

**CRAWFORD COUNTY HUMAN SERVICES DEPARTMENT  
BOARD MEETING MINUTES  
March 14, 2016**

The regular meeting of the Crawford County Human Services Board was held on Monday, March 14, 2016 in the Crawford County Administration Building, Prairie du Chien, WI. The meeting was called to order at 10:00 a.m. by Vice-Chairman, Cornford.

Board Members Present: Donna Bell, Ellen Brooks, Tom Cornford, Mary Jane Faas, Elling Jones, Joyce Roth and Marjory Sheckler

Board Member Excused: Wade Dull

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

Posting of Meeting Notice Verified by: Tom Cornford

Motion by Roth, second by Bell to approve the February 08, 2016 minutes as mailed. Motion carried unanimously.

Motion by Cornford, second by Faas to approve bills and vouchers in the amount of \$11,033.28. Motion carried unanimously.

## **DIRECTOR'S REPORT**

### Discussion on Director Involvement in WCHSA PAC

The Wisconsin County Human Services Association (WCHSA) has asked Dan to be a member of their behavioral health Policy Advisory Committee, which is an advisory committee who makes recommendations to WCHSA for what we should be advocating for in our counties. After much discussion with the board it was decided now is not a good time for this commitment due to staff changes and retirements. He will revisit this opportunity at another time when there is an opening.

### CCS Updates

- Last month a CCS Coordinating Committee meeting was held. Only two community members, Joyce and Donna from Crawford County, attended along with the program staff. Not sure why attendance was poor. All the information was shared with Joyce and Donna along with program issues that are being worked on. Joyce and Donna talked about a letter that was received from a client who had been helped through the program and Mary Sprosty. This person thanked everyone, described the help they had received and how much it helped them.
  
- There was a problem with Crawford County's Medicaid reimbursement not going to be effective until 11/19/15 even though we had been billing since 8/1/15. A letter was sent to several key state contacts to remedy this. We have been reassured we will be reimbursed back to our certification date.

- The Vernon County Support and Service Coordinator interviews were held last Friday. Vernon County will check with references today and plan to hire soon. We also need to start working with children in this program soon. Crawford County's worker, Mary, has 18 clients and her caseload is full at the present time.

#### Sharing Crisis Data Evaluation

In 2015, a customer satisfaction survey was mailed out for 138 participants who used the crisis program and we received 31 replies. Dan charted the results for the mental health surveyor. Overall Crawford County had 159 mental health crisis contacts through phone, mobile and walk-in services. In 2015 we began tracking results of follow up efforts and of the 138 attempts, 109 individuals or 79% were linked to the appropriate mental health service and attended the initial appointment with a provider to help prevent future crisis episodes.

- Dan also handed out our 2015 CSP Annual Report and Service Evaluation that is required every year for the mental health surveyor. This also outlined what the objectives for 2016 will be in our CSP Program.

#### Agency Updates

- We had a Department of Quality Assurance site visit last week to review our certified programs – Crisis, CSP and the Outpatient MH clinic. We received no citations and were awarded a two-year recertification. Overall the surveyor could navigate well in ECHO.
- We received 15 applications for the Family and Children's Unit Supervisor position. Sandy Drobnick and Dan will interview this week.
- Telehealth is still proceeding forward. Dan gave a draft copy of the policies to the surveyor at her visit last week.

#### **NEXT MEETING**

Monday, April 11, 2016 at 10:00 a.m.

#### **ADJOURNMENT**

Motion by Sheckler, second by Brooks to adjourn the meeting. Motion carried unanimously.

Respectfully submitted,

Joyce Roth, Secretary  
JR:DM:mpg