

HUMAN SERVICES COMMITTEE  
Minutes of Meeting  
June 28, 2011  
Kenosha County Administration Building

Committee Members Present: Doug Noble, Jeff Gentz, Terry Rose, David Arrington, David Celebre, Erin Decker, Kate Gerou (YIG)

Committee Members Absent: Ed Kubicki, Chris Chae (YIG) - both excused

Staff Present: John Jansen, Laurie Staves, Susan Morrill, Matthew Leys, Dianne Niesen

1. Call to Order

The meeting was called to order at 6:30 p.m. by Doug Noble.

2. Citizen's Comments - None

3. Approval of Minutes - 5/24/11

MOTION to approve minutes by Jeff Gentz, seconded by Erin Decker. MOTION CARRIED UNANIMOUSLY.

4. Resolutions to Approve the following County Executive Appointments:

To the Commission on Aging - Seymour Adler

To the Brookside Board of Trustees - Edna Highland

To the Workforce Development Board - Lou Molitor

John Jansen stated that Sy Adler and Edna Highland are both re-appointments.

MOTION to approve by Jeff Gentz, seconded by Erin Decker. MOTION CARRIED UNANIMOUSLY.

Mr. Jansen stated that Lou Molitor, a new appointment, could not make it tonight. He tried to change his schedule but was unable to. He is the Director of the Kenosha County Chamber of Commerce. Jeff Gentz stated he would like to meet Mr. Molitor.

MOTION to defer to the next meeting by Jeff Gentz, seconded by Erin Decker. MOTION CARRIED UNANIMOUSLY.

5. Child Care Fraud Update

Susan Morrill stated that she is an Accountant with Andrea & Orendorff, and Matthew Leys is the Child Care Fraud Accountant, both located in the Office of the Director. Mr. Leys deals with child care provider overpayments and training of providers. In the fall of 2009, DHS Fiscal took over the provider overpayment calculations and developed procedures to identify and monitor provider overpayments. Kenosha County has a total of 195 providers, of which 83 are county certified and 112 are state licensed providers. Since fall of 2009, \$360,223 overpayments have been entered.

We have put a lot of preventative measures in place, so we can let providers know what they are doing wrong. We developed provider training for our existing providers on how to complete time sheets and how to remain in compliance. New providers will get one-on-one

training from Mr. Leys. We are now requiring providers to sign an MOU in which they agree to comply with the requirements.

If someone comes in asking for child care with a specific provider, the upfront process now has an alert to detect if that provider has too many children. Mr. Leys reviews all of the provider time sheets. If they are reporting that kids are there 100% of the time, that would be a red flag because kids get sick, etc. Mr. Leys developed a formula for computing potential overpayment, which the State Auditor now uses at the State level. If there is an overpayment, Mr. Leys sends a certified letter to the provider asking them to call and schedule a meeting with him. He explains to them what they are doing wrong, and they understand. Only 2 people have filed appeals after talking to Mr. Leys and both were settled without going before an Administrative Law Judge.

Some providers were not accurately reporting their income from Shares to their ES workers, so that would be a FoodShare overpayment. We now have a system in place to provide the ES workers with a listing of child care providers, and they are cross-checked. This has reduced the number of FoodShare overpayments.

We can go to a provider at anytime and ask for their attendance sheets. Mr. Leys takes the CIP certifier with him when he goes out on provider monitoring visits. This allows for certification of the site as well as potential payment problems. We also now have a camera to take pictures if there are safety issues of the children. John Jansen explained that there is no requirement for DHS to go out to providers. CIP needs to make 4 visits a year for the provider's certification

Mr. Leys is trying to visit all of the child care providers. Some providers didn't know they were doing something wrong because of literacy problems or language problems. Now they are being helped with the training.

Jeff Gentz asked if we have adequate staff. Ms. Morrill replied 'yes', and we have been able to clean up some of our problem provider payments. Some providers are calling to say they don't want to be a provider anymore. Mr. Leys added that usually there are some violations - some problem providers we are continually looking at. There were about 10 providers that we pursued aggressively and they are no longer providers. There is a lot of training involved to be a child care provider. The majority of providers in Kenosha County are not out to commit fraud. Mostly, it's billing problems, which we will follow-up, and if the problem is not corrected, we will suspend that provider's license.

Ms. Morrill stated that there is no law against grandparents watching their grandchildren.

Erin Decker asked about the people who are receiving the services - the "circles" - watching each other's kids. Mr. Leys replied that we are training the providers, and we have them sign an MOU, so in the future, "not knowing" will not be an excuse.

Doug Noble asked how the overpayments are handled and how much we recover? Ms. Morrill responded that if the provider is still getting paid, the State will deduct 25% from their check. Otherwise the State takes over the debt collection and could issue liens. This is all State money. It all goes back to the State.

Laurie Staves stated that when the Milwaukee child care fraud hit the headlines in the paper two years ago, Susan Morrill took the lead in studying all of the statutes and set up the Kenosha County Fraud Plan. The State gave us a very small amount, less than \$50,000, to provide these services.

Ms. Morrill said that people have to be eligible for W-2 to be eligible for child care. And we have called employers and have gotten work schedules if there is a question about the time sheets to make sure people are reporting correctly. We will continue to monitor this closely.

Ms. Morrill pointed out the Kenosha County Fraud Plan Org Chart. We were required to put this together. We have referred one case to law enforcement but it didn't go anywhere.

Terry Rose asked how many kids are in the SHARES child care. Ms. Morrill didn't have that number but said she will e-mail that information to the committee members.

Ms. Morrill concluded her report, saying that the State recently hired 31 auditors to investigate child care fraud, all for Milwaukee County.

MOTION to receive and file by Jeff Gantz, seconded by Erin Decker. MOTION CARRIED UNANIMOUSLY.

6. DHS - "Request for Proposal" (RFP) Process

Dianne Niesen, DHS Contract Monitor, did a power point presentation explaining how DHS selects service providers for its programs and distributed a sample packet of RFP information. She informed the committee members that this presentation will also be added to the KCDHS website. We have people contacting us about our RFP process because of our high standards. Our programs are designed by public need and state and federal mandates. In addition to the RFP process, we also do RFAs which is used to seek applications from qualified providers when more than one provider is needed for the same service. This would be used for residential services for DADS' clients and for mental health services.

RFPs are usually on a 3-5 year cycle. Public notice of an RFP is provided through our website, newspapers, and e-mails to current providers and any provider who had expressed an interest in future RFPs.

The RFP evaluation is completed through a team of reviewers, and they are trained in our process. There are generally 3-5 or sometimes 7 reviewers, consisting of supervisors and others knowledgeable in this type of service. We have used KUSD people in past RFPs.

We are not required to bid all of our contracted services, but 80% of our services are either RFP'd or RFA'd. Others are sole sourced, such as placement services through DCFS, doctors, hospitals, client-identified providers, emergency services, etc. Another county reviewed the bid process in 6 counties, and we ranked higher than the other counties.

When the RFP is out, everyone gets the same information. The division directors and supervisors develop their program service descriptions. Outcome measurements are also required.

We use standard contract forms that are modeled after state and federal models. Corp. Counsel also approves our templates, and changes are made when there are changes in law. Any modifications to contracts during the year for additional funding, reduced funding, etc. are done via Amendments. We can suspend or terminate a contract with notice, and we will work closely with Corp Counsel in doing this. We have a detailed database for our contracts - our Contract Management System.

We have gone green - we now scan contracts and amendments, and e-mail them to our providers. This saves on copying and mailing costs.

Doug Noble asked about our appeal process as it pertains to the Urban League contract. Mr. Jansen explained that the gang prevention contracts are monitored by the Gang Committee, as required by the State. Because of reduced funding, they decided to award only 2 or 3 contracts this year. The Urban League lost its contract, and theirs is a personal attack. The Urban League, through the Freedom of Information Act, had obtained copies from DHS of the reviewers' comments and ratings and had provided copies to all committee members. Mr. Jansen stated that an agency can't appeal based on a low score. Comments are not required with the scores.

David Arrington asked how long the Urban League had this contract. Mr. Jansen replied that it was for many years, but the reviewers are rating them on what they are presenting now - not on their previous performance. Through the RFP process, another agency came in and offered something better. Two agencies were awarded contracts: Community Impact Programs and the Boys & Girls Club.

Terry Rose asked if the Urban League had any issues in the past. Mr. Jansen replied that he believed the Gang Committee had some concerns, yes. But this doesn't affect the ratings.

Mr. Jansen reminded the committee members that we have other programs that work with gang problems as well.

David Celebre asked about the 6 different criteria on the interview rating form - is each one 1/6th of the total score? Ms. Niesen explained that we take the total raw scores and put them into a ranking for each agency and each evaluator. The rank score gives you the consensus of the group. Mr. Jansen added that 'one is not weighted above the other'.

David Arrington suggested that we should require comments if a reviewer is giving a low score. Doug Noble agreed. Dianne Niesen also thought there should be justification for both extremely high and low scores. She will ask Corp Counsel for an opinion on this.

Erin Decker clarified that past performance had nothing to do with this proposal. Mr. Jansen said that was correct.

Mr. Noble asked about the cost of copies to the Urban League. Mr. Jansen explained that the correct amount was charged. DHS' policy is to charge 50 cents per page.

Doug Noble concluded this discussion stating that the appeal process does not involve this committee. John Jansen confirmed his statement.

MOTION to receive and file this presentation by Jeff Gentz, seconded by David Celebre. MOTION CARRIED UNANIMOUSLY.

7. Such Other Business as Authorized by Law - None
8. Committee Members Comments - None
9. Adjournment

It was moved to adjourn by Jeff Gentz, seconded by David Arrington. Meeting adjourned at 8:00 p.m.

Respectfully submitted,

Sharon Davis  
KCDHS Secretary