

BAYFIELD COUNTY HUMAN SERVICES BOARD MEETING

EOC & Virtual

January 26, 2023

DRAFT:
Subject to change at
the next BCDHS
meeting

Board Members Present: James Crandall, Jeremy Oswald (arrived at 4:02), Patrick Irvine*, Marty Milanowski*, Mary Dougherty, Madelaine Rekemeyer, Stephanie Defoe-Haskins*, Sue Rosa (arrived at 4:08) *
(*member attendance is virtual)

Board Members Not Present: Lona Schmidt

Others Present: Elizabeth Skulan, Mary Anich, Tom Croteau, Jeanine Spuhler, Sarah Traaholt, Stephanie Eder, Carrie Linder, Hayley Weyers, Kristin Opperman

Call to Order and Introductions

Crandall called the meeting to order at 4:00 p.m. and introductions were made.

Opportunity for Public Comment (Limit 3 minutes please.)

No Public Comment

Discussion and Possible Action – Review and approval of the December 6, 2022, meeting minutes

Motion by Milanowski, second by Defoe-Haskins to approve the December 6, 2022, meeting minutes as presented. Motion passed.

Program Presentation –Children’s Community Options Program (CCOP) and Children’s Long-term Services (CLTS) Program, Aging and Disability Services Staff, Kristin Opperman and Hayley Weyers.

Opperman explained that Wisconsin’s Children’s Long-Term Support (CLTS) Waiver Program, the Children’s Community Options Program (CCOP), and Katie Beckett, include mechanisms which allow children who experience severe limitations due to developmental, physical, or severe emotional disabilities that would otherwise require a hospital, nursing home, or institutional level of care to access Medicaid, despite their household income. CLTS and CCOP are community-based Medicaid funded waivers, which afford funding to purchase supports to help the child remain safely in their home, foster home, or other approved community setting. A handout was provided with supports and services offered by CLTS.

Weyers noted CLTS and CCOP are fully funded with state and federal dollars. County Waiver Agencies (CWA) are responsible for ensuring program rules are followed.

Weyers stated there are currently forty-one participants in the program and one active referral. With continuous enrollment there is no longer a waiting list. Referrals often come from schools, medical providers, occupational therapy, or the Birth-to-Three program.

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Opperman and Weyers reviewed the referral, eligibility determination, services coordination and support processes, and program timelines. If eligible, participants wait no more than 105 days for service. CLTS is a voluntary program. Crossover services through Comprehensive Community Services (CCS) or the Behavioral Health and Community Programs Section may be available if the child has a mental health diagnosis.

Opperman stated the lack of local providers and the workforce shortage have created obstacles to successfully providing all the services needed to meet every child's needs.

The Public Health Emergency uncoupling will be challenging. Currently there are additional flexibilities and leniencies for annual recertifications that are available due to the pandemic. Since many families have enrolled since the Public Health Emergency began in March of 2020, they may not be prepared for the rigid requirements and deadlines inherent in the program. Opperman and Weyers are trying to anticipate issues and are proactively communicating changes to families to help prepare them.

Irvine questioned the age range of CLTS participants. Weyers stated that children range from one year old to eighteen years of age, unless the child is not able to access adult long-term services, in which case they may remain eligible for CLTS until their 22nd birthday. Six months before the child's eighteenth birthday, service facilitators collaborate with Adult Protective Services (APS) and the Aging and Disability Resource Center (ADRC) staff to determine eligibility for Family Care. If the youth is eligible, staff transition participants to adult services.

Rekemeyer asked what percentages of children have physical disabilities, mental health diagnoses, or developmental diagnoses. Opperman reported well over 50% of the children have a developmental disability and many of the children are disabled due to maternal substance misuse while pregnant. Opperman was uncertain of the breakdown for the rest of the target populations, but indicated some children have a multi-factor diagnosis.

Oswald asked what happens to youth who do not qualify for FamilyCare. Opperman noted that if a child doesn't qualify for a transition to FamilyCare, staff provide them with information and/or connect the family to any other resource available to them. Skulan noted individuals who only have a mental health diagnosis are not eligible for FamilyCare.

Weyers talked about Children's Community Options Program (CCOP) which is a sister program to CLTS. CCOP is an additional pool of funds with different guidelines. CCOP is often used for supports or services that are not eligible for CLTS funding. Examples include recreation, reimbursements for lodging, and alternate activities. Counties are afforded an annual allocation by the state which is managed at the county level. Weyers also noted there is an Advisory Committee for the CCOP program and additional members are currently being recruited for the committee. By state statute, the committee must be comprised of more than 51% members who are the parents of someone with a disability. A qualified committee member can be the parent of a disabled child who is a minor or an adult.

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Monthly Section Reports

Economic Support Services – Jeanine Spuhler

- Spuhler reports that the uncoupling of some public assistance programs from the Public Health Emergency is underway. During COVID, the federal government allowed states to provide additional FoodShare benefits to members. In Wisconsin, this afforded every household the maximum amount of FoodShare for their household composition, no matter their income. The additional benefits will end after February 2023. Beginning March 1, 2023, members will receive the FoodShare benefits they are eligible for based on their household size and reported income. Because this change will negatively impact many households: the information has been provided to the media; notices are going out to all members; an informational message was recorded on the Northern Income Maintenance Consortium (NIMC) call center line; and call center representatives are asking anyone who calls if they are aware of the change. The federal requirement to maintain health care coverage for Medicaid/BadgerCare+ members during the Public Health Emergency will end as of 3/31/23. Letters will be issued to members in mid-March with the member's renewal date and information regarding the change. Members will be subject to pre-pandemic rules upon renewal. The first group of renewals will begin in June. More information regarding this process should be forthcoming and will be shared as it is available. It is anticipated this will result in significant changes for members and it will mean a significant increase in workload for the Economic Support worker throughout the state – many whom have never determined eligibility using the pre-pandemic eligibility requirements. Staff will receive additional training to prepare them for the changes.
- Energy assistance continues to be busy.
- Dougherty asked about integrated messages for handouts at the food pantry. Spuhler will provide information to Dougherty for distribution when it is available. Dougherty voiced her concerns some food pantries may be tightening their eligibility criteria at the same time households are being negatively impacted by the reduction of FoodShare benefits. Dougherty said CORE can provide space for public outreach or impact sessions.

Family Services – Mary Anich

- Anich reported Michelle Arganbright and Alice Wilson are attending new worker trainings. Arganbright is currently at an in-person training, Brief Intervention Tools for Youth Justice Criminogenic Thinking Patterns (BITS), while Wilson is participating in Forensic Interview Training which provides interview standards for child protective services cases.
- Anich continues to be in the field a great deal working directly with clients, while staff shadow her. Anich noted a significant increase in Child Protective Services (CPS) cases. Foster Care Coordinator Briana Aldaba has been assisting with assignments outside her normal duties to help manage the workload. Family Support Specialist Val Westlund also continues to assist making contact with families as well as working with families in their homes.

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- Evan Maki and Jamie Allen, Behavioral Health and Community Programs Case Managers, provide services to children and families referred to Family Services who are in need of behavioral health services. They are including in the rotation for on call duties as well.
- Social Worker Aide Marne Belanger has returned to her original part-time hours as of January 1, 2023. Belanger has adjusted her work hours over the last year to assist with the Family Services workload.
- Several staff, including Anich, have increased their hours to 40 hours a week as of January 1, 2023. Some staff had already been working 40 hours a week.
- Family Services continues to advertise for two vacancies. An interview was conducted this week. DHS continues to struggle to find qualified candidates for Family Services positions.
- Anich was happy to announce Val Westlund rescinded her resignation.
- Anich thanked the County Board for supporting Martin Luther King (MLK) training day – which was appreciated by staff.

Support Services – Stephanie Eder

- Eder noted that all Support Staff attended and appreciated MLK day training.
- Support staff are working to close fiscal 2022. The process will not conclude until May or June 2023. The last batch of fiscal 2022 invoices that can be paid will be issued February 24, 2023, for auditing purposes.
- DHS Bookkeeper Kathy Wolfram-Moran is working with DHS Managers and staff on grant funding to ensure monies were expended and claimed appropriately.
- Nina Bucher is issuing the 2023 provider contracts.
- Receptionist Nikki Falk completed a full day of training in Excel. Falk is a great addition to the Support Staff team. Support Services section is fully staffed and doing well.
- Bucher, Gilbertson, Wolfram-Moran met with CLTS staff to review billing codes.
- While working with Department of Transportation (DOT), Linder learned about an error with the Bayfield County DOT trust find. The error was identified and corrected.

Behavioral Health & Community Programs – Tom Croteau

- Croteau noted there have recently been many inquiries for both voluntary and involuntary services.
- Croteau reported staff worked with Dane County and the Federal Bureau of Investigation (FBI) on a situation with a Bayfield County resident. The FBI wrote an email complimenting staff on their collaboration and proper handling of the situation.
- Staff are dealing with several intensive placements that require an institutional level of care. These placements are costly, so it is essential to incorporate every available grant dollar and for staff to be creative with resources.
- Croteau stated his appreciation for BHCP staff who go the extra mile.
- Comprehensive Community Services (CCS) census currently includes ten children, approximately 25% of all individuals being served by the program. Three to four referrals for youth are currently being processed. Most referrals continue to come from other Human Services Sections or other Bayfield County departments. Collaboration between sections has been great.

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- CCS requires a participant be Medicaid eligible for services. Uncoupling of Medicaid benefits will affect the eligibility of two to three participants. Staff are preparing to talk to them about other services/resources that are available to them.
- CCS Service Facilitator Vanessa Sowl received her State of Wisconsin Substance Abuse Counselor In-Training (SAC-IT) licensure. Croteau is working with Skulan, the County Administrator, and Human Resources to determine if these duties can be added to her job description.
- Biennial recertification for the CCS program was completed on-site by the Division of Quality Assurance on January 12, 2023. The program was recertified without any deficiencies or areas of incompliance. The state reviewer shared some positive comments about the program. The state is currently exploring non-expiring program certifications, but it appears programs would continue to have biannual site visits.

Aging & Disability (A&D) Services – Carrie Linder

- Home Delivered Meal Van Driver Lorraine Benson submitted her resignation January 25, 2023. Benson has been delivering meals for over twenty years. Benson will continue to work for Bayfield County in the Bayfield County Kitchen, where she currently works part-time. Benson will deliver meals until March 1, 2023, to allow for recruitment and training of a new driver. Best wishes to Benson.
- Linder, Weyers, Opperman and ADRC staff attended a state meeting regarding the uncoupling of program eligibility and benefits from the Public Health Emergency. Linder reported the changes will have significant impact on Aging and Disability and ADRC programming and eligibility. Full impact and details are not known at this time. Staff are preparing for the changes and will contact any affected participants as details become available.
- Linder reported there will be changes to the Family Care Geographic Service Regions (GSR) over the next few years. Bayfield County formerly in GSR 7, was combined with GSR 1, effective January 1, 2023. This change facilitated a second Family Care Managed Care Organization (MCO) called My Choice to be available to Bayfield County residents. Both MCO's offered in Bayfield County, My Choice and Inclusa, are in the process of being purchased by private insurance companies, Molina, and Humana respectively.
- The Elder Nutrition Program and ADRC staff participated in a Social Isolation and Loneliness Pilot. Staff conducted a three-point survey for the purpose of determining the ease of implementing it into daily practice. The outcomes were not surprising, and staff felt this may be an easy way to screen individuals on their mental health.
- Aging and Disability staff will have their annual retreat on February 1, 2023. This will be an opportunity for the team to brainstorm and identify section goals for 2023.
- Dougherty expressed her gratefulness for Linder's help in providing information and assistance in planning services provided by CORE.

Monthly Reports

Monthly Financial and Training reports were reviewed and placed on file.

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Discussion and Possible Action – Review and approval of the DHS Issued Cell Phone Policy

Motion by Milanowski, second by Rekemeyer to approve the DHS Issued Cell Phone Policy.
Motion passed.

Discussion and Possible Action – Consideration and request to approve appointment of Anna Hanson and Cheryl Cook, to the Children’s Community Options Program Advisory Committee

Motion by Dougherty, second by Oswald to approve the appointment of Anna Hanson and Cheryl Cook, to the Children’s Community Options Program Advisory Committee. Motion passed.

Other (Informational Items)

- Record of customers calls highlighting Katy Hansen’s customer services.
- Susienka, Paul, “Law Enforcement and Emergency Mental Health Treatment”, *Wisconsin Counties Magazine*, January 2023, pp. 15-17.

Future Meetings

- A. February meeting is tentatively cancelled.
- B. March 23, 2023
- C. April 27, 2023

Discussion and Possible Action: Motion or Chair’s Statement to Adjourn

Crandall Adjourned the meeting at 5:28 pm.

Submitted by Sarah Traaholt, Clerk III