

**NORTH CENTRAL COMMUNITY SERVICES PROGRAM  
HUMAN SERVICES OPERATIONS COMMITTEE  
MEETING MINUTES**

**July 10, 2013 12:00 p.m.**

**NCHC – Wausau Campus**

	Nancy Bergstrom	X	Ray Bloomer	X	Gary Gisselman
	Linda Haney	X	Joanne Kelly		Holly Matucheski
X	Laura Yarie		Scott Parks	X	John Robinson
X	Lee Shipway				

Also Present: Gary Bezucha, Brenda Glodowski, Toni Simonson, Becky Schultz, Paula Hawkins

The meeting was called to order, roll call was noted and a quorum declared.

Consent Agenda

**Motion** Bloomer, 2<sup>nd</sup> Kelly, to approve the consent agenda, which includes the minutes of the 5/1/13 meeting and the financial update. Motion carried.

Human Services Report

- We had a recent retirement of Keith Wolf, Director of the Antigo Center. We took the opportunity to review the operations of that center. We did restructuring there and aligned the Merrill Center to the new structure. We are recruiting for a replacement in a different capacity. There will now be a center manager to manage day to day operations, be a go-to person. Erica Huffman will be the lead for the entire organization of the COP (Community Options Program). Tanya Simonis will provide clinical oversight in both locations.
- Marshfield Clinic Integrated Care – A pilot program where NCHC will train their Medical Assistants to screen clients for alcohol and drug abuse and mental health issues. If an individual is positive and meets a severity level and needs intervention, we will have an onsite clinician that they could immediately hand off to. It will be at the Wausau Center. We are starting with 20 hours of clinical time per week and work with a few providers in this pilot.

Criminal Justice Process Improvement

- A Criminal Justice Process Improvement (PI) Team was formed about 3-4 months ago and identified opportunities to better serve the Criminal Justice population. Team membership is from all programs and the entities we work with. Attendance has been great; people are taking it as a priority.
- Initially they looked at identifying issues, using PI methods.
- They identified two areas: communication processes, and efficiency & treatment processes.
- They began with a focus on communication. There was confusion on roles, and what the differences are between programs. A plan was put together.
- “Meet and Greets” will be every month, at a different program location each time. Probation and Parole has their “Meet and Greet” this Friday (7/12).
- A communication strategy will be put in place for all programs, giving an outline for staff in their communication dealings to assure misunderstandings don’t occur.
- The team has brainstormed sub groups which are looking at treatment and efficiency issues.

- Access was not part of this team. Another PI team is looking at NCHC access. We are averaging 7.1 days from referral to access.
- The team found a real need in how to hand off a client from one program (level of care) to another. For example, referral from Probation and Parole. The individual may come to us on referral. We may put him in Day Treatment. The question is how we keep all involved and informed to assure there are no breaks in a continuum of care.

#### Psychiatric Services Update

- Gary is working on a report for the board the end of the month.
- The Department of Health Services works with the Feds to identify shortage areas. One psychiatrist per 10,000 civilian population allows it not to be a shortage area. With that criteria it would make the estimate of being short 18.
- We have approximately five FTEs (full-time equivalent) of psychiatry in the three county area, so the deficit is 3-13 currently. And we dedicate one full-time psychiatrist to manage the inpatient hospital so basically we have four.
- Our best guess is that our deficit is at least 3.5 to 4 psychiatrists.
- We are working with Bridge Community Health Clinic to develop a sustainable Psychiatry program.

#### Children's Long-Term Support Waiver

- There is a waiting list at the state level for the autism waiver, which we refer into.
- We operate the Family Support Waiver and the Children's Long-Term Support Waiver. There are no waiting lists in those programs in Langlade and Lincoln Counties.
- We open autism referrals into the LTS waiver so they have support services until they can get into the state's Autism Waiver Program.
- The Autism waiting list is operated in Marathon County by the Department of Social Services.

#### Early Intervention Services

- We have had some discussion on the need for early intervention to address issues before children enter the school system. Schools have identified this as a need.
- We need to bring together people who are involved to look at ways to provide services, such as schools, NCHC, law enforcement, social services, etc.
- Next steps:
  - 25 children were identified in particular. We need to get the list and see what information we can glean from it (services they received or did not receive).
  - Get an education person on this group to replace Jane Freitag. He/she could be from any school, any county.
  - Look at where services are available that are not accessed, and where there are no services available.

#### Future Agenda Items

- Early intervention services
- Update on criminal justice PI

**Motion** Gisselman, 2<sup>nd</sup> Shipway, to adjourn at 1:27p.m. Motion carried.

*Pdh*