

2022 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 2022. 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@winnebagoctywi.gov.

Respectfully,

A handwritten signature in black ink that reads "Dr. L. William Topel, PsyD". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Dr. L. William Topel
Human Services Director

2022 Human Services Board

Jeffrey Beem ©
420 Jackson Avenue
Omro, WI 54963
Phone: 920-685-2588
Jeffrey.Beem@co.winnebago.wi.us
Term exp. 12/31/2024

Ralph Harrison (Vice Chair) ©
3498 Nelson Road
Oshkosh, WI 54904
Phone: 920-205-9054
Ralphharrison44@gmail.com
Term exp. 12/31/2024

Chris Kniep
2391 Katy Court
Oshkosh, WI 54904
Phone: 920-231-4468 (home)
920-279-4468 (cell)
ctkniep@new.rr.com
Term exp. 12/31/2024

Larry Lautenschlager (Chair)
1215 Carr Place
Oshkosh, WI 54901
Phone: 920-379-0795 (home)
Larry.Lautenschlager@co.winnebago.wi.us
Lauts4@aol.com
Term exp. 12/31/2022

Donna Lohry (Secretary)
511 W. Bent Ave.
Oshkosh, WI 54901
Phone: 920-235-8553 (home)
920-376-2699 (cell)
DonnaLohry@gmail.com
Term exp. 12/31/2022

Rebecca Nichols ©
402 Elm Street
Menasha, WI 54952
Phone: 920-486-1641
Rebecca.Nichols@co.winnebago.wi.us
Term exp. 12/31/2023

Karen Powers ©
2510-A Village Lane
Oshkosh, WI 54904
Phone: 920-232-0020 (home)
Karen.Powers@co.winnebago.wi.us
kpowers1@new.rr.com
Term exp. 12/31/2024

Harold Singstock
229 N Meadow St
Oshkosh, WI 54902
920-426-0543
singstockharold@gmail.com
Term exp. 12/31/2023

Rachel Youngquist ©
1333 Lori Drive
Neenah, WI 54956
Phone: 920-215-3593
Rachel.Youngquist@co.winnebago.wi.us
Term exp. 12/31/2023

© County Board Members

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

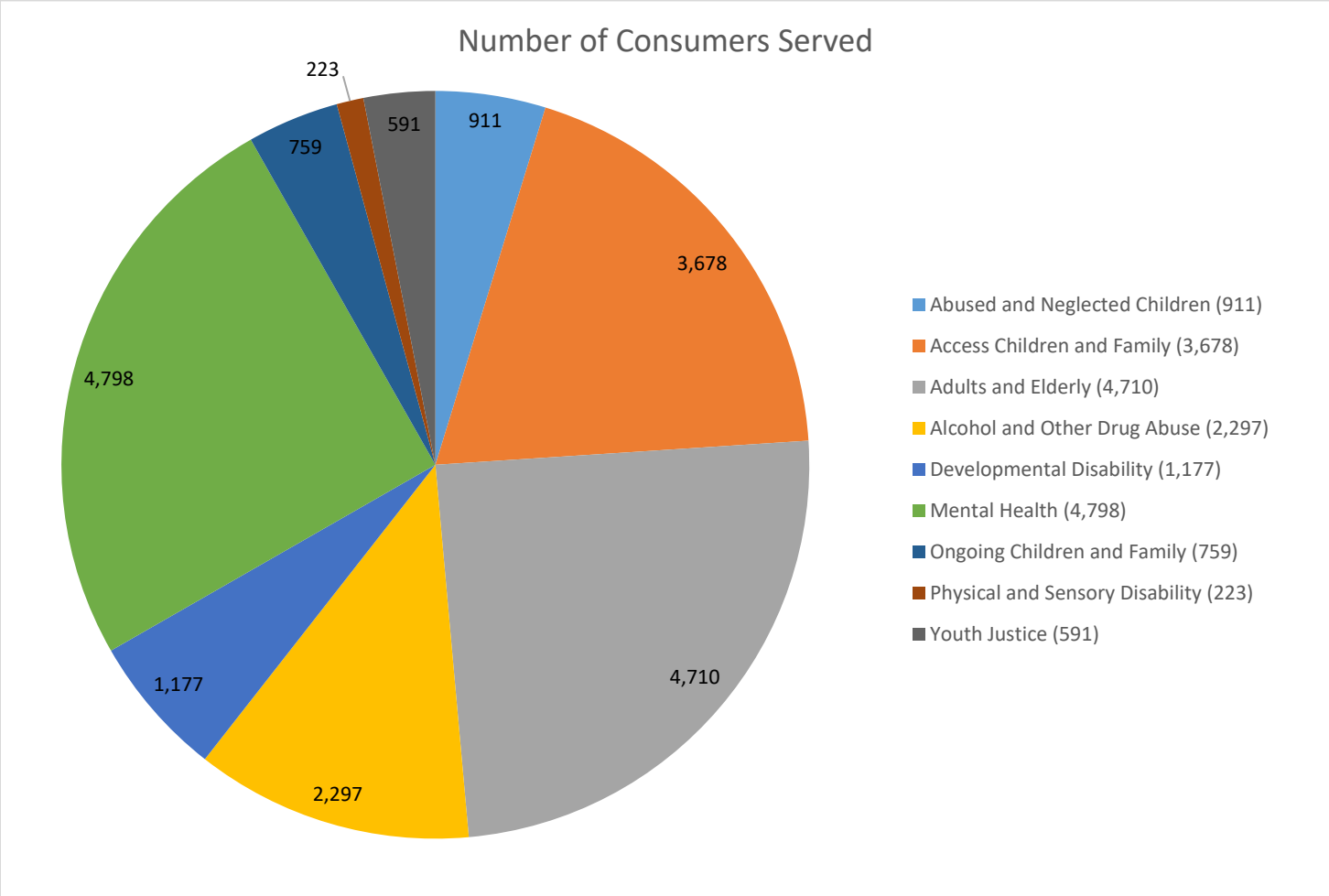
- Improve the quality of care, support and service to our clients
- Improve the publics' access to appropriate and available services and supports
- Promote desirable choices and practices that will improve health or social conditions
- Strive to ensure that support and care are received in the most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

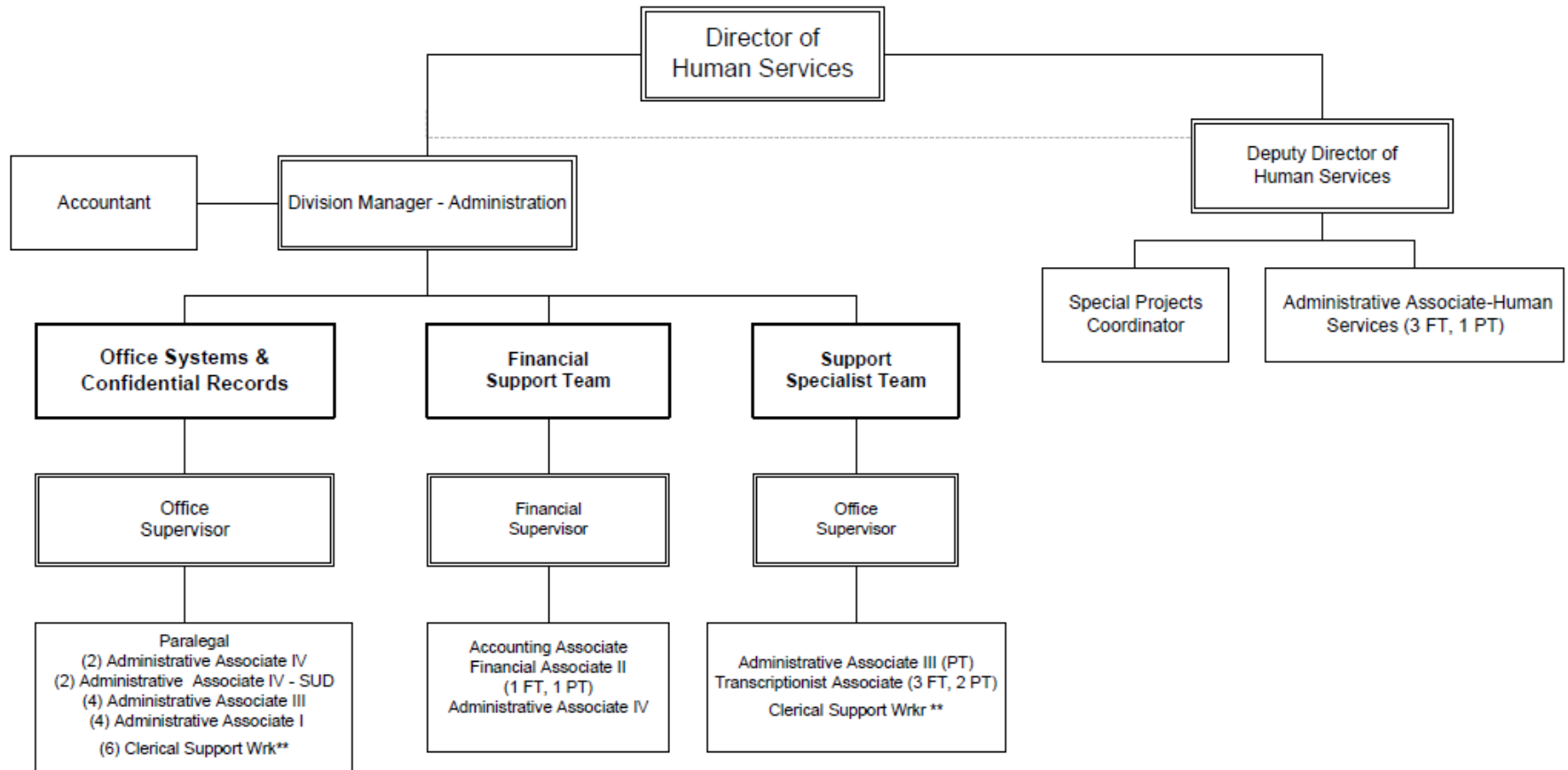
Administrative Services

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 2022

Administrative Services Division

- Worked with external providers to allow direct Luna entry (Luna is our electronic health record data program).
- Completed programming and testing of accounts payable component in Luna; active development targeted for implementation by year end.
- Completed required Civil Rights reporting with an emphasis on streamlining data collection and reporting process.
- Engaged new staff in compassion fatigue training and resiliency efforts.
- Prepared grant budgets to secure funding for behavioral health service expansion including State Street Center (daily drop in), administrative position and facility expenses; Crisis Intervention position in conjunction with Oshkosh Police Department co response team; and a Behavioral Health Clinic Intake Assessment position.
- Implemented electronic billing for insurance providers.
- Emphasis on safety including building walk-throughs with Fire Department personnel, and the implementation of new building emergency response procedures.
- Implemented a new credit card system to more efficiently allow staff to purchase fuel for the department's fleet of County-owned vehicles.
- Welcomed Veterans Services Department as they relocated to the 3rd floor of the Oshkosh Human Services building thus adjusting staff, equipment, and workflow to accommodate their department.
- Improved directional building signage to enhance client experience and ease of finding services/information.

Goals for 2023

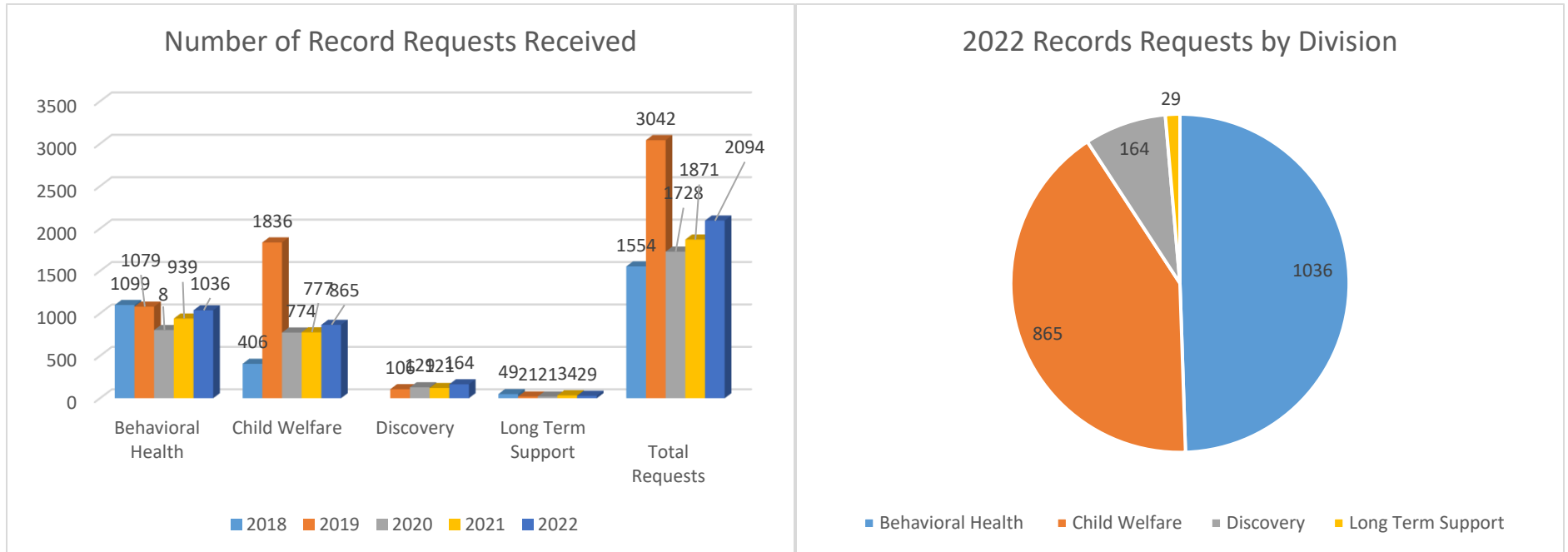
Administrative Services Division

- Fully implement the accounts payable component in Luna.
- Engage in a department wide strategic planning effort at the beginning of a new five-year plan cycle.
- Develop strategies to recruit and retain quality employees.
- Create a system to allow for better and more streamlined grants management.
- Implement changes to the appointments window in Luna to enhance customer service.
- Review and improve billing processes in conjunction with Information Technology Department.
- Evaluate organizational structure in response to anticipated key vacancies.



Administrative Services

Records Requests

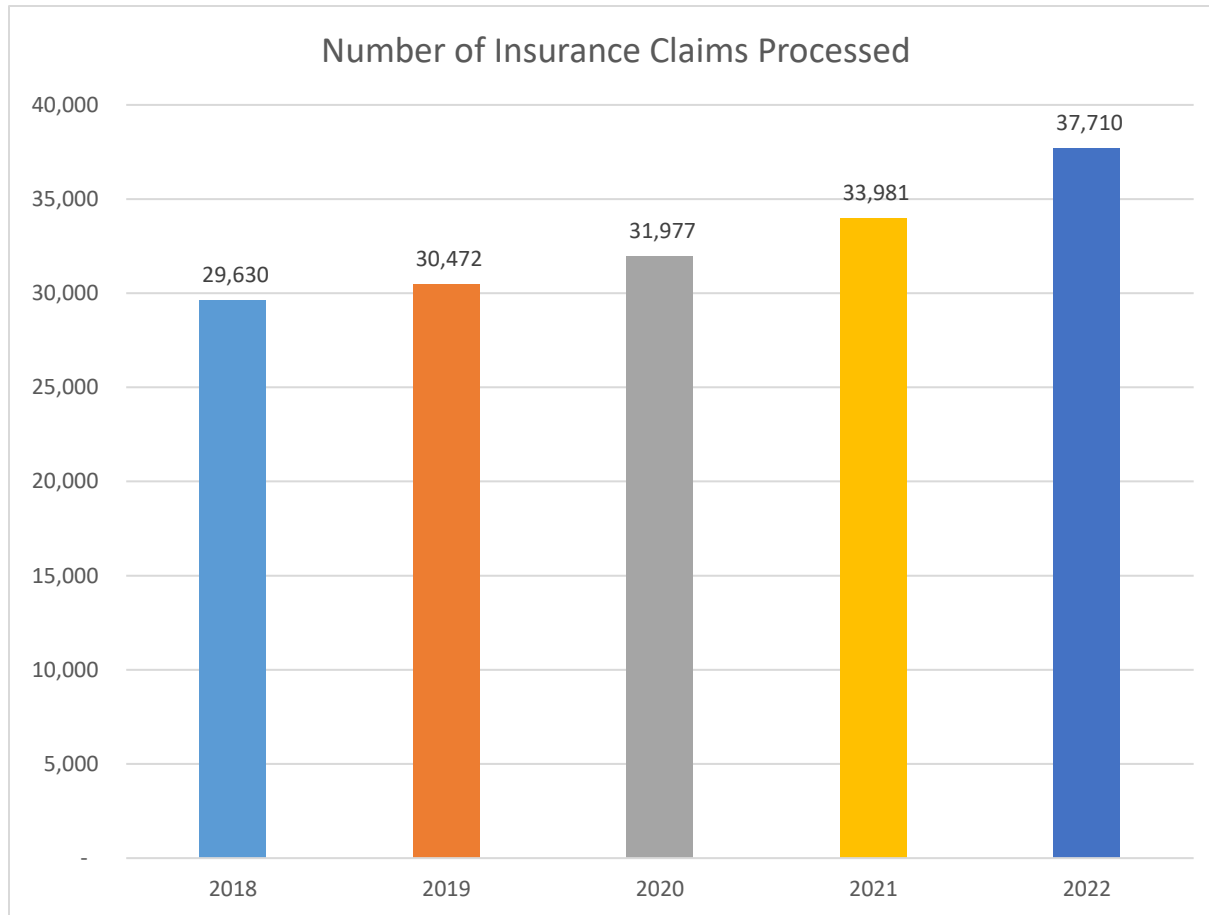


In 2022, there was a 12% increase in the number of requests over 2021. A paralegal was added due to the growth and complexity in requests.

Child Welfare discoveries vary between 750 to over 5,000 pages 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. The CW Discovery Demand process includes 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

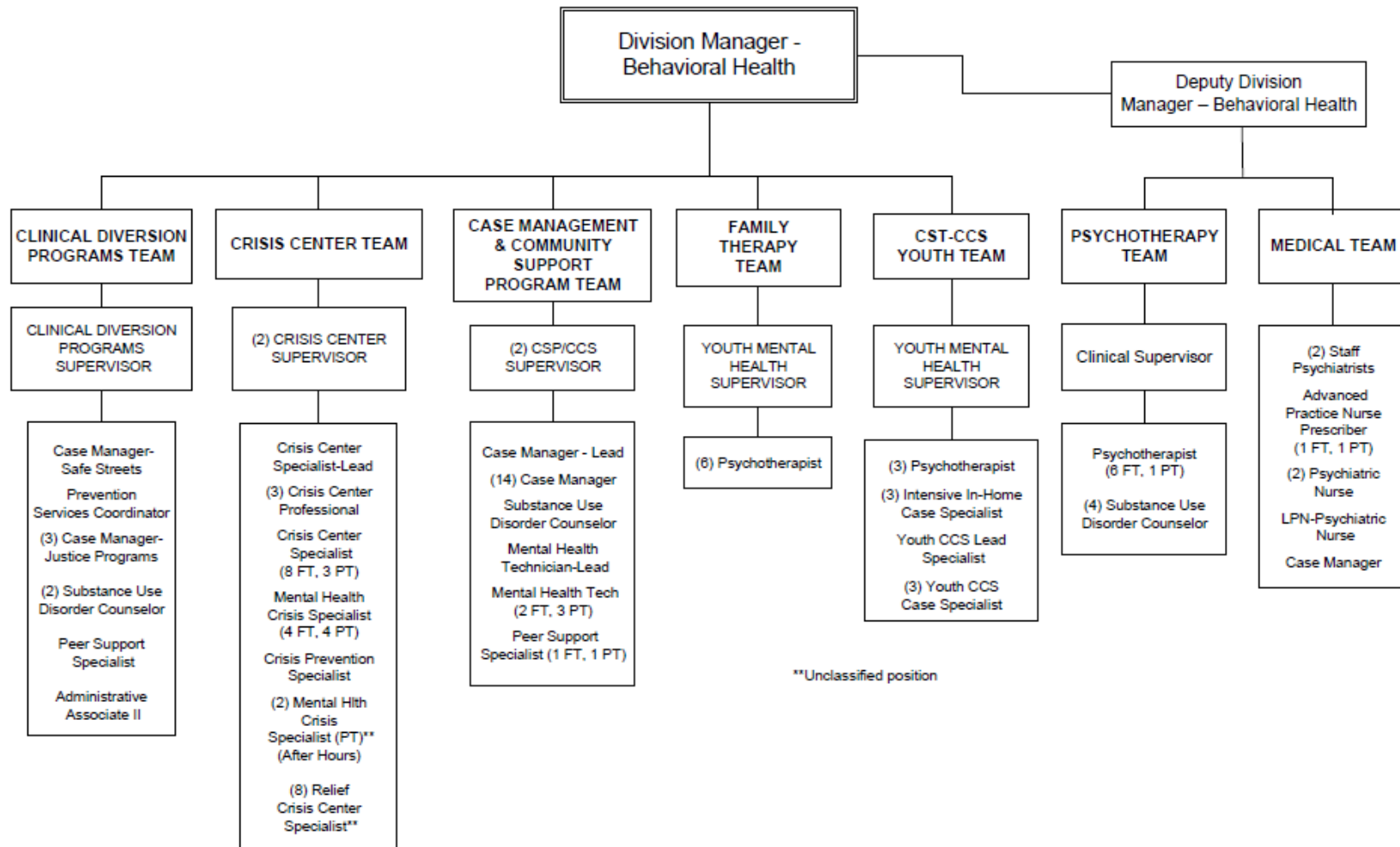
Behavioral Health Services

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 2022

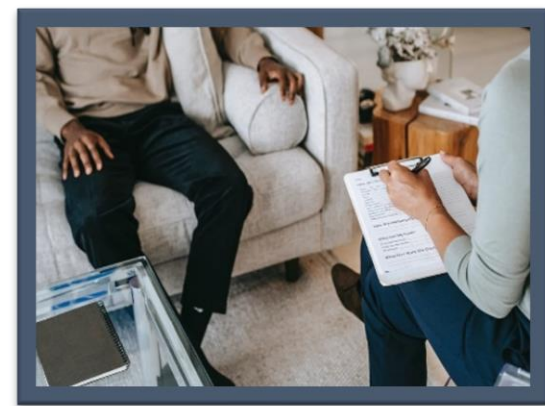
Behavioral Health Division

- Added one crisis mental health specialist position as part of a Co-Responder team in conjunction with the Oshkosh Police Department that teams with a Behavioral Health Officer in efforts to diffuse crisis calls without legal implications for the citizen. We anticipate seeing more diversion to hospitalization and a higher quality impact in the community.
- The State Street Center, a drop-in site, opened in April. The center offers a safe place for individuals with mental health or substance use concern to spend time during the day with additional support.
- We created an Intake Specialist position that expands "walk in" services in the Oshkosh Clinic. This position allows individuals' a brief assessment same day and be referred or offered the most appropriate services and treatment efficiently.
- Behavioral Health staff are meeting twice a year to build and strengthen the relationships with others within the division.
- We have increased diversion programming for individuals pending criminal charges. We have also started a Safe Street Resource Team which opens direct referrals from law enforcement and other sources to program options without legal charges.
- Agency wide Cultural Humility training to ensure all staff recognize unconscious and conscious bias.
- The Youth and Family team was trained on Dialectal Behavioral Therapy Training Adolescent Adaptations (DBT), specifically on work with adolescents and their families.

Goals for 2023

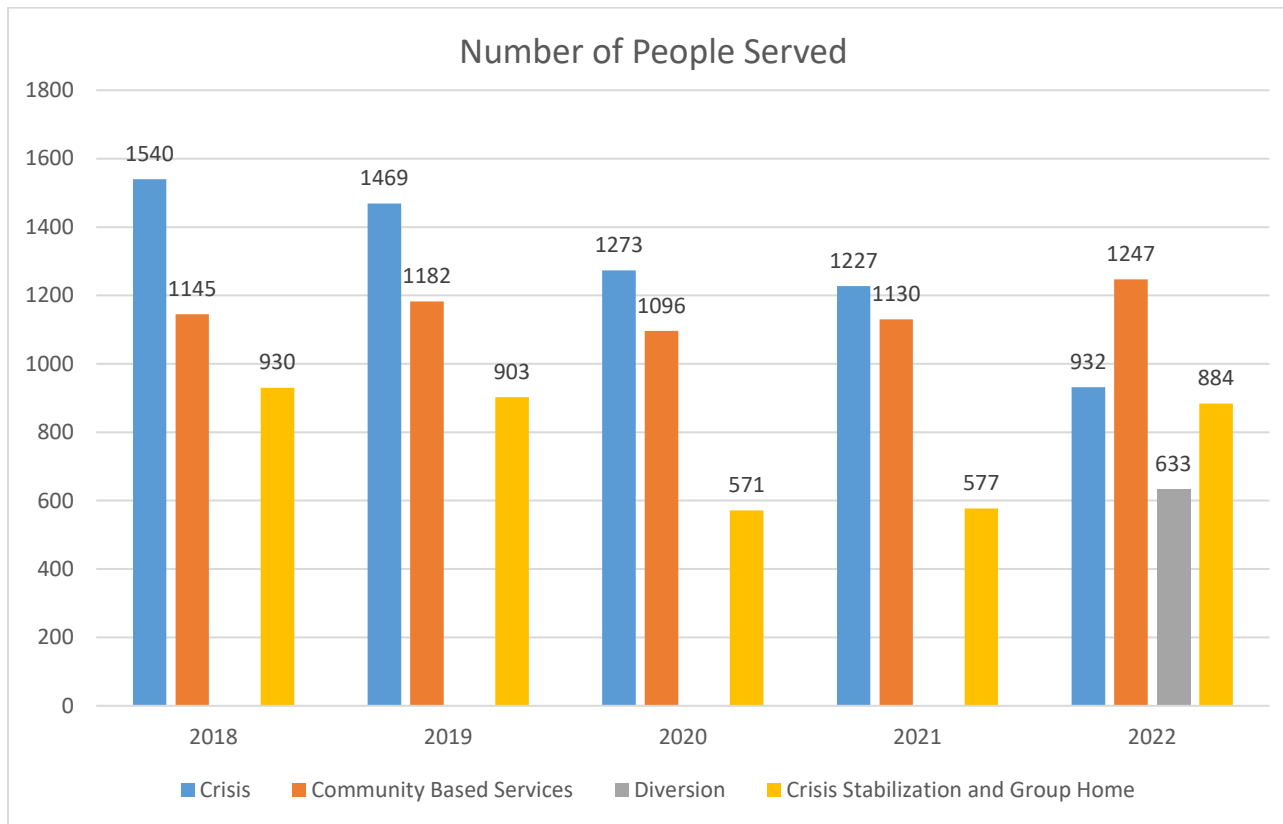
Behavioral Health Division

- We will utilize the State Street Center to serve more individuals and offer more supportive and educational group options.
- We will develop supportive and educational group options for youth that incorporate evidence-based practice.
- Continue to educate and strengthen relationships agencywide, within the division, and with community partners.
- Continue to train staff in Dialectical Behavioral Therapy (DBT), and evidence-based psychotherapy that helps individuals reach emotional and cognitive regulation.
- We will continue to look at evidence-based practices that meet the needs of our community.



Behavioral Health Division

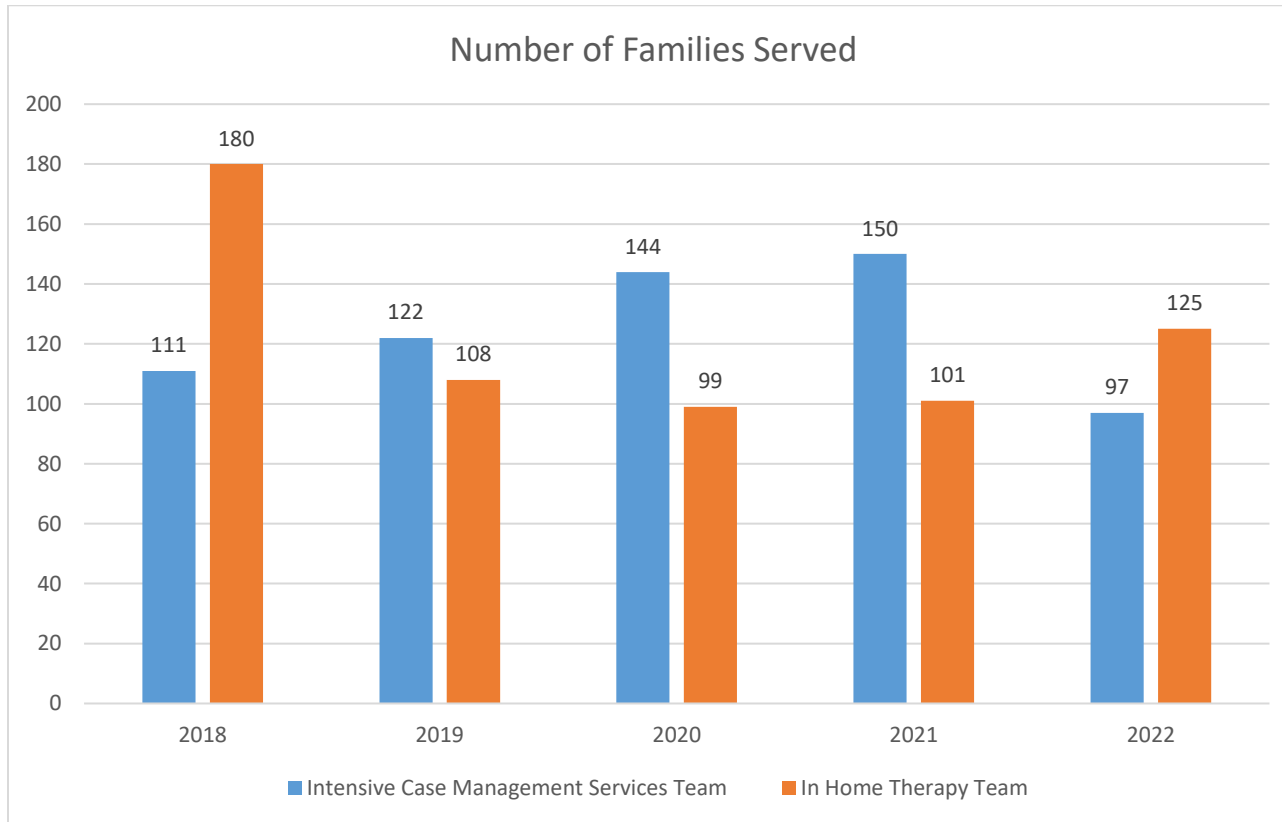
Adult Community Services Program Clients



- 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

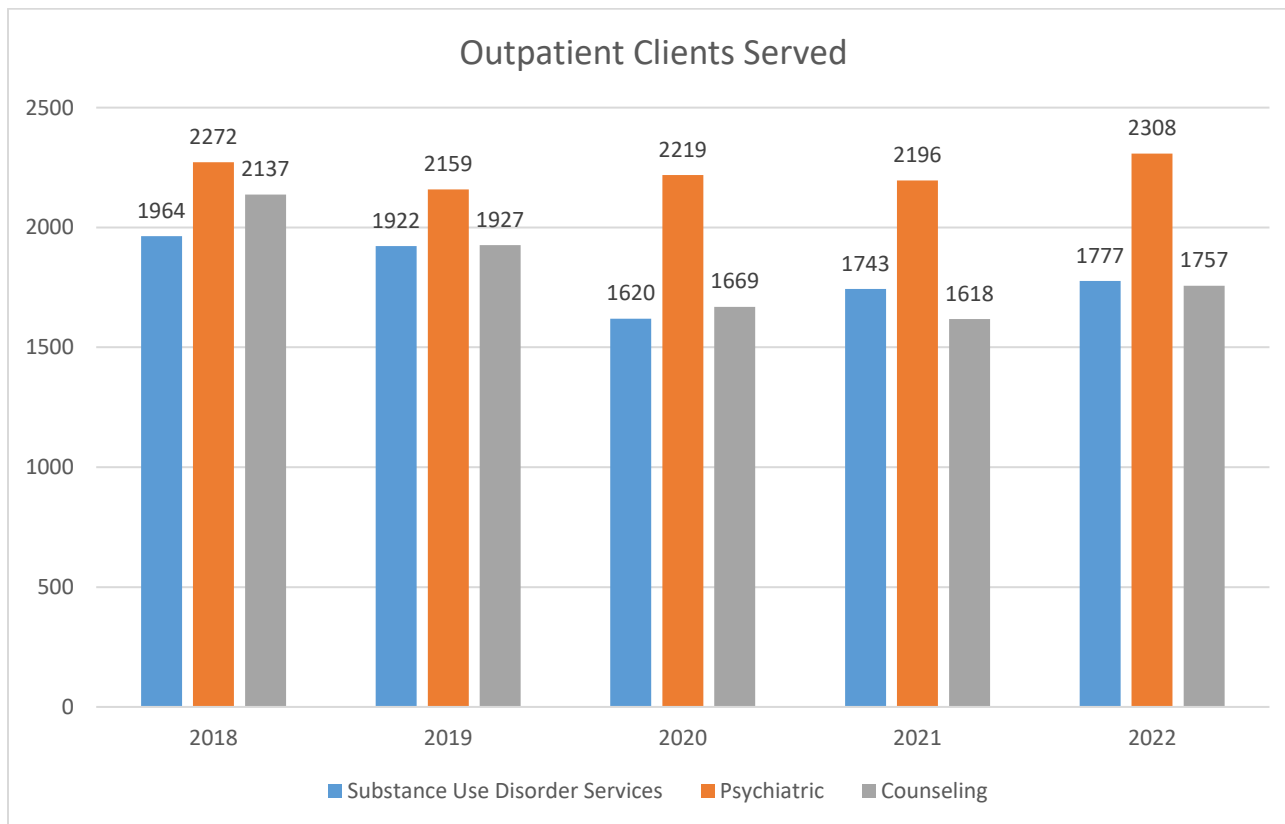
Child and Family Clinical Services



- 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

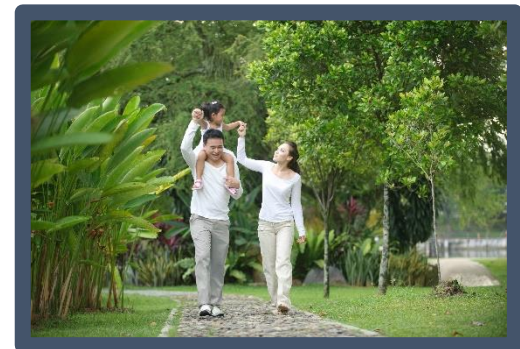
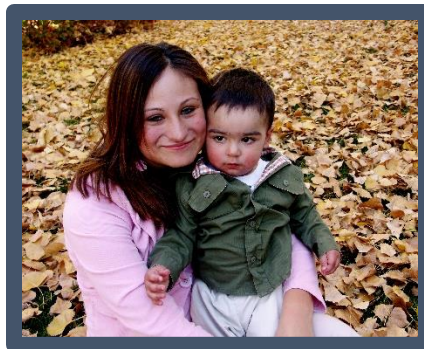


- Information/Referral (consumers turn to us for “where to start”)
- Psychiatric Evaluation and Assessment
- Medication Management
- Group Counseling
- Individual Counseling
- Substance Use Disorder Counseling
- 24/7 Crisis Services
- Clinic offers “same day” services with ability to talk with a licensed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

Child Welfare

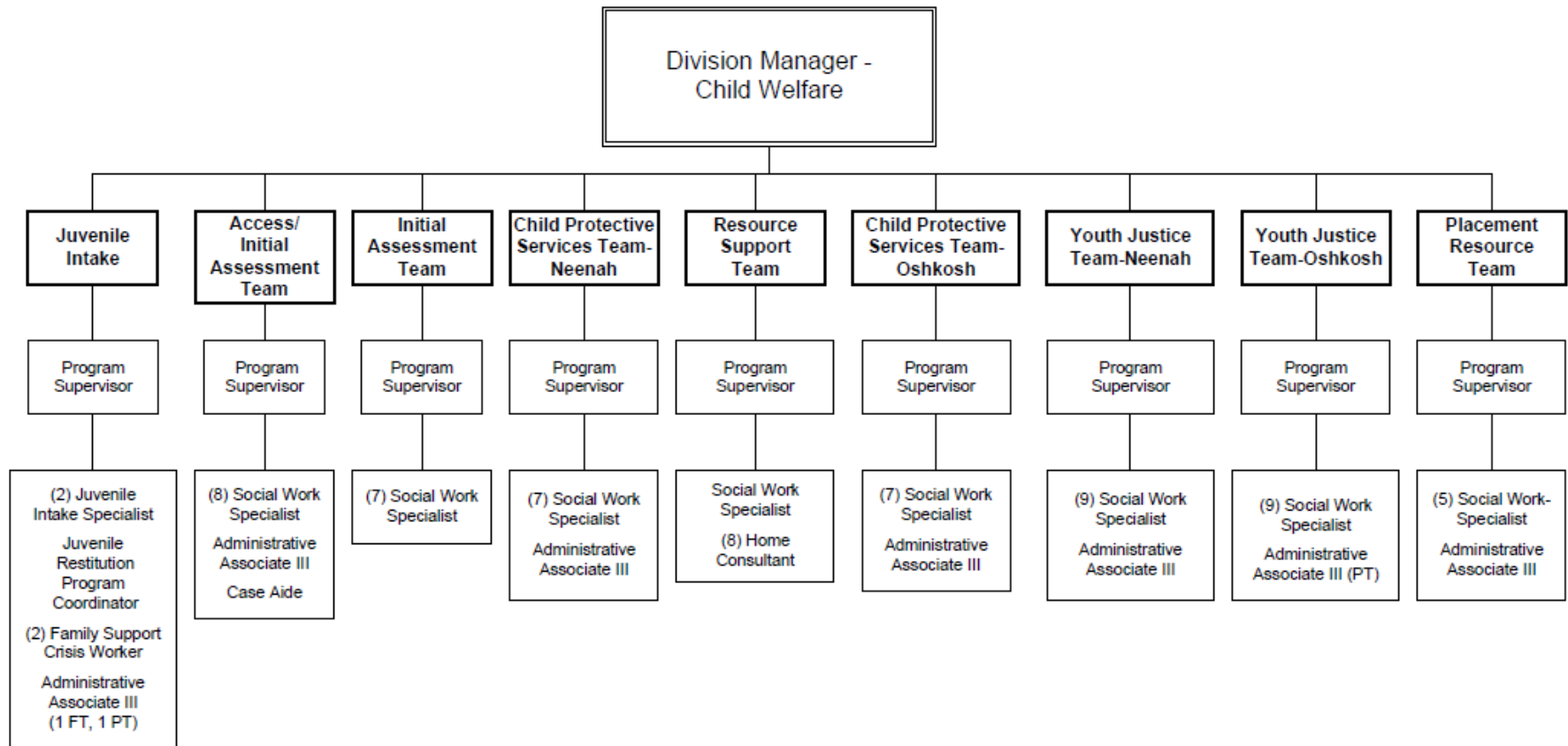
Through active partnering and respectful trauma sensitive interactions, Child Welfare empowers families to utilize their strengths and overcome barriers to achieve enhanced safety, well-being, resiliency, and self-sufficiency. Child Welfare works together with families to heal and grow through the development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

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



HUMAN SERVICES

Child Welfare Services



Accomplishments for 2022

Child Welfare Division

- We continue to increase the number of children and youth placed with relatives and like-kin. We further strengthened our Family Find program to support finding more relatives, like-kin and natural supports for the families with whom we work.
- We improved our partnership with SUD (substance use disorder) providers for adults and teens.
- We brought the shelter care program in-house, hired a Program Supervisor, and are directly overseeing and providing services to the children and youth at the facility.
- We implemented an evidence-based parenting curriculum, Nurturing Parenting.
- We continue to be a leader in the state regarding the creativity in and intensity of services provided to families to keep families safely together and to reunify families as soon as possible.
- We revitalized the Family Mobile Team program and re-introduced it to community partners.
- We implemented the state-required Youth Justice assessment tool, YASI (Youth Assessment and Screening Instrument).
- We continue to be strong advocates for families, children, youth and child protection, and youth justice programs at the state level.
- The Racial Disparity workgroup recommended and supported the implementation of the agency-wide Cultural Humility training. The workgroup shared several different learning opportunities to the entire division to enhance the Child Welfare workers' awareness of and knowledge about race and other differences among those served.

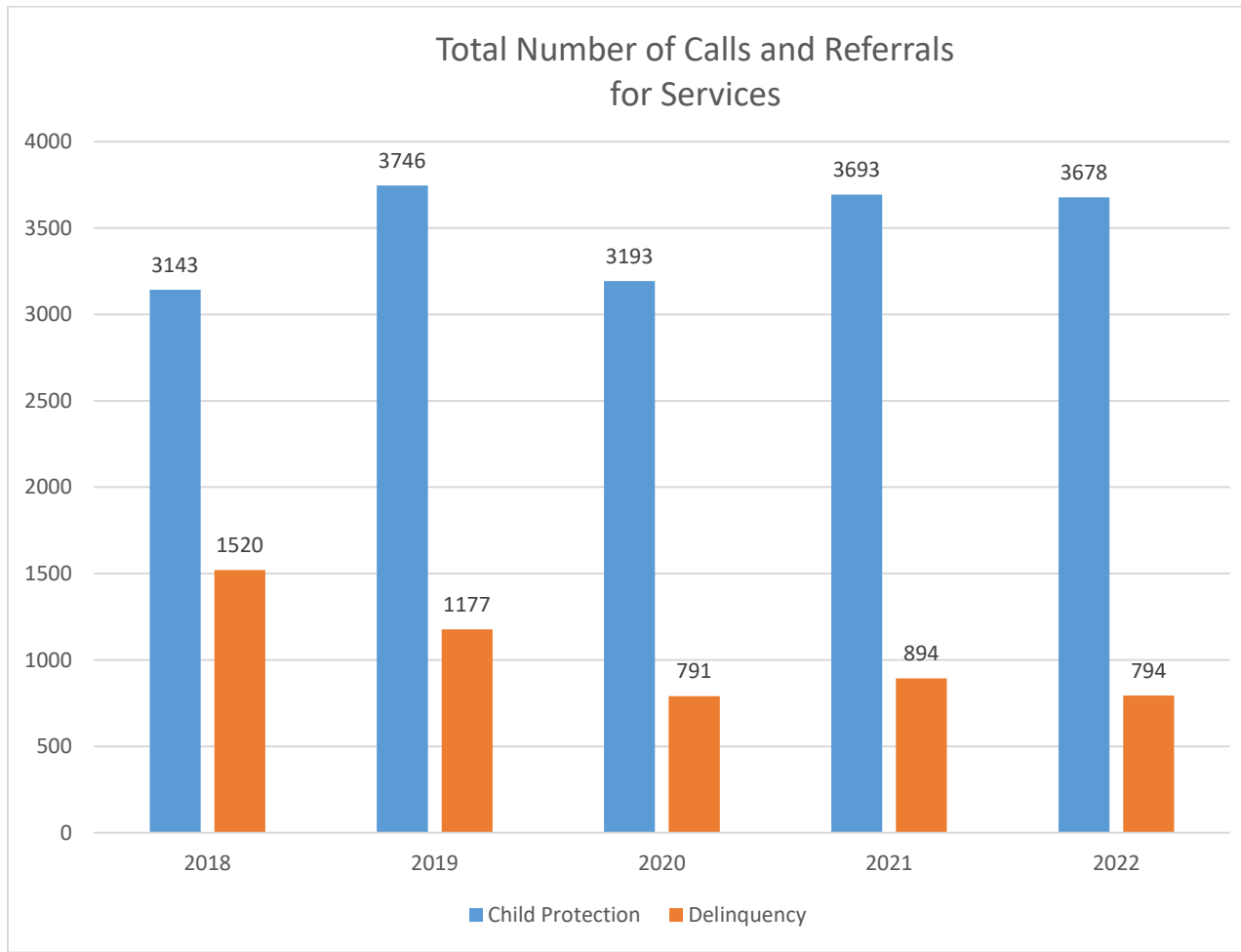
Goals for 2023

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 parent, youth, and families 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 and develop plans to address the needs.
- Evaluate ideas for how to combat the staff turnover in the division.
- Put extra focus on educating and collaborating with our community partners to support the families we serve, and the community.
- Continue to support and guide the employees of Child Welfare in a variety of ways by offering 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, as well as additional training related to court.
- Continue to offer opportunities for families to take the lead in their own plans and goals.
- Continue to work with Office of Corporation Counsel (OCC) to move TPR's (Termination of Parental Rights) through the legal process timely. Support staff in navigating through the legal processes and partnering with all legal parties, including OCC, DA's (District Attorney) office, GALs (Guardian Ad Litem), and public defenders.
- Continue to strengthen and enhance Family Mobile Team services to assist families and keep youth/children in their home safely.
- Strengthen our county-run Shelter care programming and services.
- Continue to utilize the Child Welfare staff workgroup to determine and implement solutions to address racial disparity within child welfare.
- Continue to collaborate with all divisions in the agency serving children, youth, and families.

Child Welfare Division

Referrals

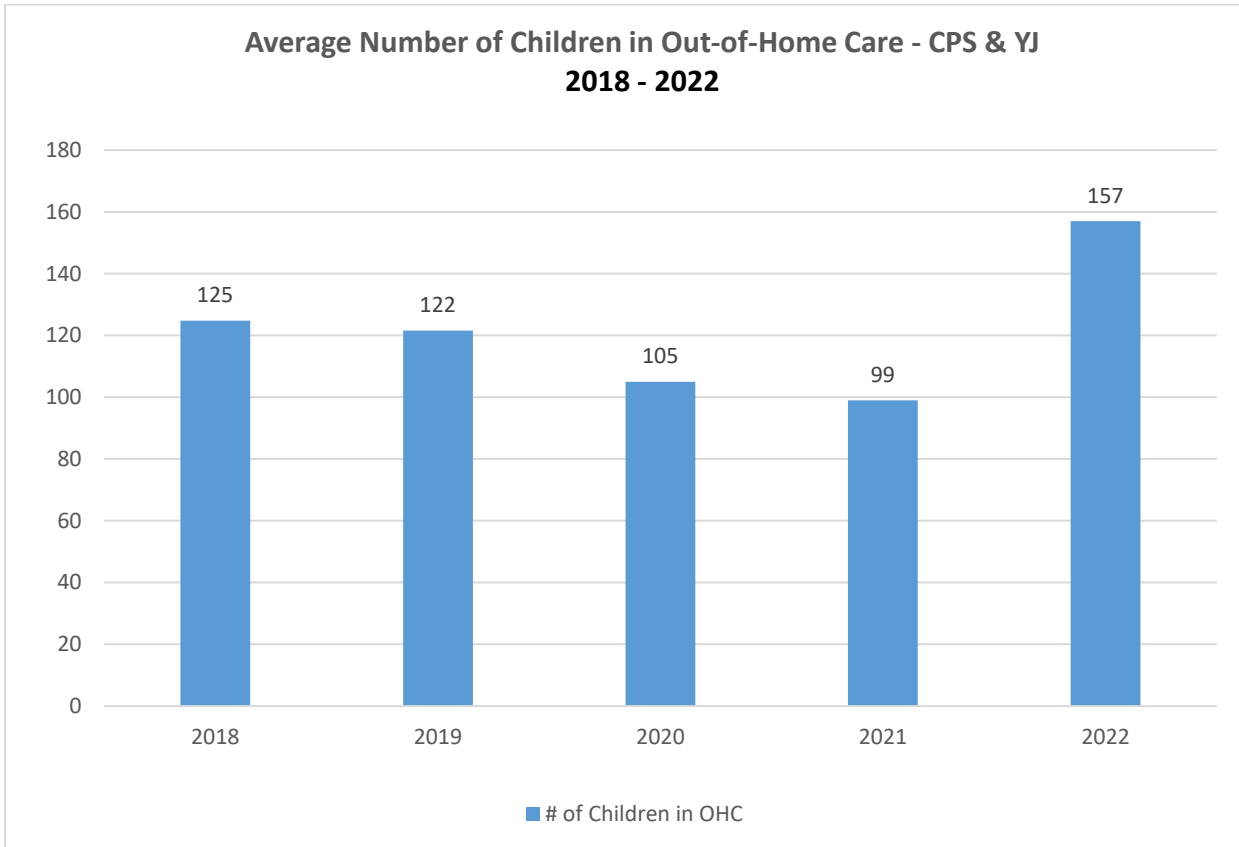


Total number of phone calls from the community and referrals for child welfare services

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

Child Welfare Division

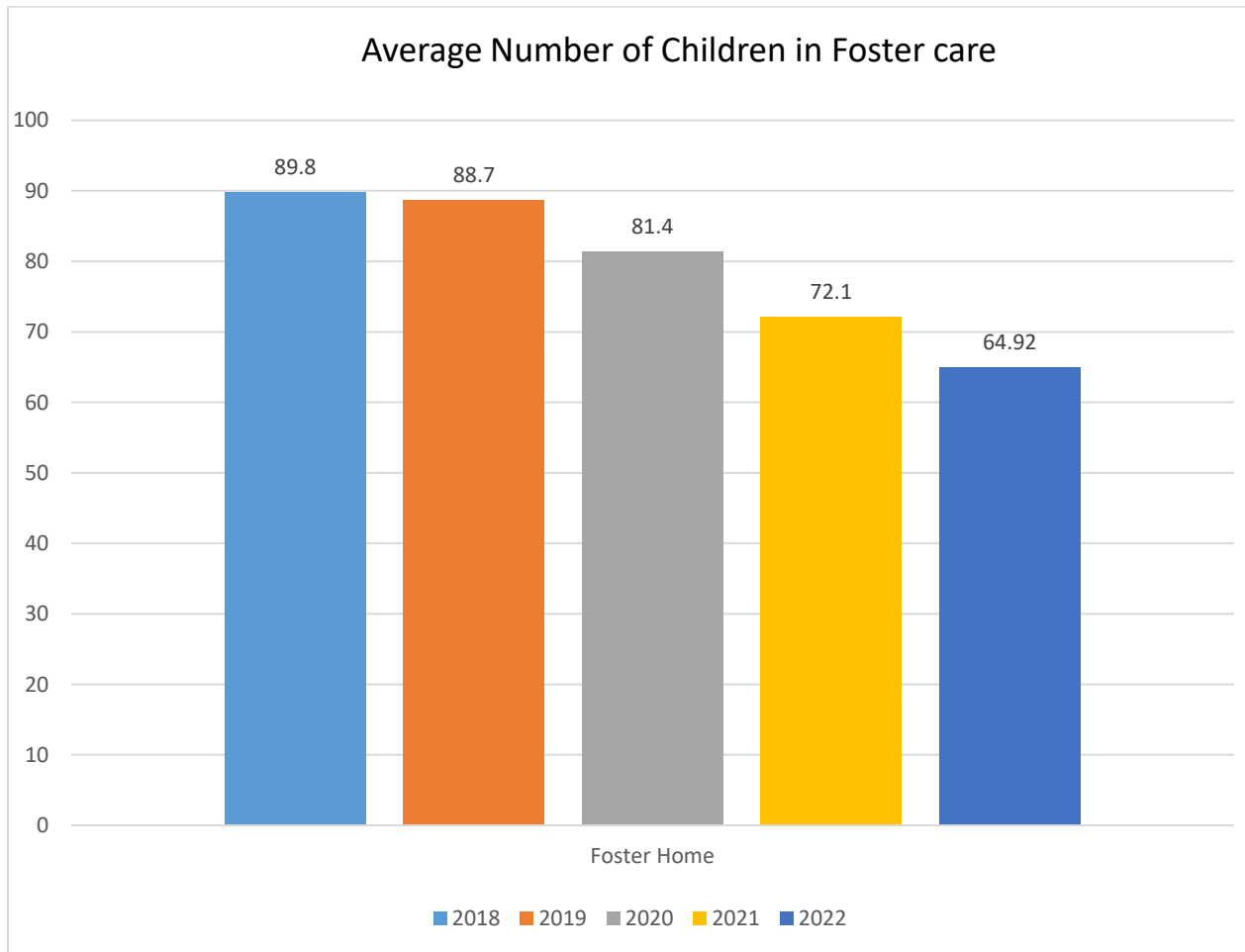
Out of Home Care Total



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

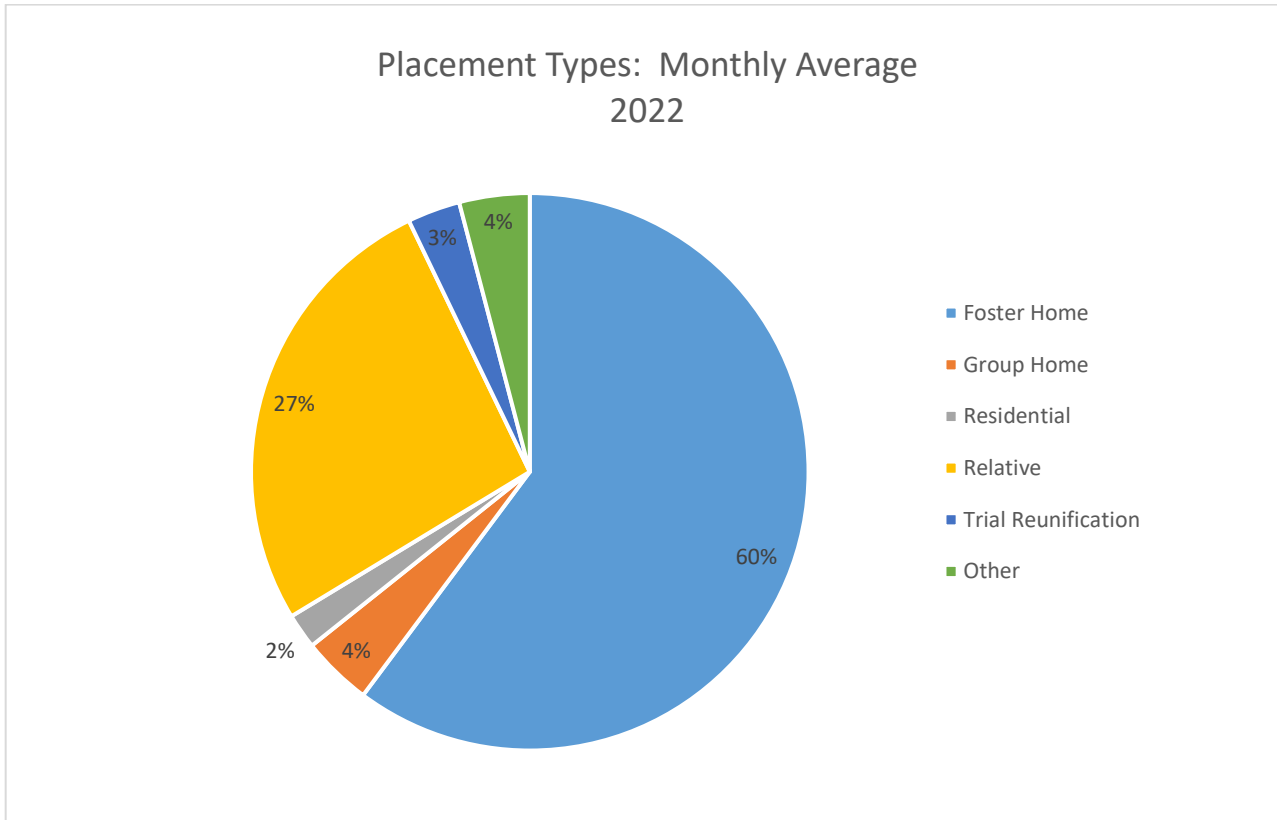


Foster homes are utilized for most out of home placements. This graph depicts the average number of children in a foster home on any given day during each year.

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

Child Welfare Division

Placement Types



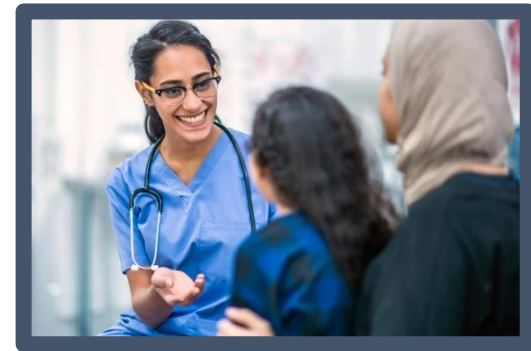
Winnebago County uses several different settings for out of home care for children and youth. The graph depicts the percentages for each of the different out-of-home settings used

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

Economic Support

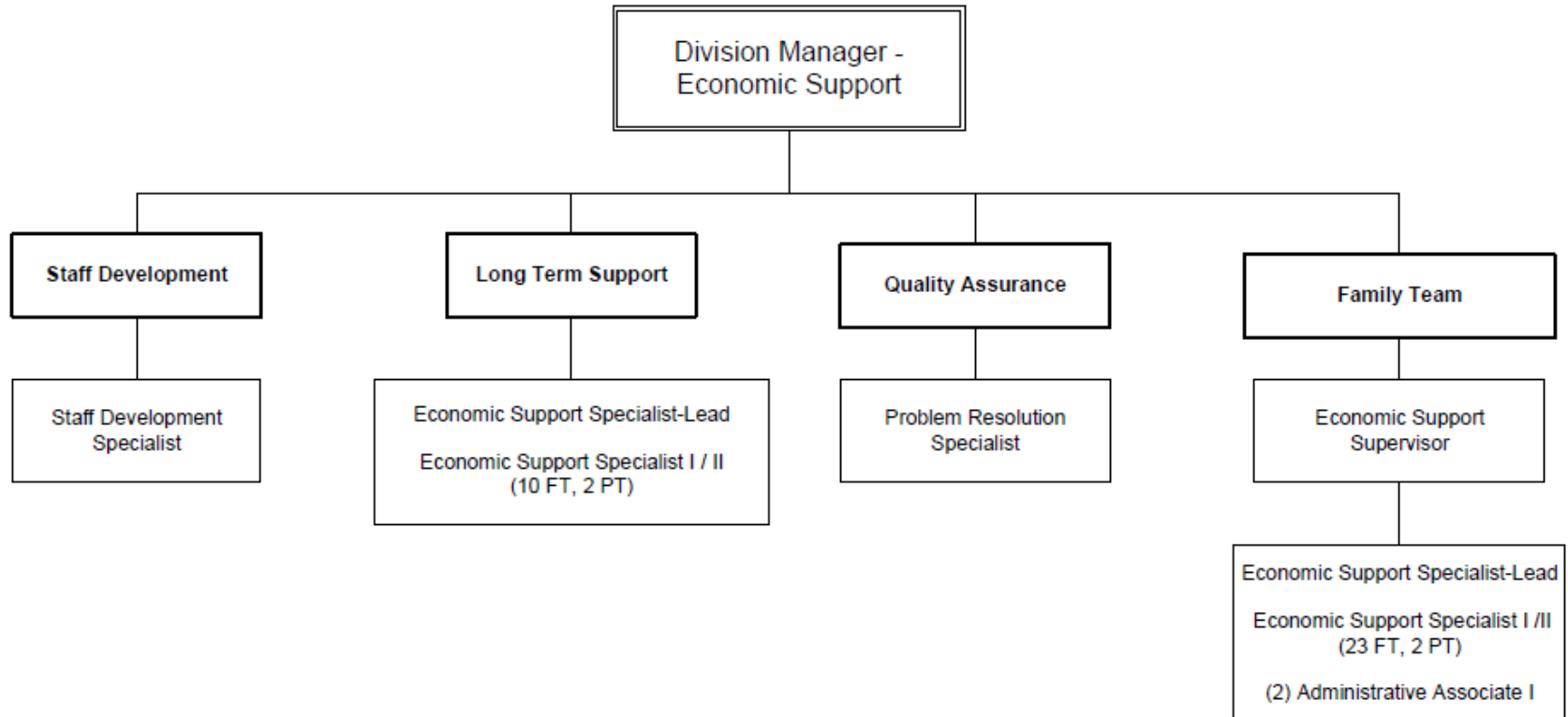
To provide services and benefits with compassion to all residents of Winnebago County as part of the East Central Income Maintenance Partnership (ECIMP) as promptly, accurately, and as efficiently as possible. ECIMP is comprised of Calumet, Green Lake, Kewaunee, Manitowoc, Marquette, Outagamie, Waupaca,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



Goals for 2023

Economic Support Division

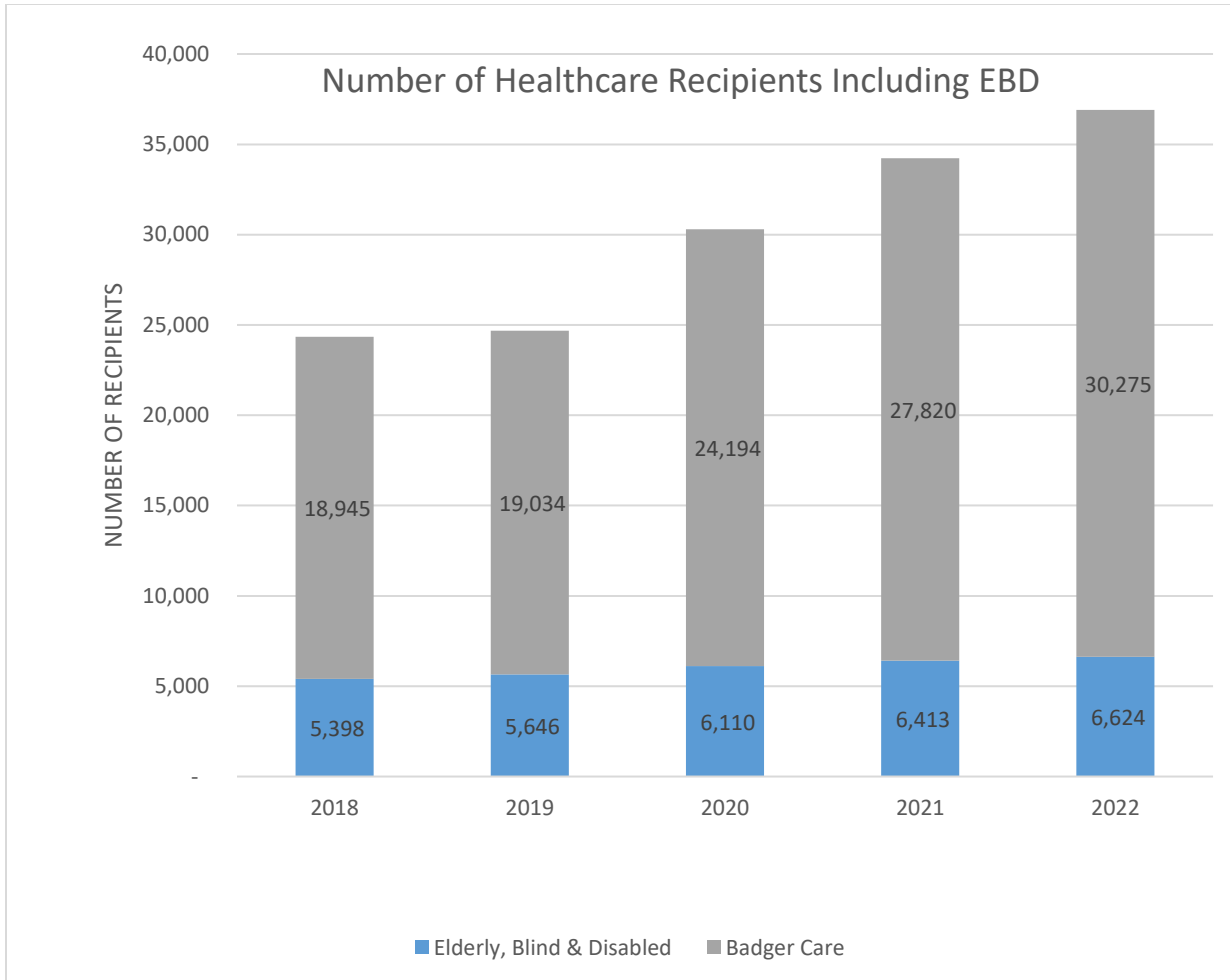
- Provide opportunities for the Economic Support team to gather virtually or in person to receive training and support each other as a team while working remotely.
- Re-start outreach efforts that stalled during the Pandemic.
- Increase internal Quality Control efforts to ensure customers receive correct benefits and that staff are receiving the training and support they need.



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Economic Support

Total Healthcare Recipients

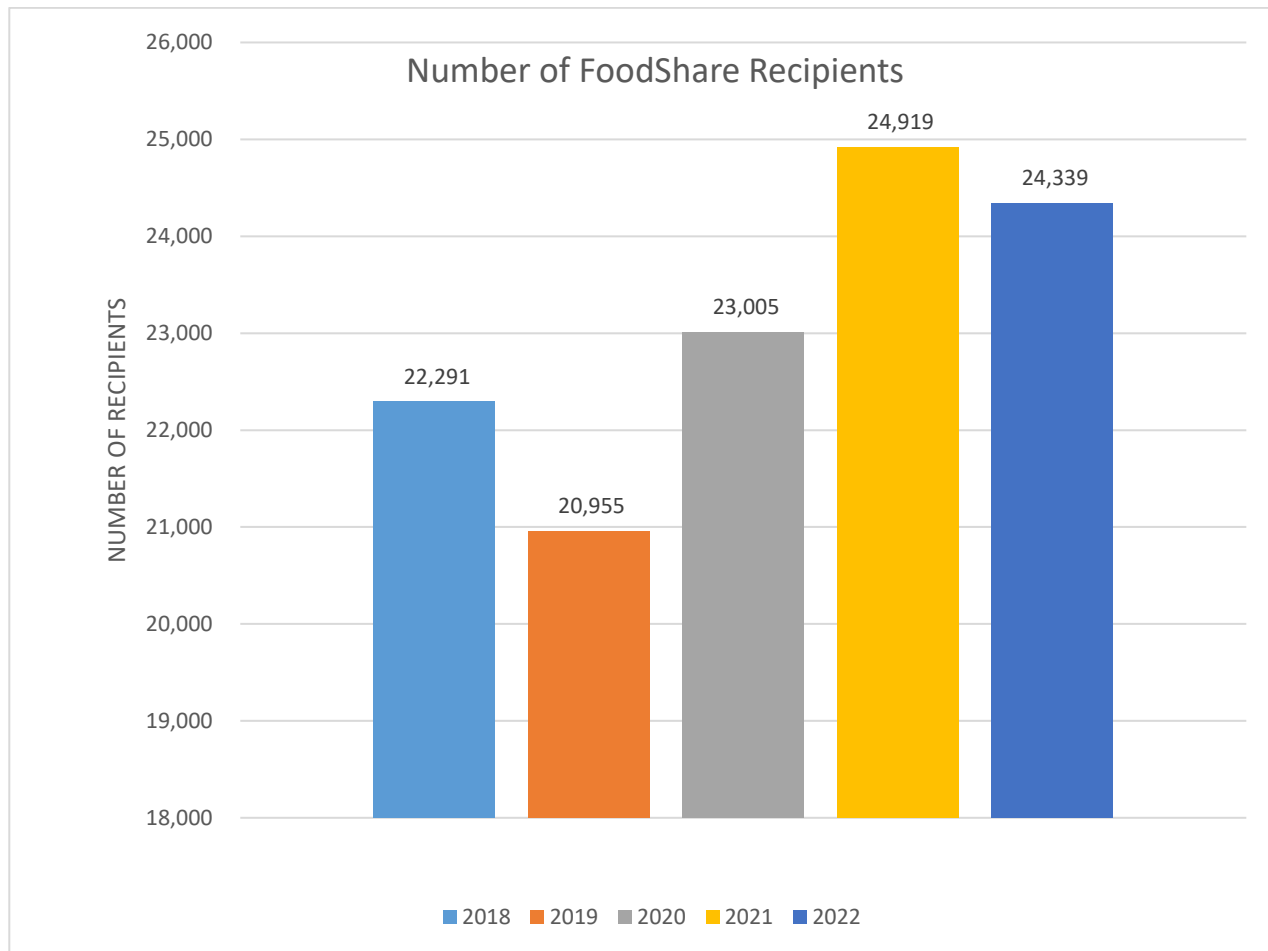


Wisconsin Medicaid is a joint federal and state program that provides high-quality health care coverage, long term care, and other services to Wisconsin residents. There are many types of Medicaid programs. Each program has different rules, such as age and income, that must be met to be eligible for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

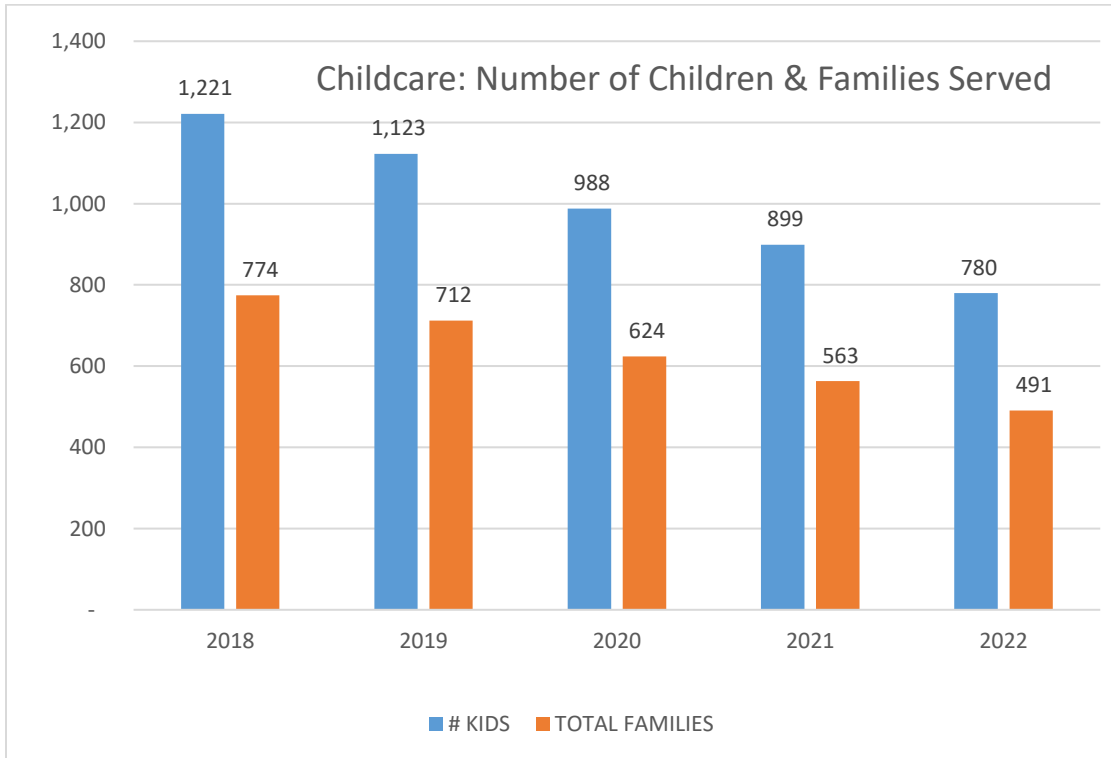


FoodShare, formerly known as FoodStamps, is part of the Federal SNAP program to improve nutrition and health. Income guidelines and work requirements for certain populations are required.

- 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 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)

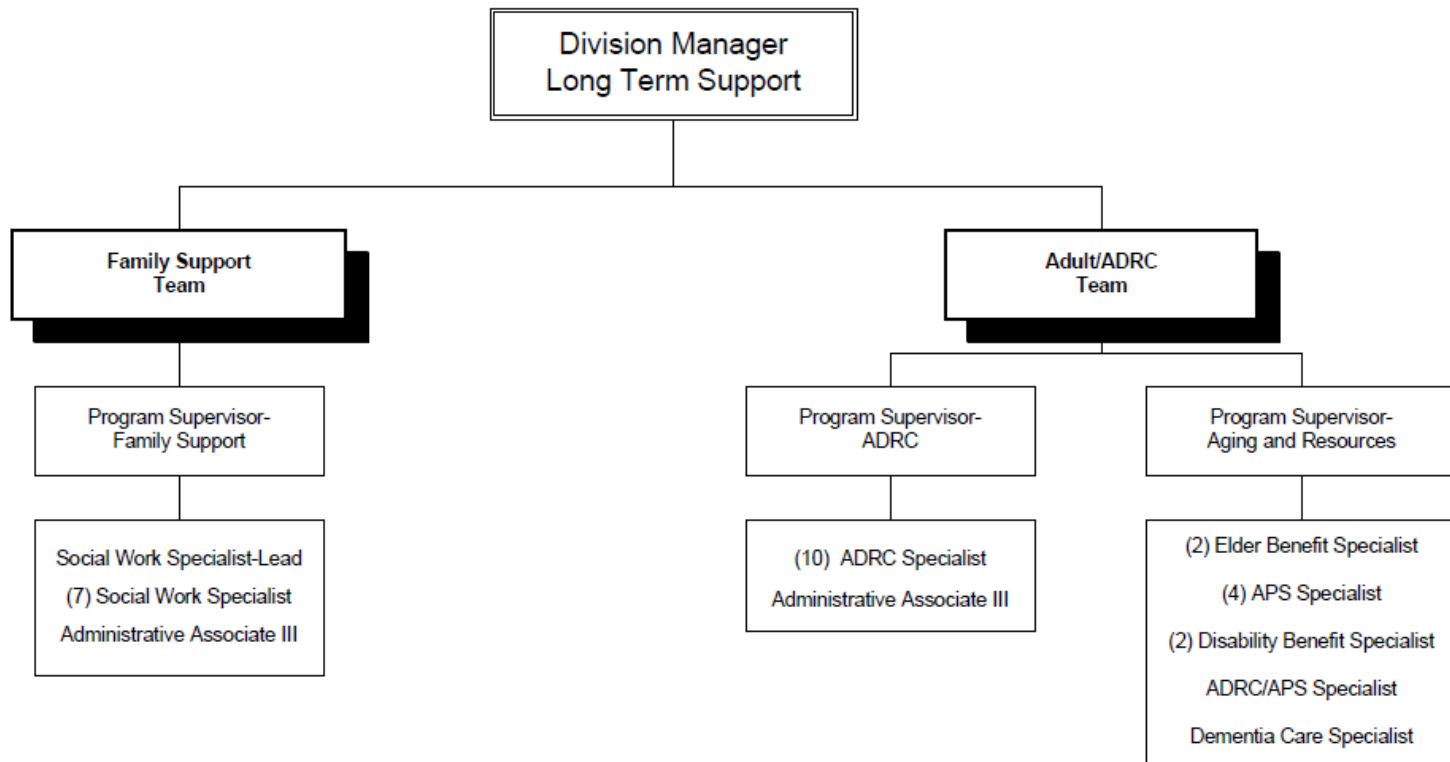
The mission of the Aging & Disability Resource Center of Winnebago County is to empower and support seniors, people with disabilities and their families, by providing useful information and finding the help people seek so they may live with dignity and security, and achieve maximum independence and quality 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
- 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 2022

Long Term Support Division

- The amount of supports to caregivers increased by 15%. We increased the number of families served and number of caregivers for people with dementia, including memory screens.
- COVID continued to impact the amount of outreach that was able to be done. The number of ethnic minority people served did not increase, but there were meetings with World Relief and other ADRCs to learn more about outreach to diverse populations.
- There were team and division activities to help staff get to know each other better and relieve stress. Speakers were scheduled at meetings, there were team lunches, a board was set up in each office to acknowledge the great work done and Employee Appreciation was celebrated. Meeting in person again also helped address Compassion Fatigue
- Events were held at the Oshkosh Senior Center and had a Wheelchair Wash event. Both free memory respite sites resumed operations. A play called Grandpa and Lucy regarding dementia awareness was shared with schools.



AARP Decades Dinner



Memory Café at Watters
Greenhouse in Neenah

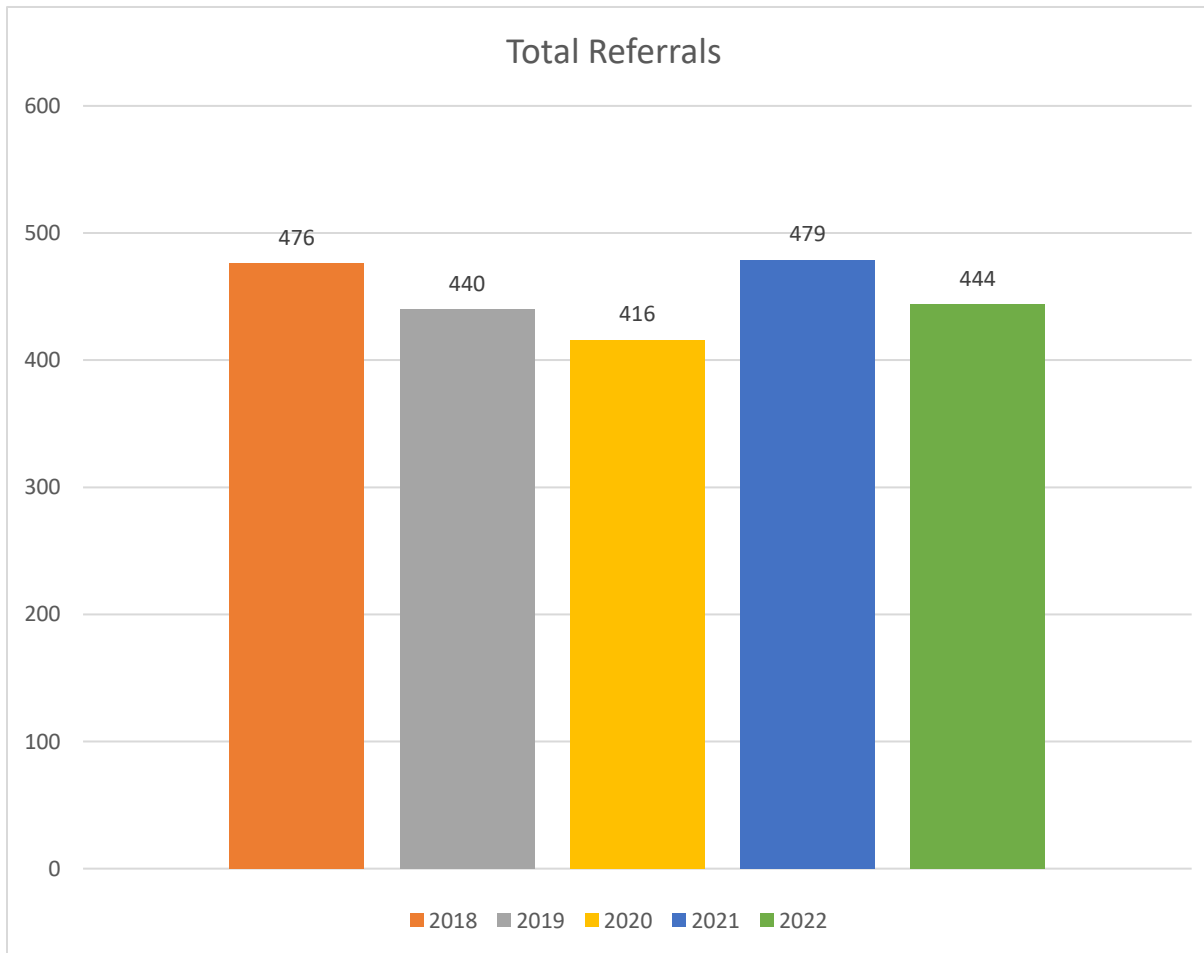
Goals for 2023

Long Term Support Division

- To enhance outreach efforts with our community partners to provide education regarding resources available in the community in efforts to be proactive before crisis situations arise and Adult Protective Services, or paid supports are needed.
- To engage more interns to fill in the gaps and provide additional supports/resources to families that need more intensive short-term case management, and to help achieve division goals.
- To decrease the number of people in the county who experience homelessness by at least 10%.
- To provide more resiliency and positive intent training and resources to the division.

Long Term Support

Birth to Three Program Referrals



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

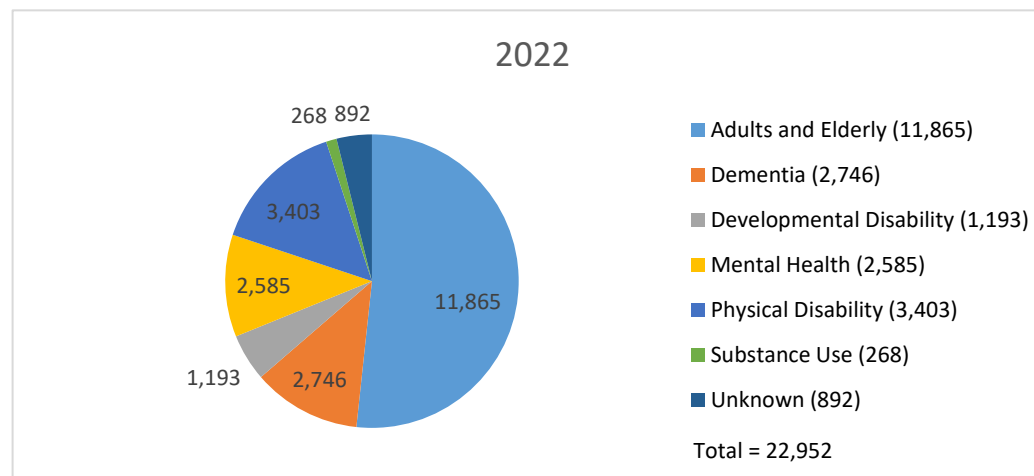
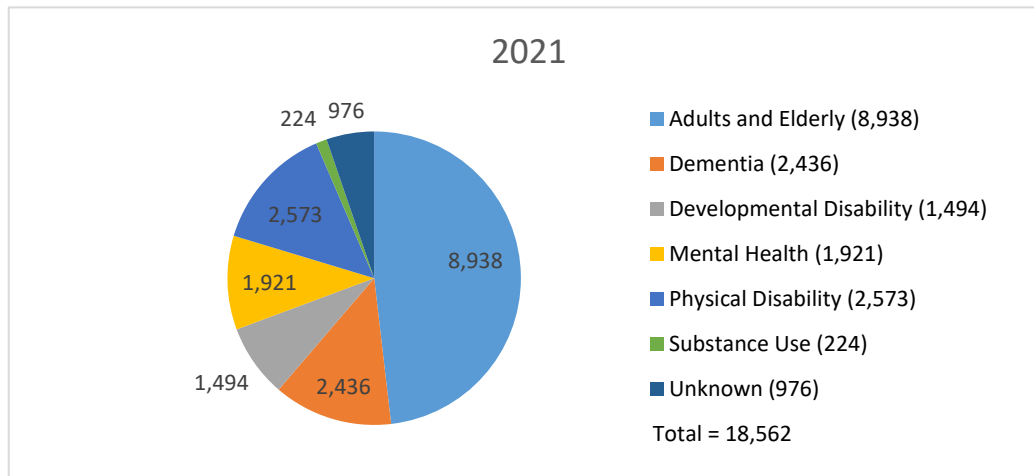
- Not all children referred were eligible and some chose not to participate and develop an Individual Family Support Plan.
- Some children were referred more than once due to closing services and then having additional needs, moving, or not responding to correspondence.
- Most referrals were initiated by a doctor or hospital.
- The decrease in referrals is likely COVID related, including many referral sources not meeting in-person.

Long Term Support

Aging and Disability Resource Center Contacts

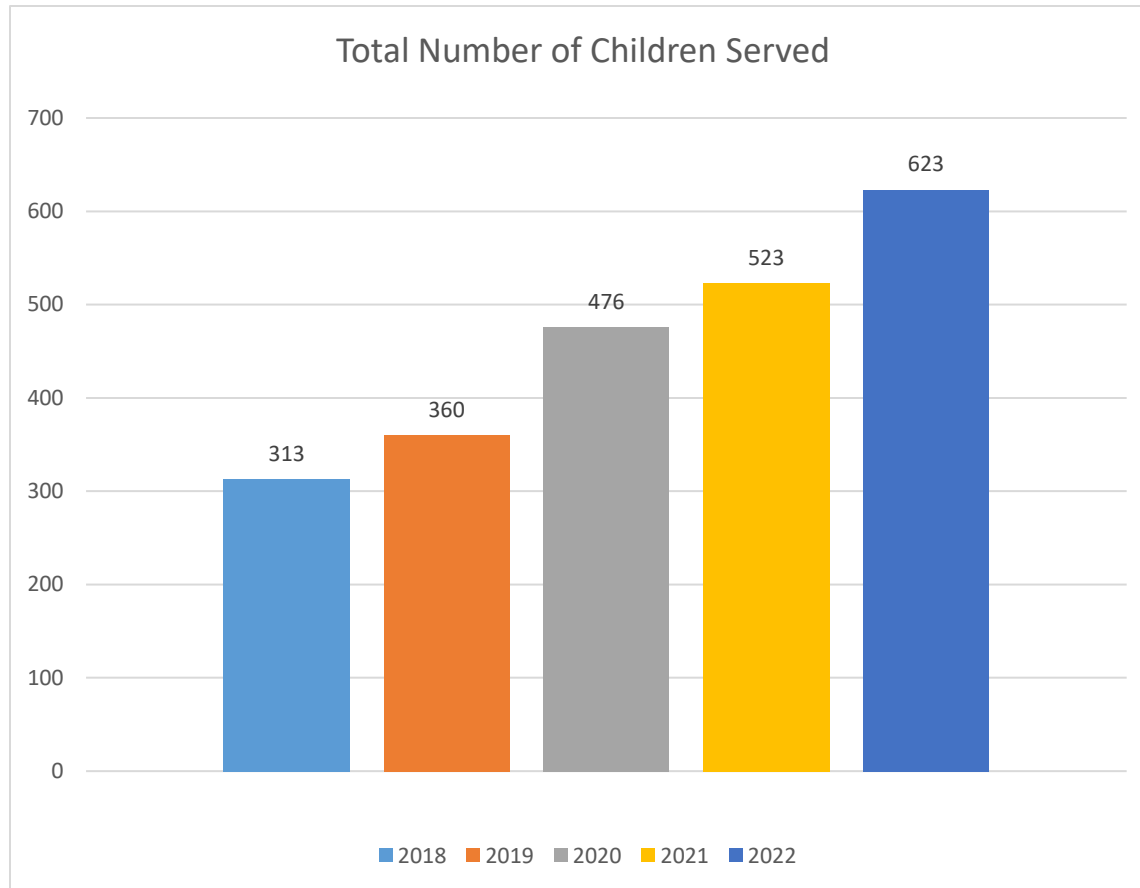
This includes phone calls, email and direct contacts with people.

- 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 continues to be an increase in the number of people served with mental health concerns.
- 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.
- There was approximately a 20% increase in the total number of contacts provided last year.



Long Term Support

Number of Children Served by Family Support

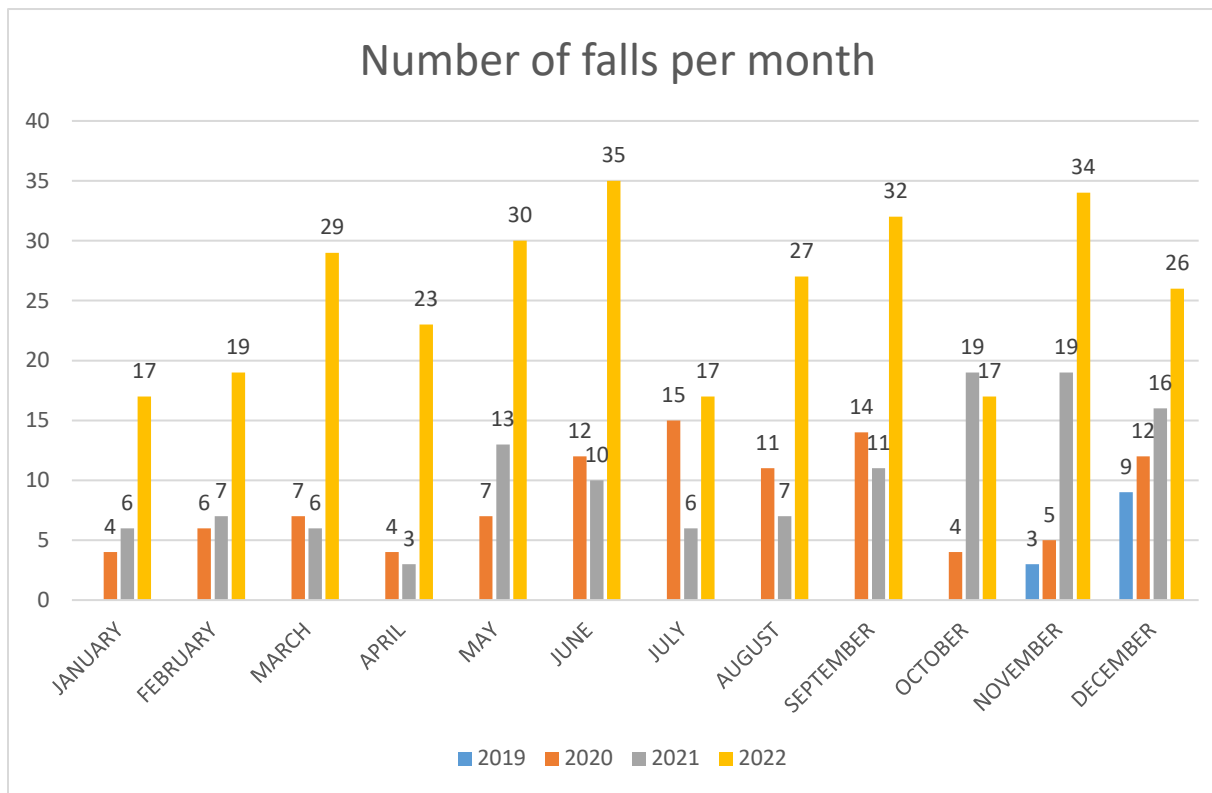


This graph shows the number of children supported with Children’s Long-Term Support funding. Children may also be supported by other programs. Some started and ended during the year, so not necessarily served the entire year.

- There is no longer a waiting list for children's long-term support services.
- Approximately 20% increase in children served which is twice the increase from last year.
- Supportive Home Care/Personal Supports is the largest used service, making up about 12% of authorizations.
- The number of children served continues to rise and is expected to continue due to state policy changes.

Long Term Support

Aging and Disability Resource Center Fall Referrals

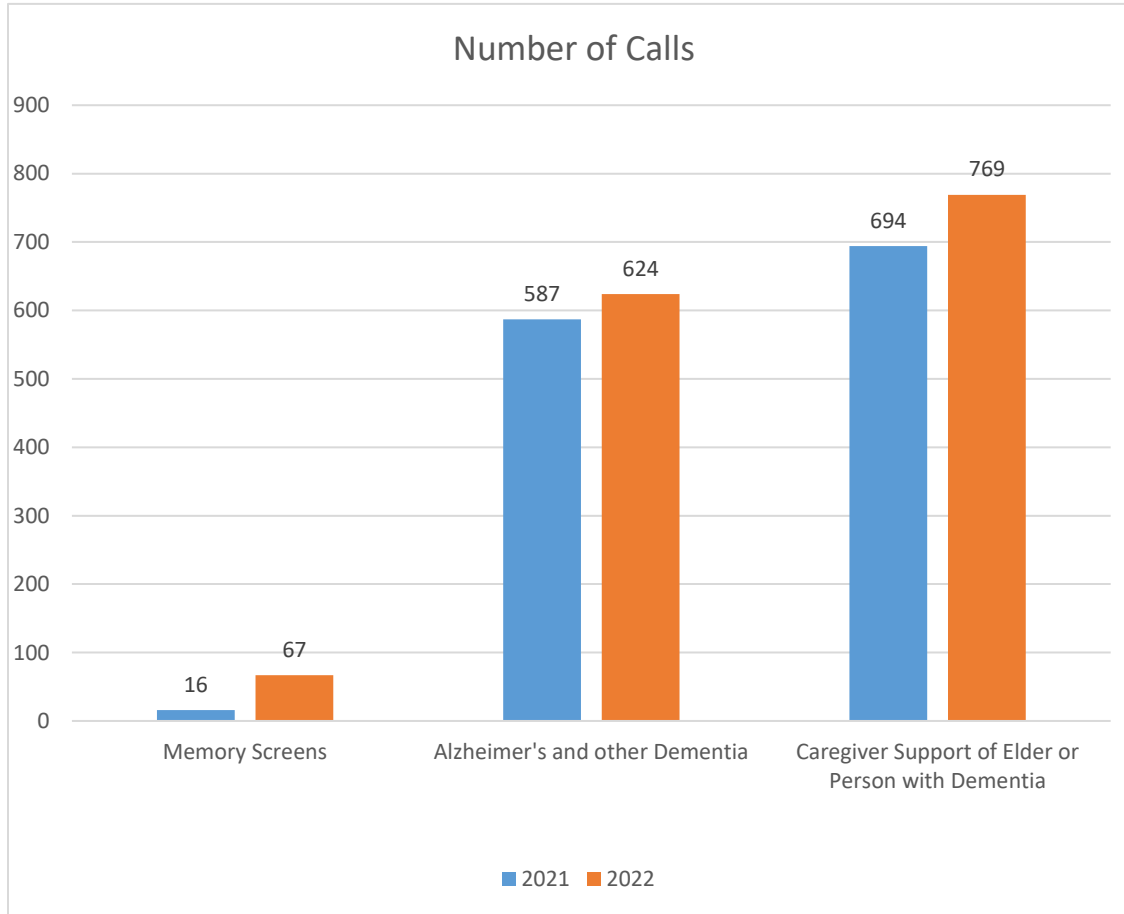


This chart shows the number of ADRC referrals received from the Fire Department from emergency response house calls. Consumers are offered ADRC services. Number reflects those who consented.

- Program started in 2019 with the first referral on November 19th.
- The referrals increased when the program expanded to Gold Cross in April 2022.
- Referral response varies and includes helping consumers access home delivered meals, installing grab bars or referrals to Family Care.
- Fall assessments are also offered by Public Health. Services are provided by the Oshkosh Senior Center.

Long Term Support

Dementia Care Program and Caregivers Support

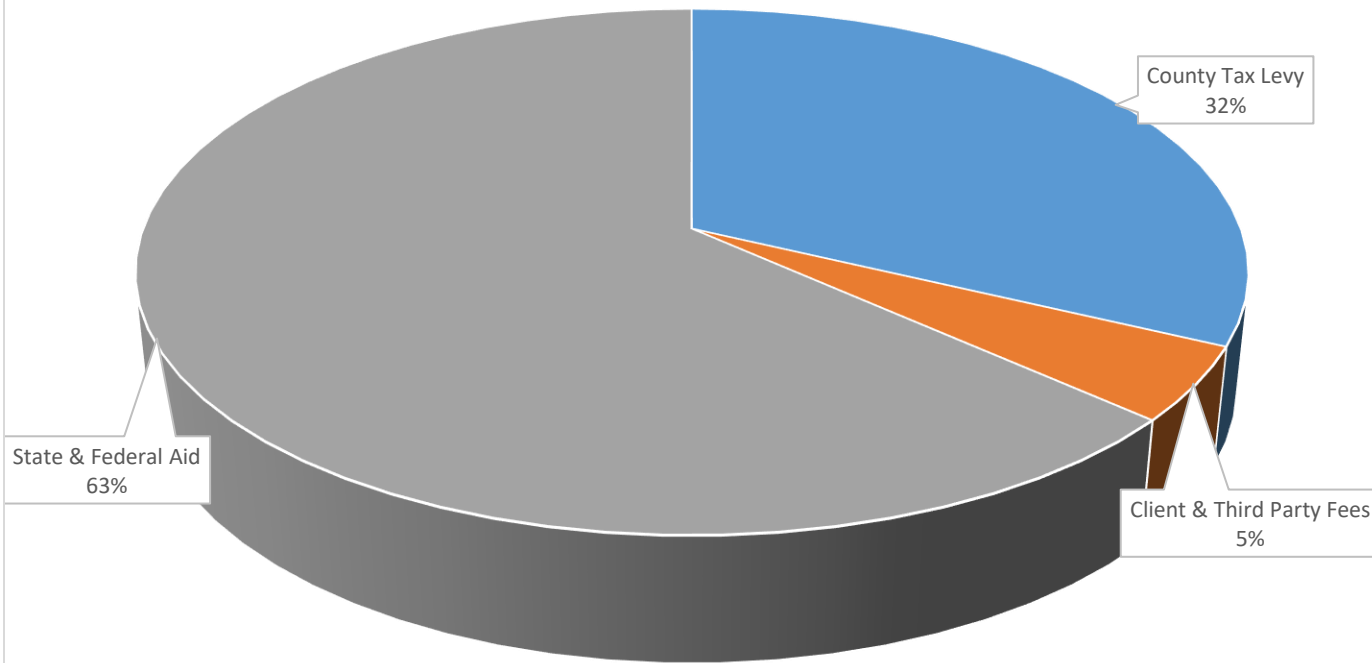


This chart shows the type of services offered to people with dementia and their families or caregivers.

- 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 and increase awareness of programs and support.

Financial

2022
FUNDING SOURCES
UNAUDITED



STATE & FEDERAL AID INCLUDES:

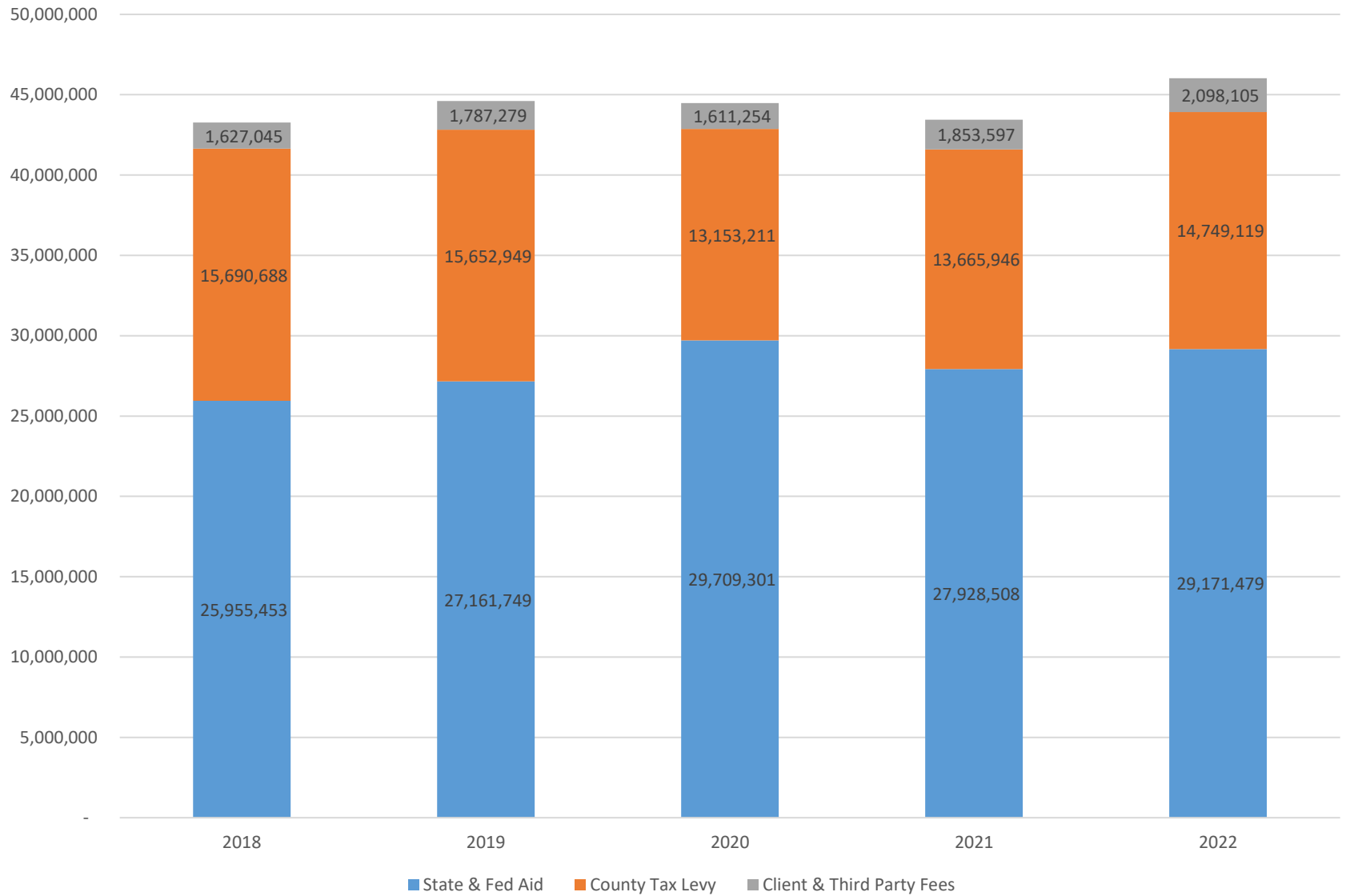
- Grants
- Medical Assistance
- Income Maintenance

CLIENT & THIRD PARTY FEES INCLUDES:

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

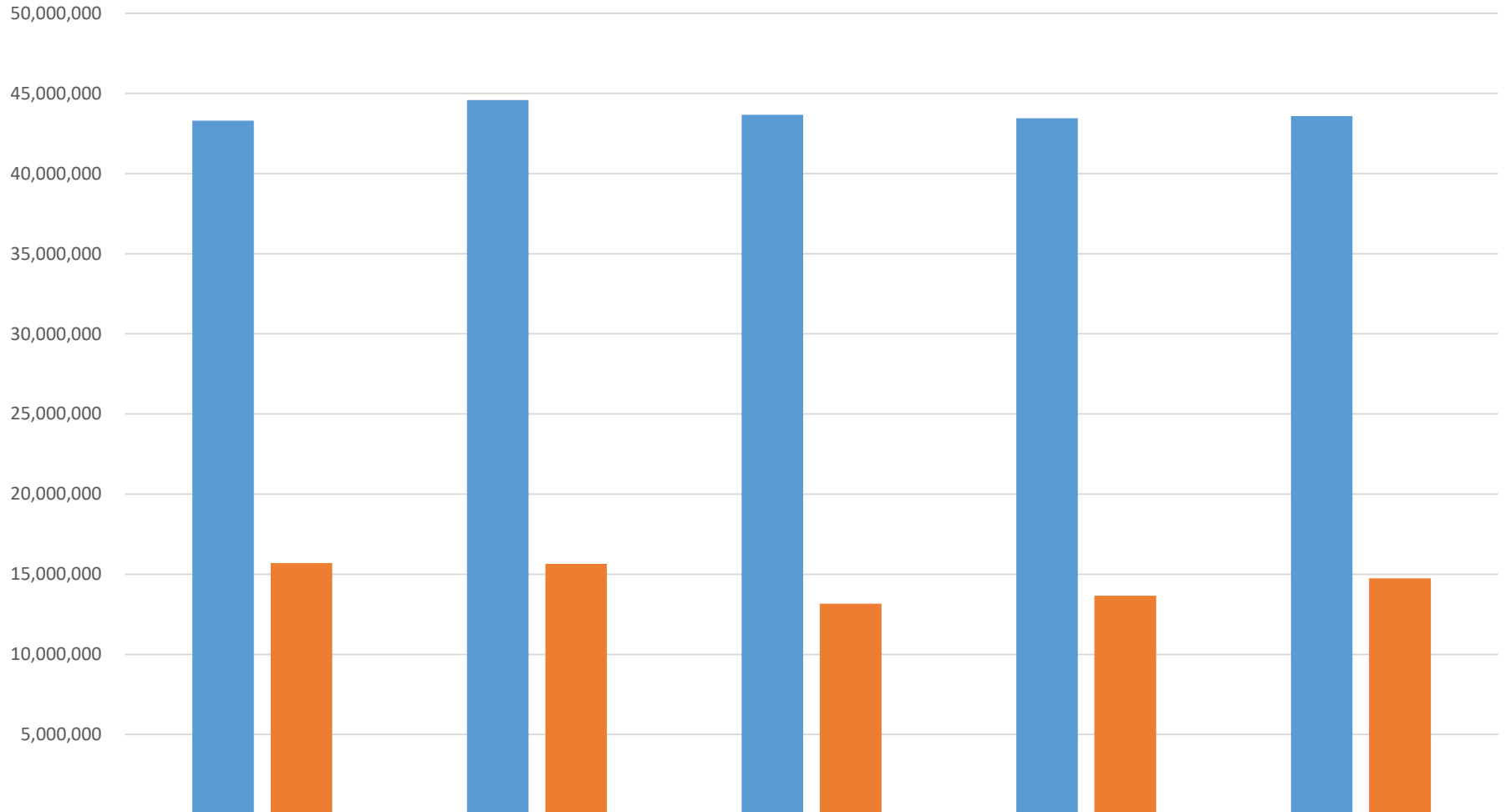
FUNDING SOURCES

UNAUDITED



EXPENSE TO TAX LEVY COMPARISON

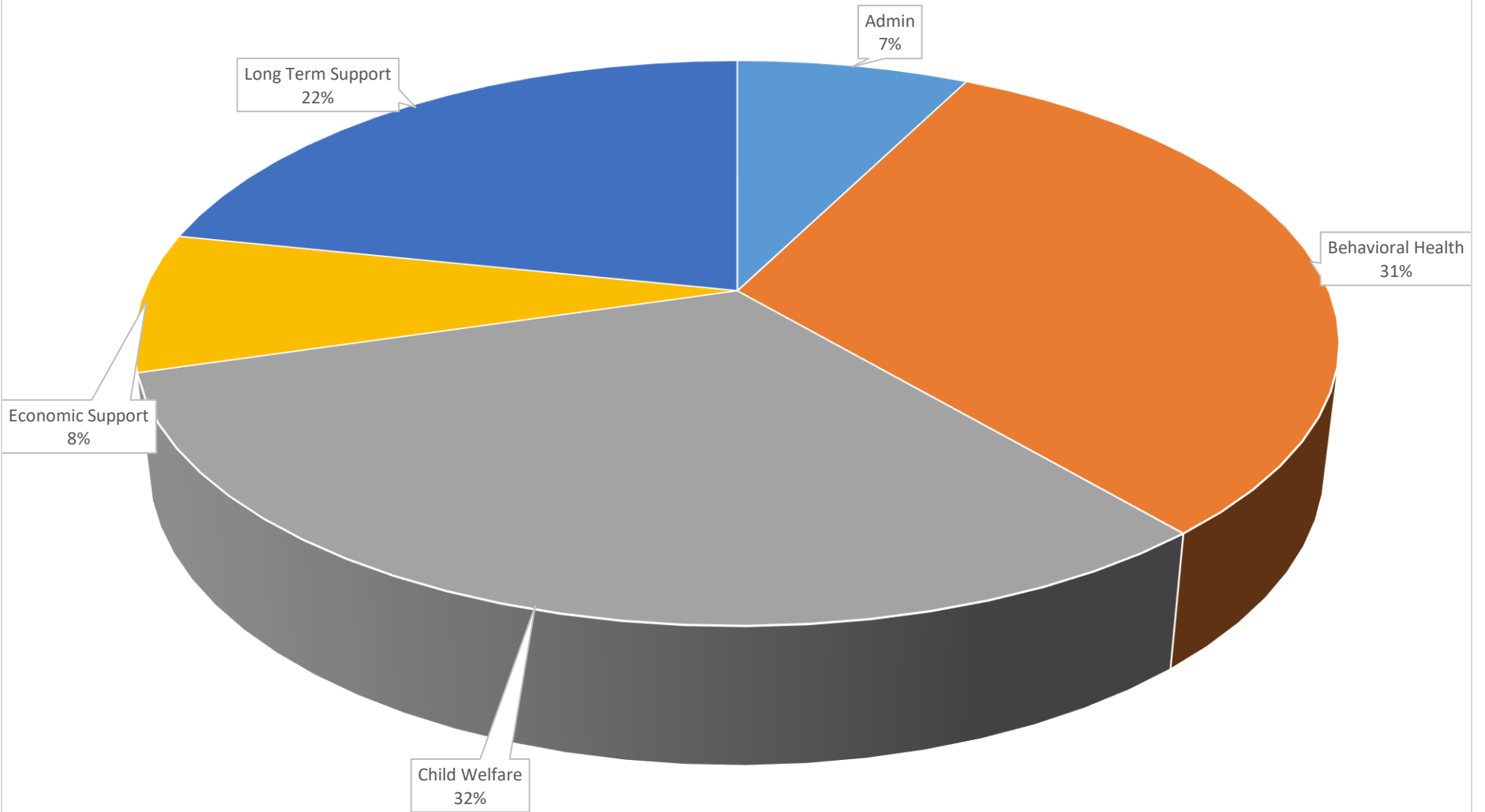
UNAUDITED



	2018	2019	2020	2021	2022
■ TOTAL EXP	43,300,495	44,586,442	43,674,778	43,448,051	43,586,316
■ TOTAL LEVY	15,690,688	15,652,949	13,153,211	13,665,946	14,749,119

■ TOTAL EXP ■ TOTAL LEVY

2022
EXPENDITURES BY DIVISION
UNAUDITED



■ Admin ■ Behavioral Health ■ Child Welfare ■ Economic Support ■ Long Term Support