

2021 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 2021. 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.

Respectfully,

Dr. L. William Topel
Human Services Director

2021 Human Services Board

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<p>Karen Powers (Secretary) © 2510 Village Lane Oshkosh, WI 54904 Phone: 232-0020 (home) Karen.Powers@co.winnebago.wi.us kpowers1@new.rr.com Term exp. 12/31/2021</p>	<p>Harold Singstock 229 N. Meadow St. Oshkosh, WI 54902 Phone: 426-0543 (home) Harold.Singstock@co.winnebago.wi.us Term exp. 12/31/2023</p>	<p>Judy Wright 6490 Breeze Street Winneconne, WI 54986 Phone: 582-7789 (home) 841-2758 (cell) jwright6490@gmail.com Term exp. 12/31/2022</p>

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

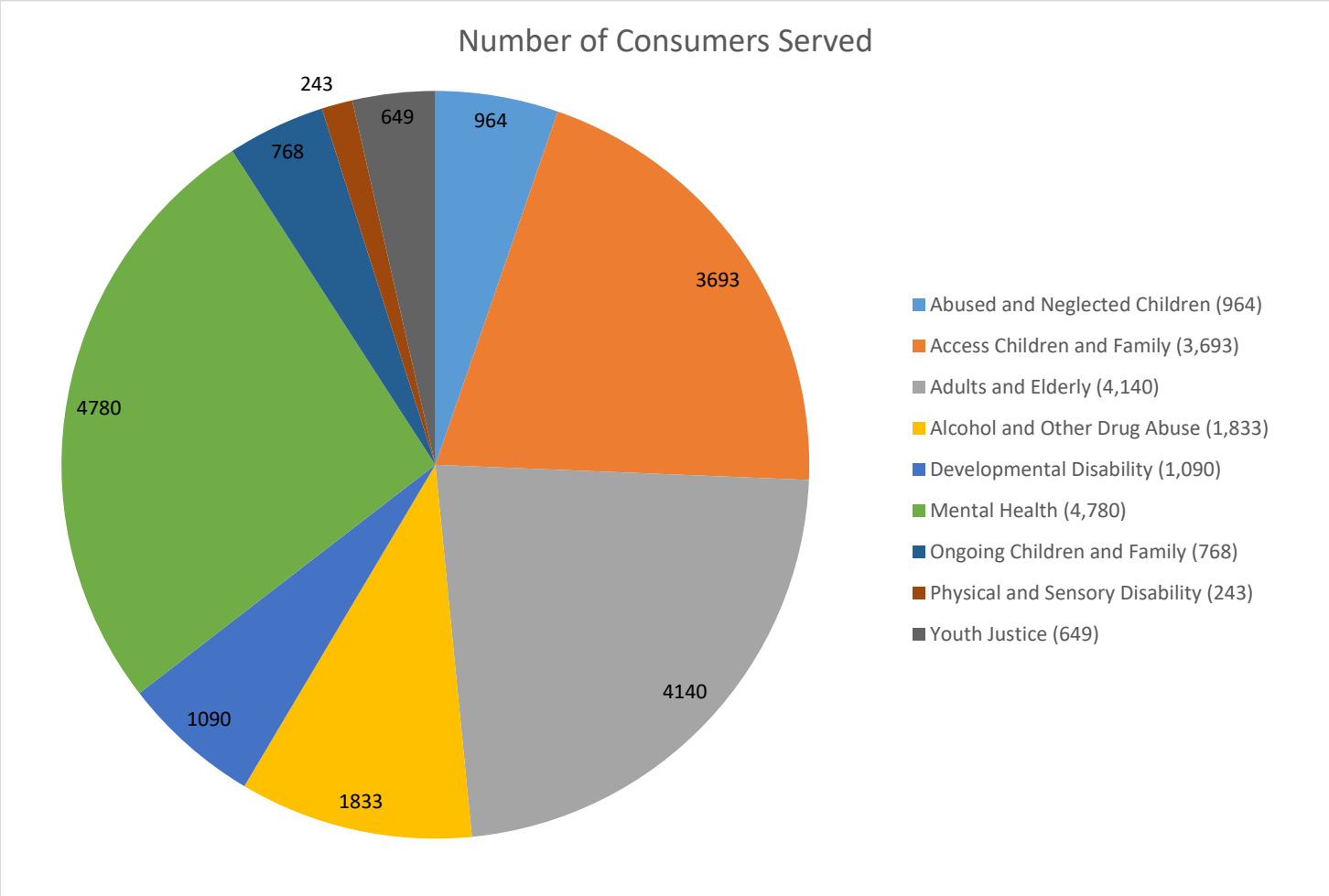
- Improve the quality of care, support and service to our clients
- Improve the publics' access to appropriate and available services and supports
- Promote desirable choices and practices that will improve health or social conditions
- Strive to ensure that support and care are received in the most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

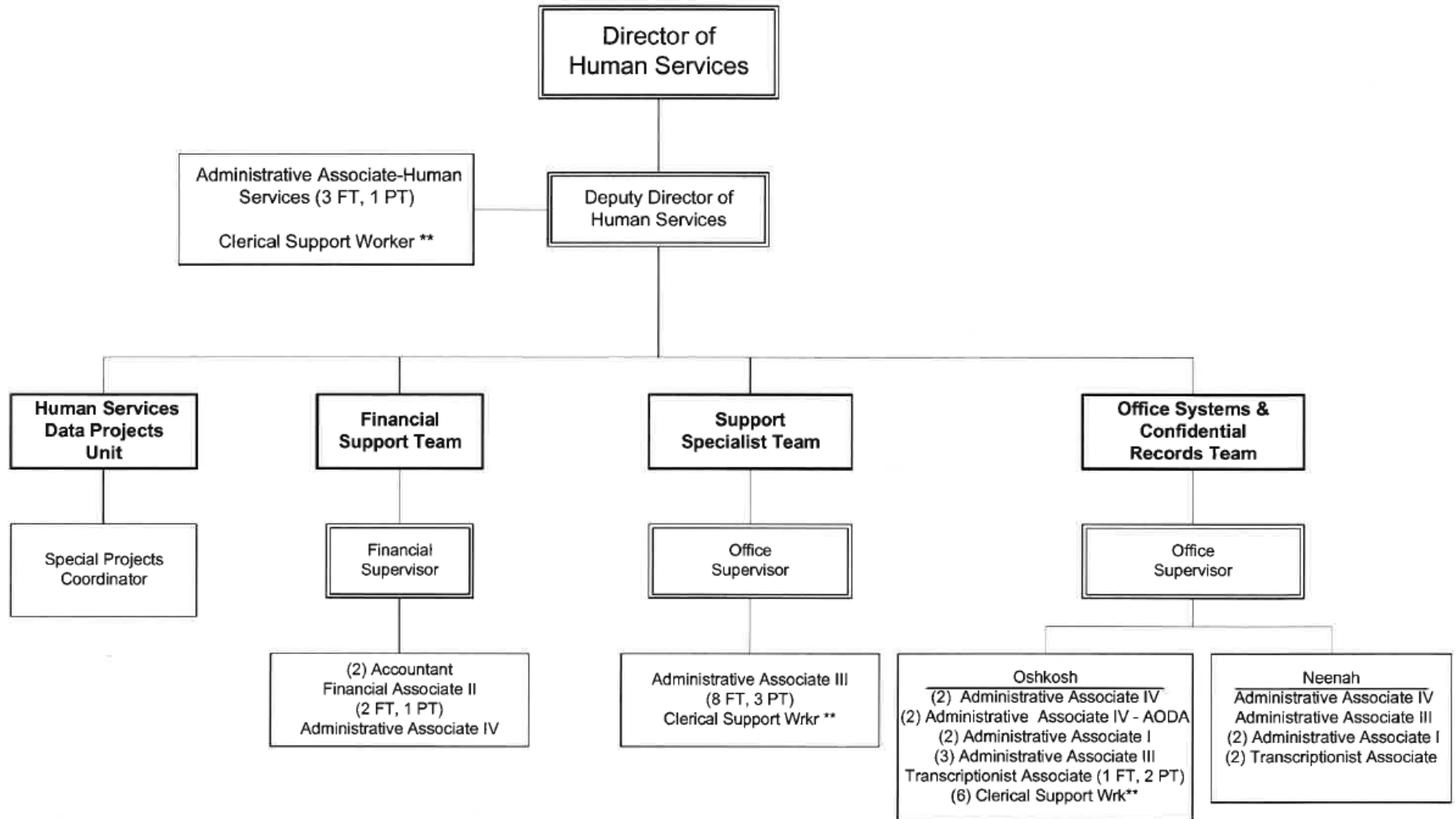
Administrative Services

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
- Image paper and electronic documents
- Provide receptionist activities
- Responsible for Accounts Payable, Accounts Receivable and Purchasing
- Provide transcription services
- Develop and manage annual budget
- Ensure HIPAA compliance and training

HUMAN SERVICES

Administrative Services



** Unclassified Position

Accomplishments for 2021

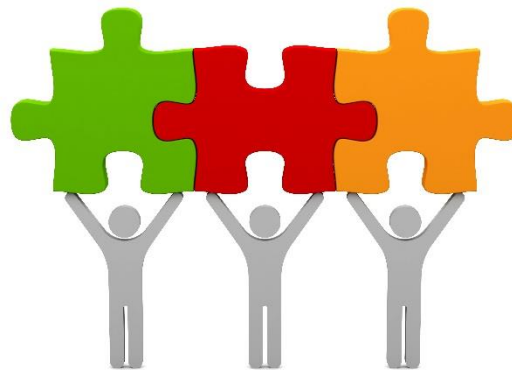
Administrative Services Division

- Completed department-wide "Compassion Fatigue" training with an emphasis on mitigating the physical and mental exhaustion among that can lead to burnout.
- Fully implemented Employee Training reports available to staff via the Report & Application Launcher (RAL) program software.
- Provided regular data-driven reports to department management summarizing staff productivity and revenue generation in an effort to facilitate improvements and enhancements.
- Developed a financial summary dashboard in conjunction with monthly financial projections to standardize the presentation of department financial status.
- Completed the Family Support, ADRC and Economic Support areas of our website and continue to work on Behavioral Health and Birth to 3 website updates.
- Completed a Stay Interview process to determine what motivates staff to continue their employment with Human Services thus expanding positive attributes for staff retention.
- Provided updated Emergency Guide and appointed Safety Advocates to assist and direct staff during emergency situations.
- Implemented new billing procedures for Substance Use Disorder services including a new Medicaid Residential Substance Use Disorder benefit.
- Implemented a new system for distributing and managing the use of tax-exempt cards within the department.
- All staff were offered an opportunity for COVID-19 vaccination coordinated through us.

Goals for 2022

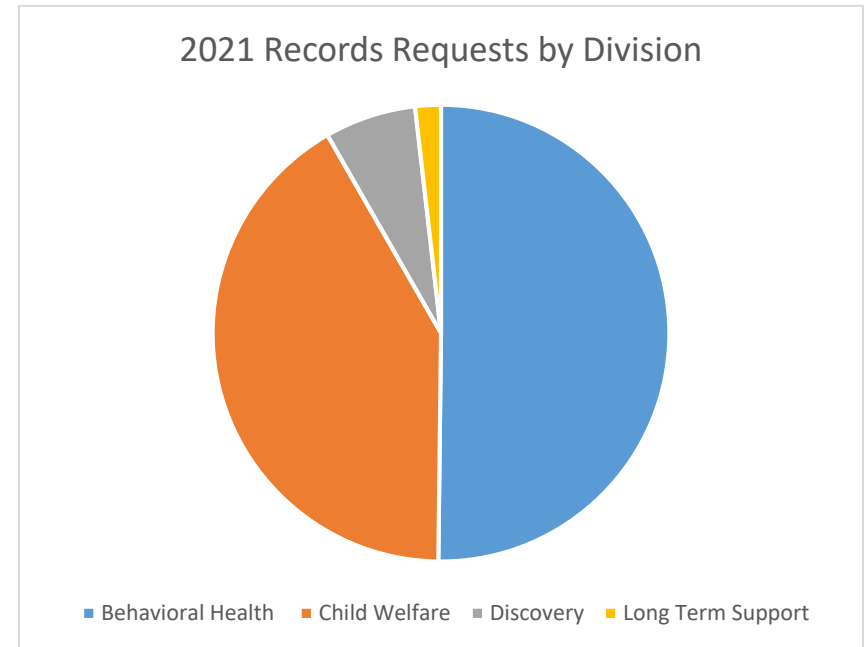
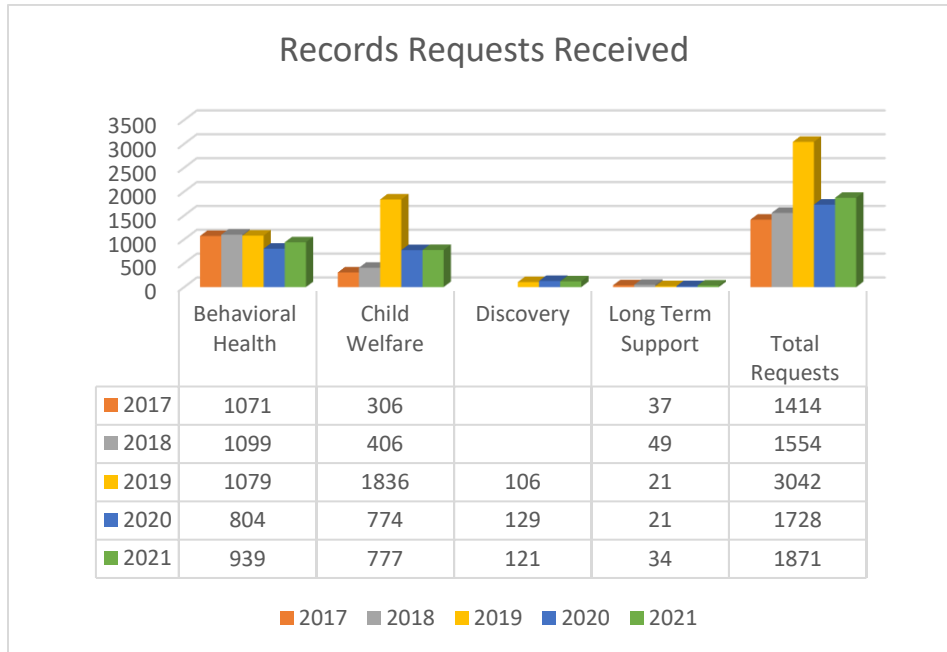
Administrative Services Division

- Continue with Strategic Plan 2023 Initiatives:
 - Create a Serving Leaders/Employee Engagement Resource Toolkit.
 - Develop and complete a staff survey regarding meaningful recognition.
 - Develop a Peer Mentoring Program within the department.
 - Continue website enhancements to ensure up-to-date content and easy navigation for visitors.
- Complete an analysis of billing procedures to ensure revenue maximization.
- Deliver more personalized customer service via changes to the Appointments windows in LUNA.
- Add external providers to LUNA to allow them to enter information directly.
- Add an accounts payable component to LUNA to enhance reporting capabilities.
- Continue to engage staff in compassion fatigue/resiliency efforts through enhanced communication.
- Update and revise administrative and financial policies and procedures focusing on improved documentation of departmental practices.
- Complete Civil Rights reporting utilizing a streamlined reporting system to gather data.



Administrative Services

Records Requests

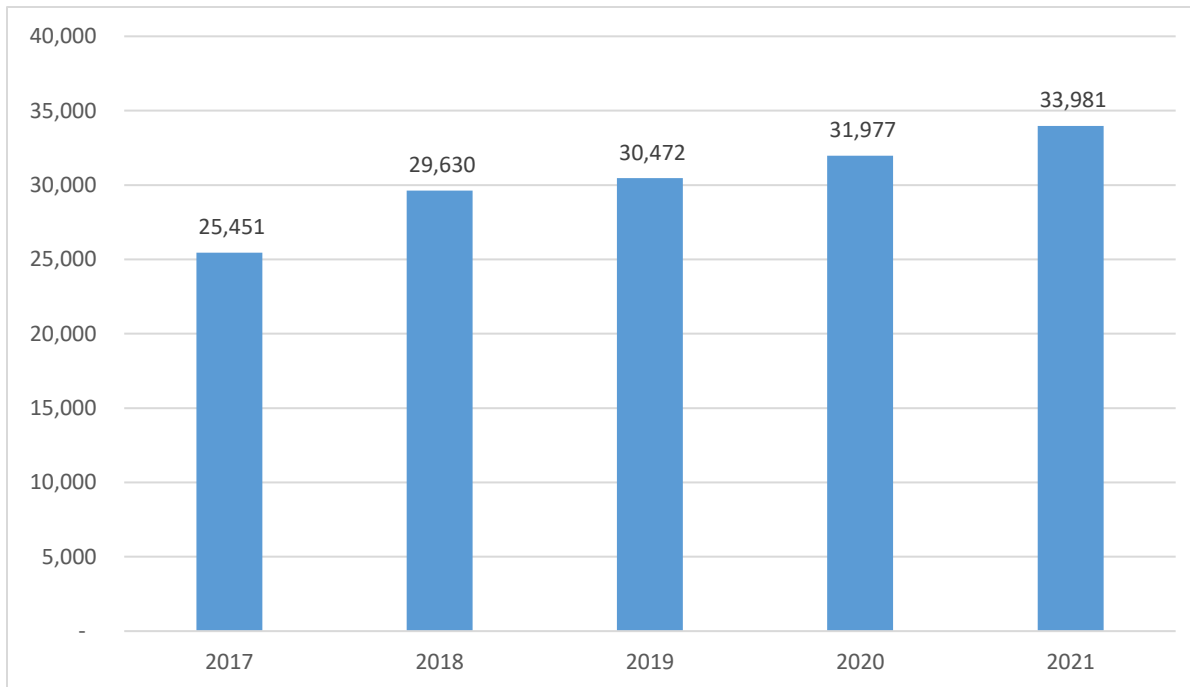


In 2021, there was a slight increase in the number of requests over 2020.

Child Welfare discoveries vary between 750 to over 5,000 each. A fully trained Records staff person working on only one demand can redact approximately 200 pages in 7 work hours following strict guidelines and legal demands. Therefore, a demand of approximately 2,000 pages will take over 10 work days to redact. In January 2021, our CW Discovery Demand process changed to include an itemized list of redactions whenever records are released. This list includes an explanation and location of every redaction made within the records that were released.

Administrative Services

Insurance Claims Processed



The number of claims processed annually includes:

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

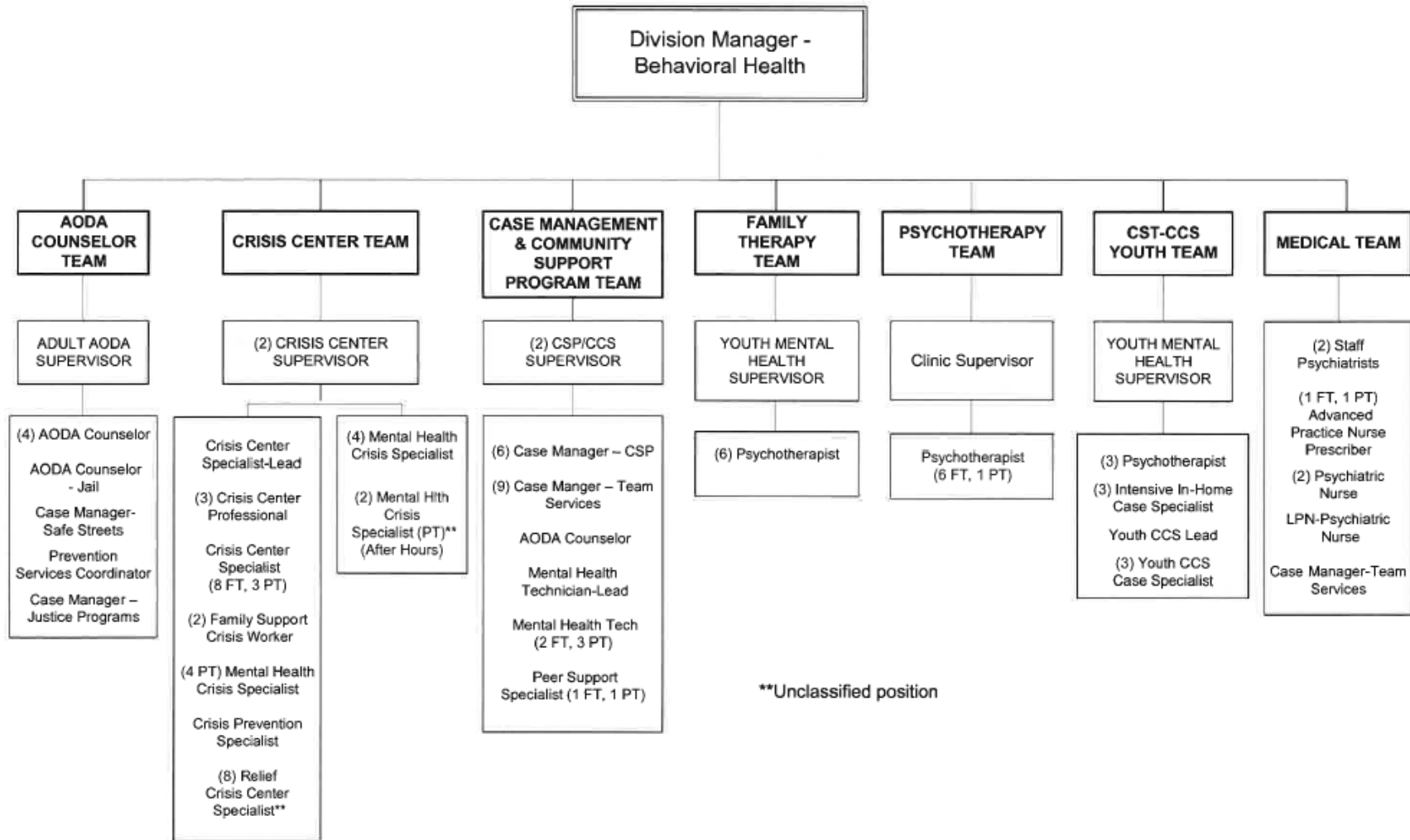
Behavioral Health Services

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

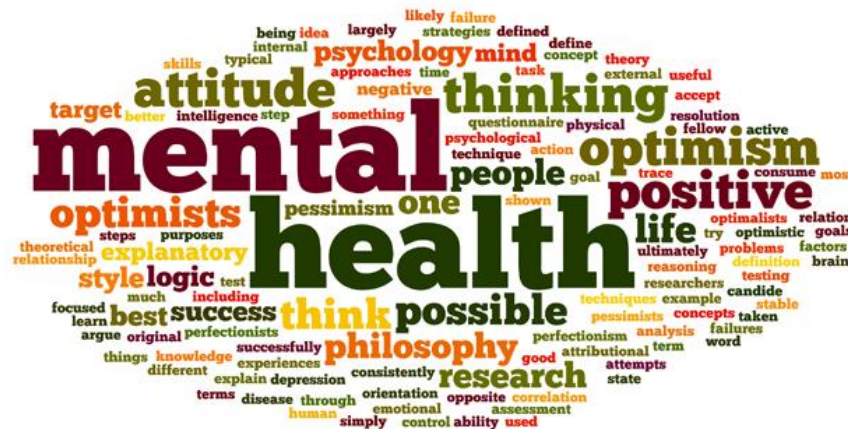
Behavioral Health Services



Accomplishments for 2021

Behavioral Health Division

- Our substance use disorder services have expanded to add treatment services. We are now providing outpatient individual and group substance abuse treatment. Formerly, we provided assessments and referrals for services outside of our agency.
- Our division continues to partner with other departments in an attempt to expand and enhance local diversion programs. We will be taking over and providing substance use disorder treatment to individuals in the 24/7 drug program. This is a diversion program that has been run out of the Winnebago County jail. We added an additional staff member to case manage the CONNECT program, a diversion program in conjunction with the District Attorney's office.
- We are partnering with Care Management Organizations to establish creative ways to minimize crisis situations and allow members to remain in the community.
- We continue to use a Trauma Informed practice when working with adults, youth and their families.
- Additional therapist dedicated to parents struggling with substance use disorders. The aim is to connect with parents that have been reluctant to engage in services with the goal of reunification with their children.
- Staff were provided with equipment to successfully telework during the pandemic. Productivity, quality and morale improved or remained the same.



Goals for 2022

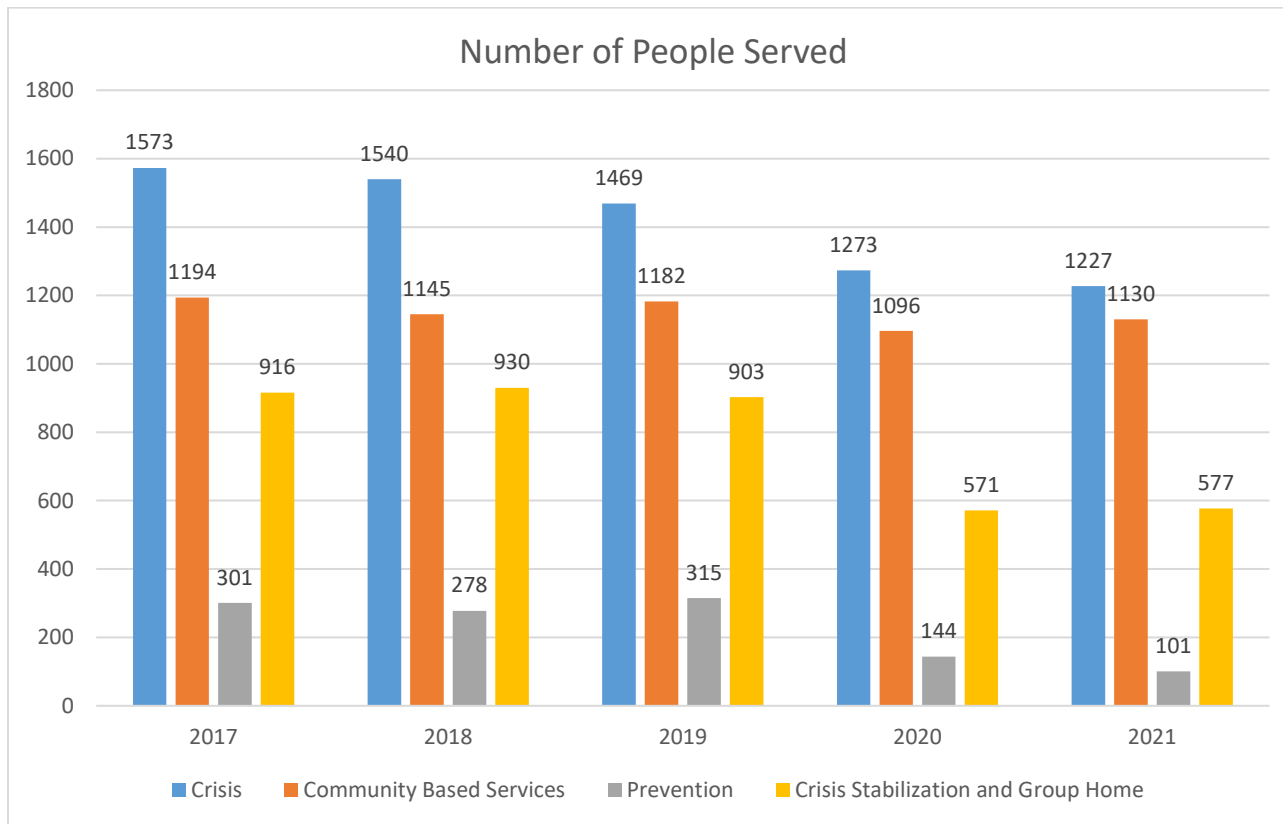
Behavioral Health Division

- We will utilize tools from the agency-wide Compassion Fatigue and Cultural Humility trainings to enhance our services and support for one another, and the individuals we serve.
- With the expansion of our substance use disorder services and the diversion programs, we will continue enhancing peer support programming for individuals in treatment.
- Continue to educate and strengthen relationships within our department, community partners, and contracted providers.
- Continue to train staff in Dialectal Behavioral Therapy (DBT), an evidence-based psychotherapy that helps individuals reach emotional and cognitive regulation.
- Continue to review evidence-based practices that meet the needs of our community.



Behavioral Health Division

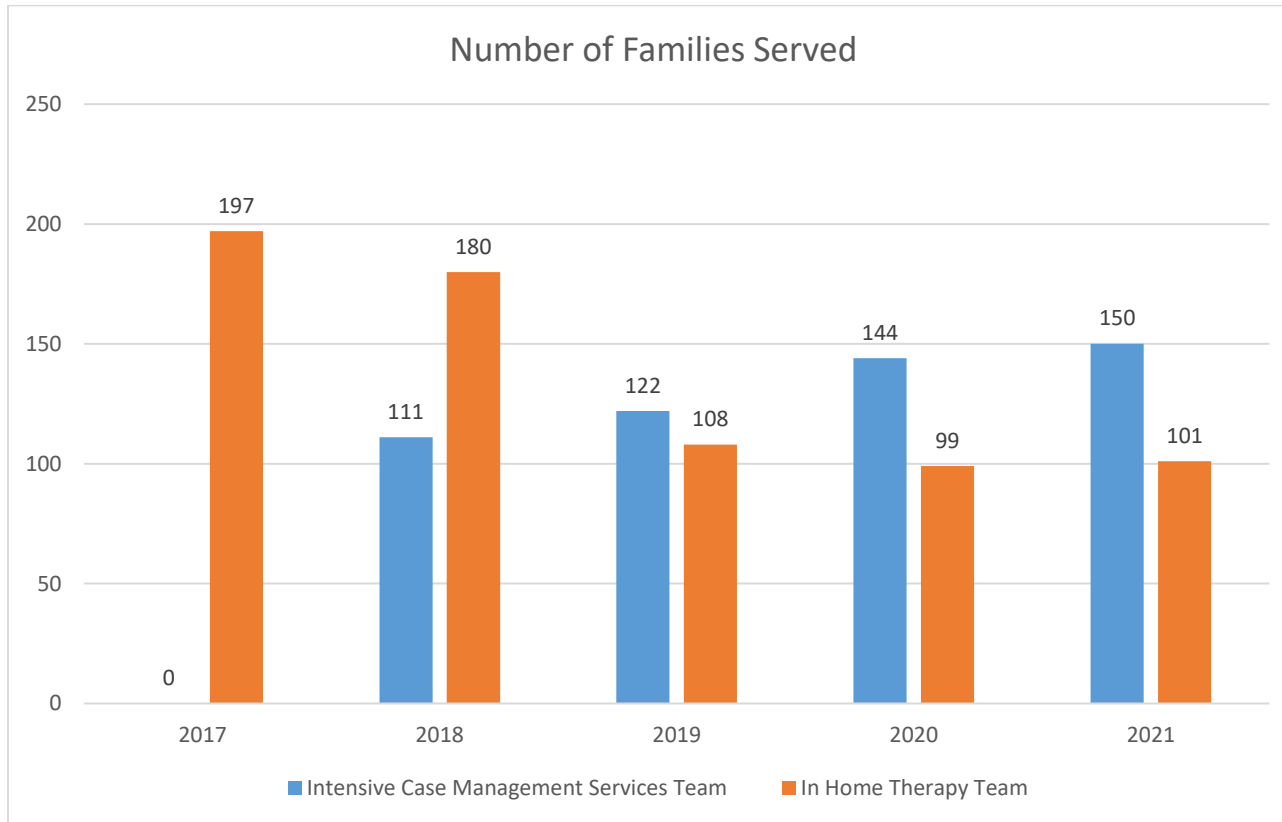
Adult Community Services Program Clients



- 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

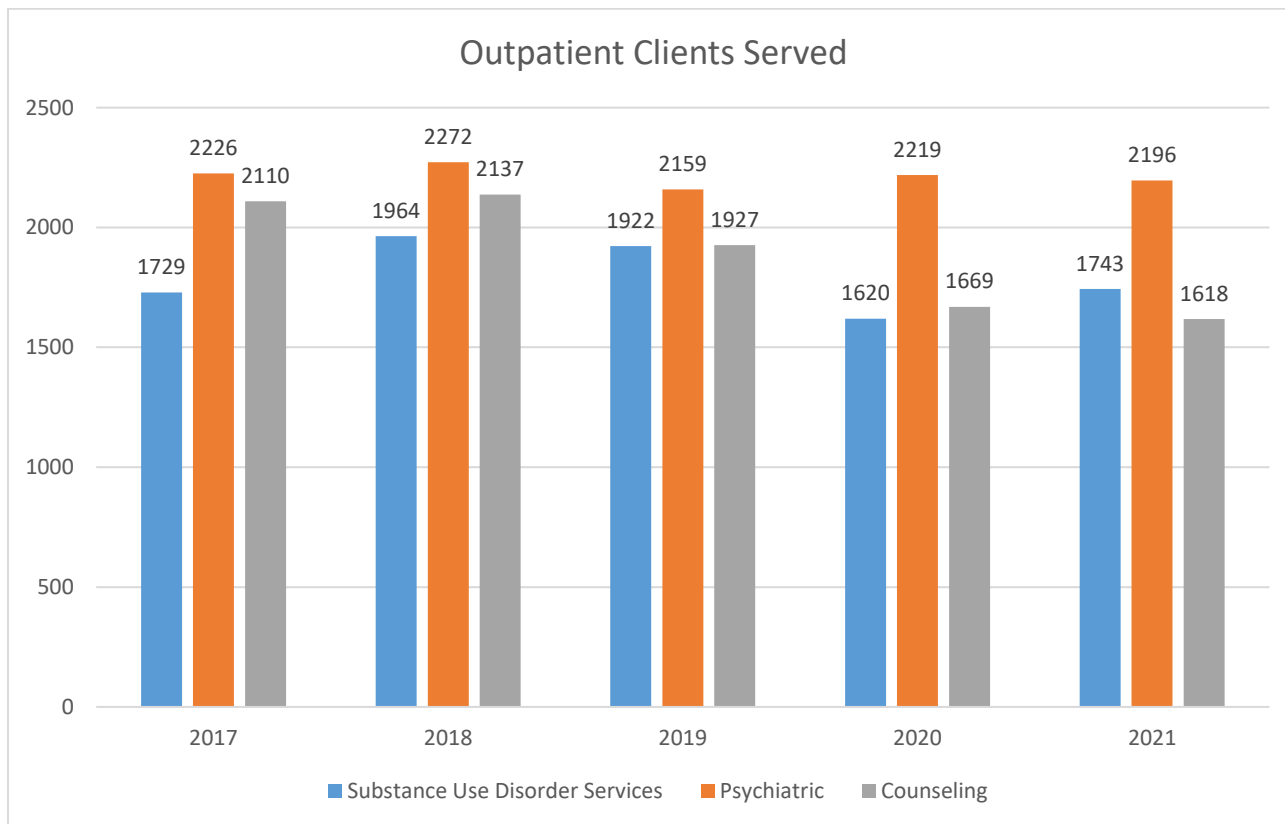


- Providers meet with families in their homes instead of coming to the office
- Serves children and youth at risk of being placed outside of the home and/or in efforts to return children from out of home care
- Promotes families staying together and family driven goals (the consumer decides on their 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

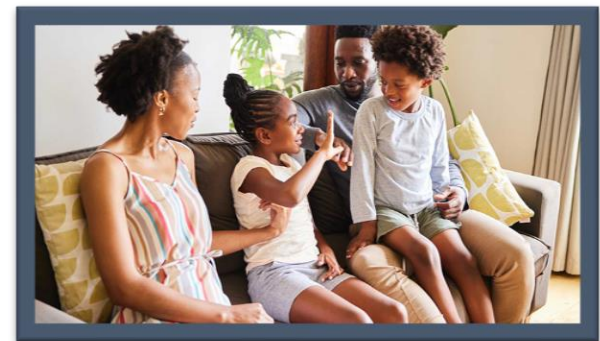


- Information/Referral (consumers turn to us for “where to start”)
- Psychiatric Evaluation and Assessment
- Medication Management
- Group Counseling
- Individual Counseling
- Substance Use Disorder Counseling
- 24/7 Crisis Services
- Clinic offers “same day” services with ability to talk with a licensed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

Child Welfare

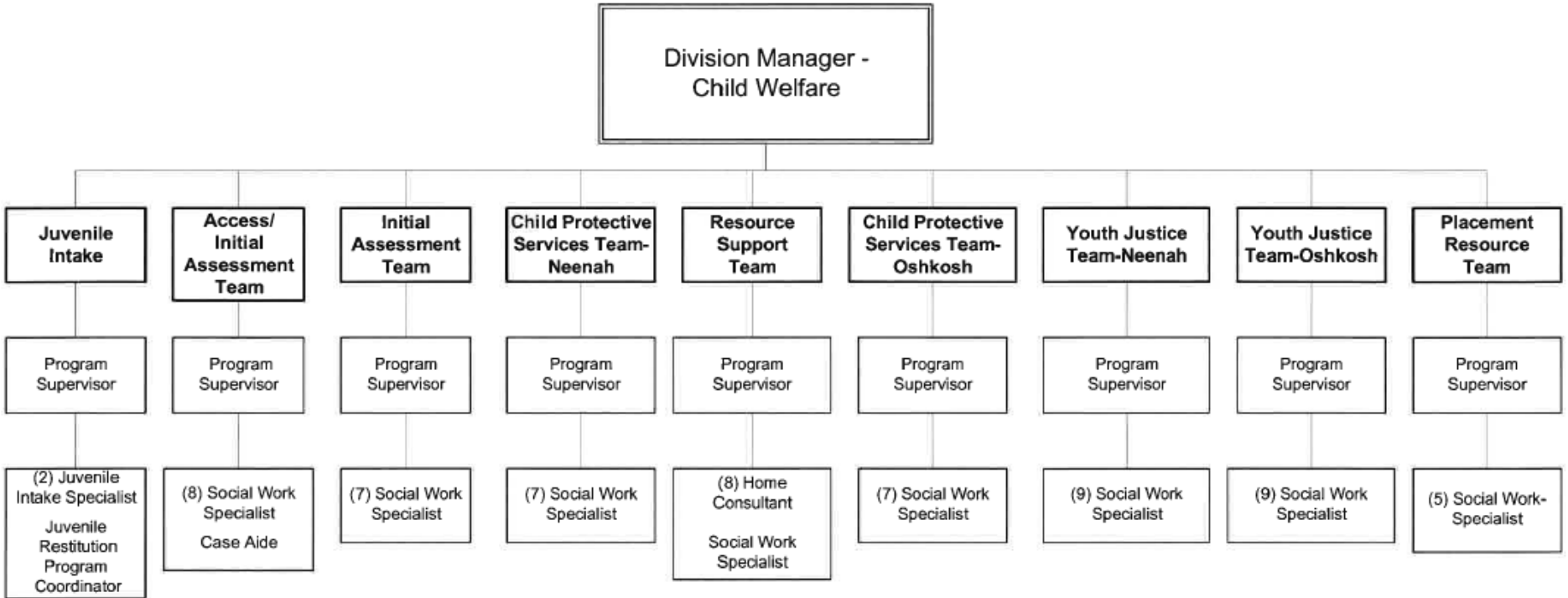
Through active partnering and respectful trauma sensitive interactions, Child Welfare empowers families to utilize their strengths and overcome barriers to achieve enhanced safety, well-being, resiliency, and self-sufficiency. Child Welfare works together with families to heal and grow through the development 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 2021

Child Welfare Division

- We have one foster care coordinator dedicated to Family Find efforts in the division. We continue to increase our use of relatives and natural supports for placements and supporting children, youth and families in their homes.
- We were able to increase supervised visit staff which has allowed us to maintain a high level of contact between the parents and children while children are placed outside of the home.
- We have a therapist specialized in substance use disorder services and mental health services dedicated to assist families with accessing treatment and services. Additionally, we have the ability to connect parents with staff who have a background in recovery and can support parents through their recovery along with enhancing parenting skills.
- We continue to strengthen the social worker's skills and knowledge related to innovative and creative ideas to support and assist families.
- We have continued to offer trainings and professional development opportunities to enhance the skills and knowledge of all staff.
- We continue to prioritize offering families opportunities to take the lead on their own plans and goals.
- Developed a workgroup to review racial disparity within child welfare with the end goal of identifying solutions to address this disparity.
- We have dedicated more staff and more staff time to shelter care to assist with programming and services.
- We hired two Family Mobile Team workers to provide assistance to families in crisis after hours, which supports keeping youth in their homes.

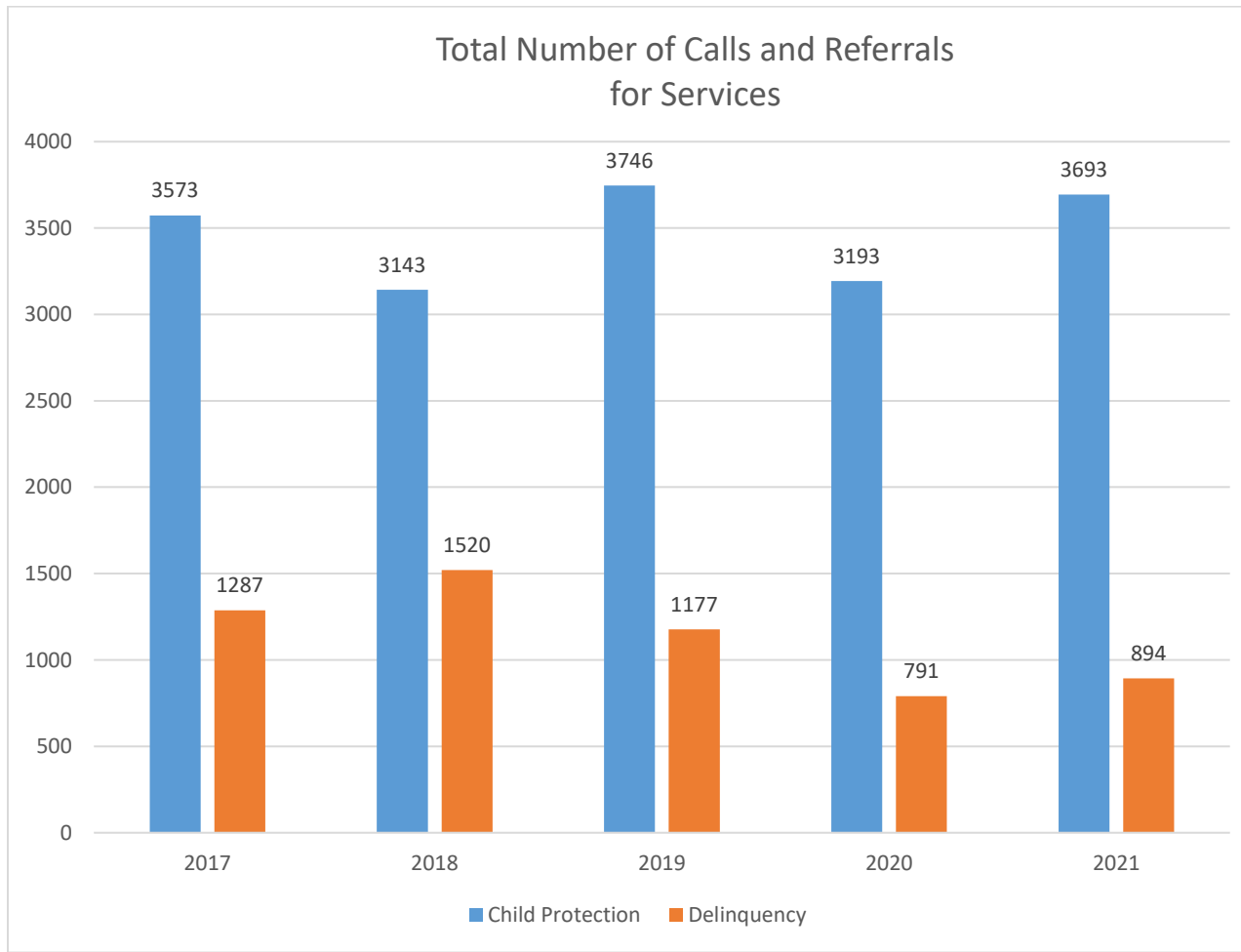
Goals for 2022

Child Welfare Division

- Continue to increase our use of relatives and informal natural supports for assistance and support for children, youth, and families. Increase the number of children/youths placed with relatives and like-kin. When placement in a foster home is needed, continue to support co-parenting between the placement provider and parents.
- Continue to strengthen the Mental Health and Substance Use Disorder services available to parents and children involved with Child Welfare.
- Continue to be innovative, creative and use a variety of supports and services to safely keep children/youth in their homes.
- Assess housing and transportation needs and options.
- Continue to educate and collaborate with community partners to support the community.
- Continue to support and guide employees in a variety of ways. Offer training opportunities to assist in professional development. Continue to offer Trauma Informed Care training as well as additional training related to working with the judicial system, preparing to testify and developing court reports.
- Continue to offer opportunities for families to take the lead in their own plans and goals.
- Continue to work with Corporation Counsel to move TPR's (termination of parental rights) through the legal process timely. Support staff in navigating and understanding legal processes.
- Continue to strengthen and enhance Family Mobile Team services to assist families and keep youth/children in their home safely.
- Evaluate and reform Shelter Care programming and services as needed.
- Continue to utilize staff workgroups to determine and implement solutions to address racial disparity.
- Continue to collaborate with all divisions in the agency serving children, youth, and families.

Child Welfare Division

Referrals

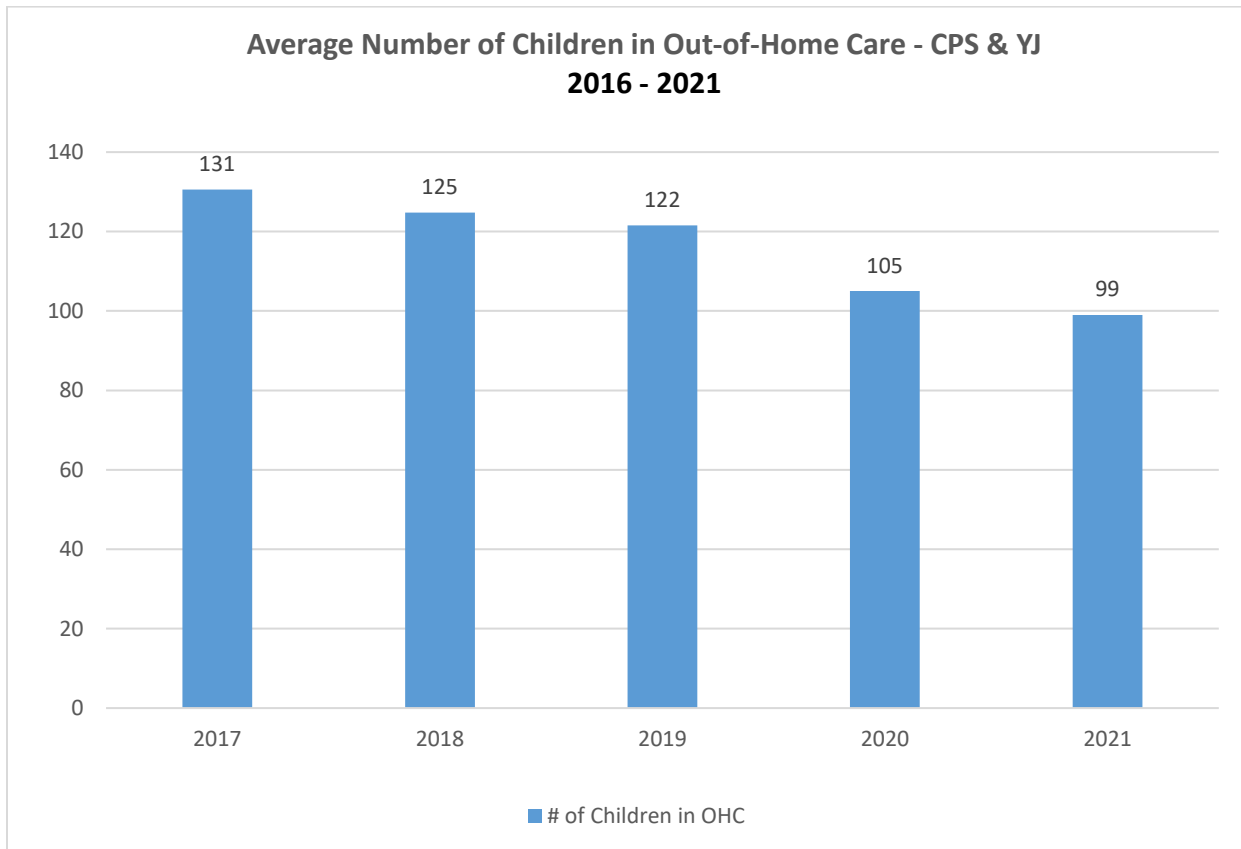


Total number of phone calls from the community and referrals for child welfare services

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

Child Welfare Division

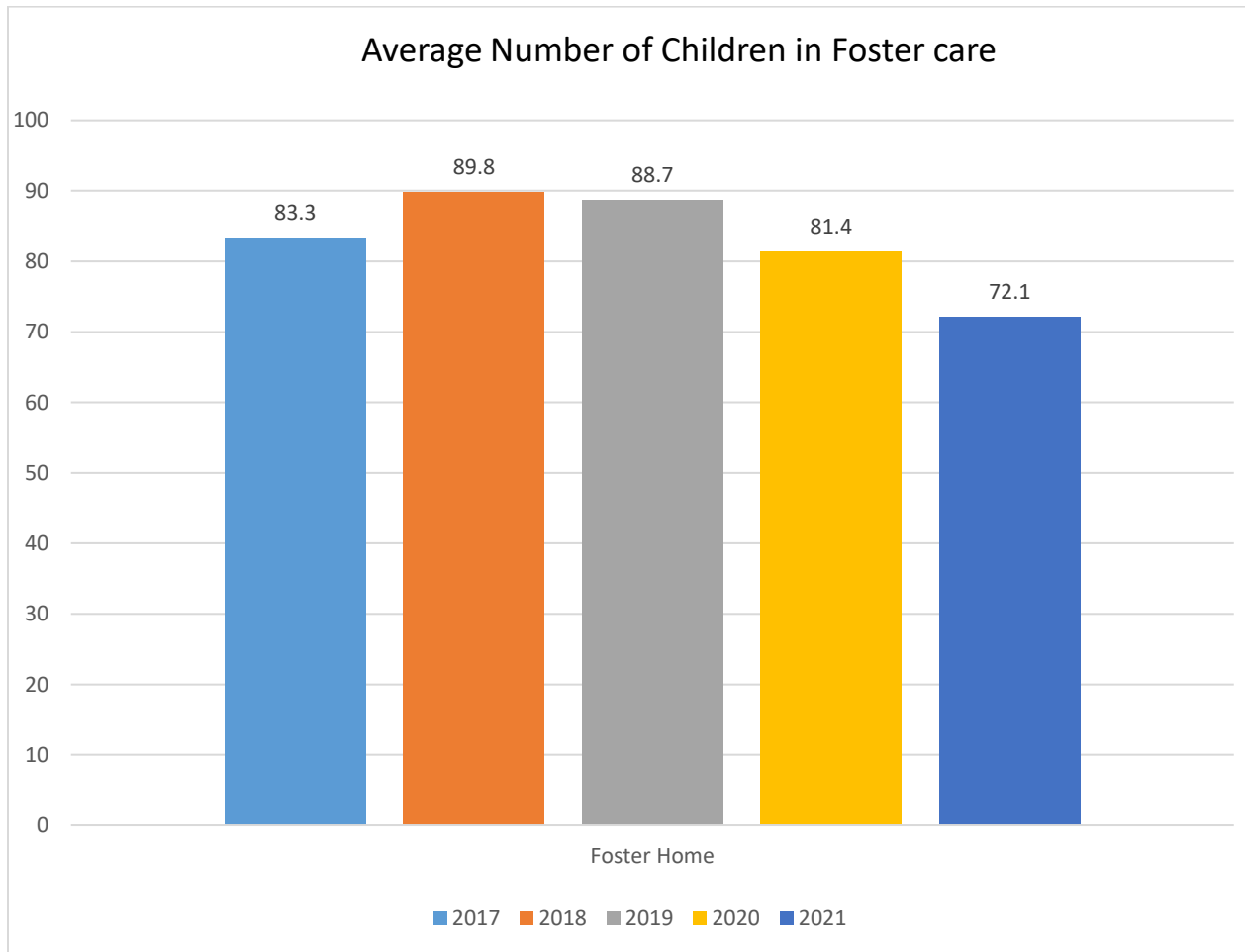
Out of Home Care Total



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.

Child Welfare Division

Foster Care Placements

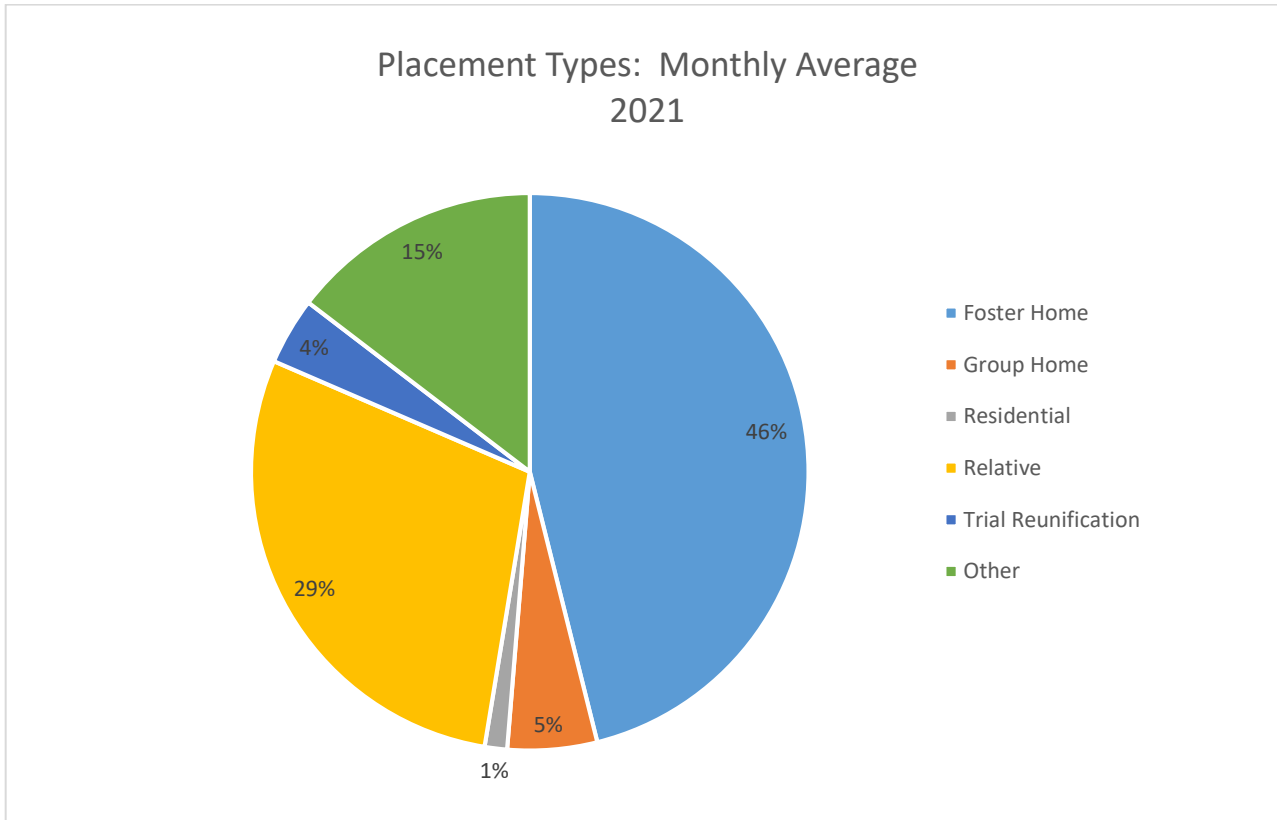


Foster homes are utilized for the majority of the Child Welfare placements. This graph depicts the average number of children in a foster home on any given day during each year.

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

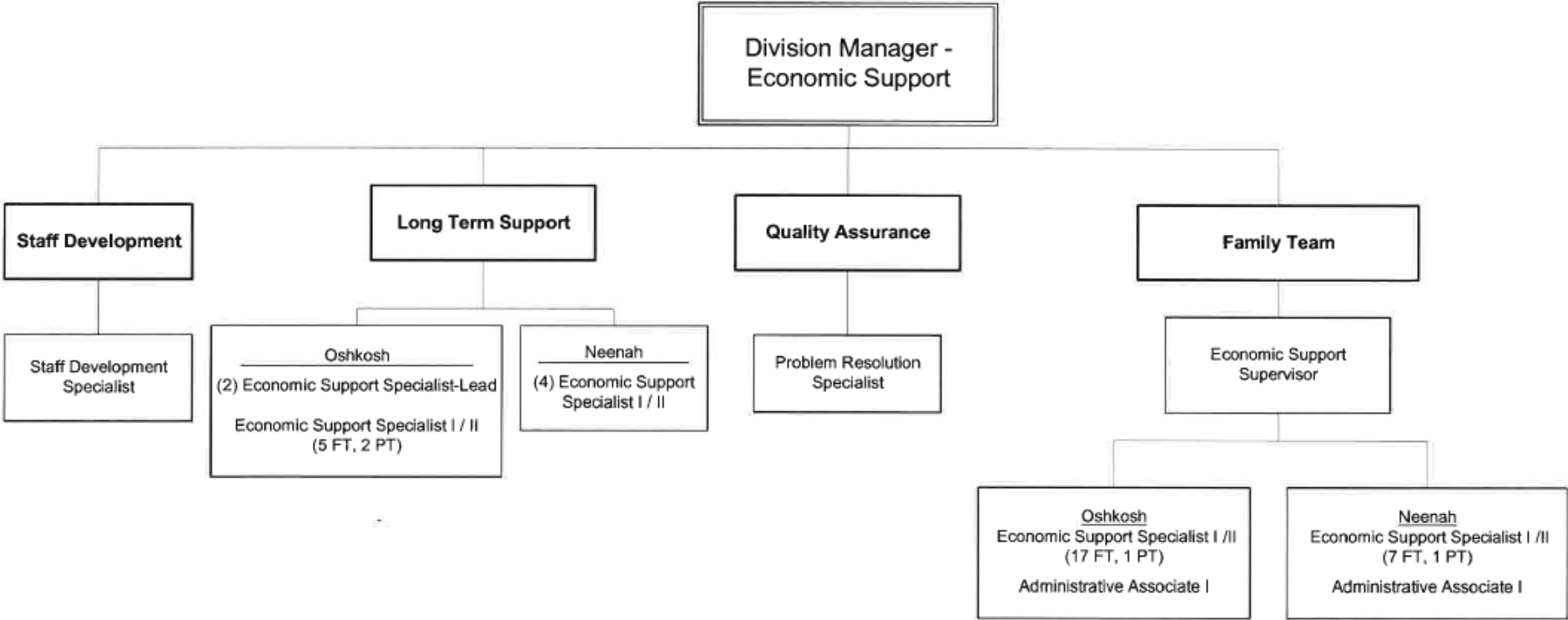
To provide services and benefits with compassion to all residents of Winnebago County as part of the East Central Income Maintenance Partnership (ECIMP) as promptly, accurately and as efficiently as possible. ECIMP is comprised of Calumet, Green Lake, Kewaunee, Manitowoc, Marquette, Outagamie, Waupaca,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

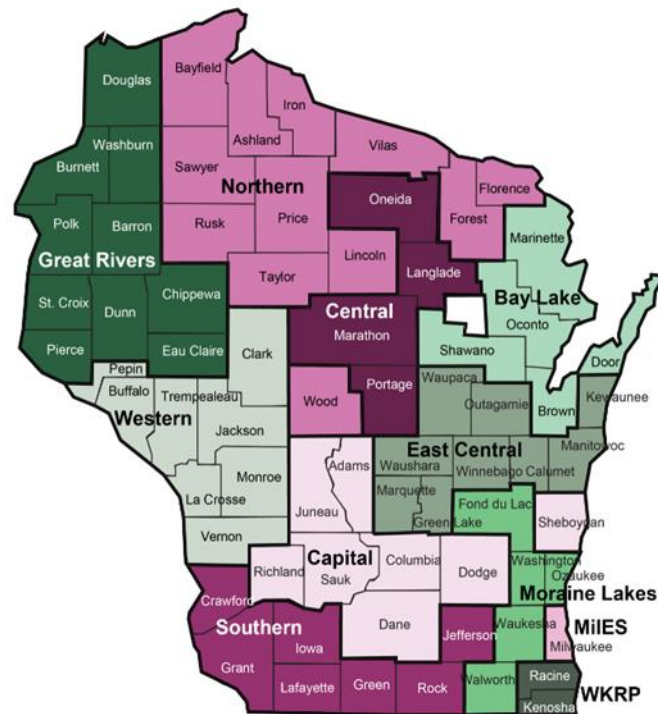
Economic Support Services



Accomplishments for 2021

Economic Support Division

- Staff were provided with equipment to successfully telework during the pandemic. Productivity, quality and morale improved or remained the same.
- Economic Support programs had many special rules for COVID. Training happened very quickly to ensure that staff followed the new and temporary protocols correctly.



Goals for 2022

Economic Support Division

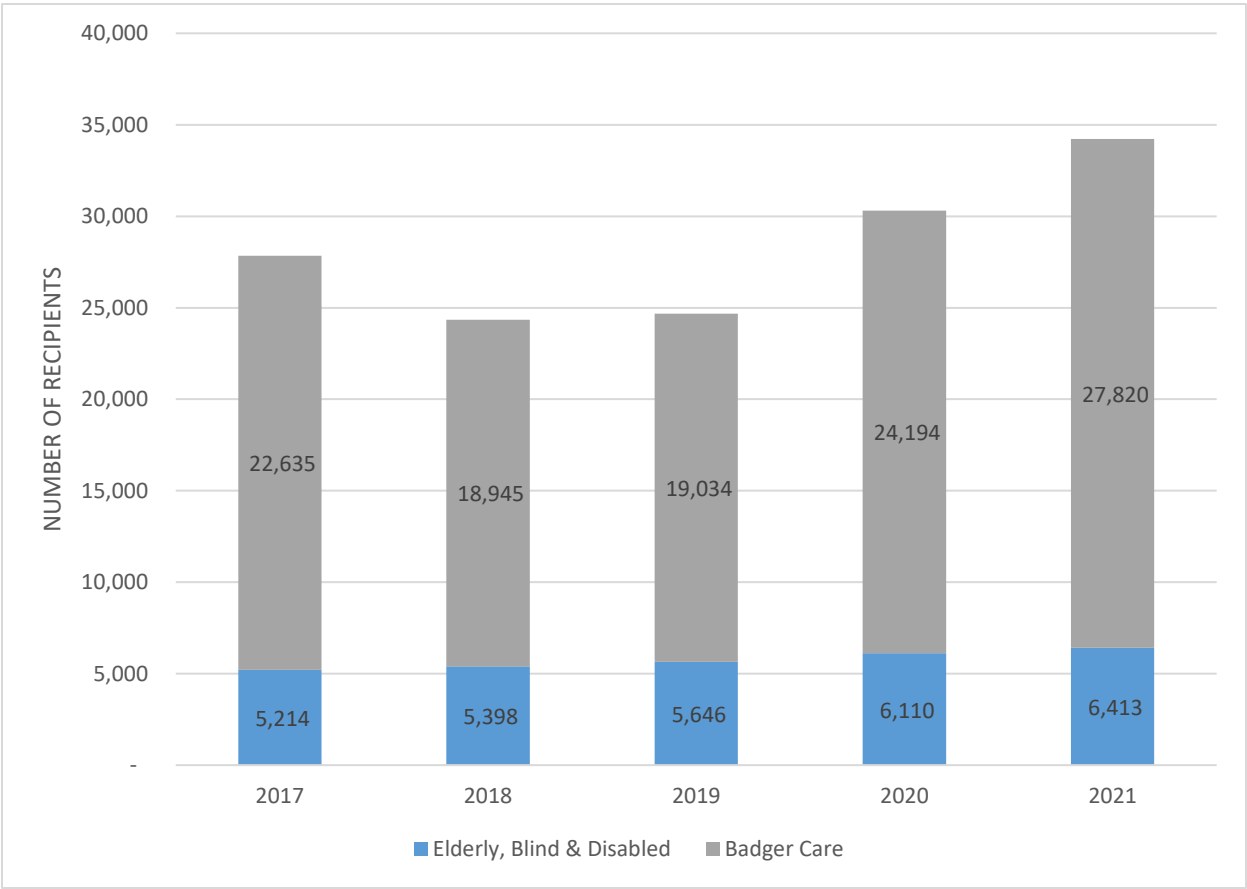
- Establish long term telework policies and processes that will provide a balance between staff working in the office to meet the needs of the walk-in customers and working from home.
- Continue to offer training and support to foster resiliency and understanding of Trauma Informed Care.
- Provide the necessary training and support for staff to transition from temporary COVID-19 policies back to regular policies and procedures.



Download the
MyACCESS
app today!

Economic Support

Total Healthcare Recipients

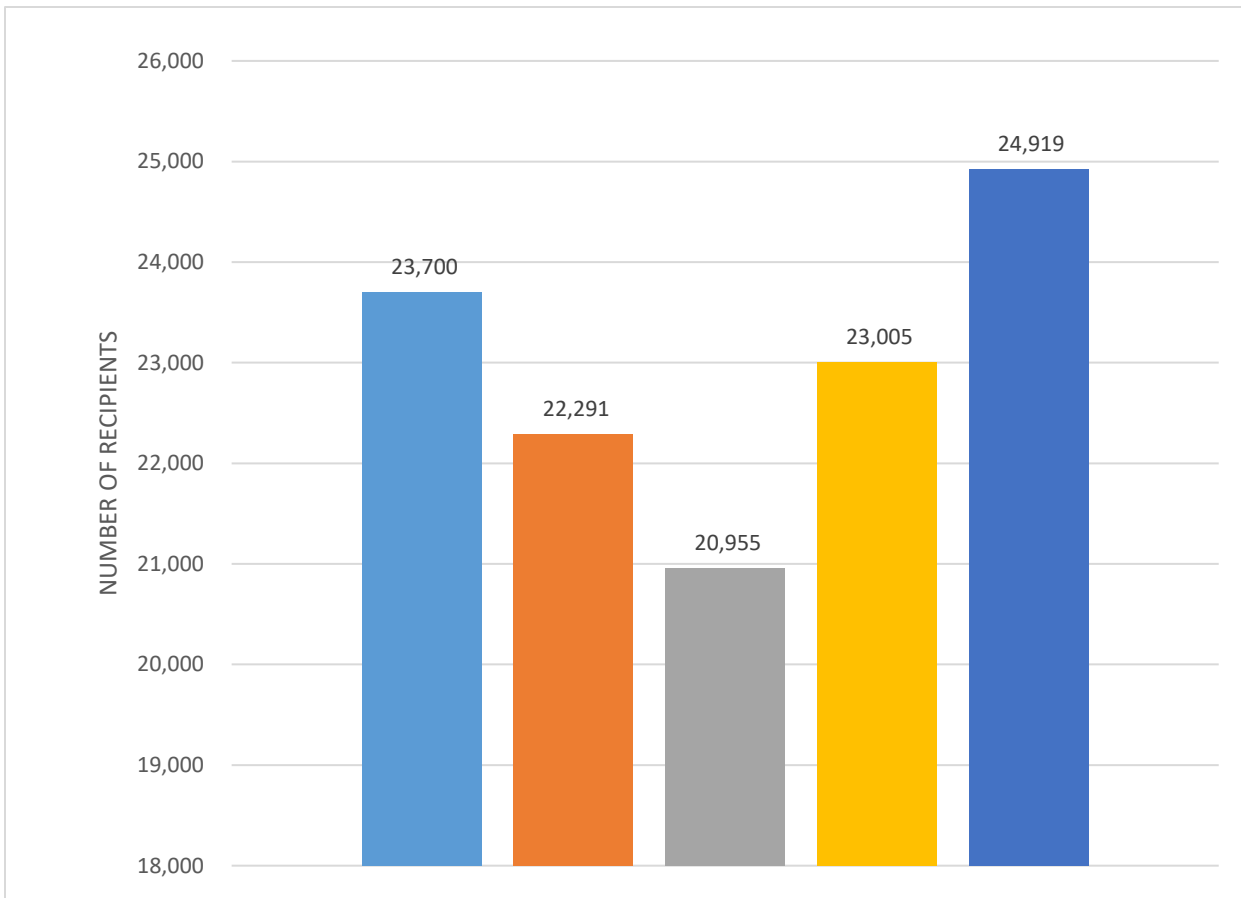


Wisconsin Medicaid is a joint federal and state program that provides high-quality health care coverage, long term care, and other services to Wisconsin residents. There are many types of Medicaid programs. Each program has different rules, such as age and income, that must be met to be eligible for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

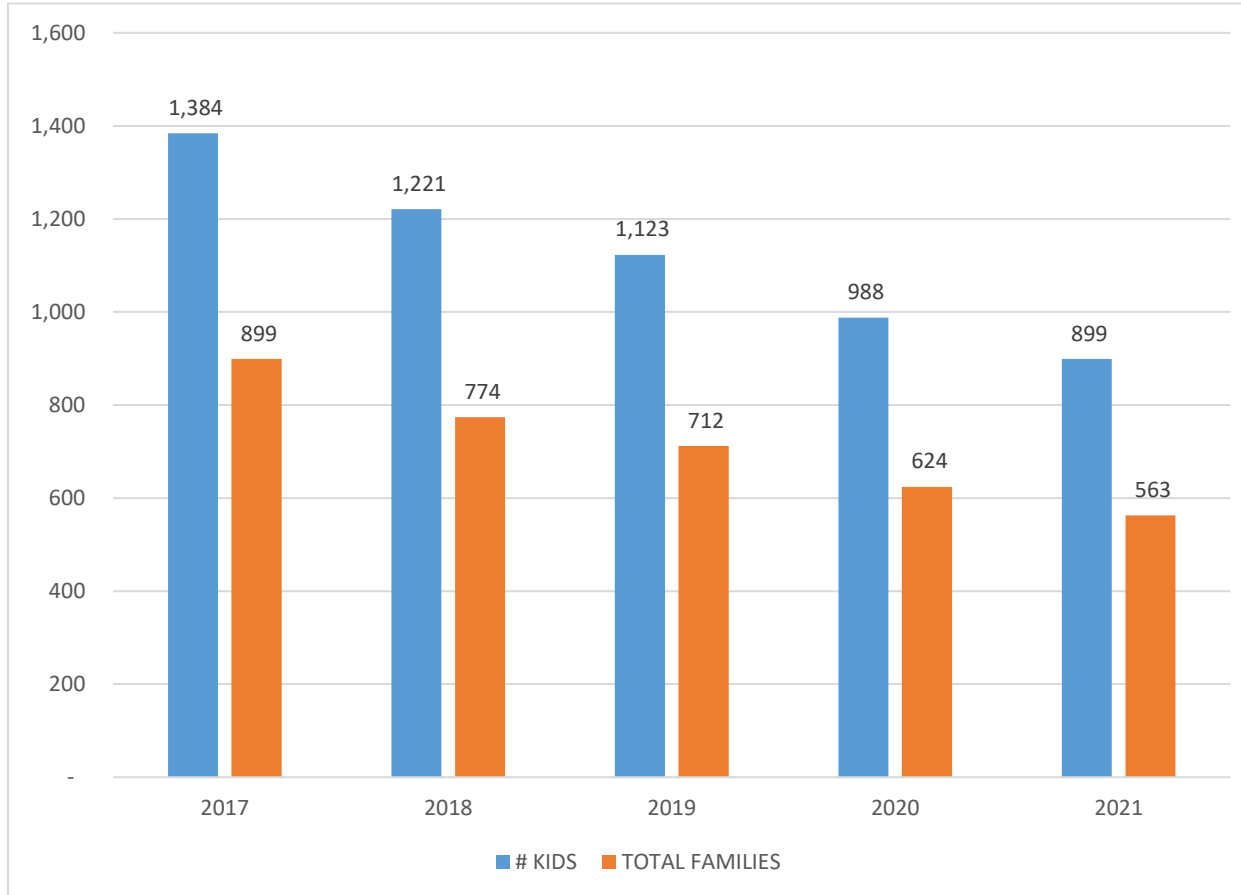


FoodShare, formerly known as FoodStamps, is part of the Federal SNAP program to improve nutrition and health. Income guidelines and work requirements for certain populations are required.

- 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 childcare 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)

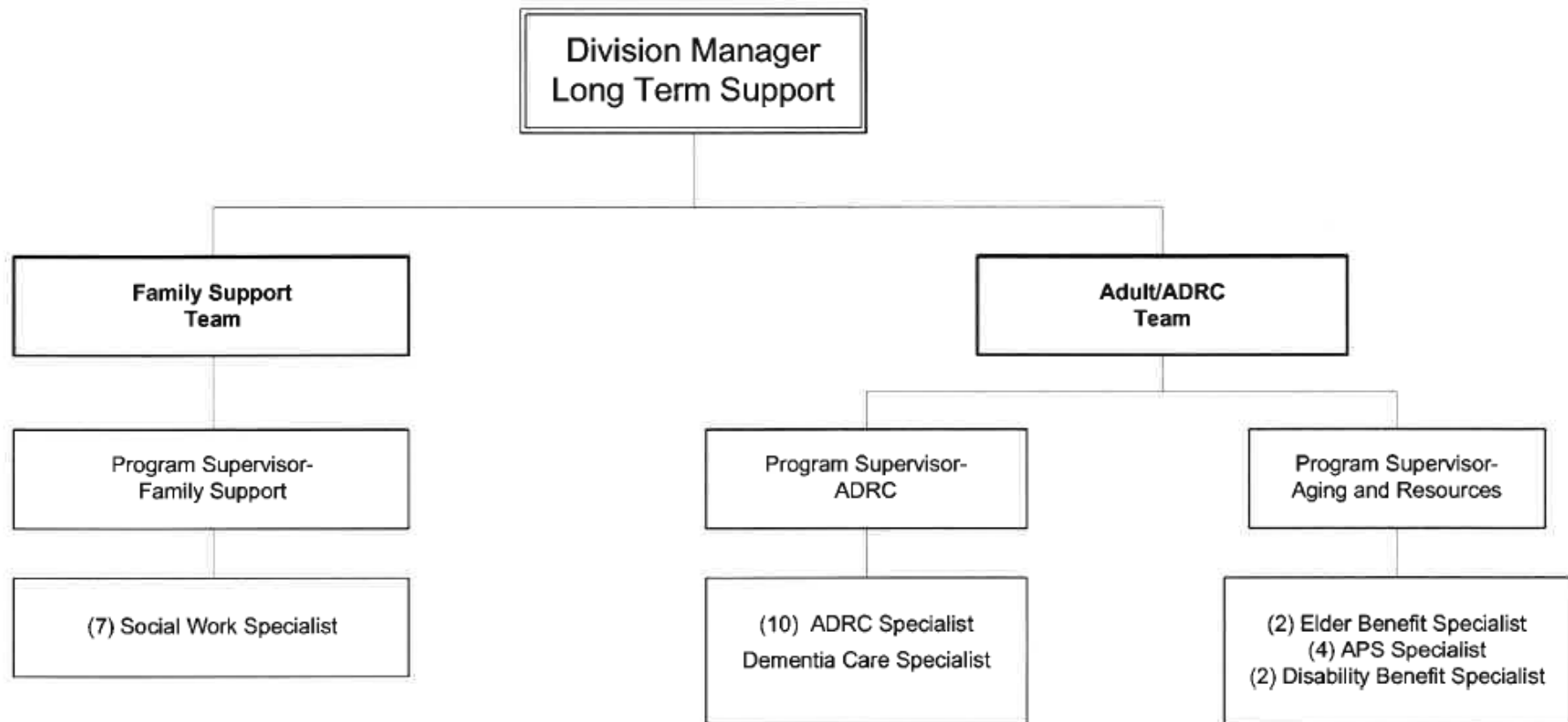
The mission of the Aging & Disability Resource Center of Winnebago County is to empower and support seniors, people with disabilities and their families, by providing useful information and finding the help people seek so they may live with dignity and security, and achieve maximum independence and quality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

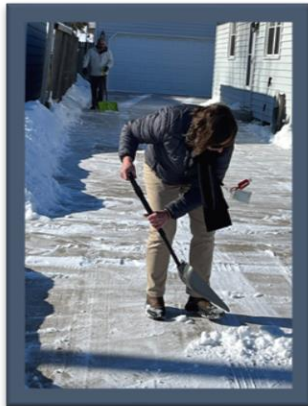
Long Term Support Services



Accomplishments for 2021

Long Term Support Division

- Service options are still limited due to workforce shortages and COVID. We have new providers who are willing to provide medically related support but are not Medicaid entities.
- A survey was sent to all families enrolled in Children's Long-Term Support.
- A monthly newsletter is sent to over 150 people.
- There have been many benefits to using technology, such as caregiver supports done via Zoom for those who cannot attend in person and partnering with the Oshkosh Senior Center to help people connect with technology. Smart phones allow for texting families who may not respond to phone calls or emails and/or prefer communicating this way.
- All staff participated in Compassion Fatigue training and discussions.



Snow angels helping people who couldn't shovel

Memory Café at the Oshkosh YMCA on 20th

"I'm not sure what I would do without the Memory Cafés.... They give me an opportunity to take Linda out where she can socialize with others and participate in interesting programs. This has had a significant impact on her outlook on life."

Keith's statement about memory cafes.



Goals for 2022

Long Term Support Division

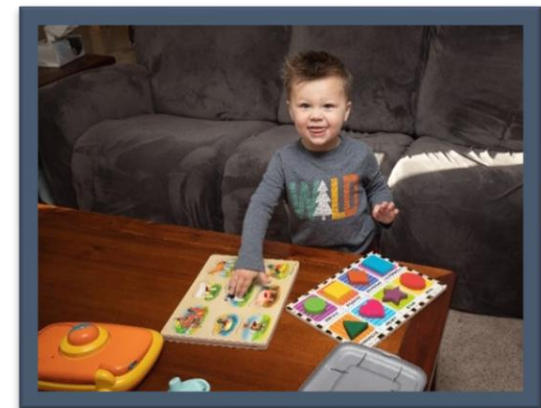
- Increase caregiver support and the amount of available supports.
- Implement targeted outreach to diverse populations, including expanding languages brochures, ADRC tours, and updating the Family Support website to increase the number of minority people in our community.
- Continue addressing Compassion Fatigue by providing opportunities for staff to increase resiliency, building peer supports, and affirmations.
- Provide and promote intergenerational opportunities by working with community partners and school districts with the intent to increase awareness and understanding of dementia, creating more natural supports, and addressing needs of people caring for both their children and their parents.



ADRC Sponsored
Wheelchair Wash



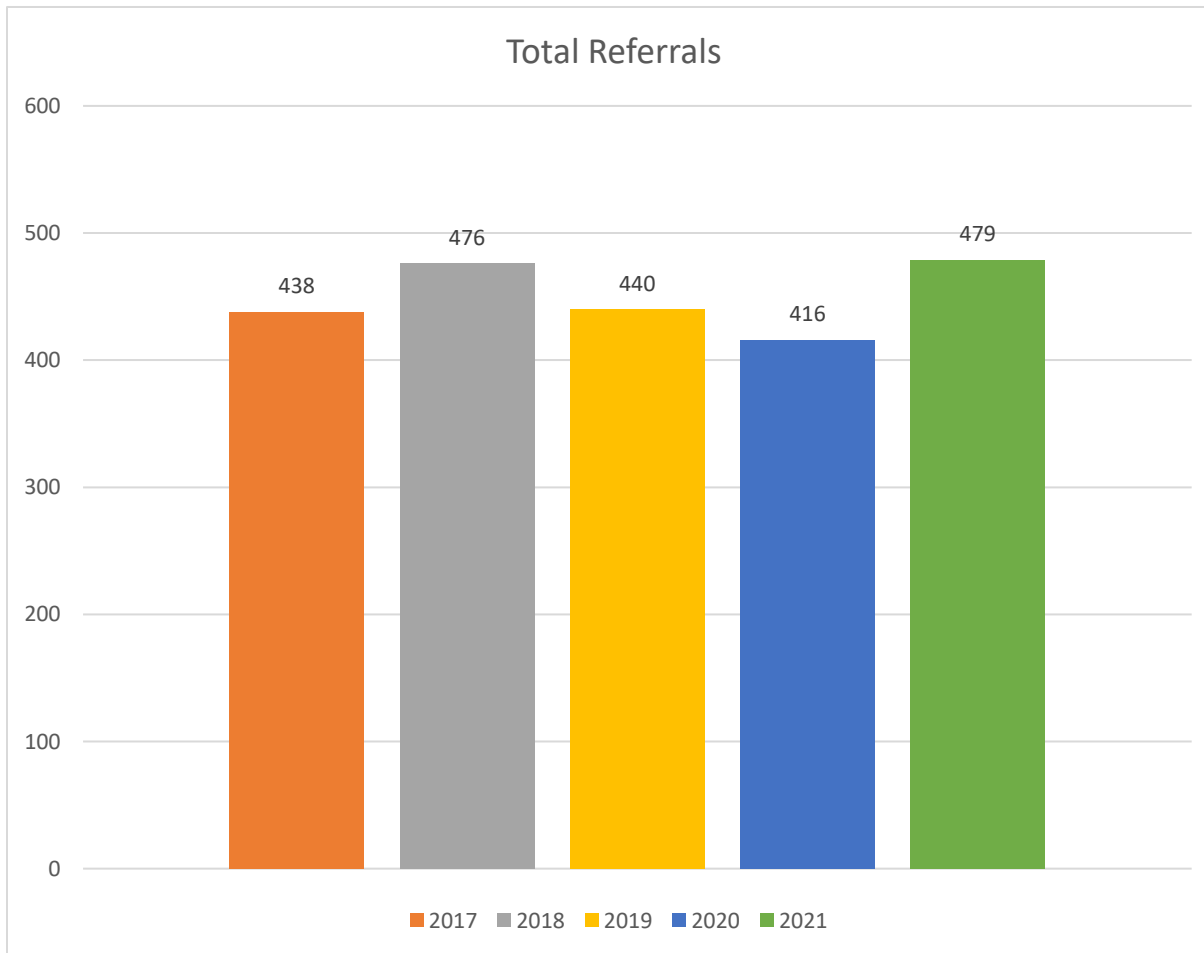
BEAMING INC. offering
'**Riding in the Moment**' which is the
second program of this kind being
offered in the Nation.



Child engaging in Birth to
Three Services

Long Term Support

Birth to Three Program Referrals

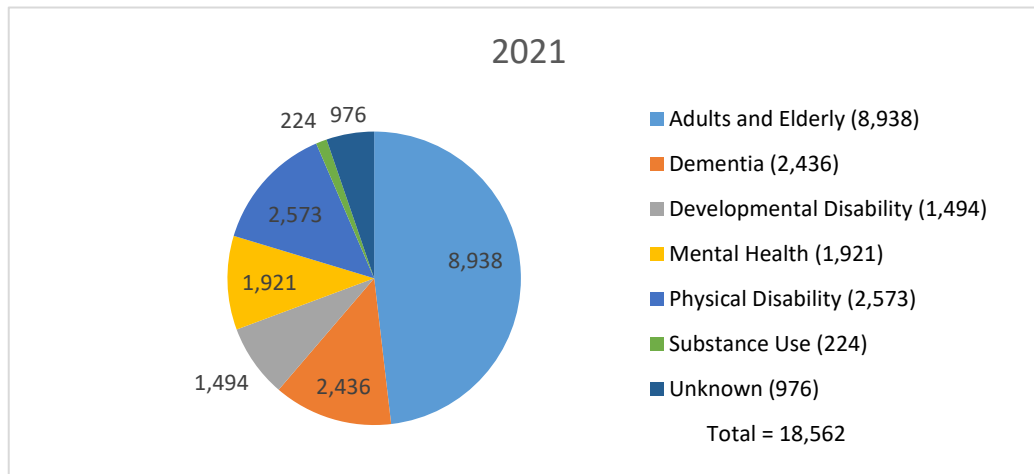
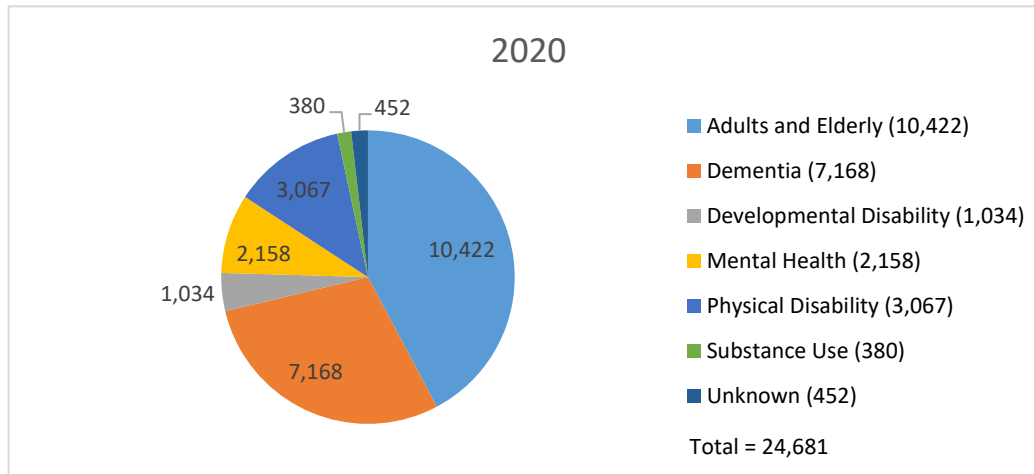


This report includes all referrals for Early Intervention Services in Winnebago County.

- 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, moving or not responding to correspondence.
- Approximately 68% of the referrals were initiated by a doctor or hospital.

Long Term Support

Aging and Disability Resource Center Contacts

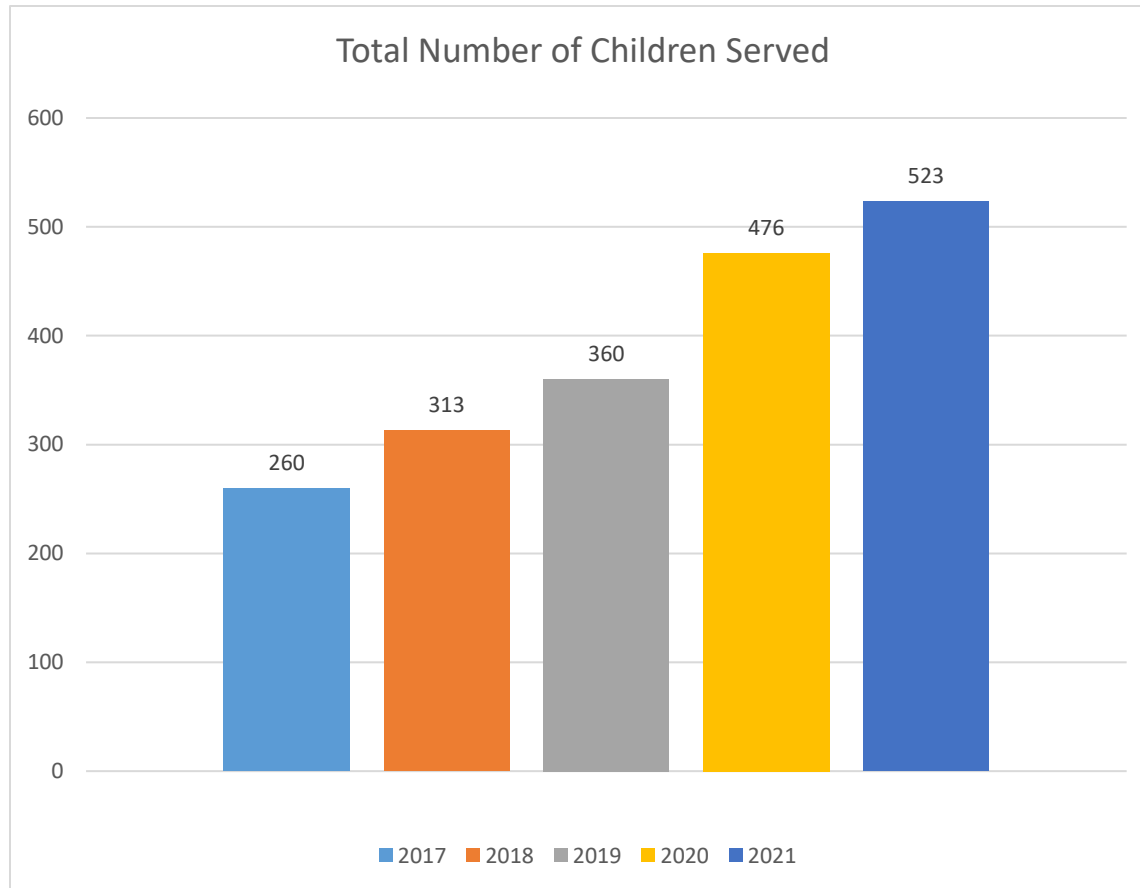


This includes any calls, emails and direct contacts with people.

- There is often more than one contact for each person being referred.
- Categories were separated by the first target group listed, so there is no duplication for people who are in more than one target group.
- There is a new reporting category called "caregiver", which is typically in regards to someone with Dementia, so the numbers in the Dementia category appears lower.
- Contacts are often much longer than they used to be due to complexities such as homelessness, more than one person in the family needing help, and financial difficulties.
- The number of referrals statewide also decreased in 2021, probably due to COVID.

Long Term Support

Number of Children Served by Family Support

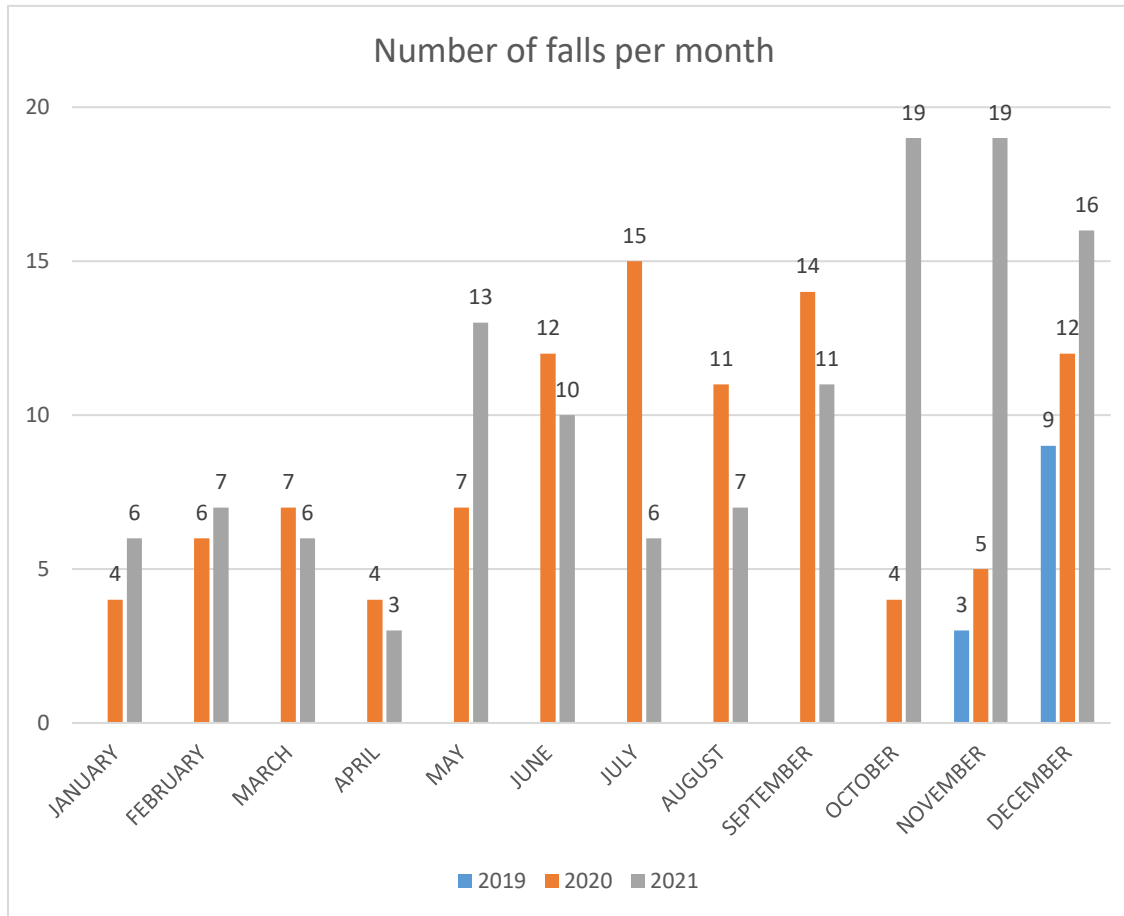


This graph shows the number of children supported with Children's Long-Term Support funding. These children may be supported by other programs as well. There were children who started and ended during the year, so they were not necessarily served the entire year.

- There is no longer a waiting list for children's long-term support services.
- There was an almost 10% increase in number of children served.
- Respite services are the highest utilized services other than case management, accounting for more than 15% of the authorizations.

Long Term Support

Aging and Disability Resource Center Fall Referrals

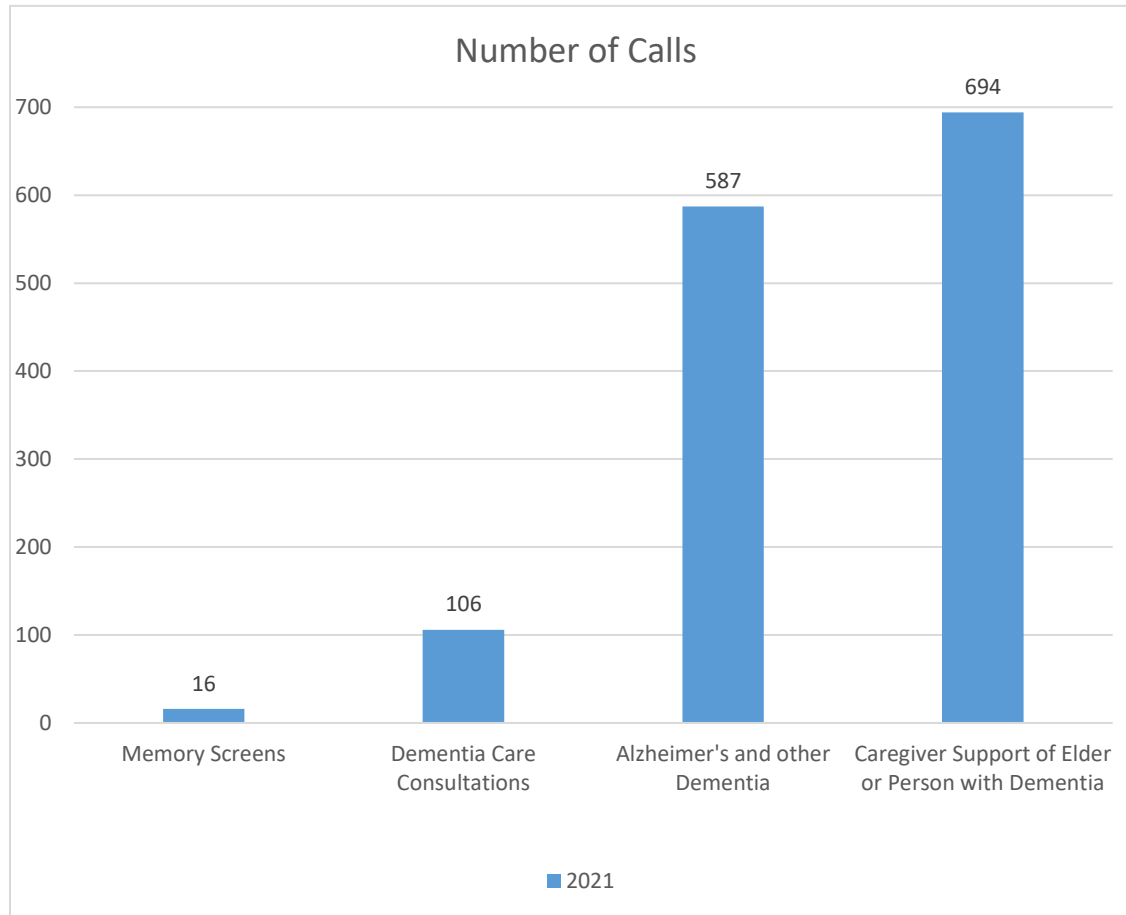


This chart shows that number of referrals the ADRC received from the Oshkosh Police Department for people who fell and consenting to the referral.

- The program started in 2019 with the first referral being on November 19th.
- The referrals increased after additional training with the Fire Department each Fall.
- The responses regarding the referrals varies including helping the person access home delivered meals, installing grab bars or referring to Family Care.
- Falls assessments are also offered by Public Health again.

Long Term Support

Dementia Care Program and Caregivers Support

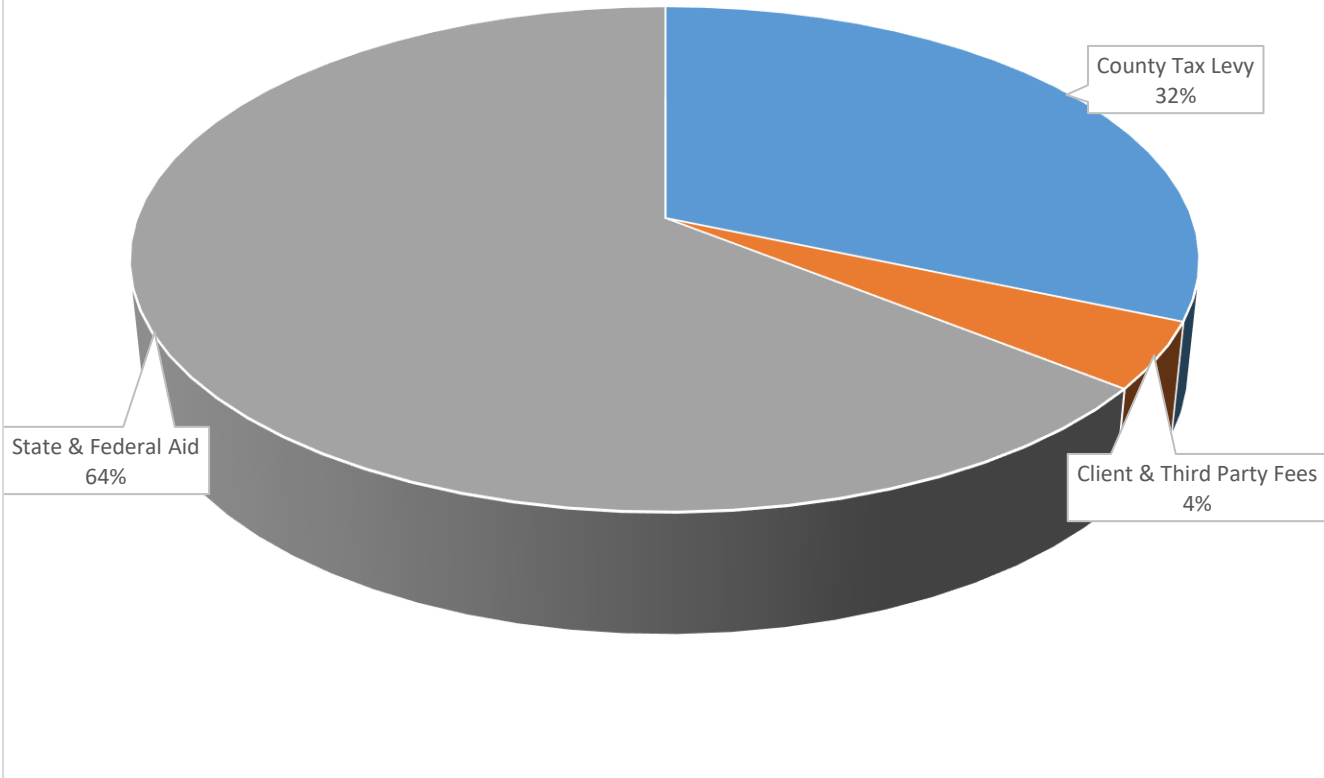


This chart shows the type of services offered to people with dementia and their families or caregivers.

- COVID affected the number of people requesting support and the numbers are now increasing monthly.
- Memory screens are now offered regularly at the Oshkosh and Menasha Senior Centers.
- There is a partnership with the Fox Valley Memory Project to offer many programs throughout the region.

Financial

2021
WINNEBAGO COUNTY HUMAN SERVICES DEPARTMENT
FUNDING SOURCES
UNAUDITED



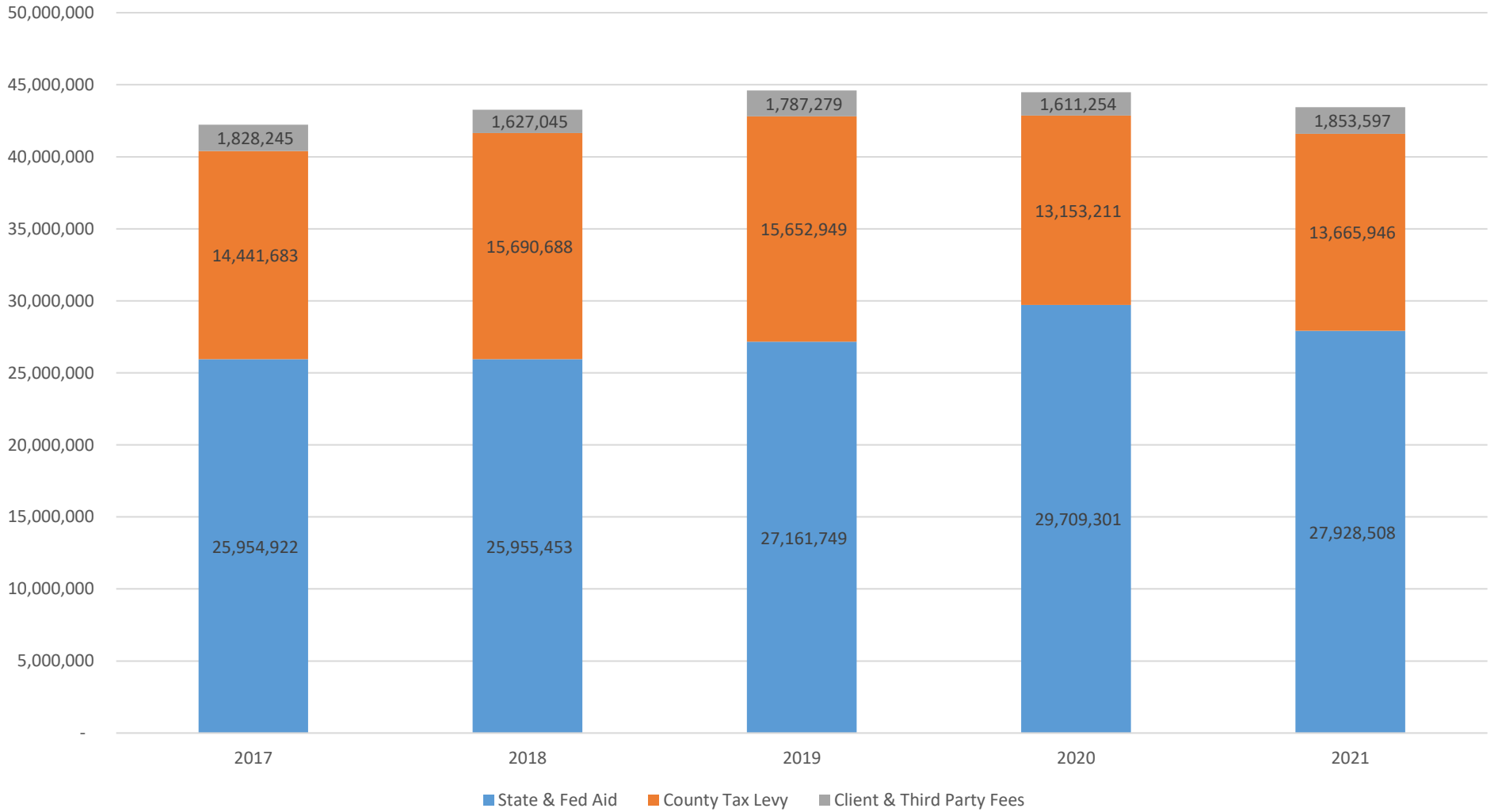
STATE & FEDERAL AID INCLUDES:

- Grants
- Medical Assistance
- Income Maintenance

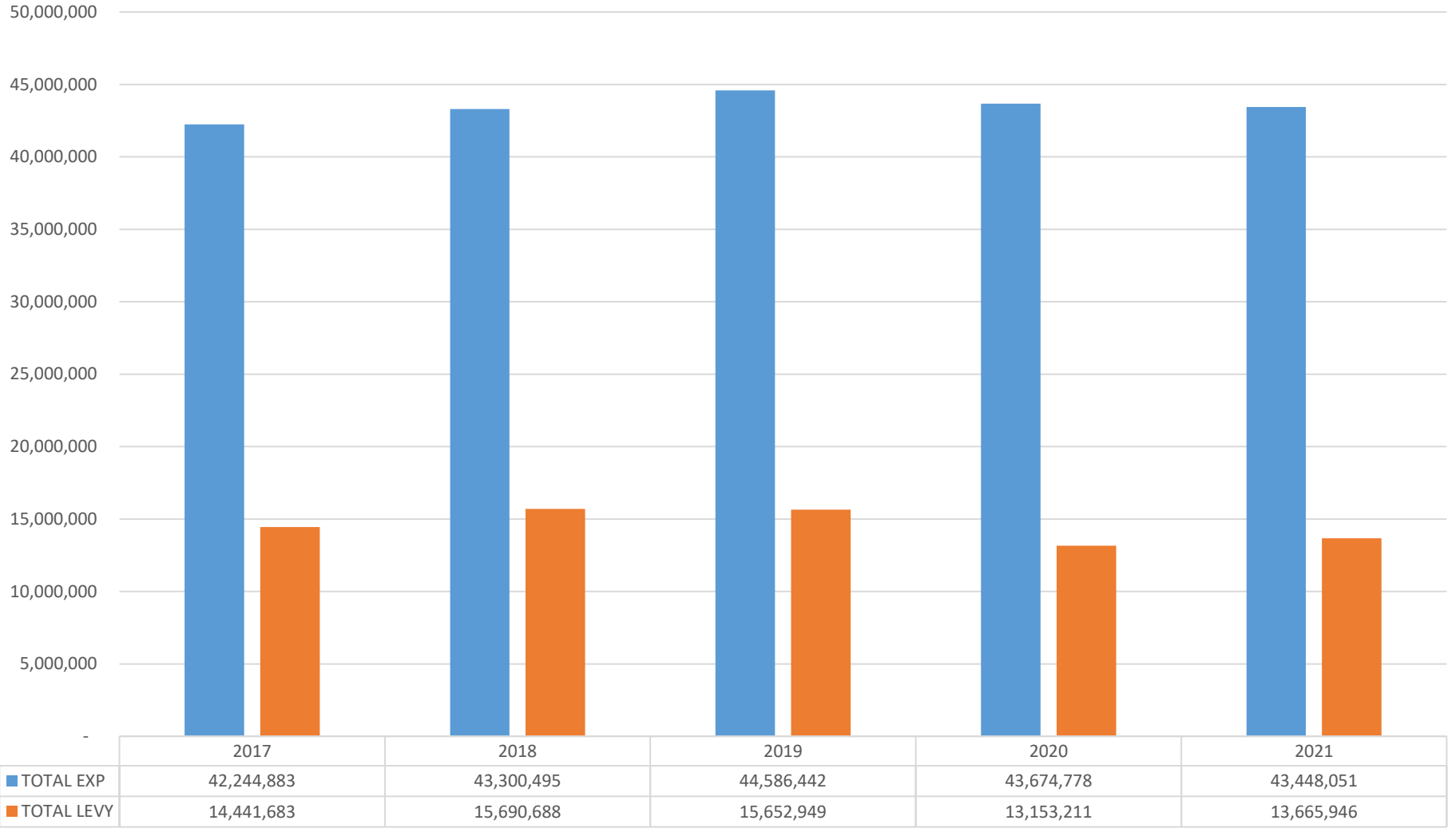
CLIENT & THIRD PARTY FEES INCLUDES:

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

WINNEBAGO COUNTY HUMAN SERVICES DEPARTMENT
FUNDING SOURCES
UNAUDITED



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



■ TOTAL EXP ■ TOTAL LEVY

2021
WINNEBAGO COUNTY HUMAN SERVICES DEPARTMENT
EXPENDITURES BY DIVISION
UNAUDITED

