

2015 ANNUAL REPORT

OCONTO COUNTY DEPARTMENT OF
HEALTH AND HUMAN SERVICES



...promoting healthy and responsible families

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Director's Letter

Dear Health and Human Services Board Members:

The following pages represent an overall Department financial report and a highlight of some of the many activities and services it provides. One of the first things you will notice is the significant decrease in expenses from the previous year. This is due almost entirely to the implementation of Family Care and the loss of the State and Federal dollars that funded our long term support services.

Our role now with people with disabilities and the frail elderly supported by Family Care is one of advocacy and crisis intervention. Additionally, New View Industries is now a contracted provider for the Managed Care Organizations (MCO) operating Family Care.

One program area we have expanded is that of employment and training services. We have been and continue to be a recipient of a three year grant from the Greater Green Bay Community Foundation to provide services to at-risk youth in the areas of employment/skills training and improving educational outcomes. Our Supported Employment Program has been so successful that we were asked to expand it into Shawano and Marinette counties. This is fully funded by the Division of Vocational Rehabilitation (DVR) and has been fiscally rewarding for New View Industries.

As for the many other programs and services provided by the Department, their numbers fluctuate annually or even remain constant. However, the good news is, it appears the Operating While Intoxicated (OWI) referrals have been on a steady decline. The only reason why we could think of, is that the numerous educational campaigns against drunk driving have made an impact on the children that are now young adults.

This past year has had its typical challenges and those that are not so typical. But because of our dedicated and talented staff, we have met those challenges and managed to remain financially sound.

Sincerely,

Craig Johnson, Director

VISION

Our Vision is to provide or arrange social, financial, medical and emotional support to the people of Oconto County.

Individuals and families will be treated with respect and dignity, and ensured the right to privacy.

MISSION

Oconto County Department of Health and Human Services

... promoting healthy and responsible families.

Board of Directors and Committees 2015

Guy Gooding, Chair
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Sobieski, WI 54171

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Oconto, WI 54153

Loretta Shellman
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Joyce Stoegbauer
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Gillett, WI 54124

CLIENT RIGHTS COMMITTEE

Kathy Gohr
Jim Lacourciere
Joyce Stoegbauer

PERSONNEL COMMITTEE

Carolyn Barke
Loretta Shellman
Guy Gooding

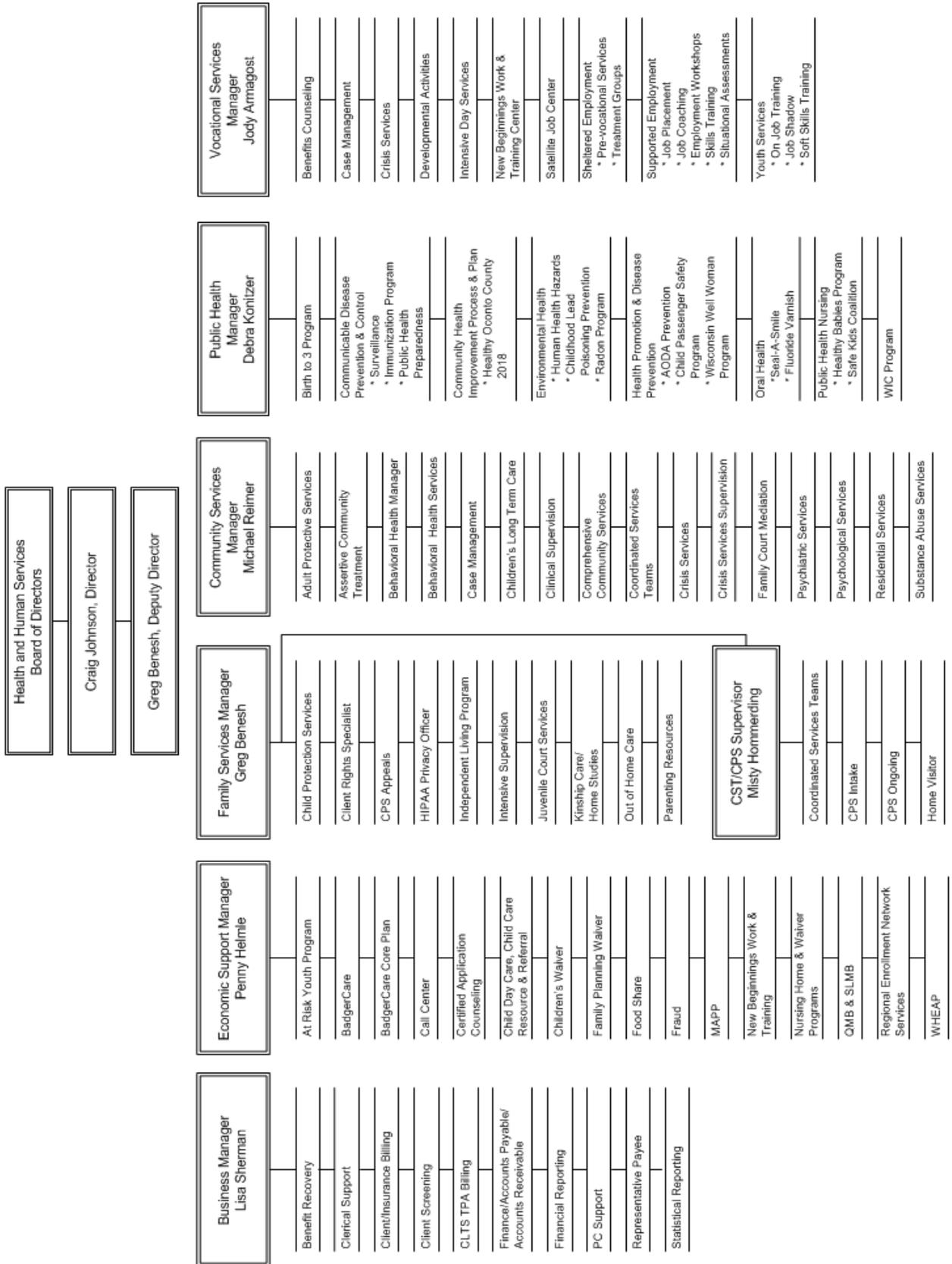
OCONTO COUNTY PARTNERSHIP

Mary Lemmen



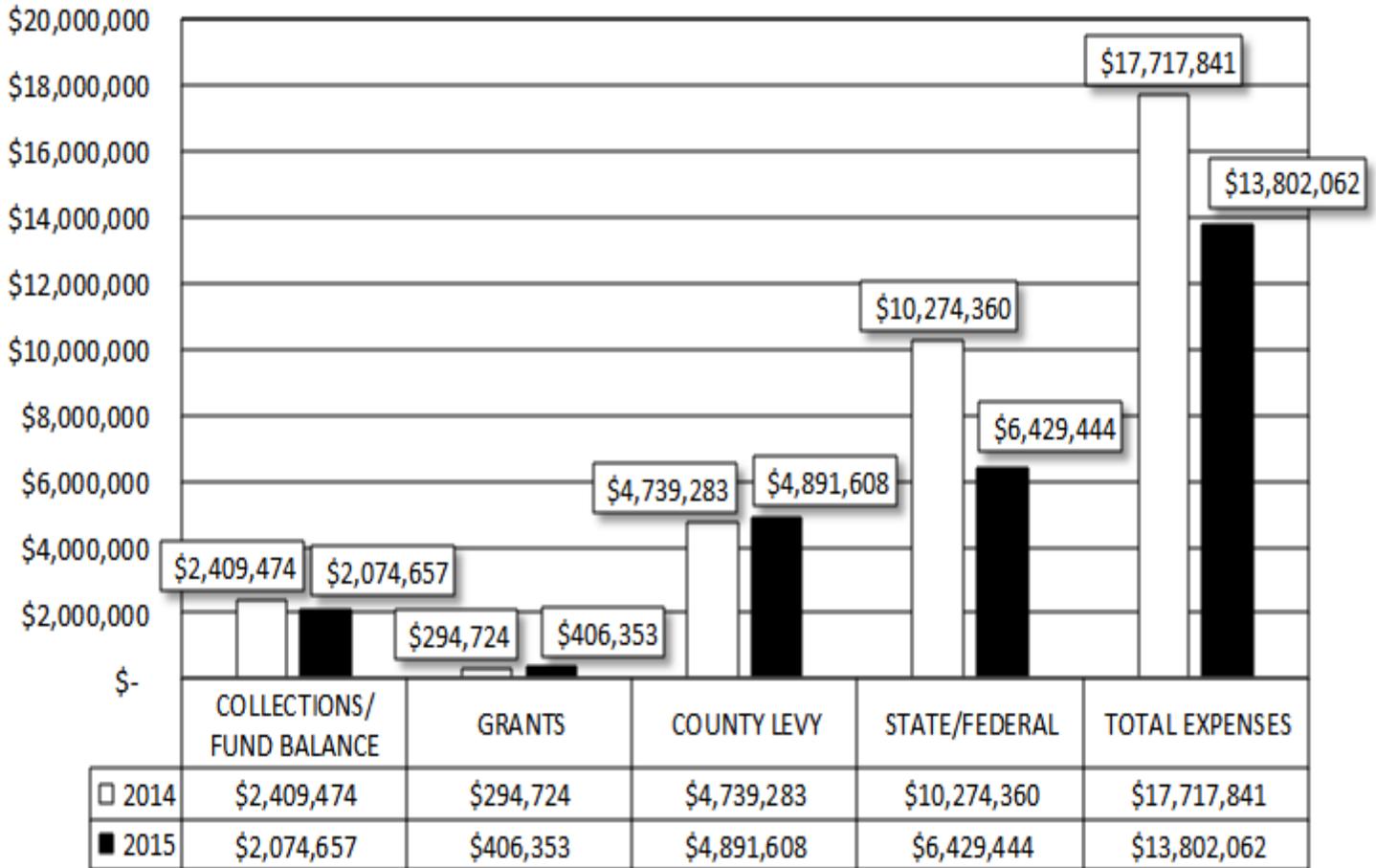
Program Organizational Chart

HEALTH & HUMAN SERVICES PROGRAM ORGANIZATIONAL CHART



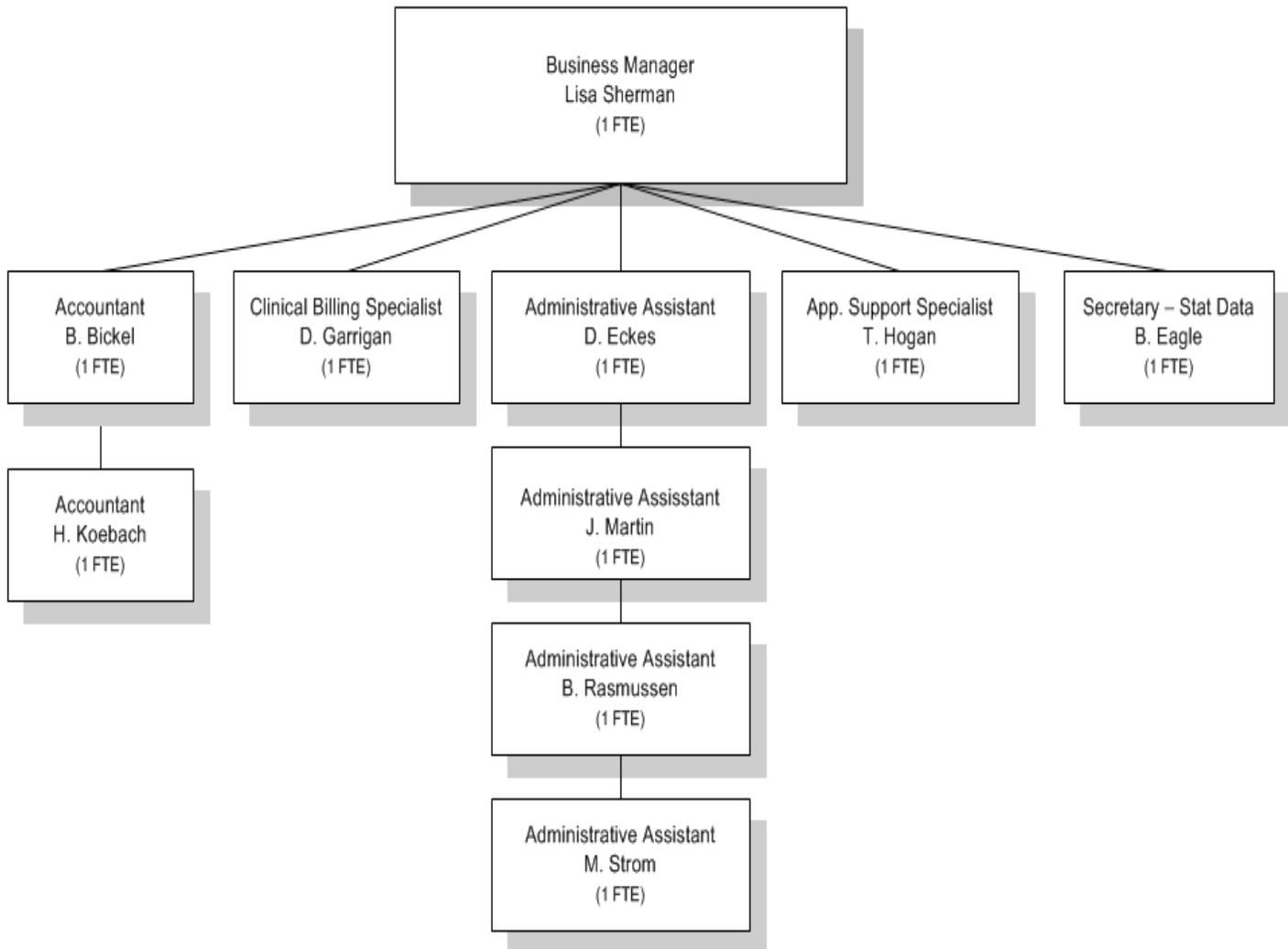
2015 Financial Summary

FINANCIAL SUMMARY Oconto County Department of Health and Human Services



Administrative Support Division

HEALTH & HUMAN SERVICES ADMINISTRATIVE SUPPORT

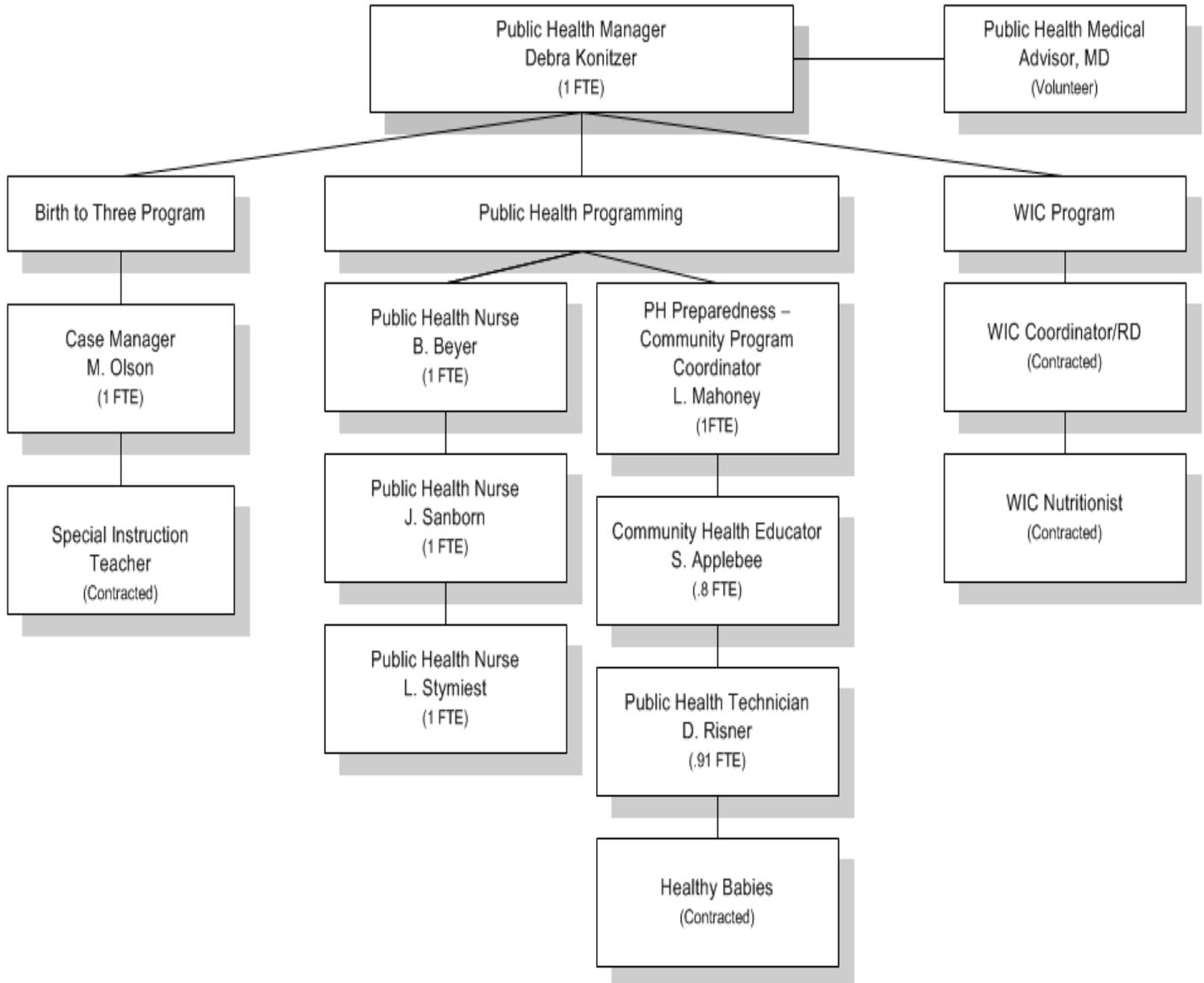


AUTHORIZED COUNTY POSITIONS: 10
COUNTY FTE: 10

12/31/2015

Public Health Division

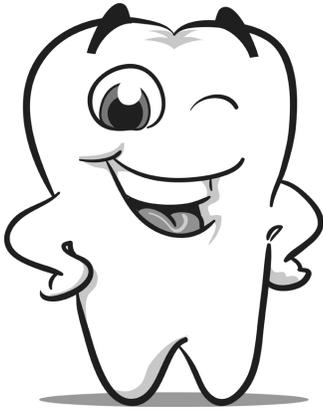
HEALTH & HUMAN SERVICES PUBLIC HEALTH



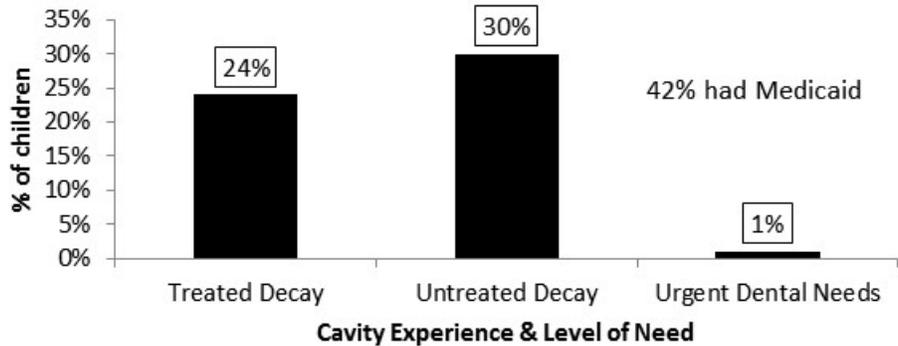
AUTHORIZED COUNTY POSITIONS: 8
 COUNTY FTE: 7.71
 CONTRACTED POSITIONS: 4

As of 12/31/2015

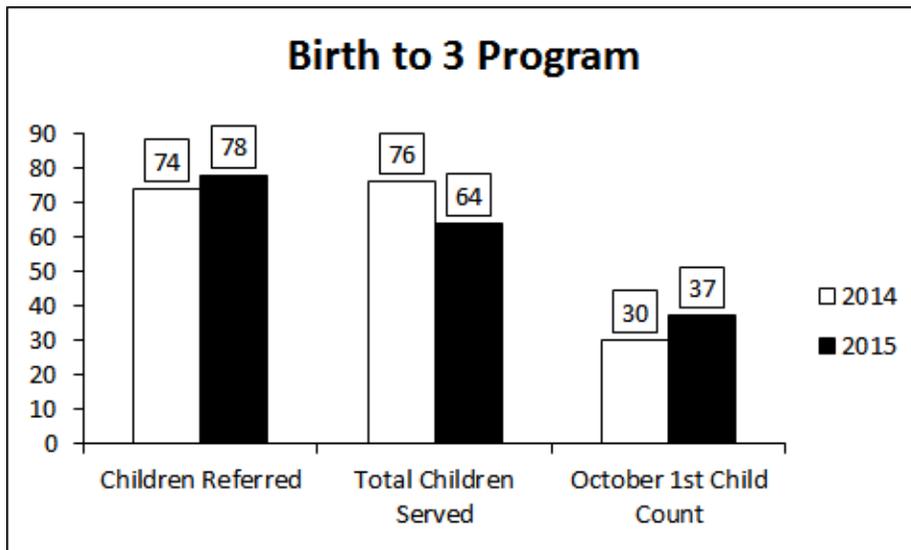
Public Health Division (cont.)



Seal-A-Smile Program 2014-2015 School Year (Unduplicated Children - 458)



Seal-A-Smile is a partnership between Public Health and Northern Health Centers. It is a school-based program that offers preventative dental care to children enrolled in 5 participating school districts. The program is offered at no cost to the child and is open to all 2nd-grade and 6th-grade children with or without a family dentist or dental insurance. The program offers the fluoride varnish component to all students at two schools. In the program's fifth year, 171 students received sealants, and 458 students received fluoride varnish. Of the 1,168 students who were eligible, 430 students were screened (37%).



Birth to 3 Program is an early intervention program for infants and toddlers with developmental disabilities.

In December 2015, the State of Wisconsin notified Oconto County that its program performance met all the required Federal Indicators for FFY 2014 (July 1, 2014—June 30, 2015). See www.OCB3.info for details.

Public Health Division (cont.)

DIVISION SUMMARY

■ Fluoride Varnish Program

Topical application of fluoride to the surface of teeth. Program targets children 5 years and under, who participate in group settings such as WIC and playgroup.

- 114 children served. 20 children had more than 1 application.
- Of the children served: ▪ 63% were covered by Badgercare ▪ 64% did not have a dentist

■ Immunization Program

The immunization program continued the initiative to increase the number of adolescents vaccinated for the recommended vaccines. In 2015 the Public Health emergency preparedness mass clinic plan was exercised through the implementation of school based immunization clinics. Four vaccines were offered including influenza and Human Papilloma Virus (HPV). 1,732 children were vaccinated for influenza, 41% of the children offered the vaccine. The coverage rate of adolescent children with 1 dose of HPV increased 14% since 2013.

■ Women, Infant and Children (WIC) Program

- The WIC Program services an average of 503 clients per month.
- WIC participants redeemed 61% of their Farmers Market vouchers for locally grown fruits and vegetables.

■ Oconto County SAFE Kids Coalition

- Child Passenger Safety
 - ◆ 157 seats were inspected
 - * 25% arrived installed correctly
 - * 89 seats destroyed; no longer safe for use
 - ◆ 87 seats were distributed to families
 - * 85% distributed to low income families
- Pedestrian/Wheeled Safety
 - ◆ Partnered with 2 law enforcement/fire departments to implement 2 bike rodeos
 - * 53 children were educated and 50 received bike helmets
 - ◆ Participated in 2 community safety events
 - * 109 children were educated and received bike helmets

■ Healthy Oconto County 2018

The implementation of the Community Health Improvement Plan continues, focusing in the health priority areas: Nutrition and Physical Activity, Alcohol and Other Drug Abuse, and Mental Health. A Community Health Check-Up was completed in November.

■ Communicable Disease Prevention and Control

The investigation and measures to contain a communicable disease. Examples include: Salmonella, E. Coli, Pertussis, Norovirus, Influenza, Blastomycosis, Lyme Disease and Chlamydia.

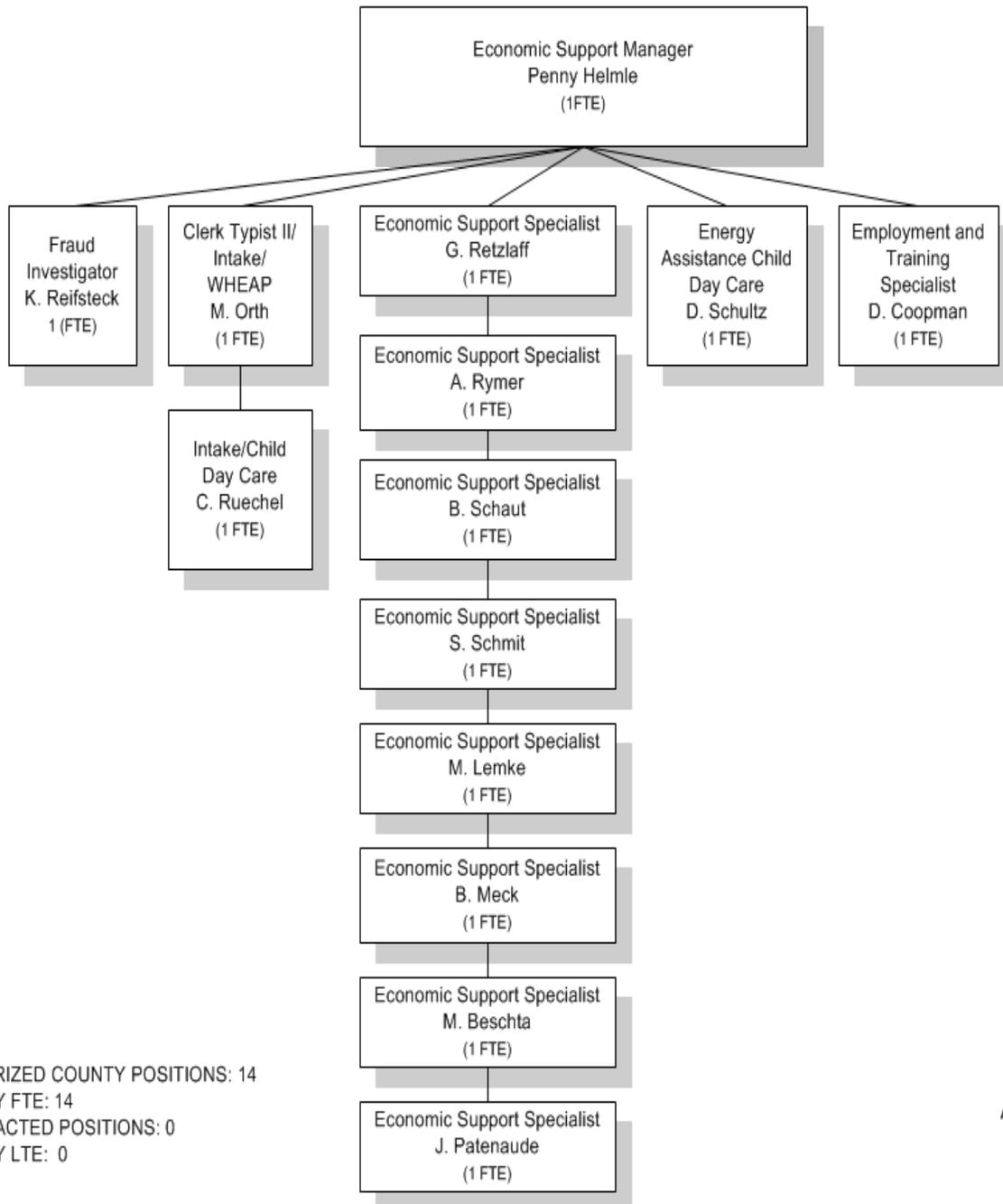
- Reported Cases: 2014—256 2015—286
- Confirmed/Probable Cases: 2014—180 2015—217
- 7 outbreaks (gastrointestinal or respiratory) investigated in schools/long term care facilities

■ Blood Lead Screening of Children

Lead poisoning affects the growth and development of children. Our goal is early identification of lead poisoned children, decreasing the negative impact. In 2015, 165 children were screened. 4 children had capillary elevated blood lead levels. These families received education from Public Health Staff and follow-up medical care by their health care provider.

Economic Support Division

HEALTH & HUMAN SERVICES ECONOMIC SUPPORT

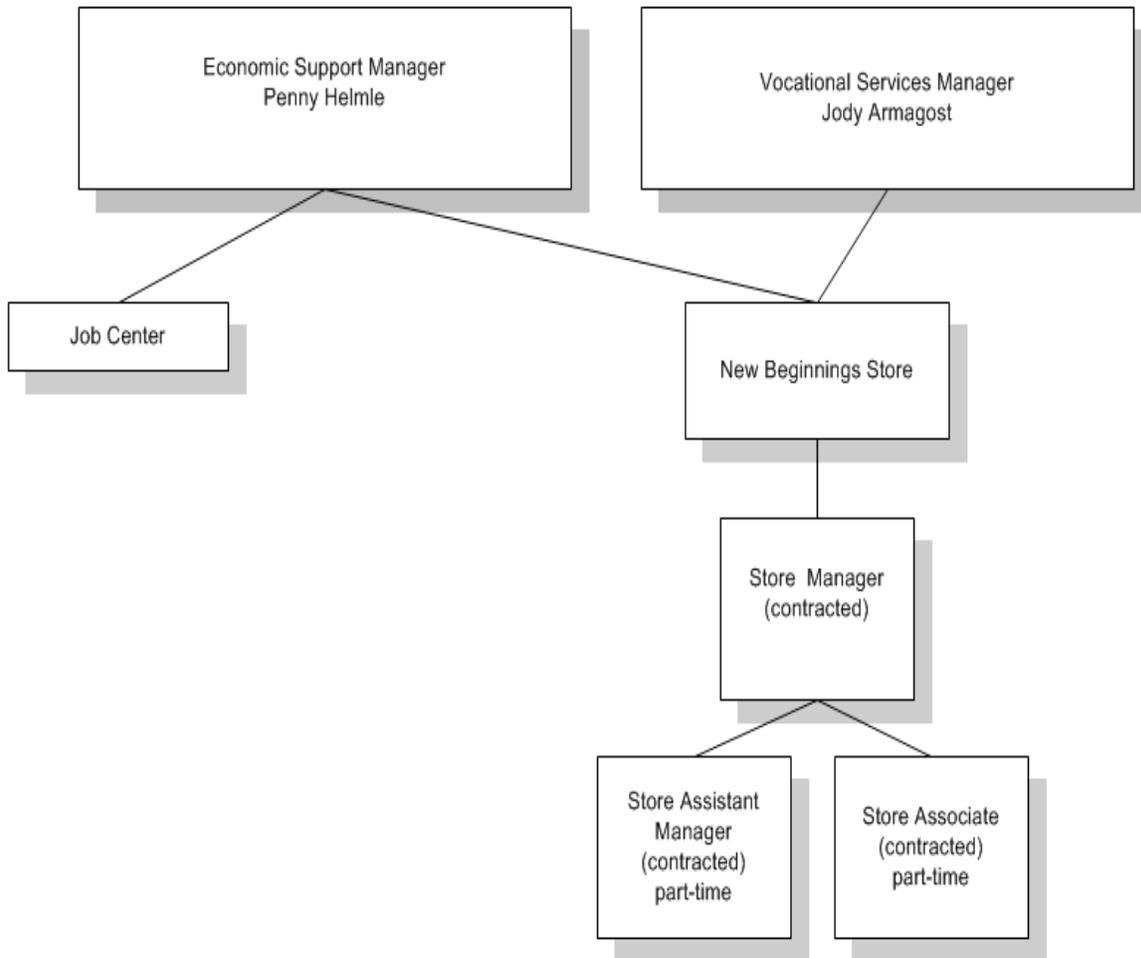


AUTHORIZED COUNTY POSITIONS: 14
 COUNTY FTE: 14
 CONTRACTED POSITIONS: 0
 COUNTY LTE: 0

As of 12/31/2015

Economic Support Division (cont.)

HEALTH & HUMAN SERVICES ECONOMIC SUPPORT JOB CENTER & NEW BEGINNINGS



AUTHORIZED COUNTY POSITIONS: 0
COUNTY FTE: 0
CONTRACTED POSITIONS: 3 (1 full-time, 2 part-time)

As of 12/31/2015

Economic Support Division (cont.)

WISCONSIN HOME ENERGY ASSISTANCE PROGRAM—2015

	Count	Expenditures
Total Households Applied for Energy Assistance	1,555	
Total Households Paid Energy Assistance	1,526	451,915
Total Households Paid Public Benefit Funded Benefits	1,506	253,378
Total Households Paid Crisis Assistance (Excluding Furnace)		
Total Households Paid Crisis Assistance (Excluding Furnace)	439	167,243
Total Households Paid Public Benefit Funded Crisis Applications	62	25,801
Total Heating Unit Repairs Paid		
Total Heating Unit Repairs Paid	40	7,636
Total Heating Unit Replacements Paid	20	54,622
Total Heating Unit Repairs and Replacements Paid	60	62,259

2015 FRAUD STATISTICS

	<u>Dollar Amount</u>	<u># of Cases</u>
Medical Assistance Overpayments =	\$ 8,763.50	16
Food Stamp Overpayments =	\$ 3,688.00	28
Child Daycare Overpayments =	\$ 0.00	0
Energy Assistance Overpayments =	\$ 0.00	0
Total =	\$12,451.50*	44

- 2 cases were criminally prosecuted
- 4 IPV's were issued
- 2 Prosecution Diversion Agreements
- 2 Trafficking convictions

*The Department receives 15% of the funds collected.

We currently have 183 open fraud cases, not including 3 OIG referrals, SWICA's, or trafficking cases.

Economic Support Division (cont.)

AT RISK YOUTH GRANT

2014		2015	
Total Participants Served	11	Total Participants Served	32 (22 new youth served)
		In School Groups	14 7th Graders at Washington Middle School
Referrals		Referrals	
Community	1	Community	2
Food Share Employment Training Program	1	Food Share Employment Training Program	6
Juvenile Justice/Foster Care	2	Juvenile Justice/Foster Care	1
Juvenile Justice	2	Juvenile Justice	8
Foster Care	3	Foster Care	7
Foster Care (aged out)	2	Foster Care (aged out)	3
		School	2
		Agency	1
Outcomes		Outcomes	
Full Time Employment Obtained	2	Full Time Employment Obtained	9
Part Time Employment Obtained	3	Part Time Employment Obtained	7
Participated in Work Experience	6	Participated in Work Experience	9
Enrollment and attendance in post-secondary school or skills training	2	Enrollment and attendance in post-secondary school or skills training	5
Achieved High School Diploma or Equivalency	2	Achieved High School Diploma or Equivalency	5
		*No services after 30 days	5
		*No services after 90 days	4
		*No services after 180 days	4
		*Examples from 2015 of no services with youth: Youth did not want to participate, youth did not follow through, youth had other barriers (mental health/AODA/ etc.), and youth met goal and did not need additional services at the time.	

Economic Support Division (cont.)

NEW IN ECONOMIC SUPPORT IN 2015

■ Food Share Employment & Training Program (FSET)

FSET Program went into effect April 1, 2015. Food Share members ages 18 through 49 with no minor children living in the home are required to participate in this program unless they have an exemption. These people are referred to as ABAWD's (Able Bodied Adults without Dependent Children). A non-exempt ABAWD would only be eligible for 3 months of Food Share benefits in a 36-month (3 year) period, unless they meet the work requirement or are exempt from meeting the work requirement. Three of the ways to meet the work requirements are to either be working 80 hours/month or take part in a work program (for example FSET) for 80 hours or a combination of both to total 80 hours. If 3 months of Time-Limited Food Share benefits are used up, the person is not eligible for a period of 36 months, unless an exemption is met, for example working the 80 hours/month, becoming disabled, having a child under the age of 18 in the home or turning age 50.

■ Access Add a Program

Effective October 24, 2015 enhancements were made to Access (online website for applying for benefits) that allows a person to add a program request to an existing case which has reduced the number of new applications from existing members that the IM agency previously had to process as a new request. This has saved both the member and the agency time.

■ Real Time Eligibility

Effective October 24, 2015 this new process went into effect which provides real-time, online eligibility results for BadgerCare Plus and/or Family Planning Only Services, to applicants who meet certain prescreening criteria and whose application information can be verified using real-time data exchanges. The new Automated Case Processing (ACP) function in CARES will create a new case or re-open a closed case when an online application qualifies for RTE (Real Time Eligibility). This process will then use existing functions in CARES in order to ensure that the applicant's information is recorded and verified prior to making an automated eligibility determination.

■ Using Equifax Data to Verify Income

Effective June 8, 2015 and in compliance with Federal regulations, the DHS implemented a data exchange with Equifax through the Federal Data Services Hub (FDSH). This data is available for individuals employed by companies that opt to use Equifax for reporting wages and is available only for cases that have a health care request on the case. Workers can use this information to verify income if the customer is in agreement with this data. This has saved both the customer and the worker time.

■ Monitoring of Replacement Quest Cards

On and after December 1, 2015, households issued four replacement QUEST cards in a rolling 12-month period will receive the 'Information About Your QUEST Card for Food Share Benefits' letter. This letter will provide information about proper QUEST card usage and will also indicate that the QUEST card account may be reviewed by the Office of Inspector General (OIG) for possible misuse of Food Share benefits if a fifth replacement QUEST card is issued.

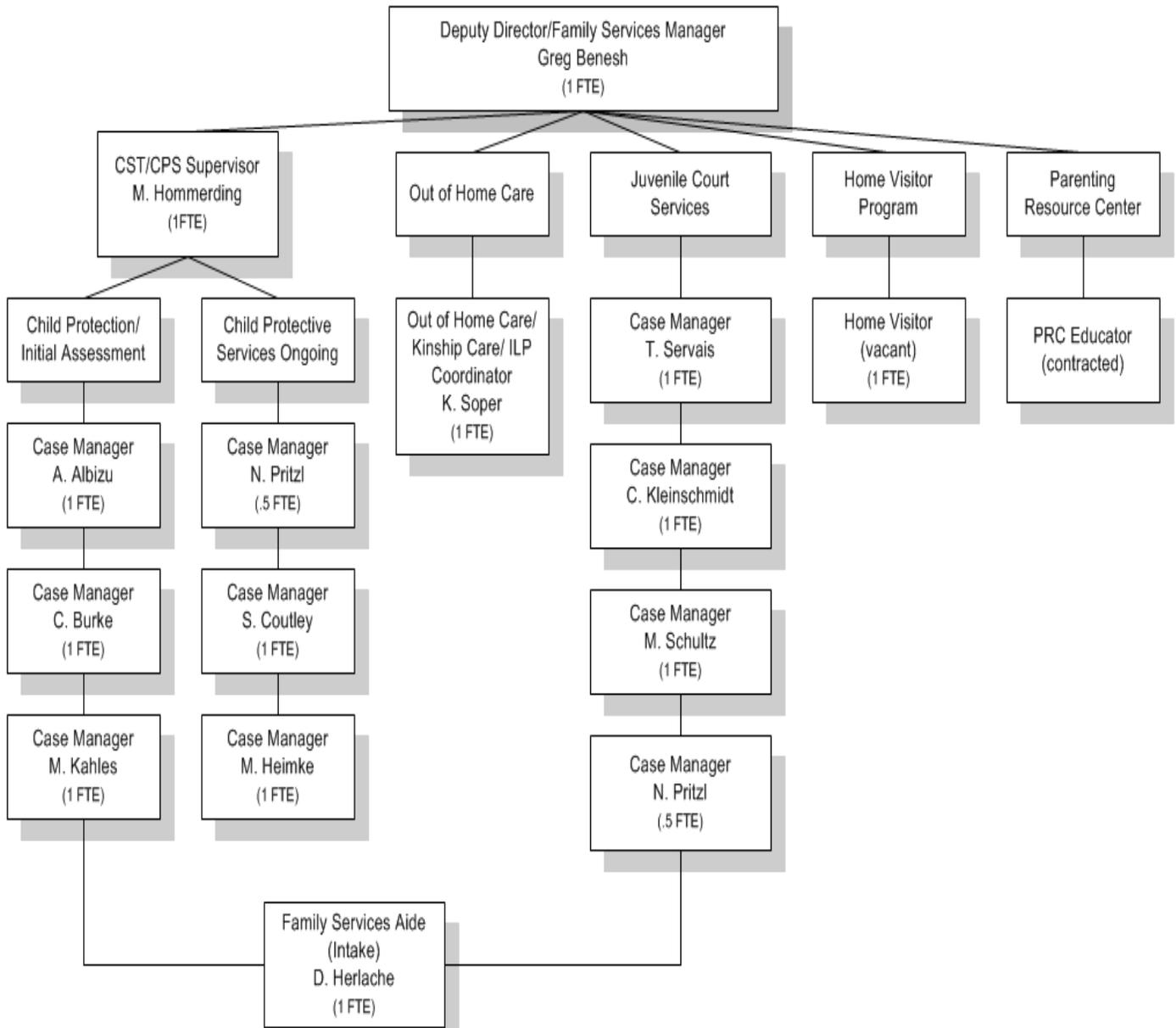
When five or more replacement QUEST cards are issued to a household in a rolling 12-month period, the 'Important Message from the Office of the Inspector General About Possible Misuse of Food Share Benefits' letter will be sent stating the number of cards that have been requested and that the QUEST card account is being reviewed by the OIG for possible misuse of Food Share benefits.

■ Family Care

Oconto County transitioned to Family Care in 2015. This meant additional work for the ESS Division doing income and asset eligibility for these customers transitioning. Economic Support workers worked with the ADRC staff and Long Term Care staff to get 168 people on Family Care services. We continue to now work with the ADRC and the Family Care Program.

Family Services Division

HEALTH & HUMAN SERVICES FAMILY SERVICES

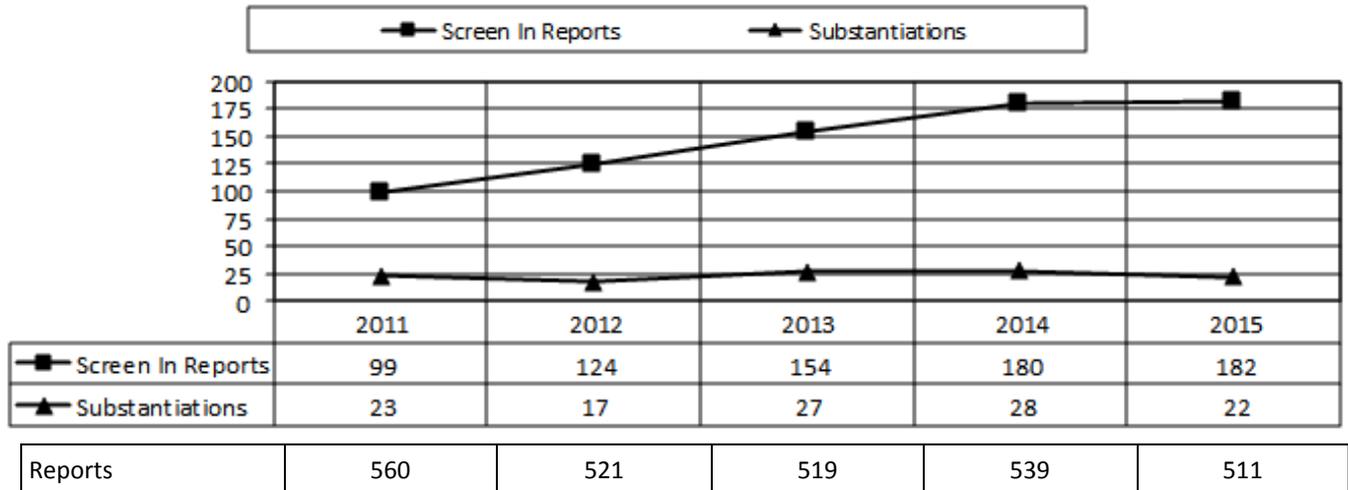


AUTHORIZED COUNTY POSITIONS: 14
 COUNTY FTE: 14
 CONTRACTED POSITIONS: 1

12/31/2015

Family Services Division (cont.)

CHILD ABUSE AND NEGLECT REPORTS 2011 - 2015



FAMILY SERVICES DIVISION SUMMARY

	2014	2015
JUVENILE COURT		
• Number of Referrals	125	129
• Counsel and Release	50	45
• Formal Supervision & Consent Decrees	28	37
• Deferred Prosecution Agreements	34	28
• Other Dispositions	13	19
• Average Caseload Size	25	25
INTENSIVE SUPERVISION PROGRAM		
• Number Served	8	13
• Placed Out of Home	1	2
KINSHIP CARE		
• Number Served	66	60
• Waiting List	0	0
HOME VISITOR PROGRAM		
• Number of Families	24	22
• Individuals Served	88	79
• Home Visits	489	418
• Love & Logic Sessions	14	23



Family Services Division (cont.)

OUT OF HOME PLACEMENTS—MEDIAN LENGTH OF STAY

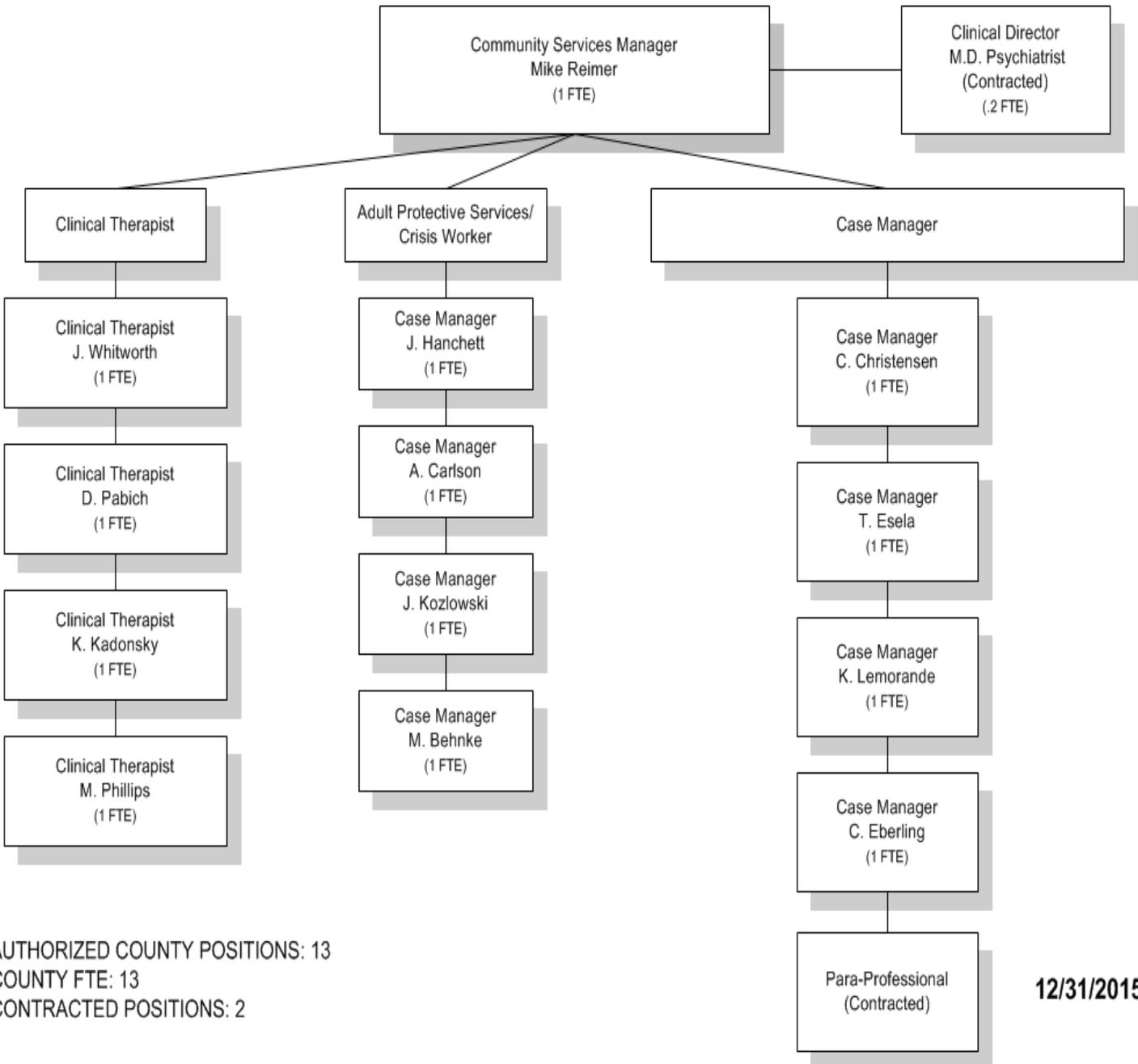
	Median Length of Stay (months) 2014	Median Length of Stay (months) 2015
Child Protective Services (CPS) Family Ongoing—Oconto County	4.55	11.9
Child Protective Services (CPS) Family Ongoing—State of Wisconsin	11.8	12.5
Juvenile Justice—Oconto County	8.4	4.1
Juvenile Justice—State of Wisconsin	7.45	9.1

OUT OF HOME PLACEMENTS—PLACEMENT STABILITY

	2014		2015	
Child Protective Services (CPS) Family Ongoing:				
1 or 2 Placement Settings	85.29% (29)	(WI 85.42%)	80.95% (34)	(WI 84.95%)
3 Placement Settings	11.76 % (4)	(WI 9.41%)	9.52 % (4)	(WI 9.8%)
4 Placement Settings	0% (0)	(WI 2.84%)	9.52% (4)	(WI 3.09%)
5 or More Placement Settings	2.94 % (1)	(WI 2.32%)	0% (0)	(WI 2.16%)
Total Children	34	(WI 6,544)	42	(WI 6,704)
Juvenile Justice:				
1 or 2 Placement Settings	57.14% (8)	(WI 70.79%)	72.73% (8)	(WI 72.4%)
3 Placement Settings	21.43% (3)	(WI 14.14%)	18.18% (2)	(WI 12.01%)
4 Placement Settings	0% (0)	(WI 7.17%)	0% (0)	(WI 6.81%)
5 or More Placement Settings	21.43% (3)	(WI 7.9%)	9.09% (1)	(WI 8.78%)
Total Children	14	(WI 962)	11	(WI 866)

Community Services Division

HEALTH & HUMAN SERVICES COMMUNITY SERVICES

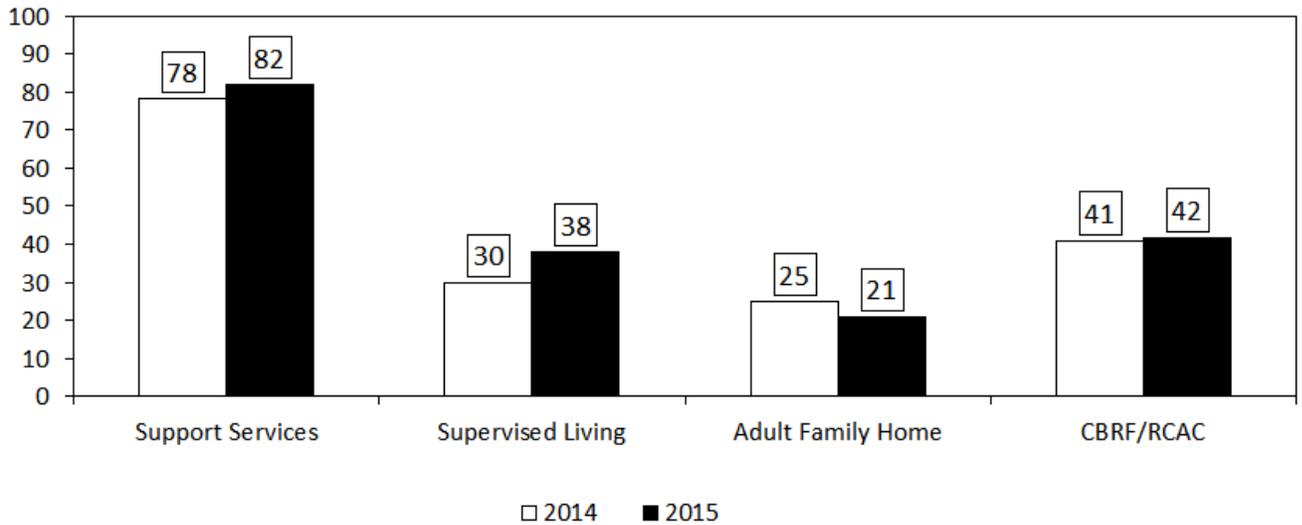


AUTHORIZED COUNTY POSITIONS: 13
 COUNTY FTE: 13
 CONTRACTED POSITIONS: 2

12/31/2015

Community Services Division (cont.)

**LONG TERM SUPPORT
ADULT RESIDENTIAL SERVICES - # OF RESIDENTS**



FAMILY SUPPORT PROGRAM

Children Served 26

2015 CHILDREN'S LONG TERM SUPPORT

Autism	38 children
Non-Autism	17 children
Child Wait List	52 children

Community Services Division (cont.)

INPATIENT CARE

	Number		Average Stay	
	2014	2015	2014	2015
Mental Health Short Term	49	25	5 days	4 days
Mental Health Long Term *	2	1	44 days	90 days
Total	51	26		
Alcohol and Other Drugs (AODA)	1	1	1 day	3 days

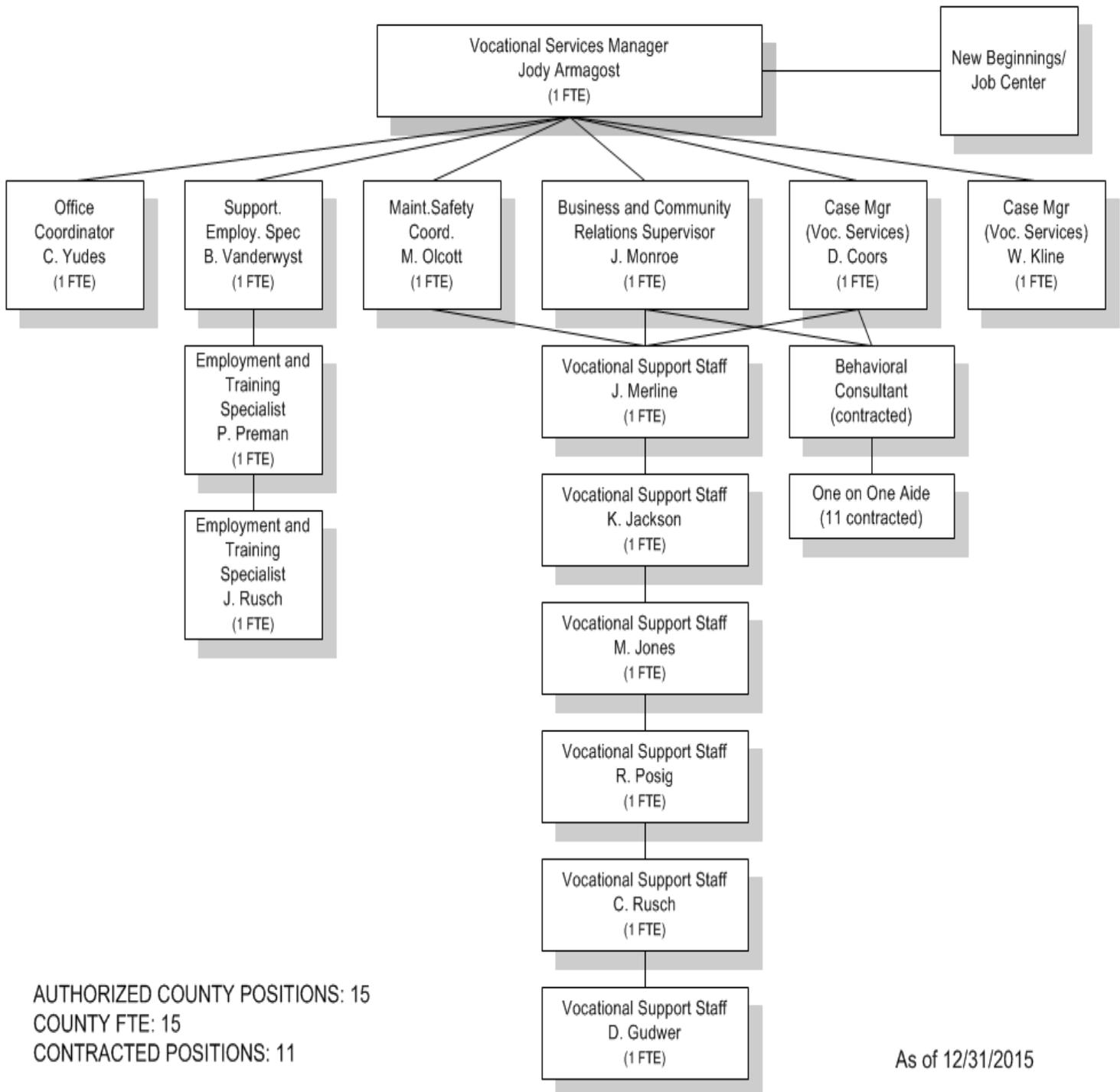
* More than 30 days

COMMUNITY SERVICES DIVISION SUMMARY

	2014	2015
■ CRISIS		
• Number Served	323	317
■ OUTPATIENT CLINIC		
• Number of Clients	627	644
■ OWI (Operating While Intoxicated)		
• Number of Assessments	131	123
■ AODA INTENSIVE OUTPATIENT		
• Number of County Paid Clients	1	0
■ COMMUNITY OPTIONS PROGRAM AND MEDICAID WAIVER FUNDING		
• Number of Elderly and Disabled Adults Funded	174	183

Vocational Services Division

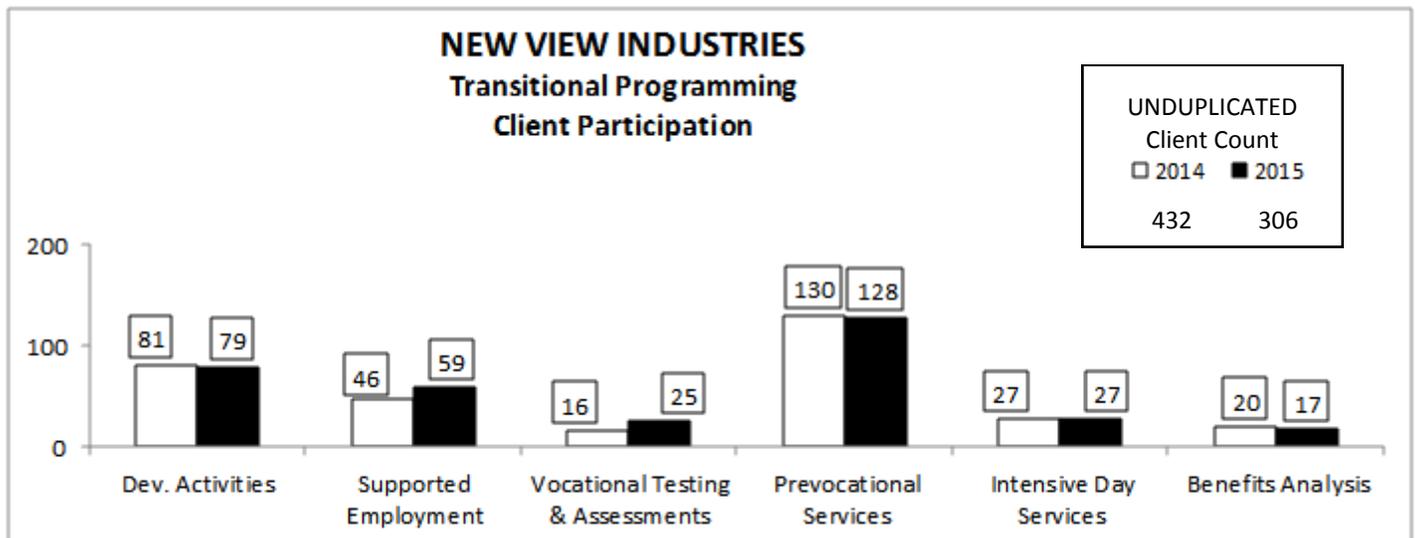
HEALTH & HUMAN SERVICES VOCATIONAL SERVICES



AUTHORIZED COUNTY POSITIONS: 15
 COUNTY FTE: 15
 CONTRACTED POSITIONS: 11

As of 12/31/2015

Vocational Services Division (cont.)



DIVISION SUMMARY

2015 was the year that New View Industries transitioned into Family Care. During this transition we worked with two MCO's to negotiate services and rates. We refined programs to meet Family Care requirements and also restructured our billing process to comply with service authorizations for both MCO's. The transition of services went relatively smooth, however, authorizations have been a struggle with the MCO's, but staff are diligently working to resolve this.

Day Services

- Implemented new Day Services curriculum to align with Family Care design.
- Presented the National Oceanic & Atmospheric Administration (NOAA) Tornado Safety Program to clients.
- Presented the Wisconsin Emergency Management "Ready Wisconsin" Program to clients.
- Assisted with Oconto Area Humane Society's open house by baking and donating dog biscuits.
- Designed, painted and donated a 8 x 8 barn quilt to Oconto Humane Society.
- Designed and created the cemetery set for the Gillett Library Community Haunted House (a 4 day event which was attended by over 400 people).
- Introduced Mayo Clinic's Gentle Yoga, Living in the Moment, Help in Stressful Times and R.E.S.T, Rapid, Easy Strength Training programs.
- Held "New View Review" talent show at the annual Fun Fest.
- Hosted Wells Fargo banking presentation, Gillett Dental Health program and St. Patrick's Day music program.
- Client outings included Opera for the Young, Gillett School Veteran's Day Program and delivering handmade Thanksgiving cards to area nursing homes.

Intensive Day Services

- Incorporated Peer involvement activities.
- Enhanced activities to develop and maintain motor skills and daily life skills.
- Increased community activities (i.e., music in the park).
- Developed, monitored and reviewed Individualized Plans with goals to improve communication skills, daily living skills and social skills.
- Increased crisis intervention services and billing, through use of behavioral management/consulting with Caravel and behavioral specialist.

Vocational Services Division (cont.)

DIVISION SUMMARY (continued)

■ Prevocational Services

- Continuation of Specific Natural Activity Program book and other curriculum with clients to increase social skills, communication skills and independent living skills at home, work and the community.
- Development of additional prevocational activities to increase skills related to jobs in the community.
- Continuation of crisis services to ensure safety of clients and staff.
- Completed full transition of clients into Family Care Program. Consulted and assisted Managed Care Organizations and ADRC with client referrals, enrollment counseling and continuation of care.
- Developed new relationships with providers, case managers, and nurse case managers.
- Continuation of targeted case management with select clients not eligible for the Family Care benefit.
- Continuation of working with area schools to assist with transition planning for students.

■ Sheltered Employment

- Trained additional clients to work in the NVI canteen to learn money and customer service skills.
- Provided assistance to Supported Employment Program by providing training, job coaching and evaluation of DVR clients.
- Worked with Winona Foods on a new packaging opportunity.
- Continued to design and build projects in the woodshop.
- Worked with Special Education Department in Westin, WI to design and build birdhouses to be used as a project with their students.
- Designed and implemented adaptive devices to assist clients in performing jobs more independently.

■ Supported Employment

- 24 Division of Vocational Rehabilitation participants were placed in jobs in the community.
- Provided benefits analysis to 17 clients.
- Expanded Supported Employment and Direct Placement services to Shawano County.
- Implemented Job Shadowing for youth.
- Expanded the New View janitorial training program to New Beginnings and Recycling Center.
- Received grant through DVR as part of the Wisconsin Promise Project to work on soft skills with youth. Through this we developed and implemented On-the-Job Training (OJT) for youth, soft skills classroom training for youth and expanded to adults. Expanded this program from Oconto to include Shawano and Marinette Counties.

■ Marketing/Procurement

- Designed and implemented system using Microsoft Access software to track Job Development activities, with 182 marketing reaches and 92 business contacts.
- Designed and wrote promotional letters, brochures and flyers to use as point of contact material for new job development.
- Updated NVI Website incorporating new photos.
- Job developed the following communities: Appleton, Brillion, Clintonville, De Pere, Gillett, Grand Chute, Greenville, Green Bay (surrounding area), Kaukauna, Kimberly, Little Chute, Marinette, Menasha, Mountain, Neenah, Oconto, Oconto Falls, Oshkosh, Peshtigo, Pulaski, Seymour, and Shawano.
- Continue to be members and participate in Chamber of Commerce's for Oconto, Oconto Falls and Green Bay. Attending meetings, grand openings, after hour events, breakfast networking, as well as participated in and attended Business Expos.
- Assisted Fun Fest Committee with all promotion and fundraising activities.
- Worked with OECD to combine education of both programs when networking.
- Designed and wrote new Supported Employment brochure.
- Conducted several tours for new employees, companies and organizations.
- Developed working relationship with Valley Packaging, Appleton.
- Developed page for New View Industries on LinkedIn.
- Built relationship with Winona Foods that developed into a packaging opportunity.
- Held fundraiser at Palette and Pub.

NOTES