

WCDHHS Board Meeting Minutes

January 5, 2022

Waupaca County Courthouse

Room LL42

Waupaca, WI 54981

Board Members Present: Jerry Murphy, Dennis Wengelski, David Johnson, Sue Golding, Jody Muck (remote), Pat Craig (remote), Judi Olson (remote)

Board Members Absent: Dr. Steven Goedderz

Staff Present: Ted Phernetton, Liz Wagner, Melissa Anderson, Erica Becker, Jed Wohlt

The meeting of the Health and Human Services Board was called to order at 5:02 pm by Chairperson Jerry Murphy.

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

Motion by Johnson, second by Wengelski, to approve the minutes of the December 1, 2021 meeting. Motion carried without negative vote.

Public comment: none

Program Presentation: N/A

1. General Board Business

- a. COVID-19 Updates- Jed provided updates on case numbers, which have been increasing with the new variant. He went over the CDC guidelines for quarantines. He mentioned that vaccination Walk-In Wednesday's are still very busy. Questions were asked and Jed provided answers on those.
- b. Approval of 2022 Billing Rates- Erica provided overview of billing rates; mentioned that most rates are staying the same. One correction was to the case management rate, will be staying the same as 2021 other than what was listed. Asking for approval to maintain these rates. Motion was made by Craig to approve 2022 Billing Rates as presented, second by Muck. Motion carried without negative vote.
- c. DHHS Steering Committees/Citizen Member Per Diem-Discussion and Action-Ted provided a brief overview of this topic, he mentioned the conversations about this are still being held with Jill L., Amanda W., and Diane M. He mentioned that

there is currently the County Ordinance 2.13 on this; however, it is not as clear on how to move forward with this agenda item- Ted would like to have further conversations before a motion is made on this, he is asking to table this item until next month. Golding made motion to table this agenda item until the 02/02/2022 meeting, second by Wengelski. Motion passed without negative action.

- d. DHHS Board Member on Committee on Aging and Nutrition Advisory Council (to replace Jan Lehrer)-Discussion and Possible Action- It was asked how this board would like to proceed with filling this seat on COA and NAC- both committees meet monthly. Supervisor Wengelski stated he may be interested but suggested to wait until May after elections, in case new board members may be interested. Supervisor Craig suggested to have a current DHHS Board member fill these spots since they would have experience and knowledge of the committees and DHHS as a whole. Discussion on both of these options ensued. Craig made motion to approve of Wengelski to take over on both of these committees, second by Johnson. Motion passed without negative action.
- e. Resolution No. 40 (21-22)-Donation Acceptance-Waupaca County Birth to Three Program- Motion was made by Johnson to accept this donation, second by Wengelski. Motion passed without negative action
- f. Resolution No. 41 (21-22)-Donation Acceptance-Waupaca County Nutrition Program- Motion was made by Golding to accept this donation, second by Johnson. Motion passed without negative action
- g. Advisory Committee Reports/Updates
 - i. CST/CCS Committee Minutes from 12/17/2021-no discussion
 - ii. Nutrition Advisory Council Minutes from 12/16/2021-no discussion

2. Finance-

- a. Income Statement Overview- Erica provided overview of the income statement.
- b. Payment Register/Approve Bills- Motion made by Craig to approve payment register/approve bills, second by Wengelski. Motion passed without negative vote.

3. Personnel

- a. Employee Updates/Resignations/Retirements/Recruitments- Ted provided brief overview of document showing employee updates. Motion made by Johnson to accept resignations as presented, second by Wengelski. Motion passed without negative action.

4. Director's Report

- a. General Updates- Ted provided a brief overview of the report. He mentioned that we are looking at adjusting the rates within the CCS program to make them equal across the board. He also mentioned that for the next 3 month contract with Schueller's for the Nutrition Program, there was an increase in price per meal due to the rising costs Schueller's is experiencing.

- b. Telework/Remote Work Update- No new updates from last month.
- 5. Supervisor Report(s): Conference, Seminar, Convention, and/or Webinar Report(s)- no discussion
- 6. Adjourn: Chairperson Murphy entertained a motion for adjournment, Golding made this motion, second by Wengelski; meeting adjourned at 5:55 pm. Next regularly scheduled meeting will be February 2, 2022.

Submitted by,

Liz Wagner
Administrative Services Coordinator

DRAFT

Waupaca County Committee on Aging
Tuesday, December 28, 2021
10:00 am
Waupaca County Courthouse LL42
811 Harding Street, Waupaca WI 54981

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: Judi Olson, Vice-Chairperson; Mary Kay Poehlman, County Board Supervisor; Citizen Members: Bob Appleby; Ray Claussen; John Charleston
Public Present: None
Others Present: Melissa Anderson, ADRU Manager; Pat Huber, ADRC Clerk; Darlene Kramer, Regional ADRC Coordinator
Absent: Nancy Johnson, Citizen Member

- I. **Call to Order and Opening Meeting Statement:** Vice-Chairperson Judi Olson called the meeting to order at 10:02 am and read the Opening Meeting Statement. This meeting was broadcast live on Waupaca County YouTube Channel.
- II. **Roll Call:** A quorum was established.
- III. **Agenda Approval:** A motion was made by Ray Claussen and seconded by Mary Kay Poehlman to approve the agenda with amendment requesting to table agenda item "Election of the Committee on Aging Chair" to the January 2022 meeting. **Motion carried.**
- IV. **Minutes of Previous Meeting August 31, 2021:** A motion was made by Mary Kay Poehlman and seconded by Ray Claussen to approve the minutes of the October 27, 2021 meeting. **Motion Carried.**
- V. **Aging & Disability Resource Unit Program Updates:** Melissa Anderson, ADRU Manager provided updates on the Transportation Program, the Aging & Disability Resource Center and Adult Protective Services. All areas of the ADRU have seen an increase in consumers served in the last two months. Melissa also reported that Denise Roman, Volunteer Coordinator is planning the Volunteer Appreciation Event, scheduled for April, to be held at the Manawa Masonic Center.
- VI. **Aging Program Updates:** Melissa Anderson provided update on the nutrition program sharing participation statistics. Number of home delivered meal participants continue to increase. Melissa explained caregiver programming received additional ARPA funding for 2021. The additional funding was provided to new program participants.
- VII. **2022-2024 Aging Plan:** Melissa Anderson reported that the Greater Wisconsin Agency on Aging Resources, Inc. (GWAAR) has approved the aging plan and we will begin implementing the plan in January 2022.
- VIII. **Regional Aging & Disability Resource Center Update:** Darlene Kramer, Regional ADRC Coordinator reported on two positions that will be posted in the new year:
 - a) A half-time dementia care specialist to be based out of the Waupaca office.
 - b) Disability Benefit Specialist for Outagamie CountyDar also reported the COW Consortium received \$25,970 in underspent funds which will be used to pay for updates to our data collection system.
- IX. **Committee Member Reports of Meetings Attended and General Correspondence:** None.

X. **Adjournment:** *A motion was made by Mary Kay Poehlman and seconded by Bob Appleby to adjourn at 10:42 am. Motion Carried.*

Next Meeting: Tuesday, January 25, 2022 @ 10:00 am – Waupaca County Courthouse.

Respectfully Submitted,

Pat Huber, ADRC Clerk

DRAFT

Aging and Disability Resource Unit Program Data 2021

Program	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov
Adult Protective Services Referrals	25	35	40	39	32	37	24	22	24	27	31
Nutrition Program New Home Delivered Meal Assessments	24 3 found ineligible	12 3 found Ineligible	18 7 found Ineligible	12 0 found ineligible	13 0 found ineligible	10 1 found ineligible	22 1 found ineligible	19 0 found ineligible	35 1 found ineligible	11 0 found ineligible	21 0 found ineligible
ADRC Monthly Calls	577	534	565	562	513	534	491	472	470	462	492
Trans. One Way	459	437	638	520	592	618	581	518	580	763	735
Elder Benefit Specialist New Referrals					19	13	23	16	26	11	65
Disability Benefit Specialist New Referrals					9	13	24	19	*EBS & DBS calls were combined medical leave	24	28
Voucher Program- New registrations						22	22	12	11	6	12
Supportive Services Programming Referrals	1	1	1	3	0	2	0	2	2	0	1



Income Statement

Through 12/31/21
Summary Listing

Classification	Annual Budget Amount	MTD Actual Amount	YTD Actual Amount	YTD Budget Less	% of Budget	Prior Year Total Actual	Target %	Target Amount
Fund Category Governmental Funds								
Fund Type Special Revenue Funds								
FUND 22 - Health and Human Services								
REVENUE								
DEPARTMENT 27 - HEALTH SERVICES Totals	\$736,119.00	\$87,602.74	\$1,037,238.13	(\$301,119.13)	141%	\$1,339,253.27		
DEPARTMENT 32 - HUMAN SERVICES Totals	\$12,902,658.00	\$718,176.27	\$11,367,734.29	\$1,534,923.71	88%	\$11,841,630.42		
DEPARTMENT 35 - ELDERLY SERVICES Totals	\$1,502,171.00	\$87,700.30	\$1,308,640.21	\$193,530.79	87%	\$1,506,026.21		
REVENUE TOTALS	\$15,140,948.00	\$893,479.31	\$13,713,612.63	\$1,427,335.37	91%	\$15,547,804.42		
EXPENSE								
DEPARTMENT 27 - HEALTH SERVICES Totals	\$1,401,662.00	\$208,630.03	\$1,550,967.15	(\$149,305.15)	111%	\$1,590,360.36		
DEPARTMENT 32 - HUMAN SERVICES Totals	\$11,945,952.00	\$1,508,082.85	\$11,228,980.00	\$716,972.00	94%	\$11,030,073.41		
DEPARTMENT 35 - ELDERLY SERVICES Totals	\$1,793,334.00	\$214,460.97	\$1,627,253.46	\$166,080.54	91%	\$1,532,343.82		
EXPENSE TOTALS	\$15,140,948.00	\$1,931,173.85	\$14,407,200.61	\$733,747.39	95%	\$15,013,672.11		
Grand Totals								
REVENUE TOTALS	15,140,948.00	893,479.31	13,713,612.63	1,427,335.37	91%	15,547,804.42	92%	13,879,202.33
EXPENSE TOTALS	15,140,948.00	1,931,173.85	14,407,200.61	733,747.39	95%	15,013,672.11	96%	14,510,075.17
Grand Total Net Gain (Loss)	\$0.00	(\$1,037,694.54)	(\$693,587.98)	(\$693,587.98)	+++	\$534,132.31		

2021 MENTAL HEALTH CONTRACT EXPENSES

SERVICE	BUDGETED	OCTOBER	NOVEMBER	PRELIMINARY DECEMBER	YTD EXPENSE	2021 REMAINING BALANCE	% OF BUDGET USED
WINNEBAGO/MENDOTA**	240,000	45,179	(709)	(20,917)	529,401	(289,401)	221%
Expenses		95,470	83,764	34,276	1,256,920		
Reimbursements		(50,291)	(84,473)	(55,193)	(727,519)		
ACUTE HOSPITALS	241,194	66,495	-	(7,870)	223,078	18,116	92%
COMMUNITY CBRF	200,000	13,820	14,591	38,693	179,239	20,761	90%
MEDICATIONS	500	19	8	53	347	153	69%
TOTAL	\$ 681,694	\$ 170,693	\$ 13,180	\$ 9,960	\$ 932,065	\$ (250,371)	137%

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

Crisis Program 2021

	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	YTD
Contacts During Regular Hrs	39	31	44	51	48	29	28	35	32	32	49	30	448
After Hrs Contacts	27	28	27	43	45	38	44	43	54	35	38	33	455
Total Contacts	66	59	71	94	93	67	72	78	86	67	87	63	903
Total Adult Contacts	47	37	48	59	62	54	51	62	62	46	55	49	632
Total Child/Adol Contacts(0-20 (under 21)	19	22	23	35	31	13	21	16	24	21	32	14	271
Chp 51 Detentions	13	13	12	15	13	14	9	8	17	8	10	6	138
Voluntary admissions	12	6	9	13	7	4	12	11	7	9	10	7	107
Total IP Admits	25	19	19	28	20	18	21	19	24	17	20	13	245
Gateway Diversions	0	0	0	0	1	0	0	1	1	2	0	2	7
"Other" Diversions	27	21	25	31	42	27	32	36	44	29	45	36	395
other non-"crisis" calls	14	19	25	35	29	22	19	22	17	19	22	13	
Calls During mobile hrs	51	42	50	56	62	44	43	51	51	44	65	47	606
FTF Contact @ crisis	6	9	7	18	18	7	10	10	13	15	23	10	146

Where referred from?

Law Enforcement	34	23	36	44	42	37	38	41	49	32	42	35	453
Theadacare Waupaca	10	10	12	8	9	6	9	4	10	11	14	9	112
Theadacare NL	4	6	2	1	2	3	3	5	2	1	3	2	34
School	2	5	7	11	9	3	0	0	4	3	6	3	53
Crisis Line	2	3	4	7	6	5	2	7	6	5	6	0	53
DHHS	4	1	1	2	4	1	8	4	5	1	2	3	36
Self	2	8	3	7	9	7	5	6	5	9	6	4	71
Family	2	2	2	9	7	1	3	3	2	2	6	3	42
Other	6	1	4	5	5	4	4	8	3	3	2	4	49

2022 DHHS Staffing Changes

Unit	Position	Name	Notes	Effective Date
Administration				
ADRU				
Behavioral Health	BH Supervisor	Kim Kraeger	New Position	1/3/2022
Behavioral Health	CCS Facilitator	Chloe Manteuffel	Returning/new position	1/11/2021
Behavioral Health	CCS Facilitator	Lucy Borntrager	New Hire	1/24/2022
Business Office	Receptionist	Becky Neuville	New Hire	1/17/2022
Children & Families	Youth Justice, Foster, Kinship Manager	Crystal Farrell	Resigned	1/3/2022
Children & Families	CPS Social Worker	Autumn Alekna	Resigned	1/18/2022
Economic Support	Economic Support Specialist	Pam Kolb	Retirement	2/2/2022
Family & Community Svc	CCS/CST Case Manager	Chloe Manteuffel	Resigned	1/3/2022
Family & Community Svc	Mentor	Devan Frasch	Resigned	2/4/2022
Fiscal Services				
Public Health				

January 10th, 2022

Devan Frasch

Youth Mentor Case Manager

Department of Human Health Services for Waupaca County

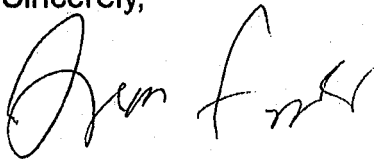
Dear Shawna Hansen:

I would like to inform you that I am resigning from my position as Youth Mentor for the Department of Human Health Services for Waupaca County, effective February 4th, 2022.

Thank you for the support and the opportunities that you have provided me during the last year. I have truly enjoyed my time serving the community with Waupaca County, and am more than grateful for the encouragement you have given me in pursuing my professional and personal growth objectives.

If I can be of any assistance during this transition in order to facilitate the seamless passing of my responsibilities to my successor, please let me know. I would be glad to help however I can.

Sincerely,

A handwritten signature in black ink, appearing to read "Devan Frasch". The signature is written in a cursive style with a large initial "D" and "F".

Devan Frasch

Management Report
to DHHS Board

To: DHHS Board
From: Ted Phernetton, Director
Date: January 27, 2022

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 not be a program presentation this month.

General Board Business

As members can see, the agenda is slim again this month.

Action Items

Action and discussion items are outlined below.

- COVID Updates
- DHHS Steering Committees Citizen Member Per Diem-Discussion and Possible Action

This issue was brought to the board this past month. To refresh memories, County Ordinance 2.13 governs this issue (COUNTY BOARD MEMBER AND CITIZEN MEMBER ENTITLEMENTS). The DHHS has a number of committees that include citizen members. County Ordinance 2.13 defines Citizen Member as “A member serving on a statutory committee/board/commission per Wisconsin State Statutes and appointed by the County Board of Supervisors.” Due to ongoing discussions on this issue between the County Clerk and the Human Resources Director/Administrative Coordinator, this issue was tabled at the January meeting at the request of the director. At this February meeting additional information will be presented that outlines all of current steering committees that have their genesis in statutory direction and the number of members this would apply to.

Advisory Committee Reports/Updates

- Committee On Aging Minutes from 12/28/2021

Telework Update

As of now, 56 DHHS employees have completed the Telework application. Most of the employees who are teleworking are doing so at an intermittent schedule. As staffing levels settle in and positions filled we will be better able to better determine how best to adjust space needs.

Financial Services – Erica Becker, Fiscal Administrator

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

In review of the income statement through December 2021, the financial position reflects a negative balance. At this point in time, these are preliminary numbers for the year end as the department continues to collect revenues for billable services, captures remaining grant funds, and pays the final expenses for 2021. While we do anticipate ending the year with a negative balance as previously reported, it is not expected to be as large as reflected in this preliminary report.

2021

• Revenues	\$13,713,612.63
• Expenses	\$14,407,200.61
Financial Position	\$(693,587.98)

Family and Community Services – Shawna Hansen, Manager

The Family and Community Services Unit serves children with special needs.

Children’s Long-Term Support Waiver – CLTS

- 121 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.

CLTS and CCOP can pay for a variety of services and supports requested by a family. Conferences for care takers to learn about their child’s special needs are covered under this service; which may sometimes include airfare, lodging, the conference itself, and an attendant to support the family in attending the conference (the attendant can serve as a support for caring for the youth if the youth needs a break from the conference and child care is not offered). Some diagnoses are rare and conferences may not be offered in State; hence the need to cover airfare and lodging to ensure care takers have access to education about their child’s unique needs. Natural supports can be found during these

networking opportunities (conferences) made available by the State covering these expenses through CLTS and CCOP.

Children's Community Options Program – CCOP

- 127 open cases
- 3 new cases (all CLTS cases are automatically enrolled in CCOP)
- 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

- 14 open cases
- 5 new cases
- 3 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

- 10 open cases

Both mentor positions will be vacant effective February 4th. The youth in CCS and CLTS will be reassigned to mentors/individual skill developers hired by external agencies. Those youths in the mentor programs from youth justice or CST will rely on team members to fill the gap.

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 youth in the community while practicing and modeling interaction skills.

Birth to Three

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

- 74 open cases 54 of those open for direct services
- 13 new referrals
- 5 cases closed
- Birth to Three does not allow waitlists
- Our review with Meta Star went well. The following strengths were identified: successful use of Primary Coach Approach to Teaming in all intervention; community integration; identifying, referring and supporting families in accessing resources, intentional focus on social-emotional development, individual and current outcomes for children and families, timely and complete transition. Area for improvement included: updating family assessments and having more community options explored during transition.
- Open cases are those that are being evaluate, receiving services, or being provided case management. Open Cases are those directly enrolled in services with an open Individual Service Plan.

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 – 6,060 cases
 - 3,976 cases of BadgerCare
 - 186 cases of Family Planning
 - 1,194 cases of EBD
 - 816 cases of Long Term Care
- FoodShare – 5,078 recipients as of November 2021 (most current data)
- Caretaker Supplement – 23 cases
- Child Care cases – 58 cases
- New requests in the month of December – 194 new applications
- Cases closed in the month of December – 116
- 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

CPS/ Parent Aides – Jasmine Peterson, Manager

The CPS/Parent Mentor team consists of 1 access worker, 1 community response worker, 4 CPS Initial Assessment workers (1 of 4 vacant), 3 CPS ongoing workers (1 of 3 vacant), and 2 parent aides.

Access/Initial Assessment

- Access Reports: 48; 14 screened in
- Neglect: 20
- Physical abuse: 18
- Sexual Abuse: 12
- Emotional Damage/Abuse: 1
- Initial Assessment: 21 IAs were completed, 35 total allegations from the completed assessments. The findings included the following: 15 unsubstantiated assessments, 4 Substantiated assessments, 2 Alternative Response Services Not Needed

Child Protective Services

- Open cases: 36 cases currently open with 62 children
- Home with Parents: 28
- Foster Home: 14 non-relative; 1 treatment foster care
- Relative unlicensed: 16
- Kinship: 1
- Reunifications: 0
- Trial reunification: 0

Parent Aides

- Are currently working with 16 active families

Youth Justice, Foster Care, Kinship Care, Family Engagement –Vacant, Manager

Youth Justice

Information Not Available This Month

Out of Home Care

27 Foster Care/Residential/Group Home Placements

- 15 Foster Care Relative
- 8 Foster Care Non-Relative

- 2 Residential Placements
- 2 Group Home Placements

36 Kinship Care Placements

63 Total Out of Home Placements

Behavioral Health Services - Kay Saarinen-Barr, Manager

Kim Kraeger, a therapist with the BHU decided to step into the BH Supervisor position at the first of the year. Kim will take over direct oversight of the Crisis and Outpatient Clinic areas. Kim comes with a great deal of experience in these areas and will be a great asset to the Unit. We will be advertising to fill her therapist position in the coming weeks.

The Behavioral Health unit consists of 4 clinical social workers, 1 psychiatric nurse, 1 AODA counselor, 3 part-time psychiatrists, 1 part-time psychologist, 5 crisis workers, 2 secretaries, 2 CSP social workers, 1 CSP nurse, 5 CCS facilitators, and 3 CSS technicians.

Outpatient

The Behavioral Health Outpatient clinic has 383 open clients at this time.

Community Support Program (CSP): This program is supported by 2 Case Managers, 1 RN, and 3 Community Support Specialists. There are currently 26 open cases.

Comprehensive Community Services (CCS): In 2022 we increased the number of Service Facilitators in the Behavioral Health Unit to 5. We are currently fully staffed with the addition of Lucy Borntrager who started with us on 1-24-22 and Chloe Manteuffel who decided to stay with us. We are excited to have a well-rounded team with CCS. We currently have 45 open cases enrolled in CCS and 5 cases in the assessment process.

Crisis: The Crisis Program has 5 full-time workers. The Crisis Unit responded to 63 crisis calls in November during regular and after work hours. There were 6 emergency detentions and 7 people went into the hospital voluntarily. 38 clients responded to a diversion plan to avoid hospitalization in December. 47 calls came in during mobile hours.

ADRC – Melissa Anderson, Manager

The ADRC consists of the unit manager, 1 Aging Programs Supervisor, 1 APS lead social worker, 2 APS case managers, 4 I&A specialists, 2 benefit specialists, 1 transportation coordinator, 1 volunteer coordinator, 1 ADRC assistant, 1 clerk typist, and 4 nutrition site managers

*to ensure accuracy of information, data shared will be from previous month.

Aging and Disability Resource Center

- In the month of December the ADRC received 427 calls. Top five topic areas include: long-term care, public benefits, income maintenance, assisted living and home services information.

EBS (Elderly Benefit Specialist) serves persons age 60+

- 3 referrals in the month of December.

DBS (Disability Benefit Specialist) serves persons 18-59

- 8 referrals in the month of December.

Volunteer Transportation Program-

- Masks continue to be required for both drivers and riders. Transportation available for shopping, doctor appointments, personal appointments available for riders 65+, as well as individuals connected to services within Waupaca County DHHS.
- 631 one ways rides provided in the month of December, 13 New Riders

Adult Protective Services, serves adults ages 18+

- New APS Cases
 - January, 2021 = 25
 - February, 2021= 35
 - March, 2021= 40
 - April, 2021= 39
 - May, 2021= 32
 - June, 2021= 37
 - July, 2021= 25
 - August, 2021= 23
 - September, 2021= 25
 - October, 2021= 27
 - November, 2021= 32
 - December, 2021= 17YTD= 357

Elderly Nutrition Program-

- Voucher restaurant senior dining started July 6, 2021
 - Completed registrations for the program-
 - **NOTE:** Program Enrollment expired at the end of the year. All Participants were mailed new 2022 registration and voucher materials early December. Many individuals have been renewing their registrations.
 - **January** - 34 returning participants, 6 new individuals
- New Home Delivered Meal Assessments
 - January (as of 1/25) - 21 (0 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:

- COVID cases declined weekly for most of December until the last week of December saw an increase from the previous week. Case levels remain high. The highly contagious Omicron variant is starting to take hold across the country and likely will start to affect case numbers in Waupaca County in the coming days and weeks.
 - The 7 day trend through 12/27/21 includes an average of 30 new cases per day, down from an average of 35 cases per day at the beginning of December.
- Over 55% of county residents have received at least 1 dose of vaccine
 - Just under 60% of eligible (5 year olds and older) Waupaca County residents have received at least 1 dose
- Walk-in vaccination clinics continue on Wednesdays (Walk-in Wednesday)
 - December clinics have averaged over 200 individuals per clinic.
- Public Health provided several workplace onsite clinics in the last month.
- Public Health partnered again with WI National Guard to establish a community test site. The WING operation was extended through January 6 (testing available Mondays and Thursdays at the Manawa Masonic Center). WING operations for testing and vaccination sites will no longer be available after January 8.
- Public Health currently includes an additional 12 LTE and/or contract employees working pandemic response activities including disease investigation, vaccinations, and test site specimen collection

Environmental Health

- To date, 43 inspections of licensed facilities have been conducted in December
- Processed 40 water samples in December
- Investigated 2 environmental complaints and 2 licensed facility complaints in November

Healthy Beginnings

- 30 families enrolled
- 0 families on a waitlist

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

- Continue to support COVID response with vaccination clinics and disease investigation
 - Administered over 600 COVID vaccinations in December
- Investigated 870 reportable communicable diseases (including 839 COVID-19 cases) in December
- Started new child passenger fitting station project

WIC

- 606 Participants served in the month of November.
- 22 Referrals were made in the month of November.

Personnel and Staffing Issues

As is typical of each month, the board is provided with a detailed spreadsheet outlining staffing changes. That document is found in the board's monthly meeting packet. The department is having a difficult time recruiting and retaining Child Protective Services staff. This is not unique to Waupaca County as many counties are seeing significant turn over and challenges in finding folks.

We do have an accepted offer for the vacant Youth Justice/Foster Care/Kinship Care manager. The person hired for the position has not yet notified her current employer as of this writing so the name will not be provided in this document.

As noted in the section providing updates on the Comprehensive Community Services area, Chloe Manteuffel who left her position recently, has returned to the DHHS. Chloe is a good employee and we fully welcome her back.

HR has reported that currently the DHHS is more fully staffed than it has been in a long time.

Client Grievances

As has been the case for the past many, many months, as of this writing there is no updated news to share from the State regarding the one remaining client rights grievances that has been mentioned in the past few of reports. There have been no new client rights grievances filed.

Some of you may have gotten a call regarding the current handling of a Truancy case and a belief that the department has not responded accordingly. It is asked that if you do get contacted by anyone regarding such things relating to DHHS services please reach out to the director so a conversation can be had regarding the situation.

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.

It will be added that the shared position that DHHS has with four school districts is underway. There are a few growing pains, but that is expected for a new service and position.

Director's General Update

This writer will sound like a broken record, but there is little to report this month beyond the basics. Things have not slowed down in regard to service demand and staff are feeling run thin, especially during times of turnover. Unfortunately, there is little that can be done to address the increase in service demands. It will be shared that the administrative requirements related to the work performed by the DHHS also is not slowing down. With each additional administrative task the State and others add, it takes away from direct service. The DHHS is in need of additional program and administrative support as well as direct service staff. It will be a tough budget process this coming year.

It will be shared that a proposal is being developed to bring to the DHHS board that ARPA funds be used to move the Aging and Disability Resource Center out of the courthouse and into a standalone location that is better able to meet the accessibility and service needs of the elderly and disabled while allowing for enhanced engagement between staff and those served.