

WCDHHS Board Meeting Minutes

June 1, 2022

Waupaca County Courthouse

Room LL42

Waupaca, WI 54981

Board Members Present: Jerry Murphy, Dennis Wengelski, David Johnson, Sue Golding, Kevin Will, Dr. Steven Goedderz, Judi Olson, Jody Muck

Board Members Absent: Tammy Strey-Hirt

Staff Present: Ted Phernetton, Liz Wagner, Jed Wohlt, Erica Becker, Kristina Ingrouille

Public Present: None

The meeting of the Health and Human Services Board was called to order at 5:00 pm by Chairperson Jerry Murphy.

Jerry Murphy called the Public Hearing to order and requested public comment. No public present. Motion by Will, second by Golding, to close the Public Hearing. Motion carried without negative vote.

Motion by Wengelski, second by Will, to approve agenda. Motion carried without negative vote.

Motion by Johnson, second by Wengelski, to approve the minutes of the May 4, 2022 meeting. Motion carried without negative vote.

Public comment: none

Program Presentation: Public Health/Board of Health Orientation-Jed Wohlt- Jed provided a PowerPoint presentation on what is Public Health, what they do, and a brief orientation on what it means to be on the Board of Health and what they represent. He opened the floor up for questions, questions and answers ensued. Kristina Ingrouille gave brief updates on the formula shortage and how that is affecting families.

1. General Board Business

- a. Discussion/Action Item: Citizen Member Appointment for Committee on Aging- Mary Kay Poehlman- Tabled until next meeting as this committee was unable to meet.

Liz Wagner
Administrative Services Coordinator

DRAFT

By-Laws of the Waupaca County Committee on Aging

PURPOSE: The Waupaca County Committee on Aging advisory board is responsible for policy recommendations to the Aging & Disability Resource Unit Manager for the advancement and improvement of the following Federal Older Americans Act Programs:

- Title III B: Supportive Services to Older Adults
- Title III C: Elderly Nutrition Program
- Title III D: Health Promotion & Prevention
- Title III E: National Family Caregiver Support Program
- Elder Benefit Specialist Program

ROLES & RESPONSIBILITIES:

1. **Responsible for Policy Recommendations:** Advisory Board responsible for policy recommendations and direction to Waupaca County Department of Health and Human Services Board regarding the unique needs, concerns, and strengths of the aging population in Waupaca County
2. **Advocacy:** Championing and representing the interests of the aging population in Waupaca County
3. **Ambassador to the Community:** Enhance the visibility of the aging programs listed above by outreach and information exchange with the general public and community stakeholders
4. **Honor the Present & Adapt for the Future:** Provide advisement to the Aging Unit on effective strategies to honor the needs and interests of the present population of individuals who are aging and anticipate and adapt to the changing needs of future populations of aging individuals to ensure compassionate and sustainable services for years to come.

MEETINGS:

- The Committee on Aging shall meet no less than six (6) times per year and are open to the public. Proper notice will be provided in accordance with Wisconsin Statutes so that the citizenry may be aware of the time, place, and agenda of all meetings
- Parliamentary procedures shall be followed
- Meeting date, time, and location to be reviewed annually to ensure the best interests of the public are accommodated
- Meetings may be subject to cancellation due to inclement weather. Aging & Disability Resource Unit Manager will consult with the elected Chairperson prior to any cancellation based on inclement weather. Reasonable efforts will be made to provide advance notice of the cancellation to Committee members and public.

MEMEBERSHIP:

- At least 50% of the total membership shall be age 60 or older
- No more than 50% of the membership shall be elected public officials
 - Individuals may not hold a dual role; if an individual is an elected official to any office their membership will be counted as an elected public official
 - Maximum of 3 citizen members
- The total membership shall represent a reasonable distribution of income levels and minority backgrounds of the older population in Waupaca County

- The term of office of each member shall be for three (3) years with no member serving more than two (2) consecutive 3-year terms. County Board Supervisors may not be appointed past their two-year elected terms. Therefore, to comply with state statutes, County Board Supervisors may serve no more than three (3) consecutive 2-year terms. Citizen member terms shall be staggered so as to ensure that not all member terms expire in the same year.
- In the discretion of the appointing authority, there shall be not less than three (3) members nor more than five (5) members
- Vacancies shall be filled in the same manner as the original appointments.

OFFICERS:

- A Chairperson shall be elected every two (2) years by the Committee on Aging members by means of 2/3 vote. The elected Chairperson will preside over all meetings conducted during her/his elected term.
- A Vice Chairperson shall be elected every two (2) years by the Committee on Aging members by means of 2/3 vote. The elected Vice Chairperson will preside over all meetings conducted during her/his elected term in the absence of the elected Chairperson.

AGING PROGRAM PARTICIPANT GRIEVANCES:

- Aging Program Participants shall be provided with the Department of Health and Human Services Policy #23 Client Rights and Grievance Procedures when requested.

AMENDING BYLAWS:

- Any recommended amendments to these bylaws shall be submitted to the Committee on Aging and be read at two (2) consecutive meetings of the said Committee. Recommended amendments will be passed to the Department of Health and Human Services Board for consideration if passed on motion by 2/3 vote of quorum of Committee on Aging members present at the second reading. Recommended amendments will be considered for adoption and passed on simple majority vote of members present by the Department of Health and Human Services Board.

Approved by the Waupaca County Department of Health and Human Services Board: June 3, 2020

DRAFT

Bylaws of the Waupaca County Nutrition Advisory Council

PURPOSE: The Waupaca County Nutrition Advisory Council advisory board is responsible for policy recommendations to the Aging Programs Supervisor for the advancement and improvement of the Waupaca County Elderly Nutrition Programs: Home Delivered Meal Program and Congregate Dining Program.

ROLES & RESPONSIBILITIES:

1. **Responsible for Policy Recommendations:** Advisory Board responsible for policy recommendations and direction to:
 - a. Waupaca County Committee on Aging regarding the operation and direction of the Nutrition Program
 - b. Aging Programs Supervisor regarding the food preferences of participants, days and hours of dining center operation and location, and dining center furnishings with regard to participants with disabilities
2. **Review:** Conduct a yearly on-site review of each dining center in the program
3. **Advocacy:** Championing and representing the interests of the individuals participating in the Nutrition Program. As an organized group, give support and assistance to the ongoing development of the nutrition program. Represent and speak on behalf of the nutrition program participants
4. **Ambassador to the Community:** Enhance the visibility of and increase the participation in the Nutrition Program by outreach and information exchange with the general public and community stakeholders
5. **Honor the Present & Adapt for the Future:** Provide advisement to Nutrition Program staff on effective strategies to honor the needs and interests of the present population of individuals who are aging and anticipate and adapt to the changing needs of future populations of aging individuals to ensure compassionate and sustainable services for years to come.

MEETINGS:

- The Council shall meet no less than six (6) times per year and are open to the public. Proper notice will be provided in accordance with Wisconsin Statutes so that the citizenry may be aware of the time, date, and agenda of all meetings
- Parliamentary procedures shall be followed
- Meeting time, date, and location to be reviewed annually to ensure the best interests of the general public and Nutrition Program participants are accommodated
- Meetings may be subject to cancellation due to inclement weather. Aging & Disability Resource Unit Manger will consult with the elected Chairperson prior to any cancellation based on inclement weather. Reasonable efforts will be made to provide advance notice of the cancellation to Council members and public.

MEMBERSHIP:

- At least 50% of the membership shall consist of nutrition program participants as elected dining center representatives and shall include representation from home delivered meal recipients. Representation may include family or caregiver of current program participant. Maximum of five (5) citizen members of the committee.
- Total membership shall represent a reasonable distribution of income levels and minority backgrounds of the older population in Waupaca County

- The term of office of each member shall be for three (3) years with no member serving more than two (2) consecutive 3-year terms. County Board Supervisors may not be appointed past their two-year elected terms. Therefore, to comply with state statutes, County Board Supervisors may serve no more than three (3) consecutive 2-year terms. Citizen member terms shall be staggered so as to ensure that not all member terms expire in the same year.
- In the discretion of the appointing authority, there shall not be less than five (5) members nor more than seven (7) members, with one county board supervisor. Vacancies shall be filled in the same manner as the original appointments.

OFFICERS:

- A Chairperson shall be elected every two (2) years by the Nutrition Advisory Council members by means of 2/3 vote. The elected Chairperson will preside over all meetings conducted during her/his elected term.
- A Vice Chairperson shall be elected every two (2) years by the Nutrition Advisory Council members by means of 2/3 vote. The elected Vice Chairperson will preside over all meetings conducted during her/his elected term in the absence of the elected Chairperson.

NUTRITION PROGRAM PARTICIPANT GRIEVANCES:

- Nutrition Program Participants shall be provided with the Department of Health and Human Services Policy #23 Client Rights and Grievance Procedures when requested.

AMENDING OR CHANGING OF BYLAWS:

- Any recommended amendments to these bylaws shall be submitted to the Nutrition Advisory Council and be read at two (2) consecutive meetings of the said Council. Recommended amendments will be passed to the Department of Health and Human Services Board for consideration if passed on motion by 2/3 vote of quorum of Nutrition Advisory Council members present at the second reading. Recommended amendments will be considered for adoption and passed on simple majority vote of members present by the Department of Health and Human Services Board.

Waupaca County Committee on Aging
Tuesday, June 7, 2022
10:00 am
Waupaca County Courthouse LL42
811 Harding Street, Waupaca WI 54981

This meeting and all other meetings of this committee are open to the public. Proper notice has been given to the press in accordance with Wisconsin statutes so that the citizenry may be aware of the time, place and agenda of this meeting.

Members Present: Dennis Wengelski, County Board Supervisor and Citizen Members: Judi Olson;

Member Excused: John Charleston;

Others Present: Melissa Anderson, ADRU Manager; Pat Huber, ADRC Clerk; Megan Hintz, Aging Programs Supervisor; Erica Becker, Fiscal Administrator, and Darlene Kramer, Regional ADRC Coordinator;

Public Present: Mary Kay Poehlman;

I. Call to Order and Opening Meeting Statement: Chairperson Dennis Wengelski called the meeting to order at 10:02 am and read the Opening Meeting Statement.

II. Roll Call: A quorum was established.

III. Agenda Approval: *A motion was made by Judi Olson and seconded by Dennis Wengelski to approve the agenda.* **Motion carried.**

IV. Minutes of Previous Meeting of April 5, 2022: *A motion was made by Judi Olson and seconded by Dennis Wengelski to approve the minutes.* **Motion carried.**

V. Recommendation for Citizen Member Committee on Aging: *A motion was made by Judi Olson and seconded by Dennis Wengelski to recommend to the DHHS Committee Mary Kay Poehlman for citizen member.* **Motion Carried.**

VI. Nutrition Program Position Re-Structuring: *A motion was made by Judi Olson and seconded by Dennis Wengelski to recommend the vacant site manager positions within the nutrition program be restructured to part-time Nutrition Program Aide position, and send the recommendation to the DHHS Board, and HR Committee for approval.* **Motion Carried.**

VII. Recommendation from Nutrition Advisory Council, Suggested Donation, for Elderly Nutrition Program Meals: *A motion was made by Judi Olson and seconded by Dennis Wengelski to accept the recommendation from the Nutrition Advisory Council to update the suggested donation to \$5.00 per meal.* **Motion carried.**

VIII. Revised Bylaws – Committee on Aging: *A motion was made by Judi Olson and seconded by Dennis Wengelski to approve the changes to the bylaws, as highlighted on attached copy, and send them on to the DHHS Committee for approval.* **Motion carried.**

IX. Aging and Disability Resource Unit Program Updates:

- a) **Supportive Services:** Megan Hintz reported 27 clients are currently enrolled in supportive services and have allocated 100% of the funding for 2022. Further referrals will be added to a hold list, allocation will be closely monitored and individuals on the hold list will be served as funding becomes available in 2022. Caregiver Support Program continues to have funds available and there is no hold or wait list.
- b) **Transportation:** Melissa Anderson reported average 600-700 rides per month. A survey was sent to all riders and a good response was seen. Data will be compiled and reported at a later date.
- c) **Adult Protective Services:** Melissa Anderson reported June 15 being World Elder Abuse Awareness Day. Melissa reviewed awareness activities that have been completed in preparation for June 15.

- d) **ADRC:** Erica Becker joined the meeting to discuss ongoing talks about the possibility of disbanding our current consortium of Calumet, Outagamie and Waupaca Counties. Manager and Directors from Outagamie, Calumet and Waupaca have met to discuss the consortium budget and how to best meet the needs in each county. June 22 follow up meeting scheduled with GWAAR, Managers and Directors from Outagamie, Calumet and Waupaca Counties.
- e) **Nutrition:** Megan Hintz reported HDM referrals continue to increase- see attached Program Data. Megan stated financially due to increased costs decisions will need to be made in the next few months regarding program capacity for the Home Delivered Meal Program. As of June 1, 2022 congregate sites are serving Monday, Tuesday and Wednesday in Clintonville, New London and Waupaca. Voucher program continues to have discussions regarding the menu with Hotel Fremont. Smith's Steak House in Manawa is temporarily closed due to owners being on vacation and staff shortages, but will reopen on June 20.

X. Regional Aging & Disability Resource Center Update: Dar Kramer reported that our new Dementia Care Specialist, Andrea Brace is completing her necessary training as Dementia Care Specialist. Dar reported the resignation of Carrie Esselman, Dementia Care Specialist as of June 28. Dar reported Outagamie County I & A Specialist Lisa Underwood is retiring. Dar reported that the Health & Wellness Classes are going strong with many opportunities in several area communities to participate.

XI. Committee Member Reports of Meetings Attended and General Correspondence: Judi Olson reported that Andrea Wanty is the new director of the Waupaca Senior Center.

XII. Adjourn: A motion was made by Judi Olson and seconded by Dennis Wengelski to adjourn at 11:03. **Motion carried.**

Next Meeting: Tuesday, June 28, 2022 @ 10:00 am – Waupaca County Courthouse.

Respectfully Submitted,
Pat Huber, ADRC Clerk

Waupaca County Nutrition Advisory Council Minutes
Wednesday, June 15, 2022
Waupaca County Courthouse
811 Harding Street, Waupaca WI 54981
Room LL42

This meeting and all other meetings of this committee are open to the public. Proper notice has been given to the press in accordance with Wisconsin statutes so that the citizenry may be aware of the time, place and agenda of this meeting.

Members Present: Dave Steffens; Greta Schroeder; Meri Erickson; Gloria Bigalke;
Member Absent: Dennis Wengelski;
Others Present: Megan Hintz, Aging Programs Supervisor; Pat Huber, ADRC Clerk;

Chairperson Gloria Bigalke opened the meeting at 2:59 pm and a quorum was established. The meeting was also broadcast on the Waupaca County YouTube Channel and Zoom.

- I. **Adoption of Agenda:** *Motion made by Meri Erickson and seconded by Greta Schroeder to adopt the agenda. Motion carried.*
- II. **Approval of Minutes from May 19, 2022:** *Motion made by Greta Schroeder and seconded by Meri Erickson to approve the minutes of the May 19, 2022 meeting, as printed. Motion carried.*

Public Comment: None

- I. **Covid-19 & Current Operations Updates:** Megan Hintz, Aging Programs Supervisor provided updates on participation for Home Delivered Meals, Congregate and Voucher. She will be implementing some new marketing efforts to draw in participants to the congregate sites. Megan reported that the Buyer's Guide recently distributed the ADRC Connection, which included some new advertising designs. Gloria Bigalke requested some be sent to her so she can put them in churches in her area. Bistro 60 participation has remained steady.
- II. **Nutrition Advisory Council Bylaws:** This item was tabled from the last meeting. The County Board had requested that we cut our citizenry members down to two, but the council did not believe this would serve our county well. Therefore, the Nutrition Advisory Council has come up with a counter proposal. *Dave Steffens made the following recommendation: This council recommends that we have at least five (5) citizenry representatives and not more than seven (7) total members, plus one county board supervisor. Greta Schroeder seconded the recommendation. Recommendation carried.*
- III. **Participant Feedback/Meal Satisfaction Survey:** Megan Hintz presented the proposed survey for Home Delivered Meal (HDM) participants to the council and asked for input. The council was satisfied with the survey and it will go out sometime next week to participants.
- IV. **Nutrition Program Budget Presentation – Erica Becker:** Erica was unable to attend, so Megan Hintz gave a brief overview of the budget; Megan discussed grants, tax levy and donations and how they work to pay for the program. She also noted that ARPA (American Rescue Plan Act) money is available for the next 3 years. In spite of the extra funding, the HDM program has reached its limits at its current level of participation. Megan will ask Erica to the next meeting to give precise data regarding the budget.
- V. **Cost Control Strategies:** Megan Hintz explained the strategies that will be implemented to be able to continue the HDM program within budget restraints.

- a. **Prioritization:** Those with the greatest need would be automatically allocated five meals per week. Those whose need was considered moderate would be allotted 2-3 meals per week. Those whose need was not as significant as the second group would be offered 1-2 meals per week. The enhanced Assessment Tools will help to quantify the need level of the participant. The priority could be reevaluated as needs change. This is expected to generate cost savings to the program.
- b. **Wait List:** Following approved policy (*see attached*), the HDM program anticipates beginning a waitlist for program services in July. Eligible participants will then be placed on a wait list based on priority of need until an opportunity opens up for them to be added to the program. Megan also noted that all current HDM participants will need to be reassessed using the new Assessment Tools. This may result in clients becoming ineligible for the program and thus opening up new spots for Wait List participants.

VI. **Committee Member Reports of Meetings Attended and General Correspondence:** Council members asked about progress with Hotel Fremont. Megan Hintz noted that Menu talks continue. Council members expressed that a deadline should be given to them so it can proceed.

Adjourn: A motion was made by Dave Steffens and seconded by Meri Erickson to adjourn at 3:59 pm. **Motion Carried.**

Next Meeting: Thursday, July 21, 2022 @ 1:30 pm – Waupaca County Courthouse.

Respectfully Submitted,
Pat Huber, ADRC Clerk

DRAFT

Home Delivered Meals

Participants Served

2022 Data

Site	Dec.	Jan.	Feb.	Mar.	April	May
Clintonville	34	35	36	40	37	38
Iola	21	17	13	15	15	13
Manawa	13	14	14	15	19	16
Marion	6	5	5	5	5	6
New London	37	36	39	39	37	41
Waupaca	81	85	88	88	87	85
Weyauwega	19	19	19	21	21	20
Total	211	211	214	223	221	219

- *New London Nutrition site served an additional 5 participants from Outagamie County during the month of December 2021.
- *New London Nutrition site served an additional 5 participants from Outagamie County during the month of January 2022.
- *New London Nutrition site served an additional 4 participants from Outagamie County during the month of February 2022.
- *New London Nutrition site served an additional 4 participants from Outagamie County during the month of March 2022.
- *New London Nutrition site served an additional 4 participants from Outagamie County during the month of April 2022.
- *New London Nutrition site served an additional 4 participants from Outagamie County during the month of May 2022.

Congregate Meals

Participants Served

2022 Data

Site	Jan.	Feb.	Mar.	April	May
Clintonville	10	3	3	3	5
New London	26	21	15	25	19
Waupaca	7	2	3	3	3
Total	43	26	21	31	27

Meals Served

2022 Data

Site	Jan.	Feb.	Mar.	April	May
Clintonville	28	20	9	17	8
New London	60	62	75	91	90
Waupaca	13	4	14	13	9
Total	101	86	98	121	107

Bistro 60 - Voucher

Participants/Meals Served

2022 Data

Site	December		January		February		March		April		May	
	Part.	Meals	Part.	Meals	Part.	Meals	Part.	Meals	Part.	Meals	Part.	Meals
Manawa – Smith’s Steakhouse	25	45	7	11	11	24	16	30	22	30	22	29

New Registrations:

December: 2 new

January: 34 returning participants, 6 new

February: 2, returning participants, 6 new

March: 8 returning, 5 new

April: 2 new

May: 1 new

Total Registered: 65



Income Statement

Through 05/31/22
Summary Listing

Classification	Annual	MTD	YTD	Budget Less	% of	Prior Year	Target	Target
	Budget Amount	Actual Amount	Actual Amount	YTD Actual	Budget	Total Actual	%	Amount
Fund Category								
Fund Type								
FUND 22 - Health and Human Services								
REVENUE								
DEPARTMENT 27 - HEALTH SERVICES Totals	\$670,697.00	\$121,582.19	\$380,805.63	\$289,891.37	57%	\$1,190,317.00		
DEPARTMENT 32 - HUMAN SERVICES Totals	\$12,324,254.00	\$443,526.17	\$2,607,175.00	\$9,717,079.00	21%	\$11,947,988.34		
DEPARTMENT 35 - ELDERLY SERVICES Totals	\$1,558,059.00	\$82,090.57	\$650,764.65	\$907,294.35	42%	\$1,450,142.75		
REVENUE TOTALS	\$14,553,010.00	\$647,198.93	\$3,638,745.28	\$10,914,264.72	25%	\$14,588,448.09		
EXPENSE								
DEPARTMENT 27 - HEALTH SERVICES Totals	\$1,358,934.00	\$125,738.60	\$564,655.31	\$794,278.69	42%	\$1,583,903.79		
DEPARTMENT 32 - HUMAN SERVICES Totals	\$11,337,697.00	\$795,205.77	\$3,915,207.38	\$7,422,489.62	35%	\$11,259,150.03		
DEPARTMENT 35 - ELDERLY SERVICES Totals	\$1,856,379.00	\$175,564.01	\$688,463.18	\$1,167,915.82	37%	\$1,654,826.27		
EXPENSE TOTALS	\$14,553,010.00	\$1,096,508.38	\$5,168,325.87	\$9,384,684.13	36%	\$14,497,880.09		
Grand Totals								
REVENUE TOTALS	14,553,010.00	647,198.93	3,638,745.28	10,914,264.72	25%	14,588,448.09	29%	4,244,627.92
EXPENSE TOTALS	14,553,010.00	1,096,508.38	5,168,325.87	9,384,684.13	36%	14,497,880.09	42%	6,063,754.17
Grand Total Net Gain (Loss)	\$0.00	(\$449,309.45)	(\$1,529,580.59)	(\$1,529,580.59)	+++	\$90,568.00		

2021 MENTAL HEALTH CONTRACT EXPENSES

SERVICE	BUDGETED	MARCH	APRIL	MAY	YTD EXPENSE	2022 REMAINING BALANCE	% OF BUDGET USED
WINNEBAGO/MENDOTA**	405,000	12,504	91,207	159,416	337,870	67,130	83%
Expenses		47,696	112,996	174,582	465,718		
Reimbursements		(35,192)	(21,789)	(15,166)	(127,848)		
ACUTE HOSPITALS	105,500	16,187	5,257	901	23,228	82,272	22%
COMMUNITY CBRF	167,000	9,555	15,093	14,043	48,210	118,790	29%
MEDICATIONS	500	31	66	-	96	404	19%
TOTAL	\$ 678,000	\$ 50,781	\$ 202,830	\$ 333,775	\$ 409,404	\$ 268,596	60%

* Please note Winnebago/Mendota Expenses & Reimbursements are based on State reports (not the current activity on the County's ledger)

2022 DHS Staffing Changes

Unit	Position	Name	Notes	Effective Date
Administration				
ADRU	Home Delivered Meals Manager-LTE	Annette Shock	Resigned	2/11/2022
ADRU	Dementia Care Specialist	Andrea Brace	New Hire	5/2/2022
Behavioral Health	BH Supervisor	Kim Kraeger	New Position	1/3/2022
Behavioral Health	CCS Facilitator	Chloe Manteuffel	Returning/new position	1/11/2021
Behavioral Health	CCS Facilitator	Lucy Borntager	New Hire	1/24/2022
Behavioral Health	BH Unit Manager	Kay Saarinan-Barr	Deceased	4/21/2022
Behavioral Health	BH Unit Manager	Kim Kraeger	New Position	5/2/2022
Behavioral Health	Crisis Case Manager	Denise Wiley	Resigned	5/18/2022
Behavioral Health	BH/CCS Therapist	Honna Pilz	New Hire	7/18/2022
Business Office	Receptionist	Becky Neuville	New Hire	1/17/2022
Business Office	Program Assistant	Amanda Bruette	Resigned/new position at Co. Clerk	3/4/2022
Business Office	Program Assistant	Shannon Vallery	New Hire	4/18/2022
Children & Families	Youth Justice, Foster, Kinship Manager	Crystal Farrell	Resigned	1/3/2022
Children & Families	CPS Social Worker	Autumn Alekna	Resigned	1/18/2022
Children & Families	Youth Justice, Foster, Kinship Manager	Lauren Gardner	New Hire/Returning	2/11/2022
Children & Families	Social Worker-Initial Assessment	Amanda Amani	New Hire	4/25/2022
Children & Families	Family Engagement Specialist	Calan Stichman	Resigned/new position with D.A.	5/13/2022
Children & Families	Social Worker-Child Protective Services	Maria Lee	Resigned	5/31/2022
Children & Families	Initial Assessment Social Worker	Sam Jackson	new position of Ongoing SW	5/31/2022
Children & Families	Initial Assessment Social Worker	Andy Hopfensperger	Resigned	6/3/2022
Economic Support	Economic Support Specialist	Pam Kolb	Retirement	2/2/2022
Economic Support	Economic Support Specialist	Carrie Koehn	New Hire	3/14/2022
Economic Support	Economic Support Specialist	Shannon Eggers	Resigned	4/1/2022
Economic Support	Economic Support Specialist	Ryan Zepp	New Hire	4/25/2022

Family & Community Svc	CCS/CST Case Manager	Chloe Manteuffel	Resigned	1/3/2022
Family & Community Svc	Mentor	Devan Fransch	Resigned	2/4/2022
Fiscal Services				
Public Health				

Management Report
to DHHS Board

To: DHHS Board
From: Ted Phernetton, Director
Date: June 30, 2022

Purpose of Report

The purpose of this report is to provide a brief overview of operations of the Waupaca County DHHS as well as a primer for the monthly board meeting. It will also be used as the foundation of creating in the future an ongoing dashboard to act as a cover to this report.

Program Presentation

There is no program presentation scheduled.

General Board Business

Action Items-As of This Writing

1. General Board Business
 - a. Discussion/Action Item: Citizen Member Appointment for Committee on Aging-Mary Kay Poehlman.
There is a recommendation from the Committee on Aging that Mary Kay Poehlman be appointed as a citizen member of that committee.
 - b. Discussion/Action Item: Recommendation to County Board Appointing Tammy Strey-Hirt as County Board Representative on Committee on Aging
In addition to the DHHS Board representative, there is a need for a "County Board" representative on the Committee on Aging. It is recommended that this body recommend to the county board that Tammy Strey-Hirt be appointed to that committee.
 - c. Discussion/Action Item: Committee on Aging Bi-Laws
The Committee on Aging has amended their by-laws to address changes passed by this body and those by-laws will need approval.
 - d. Discussion/Action Item: Nutrition Advisory Council Bi-Laws
The Nutrition Advisory Council has worked to address amending their by-laws to meet the expectations of this body and is requesting review.
 - e. Discussion/Action Item: Restructure Open Congregate Meal Site Manager Position to Nutrition Program Aide

It is being requested that it be approved that the open Meal Site Manager position be restructured to that of a “Nutrition Program Aide” due to the increase of administrative work created by the changes to the program. This restructure be a 20 hour a week position and will use the 15 hours currently assigned to the open position and will then use 5 hours of a paid driver position. That driver position is 15 hours but constantly operates at 10 hours or less per week. There should be no budget impact of this change.

- f. Discussion/Action item: Restructure Open Mentor Positions to CST Case Manager Position

It is being requested that the open mentor positions be restructured to create one CST Case Manager position. There has been a significant increase in referrals to the CST program that can't be met. In order to continue to provide mentor services, a contract was just entered into with Big Brothers/Big Sisters to share a part time position and create a program in Waupaca County. Given the current funding structure including anticipated billing activity of the CST there should be no negative budget impact to this move.

- g. Advisory Committee Reports/Updates

Committee on Aging minutes from 6/7/2022 with handouts

Nutrition Advisory Council minutes from 6/15/2022 with handouts

Telework Update

As of now, 67 DHHS employees have completed the Telework application. Most of the employees who are teleworking, are doing so at an intermittent schedule. The Management team is working on employee schedules to best utilize the office space within DHHS. It is the intent under remote work to structure those schedules that are intermittent to open up as many offices as we can to maximize space within the courthouse. It has been decided that we will not work to open up offices until necessary as it seems to make little sense to do so simply to have offices sit empty.

Financial Services – Erica Becker, Fiscal Administrator

The Fiscal team consists of the administrator, assistant supervisor, 1 accountant, 1 CCS support technician, 1 account technician, and 2 account clerks.

2022	March	April	May
Revenues	\$2,083,582.51	\$2,945,599.72	\$3,638,745.28
Expenses	\$2,943,770.28	\$4,071,817.49	\$5,168,325.87
Financial Position	(\$860,187.77)	(\$1,126,217.77)	(\$1,529,580.59)

Key/Current Issues: The Fiscal team completed the requests made as part of the final audit fieldwork for fiscal year 2021 with no major concerns to report. The 2021 Wisconsin Medicaid Cost Reporting (WIMCR) has been completed and the county will receive our cost settlement payment in December. Work has begun on the preparation for the 2023 budget. Budget meetings will be held between program managers, director, and fiscal in July. The board will be presented with 2023 budget details in August. As stated previously by the director, we will be challenging ourselves to continue to look at revenue opportunities and productivity.

Staffing Updates: The fiscal team currently has three staff working four 10 hr/days, one staff working remotely 1-2 days/week, and three staff in the office 5 days/week. The administrator and assistant supervisor are among the staff in the office 5 days/week.

Family and Community Services – Shawna Hansen, Manager

The Family and Community Services Unit serves children with special needs.

Children’s Long-Term Support Waiver

CLTS Data	March	April	May
Open Cases	126	125	141
New Cases	4	2	16
Cases Closed	3	3	0

No waitlist (the State no longer allows a waitlist for this program)

Children’s Community Options Program

CCOP Data	March	April	May
Open Cases	131	131	141
New Cases	4	2	10
Cases Closed	3	2	0

(No waitlist)

Coordinated Services

CST Data	March	April	May
Open Cases	28	30	23
New Cases	4	2	0
Cases Closed	2	0	7

(No waitlist)

Mentor Program Data	March	April	May
Open Cases	0	0	0

Key/Current Issues: It is being requested that the open mentor positions be restructured to create one CST Case Manager position. There has been a significant increase in referrals to the CST program that can't be met. In order to continue to provide mentor services, a contract was just entered into with Big Brothers/Big Sisters to share a part time position and create a program in Waupaca County. Given the current funding structure including anticipated billing activity of the CST there should be no negative budget impact to this move.

Birth to Three

Birth to Three consists of 1 manager, 3 case workers, and contracted services for Occupational, Physical, and Speech Therapy.

Birth to Three Data	March	April	May
Open Cases	75	81	82
Open for Direct Services	38	40	42
New Referrals	19	20	17
Closed Cases (direct services)	6	8	9

(Birth to Three does not allow waitlists)

Key/Current Issues:

Staffing Updates: B-3 will have an open position for an Early Intervention Specialist (educator/service coordinator) due to an upcoming retirement. Due to previous challenges in filling these positions and current work shortages; discussion is occurring on how to best recruit for this upcoming opening. We continue to have an open position for Occupational Therapy.

Economic Support Services – Thiago, Manager

The Economic Support Unit consists of 1 manager, 2 lead workers, 4 EBD workers, 1 ES Assistant, 9 Family workers, and 1 pre-screener.

ES Data	March	April	May
Medical Assistance Total	6164	6235	6263
BadgerCare	4099	4164	4182
Family Planning	187	192	192
EBD	1194	1196	1208
Long Term Care	796	800	793
FoodShare cases	2551	2537	2535
Caretaker Supplement	24	24	23
Child Care Cases	49	47	45
New Requests	224	214	184
Closed Cases	134	124	106

(No Waitlist)

Key Issues: Public Health Emergency policies continue in effect such as households receiving additional emergency FoodShare benefits and rules requiring Medical Assistance closures to be put on hold.

There is concern with the increase workload with the unwinding of PHE happening later this year (late summer, early fall). In response to the increase DHS will increase funding and seek feedback on support needs from Agencies.

Staffing Updates: Ryan Zepp filled our last opening for the Economic Support Specialist position in April. Ryan and Carrie (who started in March) are close to finishing New Worker Training.

Children and Family Service

CPS/ Parent Aides – Jasmine Peterson, Manager

The CPS/Parent Mentor team consists of 1 access worker, 1 community response worker, 4 CPS Initial Assessment workers (2 of 4 vacant), 3 CPS ongoing workers (1 of 3 vacant), and 2 parent aides.

Access Data	March	April	May
Total Reports	66	55	79
# Screen In	22	17	31
Neglect	34	26	43
Physical Abuse	21	18	32
Sexual Abuse	13	10	10
Unborn Child Abuse		1	0
Emotional Damage/Abuse	3	8	4

Initial Assessment Data	March	April	May
#of IA's completed	23	18	24
Total Allegations	46	32	47
Unsubstantiated	34	21	35
Substantiated	12	7	4
Alternative Response-Services Not Needed	0	3	6
Not able to locate Source	0	1	2

CPS Data	March	April	May
Open Cases	37	37	40
Number of Children on Open Cases	64	64	61
Home with Parents	34	35	23
Foster Home	13	13	14
Treatment foster home	1	0	0
Group Home	0	0	1
Supervised Independent Living	1	1	1
Relative Unlicensed	30	27	21
Hospital Placement	0	1	1
Reunifications	3	0	4
Trial Reunifications	0	0	0

Parent Aide Data	March	April	May
Total Cases	15	15	14

Staffing Updates: 1 Ongoing CPS position remains open, as well as 2 Initial Assessment positions; still recruiting.

Youth Justice, Foster Care, Kinship Care, Family Engagement –Lauren Gardner, Manager

Youth Justice Data	March	April	May
Kinship	33	32	36
Unpaid Relative Care Placements	20	17	16
Trial Reunifications	2	0	2

Foster & Kinship Care Data	March	April	May
Foster Care Placements	24	24	23
Foster Care Relative	9	10	10
Foster Care Non-Relative	12	12	11
Residential Placements			2 (1 out of State)

Behavioral Health Services – Kim Kraeger, Manager

The Behavioral Health unit consists of 4 outpatient psychotherapists, 1 psychiatric nurse, 1 AODA counselor, 3 part-time psychiatrists, 1 part-time psychologist, 5 crisis workers (1 of 5 vacant), 2 secretaries, 2 CSP social workers, 1 CSP nurse, 5 CCS facilitators, and 3 CSS technicians.

Outpatient Psychotherapy and Psychiatry Data	March	April	May
Clients Enrolled	388	403	409

AODA Data	March	April	May
SSTOP	13	13	10
OWI Assessments	25	19	18

Community Support Program

CSP Data	March	April	May
Open Cases	27	27	27

Comprehensive Community Services (CCS):

CCS Data	March	April	May
Open Cases	48	49	49

Crisis Data	March	April	May
Total Calls	85	72	83
Mobile Hours Calls	47	38	44
After Hour Calls	38	34	39
Emergency Detentions	9	9	7
Voluntarily Hospitalized	11	7	10
Diversion Plan (no hospitalization)	47	32	48

Key/Current Issues:

Staffing Updates:

Kim Kraeger, MSW, LCSW has accepted the Behavioral Health Unit Manager position.

The Behavioral Health Unit Supervisor for CCS/CSP has been posted.

A therapist was hired to fill the vacant psychotherapist position. Her start date will be mid-July 2022.

One of the crisis workers resigned from her position effective 5/18. We are still in the recruiting phase to fill this vacant position.

ADRC – Melissa Anderson, Manager

The ADRC consists of the unit manager, 1 Aging Programs Supervisor, 1 APS lead social worker, 1 APS Social Worker, 1 APS case manager, 4 I&A specialists, 2 benefit specialists, 1 Dementia Care Specialist, 1 transportation coordinator, 1 volunteer coordinator, 1 ADRC assistant, 1 clerk typist, and 3 nutrition site managers

*to ensure accuracy of information, data shared will be from previous month.

ADRC Data	March	April	May
Total Calls	779	743	614

Elderly Benefit Specialist

EBS Data	March	April	May
# of Referrals	18	16	10

Disability Benefit Specialist

DBS Data	March	April	May
# of Referrals	23	20	22

Volunteer Transportation Program Data	March	April	May
# of one way rides provided	772	649	653
New Riders	20	10	9

Adult Protective Services Data	March	April	May
# of Cases	32	25	31

AGING PROGRAMS:

Elderly Nutrition Program Data	March	April	May
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Voucher Restaurant Dining Totals	16 participants served	22 participants served	22 participants served
Home Delivered Meal Totals	222 participants served	221 participants served	219 participants served
Senior Dining Totals	21 participants served	31 participants served	27 participants served

Supportive Services for Caregivers and Seniors Data	March	April	May
# of Clients Enrolled in Program	24	27	27

Key/Current Issues:

Currently within the Elderly Nutrition Program there are two vacant 15 hour/week site manager positions. At this time the program is utilizing ten hours a week for a LTE paid driver to deliver home delivered meals. The second position at 20 hours/week it is recommended to transition from a Nutrition Site Manager to Nutrition Program Aide. Both positions would remain at grade 2. The re-assigned job duties are necessary to better support the program and provide the assistance needed due to the increase in program participation. Both positions will remain at grade level 2.

Serving the current number of participants through the home delivered meal program the funding for the program has been allocated 100% for 2022. Program funding includes participant donations, county levy, state and federal grant dollar as well as ARPA funding. Elderly Nutrition Program policy allows local county Nutrition Program Directors the ability to implement a waiting list when funding for the program has been exhausted. The Nutrition Advisory Council along with the Committee on Aging have been briefed on the programs financial state and shared the decision to start a waiting list for home delivered meals. The waiting list will begin July 11, serving individuals according to the waiting list policy approved by the Nutrition Advisory Council September 2015.

Staffing Updates: N/A

Public Health – Jed Wohlt, Health Officer

Public Health consists of 1 health officer, 1 public health nurse supervisor, 3 public health nurses, 3 healthy beginnings case managers, 1 WIC project director, 2 nutrition educators, 3 environmental health specialists, 1 community health educator, and 1 program assistant.

Environmental Health Data	March	April	May

# of Inspections Completed	80	32	65
# of Water Samples Processed	40	111	103
# of Complaints Investigated	11	4	5

Healthy Beginnings Data	March	April	May
Families Enrolled	32	33	30
Families on Waitlist	0	0	0

Communicable Disease Data	March	April	May
Reportable Cases	97	128	416

WIC Data	March	April	May
Total Participants	650	640	654
# of Referrals	18	19	15

Key/Current Updates:

Pandemic Response:

- At the time of this writing COVID levels in Waupaca County are considered low.
 - The 7 day case trend in Waupaca County at the time of this writing is an average of 9 new cases per day, this is down 3 cases per day from one month ago
- Walk-in vaccination clinics continue on Wednesdays (Walk-in Wednesday). The walk-in clinic has ranged from 20-65 participates per clinic over the last month.

Communicable Diseases:

- The nursing and EH team is currently assisting the City of Waupaca in an illness outbreak situation (over 30 individuals have reported symptoms) that appears to be associated with the South Park Swim Beach.

Infant Formula Shortage:

- The WIC team continues to provide support to families experiencing difficulties obtaining formula.

ThedaCare Community Health Grant

- The PHN team applied for, and received, a small grant to provide cribs and pack and plays to families that are in need and enrolled in the Prenatal Care Coordination and Healthy Beginnings program.

Staffing Updates: N/A

Personnel and Staffing Issues

As is typical of each month, the board is provided with a detailed spreadsheet outlining staffing changes. That document is found in the board's monthly meeting packet. The department continues to have a difficult time recruiting and retaining Child Protective Services staff. As has been stated in the past, this is not unique to Waupaca County as many counties are seeing significant turn over and challenges in their recruitment efforts. Increases in case complexity, community expectations that often run across the grain from state requirements, overwhelming documentation requirements, and increased caseloads contribute greatly to the loss of staff across the state. The last three workers that have left this area of the DHHS have left the child protective services field altogether. This writer has had conversations with the State regarding the possibility of contracting with a private not for profit agency to assist and there are pieces of child protective services that can be contracted. This writer has begun to reach out to agencies to explore interest that they may have.

As this body is aware, our Behavioral Health Unit manager passed away opening that position. We have been fortunate that our Behavioral Health Supervisor, Kim Kraeger has been selected to take over as the manager of the entire unit. In a short time, Kim has shown that she is an extremely capable and competent manager.

We are actively recruiting for the following:

Behavioral Health Supervisor

IA Social Worker-CPS
Ongoing Social worker-CPS
Family Engagement Specialist (Shared Position with 4 School Districts)
Crisis Case Manager

We have these additional ones open:

Nutrition Site Manager (.40 position) – Proposal for Restructure
2 – Parent Mentor Positions – Proposal for Restructure

Client Grievances

It will be again stated, as has been the case for the past many months, as of this writing there is no updated news to share from the State regarding a client's rights grievances that has been pending since last summer. We have decided to not pursue feedback from the State on that grievance. It is being recognized that the department may need to modify its complaint process to better explain to clients what is a "Client's Rights" complaint and what is a "Client Satisfaction" complaint.

There has been two new appeals on a child protection services finding of a substantiation. One appeal was conducted and the substantiation upheld. The other is pending.

The board may receive a complaint from a CCS provider regarding a termination of their contract. If that occurs, it is requested that this writer is contacted and the full story will be provided.

Structural and Operational Adjustments within the Department

There is little to add to this month's report. As noted in a past reports, there are certain areas that are being focused on outside of getting the day-to-day duties of the department completed. Some of that focus is on the review of certain policies and procedures that influence the department's workings.

Director's General Update

As an update to information shared recently, the DHHS is working with a very unique and challenging case that is not typical for the department. It is a case of a medically needy young girl who was in a treatment foster home due to significant medical conditions that require 24/7 nursing support. The nursing supports have fallen short due to inconsistent staffing and the foster home could no longer care for her without such supports and was removed and returned to the hospital. We are looking for another placement. At this point, we really do not know where to go. We have engaged the State Department of Children and Families as well as the State Department of Health Services to assist in finding a placement for this young girl. It does appear that the State of Wisconsin is going to support placement of this girl in the inpatient long-term

care facility located in Johnston, IA. However, there still remains a lot of work to do before the placement can occur.

As mentioned a few months back, the DHHS is interested in moving the ADRC off of the second floor and through the use of ARPA dollars, purchase a free standing building. That proposal has been provided to the county's finance committee. This proposal is one of many from a variety of departments.

It was hoped that this month a decision could be brought to this body as it relates to stepping away from the current consortium arrangement relating the Aging and Disability Resource Center. The consortium is an arrangement between Calumet, Outagamie, and Waupaca counties. As of this writing it appears that it may be of financial benefit to Waupaca County to leave the consortium. Calumet and Outagamie Counties want to continue discussion with Waupaca to try and keep the consortium together. It is hoped that such discussion can be exhausted in the coming weeks.

As the director of the agency it is this writer's responsibility to provide high level oversight and management of the services of the DHHS as well as the workforce. In addition, it is this writer's responsibility to share with the board, issues that are impacting not only those we serve, but those employees providing services to the public. A year ago as we began to come out of the roughest parts of the COVID pandemic, the county established a policy of allowing employees to work remotely. The DHHS has approximately 48% of staff that have decided to provide their service in accordance with that county policy, with the majority of that percentage doing so intermittently. It is this writer's obligation to share with the board that it is understood that there are certain members of the county board, including members on this board that do not like the policy. Furthermore, there apparently have been discussions by some on how to end the policy for DHHS. How many are engaged in such discussions is unknown to this writer. This writer is confused by this effort to end the policy for DHHS as there are no indications at all that the work of the department is not getting done, that the public is not being served, that there is abuse of the policy, nor has productivity suffered under the policy. This writer is aware also that there is a staff member or two at DHHS that also do not like the policy and promote disinformation about their co-workers to others that feeds a belief that the policy is being abused. They are wrong. The damage to morale is beginning and the impact of such discussions and possible efforts to end the policy without cause will have a long lasting negative impact that must be recognized. It has been brought to this writer's attention that in more than one service area, staff have shared with their manager that they will leave if the policy is reversed. These are not threats, but are honest discussions between staff and their managers. It is estimated that approximately 40% or more of the workforce will exit. It is already a challenge to recruit and retain employees in this day and age. We have lost employees to others who allow an even more liberal policy than ours. Even our current policy of having to be

employed for six months before being allowed to work remote has caused candidates to withdraw from the process. Recently we lost three candidates in one service area when they found this out because they already were working remotely at their current employer.

If nothing else, this writer feels obligated to share that when staff feel that the board does not trust them and their commitment to serve, it is demoralizing and harmful to a desire to serve here in Waupaca. And, given the networks of county staff across the region, the word travels and poisons the well causing potential workers to stay away. The majority of staff working remotely are probably giving the county more in total hours than they claim as a way to respond to consumer needs because working remotely provides much more flexibility to do so. If this writer believed that there was wide spread abuse of the policy, there would be a recommendation to this board that we work to end the policy. Any issue that has surfaced or brought forward has been addressed. And, the need to do so has been almost nonexistent.

It would be most helpful to DHHS staff if this board would make a statement that they continue to support staff efforts and are supportive of the remote work policy.

As we roll into the budget preparation season we will be challenging ourselves to continue to look at revenue opportunities and productivity. But, it is going to be a very challenging budget process.