

**CRAWFORD COUNTY HUMAN SERVICES DEPARTMENT
BOARD MEETING MINUTES
January 12, 2015**

The regular meeting of the Crawford County Human Services Board was held on Monday, January 12, 2015 in the Crawford County Administration Building, Prairie du Chien, WI. The meeting was called to order at 10:00 a.m. by Chairman, Dull.

Board Members Present: Ellen Brooks, Wade Dull, Mary Jane Faas, Kay Garvey, Elling Jones, Joyce Roth and Marjory Sheckler

Board Member Excused: Tom Cornford

Non-Board Members Present: Dan McWilliams, Director and Mary Glawe, Clerk III

Posting of Meeting Notice Verified by: Wade Dull

Motion by Roth, second by Sheckler to approve the December 08, 2014 minutes as mailed. Motion carried unanimously.

Motion by Faas, second by Dull to approve the 2014 bills and vouchers in the amount of \$15,098.66 and the 2015 bills and vouchers in the amount of \$3,278.12. Motion carried unanimously.

DIRECTOR'S REPORT

Replacing Vacancy Created by Retirement

Denise Knoble will be retiring on 03/27/15 after 20+ years in the Department as our receptionist. Dan will get on the Personnel agenda in order to hire for that position. Hopefully we are able to offer the job to someone by the end of February.

Crisis 2014 Data

Dan presented four charts from Northwest Connections that showed yearly phone call data.

1. Total Calls Received –
2013/146
2014/145 (these should continue to rise)
2. Mental Health calls vs. Emergency Detentions –
2012 -- 68 MH calls and ED'd 48 of those
2013 -- 184 MH calls and ED'd 41 of those
2014 -- 198 MH calls and ED'd 35 of those (20% of calls were ED'd; 48 calls included alcohol or drug issues).
In 2014 there were a lower number of ED's.
3. Telephone Outcomes for 2014 –
There were 6/voluntary hospitalizations, 35/emergency detentions, 87/diversion community supports, 8/information and referral, 26/information only, 3/jail, 3/medical primary, 3/outreach support, and 2/calls transferred. Of all calls received, Mobile was sent out 24 times, 48 calls were AODA related and 30 calls were stabilization (calling individuals to keep them safe over the weekend when HSD has not yet been contacted).

4. Mobile Outcomes for 2014 –
Theses usually happen at the hospital, and occurred 24 times in 2014 with 2/voluntary hospitalizations, 11/emergency detentions, 9/diversion community supports, 1/detox, and /1 unknown.

In the next couple of months, Dan and the NWC Director will meet to go over the Crisis program and contacting the Police Department, Sheriff's Department and hospital personnel for updates, additional training, etc.

2015 Priorities

1. Began using the electronic health care record (TCM) in November, but is not yet certified. Our group met with program creator and now not sure if this is going to work for all counties. Crawford hopes to go with original plan of 2017 completion, but if the bigger counties pull out we might be paying more. Will roll out TCM with the doctors beginning in February; APS, CST, Intake workers, and electronic scheduling to follow. Not sure if the Federal government is going to come out with something different for MH clinics as opposed to regular clinics.
2. Replace the receptionist vacancy.
3. Start up Comprehensive Community Services program with meeting tomorrow to discuss rates.
4. Civil Rights Plan was finished in 2014. Will continue to monitor that plan.
5. Secondary Traumatic Stress involves workers being lost because work is just too toxic for them. When new staff are needed we want to make sure our environment is one where they want to stay.
6. Governor's Agenda might have changes. Platform still is that government is too big. Haven't heard anything yet.
7. IM structure could change. Everyone is using the Call Center now but only 84% of the calls are getting answered. Talks and discussions about how to change things.
8. Need to replace our 15-year-old Dictaphone server which is going bad for around \$7,000.
9. Need to replace four or five XP computers before they are phased out.

NEXT MEETING

Monday, February 09, 2015 at 10:00 a.m.

ADJOURNMENT

Motion by Jones, second by Faas to adjourn the meeting. Motion carried unanimously.

Respectfully submitted,

Joyce Roth, Secretary

JR:DM:mpg