

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

June 10, 2016

10:30 a.m.

NCHC – Wausau Campus

Present:

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

Others Present: Michael Loy, Laura Scudiere, Brenda Glodowski, Becky Schultz, Sue Matis, Tom Dowe, Ben Bliven

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

Consent Agenda

- **Motion**/second, Parks/Shipway, to approve the consent agenda which includes the 5/13/16 Human Services Operations Committee meeting minutes and the financial report. Committee discussed the number of individuals served, staff shortages critical to the delivery of services, and the strategies and efforts being done to fill positions. Motion carried.

Human Services Operations Outcome Reporting

- Data was reviewed in depth. Additional data to include:
 - Quarterly report of how many clients are open in multiple programs in a rolling 12 month period.
 - Referrals through case manager from criminal justice system. Tracking mechanism will need to be identified.
 - Average length of time from event to assessment i.e. court ordered assessments received to appointment.
 - Glossary of terms (terms used in the charts).
 - Brief Executive Summary page for data set.
 - Clarify 'no roommate beds (adult)' – patient days lost.
 - Waiting list by program i.e. Medically Monitored Treatment
 - How often do we refer individuals to other providers?
 - Time from request for appointment to first available appointment.
 - Number of individuals who have never received services from referrals; include process for follow-up.
- Psychiatry in Marathon County will show a decline in May due to vacancy for psychiatric nurse practitioner and a delay in Dr. Espinoza returning home from a visit to Peru due to issues with her visa to return to the U.S. Staff is working with the Congressional Office. Also, Dr. Ticho will be transitioning to Outpatient Services from Inpatient. Committee suggested looking at how to engage other components of the health care system i.e. primary care, in providing services which had been part of the BHIC project (Behavioral Health Integrated Care).
- Crisis and Inpatient Data are provided to Marathon County on a monthly basis.

- Committee asked law enforcement representatives if the data provided to track performance of NCHC is meeting their expectations. Sheriff Parks indicated the information is good. Other questions committee members asked: Are people asking for mental health or AODA treatment and being turned away because of capacity and/or they cannot be served? What is the overall community need and how many are not seeking services? Will Morningside be providing info relative to this?

Human Services Operations Committee Charter

- Deferred discussion to next month's committee meeting.
- Consideration for a CCCW member on the committee as well as a United Way member in anticipation of Joanne Kelly's upcoming retirement.

Juvenile Criminal Justice Discussion

- A lot of resources are being applied to adults in the criminal justice system with many as a result from being in the juvenile criminal justice system.
- We want to begin a dialogue to better position ourselves to meet the needs of juveniles entering the criminal justice system.
- Asking law enforcement to identify challenges for mental health needs of juveniles and can we meet these needs i.e. shelter facility, limited capacity of NCHC for juveniles, etc.
- Collaborative coalition discussion would be valuable and would include social services, law enforcement, United Way, etc.
- Will frame an outline and identify roles.

Future agenda items

- Human Services Operations Committee Charter
- Juvenile justice discussion

Meeting adjourned at 12:03 p.m.

dko