

MINUTES OF THE SPECIAL FINANCE AND HUMAN RESOURCES COMMITTEE MEETING
HELD AT THE GREENFIELD CITY HALL ON WEDNESDAY, MAY 1, 2019.

1. The meeting was called to order by Ald. Saryan at 6:30 P.M.

Roll Call: Ald. Saryan Present
Ald. Bailey Present
Ald. Kastner Present

Also Present: Mayor Neitzke
Paula Schafer, Finance Director
Julie Foley, HR Administrator
Darren Rausch, Health Director
Jon Cohn, Fire Chief
George Weber, Assistant Fire Chief
Christopher DeGlopper, Police Department Sgt.
Garret Cieczka, Fire Department, Greenfield Local 1963 Union President
Joel Fladwood, Fire Department, Greenfield Local 1963 Vice President
Lisa Elliott, Superintendent, School District of Greenfield

2. Approval of the April 24, 2019 Finance and Human Resources Committee minutes. Approve
4/24/19
Minutes
It was moved by Ald. Bailey, seconded by Ald. Kastner to approve the April 24, 2019
Finance and Human minutes as presented.

The motion carried unanimously.

3. Discussion and decision to create a job description, set salary, recruit and hire for a Case Manager in the Fire Department. Approve
creating a job
description,
setting salary,
recruiting and
hiring for a
Case Manager
in the Fire
Department
Council
- Chief Cohn stated there was a packet provided that describes this position. There was a letter of support provided to the Committee from Fire, Police, Health and the Greenfield School District and he thinks it speaks volumes as to what they are trying to do that all of the agencies who showed up tonight in support of this. Chief Cohn introduced Lisa Elliott from the School District of Greenfield to speak on behalf of this position.
- Ms. Elliott stated when she started as the Greenfield Superintendent, they really made an effort to break down barriers and silos between the different groups in the municipality and in the school district. They have really come together to maximum resources and create a safe and inviting community for constituents. Ms. Elliott stated she believes the Case Manager role would be the next natural and innovative step in this exemplary and model partnership between and among the municipality and school district. When she talked with her colleagues and she talks about the relationship she has with Police, Fire, DPW, Park & Recreation, they always tell her how incredibly fortunate she is to have such support from the municipality. Ms. Elliott stated when they think about kids in their schools and parents in their schools experiencing trauma, drug abuse, mental health issues, domestic violence, suicide, those are not localized issues. In other words, when a parent has a drug abuse issue, it impacts the child in the school. They work on their end

to support the child, Police and Fire work on their end to deal with the issue and she really believes that this Case Manager is the tie that would bind everyone together. They would be able to share expertise, wrap services around the child and the family, drill down to the root cause, why is this happening, how can they support, find resources and really improve efficiencies. The School District of Greenfield is 100% behind and supports this Case Manager role.

Chief Cohn introduced Sgt. DeGlopper who has been instrumental in alcohol and drug abuse and is going to speak briefly on statistics that related to that.

Sgt. DeGlopper stated there was a letter provided from the Brookfield Police Department Police Social Worker in support of this Case Manager position. She was instrumental in pointing the City in the right direction as to what needed to be done to get a position like this here. Sgt. DeGlopper stated in 2015 he put together the CAARE Program (Cops Assisting Addiction Recovery). When this was occurring, he ran the Detective Bureau with other assignments and then had to come up with a program to help combat the opiate problem. In January 2016, CAARE was launched. Since then, they placed 61 people into treatment that have gone through their program. Out of those 61, 14 have successfully completed and most of those 14 are still clean today. Besides the 61 that they put into the program, he has also referred at least 75 others to treatment that did not qualify for the program because they did not live in Greenfield. The reason why they came up with this program is because they want to save lives and reduce crime. They feel the program does both and thinks everybody in this room has the same goal of improving the quality of life for the citizens of Greenfield. They feel strongly at the Police Department that this program is doing that.

Sgt. DeGlopper distributed statistics regarding thefts and burglaries. The thefts from auto have gone down consistently year after year; the thefts have gone down; the burglaries are fluctuating back and forth. If you look at the stats from 2019, they are heading in the right direction with those numbers as well. Sgt. DeGlopper cannot say for sure if it is directly related to the CAARE Program, but if you put people into treatment for 30 days, that is 30 days that those people are not out committing crimes trying to support their habit. The longer they are in treatment, the less crimes are going to occur in the City, the less calls for service the Police Department will have. The quality of life for our citizens will go way up. Sgt. DeGlopper stated that since 2015 he has been the only person doing this job and he has been responsible for running the Detective Bureau, but he is the one who receives all the text messages in the middle of the night, the phone calls from families in the middle of the night, he is the one that went out to all the treatment providers and door to door trying to make contact with all the known heroin addicts trying to get them into treatment. He does follow up after overdoses. When he is doing these things, it takes away from the essential duties as a supervisor. Sgt. DeGlopper strongly supports the idea of a Case Manager in the Fire Department and pushing this position forward and he knows Chief Johnson feels the same way.

Chief Cohn introduced Darren Rausch.

Mr. Rausch stated he is pleased to be here tonight to support this. Mr. Rausch said what Sgt. DeGlopper said is very important, he is not calling it that, but Sgt. DeGlopper is

providing case management, but being paid as a Sergeant. Mr. Rausch stated in his department, there are Public Health Nurses that will do case management from time to time on communicable diseases and other health conditions. However, they have a little bit of skillset in that area. It is important that when they talk about a Case Manager position, these are Social Workers who are trained to do case management and they are qualified to do so and paid to do so as their sole focus. As Sgt. DeGlopper mentioned, he has many other roles and responsibilities. As a tangent to announce that in three weeks, he is presenting at the Wisconsin Public Health Association with Dan Weber from Fire Department and Megan Noggle from Health talking about improved public health service delivery through collaboration, the Story of Greenfield Wisconsin. Mr. Rausch stated what they are talking about tonight is a story of enhanced interdisciplinary collaboration, the Story of Greenfield Wisconsin, a Case Manager really helped strengthened our team. Mr. Rausch sent a memo to the Committee earlier in the week talking about they have a strong team and working interdisciplinary, we are talking, communicating. There are some crises that really require some interdisciplinary solutions. Whether it is a hoarding home, code violation, aging adult who needs additional resources or somebody who is a high utilizer of 9-1-1. There are public health issues, there might be police issues, there might be some fire issues, there might be some mental health issues. They need a strong team to put this in place. Mr. Rausch stated they have a good team and are looking for the one person who can put us over the edge. Mr. Rausch supports this strongly.

Chief Cohn stated this shows the strength and collaboration that they can get four people in the same room to talk about the same thing and support it, that is amazing. They talk about making the City a better place, he believes as Sgt. DeGlopper mentioned, this is one of those things that will do that. He also wanted to deviate to something that Sgt. DeGlopper touched on a little, these calls are having an impact on our Police Officers and Firefighters. They handle them very well, but they are not trained to do that. This person will allow someone like Sgt. DeGlopper to probably go with the Case Manager, but then provide a warm handoff for the Case Manager to continue to do that while Sgt. DeGlopper and others return to their duties. Chief Cohn stated he would imagine that there are a lot of success stories that Sgt. DeGlopper has, but there is a lot of sting in ones that are not successful. This is taking wear on our Police Offices, Firefighters and Paramedics. This is a full circle of what they can do to provide all of our departments, schools, community and first responders another tool that they can deal with.

Mayor Neitzke stated they have discussed quite a bit for about one year. Just from Mayor Neitzke's standpoint at the City, there was some concern that the City was not transparent, that Chief Cohn asked for fire personnel and you are getting a Social Worker. Attached to the agenda packets which were distributed is some of the media coverage of that. Mayor Neitzke stated he wants to be perfectly clear that the City has always been transparent before, during the budget process and after with regard to what this position was. Mayor Neitzke stated he met Sgt. DeGlopper approximately 1 ½ years or 2 years ago and he was a very strong sceptic. Mayor Neitzke had a very long conversation with Sgt. DeGlopper and he was a complete sceptic until the conversation. Once he began to understand more fully what this entailed, the more he was attracted to the concept for the community. There is this idea floating around that if we get another Firefighter that is a better return on investment to the taxpayers because it is easy. The reality is the staffing of the Firefighters is not one, it is three and there can be all sorts of debates and arguments about

the capacity of Milwaukee County to fight fires. When he looks at this Case Manager position, this is something that is going to provide a good return on investment that allows Firefighters to fight fires and to do the EMS roles. It allows the Police Department to get back to fighting crime, it gets the Health Department involved. It reaches across municipal boundaries into the schools where they are not immune from them. Mayor Neitzke stated that it is important for the City and all institutions to realize this is not 1950 anymore. Institutions have to adjust to the present.

Mayor Neitzke stated when constituents call, they are expecting a City response, they are not expecting a response from the Police Department, Fire Department, Public Works, they are expecting a unified team approach to that response. Mayor Neitzke stated what makes sense is to provide the best return on investment for our tax payers who do not care where that person is to solve the problem. This program crosses all boundaries. Mayor Neitzke has always been proud of every single one of his departments and every single one of the departments is a leader in their field. This is the right thing to do.

Ald. Kastner asked what the LCSW stood for. Ald. Saryan stated Licensed Clinical Social Worker. Ald. Kastner asked if we are looking for someone such as that but it is not in the job description. Mayor Neitzke stated it talks about a Master's Degree. Ms. Foley stated the job description's preferred requirements is Master's Degree in Social Work or other related along with five years applicable experience. Also looking for the State of Wisconsin licensing.

Ald. Bailey stated he would not be supporting this. He stated he has some qualms with the referendum, he does not want to spend referendum money on something that the people voted for and he does not think this was in their prevue. Ald. Bailey asked what was in the referendum. Ms. Schafer stated five Police Officers and two Fire Personnel. Ald. Bailey stated most of the people thought they would be Firefighters and he does not think that this fits that description. He understands that Brookfield is doing this and he can understand some of the ideas that were presented here today, but he would rather see a Firefighter hired with that money or a Police Officer.

Ald. Kastner stated he was glad to see their packet included the referendum mailer which was sent out to all the residents in the City, it clearly states Fire Personnel. It was clear that the City was hiring something more generic than Firefighter.

Ald. Saryan stated she remembers Chief Cohn doing a spot on the news. Chief Cohn said it was a news story, but they transcribed it and it was talked about. There was a Journal Sentinal one pre-referendum that specifically talked about it and a post-referendum article as well. Ald. Saryan stated the last line of the article had Social Worker. Chief Cohn posted this, as did the Police Department, and they got a similar concern as to what Fire Personnel meant and it was addressed, they said thank you and moved on. Chief Cohn stated to Ald. Bailey's point, due to the referendum, we cannot use this position to hire an additional Police Officer because it was mentioned as five Police Officers and two Fire Personnel. There is no ability to cross this over, but that is why they think this is a position that offers a lot of return on investment. Chief Cohn stated with the hiring of this position, that with this collaboration the City of Greenfield would attract the best person, he thinks they would have very qualified people that want to come work for a new and

exciting position and also to include the right partners in picking that right person since they are working so closely, not just with the Fire Department, but with all the other departments.

Mayor Neitzke stated on August 8, 2018 he was interviewed by the Milwaukee Journal, but it talks about the voters being asked to approve a property tax hike of roughly \$35 per \$100,000 of assessed property value. His quote was “in the future some of the load at both the Police and Fire Departments might be taken by a Social Worker,” Neitzke said. “A social worker could be one of the fire department personnel hires,” he said. “Brookfield police have had one for many years and they tell Wentlandt that it is the best thing that they have ever done, the chief recently told the finance and human resources committee. A social worker would benefit both police and fire by going to those in crisis and getting them the help they need,” Wentlandt said. Ald. Linda Lubotsky echoed the chief’s comments: “Our police and firefighters are social workers every day.”

Mayor Neitzke stated he wanted to be clear that in any opportunity that he had to address the media that was one of the things being talked about. Additionally, he stated if he somehow misrepresented something or if he somehow tried to sneak something through or if there is the perception of that, it clearly was not the intent. Chief Cohn stated that is why they included the minutes of Finance and Human Resources and the Common Council meeting where the referendum was approved and he believes those were highlighted as well to truly highlight this was talked about clearly in open meetings at that time a Social Worker which was expanded to Case Manager to be more comprehensive than a Social Worker. The ideology has not changed and this was talked about at Finance meetings, Common Council meetings, in the media before the referendum, on social media and post-referendum. Chief Cohn thinks they framed it pretty well.

Ald. Kastner asked if there was any reason due to HIPAA that the departments cannot talk to each other about a patient or a client. Chief Cohn stated what HIPAA mostly prevents is the sharing of past medical information, but there are some allowances of that especially when it comes to solving a problem and the departments are under the same umbrella and able to collaborate. When they try to solve a problem, they are going at the problem more than handing a medical report which is where the HIPAA comes in. Mr. Rausch stated he just received clarification from the Public Health Law Center because health and fire are doing a lot of joint programs. On joint programs that they both co-sponsor there are no HIPAA violations, no confidentiality issues. The one area that they are running into is if there is a Tuberculous client that needs medication on the weekend and they do not have staff to cover, a community Paramedic is available that could deliver that medicine, they just need to get the consent of the person who will be receiving the medication. Mr. Rausch stated he was at the last Finance and Human Resources meeting talking about sharing agreements and he is happy to follow up with the City Attorney, but he does not believe that the work they do day in and day out, outside of the one example, would need to develop anything.

Chief Cohn stated he will give two examples of programs they are doing. There is a program that sits on top of their patient care record that they file for every medical call, this program is constantly scanning in real near time those calls. They have set up what this has as triggers, while it is constantly scanning patient records, if one of Greenfield’s

Paramedics types in overdose or Narcan or Naloxone (which is the real name), there might be a couple more key words, it immediately sends a notification to cell phones and emails that there was an overdose. They set up the program because they are the providers that they can see the entire report, but they are exporting that basic information which is allowed, the name, address, date of service to the Health Department and very soon, if not already, the Police Department. There is a sharing of information, but not a full disclosure of the EMS report.

Chief Cohn stated the other example they are working on, Police and Fire go on a lot of calls and Firefighters/Paramedics recognize that some young children came home and finally made the connection that they went to the Greenfield School District and made that connection to notify them not of the specifics but that there was something. Lisa Elliott has worked with Police and Fire and launching a program called Handle With Care and going to do exactly what they are doing with Narcan so it sits on top of the EMS reports and when a responder types in HWCG, Handle With Care Greenfield, that would recognize that trigger and it would send an email automatically to the school districts team. All that email is going to do is have a name and say in the subject line "Handle With Care", at a minimum what the Greenfield School District is going to be able to do is recognize that there was something in this home and they just need to go up and say to this child, "how are you doing today". They have not exposed any bit of information except for them to ask how the child how they are doing today. Also if they know that if something is wrong, they are able to keep an eye on them without disclosing any of the specifics which would then potentially violate some sort of sharing of information. Chief Cohn stated the HWCG was unique because they are going to expand it to Whitnall.

Ald. Kastner stated he was thinking if there were partners or named partners on this position it would allow us to communicate. Chief Cohn stated that is where the intergovernmental agreements would be needed. He stated they could create an intergovernmental agreement with somebody that does not have a real purpose in those records but they found ways to share information without the specifics to get the message across and get people the help where they need it. Chief Cohn stated he cannot speak enough about what is happening with all the cross collaboration and as the Mayor would say, "make the City a better place."

Mayor Neitzke stated HIPAA is defined by definitions, so health care providers cannot release protected health information of someone. Is the Greenfield Fire Department the health care provider or is the City of Greenfield the health care provider or parts of the City of Greenfield health care providers in certain circumstances, but not in others, those are the disclosure things, when he was talking about institutions not changing quick enough, that is sort of the issue. When the City and School Districts and everybody starts working together to solve problems, the rules and laws that have definitions that are in some cases decades old need to be changed to reflect the changes that are required by the institutions that are moving much faster than the laws that were created initially for those things. Chief Cohn stated if you look at the Case Manager as the hub in between the individual departments, that person would be under a protected umbrella that would be armed with this information so they could go out and make the connections, but they do not need to specifically tell the school what the problem was, but they are the center of that. The examples were, they don't need to know what the past medical history was,

they just need to put an arm on somebody's shoulder and ask how they are doing today. This Case Manager is going to take it to the next level that they would be armed with that information, they would not need to tell somebody all that information because they would essentially become the conduit to solving some of these problems.

Mayor Neitzke stated the other thing that cannot be under or overstated is the relationship to crime. The idea that if you hire a Police Officer and it will solve those burglaries, it does not. He stated that you have to get to the root of the problem, which is that person that is falling through the cracks and is not getting treatment and continues the recidivism. He stated when it was said previously in this discussion there were 61-71 people in there and 16-17 made it and you think that is not a really good return on investment. It is probably double or triple the rate is for people that do not do it. People that are in these circumstances that get addicted to opioids have a death wish or sentence without some kind of intervention, so saving 11% or 19% is better than the survival once you start doing this. It is really important, it makes the City a safer place, it reduces all things.

It was moved by Ald. Saryan, seconded by Ald. Kastner to create a job description, set salary, recruit and hire for a Case Manager in the Fire Department.

Ald. Saryan and Ald. Kastner voted in favor; Ald. Bailey opposed.

The motion carried 2-1.

- 4. Discussion and decision to approve change to the organizational chart for the Fire Department.

Approve
changing to the
organizational
chart for the
Fire
Department
Council

It was moved by Ald. Kastner, seconded by Ald. Saryan to approve change to the organizational chart for the Fire Department.

Ald. Saryan and Ald. Kastner voted in favor; Ald. Bailey opposed.

The motion carried 2-1.

- 5. Other topics for future agendas.

Mayor Neitzke stated one update with the broadcasting of cable. He spoke to Tim Lemmers and there is a meeting to discuss options.

Discuss committee meeting start time change, currently starts at 6:30, consider 6:00.

- 6. Adjourn.

Adjourn

It was moved by Ald. Kastner, seconded by Ald. Bailey to adjourn the meeting at 7:14 p.m.

The motion carried unanimously.