

2018 Annual Report



Human Services Department



Human Services Department



Bill Topel, Director

To the County Executive and Members of the County Board:

I am pleased to present the first Annual Report of the Human Services Department for 2018. This report is about providing you with a look into each division of the department, and to highlight certain areas of caseload and workload that graphically explain some of the great work that is done everyday in our department.

I have been your director of the department for the last twelve years. Through those years we have developed strategic plans, added staff, improved workflow, and achieved huge reductions in out-of-home and inpatient placements. This has had the effect of keeping budget increases low, as well as, allowing for adults and children to remain in their homes when receiving services.

As you will see in our Mission Statement, we are about partnering and collaboration with those we serve. We strive to be a state leader in delivering quality and cost-effective services. One of our primary goals is to continue to run a top tier social services organization that people can count on for assistance when they need it. We are proud of the work we have done and want to strive to do even more in the years ahead.

Although we have budget challenges each year, I am confident that our department is positioned to meet what lies ahead. We continue to look for ways to innovate and improve our service array.

Thank you for your support and we hope that this snapshot of our department provides more information about some of the important work we do everyday for citizens of Winnebago County.

Respectfully submitted,

L. William Topel, Psy.D.
Human Services Director

Human Services Board

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Mission Statement

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.

Performance Targets

- Improve the quality of care, support and service to our clients
- Improve the public's access to appropriate and available services and supports
- Promote desirable choices and practices that will improve health or social conditions
- Strive to ensure that support and care are received in the most appropriate, cost-effective manner
- Improve the level of functioning of our clients through rehabilitation and recovery
- Assure clients have choices and become true members of our community by fully participating in our community

Outcomes

- Promote recovery
- Strengthen individuals and families
- Encourage socially responsible behaviors
- Promote community responsibility
- Provide services of value to taxpayers
- Protect vulnerable children, adults and families
- Alleviate individual and social problems

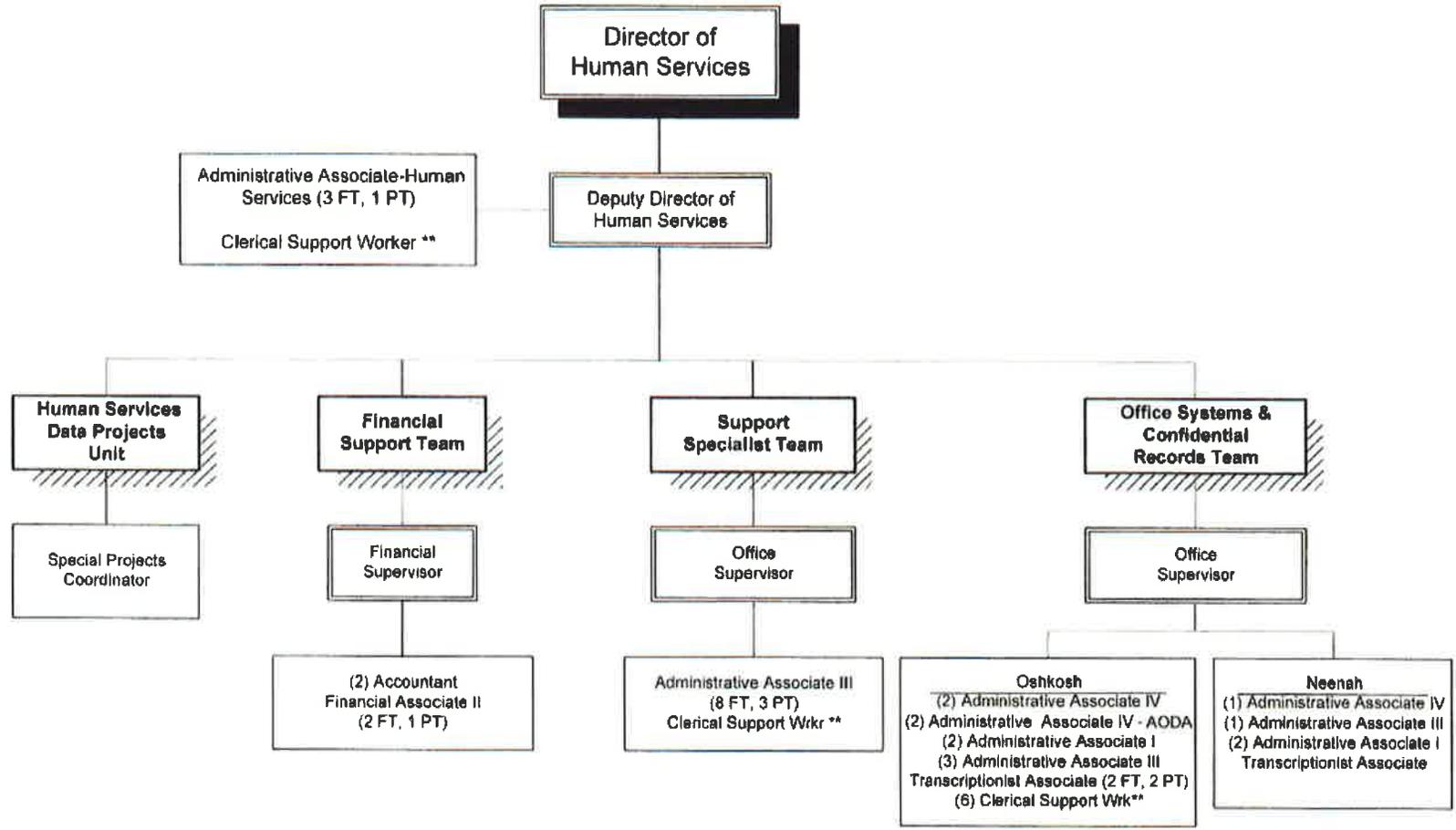
Administrative Services

To provide Department-wide leadership including strategic planning and support services in the budgeting, contractual, financial, electronic, and data processing systems and service delivery program areas. Our goal is to ensure that all services delivered by the Department are in accordance with established federal, state and local requirements at minimal cost to the taxpayer. We strive to provide timely cost-efficient and effective services to all consumers that will enhance the quality of their lives.

- Manage staff security to client database tracking system
- Field, phone and clerical support
- Create Annual contracts with service providers
- Maintain staff database to include trainings, staff updates
- Customer Service
- Facilitate ongoing development of client database
- Provide for now and ongoing employee training
- Reception in 6 locations
- Billing Insurance/Medicaid
- Transcription
- Accounts Payable
- Accounts Receivable



HUMAN SERVICES Administrative Services



Accomplishments for 2018

Administrative Services Division

- Implemented processes for transferring and returning office equipment, mobile devices and keys from employees.
- Developed agency-wide inventory tool of state/county client-based computer systems to include contact information and management of staff security access.
- Created a Productivity Report for employees of BH, CW and LTS time reporting for supervisors/managers to better manage the productivity of their teams.
- Facilitated the completion of the new LUNA client tracking computer system design, development, implementation, procedures, and training. This replaces the previous TCM database.
- Successfully credential and bill an increasing number of insurances and programs for greater number of reimbursing entities.
- Facilitated the strategic planning process and created the 2018-2023 Strategic Plan.
- Completed the four year cycle of Human Services employee Background Checks.

Goals for 2019

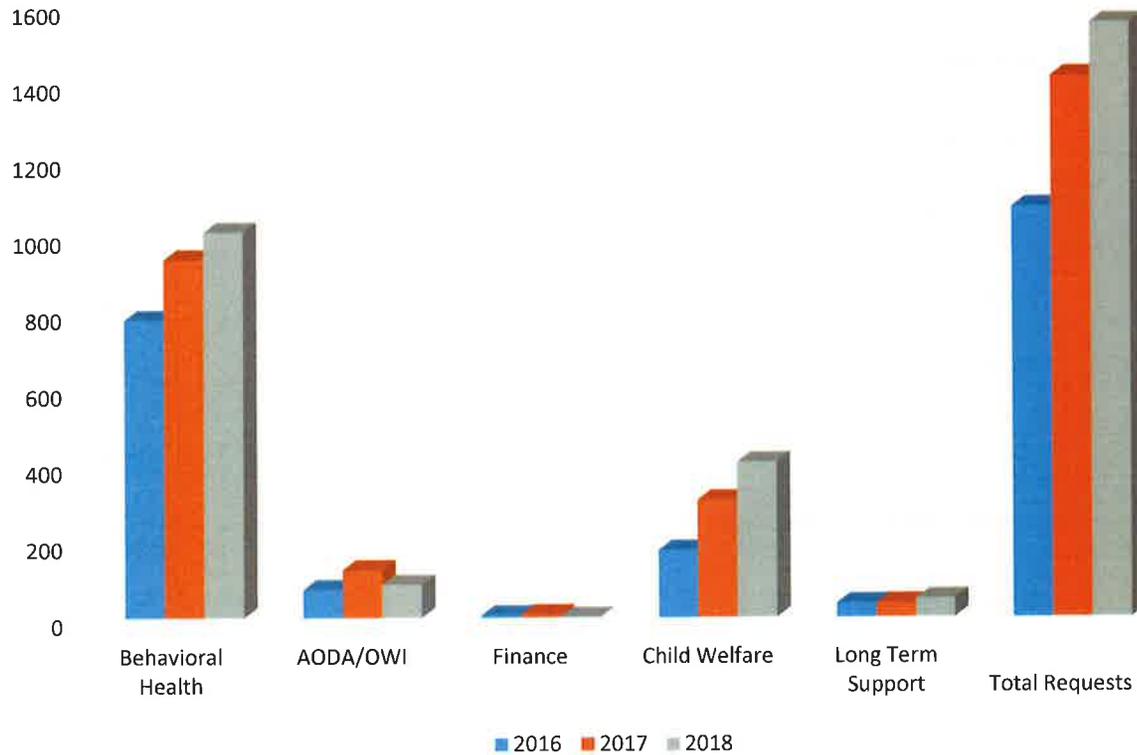
Administrative Services Division

- Facilitate additional Trauma Informed Care Resiliency training efforts for our agency.
- Find trainings that will enhance communication skills with fellow employees and the public.
- Consolidate and create Record Requests process for the Behavioral Health and Child Welfare divisions.
- Develop agency-wide inventory tool of state/county client-based computer system to include contact information and management of staff security access.
- Facilitate the development and completion of reports in LUNA.
- Streamline the contracting process of outside vendors.
- Implement administrative support processes for possible efficiencies.
- Create an effective and efficient structure for the Imaging of all documents within Human Services.
- Create and/or organize a cadre of workplace environmental safety materials, practices and trainings with a focus on paraprofessional employees.
- Create an implementation plan within the Administrative division for our 2019-2023 Human Services Strategic Plan.

Administrative Services Records Requests

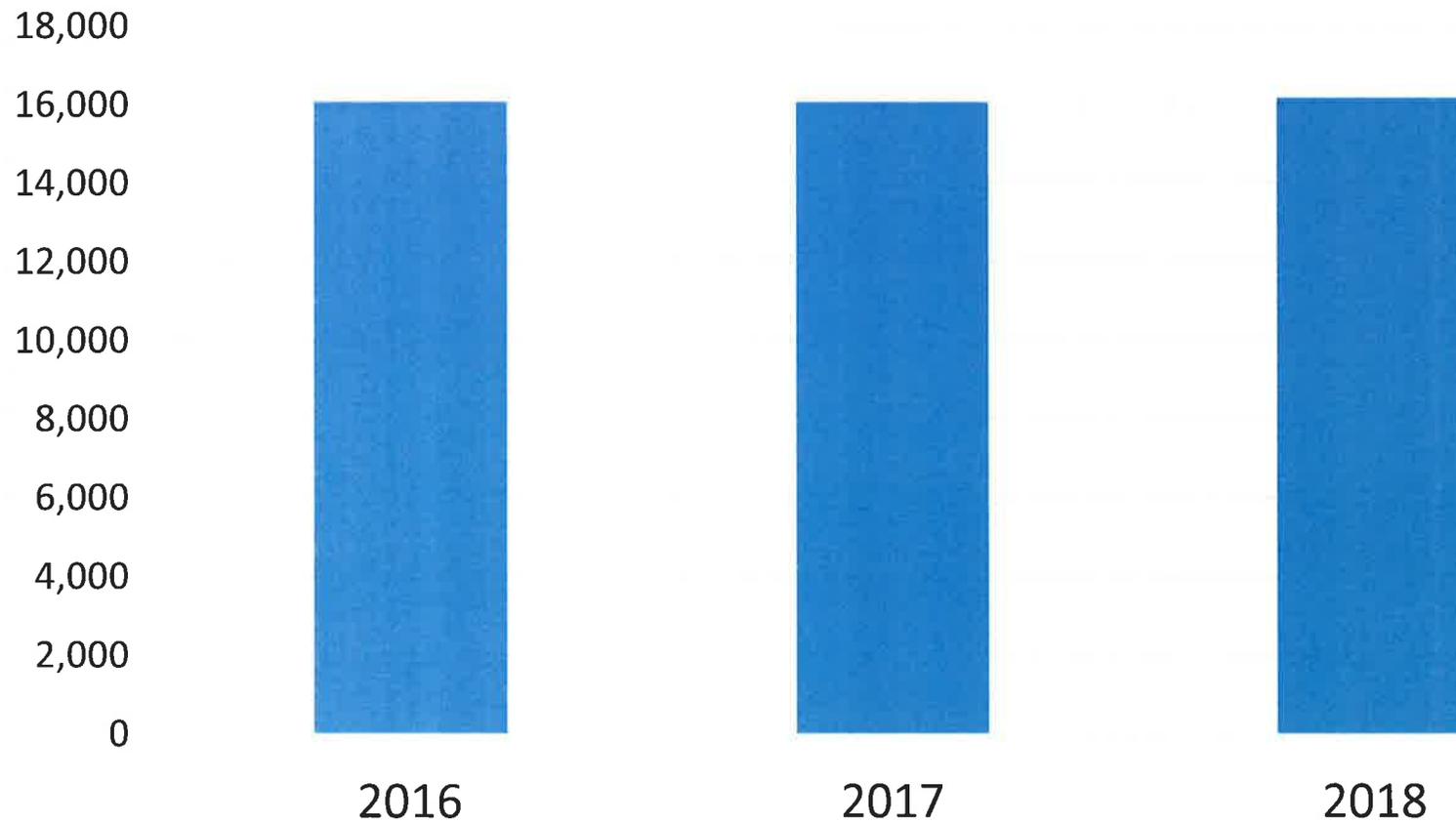
Record Request Received

Areas that received records requests from consumers, family members, providers, courts, etc.

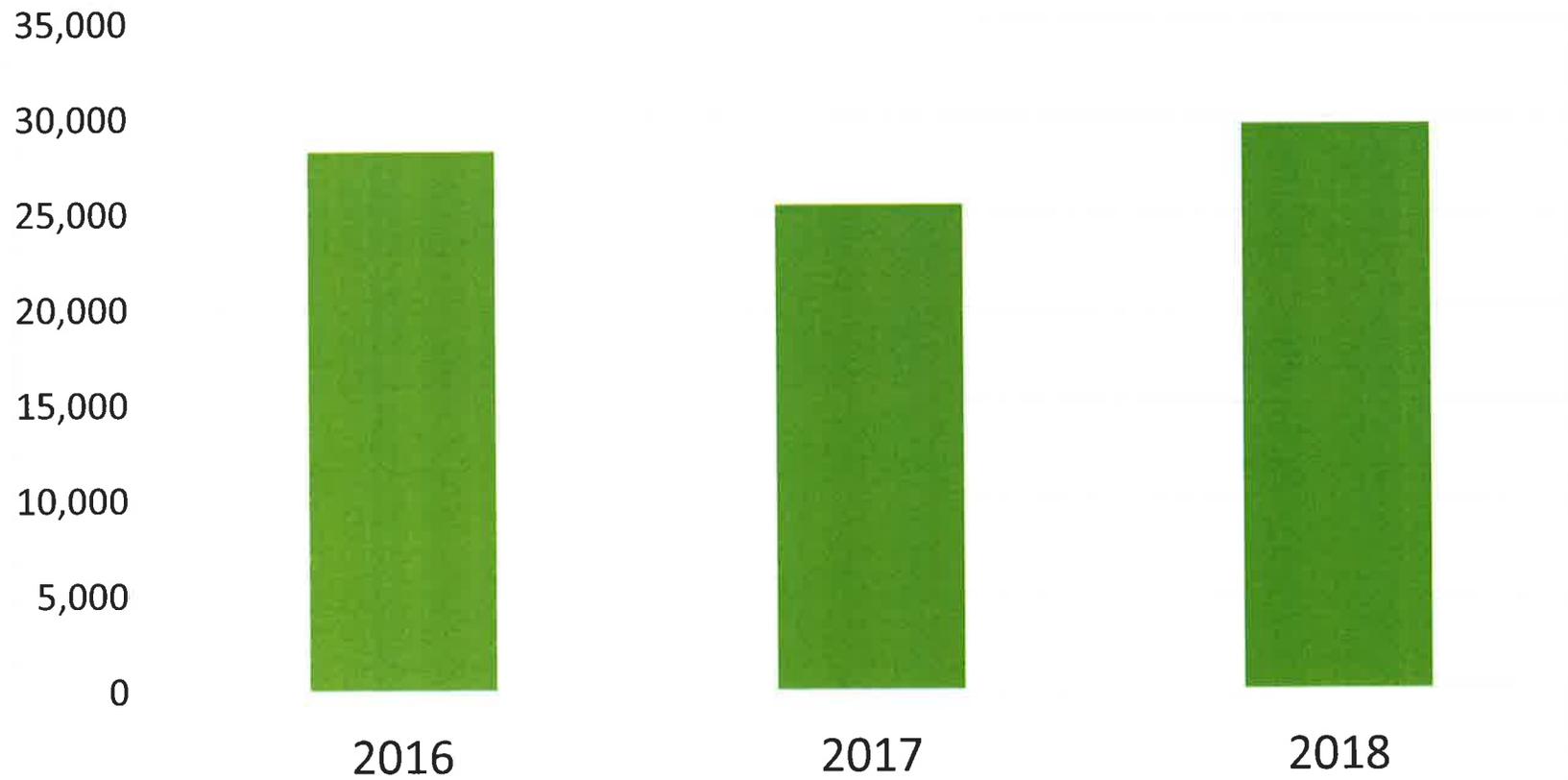


- ADRC/LTS
- AODA/OWI
- Behavioral Health
- Finance
- Youth Justice/CPS

Administrative Services Vendor Payments Processed



Administrative Services Insurance Claims Processed



Behavioral Health Services

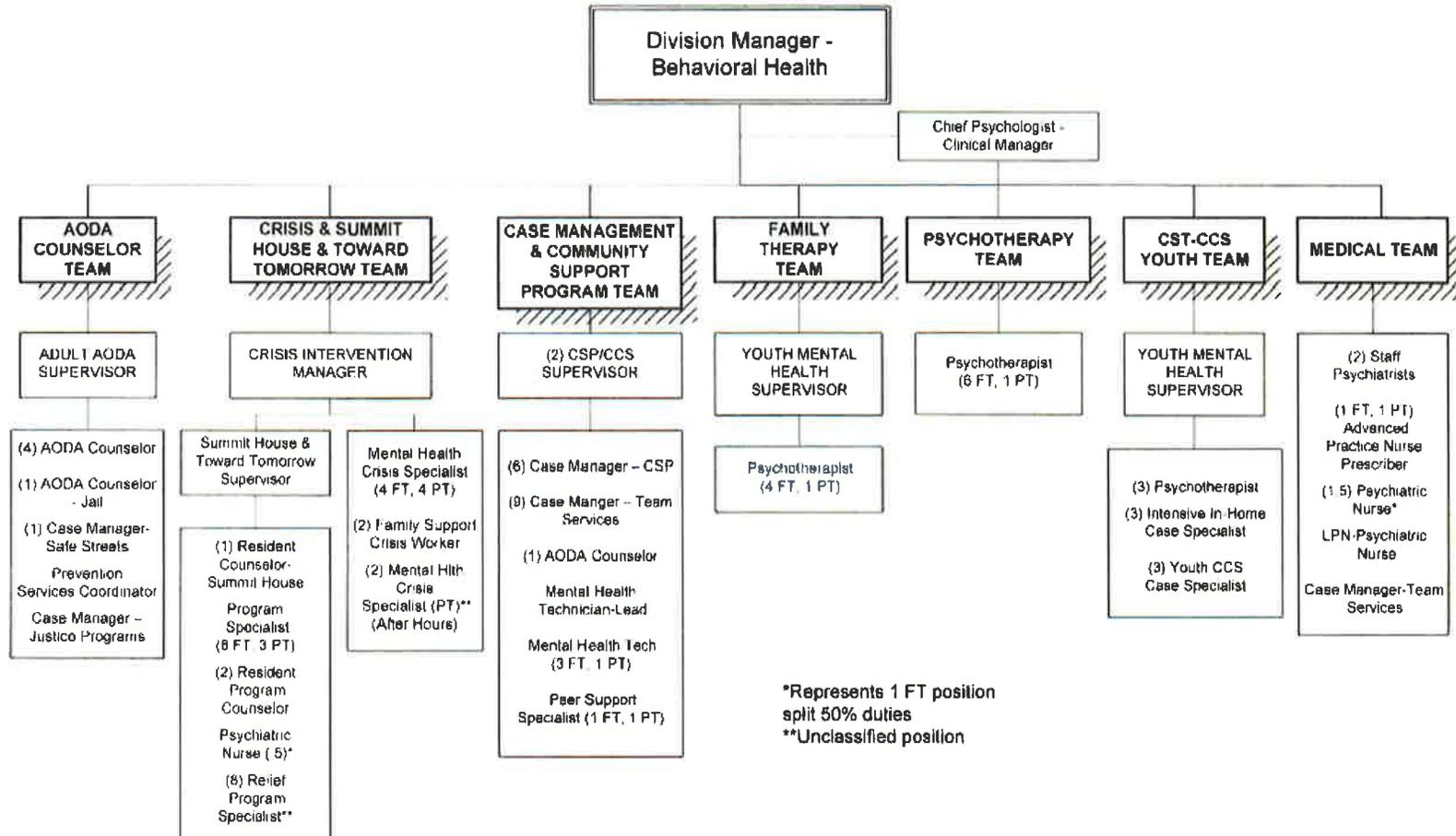
To develop a comprehensive range of services offering continuity of care for persons with substance use disorder and/or mental illness. These services shall focus upon prevention, community based treatment and shall strive to enhance the individual's independence and recovery. Services are provided based on individual needs, utilizing the most normalized, cost efficient and least restrictive settings whenever possible.

- Alcohol and other Drug Abuse Services
 - Prevention Services
 - Assessment and Intervention Services
 - Outpatient Services
 - Drug Court
- Residential Services
 - Summit House
 - Eight Bed CBRF
 - Toward Tomorrow
 - Transitional Living Facility
- Mental Health Services
 - Community Support Program
 - Family Services
 - Psychotherapy
 - Case Management/CCS/CST
 - Crisis Services



HUMAN SERVICES

Behavioral Health Services



Accomplishments for 2018

Behavioral Health Division

- We continue to use our Summit House Crisis Center both for hospital diversion and as a means of discharging from hospitals more quickly.
- We added two full time positions for “Mobile Family Crisis Team” that respond to crisis calls by visiting the child and family in their home to de-escalate crises and offer immediate support and assistance. This service is available until 10:00 pm every day. With after hours support, we reduce the number of children removed from their homes.
- We added a full time AODA Counselor position stationed at the Sheriff Department. This position is aimed at preparing jail inmates for their discharge and to assist with linkage/follow up services. The goal is to prevent re-entry into the jail system and reduce community crime violations.
- We are coordinating our referral process with the Child Welfare Division and the Long Term Support division in efforts to streamline service referrals. The “integrated intake” initiative assure that youth needing intensive services are referred to the right division at the right time for the right service response.



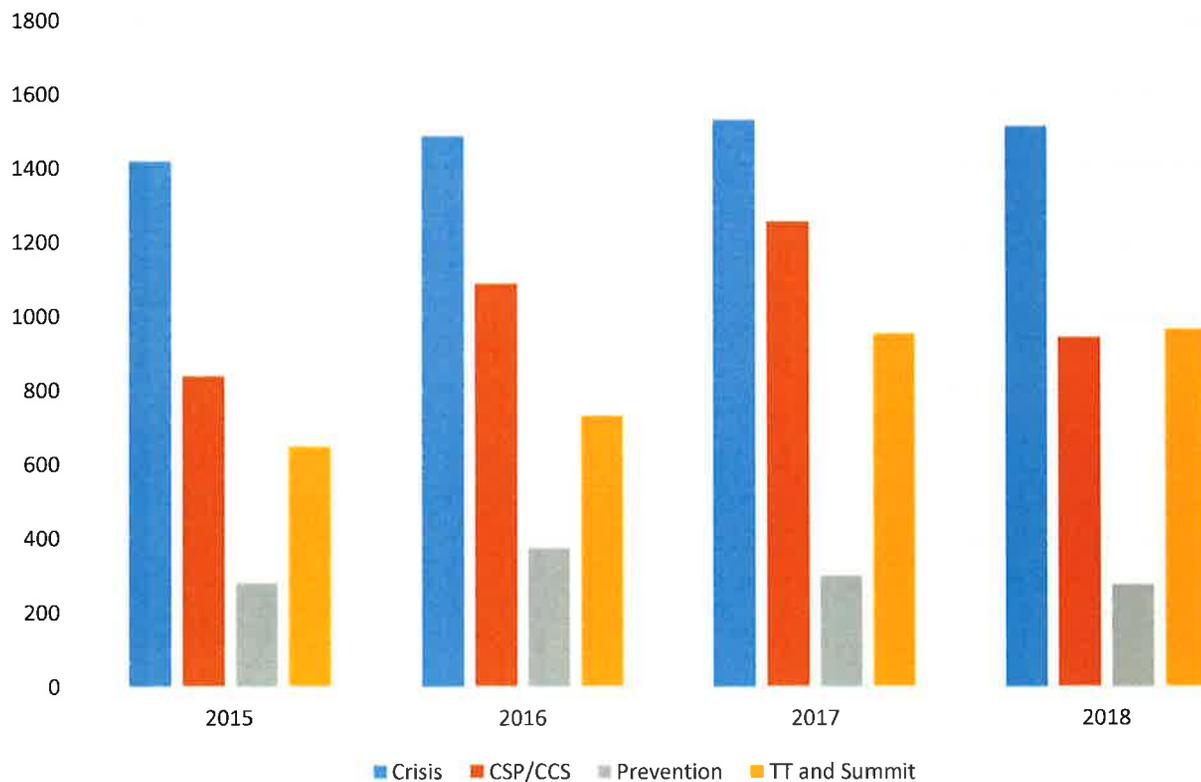
Goals for 2019

Behavioral Health Division

- We plan to test an “on demand scheduling” system which would theoretically allow same day appointments for most follow-up appointments in the clinic. If successful, this different system should better meet our consumers’ need while simultaneously eliminating missed appointments.
- Change our current flow of children and family service referrals. Regardless of what “door” a child or family comes through, all referrals would go to a central intake unit. The intake team would assess and determine whether the need is for behavioral health treatment or long term support or a combination of service provision.
- Staff initiatives are toward family system change thus moving away from family system support. The “family system” is the patient, rather than the child or adolescent. This continues our focus of “right services at the right time to the right people”. Efforts including expanding “wrap-around” team services with the family driving their goals and creating a supportive team around their needs.
- Provide additional AODA (alcohol and other drug abuse) services with our current resources to reduce the number of external service referrals.
- Provide division wide DBT (Dialectical Behavioral Therapy) training to all behavioral staff aimed on strengthening and/or developing “everyday” skills to assist clients in their recovery process.

Behavioral Health Division

Adult Community Services Program Clients

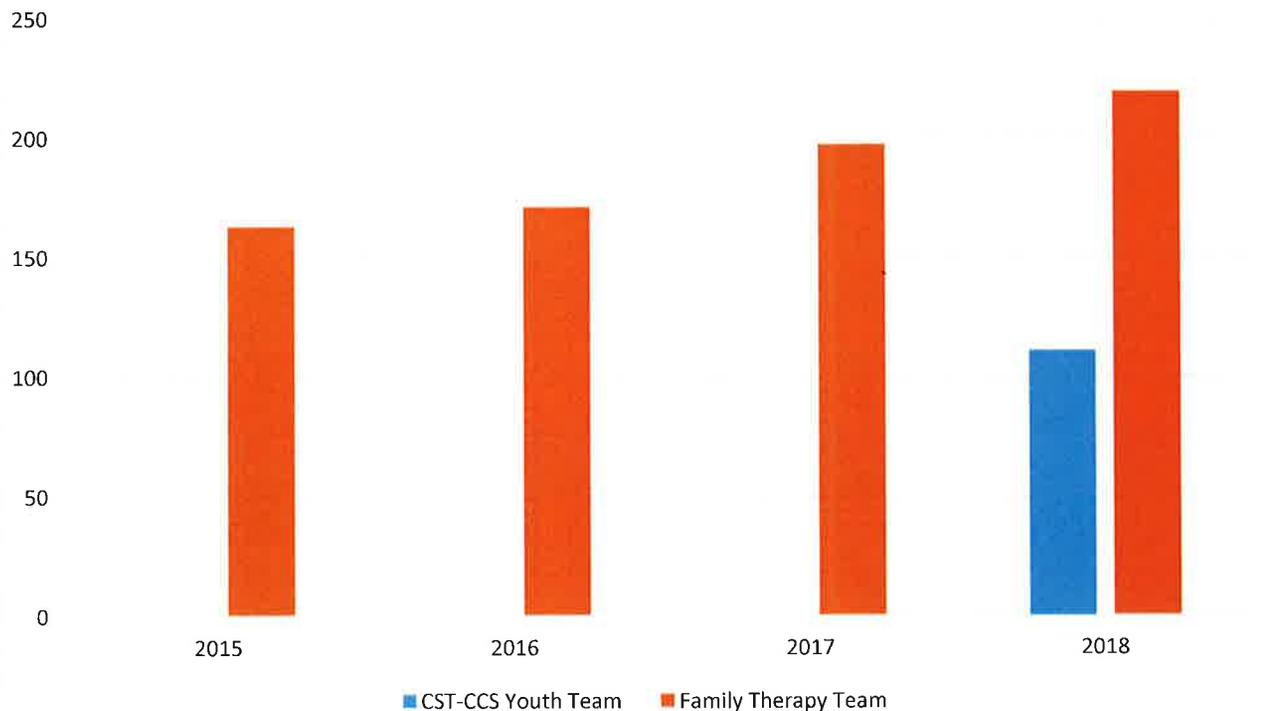


- Serves people of all ages with mental health and or substance use disorders
- Assist individuals with recovery and resilience with rehabilitation services
- Reduce the effects of mental health and substance use disorders
- Improves functioning throughout life
- Community-based care in the least restrictive environment possible
- Person-Centered care with the individual driving their goals and treatment planning
- Crisis Stabilization Facility
- Community Based Residence

Behavioral Health Division

Child and Family Clinical Services

Number of Families Served



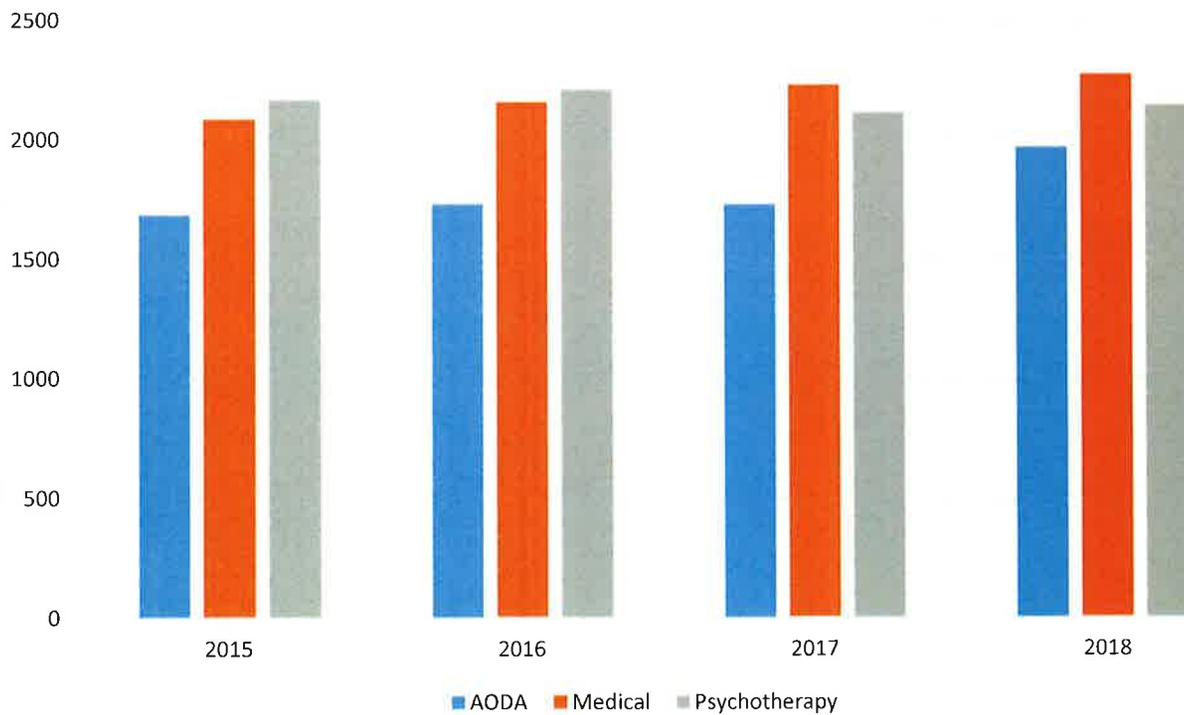
- Providers meet with families in their homes
- Collaboration across systems
- Serves children and youth at risk of being placed outside of the home
- Reduces Out-of-Home Placements
- Promotes families staying together and family driven goals
- Builds on natural and community supports
- Improves self-sufficiency in life domains
- Strength based approach (builds on families strengths)
- Outcome-oriented

Behavioral Health Division

Outpatient Mental Health & Alcohol/Drug

Services

Outpatient Clients Served



- Information/Referral
- Psychiatric Evaluation
- Medication Management
- Group Counseling
- Individual Counseling
- Substance Use Disorder Counseling
- 24/7 Crisis Services
- Walk-In Same Day Services with licensed Alcohol and drug counselors and/or licensed mental health professionals.

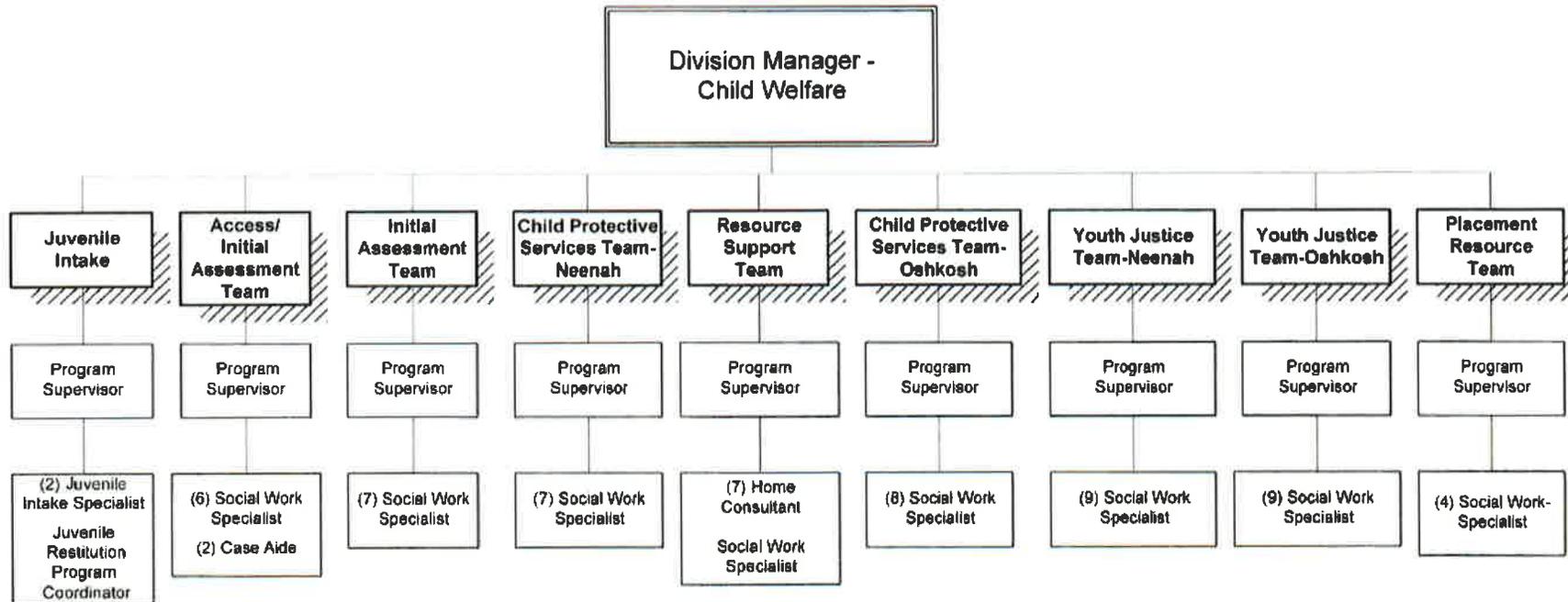
Child Welfare

To ensure the safety and well-being of the community, in accordance with federal and state mandates, by assisting children and families to utilize their strengths, family supports, and community resources.

- Access/Initial Assessment Services
- Juvenile Intake Services
- Placement Resource Services
- Child Protective Services
- Youth Justice Services
- Resource Support Services



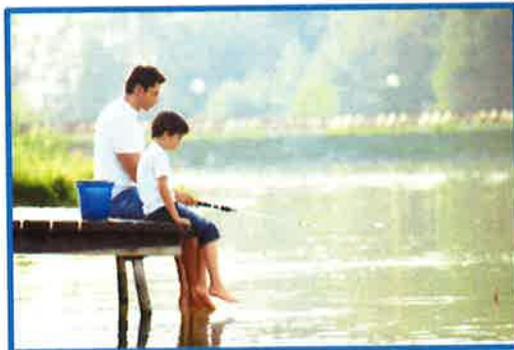
HUMAN SERVICES Child Welfare Services



Accomplishments for 2018

Child Welfare Division

- A Respite Care facility and provider has been secured and regular Respite Care services are being provided.
- A work committee, including county agency and provider staff, has been established to review and direct services provided to youth and families at our Shelter Care facility.
- Organizational Effective (O.E.) work has continued with Child Welfare supervisor group.
- A number of Child Welfare staff are involved in our agency's Trauma-Informed service delivery learning and implementation efforts.
- Evaluation of our two Parent Support programs has shown good outcomes for both Child Protective Services and Youth Justice Service areas.
- The effort to increase the use of mobile access/technology will continue.

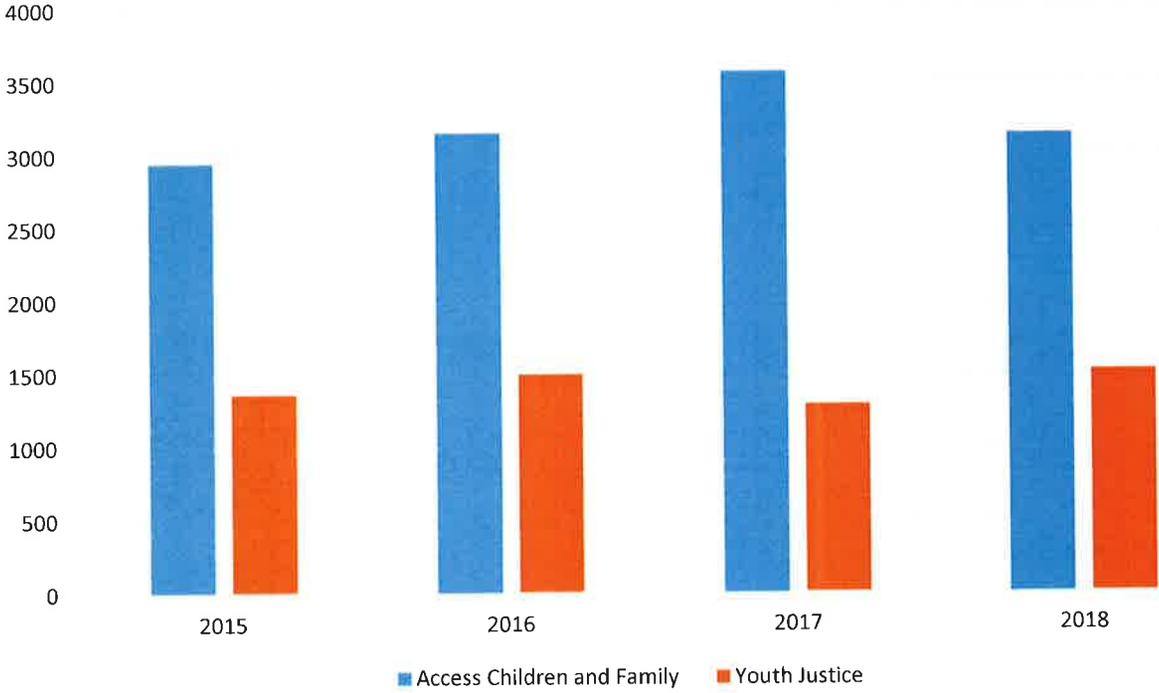


Goals for 2019

Child Welfare Division

- As a division, continue efforts towards TIC case management.
- Train initial assessment social workers in Advanced Forensic Interviewing.
- Move the third Access phone worker position from Project Position, to regular full-time position.
- Continue Child Protective Services legal work focusing on Conditions for Return and Termination of Parental Rights.
- Assess division on-call work needs and services, and work towards changes to address needs.
- Following assessment of short-term detention services, work towards service changes to support youth success.
- Decide Shelter Care program services and structure.
- Increase number of foster homes via additional recruitment efforts.
- Increase support of foster homes and skill of foster parents to meet child/youth needs while partnering with families.
- Establish one division social worker per on-going team to specialize in our youth Human Trafficking initiative and service provision.

Child Welfare Division Referrals



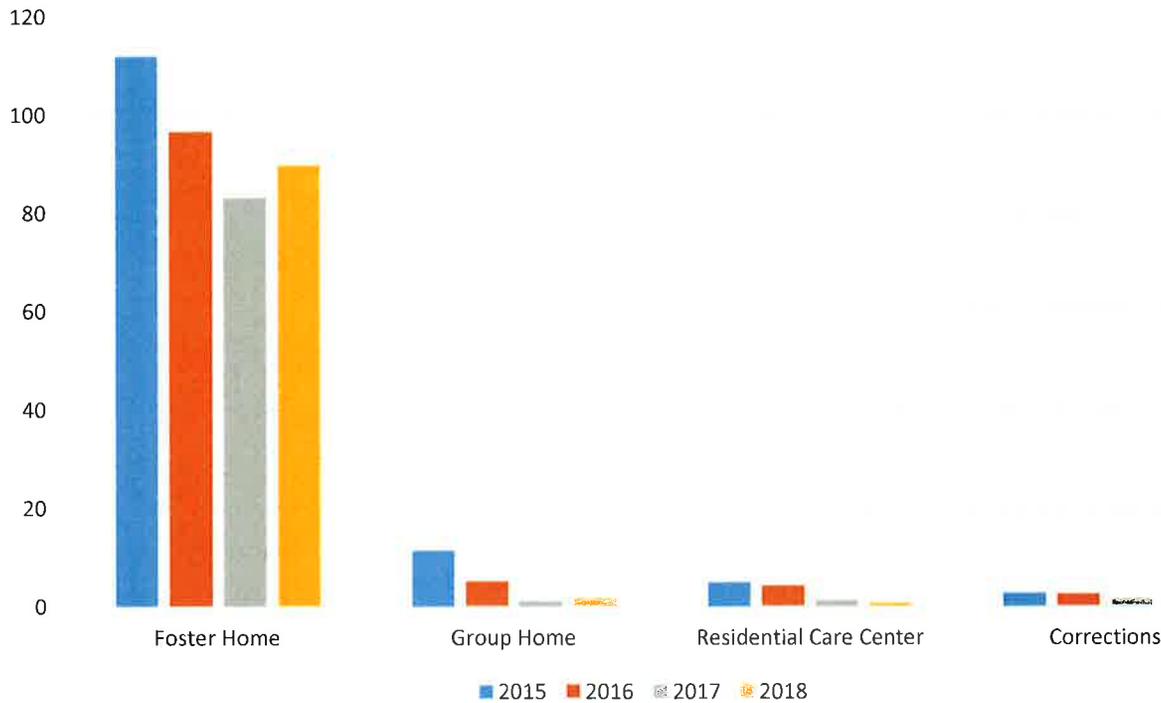
Total number of phone calls and referrals for services

- CPS reports
- Youth justice law enforcement and non-law enforcement referrals

Child Welfare Division

Out of Home Care Placements

Average Daily Population



The average daily population of children and youth in out of home care in different settings

- Foster homes
- Group homes
- Residential Care Centers
- Juvenile Correction facilities

Economic Support

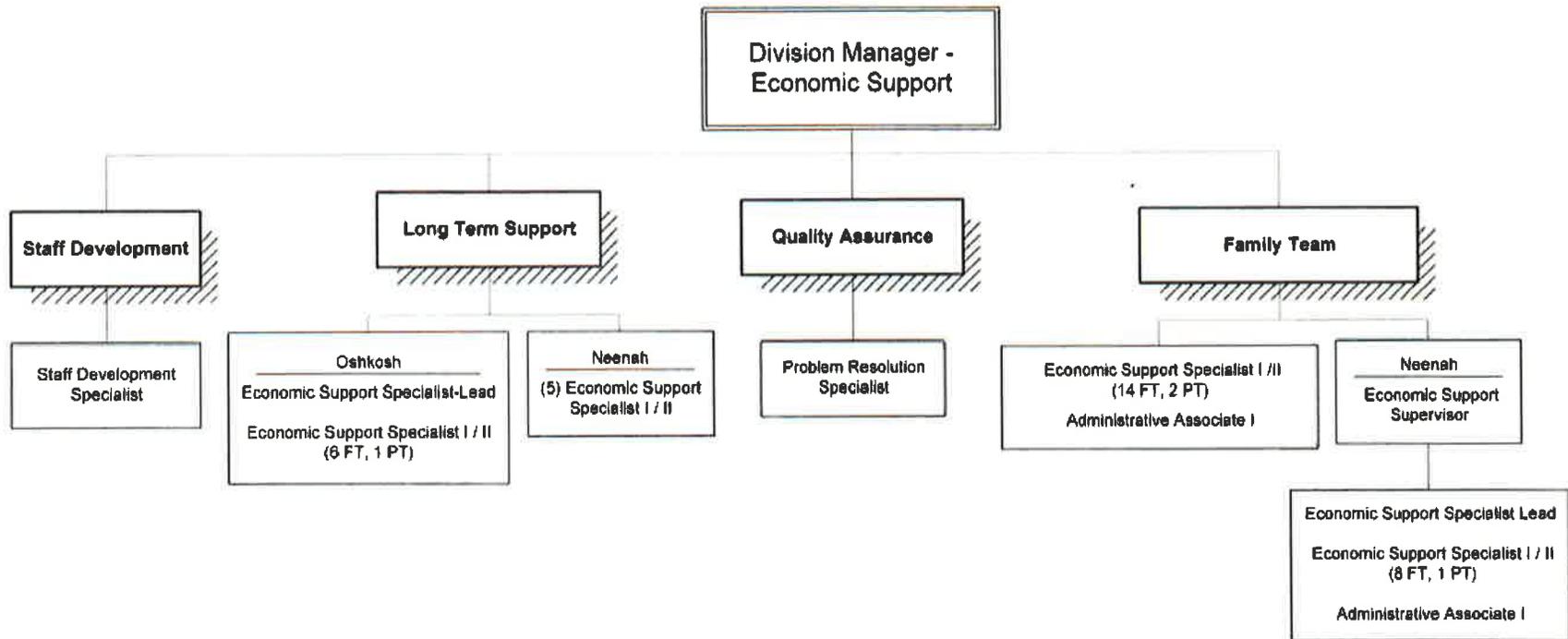
To provide services and benefits to all residents of Winnebago County as part of the East Central Income Maintenance Partnership (ECIMP) as promptly, accurately and as efficiently as possible. ECIMP is comprised of Calumet, Green Lake, Kewaunee, Manitowoc, Marquette, Outagamie, Waupaca, Waushara and Winnebago Counties.

- Childcare Assistance (Wisconsin Shares Program) – pays part of the cost for regulated day care providers while the parents work or participate in job search activities. Determined by income.
- FoodShare – A supplement for low income households used to purchase food.
- Medicaid/Badger Care – Health insurance for low income individuals and families.



HUMAN SERVICES

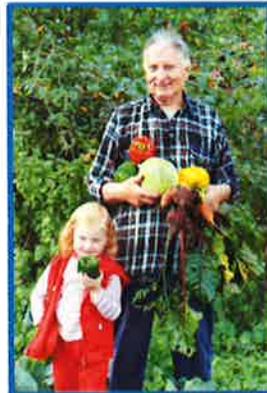
Economic Support Services



Accomplishments for 2018

Economic Support Division

- Developed a Continuity of Operations (COOP) plan to enable Economic Support work to be completed in the event of an emergency.
- Provided training and support to build Trauma Informed staff to better serve the low income residents of Winnebago County. Training will be ongoing.



Goals for 2019

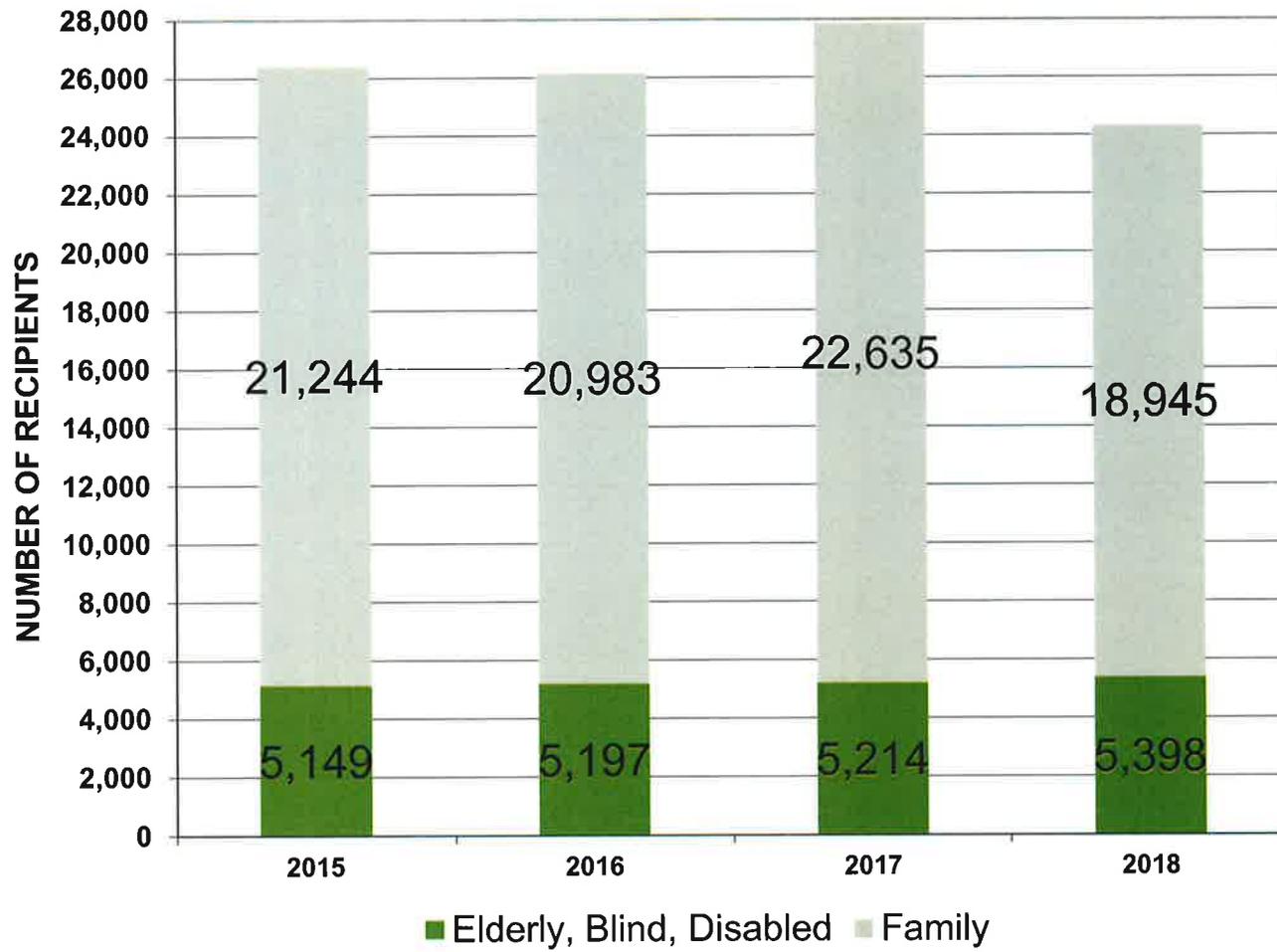
Economic Support Division

- Provide more in-house refresher trainings for staff as policies and procedures constantly change.
- Develop and carry out a plan to become current and stay current with discrepancy work on Economic Support cases.



Economic Support

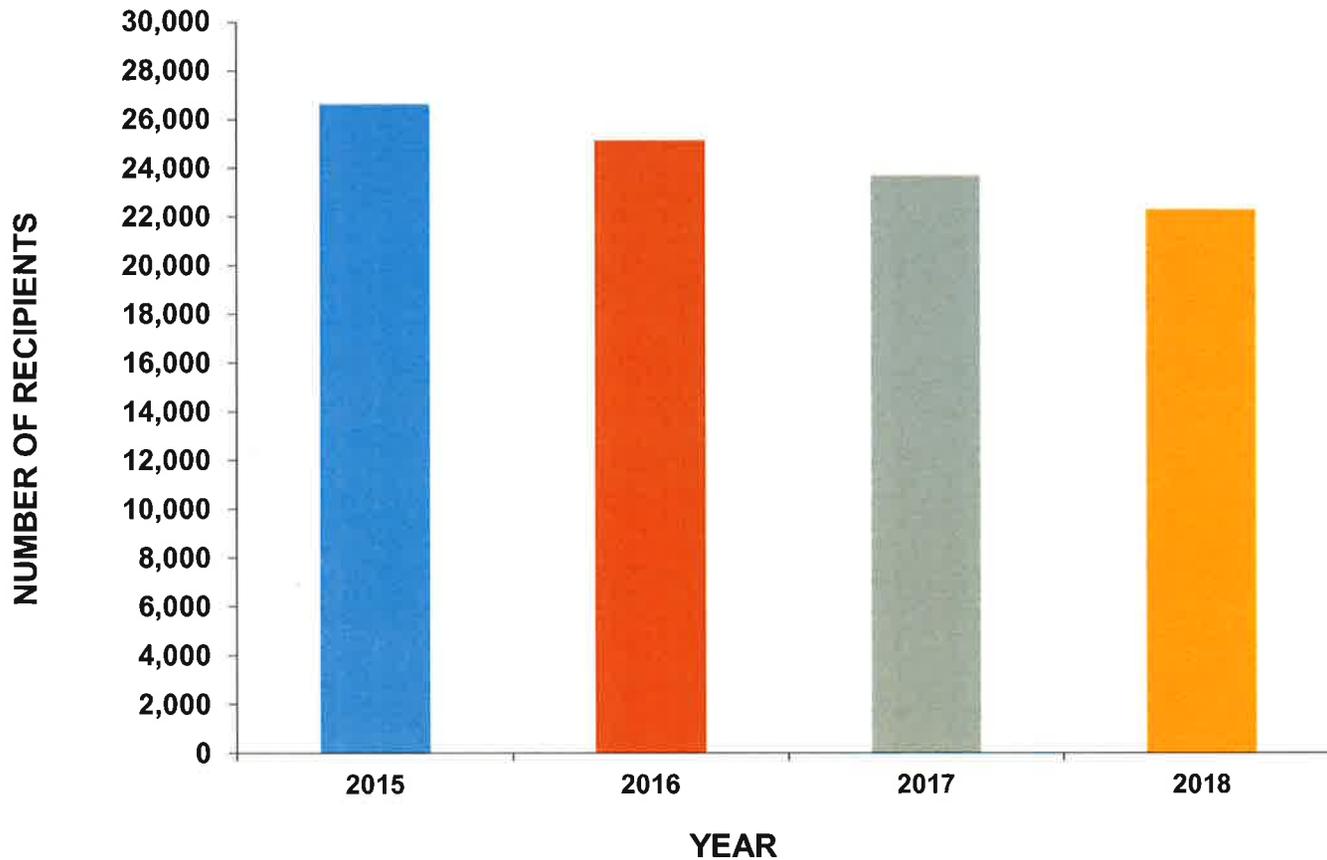
Total Medical Assistance Recipients



Economic Support

Total Medical Assistance Recipients

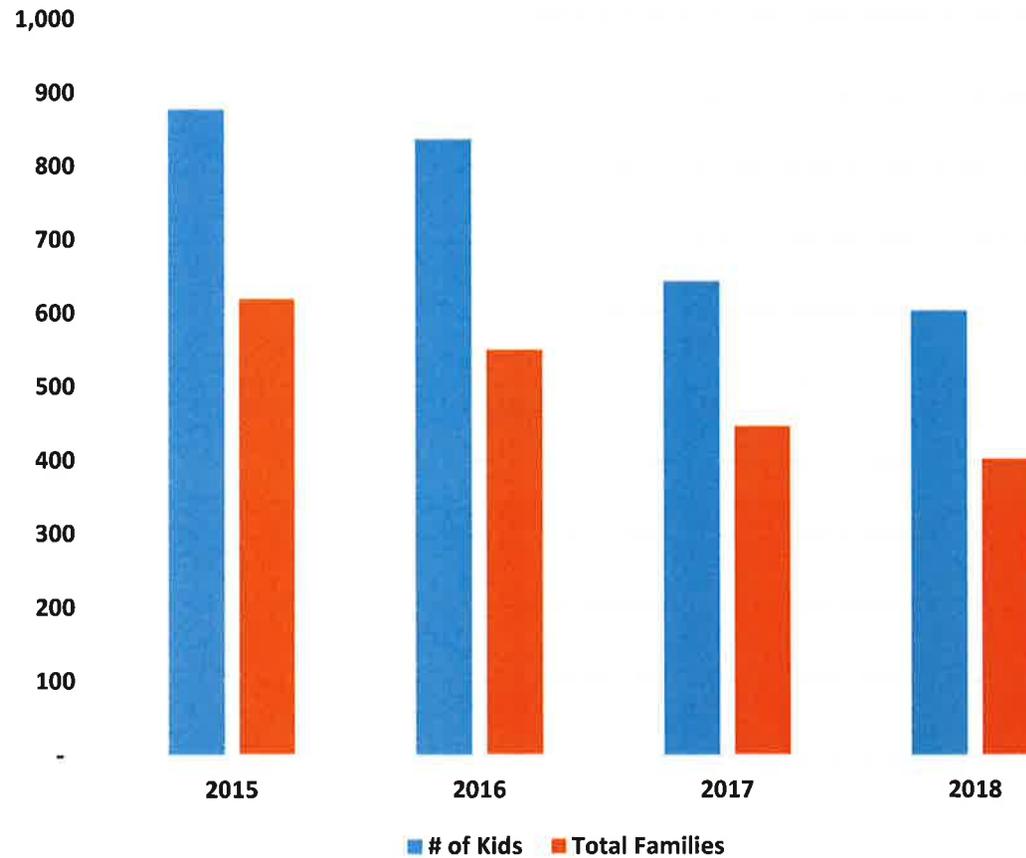
ECONOMIC SUPPORT DIVISION FOODSHARE PROGRAM RECIPIENTS



Economic Support

Total Medical Assistance Recipients

ECONOMIC SUPPORT DIVISION CHILDCARE PROGRAMS



Long Term Support

To develop, promote and provide for supports and services that meet identified outcomes for Winnebago County citizens with long term support needs.

AGING & DISABILITY RESOURCE CENTER (ADRC)

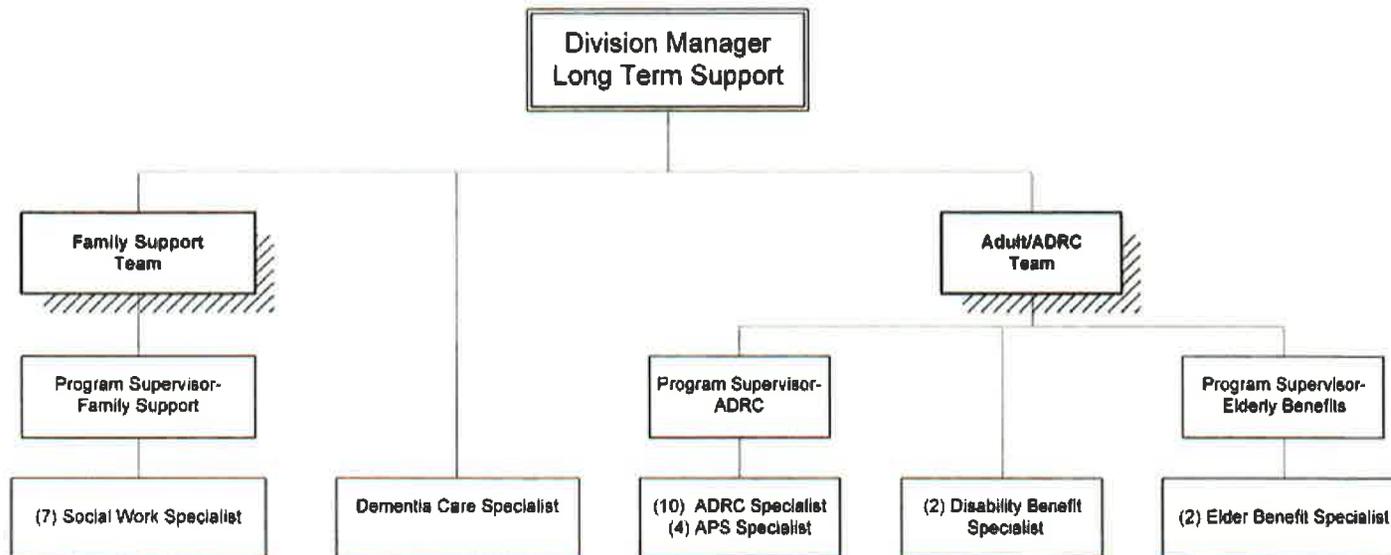
The mission of the Aging & Disability Resource Center of Winnebago County is to empower and support seniors, people with disabilities and their families, by providing useful information and finding the help people seek so they may live with dignity and security, and achieve maximum independence and quality of life.

Long Term Support Services

- Family Support Services
- Long Term Care Options Counseling
- Prevention and Early Intervention
- Benefit Services Counseling
- Access to the Family Care Benefit Assessment and Eligibility
- Information and Assistance to the general public
- Elder and Adult at Risk investigations
- Adult Protective Services such as guardianship and protective placement
- Dementia Care Services

HUMAN SERVICES

Long Term Support Services



Accomplishments for 2018

Long Term Support Division

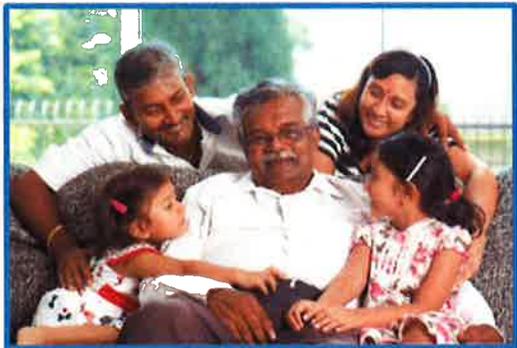
- The Elder and Adult at Risk Interdisciplinary Team expanded to include a representative from each law enforcement agency and the District Attorney's office.
- A committee to develop a Dementia Friendly Winnebago County was developed.
- Staff were trained on the knowledge and understanding of Trauma Informed Care.
- A coalition with The Day by Day Warming Shelter and Community Foundation was developed to address homelessness and transitional housing.
- The Winnebago County Nutrition Program was able to offer more options for meal sites to increase participation and increase the amount of donations to offset the costs.
- An additional Fiscal Intermediary was set up to give families more choice and control with hiring their service providers.
- A Transitional Guide was developed to assist schools and families when a child is preparing to transition to adult services.



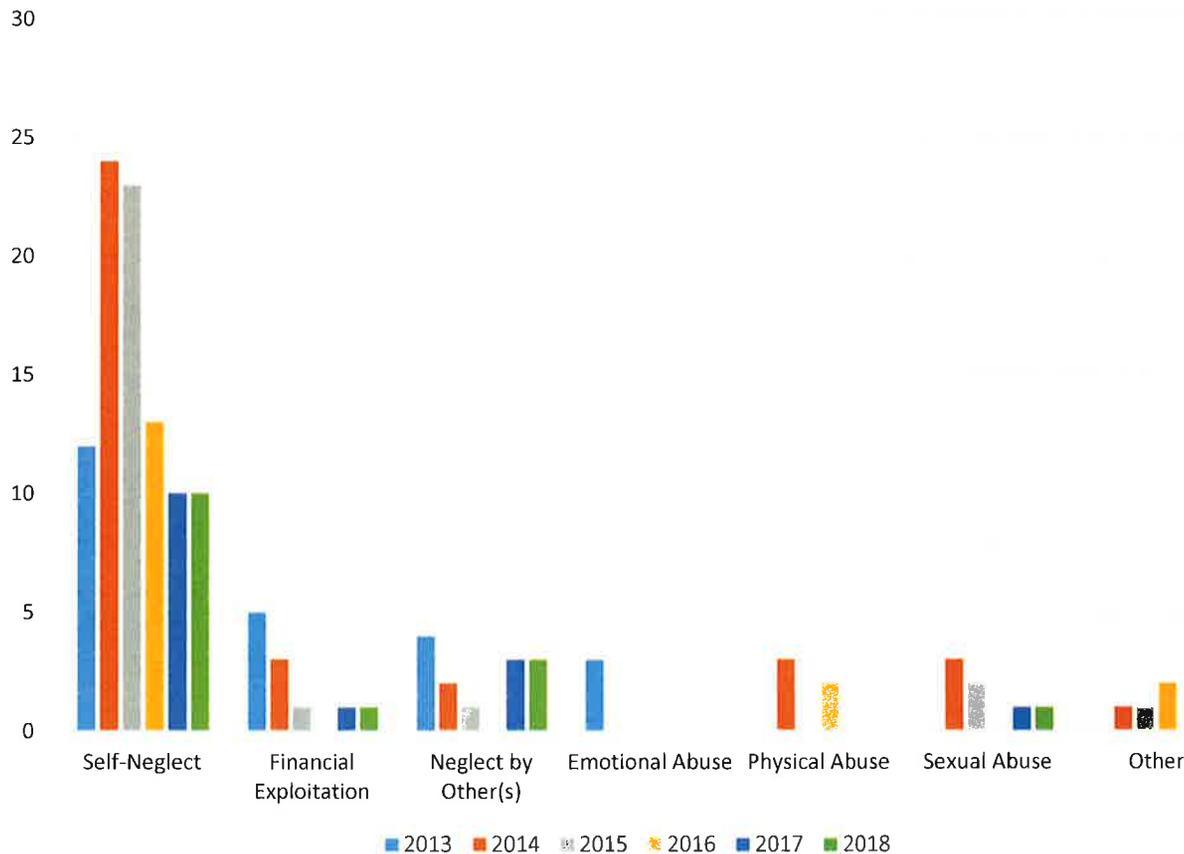
Goals for 2019

Long Term Support Division

- Support for people with dementia and their caregivers will be expanded, including better coordinated crisis response.
- Adult Protective Services will be enhanced to meet all of the needs of the community, including lead staff to provide training to police and fire departments, and to actively address Elder and Adult at Risk Abuse.
- The ADRC and Wellness Coalition will have a variety of regularly scheduled evidence based classes throughout the county that are coordinated by volunteers.
- Children's service providers will cooperatively develop an internet based resource guide that meets the needs of all ages and disability groups.

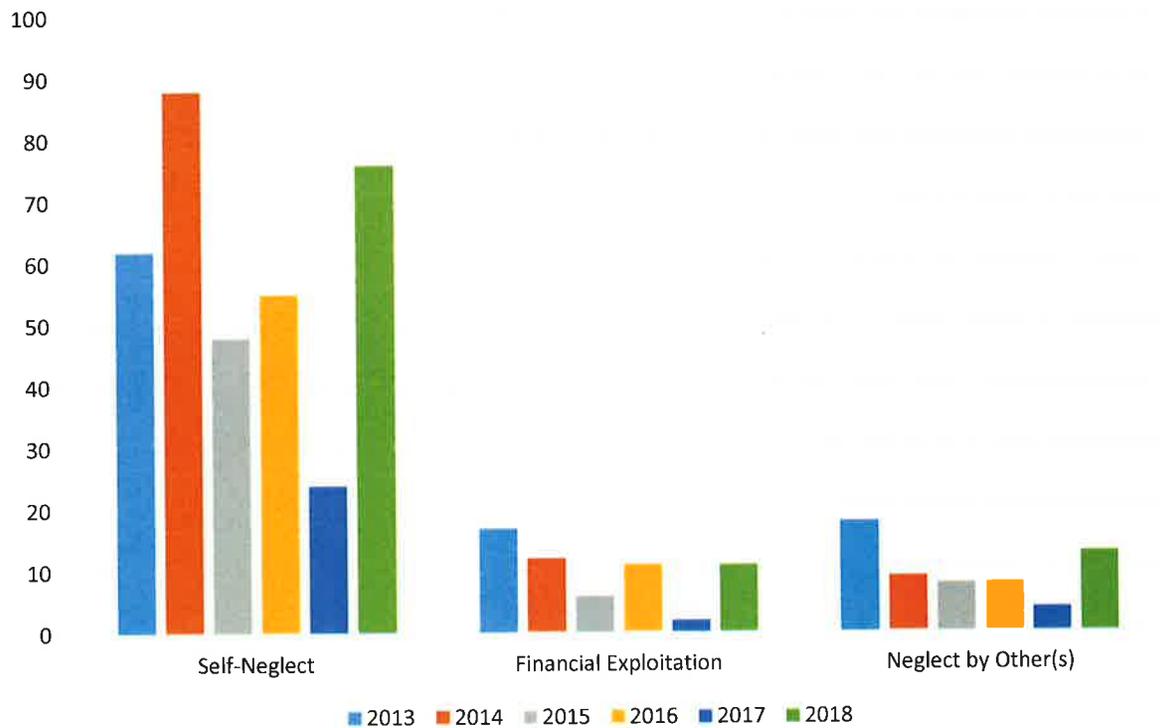


Long Term Support Adult at Risk Reports



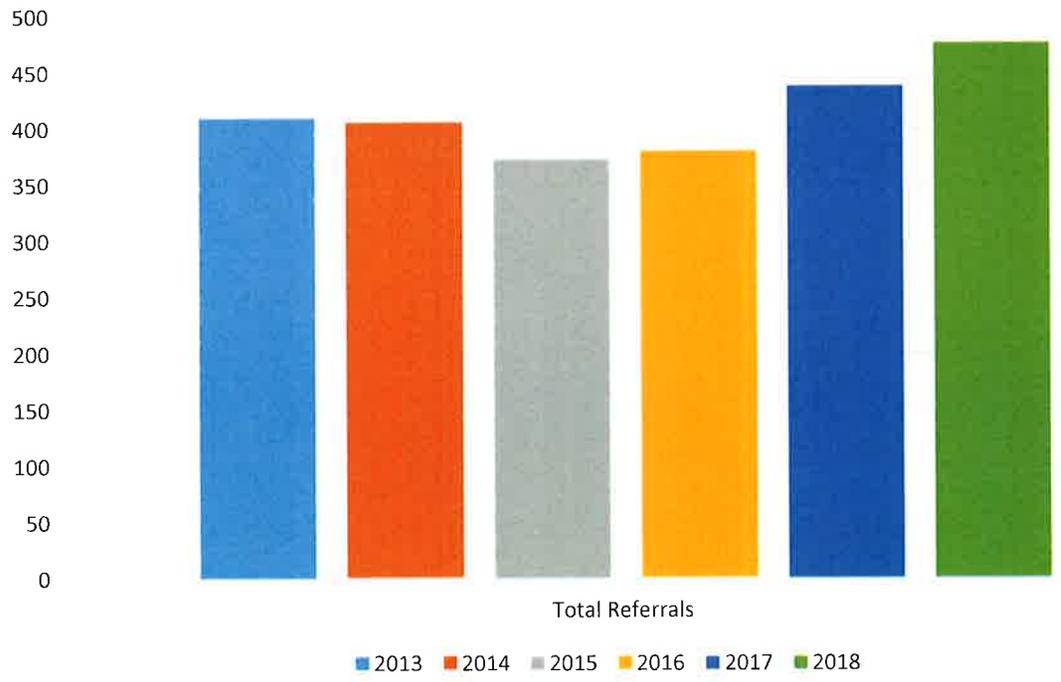
- An Adult at Risk is defined as an adult under age 60 who has a physical or mental condition that impairs the ability to care for their needs
- Information obtained from Wisconsin Incident Tracking System
- Some of the reports from 2017 are missing due to staff turnover

Long Term Support Elder Abuse Reports



- An Elder Adult at Risk is any person age 60 or older who has experienced, is experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation. (Wis. Stat. §46.90(br))
- Information obtained from Wisconsin Incident Tracking System
- Some of the reports from 2017 are missing due to staff turnover

Long Term Support Birth to Three Program Referrals

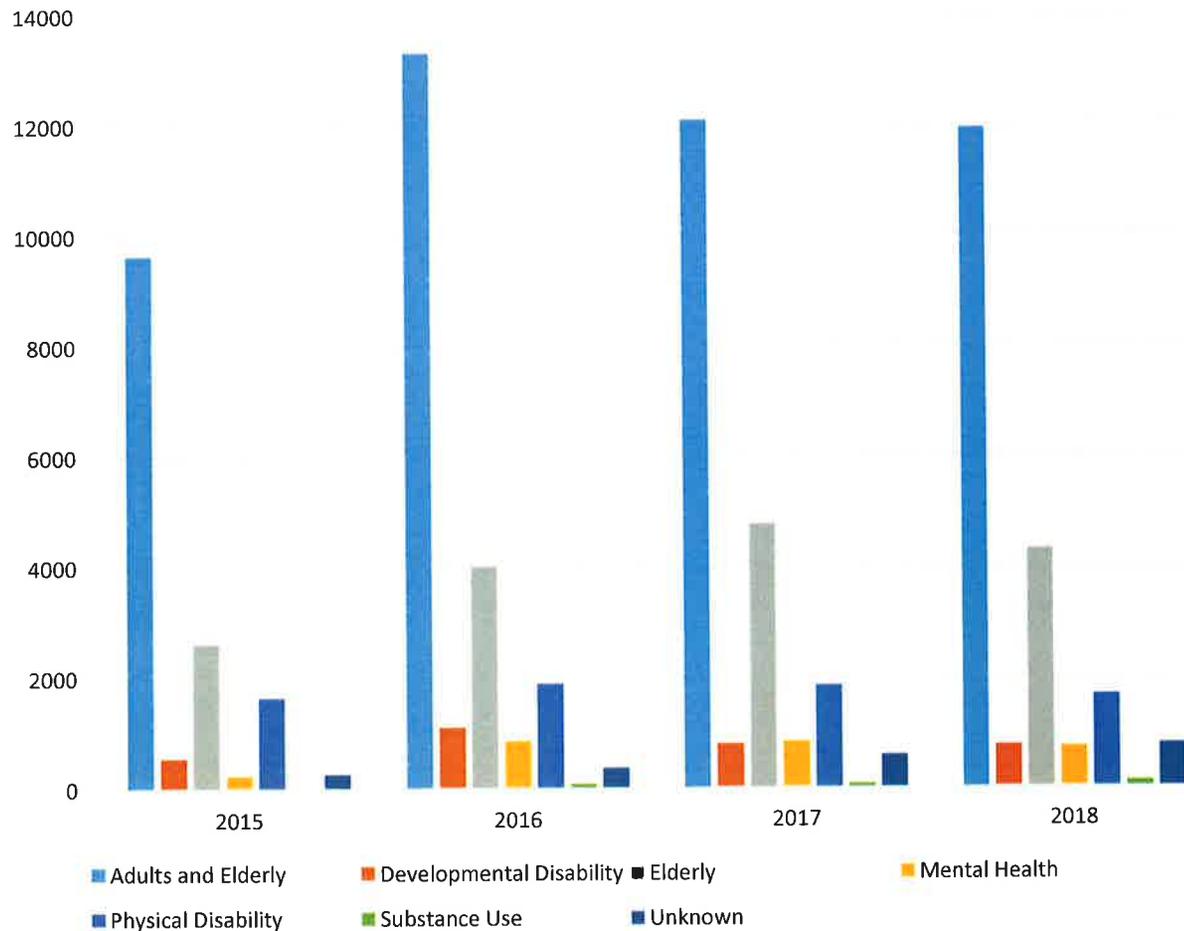


This report includes all referrals for Early Intervention Services in Winnebago County.

- Not all of the children referred were eligible and some chose not to participate and develop an Individual Family Support Plan.
- Some of the children were referred more than once due to closing services and then having additional needs, not responding to correspondence or moving.

Long Term Support

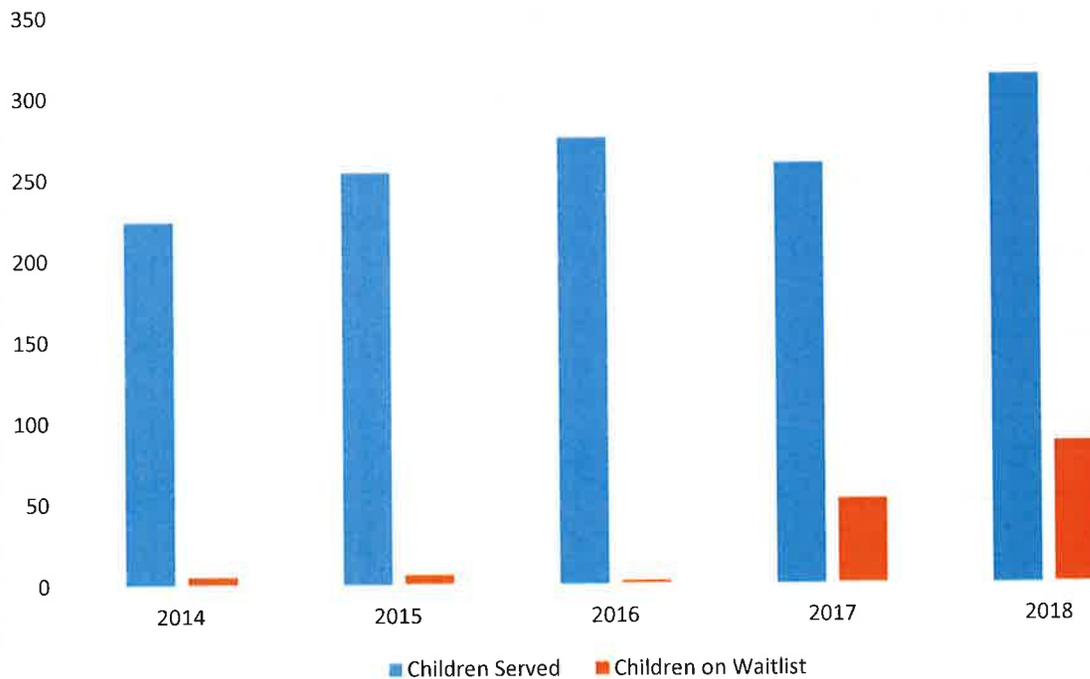
Aging and Disability Resource Center Contacts



This includes any calls, emails and direct contacts with people.

- There is often more than one contact for each person being referred.
- Information is obtained from contacts entered in consumer based data system (LUNA).
- Categories were separated by the first target group listed, so there is no duplication for people who are dually diagnosed.

Long Term Support Family Support Program Waitlist

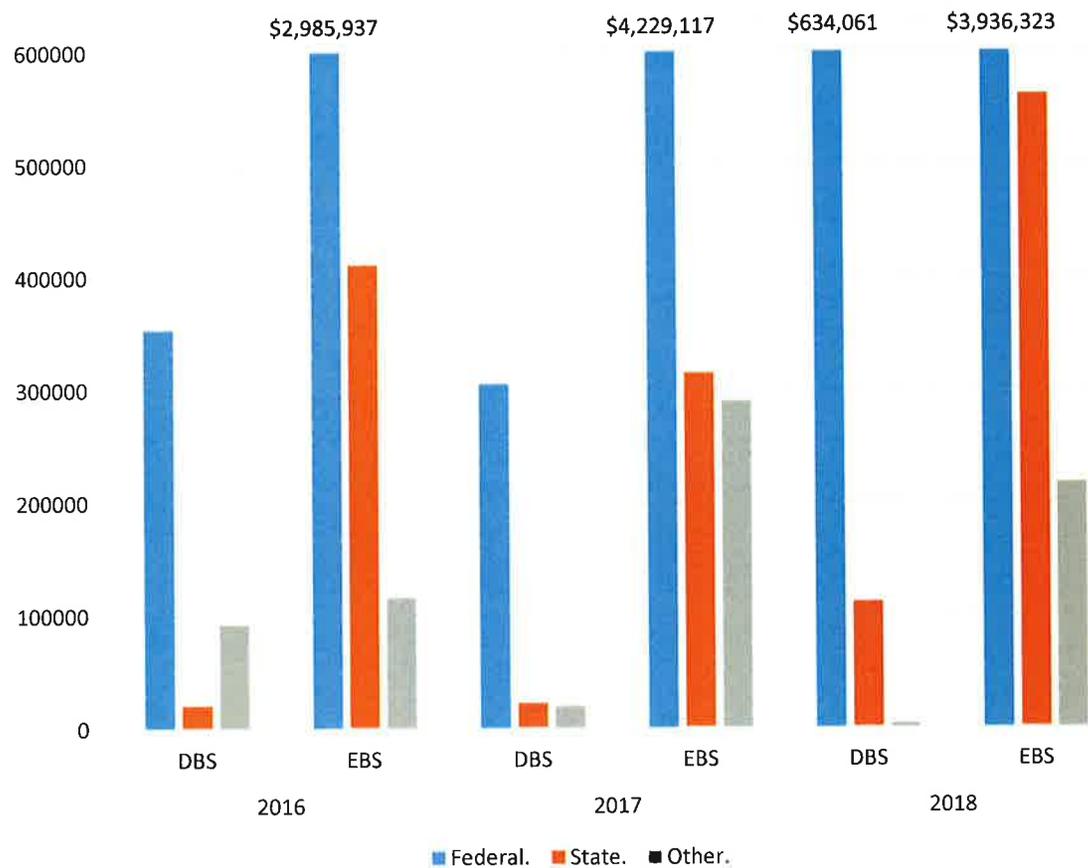


This report displays the number of children receiving Children's Long Term Support (waiver) service or waiting for services during a calendar year.

- The process for serving children on the waiting list changed per state requirements in 2017.
- We plan to add two contracted staff in 2019 to assist with eliminating the waiting list.

Long Term Support

Monetary Impact of Benefit Specialists

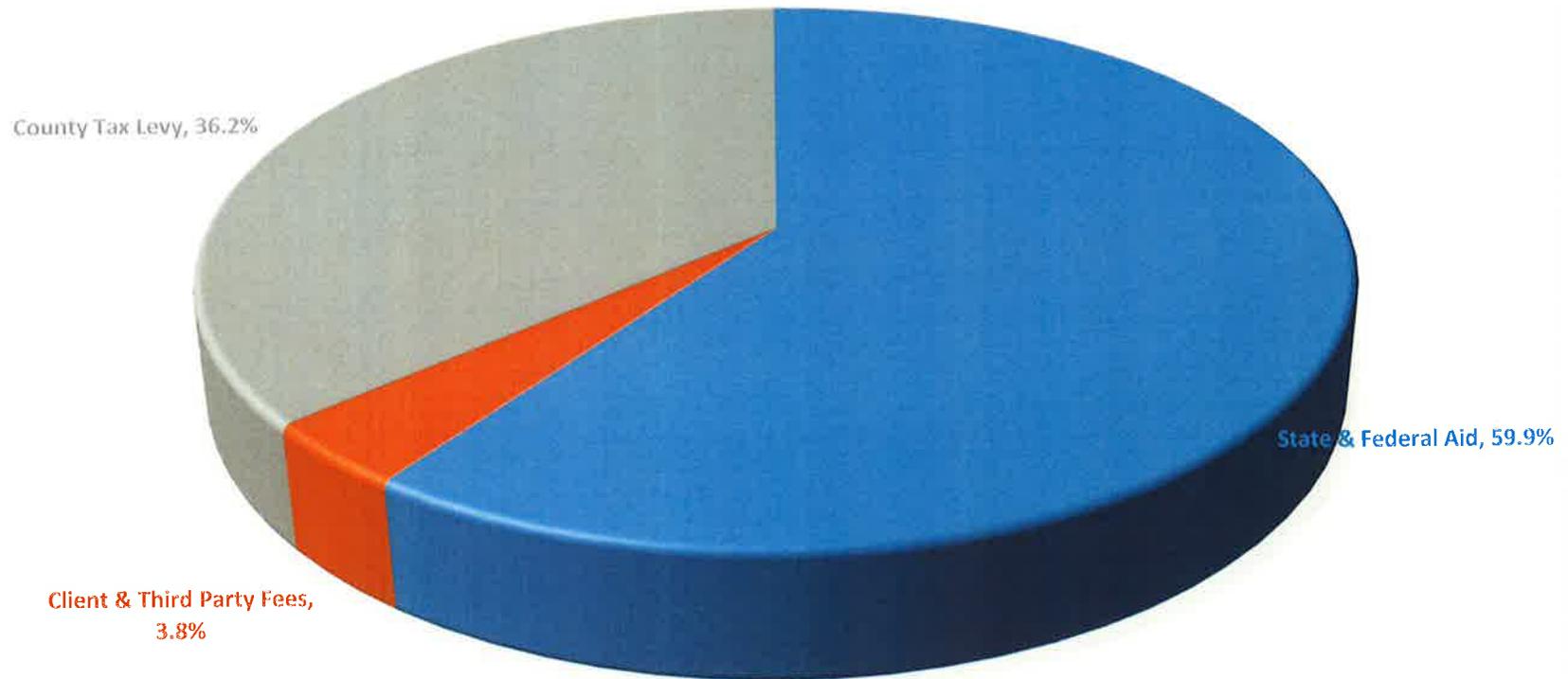


Monetary impact is defined as the value of benefits or services that are obtained or preserved for a client, as well as money that is saved or recovered for a client, with the help of a benefit specialist.

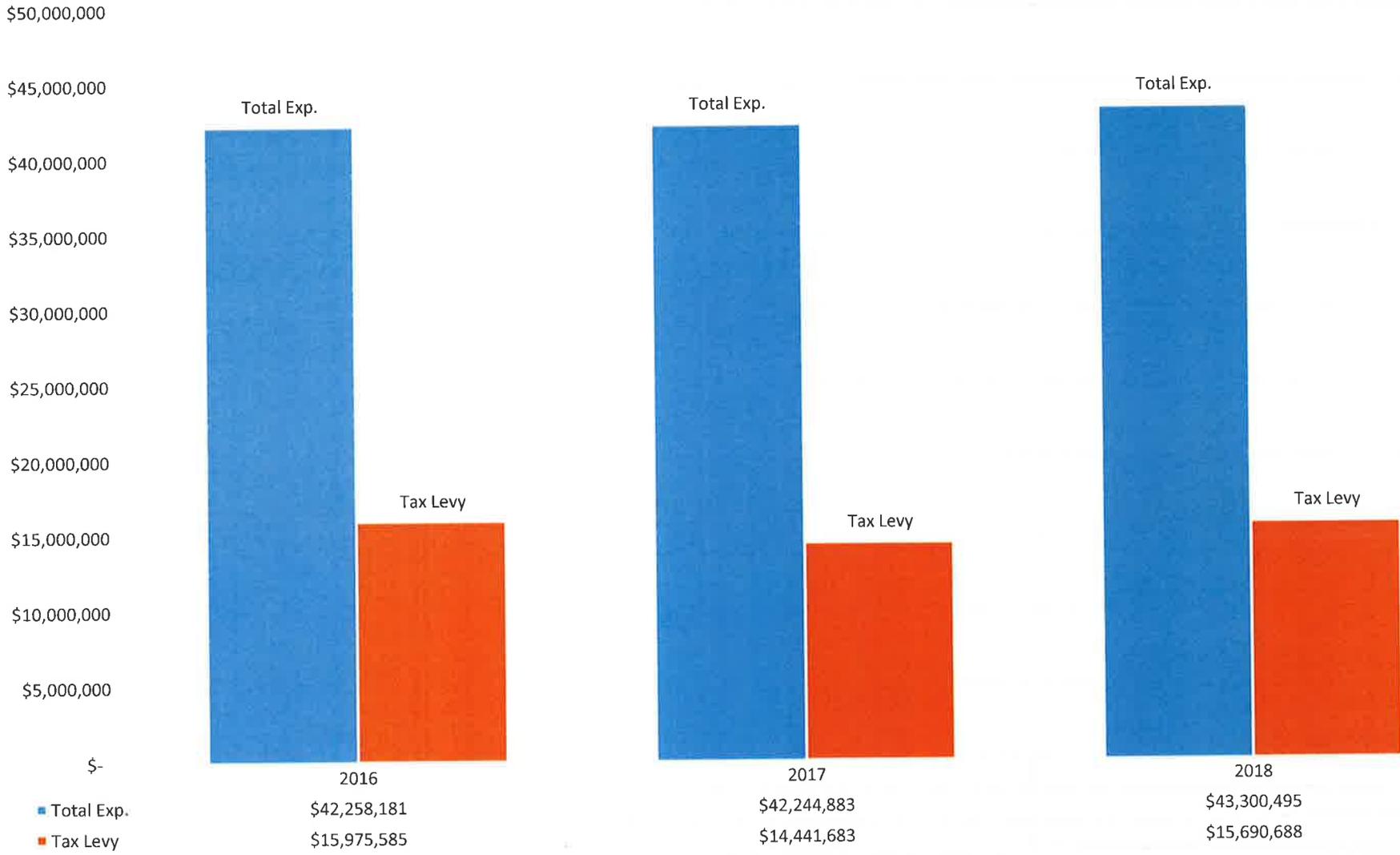
- Elderly Benefits information is entered in the Social Administration Management System (SAMS).
- Disability Benefits information is tracked in the DBS database.
- There was a transition of two new Disability Specialists in 2017.

Financial

2018 WINNEBAGO COUNTY HUMAN SERVICES DEPARTMENT FUNDING SOURCES



**Winnebago County Human Services Department
Total Expense to Tax Levy Comparison**



**2016 - 2018
Winnebago County Human Services Department
Funding Sources**

