

## NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD MEETING MINUTES

**July 27, 2017**

**12:00 p.m.**

**North Central Health Care-Wausau**

Present:

X	Randy Balk	X	Steve Benson	EXC	Ben Bliven
X	Jean Burgener	ABS	Holly Matucheski	X	Bill Metter
EXC	Bill Miller	EXC	Corrie Norrbom	EXC	Greta Rusch
X	Rick Seefeldt	X	Robin Stowe	X	Bob Weaver
X	Theresa Wetzsteon	X	Jeff Zriny		

Also Present: Michael Loy, Brenda Glodowski, Sue Matis, Laura Scudiere, Kim Gochanour, Sheila Zblewski, Lance Leonhard, Atty. John Fisher, Atty. Kevin Terry, Capt. Matt Barnes

### Call to Order

- The meeting was called to order at 12:02 p.m.
- Item #10 on the agenda, Policy Governance Discussion, will not be covered in the meeting today.

### Public Comment for Matters Appearing on the Agenda

- No public comments made.

### Education: Crisis Assessment Response Team (CART) and Crisis/Behavioral Health PI Team Update – M. Barnes/L. Scudiere

- There are three main Task Forces:
  - 1) Youth in Crisis
  - 2) Continuum of Care
  - 3) Crisis in Law Enforcement
- Youth in Crisis focus is on how we can get youth the best crisis services possible, what is behavioral health vs mental health, consent for treatment in schools.
- Each entity involved has a different focus and the fact that we can all get together and openly share is great and a new approach. Law enforcement is very satisfied with this process and is in a much better place than previously. We all needed to learn each other's language.
- Task Forces are taking on longer term projects like CART (Crisis Assessment Response Team).
- Law Enforcement felt they could improve services for those individuals with mental illness who are experiencing crisis. They compared themselves to other counties and recognized other counties facilitate dealing with mentally ill differently and less individuals being 'chaptered'. Even though crisis intervention training is offered to officers annually they felt more education was needed. Several changes have occurred i.e. a Crisis Worker now works out of the Wausau Police Department 12 hours per day (during peak times) 365 days per year; a van will be used when dispatched to a crisis situation rather than a squad; there are supplies available to meet basic human needs (soap, shampoo, etc.) which helps create relationships. The program will be county-wide with the City of Wausau as the largest user of this program/service.
- We try to provide services and attend to their needs where the individuals are at in an effort to reduce or eliminate crisis moments. It has been great to partner with other organizations and provide better service. We hope this will reduce the number of transports, those who get chaptered, and those dealing with them are the actual experts in the field.

- A success story was shared. It is felt that both the Crisis Worker and Officers have a better understanding of each other's roles, have built trust, and recognize that those involved have the same goal but the paths are very different.
- Continue to work to find other crisis bed facilities in an effort to prevent detentions. An expansion of CBRF would be beneficial. Body cams are used during situations to review for a better outcome for the next situation. A change in mindset from who is right to what is right is also occurring.
- Wausau Police Department received a federal grant from Victims of Crime Act for \$190,000. Many victims of crimes don't receive therapy until life is negatively affected so the grant includes the hiring of a mental health therapist (40 hrs./wk.) to provide services to any victims of crime or bullying. The therapist is also dealing with school age children involved in inappropriate texting, pictures, etc. with their parents.

#### Chairman's Report – J. Zriny

- Chairman Zriny provided a history/timeline of NCHC for the last two years emphasizing the significant financial turnaround from 2016 to 2017, as well as a revised Joint County Agreement that was approved in late 2016 which created the Retained County Authority Committee (RCA) to exercise authority by the respective County Boards under State Statutes.
- Recently there was a 4-hour joint RCA/Executive Committee meeting regarding the CEO selection and compensation plan. It was apparent the RCA has a different context for the position of CEO. Differences include whether NCHC is a department of the County or a separate quasi-governmental health care organization which directly relates to compensation. As a result NCHC has asked Attys. John Fisher and Kevin Terry of Ruder Ware to assist in resolving the differences including interpretation of the extent of involvement of the RCA in the CEO selection process.
- The NCHC Executive Committee has provided the vision and compensation plan to the RCA. Marathon County wants to run NCHC as a multi-county department with a director, not a CEO, and lower compensation. The RCA is set to meet again the first week of August. Michael Loy has been charged with sharing differences of a CEO and department director including comparisons with Brown County.
- There doesn't seem to be a sense of urgency with the RCA as they have commented they only need to get this finalized before March or April 2018 before the newly elected county boards are elected.
- With the continued delay, Zriny feels NCHC is at risk of losing staff throughout the organization at all levels. Members of the community continue to ask when the CEO will be finalized. Through these last 18 months Michael Loy has been professional and maintains his focus to lead the organization.
- In conclusion, Zriny stated he is frustrated and there is a lack of a common vision in where the county sees NCHC in 5 years.
- There were questions on the NCHC compensation plan. Additional information will be provided to further clarify the differences between compensation of a county department vs health care organization.
- Attys. John Fisher and Kevin Terry reviewed the NCCSP Board responsibilities regarding the CEO recruitment and compensation process with RCA involvement.

##### Summary of Board Actions:

- Delegated to Executive Committee
- Identify Job Scope/Description
- Set Qualifications
- Define Scope of Search
- Set Process for Recruitment
- Involve RCA Participation

- Make Recommendation to NCCSP Board
- RCA and NCCSP Make Independent Recommendation to County Boards
- County Board Appointment Approval
- It would be appropriate for the hiring committee (Executive Committee) to keep the RCA informed, make available any materials for applications, and notify them of interviews, and should provide all supporting documentation to support the recommendation.
- If the RCA disagrees with the recommendation then the RCA can notify the County Board of their recommendation with a detailed explanation.
- The next meeting of the RCA is scheduled for August 9. The NCHC Executive Committee will meet prior to that as the selection committee.
- A word of caution was noted from Atty. Terry in that NCHC is viewed as a separate entity created by statute. When the board permits the RCA to have influence on the decision it clouds the separateness of the entities. Too much control and input other than from the NCHC board causes potential risk of separation.
- Concern expressed about a potential conflict of interest with R. Stowe as a member of both the NCCSP Board and the RCA. R. Stowe was to consult with NCCSP Attorney for guidance.
- The Executive Committee will continue to work as the Selection Committee to continue the process of recommending a CEO.

#### Approval of 6/29/17 NCCSP Board Meeting Minutes

- **Motion**/second, Burgener/Metter, to approve the 6/29/17 NCCSP Board Meeting minutes. Motion carried.

#### Executive Committee Report – J. Zriny

- Refer to the 7/13/17 Executive Committee minutes.

#### Finance, Personnel & Property Committee Report – B. Weaver

- Refer to Memo in the financial packet. The organization is doing well and the financial outlook continues to improve.
- **Motion**/second, Weaver/Burgener, to accept the June Financial Report and Financial Statements. Motion carried.

#### Nursing Home Operations Committee Report – J. Burgener

- Most important is to highlight the July 11 joint meeting of the Nursing Home Operations Committee and the Mount View Care Committee with representatives from Clifton Larson Allen. Committee will meet jointly again on Monday, July 31. Findings and recommendations will be reviewed next month.
- Metter noted that a number of recommendations in the report are already being implemented prior to the release of the CLA report.

#### Quality Committee Report – M. Loy

- Vacancy rate improved substantially but remains above target year to date. Patient experience dropped in June due to low responses. This area has been addressed with the full leadership team and it is felt that July should make a rebound. A change will be occurring to move Relapse Rate to a Quality of Life measure which is felt to be a more meaningful measure. Comment shared that the Executive Summary is very much appreciated and beneficial to better understand the data.
- **Motion**/second, Metter/Benson, to accept the Quality Dashboard as presented. Motion carried.

#### CEO Work Plan Review and Report – M. Loy

- Expect a vote on the Aquatic Pool in September to include both new construction and bonding/fundraising in one meeting (3/4 vote will be needed). Once the vote is determined we can begin aggressively fundraising. A team has been working already to get fundraising in place, a metric has been created for in kind and monetary donations. The goal is to raise \$3 million over a 3-year timeframe. We are also working with state and federal offices for grants.
- An RFP was sent out for an audit firm for the next annual audit. A recommendation was provided to the RCA. The RCA endorsed Wipfli for the next 3 years. Wipfli agreed to provide two presentation at the conclusion of the audit. One will review the audit and the second will provide health care industry update.
- Psychiatry Residency program launched in early July. Reports indicate the experience at NCHC is exceeding expectations. We feel this is due to the added attention we provide the resident.

#### Closed Session

- **Motion**/second, Metter/Burgener, Pursuant to Wis. Stat. Section §19.85(1)(g) for the purpose of conferring with legal counsel for the governmental body who is rendering oral or written advice concerning strategy to be adopted by the body with respect to litigation in which it is or is likely to become involved, for the purpose of conferring with legal counsel regarding a notice of claim for damages regarding the care of a patient under voluntary treatment on the CBRF unit. Roll call taken. Motion carried.
- **Motion**/second, Benson/Stowe, to reconvene in open session. Motion carried. No announcement made regarding the closed session item.

#### Discussion of Future Agenda Items for Board Consideration or Committee Assignment

- None

#### Adjourn

- **Motion**/second, Burgener/Seefeldt, to adjourn the Board meeting at 1:52 p.m. Motion carried.

*Minutes prepared by Debbie Osowski, Executive Assistant*