

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

April 8, 2016

10:30 a.m.

NCHC – Wausau Campus

Present:

X	John Robinson	EXC ^{via}	Holly Matucheski	EXC	Greta Rusch
X	Scott Parks	X ^{phone}	Nancy Bergstrom	X	Lee Shipway
X	Linda Haney				

Others Present: Ben Bliven, Michael Loy, Gary Bezucha, Laura Scudiere, Brenda Glodowski, Becky Schultz

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

Consent Agenda

- **Motion**/second, Haney/Parks, to approve the consent agenda which includes the 2/12/16 Human Services Operations Committee minutes. Motion carried.

Human Services Operations Report

- New data reports will be reviewed on a monthly basis and modified as needed:
 - Number of referrals
 - Data to be broken down by programs.
 - How many referrals are not scheduled?
 - Breakdown OWI data i.e. compliant vs non-compliant; consider reviewing OWI process, ask Laura Yarie to provide explanation of process, include data from county.
 - Access percentage
 - Two issues that affect access to care: assessment and treatment
 - Data to be broken down by programs.
 - Number of Clients Served by Each Program

Update on Behavioral Health

- Two crisis process improvement teams are in progress: a community involved group and an internal group.
- Distributed and reviewed the Crisis Process Improvement Team action plan.
 - Committee would like expectations identified along with measurable actions.
 - Noted that Trauma Informed Care may be a beneficial learning session for a future meeting.
- Committee would like to review this PI plan no less than quarterly.
- Appreciation was expressed to those working on this team as this process is critical in addressing the mental concerns in the community.
- Nancy Bergstrom noted that she felt concerns with North Central Health Care are addressed.

Community Substance Abuse Treatment Strategy

- With deep concerns about substance abuse in the community and NCHC being leader in providing substance abuse programs, we have an opportunity to create more services for substance abuse.
- Would like to begin identifying what we are doing with substance abuse treatment and where there are gaps, delivery mechanisms, etc.
- How can we expand our services i.e. better communication, substance abuse protocols, etc.? What information and communication can we bring to the community, bring in providers?
- We want to be collaborating, not competing, with providers. 2015 Annual Report from AODA Partnership was provided. Must have dialogue with prevention and treatment providers and include an element of enforcement too. The crisis process improvement project has been a collective impact process and lends itself to this.
- Speak on collective impact – how to get people together in a correct forum, provide overview of NCHC and services, relationship between AODA and behavioral health issues, provide a menu of mental health and AODA services, recommended improvements, importance of providing services in crisis situations, etc.

Financial update

- The organization as a whole is working to keep expenses down and increase revenue
- Many resources have been utilized with the action planning processes and crisis work.

Future agenda items

- Drive agenda off policy resources and education advocacy
- Charter – developing work plan and objectives
- Periodically provide program reports

Motion/second, Shipway/Haney, to adjourn at 11:53 a.m. Motion carried.

dko