

GREEN LAKE COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES

HEALTH & HUMAN SERVICES

571 County Road A

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Green Lake WI 54941-0588

VOICE: 920-294-4070

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FOX RIVER INDUSTRIES

222 Leffert St.

PO Box 69

Berlin WI 54923-0069

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**Post Date: 9/8/16
*AMENDED 9/13/16**

**The following documents are included in the packet for the
Department of Health & Human Services Board held on
Monday, September 12, 2016**

- September 12, 2016 DHHS meeting agenda 5:00 p.m.
- DHHS Draft Minutes – July 18, 2016
- DHHS Draft Minutes – August 3, 2016
- DHHS Draft Minutes – August 8, 2016 Budget Hearing
- DHHS Draft Minutes – August 8, 2016
- *Aging August Report
- *ADRC Handouts
- Behavioral Health Unit Report – August 2016
- Drug Court Project Description
- *Children & Family Services Unit Report – August 2016
- Economic & Child Support Report
- Health Unit Report
- Quarterly Preparedness Report
- *Ordinance Amending Chapter 228, Article I, Smoking and Tobacco Products
- *Resolution Relating to Creating A Billing Specialist Position

- Resolution Relating to Creating A Program Aide Position



GREEN LAKE COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES

Office: 920-294-4070 FAX: 920-294-4139 Email: glcdhhs@co.green-lake.wi.us

Health & Human Services Committee Meeting Notice

*Date: September 12, 2016 Time 5:00 PM
Green Lake County Government Center
571 County Rd A, COUNTY BOARD Room #0902 Green Lake WI*

AGENDA

Committee Members

*Joe Gonyo,
Chairman
Nick Toney, Vice-
Chair
Brian Floeter
John Gende
Nancy Hoffman
Harley Reabe
Richard Trochinski
Joy Waterbury, Secretary*

Kindly arrange to be present, if
unable to do so, please notify our
office. Sincerely, Karen Davis,
Administrative Assistant

1. Call to Order
2. Certification of Open Meeting Law
3. Pledge of Allegiance
4. Agenda
5. Minutes 7/18/16, 8/3/16, 8/8/16
6. Signing of Vouchers
7. Appearances:
8. Public Comment (3 minutes):
9. Correspondence:
 - Committee Appointments
 - Health & Human Services Board
10. Veteran's Service Office Report
11. Advisory Committee Reports
 - Aging Advisory Committee – (Trochinski)
Meeting – September 21, 2016 Green Lake
County DHHS
 - Health Advisory Committee Report- October 12, 2016
 - Family Resource Council – September 12, 2016
(Trochinski)
 - Transportation Coordinating Committee – November
16, 2016 (Trochinski)
 - ADVOCAP/Headstart Report (Gonyo)
 - ADRC Coordinating Committee – August 11, 2016 -
Marquette Co. (Gende/Waterbury)
 - ADRC State Letter and Action
12. Unit Reports
 - Administrative Unit
 - Health & Human Services Billing Update
 - Policies - Schenck
 - Aging/Long Term Care Unit
 - Behavioral Health Unit
 - Drug Court Grant
 - Children & Family Services Unit

(Continued on next page)

Please note: Meeting area is accessible to the physically disabled. Anyone planning to attend who needs visual or audio assistance, should contact the County Clerk's Office, 294-4005, not later than 3 days before date of the meeting.



GREEN LAKE COUNTY

DEPARTMENT OF HEALTH & HUMAN SERVICES

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- Child Support
 - Economic Support Unit
 - Fox River Industries
 - Bathroom Remodeling Update/Bid
 - Discussion Regarding on FRI building costs to maintain/update/repair - architect
 - Health Unit
 - Ordinance Amending Chapter 228, Article I, Smoking and Tobacco Products
13. Policies/Procedures Update
14. Purchases
15. Personnel
 - Review Job Descriptions
 - Resolution Relating to Creating a Billing Specialist position
 - Resolution Relating to Creating a Program Aide position
16. Health & Human Services Budget 2016/2017
17. Closed Session Wis. Stat § 19.85(1)(c) considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility. This closed session relates to compensation for the Behavioral Health Unit Manager.
18. *Reconvene to open session to take action, if appropriate, on matters discussed in closed session.
19. Committee Discussion
 - Administrative Committee Report
 - Finance
 - Personnel
 - Property & Insurance
 - IT Committee Report
 - Facilities & Security Committee Report
 - The Board May Confer With Legal Counsel
 - Future DHHS Meeting Date (October 10, 2016 at 5:00 p.m.) and other Sub-Committees
 - Future Agenda items for action & discussion
20. Adjourn

Please note: Meeting area is accessible to the physically disabled. Anyone planning to attend who needs visual or audio assistance, should contact the County Clerk's Office, 294-4005, not later than 3 days before date of the meeting.

THE FOLLOWING ARE THE OPEN MINUTES OF THE HUMAN SERVICES BOARD HELD AT GREEN LAKE COUNTY FOX RIVER INDUSTRIES, 222 LEFFERT ST, BERLIN, WI ON MONDAY, JULY 18, 2016 AT 5:00 P.M.

PRESENT: Joe Gonyo, Chairman
Richard Trochinski, Member
Joy Waterbury, Secretary
Brian Floeter, Member
Harley Reabe, Member
John Gende, Member
Nancy Hoffman, Member

OTHERS PRESENT: Linda Van Ness, Director
Karen Davis, Administrative Assistant
Marian Sommerfeldt, Disabilities Services, Inc. Board
Ed Schuh, Fox River Industries Unit Manager
Dawn Brantley, Service Coordinator
Bob Malchetske, Disabilities Services Inc.
Becky Voeltner, Production Supervisor

EXCUSED: Nick Toney, Vice Chairman

Certification of Open Meeting Law: The requirements of the Open Meeting Law have been met.

Call to Order: The meeting was called to order at 5:00 p.m. by Chair Gonyo.

Pledge of Allegiance: The Pledge of Allegiance to the Flag was recited.

Approval of Agenda: Motion/second (Floeter/Reabe) to approve the agenda. All ayes. Motion carried.

Action on Minutes: Motion/second (Trochinski/Reabe) to approve the June 20, 2016 minutes. All ayes. Motion carried.

Discussion/Possible Action on FRI building, remodeling needs, maintenance and other options: Appearance by Disabilities Services, Inc. Board:

Report on cost to maintain/update/repair FRI building: Schuh explained the handouts relating to quotes for repairs at Fox River Industries. Schuh explained that the four construction bids were to put up a wall divide the corn operation from the rest of the workshop. (See attached.)

Schuh updated Committee members regarding upgrading the kitchen and whether it needs to be commercial or not. The consensus from checking is that a residential kitchen is alright since it is a training kitchen for consumers. (See attached correspondence.) Discussion followed. Schuh reported regarding costs for other improvements on the building. (See attached.)

Schuh explained the client projection and where it is going with services. Discussion followed.

Schuh explained to Committee members the heating units and explained the bid to Committee members.

Schuh distributed the "Suggestions for Fox River Industries Potential Remodeling Process" for Committee review. Discussion followed.

Motion/second (Waterbury/Gende) to recommend to Property & Insurance to engage architect to develop multi-year plan to remodel the existing Fox River Industries building. All Ayes. Motion carried.

Committee Discussion: None.

Future Meeting Date: The next special Health & Human Services Board meeting, July 25, 2016, at 5:00 p.m. at Green Lake County Government Center.

The Budget Hearing meeting will be held August 8, 2016 at 5:00 p.m.

The regular Health & Human Services Board meeting will be held on August 8, 2016 at 5:30 p.m.

Future Agenda Items For Action and Discussion:

Adjournment: Gonyo adjourned the meeting.

The meeting adjourned at 6:09 p.m..

THE FOLLOWING ARE THE OPEN MINUTES OF THE HUMAN SERVICES BOARD HELD AT GREEN LAKE COUNTY GOVERNMENT CENTER, 571 COUNTY ROAD A, GREEN LAKE, WI 54941 ON WEDNESDAY, AUGUST 3, 2016 AT 5:00 P.M.

PRESENT: Joe Gonyo, Chairman
Joy Waterbury, Secretary
Brian Floeter, Member
Harley Reabe, Member
John Gende, Member
Richard Trochinski, Member
Nancy Hoffman, Member
Nick Toney, Vice Chairman

OTHERS PRESENT: Linda Van Ness, Director
Karen Davis, Administrative Assistant
Marge Bostelmann, County Clerk

Certification of Open Meeting Law: The requirements of the Open Meeting Law have been met.

Call to Order: The meeting was called to order at 5:06 p.m. by Chair Gonyo.

Pledge of Allegiance: The Pledge of Allegiance to the Flag was recited.

Approval of Agenda: Motion/second (Floeter/Reabe) to approve the agenda. All ayes. Motion carried.

Approval of Minutes: Motion/second (Reabe/Trochinski) to approve the agenda. All ayes. Motion carried.

Closed Session Wis. Stat § 19.85(1)(c) considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility. This closed session relates to reviewing Director applications: Motion/second (Reabe/Trochinski) to adjourn to closed session. Roll call vote. Reabe-aye; Trochinski-aye; Floeter-aye; Waterbury-aye; Hoffman-aye; Gende-aye; Gonyo-aye. All ayes. Motion carried.

Return to Open Session for Decision: Motion/second (Gende/watervbury) to adjourn closed session and return to open session. Roll call vote. All ayes. Motion carried.

Motion/second (Trochinski/Toney) to hire Jason Jerome for the Director position effective September 1, 2016.

Motion/second Floeter/Toney to employ Linda Van Ness as Interim Director until transition of Director duties has been completed. All ayes. Motion carried

Future Meeting Date: The next Health & Human Services Board meeting, Monday, August 8, 2016, at 5:00 p.m. (Public Hearing/5:30 Regular meeting) at Green Lake County Government Center.

Future Agenda Items For Action and Discussion:

Adjournment: Gonyo adjourned the meeting.

The meeting adjourned at 8:20 p.m..

DRAFT

THE FOLLOWING ARE THE OPEN MINUTES OF THE HEALTH & HUMAN SERVICES BOARD HELD AT THE GREEN LAKE COUNTY GOVERNMENT CENTER, 571 COUNTY ROAD A, GREEN LAKE, WI 54941 ON MONDAY, AUGUST 8, 2016 AT 5:00 P.M.

PRESENT: Joe Gonyo, Chairman
Nancy Hoffman, Member
Joy Waterbury, Secretary
Dick Trochinski, Member
John Gende, Member
Harley Reabe, Member
Nick Toney, Vice Chair

EXCUSED: Brian Floeter, member

OTHERS PRESENT: Linda Van Ness, Director
Karen Davis, Administrative Asst.
Jon Vandeyacht, Veteran's Service Officer
Jason Jerome, Director
Dawn Klockow, Corporation Counsel

Call to Order: The meeting was called to order by Gonyo at 5:00 p.m.

Certification of Open Meeting Law: The requirements of the Open Meeting Law have been met.

Pledge of Allegiance: The Pledge of Allegiance was recited.

Agenda: Motion/second (Trochinski/Reabe) to approve the amended agenda to read "2017". All ayes. Motion carried.

Minutes: None.

The 2017 Health & Human Services budget hearing was called to order. No public present.

Review Proposed 2017 Budget: Veteran's Service: Vandeyacht reported that the Budget amounts are the same as 2016 but grant areas have changed. The changes made were kept within the 0% increase in tax levy. Discussion followed. Motion/second (Waterbury/Trochinski) to recommend approval of the 2017 Veteran's Services Budget as presented to the Green Lake County Finance Committee. All ayes. Motion carried.

Health & Human Services: Van Ness presented the 2017 proposed budget for Committee review. (See attached 2017 budget summary cover page.) Van Ness explained the changes that were made from the 2016 to 2017 proposed budget. Van Ness reported that Child Support was added. Van Ness reported that there was re-allocation of funds such as WIMCR funding, User fees for services, CCS revenues. Van Ness reported that telehealth was eliminated and explained regarding the staffing for the current psychiatrist and psychologist.

Motion/second (Reabe/Trochinsk) to recommend approval of the 2017 proposed Department of Health & Human Services budget to the Green Lake County Finance Committee. All ayes. Motion carried.

Committee Discussion: Other: None

Future Agenda Items For Action and Discussion:

Adjournment: Gonyo adjourned the meeting at 5:30 p.m.

DRAFT

THE FOLLOWING ARE THE OPEN MINUTES OF THE HUMAN SERVICES BOARD HELD AT GREEN LAKE COUNTY GOVERNMENT CENTER, 571 COUNTY ROAD A, GREEN LAKE, WI 54941 ON MONDAY, AUGUST 8, 2016 AT 5:30 P.M.

PRESENT: Joe Gonyo, Chairman
Nick Toney, Vice Chairman
Richard Trochinski, Member
Joy Waterbury, Secretary
Harley Reabe, Member
John Gende, Member
Nancy Hoffman, Member

EXCUSED: Brian Floeter, Member

OTHERS PRESENT: Linda Van Ness, Director
Karen Davis, Administrative Assistant

Certification of Open Meeting Law: The requirements of the Open Meeting Law have been met.

Call to Order: The meeting was called to order at 5:30 p.m. by Chair Gonyo.

Pledge of Allegiance: The Pledge of Allegiance to the Flag was recited.

Approval of Agenda: Motion/second (Trochinski/Reabe) to approve the amended agenda. All ayes. Motion carried.

Action on Minutes: Motion/second (Waterbury/Gonyo) to approve the minutes of the 7/11/16 Health & Human Services Board meeting. All ayes. Motion carried.

Signing of Vouchers: Motion/second (Trochinski/Toney) to approve the July 2016 DHHS expenses. All ayes. Motion carried.

Motion/second (Reabe/Gonyo) to approve the Veteran's Service expenses. All ayes. Motion carried.

Motion/second (Trochinski/Toney) to approve the Joy Waterbury voucher.
Roll Call vote. Trochinski-aye; Toney-aye Gende-aye; Floeter-aye; Reabe-aye; Hoffman-aye; Gonyo-aye. Waterbury - abstain. Motion carried.

Appearances: None.

Public Comment (3 minutes): None

Correspondence: None

Committee Appointments: Health & Human Services Board: No discussion.

Veteran's Service Office Report: Vandeyacht reported regarding the booth that was at the Green Lake County Fair. Vandeyacht reported regarding office activities.

Resolution Relating to Increasing the part-time Deputy Veteran's Service Officer Position in the Veteran's Office to up to 1500 hours per year: Vandeyacht explained the changes of requirements in submission of claims. Vandeyacht explained what the present Deputy Veteran's Service Officer is doing and what they are requesting for additional hours. Discussion followed. Motion/second (Waterbury/Gende) to approve Resolution Relating to Increasing the part-time Deputy Veteran's Service Officer position. All ayes. Motion carried.

Advisory Committee Reports: Aging Advisory Committee Report: Trochinski reported regarding the July 20, 2016 meeting. (See attached.)

Health Advisory Committee: The meeting was held on July 13, 2016.

Family Resource Council: The next meeting will be held September 12, 2016.

Transportation Coordinating Committee: The next meeting will be held on November 16, 2016.

Advocap/Headstart Report: No report.

ADRC Coordinating Committee Report: The meeting was on August 11, 2016 at 1:00 p.m. in Marquette County.

Unit Reports: Administrative: Audit of Health & Human Services Billing and Accounting progress to date/Schenck - Request for Additional Services: Van Ness updated Committee members regarding status.

Aging/Long Term Care: No discussion.

Behavioral Health Unit: No discussion.

Children & Families Unit: See attached report.

Child Support: See attached report.

Klockow reported regarding the Court process and changes that are being made for Court appearances.

Economic Support Services: See attached report.

Operation Backpack giveaway will be held on August 18th .

Fox River Industries: Bathroom Remodeling Update: No discussion.

Discussion Regarding on FRI building costs to maintain/update/repair - architect: Reabe updated the status on the ad hoc committee and obtaining an architect for the projects. Discussion followed.

Health: Current Health Abatements: None.

The July Health and Environmental Health Reports were presented. (See attached.)

Policies/Procedures Update: None.

Purchases: None.

Personnel: Resolution Relating to Creation of CLTS/CCS Service Facilitator position: Jerome/Van Ness explained the resolution being presented for creation of the CLTS/CCS Service Facilitator position. Discussion followed. Motion/second (Reabe/Toney) creating of CLTS/CCS Service Facilitator position "funding ends, position ends". All ayes. Motion carried.

Intensive In-Home Therapist position: Van Ness explained regarding the vacant Intensive in-home therapist position. Discussion followed regarding the need to fill this position. Motion/second (Reabe/Gende) to recommend to the Green Lake County Personnel Committee to fill the vacant Intensive In-Home Therapist position. All ayes. Motion carried.

Health & Human Services Budget 2016/2017: No report.

Closed Session Wis. Stat § 19.85(1)(c) considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility. This closed session relates to compensation for the Behavioral Health Unit Manager: Motion/second (Reabe/Trochinski) to adjourn to closed session. Roll call vote. Reabe-aye; Trochinski-aye; Floeter-aye; Waterbury-aye; Hoffman-aye; Gende-aye; Toney-aye; Gonyo-aye. All ayes. Motion carried.

Return to Open Session for Decision: Motion/second (Waterbury/Reabe) to adjourn closed session and return to open session. Roll call vote. All ayes. Motion carried.

No action was taken.

Committee Discussion: No discussion.

Administrative Committee Report: Reabe reported regarding where the hiring process is for the County Administrator. Discussion followed.

Finance: Reabe reported regarding the meeting.

Personnel: No discussion.

Property & Insurance: Trochinski reported regarding the meeting.

IT Committee: Waterbury reported the IT Committee meeting will be August 9, 2016.

Facilities & Security Committee Report: Reabe reported regarding the meeting.

The Board May Confer With Legal Counsel: None.

Future Meeting Date: The next Health & Human Services Board meeting will be Monday, September 12, 2016 at 5:00 p.m. at the Green Lake County Government

Center.

Future Agenda Items For Action and Discussion:

Adjournment: Gonyo adjourned the meeting at 7:09 p.m..

DRAFT

3. *Transitional Services for Youth*

ADRCs shall provide services to children with disabilities beginning at age 17 years and 6 months who may be eligible to receive LTC services in the adult long-term care system. ADRCs shall not otherwise provide children's services.

D. Limits to ADRC Service Requirements

1. *Services Provided to Customers Outside of the ADRC Service Area*

Aging and Disability Resource Center staff are not required to travel out of the ADRC's service area to provide services under this contract with the exception of assisting a resident of the ADRC's service area to relocate out of a nursing facility outside of the ADRC's service area. ADRC staff are required to assist any resident of their service area with relocating from a nursing facility regardless of the location of the nursing facility.

When contacted by a customer who is located outside of the ADRC's service area, ADRC staff shall provide basic information and assistance, and make a referral to the ADRC whose service area covers where the customer is located.

2. *Services in Areas without Family Care and IRIS*

The ADRC shall provide all services described in this contract, with the exception of ADRCs who operate in counties without Managed Long-term Care. For those ADRCs, the following services are not required until the Department implements Family Care and IRIS in the ADRC's service area.

- a. Administration of the Long-term care Functional Screen
- b. Enrollment Counseling
- c. Disenrollment Counseling

II. AGING AND DISABILITY RESOURCE CENTER LOCATION AND PHYSICAL PLANT

A. Department Approval of Location and Physical Plant

Prior to any change to the ADRC's location, physical plant, or operations subject under Section II of this Scope of Services, the ADRC shall receive approval from the Department.

B. Location, Physical Space and Facility Characteristics

1. Welcoming and Inviting Environment

X The ADRC must encourage and promote access community utilization of the ADRC. The ADRC's location should be welcoming and inviting and a place where customers are comfortable coming for programs, information and resource center services.

2. Site Requirements

- a. The ADRC shall be located in a place that is visible and recognizable to the public.
- b. The ADRC shall have public parking available within one city block of the ADRC location. Parking for the ADRC shall be made available at no cost to the public. Parking for the ADRC shall include accessible parking spaces in compliance with the Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities (ADAAG).
- c. All ADRCs which are located in municipalities served by public transportation must be accessible by public transportation,

3. Signage

- a. All Aging and Disability Resource Center locations shall have clearly visible signage indicating the presence of the Aging and Disability Resource Center on both the interior and exterior of the building in which it is located. At least one clearly visible exterior sign, at least one clearly visible interior sign, and all directional signs must show the Department's ADRC logo in the Department's blue and white color scheme.
- b. The ADRC shall also be identified on any posted building directories. Directory listings do not need to include the ADRC logo.

4. Facility Requirements

All ADRC buildings shall meet the following facility requirements:

- a. The Aging and Disability Resource Center is responsible for identifying and addressing barriers to accessibility and complying with state and federal accessibility requirements, including the Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities (ADAAG) (See http://www.ada.gov/2010ADAstandards_index.htm). The ADRC physical plant shall be consistent with the ADAAG guidelines for new buildings.

- b. The building and furnishings shall be clean, in good condition, and free of hazards.
- c. The path that customers must follow to access the ADRC, including sidewalks, doors, hallways, stairs and elevators, shall be accessible to and shall comfortably accommodate people with limited mobility.
- d. Provide directional signs that include the ADRC logo and are in compliance with the ADAAG requirements.
- e. Provide instructions for the use of ADRC services in alternate formats accessible to people with impairments that limit their ability to access information in standard formats.
- f. Provide hearing loop technology at the receptionist area and in private consultation areas.
- g. Have public restrooms for use by Aging and Disability Resource Center customers that are clearly signed, accessible, and able to accommodate customers with an attendant of the opposite sex while maintaining privacy for all customers.

5. *Reception Area*

- a. The Aging and Disability Resource Center shall have its own clearly identified, separate and distinct reception area that includes a waiting area for ADRC customers and is not shared with other agencies or organizations. The reception area need not be separate and distinct from that of an aging unit with which the ADRC is integrated or co-located.

Waivers of the requirement for a separate and distinct ADRC reception area may be requested of and approved at the sole discretion of the Department.

- i. Requests for waivers should be submitted to the ADRC's assigned Regional Quality Specialist using the form prescribed by the Department.
- ii. Conditions for approving a waiver of the separate and distinct reception area requirement include all of the following:
 - (a) Customers of the organizations sharing the reception area are compatible with those of the ADRC.
 - (i) Customers of the organizations sharing the reception area are members of the populations served by the ADRC, and
 - (ii) Services of the organizations sharing the reception area are available to their customers regardless of income, assets and ability to pay;

(b) The ADRC demonstrates that its reception area meets the needs of its current and potential customers.

(c) The ADRC meets all other reception area requirements.

- b. The reception area shall be designed to be functional for and appealing to members of the ADRC client population. The reception area shall be accessible; clean, of sufficient size, adequately furnished and arranged to comfortably accommodate people of all ages and disabilities with dignity and respect.
- c. The reception area shall be arranged such that other customers are not able to overhear conversations between the receptionist and customer. If sign-in sheets are used, they shall not be viewable by other customers.
- d. Customers entering the reception area shall be promptly greeted by an individual who is knowledgeable about the ADRC's services and ready to assist or direct them to the right person to assist them. The receptionist and/or person greeting customers shall meet the requirements for staff who answer the phone and interact with the public contained in Section IV.F.3.a of this contract.
- e. The reception area shall include display space for fliers, pamphlets and other information materials that is accessible to visitors and arranged so that customers can easily browse and reach the material during office hours.
- f. The reception area shall include hearing loop technology to facilitate communication with persons who are hearing impaired.

6. *Privacy and Confidentiality*

Information and assistance specialists, options counselors and benefit specialists shall have private office space, or access to private meeting space, where they can have confidential conversations. Consumers and families shall not experience a delay in meeting with ADRC staff due to lack of private space.

ADRC staff shall have access to telephones and computers with high speed internet access to be able to access databases, benefits assessment tools and other information that may be needed during consultations in their office and in the private meeting space.

The Aging and Disability Resource Center shall provide for the secure storage of confidential information on site and have a protocol for storage of confidential information as per requirements in Section IV. M.

7. *Co-Location with an MCO or IRIS Agency*

The ADRC shall not be located in the same building as an MCO or IRIS consultant agency. Co-location with an MCO creates the appearance of a conflict of interest. If

an MCO or IRIS consultant agency moves into the same building as the ADRC, the ADRC shall notify the Department within 3 business days.

8. *Co-Location with an Aging Unit*

An ADRC that is fully integrated with the Aging Unit shall be co-located with the Aging Unit. Co-location streamlines customers' access to services.

ADRCs that are not fully integrated with an Aging Unit may be co-located, share facilities and share administrative staff with an Aging Unit to improve customers' access to services.

If an ADRC and Aging Unit share a phone number, the phone must be answered "Aging and Disability Resource Center" per Section II.D.4.c.

C. Hours of Operation

1. *Scheduled Business Hours*

The ADRC must have business hours at times that are convenient for its customers. The ADRC must ensure that:

- a. Hours open are based on an assessment of the most convenient days and times for walk-in customers to visit and callers to contact the ADRC, rather than on staff convenience. The ADRC shall assess the most convenient days and times for current customers to access the ADRC. Results of the assessment shall be used to determine hours open to ensure the ADRC is meeting existing and potential customers' needs.
- b. The ADRC shall have a fixed schedule of hours of operation. The hours of operation shall be included in the ADRC's voice mail greeting and posted on the ADRC's web site and at the entrance to the ADRC, together with a statement letting customers know that after-hours appointments are available upon request.

2. *After-Hours Services by Appointment*

In addition to its regularly scheduled business hours, the Aging and Disability Resource Center shall have the capacity to set up occasional after-hours and weekend appointments.

The ADRC shall establish criteria for determining when after-hours appointments are necessary and that the after-hours appointments are made in a timely manner.

D. Equipment and Systems

1. General Communication Systems

Aging and Disability Resource Centers must have up-to-date and fully operational systems so that services can be provided to customers in a timely and convenient manner. These must include, but are not limited to, telephone, email, and web/internet systems.

2. Computer Systems

The ADRC's computer system shall:

- a. Have a high-speed internet connection and shall have the capacity to stream both video and voice over the internet.
- b. Operate either a SAMS IR, or an equivalent software, that has the same capacity as SAMS IR for client tracking, resource database, and reporting.
- c. Provide all ADRC staff with a computer and shall allow all ADRC staff to input data into the SAMS IR or equivalent software.

3. Management Information System (MIS)

- a. The Aging and Disability Resource Center shall operate SAMS IR or have a client tracking system capable of:
 - i. Assigning a unique contact number for each contact and a unique client identification number for each person for whom a contact is made,
 - ii. Storing, analyzing, integrating and reporting data,
 - iii. Meeting all Department reporting requirements in formats and timelines which satisfy the requirements listed in Section IV.N.1.,
 - iv. Collecting and tracking data on the initial and subsequent client contacts, including, but not limited to, the characteristics of the person making the contact, the reasons for and subjects of the contact, the issues identified, the ADRC services provided, the outcomes that result, and any follow-up activities,
 - v. Supporting quality assurance/quality improvement requirements, including any Department-required performance criteria and indicators, and
 - vi. Meeting standards for database content and structure established by the Department.

- b. The Aging and Disability Resource Center shall maintain, keep up to date, and use a directory or an electronic resource database consistent with standards for database content and structure established by the Department.
- c. The resource database or directory shall be sufficient to support the provision of information and assistance, options counseling, and other required ADRC services. The resource database or directory shall contain detailed information about the full range of programs and services available for older people and people with disabilities in the communities served by the ADRC. The resource database or directory shall include information relating to each of the information and assistance topics listed in Section III.B.2., including the name, contact information, and key features of each program or service and, where applicable, cost, regulatory compliance information, eligibility requirements and application procedures.
- d. The information in the resource database or directory shall be complete and up to date. Resource information shall be updated at least annually.
- e. The ADRC shall designate one person from its staff to be the resource database lead and one staff to be the client tracking database lead. Each lead has responsibility for ensuring the integrity of the information contained in the assigned database, supporting ADRC staff in their use of the database, and serving as a contact for the Department regarding the database, and participating in any Department required trainings and/or user groups.
- f. If an ADRC does not operate SAMS IR, the ADRC shall provide access to its client tracking system for its assigned Regional Quality Specialist for quality assurance.

4. Telephone System

- a. The ADRC shall have its own dedicated toll free phone number. If the ADRC chooses to also maintain a local phone number or numbers, these numbers must be solely dedicated to the ADRC.
- b. The ADRC phone number(s) shall be publicized on the ADRC's web site, in the ADRC's marketing materials, and published in local telephone book(s). For county-based ADRCs, the ADRC phone number shall also be publicized on the home page of the county's web site if other county agency telephone numbers are included on the home page..
- c. The Aging and Disability Resource Center telephone shall be answered during the ADRC's business hours directly by a person who will identify to the caller that he/she has called the "Aging and Disability Resource Center." Incoming calls to the ADRC shall be answered promptly.

- d. The telephone system shall transfer calls internally within the ADRC without requiring the caller to place a separate call. The capacity to transfer calls internally within the ADRC applies to both single office ADRCs and multiple-office ADRCs, including regional ADRCs. The customer shall be informed if their call is being transferred, and ADRC staff shall speak with the receiving staff member to identify the caller and complete the transfer.
- e. If, after regular business hours, the Aging and Disability Resource Center phone is not answered by a person, then it shall be answered by a system that identifies the ADRC's regular business hours, permits callers to leave a message, and refers callers to an emergency number. The ADRC shall respond to phone messages by the end of the next business day.
- f. The telephone system shall either have the capacity to track and report the total number of calls received; the minimum, maximum and average hold times; and the number and percent of abandoned calls on the ADRC's primary advertised phone number(s) and toll free number; or the ADRC shall adopt the Department recommended telephone system when made available by the Department.

5. *E-Mail*

The Aging and Disability Resource Center shall have a well-publicized electronic mail (e-mail) address which is published on the ADRC's web site, in ADRC's marketing materials and submitted to the Department for publication on the Department's website. For county-based ADRCs, the ADRC's e-mail address shall also be published on the home page of the county's web site, if other agency or department e-mail addresses are published there. The Aging and Disability Resource Center shall respond to e-mail contacts from customers by the end of the next business day after receipt of the email.

6. *Website*

The Aging and Disability Resource Center shall have a website to communicate its services to the client populations and general public. The website shall be user-friendly and directly accessible to the public through search engines.

- a. The website shall include descriptions of the ADRC's mission, the populations it serves, and the types of information and services it provides. Contact information for the ADRC, such as telephone number, address, hours of operation, and e-mail address should be highly visible and easy to find on the ADRC's home page.
- b. For county-based ADRCs, the ADRC website shall be highly visible and easy to find on the home page of the county's website.
- c. The website shall contain, or provide a link to, the ADRC's resource database or directory.

- d. The ADRC website, including the resource database or directory, shall be accessible to people with impairments or disabilities that limit access to standard web formats.

III. SERVICES TO BE PROVIDED BY THE AGING AND DISABILITY RESOURCE CENTER

A. Marketing, Outreach and Public Education

1. Use of Standard Materials

Marketing and other informational materials developed by the ADRC in 2016, and going forward, shall be compliant with Department guidelines to ensure consistency and “brand” identification statewide. All official ADRC public information must include the ADRC logo with the wording “Aging & Disability Resource Center” in the Department’s blue and white color scheme. If the document is a black and white printed document, then the ADRC logo must be used, but can also be printed in black and white. All materials provided to customers or the general public shall be approved by the Department prior to printing/producing. Standardized marketing materials developed by DHS shall be used by the ADRC. The requirement does not apply to Department generated documents.

2. Developing and Implementing an Ongoing Program of Marketing, Outreach and Public Education

- a. The Aging and Disability Resource Center shall implement ongoing marketing, outreach and public education activities.
- b. The Aging and Disability Resource Center shall target its outreach and education activities based on locally collected ADRC data, statewide data and other findings of the Department or the ADRC’s governing board.

3. Ability to Reach All Populations

The Aging and Disability Resource Center shall market, outreach and provide education to all client populations required by this contract. Materials shall be culturally sensitive and accessible to those who have limited English proficiency or visual or hearing impairments.

4. Outreach to Businesses, Community Organizations and Health and Long-term care Providers

The Aging and Disability Resource Center shall communicate with businesses, community organizations, health care providers and long-term care providers in its service area to ensure community awareness of ADRC services. ADRCs shall tailor

Checklist for the Evaluation and Compliance Plan Requirement in the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section 2 Contract Item	Meets Contract Requirement (X)	Not Currently In Compliance	If not currently in compliance: Barriers to meeting the requirement	If not currently in compliance: Plan to meet contract requirement	Planned Date of Compliance
EXAMPLE ITEM					
All signage shows the Department's ADRC logo in the Department's blue and white color scheme.		X	Fiscal: ADRC does not have funds in budget to replace the ADRC sign on building.	ADRC will look at budget and adjust it so that a new sign can be purchased.	5/1/2016
Welcoming and Inviting Environment (Page 4 of 2016 Contract)			ADRC is located in a building that also serves as the Court House, therefore they have a metal detector and security at the main entrance. There would be no feasible way to change the entrance to the ADRC so that customers do not have	Director and County administrator will be writing a letter to ORCD to discuss the issue of having a metal detector and security at the entrance. If the determination is that the ADRC in Green Lake County can not be in the building with a	
All ADRC locations are accessible by public transportation, if the municipality in which the ADRC is located has public transportation.	X				
The ADRC has adequate parking, including accessible parking, at no cost to the public.	X				
Signage (Page 4 of 2016 Contract)					
All ADRC locations have clearly visible signage on the interior of the	X		Cost of updating all interior signage for all 4 ADRC locations is not	Interior signage will need to be purchased for all 4 ADRC locations	10/1/2016
All ADRC locations have clearly visible signage on the exterior of the	X		Cost for updating exterior signage to make it visible from all	Exterior signage will need to be purchased for all 4 locations	10/1/2016

Checklist for the Evaluation and Compliance Plan Requirement in the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section 2 Contract Item	Meets Contract Requirement (X)	Not Currently In Compliance	If not currently in compliance: Barriers to meeting the requirement	If not currently in compliance: Plan to meet contract requirement	Planned Date of Compliance
The ADRC is identified on any posted building directories.	x				10/1/2016
All signage shows the Department's ADRC logo in the Department's blue and white color scheme.		x	There are currently no funds allocated to purchasing new signage for all 4 sites total cost to update interior and exterior signage will be \$5,000	Purchase all new signage both interior and exterior for all 4 locations with the new state mandated logo on them	10/1/2016
Facility Requirements (Pages 4-5 of 2016 Contract)					
<u>ADA Standards for Accessible Design</u>					
The building and furnishings are clean, in good condition, free of hazards and meet state and federal	x				
The ADRC provides directional signs and instructions for the use of ADRC services in print, Braille, and alternate formats (e.g., increased font size, high contrast in colors, American Sign Language video translations, closed captioning on videos.)		x	Finding funding and access to local business to provide signage at a reasonable price	Will look at current budget to see if funds are available.	8/1/2016
The ADRC has public restrooms for use by customers that are clearly signed and accessible	x				
The ADRC has public restrooms that accommodate customers	x				

Checklist for the Evaluation and Compliance Plan Requirement in the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section 2 Contract Item	Meets Contract Requirement (X)	Not Currently In Compliance	If not currently in compliance: Barriers to meeting the requirement	If not currently in compliance: Plan to meet contract requirement	Planned Date of Compliance
Reception Area (Page 5 of 2016 Contract)					
The ADRC has a clearly defined, separate, distinct, accessible and welcoming reception area where the public is greeted by an individual	x				
The reception area is large enough to accommodate people of all ages and with different disabilities.	x				
The layout of the reception area does not allow customers to overhear conversations between the receptionist and another customer.	x				
The reception area has an accessible display space for fliers, pamphlets and other information materials, arranged so that customers can easily reach the material.					
Privacy and Confidentiality (Page 5 of 2016 Contract)					

Checklist for the Evaluation and Compliance Plan Requirement in the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section 2 Contract Item	Meets Contract Requirement (X)	Not Currently In Compliance	If not currently in compliance: Barriers to meeting the requirement	If not currently in compliance: Plan to meet contract requirement	Planned Date of Compliance
Information and assistance specialists, options counselors and benefit specialists have access to private meeting space for confidential conversations.	X				
Private meeting spaces are equipped with telephones and computers with high speed internet access and can access databases and benefits assessment tools.	X				
The ADRC stores confidential information securely on site.					
Co-Location with an MCO (Page 5 of 2016 Contract)					
The ADRC is not located in the same building as an MCO.					
Co-Location with an Aging Unit (Pages 5-6 of 2016 Contract)					
If the ADRC and Aging Unit share a phone number, the phone is answered, "Aging and Disability Resource Center."	N/A				

Checklist for the Evaluation and Compliance Plan Requirement in the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section 2 Contract Item	Meets Contract Requirement (X)	Not Currently In Compliance	If not currently in compliance: Barriers to meeting the requirement	If not currently in compliance: Plan to meet contract requirement	Planned Date of Compliance
Regularly Scheduled Business Hours (Page 6 of 2016 Contract)					
The ADRC assesses the most convenient days and times for customers	X				
Information and assistance service is available continuously	X				
ADRC hours are fixed and posted	X				
After Hours Services by Appointment (Page 6 of 2016 Contract)					
The ADRC has the capacity to set up after-hours and weekend					
The ADRC establishes criteria for determining when after-hours appointments are					
Computer Systems (Pages 6-7 of 2016 Contract)					
The ADRC has a computer system that can stream both video	X				
The ADRC operates either a SAMS IR or an equivalent software that has the same capacity as SAMS IR for client	X				
All ADRC staff members have a computer and it allows staff to input data into the SAMS IR or equivalent software.	X				

Checklist for the Evaluation and Compliance Plan Requirement in the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section 2 Contract Item	Meets Contract Requirement (X)	Not Currently In Compliance	If not currently in compliance: Barriers to meeting the requirement	If not currently in compliance: Plan to meet contract requirement	Planned Date of Compliance
Management-Information Systems (Pages 7-8 of 2016 Contract)					
The ADRC has a client tracking database lead.	X				
The resource database includes information relating to each of the information and	X				
The resource database includes information relating to the name of the resource contact	X				
Resource information is updated annually.	X				
The ADRC has a resource database lead.	X				
Management-Information Systems FOR NON-SAMS IR					
The ADRC client tracking system meets all Department reporting requirements.					
The ADRC client tracking system collects Department-required performance criteria and indicators.					

Checklist for the Evaluation and Compliance Plan Requirement in the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section 2 Contract Item	Meets Contract Requirement (X)	Not Currently In Compliance	If not currently in compliance: Barriers to meeting the requirement	If not currently in compliance: Plan to meet contract requirement	Planned Date of Compliance
The client tracking system assigns a unique contact number for each contact and a unique client identification number for each customer.					
The client tracking system tracks data on the initial and subsequent client contacts, including					
The client tracking system also tracks data on the ADRC services					
The client tracking system meets the standards for database					
The RQS has access to its client tracking database					
Telephone Systems (Page 8 of 2016 Contract)					
The ADRC has its own dedicated phone number(s) including a toll-free telephone number. (Unless ADRC is integrated with an Aging	x				
If regional, there is one telephone or telecommunications	x				

Checklist for the Evaluation and Compliance Plan Requirement in the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section 2 Contract Item	Meets Contract Requirement (X)	Not Currently In Compliance	If not currently in compliance: Barriers to meeting the requirement	If not currently in compliance: Plan to meet contract requirement	Planned Date of Compliance
The ADRC phone number(s) are on the ADRC's web site, in the ADRC's marketing materials, and published in the local telephone book(s).	x				
If the ADRC is county-based, the telephone number is on the home		x	none-hopefully	Currently working with all 4 sites to ensure that is is done.	7/1/2016
The ADRC telephone is answered during business hours by a staff person who tells the	x				
The telephone system transfers calls internally. Multi-office ADRCs must be able to transfer calls among their offices.	x				
The telephone system tracks and reports hold times and abandoned calls.	x				
After business hours, the telephone system identifies the ADRC's business hours, permits callers to leave a message, and refers callers to an emergency number.	x				
An ADRC staff member responds to phone messages by the end of	x				
E-Mail (Page 8 of 2016 Contract)					

Checklist for the Evaluation and Compliance Plan Requirement in the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section 2 Contract Item	Meets Contract Requirement (X)	Not Currently In Compliance	If not currently in compliance: Barriers to meeting the requirement	If not currently in compliance: Plan to meet contract requirement	Planned Date of Compliance
The ADRC has an email address published on the ADRC's web site, in marketing materials and submitted to the Department for publication on the Department's website.	x				
For county-based ADRCs, the ADRC's email address is also published on the home page of the county's web site.		x	none-hopefully	Working with local IT departments to ensure that this is done	7/1/2016
An ADRC staff member responds to e-mail contacts from customers by the end of the next business day.	x				
website (Page 9 of 2016 Contract)					
The ADRC website includes descriptions of the ADRC's mission, the populations it serves, and the types of	x				
Contact information for the ADRC (telephone number, address, hours of operation, and email address) is highly visible and easy to find on the					

Checklist for the Evaluation and Compliance Plan Requirement in the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section 2 Contract Item	Meets Contract Requirement (X)	Not Currently In Compliance	If not currently in compliance: Barriers to meeting the requirement	If not currently in compliance: Plan to meet contract requirement	Planned Date of Compliance
For county-based ADRCs, the ADRC website link is highly visible and easy to find on the home page of the county's website.		x	none-hopefully	working with IT to complete	7/1/2016
The website contains or provides a link to the ADRC's electronic resource database.	x				
The ADRC website, including the resource database, is accessible to people with impairments or disabilities that limit access to standard web formats (e.g. increased	x				

GREEN LAKE COUNTY
DEPARTMENT OF HEALTH & HUMAN SERVICES

Health & Human Services
571 County Road A.
PO Box 588
Green Lake, WI 54941-0588
Voice: 920-294-4070
Fax: 920-294-4139
Email: glcdhhs@co.green-lake.wi.us



Fox River Industries
222 Leffert St.
PO Box 69
Berlin, WI 54923-0069
920-361-3484
FAX 920-361-1195
Email: fri@co.green-lake.wi.us

May 16, 2016

Ms. Anne Olson
Director, Office of Resource Center Development
BADR
1 W Wilson St
Madison WI 53703

Dear Ms. Olson:

It has come to our attention that the Bureau has labeled the ADRC site located in the Green Lake County Department of Health and Human Services as “not warm and welcoming” due to the fact that there is a metal detector at the entrance to the facility. Green Lake County officials strongly disagree with this. “Warm and welcoming” is not just about the physical structure, but is strongly connected to the customer service given at the site. Green Lake County feels that we give exceptional customer service. The ADRC moved to this site almost 6 years ago, at which time the State had no objection to the facility. During those six years we have not received any complaints about the ADRC facility. The Security Staff are extremely friendly and make every effort to accommodate the elderly and disabled consumers who come to the facility.

The ADRC has a central office space shared by all staff that houses information on all resources in Green Lake County, along with desk and computer space. Each of the Resource Specialists, the DBS, and the ADRC Director also has a private office where they can take consumers for confidential discussions. There is also a larger private interview room to accommodate larger families.

Green Lake County feels we have embraced the idea that the ADRC should be a “one stop shop” for the consumers who come to our facility. Our ADRC site and Aging Department are co-located in the same Unit and work together daily on issues for consumers. Our Economic Support Unit is located next to the ADRC/Aging Unit and works closely with our Resource Specialists to assist consumers.

In conclusion Green Lake County feels that the ADRC site is “warm and welcoming”. The facility is new, well-kept and completely handicapped accessible in all areas, and again we have not received any consumer complaints about the facility. The staff is well trained and provides exceptional customer service. The ADRC is co-located with the Aging Unit, which eliminates duplication and provides better service to the consumer. Other Health and Human Services Units that consumers may need to visit are located in the same facility. To move the ADRC from this site would disrupt service to the consumer. Creating a separate entrance is unnecessary and cost prohibitive.

Sincerely,

Linda Van Ness, Director
Green Lake County Department of Health & Human Services

Scott Walker
Governor

Kitty Rhoades
Secretary



State of Wisconsin
Department of Health Services

DIVISION OF PUBLIC HEALTH

1 WEST WILSON STREET
P O BOX 2659
MADISON WI 53701-2659

Telephone: 608-266-1251
FAX: 608-267-2832
TTY: 711 OR 800-947-3529

July 26, 2016

Ms. Linda Van Ness, Director
Green Lake County Department of Health & Human Services
571 County Road A
PO Box 588
Green Lake, WI 54941-0588

Dear Ms. Van Ness:

I would like to take this opportunity to respond to your letter, dated May 16, 2016, regarding requirements in Section II, Location, and Physical Plant, of the Aging and Disability Resource Center (ADRC) contract.

Your letter expresses concern with a recent assessment by our Office's Regional Quality Specialist. The assessment identified certain physical features of the Green Lake branch office of the ADRC of Adams, Green Lake, Marquette, and Waushara Counties (AGLMW) as not meeting the contract requirement that the ADRC provide a physical environment that is "warm and welcoming" for customers. You note that the assessment does not account for important factors like the quality of customer service and accessibility when determining what constitutes 'warm and welcoming' and that the Department made no objection to the facility when it was built six years ago.

We agree with your assessment that providing quality service should be our main concerns. Providing quality services to as many people as possible is our goal. Based on third party evaluations, ADRC customers typically express high satisfaction and willingness to recommend the ADRC to others. These evaluations also show a significant correlation between the ADRC's physical plant features and customer satisfaction. DHS data also indicates that ADRCs serve about 10% of the aging population. In order to reach more people, it is clear that ADRC location, physical plant features and accessibility are important to address.

For these reasons, the Department has made elimination of potential barriers and improved access to ADRC services a high priority in 2016, whereas in previous years, when the Green Lake branch office was built, the focus was on statewide implementation.

The Office for Resource Center Development is concerned that the multiple reception / entrance areas, metal detector, and speak through window of the Green Lake branch ADRC location present potential barriers to customers finding and utilizing the ADRC. The Office has done an initial evaluation of the ADRC of AGLMW's customer data, and found that the ADRC does not appear to serve as many customers as other ADRCs relative to your area's aging and disabled population. After adjusting for population size, the number of ADRC of AGLMW's 2016 reported customers and contacts are approximately 15% below the statewide average.

Linda Van Ness

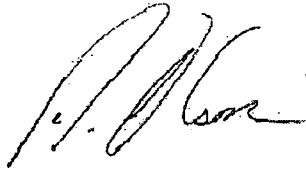
Page 2

July 26, 2016

The Department is sensitive to the practical concerns that Green Lake County and others may have about coming into compliance with these requirements. ADRCs have been provided an opportunity to apply for one-time funds for use in coming into compliance. The Office is more than happy to work with Green Lake County on a compliance plan that meets both Green Lake's and the Department's needs.

Thank you for your sharing your thoughts. I hope this has helped to allay your concerns on the matter.

Sincerely,

A handwritten signature in black ink, appearing to read "A. Olson", written in a cursive style.

Anne Olson
Office for Resource Center Development
Bureau of Aging and Disability Resources

Cc: Jennifer Dille

BEHAVIORAL HEALTH UNIT – 2016

August, 2016

(4) Emergency Detentions were done.

Fond du Lac County – DCP – Please refer to voucher list for actual cost and number of days

Three clients are in **Community Based Residential Facilities:**

Brotoloc North –(One person) Please refer to voucher list for actual cost and number of days

Our House I, II, III LLC – (One Person) Please refer to voucher list for actual cost and number of days

Friends of Women in Recovery Beacon House –

Summit House- (One Person) Please refer to voucher list for actual cost and number of days

Pine Valley (one person) Please refer to voucher list for actual cost and number of days

IMD

Trempeleau County Health Care Center (One Person) Please refer to voucher list for actual cost and number of days

Winnebago Please refer to voucher list for actual cost and number of days

NOVA (One Person) Please refer to voucher list for actual cost and number of days

Exodus: Please refer to voucher list for actual cost and number of days

Contractual Services – **CCS/CLTS:**

White Pines Consulting, Adams County Regional County CCS Activities: \$2,363.28= (July late invoice)
\$702.25 + (Regional Services for July) \$1208.37 + (regional services for August) \$932.66

Lutheran Social Services , Service Facilitation, \$1645.00

Steve Shekels: \$465.75 - service assessments, planning, supervision and facilitation.

KD therapy Services – (Katie Douglas) – Comprehensive Community Services (CCS) service assessments, planning, supervision and facilitation \$1563.72

Wellhoefer Counseling – CCS , service assessments, planning, supervision and facilitation. \$598.31

Contractual Services – **Jail Recidivism:**

Community Options Inc - Please refer to voucher list for actual cost and number of days

Contractual Services – **Psychiatric/Psychological:**

Kent M Berney, PhD - @ \$175.00/hr; 7782.50

Dr. Maria Luisa Baldomero @ \$ 154.74/hr; \$3380.40

Dr. Shirely Dawson Medical Director \$250.00/hr; \$23,125.00

L & R Physician Services: I & R Physician Services LLC ,Gail Tausch MD (e-psychiatry) for July \$2,780.00
(last payment)

Court ordered evaluations: Sanford Bloom PhD. \$150.00/hr , 4.5 hrs = \$874.00;

Marshall Bales MD . \$150.00/ hr + \$75.00/hr travel = \$1,920.00

James Black PhD. \$160.00/hr \$600.00

Drug Court Project Description

The Treatment Alternative and Diversion Grant supports the implementation of a Drug Treatment Court serving medium and high risk offenders with high treatment and support needs in the Green Lake County area. The Drug Court will accept individuals with offenses related to a diagnosed substance use disorder and will enhance collaboration between the judicial system, Probation & Parole, substance abuse treatment, law enforcement, and pre-existing Recidivism Reduction programming.

The program's mission statement is:

The mission of the Green Lake County Drug Treatment Court will be to increase community safety and quality of life by breaking the cycle of drug and alcohol addiction through a balance of accountability, treatment, and rehabilitation as an alternative to incarceration.

The program follows a rise in drug-endangered child cases and significant influx of both opiates (heroin and prescribed) and methamphetamines to our area. Individuals who enter the program will complete three required phases, including development of an aftercare plan, which help them access treatment, community resources, employment/ education, parent training, etc. and to give back to the community via service work and accountability.

CHILDREN & FAMILY SERVICES UNIT –August, 2016

Out-of-Home Care – as of 08/31/2016

Foster Care – Level I & II (Range of costs from \$232.00 to 2000.00)

A total of twelve (**12**) children were in local foster care at months end. All were in level II homes. Three (**3**) of the children were in Court Ordered Kinship Care previously. The relative caregivers completed the licensing process and the homes were converted to level II foster homes.

Treatment Foster Care – Two (**2**) youth were placed in Treatment Foster Care through Family Works, Inc. One youth is placed with Rawhide's Treatment Foster Care program.

One (**1**) youth was placed in Residential Care at Rawhide during the month of August, 2016.

Court-ordered Relative Care (\$232.00 month per child)

Seven (**7**) children were in relative care. At month's end, three (**3**) cases converted to relative foster care.

Subsidized Guardianship – Two (**2**) Court ordered relative placement(s) were converted to a court-ordered subsidized guardianship.

Kinship Care – Voluntary (\$232.00 month per child)

Twelve (**12**) were in Kinship care at month's end. One (**1**) new case opened during the month. One (**1**) case closed at month's end. One (**1**) new application is pending.

NOTE: Two (2) of the children in Kinship Care are placed due to drug issues related to the parent(s). The pending case is also drug related. Fifteen (15) of the children placed in court-ordered relative care, foster care and subsidized guardianship are out of their parental homes due to drug related issues by the parent(s). One (1) youth in treatment foster care is placed due to drug related issues by the child and the parent(s).

Other Exceptional Costs:

Family Training Program - Parent Training & Education:

Eight (8) families in service in August, 2016 - 785.00/ month. Thirteen (13) parents participated in the program that with a total of eleven (11) children, in home.

Wellhoefer Counseling: \$3697.54 – Seven (7) families -Targeted Case Management, In Home Therapy, Comprehensive Community Services Team Facilitation.

Progressive Parenting Solutions - Steve Shekels- \$1903.25; Ten (10) families - Parent Training & Parent Mentoring.

Community Options Inc. - \$8033.15 – fourteen (14) children -Mentoring Program/Specialized Services:

\$107.60 Child care for two (2) children; specialized SHC - \$752.76 and specialized RN.

Nancy Baker – In-Home Therapy. \$457.60 – August, 2016

Penny Bahn – Respite Care/Child Mentoring:

\$500.00 Respite two (1) children for the month of August, 2016

Pillar & Vine – Visitation supervision & transportation Services for children in Foster Care.

Lutheran Social Services - CCS – Service Facilitation.

KD Therapy Services – \$3422.06 - Seven (7) families -Targeted Case Management, In Home Therapy, Comprehensive Community Services Team Facilitation:

Meta House, Inc. - \$4085.00 Residential Drug Treatment for one (1) adult female and infant. Discharged on 08/18/2016. Child placed into foster care.

STOP - GPS monitoring for three (3) youth.

SOPORT - \$1000.00 Sex offender treatment; not covered by insurance or MA.

Healing Hearts - Neurofeedback; not covered by insurance or MA.

Healthlink - Hair follicle testing; \$722.26



Economic Support Unit Monthly Report

Consortia Call Center Monthly Report with August data. Some highlights:

- Our Calls per Busy Hour average stayed nearly the same as July.
- Our After Call Minutes Per Call increased about 5% from July.
- Our Average Handle Time per Call stayed nearly the same as July.
- The number of Calls per Worker stayed the same as July.
- Total application received in August: 119. Slight increase from July.
- Green Lake County completed over 95% of FoodShare applications timely.
- Green Lake County had 152 participants complete the customer service survey. Had the highest rate in customer service in the Consortium.

The Consortia is having a Conference for the entire staff of East Central on Wednesday, October 5th. This is the first time since the creation of the Consortia that East Central has done this. The day includes Best Practices and motivational speaker, Ann Kerian.

Shelby Jensen
Green Lake County DHHS
Economic & Child Support Unit Manager



Child Support Unit Monthly Report

New Child Support Specialist started August 29th. Amy Rudolf, is a Paralegal that did Child Support in Marquette County from 2002-2006. Child Support has not changed that much since 2006. With little change to Child Support and Amy's past experience her transition in Child Support has been quite seamless.

Sue Nagel, Calumet County Child Support Lead Worker, continues to work with our agency. Her scheduled last day here in Green Lake County is September 12th. Sue will continue to be available to us via phone and email.

James Weed is scheduled to help out Child Support 16 hours per week. James is responsible for court order entry, refunds and adjustments. This support will allow Amy and Jessica to perform their other Child Support functions.

The phone tree for Child Support was updated to reflect the changes made to Child Support.

The Child Support caseload was distributed equally between Jessica and Amy.

We are continually working with Corporation Counsel to iron out all our court processes.

Child Support Performance Standards have stayed the same since the move to DHHS / Economic Support.

Shelby Jensen
Green Lake County DHHS
Economic & Child Support Unit Manager



2016 Operation Backpack Report

Operation Backpack was again a success. 122 families (250 children) signed up to receive school supplies thru Operation Backpack for the 2016-2017 school. The giveaway for Operation Backpack was August 18th at the Boys 'n' Girls Club. Of the 122 families that signed up only 99 families (210 children) came on the day of the giveaway. 23 families (50 children) did not attend. There is no explanation as to why 19% were not in attendance. Of those that did not attend 95% were from Berlin.

Operation Backpack again this year collaborated with the Boys 'n' Girls Club for the event. The Boys 'n' Girls Club purchased baggies, disinfectant wipes, clothes for the first day of school and miscellaneous school supplies. 4Imprint also donated drawstring gym bags to the Boys 'n' Girls Club the program. These bags were stuffed with hygiene products for the students in Middle and High School to receive at the giveaway.

Operation Backpack did receive a grant thru the Webster Foundation. This grant allowed us to again provide athletic shoes to our students in Elementary school. However, Operation Backpack did see a reduction in community donations this year. Even with this reduction we were still able to provide the needed school supplies for the students that needed them.

Shelby Jensen

Economic & Child Support Unit Manager

GREEN LAKE COUNTY
DEPARTMENT OF HEALTH & HUMAN SERVICES

HEALTH & HUMAN SERVICES

571 County Road A.
PO Box 588
Green Lake, WI 54941-0588
VOICE: 920-294-4070
FAX: 920-294-4139
Email: gldhhs@co.green-lake.wi.us



FOX RIVER INDUSTRIES

222 Leffert St.
PO Box 69
Berlin, WI 54923-0069
920-361-3484
FAX 920-361-1195
Email: fri@co.green-lake.wi.us

QUARTERLY PREPAREDNESS UPDATE 09/01/2016

Railroad meeting and Tabletop Exercise held on August 10, 2016



WEM, local government officials, highway, Red Cross, Fire and Hazmat, Amish liaisons & more.

Displaying the new Railroad Emergency Response Plan are some of the 27 individuals who participated in the Tabletop Exercise for a train derailment incident in the Dalton area. The team included Emergency Management, Sheriff's Office, Public Health, Public Works,



Gary Podoll explains the evacuation zones on the maps developed by the Green Lake Co. GIS department. Special evacuation tags were developed to indicate that a home has been evacuated. A special siren tone will be used to indicate a train derailment. Podoll explained that a full-scale exercise will be conducted next year.

SAVE THE DATE!

The Fox Valley Healthcare Coalition will be conducting a tabletop exercise on Wednesday, November 2nd at Fox Valley Tech. from 9-12:30. Local teams are encouraged to participate including Emergency Management, Environmental Health, Public Health, Law Enforcement and other local partners. Registration details will be shared once they become available.

INCIDENT COMMAND TRAININGS AVAILABLE ONLINE

If you have new staff, please have them go online and complete the basic ICS classes so they can more fully participate in our exercises and real events. The link is:

<https://training.fema.gov/nims/>

DISASTER DRILL TRAINING SUPPLIES

If you are planning on doing an exercise and want to have your simulations come alive, the Fox Valley Healthcare Coalition has a Moulage Kit that is available to you to have realistic looking injuries. Notify Tracey Froiland if interested.

REGIONAL TRAUMA ADVISORY COMMITTEE (RTAC)

RTAC has a new website that includes many classes available to responders as well as meeting notices. Check it out at: <http://foxrtac.net/>

FOX VALLEY AREA HEALTH CARE COALITION (FVAHCC)

Green Lake County is a member of the FVAHCC and together we prepare for disasters or health events where collectively we can do more to improve the health of our community. Please visit their website for upcoming activities: www.fvahcc.org

ORDINANCE NO. -2016

Amending Chapter 228, Article I, Smoking and Tobacco Products

The County Board of Supervisors of Green Lake County, Green Lake Wisconsin, duly assembled at its regular meeting begun on the 20th day of September, 2016, does ordain as follows:

Chapter 228, Article I, is repealed and recreated as follows:

Roll Call on Ordinance No. - 2016
Aye ____, Nay ____, Absent ____, Abstain __

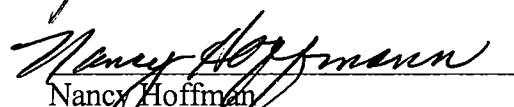
Passed & Enacted/Rejected this 20th
day of September, 2016

County Board Chairman

Attest: County Clerk
Approved as to Form:

Corporation Counsel

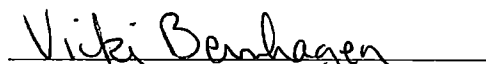

John Gende

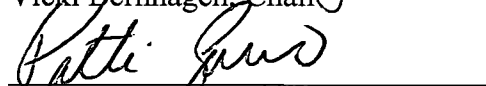

Nancy Hoffmann

Brian Floeter

Joy Waterbury

Submitted by Property & Insurance
Committee


Vicki Bernhagen, Chair

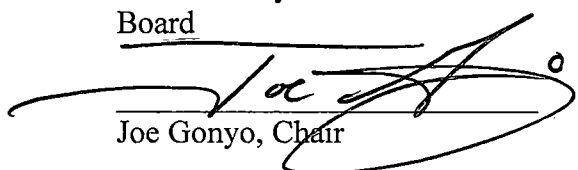

Patti Garro, Vice-Chair


Robert Lyon

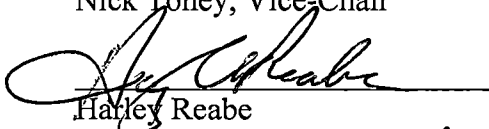
Michael Starshak

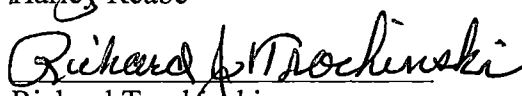

Richard Trochinski

Submitted by Health & Human Services
Board


Joe Gonyo, Chair

Nick Toney, Vice-Chair


Harley Reabe


Richard Trochinski

Chapter 228. Smoking and Tobacco Products

Article I. Smoking on County Property

§ 228-1. Authority.

This article is adopted in consonance with § 101.123, Wis. Stats.

§ 228-2. Title.

This article shall be known as the "Green Lake County Clean Air Ordinance."

§ 228-3. Jurisdiction.

This article shall regulate the use of smoking materials on all property owned, leased or otherwise operated by Green Lake County government or agencies and businesses operating the same for said government.

§ 228-4. Words and phrases defined.

As used in this article, the following terms shall have the meanings indicated:

ELECTRONIC DELIVERY DEVICE

Any product containing or delivering nicotine or any other substance intended for human consumption that may be used by a person to simulate smoking through inhalation of vapor or aerosol from the product. This includes any such device whether manufactured, distributed, marketed, or sold as an e-cigarette, e-cigar, e-pipe, e-hookah, or vape pen, or under any other product name or descriptor.

SMOKING

Carrying To smoke or carry a lighted cigar, cigarette, pipe or any other lighted smoking equipment or tobacco related products in any form. Smoking also includes the use of an electronic delivery device which creates an aerosol or vapor in any manner or in any form, or the use of any oral smoking device.

USE TOBACCO PRODUCT

To consume by means other than smoking including, but not limited to, the chewing, spitting, swallowing, snorting, inhaling or ingesting of any tobacco product.

§ 228-5. Prohibited practices; exceptions.

A. No person shall smoke or use tobacco products in any building or on any grounds owned, leased or otherwise operated by or on behalf of Green Lake County at any time.

B. Exceptions to this policy include the following:

(1) Green Lake County owned parks.

(2) Green Lake Highway grounds, only for the duration of the annual Green Lake County Fair.

§ 228-6. Violations and penalties.

Any person who shall violate any restriction under § 228-5 shall forfeit \$20 for each violation. Any person who shall violate any restriction under § 228-5 a second time, shall forfeit \$40.00.

~~A. If the \$20 prescribed above is not paid within 10 days after the citation was issued, and the citation is not contested, the forfeiture shall increase to \$40.~~

~~B. If the \$40 is not paid within 20 days of the citation, collection action for the forfeiture will be commenced and an additional administrative fee of \$25 shall be added to the forfeiture amount, bringing the total due to \$65.~~

§ 228-7. Enforcement.

A. The Green Lake County Sheriff's Office shall enforce the provisions herein.

~~B. The Sheriff shall develop a citation for use in enforcing violations described in § 228-5. The citation shall provide that payment of the forfeiture shall be mailed or delivered to the Green Lake County Sheriff's Office and shall not be filed with any court. The amount of the forfeiture for such violation shall be paid in cash, money order, or bank check and shall be made payable to Green Lake County. If the defendant informs the Sheriff's Office that he or she wished to contest the citation, the citation shall be dismissed, and a complaint shall be forwarded to the District Attorney, who, upon receipt of the complaint, may institute appropriate legal proceedings against the alleged offender. This article may be enforced by citation, as permitted by s.15-1 of the Green Lake County Code of Ordinances, or through the issuance of a summons and complaint.~~

C. The Green Lake County Corporation Counsel and District Attorney are authorized to bring an action to enforce the provisions of this article.

BE IT FURTHER ORDAINED, that this ordinance shall become effective upon passage and publication.

RESOLUTION NUMBER ___ - 2016

RELATING TO CREATING A BILLING SPECIALIST POSITION

The County Board of Supervisors of Green Lake County, Green Lake, Wisconsin, duly assembled at its regular meeting begun on the ____ day of _____ does resolve as follows:

WHEREAS, we have been utilizing Schenck to help review/revise our policies and procedures; and,

WHEREAS, the volume and complexity of billing has increased in recent years; and,

WHEREAS, because of the complex insurances and HMO's, etc.; and,

WHEREAS, there is only one full time position currently dedicated to this crucial function,

WHEREAS, at the present time, other Administrative staff are helping to complete all the different aspects of billing.

WHEREAS, with the addition of this position, it would ensure that all billing will be completed in a timely fashion and ensure that all revenue is billed out and received,

THEREFORE, it recorded that a full-time position be created to assist with billing and other duties as assigned. (See attached job description.)

NOW, THEREFORE, BE IT RESOLVED, that the Green Lake County Board of Supervisors authorizes the creation of the Billing Specialist position within the Department of Health & Human Services. See attached Fiscal Note. This position will be fully funded by Medical Assistance (MA) funding and tax levy.

Roll Call on Resolution No. ___ - 16 Submitted by Health & Human Services Board

With the recommendation to Approve/Disapprove

Aye __, Nay __, Absent __, Abstain __.

Passed and Adopted/Rejected this
day of _____ 2016

Joe Gonyo,, Chairman

John Gende, Member

County Board Chairman

Joy Waterbury, Member

ATTEST: County Clerk
Approved as to Form

Nancy Hoffman, Member

Corporation Counsel

Richard Trochinski, Member

Nick Toney, Vice Chairman

Harley Reabe, Member

Brian Floeter, Member

Vacant, Member

9/12/2016

FISCAL NOTE - PERSONNEL COSTS

2,016.00

DEPARTMENT:

DEPARTMENT OF HEALTH & HUMAN COMMITTEE: HUMAN SERVICES

ACCOUNT #:

POSITION TITLE	NAME	RATE	HOURS	WAGE	FICA	RET-C	H&A INS	L-INS	TOTAL
HSADMIN Billing Specialist	Vacant	17.67	2,080.00	36,753.60	2,811.65	2,425.74	20,846.50	25.00	62,862.49

Revenues to include MA (Medical Assistance) funding and Tax Levy

GREEN LAKE COUNTY JOB DESCRIPTION

TITLE: BILLING SPECIALIST

DEPARTMENT: HEALTH & HUMAN SERVICES/ADMINISTRATIVE UNIT

LOCATION: GOVERNMENT CENTER

SUPERVISOR: DIRECTOR

SUMMARY:

The Billing Specialist's goal focuses on maximizing clinic revenue through timely, accurate patient and insurance billing, claims, and collections. Additional goals include: 1) customer service skills in helping clients understand their financial responsibilities and expediting collection of their payments and balances, and 2) supporting office administrative staff and clinicians in their functions.

DUTIES AND RESPONSIBILITIES:

- Submits insurance claims electronically and on paper accurately
- Verifies and authorizes client insurances
- Enters and verifies client information, EOPs and other billing data with accuracy to prevent reimbursement delays
- Calls and fields calls from clients and insurers about coverage, charges and payments
- Posts all payments accurately by line
- Corrects client account errors and re-bills older claims
- Assists in determining which client accounts are sent to collections and which balances are written off
- Provides guidance to outside collection agencies
- Reviews daily insurance EOBs, checks, and other correspondence for action plans
- Conducts billing analysis to ensure high collection and low error rates
- Assists administrative staff in making client appointments, checking in clients, taking payments and dealing with cancellations and no-shows
- Assist with bank deposits and accounts receivable functions
- Assists with implementing billing policies, practices, procedures and controls
- Helps in identifying and preventing financial risks and fraud
- Other duties and needed and assigned

SKILLS AND ABILITIES:

- Skill in the use of general office equipment, including but not limited to, Computer terminal, calculator, copy machine, and fax machine
- Solid understanding of insurance principles, terminology and regulations that affect healthcare billing and coding
- Adherence to HIPAA regulations, medical law, and ethics
- Knowledge of ICD-10 coding
- Understanding of Medicare, Medicaid, and other government insurance programs
- Comprehensive skills in client and insurance billing, invoicing, and insurance claim processing
- Solid verbal and written communication skills with ability to communicate professionally with clients and others
- Critical thinking skills and ability to research and resolve financial problems
- Detail oriented and ability to prioritize work
- Performs job duties with actions that display critical thinking, responsibility, maturity, diplomacy and attention to detail.
- Shows respect to others opinions and considers other options.

QUALIFICATIONS:

EDUCATION: Billing/data entry experience desirable. Prefer minimum of an Associate's Degree in accounting or related field.

EXPERIENCE / JOB KNOWLEDGE: Two or more years of accounting experience. Must present a positive and professional image to the public/co-workers and have excellent customer relation skills. Must have basic everyday living skills, basic computer skills and knowledge of computer software, the ability to follow complex oral and written directions, good knowledge of office terminology, procedures and equipment of business, arithmetic and English, ability to type at a reasonable rate of speed, and have specific knowledge of clerical and accounting practices.

WORKING CONDITIONS:

PHYSICAL DEMANDS: Over 75% of the time is spent hearing, using near vision, sitting and using low fingering (writing). Approximately 10% of time is spent walking, standing, feeling, talking, using far vision, low lifting, low handling, and keyboarding. In unusual situations it is necessary to stoop, kneel, crouch, balance, bend or twist, reaching, medium lifting, and medium carrying.

ENVIRONMENTAL DEMANDS: Nearly 100% of the work done by this position is inside.

This is a public service position, and employee is required to be courteous, cooperative and respectful at all times with the public and clients; also establishes and maintains a courteous and cooperative and respectful working relationship with other employees, supervisors and public officials.

This position description has been prepared to assist in defining job responsibilities, physical demands, working conditions and needed skills. It is not intended as a complete list of job duties, responsibilities and/or essential functions. This description is not intended to limit or modify the rights of any supervisor to assign, direct, and control the work of employees under supervision. The county retains and reserves any and all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its' judgment, to be proper.

September 14, 2016

RESOLUTION NUMBER ___ - 2016

RELATING TO CREATING A PROGRAM AIDE POSITION

The County Board of Supervisors of Green Lake County, Green Lake, Wisconsin, duly assembled at its regular meeting begun on the 20th day of September, 2016 does resolve as follows:

WHEREAS, Fox River Industries is a unit of Green Lake County Department of Health & Human Services,

WHEREAS, Fox River Industries is a current provider of Adult Day Services funded through IRIS/Family Care and Supported Employment Services funded through DVR,

WHEREAS, Fox River Industries currently has 15 additional DVR funded consumers on its waiting list to cover 65% of this cost,

WHEREAS, Fox River Industries will have an additional 1:1 IRIS consumer funded through Family Care requesting services to cover 35% of this cost,

WHEREAS, Demand for Supported Employment services will continue to grow as recent legislation guides graduating students away from center-based employment and into community employment

WHEREAS, this additional position will be fully funded through additional Family Care and DVR revenues

NOW, THEREFORE, BE IT RESOLVED, that the Green Lake County Board of Supervisors authorizes the creation of an additional Program Aide position within the Department of Health & Human Services at Fox River Industries. See attached Fiscal Note. This position will be fully funded by the combined increased revenues from IRIS/Family Care and DVR. If this funding goes away, this position will be deleted if no other funds are available to cover the cost of this position.

Roll Call on Resolution No. ___ - 16 Submitted by Health & Human Services Board

With the recommendation to Approve/Disapprove

Aye__, Nay__, Absent__, Abstain__.

Passed and Adopted/Rejected this 20th day of September, 2016

Joe Gonyo,, Chairman

John Gende, Member

County Board Chairman

Joy Waterbury, Member

ATTEST: County Clerk
Approved as to Form

Nancy Hoffman, Member

Corporation Counsel

Richard Trochinski, Member

Nick Toney, Vice Chairman

Harley Reabe, Member

Brian Floeter, Member

Vacant, Member

9/6/2016

FISCAL NOTE - PERSONNEL COSTS

2016 Wage

DEPARTMENT:		DEPARTMENT OF HEALTH & HUMAN COMMITTEE: HUMAN SERVICES						ACCOUNT #:			
POSITION TITLE	NAME	RATE	HOURS	WAGE	FICA	RET-C	RET-E	H&A INS	L-INS	TOTAL	
HSFRI	Program Aide	*Vacant	14.61	1,820.00	26,590.20	2,034.15	0.00	0.00	20,846.50	25.00	49,495.85

Approximately 36% of the \$49,496.85 (\$17,712) will be generated from additional Family Care revenues from a new 1:1 IRIS consumer. The remaining 64% (\$31,783) will be generated from additional DVR revenues from additional Supported Employment services.

GREEN LAKE COUNTY JOB DESCRIPTION

TITLE: PROGRAM AIDE

DEPARTMENT: HEALTH & HUMAN SERVICES/FOX RIVER INDUSTRIES

LOCATION: FOX RIVER INDUSTRIES

SUPERVISOR: FOX RIVER INDUSTRIES UNIT MANAGER

SUMMARY:

This position will work up to full time. Flexible hours will be assumed. Provides client educational training, supervision and ongoing support in a variety of program areas, as needed, to individuals who are chronically mentally ill or have varying degrees of physical and developmental disabilities. The areas of instruction may be community-based services, community job sites, prevocational, and/or daily living skills.

DUTIES AND RESPONSIBILITIES:

- About 70% of time is spent providing training and supervision to clients of Green Lake County Human Services Department in the areas of community based services, daily living skills, day services, work activities, prevocational, and supported employment settings.
- Approximately 15% of the time may be driving a morning and afternoon van/bus route.
- Providing clients with assistance for toileting and hygienic needs consumes about 5% of time. This includes transferring clients in and out of wheelchairs and/or other special equipment.
- 5% of time is utilized maintaining records and charting associated with client behaviors, goals, time studies and objectives.
- 5% of time is spent in unit staff meetings, training, information sharing, and special projects.

SKILLS AND ABILITIES:

- Computer skills, Microsoft Word, Excel, Access, and e-mail
- Skill in the use of a typewriter, calculator, copy machine, computer terminal, fax machine, technical equipment, camera, measuring devices, and automobile. Various types of client lifting/ transferring equipment is used (wheelchair, prone stander, and lifts on vehicles). Hand tools: hammers, wrenches, screwdrivers, shovels, brooms, etc. Food preparation equipment: ovens, food warmers, dishwashers, and mixers, etc. Pallet jack and stopwatch may be required. Hearing and eye protection are required. Gloves are used.
- Must be CPR and first aid certified or certifiable (training will be provided).
- Must have CNA license or be willing/able to acquire one in first 90 days of employment.

- Must have forklift safety certificate or be willing/able to acquire one in the first 90 days of employment.
- Basic everyday living skills are necessary for this position.
- Ability to understand and follow directions, and to read, write, add, and subtract.

QUALIFICATIONS:

EDUCATION: High school diploma or equivalent and a current valid Wisconsin driver's license are necessary.

EXPERIENCE / JOB KNOWLEDGE: Experience and/or training in working with the developmentally disabled population is preferred.

WORKING CONDITIONS:

PHYSICAL DEMANDS: 75% of the time requires talking, hearing, and far and near vision. About 50% of the time is spent standing with a lesser amount (25%) used in walking and low fingering (writing). Approximately 10% of the time is spent sitting, grappling (physically subduing a client), bending/twisting (to transfer clients), and reaching. Included in this 10% of time is lifting people weighing 100 lbs. or more, carrying them and involves a high degree of pushing (wheelchair). In unusual situations, stopping, kneeling, crouching, running, swimming, climbing, and pushing/pulling objects weighing 50-80 lbs

ENVIRONMENTAL DEMANDS: Over 75% of time is spent inside a building. 10% of time, more or less, is spent outside supporting clients where temperatures fluctuate between hot and cold, wet and humid conditions. An additional 10% of time is used in providing personal care to clients involving exposure to blood and body fluids; and the possibility of physical attack or injury from a client can occur. In unusual situations, the aide is exposed to high noise levels, odors, dust, and poor ventilation due to workshop activities, and community based job sites.

This is a public service position, and employee is required to be courteous, cooperative and respectful at all times with the public and clients; also establishes and maintains a courteous and cooperative and respectful working relationship with other employees, supervisors and public officials.

This position description has been prepared to assist in defining job responsibilities, physical demands, working conditions and needed skills. It is not intended as a complete list of job duties, responsibilities and/or essential functions. This description is not intended to limit or modify the rights of any supervisor to assign, direct, and control the work of employees under supervision. The county retains and reserves any and all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its' judgment, to be proper.

February 2015