

## **Minutes of the Board of September 17, 2007**

The meeting was called to order at 9:00 a.m. by Chairman 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 Maury Strupp, Les Borman, Jim Spindler, Jim Schwartz and Harold Groth. Staff members present were Michael Bloedorn, Sandy Hoefert, Joanne Faber, Ann Baumann, Mona Dickmann and Kay Lucas.

### **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 August 20, 2007. Motion carried.

### **Big Brothers Big Sisters of Washington County**

Michael introduced Mary Gamerdinger, Executive Director of Big Brothers/Big Sisters. He stated that the Department has contract intervention matches with the Agency. Mary gave a brief overview of the Big Brother Big Sister Program and gave a few examples of matches and explained the process Big Brothers Big Sisters goes through to make matches.

### **Food Stamp Conference Report**

Michael introduced Ann Baumann and Mona Dickmann, two Economic Support Specialists who attended the Food Stamp Conference. Ann and Mona gave an overview and showed a brief presentation that was given at the conference.

### **Customer Satisfaction Surveys**

Joanne Faber reviewed the satisfaction surveys that were received from clients and the comments that were made. She stated that surveys are handed out to Economic Support clients when they come for their appointments and are returned at that time.

Sandy Hoefert reviewed the Social Service surveys. She stated that surveys are sent out to clients, one for each social worker per quarter. She reviewed the responses received and stated that even though these clients are not happy about being involved with the Agency all of the responses were very positive.

### **Workload Report**

Joanne reviewed the Economic Support workload. She stated that the unduplicated case count continues to increase and that the medical assistance and food share cases are currently at an all time high.

Sandy Hoefert reviewed the Social Service workload and alternate care report. She stated that there were two new placements in State corrections in August and are expecting one more in September.

### **Director's Report**

- Family Care Update – Michael stated that a meeting was held with the CMO’s and they continue to be interested in renting space from the Department. Family Care is scheduled to open in March 2008.
- Drug Conference in Stevens Point – Award Received
- Budget Update – Michael reviewed his discussion with the Administrative Coordinator.

**September Social Service Board Meeting**

The October Social Service Board meeting is scheduled for October 15, 2007 at 9:00 a.m. in Room 3005.

**Adjourn**

A motion was made by Harold Groth, seconded by Jim Schwartz to adjourn the meeting. Meeting adjourned at 10:40 a.m. Motion carried.

Respectfully submitted by,

Harold Groth  
Secretary