

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

May 13, 2016

10:30 a.m.

NCHC – Wausau Campus

Present:

X	John Robinson	EXC	Holly Matucheski	EXC	Greta Rusch
X	Scott Parks	X	Nancy Bergstrom	X	Lee Shipway
X	Linda Haney				

Others Present: Michael Loy, Kim Gochanour, Laura Scudiere, Becky Schultz, Toni Kellner, Michelle Hazuka, Ben Bliven

The meeting was called to order at 10:36 a.m., roll call noted, and a quorum declared.

Consent Agenda

- **Motion/second**, Shipway/Parks, to approve the consent agenda which includes the 4/8/16 Human Services Operations Committee minutes and the financial report. Motion carried.

Crisis Structure Modification Proposal

- Phase II of Crisis Structure Modification Proposal distributed to committee, discussed, and reviewed by members.
- Reviewed current FTE Crisis Workers allotment and proposed FTE status re-structure.
- New model would include the requisition of: Behavioral Health Service Line Director, RN Case Manager, and Law Enforcement Liaison. Discussed other FTE position implementation requests that included the development of a transportation program to assist patients, implementation of crisis shift team leads, a clinical on-call staff and program, and youth crisis stabilization staff.
- Discussed benefit of minimization of diversions that would be a direct result of approval of new staffing re-structuring.
- Reviewed rationale for implementing a larger scale care model being centered on laying a solid and correct foundation for HSO programs. Stated that increased supervision for crisis workers, additional staff and clinical case management is necessary to ensure that the next phase of crisis design can be completed.
- Discussed an example of direct measurable items of potential outcomes, outputs and timelines of approval of Crisis Structure Modification Proposal. Presented formalized listing of outcomes, outputs and timelines to committee.
- Committee requested to include outcomes, outputs and timelines with the proposal to the Board to further detail the model.
- **Motion/second**, Shipway/Haney, to approve the Crisis Structure Modification Proposal for consideration by the Board. Motion carried.

5-Year Facilities Capital Plan

- Discussed 5-Year Facilities Capital Plan that was further detailed in the committee packet. Reviewed purpose, background and recommendation, potential costs and timelines. Also reviewed a summary of current Marathon County capital project requests and capital improvement project forecast for future program years.

- Discussed 5 main objectives:
 - Provide facilities that enable more efficient clinical operations to enhance health outcomes
 - Plan facilities that enable optimum care for a growing population
 - Invest wisely in future flexibility for changes yet to come
 - Clearly balance first cost versus life-cycle costs
 - Operate and maintain facilities more efficiently
- Discussed future potential for Adult Day Services program relocation, which will be critical to provide for main campus expansion for Behavioral Health Services.
- Reviewed division of North Central Health Care major project area into a number of workable parts in the scope of the 5-year Facilities Capital Plan which include:
 - Health Care Center (Administration, Community Treatment, Outpatient, Behavioral Health Services and Legacies Dementia units)
 - Mount View Care Center (Post-Acute Care, Long-term Care)
 - Lake View Center (Pool, Health Department, ADRC)
 - Lake View Professional Plaza (CCCW, Special Education)
- **Motion/second**, Bergstrom/Haney, to approve the 5-Year Facilities Capital Plan for recommendation to the Board. Motion carried.

Human Services Outcome Reporting Review

- Discussed transition task force put in place with Marathon County's initiative to dissolve the tri-county agreement with North Central Health Care.
- At this time, the question that will be reviewed by the Marathon County Board in September for vote is: "Does the current governance structure best serve the residents of Marathon County?"
- Discussed the priority-based budgeting that Marathon County is reviewing to create a hierarchy of priorities.

Operational Changes Review

- Reviewed Community Corner Clubhouse Hope House Concept. Discussed goal of looking at ways of best supporting membership and participants by diversifying services such as a supported housing opportunity, which prompted the idea of Community Corner Clubhouse Hope House.
 - Hope House will reflect the Oxford House (self-governing) model for clients in a current sobriety recovery process.
 - Community partners have taken on cost and some of the liability of the Hope House.
 - Hope House is set to open June 1st 2016. Open house May 25th 4pm-5:30 p.m. Invitations will be emailed to committee.
 - Hope House is a 5 bedroom, 3 bathroom facility with laundry on-site. Male and female residents of age 18 or older are welcome and residents must pay rent of \$450 per month. Residency will be reviewed regularly. Program is an effort to eventually move residents to independent living. Hope House is not meant for a long-term living solution.
 - Within 30 days of residents moving into Hope House, residents must have a sponsor.
 - Goal of Clubhouse is to pilot Hope House program for one year.
- Reviewed Residential Services Bellewood CBRF Facility Transition to Andrea Street. Toni Kellner presented an overview of the CBRF expansion.

- Discussed renovations needed to progress.
- DHS 83 required that buildings meet CBRF regulations, therefore renovations were needed.
- Andrea Street property requires renovations with a cost impact of \$25,693.00 for total start-up cost (cost does not include paying the duplicate rental fee while the renovations are occurring).
- Andrea Street projects for a profit margin of \$14,674.00 monthly.
- Overall operating margin would increase by about \$114,300 annually to transition from Bellewood CBRF facility to Andrea Street facility.

Human Services Operations Committee Charter Review

- Due to the interest of time the Human Services Operations Committee Charter, Work Plan and Objectives will be reviewed and placed for motion at the next committee meeting.

Future Items for Committee Consideration

- Human Services Operations Committee charter review

Motion/second, Parks/Haney, to adjourn at 12:40 p.m. Motion carried.

KCC