

HUMAN SERVICES IMPLEMENTATION

07/30/2024

Forest, Oneida and Vilas Counties each passed a Resolution to withdraw from the Tri-County Human Service Board effective December 31, 2024. In addition, each of the three counties passed a Resolution creating a County Transition Oversight Panel to ensure the smooth and seamless transition upon the effective date of the withdrawal.

In March 2024 the three County Boards of Supervisors passed Resolutions adopting the recommendation for the consolidation of the Departments of Community Programs (The Human Service Center) and Social Services into a Department of Human Services, as outlined in the Forest, Oneida, and Vilas Counties Feasibility Study dated March 2024 and to begin implementation planning.

County Transition Oversight Panel

The County Transition Oversight panel was created to oversee the transition to Human Services in Vilas, Forest and Oneida County. The Panel consists of 7 members, 4 from Oneida County, 2 from Vilas County and 1 from Forest County. The panel oversees the workgroups created to work on the transition.

WORK GROUPS FOR TRI-COUNTY

STAFFING WORK GROUP (Oneida only): Responsible for the integration of Human Service Center Staff into the Oneida County payment, classification and benefit plans.

- Salary and wages
- 40 hour work weeks
- Benefits – health, life, dental vision
- Time Off – PTO, sick, holidays
- Employment Policies – Work from Home – Alternate Work Schedule
- Transfer of benefits
- Unemployment Compensation
- Human Service Center payroll end date
- Oneida County employment start date for newly hired (last Q consideration?)

Members:

- Lisa Charbarneau
- Mary Rideout
- Mona Kraft
- Tamara Feest (ended 07/03/24)
- Joel Gottsacker

Meeting Schedule:

- 04/15/2024
- 04/22/2024
- 04/29/2024
- 05/06/2024

Appendix D Work Groups for Tri-County Human Services

- 05/16/2024
 - 05/20/2024
 - 05/28/2024
 - 06/03/2024
 - 06/10/2024
 - 07/01/2024 Moving meeting to every 2 weeks
 - 07/15/2024
-
- ✓ 51 positions classification placement approved by Oneida County Board on May 21, 2024.
 - ✓ Draft conversion of benefits discussed with Executive Committee on May 22, 2024.
 - ✓ Executive Committee approved benefit conversion as proposed, OK to make offers to staff. Offers are contingent on approval of the 2025 Oneida County Budget and review of employment offers by outside legal counsel to ensure county is not violating any employment laws.
 - ✓ Offer letters completed, delivery to HSC staff began June 28th. All but 2 have been returned as of July 31, 2024.

FINANCIAL/IT WORK GROUP (F/O/V):

Members:

- Mary Rideout
- Kate Gardner
- Tracy Ferraro
- Jason Rhodes
- Keith Haselton (ended June 28, 2024)
- Tamara Feest (ended July 3, 2024)
- Tina Smigielski
- Darcy Smith
- Heidi Chavez
- Sandy Wente

Meeting Schedule:

04/18/2024

05/16/2024

06/11/2024

- ✓ The Committee restructured, and separate fiscal from information technology at its 06/11/2024 meeting.

Fiscal Work Group

Members:

- Tina Smigielski, Oneida
- Darcy Smith, Vilas
- Nora Matuszewski, Forest
- Mary Rideout
- Heidi Chavez

Responsible for the integration of financial information into Oneida Counties System.

- Audit

Appendix D Work Groups for Tri-County Human Services

- Close-out
- Accounts receivable and accounts payable
- Reporting
- ✓ Three County Boards approved hiring a financial consultant to assist with the close-out of HSC financials/assets/liabilities.
- ✓ Stephen Daly, financial consultant, began 07/08/2024 in person for two weeks. Will work remote after that.

ITS Work Group

Members:

- Jason Rhodes, Oneida
- Mary Rideout
- Heidi Chavez
- Peggy Schauer
- Lauren Schauer
- Marie Thompson
- Lynn Schnoor
- Mona Kraft

Responsible for the integration of information technology between Oneida County and The Human Service Center.

- Phones
- Network/IT equipment
- Software
- Connectivity
- Email
- ✓ Currently working on MOU to allow Oneida ITS access to HSC technology systems. Completed 07/10/2024
- ✓ Meeting scheduled at HSC with IT group/staff 07/23/2024
- ✓ 07/17/2024 Meeting with Netsmart on continuing software w/OC. They will draft license agreement and get to us. They don't see this as a big issue.
- ✓ 07/22/2024 Meeting with ITS staff @ HSC. Once ITS has access, we can evaluate next steps.

BUILDING AND GROUNDS (Oneida only): Responsible for transfer of maintenance and cleaning of facilities (Koinonia and Timber Drive).

- Keys/Key cards
- Building cleaning and maintenance
- Building overhead expense (utilities, cleaning, maintenance)
- Koinonia Lease

Members:

- Troy Huber
- Lindsey Kennedy
- ✓ Koinonia Building Assessment Study received June 2024.

Appendix D Work Groups for Tri-County Human Services

- ✓ Fiber being brought to Koinonia and Timber Drive location May/June 2024.
- ✓ Facilities Committee tour of facilities on July 26, 2024
- ✓ Facilities Meeting scheduled for August 5th.

BOARD DEVELOPMENT (F/O/V each to establish): Responsible for determining the structure for the Oneida County Human Services board per 46.23(4)(a)1.

Oneida County Members:

- Mary Rideout
- Joel Gottsacker
- Robb Jensen, Chair of Social Services Committee
- Ted Cushing, Chair of ADRC Committee

Meeting Schedule:

05/13/2024

Oneida County:

Committee Recommends: 9 member Oneida County Human Services Board – 5 County Board Supervisors, 4 citizen members

Vilas County:

Committee Recommends: 7 member Vilas County Human Services Board consisting of 4 county Board Supervisors and three citizen members with at least one citizen member having lived experience.

Forest County:

Committee Recommends: Based on State Statute 46.23(4)(a), Forest County will create a Human Services Board Committee consisting of 9 members:

- (4) County Board Members
- (2) Tribal Nation Partners; (1) Sokaogon Chippewa Community Representative, (1) Forest County Potawatomi Representative
- (1) Individual (or family member of an individual) who receives or has received human services
- (1) consumer of services or citizens-at-large

CERTIFICATIONS (Oneida for all certifications, Forest and Vilas DHS 34 only): Responsible for the application for certifications under DHS 34, 35 36, 63, and 75.

Members:

- Joel Gottsacker
- Patrick Cork
- Tamara Feest (ended 07/03/2024)

- ✓ The application for CCS, DHS 36, is almost complete. Hoping to submit in July 2024.
- ✓ Meeting with DHS on July 09, 2004 – hoping to establish a simplified certification process, and discussed next steps for certifications to transfer to the counties. Meeting w/Vilas & Forest on certifications, follow-up email from Pat Cork 07/17/2024.

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- ✓ OC Initial certification form completed 07/16/2024, will need to request funds for certification costs. Form submitted to State 07/23/2024
- ✓ Requesting funds – August County Board

CRISIS SERVICES WORK GROUP (F/O/V): Responsible for development of the preferred crisis response system for the three counties.

Members:

- Joel Gottsacker
- Terri Hook
- Tyler Young
- Tracy Ferraro
- Alyssa Condon
- Christine Dobbs
- Jessica Schiek
- Joe Fath
- Kari Decorah
- Kate Gardner
- Kelsey Sullivan
- Kevin Schlueter
- Rhonda Benfit
- Sara Tienhaara

Meeting Schedule:

05/09/2024
05/16/2024
05/23/2024
05/30/2024
06/06/2024
06/13/2024
08/20/2024

- ✓ Group investigating vendor arrangements to cover Emergency Services after hours due to being short staffed.
- ✓ Vendor contract done effective July 01, 2024 to cover after hours completely.
- ✓ Group meeting monthly.

Legal (F/O/V): Responsible for legal matters regarding the establishment of Departments of Human Services in the three counties.

- Application of ss 46.23 (3)(d) Employee protections
- Contract/Agreement between three counties for Behavioral Health/ID Services.
- Record Retention
- Updates to County Code
- Buildings/Leases

Members:

- Paul Payant

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- **Chelsea Payant**
- Chad Lynch
- Mike Fugle

Meetings:

05/22/2024

06/05/2024 – Records meeting with DHS

06/11/2024

07/09/2024- Records meeting with DHS

- ✓ Meeting with DHS on records – DHS would like to see our plan and then will review.
- ✓ Plan developed and submitted to DHS in June
- ✓ July 09, 2024 meeting on records with DHS, they had no concerns/changes to our plan.
- ✓ 07/17/2024 Meeting with Netsmart on continuing software w/OC. They will draft license agreement and get to us. They don't see this as a big issue. Would like our resolution/implementation plan on records.
- ✓ 07/30/2024 Request to legal to review CCS Tri-County MOU

Program Teams:

CCS/CSP/CRS/Targeted: Responsible for the transition of these programs to Human Services.

Areas include: System access, workflow, fiscal, working with DHS, Regional application, seamless client services.

Members:

- Tracy Bellman
- Brenda Lee
- Heidi Chavez
- Gabriella Cook
- **Tracy Ferraro**
- Jen Smits
- Pam Lano, DMS
- Julia Thoe, DMS
- Janel Benedum, DQA
- Nicole Heiser, DQA
- Jason Cram, DCTS
- Danielle Graham-Heine, DCTS
- Heather Carlson, DCTS
- Karlie Pierson, AA
- Becky Luebke, AA
- True Lor, AA

CLTS/Birth to 3: Responsible for the transition of these programs to Human Services. Areas include: System access, workflow, fiscal, working with DHS, authorizations, seamless client services.

Members:

- Hugo Vargas

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- Beth Hoerchler
- Heidi Chavez
- Val Wielhouwer
- **Tracy Ferraro**
- Kerri Nordby
- Jewel Towle
- Tammi Boers
- Samella Jolly, BCS
- Becky Luebke, AA
- True Lor, AA

Fiscal Services Team: Responsible for the transition of financial programs to Human Services.

Areas include: System access, workflow, working with Oneida ITS/Fiscal, working with State fiscal, authorizations, seamless client services, billing, AR, AP, GL, PR.

- Heidi Chavez
- Sandy Wente
- **Tracy Ferraro**
- Karen Bellile
- Connie Deau
- Shelby Haubert
- Christine Wenninger
- Julie Anstett, AA
- Amy Bell-Ferries, AA

BH/Emergency Services Team: Responsible for the transition of these programs to Human Services. Areas include: System access, workflow, fiscal, working with DHS, seamless client services.

- Joel Gottsacker
- **Tracy Ferraro**
- Kelsey Sullivan
- Sara Tienhaara
- Helga Low
- Pam Lano, DMS
- Laurie Hintz, DMS
- Janel Benedum, DQA
- Nicole Heiser, DQA
- Teresa Steinmetz, DCTS
- Joannette Robertson, DCTS
- Karlie Pierson, AA
- Becky Luebke, AA
- True Lor, AA

Outpatient Clinic Team: Responsible for the transition of these services/programs to Human Services. Areas include: System access, workflow, fiscal, working with DHS, seamless client services.

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- Sara Tienhaara
- Kate Gardner
- Tracy Ferraro
- Pam Lano, DMS
- Janel Benedum, DQA
- Nicole Heiser, DQA
- Dan Bizjak, DCTS
- Heather Carlson, DCTS
- Teresa Steinmetz, DCTS
- Becky Luebke, AA
- True Lor, AA

(More teams may added as needed)

Other activities:

PR Group: Provide public information, provided targeted information to identified groups, change narrative to positive change, radio, tv, written, on-line.

Members:

- Carrie Mikalauski
- Jeri Driscoll
- Lori Ring
- Sydney Geiger
- Michelle Klinger
- Mindy Fisher
- Kimberly Edwards, AA
- Julie Anstett, AA
- Amy Bell-Ferries, AA
- Holly Audley, DCTS

- ✓ Working on press release regarding structure change.
- ✓ Logos/letterhead
- ✓ Social Media posts
- ✓ Employee relations/retention ideas

Emergency Management: responsible for Emergency Management policy/procedure, safety policy & procedures, Crisis planning.

Members:

- Tom Eernisse

Policy Updates: responsible for updating employee policies, PTO, AWS, WFH in addition to “new hire” policies such as confidentiality, electronic use, HIPAA, CRC, etc., and other policies deemed necessary prior to January 01, 2025.

Members:

- Lori Garber, OC
- Melissa Gauthier, HSC

Advisory Groups:

Tri-County Stakeholders:

- Stakeholders representing all three counties and three tribes, law enforcement, private providers, interested parties
- Meeting every two weeks during implementation

Consumer Advisory Group:

- First Meeting May 29, 2024
- June 19, 2024
- July 17, 2024

Internal Oneida County meetings:

Internal Stakeholders: responsible for impact of transition to Human Services on Oneida County.

Mary Rideout, DSS

Joel Gottsacker, DSS

Heidi Chavez, DSS

Linda Conlon, PH

Lisa Charbarneau, HR

Grady Hartman, Sheriff

Mike Fugle, Corp Counsel

Troy Huber, Building and Grounds

Lindsey Kennedy, Buildings and Grounds

Jason Rhodes, ITS

Tina Smigielski, Finance

Meeting every two weeks – beginning in 2023

Social Services Transition meeting (formally our System Improvement Meeting) – responsible for providing updates from other workgroups and problem solving issues coming out of these workgroups.

Mary Rideout

Joel Gottsacker

Beth Hoerchler

Heidi Chavez

Tom Eernisse

Brenda Lee

Lori Garber

Carrie Mikalauski

Jeri Driscoll

Tracy Bellman

Appendix D Work Groups for Tri-County Human Services

Hugo Vargas

Sara Tienhaara

Kelsey Sullivan

Mona Kraft

Melissa Gauthier

Others added as needed

Meeting every Friday @ 8:30 am