

The Focus



The Director's Report

ISSUE
September
2011

Many changes have occurred this year. With most the political wrangling in Madison now behind us, it is time to consider new initiatives. The 2012 budget is soon to be finalized. Overall, we are in very good financial shape going into the New Year.

We will be asking for one new Aging and Disabilities Resource Specialist for the ADRC and about five new staff positions to run Towards Tomorrow programming in Behavioral Health. In addition, we will be contracting for two Poverty Case Managers in the Income Maintenance area. Income Maintenance will change to a consortium run format, but we will still maintain our staff and provide local access. Child Welfare has several new initiatives to implement. The first

will be Alternative Response which is an alternative to substantiating abuse or neglect in relatively minor cases and focusing more on assisting families to correct unsafe situations and build supports in the hope of less recidivism. Also, we hope to add more intensive in-home therapy and case management teams to work with challenging CW families.

I wish to compliment staff on the success of new initiatives already begun. The Behavioral Health Walk-In Clinic format has had great success. The changes in supervised visitation, with the emphasis on moving children more quickly back home or to a more permanent living arrangement, are also working. Also, behind the scenes, the

Administrative Division staff works to keep everything running smoothly. Without this support, we would not have been able to accomplish as much as we have as quickly as we have.

Finally, working in partnership with families for the best possible outcome is why we are here. I believe we are fulfilling our mission statement as we re-designed it several years ago. Thank you for your hard work, your empathy for those in need, and your professionalism in striving to assist individuals and families to achieve their goals.

Best Wishes for a great fall season.

~ Bill

Our Mission

To serve our clients with professional, quality and cost-effective services that focus on prevention, protection, mental health, family integration, self-determination and recovery with respect for and in partnership with individuals, families, caregivers and the community.

“Man’s mind, once stretched by a new idea, never regains its original dimensions.”

- Oliver Wendell Holmes



Economic Support Division

Collaborating Through a Consortium

The way Income Maintenance programs (FoodShare and Medicaid) are administered will be changing in 2012. Winnebago County Economic Support staff will be joining in a consortium with nine other counties. We will be part of a consortium wide call change center. This means that if someone from Winnebago County calls in a change to their case, they may be talking to someone who works for another county. This worker will take their call, answer their questions and process their changes. Members of our consortium are: Outagamie, Calumet, Green Lake, Manitowoc, Marquette, Sheboygan, Waupaca, Waushara, Kewaunee and Winnebago.

There will be training needed for our staff to adapt to this new model, as well as for our partners who rely on us. You will be asked to communicate with Economic Support a little differently once the changes take place in order to achieve the best results for all.

Child Welfare Division

Relocations have a Domino Effect

Lately, as one moves through our Oshkosh office, it is evident that office moves have occurred for many people. Our county WIC Program moved to the new County Administration Building (CAB) on Otter Street in March of this year. What followed has been a domino effect of office moves for staff across divisions as well as contracted staff.

Our Professional Services Group (PSG) contracted services have been moved from the third floor to the vacated WIC area in the lower level. This move afforded PSG space to establish a family visitation area as well as a training/group room to better serve our clients.

The Economic Support team relocated to the third floor from the second floor; making room for shifts among the Youth Mental Health and Resource teams. This afforded enough space to bring our Juvenile Intake Office to second floor and share a more common area with the many Child Welfare workers they collaborate with every day.

As a final move, our mail room has been moved to the vacated Juvenile Intake Office area in the lower level. Additional conference rooms will also be added to this area in the near future. As you pass through the Oshkosh building stop in and say hello to those who have moved to new areas and offices.

Behavioral Health Division

The Walk-In Clinic One Year In

The mental health clinic's "walk-in" intake has now been in operation a little over a year and by all measures seems to be a success.

As you recall this new system allows any eligible county resident to be assessed by a therapist the same day services are requested simply by dropping in during hours of operation (8 am to 3 pm—Monday through Thursday in Oshkosh or Tuesdays and Thursdays in Neenah).

Some advantages of this new system were assumed from the beginning. For example, wait times were eliminated (previously averaging 39 days) and the percentage of people requesting help who actually see a therapist has shot up (from 54% to 97%). What we didn't know was whether we could handle the volume of people who might show up. Turns out we can.

During our first year of operation therapists have had 1143 walk-in contacts averaging 3.8 per day overall and 4.9 during the last 6 months. This represents a 61% increase over the old system. Yet this has been manageable because therapists have been able to handle 35% of these contacts as one-time "crisis" interventions.

Therapists will tell you that the new system can be very hectic, especially on days when drop-ins have gone as high as twelve! Overall, therapists are happy with their ability to quickly help so many people and we have yet to hear a client complain about needing to wait their turn on those busy days.

MYTHBUSTER

MYTH: children and adults with Medical Assistance (MA) cannot receive mental health, alcohol, or drug services at our Department's Mental Health Clinic.

FACT: Children and adults with Medical Assistance are in fact one of the primary populations we are committed to serving, since it can be very hard to find private providers who accept Medical Assistance. The others are poor people with no insurance or the working poor with very poor insurance that doesn't cover behavioral health services.



Potentially Abusive Work Situations

Concealed Carry Legislation Basics.

From the desk of a government worker the new concealed carry law can seem concerning, but after taking a closer look that may not be the case. Act 35 is Wisconsin's new law that allows *qualified* and *licensed* citizens to carry a concealed handgun. In the past hiding a handgun was illegal, while carrying a gun in the open has always been legal. In order to obtain a license, a person must complete training recognized by the WI Dept of Justice and complete a DOJ background check.

In addition to the law being specific to licensed carriers, it also includes limitations regarding where and under what conditions the licensee can legally carry the gun. For example, long guns, shotguns and rifles, still must be transported in a case and unloaded. Some additional details are that the individual is obligated to, upon request by a Law enforcement officer, display their license and firearm; a person cannot be intoxicated and carry concealed; and there are several prohibited areas for concealed carry that include courthouses or municipal courthouses if court is in session, jails, police station, sheriff's office, secure unit of a mental health facility. Any place of employment may also be illegal to carry concealed handguns, if the employer has banned concealed carry.

To find out more about the specifics of the new concealed carry law, the text of Act 35 can found at <http://legis.wisconsin.gov/2011/data/acts/11Act35.pdf>.

LIVING GREEN

Have you taken your sustainability survey yet? The sustainability committee is feverishly working on ways to instill positive sustainable behaviors in our workplace and your help is needed. In late July all Winnebago County employees were e-mailed a link to a survey regarding our sustainability knowledge and habits. The results of this survey will be used to develop baseline measurements, discover inconsistencies across departments, and identify areas where improvements can be made.

The committee is currently addressing low-cost/no cost changes that can be made throughout our departments to promote sustainable behaviors. Some of our projects are mentioned in the Administrative Services article in this newsletter. If you have any additional suggestions or questions you can email them to green@co.winnebago.wi.us. Together we can make a difference!



WINNEBAGO COUNTY
Sustainability For The Future



Budget News

The Department's 2012 Budget was presented to the Human Services Board at its annual budget meeting on June 23, 2011. The gross expenditures of \$46.1 million are offset by a combination of federal, state, and local WC Tax Levy which is proposed to be \$18.4 Million. The County Executive will submit its proposed 2012 County Budget to the County Board at its annual Budget Session on October, 31, 2011. Overall, the 2012 DHS Budget does not reduce critical services, but does continue to focus on minimizing costly mental health inpatient admissions and child welfare out-of-home placements through the development of specialized community alternatives.



Do You Doodle?

No, I am not referring to the abstract drawings you do when you're bored. Doodle is an online scheduling and polling website designed to eliminate the chaos of planning a meeting or event. Instead of using just one option, you propose several dates and times and the

participants specify their availability online. With one look, you'll be able to see what the best time is for the meeting! Doodle is simple, quick, free, and does not require a registration. Give doodle a try at www.doodle.com to schedule your next meeting or event.

LogistiCare Complaint Process

Improving the Coordination of Non-Emergency Medical Transportation

As of July 1, 2011 Wisconsin has a new medical transportation administration system which will affect many of the recipients of various Medical Assistance (MA) programs. LogistiCare, the transportation broker now responsible for managing transportation services, contracts with providers across Wisconsin to provide MA consumers with non-emergency rides to their MA covered appointments. These rides must be approved and arranged by LogistiCare and do not apply to consumers enrolled in BadgerCare Plus Core and Basic plans, SeniorCare, FamilyCare, or residing in a nursing home.

In an effort to further improve these services, LogistiCare has set-up a formal complaint line for consumer use. To the right you will find a copy of a memo from Brett Davis, Medicaid Director, clarifying the process further.

For more information search the LogistiCare website at www.LogistiCare.com.

Scott Walker
Governor

Dennis G. Smith
Secretary



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State of Wisconsin

Department of Health Services

From: Department of Health Services
To: Counties/Agencies/Organizations
Subject: LogistiCare Complaint Process

The department recognizes the importance of non emergency medical transportation and the role it plays with regard to member access to healthcare. Subsequently, we are working diligently with LogistiCare to transform and improve how this benefit is managed and coordinated for our members.

One significant improvement already realized is our members having a formal way to log their complaints by contacting LogistiCare's complaint line at (866) 907-1494. All complaints are documented, reviewed and attended to. Additionally, LogistiCare has a full-time Ombudsman staffed on site to manage the process.

It is extremely important that members utilize the complaint process described above to ensure that their issue is logged directly with LogistiCare, resulting in:

- A single, centralized database of all complaints that can be utilized to manage the program;
- More accurate complaint information, communicated by the primary source (member);
- Elimination of multiple people working on the same complaint;
- More timely resolution of complaints;

Again, it is absolutely critical that member complaints be initiated by calling LogistiCare's complaint line at (866) 907-1494.

Lastly, while each individual situation is important, the following information may help lend some perspective regarding statewide, aggregate outcomes:

- More than 125,000 trips were requested and reserved during the month of July;
- Between 5,000 and 6,000 trips per day are anticipated.
- 99% of those trips were handled free of a complaint;
- We are working each day to fine tune the operation and reduce the number of complaints;

Thank you again for helping us to improve the program by ensuring that our members call LogistiCare's complaint line at (866) 907-1494.

Sincerely,

Brett Davis
Medicaid Director



Administrative Services Division

Special Projects & Financial Team

The Special Projects Unit and Financial Team have been involved in an effort to make the AODA area fully functioning in TCM. With efforts from multiple areas, we were able to work together and make the transition go as smoothly as possible. Many people put forth a great effort pre-loading TCM with data all the way from demographic information to financial information. There were also groups created to develop new policies needed to streamline workflow between multiple teams.

Currently the AODA area is successfully working in TCM. We are continuing our efforts by exploring other databases to determine if further efficiencies can be found. A big thanks to all of those involved with this intricate project, your time and dedication made a huge difference!

Administrative Assistant Team

The Administrative Assistant Team has been actively working on projects revolving around two popular subjects – Facebook and Sustainability.

The Department of Human Services' Facebook page is currently pending the director's approval. On our page there will be links to our website, other county departments and community resources such as shelters, food pantries, child care resources, Red Cross, and Salvation Army. We will also post upcoming events and public meetings to keep the public well informed. If you have any questions or comments regarding the agency Facebook page contact Nancy Ruedinger.

In addition to Facebook, we have been actively working with representatives from various county departments to identify potential improvements and behavioral inefficiencies regarding sustainability throughout all county buildings. Thus far, the committee has implemented a battery recycling program, assisted with the countywide transition to recycled content paper, and launched an informational website and e-mail address. We are currently working on policy development and signage to increase cross departmental consistency. Look for the link to our Green Button site on the intranet and e-mail us at green@co.winnebago.wi.us with any suggestions.  DHS representatives are Beth Culp and Sarah Jaschob.

Office Systems & Confidential Records Team

The Office Systems and Confidential Record team has put forth a tremendous effort over the past few months into going paperless! Thanks to self-motivation, extra effort, the help of an LTE, and assistance from the Support Specialist team we have been able to successfully image all of the open and active AODA files from both the Oshkosh and the Neenah offices. Mental Health open files are also well on their way to being completely imaged. The amazing thing is that this has all been completed while staying on top of imaging the documents that come through each day.

Moving forward, we have begun imaging the closed files, and are anticipating imaging for the Birth to Three Program and also for Professional Services Group within the upcoming months. Thank you to a great team and all of the effort you have put forth in making this happen!

Confidential Secretary

The vacant area on the southwest side of second floor in the Oshkosh building is back to life now that the Juvenile Intake staff call it home. We have been busy coordinating with Facilities and Information Systems (I.S.) to assist with the move. The process involved walls being painted; carpet cleaning; cubicles reconfiguration; relocation of phones and computers; furniture being moved; pictures or cork boards hung, and curtains hung in their new waiting area. This relocation also resulted in the Oshkosh office mail room being moved to the former Juvenile intake area. Stop by and say hello to the Juvenile Intake staff in their new neighborhood.

Support Specialist Team

Recently the Aging and Disability Resource Center, Elderly Benefit Specialists had a need for the keying of data into the SAMS program. The Administrative Division staff worked with the ADRC to assist in coming up with a solution. This project involved hours of identifying information needed and eventually this data was able to be entered by a Support Specialist. This will result in more time spent with consumers by the Elderly Benefit Specialists.

Did You Know?

Wisconsin Act 23 requires the Department of Transportation to provide free ID Cards. If the applicant will be 18 years of age or older on the date of the next election and requests that the identification be provided for the purposes of voting the department may not charge a fee.

Any Wisconsin resident who does not hold a valid photo license may request an ID at any DMV service center. For specifics regarding what applicants need in order to apply go to www.dot.wisconsin.gov and search on "free id".

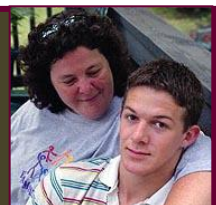
How can we help you, help your consumers?

Submit suggestions to Ellen Shute



Do you have a poster you would like displayed?

Contact Nancy Ruedinger to have it added to the poster cases.



Long Term Support

Whirlwind of Activity

On July 1, 2011, the Aging and Disability Resource Center (ADRC) celebrated its first full year of operation. We are proud of the support that was offered to many citizens in our community. This also marks the first year of long term care services being offered through Family Care/IRIS. Unfortunately, on this same date, a state imposed cap was initiated that restricts the number of people who can be referred to either one of the long term care programs, which means that the pace of adults referred after July 1st, will be reduced by approximately 7 people each month.

On a brighter note, the ADRC is proud to have 2 of our ADRC Specialists, Karla Stark and Louise Percival, AIRS (Alliance of Information and Referral Systems) certified. Congrats to them, and good luck to others who will be pursuing their certification later this year.

Best of all...we continue to be impressed by results of some collaborative work being done by various providers and teams throughout the department. A recent note from a parent of a child who has challenged us, says it all. This parent writes:

"It's hard to believe the changes we have seen since we first started working with you over a year and a half ago. We just wanted to take this opportunity to thank you for all you did to contribute to his progress.

By the time you guys entered the picture, we were already pretty battle weary. We would not have made it as a family without your interventions. We had actually asked the County to place (child) in residential treatment - and instead they hooked us up with you! And it's going better than we ever could have imagined. (Child) still has a lot of issues and we know its going to take a lot more work, but the difference between now and then is dramatic... we hope you know that what you do really matters. For all the late night calls, police calls, and even getting hit with a stick, you deserve medals! This isn't easy work.

Although (child) wouldn't admit it, he grew up a lot from being involved in the community service that he did with you. We see a really big difference in his ability to acknowledge others and take responsibility for his actions. He also had a lot of fun and that structure helped him have better days at home. So, please accept our thanks. (Child) still has a lot of decisions to make about his life that will determine how successful he is with us as his family, and in the world. But your help and investment in him has given us some hope that it could turn out alright."

How's Your Etiquette?

To E-mail or Not To E-mail

One of the trickiest things about e-mail is knowing when to use it. An important thing to remember when faced with this dilemma is that e-mail was designed to communicate short, non-urgent, informative messages. If your e-mail fits one of the following criteria, it is probably better to use the phone or have a face-to-face conversation.

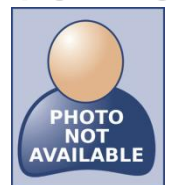
1. Your message does not fit on your screen – the reader must scroll down to finish reading it.
2. Your message requires immediate response or action.
3. Your message will start a chain of more than three back and forth replies/questions.

Remember – It is always possible to send a short follow-up e-mail recapping the conversation if you need something in writing.

Know Your Co-Workers



Pa Houa Xiong
Economic Support
Long Term Support Team



Barbara Borchardt
Behavioral Health
Summit House



Sarah Jungwirth
Child Welfare
Child Protective Svs.



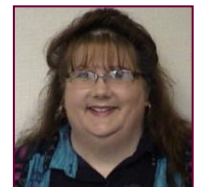
Chad Gardner
Child Welfare
Child Protective Svs.



Jennifer Kohls
Child Welfare
Child Protective Svs.



Jason Hammermeister
Administrative Services



Lori Kubasta
Administrative Services

