

Management Report
To DHHS Board

To: DHHS Board
From: Ted Phernetton, Director
Date: January 27, 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.

Agenda Highlights

Presentation

There will be a brief presentation on the agency's Adult Protective Services.

Action Items

There are not action items for move forward this month.

Financial Services – Erica Becker, Fiscal Administrator

In review of the income statement through December 2020, the financial position reflects a negative balance. This is expected, as this is only a preliminary report for 2020. Nearly all 2020 expenses are reflected in this report, but there are revenue sources that have yet to be received for 2020 services and expense reimbursement. We have two months of CCS revenues, one month of all other billable services revenues, and the final month of grant reported revenues that are yet to be applied to the 2020 fiscal year. Despite the negative balance reflected as of today's reporting we still anticipate the 2020 fiscal year ending with a balance that is positive or close to zero.

- Revenues \$13,909,791.05
- Expenses \$14,055,128.82
- Financial Position (\$145,337.77)

Added Note by Ted: A question had come up regarding the use of fund balance by the department, as it seemed to take quite a hit in 2019. In 2019, we budgeted to use \$251,418 from the fund balance. Unfortunately, we used \$851,263 of the fund balance or \$599,845 more than we budgeted. That was due to a number of kids placed in Child Caring Institutions that we had not budgeted for as well as placements.

We did not budget anything out of that fund in 2020 or 2021

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
- 2 new cases
- 1 case closed
- No waitlist

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

- 100 open cases
- 2 new cases
- 2 cases closed
- No waitlist

The data from the last Board meeting was pulled from a system (TCM) that is not up to date, this is the reason for the discrepancy in enrollment numbers for CCOP between this month and last

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

- 12 open cases
- 3 new cases
- 0 cases closed
- 6 Waitlist/Assessment

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

- 14 open cases
- 3 new cases
- 1 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

- 72 open cases
- 9 new referrals
- 4 cases closed
- Birth to Three does not allow waitlists

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 – 3,461 cases
- FoodShare – 4,960 recipients
- Caretaker Supplement – 20 cases
- Child Care subsidies – 55 cases
- New cases opened in the month December – 363 new applications
- Cases closed in the month of December - 138
- 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.
- Ann Forseth, the ES pre-screener and County Employee for the past 22 years is retiring this Friday 1/8/2021.

Children and Family Service

Access/IA/Foster Care – Cristin Czerwonka, Manager

- 43 Current Initial Assessments Open- January
- Of the 77 reports received, 27 were screened in for initial assessments (35% screened in). This screen in percentage is a higher average than the State as a whole during the same time period (31.14%)

Initial Assessment is now fully staffed and a Foster Care Coordinator has started as well.

Ongoing Services – Crystal Farrell, Manager

Child Protective Services

- Open cases: 22, 40 children
- Two cases opened in January
- Home with Parents: 21
- Foster Home: 5
- Kinship: 7
- Great Aunt: 1

- Unlicensed Relative Care: 7
- Mental Health Inpatient Residential: 1
- Waitlisted Child: 0
- Reunited: 0

Youth Justice

- Open cases: 41
- 1 Voluntary Services Case opened in December
- Foster Home: 2
- Kinship:2
- Residential:
- With Parents or Guardians: 34
- Adult Jail: 1
- Relative Care Unlicensed: 1
- Supervised Independent Living: 1
- 1 Waitlisted child- Currently at Winnebago Mental Health

Parent Aides

- 9 Families
- 7 Families

Behavioral Health Services - Kay Saarinen-Barr, Manager

- Behavioral Health is currently hiring for a therapist position. Sandy Gallow has retired after serving the county for many years. We have several applicants for this position and are currently screening these.
- Our CSP Nurse has stepped into the position of Outpatient Treatment Nurse following a resignation in that position. We have interviewed for that position and are hoping to make an offer soon.
- The Crisis Team is very busy as usual and are happy to have a 5th person to add to the team.
- CSP continues with 24 cases and no new referrals
- CCS has 34 cases, 25 children and 9 adults, with no new 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+
- New APS Cases
 - September- 28
 - October- 19

- November- 15
- December- 34
- January- 19 (as of January 26, 2021)
- Waitlist- none at this time

Public Health – Jed Wohlt, Health Officer

Environmental Health

- Currently there are 488 licensed facilities
- 266 inspections in 2020, 17 inspections completed in December
- Collected and processed 14 water samples in December

Healthy Beginnings

- 49 enrolled families
- 5 families currently on the waitlist

Nursing

- Investigated 661 communicable diseases in December (627 COVID-19)

WIC

- 663 Participants served in the month of December, this breaks down to 404 families total served in Waupaca Co in December
- 634 Individuals received food benefit packages in December

Public Health continues to dedicate substantial time and resources to our COVID-19 response. With the help of 10 LTE staff, we continue to provide disease investigation and contact tracing efforts. We also support a weekly test site and are in the planning stages of a vaccination clinic for unaffiliated health care workers. We are hopeful to hold a clinic for phase 1a individuals in January.

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 has been 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 one formal client complaint working its way through the process. This complaint originated out of the CCS program and relates to areas of communication and services provided. There is one informal complaint at this time, which originated from Mediation.

There is 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

As noted in a past report, 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. The first round of these policies and procedure, in order of priority as determined by the management team include the following:

1. Internal and External (Community Partners) Communications
2. Policy and Procedures Around Client Death
3. Establishing "Productivity" Standards
4. Program Referral Response Times
5. Case Ownership When Multiple Services Involved
6. Case Closings When Multiple Services Involved
7. Time Reporting Policy and Procedures
8. Use of Gift Cards and "Flex Funds"
9. Use of Procurement Cards

General Update

All in all things continue to be going well. As shared last month, a tragic situation generated some criticism of the department for its response after the tragedy. Most of the criticism was in relation to engagement with community partners after the fact by the department. Unfortunately, there have been two additional deaths by suicide within the county recently. Although we have not yet completed work on a policy and procedure regarding such situations, our response was quicker and involved more active engagement with those partners involved.

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.