

Management Report
to DHHS Board

To: DHHS Board
From: Ted Phernetton, Director
Date: February 25, 2021

Purpose of Report

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

Presentation

There will be a brief presentation on the agency's CLTS/CST programs. It is the intent of the presentation to share a bit of the purpose and intent of the programs and how they contribute to keeping children in their homes. Information will also be shared regarding the purchase of specialized services and equipment to assist in this endeavor. Those expenses show up each month and appear to take a considerable toll on the budget, but these expenses are reimbursed by the State of Wisconsin.

Action Items

At the time of this writing the only possible action item being brought forward is the discussion and possible action on the day and time of the meetings of the Health and Human Services Board/Committee. One of the reasons for reviewing the day and time is to work to provide additional time for department finance staff to close out the month and provide certain revenue and expense information to the board more timely before each meeting. It appears that if the meetings were changed that possibly the second Tuesday of each month at 5:00 may be a good choice. This is the day before the Finance Committee meetings.

Financial Services – Erica Becker, Fiscal Administrator

In review of the income statement through January 2021, the financial position reflects a negative balance. This is expected, as the majority of expenses and revenues from January were processed with a December 2020 date to appropriately recognize them as belonging in the previous fiscal year. Below the 2021 Financial Position, is an update of the status of fiscal year 2020. This is not the final financial position for 2020, as we continue to complete final fiscal reporting and adjustments. This update however provides support that we will end 2020 with a positive balance and contribution to the DHHS fund balance.

2021

- Revenues \$604,686.27
- Expenses \$667,869.81
- Financial Position (\$63,183.54)

2020

- Financial Position \$428,299.23

Family and Community Services – Shawna Hansen, Manager

The Family and Community Services Unit serves children with special needs; we are continuing to work on a new referral form and process to ensure easy and readily access information to the public.

Children’s Long-Term Support Waiver – CLTS

- 93 open cases
- 3 new cases
- 0 case closed
- No waitlist (the State no longer allows a waitlist for this program)

The CLTS Program is available to children and youth under age 22 who have a developmental disability, physical disability, or mental health diagnosis.

Children’s Community Options Program – CCOP

- 101 open cases
- 2 new cases
- 0 cases closed
- No waitlist

CCOP is for families who have a child under age 22 who has a developmental delay or diagnosed condition; this program provides service coordination and financial support to assist eligible families to care for their children within the home and community.

Coordinated Services Teams – CST

- 17 open cases
- 5 new cases
- 0 cases closed
- No waitlist

CST Initiatives are for children who are involved in multiple systems of care such as mental health, substance use, child welfare, juvenile justice, special education, or developmental disabilities. CST Initiatives develop a comprehensive, individualized system of care for children with complex behavioral health needs. The CST itself is a group that includes family members, service providers, and others that work to design and carry out a coordinated services plan for the child.

Mentor Program

- 16 open cases
- 2 new cases

- 0 case closed
- No waitlist

The mentor provides youth with experiences in peer interaction, social and recreational activities, and employability skill-building opportunities during spontaneous and real-life situations, rather than in a segregated or classroom-type environment. The mentor implements learning opportunities by guiding and shadowing the child or youth in the community while practicing and modeling interaction skills. The mentors have recently created a system to track progress within the mentor program; this system focuses on pre and post self-assessments for the mentee and family.

Birth to Three

- 66 open cases
- 11 new referrals
- 6 cases closed
- Birth to Three does not allow waitlists

Birth to Three and some of the Child Protection Staff are looking more closely at implementing self-regulation techniques into visits with families as part of the Social/Emotional Grant. *Birth to Three/Early Intervention Program is a collection of services available for families with infants and toddlers ages birth to 3 years old with developmental delays or disabilities*

Economic Support Services – Thiago, Manager

- Medical Assistance
 - 3,606 cases – BadgerCare and Family Planning
 - 5,605 cases – Including EBD and Long Term Care
- FoodShare – 5,204 recipients as of January 2021
- Caretaker Supplement – 20 cases
- Child Care subsidies – 50 cases
- New cases opened in the month February – 194 new applications
- Cases closed in the month of February - 111
- No Waitlist
- Federal Pandemic policies continue in effect such as households receiving additional emergency FoodShare benefits and rules requiring Medical Assistance closures to be put on hold.

Children and Family Service

Access/IA/Foster Care – Cristin Czerwonka, Manager

- Access Reports: 46
- Neglect: 25
- Physical abuse: 14
- Unborn Child Abuse: 1
- Initial Assessment: Currently open with 31 cases. In the last 30 days, there have been 18 unsubstantiated cases, and 10 substantiated cases.

Ongoing Services – Crystal Farrell, Manager

Child Protective Services

- Open cases: 34 cases currently open with 41 children
- Home with Parents: 16
- Foster Home: 16
- Kinship: 5
- Unlicensed Relative Care: 4

Youth Justice

- Open cases: 39
- 1 Voluntary Services Case open
- Foster Home: 4
- Kinship: 1
- Residential: 1
- With Parents or Guardians: 31
- Relative Care Unlicensed: 1
- Supervised Independent Living: 1

Parent Aides

- Are currently working with 11 active and participating families

Behavioral Health Services - Kay Saarinen-Barr, Manager

- The Behavioral Health Unit has added a new therapist. Courtney Melton will be joining us in that role. She has worked in the Crisis Unit for about 1 ½ years so is bringing with her some experience with our agency.
- We have also filled the vacant CSP nurse position. Beth Winske will be starting with us on March 1.
- CSP continues with 24 cases, with 2 new referrals being looked at.
- CCS has 44 consumers with 7 referrals.

ADRC – Melissa Anderson, Manager

Programs:

- ADRC (Aging and Disability Resource Center) Serves elderly, blind and disabled adults ages 18+
- EBS (Elderly Benefit Specialist) serves persons age 60+
- DBS (Disability Benefit Specialist) serves persons 18-59
- Transportation Program- Serves Seniors age 60+, and individuals with a disability (no age criteria)
- APS (Adult Protective Services) serves adults ages 18+
- Elderly Nutrition Program- Services include: voucher restaurant style dining, congregate dining and home delivered meals. Voucher and congregate meals serves individuals 60+ years of age. Home Delivered Meals must qualify functionally for meals, assessment completed to determine individual eligibility.

- New APS Cases

- November, 2020 = 15
 - December, 2020 = 34
 - January, 2021 = 22
 - February, 2021= 25 (as of February 23 , 2021)
- Waitlist- none at this time

Public Health – Jed Wohlt, Health Officer

Public Health continues a full response to the COVID-19 pandemic, response emphasis has shifted towards vaccinations. The Health Officer will provide an in-person report at the March 3rd meeting.

WIC

- 662 Participants served in the month of February.

During COVID-19 the WIC Program identified the need for our prenatal moms to receive lactation support and education during their pregnancy. We wanted to offer a platform that was easy and safe to access during the pandemic. Starting in January 2021 the WIC Program began offering Prenatal Lactation Classes through a secure Zoom Platform. The WIC Program is offering the class one day per month to prenatal and lactating mothers at 8:00am and at 5:00pm to accommodate families schedules.

We had 7 moms participate in January and 2 moms participate in February. We will continue to offer this monthly class for families and if a one-on-one session is requested for a different time and day we will accommodate that family’s needs. We are excited to be able to offer this option to our families and have heard positive comments from families who have participated!

Personnel and Staffing Issues

As is typical of each month, the board is provided with the more detailed spreadsheet outlining staffing changes. That document is found in the board’s monthly meeting packet. There is little to add other than there continues to be some very active recruitment and hiring taking place. The department is nearly full staffed with limited turnover this reporting period.

Client Grievances

Currently there is two formal client complaints working their way through the process. Both complaints originated out of the CCS program and relate to areas of communication and services provided.

There is one appeal of a substantiate child abuse finding that will be reviewed by the director on March 4, 2021.

There continues to be disagreement between a child's care provider and the department as it relates to the permanency direction of a case. The situation will work its way through the channels designed to address such concerns.

Structural and Operational Adjustments within the Department

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

General Update

All in all things appear to be going well. There has been some concern as to whether or not the Alia organization was still actively engaged in steering the department. They are not and to the best of knowledge, staff are not engaged in conversations with members of the organization.

There have been some concerns brought forward regarding child protective services and how certain decisions are made, primarily as it relates to the removal and return of children to their family's home. There is no simple response to this, but at the April board meeting the presentation will be an overview of the Child Protective and Permanency Standards that the department must follow. In addition, information will be sent out to the board regarding the soon to be enacted federal law titled the Family First Act which will influence the department's work as well.

As stated previously, one of the current issues that will need to be addressed soon is that of space when and if folks return to the offices on a full-time basis. Looking into ongoing remote work for some is a real option to explore and appears to be a viable option.