans

Doug Mormann reported on Domain 5 of the accreditation process, which is "Develop Public Health Policies and Plans." He presented criteria on meeting the following standards:

- Serve as a primary and expert resource for establishing and maintaining public health policies, practices and capacity. Measures include: Monitor and track public health issues that set public health policies and practices; engage in activities that contribute to the development or modification of public health policy; and inform governing entities and the public of health impacts.
- Conduct a comprehensive planning process resulting in a Tribal/State/Community health improvement plan. Measures include: Conduct a process to develop a community health improvement plan; produce a community health plan using the process; implement the plan in partnership with others; and monitor progress in collaboration with stakeholders.
- Develop and implement a Health Department Organizational Strategic Plan. Measures include: Conduct a department strategic planning process; adopt a strategic plan; and implement the plan.
- Maintain an All Hazards Emergency Operations Plan (EOP). Measures include: Participate in the process for development and maintenance of an EOP; and adopt and maintain an EOP.

Mormann provided details on each of the measurements. Discussion was held about the closure of the local FBI office and impact on emergency response. Mormann reported that the remaining Domain information will be presented to the HHS Board with a goal of submitting a letter of intent at the end of 2012.

Western Region for Economic Assistance Update – State Central Documentation

Jason Witt spoke about difficulties experienced as a result of performance issues with the State income maintenance (IM) central document processing unit (CDPU). An initial delay and backlog resulted when the unit was not prepared for the volume of applications as of the January 3, 2012, consortia start date. As the CDPU caught up on the backlog, it became clear there are serious performance issues within the unit, as a significant percent of documents scanned have resulted in errors. It is clear from weekly conference calls in which staff is participating that Wisconsin Department of Human Services is well aware of and is attempting to address these issues.

POLICY

Human Services Strategic Plan

Jason Witt provided an outline of 2012-13 objectives for the Human Services Department and gave examples and details of plans and timeframes.

- Implement evidence-based and best practices
Objectives include: Motivational interviewing, evidence based leadership, and coordination and support for consistency throughout the department.
- Develop and maintain full continuum of services
Objectives include: Identify barriers and gaps, reintegration and permanency for the most resource-intensive cases in Family & Children's Services, Mental Health Recovery, and Chemical Health & Justice Sanctions; analyze purchased services to maximize use of evidence-based or best practices; and review services to identify strengths/weaknesses and educate providers.
- Improve service integration
Objectives include: Fully implement Single Point of Entry; analyze intake/case management and implement recommendation for increased integration; implement CONNECT Project to update IT system to better access and integrate records and databases.

- Become more of a data-driven organization
Objectives include: Business analysis to maximize benefits; identify performance measures and key indicators; continue implementing outcome-based contracting; utilize process improvement to increase efficiencies.
- Regular & pro-active collaboration
Objectives include: Maximize local capacity through community partnerships and sharing of resources; utilize regional partners while retaining local accountability; and gain flexibility and resources with state and legislative partners.

Witt also provided a handout on the Human Services Department mission (“Enhancing Self-Sufficiency and Quality of Life with Respect for the Dignity of the Person Served”), organizational vision (“One Department, One Mission, One Culture”), and the core values (Responsible Stewardship, Relevant to Clients & Community, and Results Driven).

DIRECTOR REPORTS

Health Department Written Director’s Report

Human Services Written Director’s Report

MOTION by Wood/Brockmiller to approve the Directors’ Reports. **Motion carried unanimously.**

Billings, Feehan excused.

Chair Hampson pointed out the decline in Chapter 51 detentions that was noted in the Human Services Director’s Report, and credited the CARE Center for the decrease.

CONSENT AGENDA

MOTION by Brockmiller/Wood to receive and file the following Consent Agenda items.

Minutes

Health and Human Services Board 2/8/12

Coulee Region Childhood Obesity Coalition 2/24/12

Labor/Management 2/6/12

Action Resource Recovery Team 1/20/12

Action Resource Recovery Team 2/10/12

Fiscal

Vendor Audit Compliance Report

ITEMS FOR FUTURE AGENDAS

No agenda requests were made. Discussion was held about submitting a response to a column in the *La Crosse Tribune* about raw milk sales, and making the media and public aware of money saved by the drop in Chapter 51 detentions.

ADJOURNMENT TO THE NEXT MEETING TO BE HELD TUESDAY, APRIL 10, 2012

MOTION by Wood/Brockmiller to adjourn. **Motion carried unanimously.** The meeting adjourned at 8:00 p.m.

Disclaimer: The above minutes may be approved, amended or corrected at the next committee meeting.
Margaret Norden, Recorder