

WCDHHS Board Meeting Minutes
April 7, 2021
Waupaca County Courthouse
Room LL42
Waupaca, WI 54981

This meeting was conducted under the Waupaca County Resolution #8 (2020-2021).

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, Liz Wagner, Erica Becker, Megan Hintz, Gabby Van Gompel, Amanda Welch

Public Present: none

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

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

Motion by Lehrer, second by Golding, to approve the minutes of the March 3, 2021 meeting; with the correction of the date change at the top of the document. Motion carried without negative vote.

Public comment: none

Program Presentation: CPS- Gabby Von Gompel presented the Child Protective Services (CPS) unit, she provided a PowerPoint and additional supporting documents. She highlighted all of the services this unit provides, from the intake to longevity of cases.

1. General Board Business

- a. Worker's Comp updates- Amanda Welch, HR director gave a brief presentation and update on claims made in the last five years within DHHS, what potentially caused the claims, and what costs were incurred. There was a brief discussion on remote work and how this could potentially affect worker's comp.
- b. Board Member 3-year Term Appointment-Judy Olson- Motion was made by Craig to reappoint Judy Olson as a citizen member to the DHHS board, second by Lehrer. Motion carried without negative vote.
- c. Public Health-Covid-19 Updates- Jed Wohlt provided updates on disease and vaccination numbers.
- d. Advisory Committee Reports/Updates

2019 Annual Report

Waupaca County Department of Health and Human Services

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

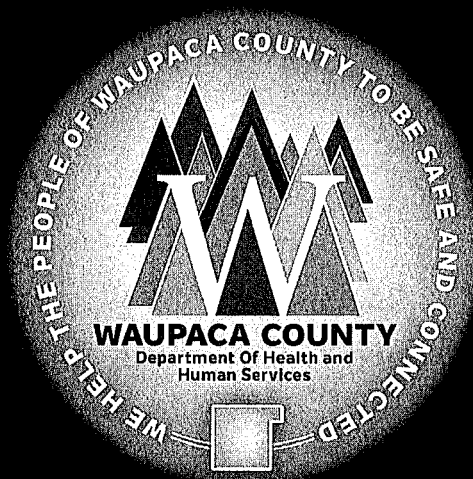
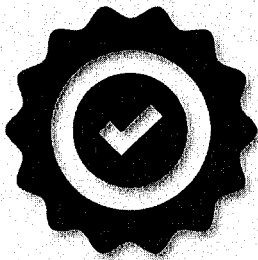


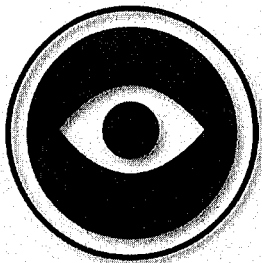
Table of Contents

Vision & Values	3
Organizational Chart.....	4
Unit Reports	5
Aging & Disability Resource Unit	5
Behavioral Health Services	6
Business & Financial Services	7
Child & Youth Services	8
Economic Support Services	9
Family & Community Services	10
Public Health.....	11
Trauma-Informed Care	15
Agency and Program Contact Information	16

Vision, Values & Volunteers



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

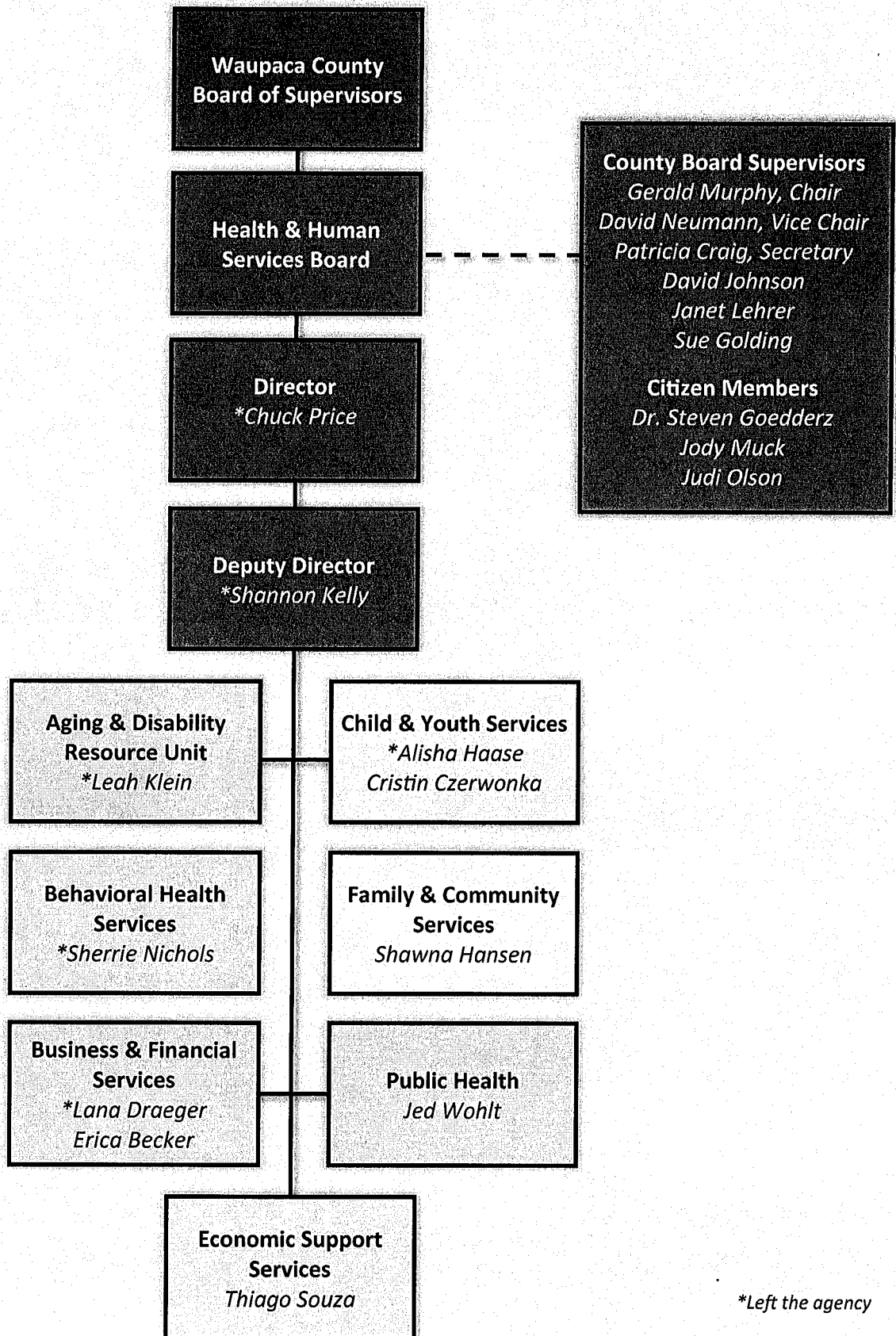


Our Values: The services and engagement we provide meet the standard of compassion we would want for our own families. We understand many of the needs experienced by our community are the result of adversities people have experienced, and so we ask, "What happened to you?" not "What's wrong with you?"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



Our Volunteers: Waupaca County has a dedicated and compassionate group of citizens that volunteer their time, talents, and resources to help those in need. Volunteers donated **15,911.5** hours of their time and drove **516,895.4** miles in 2019. Currently, the Volunteer Program in Waupaca County connects Volunteers to opportunities in Adult Protective Services, Nutrition Program, Volunteer Driver Transportation Program, Office Assistance, and more! It is estimated that Waupaca County Volunteers saved taxpayers **\$404,629.46** in in-kind time donation and **\$30,258.66** in in-kind mileage reimbursement for a total taxpayer savings of **\$434,888.12!**

Organizational Chart



Aging & Disability Resource Center

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

Information & Assistance staff helps older adults and adults with disabilities to determine their needs and find services and programs that are available in their area to meet their specific needs. In 2019, the ADRU expanded a part-time Information & Assistance Specialist position to full-time due to the elimination of the two contracted Community Living Specialist positions as a result of lost state grant funding. Also, the Information & Assistance Specialist staffing structure changed from three 3 full-time staff that rotated intake shifts, to three full-time staff operating in the field (meeting people in their homes), and the new full-time staff responding to intake calls permanently. This change has increased efficiency substantially.



Staff completed **314** Adult Long-Term Care Functional Screens.

Adult Protective Services is the fastest growing program within the ADRU. Two full-time Adult Protective Services Social Workers respond to reports of Waupaca County adults and elders who are potentially being abused, neglected, financially exploited, or who are participating in self-neglect.



Social workers investigated **391** reports of adult/elder abuse, neglect, self-neglect, & financial exploitation; **202** of those instances were new investigations.

Disability & Elder Benefit Specialists serve individuals who need assistance navigating the complicated systems of public and private benefits. Benefit Specialists also advocate for individuals during appeals processes with the help of supervising attorneys at the state level. State operated databases experienced a merger that did not allow for the collection of Benefit Specialist program participation data for 2019.

Waupaca County Elderly Nutrition Program:

- **The Senior Dining Program** saw continued decrease in program interest and participation from 2018 to 2019. When asked, Waupaca County seniors cite busy schedules, not feeling like a “senior”, and other reasons for not being interested in the program. For those seniors who do participate, they appreciate not only the daily fresh meal but also the socialization and comradery that occurs at each site.
- **Home-delivered Meal Program** staff reviewed eligibility criteria and implemented thorough initial screenings to ensure that individuals who received home delivered meals were essentially homebound and unable to prepare meals for themselves.



Senior Dining

16,148 meals

407 individuals served



Home-Delivered Meals

38,711 meals

328 individual served

Transportation: WCDHHS received a WI Department of Transportation Grant to make the Volunteer Driver Transportation Program possible. In 2019, Volunteer Drivers drove **464,725.3** miles and made **11,130** one-way trips to non-emergency medical appointments, shopping, nutrition, and other destinations. Because of these volunteers, **418** seniors and individuals with disabilities made it to dialysis, cancer treatment, grocery stores, family weddings, funerals, and so much more.

Behavioral Health Services

Behavioral Health offers outpatient mental health and alcohol & other drug (AODA) counseling. Outpatient therapy and AODA counseling can include referrals to a psychiatrist for medication evaluation. No one is denied access to services due to inability to pay. Behavioral Health utilizes a discounted/sliding fee schedule. In 2019, **217** clients were served through Outpatient Services, which were provided by three full-time psychotherapists and one part-time psychotherapist; **339** clients were enrolled for Psychiatric and Medication Management Services, which were provided by three part-time psychiatrists and one Registered Nurse.

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



The SSTOP Program served **41** individuals.



The OWI Program completed **230** assessments.

Comprehensive Community Services (CCS) is a wrap-around program that supports clients of all ages who have mental health and/or a substance use disorder diagnosis. The clients in this program need a higher level of care than traditional outpatient services can provide. Four part-time and three full-time staff provided these services.



The CCS Program served **51** clients in 2019.

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



CSP served **33** clients during 2019.

Crisis Intervention had a fully dedicated crisis team of four full-time staff in 2019.



Crisis Calls

534 received in 2019



Emergency Detentions/Involuntary Inpatient Hospitalizations

Occurred **59** times

Business & Financial Services

Business Services:

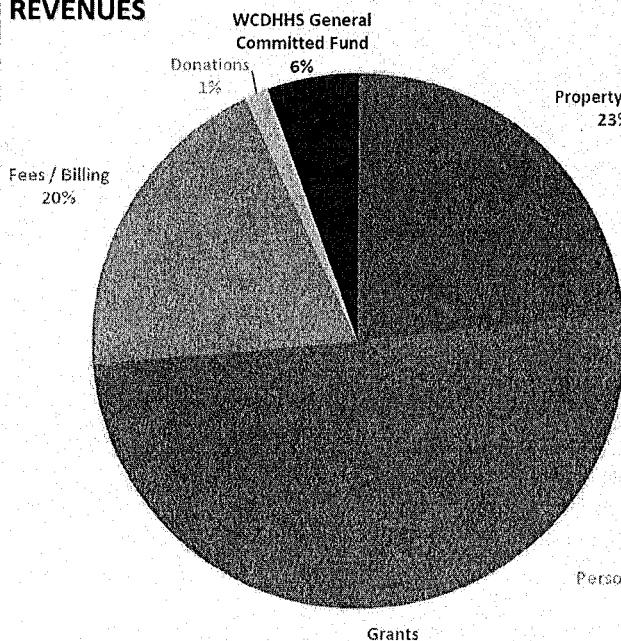
Staff are responsible for the front-line operations of DHHS. These are the first staff to greet visitors, whether over the phone or in person, at the reception counter of DHHS. Two full-time staff, plus a manager, have been continuously working on customer service skills using trauma-informed care principles to support customers and co-workers in feeling safe and connected. In addition to being the first contact for DHHS, staff in this area work with various units for client registration for service eligibility, service data entry, purchasing, daily mail, scheduling, typing, filing, photocopying, and various other clerical needs of staff.

- Staff members work closely with the County's Finance Department, with one position working with the Finance Department in daily mail operations. This employee also serves as liaison between DHHS and the Finance Department in DHHS purchasing needs.
- The unit is supervised by the department's Office Manager. The Office Manager is also Assistant to the Director of DHHS, Secretary to the Health and Human Services Board, and Client Rights Specialist.

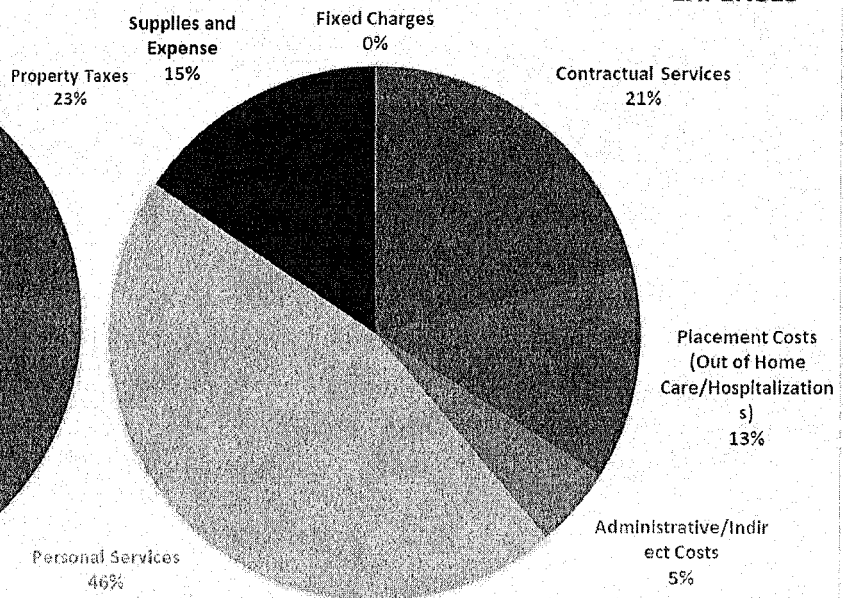
Financial Services:

All DHHS financial transactions are handled by Financial Services, which remains focused on resource utilization to optimize the services available to help the people of Waupaca County be safe and connected. In 2019, the budget reflects another year of costly expenditures related to placement costs (out of home care/hospitalizations). DHHS remains committed to make fiscal decisions focused on providing services, which encourage natural supports of clients, and builds family resiliency for the future. By utilizing non-traditional, family-centered services, DHHS will continue to explore and support prevention-based services that avoid traumatizing and re-traumatizing individuals while minimizing the use of reactionary, deep-end services, such as residential or out-of-home care.

REVENUES



EXPENSES



Child & Youth Services

Child & Youth Services is made up of a variety of programs including Foster Care and Kinship Care, Child Protective Services, and Youth Justice. In 2019, Child & Youth Services filled two vacant Ongoing Child Protective Services worker positions. A new parent coach position was recruited for and filled. The parent coach position is intended to help families that are involved in Ongoing Child Protective Services cases to help advocate for their needs and build healthy relationships within families. This was the last year for the Innovation Grant, which supported the youth justice population, and the In Home Safety Support Funding, which assisted families in maintaining a safe home environment for their children.

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



Reports

724 reports were received.



Assessments

196 safety assessments were completed.

Outcomes

- ⇒ **29** of the completed assessments were substantiated for abuse or neglect.
- ⇒ **13** were found to be in need of services.
- ⇒ **25** families received Ongoing Protective Services.

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



- ⇒ **14** children who were removed from a parent's care and entered Out of Home Care.
- ⇒ **24** children who were discharged from Out of Home Care and returned home or reached permanence through another method.
- ⇒ **46** children who were being served through Kinship Care—**37** of these placements were voluntary kinship placements.

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



- ⇒ **138** Youth Justice referrals were received.
- ⇒ **29** youth were served through Youth Justice ongoing cases.

Economic Support Services

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



- ⇒ Economic Support served an average of **5,180** cases per month.
- ⇒ Waupaca County's timeliness average for applications processed in 2019 was **98.35%**

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



- ⇒ ECIMP received **191,073** calls, a decrease of 10,564 calls from 2018.
- ⇒ The answer rate was **89.30%**.
- ⇒ The average wait time was **5.93** minutes.

Health Care:

The table below shows the number of individual cases served per month in 2018 and 2019. An average of **4,996** cases of health care were served per month in Waupaca County.

Program	2018	2019	Change
BadgerCare	3,036	2,979	-57
Elderly, Blind or Disabled living in their own homes	965	1,019	+54
Long Term Care-Total	1,032	999	-33
Nursing Home residents	643	569	-74
Family Care, including IRIS and Partnership	389	430	+41



FoodShare

- ⇒ An average of **2,089** households were served.
- ⇒ The total FoodShare issued was **\$4,585,396**.
(- \$182,406 from 2018)



Other Programs

- ⇒ Overall enrollment for Medical Assistance was **4,919** cases.
- ⇒ Waupaca received **451** applications from the Marketplace.
- ⇒ **\$396,593.22** was issued in childcare subsidy payments to child care providers.



Energy Assistance

- ⇒ **2,161** households received Energy Assistance totaling **\$1,284,778**.
- ⇒ **257** households received LIHEAP Crisis Assistance totaling **\$69,646**.
- ⇒ **57** households received furnace repairs totaling **\$19,126**.
- ⇒ **41** households received furnace replacements totaling **\$150,465**.

Family & Community Services

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

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

158 children were referred for Birth to 3 services.



69 qualified & accepted services.

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



94 youth and families were served through CCOP.

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



The CLTS program served 65 youth and families.

The Coordinated Services Team (CST) Program provides a wraparound teaming process which brings together formal and informal supports that will assist a family in creating and achieving their family's goals. To be eligible, a child must have a mental health diagnosis; are in, or are at risk for, out of home placement; are involved in two or more service programs (special education, juvenile justice, mental health therapy, etc.); current or past services are not working; and most importantly, the family is willing to be involved in the team process.



25 children and their families were served through the CST program.

The Mentoring program is designed to provide one-on-one guidance to youth in need of positive connection. The mentor/mentee work on a variety of individual goals set by the youth and their team. DHHS mentors focus on empowering the youth by providing guidance, support, and stability; ultimately finding natural supports to transition from the formal relationship of mentor/mentee. In 2019, Waupaca County employed two full-time mentors; a full-time case load serves 8-10 youth.

Public Health

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

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

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



- In 2019:**
 - ⇒ **1,074** people participated: 296 women, 232 infants, & 546 children under the age of 5
 - ⇒ Averaged **661** individuals served each month
 - ⇒ **93** blood lead screenings
- ⇒ Over **345** families participated in the Farmers Market Nutrition Program; **\$5,870** were redeemed for fresh fruits & vegetables at local farm markets
- ⇒ **\$464,734** total dollars redeemed at local grocery stores

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

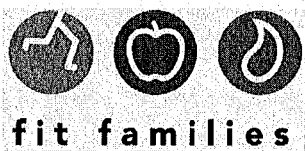


75.6% of women in WIC initiated breastfeeding with their newborn infants.

Out of all infants enrolled in WIC:

- ⇒ **50.0%** were exclusively breastfed for 1 month, which is above the state average of 37.6%.
- ⇒ **37.5%** were exclusively breastfed for 3 months, which is above the state average of 27.2%.

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



- ⇒ **59** children were actively enrolled in 2019.
- ⇒ Evaluation results have proven an increase in fruit & vegetable consumption and physical activity and a decrease in juice consumption & TV viewing.
- ⇒ After completing the program, Waupaca families gave a **4.8** out of a possible 5 as being highly satisfied with their participation in Fit Families.

Public Health

Healthy Beginnings is a free, voluntary home visitation program that offers information & support to expectant parents and parents of infants or young children. During the prenatal phase of the program (also referred to as Prenatal Care Coordination or PNCC), a Public Health Nurse provides information on prenatal care, labor & delivery, breastfeeding & nutrition, and comfort measures for mother and child. During the birth to 5 phase of the program, a trained home visitor provides support in the areas of the parent-child relationship, child development, and family health & safety. Information on community resources is also provided. In 2019, Phase 1 received 30 referrals and Phase 2 received 64 referrals.

Phase 1:



30 expectant mothers were referred for services.



Three Public Health Nurses served 13 clients who accepted the program.



Public Health Nurses had 65 hours of face-to-face contact & 119 total contacts with families.

Phase 2:



Three case managers served 78 families, including 30 new families.



Case managers had 1,739 hours of face-to-face contact & 4,155 total contacts with families.



96% of families enrolled in the program had no substantiated report of abuse/neglect.

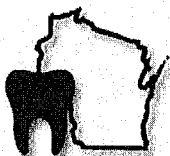


18 adults & 20 children attended 2 parenting groups; 35 adults & 38 children attended 3 social groups.

From the 2019 Client Satisfaction Survey (28 total surveys):

Survey Item	% of Families who <u>Agree</u> or <u>Strongly Agree</u>
I trust my home visitor.	100
My home visitor motivates me to keep me, my baby & my family safe.	100
I would recommend this program to a friend.	100

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



In 2019, the Waupaca County Healthy Smiles program:

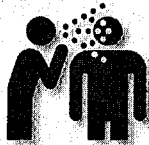
- ⇒ Provided a dental screening and education to **2,741** children.
- ⇒ Placed **12,496** sealants on **1,116** children.
- ⇒ Provided fluoride treatments to **2,696** children.
- ⇒ Referred **418** children for dental care.

Public Health

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



45 postpartum referrals



710 cases of communicable disease follow-up



507 immunizations provided



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

Other initiatives include:

- ⇒ Amish community conversations
- ⇒ Breastfeeding Walk
- ⇒ Get Yourself Tested Grant & events
- ⇒ Collaboration with local medical providers
- ⇒ Employee flu clinics
- ⇒ Two rotations of UW-Oshkosh Student Nurses
- ⇒ Mass Immunization Clinic
- ⇒ Middle School Career Fair
- ⇒ Cap Services onsite presentations at senior villages
- ⇒ Waupaca Library becoming a breastfeeding friendly location

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



Grants awarded for drug lockboxes, STD education and testing, community conversations, and an opioid misuse awareness campaign



Participate in and facilitate the Living the Waupaca Way Coalition (nutrition and physical activity) and the Waupaca Recovery Coalition (recovery from alcohol and drug use)



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



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

Public Health

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



Licensing & Inspections

- ⇒ **529** facilities were licensed:
restaurants, retail food operations, lodging facilities, mobile home parks, public swimming pool/spa/water attractions, campgrounds, tattoo/piercing establishments, and recreational camps
- ⇒ **541** retail food/recreational facility inspections conducted
- ⇒ Responded to **33** complaints for licensed facilities
- ⇒ **0** retail food facility foodborne illness outbreaks

27

Responses to
environmental health
hazards/situations



Drinking Water

- ⇒ Analyzed **452** water samples for public water systems for bacteria, nitrate, or nitrite
- ⇒ Performed **36** public water system sanitary surveys
- ⇒ Performed **130** level one well assessments and **7** level two assessments
- ⇒ Coordinated corrective actions for **10** public water systems with bacterial violations and **5** with nitrate violations
- ⇒ Processed **667** water samples
 - ◇ **430** Bacteria samples
 - ◇ **207** Nitrate samples
 - ◇ **29** Arsenic samples processed from private systems
 - ◇ **1** Nitrite sample processed for TN system(s)

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

- ⇒ Staff attended the following conferences to learn from state and national leaders:
 - ⇒ National Preparedness Summit
 - ⇒ Governor's Conference on Emergency Management
 - ⇒ Wisconsin Public Health Association
- ⇒ Staff participated in countywide long-term care preparedness workgroups, functional exercise planning, and local and countywide emergency planning committees
- ⇒ Staff held active membership in Fox Valley Area HealthCare Coalition meetings
- ⇒ Response and coordination of resources with the July 2019 derechos



Funded a Homeland Security Exercise and Evaluation Program (HSEEP) consistent Immunization Program Functional Exercise at the Clintonville Public School District in October using Incident Command System (ICS). Seasonal influenza vaccine was administered to **251** students.

Trauma-Informed Care (TIC)

WHAT IS TRAUMA INFORMED CARE?

Trauma-informed care (TIC) is a model for understanding and compassionately serving people who live with, or are affected by, the consequences of toxic stress or trauma. First, by acknowledging the role that trauma has played in their health, behaviors, and relationships. Secondly, by providing services and support in ways that do not blame or re-traumatize a person in need. Trauma-informed practices are rooted in empathy.

-From Resilient Wisconsin

OUT TIC PRINCIPLES

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

2019 Highlights

January 2019: The TIC Reboot Committee was created. The goal was to continue to discuss and implement TIC within the walls of DHHS and support staff in feeling safe and connected. The Committee met monthly.

- ⇒ From the TIC Reboot Committee, sub committees were formed including New Employee Mentor Program, Trauma Stewardship/Self Care, and TIC Day Planning Committee.

May 2019: The TIC Reboot Committee hosted a TIC day in honor of Governor Evers' Implementation of Trauma Informed Care Awareness Month.

- ⇒ Snacks and beverages were provided for DHHS visitors, as well as a questionnaire asking for examples of DHHS staff being trauma informed.
- ⇒ Staff were encouraged to use self-care tools such walking breaks, mindfulness activities, and healthy snacks.

June 2019: The TIC Peer Group was created. The peer group meets the last Thursday of every month during the lunch hour. This group is a facilitated conversation amongst peers to discuss self-care, self-compassion, work-life balance, etc.

September 2019: A TIC Recharge half day occurred for all employees of DHHS. There were breakout sessions including a Social Styles activity, meditation, and team building.

October 2019: The TIC Committee started having a presence at the All Agency Meetings by presenting something trauma informed.

Throughout 2019: The Mentor Program came up with guidelines and an application process. The final stage had not come to fruition in 2019 with the hopes of it continuing in 2020.

The DHHS lobby was renovated to be more inviting to visitors. Updates included a new registration counter, new seating, paint, and wall hangings.

Contact Information

Aging & Disability Resource Unit

715-258-6400

adrc@co.waupaca.wi.us

Behavioral Health Services

715-258-6305

Business & Financial Services

715-258-6300

Child & Youth Services

715-258-6300

Economic Support Services

1-800-256-4563

Family & Community Services

715-258-6300

Public Health

715-258-6323

publichealth@co.waupaca.wi.us

General Contact Information

715-258-6300

wcdhhs@co.waupaca.wi.us

Waupaca County Committee on Aging
Tuesday March 30, 2021
10:00 am
Waupaca County Courthouse
811 Harding Street, Waupaca WI 54981
County Board Conference Room

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: Bob Appleby, Mary Kay Poehlman, Jan Lehrer

Present on Zoom: Nancy Johnson; McKena Schultz, ADRU Intern

Public Present: None

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

Member Absent: Ray Claussen, Judi Olson

Chairperson Jan Lehrer called the meeting to order at 10:02 am and a quorum was established. This meeting was available on Zoom and broadcast on Waupaca County YouTube Channel.

- I. **Adoption of Agenda:** Motion made by Bob Appleby and seconded by Mary Kay Poehlman to adopt the agenda. Motion carried.
- II. **Adoption of Minutes of February 23, 2021:** Motion made by Mary Kay Poehlman and seconded by Bob Appleby to approve the minutes of the February 23, 2021 meeting as printed. Motion carried.

Public Comment: None.

- III. **Waupaca County Aging Plan 2022-2024:** Megan Hintz reported 2022-2024 aging plan will begin and will take place over the next several months. Surveys will be distributed with the spring edition of the Connection, as well as ADRC Facebook page, distributed to home delivered meal participants, mailed to our transportation clients, as well as copy provided in customer shopping bags at a local grocery store. Information collected from the survey will help provide direction for the 202-2024 aging goals.
- IV. **Aging Programs Updates:**
 - a) **Elderly Nutrition Program:** Megan Hintz reported 3-month catering contracts renewed April 1, 2021, with our vendors at the same rate as January-March contract. New London and Clintonville will transition April 4, 2021 to delivery Monday-Thursday. Two meals delivered on Thursday. Megan reported Volunteer Appreciation Celebration would occur the last week in April. Each volunteer will be provided a lunch, along with a personalized thank you video that will be shared with each volunteer. Fox Valley Community Foundation donated to the nutrition program totaling \$20,000. This grant money will be applied to three projects:
 - 1) Providing each HDM participant with five shelf-stable emergency meals.
 - 2) Upgrading equipment needed to keep food safe on the routes.
 - 3) Drivers mileage reimbursement.Megan reported she will be providing an update at the April Committee on Aging meeting of Nutrition Program grant funding which will be carried over from 2020-2021. Megan provided update on voucher program recruitment efforts have begun in Lola, Weyauwega and Marion. Megan reported she will make plans to meet individually with each restaurant that is interested in the program. Megan shared information on the caregiver programs offered at DHHS. Denise Roman, Volunteer Coordinator will be assisting in the programs providing case management and support.

- b) **Transportation:** Melissa Anderson reported that due to Covid-19 the trips continue to be limited to medical appointments, once per week shopping and other essential trips. Participants are calling with short-notice trips to receive Covid-19 vaccines. Janna Taylor, Transportation Coordinator has been able to fulfill all of them.
- V. **Aging & Disability Resource Center:** Melissa Anderson reported that all of our I & A Specialists who were required to take the CST exam passed. Melissa explained the CST test is required for all I & A Specialists who perform Long Term Care Functional Screens. Melissa also reported that as of April 1, 2021, Megan Hintz will be fully operating in her role as Aging Programs Supervisor, and Iris Duran will also be fully engaged in her position as Elder Benefits Specialist. No changes in the Disability Benefits Specialist position.
- IV. **Adult Protective Services:** Melissa reviewed new referrals in March. Adult Protective Services social workers have started collecting information for June's Elder Abuse Awareness month.
- VI. **Regional Aging & Disability Resource Center Update:** Darlene Kramer, Regional ADRC Coordinator reported that Calumet ADRC remains open. Outagamie is looking for a July 6 opening with all staff back. She reported on a technology survey that was done in Calumet County, hopeful the survey will help to understand the educational needs for seniors as it relates to technology.
- VII. **Committee Member Reports of Meetings Attended and General Correspondence:** Jan Lehrer and Mary Kay reported on their attendance at the WCA Steering Committee.
- VIII. **Adjourn:** *A motion was made by Mary Kay Poehlman and seconded by Bob Appleby that we adjourn at 10:48 am. Motion carried.*

Next Meeting: Tuesday, April 27, 2021 - 10:00 am – Waupaca County Courthouse.

Respectfully Submitted,

Pat Huber, ADRC Clerk

Waupaca County Committee on Aging
Tuesday April 27, 2021
10:00 am
Waupaca County Courthouse
811 Harding Street, Waupaca WI 54981
County Board Conference Room

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: Bob Appleby, Mary Kay Poehlman, Jan Lehrer, Judi Olson

Public Present: None

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

Member Absent: Ray Claussen, Nancy Johnson

Chairperson Jan Lehrer called the meeting to order at 10:05 am and a quorum was established. This meeting was available on Zoom and broadcast on Waupaca County YouTube Channel.

- I. **Adoption of Agenda:** Motion made by Judi Olson and seconded by Mary Kay Poehlman to adopt the agenda. Motion carried.
- II. **Adoption of Minutes of March 30, 2021:** Motion made by Judi Olson and seconded by Bob Appleby to approve the minutes of the February 23, 2021 meeting as corrected. Motion carried.

Public Comment: None.

- III. **Volunteer Appreciation:** Megan Hintz reported on the plans for volunteer appreciation. Gift Bags, Reusable Flatware and either lunch or gift cards will be delivered April 30 to volunteers. Megan shared the video created to thank the volunteers. Volunteers will be provided a link to the video to view.
- IV. **Nutritional Program Updates:** Megan Hintz reported with the use of the donation provided by Fox Valley Community Foundation 300 shelf stable meals were purchased for participants of the program. Megan shared information on the new volunteer recruitment program which will begin the week of May 3, 2021 the program will start in Clintonville where there is the biggest need. Megan provided a presentation on the nutrition program looking at 2019 as it compares to 2020 participation and number of meals served.
- V. **Voucher Program Start Date and Recruitment:** Successful meetings held with Hotel Fremont and Silver Lake Lanes who are both interested in the project. Steve & Mary's has submitted their resignation for the HDM program and will be unable to assist with the Voucher Program. Megan shared the recommendation brought forward from the Nutrition Advisory Council, recommending the voucher program will start July 6, 2021 or earlier if program is ready to start. Menu for the Manawa Steakhouse voucher program was also shared. The menu has been set and Manawa Steak House has agreed to provide the meals on Tuesday, Wednesday and Thursday during their dinner hours. A motion made by Mary Kay Poehlman and seconded by Bob Appleby to recommend to the Health and Human Services Board Voucher program to start July 6, 2021 earlier if program is in place and ready to start. Motion carried.
- VI. **Aging Plan Survey:** Melissa Anderson shared 2021 Aging Plan Survey. Information collected from survey will be used in developing Aging Programs goals for Aging Plan 2022-2024.
- VII. **Regional Aging & Disability Resource Center Update:** Darlene Kramer, Regional ADRC Coordinator reported that Nancy Kruger has been holding Virtual Classes and is getting great participation. Darelen reported on

ACL Grant which the Fox Valley Memory Project has applied for. Darlene shared technology survey completed in Calumet County, the goal of the survey to understand the educational needs for seniors as it relates to technology.

VIII. Committee Member Reports of Meetings Attended and General Correspondence: Board Member Mary Kay Poehlman inquired as to how talks are going with the city of Waupaca concerning the vacant building that sits adjacent to the REC Center. Melissa Anderson reported no decision has been made .

IX. Adjourn: *A motion was made by Judi Olson and seconded by Bob Appleby that we adjourn at 11:18 am. Motion carried.*

Next Meeting: Tuesday, May 25, 2021 - 10:00 am – Waupaca County Courthouse.

Respectfully Submitted,

Pat Huber, ADRC Clerk

DRAFT

Waupaca County Nutrition Advisory Council Minutes
Thursday, April 15, 2021
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; Gloria Bigalke; Meri Erickson;

Members Absent: DeAnn Miller; Greta Schroeder;

Others Present: Megan Hintz, Aging Programs Supervisor; Pat Huber, ADRC Clerk; Denise Roman, Volunteer Coordinator/Caregiving Case Manager; McKena Schultz, ADRU Intern;

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 Meri Erickson and seconded by Gloria Bigalke to adopt the agenda. Motion carried.*
- II. **Adoption of Minutes of March 25, 2021 Nutrition Advisory Council Meeting:** *Motion made by Gloria Bigalke and seconded by Meri Erickson to approve the minutes of the March 25, 2021 meeting as corrected. Motion carried.*

Public Comment: None

- III. **COVID-19 & Current Operations Update:** Megan Hintz provided an updated meeting schedule to reflect the schedule agreed upon in the March meeting. ***Please see attached.*** She also handed out the Participation Report for the last four months and the numbers have remained steady. ***Please see attached.*** She reported that Clintonville and New London were able to add Monday as a delivery day, so those participants are now receiving meals four days per week. The shelf stable meals have been ordered and they will begin packaging them next Friday. Megan handed out the menu for the shelf stable meals. ***Please see attached.*** Approximately 200 will be given out now to our current participants and the remaining 100 will be given out as we enroll new participants. Megan also handed out the April menus from each vendor. ***Please see attached.*** Jan Lehrer requested that the NAC be able to receive the menu before the month has started. Megan will provide the menus at each meeting forward for council input and suggestions.
- IV. **Council Membership Update:** Barb Bartel Resignation. Pat Huber, ADRC Clerk, received a phone call prior to last month's meeting from Barb, who said she needed to resign due to family issues. *A motion was made by Gloria Bigalke and seconded by Meri Erickson to accept the resignation and directed Megan Hintz to send her a card of thanks for her service. Motion carried.*
- V. **Volunteer Appreciation Event – Guest Presenter, Denise Roman:** Denise shared the plans for this year, which include a lunch from our vendors that will be packed in a nice thermal lunch bag with our logo on it. Reusable utensils will also be included. Denise and McKena Schultz, our intern, have been working on a virtual tour of Waupaca County. Each volunteer will be given the link to watch the video. After viewing, the staff has made up a virtual treasure hunt that contains 10 questions that were answered in the video. Once the volunteer has answered the questions, they may turn in their answers and will be put into a drawing for a very nice door prize. Each local site manager will be able to assist any volunteers unable to access the internet to view the presentation. Site managers will also be recognizing their volunteers personally.

- VI. **Volunteer Recruitment:** Denise Roman also reported that recruitment in New London has been exceptional, however in the Clintonville area there have been struggles. Since the Clintonville area has been hardest hit with lack of committed volunteers, we will be piloting a referral program. Referral cards will be made up and given to current volunteers to give out to their friends and acquaintances. Should that person turn in their referral card and sign up for driving, after the fourth drive, that new recruit would receive a \$5 gift card. The person who recruited them would also receive a \$5 gift card. Should this work well in Clintonville it could possibly be moved to other sites. Jan Lehrer asked Denise if she would go on County Board Chair Dick Koeppen's radio show to advertise for volunteers. Denise stated she would contact Dick and request to be on his show.
- VII. **Nutrition Program 2019 and 2020 Data Presentation:** Megan Hintz shared a PowerPoint presentation called, "Annual Nutrition by the Numbers." This presentation reviewed our purpose, goals, and how we can use program data to check in with our program's progress each year. *Please see attached.*
- VIII. **Voucher Program Recruitment Update:** Megan Hintz shared that she has a meeting scheduled with Sherry, the manager of Silver Lake Lanes in Scandinavia to present a proposal for Silver Lake to collaborate with us and provide meals using our voucher program. Megan further reported that Steve & Mary's in Marion will also be presented with a proposal to expand their operation to include the voucher program. She reported that a meeting is set up with Hotel Fremont to present the proposal. Megan is awaiting confirmation from the Bridge Bar & Grill, Weyauwega Dairy Barn and the Hitching Post, for a similar meeting. Meri Erickson inquired if it would be possible to have one in Fremont and also Weyauwega as most seniors wouldn't want to travel to another town. Megan replied that absolutely we could have a voucher program in each community if we found willing partners.
- IX. **Voucher Program Operations/Opening:** Megan Hintz reported that the menu has been finalized and was handed out to the NAC members. *Please see attached.* John Smith, owner of the Manawa Steak House is very eager to get started. He would serve suppers on Tuesday, Wednesday and Thursday evenings. Megan asked for a recommendation from the NAC to open this program July 6, 2021. She explained that due to the approval needed from Committee on Aging and DHHS Board before it could be implemented, as well as publicity needed to get it started, July 6 seemed like a good date to focus in on for opening this program. Though the original plan was to reopen all congregate dining on the same date, Megan reported that this would not be feasible due to several factors including lack of volunteers at some sites, local Covid regulations, etc., so a staggered opening may be more feasible. *A motion was made by Meri Erickson and seconded by Dave Steffens to send the recommendation to the Committee on Aging to open the voucher program at Manawa Steak House on July 6, 2021 with the option of beginning at an earlier date should program oversight feel it is possible. Motion carried.*
- X. **Committee Member Reports of Meetings Attended and General Correspondence:** Jan Lehrer reported that she is a member of *Crime Stoppers* and when our congregate sites are up and running, she would like to see an educational program presented by them on Sex Trafficking in our area. She had a suggestion of possible speakers. Megan Hintz thought it was a great idea and made a note of it.
- XI. **Adjourn:** *A motion was made by Meri Erickson and seconded by Gloria Bigalke to adjourn at 2:25 pm. Motion carried.*

Next Meeting: Thursday, May 20, 2021, @ 1:30 pm – Waupaca County Courthouse.

Respectfully Submitted,
Pat Huber, ADRC Clerk



Income Statement

Through 03/31/21
Summary Listing

Classification	Annual	MTD	YTD	Budget Less	% of	Prior Year
	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 Totals	\$736,119.00	\$122,033.22	\$251,049.82	\$485,069.18	34%	\$1,339,253.27
DEPARTMENT 32 - HUMAN SERVICES Totals	\$12,902,658.00	\$369,858.37	\$1,495,414.37	\$11,407,243.63	12%	\$11,774,455.92
DEPARTMENT 35 - ELDERLY SERVICES Totals	\$1,502,171.00	\$246,699.43	\$408,144.03	\$1,094,026.97	27%	\$1,506,026.21
REVENUE TOTALS	\$15,140,948.00	\$738,591.02	\$2,154,608.22	\$12,986,339.78	14%	\$15,481,727.92
EXPENSE						
DEPARTMENT 27 - HEALTH SERVICES Totals	\$1,401,662.00	\$125,156.73	\$342,944.87	\$1,058,717.13	24%	\$1,590,360.36
DEPARTMENT 32 - HUMAN SERVICES Totals	\$11,945,952.00	\$851,125.72	\$2,136,947.61	\$9,809,004.39	18%	\$11,032,718.41
DEPARTMENT 35 - ELDERLY SERVICES Totals	\$1,793,334.00	\$106,790.15	\$299,505.36	\$1,493,828.64	17%	\$1,532,343.82
EXPENSE TOTALS	\$15,140,948.00	\$1,083,072.60	\$2,779,397.84	\$12,361,550.16	18%	\$15,017,415.11
Grand Totals						
REVENUE TOTALS	15,140,948.00	738,591.02	2,154,608.22	12,986,339.78	14%	15,481,727.92
EXPENSE TOTALS	15,140,948.00	1,083,072.60	2,779,397.84	12,361,550.16	18%	15,017,415.11
Grand Total Net Gain (Loss)	\$0.00	(\$344,481.58)	(\$624,789.62)	(\$624,789.62)	+++	\$464,312.81

2021 MENTAL HEALTH CONTRACT EXPENSES

SERVICE	BUDGETED	JANUARY	FEBRUARY	MARCH	YTD EXPENSE	2021	
						REMAINING BALANCE	% OF BUDGET USED
WINNEBAGO/MENDOTA**	240,000	7,978	57,785	11,526	77,289	162,711	32%
Expenses		72,487	79,964	93,785	246,236		
Reimbursements		(64,509)	(22,178)	(82,259)	(168,947)		
ACUTE HOSPITALS	241,194	-	18,053	17,788	35,841	205,353	15%
COMMUNITY CBRF	200,000	-	14,311	9,367	23,679	176,321	12%
MEDICATIONS	500	-	72		72	428	14%
TOTAL	\$ 681,694	\$ 7,978	\$ 90,222	\$ 50,207	\$ 136,881	\$ 544,813	20%

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

2020 DHHS Staffing Changes

Unit	Position	Name	Notes	Effective Date
Administration				
ADRU	Lead APS Social Worker	Tracy Wisner	New Position	1/4/2021
ADRU	APS Social Worker	Ashley Beyersdorf	New Hire	2/1/2021
ADRU	Elder Benefit Specialist	Iris Duran	New Hire	3/1/2021
Behavioral Health	Clinical Social Worker-PT	Sandy Gallow	Retired	1/5/2021
Behavioral Health	Crisis Case Manager	Courtney Melton	Moved to new position	3/15/2021
Behavioral Health	Clinical Social Worker	Courtney Melton	New position	3/15/2021
Behavioral Health	CSP Case Manager	Kate Schmidt	Resignation	5/4/2021
Business Office	Receptionist	Stacie Flease	Moved to new position	2/15/2021
Business Office	Receptionist	Becky Landre	New Hire	3/22/2021
Children & Families	Youth Justice Social Worker	Lauren Young	New Hire	1/4/2021
Children & Families	Ongoing CPS Social Worker	Sidney Dombrowski	Resigned	1/15/2021
Children & Families	Ongoing CPS Social Worker	Autumn Grenlie	New Hire	1/18/2021
Economic Support	Economic Clerk	Ann Forseth	Retired	1/8/2021
Economic Support	Economic Support Specialist	Robertta Ludwikowski	Resigned	1/8/2021
Economic Support	Economic Clerk	Stacie Flease	New position	2/15/2021
Economic Support	Economic Support Specialist	Jennifer Dzioba	Resigned	2/24/2021
Economic Support	Economic Support Specialist	Jordan Pfeiler	New Hire	3/22/2021
Economic Support	Economic Support Specialist	Tressa Nelson	New Hire	3/29/2021
Economic Support	Economic Support Specialist	Kathy Hobbs	Retired	5/3/2021
Family & Community Svc	Mentor	Kaleb Caudel	Resigned	3/19/2021
Fiscal Services	Tera Mytton	Assistant Fiscal Services Supervisor	New Hire/Returning	1/25/2021
Public Health	Jen Lubinski	Healthy Beginnings Case Manager	Resigned	1/15/2021

Public Health	Bev Hall	WIC Nutritionist	Retired	4/2/2021
Public Health	Hailey Prosek	WIC Nutritionist	New Hire	5/17/2021