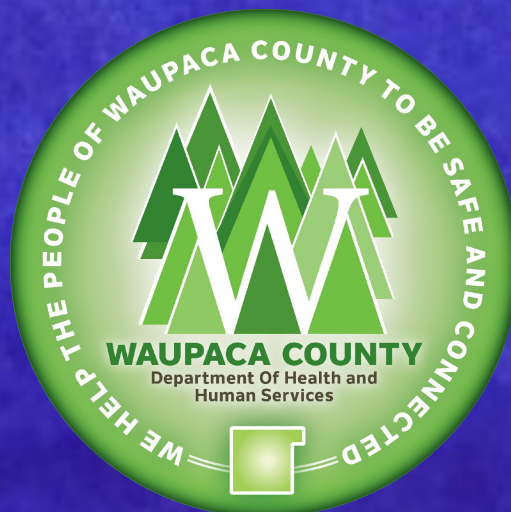


# 2019 Annual Report

## Waupaca County Department of Health and Human Services

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



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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.

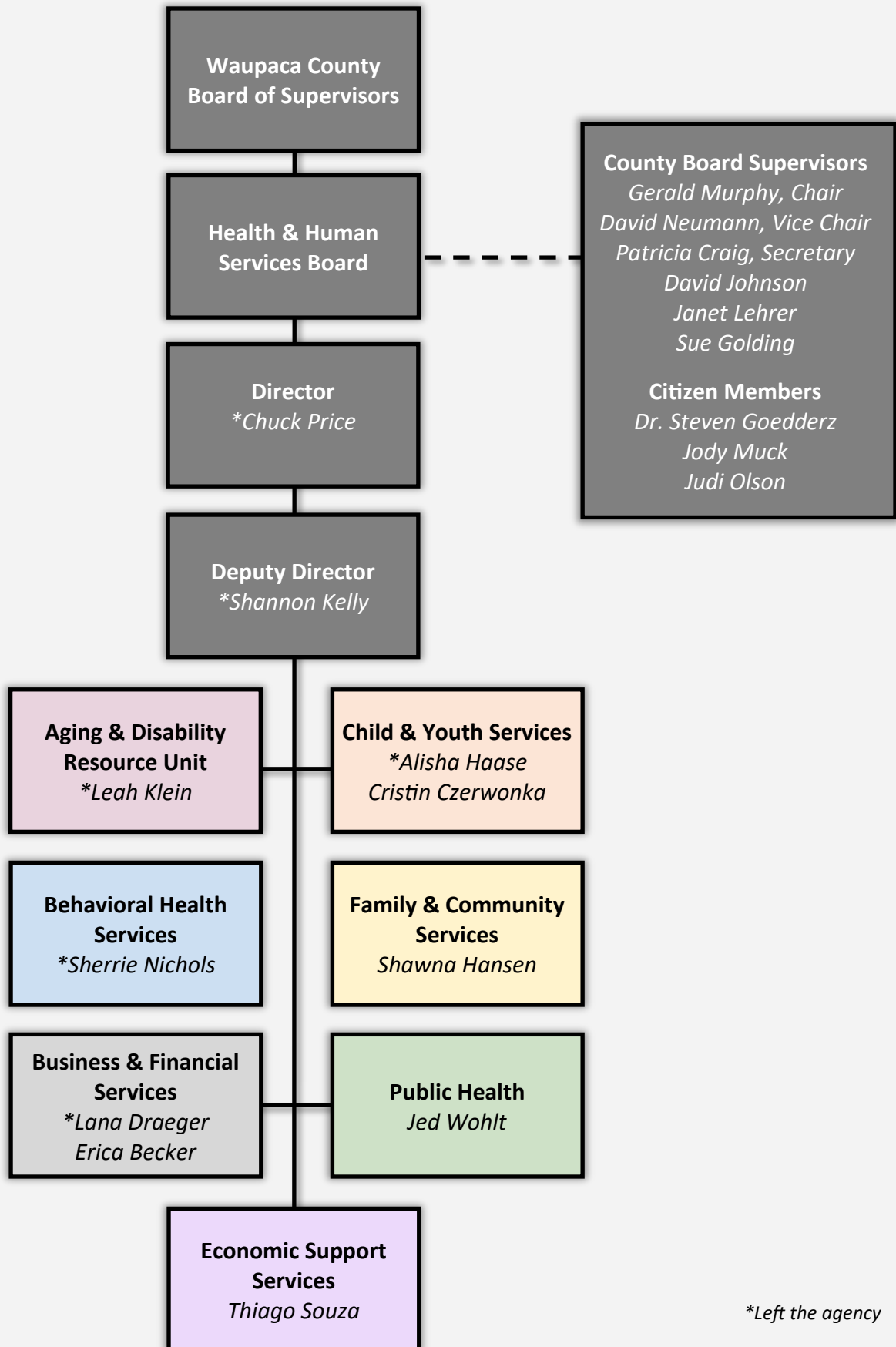


**Our Values:** The services and engagement we provide meet the standard of compassion we would want for our own families. We understand many of the needs experienced by our community are the result of adversities people have experienced, and so we ask, *"What happened to you?"* not *"What's wrong with 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. Volunteers donated **15,911.5** hours of their time and drove **516,895.4** miles in 2019. 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! It is estimated that Waupaca County Volunteers saved taxpayers **\$404,629.46** in in-kind time donation and **\$30,258.66** in in-kind mileage reimbursement for a total taxpayer savings of **\$434,888.12!**

# 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.

**Information & Assistance** staff helps 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. In 2019, the ADRU expanded a part-time Information & Assistance Specialist position to full-time due to the elimination of the two contracted Community Living Specialist positions as a result of lost state grant funding. Also, the Information & Assistance Specialist staffing structure changed from three 3 full-time staff that rotated intake shifts, to three full-time staff operating in the field (meeting people in their homes), and the new full-time staff responding to intake calls permanently. This change has increased efficiency substantially.



Staff completed **314** Adult Long-Term Care Functional Screens.

**Adult Protective Services** is the fastest growing program within the ADRU. Two full-time Adult Protective Services Social Workers respond to reports of Waupaca County adults and elders who are potentially being abused, neglected, financially exploited, or who are participating in self-neglect.



Social workers investigated **391** reports of adult/elder abuse, neglect, self-neglect, & financial exploitation; **202** of those instances were new investigations.

**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. State operated databases experienced a merger that did not allow for the collection of Benefit Specialist program participation data for 2019.

## Waupaca County Elderly Nutrition Program:

- **The Senior Dining Program** saw continued decrease in program interest and participation from 2018 to 2019. When asked, Waupaca County seniors cite busy schedules, not feeling like a “senior”, and other reasons for not being interested in the program. For those seniors who do participate, they appreciate not only the daily fresh meal but also the socialization and comradery that occurs at each site.
- **Home-delivered Meal Program** staff reviewed eligibility criteria and implemented thorough initial screenings to ensure that individuals who received home delivered meals were essentially homebound and unable to prepare meals for themselves.



### Senior Dining

*16,148 meals*

*407 individuals served*



### Home-Delivered Meals

*38,711 meals*

*328 individual served*

**Transportation:** WCDHHS received a WI Department of Transportation Grant to make the Volunteer Driver Transportation Program possible. In 2019, Volunteer Drivers drove **464,725.3** miles and made **11,130** one-way trips to non-emergency medical appointments, shopping, nutrition, and other destinations. Because of these volunteers, **418** 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) counseling. Outpatient therapy and AODA counseling 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 2019, **217** clients were served through Outpatient Services, which were provided by three full-time psychotherapists and one part-time psychotherapist; **339** 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 **41** individuals.



The OWI Program completed **230** 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 **51** clients in 2019.

**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 **33** clients during 2019.

**Crisis Intervention** had a fully dedicated crisis team of four full-time staff in 2019.



**Crisis Calls**

**534** received in 2019



**Emergency Detentions/Involuntary Inpatient Hospitalizations**

Occurred **59** times



# Business & Financial Services

## Business Services:

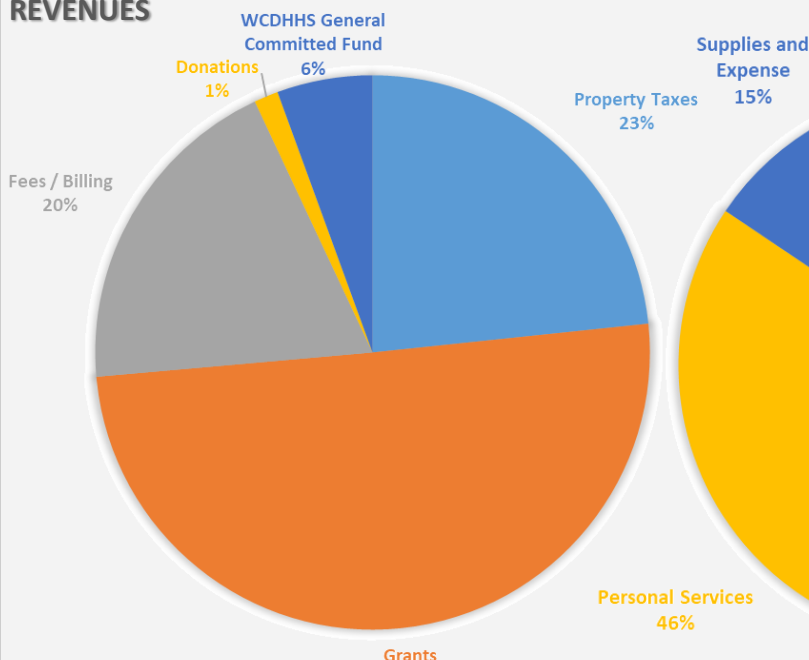
Staff are responsible for the front-line operations of DHHS. These are the first staff to greet visitors, whether over the phone or in person, at the reception counter of DHHS. Two full-time staff, plus a manager, have been continuously working on customer service skills using trauma-informed care principles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

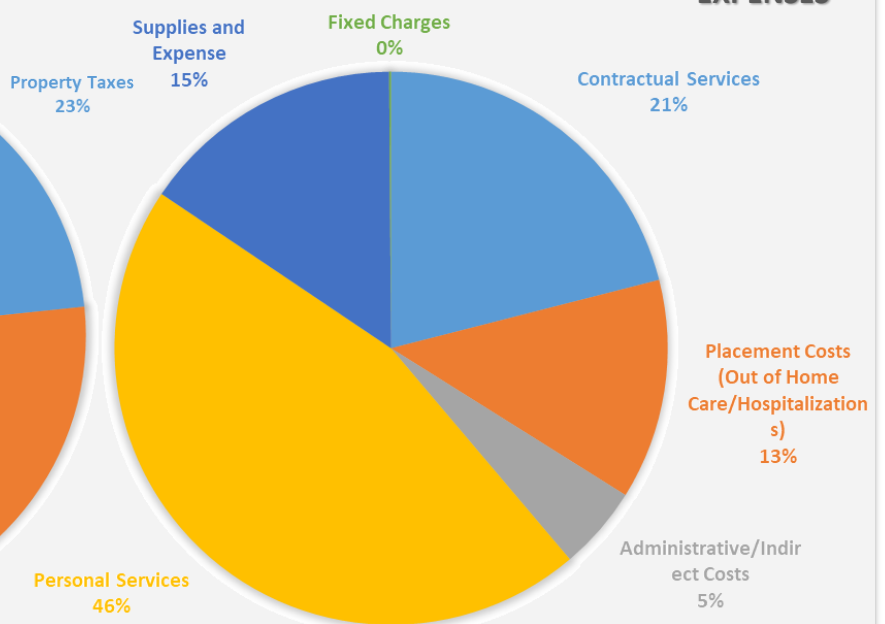
## Financial Services:

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 2019, the budget reflects another year of costly expenditures related to placement costs (out of home care/hospitalizations). DHHS remains committed to make fiscal decisions focused on providing services, which encourage natural supports of clients, and builds family resiliency for the future. By utilizing non-traditional, family-centered services, DHHS will continue to explore and support prevention-based services that avoid traumatizing and re-traumatizing individuals while minimizing the use of reactionary, deep-end services, such as residential or out-of-home care.

### 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 2019, Child & Youth Services filled two vacant Ongoing Child Protective Services worker positions. A new parent coach position was recruited for and filled. The parent coach position is intended to help families that are involved in Ongoing Child Protective Services cases to help advocate for their needs and build healthy relationships within families. This was the last year for the Innovation Grant, which supported the youth justice population, and the In Home Safety Support Funding, which assisted families in maintaining a safe home environment for their children.

**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

**724** reports were received.



## Assessments

**196** safety assessments were completed.

## Outcomes

- ⇒ **29** of the completed assessments were substantiated for abuse or neglect.
- ⇒ **13** were found to be in need of services.
- ⇒ **25** 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.



- ⇒ **14** children who were removed from a parent's care and entered Out of Home Care.
- ⇒ **24** children who were discharged from Out of Home Care and returned home or reached permanence through another method.
- ⇒ **46** children who were being served through Kinship Care—**37** of these placements were voluntary kinship placements.

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



- ⇒ **138** Youth Justice referrals were received.
- ⇒ **29** youth were served through Youth Justice ongoing cases.



# Economic Support Services

Economic Support assists the residents of Waupaca County in accessing state and federal programs such as BadgerCare Plus, FoodShare, W-2, Child Care Assistance, and Medicaid. Agencies are expected to have 95% of all applications completed within 30 days of filing.



- ⇒ Economic Support served an average of **5,180** cases per month.
- ⇒ Waupaca County's timeliness average for applications processed in 2019 was **98.35%**

Economic Support subcontracts with other agencies to offer Child Care Provider Certification, Energy Assistance, and Fraud Investigation services. Services are provided using a Call Center as part of the nine county East Central Income Maintenance Partnership (ECIMP). Other counties included in this partnership are Calumet, Green Lake, Kewaunee, Manitowoc, Marquette, Outagamie, Waushara, and Winnebago.



- ⇒ ECIMP received **191,073** calls, a decrease of 10,564 calls from 2018.
- ⇒ The answer rate was **89.30%**.
- ⇒ The average wait time was **5.93** minutes.

## Health Care:

The table below shows the number of individual cases served per month in 2018 and 2019. An average of **4,996** cases of health care were served per month in Waupaca County.

Program	2018	2019	Change
BadgerCare	3,036	2,979	-57
Elderly, Blind or Disabled living in their own homes	965	1,019	+54
Long Term Care-Total	1,032	999	-33
Nursing Home residents	643	569	-74
Family Care, including IRIS and Partnership	389	430	+41



## FoodShare

- ⇒ An average of **2,089** households were served.
- ⇒ The total FoodShare issued was **\$4,585,396**.  
(- \$182,406 from 2018)



## Other Programs

- ⇒ Overall enrollment for Medical Assistance was **4,919** cases.
- ⇒ Waupaca received **451** applications from the Marketplace.
- ⇒ **\$396,593.22** was issued in childcare subsidy payments to child care providers.



## Energy Assistance

- ⇒ **2,161** households received Energy Assistance totaling **\$1,284,778**.
- ⇒ **257** households received LIHEAP Crisis Assistance totaling **\$69,646**.
- ⇒ **57** households received furnace repairs totaling **\$19,126**.
- ⇒ **41** households received furnace replacements totaling **\$150,465**.

# 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 federally mandated program that offers support to families whose children have a delay in one or more areas of development. These developmental areas include communication, movement, thinking skills, social/emotional development, and self-help skills. They may also have a diagnosed condition known to cause delays. Supports may include education, therapy and service coordination.

**158** children were referred for Birth to 3 services.



**69** qualified & accepted services.

**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. 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 service coordinator working in partnership with the family.



**94** 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 and their families to remain in their home or community.



The CLTS program served **65** 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 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, etc.); current or past services are not working; and most importantly, the family is willing to be involved in the team process.



**25** 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 2019, Waupaca County employed two full-time mentors; a full-time case load serves 8-10 youth.

# Public Health

Public Health is the science of protecting and improving the health of people and their communities. This work is achieved by promoting healthy lifestyles, researching disease and injury prevention, and detecting, preventing and responding to infectious diseases. Overall, public health is concerned with protecting the health of entire populations. These populations can be as small as a local neighborhood, or as big as an entire country or region of the world. Public Health collaborates with community partners to accomplish its mission by providing services relating to: Women, Infants, and Children (WIC), Fit Families, Healthy Beginnings, Seal-A-Smile, Public Health Nursing, Health Education, Environmental Health, and Public Health Emergency Preparedness (PHEP).

**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 referrals, blood lead testing



**In 2019:**

- ⇒ **1,074** people participated: 296 women, 232 infants, & 546 children under the age of 5
- ⇒ Averaged **661** individuals served each month
- ⇒ **93** blood lead screenings

- ⇒ Over **345** families participated in the Farmers Market Nutrition Program; **\$5,870** were redeemed for fresh fruits & vegetables at local farm markets
- ⇒ **\$464,734** total dollars 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.



**75.6%** of women in WIC initiated breastfeeding with their newborn infants.

## **Out of all infants enrolled in WIC:**

- ⇒ **50.0%** were exclusively breastfed for 1 month, which is above the state average of 37.6%.
- ⇒ **37.5%** 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 2019.
- ⇒ 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.

# Public Health

**Healthy Beginnings** is a free, voluntary home visitation program that offers information & 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 & delivery, breastfeeding & nutrition, and comfort measures for mother and child. During the birth to 5 phase of the program, a trained home visitor provides support in the areas of the parent-child relationship, child development, and family health & safety. Information on community resources is also provided. In 2019, Phase 1 received 30 referrals and Phase 2 received 64 referrals.

## Phase 1:



**30** expectant mothers were referred for services.



Three Public Health Nurses served **13** clients who accepted the program.



Public Health Nurses had **65** hours of face-to-face contact & **119** total contacts with families.

## Phase 2:



Three case managers served **78** families, including **30** new families.



Case managers had **1,739** hours of face-to-face contact & **4,155** total contacts with families.



**96%** of families enrolled in the program had no substantiated report of abuse/neglect.



**18** adults & **20** children attended 2 parenting groups; **35** adults & **38** children attended 3 social groups.

*From the 2019 Client Satisfaction Survey (28 total surveys):*

Survey Item	% of Families who <u>Agree or Strongly Agree</u>
I trust my home visitor.	100
My home visitor motivates me to keep me, my baby & my family safe.	100
I would recommend this program to a friend.	100

**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 2019, the Waupaca County Healthy Smiles program:

- ⇒ Provided a dental screening and education to **2,741** children.
- ⇒ Placed **12,496** sealants on **1,116** children.
- ⇒ Provided fluoride treatments to **2,696** children.
- ⇒ Referred **418** children for dental care.

# Public Health

**Public Health Nursing** is the practice of promoting and protecting the health of populations using knowledge from nursing, social, and public health sciences. 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.



**45** postpartum referrals



**710** cases of communicable disease follow-up



**507** immunizations provided



**67** follow-ups for high blood lead levels in children, 5 environmental investigations

Other initiatives include:

- ⇒ Amish community conversations
- ⇒ Breastfeeding Walk
- ⇒ Get Yourself Tested Grant & events
- ⇒ Collaboration with local medical providers
- ⇒ Employee flu clinics
- ⇒ Two rotations of UW-Oshkosh Student Nurses
- ⇒ Mass Immunization Clinic
- ⇒ Middle School Career Fair
- ⇒ Cap Services onsite presentations at senior villages
- ⇒ Waupaca Library becoming a breastfeeding friendly location

**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).



Grants awarded for drug lockboxes, STD education and testing, community conversations, and an opioid misuse awareness campaign



Participate in and facilitate the Living the Waupaca Way Coalition (nutrition and physical activity) and the Waupaca Recovery Coalition (recovery from alcohol and drug use)



Social media marketing campaigns, regular Facebook posts to educate and inform on upcoming events



Presentations to groups such as middle school students, drug court participants, and the greater community

# 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

- ⇒ **529** facilities were licensed:  
*restaurants, retail food operations, lodging facilities, mobile home parks, public swimming pool/spa/water attractions, campgrounds, tattoo/piercing establishments, and recreational camps*
- ⇒ **541** retail food/recreational facility inspections conducted
- ⇒ Responded to **33** complaints for licensed facilities
- ⇒ **0** retail food facility foodborne illness outbreaks

**27**

Responses to  
environmental health  
hazards/situations



## Drinking Water

- ⇒ Analyzed **452** water samples for public water systems for bacteria, nitrate, or nitrite
- ⇒ Performed **36** public water system sanitary surveys
- ⇒ Performed **130** level one well assessments and **7** level two assessments
- ⇒ Coordinated corrective actions for **10** public water systems with bacterial violations and **5** with nitrate violations
- ⇒ Processed **667** water samples
  - ◇ **430** Bacteria samples
  - ◇ **207** Nitrate samples
  - ◇ **29** Arsenic samples processed from private systems
  - ◇ **1** 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. Our purpose is to provide information, resources, and expertise to our partners to ready Waupaca County for health threats, emergencies, and disasters.

- ⇒ Staff attended the following conferences to learn from state and national leaders:
  - ⇒ National Preparedness Summit
  - ⇒ Governor's Conference on Emergency Management
  - ⇒ Wisconsin Public Health Association
- ⇒ Staff participated in countywide long-term care preparedness workgroups, functional exercise planning, and local and countywide emergency planning committees
- ⇒ Staff held active membership in Fox Valley Area HealthCare Coalition meetings
- ⇒ Response and coordination of resources with the July 2019 derechos

Funded a Homeland Security Exercise and Evaluation Program (HSEEP) consistent Immunization Program Functional Exercise at the Clintonville Public School District in October using Incident Command System (ICS). Seasonal influenza vaccine was administered to **251** 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

## 2019 Highlights

**January 2019:** The TIC Reboot Committee was created. The goal was to continue to discuss and implement TIC within the walls of DHHS and support staff in feeling safe and connected. The Committee met monthly.

- ⇒ From the TIC Reboot Committee, sub committees were formed including New Employee Mentor Program, Trauma Stewardship/Self Care, and TIC Day Planning Committee.

**May 2019:** The TIC Reboot Committee hosted a TIC day in honor of Governor Evers' Implementation of Trauma Informed Care Awareness Month.

- ⇒ Snacks and beverages were provided for DHHS visitors, as well as a questionnaire asking for examples of DHHS staff being trauma informed.
- ⇒ Staff were encouraged to use self-care tools such walking breaks, mindfulness activities, and healthy snacks.

**June 2019:** The TIC Peer Group was created. The peer group meets the last Thursday of every month during the lunch hour. This group is a facilitated conversation amongst peers to discuss self-care, self-compassion, work-life balance, etc.

**September 2019:** A TIC Recharge half day occurred for all employees of DHHS. There were breakout sessions including a Social Styles activity, meditation, and team building.

**October 2019:** The TIC Committee started having a presence at the All Agency Meetings by presenting something trauma informed.

**Throughout 2019:** The Mentor Program came up with guidelines and an application process. The final stage had not come to fruition in 2019 with the hopes of it continuing in 2020.

The DHHS lobby was renovated to be more inviting to visitors. Updates included a new registration counter, new seating, paint, and wall hangings.

# Contact Information

**Aging & Disability Resource Unit**

715-258-6400

[adrc@co.waupaca.wi.us](mailto: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](mailto:publichealth@co.waupaca.wi.us)

**General Contact Information**

715-258-6300

[wcdhhs@co.waupaca.wi.us](mailto:wcdhhs@co.waupaca.wi.us)