

## NORTH CENTRAL COMMUNITY SERVICES PROGRAM

### BOARD MEETING MINUTES

March 30, 2023

3:00 p.m.

North Central Health Care

<b>Present:</b> X	Eric Anderson	X	Randy Balk	X	Chad Billeb
X	Angela Cummings	X	Kurt Gibbs	X	Liberty Heidmann
X	Renee Krueger	EXC	Alyson Leahy	X	Lance Leonhard
ABS	Bruce McDougal	X	Dave Oberbeck	X	Robin Stowe
X	Jeremy Hunt	X	Vacant		

**Staff Present:** Gary Olsen, Jarret Nickel, Jason Hake, Ryan Hansen, Kristin Woller, Jessica Meadows

#### Call to order

- Meeting was called to order at 3:02 p.m. by Chair Gibbs.

#### Chairman's Announcements

- Welcome Jeremy Hunt as a member of the NCCSP Board.
- Introductions of Board Members and staff.
- K. Gibbs thanked all members for serving on the Board and to the Board and staff for the critical work that all do.

#### Public Comment for Matters Appearing on the Agenda

- No public comment.

#### Consent Agenda

- **Motion**/second, Leonhard/Balk, to approve the January 26, 2023 NCCSP Board minutes. Motion carried.

#### Program Updates

- Nursing Home Operations – J. Nickel
  - Mount View Care Center Presentation – K. Woller
  - Pine Crest Nursing Home Presentation – R. Hanson
- Discussion included:
  - Converting 4<sup>th</sup> floor for dementia care in progress.
  - Renovations on Northern Reflections will begin soon with completion anticipated before end of year. Upon completion we have opportunity to increase census and positively impact financials in 2024.
  - Role of 51.42 Board in the operations of nursing homes:
    - ◆ The Tri-County Agreement states the NCCSP 51.42 Board is responsible for community programs and nursing homes are a key part of NCHC.

- ♦ Lincoln County recently established an Ad Hoc Committee to review Pine Crest Nursing Home Operations and compile a list of options for the nursing home operations moving forward. Lincoln County Board will be reviewing the 161-page report and we anticipate their recommendations on the future of the nursing home at its April meeting.
- ♦ Marathon County had completed a similar intensive review of Mount View Care Center several years ago and made the decision to continue the current nursing home operations.
- ♦ Counties are responsible for nursing home services for protectively placed individuals. Where and how those services are provided is the county's decision. Understanding staffing challenges, direct and indirect costs of the nursing home and the entire umbrella of NCHC is important in how, in some instances, services help each other out by sharing costs, knowledge, etc. It is felt that at some point geriatric and mental health will blend.

Recruitment Initiatives – J. Meadows

- A video was created: Amazing Employees Provide Exceptional Care. It talks about the people who work at NCHC, experiences employees have, etc.
- OTT (Over-the-Top) Advertising began January 1, 2023. Results show we have reached new audiences by streaming TV ads, using Search Engine Marketing, and social advertising, specific to identified demographics.
- We have received a significant increase in applications which has led to more interviews, and an increase in new hires in these first 90 days of 2023.
- R. Stowe relayed that Langlade County department heads have expressed much positive commentary about how great the communication has been from NCHC with the News You Can Use, media releases, etc.

Resolution of Support for Utilization of State Surplus Funding to Offset Supplemental Payment Decreases in Fiscal Year 2022/23 and to Continue Future CPE Award Disbursements to County Owned Nursing Homes – G. Olsen

- A request is being made of the Marathon and Lincoln Counties to take this resolution to their boards and then send it to the Governor and members of the legislature. Wisconsin Counties Association is also assisting as this loss of funding has impacted 23 counties.
  - Late last year we were notified of an increase in Medicaid reimbursement rates.
  - There has been a supplemental payment program for a number of years which is a fixed amount allocated to nursing homes to help offset the loss of operating county nursing homes. We budgeted in 2022 and 2023 for similar payments as received historically.
  - The State provided no feedback prior to them telling us the supplemental payment would be cut. The cut in supplemental payments for Marathon County was just over \$1 million and 23 other counties received significant decreases while Dane County received a \$7 million increase.
  - Contacts have been made to the Wisconsin Counties Association and our legislators.

- **Motion**/second, Cummings/Leonhard, to approve the resolution and forward to Marathon and Lincoln Counties for their consideration, and to forward the resolution to legislators and the Governor from the NCCSP Board. Motion carried.

#### Executive Director Report – G. Olsen

- Dr. Rob Gouthro's last day as Chief Medical Officer was 3/27/2023. Dr. James Billings has been appointed as Interim Medical Director effective March 15, 2023. Dr. Jessica Dotson has also been appointed as Interim Medical Director of Youth Hospital. We will re-evaluate in six months.
- Communication with our external partners is a priority and with that the Human Services Leadership Team, consisting of the three county social services directors, V. Tylka, G. Olsen, and J. Hake, has already met, and will continue to meet regularly.
- Senior Leadership Team started rounding in all programs again to meet with staff regularly.
- Monthly 'Gabbin' with Gary' lunches are going over well as one manager and an employee of the manager's choice have lunch with G. Olsen.
- Monthly Manager Connect Meetings will focus on our vision and training.
- 2022 Audit is wrapping up and has gone very well. The presentation of the audit will be provided to the Executive Committee this year with the change to the Tri-County Agreement. All Board Members are welcome to attend as the audit has been presented to the full Board in the past.
- Crisis will be moving into their new space soon. Difficulties in staffing have resulted in changes to crisis services periodically until positions are refilled. Youth Crisis Stabilization was closed for a while as we were not able to staff the program; the program is now open again.
- Medical Monitored Treatment (MMT) program had been paused but will be reopening with the completion of the renovations.
- Welcome Jason Hake, Managing Director of Finance and Administration!

#### Financial Update – J. Hake

- An overview of financial status was provided which included:
  - Net income from service programs was \$256,882; revenue unfavorable to budget by \$793,321 due to the reduction in supplemental and CPE funding. Expenses were favorable to budget by \$1,050,202.
  - There were significant diversions and under census. Dr. Billings is reviewing each case and is following up with each physician when a diversion occurs.
  - Sheriff Billeb indicated he is working with V. Tylka to notify other Sheriff Offices of our services and as an alternative to Winnebago.
  - J. Hake is working with managers on monitoring productivity.
  - In our nursing homes a lot has been driven by the supplemental funding decrease.
  - Pharmacy costs are being reviewed and how to improve revenue.
  - Health insurance had net income, but it is not unusual this early in the year. Employees saw a 16% increase in premiums this year.

- Cost of Living Adjustment of 3% (COLAs) are effective next week for hourly employees only. Will review budget regularly to see if a COLA can be provided to salaried employees at some point during the year. Next year any increases will be applied through pay for performance.

#### 2023 Schedule of Executive Committee and Board Meeting

- No concerns about virtual participation in meetings
- Next scheduled Board meeting: April 27 at 3:00 p.m.

#### Adjourn

- **Motion**/second, Stowe/Anderson, to adjourn the meeting at 4:58 p.m. Motion carried.

*Minutes prepared by Debbie Osowski, Executive Assistant*