

2018 Annual Report

Waupaca County Department of Health and Human Services

*We help the people of Waupaca
County to be safe and connected.*

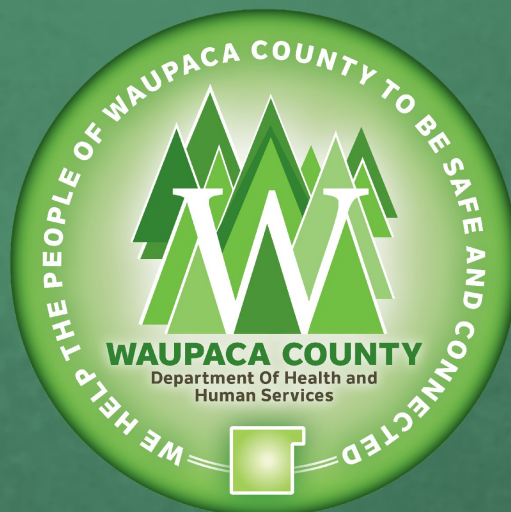


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Letter from the Director

Greetings,

Please enjoy the new look of our annual report for the Waupaca County Department of Health & Human Services (WCDHHS). We are excited to provide a fresh way of showcasing the services, outcomes, and stories of WCDHHS. This is an intentional shift to mimic exactly to what we are doing within our hallways. We started pushing toward something new and something different with our practice and philosophy, and we are trailblazing toward a new way service delivery. Much of our work is rooted in state and federal statutes and standards which were developed decades ago and through a much different lens – punitive and heavy-handed. WCDHHS is now using the lens of trauma informed care to create a new system. Alia Innovations chose WCDHHS as one of five jurisdictions from across the country to participate in an Innovation, which aims to change the child welfare system as we know it. We are dedicated to making changes across all units of service in order to support this transformation of the child welfare system.

All units of service within WCDHHS use a strength-based, person-centered approach to assist families and individuals much further upstream, with the hope and intention of preventing involvement in the deeper end of the system. Doing the work differently with a focus on prevention will organically create genuine partnerships with all families and enable us to truly look at risk tolerance of the current practice. Change of this magnitude will take time, but we are dedicated to our vision of helping the people of Waupaca County to be Safe and Connected.



Thank you,

*Chuck Price, Director
Waupaca County DHHS*

Vision & Values

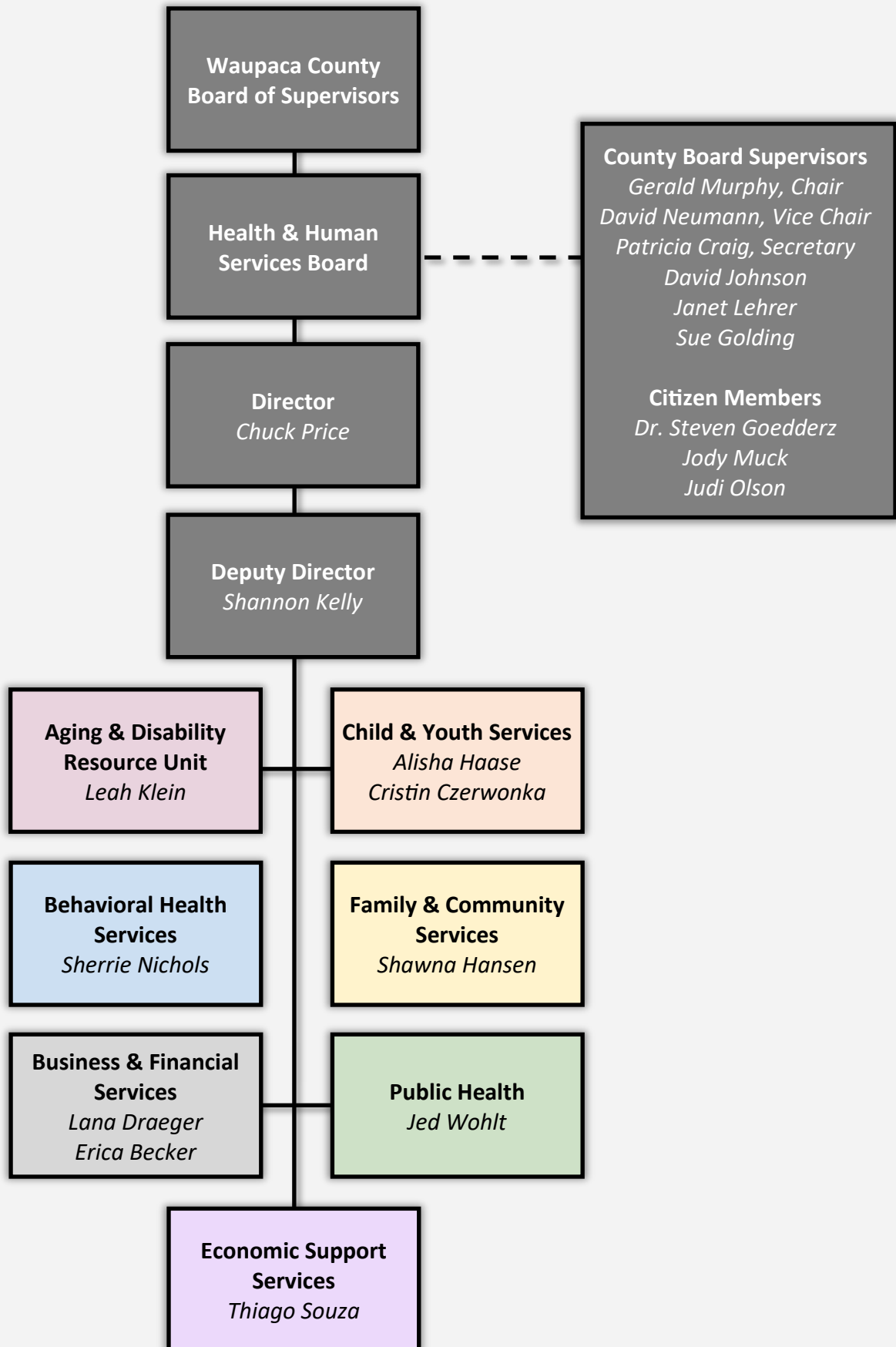


Our Vision: We help the people of Waupaca County to be safe and connected. We ensure people's safety by attending to their basic needs. We engage and build people's natural support networks in the helping process, because together we are stronger.



Our Values: The services and engagement we provide meet the standard of compassion we would want for our own families. We understand many of the needs experienced by our community are the result of adversities people have experienced, and so we ask, *"What happened to you?"* not *"What's wrong with you?"* We believe people who hurt others are in pain and need help, not punishment. We meet the needs of those we serve in a way that is meaningful to each person, by responding in a trauma-informed way.

Organizational Chart



Aging & Disability Resource Center

The Aging & Disability Resource Unit (ADRU) supports seniors, adults with disabilities, and their families in finding needed services to live with dignity & security and achieve maximum independence & quality of life. There are no income requirements to use the services of the ADRU.

Information & Assistance is a core service of the ADRU. Staff helps older adults and adults with disabilities to determine their needs and find services and programs that are available in their area to meet their specific needs. Information & Assistance staff complete Long-Term Care Functional Screens to help determine eligibility for adult long-term care programs in Wisconsin. The services provided by long-term care help Waupaca County citizens stay in their homes and remain independent for as long as possible.



Staff completed 306 Adult Long-Term Care Functional Screens .

Adult Protective Services responds to reports of adult & elder abuse, neglect, self-neglect, and financial exploitation. Social Workers investigate to determine the report's urgency to assist the victim in achieving health & safety as well as accessing services. Adult Protective Services reports are confidential.



Social workers investigated 212 reports of adult/elder abuse, neglect, self-neglect, & financial exploitation.

Disability & Elder Benefit Specialists opened 112 cases to assist adults with program issues in areas such as Social Security and assisted 420 unique customers with public benefits, such as Medicare.

The Senior Dining Program was in the spotlight with discussions regarding the program's sustainability, cost effectiveness, and the public's interest in the program during an era of change.



Individuals Served
914



Home-Delivered Meals
49,066
(+2,477 meals from 2017)



Senior Dining Meals
21,394



Volunteers
400+ volunteers donated over
21,000 hours of their time

The Volunteer Driving Transportation Program saw 32% growth from 2017 including 13,136 one-way trips provided to seniors and individuals with disabilities living in Waupaca County.



Miles Driven
548,036.48 miles driven by
42 volunteer drivers



Volunteer Time
17,107 hours time



Transportation Coordinator
Averages 52 calls per day

Behavioral Health Services

Behavioral Health offers outpatient mental health and alcohol & other drug (AODA) counseling. Outpatient therapy and AODA counseling can include referrals to a psychiatrist for medication evaluation. No one is denied access to services due to inability to pay. Behavioral Health utilizes a discounted/sliding fee schedule. Behavioral Health Outpatient served 376 clients in 2018 through four contracted psychiatrists, three full time psychotherapists and one part-time psychotherapists, and one Registered Nurse.

The AODA Program contracts and refers to local clinics to provide on-going substance abuse services. The AODA program continues to partner with Waupaca County Courts and District Attorney's Office For Safe Streets Treatment Option Program (SSTOP). The program works with second and third Operating While Intoxicated (OWI) offenders over a one-year time frame to support successful completion of AODA treatment.



The SSTOP Program served 41 individuals.



The OWI Program completed 278 assessments.

Comprehensive Community Services (CCS) is a wrap-around program that supports individuals of all ages who have a mental health and/or AODA diagnosis with needs more than outpatient treatment can provide.



The CCS Program served 41 consumers and continues to receive regular referrals.

Community Support Program (CSP) works to support Waupaca County residents living with severe and persistent mental illnesses so they may remain in their community and lead productive lives. This is a long-term maintenance program. The team is supported by contracted psychiatric care along with mental health techs. CSP staff consists of two social workers and one nurse.



CSP served 33 individuals.

Crisis Intervention was able to have a fully dedicated crisis team. A five-person team was operational by June 2018.



Crisis Calls

732 received- 531 were adults over 21
(+132 calls from 2017)



Emergency Detentions/

Involuntary Inpatient Hospitalizations

Occurred 117 times



Voluntary Admissions

71

A total of 188 calls were diverted to allow for continued stabilization within the community through the use of safety planning with natural supports or Gateway Stabilization facility. Gateway, located in Weyauwega, provides a safe place with 24/7 support. Gateway supported 15 of these clients as a diversion option, and provided care for 57 clients total.

Business & Financial Services

Business Services:

Staff is responsible for the front-line operations of Waupaca County Department of Health & Human Services (DHHS). These are the first staff that greet visitors, whether over the phone or in-person at the reception counter of DHHS. In addition to being the first contact for DHHS, staff in this area work with various units for client registration for service eligibility, service data entry, purchasing, daily mail, scheduling, typing, filing, photocopying, and various other clerical needs of department staff.

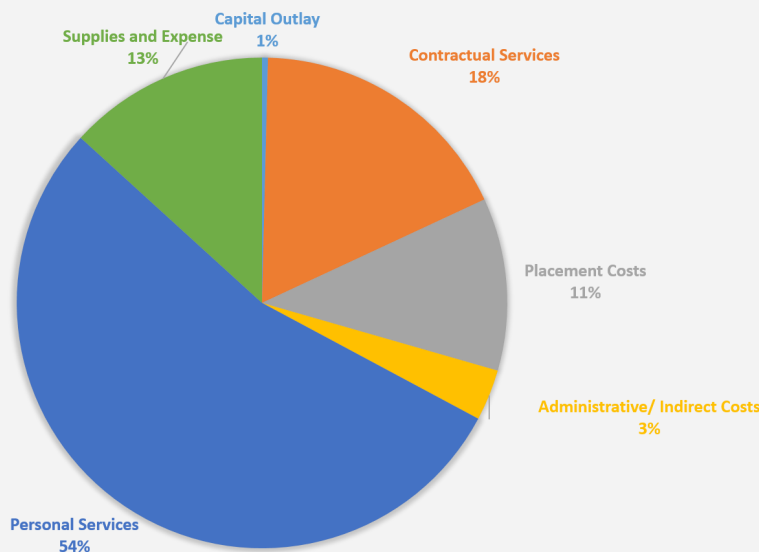


Financial Services:

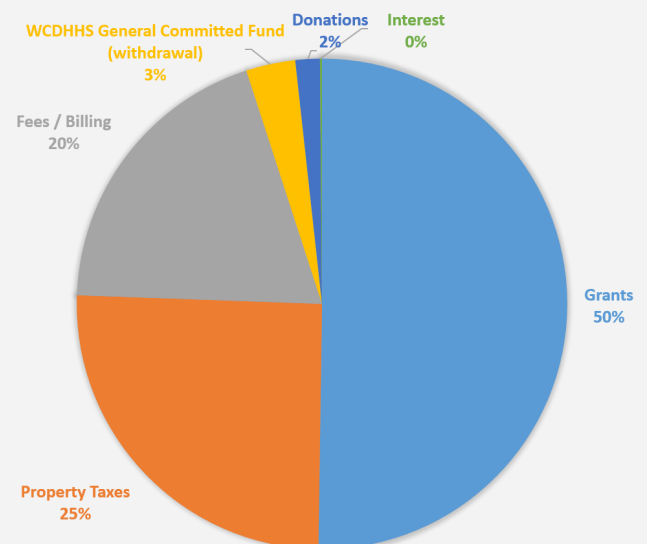
All DHHS financial transactions are handled by Financial Services, which remains focused on resource utilization for preventative services. While still operating within our current system, DHHS experienced a 106% increase (\$807,000) in additional expenditures related to placement costs (out of home care/hospitalizations) in 2018. This dramatic increase not only represents the unpredictability in these expenditures, but the potential fiscal impact of operating in a reactionary manner that leads to deep-end system involvement.

DHHS remains committed to make the primary focus of fiscal decisions services which encourage natural supports of clients and builds family resiliency for the future. By utilizing non-traditional, family-centered services, DHHS will continue to explore and support prevention-based services that avoid traumatizing and re-traumatizing individuals while minimizing the use of reactionary, deep-end services, such as residential or out-of-home care.

Expenses



Revenue



Child & Youth Services

Child & Youth Services is made up of a variety of programs including Foster Care and Kinship Care, Child Protective Services, and Youth Justice. Child & Youth Services is comprised of two managers with 17 staff who dedicate themselves to providing compassionate service to families throughout Waupaca County. The agency also received an innovation grant dedicated toward youth aids and independent living by supporting youth needs and allowing for ongoing staff development to best serve youth and families in the community.

Child Protective Services includes both initial assessment and ongoing case management. When a concern for a child's safety is reported to Waupaca County Department of Health and Human Services, it is received by an access worker.



Reports

767 reports were received.



Assessments

180 safety assessments were completed.

Outcomes

- ⇒ 27 children were placed in an alternate care setting.
- ⇒ 12 families received ongoing services.
- ⇒ 17 children reached permanence— 13 were reunited with parents & 4 entered into a guardianship.

The Foster Care and Kinship Care Program supports families that are caring for children who are not living with their parents. Waupaca County has made a dedicated effort toward family placements for children who are unable to live with their parents as well as supporting those families who have arranged for family to care for their children without agency intervention.

The Youth Justice team is responsible for working with youth who have been referred to the agency for juvenile charges.



Kinship Care

25 children were served through voluntary kinship care
24 children were served through court ordered kinship care



Foster Care

7 children living in relative homes.



Youth Justice

206 Youth Justice referrals were received.

Economic Support Services

Economic Support assists the residents of Waupaca County in accessing state and federal programs such as BadgerCare Plus, FoodShare, W-2, Child Care Assistance, and Medicaid. Agencies are expected to have 95% of all applications completed within 30 days of filing.



- ⇒ Economic Support served an average of 5,244 cases per month.
- ⇒ Waupaca County's timeliness average for applications processed in 2018 was 97.54%

Economic Support subcontracts with other agencies to offer Child Care Provider Certification, Energy Assistance, and Fraud Investigation services. Services are provided using a Call Center as part of the nine county East Central Income Maintenance Partnership (ECIMP). Other counties included in this partnership are Calumet, Green Lake, Kewaunee, Manitowoc, Marquette, Outagamie, Waushara, and Winnebago.



- ⇒ ECIMP received 20,1637 calls, a decrease of 11,890 calls from 2017
- ⇒ The answer rate was 91.78%
- ⇒ The average wait time was 4.6 minutes

Health Care:

The table below shows the number of individual cases served per month in 2017 and 2018. An average of 5,032 cases of health care were served per month in Waupaca County.

Program	2017	2018	Change
BadgerCare	3,087	3,036	-51
Elderly, Blind or Disabled living in their own homes	891	965	+74
Long Term Care-Total	1,059	1,032	-27
Nursing Home residents	702	643	-59
Family Care, including IRIS and Partnership	356	389	+33



FoodShare

- ⇒ An average of 2,156 households were served
- ⇒ The total FoodShare issued was \$4,767,802 (- \$601.509 from 2017)



Other Programs

- ⇒ Overall enrollment for Medical Assistance was 5010 cases
- ⇒ Waupaca received 354 applications from the Marketplace
- ⇒ \$390,229.84 was issued in childcare subsidy payments to child care providers



Energy Assistance

- ⇒ 2,258 households received Energy Assistance totaling \$1,231,299
- ⇒ 707 households received LIHEAP Crisis Assistance totaling \$168,231
- ⇒ 38 households received furnace repairs totaling \$10,709
- ⇒ 29 households received furnace replacements totaling \$112,948

Family & Community Services

Family & Community Services is committed to keeping children and families safe and connected in their home and communities by offering multiple programs for children with delays or disabilities.

Birth to 3 is a federally mandated program that offers support to families whose children have a delay in one or more areas of development. These developmental areas include communication, movement, thinking skills, social/emotional development, and self-help skills. They may also have a diagnosed condition known to cause delays. Supports may include education, therapy and service coordination.



Referrals

- ⇒ 140 children were referred for Birth to 3 services.
- ⇒ 97 received an evaluation or services
- ⇒ 22 were screened only
- ⇒ 21 were lost to follow up



From 7/1/18-6/30/19

- ⇒ 96 children were referred
- ⇒ 34 children transitioned out of B-3; 30 were found eligible for school services
- ⇒ 50 children received 6 or more months of services

Children's Community Options Program (CCOP) provides flexible funding and service coordination to support families who need assistance caring for their child with long-term support needs. The program aims to identify potential supports to promote the child's inclusion in family activities and community settings. Funding can be used for a range of different supports and services that assist the family in successfully caring for their child at home. Services are based on an individualized assessment and a service plan that are completed by a local service coordinator working in partnership with the family.



59 youth and families were served through CCOP.

The Children's Long-Term Support (CLTS) Waiver Program provides services for children and young adults under the age of 22 with significant developmental, physical, or emotional disabilities. Supports and services are available to help waiver participants and their families to remain in their home or community.



The CLTS program served 70 youth and families .

The Mentoring program is designed to provide one-on-one guidance to youth in need of positive connection. The mentor/mentee work on a variety of individual goals set by the youth and their team. DHHS mentors focus on empowering the youth by providing guidance, support, and stability; ultimately finding natural supports to transition from the formal relationship of mentor/mentee.



In 2018 Waupaca County employed 2 full-time mentors; a full-time case load serves 8-10 youth.

Public Health

Public Health is the science of protecting and improving the health of people and their communities. This work is achieved by promoting healthy lifestyles, researching disease and injury prevention, and detecting, preventing and responding to infectious diseases. Overall, public health is concerned with protecting the health of entire populations. These populations can be as small as a local neighborhood, or as big as an entire country or region of the world. Public Health collaborates with community partners to accomplish its mission by providing services relating to: Women, Infants, and Children (WIC), Fit Families, Healthy Beginnings, Seal-A-Smile, Public Health Nursing, Health Education, Environmental Health, and Public Health Emergency Preparedness (PHEP).

Women, Infants and Children (WIC) promotes and maintains the health and well-being of nutritionally-at-risk pregnant, breastfeeding, and postpartum women, infants, and children. The WIC program offers:

- ⇒ Screening for nutrition & health needs, information on how to use WIC foods to improve health, benefits to buy foods, referrals to doctors, dentists & other support programs, information on healthy eating during pregnancy & breastfeeding, help with starting or continuing breastfeeding, immunization referrals, blood lead testing

	In 2018:	⇒ 1,065 people participated : 315 women, 218 infants, & 532 children under the age of 5	⇒ Over 333 families participated in the Farmers Market Nutrition Program; \$4,278 were redeemed for fresh fruits & vegetables at local farm markets
		⇒ Averaged 625 individuals served each month	⇒ \$461,660 total dollars redeemed at local grocery stores
		⇒ 281 blood lead screenings	

The WIC program contracts a breastfeeding peer counselor to provide education and support to women who are currently breastfeeding or are considering breastfeeding their child.



78% of women in WIC initiated breastfeeding with their newborn infants

Out of all infants enrolled in WIC:

- ⇒ 45.2% were exclusively breastfed for 1 month, which is above the state average of 37.1%
- ⇒ 35% were exclusively breastfed for 3 months, which is above the state average of 27%

Fit Families is a successful behavior change program that strives to help prevent childhood overweight/obesity by empowering families to adopt healthy eating and physical activity behaviors. The program is geared towards families of 2-4 year old children enrolled in WIC.



- ⇒ 59 children were actively enrolled in 2018
- ⇒ Evaluation results have proven an increase in fruit & vegetable consumption and physical activity and a decrease in juice consumption & TV viewing
- ⇒ After completing the program, Waupaca families gave a 4.7 out of a possible 5 as being highly satisfied with their participation in Fit Families

Public Health

Healthy Beginnings is a free, voluntary home visitation program that offers information & support to expectant parents and parents of infants or young children. During the prenatal phase of the program, a Public Health Nurse provides information on prenatal care, labor & delivery, breastfeeding & nutrition, and comfort measures for mother and child. During the birth to 5 phase of the program, a trained home visitor provides support in the areas of the parent-child relationship, child development, and family health & safety. Information on community resources is also provided. In 2018, Phase 1 received 50 referrals and Phase 2 received 28 referrals.

Phase 1:



Families Served

3 Public Health Nurses served 26 clients



Family Contact

Public Health Nurses had 157 hours of face-to-face contact & 348 total contacts with families



Outreach

Outreach was provided to 91 clients

Phase 2:



Families Served

3 case managers served 70 families



Family Contact

Case managers had 2,165 hours of face-to-face contact & 4,221 total contacts with families



CPS Involvement

97% of families enrolled in the program had no substantiated report of abuse/neglect



Groups

23 adults & 29 children attended 2 parenting groups; 30 adults & 33 children attended 2 social groups

From the 2018 Client Satisfaction Survey (31 total surveys):

Question	% of Families
I trust my home visitor.	99
My home visitor motivates me to keep me, my baby, and my family safe.	97
I would recommend this program to a friend.	99

Wisconsin Seal-A-Smile (SAS) is a statewide program created in collaboration with the Children's Health Alliance of Wisconsin. As a part of this program children may receive oral health education, dental screenings (without x-rays), sealants, and topical applications of fluoride varnish all provided by a registered dental hygienist free of charge.



In the 2017-18 School Year, the Waupaca County Healthy Smiles program:

- ⇒ Provided a dental screening and education to 2,673 children
- ⇒ Placed 4,610 sealants on 1,000 children
- ⇒ Provided fluoride treatments to 2,644 children
- ⇒ Referred 371 children for dental care; 47 of those being urgent dental needs such as pain, abscess, or infection

Public Health

Public Health Nursing is the practice of promoting and protecting the health of populations using knowledge from nursing, social, and public health sciences. Services include: postpartum support, prenatal care coordination (PNCC), immunization services, communicable disease prevention, detection, and control, lead testing, and reproductive healthcare through the Healthy Connections clinic.



37 postpartum referrals



660 cases of communicable disease follow-up



508 immunizations provided



71 follow-ups for high blood lead levels in children, 5 environmental investigations



91 clients outreached/referred, 21 clients enrolled in PNCC

Other initiatives include:

- ⇒ Lead Outreach Grant
- ⇒ Get Yourself Tested Grant
- ⇒ Daycare Lead Outreach
- ⇒ Collaboration with local medical providers
- ⇒ Employee flu clinics
- ⇒ Tick kit distribution to local state parks
- ⇒ Opioid Harm Prevention Grant
- ⇒ UW-Green Bay Clinical Rotation
- ⇒ Two rotations of UW-Oshkosh Student Nurses
- ⇒ Mass Immunization Functional Immunization Clinic at two site locations

Health Education improves individual and population health through assessment, community health planning, capacity building, and other policy/program implementation for public health staff and the surrounding community. This program includes acquiring grant funding, providing public health-related communication with the public, and engaging in the Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP). In April, the first health educator was hired.



Grants awarded for drug lockboxes, prenatal blood lead education and testing, and an opioid misuse awareness campaign



Participate in and facilitate the Living the Waupaca Way Coalition, focused on nutrition and physical activity



Social media marketing campaigns, regular Facebook posts to educate and inform on upcoming events



Presentations to groups such as middle school students, drug court participants, and the greater community

Public Health

Environmental Health protects and promotes a healthy environment by preventing, assessing, correcting, and controlling agents in the environment which could potentially have adverse affects on health and well-being. Duties include: inspections, consultations, education, and response to human health hazards.

Licensing & Inspections

- ⇒ 527 facilities were licensed:
restaurants, retail food operations, lodging facilities, mobile home parks, public swimming pool/spa/water attractions, campgrounds, tattoo/piercing establishments, and recreational camps
- ⇒ 533 retail food/recreational facility inspections
- ⇒ Responded to 12 complaints for licensed facilities

Public Drinking Water

- ⇒ Analyzed 469 water samples for public water systems for bacteria, nitrate, or nitrite
- ⇒ Performed 35 public water system sanitary surveys
- ⇒ Performed 134 level one well assessments and 2 level two assessments
- ⇒ Coordinated corrective actions for 26 public water systems with bacterial violations and 1 with nitrate violations

0

Retail food facility
foodborne illness
outbreaks

39

Responses to
environmental health
hazards/situations

745

Processed
water
samples

- ⇒ 301 analyzed for bacteria from public drinking water systems
- ⇒ 182 analyzed for bacteria from private well water systems

Public Health Emergency Preparedness (PHEP) focuses on preparing for and responding to events that pose a substantial risk to the health of the county's residents. Our purpose is to provide information, resources, and expertise to our partners to ready Waupaca County for health threats, emergencies, and disasters.

- ⇒ Staff attended the following conferences to learn from state and national leaders:
 - ⇒ National Preparedness Summit
 - ⇒ Governor's Conference on Emergency Management
 - ⇒ Wisconsin Public Health Association
- ⇒ Staff participated in countywide long-term care preparedness workgroups, functional exercise planning, and local and countywide emergency planning committees
- ⇒ Staff held active membership in Fox Valley Area HealthCare Coalition meetings

223

Funded a Homeland Security Exercise and Evaluation Program (HSEEP) consistent Immunization Program Functional Exercise at Weyauwega-Fremont School District in October using their Incident Command System (ICS). Seasonal influenza vaccine was administered to 223 students.

Trauma-Informed Care (TIC)

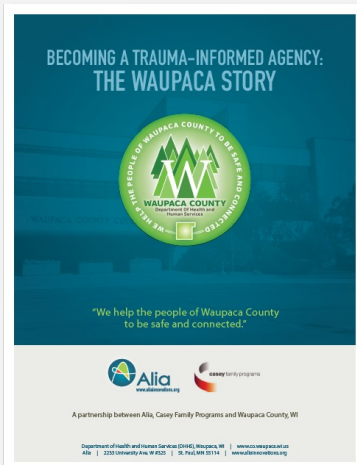
What is Trauma Informed Care?

Trauma-Informed Care (TIC) is an organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma. It emphasizes physical, psychological and emotional safety, and helps survivors rebuild a sense of control and empowerment.

-From The Trauma-Informed Care Project

Our TIC Principles

Partner with clients | Be Welcoming | Respect Human Rights
Be Strength-Based | Promote Safety | Be Person-Centered
Earn Trust | Offer a Helping Hand | Share Power



Our TIC Journey

In the beginning of 2018, Alia Innovations published *Becoming a Trauma-Informed Agency: The Waupaca Story*. It beautifully highlights the journey Waupaca County DHHS has taken to pursue, implement, and imbed TIC principles within the employees and the work they do within the agency. Find the full publication on the Waupaca County DHHS website.

County shares model of care



Tone Tellevik Dahl, vice mayor of Oslo for primary health and social services, searches for ladybugs in the mural that is in a Waupaca County Department of Health and Human Services hallway. Behind her is First Lady Tonette Walker.

In the News

In April, Waupaca County DHHS hosted First Lady Walker and delegates from Norway. They were here to learn more about how to successfully implement TIC principles in their respective health and human services departments. The full article can be found in the Waupaca County Post or on their website.

Contact Information

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