

Management Report
to DHHS Board

To: DHHS Board
From: Ted Phernetton, Director
Date: April 30, 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 Comprehensive Community Services (CCS) Program. CCS is a program that helps individuals of all ages live their best life by providing supports that address their unique needs related to mental health and substance use. CCS is intended to assist individuals who are in need of care outside of inpatient settings, but who may have ongoing needs that, if left unaddressed, could result in hospitalizations during times of crisis. As of December 31, 2020, the latest data available, 10,078 individuals were enrolled in CCS throughout the State of Wisconsin. Waupaca is part of a multi-county consortium in the coordination of CCS services.

Action Items

2019 Annual Report – Delayed due to the pandemic and changes within the department, the 2019 Annual Report is now complete. It is noted that there are several staff listed in the report that are no longer with the agency. However, they were with the agency during the time period covered. It is requested that the board approve the report as written. Noted is the 2020 Annual Report will be brought forward at the June meeting.

Financial Services – Erica Becker, Fiscal Administrator

The Fiscal team consists of the administrator, assistant manager, 1 accountant, 1 CCS support technician, 1 account technician, and 2 account clerks.

In review of the income statement through March 2021, the financial position reflects a negative balance. While revenues continue to fall slightly below the projected target percentage the Fiscal unit is providing unit managers whose staff provide billable services, with monthly reports of billing productivity to monitor and support as needed. At this point in time, expenses are approximately 7% below the spending targets.

2021

- Revenues \$2,154,608.22
- Expenses \$2,779,397.84
- Financial Position (\$624,789.62)

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

The CLTS team has 5 case managers

- 97 open cases
- 4 new cases
- 3 cases 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

CCOP cases are handled by the CLTS case managers

- 105 open cases
- 4 new cases

3 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

The CST team has 1 CST case manager and 4 CCS/CST case managers

- 21 open cases
- 2 new cases
- 0 cases closed
- No waitlist
- 1 fulltime staff person is moving to the Behavioral Health unit as of June 1st to support the CCS program fulltime. CST will then have 1 fulltime case manager, 2 part-time case managers, and one-part time position that carries a caseload of CST and CCS clients.
- 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

There is currently 1 mentor on staff, with a vacancy for the other mentor position.

- 11 open cases
- 0 new cases
- 6 cases on hold (due to staff resignation)
- 3 case closed
- No waitlist
- A new full-time mentor will start with Waupaca County on May 10, 2021. 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

Birth to Three consists of 1 manager, 3 case workers, and contracted services for Occupational, Physical, and Speech Therapy.

- 72 open cases
- 15 new cases
- 3 cases closed
- Birth to Three does not allow waitlists

Birth to Three services are going well. We will be meeting with school districts in June to complete our Interagency Agreements for children who transition to services.

Economic Support Services – Thiago, Manager

The Economic Support Unit consists of 1 manager, 2 lead workers, 3 EBD workers, 1 ES Assistant, 11 Family workers, and 1 pre-screener.

- Medical Assistance – Total – 5,709 cases
 - 3,704 cases – BadgerCare and Family Planning (188)
 - 2,005 cases – EBD and Long Term Care (837)
- FoodShare – 5,255 recipients as of February 2021 (up to date)
- Caretaker Supplement – 21 cases
- Child Care cases – 55 cases
- New requests in the month of March – 272 new applications
- Cases closed in the month of March - 95
- 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.

Approval of emergency supplemental FoodShare benefits is approved on a month to month basis.

Children and Family Service

Access/IA/Foster Care – Cristin Czerwonka, Manager

The Access/IA/Foster Care units consist of 8 social workers along with the secretary that assists both this unit and the ongoing services unit.

- Access Reports: 35
- Neglect: 29
- Physical abuse: 6
- Sexual Abuse: 0
- Initial Assessment: Currently open with 24 cases. In the last 30 days, there have been 28 unsubstantiated cases, 8 substantiated cases and 17 services not needed.

Ongoing Services – Crystal Farrell, Manager

The ongoing services unit consists of 6 social workers, 1 parent mentor, and 2 parent aides.

Child Protective Services

- Open cases: 28 cases currently open with 48 children
- Home with Parents: 14
- Foster Home: 25
- Kinship: 6
- Reunifications: 3

Youth Justice

- Open cases: 41
- 2 Voluntary Services Case open
- Foster Home: 4
- Kinship: 1
- Residential:2
- With Parents or Guardians: 31
- 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 consists of 4 clinical social workers, 1 psychiatric nurse, 1 AODA counselor, 1 psychologist, 4 crisis workers (1 vacancy), 2 secretaries, 2 CSP social workers, 1 CSP nurse, 2 CCS facilitators, and 3 CSS technicians.

Outpatient

The Behavioral Health Unit has added a new therapist. Courtney Melton will be joining us in that role on May 15th. She has worked in the Crisis Unit for about 1 ½ years so is bringing with her some experience with our agency.

Community Support Program (CSP): This program is supported by 2 Case Managers, 1 RN, and 3 Community Support Specialists.

- Katie Schmidt, one of our Case Managers has submitted her resignation with her last day being May 4, 2021. We will be interviewing for that position next week.
- CSP continues with 24 cases, with 2 new referrals being looked at.

Comprehensive Community Services (CCS): This program has 2 full time service facilitators. We will be adding one more on June 1st when Chloe Manteuffel will be moving from the Family and Community Services Unit to the Behavioral Health Unit.

- CCS has 38 consumers with 9 referrals.

ADRC – Melissa Anderson, Manager

The ADRC consists of the unit manager, 1 aging programs manager, 1 APS lead social worker, 2 APS social workers, 4 I&A specialists, 1 benefit specialist, 1 transportation coordinator, 1 volunteer coordinator, 1 ADRC assistant, 1 clerk typist, and 4 nutrition site managers

Programs:

- ADRC (Aging and Disability Resource Center) Serves elderly, blind and disabled adults ages 18+
 - I&A social workers passed the CST exam! The exam is completed every 2 years to ensure accuracy of assessments completed to determine eligibility for long-term care programs.
- EBS (Elderly Benefit Specialist) serves persons age 60+
 - Iris Durant transitioned into her role March 1, she working independently starting April 1, 2021.
- DBS (Disability Benefit Specialist) serves persons 18-59
- Transportation Program- Serves Seniors age 60+, and individuals with a disability (no age criteria)
 - Ride restrictions continue to be riders 65+, essential trips only.
Essential trips: medical appointments, grocery stores and vaccine clinics
- 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 = 33

- March, 2021=37
- April, 2021= 34 (as of April 27)
- New Home Delivered Meal Assessments-
 - January- 24 (3 individual were found ineligible)
 - February- 12 (3 individual withdrew request for meals)
 - March-18 (7 individuals were found ineligible)
 - April- 12 (0 individuals were found ineligible)

Public Health – Jed Wohlt, Health Officer

Public Health consists of 1 health officer, 1 public health nurse supervisor, 3 public health nurses, 3 healthy beginnings case managers, 1 WIC project director, 2 nutrition educators, 3 environmental health specialists, 1 community health educator, and 1 program assistant.

Pandemic Response:

- We continue to experience new COVID-19 cases, averaging 5 new cases per day. Case trends have remained relatively flat for the past 2 months. Every new case is investigated, to date our public health team has investigated over 6,000 COVID-19 cases.
- We continue our vaccination efforts however in the last few weeks demand has slowed. We have demobilized our large vaccination clinic at the Manawa Masonic Center and are transitioning to smaller walk-in clinics. We are working to identify vaccination gaps that we can address with mobile clinics. To date our team has provided over 8,000 shots. In Waupaca County over 35% of residents have received at least 1 dose.
- Information including guidance and recommendations continue to evolve rapidly, and we are continually supporting our partners and community with consultations and communications.

Environmental Health

- Conducted 90 inspections of licensed facilities in April
- Processed 25 water samples in April
- Investigated 6 complaints in April

Healthy Beginnings

- Visited with over 30 clients in April
- Provided Wisconsin Immunization Registry support with mass clinics managing thousands of records

Public Health Nursing, Community Health/PHEP Coordinator, & Program Assistant

- Traditional program work for these units continues to be marginal as pandemic response has had to be prioritized. Some transition back into traditional program work is anticipated in the next few months.

WIC

- 620 Participants served in the month of April.
- We recently hired Hailey Prosek who will have the role as WIC Nutrition Educator, her first day will be May 17, 2021

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 active recruitment and hiring taking place. The department is nearly full staffed with limited turnover this reporting period. One issue that is in the works to be resolved is a position within our Crisis Services area. The position was budgeted and approved as a full time position, but the person who was in that position was working half time and from a position standpoint, that is what was approved through the personnel process. The staff member who had been working half time in that position moved into a full time Mental Health Therapist position leaving the Crisis position open. We need to fill the Crisis position, but need to backfill as a full time position as budgeted. The department will be working with HR to accomplish this.

Client Grievances

The client grievances that have been mentioned in the past couple of reports have made their way through the first two stages of the process. Both of those grievances are in the hands for State personnel; who are to review those cases at this time. Both of these cases continue to receive services through our CCS program.

One additional client rights grievance has made its way through the first stage of the three stage process. It is unclear as to whether or not things have been resolved at this stage and will move into the second stage. The issue of grievance relates to the clients belief that they were not part of a decision that was made in their desired direction of their case.

There are two appeals of a substantiate child abuse finding outstanding. One appeal has moved beyond the director's review and a request for State review has been made. The other is scheduled for two weeks from this writing.

The outstanding disagreement between a foster care provider and the department as it relates to the permanency direction of a case involving

children in their home appears to be moving toward an agreeable resolution. The anticipated resolution has come about due to the State's 180 degree change in interpretation of an administrative directive.

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 are a few hiccups here and there that once discovered have had to be addressed. It will be shared that it is difficult to address things that are not brought forward in a clear way with specific issues or if they aren't brought forward at all. This statement is made due to a couple of occasions when it has been shared that someone may not be happy with the department, but there has been no direct communication with the department or no specific issues relayed for response. It is requested of our board members that if they are aware of issues that they be brought forward with specifics so they can be responded to.

There has been an uptick in placements of adolescents in high level/high-cost residential settings. As this board knows those placements ebb and flow based on activities and needs of adolescents and the inability to meet those needs in the community. One of the adolescents placed in a residential setting had been in the Winnebago Mental Health Institute, according to their staff, more times than any other adolescent in their history. Another has been at the Winnebago Mental Institute for more than 2 months and a combination of his complex needs require he be released from the hospital, but community services are not able to meet his needs. This will result in his placement in a high end setting.

Meetings have been held with the superintendents of Iola, Marion, Manawa, and Weyauwega school districts. They would like the department to partner with them in employing a social worker that is shared between the department and the districts, working one day a week in each location. The staff cost of the employee (with benefits) is probably going to land around \$15,000 per entity annually. The districts have asked that the position be a DHHS employee and they be billed for their share of the position. Having the position be a department employee (but shared) makes sense as it will eliminated barriers to access to other services and supports. The details need to be ferreted out before being brought forward for approval, but it is a really a true partnership that will build tremendous good faith and provide good services. The boards of the school districts are reported to be supportive. It is hoped to have things ready to be brought forward to the DHHS board in June or July.

In addition to the above, the DHHS has entered into an MOU in support of a grant that the Weyauwega-Freemont School District has applied for to increase understanding and available supports in the area of Mental Health Services.

A review of CCS rates is underway. Accompanying this report is listing of the rates paid to CCS providers. As the reader will see, Waupaca's rates are at times above the rates paid by others. There are rates being paid that are quite a bit higher than the market rate paid by other payer sources. Although the department is reimbursed for these costs, they need to be brought in line with market.

Finance Director Heidi D. has stated that the County is still awaiting guidance on how to submit information to the U.S. Treasury to receive the first payment for the American Rescue Plan of 2021. She further states that no further guidance has been provided as to the details behind the allowable uses of the funds. Once the guidance on how those funds can actually be used, there may be the ability for the DHHS to provide recommendations for its use.

A heads up for the DHHS board is that a resolution recognizing Public Health for their most excellent performance is being drafted and will be presented to the Executive Committee and the County Board in June.

Like many counties, we continue to look at remote work for some staff as a real option to explore.

2021 Contracted Providers and Rates

Provider	County	Master	Bachelor	Para	Glents
Advanced Counseling & Con	Waupaca	\$ 230.00			\$ 3.00
AEI Counseling Services	Juneau	\$ 100.00			
Agape	Juneau	\$ 120.00			
Agape Help	Waupaca	\$ 120.00			\$ 4.00
Agape of Appleton	Waupaca		\$ 84.58	\$ 68.00	\$ 1.00
AJ Falkers Counseling	Juneau	\$ 125.00			
Anu	Waupaca	\$ 140.00	\$ 120.00		\$ 1.00
Bertrand & Schmitz	Waupaca		\$ 85.10	\$ 45.94	\$ 7.00
Catalpa	Waupaca	\$ 125.00			\$ 1.00
Community Builders Central	Waupaca		\$ 76.39	\$ 42.58	\$ 2.00
Community Works	Green Lake	\$ 128.00	\$ 85.72	\$ 55.88	
Conrad Counseling	Adams	\$ 90.00			\$ 2.00
Conrad Counseling	Juneau	\$ 95.00			
Copper Penny Ranch	Marquette			\$ 65.00	\$ -
David Pepler	Marquette		\$ 70.00		\$ 2.00
Executive Girl Friday	Waupaca	\$ 122.00	\$ 87.00		\$ 6.00
Gablian	Waupaca		\$ 85.80	\$ 55.90	\$ 10.00
Grace Counseling	Juneau	\$ 121.36	\$ 85.92		
Innervisions	Adams	\$ 150.00	\$ 90.00		\$ -
Innervisions	Juneau	\$ 126.73	\$ 87.80		
Journey	Waupaca	\$ 220.00			\$ 7.00
KD Therapy Services	Green Lake	\$ 95.67			
Living Anew Farms	Adams	\$ 150.00			\$ 10.00
Living Anew Farms	Marquette	\$ 150.00			\$ -
Living Anew Farms	Green Lake	\$ 150.00			
LSS	Adams	\$ 115.48	\$ 92.94	\$ 83.30	\$ 9.00
LSS	Juneau	\$ 115.48	\$ 92.94	\$ 83.30	
New Rehab	Waupaca	\$ 85.00		\$ 55.00	\$ 4.00
Northstar Services	Adams			\$ 45.00	
Northwest Counseling	Adams	\$ 100.00			\$ 1.00
ODC	Adams				\$ -
Open	Waupaca	\$ 200.00	\$ 81.23		\$ 12.00
Orion Family Therapy	Adams	\$ 112.66			\$ 2.00
Peace of Mind	Juneau	\$ 111.56			
Pine Valley	Adams	\$ 95.00	\$ 75.00	\$ 40.00	\$ 2.00
Pine Valley	Juneau	\$ 125.00			
Progressive Parenting	Marquette			\$ 30.00	\$ 2.00
Progressive Parenting Soluti	Green Lake			\$ 30.00	
SaintA	Green Lake	\$ 122.16	\$ 82.44		
Seasons	Juneau	\$ 117.25	\$ 75.96	\$ 58.30	
Seasons Counseling	Adams	\$ 117.25	\$ 70.96	\$ 58.30	\$ 21.00
Seasons Counseling	Marquette	\$ 117.25	\$ 75.96	\$ 58.30	\$ 6.00
Stein	Juneau	\$ 111.56			
The Change Company	Juneau	\$ 119.00			
The Change Group	Adams	\$ 119.00			\$ 20.00
Therapy Without Walls	Juneau	\$ 128.79	\$ 85.72		
TWW	Adams	\$ 128.26	\$ 85.72		\$ 7.00
Wellhoefer Counseling	Green Lake	\$ 95.67			
When Life Is a Puzzle	Adams	\$ 104.00	\$ 80.00	\$ 50.00	\$ 15.00
When Life Is a Puzzle	Marquette	\$ 104.00	\$ 85.00		\$ -

WI Family Ties	Adams	\$ 78.43	\$ 70.55	\$ 54.79	\$ -
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