

# NOTICE OF PUBLIC HEARING WINNEBAGO COUNTY

Public hearing will be held for public input into the 2024 budget planning process of the Winnebago County Department of Human Services. The Department offers financial assistance and social services to citizens in Winnebago County and serves individuals who have a developmental disability, mental illness, or chemical dependency. Hearing will be held at the following time and location:

**Monday June 5, 2023**

**3:00 to 4:00 p.m.**

**Neenah Human Services Building  
211 N. Commercial Street, Neenah  
Lower Level Room 008**

**Join Zoom Meeting using this link:**

<https://us02web.zoom.us/j/81194322563?pwd=NzRPTDJPUGN2WjcxNGthaGZrZW52QT09>

To join by phone for audio only call: [1-312-626-6799](tel:1-312-626-6799)

When prompted enter: Meeting ID: [811 9432 2563](tel:81194322563) Passcode: [483473](tel:483473)

Arrangements to accommodate special needs may be made by calling the department at (920) 236-1185.

Any and all persons interested in said public hearing will be given an opportunity to be heard at said time and place.

Winnebago County  
Department of Human Services

WINNEBAGO COUNTY  
DEPARTMENT OF  
HUMAN SERVICES  
PROGRAMS

## *ADMINISTRATIVE DIVISION PROGRAMS*

<i>PROGRAM</i>	<i>DESCRIPTION</i>
Personnel Actions	Coordinate departmental personnel actions including hiring, terminations, transfers; responsible for staff communications including the publication of a weekly staff newsletter; provide conflict management; responsible for new employee orientation and onboarding; oversees departmental staff interactions including discipline and evaluations.
General Administration	Manage the day to day operations of the department; represent the department at various community meetings and events; investigate and respond to client complaints and issues; lead strategic planning efforts; ensure HIPAA compliance including the provision of required staff training; respond to requests for information from elected officials, media, community groups, etc.; prepare, post and distribute Human Services board meeting agendas and minutes; complete workplace accident and investigations; provide Notary Public services as needed; complete transcription and clerical services to support department staff; provide purchasing services to department staff; develop and maintain administrative policies and procedures.
Budget Development and Oversight	Coordinate with department management to prepare a proposed budget to present to Human Services Board and County Executive; finalize all budget documents in accordance with County Finance Department direction; prepare budget transfers as needed with required support documentation; monitor execution of the adopted budget on a monthly basis.
Financial Accounting and Reporting	Prepare journal entries and vouchers as needed; process accounts payable and receivable; participate in month- and year-end closing processes; reconcile Pcard transactions; participate in annual financial audit with external auditors; communicate with provider auditors as required; provide monthly financial reports including year-end projections to Human Services Board; complete monthly review of financial statements; complete financial analyses to assist in decision making; review internal controls on an ongoing basis; develop and maintain financial policies and procedures.
Billing and Claims Administration	Process claims related to Medicaid, Medicare, and private insurance for billable services provided by department staff; prepare monthly statements for fee-based programs; reconcile payments with claims and statements; complete provider credentialing to facilitate billing initiate and manage insurance contracts.
Grant Reporting and Administration	Creates grant budgets and applications; submits monthly financial reports to draw down grant payments; monitors for grant contract and Uniform Grant Guidelines compliance; enters and tracks information in grant management software program; completes final grant reports and reconciliations; compiles and provides single audit information.

Data Analysis and Special Projects	Maintain department's electronic health record system (Luna); retrieves data from Luna to meet reporting requirements such as state PPS reporting, annual reports, and grant reports; ensures accuracy of reporting; maintains software inventory and ensures required security for access; develops and manages special projects at the direction of county and department management.
Client Services	Provides reception duties for the department; performs client intake and collects required paperwork; schedules appointments; refers clients to the appropriate division/team; responds to client inquiries regarding departmental services; performs a financial assessment for billable services; collects client fees and completes related receipting; tracks and distributes gas cards, food cards, etc. to clients; enter client lab results.
Records Requests	In compliance with release of information protocols, provides copies of agency records to authorized persons per applicable laws, statutes, and best practices; redacts information from records as required to comply with laws, statutes and best practices.
Imaging / Scanning	Scan all items that need to be retained in accordance with prescribed retention requirements including client related documents, contracts, agreements, etc.; manages destruction of documents in accordance with records retention policies; completes audits of imaged documents.
Contract Administration	Prepare, organize, execute, and administer Human Services contracts, agreements, and memoranda of understanding; ensure compliance with subrecipient and audit requirements per laws, statutes, and best practices.
Fleet and Facilities Management	Develop and manage a fleet maintenance schedule; responsible for facilities maintenance including building safety and security.

## BEHAVIORAL HEALTH DIVISION PROGRAMS

Administration	Grant writing and reporting; supervision; case reviews; attend regional and state meetings; update policy and procedures; client complaints; death reports; budget prep for all Behavioral Health (BH) programs. Support staff assists Clinical Diversion Team with scheduling appointments, taking payments, and other administrative duties.
Court and Compliance Monitoring	Specialized testimony, completion of petitions and other necessary paperwork for 24/7 drug, 24/7 alcohol, Drug Court, Teen Court, crisis commitments, 3-Party Petition, and Intoxicated Driver Program (IDP)/Safe Street Treatment Option Programming (SSTOP).
Crisis Hotline	Crisis Intervention Hotline is available 24 hours a day, 7 days a week, 365 days a year. Callers are provided with support, referrals, and linkage. Staff also monitor the ankle tracking devices for the child welfare division.
Peer Support Services	A Peer Support Specialist has lived experience and can connect a person with community resources, help identify and reach goals, and advocate as well as provide supportive listening to clients.
Medication Evaluation and Prescribing	A psychiatric prescriber evaluates and diagnoses consumers through an assessment process in order to establish appropriate treatment and the prescription of medication.
Medication Dispensing and Administration	Nursing staff provide injections prescribed by our in-house prescribers to consumers in the office, the crisis center, and the community. The nursing staff also order, receive, package, and distribute psychotropic medication to DHS consumers.
Medication Monitoring	Case Managers, Mental Health Technicians (MHT) and Crisis Center staff observe consumers self-administering medication to ensure compliance with their prescription. These staff also assist consumers in knowing what medication is prescribed, how to notify the nurse if something is incorrect, and observe any possible side effects. Brief examination to determine if a consumer is free from communicable disease and/or experiencing side effects to medication. Nursing staff complete Tuberculosis screenings.
Quality Assurance and Medical Records	Provides review of Electronic Health Record for all BH programs to ensure compliance with all regulatory agencies. This includes documentation, case reviews, annual reports, sequester reviews, administration, and compilation of consumer satisfaction surveys.
Crisis Diversion Center	24/7 support for clients as an alternative to inpatient hospitalization. Services include assessment, referral and linkage, individual and group counseling, medication evaluation and prescribing, and treatment planning.
Group Counseling	Groups are provided as a therapeutic program component to enhance an individual's treatment and recovery on an outpatient basis, at DHS, the drop-in center, within the jail, and at the crisis center.
Individual Counseling	This is a therapeutic service to address mental health and substance use concerns that is completed both in the clinic and the community across the life span.

Case Management	Support those in the community who are experiencing a serious and persistent mental illness or substance use concern across the lifespan. This is for all BH programs.
Community Outreach	Reaching out to Winnebago County residents and referral sources within the community to share updated information on services. Included is collaboration with other community partners, event calendars, and program newsletters.
Assessment	A behavioral health assessment consists of a series of questions used to understand patients. The assessment identifies diagnostic criteria, areas of concern along with strengths. An assessment is needed for all BH programs.
Clinical Supervision and Staff Meetings	Staff meetings occur regularly to ensure that all individuals are working the same way with the same information. Clinical supervision is required for all BH program certifications and must be documented for review by governing agencies. Clinical supervision is a formal process of professional support, reflection and learning that contributes to individual development.
Drop-In Center	A safe environment for individuals with BH concerns that allows for peer interactions, socialization, healthy group activities, education, recreation, and support.
Contracted Services	Behavioral Health contracts with a variety of providers to ensure that consumers have access to the necessary care and treatment. These contacts include Inpatient Psychiatric Hospitals, Residential Care Providers for Substance Use, Community Based Residential Facilities, Adult Family Homes, Day Treatment, Intensive Outpatient Substance Use Treatment, and Skill Development and Enhancement.
Treatment Planning	A tool used by prescribers, counselors/therapists/case manager, and clients to shape the focus of behavioral health therapy. A behavioral health care plan helps therapists and clients make positive change happen through purpose, focus, and direction. Treatment plans are completed for most BH programs.
Alcohol and Other Drug Testing	Monitor sobriety from alcohol or other drugs for consumers identified as having this need within the substance use programs.
Referral and Linkage	Connecting consumers with both internal and external resources within the community. Providing support and information that will allow for optimal success.
Crisis Response and Plan	Crisis assessment means a face-to-face clinical interview to ascertain an individual's current level of functioning, potential for dangerousness, physical health, and psychiatric and medical condition. Our crisis workers are available 24/7, 7 days/week to provide this service to our community. A plan is then developed to ensure safety and follow-up.

## **CHILD WELFARE DIVISION PROGRAMS**

Administration	Grant writing and reporting, supervision, case reviews, compile and report on child welfare related data, attend regional and state meetings, update policies and procedures, develop and implement new initiatives, address staff concerns and client complaints, egregious incident reviews, prepare and monitor budget for all Child Welfare programs, establish, and monitor all Child Welfare contracted services, monitor compliance with state statutes and standards.
Child Protective Services- Termination of Parental Rights	Complete all required court work for Termination of Parental Rights (TPR) when it is determined to be the most appropriate option for safety and permanence for children.
Youth Justice – Bridges Program	Provide intensive supervision and services specifically for youth who are habitually truant from school.
Youth Justice Electronic Monitoring	The electronic monitoring program provides intensive supervision services and tracks the location of high-risk youth.
Placement Resource - Family Find Program	Complete searches to locate relatives and family, reach out to family/relatives, conduct blended perspective meetings in order to engage relatives for placement and support.
Placement Resource - Out of Home Placement	Make referrals to all out of home placements, including respite homes, foster homes licensed by child placing agencies, group homes, residential care centers, and out of state placements.
Placement Resource - Kinship and Foster Home Administration	Recruitment, training, licensing, funding, and support for kinship homes with relatives and for foster homes for children placed by Child Protective Services (CPS) or Youth Justice. Kinship providers and foster parents provide temporary care for children who cannot remain with their biological families for a variety of reasons.
Child Protective Services (CPS) Ongoing	Provide assessment, case management, report writing, court work, and referral services for families identified in Initial Assessment as needing support and services to address ongoing safety issues for children as well as risk factors relating to the possibility of future harm to children. Services are provided to children out of the home and in the home.
Child Protective Services (CPS) Access	Receive and document child abuse, neglect, and service reports from mandated reporters and the community.
Child Protective Services (CPS) Initial Assessment	Assess the safety of children in families who have been referred for child abuse and neglect and complete all required court work. Some children are removed from the home to ensure their safety.
Home Consultant	Provide supervised visitation and hands-on training, education, and support to parents and caretakers involved with CPS and/or Youth Justice, to facilitate growth and healing to keep children and youth from further risk of harm.

Shelter Care	Shelter Care is a short-term, non-secure residential care setting for children and youth (ages 10-17) in need of temporary care and supervision. It is an 8-bed facility, open 24 hours a day, 7 days a week, 365 days a year. The staff provide for the youth's basic needs as well as provide enrichment programming to strengthen their competencies.
Juvenile Intake Community Service and Restitution	Provide victim services, community service, and restitution coordination for all Youth Justice youth who go through the court process.
Family Mobile Team	The Family Mobile Team provides immediate de-escalation assistance to families in the community in order to keep children and youth in their home and reduce the need for removal.
Juvenile Intake On-call	After hours on-call services are provided 24 hours a day, 7 days a week, 365 days a year to assess for community and child safety related to Youth Justice and CPS.
Juvenile Intake Court Referrals	Review and process all court referrals for Youth Justice and CPS. Provide resources, support, and services, prior to court action.
Youth Justice Ongoing	Provide supervision services, monitoring, and court work for youth in response to a referral by law enforcement for committing offenses in the community, a referral by schools for truancy, and/or a referral by other community members.



## *ECONOMIC SUPPORT DIVISION PROGRAMS*

Administration	Evaluate and support staff. Case reviews. Attend consortium and state meetings. Reporting to the state. Responding to QCs. Ensuring all staff meet mandatory local and state training requirements.
Customer/Lobby Services	Provide in person help with trained admin and Economic Support workers. Accept premium payments for health care. Issue FoodShare temporary cards. House and distribute mail for homeless customers.
Call Center	Staff a call center for East Central Income Maintenance Partnership with eight (8) other counties. Primary way for consumers to communicate about their Economic Support benefits.
Program Integrity	Fraud, overpayments, discrepancies, and hearings for FoodShare, Medicaid, CTS, and Childcare programs.
Caretaker Supplement	Process applications and maintain cases for the Caretaker Supplement program. Includes updating changes and completing renewals. Provides cash payment to parents on SSI.
Child Care Assistance	Process applications and maintain caseloads for Wisconsin Shares subsidy program for low income working families. Includes updating changes, completing renewals, entering authorization for accurate payment to the daycare.
Medical Assistance	Process applications and maintain caseloads for Badger Care and Medicaid-including long term care/waiver and nursing home assistance. Complete renewals and update changes.
FoodShare	Process applications and maintain cases which involves updating changes and completing renewals for the FoodShare program.

## **LONG TERM SUPPORT DIVISION PROGRAMS**

Administrative Support	Reception, processing referrals, and other administrative support.
Elder Abuse Assistance	Respond to and provide direct services to older adults who are victims of elder abuse and/or neglect. Short-term to stabilization for situations and addressing immediate concerns. In the case of self-neglect, the individual client must be at significant risk of harm.
MA Assistance	Provide assistance applying for Medicaid for people needing Long Term Care.
Disease Prevention	Evidence-based health promotion/disease prevention programs.
ADRC	Provide accurate, unbiased information on all aspects of life related to aging or living with a disability; and serves as the access point for publicly funded long term care by determining financial and functional eligibility. Assist with accessing caregiver support programs and dementia services and supports.
Birth to Three	Supporting families in promoting the growth and development of their children.
Children's Long Term Support	Home and community-based services that provide Medicaid funding for children with substantial functional needs. This includes service coordination, which involves an assessment and plan development, determining eligibility for and authorizing services.
APS	Ensure vulnerable adults, aged 18+ are aware of and have access to Adult Protective Services 24/7.
Disability Benefit Specialist	Provide adults with disabling conditions benefit counseling and advocacy services. Assist with applying for and appealing Social Security benefits.
Supportive Services	Provides personal care and homemaker services for frail and elderly.
Home Delivered Meals	Serve & deliver, without interruption, well-balanced meals to seniors who request them in our service area, and to those who have the greatest economic or social need.
Family Caregiver Support Program	Provides caregivers with information about available services; assistance in gaining access to services; individual counseling, support groups and training; respite care.
Dementia Care Programs	Coordinated evidence-based programs and resources for people with dementia and their caregivers, training for ADRC staff and community members and outreach/education regarding dementia.
Alzheimer's Family Support Program	Supportive services for caregivers of people with memory loss.
Elder Benefit Specialist	Help answer questions and solve problems related to Social Security, Medicare, health insurance and other public and private benefits for older adults. They serve people ages 60 and over.
Senior Dining Sites	Nutritional programming at various meal sites in the community.

Outreach	Presentations to off-site groups or organizations on topics related to current services and programs.
Transit Service	Transit service for older adults and people with disabilities.
Advertising and Marketing	Reaching out to surrounding areas through appropriate correspondence, website, site tours and social media.
Volunteer Programs	Volunteer guardianship and drivers.
Homeless Housing Coordination	Provide housing support, collaborate with community partners to evaluate needs, and develop housing resources. Provides direct assistance and advocacy to people experiencing housing instability.