

# 2020 Annual Report



## Human Services Department



# Human Services Department



Bill Topel, Director

Dear County Board Members:

I am pleased to present to you the Human Services Department Annual Report of Services for 2020. We feel that it is a valuable report of services provided to county residents. Our goal is to provide a brief summary of some of the services, goals and accomplishments from each division of the Department. We very much appreciate the County Board's support and financing of this important safety net service array.

We appreciate your feedback and questions. Please feel free to contact me at 920-236-1195 or at my email address: [btopel@co.winnebago.wi.us](mailto:btopel@co.winnebago.wi.us).

Respectfully,

Dr. L. William Topel  
Human Services Director

# 2020 Human Services Board

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## Mission Statement

To serve our clients with professional, trauma informed 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

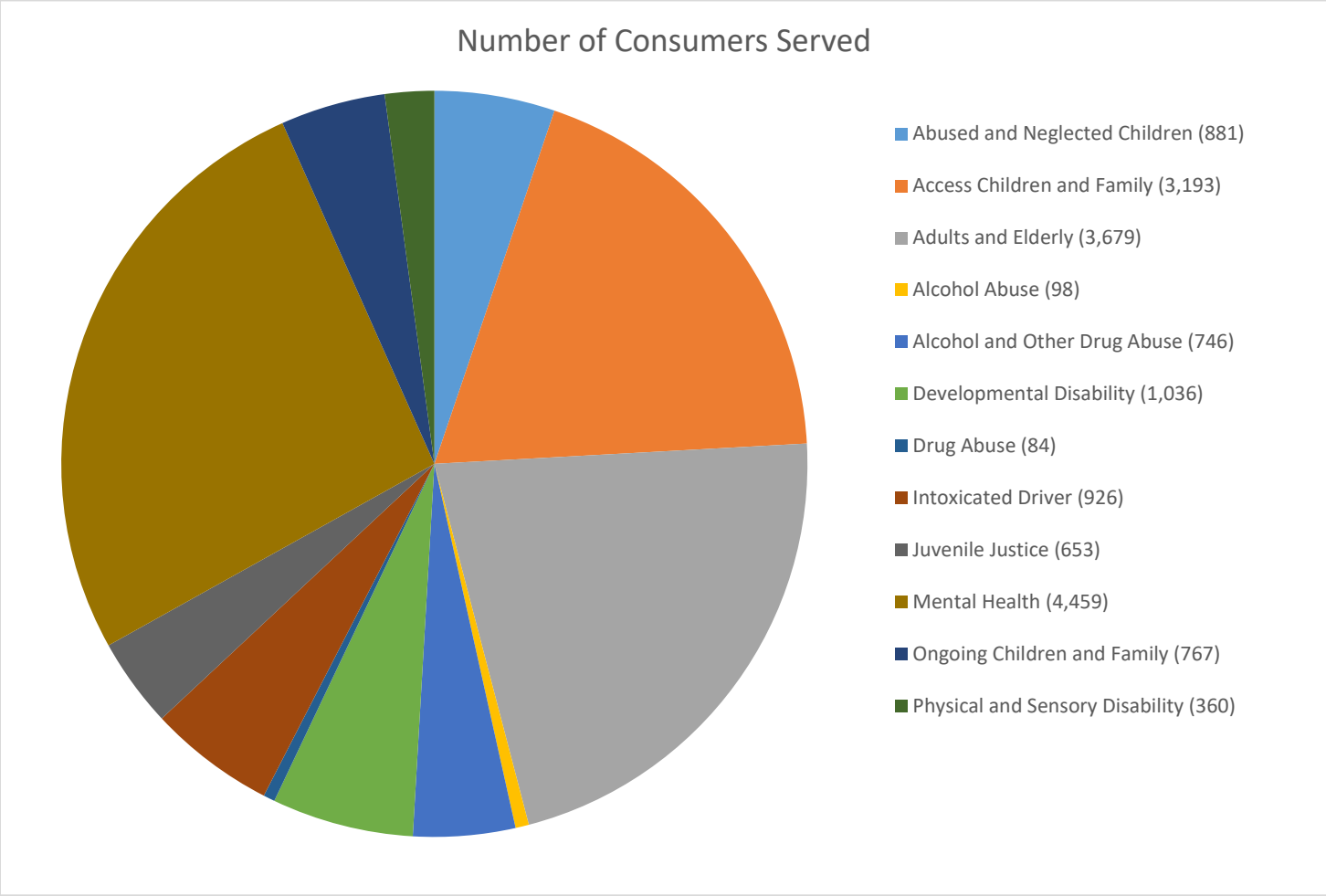
- Improve the quality of care, support and service to our clients
- Improve the publics' access to appropriate and available services and supports
- Promote desirable choices and practices that will improve health or social conditions
- Strive to ensure that support and care are received in the most 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



# Consumers Served by Target Group



Human Services tracks numbers of people served by target group.

- Individuals may participate one or many times, and may receive one or multiple services

*\*An individual is counted once within a target group, though may be counted in more than one target group.*

# Administrative Services

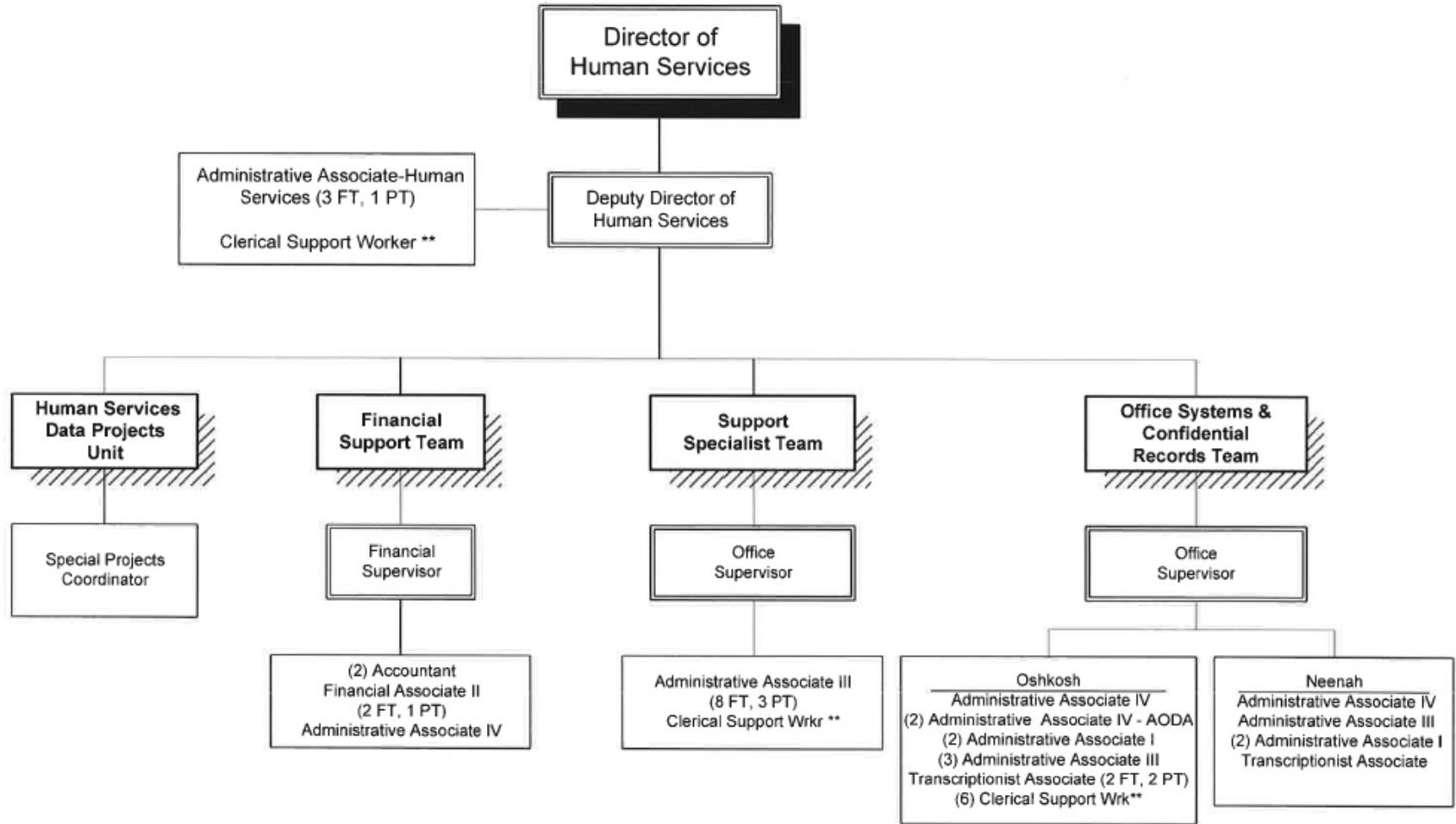
To provide Department-wide leadership and sustained sound advances including; budgeting, contractual, financial, electronic and data processing systems, strategic planning and quality service delivery. Our goal is to organize human services information and systems, making it accessible and useful to unlock human potential, empowering every person to achieve more. Ensure that services delivered by the Department are in accordance with established requirements, while being good stewards of taxpayer dollars.

- Provide leadership, support and guidance within the department, regionally and statewide
- Manage staff security to client database tracking system
- Phone, field, clerical and managerial support
- Create and manage annual contracts with service providers
- Maintain staff database to include trainings and staff updates
- Facilitate ongoing development of client database
- Provide for current and ongoing employee training
- Address Client Rights and Complaint & Grievances
- Fulfill record requests
- Provide timely and accurate state, federal and internal reporting
- Facilitate internal employee workgroups
- Images paper and electronic documents
- Provide receptionist activities
- Responsible for Accounts Payable, Accounts Receivable and Purchasing
- Transcription
- Develop and manage annual budget
- Ensure HIPAA compliance and training



# HUMAN SERVICES

## Administrative Services



\*\* Unclassified Position

# Accomplishments for 2020

## **Administrative Services Division**

- Identified Employee Engagement methods and implemented a variety of activities identified through various team processes. Shared with supervisors in other divisions.
- Explored changes and updates in technology and equipment and how we use it to our advantage, including additional employees having county issued computers and cell phones that allow for easy texting, streamlining some processes using electronic transmission, and approval of documents.
- Created a process to update the overall Human Services mission/vision and for each division to update their divisions' mission/vision.
- Explored ergonomic equipment for employees. Employees may request an assessment for proper seating and office set up to best accommodate their individual needs. We also made recommendations and changes such as cubicles/offices and space for file storage to better accommodate HIPAA and health and safety of our employees and visitors. Signage and physical changes and processes within our building encouraging physical distancing, and reducing congregating of people.
- Worked with the Training Work Group to provide Mediation Training; Dealing with Difficult People; Personal Safety/Self Defense training for office employees, and Self Care. We have offered more virtual training for our employees, creating a central location for resources, both electronically and physically.
- Regularly communicated Human Service happenings with employees. Requested all meeting agenda to include a communication with others plan. A weekly news bulletin to all employees continues to be emailed to all DHS employees with email addresses, and posted on each floor and all issues are retained online for all employees to access. During the pandemic, regular correspondence from Director and/or Deputy Director have been sent to employees either by email to all employees, or through Divisions Managers and/or supervisors.
- Updated a portion of the Human Service website. This will continue to be an ongoing effort in collaboration with each division.
- Enhanced resiliency and trauma informed care agency culture, providing for an intensive 10 week follow up cohort training to achieve better partnering and outcomes for our customers, community, and staff.



# Goals for 2021

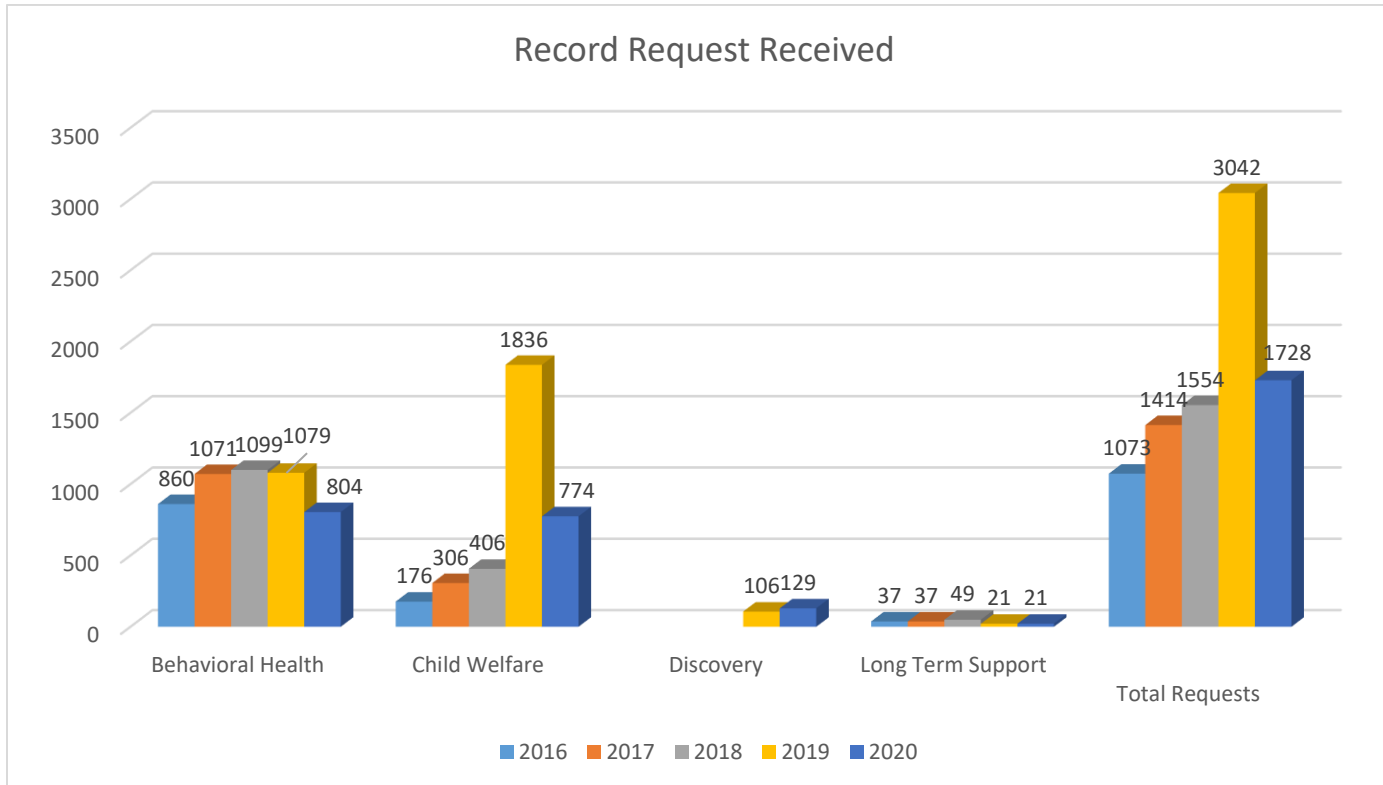
## Administrative Services Division

- Use the practice of Reflective Supervision which focuses on strengths and skills. Provide supervisors with learning opportunities to enhance their abilities.
- Assure people have the information they need and keep people up to date when introducing major initiatives, and when possible, provide training in advance through Communication Plan, Division Manager, and all staff meetings. We recognize: Information is Power.
- With management team, create reliable and easy access reports for managers to best manage their division and “dashboard” to use and share data related to providing effective, efficient service delivery.
- Continue to promote and enhance resiliency and a trauma informed care agency culture, providing for training, as needed, to achieve better partnering and outcomes for our customers, community and staff.
- Work with Information Systems to customize LUNA per plan to personalize consumer appointments. When possible, to deliver personalized service, such as record special events for consumers when scheduling an appointment if it is near their birthday put it in the comments and be sure to wish them a Happy Birthday.
- Continue to update the DHS website.
- Offer Verbal Judo and other types of customer service training. Staff will be encouraged to support each other to provide the best possible customer service to all customers.
- Provide for customer feedback regarding their visit, or recent communication with staff.



# Administrative Services

## Records Requests

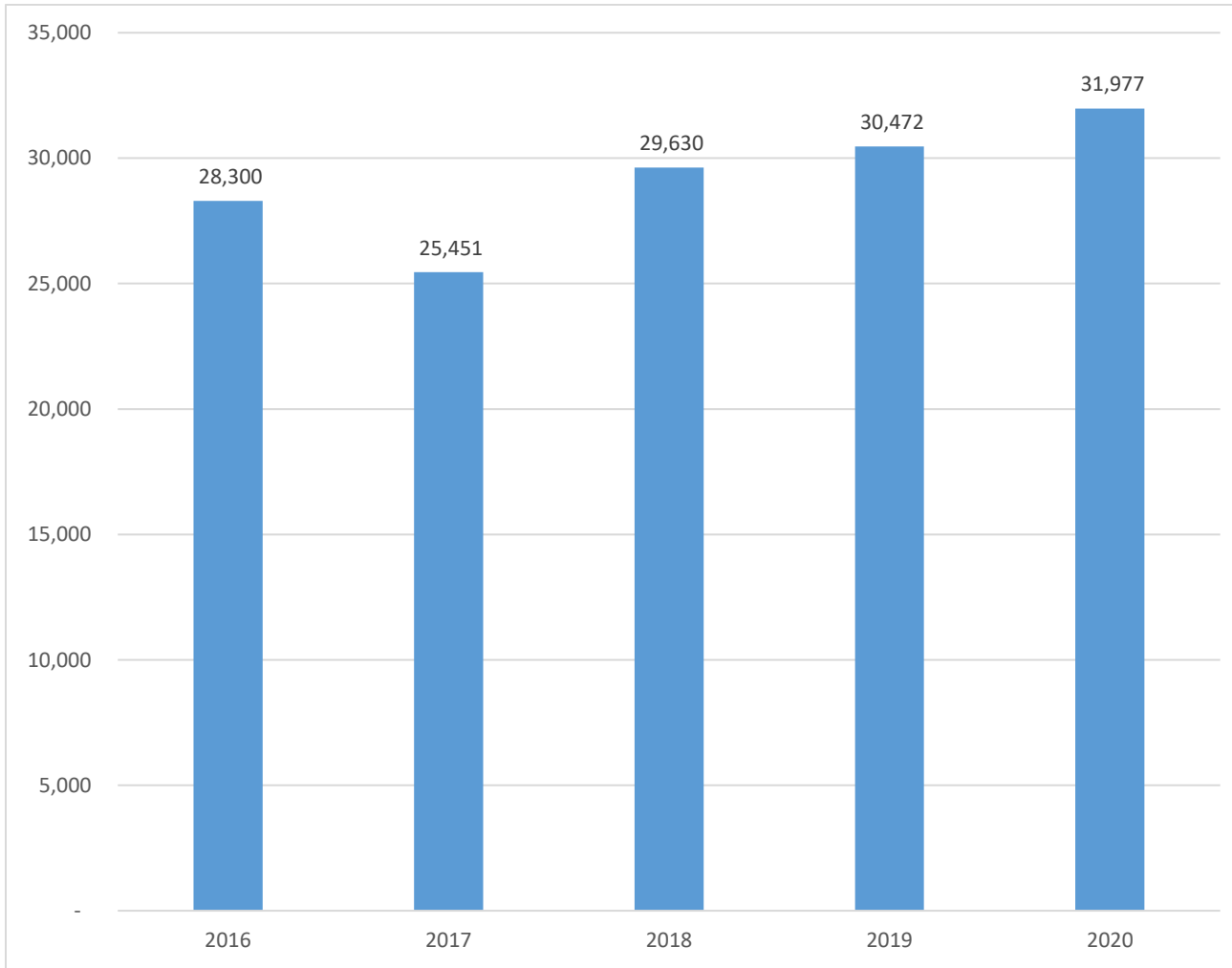


Law changes in 2020 resulted in not only Child Welfare Discovery demands, but now also include Behavioral Health Discoveries and IMEs (Independent Medical Examinations) to be processed. These 3 types of requests are very detailed and can take 5 to 15 days to process by multiple people. Discoveries and IME requests originate from the court and have deadlines on process dates.

In 2020, there was a decline in some types of requests such as Child Welfare record reviews due to COVID closures.

# Administrative Services

## Insurance Claims Processed



The number of claims processed annually includes:

- Medical Assistance (Medicaid)
- Medicare
- Commercial (Private) Insurance

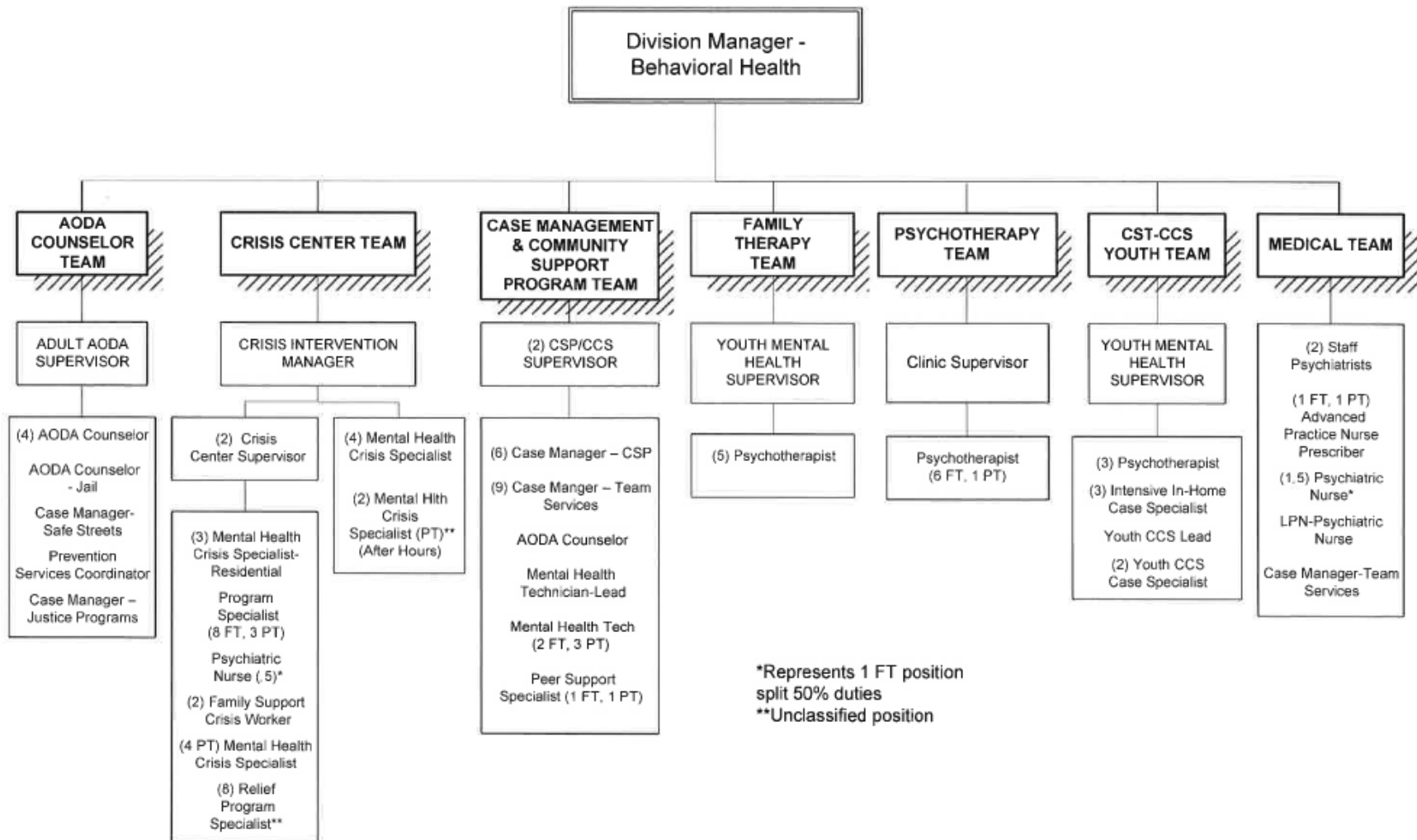
# Behavioral Health Services

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 (Education and Connection to Services)
  - Assessment and Intervention
  - Outpatient Therapy/Counseling
  - Treatment Diversion Court (reduces incarceration with alternative programs)
- 16 bed Crisis Stabilization Center
  - 24/7 Group Home
  - Reduces emergency hospitalization
    - Provides a transition for those discharging from the hospital
  - On-site psychiatric assessment and medication management
- Mental Health Services
  - Community Support (services aimed for the individual to remain in their homes or a community setting)
  - Family Therapy based in the consumer's home
  - Psychotherapy/Counseling
  - Case Management (assistance to improve functioning and quality of life)
  - Medication Management
  - Crisis Services (emergency mental health assessment and service connection)

# HUMAN SERVICES

## Behavioral Health Services



# Accomplishments for 2020

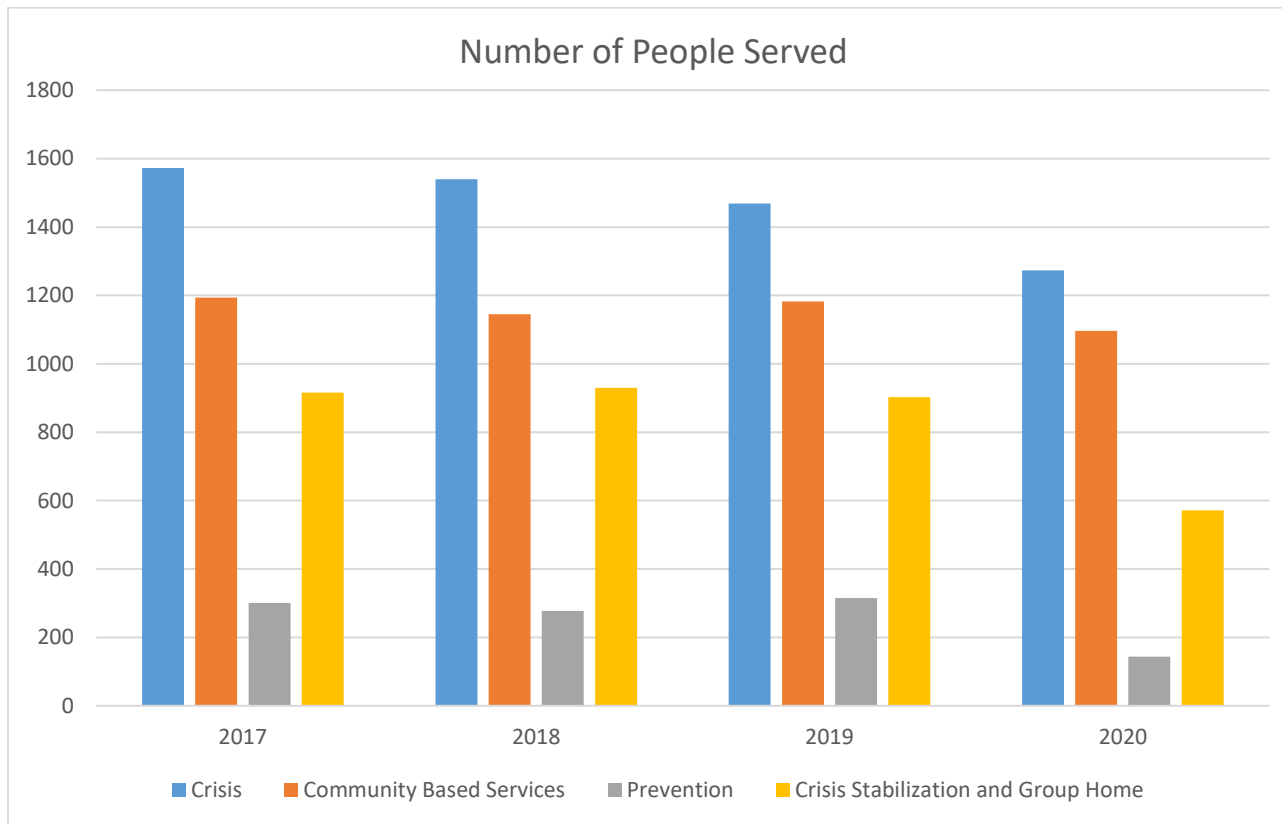
## **Behavioral Health Division**

- Currently our substance disorder services mostly provide assessment and referrals. We are working on expanding treatment services, beginning with existing counseling staff. The main target of in-house services are consumers that have continued to relapse after outpatient and/or inpatient services. Our clinic certification allows for county services provision; however, there are regulations around referring consumers to ourselves. We've seen a significant increase in addiction and those needing in-patient residential services. Our efforts to provide additional services aims to reduce the number of in-patient placements and increase community intensive services. Thus far this year, in-patient placements and referrals for outside services are below budget projections.
- Behavioral Health Staff will have agency-based training DBT (dialectal behavioral therapy). One of our clinical supervisors and a retired DHS therapist will provide training. DBT is an evidence-based psychotherapy designed to help people suffering from borderline personality disorder. It has also been used to treat mood disorders as well as those who need to change patterns of behavior that are not helpful, such as self-harm, suicidal ideation, and substance abuse. This approach is designed to help people increase their emotional and cognitive regulation by learning about the triggers that lead to reactive states and helping to assess which coping skills to apply in the sequence of events, thoughts, feelings, and behaviors to help avoid undesired reactions. While a few of our therapists have been trained, evidence-based research supports that crisis staff, case management staff, social workers, and administrative staff can also greatly benefit from training. Given the size of our agency and the many different roles, we are tailoring specific training given the employee's role within our division and potentially agency wide. An additional benefit of learning skills is enhancement of professional practice by teaching strategies that all can use to improve their own mindfulness practice, tolerance for distress, emotion regulation and interpersonal effectiveness.



# Behavioral Health Division

## Adult Community Services Program Clients

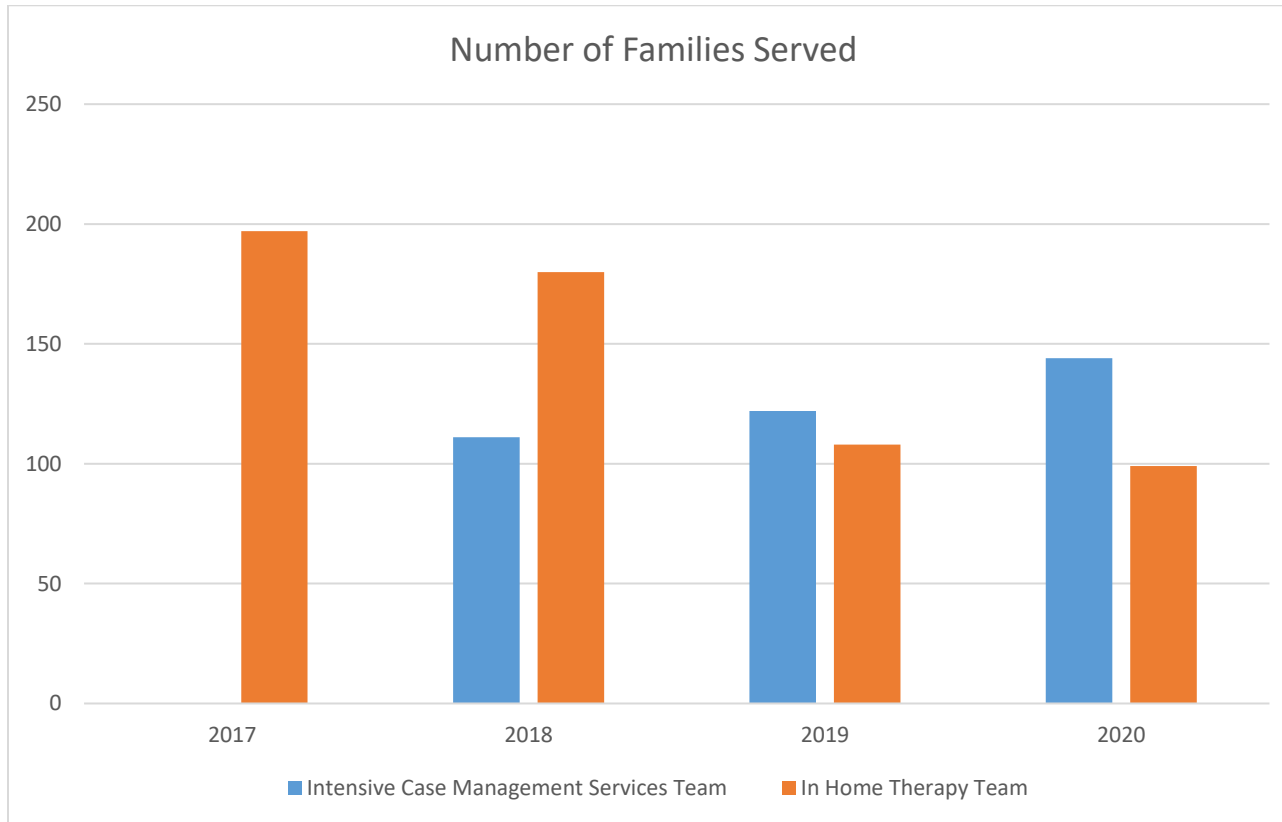


- Serves people of all ages with mental health and or substance use disorders
- Assist individuals with recovery and rehabilitation services
- Improves day to day functioning and quality of life
- Community-based care in the least restrictive environment possible
- Consumer driven care with the individual determining goals and treatment planning
- Crisis Stabilization Facility (Adult)



# Behavioral Health Division

## Child and Family Clinical Services

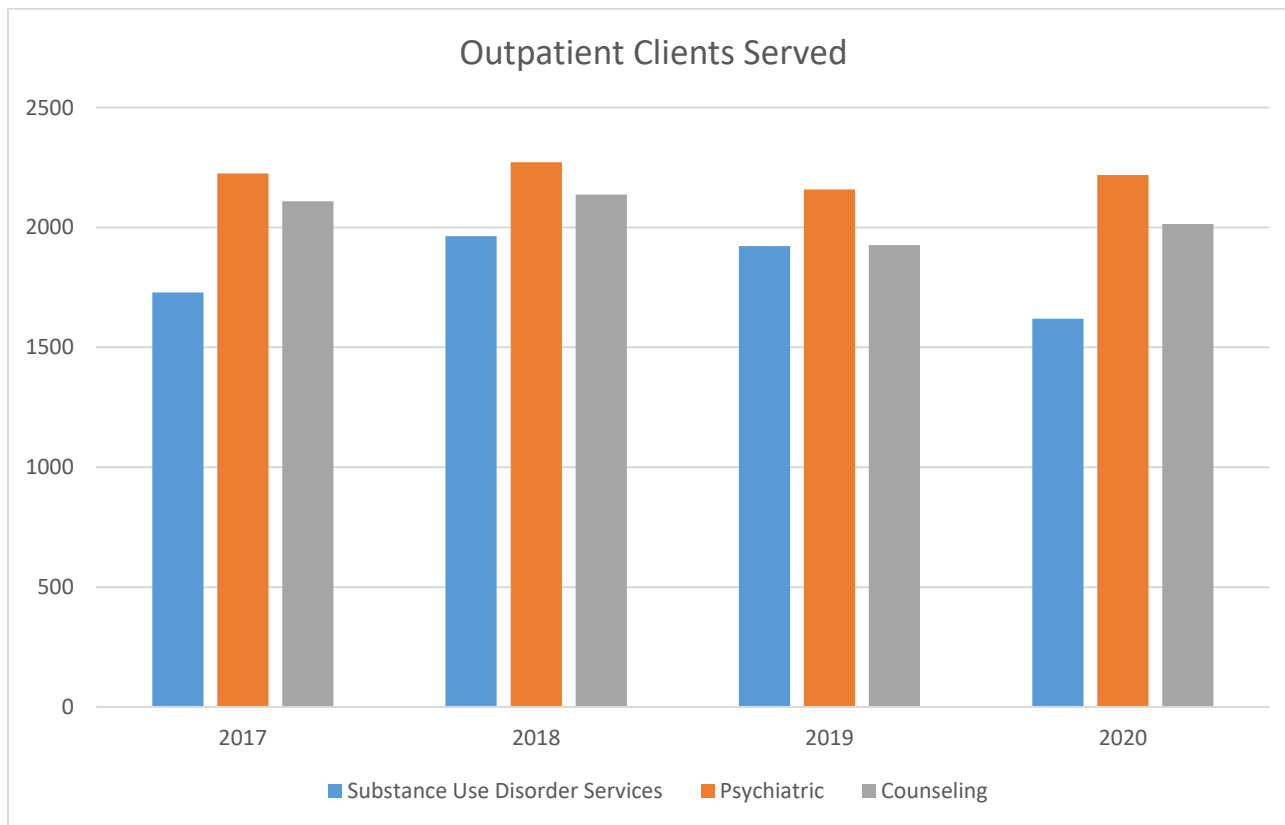


- Providers meet with families in their homes instead of coming to the office
- Serves children and youth at risk of being placed outside of the home and/or in efforts to return children from out of home care
- Promotes families staying together and family driven goals (the consumer decides on their goals and treatment planning)
- Builds on natural and community supports with the family identifying people in their lives rather than agency staff
- Improves self-sufficiency to rely less on agency staff and services
- Builds on family's strengths
- Outcome-oriented as defined what the family considers success and/or improvement

# Behavioral Health Division

## Outpatient Mental Health & Alcohol/Drug

### Services

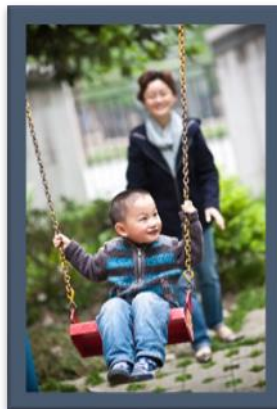


- Information/Referral (consumers turn to us for “where to start”)
- Psychiatric Evaluation and Assessment
- Medication Management
- Group Counseling
- Individual Counseling
- Substance Use Disorder Counseling
- 24/7 Crisis Services
- Clinic offers “same day” services with ability to talk with a licensed professional within that business day

# Child Welfare

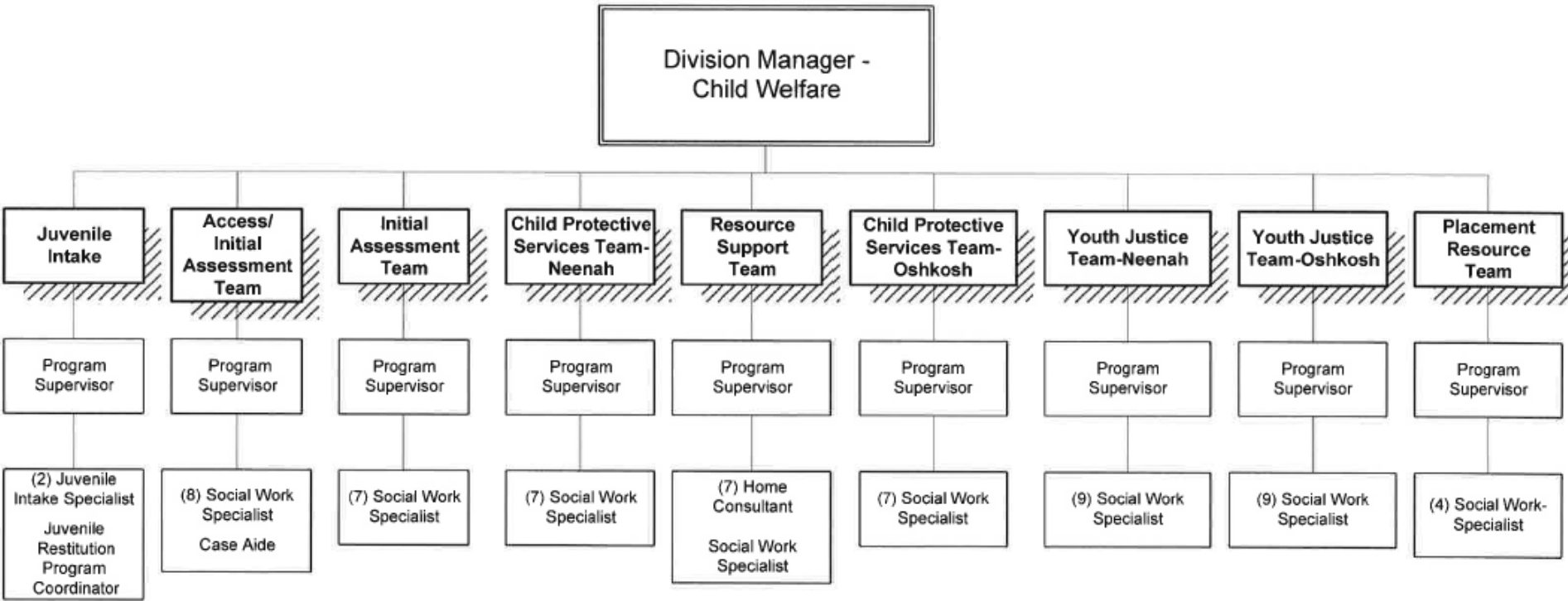
Through active partnering and respectful trauma sensitive interactions, Child Welfare empowers families to utilize their strengths and overcome barriers to achieve enhanced safety, well-being, resiliency, and self-sufficiency. Child Welfare works together with families to heal and grow through the development of positive, effective skills and healthy interpersonal connections, and to provide safe and supportive care for their children.

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



# HUMAN SERVICES

## Child Welfare Services





# Accomplishments for 2020

## Child Welfare Division

- Received NACO award for all of the work to reduce placements and improve the partnership with families.
- We implemented a recruitment workgroup that includes staff and foster parents in an effort to increase the number and skill of foster homes. We have provided additional training and support related to partnering with birth parents and managing through the child welfare system. We have one social worker from each Child Welfare team that specializes in our youth Human Trafficking initiative and service provision.
- We utilized a workgroup of staff and supervisors to improve and clarify our conditions of return for Child Protective Services families. We continue to collaborate with our legal partners to benefit the families we serve. We provide financial assistance to assist with processing TPR cases.
- We utilize creative, “out-of-the-box” thinking and collaboration within and outside of the division to best assist and support children, youth and families to improve and enhance their functioning.
- We continued to reduce our out of home placements and reunify children as soon as it could safely occur.
- We increased our use of relatives and informal supports for assistance and support for children, youth and families. We had more children placed with relatives and like-kin.
- We continued to focus on and promote resiliency, trauma informed care culture to achieve better partnering and outcomes for our families, community and staff.
- We continue to provide education and strengthen our relationships with our community partners with emphasis on the relationship with school districts in the county.
- We implemented a new therapeutic approach to address mental health and AODA needs for CW families.
- We improved our process for welcoming new staff to the division that includes improved training and matching new staff with a mentor.

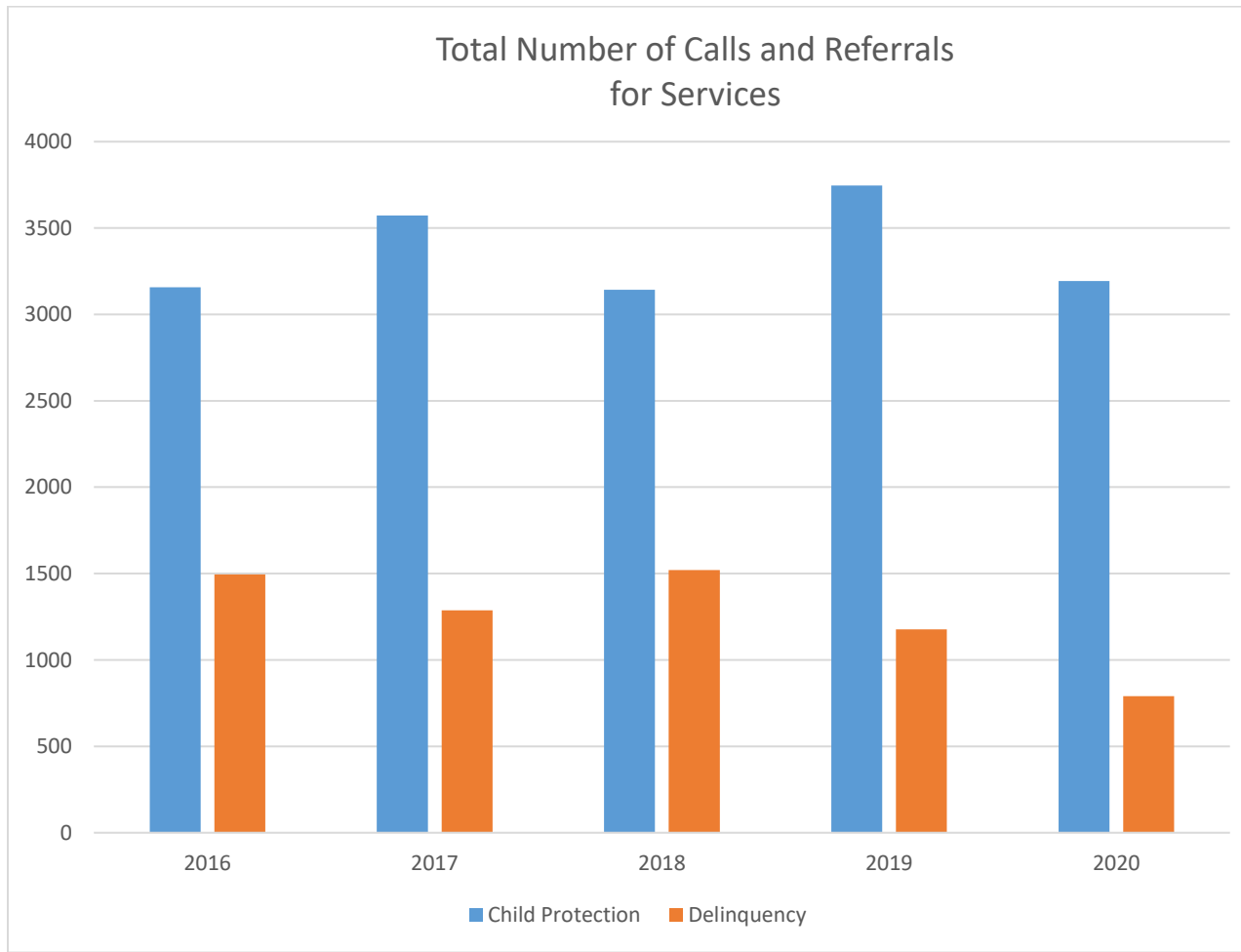
# Goals for 2021

## Child Welfare Division

- Dedicate one foster care coordinator who will focus full-time on Family Find efforts for the division. With this new effort, continue to increase our use of relatives and informal supports for assistance and support for children, youth and families. Increase the number of children/youths placed with relatives and like-kin.
- Increase supervised visit staff (Home Consultant and contracted staff) to maintain a high level of contact between parents and children while children are placed out of the home.
- Strengthen the MH and AODA services provided to parents involved with child welfare.
- Continue to educate and collaborate with our community partners in order to best work together to support the community.
- Continue to use a variety of supports and services to safely keep children/youth in their homes.
- Continue to support and guide the employees of Child Welfare in a variety of ways. Offer training opportunities to our staff and supervisors to assist in their professional development. Continue to offer our staff education and opportunities related to trauma informed care and self-care.
- Continue to offer opportunities for families to take the lead in their own plans and goals.

# Child Welfare Division

## Referrals

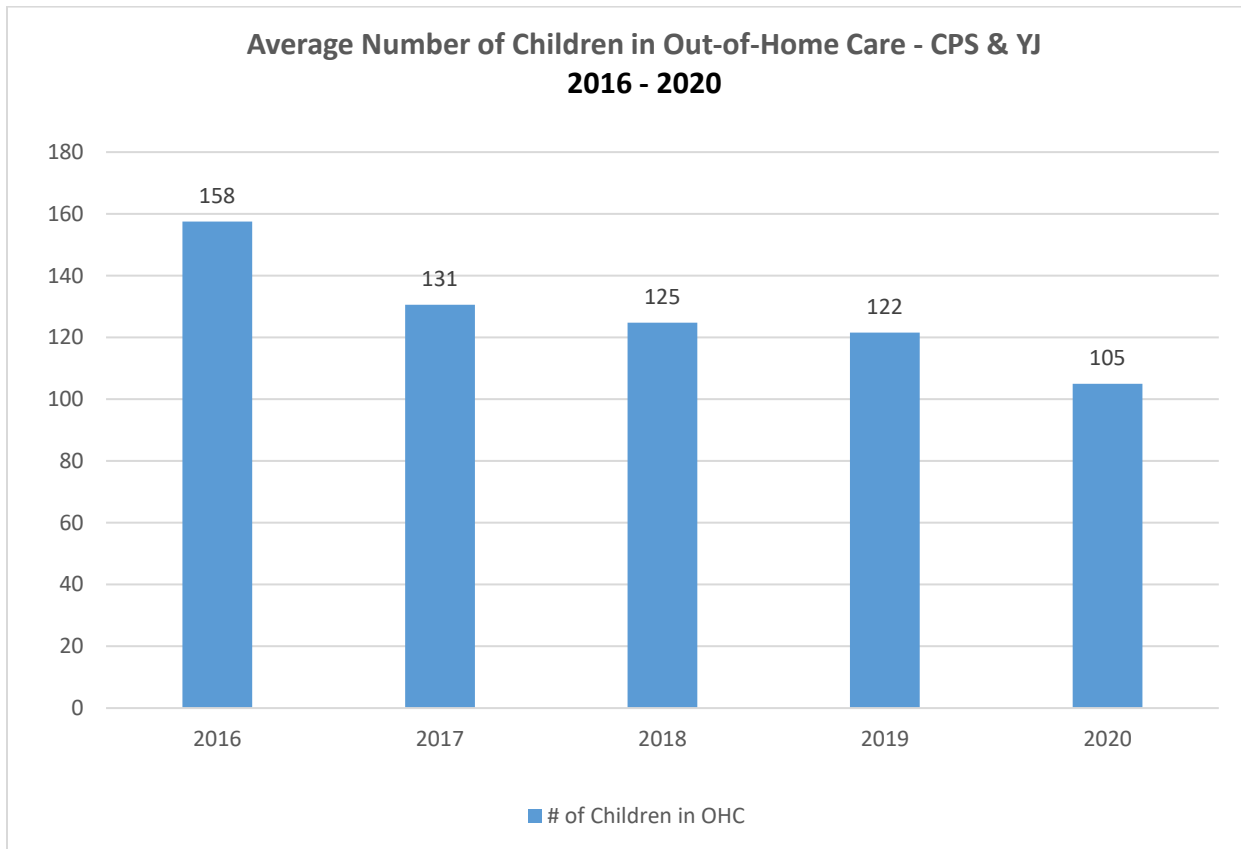


Total number of phone calls from the community and referrals for child welfare services

- Child Abuse and Neglect reports (Child Protection)
- Youth justice law enforcement and non-law enforcement referrals (Delinquency)

# Child Welfare Division

## Out of Home Care Total



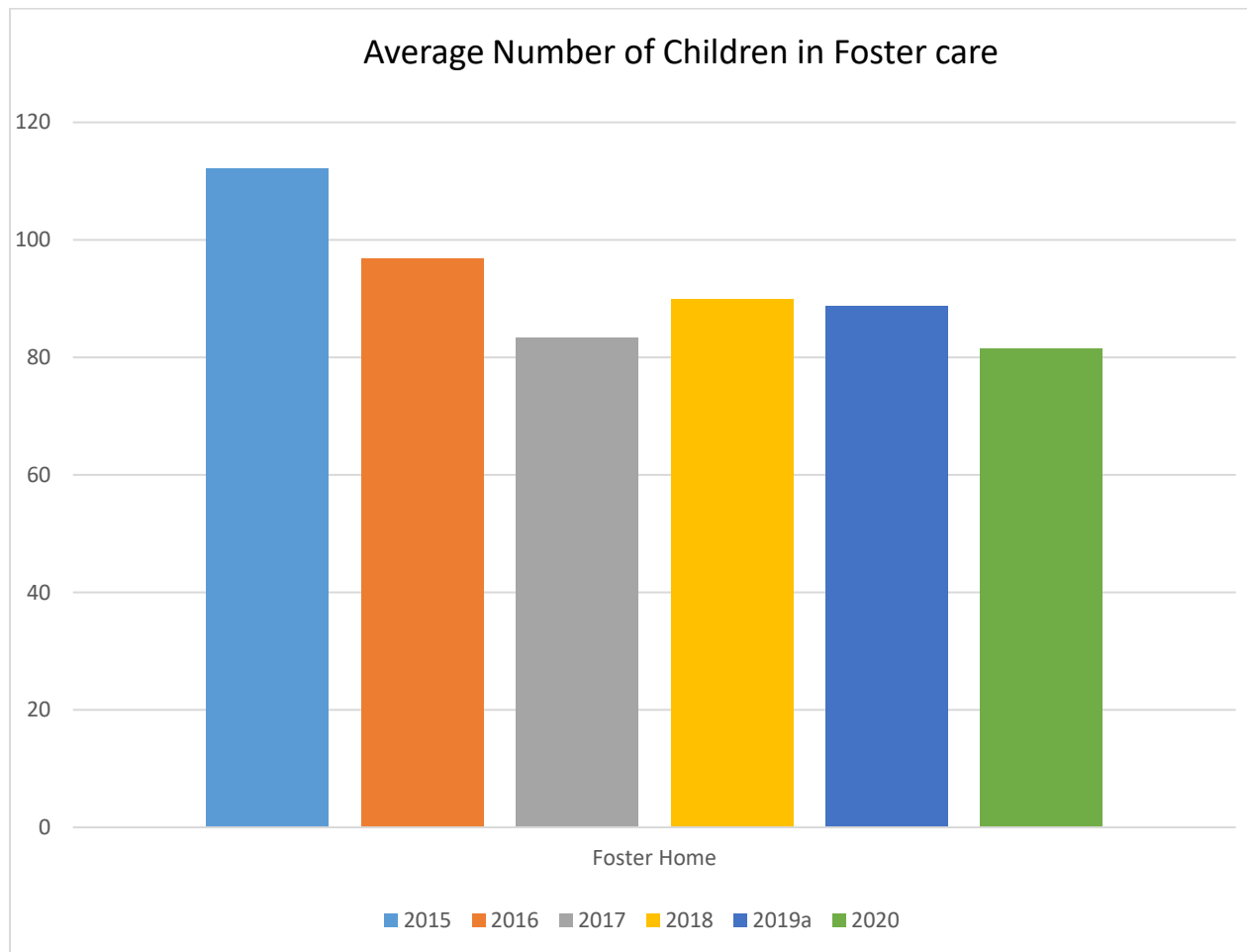
Yearly total number of children and youth in out of home care. Children and youth are placed by juvenile court due to safety concerns for the child or youth and/or the community. Placements under CPS (Child Protective Services) orders are made due to child abuse or neglect safety concerns. Placements under YJ (Youth Justice) orders are due to safety concerns for the youth and the community.

During this time period, Winnebago County Child Welfare placements decreased about 30% while the other counties in the state saw an increase in placements (as reported by the Department of Children and Families)..



# Child Welfare Division

## Foster Care Placements

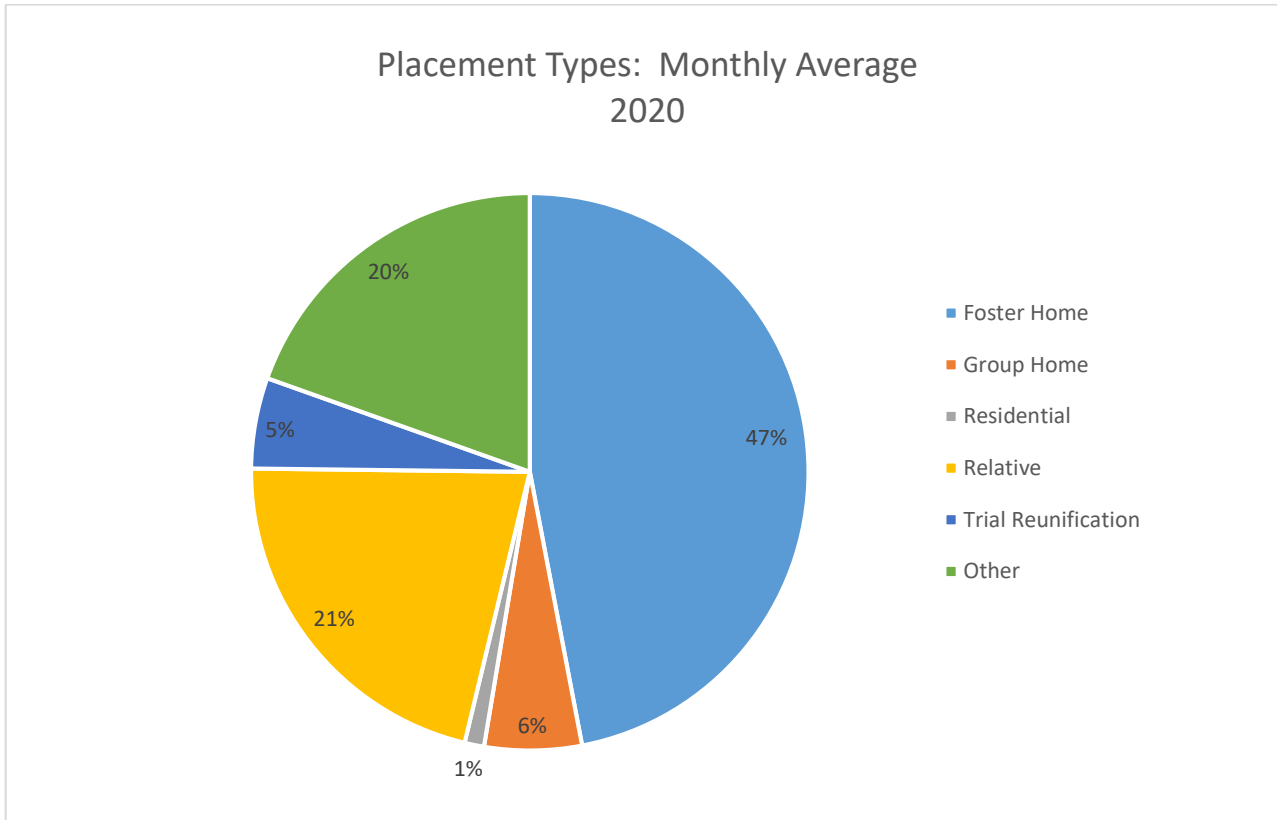


Foster homes are utilized for the majority of the Child Welfare placements. This graph depicts the average number of children in a foster home on any given day during each year.

Winnebago County continues to work with families and the community to decrease the number of children in foster care, as well as all placements, in order to reduce the trauma children, youth and families may experience.

# Child Welfare Division

## Placement Types



Winnebago County uses several different settings for out of home care for children and youth. The graph depicts the percentages for each of the different out-of-home settings used

- Foster homes
- Group homes
- Residential Care Centers
- Relative care
- Trial reunification
- Other (i.e. secure detention, shelter care, hospitals, etc.)

# Economic Support

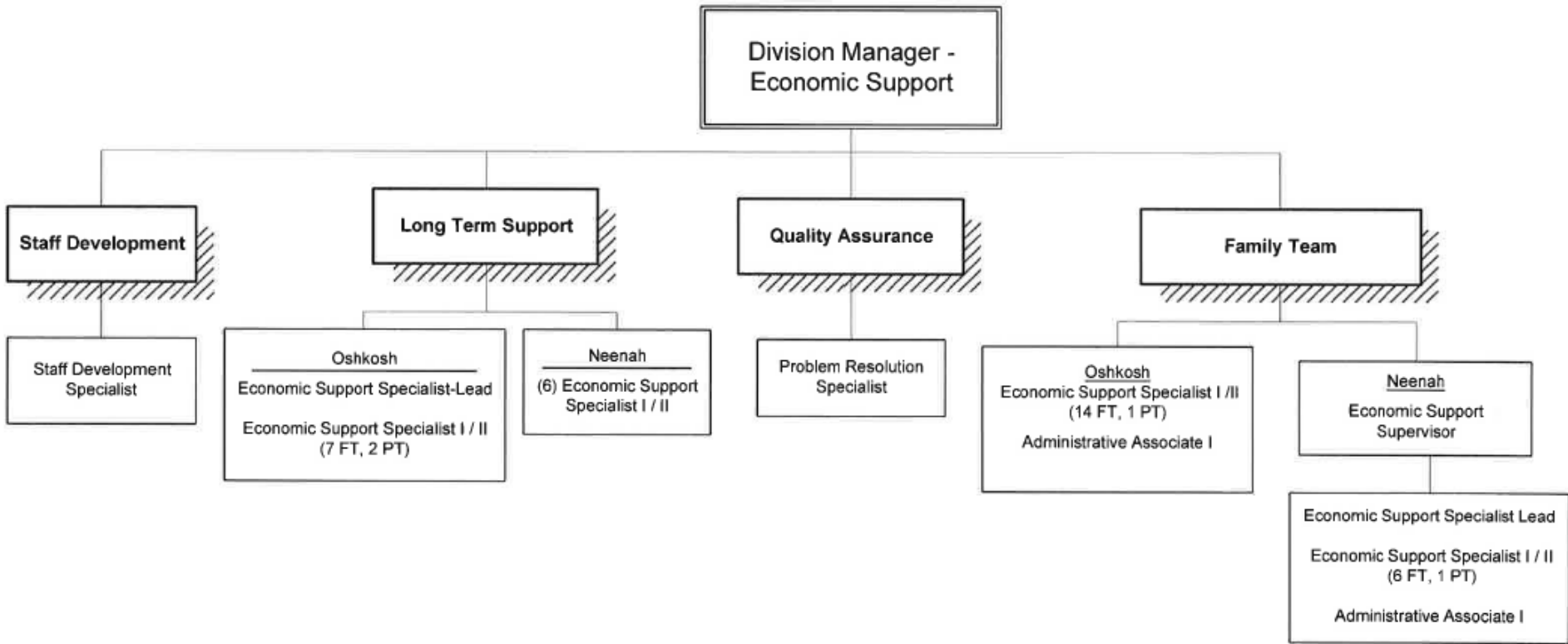
To provide services and benefits with compassion to all residents of Winnebago County as part of the East Central Income Maintenance Partnership (ECIMP) as promptly, accurately and as efficiently as possible. ECIMP is comprised of Calumet, Green Lake, Kewaunee, Manitowoc, Marquette, Outagamie, Waupaca,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

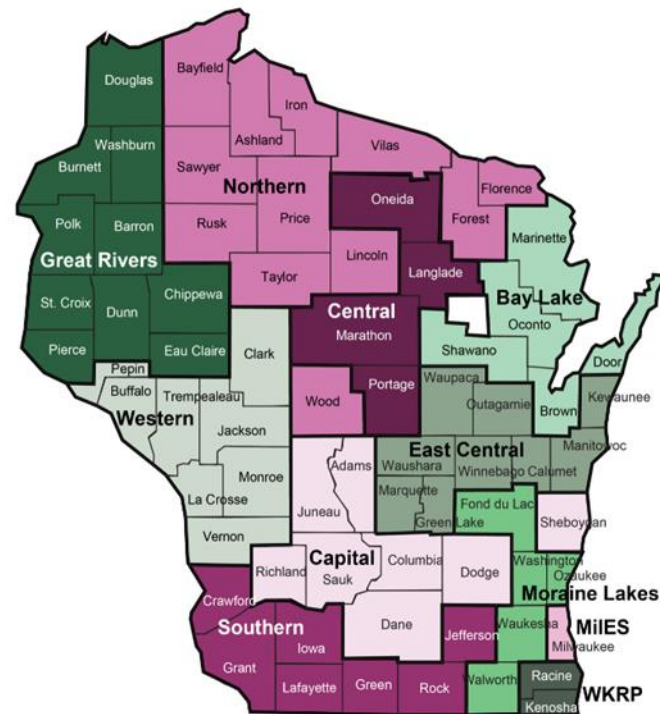
## Economic Support Services



# Accomplishments for 2020

## Economic Support Division

- The discrepancy backlog is diminishing. The majority of it will be eliminated in 2020.
- Case error rates are at or below acceptable state and federal rates.



# Goals for 2021

## Economic Support Division

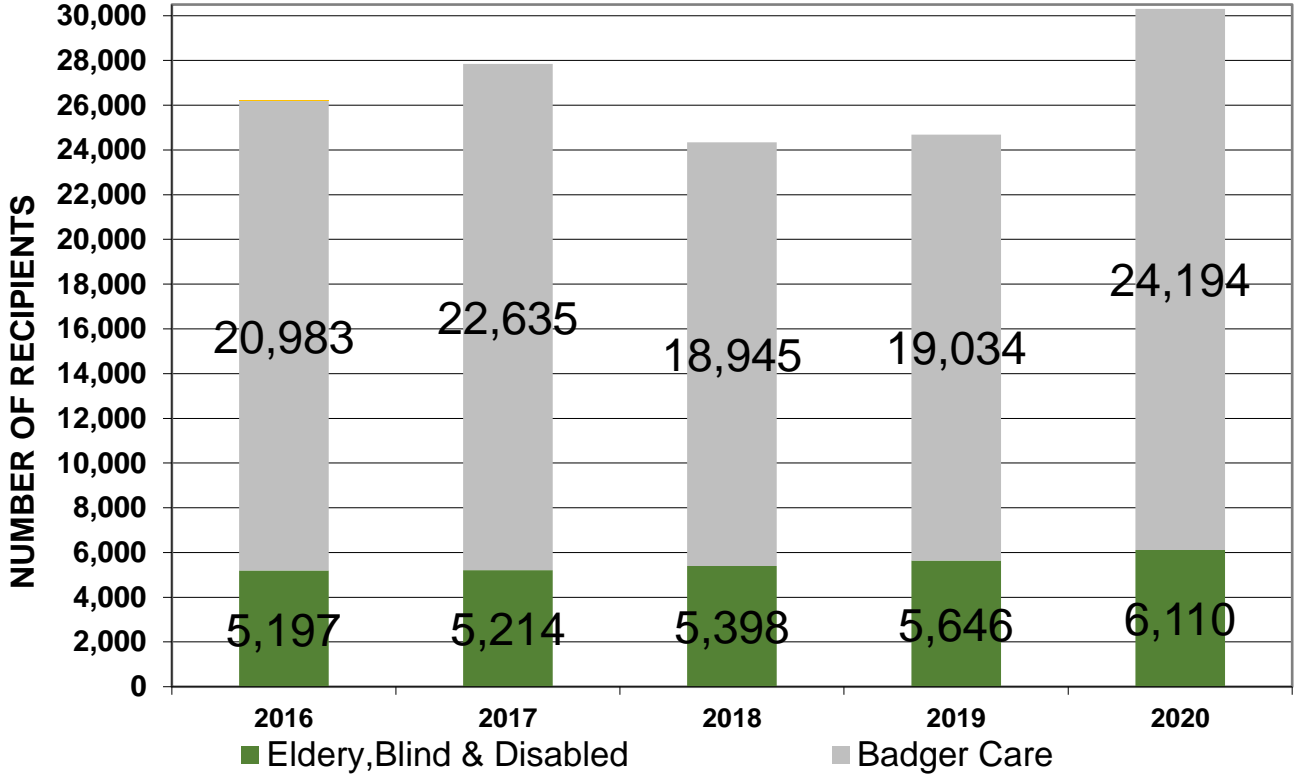
- Provide eligible staff the opportunity and equipment to telework part of the time which will free up office space and ease parking lot congestion.
- Continue to stay current in casework while maintaining a high level of accuracy through training and other support provided to staff.



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# Economic Support

## Total Healthcare Recipients

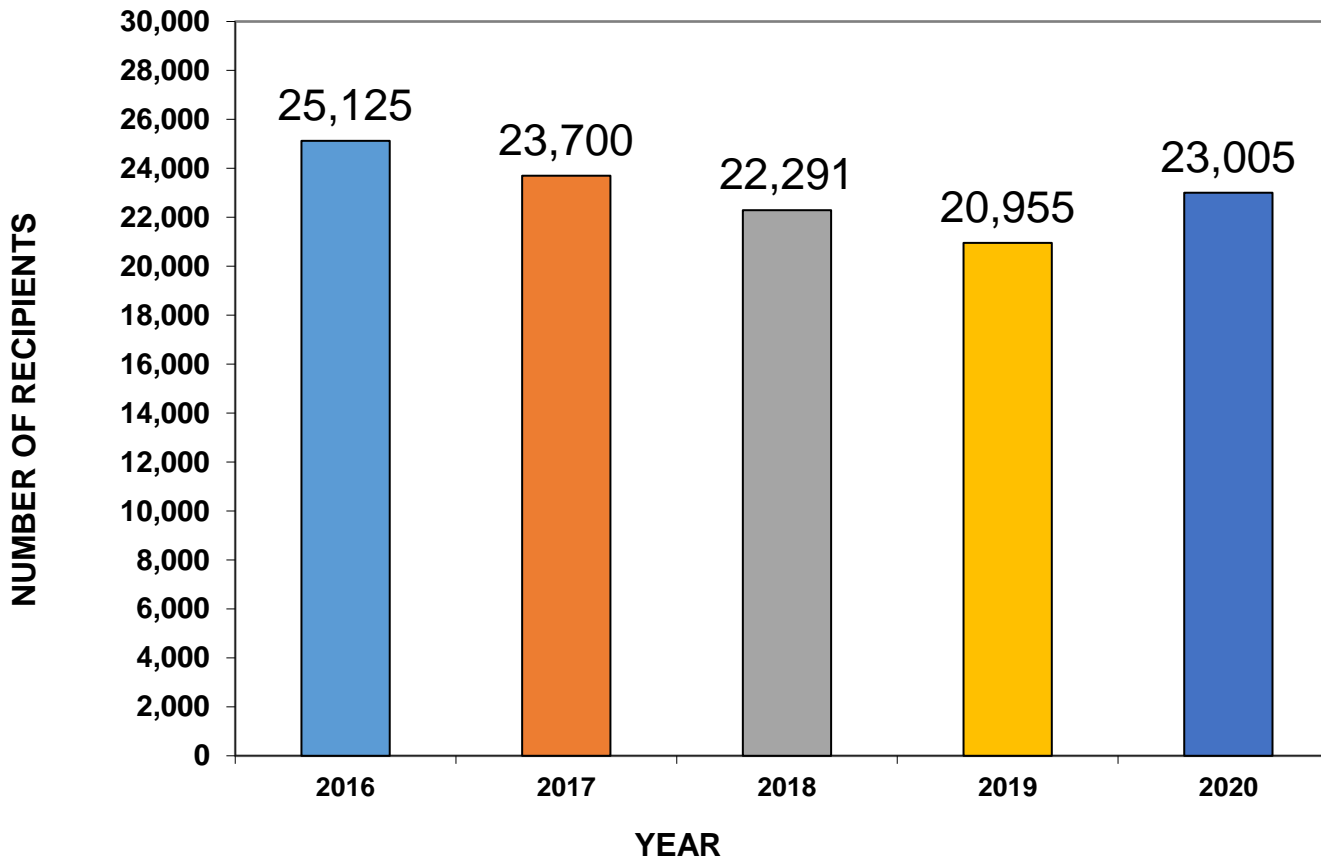


Wisconsin Medicaid is a joint federal and state program that provides high-quality health care coverage, long term care, and other services to Wisconsin residents. There are many types of Medicaid programs. Each program has different rules, such as age and income that must be met to be eligible for the program.

- Badger Care Plus is for families with children and pregnant women
- Badger Care Plus for Childless Adults is for adults with no dependents who are not disabled.
- Long term care programs like Family Care and IRIS strive to keep people in their homes

# Economic Support

## Total FoodShare Program Recipients



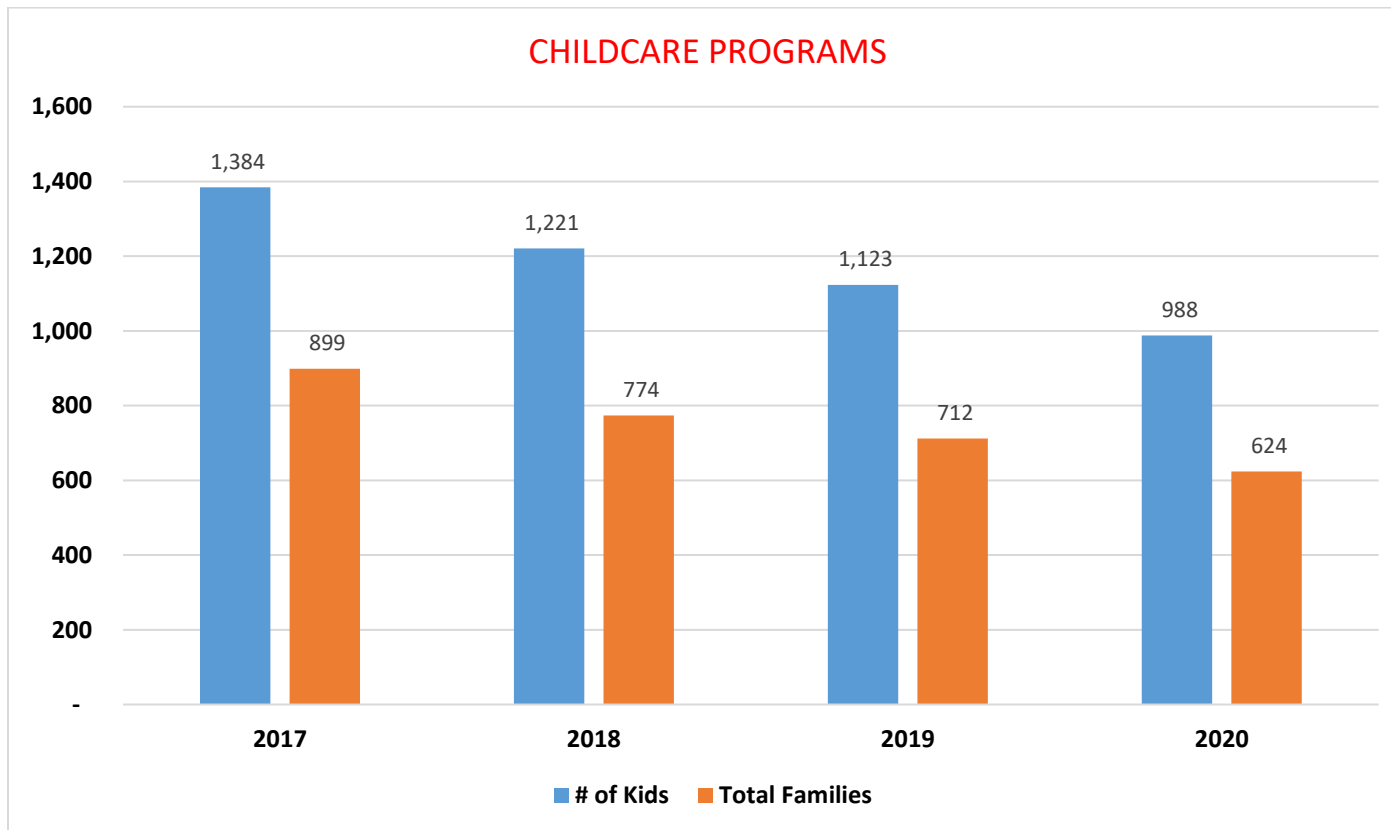
FoodShare formerly known as FoodStamps is part of the Federal SNAP program to improve nutrition and health. Income guidelines and work requirements for certain populations are required.

- Each month benefits are placed on a debit card
- Only food can be purchased with the benefit.
- Recipients are of all ages who have a job but have low incomes, are living on small or fixed incomes, have lost their job, and are retired or disabled and not able to work.



# Economic Support

## Total Childcare Program Recipients



The Wisconsin Shares Child Care Subsidy Program supports low-income working families by subsidizing a portion of the cost of quality child care so that parents may go to work, school or participate in approved work training programs.

- For families with children under 13 or under 19 if special needs
- Parents must be working or in an approved activity.
- Providers must be licensed or certified
- Parents must pay a copayment

# 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)**

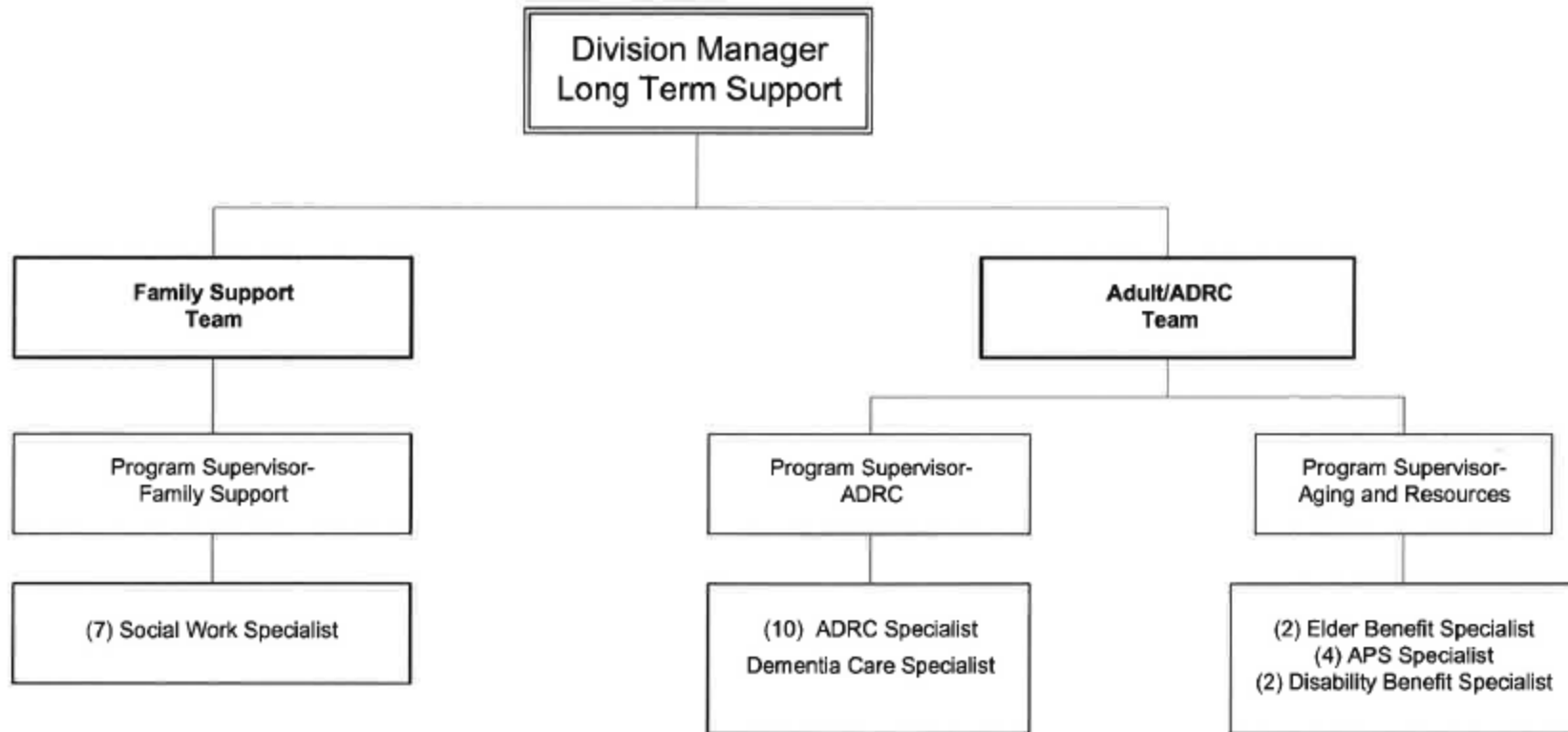
The mission of the Aging & Disability Resource Center of Winnebago County is to empower and support seniors, people with disabilities and their families, by providing useful information and finding the help people seek so they may live with dignity and security, and achieve maximum independence and quality 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
- Dementia Care Services
- Adult Protective Services such as guardianship and protective placement

# HUMAN SERVICES

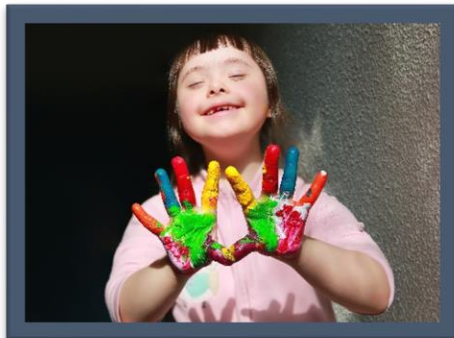
## Long Term Support Services



# Accomplishments for 2020

## Long Term Support Division

- Family Support and Child Welfare worked with Oshkosh Area School District and several community agencies to reduce truancy by developing a Truancy Task Force. NAMI started a support group for teens; schools changed their approach to truancy; more focus was put on families at an earlier stage; and truancy data was reviewed.
- By working with additional contracted agency, options for child care in the community increased for children with disabilities. Partnership was formed with Respite Care Association of Wisconsin, UW Nursing Department, and a new provider website to offer more private provider options.
- The number of volunteer guardians increased and support for the volunteer guardians was provided by outreach and training. United Way is assisting with guardian recruitment.
- Targeted outreach was analyzed and then coordinated efforts were made to include under represented populations referred to the ADRC. A group was formed to address Diversity outreach, and the website will be modified to be able to change to other languages. ADRC brochures were translated in Spanish and Hmong.
- A Caregiver Coalition was not developed due to several smaller caregiver support groups being formed.



# Goals for 2021

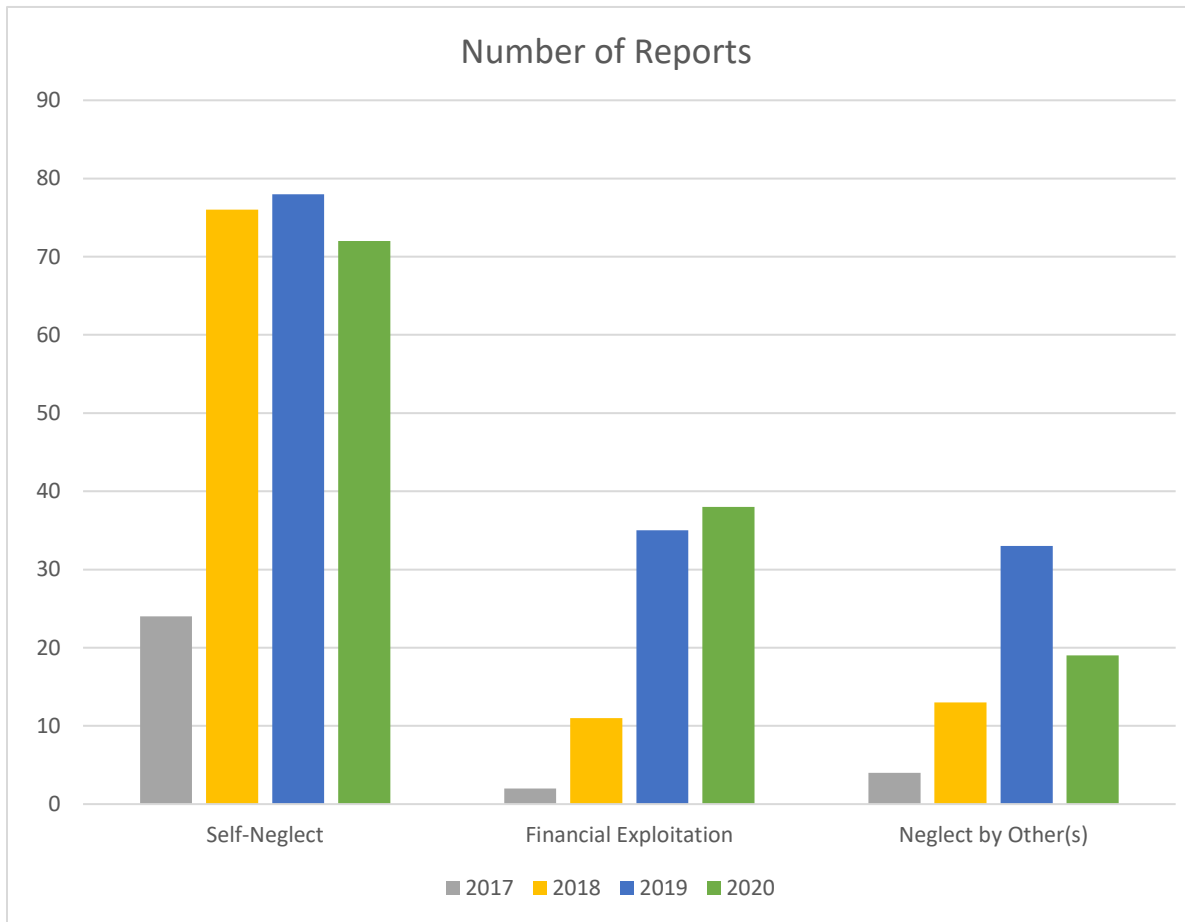
## Long Term Support Division

- Family Support Team will increase service options in areas such as serving children with high medical needs and overnight respite.
- A survey will be sent, and results shared regarding Children's Long-Term Support coordination.
- Communication and community learning opportunities will be developed, including a newsletter, and at least quarterly informational sessions.
- Changes and updates in technology and equipment will be explored and we will take steps to use it to our advantage.
- Training and support will be offered to increase resiliency and form a better understanding of Trauma Informed Care for staff and customers.



# Long Term Support

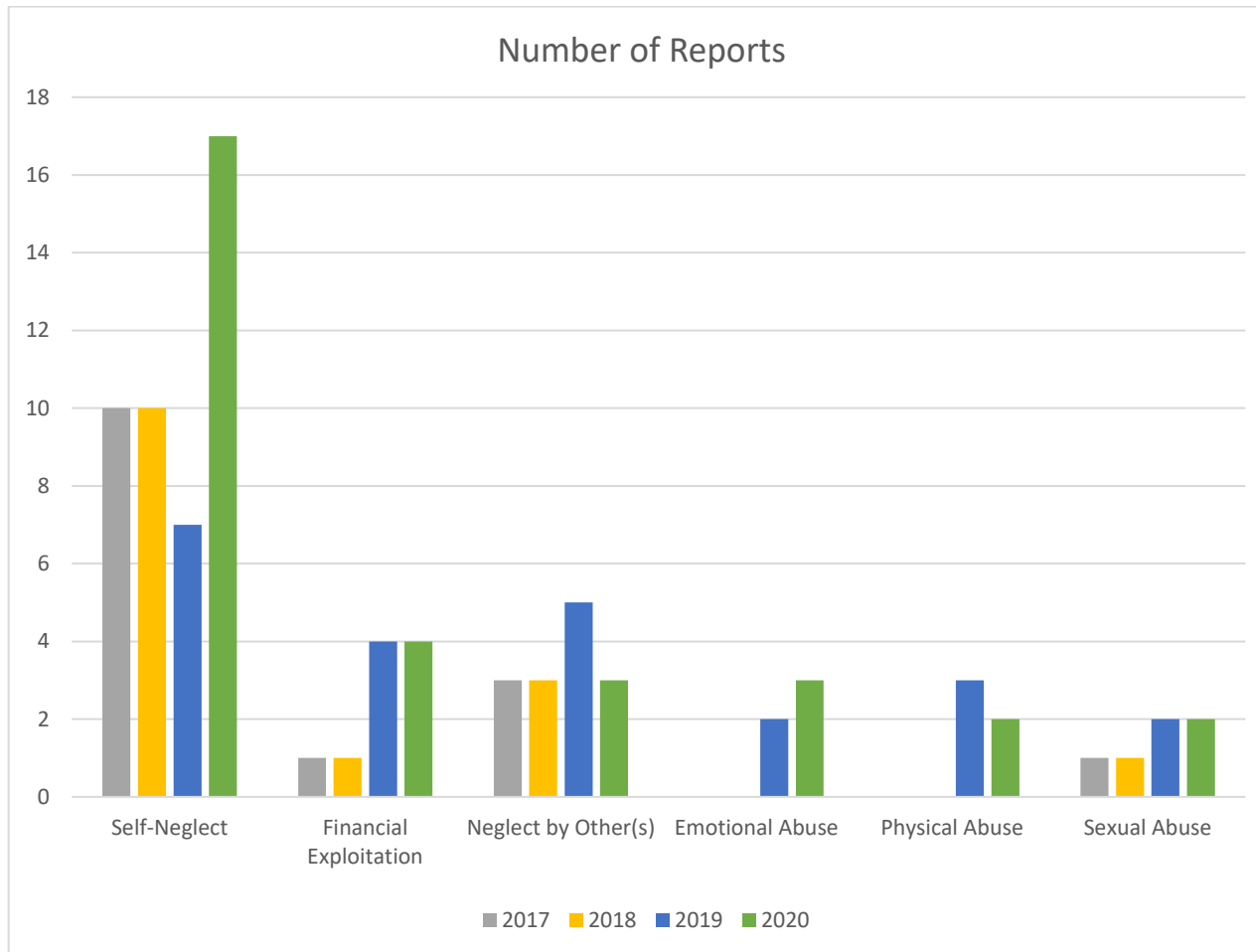
## Elder Abuse Reports



- 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 is obtained from Wisconsin Incident Tracking System
- Self-Neglect - a significant danger to an individual's physical or mental health because the individual is responsible for his or her own care but fails to obtain adequate care, including food, shelter, clothing, or medical or dental care.
- In 2020, Self-Neglect & Financial Abuse cases were the most prevalent in Elder Adults with the overall need for guardianship and protective

# Long Term Support

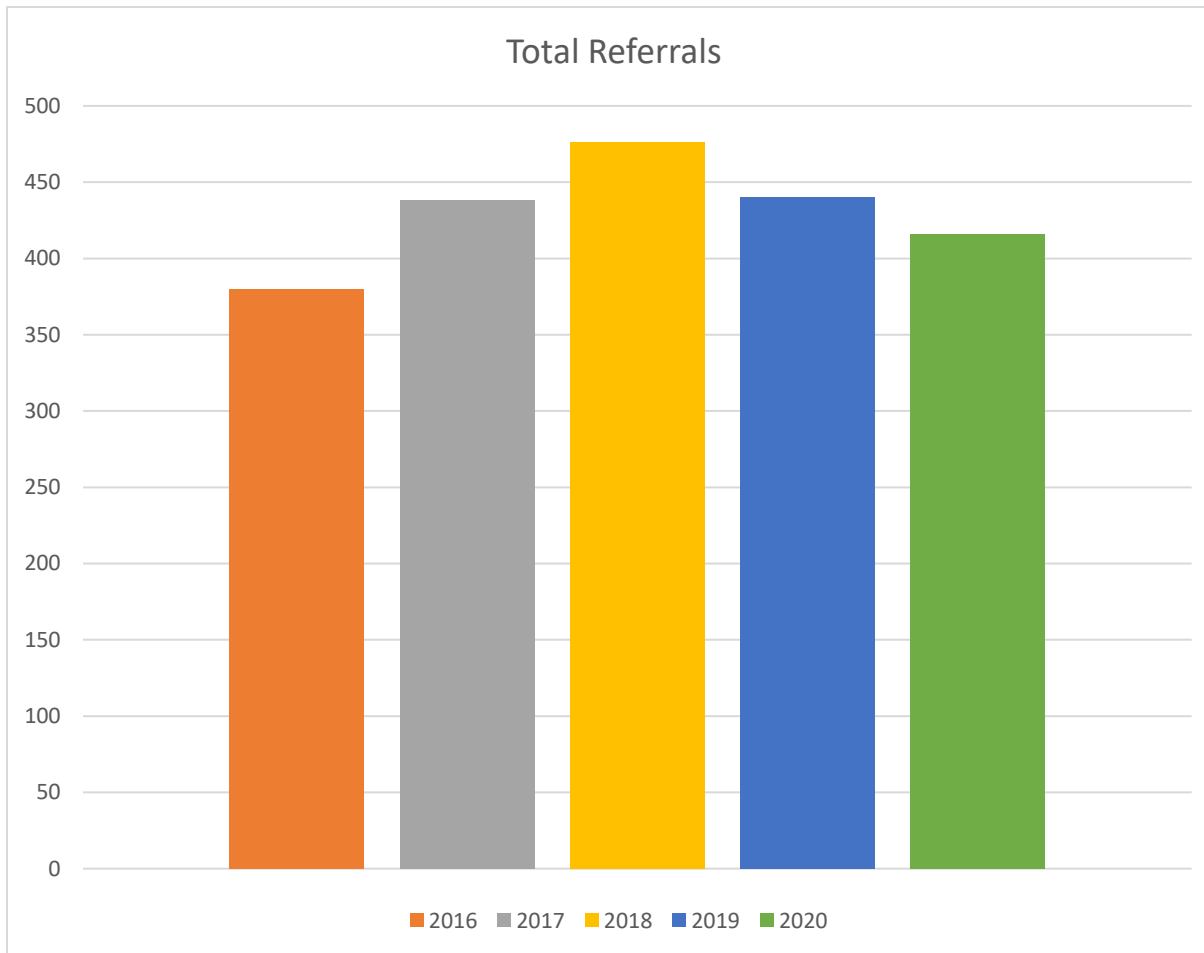
## Adult under age 60 at Risk Reports



- 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
- Self-Neglect - a significant danger to an individual's physical or mental health because the individual is responsible for his or her own care but fails to obtain adequate care, including food, shelter, clothing, or medical or dental care.
- In 2020, Self-Neglect is the most Prevalent in Adults at Risk with the overall need for guardianship and protective placements increasing for this population.

# Long Term Support

## Birth to Three Program Referrals



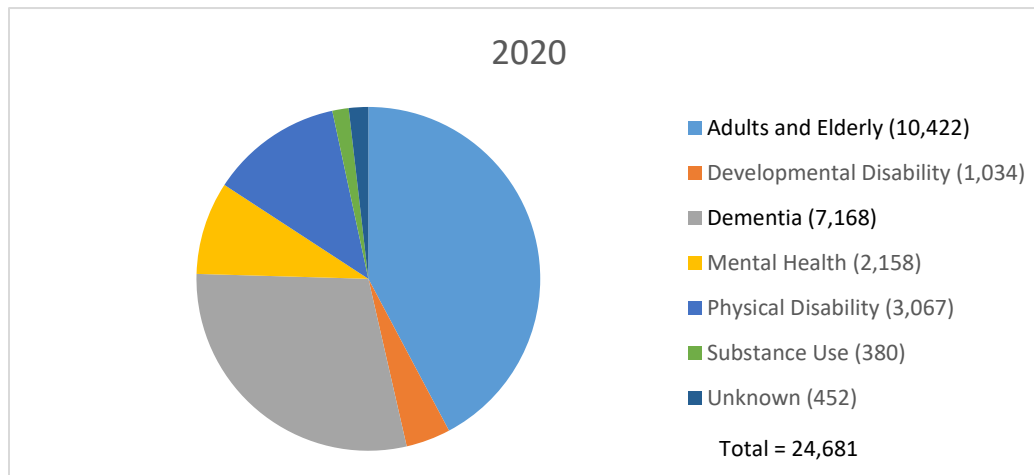
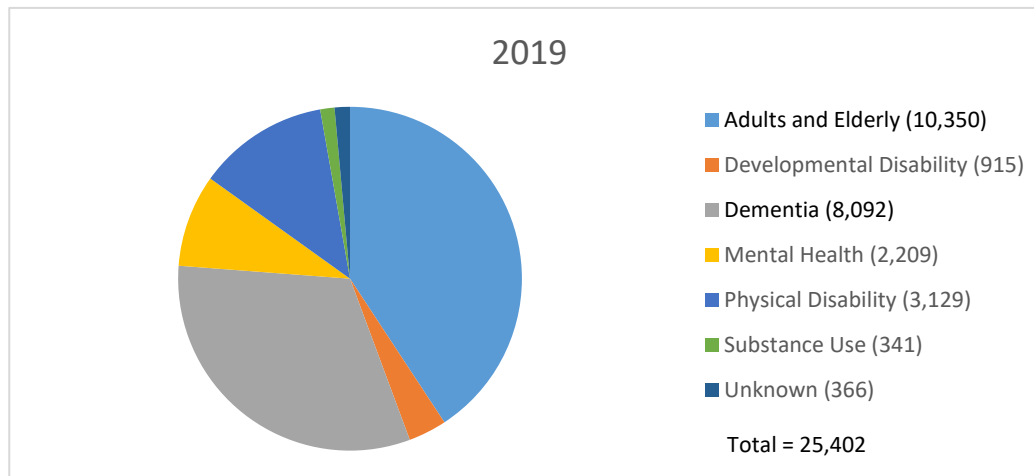
This report includes all referrals for Early Intervention Services in Winnebago County.

- Not all of the children referred were eligible and some chose not to participate and develop an Individual Family Support Plan.
- The percentage of children referred but not enrolled increased quite a bit in 2020.
- Some of the children were referred more than once due to closing services and then having additional needs, moving or not responding to correspondence.
- Approximately 63% of the referrals were initiated by a doctor or hospital



# Long Term Support

## Aging and Disability Resource Center Contacts

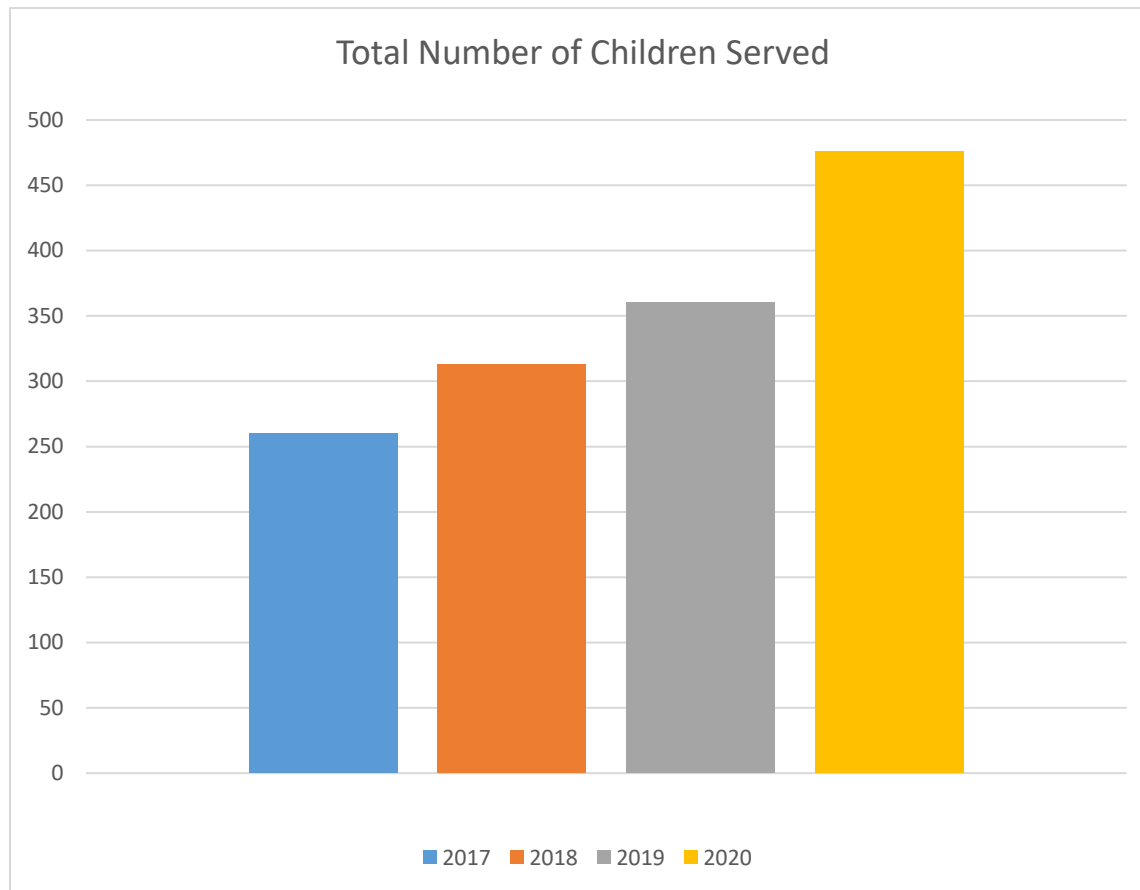


This includes any calls, emails and direct contacts with people.

- 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.
- The numbers for Substance Abuse grew again in 2020.

# Long Term Support

## Number of Children Served by Family Support

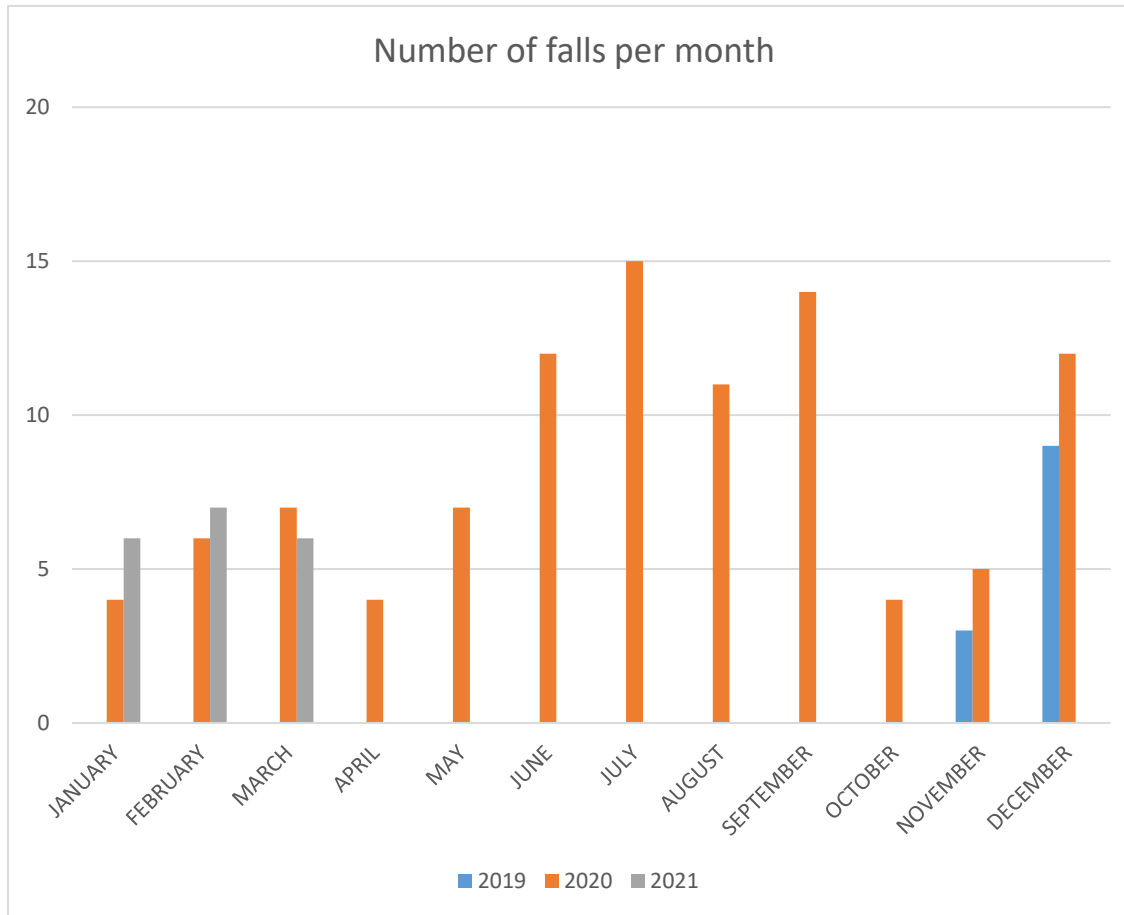


This graph shows the number of children supported with Children’s Long-Term Support funding. These children may be supported by other programs as well. There were children who started and ended during the year, so they were not necessarily served the entire year.

- Percentages by target group remained about the same as 2019.
- Though we continue to receive new referrals, the waiting list for children is very short and the number of children served continues to go up.
- Respite services are the highest utilized services other than case management, accounting for 23% of the authorizations.

# Long Term Support

## Aging and Disability Resource Center Fall Referrals

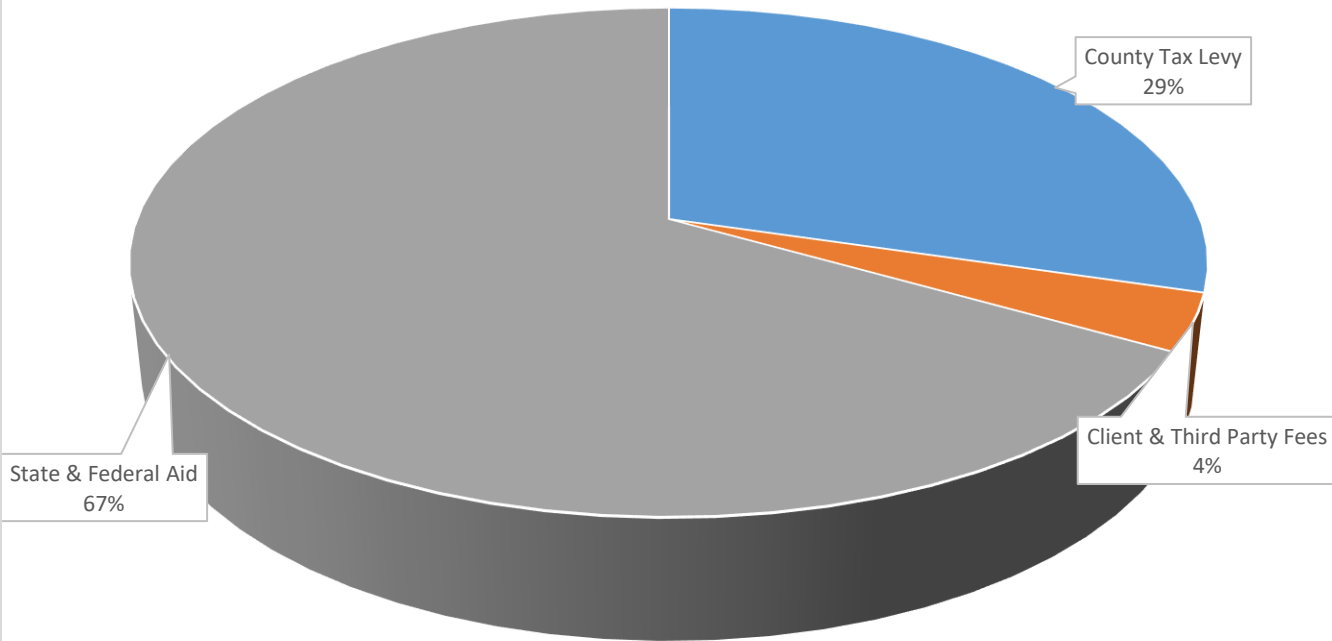


This chart shows that number of referrals the ADRC received from the Oshkosh Police Department for people who fell and consenting to the referral.

- The program started in 2019 with the first referral being on November 19th.
- The referrals increased after additional training with the Fire Department.
- The program will be expanded to other Fire Departments in 2021.

# Financial

2020  
WINNEBAGO COUNTY HUMAN SERVICES DEPARTMENT  
FUNDING SOURCES  
*UNAUDITED*



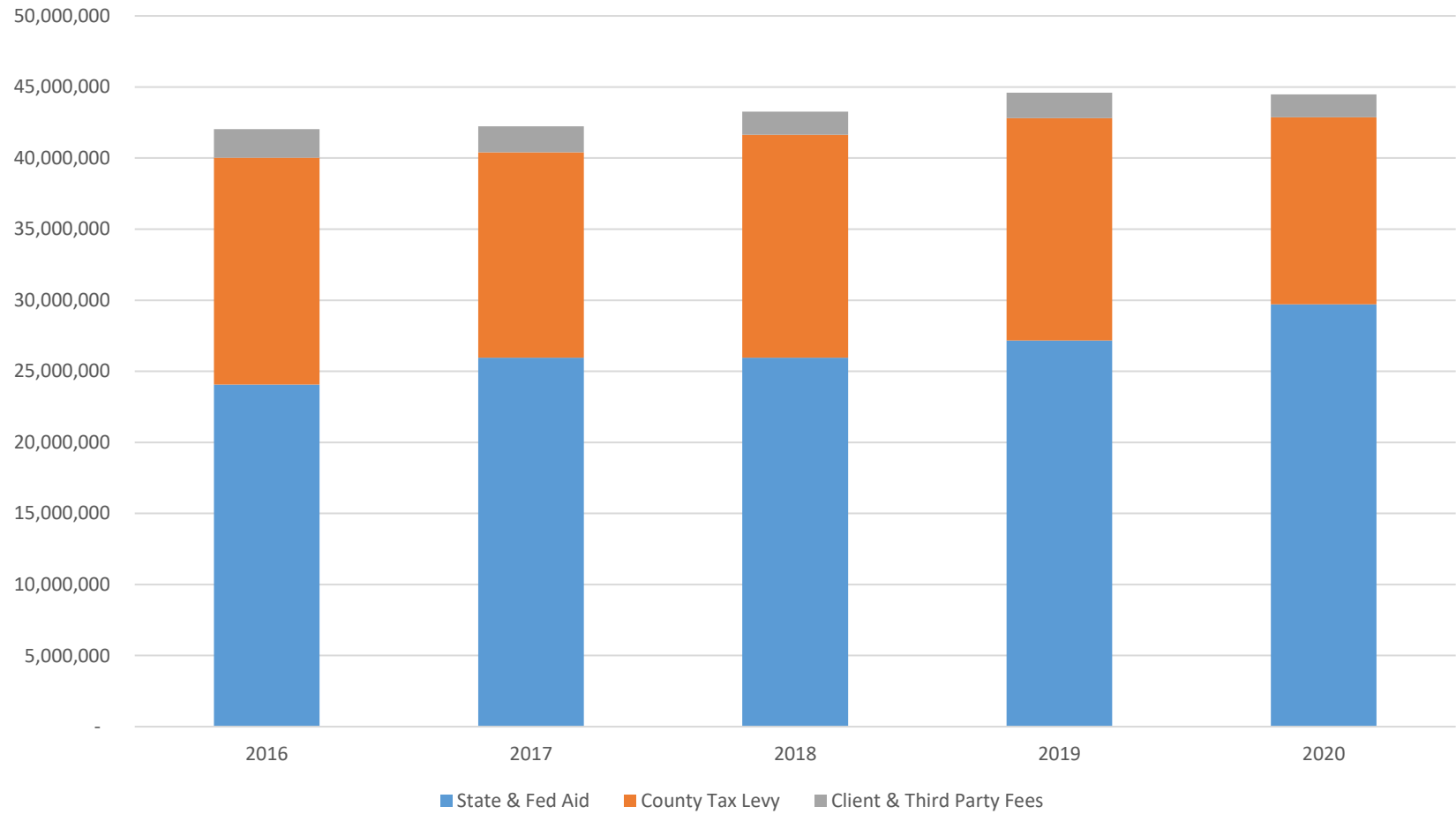
## STATE & FEDERAL AID INCLUDES:

- Grants
- Medical Assistance
- Income Maintenance

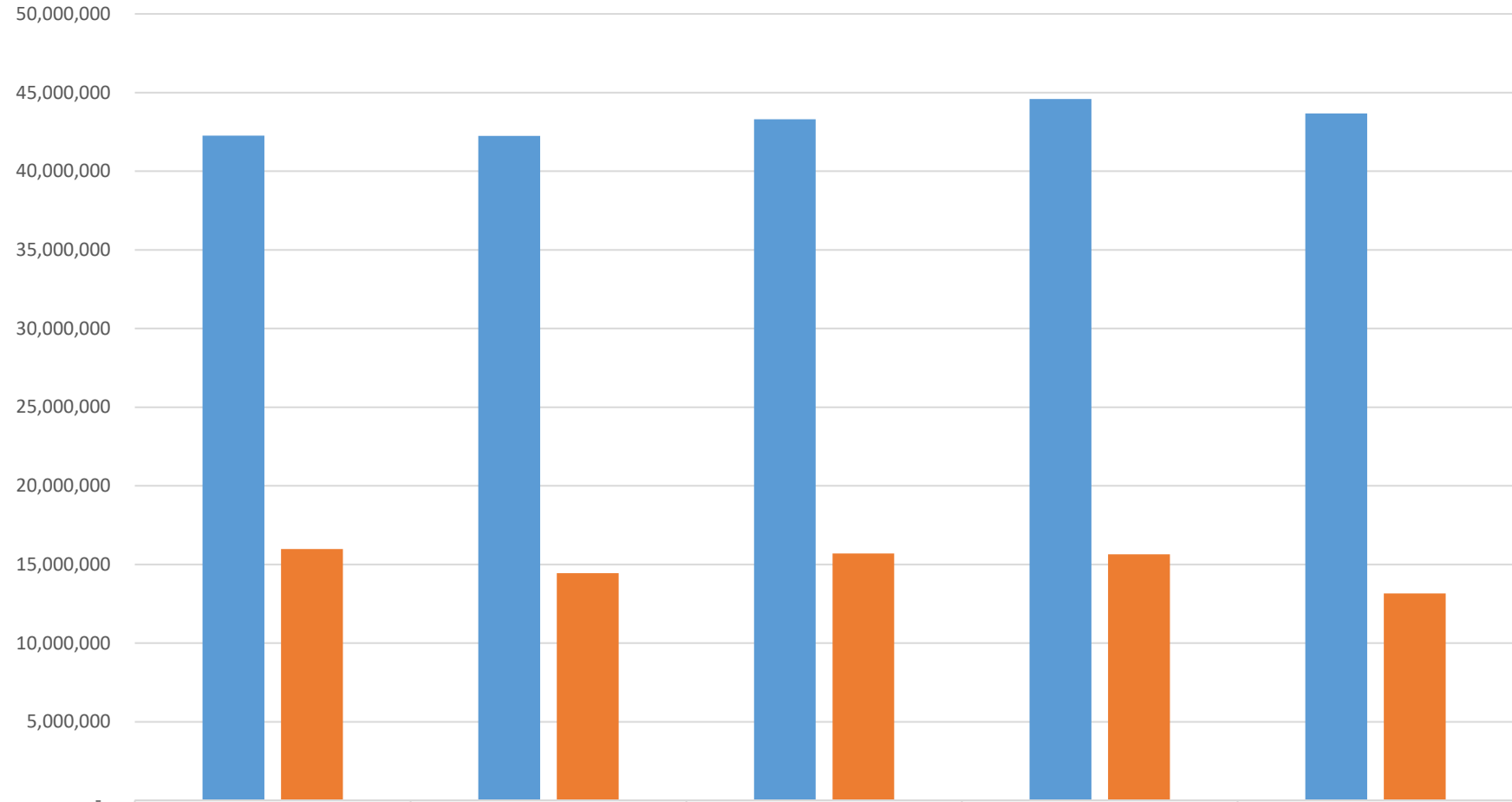
## CLIENT & THIRD PARTY FEES INCLUDES:

- Third Party Insurance
- Client Cost Shares
- Child Support
- Collections

WINNEBAGO COUNTY HUMAN SERVICES DEPARTMENT  
FUNDING SOURCES  
2020 UNAUDITED



**WINNEBAGO COUNTY HUMAN SERVICES DEPARTMENT**  
**TOTAL EXPENSE TO TAX LEVY COMPARISON**  
*2020 UNAUDITED*



	2016	2017	2018	2019	2020
TOTAL EXP	42,258,181	42,244,883	43,300,495	44,586,442	43,674,778
TOTAL LEVY	15,975,585	14,441,683	15,690,688	15,652,949	13,153,211

■ TOTAL EXP ■ TOTAL LEVY

2020  
WINNEBAGO COUNTY HUMAN SERVICES DEPARTMENT  
EXPENDITURES BY DIVISION  
*UNAUDITED*

