

Minutes of the Board of March 17, 2008

The meeting was called to order at 9:00 a.m. by Chairperson Maury Strupp. He stated this was an open meeting and representatives from the news media and other interested parties had been notified. Board members present were Jim Spindler, Les Borman, Harold Groth and Maury Strupp. Jim Schwartz was excused. Staff members present were Michael Bloedorn, Sandy Hoefert, Kay Lucas, Sandy Potter and Mary Knoeck.

Approval of Minutes

A motion was made by Harold Groth, seconded by Les Borman to approve the minutes of the Social Services Board meeting held on February 18, 2008. Motion carried.

Financial Report – 2007 Closing

Michael reviewed the 2007 year end budget totals and stated that because of a refund from the State, the Department was able to return \$23,308.86. Michael further reviewed the W-2 Reserve Account and stated that the current balance in the account is \$223,127.30. He also stated that revenue from other county placements were down because the beds were used for Washington County youth.

Customer Satisfaction Surveys

Michael stated that customer satisfaction surveys are conducted each month so that the Department can receive information from clients about the services offered at the Department. Sandy Potter reviewed the Economic Support surveys and stated that surveys are conducted one week each month. The surveys are given to the clients while they are waiting for their appointment and they can fill them out and return before they leave the agency. She reviewed the comments received and stated that the comments were positive.

Sandy Hoefert stated that the Social Work customer satisfaction surveys are conducted on a monthly basis as well. Each social worker has one per month. The supervisor decides who the survey is sent to. Sandy reviewed the comments received and stated that the comments were all positive.

Reclassification of Deputy Director

Michael stated that at the February Board meeting, the Board approved a reclassification for the Deputy Director effective April 1, 2008. After further discussion with the Administrative Coordinator, the reclassification was changed effective May 1, 2008 and the position would be titled "Child & Family Coordinator and this position would be classified in the same step and pay range as previously discussed.

Workload Report

Sandy Potter reviewed the Economic Support workload and stated that the unduplicated case count continues to increase and most of the increase is in the different medical assistance categories.

Sandy Hoefert reviewed the Social Service workload and alternate care report.

Director's Report

- Family Care - Michael stated that Family Care is scheduled to go live on April 1, 2008. He further stated that Sandy Hoefert has been working to transition the cases. He also stated that both Care Wisconsin and Community Care would be using office space within the Department.
- Human Services Study - Michael said that meetings were held with Peter German and staff members from both unions to listen to questions and concerns regarding Human Services.

April Social Service Board Meeting

The April Social Service Board meeting is scheduled for April 14, 2008 at 9:00 a.m. in Room 3005. However, discussion took place regarding whether or not a meeting needed to be held because of the spring elections. A decision was made to decide at a later date if a meeting was needed.

Adjourn

A motion was made by Harold Groth, seconded by Les Borman to adjourn the meeting. Meeting adjourned at 10:25 a.m. Motion carried.

Respectfully submitted by,

Harold Groth
Secretary