

BOARD MINUTES

UNIFIED COMMUNITY SERVICES

Wednesday, May 17, 2023

Iowa County Health and Human Services, 303 W. Chapel St., Dodgeville, WI 53533

MEMBERS PRESENT: Carol Beals, Joan Davis (Chair), Judy Friar by Zoom, Nancy Howard, Amy Kite by Zoom, Justin O'Brien by Zoom, Gary Ranum, Charles Stenner and Mike Tiber.

MEMBER ABSENT: Elias Cox.

OTHERS PRESENT: Holly Knapp, Cheryl Knapp, Ben Biddick, Kayzia Teal, John Meyers, Robert Keeney, and David Stevens.

1. CALL TO ORDER/ROLL CALL: 6:00 p.m.; quorum present.
2. OPEN MEETINGS LAW CERTIFICATION: Meeting Notice was sent to six newspapers, including Grant County Herald Independent, and two radio stations in Grant and Iowa Counties; posted in four public locations (two offices of Unified Community Services and both County buildings), and on Grant and Iowa Counties, and Unified Community Services' websites. Notice given that meeting will be conducted in person and via electronic videoconferencing. Verified by Cheryl Knapp.
3. AGENDA: Mike Tiber moved to approve the agenda. Motion seconded by Gary Ranum and passed unanimously.
4. MINUTES: Nancy Howard moved to approve the minutes of the March 15, 2023 meeting, with one correction. Motion seconded by Amy Kite and passed unanimously.
5. INTRODUCTIONS AND PUBLIC COMMENTS: Mr. Stevens discussed that staff turnover impacts client experiences.
6. BILLS: Gary Ranum asked if it would be cost effective to have agency vehicles available for staff who drive a lot of miles, as opposed to paying mileage for the use of personal vehicles. Charles Stenner moved approval for payment of the bills for March/April/May, 2023 as reviewed. Motion seconded by Gary Ranum and passed unanimously.
7. REPORTS:
 - a) Financial report as of April 30, 2023 given by Holly Knapp. Awaiting revenue from several funding streams, which would put the unassigned fund balance at 26%
 - b) Personnel report for March/April/May, 2023 given by Cheryl Knapp. Ben Biddick reported on efforts to retain employees, including recognition and efforts to improve work/life balance.
 - c) Chairman's report – none.
 - d) Holly Knapp presented the Interim Director's report as follows:
 - i. Leadership team is working to establish healthy culture and team cohesion from the top down. Current cultural commitments include: addressing concerns at the source; listening to concerns, then taking action and following up on the concerns; rewriting negative toxic narratives; and being available and approachable.
 - ii. Presented statistics regarding the reduction in the national workforce, stating that employees value meaningful work, flexible work schedules, and training and development. National shortage of workers enhances the need for Unified Community Services to significantly invest in and retain quality staff.
 - iii. Presented statistics regarding the workforce at Unified Community Services. Experienced a

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33% turnover rate in 2022. 37% of current employees have been employed less than a year; 56% of employees less than two years; with only 21% of employees having been employed for more than five years. Goal is to become a preferred employer that is a healthy, safe place to do hard work, and become a hub for creating quality clinical staff through partnerships with colleges and universities.

- iv. Focus for 2023 is recovery and stabilization; 2024 will be service enrichment; and 2025 will be community enrichment and connectedness.
- v. Outlined potential staffing needs to be addressed in the 2024 budget.
- vi. Comprehensive Community Services (CCS) was recertified by DHS, Department of Quality Assurance, for two years with no citations.
- vii. Lancaster office was approved as a site where staff who receive a grant through the National Health Service Corp (NHSC) can fulfill their service commitment in a shortage area. Working with the state to potentially get the Dodgeville office approved as well.
- viii. Grant County approved a change in their vacation policy. Personnel Committee meeting scheduled for 5:45 p.m. on June 21, 2023 at the Grant County Administration building to propose this same change in the Unified Community Services Employee Handbook.
- ix. Attended the Human Services Legislative Day with several representatives from Unified Community Services, Grant County and Iowa County.

e) Reports from other Board members

- i. Discussion regarding whether Unified Community Services is a department of Grant County and a department of Iowa County, or a separate entity. Requested the following to be on the agenda for the next Board meeting:
 - Unified Community Services status as a county department, or separate entity;
 - An update regarding the potential restructuring from the Grant County Board Chairman;
 - Status of Interim Director designation.
- ii. Many Board members, Unified Community Services staff members, and other county employees attended the Tony Hoffman Story and found it to be excellent and very impactful.
- iii. It was requested that Unified Community Services service providers be made aware of the opportunities available to clients at Bethel Horizons near Dodgeville.
- iv. Elias Cox was appointed to the Personnel Committee.

8. NEXT MEETING: Next Unified Community Services Board meeting is scheduled for Wednesday, June 21, 2023 at 6:00 p.m., at the Grant County Administration Building.

9. ADJOURNMENT: Charles Stenner moved to adjourn at 7:55 p.m., motion seconded by Mike Tiber and passed unanimously.

Cheryl Knapp, Recorder