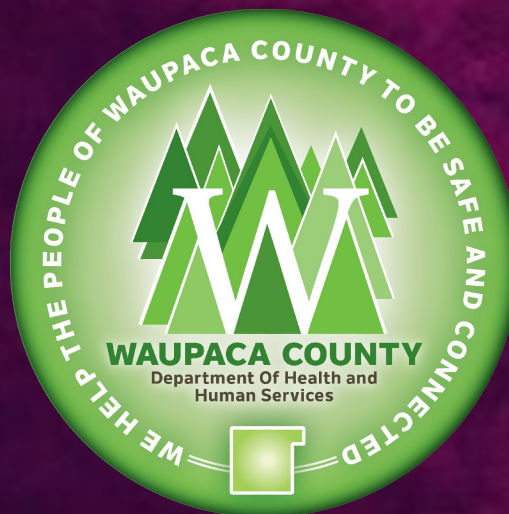


2020 Annual Report

Waupaca County Department of Health and Human Services

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



Greetings to All...

It is with an abundance of gratitude that I welcome you to our 2020 Annual Report. Before saying more, let me introduce myself. My name is Ted Phernetton, and I began my full-time service to the citizens of Waupaca as the director of the Waupaca County Department of Health and Human Services (WCDHHS) in August of 2020. I had held this same position a few years earlier and am very excited to return.

As we are all well aware, 2020 was nowhere near a normal year for any of us. As a department we saw a change in leadership, learned how to deliver services remotely in a pandemic world, and—through our Public Health Services—our tireless and dedicated staff led by our phenomenal Public Health Officer, Jed Wohlt, fought the good fight in working to keep our citizens safe. And, that fight continues.

One thing that did not change in 2020 was our department's commitment to use a strength-based, person-centered approach to assist families and individuals with the hope and intention of preventing involvement in the deeper end of the human services system. Doing our work with a focus on partnerships with individuals, families, and others enables our system to maintain its dedication to the vision of helping the people of Waupaca County to be Safe and Connected.

Thank you,

Ted Phernetton, Director
Waupaca County DHHS

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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.

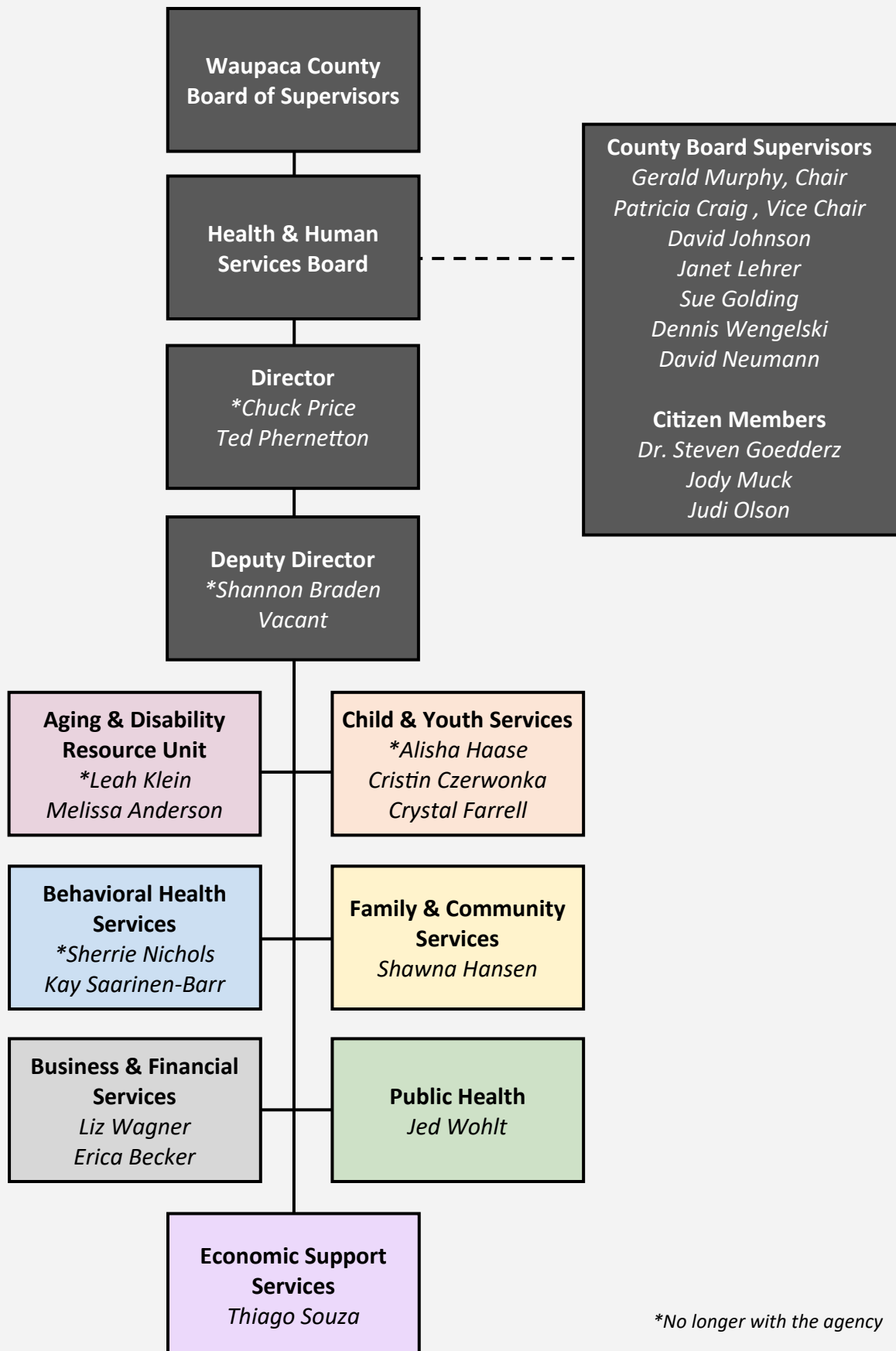


Our Values: The services and engagement we provide meet the standard of compassion we would want for our own families. We understand many of the needs experienced by our community are the result of adversities people have experienced, and so we ask, *"What happened to you?"* not *"What's wrong with you?"* 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. 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! Volunteers donated **14,047** hours of their time and drove **315,340** miles in 2020. It is estimated that Waupaca County Volunteers saved taxpayers **\$381,077** in in-kind time donation and **\$9,620.33** in in-kind mileage reimbursement for a total taxpayer savings of **\$391,697.33!**

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. In the midst of the COVID-19 pandemic, most ADRC staff members worked from home from March 2020 to June 2020. One full-time worker remained in the office to answer phone calls and assist those working at home. In June, all staff returned to the office full time. Once the workers returned, the ADRC Office was closed to walk-in visitors and all work was completed via telephone and video communication; no face-to-face visits were completed unless critically necessary through the remainder of the year. The Adult Protective Services team completed home visits as necessary.

Information & Assistance staff assist 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.



Three full-time staff completed **448** referrals for assistance and completed **200** Adult Long-Term Care Functional Screens determining eligibility for Long-Term Care.

Adult Protective Services (APS) social workers responded to reports of Waupaca County adults and elders who are potentially being abused, neglected, financially exploited, or who are participating in self-neglect. In 2020, the part-time Adult Connection Specialist was a new position that worked with adults and elders that had been referred to APS but needed more assistance in connecting with the community or with services. Adults and elders of Waupaca County estimated a loss of approximately **\$1,055,299** due to financial exploitation.



Two full-time APS social workers made **368** contacts that included investigations, guardianships, WATTS (annual protective placement) reviews, and consultations.

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.

- The Disability Benefit Specialist served **158** clients, **108** of which were new to the ADRC, and completed **228** requests for assistance.
- The Elder Benefit Specialist served **137** clients, **77** of which were new to the ADRC, and completed **195** requests for assistance.

Aging & Disability Resource Center

Waupaca County Elderly Nutrition Program

The Senior Dining Program was greatly impacted by the COVID 19 pandemic. Congregate dining sites were closed in March of 2020. All individuals who had utilized congregate services between January and March of 2020 were offered the opportunity to receive meals regularly through the Home-Delivered Meals Program.



Prior to program shut down Congregate Dining served **215** individuals and **2,959** meals.

The Home-Delivered Meals Program was also greatly impacted by COVID 19. Following the state Safer at Home Order and congregate site shutdown in March 2020, the Home-Delivered Meals Program suspended delivery services in order to protect participants and volunteers as these groups were at high-risk of severe illness from COVID-19. A once-a-week delivery of shelf-stable meals was put in place, and Waupaca County staff—following social distancing guidelines—completed delivery. As the year went on, the program gradually transitioned back to volunteer-supported meal delivery throughout the county. The program is still transitioning back to pre-COVID delivery schedules in several communities. Participants in this program were able to receive meals throughout all of 2020 and the total of meals served surpassed that of 2019.



The Home Delivered Meals Program served **323** individuals and **39,858** meals.

Transportation Program

WCDHHS received a Wisconsin Department of Transportation Grant to make the Volunteer Driver Transportation Program possible. Due to COVID-19, the transportation program transitioned to assisting with essential appointments only, and drivers and riders followed recommendations for the use of personal protective equipment.

In 2020, Volunteer Drivers drove **298,609** miles and made **7,051** one-way trips to non-emergency medical appointments, essential shopping, and other destinations. Because of these volunteers, **327** 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) services. Outpatient therapy and AODA services 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 2020, **415** clients were served through Outpatient Services, which were provided by three full-time psychotherapists; **331** 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 **36** individuals.



The OWI Program completed **208** 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 **56** clients in 2020.

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 **31** clients during 2020.

Crisis Intervention had a fully dedicated crisis team of four full-time staff in 2020.



Crisis Calls

757 received in 2020



Emergency Detentions/Involuntary Inpatient Hospitalizations

Occurred **132** times

Business & Financial Services

Business Services:

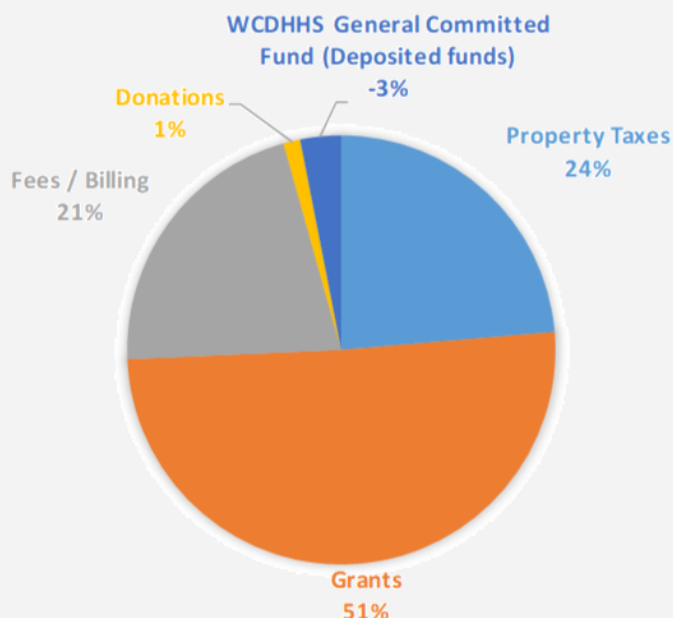
Staff are responsible for the front-line operations of DHHS. These are the first staff to greet visitors, whether over the phone or in person, at the reception counter of DHHS. Two full-time staff and one manager have been continuously working on customer service skills using trauma-informed care principles 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.

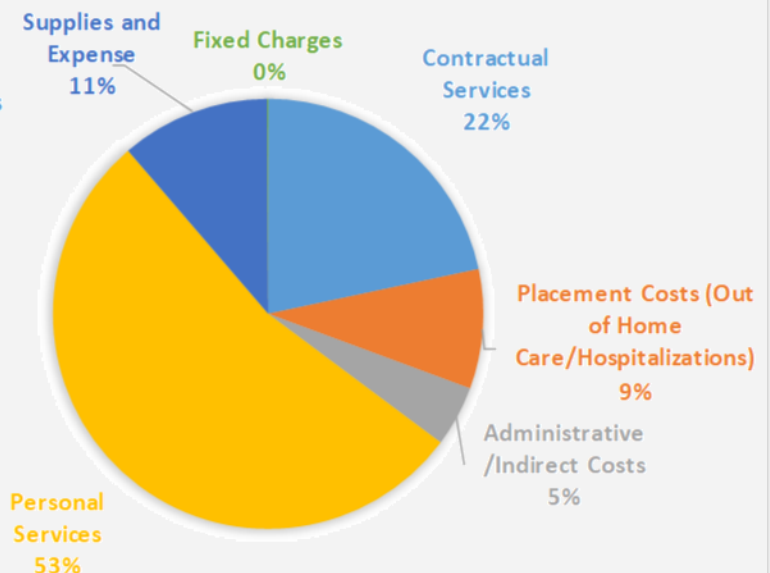
Financial Services:

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 2020, the fiscal focus shifted to make adjustments to billing practices and data gathering in order to optimize the funding and flexibility being offered as part of the national COVID-19 response. Due to changes in resource utilization, service delivery, and funding sources throughout 2020, at the time of this report writing, it is estimated that \$464,094 will be rolled into the WCDHHS General Committed Fund. DHHS remains committed to make fiscal decisions focused on providing services, which encourage natural supports of clients, and builds family resiliency for the future.

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 2020, there was a new Parent Aide, two ongoing CPS social workers, a new Foster/Kinship Care Social Worker, an Access and Community Response Social Worker, and an Initial Assessment Social Worker hired.

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

707 reports were received.



Assessments

182 safety assessments were completed.

Outcomes

- ⇒ **37** of the completed assessments were substantiated for abuse or neglect.
- ⇒ **9** were found to be in need of services through Alternative Response.
- ⇒ **44** 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.



- ⇒ **23** children who were removed from a parent's care and entered Out of Home Care.
- ⇒ **19** children who were discharged from Out of Home Care and returned home or reached permanence through another method.
- ⇒ **6** children who were being served through Kinship Care

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



- ⇒ **117** Youth Justice referrals were received.
- ⇒ **112** youth were served through Youth Justice ongoing cases.

Economic Support Services

Economic Support serves low-income individuals and families in Waupaca County by helping them have access to healthcare, food, and quality child care while they work or attend school. Economic Support also subcontracts with other agencies to offer Child Care Provider Certification, Energy Assistance, and Fraud Investigation services. ES services are provided using a Call Center as part of a 9-county consortium.

9-County Consortium statistics:

- ⇒ ECIMP received **144,009** calls, a decrease of **47,064** calls from 2019.
- ⇒ The answer rate was **95.77%**.
- ⇒ The average wait time was **2.65 minutes**.

Waupaca County statistics:

- ⇒ Waupaca County Economic support served an average of **5432** cases per month.
- ⇒ Waupaca County's timeliness average for applications processed in 2020 was **99.17%**.
- ⇒ An average of **5,223** cases of health care were served in Waupaca County per month.

Health Care:

The table below shows the number of individual cases served per month in 2019 and 2020. An average of **5,223** cases of health care were served per month in Waupaca County.

Program	2019	2020	Change
BadgerCare	2,979	3,210	+231
Elderly, Blind or Disabled living in their own homes	1,019	1,075	+56
Long Term Care-Total	999	937	-62
Nursing Home residents	569	480	-89
Family Care, including IRIS and Partnership	430	458	+28



FoodShare

- ⇒ An average of **2,316** households were served.
- ⇒ The total FoodShare issued was **\$8,602,832** (+\$4,017,436 from 2019).



Other Programs

- ⇒ Overall enrollment for Medical Assistance in December 2020 was **5,568** cases.
- ⇒ Waupaca received **379** applications from the Marketplace.
- ⇒ **\$397,201.41** was issued in childcare subsidy payments to child care providers.



Energy Assistance

- ⇒ **2,316** households received Energy Assistance totaling **\$1,302,929**.
- ⇒ **451** households received LIHEAP Crisis Assistance totaling **\$105,858**.
- ⇒ **82** households received furnace repairs totaling **\$148,785**.
- ⇒ **40** households received furnace replacements totaling **\$134,485**.

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 voluntary federally mandated program that offers support to families whose children have a diagnosed medical condition or a delay in one or more areas of development. These developmental areas include communication, movement, thinking skills, social/emotional development, and self-help skills. Through caregiver coaching and collaboration families are supported in achieving their goals for their infant and toddlers.



⇒ **137** children were referred for Birth to 3 services.

⇒ **69** qualified & accepted services.

⇒ **51** children received screening/evaluation and were provided case management .

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. The program aims to identify potential supports to promote the child's inclusion in family activities and community settings. 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 local service coordinator working in partnership with the family.



98 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 to remain in their home and community. Funding can be used to support a range of different services. Supports can include and are not limited to: child care, respite, transportation, mentoring, daily living skills, training for families, adaptive aids, technology and communication aids, and more.



The CLTS program served **106** 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 meet the following qualifications: 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 and medication monitoring, etc.); current or past services are not working; and most importantly, the family is willing to be involved in the team process. There has been a decrease in enrollment in the CST Program as more youth are enrolling in the Comprehensive Community Services (CCS) Program.



21 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 2020, the mentors worked with **25** youth.

Public Health

Public Health works to protect the health of individuals and their communities, promote healthy behaviors, and prevent disease and injury. For this reason, Waupaca County Public Health—following federal and state guidance—led the COVID-19 pandemic response at the local level. Waupaca County Public Health undertook extensive response measures to help combat the pandemic. All available resources were directed toward pandemic response, and many programs were paused and/or modified to redirect resources to pandemic response. The following provides summary information of pandemic response activities as well as a segmented programmatic summary, which also display the impacts of the pandemic in 2020.

2020 Staff Information

Many Public Health staff worked remotely starting from mid-March through June. Those staff members providing full-time and overtime pandemic response worked remotely as well as onsite. In 2020, there were 16 full-time Public Health staff.

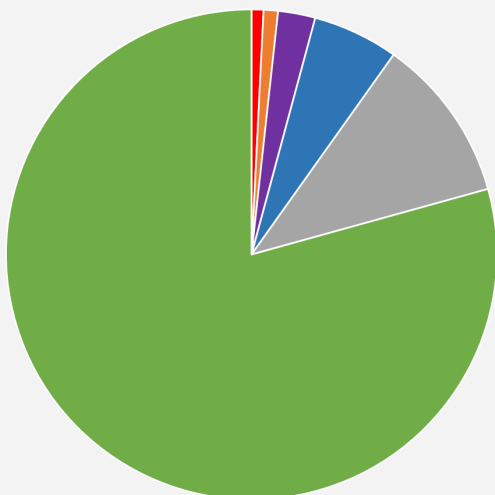
Staff providing full-time and overtime pandemic response:

- 1 Health Officer
- 4 Public Health Nurses
- 1 Community Health Educator/Public Health Emergency Preparedness Coordinator
- 1 Environmental Health Specialist
- 1 Program Assistant

Staff providing part-time pandemic response:

- 2 Environmental Health Specialists
- 3 Healthy Beginnings Case Managers
- 9 limited-term/contracted employees for disease investigation support

COVID-19 Attributed Staff Time



In the year 2020, Public Health staff spent **18,237 hours on various types of COVID-19 response**. Here's a breakdown (in hours) of how their time was split.

Epidemiology & Lab (data): 143 (>1%)

COVID-19 Planning (vaccination): 173 (>1%)

COVID-19 Testing: 447 (2%)

Communicable Disease: 1,030 (6%)

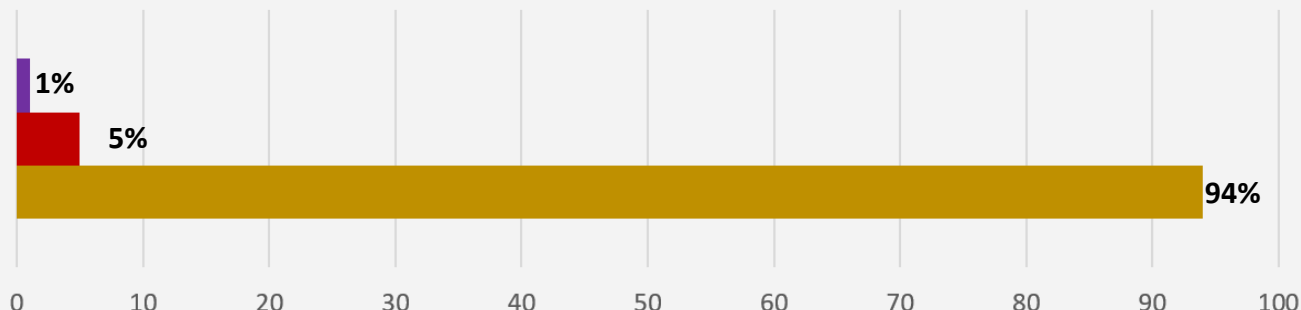
Public Health Emergency Preparedness (PHEP): 1,980 (11%)

Disease Investigation & Contact Tracing: 14,465 (79%)

Public Health

2020 Expenses & Funding Summary

Waupaca County Public Health received **\$594,676** from the Coronavirus Aid, Relief, and Economic Security (CARES) Funding to support various COVID-19 pandemic response activities. CARES funding was broken down into three main categories: **Planning**, **Testing Coordination**, and **Disease Investigation/Contact Tracing**.



The primary functions of Waupaca County Public Health during the COVID-19 pandemic included:

Tracing, tracking, and testing to prevent the spread of the virus. From contact tracing to conducting surveillance and ensuring adequate testing, Waupaca County Public Health worked to prevent the spread of COVID-19 in Waupaca County. Throughout 2020, Public Health staff were responsible for reaching out to those with confirmed COVID-19 cases (disease investigation) and their contacts (contact tracing). Within 24 hours of receiving a positive COVID-19 lab for a Waupaca County resident, a Public Health staff member would contact the individual who tested positive, share information about COVID-19, give isolation instructions, and gather any contacts that person may have had while infectious. Public Health staff would then reach out to these contacts to provide education and quarantine instructions.

Additional activities included:

- ⇒ Internal situation briefings with public health response staff that began in March as twice-a-day meetings (including weekends) through the first months of the pandemic and continued as daily meetings throughout the rest of 2020.
- ⇒ Meetings with the Wisconsin Department of Health Services, local, and regional partners.
- ⇒ Outbreak investigations (an outbreak is defined as two or more cases associated with the same location, group, or event around the same time or one or more cases associated with a long-term care facility).
- ⇒ Partnering with the Wisconsin National Guard (WING) to establish a WING Testing Site at the Waupaca County Fairgrounds in Weyauwega.

FREE COVID-19 TESTING IN WAUPACA COUNTY

TIME: 9 AM - 5 PM

DATES: WEDNESDAYS

OCTOBER: 14, 21, 28

NOVEMBER: 4, 18, 25

DECEMBER: 2, 9

NO APPOINTMENTS
DRIVE-THROUGH TESTING
300 TESTS PER DAY

LOCATION: WAUPACA COUNTY
FAIRGROUNDS
602 SOUTH ST
WEYAUWEGA, WI 54983



SAVE TIME,
REGISTER
AHEAD!

FOR MORE INFORMATION VISIT OUR WEBSITE
OR CALL PUBLIC HEALTH AT 715-258-6323.

Public Health

2020 Disease Investigations, Contact Tracing & Testing Numbers

- ⇒ **4,877** Disease Investigations
- ⇒ **102** Outbreak Investigations
- ⇒ **2,774** tests completed in partnership with the WING Testing Site

Educating and advising the community. Waupaca County Public Health worked to be the primary source of timely, reliable, and factual COVID-19 information for the community. A COVID-19 section was created on Waupaca County Public Health's website. Communication to the public took the form of Health Advisories and News Release which were shared via the website and Waupaca County Public Health's Facebook page. Educational materials, resources, and situation updates which included case counts were also shared via the website and Facebook page. A dashboard created by the Waupaca County Land Information Office was added to the website to share case counts, testing numbers, hospitalizations, as well as case counts in county school districts and municipalities.

In 2020:

- **81** daily situational reports were shared to Waupaca County Public Health's Facebook page and COVID-19 website from 3/17/20 to 6/5/20.
- **183** daily updates were shared to Waupaca County Public Health's Facebook page (beginning 3/17/20).
- **7** weekly updates were shared to Waupaca County Public Health's Facebook page (beginning 11/18/20).
- Waupaca County Public Health responded to **39** documented complaints of businesses or organizations violating the state mask mandate.

News/Press Releases

- ⇒ **March 03:** Preparing for COVID-19
- ⇒ **March 13:** Congregate Senior Dining Service
- ⇒ **March 17:** Waupaca Co Health Emergency
- ⇒ **March 19:** Waupaca Co Public Health Updates
- ⇒ **March 20:** Waupaca Co Public Service Message
- ⇒ **March 24:** Waupaca Co Safer At Home
- ⇒ **March 25:** COVID-19 Confirmed in Waupaca Co
- ⇒ **March 28:** Waupaca Co Confirms First Death Associated with COVID-19
- ⇒ **March 31:** Second COVID-19 Case Confirmed in Waupaca County
- ⇒ **May 20:** Free COVID-19 Testing in Waupaca Co on 5/28/20
- ⇒ **August 6:** Joint Statement from Public Health & Waupaca Co School Districts
- ⇒ **August 17:** Waupaca County COVID-19 Situational Update
- ⇒ **October 5:** Public Health Emergency COVID-19 Alert
- ⇒ **November 13:** Public Health COVID-19 Alert: Celebrate Upcoming Holidays Safely

Waupaca County COVID-19 Daily Update

Total Positive Cases: 3,482* Pending Cases: 348
Active Positive Cases: 424 Negative Cases: 15,873
Recovered Cases: 2,956 Deaths: 102

*Indicates all lab-confirmed cases, including people who have recovered or passed away.

Prevention

- **Stay at home**
- Limit your direct contacts to the same people, which should be less than five (5) total
- Keep at least six (6) feet apart
- Make only one (1) trip a week for essentials (groceries, medications)
- Wash your hands often with soap and water
- Cover your coughs and sneezes
- Stay connected by phone and social media
- Wear a cloth face-covering in public



#SaferAtHome

November 17, 2020
updated daily at 3pm

Public Health

Health Advisories and Orders

- ⇒ **March 13:** Waupaca Co Circuit Court
- ⇒ **March 17:** Waupaca Co Health Emergency
- ⇒ **March 27:** Waupaca County Travel Restrictions
- ⇒ **April 09:** Waupaca Co Campground Opening Date Postponed
- ⇒ **April 17:** *Updated Waupaca Co Campground Order
- ⇒ **April 28:** *County Campground Opening Date Update
- ⇒ **May 14:** Waupaca Co Health Order for Reopening and Mass Gatherings
- ⇒ **June 11:** Waupaca Co Reopening and Mass Gatherings Update

Waupaca County Issues Travel Advisory to Secondary and Seasonal Home Owners



Collaborating with partners. Waupaca County Public Health worked closely with community and regional partners to assist in interpreting state and federal guidance and provide support for area industries and organizations. This was accomplished through weekly meetings with partners including: healthcare partners, long-term care facilities, EMS, schools, Healthcare Emergency Readiness Coalition (HERC), regional PHEP coordinators, and medical examiners. Additional resources and support were provided on an as-needed basis to businesses, municipalities, faith-based organizations, and residents. Waupaca County Public Health routinely met with healthcare partners to provide situational updates and determine best practices for collaborating on COVID-19 testing and medically complex cases.

Personal Protective Equipment (PPE) coordination & delivery. The COVID-19 pandemic quickly caused a widespread shortage of personal protective equipment (PPE) in several frontline, patient-facing industries including: hospitals, long-term care facilities, EMS, ambulatory care clinics, law enforcement, fire response, medical examiners, dentistry, health departments, and mortuary services. In order to best respond to a high demand for critical supplies and with ordinary supply-chains having low inventory, Wisconsin Emergency Management organized a process where counties could request urgent and emergent PPE supplies through the state PPE warehouse. Waupaca County Public Health coordinated this effort locally, and the first delivery was made on May 1st, 2020. **Staff delivered 268,332 items over 159 individual deliveries from May through December.** These items were: gloves, gowns, coveralls, thermometers, cloth masks, surgical masks, respirators, hand sanitizer, face shields, shoe covers, alcohol wipes, and disinfectant. Waupaca County Public Health also assisted several long-term care facilities with emergency PPE acquisition through coordination between the facility and the state of Wisconsin.

Preparing for vaccinations. Waupaca County Public Health started preparations for public health-led mass vaccinations in the summer of 2020, and hosted a drive-through influenza clinic in November 2020 in the event that COVID-19 vaccination would need to be in a drive-through format. In December 2020, two COVID-19 vaccines manufactured by Pfizer-BioNTech and Moderna were given Emergency Use Authorization (EUA) by the U.S. Food and Drug Administration (FDA). Public Health staff prepared for providing COVID-19 vaccine by applying to be a vaccinators through the state of Wisconsin and by putting plans in place to efficiently distribute vaccine. Staff spent considerable time reviewing information about both of the available vaccines such as safety data, storage and handling requirements, and how to best provide patient education. Plans were made to hire additional staff to support the vaccination effort.

Public Health

2020 COVID-19 County Data

4,191 confirmed cases of COVID-19. Confirmed cases are those that have positive results from diagnostic, confirmatory polymerase chain reaction (PCR) tests or nucleic acid amplification tests (NAT) that detect genetic material of SARS-CoV-2, the virus that causes COVID-19. Illnesses with only positive antigen or positive antibody test results do not meet the definition of confirmed and are not included in the number of confirmed cases.

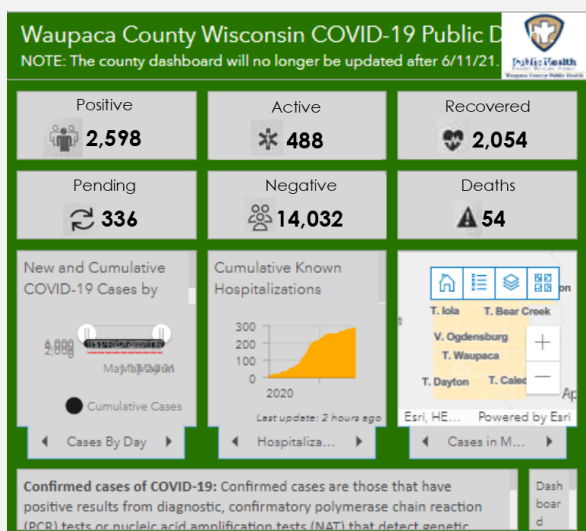
686 probable cases of COVID-19. Reasons a person could be counted as a probable case include: a positive antigen test, positive antibody test, or diagnosis due to known exposure in conjunction with symptoms consistent to COVID-19 infection.

214 COVID-19 patients hospitalized with a documented positive COVID-19 test.

136 Deaths due to COVID-19. This reflects the total number of COVID-19 associated deaths among confirmed and probable cases.

COVID-19 deaths are defined as having a death certificate that lists COVID-19 as an underlying cause of death or a significant condition contributing to death. Deaths associated with COVID-19 must be reported by health care providers or medical examiners/coroners, and recorded by local health departments in order to be counted as a COVID-19 death. Deaths among people with COVID-19 that were the result of non-COVID reasons (e.g., accident, overdose, etc.) are not included as a COVID-19 death.

Probable cases of COVID-19 and deaths among probable cases. Those that test positive using an antigen test method; have symptoms of COVID-19 AND known exposure to COVID-19 (for example, being a close contact of someone who was diagnosed with COVID-19); or have COVID-19 listed on the death certificate.



County Dashboard from October 2020



WING Testing Site

Public Health

2020 COVID-19 Pandemic: Main Events

January

Jan 18: A statewide Health Alert Network Update is released regarding the CDC monitoring an outbreak of a novel coronavirus outbreak. Waupaca County Public Health begins monitoring the situation.

March

Mar 16: Waupaca County declares a Public Health Emergency.

Mar 25: Waupaca County documents the first confirmed case of COVID-19.

Mar 28: Waupaca County is saddened to report the first death due to COVID-19.

October

Oct 5: High COVID-19 case levels lead to the release of a Public Health Emergency Alert, where all contacts to COVID-19 cases are no longer contacted by Public Health. Disease investigation and outbreak management becomes the primary focus of public health staff.

Oct 14: In partnership with the WING, a recurring, weekly COVID-19 testing site begins at the Waupaca County Fairgrounds in Weyauwega.

February

Feb 12: Staff attend a tabletop exercise with regional partners in public health and healthcare to discuss the impending COVID-19 response efforts.

May

May 28: Waupaca County partners with the Wisconsin National Guard (WING) for the first drive-through COVID-19 testing event.

December

Dec 17: Waupaca County Public Health applies to be a COVID-19 Vaccinator.

Dec 28: Waupaca County Public Health is approved to be a COVID-19 Vaccinator.

Public Health

Public Health Program Information

The **Public Health Program Assistant** manages front desk operations, as well as typically scheduled tasks including: file management, public health mail distribution, immunization mailings, and managing immunization stock. In 2020, over **90%** of the Program Assistant's time was spent on COVID-19 response.

In 2020, the Program Assistant:

- Triaged over **3,000** calls and **10,000** faxes.
- Maintained records and reports for immunization grants throughout 2020, including mailings.
- Provided in office support to all Public Health staff during Safer At Home orders.
- Provided in office inventory of supplies and products.
- Maintained and updated Long Term Care contacts.

Healthy Beginnings is a free, voluntary home visitation program that offers information and 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 and delivery, breastfeeding and nutrition, and comfort measures for mother and child. During the birth to 5 phase of the program, a trained Case Manager provides support in the areas of the parent-child relationship, child development, and family health and safety. Information on community resources is also provided. The prenatal phase/PNCC program was suspended in March as Public Health Nurses supported the COVID-19 response full-time. A waitlist for Healthy Beginnings referrals was started in June as Healthy Beginnings Case Managers dedicated more time to COVID-19 response.

Parental Phase (January to mid-March 2020):



14 expectant mothers were referred for services.



Two Public Health Nurses served **3** clients who accepted the program.



Public Health Nurses had **12** hours of face-to-face contact & **14** total contacts with families.

Birth to 5 Phase:



Three Case Managers served **68** clients, including **4** new families.



Case Managers had **586.40** hours of face-to-face contact & **3,718** total contacts with families.



73% of enrolled families were connected to additional needed support services, including Birth to 3, mental health services, school services, parenting classes, social groups, housing services, and assistance with basic needs.

Public Health

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

In 2020:

- ⇒ **1,027** people participated: 296 women, 232 infants, & 546 children under the age of 5
- ⇒ Averaged **661** individuals served each month
- ⇒ **38** blood lead screenings

- ⇒ Over **330** families participated in the Farmers Market Nutrition Program; **\$4,506** were redeemed for fresh fruits & vegetables at local farm markets
- ⇒ **\$465,238.35** 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.



79.7% of women in WIC initiated breastfeeding with their newborn infants.

Out of all infants enrolled in WIC:

- ⇒ **48.1%** were exclusively breastfed for 1 month, which is above the state average of 37.6%.
- ⇒ **43.1%** 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 2020.
- ⇒ 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.

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 2020, **17** school-based clinic visits were completed before schools closed due to COVID-19.

Public Health

Public Health Nursing focuses on improving population health by emphasizing education and prevention, while addressing social determinants of health. 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.

Waupaca County Public Health was closed to services such as immunizations and the Healthy Connections Clinic starting in mid-March. Before the COVID-19 Pandemic, Public Health was able to support the Get Yourself Tested (GYT) grant initiatives. Public Health also received a Borough of Transportation (BOTS) to start a Child Passenger Safety program in partnership with local businesses. During 2020, Public Health mentored two clinical groups of UW-Oshkosh nursing students. To support COVID-19 mitigation efforts, three contract nurses and 6 LTE staff were hired for COVID-19 case investigations, contact tracing, data importing, and mass vaccination preparation.



4,877 Confirmed or Probable COVID-19 cases;
7 documented cases of COVID-19 reinfection



11 follow-ups for high blood lead levels in children; **1** environmental investigation



179 immunizations provided



13 Healthy Connections clients



158 Sexually Transmitted Infection (STI) cases



113 Tick-borne cases

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). Due to COVID-19, health education work largely shifted to education surrounding COVID-19 such as tips to preventing illness, what to do if you have COVID-19, where to get tested, and updates in the vaccination process.



Participated in and/or facilitated several coalitions within the community:

- ⇒ Living the Waupaca Way Coalition
- ⇒ Waupaca Recovery Coalition
- ⇒ Northeast Regional Health Educators
- ⇒ Central Wisconsin Health Partnership



Social media campaigns and regular Facebook posts to educate and inform on public health topics, mainly focused on COVID-19 education and updates in the year 2020



Participated in statewide health education efforts such as the Rural Community Action Team and New to Public Health (N2PH) residency program development

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

- ⇒ **541** facilities were licensed:
restaurants, retail food operations, lodging facilities, mobile home parks, public swimming pool/spa/water attractions, campgrounds, tattoo/piercing establishments, & recreational camps
- ⇒ **267** retail food/recreational facility inspections conducted
- ⇒ Responded to **26** complaints for licensed facilities
- ⇒ Responded to **1** retail food facility foodborne illness outbreak

40

Responses to
environmental health
hazards/situations



Drinking Water

- ⇒ Collected and analyzed **374** water samples for Transient Non-community (TN) public water systems (includes bacteria, nitrate, and nitrite water samples)
- ⇒ Performed **38** public water system sanitary surveys
- ⇒ Performed **126** public water system annual site visits
- ⇒ Performed **1** Level Two Assessment on public water systems
- ⇒ Coordinated corrective actions for **5** water systems with bacterial violations and **8** with nitrate violations
- ⇒ Processed **528** water samples
 - ◇ **318** Bacteria samples
 - ◇ **193** Nitrate samples
 - ◇ **13** Arsenic samples processed from private systems
 - ◇ **4** 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. The purpose is to provide information, resources, and expertise to our partners to ready Waupaca County for health threats, emergencies, and disasters, just like what is seen in the COVID-19 pandemic. Due to the COVID-19 pandemic, several plans and lessons learned from past practice drills and exercises proved to be incredibly useful in the response to COVID-19.

- ⇒ Several staff attended the Governor's Conference on Emergency Management to learn from state and national leaders.
- ⇒ Staff held active membership in Fox Valley Area HealthCare Coalition meetings
- ⇒ Staff participated in countywide long-term care preparedness workgroups, functional exercise planning, and local and countywide emergency planning committees.
- ⇒ Planning, just-in-time training, and implementation of COVID-19 response measures



Funded a Homeland Security Exercise and Evaluation Program (HSEEP) consistent Immunization Program Functional Exercise at the Iola-Scandinavia School District in October using Incident Command System (ICS). Seasonal influenza vaccine was administered to **80** 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

2020 Highlights

February 2020: The TIC Education Committee, composed of five staff members, began to meet. This group met regularly throughout the year to come up with TIC Education ideas for the agency.

May 7, 2020: The TIC Committee facilitated a virtual TIC day with activities throughout the day in honor of Trauma-Informed Care Month, implemented by Governor Walker in 2018.

June 2020 - July 2020: The TIC Education Committee sent out a short video by Brene Brown discussing navigating first times and the need to name your feelings in order to move past them.

- ⇒ The TIC Education Committee sent out a survey to the agency to name their feelings. A word cloud was sent out of all the words compiled from the survey.
- ⇒ Due to the responses of the survey, one member of the TIC Education Committee joined each unit meeting to help facilitate a conversation about how people were managing with all the changes the agency was experiencing in regards to COVID-19, returning to work in an office setting, getting to know new leaders, and adjusting to current events.

October 2020: The TIC Education Committee hosted small group discussions for the four different social styles and how they may present in the workplace. A follow up email was sent out to the agency with key points for each social style.

Contact Information

General Contact Information

715-258-6300 wcdhhs@co.waupaca.wi.us

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

1-888-256-4563

Family & Community Services

715-258-6300

Public Health

715-258-6323 publichealth@co.waupaca.wi.us