

# **GREEN LAKE COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES**

## **HEALTH & HUMAN SERVICES**

*571 County Road A*

*Green Lake WI 54941*

*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*

*VOICE: 920-361-3484*

*FAX: 920-361-1195*

*Email: fri@co.green-lake.wi.us*

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**Post Date:  
10/7/2020**

**The following documents are included in the packet for Health and Human Services Committee Meeting held on Monday, October 12, 2020**

- October 12, 2020 DHHS meeting agenda
- September 14, 2020 DHHS meeting Draft minutes
- September 23, 2020 Commission on Aging Advisory Committee Draft Minutes
- Aging Unit Report
- Aging Catering Meal Bids
- Admin Unit Report
- Public Health Unit Report
- Fox River Industries Unit Report
- Behavioral Health Unit Report
- Children and Families Unit Report
- Resolution eliminating the HHS Administrative Assistant, HHS Financial Managers, and the Billing Specialist positions and creating a Financial/Business Manager and Billing Specialist/Administrative Unit Coordinator Positions (HHS)
- Resolution to Increase pay grade of Representative Payee Specialist on the County Wage Plan



**GREEN LAKE COUNTY  
DEPARTMENT OF HEALTH & HUMAN  
SERVICES**

Office: 920-294-4070 FAX: 920-294-4139 Email: [glcdhhs@co.green-lake.wi.us](mailto:glcdhhs@co.green-lake.wi.us)

**Health & Human Services Committee Meeting Notice**

**Date: October 12, 2020 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  
Harley Reabe, Vice Chair  
Brian Floeter  
Joanne Guden  
Nancy Hoffman  
Christine Schapfel  
Richard Trochinski  
Joy Waterbury  
Charlie Wielgosh  
  
Jason Jerome, Secretary*

1. Call to Order
2. Certification of Open Meeting Law
3. Pledge of Allegiance
4. Minutes 8/14/20
5. Director's Report
6. Veteran's Service Office Report
7. Advisory Committee Reports
  - ADVOCAP/Headstart Report (Gonyo/Bates)
  - Commission of Aging Advisory Committee (Reabe)
8. Unit Reports
  - Aging
  - Meal site Bids
9. Personnel Updates
10. Resolutions
  - Resolution Relating to Eliminating The HHS Administrative Assistant, The HHS Financial Manager And The Billing Specialist Positions And Creating A Financial/Business Manager And Billing Specialist/Administrative Unit Coordinator Positions
  - Resolution Relating to Increase Pay Grade of Representative Payee Specialist on the County Wage Plan
11. Budget
  - 2020
  - 2021 Budget Planning
12. Committee Discussion
  - Future DHHS Meeting Date (November 9, 2020 at 5:00 p.m. )
  - Future Agenda items for action & discussion
13. Adjourn

Kindly arrange to be present, if unable to do so, please notify our office.  
Sincerely,  
Jason Jerome, Director

Due to the COVID-19 pandemic, this meeting will be conducted and available through in person attendance (6 ft. social distancing required) or audio/visual communication. Remote access can be obtained through the following link:

**Join Zoom Meeting**

<https://zoom.us/j/97510534285?pwd=NUFuU3JoU1duakNRTVJSaWJwUmF2Zz09>

Meeting ID: 975 1053 4285

Passcode: 162156

One tap mobile

+19294362866,,97510534285# US (New York) 13017158592,,97510534285# US +(Germantown)

Dial by your location

- +1 929 436 2866 US (New York)
- +1 301 715 8592 US (Germantown)
- +1 312 626 6799 US (Chicago)
- +1 669 900 6833 US (San Jose)
- +1 253 215 8782 US (Tacoma)
- +1 346 248 7799 US (Houston)

Meeting ID: 975 1053 4285

Find your local number: <https://zoom.us/u/abGiSjo1ei>

**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 GOVERNMENT CENTER, 571 COUNTY ROAD A, GREEN LAKE, WI 54941 ON MONDAY, SEPTEMBER 14, 2020 AT 5:00 P.M.

PRESENT VIA ZOOM: Joy Waterbury, Member  
Charlie Wielgosh, Member  
Cathy Schmit, County Administrator  
Sue Wendt, Alternate  
Kayla Yonke, Financial Manager  
Dawn Klockow, Corporation Counsel

PRESENT: Joe Gonyo, Chairman  
Harley Reabe, Vice Chairman  
Richard Trochinski, Member  
Joanne Guden, Member  
Brian Floeter, Member  
Christine Schapfel, Member  
Nancy Hoffman, Member

OTHERS PRESENT: Jason Jerome, Director  
Karen Davis, Administrative Assistant  
Ed Schuh, Fox River Industries Manager  
Jon Vandeyacht, Veteran's Service Officer

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 Gonyo

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

Action on Minutes: Motion/second (Guden/Schapfel) to approve the minutes of the 8/10/20 Budget Hearing and Health & Human Services Board meetings as presented. All ayes. Motion carried.

DHHS Response to COVID-19: Jerome updated Committee members regarding general changes that have taken place at the Department of Health & Human Services (DHHS). Jerome reported that the weekly updates are being e-mailed to Committee members. Jerome reported that there is still a mixture of zoom/face-to-face in offices. Jerome explained how all DHHS staff help out as needed to do contract tracing, deliver food, etc.

Veteran's Services Report: Vandeyacht reported regarding Veteran's Services activities.

Advisory Committee Reports: Advocap/Headstart Report: Gonyo reported that

there was a planning meeting recently. Gonyo reported that there are additional meetings Thursday, September 17, 2020.

Unit Reports:

The Administrative August report was reviewed and placed on file.

The Aging August report was reviewed and placed on file.

The Behavioral Health Unit August report was reviewed and placed on file.

September Suicide Prevention Month: Jerome explained that September is Suicide Prevention Month. The handout was reviewed and placed on file.

The Economic Support/Child Support report was reviewed and placed on file.

Open - Enrollment - Health Insurance: Jerome explained regarding the increase of individuals being unemployed and the need for more time for individuals to apply for health insurance. This letter is a recommendation to extend the time from 6 weeks to 12 weeks. Motion/second (Trochinski/Schapfel) to forward the letter to support the extension of the upcoming 2021 Open Enrollment period for the Affordable Care Act Marketplace through January of 2021. All ayes. Motion carried.

The Fox River Industries August report was reviewed and placed on file. Ed Schuh, Fox River Industries Unit Manager, updated Committee members regarding services being provided and consumers being served through COVID. Schuh has reported challenges with consumers and safety and bringing consumers safely back to Fox River Industries.

Jerome reported that Glenn Grothman, US Representative, was present for a tour and presentation at Fox River Industries on Friday the 11<sup>th</sup>.

The Health Unit/Environmental Health July report was reviewed and placed on file.

Correspondence Thanks for Getting Schools Open: Jerome directed Committee members to the letter thanking the Health Unit for being involved and helpful in helping to get schools to be able to reopen for the 2020-2021 school year.

Personnel Update(s): Fox River Industries - Restructure - Revised Position - Supported Employment Coordinator: Jerome updated Committee members that the Supported Employment Coordinator retired and the job description was reviewed and restructuring looked at to better provide services at Fox River Industries. Jerome explained the proposed changes because of restructuring within Fox River Industries staff.

Budget: 2020: Jerome reviewed the DHHS Expenditure/Revenue Comparison

showing where the 2020 budget is at through August 2020.

2021 budget Planning: Jerome reported that preliminary 2021 budget has been submitted for approval. Jerome reported that Health Insurance costs have decreased from

Committee Discussion: None.

Future Meeting Date: The next Health & Human Services Board budget hearing meeting will be Monday, October 12, 2020 **at 5:00 p.m. at the Green Lake County Government Center.**

Future Agenda Items For Action and Discussion: None.

Adjournment: Gonyo adjourned the meeting at 5:38 p.m.

DRAFT

**COMMISSION ON AGING ADVISORY MINUTES**

September 23, 2020

Present: Gloria Lichtfuss, Harley Reabe

By Phone: Darlene Krentz

Others Present: Betty Bradley, Karen Davis

By Zoom: Jason Jerome, Kayla Yonke

Excused: Parkis Waterbury

Requirements of Open Meeting Law have been met.

**CALL TO ORDER:**

The meeting was called to order at 10:30 a.m. by Bradley at the Green Lake County Government Center.

**CERTIFICATION OF OPEN MEETING LAW:** The requirements of the Open Meeting Law have been met.

**PLEDGE OF ALLEGIANCE:**

The Pledge of Allegiance was recited.

**ACTION ON MINUTES:**

Motion/second (Krentz/Lichtfuss) to approve the November 13, 2019 minutes. All ayes. Motion carried.

**85.21 Grant:** Bradley explained that the 85.21 grant provides for transportation throughout the county in the amount of \$79,889.00. Bradley reported that the County match - \$15,978.00. If all funds are not utilized the excess funds are put into a trust fund to be utilized when needed. Bradley is working on the grant for 2021. There will be a public hearing in November to review and approve.

**Catering Bids:** Bradley reported that every 3 years bids have to be put out to provide meals for the mealsites/homebound for nutrition meals. Berlin Senior Center submitted a bid for City of Berlin for mealsite/homebound for \$5.50. Feil's Catering submitted a bid of \$5.84 which is an increase of 3% for the other mealsites. Discussion followed.

These bids will be forwarded to the Health & Human Services Board for approval.

**3 year Plan Review:** Bradley explained the 3 year plan that is required by

the State. There is a phone call review each year to review the goals, etc. Bradley reported that a letter was received from the State that Green Lake County has met the requirements and making any changes. Some goals have been adjusted because of COVID 19 and will be working on when possible.

**HEALTH & HUMAN SERVICES BOARD REPORT** No aging matters were discussed at the last Health & Human Services Board meeting.

**Advocacy:** Bradley distributed information regarding voting and ways to do this. Information was reviewed and placed on file.

November is National Alzheimer's Awareness months. Information was provided regarding programs available. Handouts reviewed and placed on file.

**Year-to-Date Program Information:** Bradley provided the year-to-date Program reports for Committee review. Discussion followed. The report is on file.

Bradley reported regarding vacant positions in the ADRC in other counties that Green Lake County staff will help cover duties.

**Service Provision Changes Due to COVID-19:** Bradley reported that mealsites are not open for seniors at this point yet.

Senior Centers are open on limited basis depending on the individual centers: Berlin - limited programs; Princeton - October 1<sup>st</sup> depending on COVID.

**COMMITTEE DISCUSSION** No discussion.

**Future Meeting Date:** The next meeting of the Commission on Aging Advisory Committee will be Wednesday, November 18, 2020 at the Green Lake County Government Center at 10:30 a.m.

**Future Agenda Items for Action and Discussion:** Advocacy; 85.21 Grant

Bradley adjourned the meeting at 10:56 a.m.









# Feil's Catering

515 Smedema Drive – Randolph, WI 53956 –1337  
(920) 326-6050 - Website: [www.feilscatering.com](http://www.feilscatering.com)

Betty Bradley – Director  
Green Lake County Government Center  
Health and Human Services  
571 County Rd A  
Green Lake, WI 54941

Re: Senior Dining Program Bid

Dear Betty,

I would like to thank you and Green Lake County for the opportunity to once again bid on the Green Lake County Senior Dining Program. I am proud to have served the seniors of Green Lake County since October 1, 2001, and I look forward to the possibility of serving them for years to come.

Please find the following attached to this bid packet:

1. 2020 Green Lake County Aging and Long Term Care Unit bid sheets.
2. Attachment to the Green Lake County Aging and Long Term Care Unit bid sheets.
3. Feil's Supper Club Inc. Sanitation Report dated February 12, 2020
4. A copy of Feil's Supper Club's Restaurant License

Feil's Catering is submitting this bid to serve the Markesan and Green Lake Senior Dining Sites. Feil's Catering is proposing a 2021 bid of \$ 5.84 for each senior dining x meal delivered. This bid represents a 3% increase from 2020's meal cost.

Thank you for your consideration of my proposal.

This bid respectfully submitted,

Terry A. Feil  
Feil's Supper Club Inc. – Catering Division



2. Have your services ever been contracted by Green Lake County as a caterer?  
       No   X   Yes, during year(s): October 1, 2001 - Present

3. How will you be transporting the food to the meal site(s)? And How many miles is your facility from each of the meal sites you are bidding on?

The Markesan dining site is 15 miles from Feil's Supper Club  
The Green Lake dining site is 28 miles from Feil's Supper Club

4. Describe your staff training procedures: Please see attachment

5. Please list two references that can confirm your ability to fulfill this contract:

Reference :

Name: Jackie DeLaRosa - Dodge Co. Nutrition Coordinator

Daytime Phone: 920-386-3580

Mailing Address: 199 County Rd DF - Juneau, WI 53039

Relationship to Bidder: Jackie is the nutrition coordinator for Dodge County's Senior Dining Program

Reference :

Name: Esther Mukand-Cerro

Daytime Phone • 920-929-3113

Mailing 160 South Macy St. - Fond du Lac, WI <sup>54935</sup> Address.

Relationship to Bidder: Esther is the Director of Fond du Lac County's Senior Services Department

6. Per meal bid price (complete only for meal sites that you are interested in serving):

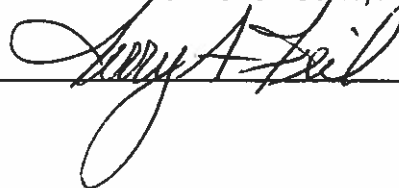
| Meal site Location                 | Per Meal Bid Price |
|------------------------------------|--------------------|
| Berlin Senior Center               | —                  |
| Green Lake Dartford Bay Apartments | \$5.84             |
| Markesan Grand River Apartments    | \$5.84             |

7. Provide a copy of your license, permit or certificate from your regulatory authority, proof of Insurance, and a copy of your most recent sanitation inspection.

8. Attach any additional information regarding factors reasonably related to bidder's ability to fulfill the contract that the Commission on Aging should consider in their decision. West Bend Mutual provided proof of insurance to Green Lake County in June 2020

I have read the Specification for Catering for Green Lake County and I agree to abide by all the terms and conditions if chosen as a vendor for Green Lake County.

Signature of person submitting bid: \_\_\_\_\_



Date: September 17, 2020

Completed, sealed bids must be received on or before 4:30 p.m. on  
Monday, September 18, 2017 at the.  
Green Lake County Government Center — Health & Human Services  
Attn: Betty Bradley  
571 County Road A  
PO Box 588  
Green Lake WI 54941

Attachment to  
Green Lake County Health and Human Services  
Aging and Long Term Care Unit  
2020 Elderly Nutrition Program Bid

1. Describe your experience with mass food production:

Feil's Catering, a division of Feil's Supper Club Inc., has been serving meals to seniors as part of the Older Americans Act for 30 years; in fact, during those 30 years, Feil's Catering has prepared and delivered over 5 million meals to seniors in seven south central Wisconsin counties.

Below is a listing of the counties we've served, the communities we've served in those counties, and the length of time we've served them.

**Columbia County** – January 1, 1990 to June 30, 2019 – Cambria, Pardeeville, Wyocena, Portage, Wisconsin Dells, Columbus, Rio, Poynette, and Lodi.

**Dodge County** - January 2009 – present – Watertown, Fox Lake, Randolph, Beaver Dam, Bayshore, Beaver Dam Senior Center, Reeseville, Hustisford, Juneau, Horicon, Mayville, and Lomira.

**Sauk County** – January 1, 1992 to December 2016 – Reedsburg, Baraboo, Merrimac, Sauk Prairie, and Spring Green

Jefferson County – January 1, 1995 to December 2010, and September 1, 2012 - present – Waterloo, Watertown, Lake Mills, Johnson Creek, Jefferson, Rome, Palmyra, Fort Atkinson, and Cambridge.

**Green Lake County** – October 2001 – present – Markesan, Green Lake, and Princeton.

**Northeast Dane County** – January 2000 – March 2006 – Colonial Club

Senior Activity Center, Sun Prairie, Cottage Grove, Marshall, and Deerfield

**South Central Dane County** - January 1, 2007 – December 31, 2007 – Stoughton, Oregon, Fitchburg, and McFarland

**St. Coletta's of Wisconsin** – Golden Options Adult Day Care – Jefferson, WI - August 2009 – Present

**Fond du Lac County Senior Services** – March 2013 to Present

Waupun, Ripon, Fond du Lac, Rosendale, North Fond du Lac, Brandon, Eden, Mt. Calvary, and Oakfield

**YMCA of Dodge County Day Care** – March 2017 - Present

- a. Columbia County ADRC – Dawn Woodard, Director of Human Services  
2652 Murphy Road – PO Box 136 – Portage, WI 53956-0136 (608)742-9233
- b. ADRC of Sauk County – Sue Blodgett – Director  
505 Broadway – Baraboo, WI 53913 (608)355-3289
- c. ADRC of Jefferson County – Kimberly Swanson – Nutrition Coordinator  
1541 Annex Road – Jefferson, WI 53549 (920)674-8734
- d. Dodge County ADRC – Jackie DeLarosa – Nutrition Coordinator  
199 County Rd DF – Juneau, WI 53039 (920)386-3580
- e. Green Lake County Health and Human Services/Aging Unit-Betty Bradley – Director  
571 County Rd A – PO Box 588 Green Lake, WI 54941 920-294-4070
- f. ADRC of Dane County – Janie Riebe – Director  
1202 Northport Drive – Madison, WI 53704 (608)242-6403
- g. Fond du Lac County Senior Services – Esther Mukand-Cerro – Director  
160 South Macy Street – Fond du Lac, WI 54935 – 920-929-3113
- h. YMCA of Dodge County – Liz Wagner – Foodservice Manager  
220 Corporate Drive – Beaver Dam, WI 53916 - 920-887-8811

4. Describe your staff training procedures:

I would like to briefly explain the administration, organizational structure and staffing patterns here at Feil's Catering. I, Terry A. Feil, handle all aspects of management including: purchasing, scheduling, menu development, nutritional analysis, bidding, billing, ect. I work in the kitchen each day, mainly preparing sauces and gravies, overseeing production, and making from scratch the fresh baked rolls and sliced bread. Michelle Smith, is my main prep cook; she prepares various main dishes, salads, potato dishes, and desserts for each day's menu. I have two excellent part time prep cooks in Zak Randall and Sally Schaefer; who prepare the entrees, salads, and main desserts; they are very experienced and capable employees. I have a great crew of drivers that deliver the meals we prepare to the 32 senior dining sites we serve each day; some have been on the job for over twenty years!

I work in the kitchen alongside my staff; therefore, training is day to day, and ongoing. I am able to see the progress that they are making with the recipes that they are preparing, and therefore, able to offer tips and advice should they have difficulties following the food preparation method described in the standardized recipe. I would say that it probably takes up to six months to train a new prep cook to properly prepare all the different recipes that we make without me having to look over their shoulder to make sure they are following the recipe correctly. I learned a long time ago from mistakes other vendor's have made that I need to be the person ultimately responsible for the quality of all the food we prepare.

8. Attach any additional information regarding factors reasonably related to bidder's ability to fulfill the contract that the Commission on Aging should consider in their decision:

**Qualifications**

Terry A. Feil – I am a 1979 graduate of Randolph High School, and a 1983 graduate of the University of Wisconsin- Stout, with a B.S. in Hotel and Restaurant Management and a minor in Business Administration. While at UW–Stout, I served as a teaching assistant to Chef Phillip McGuirk for three semesters in UW-Stout's Restaurant Operations Lab; I also served as Chef Patisserie in 1982, for Stout's famous Haute Cuisine Class. After graduation in 1983, I was hired by Furr's Cafeterias, a company based in Lubbock, Texas. I entered Furr's management training program in Aurora, Colorado. Each Furr's Cafeteria serves 1,400 to 2,000 ala carte cafeteria style meals daily. While I worked for Furr's, they had approximately 120 restaurants located



mainly in the south and west. I served as an assistant manager at Furr's Cafeterias in Wheatridge and Lakewood, Colorado. In 1985, my father Herb Feil, told me that he was planning to run for the state senate in the 13th Senate District, and asked me if I would consider returning to Wisconsin, and take over the family business, Feil's Supper Club, so that he could make an all out effort without worrying about how his business was being run. From 1985 through 1989, I managed the family business, while my father made two unsuccessful runs for state senate, and one unsuccessful run for the state assembly.

In 1988, I started an off-premise catering business out of our kitchens at Feil's Supper Club. In 1989, I successfully bid on Columbia County's Elderly Nutrition Program. On January 2, 1990, I served my first elderly nutrition meal in Columbia County, and now 30 years later, my business, Feil's Catering, has surpassed 5 million senior dining meals served.

Michelle Smith, Zak Randall and I hold 'food manager' certificates from the State of Wisconsin for foodservice sanitation. My father Herb and I were former teachers for the State Certification Course in Foodservice Sanitation for the Tavern League of Wisconsin.

## **Quality**

The meals that we prepare for the seniors participating in the programs we serve in Dodge, Jefferson and Green Lake, and Fond du Lac Counties meet or exceed all requirements for nutrient value as set forth by the requirements of the Older American's Act. The vast majority of our menu items are made from scratch from recipes we have perfected over the years from comments made by the seniors we serve. The excellent quality of our meals is backed up by feedback from our participants through various county feedback reports. Those county menu feedback reports are returned to Feil's Catering at the end of each month and they are reviewed and if necessary changes are made to recipes to better conform to the wishes of our clients.

My staff and I here at Feil's Catering are very familiar with the operation of elderly nutrition programs as we have been pleasing senior citizens in the counties that we serve for 30 years. Over the years, we have changed to meet the needs of our clients, including low and sugar free deserts for diabetics, offering skim milk for those watching their fats, and preparing most of our food from scratch which allows us to better control the salt content of our meals.

My family has been in the bread baking business in Germany and America since 1852. A few years back my father made his one millionth mini loaf of bread which he has served to his customers for over 51 years. I make all our sliced bread and dinner rolls from scratch for our senior dining clients as my great, great grandfather Mark Feil did for his customers in Germany

168 years ago, and as my grandfather Karl did in his bakery here in Randolph, and as my father Herb Feil has done for his customers at Feil's Supper Club for the last 51 years.

My family has a tradition of providing great food and service to its customers, and we would welcome the opportunity to serve the seniors of Green Lake County.

September 11, 2020

Berlin Senior Center  
142 Water Street  
Berlin, WI 54923

Nutrition Program Bid

The Berlin Senior Center is proud to be a provider servicing the elderly in providing in-house and homebound nutrition for more than forty years to the City of Berlin and residents within a five-mile radius.

The Berlin Senior Center has always provided delicious and nutritious home cooked meals to the homebound and in-house seniors in the Berlin area and has received excellent ratings in the past. The Berlin meal site serves the largest number of average daily meals in the Green Lake County area as well as providing in-kind service hours and transportation hours. We continue to serve the best we can during these unprecedented times of uncertainty, especially concerning food and fuel costs, food shortages, and more. We would love to continue to serve our local community.

Please feel free to contact me to discuss any concerns. Thank you for considering our bid.

Sara Nighbor  
Berlin Meal Site

5.50

GREEN LAKE COUNTY HEALTH & HUMAN SERVICES  
AGING & LONG TERM CARE UNIT  
2020 ELDERLY NUTRITION PROGRAM BID

Submitted by:

Name of person submitting bid: Jodie Olson / Sara Nighbor  
Business Name: Berlin Senior Center, City of Berlin  
Business Mailing Address: 142 Water St, Berlin WI 54923  
Daytime Phone: (920) 361-5400, 361-5422

Please complete the following questions with clear handwriting, typing, and/or attach additional pages if needed:

**1. Describe your experience with mass food production:**

- The Berlin Senior Center is proud to have been servicing the elderly by providing in-house and homebound meals for forty one (41) years to the City of Berlin and residents currently within a fifteen-mile radius.
- The Berlin meal site currently serves the largest number of average daily meals in the Green Lake County area, in both home bound delivery, in house when serving them and carry out meals.
- The Berlin Senior Center has participated in countywide surveys of homebound, in-house, and carry out seniors and has received excellent ratings in terms of timeliness and tastiness while still meeting all the necessary nutritional requirements.
- When the Berlin Senior Center is operating under normal business hours, phone volunteers provide in-kind service hours averaging 48 hours per month. Transportation delivery of meals provides in-kind service hours averaging 21 hours per month.

**2. Have your services ever been contracted by Green Lake County as a caterer?**

No       Yes, during year(s): 1979 to current year (2020)

**3. How will you be transporting the food to the meal site(s)? How many miles is your facility from each of the meal sites you are bidding on?**

- The Berlin Senior Center will not need to transport the food to the meal site as all of the meals are made fresh that day at the meal site.
- The meal delivery portion is provided by one (1) senior center van operated by a Berlin Senior Center employee and one (1) other vehicle owned and operated by an individual volunteer hired through Green Lake County.

**4. Describe your staff training procedures:**

- All Kitchen personnel hold Certified Food Safety Serv-Safe certificates.
- Staff read and date articles from the Tri-County Environmental Health Consortium keeping abreast of the latest nutritional information.
- Green Lake County provides yearly training for staff who attends state-wide training programs.

**5. Please list two references that can confirm your ability to fulfill this contract:**

Reference Name: Kathy Mulhern  
Daytime Phone: 920-294-4070  
Mailing Address: 517 Cty Rd A, Green Lake WI  
Relationship to Bidder: Nutrition/Volunteer  
Coordinator/Aging Social Worker Green Lake County DHHS-  
Aging/LTC Unit

Reference Name: Allen Chikowski  
Daytime Phone: 920-299-6346  
Mailing Address: N360-36 Court, Berlin, WI  
Relationship to Bidder: MOW Delivery Driver for 5+ years

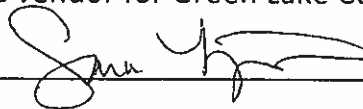
**6. Per meal bid price (complete only for meal sites you are interested in):**

| Meal Site Location                 | Per Meal Bid Price |
|------------------------------------|--------------------|
| Berlin Senior Center               | \$5.50             |
| Green Lake Dartford Bay Apartments |                    |
| Markesan Grand River Apartments    |                    |

7. Provide a copy of your license, permit or certificate from your regulatory authority, proof of Insurance, and a copy of your most recent sanitation inspection.
  - Please see attached for proper documentation.
8. Attach any additional information regarding factors reasonably related to bidder's ability to fulfill the contract that the Commission on Aging should consider in their decision.

I have read the Specification for Catering for Green Lake County and I agree to abide by all the terms and conditions if chosen as a vendor for Green Lake County.

Signature of person submitting bid: \_\_\_\_\_

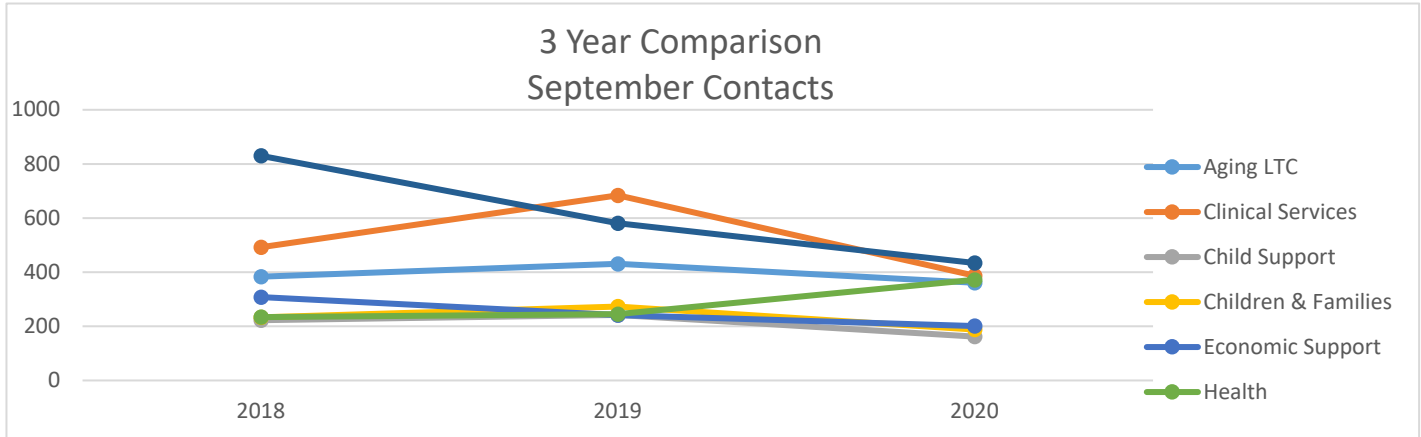
A handwritten signature in black ink, appearing to be "Sam Y...", written over a horizontal line.

Date: 9/15/2020

Completed, sealed bids must be received on or before 4:30 p.m. on  
Friday, September 18, 2020 at  
Green Lake County Government Center — Health & Human Services  
Attn: Betty Bradley  
571 County Road A  
PO Box 588  
Green Lake WI 54941

## Admin –September 2020

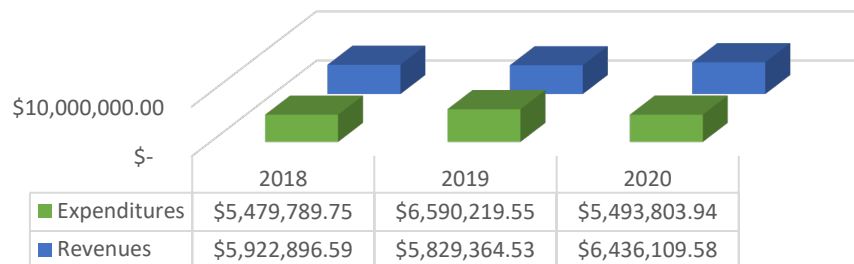
As the Covid-19 Pandemic and the office being open “limited” our contacts have been slightly impacted. Contacts have decreased about 22% from September last year. The contacts are gradually on the rise to as the pandemic continues. The numbers are reflected in the graph below. Despite the drop in contacts the Admin Unit has continued to modifying the work flow to accommodate all the changes happening with COVID-19 Pandemic. We are currently working with a shortage due to a retirement.



A few highlights on the financials:

- Our Revenues have increase for 2020 due to taking on the fiscal lead for ADRC. (Note this also increases our expenditures.)
  - o We lost about \$150,000 in revenues for FRI Services due to COVID closing the building down, but have been able to make up some of the lost revenues in COVID funding.
  - o We are on target for meeting our budgeted billing revenues in the clinic despite COVID
- Our expenditures are lower this year than last year due to trainings, travel, and activities dropping to a minimum.
  - o Most of the additional expenditures we are encountering for 2020 are in relation to COVID which the majority has been covered by COVID funding.
- Year to date we are on target to be underspent on the budget.
  - o However there is still a lot of unknowns in the budget through the end of the year for Human Services as a whole.

### Year to Date Revenue and Expense Comparison





**Public Health**  
Prevent. Promote. Protect.

## **September Health Unit Report to Health & Human Services Board**

**This month, our disease burden was considered high and our trajectory was also high due to elevated numbers of cases. We had 224 total confirmed cases in September which was concerning since we only had 92 positive cases in the first 6 months combined during this pandemic. Below is a list of highlighted events during the month of September.**

**On September 1<sup>st</sup>, our updated Pandemic Plan was submitted to the state as part of our Consolidated Contract requirement.**

**September 11<sup>th</sup>, staff worked with the Fox Valley HERC in developing our After Action Report for the first 6 months of the pandemic.**

**9/14, 9/21 and 9/28—Incident Command Meetings were held with Health Officer, Sheriff, EM, County Board Chairman, DHHS Director and County Administrator. Weekly updates, planning and branch reports were completed. Judge Slate attended ICS meeting to discuss the reopening of the courts. Many cases will continue to be virtual but there are a few jury trials upcoming.**

**The Local Emergency Planning Committee met to discuss local COVID response and the group will be working on plans for mass vaccination against COVID 19 when it becomes available.**

**September 16<sup>th</sup>, Green Lake County sponsored the first Tri-County opioid fatality review. A case was reviewed of an individual who died of an opioid overdose and discussion was had on the history of the individual and if anything could have been done to prevent this death. It was a very good meeting with excellent participation from many areas including law enforcement, the coroner, public health, behavioral health, school, Children and Family Unit and others. This is a grant-funded initiative and will be evaluating opioid fatalities in all three counties. The hope is to improve community services and prevent needless deaths.**

**A toolkit was developed for schools with step by step protocols if there is a suspect or confirmed case of COVID 19 in the school. In September, nearly every school had at least one positive case or students quarantined. Markesan school closed for a week after 2 weeks in session due to the large number of kids who were quarantined. Princeton School closed the last week in September due to positive cases and numbers quarantined. Many sporting**



events were canceled and other extracurricular activities were also canceled due to COVID concerns.

A business toolkit was developed and has been shared with many local businesses on step by step protocols to follow if an employee tests positive for COVID 19. The toolkit includes cleaning instructions and protocols for isolation and quarantine. Businesses have found this to be very useful.

Kathy Munsey, Health Officer and Julia McCarroll, Health Educator met with teachers and administrative staff at Princeton Public School at their request to discuss COVID 19 and answer any questions that the staff had.

Due to the significant increase in cases, the health department has officially begun to follow the State's Crisis Standards of Practice, as have most (if not all) of the counties in Wisconsin. The number of positive cases that we are receiving on a daily basis has increased to the point of not being able to keep up with doing all that we had been doing. We are focusing our efforts on positive cases and their household members. We are relying on our positive cases to notify their own close contacts of possible exposure and to quarantine for 14 days after contact with them. This means that we will not be contacting each individual the positive person had contact with or creating Contact Investigations for each person identified. Instead, we will focus on the household members, create ONE case for the entire family (usually one of the parents) and that person will be responsible for reporting their temp/symptoms and will put how other family members are doing in the comment section of their electronic health record we have created for them. We will continue to notify employers and schools of positive cases and they will assume the responsibility of following up with, and providing guidance, to those identified as being close contacts of the positive person using the toolkits we have provided for them.

This work has proven to be very challenging and at times frustrating for staff due to the lack of cooperation from cases and also outright lies, abusive language and refusing to assist staff with contact tracing to contain the spread in our community. This type of treatment along with the long hours has been stressful for staff and has been the reason one staff has resigned. I was very sad to accept the resignation of Kari Schneider who has worked for the county for over 10 years. We will be working on replacing that position as quickly as possible as well as trying to replace Melanie Simpkins who has been working as an LTE and has verbalized her intention to also end her term in the near future. I cannot thank all of my staff for their unbelievable efforts during this pandemic. They have truly been phenomenal in meeting the needs of our community while sacrificing much of their time with their families. I will continue to get additional staff and attempt to meet their needs ---as I stated above, it is very challenging. We appreciate the support from so many other departments, especially in Human Services to help us with contact tracing follow-up and many other tasks to reduce our burden. We are very grateful for the support.

**Environmental Health**  
**Green Lake County**  
**September 2020**

Animal Bites/Exposures: Investigations – 4 (1 bat/human, 3 dog/human)  
Reported Animal Bites/Scratches – 4  
Animal Quarantines for Animal v. Human Exposures – 3  
Animal Quarantines for Animal v. Animal Exposures – 0  
Quarantine Violations and Enforcement Actions Taken – 0  
Animals Exhibiting Positive Signs of Rabies During Quarantine – 0  
Animals Exhibiting Negative Signs of Rabies During Quarantine – 3  
Enforcement Taken for Violations of Vaccination Requirements - 0  
Animals Sacrificed for Exhibiting Symptoms of Rabies or Being Rabies Suspects- 1 (bat, negative result)

Well Water: 9 test kits distributed.

Lead: Approved lead abatement plans for a house in Markesan. Abatement should be complete by 10.10.2020. A clearance inspection will follow.

Lead work for a rental house in Markesan has been delayed due to tenant/landlord issues. Work is anticipated to begin in early October. Apartment is now vacant and will remain vacant until work is completed.

Sewage: None.

Solid Waste: None.

Radon: 2 kits distributed

Housing: Received a complaint regarding the conditions of 2 apartments in Berlin. This complaint was referred to J. Jerome to see if HS staff would be able to assist in a resolution due to the circumstances of the situation.

Abatement orders for a Berlin apartment were released on 9.25.2020.

Vector: None.

Asbestos: None.

Food/Water Illness: None.

Abandoned Bldgs: None.

Other: None.

Agent: 5 inspections completed.

½ day ETO used on 9.16.2020

Passed the Registered Environmental Health Specialist/Registered Sanitarian (REHS/RS) exam on 9.16.2020. This credential is required within 5 years of hire for all DATCP EHS staff in Wisconsin.

Completed positive COVID case training on 9.24.2020. I have been taking positive cases for Green Lake and Waushara counties.

Much of this month was dedicated to contact tracing, contact monitoring, following up on mask mandate complaints, and answer COVID related questions asked by the public.

## Fox River Industries Report – Department of Health & Human Services

### Consumer Counts as of October 2020:

|                      |                                     |               |
|----------------------|-------------------------------------|---------------|
| <b>Unfunded:</b>     | Full Time – 0                       | Part Time - 1 |
| <b>Day Service:</b>  | Full Time - 4                       | Part Time - 2 |
| <b>Prevocational</b> | Full Time- with Day Service - 0     |               |
|                      | Full time- without Day Service - 16 |               |
|                      | Part Time-with Day Service - 0      |               |
|                      | Part Time-without Day Service - 13  |               |

### Changes since last report:

- Newer Day Service enrollee has increased his attendance to two half days from one half day.
- Production consumer out on medical leave since early August returned to his normal three day a week schedule.
- Production consumer out due to covid-19 related fears (immune-compromised father) returned after his father passed away. He resumed his normal 4 day a week schedule.

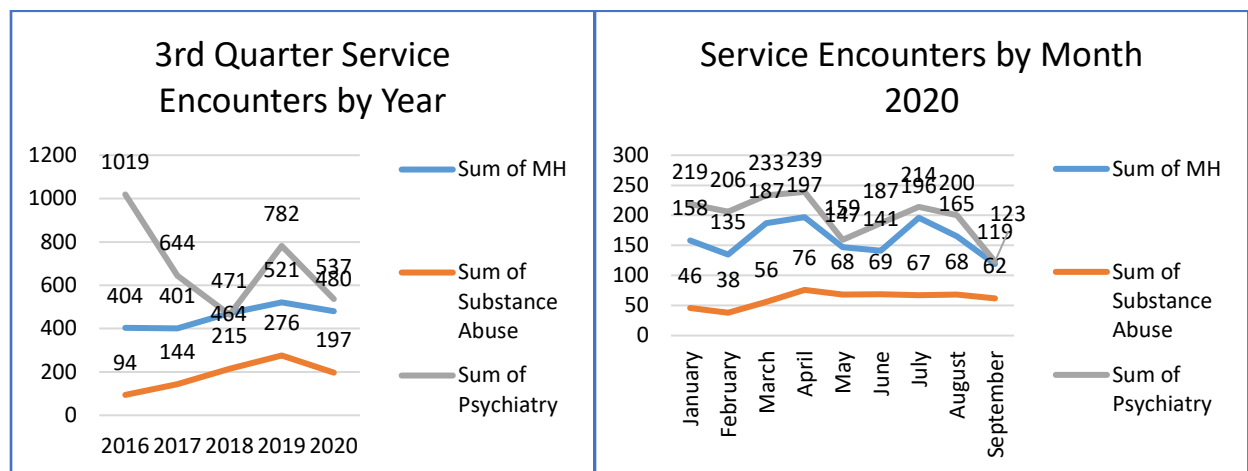
### FRI News:

- Three FRI staff members experienced periods of covid-19 related leave or quarantine due to children/schools during the month of September.
- No consumers have experienced any known covid-19 symptoms, tested positive for corona virus, or been quarantined due to potential contacts!
- Our Program Aide, Kayla Olson, resigned in August (moving out of the area)
- Our Supported Employment Coordinator, Nancy Haanen, retired in early September after 16 years with Fox River Industries. We wish her well in her retirement!
- Our Secretary/Bookkeeper II, Penny Bahn, is retiring in early December. She has 44 years of experience working with Green Lake County/Fox River Industries, and she will be missed. We wish her well in her retirement!
- Our Representative Payee Specialist, Cindy Stobbe, will also be retiring in early December after working 36 years with Green Lake County. She will be missed, and we wish her well in her retirement!
- Fox River Industries is in the process of trying to train individuals for 3 critical positions (Secretary Booker II, SE Coordinator, and Representative Payee Specialist) to replace 96 years of collective experience. This is an extreme challenge, especially during a pandemic. But we are up for the challenge. We are actively training individuals to step in and perform these jobs as they become vacant, with the hope of creating a seamless transition as we move ahead in the coming months.
- A special thank you to Kayla Yonke, whose accounting expertise has been absolutely critical as we redefine the job descriptions and create efficiencies in the Secretary Bookkeeper II and Representative Payee Specialist positions. These complicated transitions would not be possible without Kayla's positive attitude, her ability to teach with patience and empathy, and her in-depth knowledge of accounting procedures as they relate to the unique FRI/Green Lake County business relationship.
- FRI has done its best to reduce expenses to keep them in line with revenue decreases caused by covid-19. We have closely reviewed the job descriptions being vacated, and we have put a lot of thought into updating the job descriptions to accurately reflect the duties being performed, and the applicable equitable pay grade. We focused on expenses to ensure the cumulative effect of all changes has a positive net effect on the FRI budget.

## Behavioral Health Unit—September 2020

**A Note on COVID19:** As exposures and confirmed cases of the coronavirus continue to rise in Green Lake County and across our region, I wanted to again include a note of appreciation for the flexibility and dedication of behavioral health and our frontline partners within human services, law enforcement, medical systems, and schools. I want to include a continued appreciation for the support our board has shown for the work that we are doing. During September, programs shifted abruptly from making plans to increase availability of face-to-face services to resuming a practice primarily telehealth options. These changes increase burden on staff to tailor the treatment approach to help clients succeed in telehealth and ensure that written documents are able to be shared and signed as needed. Additionally, in-person services require steps to verify safety before each visit as well as creative problem solving for outdoor meetings when the weather does not permit. Each member of the behavioral health team has gone above and beyond to ensure we are able to meet the needs of our clients and respond quickly to adapt to the ever-changing environment we are working within.

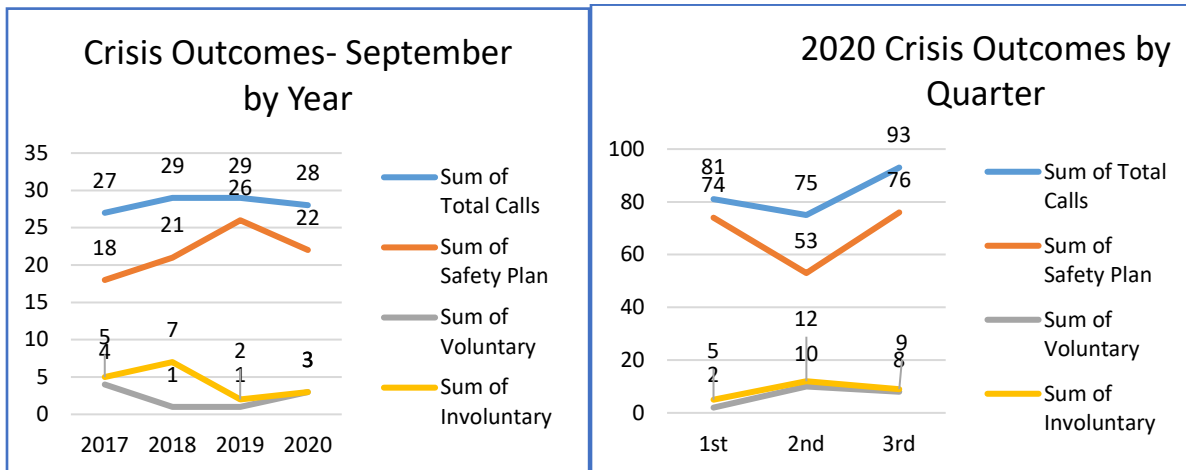
**Outpatient Mental Health & Substance Abuse Programs-** *The majority of Behavioral Health clients are served via our outpatient clinic. The outpatient clinic serves clients' mental health and substance use disorder (AODA) needs.*



**September 2020 Note:** Failed appointment rates continue to be at increasingly low points. We speculate that this may be the result of offering the more flexible telehealth options for appointments allowing clients to keep appointments even if they are ill/ required to quarantine or have other barriers to treatment such as childcare or transportation concerns. This does mean that staff have needed to reserve some additional time in their schedules in order to complete the added documentation and scheduling tasks that result from telehealth settings. It has also increased our average waiting time for appointments, with the average client waiting one month or more for an initial intake, and several weeks for their first follow up appointment.

**Crisis Services-** *Crisis services are available 24/7 including weekends/ holidays for psychiatric and substance use disorder emergencies.* The charts below show both seasonal crisis trends historically and for 2020 so far. In the current environment, safety planning is much more difficult. This quarter, overall, has seen a higher number of calls than usual, however September alone has not been

significantly different than years past. We have noted an increase in calls that are precipitated by financial or housing crises over the past several months.



**Wrap-Around Services-** Behavioral Health Unit provides three tiers of wrap-around services, allowing us to match individuals with a program that meets the level of need based on their unique situation. **Staff in these programs have been exceptionally flexible and have needed to think outside the box to find ways to continue services to consumers during this time.**

1. Targeted Case Management (TCM)— Less intensive case management for clients. **This program expanded to include adult clients in summer 2018. It presently serves 8 individuals.**
2. Comprehensive Community Support Program (CCS)—Recovery-focused support for clients who may benefit from an intensive level of services for a shorter period of time. **This program serves individuals across the lifespan and presently serves 33 individuals.**
3. Community Support Program (CSP)- Intensive community-based support for individuals with chronic mental illness. This support is intended to be long-term and supports clients to maintain psychiatric stability in the community and to reduce hospitalizations. **This program presently serves 10 adults.**

**Treatment Court-** Treatment Court is an evidence-based alternative-to-incarceration program that combines high levels of accountability and community-based supervision with intensive substance use treatment. The program accepted its first participant in November 2017 and is designed to take 14-18 months to complete. **In September 2020, the treatment court had two participants. One participant was able to phase-advance during this reporting period. There are several eligible referrals within the court system which are pending. The program is voluntary, meaning that it may be offered by the DA during court proceedings, but individuals could decline and choose a traditional sentence. At the end of August, Dept of Justice representatives attended a court session and praised the Judge for his interactions with the team and clients. They offered input on adapting the program to COVID and updating policies and procedures to stay in line with the most recent evidence-based practices.**

**Children’s Long Term Support Waiver (CLTS)**—Medicaid waiver program provides funding for families of children with long-term disabilities (developmental, physical, and/or severe emotional disturbance) to access services such as respite care and service coordination which are otherwise not covered by Medicaid insurance. **In 2018, Wisconsin announced the dissolution of the waitlist which required**

**Green Lake County to increase program capacity from 8 children to 16 and to continue to expand as new referrals come in. The program now serves 33 youth and continues to accept new referrals.**

**Residential Clients-** In September 2020, one client was returned to a more restrictive level of care in a hospital-based setting. This stay is for stabilization. A case worker remains actively involved with the intent to transition to a community-based setting when this can be safely achieved.

**Additional Notes:**

- Clinic recertification was held on 10/5/2020. The surveyor visit was successful and we received positive feedback on our documentation during COVID19.
- E-prescribing software went live at the end of the month. Clinical and administrative staff are working together to get all client prescriptions entered into the software. We anticipate that this may take several months to fully transition.
- Because many of our typical Recovery Month activities are difficult to provide in a socially distanced format, we are instead focusing our efforts on updating outdated prevention materials and training staff on more contemporary, evidence-based models for various target populations (elementary life skills, middle school, parents, and older youth/ underage drinking)

## **CHILDREN & FAMILY SERVICES UNIT –September, 2020**

### **Out-of-Home Care** – as of 09/30/2020

Foster Care – Level I & II (Range of costs from \$244.00 to 2000.00). **One (1)** child(ren) are local placement(s).

Treatment Foster Care – **Two (2)** children/youth were in treatment foster care through Pillar & Vine.

Court-ordered Relative Care (\$244.00 month per child)

**Five (5)** children were in court-ordered relative care in September, 2020.

**One (1)** Child was placed in relative care that is not being reimbursed. Total in Court ordered Kinship Care at month's end = **Five (5)**

Subsidized Guardianship – At the end of September 2020, three **(3)** remained in subsidized guardianship.

Kinship Care – Voluntary (\$244.00 month per child)

**One (1)** new case was added. **Nine (9)** children were in Kinship Care at the end of September, 2020.

Total out of home at month's end = 1 + 2 + 5 + 3 + 9 = **20**

The base rate for relative foster care (level 1) and Kinship Care increased in 2020 to \$254.00/month. This rate was raised in 2020.

### **ACCESS REPORTS**

#### **Child Protective Services (CPS):**

**May –14**

Screened in reports – 0

Screened out - 14

**June – 20**

Screened in reports – 5



Screened out -20

**July – 15**

Screened in reports – 4

Screened out – 11

**August – 18**

Screened in reports – 10

Screened out reports – 8

**September – 13**

Screened in reports – 6

Screened out - 7

**YTD – 160 reports – 52 screened in/108 screened out**

**Child Welfare –**

**May – 6 with 2 being screened in for services**

**June – 4 with 1 being screened in for services**

**July – 6 with 1 being screened in for services**

**August – 9 with 8 being screened in for services**

**September – 14 with 11 being screened in**

YTD (09/30/2020) – 57 with 42 being screened in

\*\*\*\*staff are focused on TCM/CCS referrals as a priority.

**Youth Justice – June – 6**

**July - 5**

**August – 4**

**September - 0**

YTD (09/30/2020) – 37

All Unit staff have returned to the office from remote status as of 06/29/2020. Face-to-face contact has resumed following the parameters as set forth in the COVID 19 policy. Staff have started to conduct drug screens as needed. Family interaction has commenced for children placed in out of home care.

Unit staff have continued to assist in other areas as needed including – food pantry; contact tracing and food delivery; taking temperatures at main entrance and with interpretation.

The roll-out for the Youth Assessment & Screening Instrument (YASI) for application with the Youth Justice Population began this month. This process will take approximately one year. Three (3) staff completed the first phase of this training. The funding for this training is received from the Department of Children & Families (DCF) at the State.

Five (5) Staff have been trained in the Life Skills model which is an evidence-based AODA curriculum for grades 3 to 8 as well as a parent program. Additional staff were trained in the Client for Life curriculum. Funding for this training was received through monies in the Behavioral Health Unit.

Two (2) staff were trained in the Girls Circle training which is an evidence-based support group for adolescent females. Funding for this was received through additional grant funds received from the Coordinated Services Team program.

RESOLUTION NUMBER -2020

RELATING TO ELIMINATING THE HHS ADMINISTRATIVE ASSISTANT, THE HHS FINANCIAL MANAGER AND THE BILLING SPECIALIST POSITIONS AND CREATING A FINANCIAL/BUSINESS MANAGER AND BILLING SPECIALIST/ADMINISTRATIVE UNIT COORDINATOR POSITIONS (HHS)

The County Board of Supervisors of Green Lake County, Green Lake, Wisconsin, duly assembled at its regular meeting on this 10th day of November 2020, does resolve as follows:

- 1 **WHEREAS**, the current Administrative Assistant retired on September 30, 2020; and,
- 2 Fiscal note is attached.
- 3 Majority vote is needed to pass.

- Approved by Personnel       Disapproved by Personnel
- Approved by Finance       Disapproved by Finance

Roll Call on Ordinance No. -2020

Submitted by Health and Human Services Board:

Ayes , Nays , Absent , Abstain

Passed and Enacted/Rejected this 10th day of November, 2020.

\_\_\_\_\_  
Joe Gonyo, Chair

\_\_\_\_\_  
Harley Reabe, Vice-chair

\_\_\_\_\_  
County Board Chairman

\_\_\_\_\_  
Brian Floeter

\_\_\_\_\_  
ATTEST: County Clerk  
Approve as to Form:

\_\_\_\_\_  
Joanne Guden

\_\_\_\_\_  
Corporation Counsel

\_\_\_\_\_  
Nancy Hoffman

\_\_\_\_\_  
Joy Waterbury

\_\_\_\_\_  
Christine Schapfel

\_\_\_\_\_  
Charlie Wielgosh

4 **WHEREAS**, upon the retirement of the Administrative Assistant, a study of the current  
5 needs of the HHS Administrative Unit and overall HHS operations revealed that  
6 streamlining several positions within the Administrative Unit would best fit the needs of  
7 the Health and Human Services Department and County stakeholders; and,

8 **WHEREAS**, the Administrative Assistant vacancy creates an opportunity to modify the  
9 Administrative Unit within the Health and Human Services Department, creating  
10 efficiencies while also providing staff supervisor and program oversight; and,

11 **WHEREAS**, the HHS Director, in conjunction with input from the management team,  
12 has determined that establishing a Financial/Business Manager position to oversee  
13 HHD financial and business systems creates efficiencies and helps ensure all possible  
14 revenue streams are optimized; and,

15 **WHEREAS**, the HHS Director, in conjunction with input from the Administrative Unit  
16 staff, has determined that establishing a Billing Specialist/Administrative Unit  
17 Coordinator position to provide day-to-day oversight and supervision to the  
18 Administrative Unit, ensures support for staff and that the day-to-day operations of the  
19 department run smoothly and effectively; and,

20 **WHEREAS**, the HHS Director has met with the County Administrator to discuss  
21 consolidation of duties and the attached job descriptions, which have been approved by  
22 the County Administrator.

23 **NOW, THEREFORE, BE IT RESOLVED**, that the Green Lake County Board of  
24 Supervisors does hereby approve modification to the HHS Administrative Unit team  
25 model by eliminating one (1) HHS Administrative Assistant, one (1) HHS Financial  
26 Manager, one (1) Billing Specialist position and establishing one (1) HHS  
27 Financial/Business Manager position and one (1) Billing Specialist/Administrative Unit  
28 Coordinator position creating a department that is more efficient and cost effective.

29 **BE IT FURTHER RESOLVED** that the new HHS Financial/Business Manager and  
30 position is created effective January 1, 2021. This position shall be placed in pay group  
31 7.

32 **BE IT FURTHER RESOLVED** that the new Billing Specialist/Administrative Unit  
33 Coordinator position is created effective January 1, 2021. This position shall be placed  
34 in pay group 10.

35 **BE IT FURTHER RESOLVED** that the HHS Director shall place the new HHS  
36 Financial/Business Manager and Billing Specialist/Administrative Unit Coordinator  
37 positions into the 2021 County Budget as shown in the fiscal note in this Resolution.

38 FISCAL NOTE:

| Current For 2021                          |                        |                    |             |                 |                  |              |                      |
|---|------------------------|--------------------|-------------|-----------------|------------------|--------------|----------------------|
|   | Wage                   | Annual Wage        | Retirement  | Social Security | Health Insurance | Total Fringe | Wage & Fringe        |
| Admin Assistant                           | \$ 29.41               | \$ 61,172.80       | \$ 4,129.16 | \$ 4,679.72     | \$ 25,295.00     | \$ 34,103.88 | \$ 95,276.68         |
| Billing Specialist #13                    | \$ 22.22               | \$ 46,217.60       | \$ 3,119.69 | \$ 3,535.65     | \$ 25,295.00     | \$ 31,950.33 | \$ 78,167.93         |
| Financial Manager #12                     | \$ 25.14               | \$ 52,291.20       | \$ 3,529.66 | \$ 4,000.28     | \$ 25,295.00     | \$ 32,824.93 | \$ 85,116.13         |
|   |                        |                    |             |                 |                  |              | <b>\$ 258,560.75</b> |
| Potential for 2021                        |                        |                    |             |                 |                  |              |                      |
|   | Wage (90% of Midpoint) | Annual Wage        | Retirement  | Social Security | Health Insurance | Total Fringe | Wage & Fringe        |
| Admin Assistant                           | \$ -                   | \$ -               | \$ -        | \$ -            | \$ -             | \$ -         | \$ -                 |
| Billing Specialist/ Admin Coordinator #10 | \$ 27.71               | \$ 57,636.80       | \$ 3,890.48 | \$ 4,409.22     | \$ 25,295.00     | \$ 33,594.70 | \$ 91,231.50         |
| Financial/Business Manager #7             | \$ 34.45               | \$ 71,660.16       | \$ 4,837.06 | \$ 5,482.00     | \$ 25,295.00     | \$ 35,614.06 | \$ 107,274.22        |
|   |                        |                    |             |                 |                  |              | <b>\$ 198,505.72</b> |
|   |                        | Total Cost Savings |             | \$ 60,055.03    |                  |              |                      |

## GREEN LAKE COUNTY JOB DESCRIPTION

**TITLE:** Financial & Business Manager

**DEPARTMENT:** HEALTH & HUMAN SERVICES/Administrative Unit

**LOCATION:** GOVERNMENT CENTER

**SUPERVISOR:** DIRECTOR

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### **SUMMARY:**

This position is responsible for financial/administrative matters as they relate to the business of Health & Human Services. This position is responsible for preparing and monitoring the annual Health & Human Services budget in cooperation with the Human Services Director. This position oversees the processing of all Health & Human Services expenses and revenues, and ensures that all state and federal reporting requirements are met. This position manages all aspects of general HHS office operations as well as oversight of staff within the Administrative Unit. Position often involves working above and beyond regular work hours to accomplish the essential job functions.

### **DUTIES AND RESPONSIBILITIES:**

- Coordinate and oversee all department financial reporting and billing with financial team staff in consultation with the Director. Prepare and submit financial and statistical reports and surveys required for compliance with state and federal programs and for Human Services Committee review.
- Development and management of the Department's annual budget by providing direct budgetary/performance financial analysis, forecasts and trending information to the Director. Coordinate with the county's finance Department and County Administrator on aspects of budget process and development.
- Conduct monthly/annual reconciliations as required. Monitor the financial status of the department. Prepare any budgetary adjustments and year-end accruals and budget addendums. Monitor general operations to assure compliance with applicable laws, administrative directives, Medicaid programs and insurance companies' requirements.
- Provides to the Director overall assistance in all phases of agency operations.
- Assists in recruiting, interviewing, selection and training Unit staff while fostering growth in professional practice.
- Ensures a current, innovative, and collaborative practice environment for staff.
- Assignment of tasks within the Administrative Unit as needed.
- Recording Minutes for Human Services Board, Advisory Committees and the Director.

- Assists in preparing Board and Committee Agendas.
- Provide managers and staff with fiscal information to aid in program development and management in a timely and professional manner.
- Establishes contracts with vendors/providers. Maintains files on contracted vendors/providers including supporting documents and necessary attachments.
- Schedule, create agenda's and facilitate HHS Financial Meeting's. Attend and/or facilitate meetings with Department heads. This includes collaborating with community partner's, agencies and groups. Assists in grant writing and reporting,
- Participate in the Department's annual audit with the county auditing firm and the Offices of the County Clerk and County Administrator.
- Recognize areas of Department operations that are inefficient and develop new procedures or recommend system design changes to promote efficiency.
- Assist in the development and management of the Department's internal management/data/financial systems and their coordination with the State and any other required outside systems.
- Attend local, regional, and state meetings, trainings and conferences beneficial to the financial operations of the agency.
- Oversee General Administrative Operations, works closely with County Administrator County Clerk, Director, Unit Managers, etc. on the day-to-day business operations within the Department of Health & Human Services
- Perform other duties as assigned by the Director.

### **SKILLS AND ABILITIES:**

Knowledge of general ledger accounting procedures. Computer familiarity and operational skills including Excel spreadsheets and other related software. Written, oral and interpersonal skills. Skill in researching, analyzing, interpreting and understanding complex guidelines such as financial, billing and audit requirements. Ability to facilitate a team environment and make decisions to meet required program time lines. Ability to manage and prioritize work responsibilities and develop organizational practices and procedures. Ability to promote a harmonious relationship with others, including but not limited to outside agencies and county departments. Ability to provide effective leadership and direct the work of others. Ability to perform duties and follow policies and procedures independent of direct supervision.

### **QUALIFICATIONS:**

**EDUCATION:** Bachelor's Degree in accounting is required

**EXPERIENCE / JOB KNOWLEDGE:** Experience in financial management, including governmental and general ledger accounting is required.

### **WORKING CONDITIONS:**

**PHYSICAL DEMANDS:** About 80% of the time is spent in sedentary work activities in an office environment using computer equipment as well as other office machines. 15% of the time is spent moving between offices, attending state and regional meetings, trainings and conferences. 5% of the time is spent in low lifting activities (up to 10 pounds) or kneeling, climbing, bending/twisting, reaching, and low to medium carrying. In unusual or non-routine situations, it may be required to stoop, crawl, run, swim, grapple, climb, and medium lifting (20-40 pounds).

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.

9/25/2020



## GREEN LAKE COUNTY JOB DESCRIPTION

**TITLE:** BILLING SPECIALIST/**ADMINISTRATIVE UNIT COORDINATOR**

**DEPARTMENT:** HEALTH & HUMAN SERVICES/ADMINISTRATIVE UNIT

**LOCATION:** GOVERNMENT CENTER

**SUPERVISOR:** FINANCIAL/BUSINESS MANAGER

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### **SUMMARY:**

The Billing Specialist/Administrative Coordinators goal is to focus on maximizing clinic revenue through timely, accurate client and insurance billing, claims, and collections while supervising the daily administrative functions of the Unit and staff. 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 other Units.

### **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
- Provides Customer Service to 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 in a timely manner.
- 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
- Enter Home Delivered and Congregate Meal assessment and re-assessments into WellSky
- Enter monthly meal counts into WellSky

- Prepare and send monthly Home Delivered and Congregate donation letters
- Assists in recruiting, interviewing, selection and training Unit staff while fostering growth in professional practice.
- Ensures a current, innovative, and collaborative practice environment for staff.
- Plan, organize and assist with everyday staff functions in the administrative Unit
- Ensures coverage for reception and other critical clerical functions.
- Assists with audit support as necessary
- Assign and review work of administrative staff.
- Provides supervision of personnel within the Administrative Unit.
- Scheduling, creating agenda's and running staff meetings. Attend meetings with other staff and Department heads. Assist in grant writing and reporting.
- Recording Minutes for Advisory Committee Meetings as Needed
- 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.
- Ability to provide effective leadership and direct the work of others.

#### **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. **Supervisory experience is preferred.**

**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.

Management's assignment of essential functions is not designed to limit the manner in which duties may be accomplished. Management shall comply with all applicable workplace laws and shall communicate with any employee with a disability to determine the availability of a reasonable accommodation(s) to allow the employee to perform the essential functions of the job.

**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 25, 2020

**RESOLUTION NUMBER -2020**

**Resolution to Increase Pay Grade of Representative Payee Specialist on the County Wage Plan**

The County Board of Supervisors of Green Lake County, Green Lake, Wisconsin, duly assembled at its regular meeting on this 20th day of October 2020, does resolve as follows:

- 1 **WHEREAS**, on February 19, 2019, the County Board created the position of
- 2 Representative Payee Specialist position; and,
- 3 **WHEREAS**, the employee who holds the position will be retiring in December 2020;
- 4 and,
- 5 Fiscal note is attached.
- 6 Majority vote is needed to pass.

Approved by Personnel  
 Approved by Finance

Disapproved by Personnel  
 Disapproved by Finance

Roll Call on Ordinance No. -2020

Submitted by Health and Human Services Board:

Ayes , Nays , Absent , Abstain

Passed and Enacted/Rejected this 20<sup>th</sup> day of October, 2020.

\_\_\_\_\_  
Joe Gonyo, Chair

\_\_\_\_\_  
Harley Reabe, Vice-chair

\_\_\_\_\_  
County Board Chairman

\_\_\_\_\_  
Brian Floeter

\_\_\_\_\_  
ATTEST: County Clerk  
Approve as to Form:

\_\_\_\_\_  
Joanne Guden

\_\_\_\_\_  
Corporation Counsel

\_\_\_\_\_  
Nancy Hoffman

\_\_\_\_\_  
Joy Waterbury

\_\_\_\_\_  
Christine Schapfel

\_\_\_\_\_  
Charlie Wielgosh

7 **WHEREAS**, upon a vacancy in a position County Administrative Policy Manual requires  
8 the Department Head to review the position “to ensure the position is properly  
9 designated within the County’s pay structure”; and,

10 **WHEREAS**, when the position was created in 2019, the job description was developed  
11 using the Social Security Administration’s representative payee guide for collective  
12 accounts. The guide is the handbook for collective accounts serving consumer who are  
13 beneficiaries of Social Security, Supplemental Security and Wisconsin supplemental  
14 security funds; and,

15 **WHEREAS**, the Representative Payee Specialist oversees a large monthly checking  
16 account and acts as a representative payee, handling daily financial transactions and  
17 personal budget decisions for over 80 member consumers; and,

18 **WHEREAS**, the Representative Payee Specialist ensures all Social Security  
19 Administration fund balance eligibility standards are met and all Social Security  
20 Administration recordkeeping and reporting requirements are completed on-time for  
21 each member consumer; and,

22 **WHEREAS**, a review of the position shows that the above job duties require a high level  
23 of skill and accuracy when assisting consumers with their budgets and balancing  
24 numerous accounts and those duties compare to other Health and Human Services  
25 Department positions such as Economic Support and Child Support Specialists which  
26 are found in pay grade 14 on the County Wage Plan.

27 **NOW THEREFORE BE IT RESOLVED**, that effective January 1, 2021, the position of  
28 Representative Payee Specialist shall be placed in pay grade 14 on the County Wage  
29 Plan.

30 **BE IT FURTHER RESOLVED**, that the County Administrator and the Health and  
31 Human Services Department Director shall place in the 2021 budget the salary and  
32 fringes reflected in the increase to pay grade 14 for the Representative Payee Specialist  
33 position in the 2021 county budget.

34 **FISCAL NOTE:** Savings are realized from downgrading the Book Keeper and  
35 Supported Employment Coordinator positions in the Wage Plan due to impending  
36 retirements and review of the job descriptions and their placement within the County  
37 wage structure as required by the Administrative Policy Manual.

2021 Fox River Industries Restructure Fiscal Note

Committee: Human Service Board

| Current For 2021                            |                                      |          |                           |                     |                 |                  |              |                      |
|---|--------------------------------------|----------|---------------------------|---------------------|-----------------|------------------|--------------|----------------------|
| Pay Group                                   | Position Title                       | Wage     | Annual Wage               | Retirement          | Social Security | Health Insurance | Total Fringe | Wage & Fringe        |
| 13  | Book Keeper #13                      | \$ 24.67 | \$ 51,313.60              | \$ 3,463.67         | \$ 3,925.49     | \$ 26,613.00     | \$ 34,002.16 | \$ 85,315.76         |
| 11  | Supported Employment Coordinator #11 | \$ 28.15 | \$ 58,552.00              | \$ 3,952.26         | \$ 4,479.23     | \$ 26,613.00     | \$ 35,044.49 | \$ 93,596.49         |
| 16  | Representative Payee Specialist #16  | \$ 19.80 | \$ 41,184.00              | \$ 2,779.92         | \$ 3,150.58     | \$ 26,613.00     | \$ 32,543.50 | \$ 73,727.50         |
|   | <b>Total</b>                         |          | \$ 151,049.60             | \$ 10,195.85        | \$ 11,555.29    | \$ 79,839.00     | \$101,590.14 | \$ <b>252,639.74</b> |
| Proposed for 2021                           |                                      |          |                           |                     |                 |                  |              |                      |
| Pay Group                                   | Position Title                       | Wage     | Annual Wage               | Retirement          | Social Security | Health Insurance | Total Fringe | Wage & Fringe        |
| 14  | Book Keeper #14                      | \$ 20.73 | \$ 43,112.16              | \$ 2,910.07         | \$ 3,298.08     | \$ 26,613.00     | \$ 32,821.15 | \$ 75,933.31         |
| 13  | Supported Employment Coordinator #13 | \$ 22.29 | \$ 46,369.44              | \$ 3,129.94         | \$ 3,547.26     | \$ 26,613.00     | \$ 33,290.20 | \$ 79,659.64         |
| 14  | Representative Payee Specialist #14  | \$ 20.73 | \$ 43,118.40              | \$ 2,910.49         | \$ 3,298.56     | \$ 26,613.00     | \$ 32,822.05 | \$ 75,940.45         |
|   | <b>Total</b>                         |          | \$ 132,600.00             | \$ 8,950.50         | \$ 10,143.90    | \$ 79,839.00     | \$ 98,933.40 | \$ <b>231,533.40</b> |
|   |                                      |          | <b>Total Cost Savings</b> | \$ <b>21,106.34</b> |                 |                  |              |                      |
| * All Wages are based on 7-1-2020 Wage Plan |                                      |          |                           |                     |                 |                  |              |                      |

# **GREEN LAKE COUNTY JOB DESCRIPTION**

**TITLE: REPRESENTATIVE PAYEE SPECIALIST**

**DEPARTMENT: HEALTH & HUMAN SERVICES/FOX RIVER INDUSTRIES**

**LOCATION: FOX RIVER INDUSTRIES**

**SUPERVISOR: FOX RIVER INDUSTRIES SERVICES COORDINATOR  
FOX RIVER INDUSTRIES UNIT MANAGER**

## **SUMMARY:**

This position is full-time at 40 hours per week. Flexible hours will be assumed. The Representative Payee Specialist is primarily responsible for providing support to the consumer for personal financial matters. Specifically, the Representative Payee Specialist is responsible for establishing and maintaining entitlements for eligible recipients of Social Security, managing monthly bills, and providing personal spending money. The individual's benefits are paid to the Representative Payee on the beneficiary's behalf and the services provided by the payee must be tailored to best meet the individual's needs while preserving their appropriate benefits status and financial security.

## **QUALIFICATIONS:**

**EDUCATION:** High School Diploma

## **EXPERIENCE/JOB KNOWLEDGE:**

- Three to five years of experience in human services with special emphasis on working with individuals with disabilities.
- Three to five years of experience maintaining financial records and/or a demonstrated ability to organize and maintain individual consumer accounts.
- A current, valid Wisconsin drivers' license.

## **DUTIES AND RESPONSIBILITIES:**

- To establish and maintain entitlements for eligible recipients of Social Security; to pay and monitor monthly bills and to provide personal spending money to the individual as outlined in the SSA Representative Payee Guidelines
- To be informed about the individual's needs and decide how benefits/income can best be used for his or her personal care and well-being.
- To ensure the individual's current needs are being met. This includes food, shelter, medical care and other items for the individual's personal comfort; to use remaining benefits/income to pay for the individual's personal needs, such as clothing, recreation, and other expenses.
- To keep and maintain an individual's financial records; to manage the individual's bank account as outlined in the SSA Representative Payee Guidelines.

- To inform Social Security about changes that may affect the individual's eligibility for benefits and to complete documentation as required by Social Security to maintain benefits.
- To work closely with service providers to ensure continuity of services for the individual.
- To coordinate with other service providers as needed to ensure members' unmet, non-representative payee needs are met.

### **WORKING CONDITIONS:**

#### **PHYSICAL REQUIREMENTS:**

- Ability to perform all primary job functions
- Ability to lift up to 50 pounds
- In unusual circumstances ability to stoop, kneel, reach, push medium to heavy objects.

**ENVIRONMENTAL DEMANDS:** Approximately 80% of this position's time will be spent indoors. 10% or less will be spent traveling to and from consumers' homes. While in consumers' homes, the person in this position might experience poor ventilation, dust, fumes, and/or odors. Schedule flexibility is required as needed to accommodate consumer needs. Lastly, in unusual circumstances, the person in this position could be exposed to physical attaches or injuries from consumers they are serving.

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.

Updated: September 2018, July 2020



| Current For 2021                          |                        |                    |             |                 |                  |              |                      |
|---|------------------------|--------------------|-------------|-----------------|------------------|--------------|----------------------|
|   | Wage                   | Annual Wage        | Retirement  | Social Security | Health Insurance | Total Fringe | Wage & Fringe        |
| Office Assistant #13                      | \$ 24.67               | \$ 51,313.60       | \$ 3,463.67 | \$ 3,925.49     | \$ 25,295.00     | \$ 32,684.16 | \$ 83,997.76         |
| Rep Payee Specialist #16                  | \$ 19.80               | \$ 41,184.00       | \$ 2,779.92 | \$ 3,150.58     | \$ 25,295.00     | \$ 31,225.50 | \$ 72,409.50         |
| Sup Employment Coordinator #11            | \$ 28.15               | \$ 58,552.00       | \$ 3,952.26 | \$ 4,479.23     | \$ 25,295.00     | \$ 33,726.49 | \$ 92,278.49         |
| Admin Assistant                           | \$ 29.41               | \$ 61,172.80       | \$ 4,129.16 | \$ 4,679.72     | \$ 25,295.00     | \$ 34,103.88 | \$ 95,276.68         |
| Billing Specialist #13                    | \$ 22.22               | \$ 46,217.60       | \$ 3,119.69 | \$ 3,535.65     | \$ 25,295.00     | \$ 31,950.33 | \$ 78,167.93         |
| Financial Manager #12                     | \$ 25.14               | \$ 52,291.20       | \$ 3,529.66 | \$ 4,000.28     | \$ 25,295.00     | \$ 32,824.93 | \$ 85,116.13         |
|   |                        |                    |             |                 |                  |              | <b>\$ 507,246.49</b> |
| Potential for 2021                        |                        |                    |             |                 |                  |              |                      |
|   | Wage (90% of Midpoint) | Annual Wage        | Retirement  | Social Security | Health Insurance | Total Fringe | Wage & Fringe        |
| Office Assistant #14                      | \$ 20.72               | \$ 43,097.60       | \$ 2,909.09 | \$ 3,296.97     | \$ 25,295.00     | \$ 31,501.05 | \$ 74,598.65         |
| Rep Payee Specialist #14                  | \$ 20.72               | \$ 43,097.60       | \$ 2,909.09 | \$ 3,296.97     | \$ 25,295.00     | \$ 31,501.05 | \$ 74,598.65         |
| Sup Employment Coordinator #13            | \$ 22.29               | \$ 46,363.20       | \$ 3,129.52 | \$ 3,546.78     | \$ 25,295.00     | \$ 31,971.30 | \$ 78,334.50         |
| Admin Assistant                           | \$ -                   | \$ -               | \$ -        | \$ -            | \$ -             | \$ -         | \$ -                 |
| Billing Specialist/ Admin Coordinator #10 | \$ 27.71               | \$ 57,636.80       | \$ 3,890.48 | \$ 4,409.22     | \$ 25,295.00     | \$ 33,594.70 | \$ 91,231.50         |
| Financial/Business Manager #7             | \$ 34.45               | \$ 71,660.16       | \$ 4,837.06 | \$ 5,482.00     | \$ 25,295.00     | \$ 35,614.06 | \$ 107,274.22        |
|   |                        |                    |             |                 |                  |              | <b>\$ 426,037.53</b> |
|   |                        | Total Cost Savings |             | \$ 81,208.96    |                  |              |                      |