

WCDHHS Board Meeting Minutes

September 2, 2020

Waupaca County Courthouse

Room LL42

Waupaca, WI 54981

This meeting was conducted under the Waupaca County Resolution #8 (2020-2021) and Governor Evers' Emergency Order #1.

Board Members Present: Sue Golding, Dennis Wengelski, Jan Lehrer, Pat Craig, Dave Johnson, Gerald Murphy, Jody Muck, Dr. Steven Goedderz, Judy Olson

Staff Present: Ted Phernetton, Jed Wohlt, Melissa Anderson, Leah Klein, Alisha Haase, Sherrie Nichols, Shawna Hansen

Public Present: Brenda Freeman, David Freeman

The meeting of the Health and Human Services Board was called to order at 5:01 pm by Chairperson Gerald Murphy.

Motion by Lehrer, second by Craig, to approve agenda. Motion carried without negative vote.

Motion by Lehrer, second by Golding, to approve the minutes of the August 5, 2020 meeting. Motion carried without negative vote.

Public comment: Brenda Freeman of New London, participant of the CCS Program shared successes and opportunities for improvement of service delivery.

## 1. General Board Business

a. Public Health-COVID-19 Updates - Jed Wohlt provided updates on case numbers (709 positive cases, 90 active) and drive-thru testing; the National Guard will have a regional standing site, open 6 days a week, in the Fox Valley. Waupaca County has added new metrics to the COVID-19 Dashboard; hospitalizations, ages of confirmed cases, employment (healthcare and non-healthcare providers), and GIS mapping per municipality and school district. Jed recommended people should not attend large, crowded indoor events to prevent the spread of COVID-19. Waupaca County Public Health has been working closely with the school districts to ensure safety; Public Health Nurses are working with School Nurses. Waupaca County Public Health has hired 9 additional staff; limited term and contract staff to help during the pandemic paid for by the CARES funding: <https://home.treasury.gov/policy-issues/cares/state-and-local-governments#:~:text=and%20Tribal%20Governments-.The%20CARES%20Act%20Provides%20Assistance%20for%20State%2C%20Local%2C%20and%20Tribal,%24150%20billion%20Coronavirus%20Relief%20Fund.>

b. Resolution No. 16 (2020-21) Donation Acceptance : Motion to accept donation was made by Lehrer, second by Johnson. Motion passed without negative vote.

c. Nutrition Program

i. Recommendation to rescind RFP19-011-22 and request Finance Committee to release DHHS from FRP requirement - Motion to rescind RFP19-011-22 and request Finance Committee to release DHHS from FRP was made by Craig, second by Lehrer. Motion passed without negative vote.

ii. Recommendation to not reopen Marion, Iola, and Weyauwega Congregate Nutrition Sites – Motion to discuss recommendation made by Lehrer, second by Golding. Discussion ensued. Roll call vote: Murphy- yay, Wengelski- yay, Craignay, Johnson- yay, Lehrer-yay, Golding-yay, Goedderz-yay, Muck-yay, Olson-yay. Motion passed.

d. Advisory Committee Reports/Updates

i. Nutrition Advisory Council Minutes from 8/13/2020 – Motion to approve made by Lehrer, second by Golding; motion passed.

1. Appointment of Harry Joren to the Nutrition Advisory Council – Motion made by Lehrer to appoint Harry Joren to the Nutrition Advisory Council, second by Golding, Motion passed without negative vote.

ii. Joint Committee on Aging and Nutrition Advisory Council Minutes from 8/25/2020 – Motion made by Lehrer, second by Golding. Motion Passed

e. DHHS Unit Updates – Resignations were recognized.

2. Finance

a. Income Statement Overview - DHHS may see decreased revenue as an impact of COVID-19 in 2020; Waupaca County is making an effort to keep expenses low during this time.

b. Payment Register/Approve bills - Motion by Lehrer, second by Wengelski, Motion carried without negative vote

c. 2020 Budget Amendment Resolutions

i. Resolution No. 11 (2020-2021)- 2020 Budget Amendment – Contract Funding Allocations – Health and Human Services Fund – Motion to approve by Craig, second by Lehrer. Motion passed.

ii. Resolution No. 12 (2020-2021)- 2020 Budget Amendment- Families First Coronavirus Response Act (FFCRA) and Coronavirus Relief Fund (CARES Act) Funding- Health and Human Services – Motion to approve by Johnson, second by Wengelski. Motion passed.

d. 2021 Budget – Special budget meeting scheduled for September 8<sup>th</sup>, 2020 to discuss 2021 Budget. 2 and ½ positions are requested in the 2021 Budget – 2 new position requests and an expansion of an existing position; positions are contingent on budgetary completeness. 2021 Budget was created to meet community needs without having an impact on tax levy; revenues, expenses, and positions are looked at through this lens. Public Health is requesting the part-time Environmental Health Specialist (Health Inspector) move to a full-time position due to workload needs – this position is paid for primarily by DNR contracts. Human Services changes – there were changes in the Birth to Three Contracts in 2020; new vendors will cost more than previous years. At times, CCS participants may not be eligible for Medicaid and it is in the best interest of the

client to provide service; tax levy is used in these instances. Inpatient fees for mental health continue to rise; there is a request for more money on this budget line. The CCS program continues to grow and is 100% reimbursable. There have been changes to AODA and outpatient contracts – Waupaca County will not refill the AODA position, as it is no longer a need as there are resources within the community to meet this need. There is a proposal of 2 new position requests: Adult Protective Services Lead Social Worker and a Fiscal Services Assistant Manager. Recommendation to eliminate the part-time Adult Connection Specialist position and use the designated funds for the Deputy Director position to support these requests; the Deputy Director position will remain on the organizational chart. Personal Services expenses have changed from the 2020 budget due to staff changes; wages and staff who do not take health insurance; this has saved the county money that can go towards the requested positions and inpatient needs.

### 3. Personnel

a. Employee Updates/Resignations/Retirements/Recruitments – There has been a significant number of staff resignations for a number of reasons; retirements, frustrations over the last several months, and the inability to offer remote work. There was a brief discussion on remote work; there is a committee working on a remote work policy for county employees.

### 4. Director's Report

a. Alternate Care Report – No report

b. Mental Health Report – No report

5. Board Member Reports of Meetings Attended and General Correspondence: Lehrer and Muck attended a Virtual CCS Wraparound Conference and shared that it was informative. Lehrer attended a Health and Human Services meeting at the State level.

6. Adjourn. Motion to adjourn at 7:32pm was made by Lehrer, second by Johnson. Motion passed without negative vote. Next regularly scheduled meeting is October 7, 2020.

Submitted by,

Shawna Hansen

Family and Community Services Manager

WCDHHS Board Meeting Minutes  
September 8, 2020  
Waupaca County Courthouse  
Room LL42  
Waupaca, WI 54981

This meeting was conducted under the Waupaca County Resolution #8 (2020-2021) and Governor Evers' Emergency Order #1.

Board Members Present: Sue Golding, Dennis Wengelski, Jan Lehrer, Pat Craig, Dave Johnson, Gerald Murphy, Jody Muck (remote), Dr. Steven Goedderz, Judy Olson

Staff Present: Ted Phernetton, Erica Becker, Liz Wagner, Mandy Welch

Public Present:

The meeting of the Health and Human Services Board was called to order at 5:03 pm by Chairperson Gerald Murphy.

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

Public comment: none

1. 2021 Budget- Erica provided 2021 Budget, along with new position proposals that were written into the 2021 Budget. Question and answers were discussed. Craig made motion to approve 2021 budget as written, second by Lehrer. Motion carried without negative vote.
2. Adjourn: Motion to adjourn at 5:58 pm was made by Lehrer, second by Golding. Motion passed without negative vote. Next regularly scheduled meeting is October 7, 2020.

Submitted by,

Liz Wagner  
Administrative Services Coordinator

**Waupaca County Nutrition Advisory Council Minutes**  
**Thursday, September 24, 2020**  
**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:** Jan Lehrer, Dave Steffens, DeAnn Miller, Meri Erickson, Harry Joren

**Present on Zoom:** Gloria Bigalke

**Others Present:** Melissa Anderson, Aging Programs Supervisor; Pat Huber, ADRC Clerk

**Member Absent:** Barb Bartel

**Chairperson Jan Lehrer opened the meeting at 1:30 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 Harry Joren and seconded by Dave Steffens to adopt the agenda. Motion carried.*
- II. **Adoption of Minutes of August 13, 2020 Nutrition Advisory Council Meeting:** *Motion made by Gloria Bigalke and seconded by DeAnn Miller to approve the minutes of the August 13, 2020 meeting as printed. Motion carried.*

**Public Comment:** None

- III. **Covid-19 & Current Operations Update:** Melissa Anderson updated the council with the current operations of the nutrition program and provided a handout with participation numbers. (*see attached*). Melissa shared challenges the program currently faces specific to meal delivery. She stated the communities of Marion, New London, Clintonville and Manawa require additional volunteer drivers to resume 5-day delivery.
- IV. **Caterer Contracts:** Caterer contracts will expire 10/31/2020. *Motion was made by Gloria Bigalke and seconded by Meri Erickson to recommend to Committee on Aging and DHHS Board to extend the current contract until December 31, 2020. Motion carried.*
- V. **RFP19-011-22:** Melissa Anderson updated the council during the September 2, 2020 DHHS Board meeting decision was made to rescind the RFP19-011-22. Finance committee will meet in October to determine if the nutrition program will be allowed to be temporarily released from RFP for nutrition services.
- VI. **Iola, Marion and Weyauwega Congregate Sites:** Melissa Anderson reported on September 2, 2020 DHHS Board the decision was made to not reopen congregate dining in Iola, Marion and Weyauwega post-Covid-19.
- VII. **Voucher Program:** Melissa Anderson updated us on the Manawa Voucher Program. A New Dietitian has been contracted to work with the nutrition program and assist with the menu development with Manawa Steak House. Melissa will be reaching out to communities of Iola, Marion and Weyauwega to determine the

interest in the voucher restaurant model. Melissa will be focusing on one community at a time by sending a letter outlining the program. Melissa will meet with the individual parties to determine if the restaurant meets the necessary guidelines for the program. Melissa shared traditional congregate participation in the communities of Waupaca, New London and Clintonville prior to the suspension of the program had the highest participation compared to all six congregate sites. Melissa shared her recommendation to offer participants both traditional congregate dining along with voucher restaurant dining.

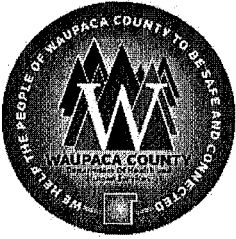
**VIII. Waupaca Senior Center:** Melissa Anderson provided an update on conversations with the Waupaca Rec Center. Melissa explained during conversations with the Waupaca Rec Center has shared the decision made by the DHHS Boards to move to a restaurant voucher in Waupaca. Melissa will continue to bring updates to the council as conversations continue.

**IX. Adjourn:** *Motion made by Gloria Bigalke and seconded by Meri Erickson to adjourn.* **Motion carried**

**Next Meeting: Thursday, October 22, 2020, 1:30 pm – Waupaca County Courthouse – LL42.**

Respectfully Submitted,  
Pat Huber, ADRC Clerk

DRAFT



# Waupaca County

## Department of Health and Human Services

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### DEPARTMENT UPDATES

#### CLERICAL SERVICES

##### FRONT DESK & PROGRAM SUPPORT

As the Waupaca County Courthouse continues to serve the residents of Waupaca County, the receptionist and program assistant are keeping busy. The Receptionist is now working full time at the reception desk and also assisting the ADRU with their clerical needs, while the Program Assistant is assisting the Family and Community Services, Birth to Three, and Adult Protective Services programs. A table remains in front of the reception desk for individuals to drop off items, along with the Plexiglas barriers to help keep staff safe and healthy.

#### AGING & DISABILITY RESOURCE UNIT

##### AGING & DISABILITY RESOURCE CENTER (ADRC)

**Information & Assistance (I&A) Specialist:** Four I&A Specialists are providing full-service Options Counseling, Long Term Care Functional Screens, Enrollment Counseling, and Disenrollment Counseling over the phone. These services continue to support the publically-funded long-term care needs of Waupaca County citizens. I&A are not completing face-to-face visits in the community or at the courthouse at this time.

**Disability and Elderly Benefits:** Both Disability Benefits Specialist (DBS) and Elder Benefit Specialist (EBS) are offering services over the phone. DBS and EBS have access to their statewide program databases via the internet. These services are able to operate fully over the phone as workload necessitates. The Elder Benefit Specialist is preparing for the 2021 Medicare Open Enrollment seasons (Oct. 1 – Dec. 15). The EBS completes outreach visits to Waupaca County communities (see handout for dates & locations). The EBS will require face masks to be worn by clients and there will be a tabletop Plexiglas shield for additional protection.

**Eligibility Specialist:** The Waupaca branch of the Regional ADRC has a unique position that serves part-time in the ADRC and part-time in Economic Support. From start to finish, this position is able to support the individuals that the ADRC serves in the Medicaid application process. The Eligibility Specialist is not completing face-to-face visits in the community or at the courthouse at this time.

## ELDERLY NUTRITION PROGRAM

Information and guidance from the Greater Wisconsin Agency on Aging Resources (GWAAR) and the Department of Health Services continues to occur daily. Nutrition Program staff are notifying the state oversight agencies of the necessary program changes and seeking guidance on best practices.

**Congregate “Senior” Dining:** At the advisement of Public Health Officials, the Department temporarily suspended Congregate “Senior” Dining beginning March 16, 2020. This effort has greatly reduced the amount of contact our participants, volunteers, and staff have with others. Participants of this program were offered meal delivery during this temporary suspension. Program nutritionist along with Aging Program Supervisor are working with the Manawa Steakhouse in the development of the voucher program menu. Aging Program Supervisor will begin reaching out to restaurants in the lola & Scandinavia areas to determine interest in the voucher program.

**Home Delivered Meals:** Nutrition Program staff are packaging at two distribution sites Waupaca and New London. The New London distribution site provides 5 fresh meals which are delivered twice weekly serving participants in New London, Clintonville and Marion. The Waupaca distribution site delivers meals five days a week in the areas of Weyauwega and Waupaca. Schueller’s Great exSPECTations package and transport meals to Manawa and lola pick up locations for paid staff/volunteers to deliver meals.

Volunteer recruitment continues in the areas of New London, Clintonville, Marion and Manawa in an effort to transition to five day a week delivery. Volunteers and paid staff complete the meal delivery each week. Personal Protective Equipment (PPE) has been purchased for volunteer use. To continue to keep costs low, volunteers are asked to wear their own face covering, however, if they do not have one or forget, a disposable mask will be provided. Facial coverings will be required along with gloves which are to be changed after each delivery, and hand sanitizers for every route.

At the September 24 Nutrition Advisory Council meeting, it was recommended to extend the current contract with caterers Steve and Mary’s and Schueller’s Great exSPECTations through December 31, 2020.

RFP19-011-22 will be discussed during the October 14 Finance Committee meeting. The committee will be provided an update on RFP19-011-22 and request the Finance Committee release DHHS from an RFP requirement for meal catering temporarily. This recommendation comes in the light of the ever shifting needs of the nutrition program and it’s instability in operations. At which point stability would be achieved between congregate dining options and home delivered meals, DHHS would then put forth a 3-year RFP as normal.

Total number of home delivered meals by service area:

Site	March	April	May	June	July	August
Clintonville	39	32	33	33	31	30
lola	26	20	20	22	22	23
Manawa	13	11	15	12	12	12
Marion	15	6	6	5	4	4
New London	31	27	27	30	27	26
Waupaca	59	59	65	65	69	68
Weyauwega	22	17	19	17	17	17



## **TRANSPORTATION FOR SENIORS AND INDIVIDUALS WITH DISABILITIES**

The Department is accepting non-emergency medical and essential shopping trip requests at this time. The Department is limiting essential shopping trips to no more than once per week. Both Volunteer Drivers and riders are being asked health screening questions prior to their trips. As the public health situation necessitates, implementing greater protections for riders and Volunteer Drivers will be considered.

It is anticipated that in 2020, the number of trips provided by the Transportation program will be significantly lower than in years past.

The 5310 Operating Expenses Grant has been submitted for Waupaca County. For CY2021, DHHS anticipates an additional \$28,717.48 in expenses, above and beyond already contributed local tax levy. The 5310 grant opportunity allows counties to request half of their anticipated expenditure overages. DHHS requested \$14,358.74 in 5310 Operating Expenses Grant dollars. The grant is currently pending Wisconsin Department of Transportation approval.

The Veteran Service Office Rural Transportation Grant should be released any day now. DHHS has partnered with the Waupaca County Veteran Service Office to apply for transportation funding to support the non-emergency medical transportation needs of Waupaca County veterans to and from VA Healthcare facilities. In 2020, the County Veteran Service Office was awarded \$7,298.16 in additional funds to support veteran transportation.

## **ADULT PROTECTIVE SERVICES**

The Adult Protective Services program, along with advisement and approval from Corporation Counsel and the DHHS Director, is operating within an Emergency Response Protocol. This Protocol allows for modified response type and time for responding to reports of abuse and neglect. Adult Protective Services reports of abuse, neglect, self-neglect, and/or financial exploitation received by the Department and triaged by the Aging & Disability Resource Center Information & Assistance Intake/Access Social Worker and APS themselves. Instances where a face-to-face assessment of a vulnerable adult is necessary will be at the direction of our Law Enforcement partners or medical professionals in healthcare facilities or severity of the situation if neither partner are involved left to discretion of APS. Court proceedings, including Protective Placement and Guardianships, will be at the direction and allowance of Waupaca County Judges.

## **VOLUNTEER COORDINATOR**

The Waupaca County Volunteer Coordinator has been busy contacting and communicating with Waupaca County's home delivered meal volunteers. Education about delivery meals safely, along with personal protective equipment instructions, will be coordinated in each delivery community. The Volunteer Coordinator will so begin recruitment efforts as there is currently not enough volunteer meal deliverer to cover the entire county.

## QUESTIONS?

Please email or call Melissa Anderson Aging Programs Supervisor, using the information below.

Email: [melissa.anderson@co.waupaca.wi.us](mailto:melissa.anderson@co.waupaca.wi.us)

Phone: (715) 258-6358

## ECONOMIC SUPPORT SERVICES

### ALL ECONOMIC SUPPORT SERVICE PROGRAMS

Federal Pandemic policies are still extended through the end of the year. FoodShare households received additional emergency FoodShare benefits September 20<sup>th</sup> up to maximum household benefit amount.

As of September 1<sup>st</sup> Interview requirements are re-established for applications or renewals. All interviews are over the phone, no face to face interviews required. The Pandemic UC benefits ended end of July.

Loss Wage Benefits will replace pandemic UI benefits. WI is applying for federal loss wages grant. Would pay \$300 per week to people receiving UI. If grant approved, benefits could be issued mid-October retroactive to August.

Staff receive daily updates from Management and Lead staff on new processes and policies implemented during the pandemic such as: annual reviews being pushed out 3 months, FoodShare Six Month Report Forms for March-June were removed; Health Care premiums for individuals and families have been temporarily suspended, etc...

Call volume in Call Center remains lower than 2019 however the gap from last year is diminishing, at the same time, we continue to experience an increase in FoodShare applications across the Consortium compared to last year.

Number of Consortia Calls	
Aug-19	Aug-20
16544	11159

## QUESTIONS?

Please email or call Thiago Souza, Economic Support Services Manager, using the information below.

Email: [thiago.souza@co.waupaca.wi.us](mailto:thiago.souza@co.waupaca.wi.us)

## FISCAL SERVICES

The Fiscal Services Unit completed the Wisconsin Medicaid Cost Reporting (WIMCR) and CCS reconciliation in July. The County will receive the financial reimbursement portion of this reporting process in December 2020. Additionally, the billable rates calculated through this data gathering process will be used to propose new rates to the DHHS Board for 2021 services.

In preparation of the 2021 upcoming budget process and review of the current year's financial standing, meetings were scheduled with Erica Becker and each program manager. Of note from these meetings was the continued pattern of lower than budgeted revenues expectations. This is largely attributed to Covid-19's impact, but continues to be monitored at the management level. The budget worksheets for the 2021 budget have been created for management team input and meetings to review budget requests/changes will begin with Ted Phernetton, Erica Becker, and program managers the end of July into August.

As mentioned at the June 2020 DHHS Board meeting, the Department worked in cooperation with Heidi Dombrowski to bring forth two resolutions for DHHS Board approval to amend the 2020 budget as it relates to additional grant funding for Covid-19 response work and other additional grant allocation changes we were made aware of this year. With DHHS Board approval, these resolutions can then be considered by the Finance Committee.

### QUESTIONS?

Please email or call Erica Becker, Fiscal Services Administrator, using the information below.

Email: [erica.becker@co.waupaca.wi.us](mailto:erica.becker@co.waupaca.wi.us)

Phone: (715) 281-7857

## CHILDREN & FAMILY SERVICES

Children and Families manager Alisha Haase's last day was September 25, 2020. The remaining manager is Cristin Czerwonka and she is covering the management duties for the unit as well as acting as the only on-call manager at this time. There have been five staff since July that have resigned. During September there was one incident of five social workers of the remaining 12 social workers from the unit being quarantined due to COVID exposure in the workplace. This had an impact on timelines for work needing to be completed, daily emergency coverage, and on-call coverage.

The Children and Families Manager participates in monthly phone calls with the Department of Children and Families (DCF) to ensure that the best practices are followed amidst COVID-19.

## **CHILD PROTECTIVE SERVICES**

### **Access:**

Access to Child Protective Services – this means receiving reports of child abuse and neglect. Gabby Van Gompel, one of the Initial Assessment Social Workers, filled the vacant Access position. Due to being short-staffed within the Initial Assessment unit, Gabby continues to work part-time in Initial Assessment and part-time in Access. The remaining hours are covered by the part-time Access worker.

### **Initial Assessment:**

The Initial Assessment Team continues to be short staffed. There are currently two and a half workers completing Initial Assessment of the four positions available. Another round of interviews took place where there was a potential candidate for one of the positions. If the candidate accepts the offer, there will still be one additional position that needs to be filled.

Initial Assessment continues to meet with families in person unless concerns arise from COVID screening procedures.

### **Ongoing:**

Brittany Shellenberger resigned from her position as an Ongoing Social Worker and her last day was 9/25/20. There is an ongoing recruitment open for this position.

Ongoing staff are completing all contacts with clients in person. Court hearings continue to be largely virtual, though there are some hearings that have begun to take place in person.

### **Parent Aides:**

Parent Aide's had previously shared an office; upon the state mask mandate each were provided an individual office due to current availability.

Parent aides are conducting client contacts in person.

### **Parent Mentor:**

The Parent Mentor is supporting multiple programs at this time due to being short staffed. She is being utilized in Youth Justice and Initial Assessment, as well as, covering her regular job duties.

### **Community Response Program:**

The Community Response worker is also the part-time Access worker and due to the current need for Access coverage, all duties have been shifted to Access with Community Response being done as time allows.

## YOUTH JUSTICE

### Intake:

There are no changes in Youth Justice Intake. Youth Justice intakes are occurring in person at this time unless deemed inappropriate due to COVID screening measures.

### Ongoing:

Youth Justice Social Worker Crystal Farrell returned to her position after being able to find a plan that worked for her children's virtual schooling and work through the agency. This has helped the Youth Justice Team remained full staffed.

YJ staff have returned to in person contacts.

## FOSTER CARE/KINSHIP CARE

The Foster Care Coordinator position is currently vacant and being recruited for. The Kinship Care Coordinator is currently on leave until early November. There is no ability at this time to license new homes.

## QUESTIONS?

Please email or call Cristin Czerwonka, using the information below. Delays in response time may occur as they assist their staff in responding to any emergent needs

Email:

[Cristin.czerwonka@co.waupaca.wi.us](mailto:Cristin.czerwonka@co.waupaca.wi.us)

Phone:

Cristin: (715) 258-6343

## BEHAVIORAL HEALTH SERVICES

Regular and ongoing contact with state program leads has occurred to ensure that best practices are followed amidst COVID-19.

## OUTPATIENT MENTAL HEALTH SERVICES

**Outpatient Therapy:** Business has continued with a hybrid of in person and Zoom sessions. Sandy Gallow announced her retirement with an end date of January 5, 2021. The three full time therapists will be taking on additional supervisory duties to support CCS, CSP, MH, and Crisis due to the departure of BH Manager, Sherrie Nichols on October 2, 2020. Without them, our numerous mental health programs/clinic would not be able to continue. Outpatient RN Sonja Telin's last day will be September 28<sup>th</sup>, 2020. Patti Beilfuss will move from her

current role as the CSP Nurse to this position. We will then be recruiting for a full time CSP RN position to fill this vacancy.

### **OWI ASSESSMENTS / SSTOP PROGRAM**

AODA – Alcohol and Other Drug Abuse

OWI – Operating While Intoxicated

SSTOP – Safe Streets Treatment Options Program

OWI and SSTOP services have resumed. Amber Bloecher has moved into the OWI Assessor role. We have chosen not to recruit for the Substance Abuse Counselor role. Rebecca Green has agreed to return on a contractual basis to support the substance abuse certification, which will allow the programs to continue.

### **COMPREHENSIVE COMMUNITY SERVICES (CCS)**

All CCS Service Facilitators have returned to a hybrid model. They are doing both in person and Zoom meetings with clients. CCS will continue to greatly change over the course of the next several weeks/months. Due to the resignation of Stephanie Suchowski, CCS is currently recruiting for a full time CCS case manager. Many staff continue to be out on FMLA leave. Shawna Hansen and Tina Lintner will be directly supporting teams during this time.

### **COMMUNITY SUPPORT PROGRAM (CSP)**

All CSP staff have returned to hybrid mode. Most services are being offered face to face with some support continuing via phone calls. As mentioned above, Patti Beilfuss will be changing positions to the Outpatient Mental Health RN position therefore we will be recruiting for the CSP RN position. Patti will continue to support both roles until recruitment is complete.

### **CRISIS**

All Crisis Case Managers are back in the office and utilizing flexible scheduling as needed. They will continue to provide most assessments over the phone whenever possible with the assistance of Law Enforcement partners. However, if requested by Law Enforcement partners, Crisis Case Managers are able to assess in-person during mobile hours (M-F: 8am – 8pm; Sat-Sun: 12pm-8am). Crisis will begin to start having more face-to-face contact to allow for a more robust assessment. We are currently recruiting a full time crisis case manager to fill the vacant position.

### **QUESTIONS?**

Please email or call using the information below.

Email: [sherrie.nichols@co.waupaca.wi.us](mailto:sherrie.nichols@co.waupaca.wi.us) (Behavioral Health Manager)

Phone: (715) 258-6353

Email: [tina.lintner@co.waupaca.wi.us](mailto:tina.lintner@co.waupaca.wi.us) (CSP/CCS Supervisor)

## PUBLIC HEALTH (PH) SERVICES

As you know, Waupaca County's Public Health Services team is on the front lines of the COVID-19 outbreak response. They are putting in countless hours responding to the many questions and needs of the Waupaca County community. As a DHHS team, we thank them for their selfless dedication to keeping the community informed and engaged in safe practices in order to keep our whole community healthy!

The Waupaca County Public Health Officer, along with other Public Health Staff, is participating in all necessary and beneficial virtual meetings and telephone calls to receive the most updated information regarding COVID-19. Updates are provided daily on the [Waupaca County Public Health Services Facebook](#) page as well as the [Waupaca County Website](#).

### PROGRAM ASSISTANT

Public Health Program Assistant is working from the office daily. Relief is still being provided to the agency's front desk operations and back up support to Birth to 3 functions, as well as typically scheduled tasks including: filing, public health mail distribution, immunization mailings and managing immunization stock.

Daily work flow is very unpredictable; answering and triaging all calls into public health, collecting and distributing faxes as they come in, type documents and create spreadsheets for nursing, these are just some of the daily tasks since work flow has shifted due to COVID-19 accommodations.

Since most staff in public health are working remotely, extra support for them has been needed. Some tasks have been- scanning and emailing faxes and incoming mail, sending out mailings for Healthy Beginnings and Environmental Health, and taking inventory for WIC and donated formula. Communication has been increased with these programs to obtain needed instruction for the extra tasks.

Due to the pandemic situation, other daily and extra tasks have been instructed. Some of these have been: daily COVID-19 spreadsheet and map updates, inventory of supplies, community distribution of necessary supplies, create current long term care contacts database, and frequent cleaning of common areas- including printer room, PH lobby, and other areas as needed.

### PUBLIC HEALTH NURSING

The nursing staff continues to work in the response to COVID-19, along with follow up to all other reportable communicable diseases. Contact tracing is initiated with any positive case along with daily symptom monitoring. Pending/Presumptive cases are contacted to review self-isolation and self-monitoring guidelines while waiting for test results. Cumulative reports for both positive and negative COVID-19 results are ran daily in order to update the community on Waupaca County standings.

Nursing has coordinated communication efforts with many community partners, including but not limited to: ThedaCare, Long Term Care Facilities (LTCF), Emergency Medical Services (EMS), local businesses, and school nurses. Public Health and Emergency Management (EM) will be coordinating all critical needs of personal

protective equipment (PPE) for Hospital, LTCF, EMS, Ambulatory Care Clinics, Law Enforcement, Fire, Emergent Dentistry, Health Departments/Health and Human Services, Funeral/Mortuary Services, and the Coroner/Medical Examiner.

Many community calls are received by the nursing staff daily for clarification and direction on the most up to date COVID-19 guidance. This guidance evolves daily as is learned by participating in local, regional, and statewide calls/webinars which continue on a weekly basis. The Nursing team, EM, Preparedness Coordinator, and the Health Officer meet many times during the week for updates. These interactions keep everyone prepared for any new response/coordinated efforts needed. Last, nursing staff has a nurse on call, 7 days per week. To date, all nurses have been taking calls on off hours to enhance community efforts to combat COVID-19.

### **WIC (WOMEN, INFANTS, AND CHILDREN)**

WIC Staff are working in the office, with one staff member being on maternity leave until the end of September. Families on the WIC Program are calling the **Main WIC Office number 715 258 6391** and leaving messages with their name and phone number. WIC staff are checking phones throughout the day. WIC Appointments and Benefit Issuance are continuing to be managed over the phone and we continue to follow WIC clinic schedules that are in place.

Signs have been placed at our Satellite clinics, New London Trinity Lutheran Church, and Clintonville Community Center, directing families to call the main WIC office for questions, and to set up apt. and benefit issuance. The message reads, **“WIC is closed due to COVID-19 until further notice. We are still doing Appointments and Benefit Issuance via phone. PLEASE CALL 715-258-6391 and leave a message”**

We are offering breastfeeding support and supplies through phone conversation and curbside pick-ups at the County building, if breastpumps or supplies are needed we can also arrange a drop off at the family's home.

We have started to notice an increase in our WIC Caseload. Due to many factors affecting families' lives at this time, we anticipate to see a continued increase in families seeking WIC services.

For now, the WIC program will continue to work to serve our population through remote services; this is due to a waiver that has been granted to all WIC programs in the United States through the USDA until at least September 30<sup>th</sup> 2020, with the possibility of extending into the year 2021.

### **HEALTHY BEGINNINGS**

All case managers are working remotely full-time to provide case management services via phone or Zoom. These services include providing developmental information and support, providing emotional support, connecting families to resources, and participating in team meetings with other agencies/providers. Each case manager has a caseload of 15-20 families. Case managers are following telehealth guidelines to protect client confidentiality.



Case managers generally work with families who have a child in the age range of birth to five but are also providing support for prenatal clients. The Public Health Nurses--who usually work with prenatal clients--are currently focused on the COVID-19 response. The Healthy Beginnings program is still accepting and enrolling new referrals. Case managers are also continuing to participate in program and committee meetings.

### **COMMUNITY HEALTH EDUCATOR / PH EMERGENCY PREPAREDNESS COORDINATOR**

This staff member is working remotely and has use of a work laptop and cell phone in order to ensure the best continuity of operations. Current roles are: providing community education through the Waupaca County Public Health Facebook page, creating a daily situation report that is posted on the county website, and creating and communicating signage for use at grocery stores, parks, boat landings, etc. Other duties include participation in local, regional, and statewide calls centered on communication, planning, and preparedness. This staff member has created documentation under the Incident Command System (ICS) to provide structure for public health staff within this global pandemic. Coordination of all critical needs of personal protective equipment (PPE) for Hospital, LTCF, EMS, Ambulatory Care Clinics, Law Enforcement, Fire, Emergent Dentistry, Health Departments/Health and Human Services, Funeral/Mortuary Services, and the Coroner/Medical Examiner. Additionally performing contact tracing and disease investigation for COVID-19 and updating the Waupaca County pandemic plan to include considerations for COVID-19.

### **ENVIRONMENTAL HEALTH (EH)**

Environmental Health staff are conducting limited field work with COVID-19 precautions and safety practices in place. Field work includes annual inspections, pre-inspections for new permits and high priority water system inspections/water sampling.

EH staff continues to receive and follow-up on general complaints and food safety concerns.

EH staff are working with permit holders, business owners and operators to communicate current COVID-19 related best-practice recommendations.

The Waupaca County Environmental Microbiology Laboratory (WCEML) has resumed full activities and is accepting water samples from the public.

### **QUESTIONS?**

DHHS Board member questions relating to COVID-19 and Public Health's operations can be directed to Public Health Officer Jed Wohlt.

Email: [jed.wohlt@co.waupaca.wi.us](mailto:jed.wohlt@co.waupaca.wi.us)

Phone: 715-258-6389 (office)

715-281-4835 (work cell)

920-284-5166 (personal cell)

## FAMILY AND COMMUNITY SERVICES

Regular updates and guidance from the Wisconsin Department of Health Services are received and implemented while serving children with special needs. Shawna attended the National Child Welfare Conference; the child welfare workforce provides services and supports to keep vulnerable children, youth, and families safe, stable, and healthy. This year's conference focused on the workforce- child welfare work is difficult; demanding caseloads, lots of uncertainty, life and death decisions, trauma for children and families, traumatic stress, external oversight and scrutiny. Address workforce issues with multiple strategies based on principles of equity, tolerance, respect, and diversity. Workforce development efforts matter; employers should consider: job analysis and position requirements, education and professional preparation, recruitment and screening selection, incentives and work conditions, professional development and training, organizational environment, and supervision and performance management, Effective practice and an effective workforce create positive outcomes for our community.

### **CHILDREN'S COMMUNITY OPTIONS PROGRAM (C-COP)**

Regular contact has been made with families in the CCOP program to ensure health and safety. The CCOP budget continues to be monitored closely; 95% of the budget has been spent through September. Measures have been taken to stop spending from this account, we have changed funding sources where appropriate. CCOP funds can be used to pay for a variety of things such as diapers, wipes, respite for families, conferences, adaptive equipment and more. The CCOP Manual is used to holistically guide each family's unique goals. CCOP is a flexible funding source, it is important that we continue thinking about how to best support CCOP families while maintaining the budget. The CCOP Advisory Committee meeting was cancelled because there was not a quorum; we will meet again on October 23, 2020 (we are not able to hold this meeting if there is not a quorum).

### **CHILDRENS LONG-TERM SUPPORT PROGRAM (CLTS)**

CLTS is flexible during COVID19, working to meet individual family needs above all else. Case managers are connecting with families more than ever to ensure needs are met. The State connected with Waupaca County CLTS case managers asking for their input to share with the rest of the State as our CLTS case managers are able to meet family needs creatively through the CLTS program. Waupaca county CLTS case managers are excellent representatives of the program and experts in identifying, and meeting, family needs creatively. The State shared examples of Waupaca County CLTS superior case management in their latest teleconference

### **MENTORING**

The mentor program is providing face-to-face service to all of the youth they serve, spending as much time as they are able outdoors. The mentor program works to meet identified goals set by the youth and focus on finding natural connections in the community. Shawna interviewed a second round of applicants for the vacant full time mentor position, an offer has been extended.

### **COORDINATED SERVICES TEAMS PROGRAM (CST)**

CST staff continue to provide support remotely through Zoom and will meet face to face with families, per family request. CST was given a \$25,000 grant; \$20,000 to be spent on basic needs for families enrolled in the program and \$5,000 for infrastructure development (staff equipment/training). This grant money was spent in full by the deadline of September 30. Staff worked closely with families to identify needs. The grant paid for childcare, rent, utilities, and gift cards for recreations and basic needs. Shawna is working to revamp the Coordinating Committee with a focus on community partners and working to build a “System of Care” for all youth in our communities.

### **BIRTH TO THREE INTERVENTION PROGRAM**

Birth to Three continues to provide services within the homes. We are experiencing more positive cases or quarantines as we complete our COVID screener. This will continue to be monitored in case we need to move more families into telehealth. At this time families are receiving telehealth when visits cannot be completed face to face due to a failed COVID screen.

### **QUESTIONS?**

Please email or call Shawna Hansen, Family and Community Services Manager:

Email: [shawna.hansen@co.waupaca.wi.us](mailto:shawna.hansen@co.waupaca.wi.us)

Phone: (715) 258-6376

2020 DHS Staffing Changes					
Unit	Position	Name	Notes	Start Date	Effective Date
Administration	Director	Chuck Price	Resigned		4/17/2020
Administration	Deputy Director	Shannon Braden	Resigned		4/17/2020
Administration	Director	Ted Phernetton	New Hire/Returning		8/17/2020
ADRU	Adult Connection Specialist	Amy Temby	New Position		1/2/2020
ADRU	Benefit Specialist	Megan Martin	New Hire		2/3/2020
ADRU	Nutrition Site Manager-Clinntonville	Brooke Mentzel	New Hire		3/2/2020
ADRU	Nutrition Site Manager-Manawa	Brogan Bartel	Resigned		3/12/2020
ADRU	APS Social Worker	Dalton Conner	Terminated		6/22/2020
ADRU	Nutrition Site Manager-Clinntonville	Brooke Mentzel	Resigned		8/28/2020
ADRU	ADRC Unit Manager	Leah Klein	Resigned		9/8/2020
ADRU	Adult Connection Specialist	Amy Temby	Resigned		9/10/2020
Behavioral Health	CCS/CSP Supervisor	Tina Lintner	New Hire		1/27/2020
Behavioral Health	AODA Counselor	Rebecca Green	Retirement		8/27/2020
Behavioral Health	Crisis Case Manager	Alaina Vallafsky	new position CST case manager		9/8/2020
Behavioral Health	Psychiatric Nurse	Sonja Telin	Resigned		9/28/2020
Behavioral Health	Supervisor	Sherri Nichols	Resigned		10/2/2020
Business Office	Administrative Services Manager	Lana Draeger	Retired		1/2/2020
Business Office	Program Assistant	Amanda Bruette	New Hire		2/10/2020
Business Office	Administrative Services Coordinator	Liz Wagner	New Position		3/16/2020
Business Office	Receptionist	Stacie Flease	New Hire		3/30/2020
Children & Families	Access & Community Response SW	Kayla Libby	New Hire		1/6/2020
Children & Families	Parent Aide	Khyler Gryer	New Hire		1/24/2020
Children & Families	Initial Assessment SW	Brooke Peterson	Resigned		7/3/2020
Children & Families	Ongoing CPS Social Worker	Sidney Dombrowski	New Hire		8/10/2020
Children & Families	Access Social Worker	Catherine Campbell	Retired		8/21/2020
Children & Families	Youth Justice Social Worker	Crystal Farrell	Resigned/returned		9/4 - 9/14/2020
Children & Families	Foster Care Coordinator	Dustin Koury	Resigned		9/18/2020

Children & Families	Manager	Alisha Haase	Resigned	9/25/2020
Children & Families	Social Worker	Brittany Shellenberger	Resigned	9/25/2020
Economic Support	Economic Support Specialist	Sonda Koplien	Resigned	1/3/2020
Economic Support	Economic Support Specialist	Mary Bork	New position Account Tech	2/1/2020
Economic Support	Economic Support Specialist	Roberta Ludwikowski	New Hire	3/2/2020
Economic Support	Economic Support Specialist	Eliannette Chapa	New Hire	3/9/2020
Economic Support	Economic Support Specialist	Liz Wagner	New Position Admin Coord.	3/16/2020
Economic Support	Economic Support Specialist	Sonda Koplien	New Hire-PT/Returning	7/1/2020
Family & Community Svc	CST Case Manager Part-time		Continuous Recruitment	
Family & Community Svc	Mentor	Matt Rohan	Resigned	8/6/2020
Family & Community Svc	CST Case Manager	Chole Manteuffel	New Hire	8/10/2020
Family & Community Svc	CST Social Worker	Stephanie Suchowski	Resigned	9/8/2020
Family & Community Svc	CST Case Manager	Alaina Vallarskey	New Position	9/8/2020
Fiscal Services	Account Technician	Mary Bork	New Position	2/1/2020
Fiscal Services	CCS Support Technician	Brenda Rice	Retired	2/13/2020
Public Health	Environmental Health Specialist	Emily Narel	New Hire-PT	3/27/2020
Public Health	Public Health Nurse	Rhonda Christians	Retired	8/21/2020
Public Health	Public Health Nurse	Kristy Berrens	New Hire-PT	10/5/2020

September 10, 2020

Dear Sherrie,

Please accept this letter as my resignation from Waupaca County. Although it has been a hard decision, and I leave behind many great memories and experiences, I feel it is best for me at this time. I have accepted a position that is close to home, which will eliminate the long commute for me.

My last day will be September 25, 2020. I am glad I was a part of Waupaca County DHHS, and will always remember my time here with fondness.

Thank you for everything throughout the years. I wish you and Waupaca DHHS all the best.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sonja Telin', written in a cursive style.

Sonja Telin



# *Waupaca County*

## *Department of Health and Human Services*

*Ted Phernetton, Director*

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September 8, 2020

Alisha, Cristin, Ted, Mandy, and DHHS Committee:

This letter is to inform you that I am resigning from Waupaca County Department of Health and Human Services. My last day of employment will be 09/25/2020. I have accepted a management opportunity at another agency that has a leadership team that is passionate about reinventing the child welfare system to be trauma informed, prevention based, and family focused. In addition, this agency will provide opportunities that better meet the needs of my family, as they offer the ability to work from home as needed, unlimited paid vacation, and it is a shorter commute for me.

During my time at Waupaca County, I was honored to be a part of an agency that recognized the importance of trauma informed care, keeping families together using innovative programs and approaches, and treating the people we work with as humans. There have been a number of changes throughout 2020, and unfortunately these changes have shared a message that the traditional Child Welfare model is what is desired to be practiced; I do not believe this is what is best for the families we work with.

There are amazing employees at Waupaca County who continue to do the difficult but rewarding work of practicing trauma informed care despite challenges they face when attempting to partner with other agencies and the community. I will miss my wonderful coworkers dearly.

I am extremely grateful for the opportunity to work for Waupaca County not once but twice in my career, as I do believe my time here has made me a better social worker and leader.

Respectfully,

A handwritten signature in cursive script that reads 'Brittany Shellenberger'.

Brittany Shellenberger, CAPSW  
Children and Family Services Ongoing Social Worker  
Waupaca County Department of Health and Human Services