MINUTES OF THE
HEALTH & HUMAN NEEDS COMMITTEE
Tuesday, July 12, 2011

HHN Members Present: Jeremy Levin, Denise Duranczyk, Ronn Ferrell, Melissa Sargent, Mike Willett, Shelia Stubbs, Barbara Vedder

HHN Members Absent: None

Staff and Others Present: Lynn Green, Steve Handrich, Norah Cashin, Kate Gravel, Joe Purcell, Mickey Beil, Nancy Abraham, Linda Keys

Call to Order: Sup Stubbs called Health and Human Needs to order at 5:45 p.m.

Approval of Minutes: Motion by Sup Levin to approve the 6/28/11 HHN minutes, seconded by Sup Sargent. Motion carried 5-0.

Public Comment:
Nancy Abraham is a founding member of the local, state and national alliance on mental illness and is concerned about LogistiCare providing appropriate and timely transportation services for the disabled and persons with medical needs as well as mental illness. Sup Levin questioned whether NAMI planned to be active in monitoring LogistiCare to make sure the level of service is adequate. Abraham indicated that she has already heard of people expressing concerns.

Chair’s Report/Announcements: Sup Stubbs announced that the next HHN meeting would be July 26. The Youth Commission presentation is moved to August 16. There will be budget proposal presentation on August 30. Sup Duranczyk requested that the budget presentation be sooner. Green explained that the budget proposal is officially due to the County Executive on August 26, and he will release it after that time. Sup Willett said he would be gone on Aug 16 and 23. Sup Vedder will be gone August 16.

Committee Reports: None

Dane County Resolutions: None

Fund Transfer Requests: Motion by Sup Levin to approve the following FTR’s, seconded by Sup Vedder. Motion carried 7-0.
- 110620-2011-21 ACS:
- 110705-2011-22 ACS:
- 110705-2011-23 ACS:

LogistiCare - Norah Cashin: Cashin distributed information and introduced Jen Sutherland, Dane County Mobility Manager, who is helping to monitor LogistiCare. Cashin explained that MA transportation is an entitlement formerly managed by counties and reimbursed by the State. The State privatized MA transportation on July 1, 2011, and pays LogistiCare $3.40/member/month for transportation thinking that it will be less costly. LogistiCare is a for profit company. Casing explained where MA transportation funding comes from.

There is considerable effort to raise awareness about this new procedure. Many people thought Dean paid for rides when they actually billed the County, so they didn’t pay attention to the notices. Cashin has also been working with LogistiCare on policy issues. There are a lot of out of state providers, but vehicles have to be certified by the State. She has already heard about people being improperly secured in a wheelchair van, running hours late so people have to reschedule appointments, taking an hour to schedule a ride, and making a lot of denials. Dane County staff are monitoring and collecting stories and data along with a network of mobility managers in the State, aging organizations, and QTMA. LogistiCare has underperformed in other states. Sup Vedder asked if it would be possible to work with someone other than LogistiCare. Cashin explained that there are only three major companies
that offer the service; States that have been unhappy with LogistiCare have just gone to another broker. Cashin did note that the LogistiCare customer service is very polite. She feels that at some point, there will be enough data and documented for the public to take a stand. Cashin encouraged members to email any stories they hear to her.

Sup Sargent asked why Badger Cab had severed their contract with LogistiCare. Cashin explained that there was always a problem with reimbursement. Other cab companies and providers have agreements rather than contracts with LogistiCare. LogistiCare can make it impossible to perform adequately by scheduling pickups too close together or not giving enough time to get across town and then refuse payment. Sup Stubbs asked for information on how many Dane County residents and how many providers are impacted. Cashin responded that there are 1.5 million MA members statewide and about half are eligible for MA transportation. She will forward the Dane County breakdown to members.

Cashin went over some of the reasons given for denials and issues that people have faced with transportation providers. Sup Vedder requested ongoing updates.


Badger Prairie Health Care Center Continued Discussion: Steve Handrich discussed overtime comparisons for 2011 vs. 2009 and 2010. They are projecting $584,300 in overtime by year-end 2011. Green noted that some overtime is driven by vacancies, so salary savings will offset some overtime expense.

The census is at 107 and 1-2 additional admissions are expected this week. There have been 28 admissions since March 28 when admissions were opened after the move to the new facility. Normal is 32 for the year. We hope to be at 117 by the end of the year. Green added that one of the new patients being admitted this week is private pay. It is encouraging that they chose BPHCC over other private nursing homes.

There were 2 unit meetings last week; 3 are scheduled this week; and one next Monday. The meetings are ½ hour and are held at shift change. We will assess whether there should be more unit meetings or spin off into work groups to look at 2-3 key areas.

Hiring update: 5-6 staff will start inservicing on Monday; however, several are internal promotions. Six new hires from outside will begin in two weeks. There are still some vacancies.

Handrich reported that there has been progress on door and alarm problems thanks to Public Works. The basement still leaks, but Public Works is working with a consultant to resolve it. Demolition has started on the old buildings.

There was discussion about overtime expense related to the move, vacancies (4.4 CAN-most .2 positions; 1.2 LPN; 1.8 RN), and the Ejj Olson study that included a staffing analysis and why the recommendations haven’t been implemented. Green explained that the staffing study was a small part of a much broader analysis to determine whether the County should remain in the nursing home business and if so, the size of the facility, mission, if a new facility would help to lower staffing and save costs, etc.

Sup Willett mentioned that it would be helpful to have copies of both staffing analysis study documents. He noted that some of the recommendations were used to justify the new building.

Sup Duranczyk requested that Handrich provide information on the NHPPD ratio of staff hours to number of patients and to review the staffing analysis and be prepared to address each recommendation in more depth and explain why some recommendations do or don’t work at this time. She would also like a better understanding of sick leave incentives and time off benefits. Green suggested talking to DOA about FMLA and possible attendance issues across the entire workforce.

Sup Ferrell questioned where contract time for filling unplanned time off is in the budget. Handrich responded that the POS nursing line item is $35,000 and we have spent $145,000 this year. Green feels that this is a broader county
discussion. Approximately 50 positions have been eliminated in the Department in the last couple years. This causes increased workload and makes it difficult to provide coverage. Sup Duranczyk suggested that staffing at a 24/7 operation like BPHCC that provides service for people might have to be looked at differently than office work. Considering sick time as vacation time puts a burden on the entire staff. Green added that working four 10’s has been eliminated at the Job Center, because there wasn’t enough coverage every day to provide good customer service.

There was discussion about the attendance policy implemented at BPHCC in July 2009 and why it was repealed.

Sup Stubbs instructed Handrich to bring paper copies of items he is discussing to future meetings and not rely on e-mails to members. A response to the staffing, NHPPD, and how much was paid out in longevity in 2010 was also requested.

Green noted that she & Jeff Lyon are working on a BPHCC staff appreciation event. The County Executive and Health & Human Needs members will be invited.

**Director’s Report:** Green Reported:
- Staff is working on a Resource Guide for internal and external programs that was requested by HHN. It should be available by the end of the month. The first quarterly report that will show indicators of major budget drivers in each division will also be available soon.
- The July 26 agenda includes DAIS and CPS presenting on trends, workload, etc.
- There are 12 counties in the southern part of the state interested in forming an income maintenance consortium. There would be approximately 90,000 IM cases across the group.
- The budget target the Department staff are working on is 5% or $3.3 million in GPR along with compensating for other revenue reductions.
- The Quality Home Care Commission has ended, and we will be contracting with Fiscal Assistance to pay independent caregivers. The registry will no longer exist.
- We may reorganize delinquency intake to divert more delinquent referrals out of the court system and try to address disproportionate minority contact issues. Five delinquency workers would be moved to NIP in a Diversion Informal Disposition Unit.

**Adjournment:** Meeting adjourned at 7:37 p.m.

**Next Meeting:** Tuesday, July 26, 2011, 5:45 p.m., CCB 354

Recorded by Dawn MacFarlane

*Note: These minutes are the notes of the recorder and are subject to change at a subsequent meeting of the committee.*