

NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

July 25, 2019

12:00 Noon

Wausau Board Room

Present:

X	Norbert Ashbeck	X	Randy Balk	EXC	Steve Benson
EXC	Ben Bliven	X	John Breske	X	Meghan Mattek
X	Bill Metter	X	Corrie Norrbom	X	Rick Seefeldt
X	Romey Wagner	X	Bob Weaver	EXC	Theresa Wetzsteon
X	Jeff Zriny				

Also Present: Michael Loy, Brenda Glodowski, Kim Gochanour, Laura Scudiere, Tom Boutain, Dr. Rick Immler, Lance Leonhard, Jennifer Peaslee, Chris Bleck

Guests: Scott Schultz, Gallagher
 Chuck Kerstell, NCHC Crisis Professional
 Officer David Bertram, Wausau Police Department
 Officer Megan Sowinski, Marathon County Sheriff's Department
 Brian Kowalski, City Pages

1. Call to order

- J. Zriny called the meeting to order at 12:01 p.m.

2. Public Comment for Matters Appearing on the Agenda

- B. Metter asked to speak publicly and shared his experience with receiving wonderful services for his wife at Mount View Care Center. When he learned that his wife was in need of rehabilitation services there was only one option, Mount View Care Center. The staff were kind, compassionate, and provided excellent care. He also noted that he is looking forward to being able to provide the quality of building that matches the quality of care.

3. Chairman's Report and Announcements

- None

4. Consent Agenda

- **Motion/second**, Metter/Ashbeck, to approve the Consent Agenda which includes:
 - Approve 6/27/19 NCCSP Board Meeting Minutes
 - Review of Draft Minutes of the 7/8/19 Executive Committee Meeting
 - CEO Work Plan Review and Report
 - Operational Plan Update
 - Chief Financial Officer's Report and June Financial Statements
 - Human Services Operations Report
 - Nursing Home Operations Report
- Motion carried.

5. Board Education and Discussion

A. Update on Outcomes of the Crisis Assessment Response Team (CART)

- Chuck Kerstell, Officer David Bertram, and Officer Megan Sowinski provided an update on outcomes of the CART team. Stacy Rozelle, Crisis Professional is also part of this 4-member team but was unable to attend.
- The program was implemented about one year ago to provide response and assessment for crisis situations with the goal of decreasing emergency detentions and avoidance of jail time. The team looks at behavioral health needs and provides resources if needed to help support individuals in their home/community. In turn the team decreases response time for law enforcement officers to get back on the road.
- The team works closely with Community Treatment and assists Mobile Crisis in assessing individuals when Crisis is inundated with calls.
- CART would like to see the program eventually expand into other municipalities.
- Prior to 2015, law enforcement received 1,200 calls/year and 50% resulted in emergency detentions. Since 2015, and with CIT training, of 1,000 calls the emergency detentions reduced to 35%. In 2016-2017, the number of emergency detentions reduced to 25%. In 2018 calls increased to 1,471 but with interacting in the municipalities with CART, the emergency detentions dropped further to 15%. From January to June 30, 2019 there have been 664 calls with 14% emergency detentions. We continue to work to reduce the number of emergency detentions with a goal of 10%.
- After careful review of call volume, the CART teams are available from 8 a.m. to 8 p.m. with two teams splitting shift times. The height of crisis calls are received from 10a-6p and for law enforcement the most calls are 11a-7p.
- Loy and the Board congratulated the teams for their success. Additional conversations to add more CART teams in nearby communities continue.

B. Employee Health Plan Performance and Strategy to Bend the Health Care Spending Trend – Scott Schultz, Gallagher

- M. Loy explained health insurance costs are about \$8 million of our \$70 million budget. In 2016 and 2017 we had several high cost claimants. In 2018 and again in 2019 we experienced a budgeting issue partly due to the change in timing of our budget process (from October to August) which impacts projection accuracy. We feel our new partner, Gallagher, will help us improve in projecting costs this next year and assist us in offering opportunities to help hold costs down.
- S. Schultz provided detail on the analysis Gallagher completed with NCHC claims information and what they want to do to help NCHC be successful in not only reducing claims but promoting/creating a healthier workforce. Suggestions included participating in a Tria Health program that helps individuals manage multiple pharmaceuticals and chronic conditions, enhance the wellness strategy, and increase utilization of the on-site clinic.
- M. Loy noted that our senior management team will continue to work on options to improve the current year's high cost of health insurance including the gap from last year as well as the plan for the 2020 budget year.

C. Campus Renovation updates

- M. Loy distributed and reviewed NCHC Campus Renovation July 2019 Talking Points.
- Updated Talking Points will be provided as the project proceeds and Board Members have up to date information that can be shared.
 - Bidding process for the Phase 1A for the pool project has been completed and the bid was awarded. Groundbreaking event is planned for Aug. 5 at 2 p.m. Invitations have been mailed.

- Campus changes have begun with staff parking moved to the back of the campus and the field and area on the north side of the campus will begin to be staged for the project and construction equipment starting July 29.
- Resident moves are scheduled to begin August. 28. Open forums will be held Thurs, Aug. 1 for residents, families, and staff to answer questions about the project.
- Youth Hospital and CBRF bid process will begin August 2 with construction slated to begin in September.

6. Board Discussion and Possible Action

A. Annual Review and Approval of Board Policy - Employee Compensation Policy and Employee Compensation Administration Manual

- Proposed performance increase for wages in 2020 budget will be budgeted at 2.5% and will be included in the budget review in August.
- Minor mark-up changes on the Employee Compensation Administration Manual were included in the Board Packet.
- **Motion**/second, Balk/Weaver, to approve the Employee Compensation Policy and Employee Compensation Administration Manual as presented. Motion carried.

B. Budget and Management Agreement Related to the Ongoing Management of Pine Crest Nursing Home

- Brief background: Pine Crest is operated by Lincoln County. The nursing home administrator retired in May and NCHC entered into an interim management agreement for several months providing K. Gochanour as their nursing home administrator, supporting the Board of Trustees in the operations, and coordinating the recruitment process for the next administrator. We also committed to reviewing their 2019 budget and offered to develop a 2020 budget which B. Glodowski has done.
- Two options were reviewed: Continue with current arrangement (Status Quo) or move forward to integrate operations with NCHC under a long term management agreement with Lincoln County as NCHC does with Marathon County and Mount View Care Center.
 - If Pine Crest would be managed by NCHC it would reduce costs to Lincoln County by approximately \$500,000 (see 2020 Pine Crest Budget Proposal). Areas of savings include purchasing volumes in supplies, food, and pharmacy, rehab therapy services, workers compensation costs, annual audit and background check expenses, etc.
- B. Weaver, Lincoln County Board member and Pine Crest Board of Trustees member, expressed that the interim management of Pine Crest by NCHC has been terrific and that moving forward with a long term management agreement would be in the best interest for Lincoln County, Pine Crest, and NCHC. Meetings and approvals by Pine Crest Board of Trustees, Lincoln County Board and Committees would still need to occur. There would also be meetings with staff, residents and families, community forums, and a notice published in the local newspaper before an agreement would be finalized.
- Lincoln County would continue to own and govern Pine Crest with NCHC managing the operations.
- **Motion**/second, Ashbeck/Weaver, to approve to proceed with a Budget and Management Agreement of Pine Crest with Lincoln County. Motion carried unanimously.

- C. Review and Accept the June Quality Dashboard and Executive Summary
 - See attached report of areas of focus and identified action plans.
 - D. Corporate Structure Discussion – deferred to August meeting
7. Review of Board Calendar and Discussion of Future Agenda Items for Board Consideration
- Consideration is being given to combining the November and December Board Meetings into one meeting in early December as well as the potential to combine the June and July meetings in 2020. More information will be provided.
 - August Board meeting will include the 2020 Budget discussion.
8. Assessment of Board Effectiveness: Board Materials, Preparation and Discussion
- Comment made that there was a lot of detail presented and would be helpful in the future to have the information given to the Board for review ahead of time.
 - Several major key positions have been filled:
 - Operations Executive has been hired.
 - Chief Medical Officer has been hired.
 - The Behavioral Health Services Director has also been hired.
 - An offer has been extended for a Chief Nursing Officer candidate.
9. Adjourn
- **Motion**/second, Weaver/Wagner, to adjourn the meeting at 2:05 p.m. Motion carried.

Minutes prepared by Debbie Osowski, Executive Assistant to CEO