

WCDHHS Board Meeting Minutes
July 6, 2022
Waupaca County Courthouse
Room LL42
Waupaca, WI 54981

Board Members Present: Jerry Murphy, David Johnson, Sue Golding, Kevin Will, Tammy Strey-Hirt, Dr. Steven Goedderz, Judi Olson, Jody Muck

Board Members Absent: Dennis Wengelski

Staff Present: Ted Phernetton, Liz Wagner, Erica Becker, Melissa Anderson

Public Present: None

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

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

Motion by Golding, second by Strey-Hirt, to approve the minutes of the June 1, 2022 meeting. Motion carried without negative vote.

Public comment: none

Program Presentation: N/A

1. General Board Business

- a. Discussion/Action Item: Citizen Member Appointment for Committee on Aging- Mary Kay Poehlman- Melissa brought this recommendation forward from the Committee on Aging, Mary Kay would fill the final citizen member seat. Will made motion to appoint Mary Kay Poehlman to the Committee on Aging as a citizen member, second by Olson. Motion carried without negative vote.
- b. Discussion/Action Item: Recommendation to County Board Appointing Tammy Strey-Hirt as County Board Representative on Committee on Aging- This agenda item will need to be tabled until the August 2022 meeting. Muck made a motion to table this agenda item, second by Golding. Motion carried without negative action.
- c. Discussion/Action Item: Committee on Aging Bi-Laws- Melissa provided background of changes made to these bi-laws; to change the number of citizen members was approved by the Committee of Aging and is not being brought to

this board for approval. Brief question and answers on this change. Strey-Hirt made motion to approve and accept the changes to the Committee on Aging Bi-laws and presented, second by Johnson. Motion carried without negative action.

- d. Discussion/Action Item: Nutrition Advisory Council Bi-laws- Melissa provided background; the Nutrition Advisory Council would like to have 5 citizen members versus the 3 that was previously decided on. Discussion ensued; it is preferred to have the 5 citizen members over 3 to have a better and more accurate representation of the entire county, as each community within the county has different resources to offer. Golding made motion to accept the changes to the Nutrition Advisory Council Bi-laws as presented, second by Olson. Motion carried without negative action.
 - e. Discussion/Action Item: Restructure Open Congregate Meal Site Manager Position to Nutrition Program Aide-Melissa mentioned that there are currently 2 open Nutrition Site Manager positions due to the re-structure of meal sites. It is being requested to re-structure these positions to create one part-time clerical position, at the same pay grade, for 20 hours a week, to assist the Nutrition Manager and site managers. This position would be located at the courthouse. Strey-Hirt made motion to restructure the open Meal Site Manager positions to a Nutrition Program Aide position for 20 hours a week, second by Olson. Motion passed without negative action.
 - f. Discussion/Action Item: Restructure Open Mentor Positions to CST Case Manager Position- Ted provided brief background. Ted mentioned that DHHS has entered into a contract with Big Brothers Big Sisters to build a program in Waupaca. With the remainder of the 2 open mentor positions, it is being requested to create an additional CST Case Manager position. Will made motion to create the additional CST Case Manager position from the vacant Mentor positions, second by Johnson. Motion carried without negative action.
 - g. Advisory Committee Reports/Updates
 - i. Committee on Aging minutes from 6/7/2022 with handouts- N/A
 - ii. Nutrition Advisory Council minutes from 6/15/2022 with handouts- N/A
2. Finance-
- a. Income Statement Overview- Erica provided a brief overview. Erica provided an updated loss as of today since it varied from what was provided in the meeting packet.
 - b. Payment Register/Approve Bills- Motion made by Golding to approve payment register/approve bills, second by Strey-Hirt. Motion passed without negative vote.
3. Personnel
- a. Employee Updates/Resignations/Retirements/Recruitments- Liz provided updates on new hires and recent resignations. Ted provided updates on CPS social worker interviews and that two candidates have been selected to move onto testing. Still looking to fill the Family Engagement Specialist and Behavioral Health Supervisor positions.
4. Director's Report
- a. General Updates- Ted mentioned that there was not much to add in addition to what was already provided in the board report that was provided. He did mention that there was previous conversation about the ADRC leaving the consortium,

which is made up with Calumet, Outagamie, and Waupaca Counties; negotiations took place and Outagamie agreed to find funds to make up losses to stay in consortium through 2023. Megan applied for a National Grant to help support the restaurant model for the Nutrition Program and was awarded this grant.

b. Telework/Remote Work Update- Individuals who had applied for Telework last year are now in the process of completing the annual renewal.

5. Supervisor Report(s): Conference, Seminar, Convention, and/or Webinar Report(s)- N/A

6. Adjourn: Chairperson Murphy entertained a motion for adjournment, Johnson made this motion, second by Muck; meeting adjourned at 6:05 pm. Next regularly scheduled meeting will be August 3, 2022.

Submitted by,

Liz Wagner
Administrative Services Coordinator

DRAFT

Transportation Coordinating Committee Minutes
Thursday, July 14, 2022
10:30 AM
Waupaca County Courthouse
811 Harding Street
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.

Chairperson Gerald Murphy called the meeting to order at 10:30 a.m. and a quorum was established. The meeting was also broadcast on Zoom and the Waupaca County YouTube Channel.

Members Present: *Gerald Murphy (County Board Member, and Committee Chair), Carl Kietzmann, David Morack, Janna Taylor (Transportation Coordinator), Bob Thompson, Bill Flemal*

Member present on Zoom: *Lori Schneider*

Others Present: *Melissa Anderson (ADRU Manager), Pat Haber (ADRC Clerk)*

Public Present: *Adam BellCorelli (Associate Transportation Planner - East Central WI Regional Planning Commission), Holly Keenan (Lutheran Social Services and Make the Ride Happen)*

- I. **Adoption of Agenda:** *A motion to adopt the agenda as printed was made by David Morack and seconded by Carl Kietzmann. Motion carried.*
- II. **Adoption of Minutes from April 14, 2022:** *A motion to adopt the minutes April 14, 2022 as printed was made by David Morack and seconded by Bill Flemal. Motion carried.*

Public Comment: Adam BellCorelli reported on the Workforce Innovation Grant, which is over \$9 million dollars that Governor Tony Evers recently awarded to Waupaca County. The funding would be split between Goodwill/Rawhide/FVTC (groups working together), and Waupaca County Economic Development Corporation to support workforce transportation.

- III. **Transportation Operations Update:** *Janna Taylor reported on ridership for the first half of 2022, January through June (please see attached graphics). Janna also reported on the marketing initiatives increase community awareness of the transportation program.*
- IV. **Volunteer Driver Program Survey:** *Melissa Anderson reported on the survey results, (please see attached report). She noted that out of 123 surveys mailed out, 49 were returned.*
- V. **Transportation Coordinating Committee By-Laws:** *Melissa Anderson reported on the changes that were requested by the County Board, and highlighted on the copies given to members. Gerald Murphy noted the discussion at Health and Human Services Board regarding the Nutrition Advisory Council with a counter proposal for the number of citizen committee. Gerald requested that Melissa reword the By-Laws to read, "No less than 3 citizen members, with a maximum of 5 citizen members, with staggered terms." Melissa will revise the language and bring to the next TCC meeting for approval.*
- VI. **Transportation through Make the Ride Happen:** *Holly Keenan shared how a partnership would look with us utilizing the handicapped vehicles that are already available. This would allow the program to decrease the costs for individuals who require assistance in and out of a vehicle at this time Waupaca County utilizes*

transportation services from providers in the area. Holly will be communicating with Melissa and Janna and will provide updates, as they are available.

VII. 5-Year Transportation Coordination Plan: Melissa Anderson reviewed eight goals of the committees five-year plan, as outlined in the agenda.

VIII. Adjournment: *Motion made by Dave Morack and seconded by Bob Thompson to adjourn at 11:33 am.*
Motion carried.

Next Meeting: Thursday, October 13, 2022 – Waupaca County Courthouse – LL42 – 10:30 am.

Respectfully Submitted,

Patricia Huber, ADRC Clerk

DRAFT



Income Statement

Through 06/30/22
Summary Listing

Classification	Annual		MTD	YTD	Budget Less		% of		Prior Year		Target	
	Budget Amount	Actual Amount			Actual Amount	YTD Actual	Budget	%	Total Actual	%		
Fund Category Governmental Funds												
Fund Type Special Revenue Funds												
FUND 22 - Health and Human Services												
REVENUE												
DEPARTMENT 27 - HEALTH SERVICES	\$670,697.00	\$166,994.90	\$549,474.03	\$121,222.97	\$121,222.97	82%	\$1,190,317.00					
DEPARTMENT 32 - HUMAN SERVICES	\$12,324,254.00	\$622,519.96	\$4,066,150.48	\$8,258,103.52	\$8,258,103.52	33%	\$11,993,308.34					
DEPARTMENT 35 - ELDERLY SERVICES	\$1,558,059.00	\$80,979.76	\$805,359.55	\$752,699.45	\$752,699.45	52%	\$1,450,142.75					
REVENUE TOTALS	\$14,553,010.00	\$870,494.62	\$5,420,984.06	\$9,132,025.94	\$9,132,025.94	37%	\$14,633,768.09					
EXPENSE												
DEPARTMENT 27 - HEALTH SERVICES	\$1,358,934.00	\$122,443.38	\$687,098.69	\$671,835.31	\$671,835.31	51%	\$1,583,903.79					
DEPARTMENT 32 - HUMAN SERVICES	\$11,337,697.00	\$1,074,107.08	\$5,080,521.46	\$6,257,175.54	\$6,257,175.54	45%	\$11,259,150.03					
DEPARTMENT 35 - ELDERLY SERVICES	\$1,856,379.00	\$133,351.48	\$821,814.66	\$1,034,564.34	\$1,034,564.34	44%	\$1,654,826.27					
EXPENSE TOTALS	\$14,553,010.00	\$1,329,901.94	\$6,589,434.81	\$7,963,575.19	\$7,963,575.19	45%	\$14,497,880.09					
Grand Totals												
REVENUE TOTALS	14,553,010.00	870,494.62	5,420,984.06	9,132,025.94	9,132,025.94	37%	14,633,768.09				38%	5,457,378.75
EXPENSE TOTALS	14,553,010.00	1,329,901.94	6,589,434.81	7,963,575.19	7,963,575.19	45%	14,497,880.09				50%	7,276,505.00
Grand Total Net Gain (Loss)	\$0.00	(\$459,407.32)	(\$1,168,450.75)	(\$1,168,450.75)	(\$1,168,450.75)	+++	\$135,888.00					

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 Borntrager	New Hire		1/24/2022	
Behavioral Health	BH Unit Manager	Kay Saarinen-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 Frasch	Resigned	2/4/2022
Fiscal Services				
Public Health				

Management Report to DHHS Board

To: DHHS Board
From: Ted Phernetton, Director
Date: July 28, 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

Jasmine Peterson, CPS Manager will present at our meeting. It was felt that it may be a good time for the DHHS Board to hear the struggles that this particular unit is experiencing and how critical things are.

General Board Business

Action Items-As of This Writing

1. General Board Business
 - a. Discussion/Action Item: Selection and Recommendation to County Board Appointing a DHHS Representative to the Committee on Aging.
 - b. 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.
 - c. Advisory Committee Reports/Updates
 - i. Committee on Aging minutes from 7/26/2022 with handouts
 - ii. Transportation Coordinating Committee minutes from 7/14/2022

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	April	May	June
Revenues	\$2,945,599.72	\$3,638,745.28	\$5,420,984.06
Expenses	\$4,071,817.49	\$5,168,325.87	\$6,589,434.81
Financial Position	(\$1,126,217.77)	(\$1,529,580.59)	(\$1,168,450.75)

Key/Current Issues: Fiscal Unit updates will be provided in person at the meeting on August 3, 2022

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	April	May	June
Open Cases	125	141	139
New Cases	2	16	8
Cases Closed	3	0	4

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

Children’s Community Options Program

CCOP Data	April	May	June
Open Cases	131	141	143

New Cases	2	10	8
Cases Closed	2	0	4

(No waitlist)

Coordinated Services

CST Data	April	May	June
Open Cases	30	23	25
New Cases	2	0	1
Cases Closed	0	7	4

(No waitlist)

Mental Health Program Data	April	May	June
Open Cases	0	0	0

Key/Current Issues: Referrals for the CST program are low during summer months as the majority of referrals come from school staff. We anticipate referrals will increase shortly after the school year begins. The CST program is often times the program that can assist when there are opportunities for improvement during the school day; we know behavior is communication, many times a child's behavior is a sign there is something else going on and the family could benefit from wraparound services. DHHS continues to work closely with Big Brothers Big Sisters to create a part-time position to meet the agency and community mentoring needs. This staff will be an employee of Big Brothers Big Sisters with an office in the Courthouse, as the primary function is to serve Waupaca County residents.

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	April	May	June
Open Cases	81	82	88
Open for Direct Services	40	42	44
New Referrals	20	17	13
Closed Cases	8	9	4

(Birth to Three does not allow waitlists)

Key/Current Issues: There has been an additional 27 referrals to the B-3 Program for the first half of 2022 compared to number of referrals received in the first half of 2021. There is not a full understanding of the reason for the significant increase, but it is thought that contributing factors may be: 1) the effects of the pandemic (decreased socialization, decreased physician visits, and family mental health needs) and 2) Theda Care physicians implementing a formalized developmental screening process at Well Child appointments and making required referrals as appropriate.

Staffing Updates: Recruitment for Early Intervention Specialist continues to be discussed. Continue to recruit for Occupational Therapist.

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	April	May	June
Medical Assistance Total	6235	6263	6272
BadgerCare	4164	4182	4189
Family Planning	192	192	190
EBD	1196	1208	1215
Long Term Care	800	793	785
FoodShare cases	2537	2535	2510
Caretaker Supplement	24	23	23
Child Care Cases	53	53	56
New Requests	214	184	196
Closed Cases	124	106	120

(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	April	May	June
Total Reports	55	79	54
# Screen In	17	31	21
Neglect	26	43	29
Physical Abuse	18	32	17
Sexual Abuse	10	10	14
Unborn Child Abuse	1	0	0
Emotional Damage/Abuse	8	4	1

Initial Assessment Data	April	May	June
#of IA's completed	18	24	19
Total Allegations	32	47	32
Unsubstantiated	21	35	21
Substantiated	7	4	5
Alternative Response-Services Not Needed	3	6	6
Not able to locate Source	1	2	0

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

Parent Aide Data	April	May	June
Total Cases	15	14	15

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

Additional Youth Justice Data	April	May	June
Kinship	32	36	40
Unpaid Relative Care Placements	17	16	18
Trial Reunifications	0	2	2
Cases Closed	0	0	1

Foster or Kinship Care Data	April	May	June
Foster Care Placements	24	23	25

Foster Care Relative	10	10	10
Foster Care Non-Relative	12	11	12
Residential Placements		2 (1 out of State)	0

**Behavioral Health Services – Kim Kraeger, Manager
Supervisor- Vacant**

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	April	May	June
Clients Enrolled	403	409	409

AODA Data	April	May	June
SSTOP	13	10	8
OWI Assessments	19	18	18

Community Support Program

CSP Data	April	May	June
Open Cases	27	27	28

Comprehensive Community Services (CCS):

CCS Data	April	May	June
Open Cases	49	49	50

CSS Data	April	May	June
Total Calls	72	83	73
Mobile Hours Calls	38	44	30
After Hour Calls	34	39	43

Emergency Detentions	9	7	10
Voluntarily Hospitalized	7	10	6
Diversion Plan (no hospitalization)	32	48	35

Key/Current Issues:

Staffing Updates:

The Behavioral Health Unit Supervisor for CCS/CSP has been posted and has not received any applicants.

We are also still recruiting to fill a vacant Crisis Case Manager position since May 2022.

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	April	May	June
Total Calls	743	614	733

Elderly Benefit Specialist

EBIS Data	April	May	June
# of Referrals	16	10	14

Disability Benefit Specialist

DBS Data	April	May	June
# of Referrals	20	22	21

Volunteer Transportation Program Data	April	May	June
# of one way rides provided	649	653	690

New Riders	10	9	16
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Adult Protective Services Data	April	May	June
# of Cases	25	31	39

AGING PROGRAMS:

Senior Nutrition Program Data	April	May	June
Voucher Restaurant Dining Totals	22 participants served	22 participants served	10 participants served <i>*note restaurant was closed May 27-June 20</i>
Home Delivered Meal Totals	221 participants served	219 participants served	217 participants served
Senior Dining Totals	31 participants served	27 participants served	37 participants served

Supportive Services for Elders and Families Data	April	May	June
# of Clients Enrolled in Program	27	27	20

Key/Current Issues:

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	April	May	June
# of Inspections Completed	32	65	95
# of Water Samples Processed	111	103	141
# of Complaints Investigated	4	5	6

Healthy Beginnings Data	April	May	June
Families Enrolled	33	30	31
Families on Waitlist	0	0	0

Communicable Disease Data	April	May	June
Reportable Cases	128	416	357

WIC Data	April	May	June
Total Participants	640	654	658
# of Referrals	19	15	32

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 12 new cases per day, this is up 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 20-60 participants per clinic over the last month.

Communicable Diseases:

- We are monitoring and preparing for monkey pox as cases have been on the rise nationally and have been reported in Wisconsin.

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. There has been little change since last month's report. It will be noted that recruitment continues to get more difficult as the competition for workers is ever increasing.

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

Client Grievances

It will be again stated, as has been the case for nearly a year, 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. This must be occurring across many counties as the State has come out with a new requirement for handling client "complaints" that relate more to satisfaction than to client's rights. The DHHS has updated this process to satisfy the new requirements.

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 in recent months, 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. However, recently the possibility of two in state options have surfaced that are being explored.

As has been reported earlier and shared 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 was provided to the county's finance committee. This proposal was one of many from a variety of departments and others and is not being advanced as a selected project.

Working to assemble a budget this year is extremely challenging. Each year the process looks at programming desires and obligations along with anticipated increases in items such as health insurance costs and hoped for cost of living wage increases as first step. It is at that point that reality sets in and the harder work begins. At this point in the process, we are approximately \$500,000 behind where we may need to be in order to zero out the budget without an increase in levy dollars. Overcoming this will be a bit difficult to say the least.