

# **GREEN LAKE COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES**

## **HEALTH & HUMAN SERVICES**

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## **FOX RIVER INDUSTRIES**

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**Post Date: 1/20/17**

**\*AMENDED**

**The following documents are included in the packet for the Department of Health & Human Services Board held on Monday, December 12, 2016**

- December 12, 2016 DHHS meeting agenda 5:00 p.m.
- DHHS Draft Minutes – November 14, 2016
- Aging Advisory Committee Minutes – November 15, 2016
- Family Resource Council Minutes – December 5, 2016
- Transportation Coordinating Committee Minutes – November 16, 2016
- \*ADRC Satisfaction Survey
- \*Behavioral Health Unit November Report
- \*Children & Family Services November Report
- Health Unit November Report
- Environmental Health November Report
- \*DHHS November Expenditure/Revenue Comparison
- You received the draft Financial policies in a previous e-mail.

Thanks

Karen



**GREEN LAKE COUNTY  
DEPARTMENT OF HEALTH & HUMAN  
SERVICES**

Office: 920-294-4070 FAX: 920-294-4139 Email: [glcdhhs@co.green-lake.wi.us](mailto:glcdhhs@co.green-lake.wi.us)

**Health & Human Services Committee Meeting Notice**

**Date: December 12, 2016 Time 5:00 PM**

**Green Lake County Government Center**

**571 County Rd A, COUNTY BOARD Room #0902 Green Lake WI**

**AGENDA**

**Committee  
Members**

*Joe Gonyo,  
Chairman  
Nick Toney, Vice-  
Chair  
Brian Floeter  
John Gende  
Nancy Hoffman  
Harley Reabe  
Tom Reif  
Richard Trochinski  
Joy Waterbury, Secretary*

Kindly arrange to be present, if  
unable to do so, please notify our  
office. Sincerely, Karen Davis,  
Administrative Assistant

1. Call to Order
2. Certification of Open Meeting Law
3. Pledge of Allegiance
4. Agenda
5. Minutes 11/14/16
6. Appearances:
7. Correspondence:
  - Committee Appointments
  - CCS Regional Committee Board Representative
  - Discharge the DHHS Personnel and Finance Sub-Committees
8. Veteran's Service Office Report
9. Advisory Committee Reports
  - Aging Advisory Committee – (Trochinski)  
Meeting – November 15, 2016 Green Lake  
County DHHS
  - Health Advisory Committee Report- Next meeting –  
January 11, 2017
  - Family Resource Council – December 5, 2016  
(Trochinski)
  - Transportation Coordinating Committee – November  
16, 2016 (Trochinski)
  - ADVOCAP/Headstart Report (Gonyo)
  - ADRC Coordinating Committee – February 9, 2017 -  
Marquette Co. (Gende/Waterbury)
10. Unit Reports
  - Administrative Unit
  - Health & Human Services Billing Update
  - Aging/Long Term Care Unit
  - ADRC Satisfaction Survey
  - Behavioral Health Unit
  - Drug Court Grant Update

(Continued on next page)

**Please note: Meeting area is accessible to the physically disabled. Anyone planning to attend who needs visual or audio assistance, should contact the County Clerk's Office, 294-4005, not later than 3 days before date of the meeting.**



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- Children & Family Services Unit
  - Child Support
  - Economic Support Unit
  - Fox River Industries
    - FRI building update to maintain/update/repair
    - Supported Employment Maintenance
  - Health Unit
11. Policies/Procedures Update
    - Financial Policies
  12. Purchases
  13. Health & Human Services Budget 2016/2017
  14. Committee Discussion
    - Administrative Committee Report
    - Finance
    - Personnel
    - Property & Insurance
    - IT Committee Report
    - Facilities & Security Committee Report
    - The Board May Confer With Legal Counsel
    - Future DHHS Meeting Date (January 9, 2017 at 5:00 p.m.)
    - Future Agenda items for action & discussion
  15. Adjourn

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**Please note: Meeting area is accessible to the physically disabled. Anyone planning to attend who needs visual or audio assistance, should contact the County Clerk's Office, 294-4005, not later than 3 days before date of the meeting.**

THE FOLLOWING ARE THE OPEN MINUTES OF THE HUMAN SERVICES BOARD HELD AT GREEN LAKE COUNTY GOVERNMENT CENTER, 571 COUNTY ROAD A, GREEN LAKE, WI 54941 ON MONDAY, NOVEMBER 14, 2016 AT 5:00 P.M.

PRESENT: Joe Gonyo, Chairman  
Brian Floeter, Member  
Harley Reabe, Member  
Joy Waterbury, Secretary  
Nick Toney, Vice Chairman  
John Gende, Member  
Nancy Hoffman, Member

EXCUSED: Richard Trochinski, Member

OTHERS PRESENT: Jason Jerome, Director  
Karen Davis, Administrative Assistant  
Jon Vandeyacht, Veteran's Service Officer  
Dawn Klockow, Corporation Counsel  
Shelby Jensen, Economic Support/Child Support Unit Manager  
Betty Bradley, Aging/LTC Unit Manager  
Kathy Munsey, Health Unit Manager

Certification of Open Meeting Law: The requirements of the Open Meeting Law have been met.

Call to Order: The meeting was called to order at 5:00 p.m. by Chair Gonyo.

Pledge of Allegiance: The Pledge of Allegiance to the Flag was recited.

Approval of Agenda: Motion/second (Reabe/Toney) to approve the agenda. All ayes. Motion carried.

Action on Minutes: Motion/second (Waterbury/Gende) to approve the minutes of the 10/10/16 Health & Human Services Board meetings as presented. All ayes. Motion carried.

Signing of Vouchers: Motion/second (Floeter/Gende) to approve the October 2016 DHHS expenses. Floeter is abstaining from any Theda Care vouchers. Motion carried.

Motion/second (Floeter/Gende) to approve the Veteran's Service expenses. All ayes. Motion carried.

Appearances: Shelby Jensen, Economic Support/Child Support Report: Jensen updated Committee members regarding the transition of Child Support into the Economic Support Unit. Jensen reported regarding the status of the services that Child Support is providing.

Correspondence: Committee Appointments: Health & Human Services Board: Jerome presented a letter to County Board Chair recommending Tom Reif to the Health & Human Services Board. It is recommended that Tom Reif be appointed to the County Board. Reabe will present at the County Board meeting on November 15, 2016.

CCS Regional Committee Board Representative: Jerome explained what the CCS Regional Committee Board consists of and does.

Veteran's Service Office Report: Vandeyacht reported regarding office activities and reported regarding the reviewed Veterans Service budget for 2017.

Vandeyacht reported that the Green Lake Rotary donated meal certificates for Thanksgiving meals to be distributed to Veteran's. Vandeyacht reported regarding distribution. Vandeyacht also reported that VFW funds were received and the plans are for distribution for Christmas.

Vandeyacht updated Committee members regarding King Veteran's home.

Vandeyacht reported regarding upcoming surgery and explained the coverage in the Veteran's Service office in his absence.

Advisory Committee Reports: Aging Advisory Committee Report: The next meeting will be held on November 15, 2016.

Health Advisory Committee: The meeting was held on October 12, 2016. (See attached minutes.)

Family Resource Council: The next meeting will be December 5, 2016.

Transportation Coordinating Committee: The next meeting will be held on November 16, 2016.

Advocap/Headstart Report: Gonyo reported regarding a meeting he attended 2 weeks ago regarding what accomplishments have happened and what future goals are. Gonyo reported that a planning meeting is scheduled for Wednesday, November 16, 2016.

ADRC Coordinating Committee Report: The meeting was held on November 10, 2016 at 1:00 p.m. in Marquette County. Waterbury reported regarding the meeting. Waterbury updated Committee members regarding the ADRC and being "warm and welcoming". The State has since changed the requirements and this is a goal. The situation seems to be resolved. Committee members will be updated as necessary.

Unit Reports: Committed Funds: Jerome updated Committee members that the same Funds are being requested to be Committed funds in 2017. The following is a list of the committed funds: HHS Donations; Economic Support W-2; FRI Vehicle Outlay; and FRI Building Maintenance. Motion/second (Reabe/Toney) to approve the Committed funds for the Department of Health & Human Services. All ayes. Motion carried.

Administrative: Health & Human Services Billing Update: Jerome presented/explained the DHHS Expenditure/Revenue Comparison report for Committee review. Discussion followed.

Jerome reported that management staff are interviewing applicants for the vacant Receptionist/Data Entry Specialist position.

Aging/Long Term Care: 2017 Aging Budget: Bradley presented the 2017 Aging Budget to Committee members.

Waterbury/Gonyo to approve the Aging Unit budet. All ayes. Motoin carried.

Behavioral Health Unit: Drug Court Grant Update: Resolution

Jerome presented and explained the Resolution Relating to Creating a Drug Court Coordinator Position. Discussion followed. Motion/second (Waterbury/Reabe) with added stipulation that when the funding ends the position ends. All ayes. Motion carried.

October Health Report is attached report.

Children & Families Unit: See attached report.

Child Support: Reported above.

Economic Support Services: Jensen reported regarding child care certification and changes that will happen in 2017. Contracting with child resource and referral will be doing the certifying in 2017.

Jensen reported regarding the Energy Assistance program and the influx of applications with the program starting October 1, 2016. Jensen reported regarding outreaches that are taking place.

Fox River Industries: Ad Hoc Committee: No report.

Supported Employment Maintenance: Jerome distributed information regarding the supported employment maintenance employees and the 2017 Maintenance budget cuts and that this has been cut out of the budget. Discussion followed.

Health: Current Health Abatements: Munsey explained the proposed resolution for the communicable disease

Motion/second (Waterbury/Reabe) to approve Resolution to County

Munsey reported regarding the Ordinance

change in ordinance reflecting where the money comes for inspections, oversight of funds.

Motion/second (Waterbury/Reabe) ordinance

The October Health and Environmental Specialist Reports were presented. (See attached.)

Policies/Procedures Update: financial polices by December meeting

Purchases: None.

Personnel: Jerome reported regarding the resignation of the Mental Health Case Manager.

Review Job Descriptions: Jerome reported that the job description was reviewed and revised accordingly. (See attached.) Motion/second (Waterbury/Trochinski) to recommend to County Personnel approval of the revised job descriptions. All ayes. Motion carried. Floeter/Reabe)

Vacant Positon(s) Review: Mental Health Case Manager: Jerome updated Committee members regarding the vacant Mental Health Case Manager position. Discussion followed regarding the need to fill this position. Motion/second (Trochinski/Floeter) to recommend to the Green Lake County Personnel Committee to fill the vacant Receptionist/Data Entry Specialist position. All ayes. Motion carried.  
Tloney/Floeter

Health & Human Services Budget 2016/2017: No report.

Committee Discussion: No discussion.

Administrative Committee Report: Reabe reported regarding the meeting. Reabe reported that the new County Administrator will start on December 5, 2016.

Bostelman will get paid for the month of December since started the month.

Finance: Reabe reported regarding the budget meetings being held. Discussion followed.

Personnel: No discussion.

Property & Insurance: No discussion.

IT Committee: Waterbury reported the next meeting is December 6, 2016.

Facilities & Security Committee Report: No meeting.

The Board May Confer With Legal Counsel: None.

Future Meeting Date: The next Health & Human Services Board meeting will be Monday, December 12, 2016 **at 5:00 p.m. at the Green Lake County Government Center.**

Future Agenda Items For Action and Discussion:

Adjournment: Gonyo adjourned the meeting at 6:31 p.m..

**COMMISSION ON AGING ADVISORY MINUTES**

November 15, 2016

Present: Dick Trochinski, Pat Flanigan, Barb Behlen

Others Present: Karen Davis; Betty Bradley; Jason Jerome

Excused: Barb Reif

Requirements of Open Meeting Law have been met.

**CALL TO ORDER:**

The meeting was called to order at 10:01 a.m. by Trochinski at the Green Lake County Government Center.

**PLEDGE OF ALLEGIANCE:**

The Pledge of Allegiance was recited.

**APPROVAL OF AGENDA:**

Motion/second (Flanigan/Trochinski) made a motion to approve the agenda. All ayes. Motion carried.

**ACTION ON MINUTES:**

Motion/second (Trochinski/Behlen) to approve the September 21, 2016 minutes. All ayes. Motion carried.

**APPEARANCES:** None.

**CORRESPONDENCE:** None.

**GREATER WISCONSIN AGENCY ON AGING RESOURCES, INC (GWAAR):** Bradley reported that the budget was discussed and is on the agenda for later.

Bradley reported regarding the Aging Conference that staff attended on September 22-23, 2016. Bradley reported that dementia and increased programming was discussed. Bradley reported that business acumen was also discussed.

**HEALTH & HUMAN SERVICES BOARD REPORT** Bradley reported that the 2017 Aging Plan was approved at the Health & Human Services Board meeting. Bradley reported that this budget is required for the State to show where our funding is being spent. This budget does not affect the overall County 2017 budget.



**OLD BUSINESS: September & October Program Information:** Bradley provided the September and October Program reports for Committee review. Discussion followed.

**ADRC:** Bradley updated Committee members regarding the State requiring DHHS being "Warm and Welcoming" by having a separate entrance/waiting area, not going through security, etc. Bradley reported that the Green Lake County ADRC rated excellent and thus the matter has been dropped at this time.

**NEW BUSINESS: Older American's Act:** Bradley presented/explained information regarding the Older American's Act. (See attached.) Discussion followed.

**85.21 Transportation Grant:** Bradley presented the 85.21 Transportation Grant application. (See attached.) Bradley reported that the 85.21 transportation grant is for rural, senior and disabled. Discussion followed. Bradley further explained the grant and where the funding goes to help provide transportation funding. Motion/second (Flanigan/Behlen) to approve the 85.21 Transportation Grant application. All ayes. Motion carried.

**2017 Aging Budget:** Bradley presented/explained the 2017 Aging Budget for Committee approval. (See attached.) Discussion followed. Motion/second (Behlen/Flanigan) to approve the 2017 Aging Budget. All ayes. Motion carried.

**COMMITTEE DISCUSSION** Discussion followed regarding the location of the Green Lake mealsite.

**Future Meeting Date:** The next meeting of the Aging Advisory Committee will be January 18, 2017 at the Berlin Senior Center at 10:30 a.m. Committee members will then eat a meal at the Berlin Senior Center.

**Future Agenda Items for Action and Discussion:** Older American's Act; ADRC report

Motion/second (Flanigan/Behlen) to adjourn the meeting. All ayes. Motion carried.

The meeting adjourned at 10:58 a.m.

## **FAMILY RESOURCE COUNCIL MEETING MINUTES—December 5 , 2016**

Present were: Marian Sommerfeldt, Community Options, Inc.; Jason Jerome, Director, DHHS; Sue Sleezer, DHHS Children & Family Services Unit Manager; Gail Olson, Consumer; Renee Peters, DHHS Health Unit – Family Support/Birth-Three Program; Kathy Munsey, DHHS Health Unit; Mark Podoll, Green Lake County Sheriff's Department; Dick Trochinski, County Board Supervisor; Tony Beregszazi, ADVOCAP; Hope Prochnow, Parent; Katie Gellings, U.W. Extension; Tammy Eastling, Parent; Connie Anderson, Community Rep.; Gretchen Malkowsky, CLS/CCS Coordinator; Robyn Morris, Parent; Kassondra Barzano, Parent; Paul Vander Sande, DHHS Behavioral Health Unit; Tara Eichstedt, DHHS Children & Family Services Unit; Kate Meyer, CCS/CLTS Service Facilitator; Nichol Grathen, DHHS Behavioral Health Unit; Patti Crump, ASTOP; Lorri Bohn, Christine Anne Domestic Abuse Services; Kari Schneider, DHHS Health Unit; Shelby Jensen, DHHS – Economic Support/Child Support Unit

**Certification of Open Meeting Law:** The requirements of the open meeting law were certified as being met.

**Call to Order:** The meeting was called to order at 11:41 a.m. by Sommerfeldt.

The Pledge of Allegiance was recited.

**Introductions:** Introductions of members were made and appearances were made.

**Agenda:** Motion/Second (Trochinski/Podoll) to approve agenda. All ayes. Motion carried.

**Minutes:** Motion/second (Munsey/Beregszazi) to approve the June 6, 2016 minutes. All ayes. Motion carried. Discussion followed.

**Public Comment:** This will be removed from the agenda.

**Appearances:** Nichol Grathen, Behavioral Health Unit, was present to explain the new Drug Court Grant Program and what is involved in Drug Court and the individuals that participate in the program.

**Correspondence:** None.

### **DISCUSSION ON PROGRAMS/POLICIES:**

**Coordinated Services Teams:** Tara Eichstedt explained what the Coordinated Services Teams are and how referrals are made. Eichstedt reported that there are 12 current Coordinated Services teams. Eichstedt reported that some are dually enrolled in CCS Program also.

Eichstedt reported that there was one successful “graduate” from the CST program. Eichstedt explained a case scenario regarding this individual.

Sleezer reported regarding the annual plan that was submitted.

**Family Support/Community Options:** Peters updated Committee members regarding the transition from the Family Support program to Children's Community Options Program (C-COP) at the State level.

Peters reported that the State continues to work on policies and procedures. Peters presented/explained the 5 year plan for Committee approval. Motion/second (Podoll/Anderson) to approve the Children's Community Options Program (C-COP) 5 year plan. All ayes. Motion carried.

**Birth-Three:** Peters reported regarding the Birth-Three program. Peters reported that 47 referrals have been made to program thus far this year.

Peters updated Committee members regarding the annual review of the program requirements set forth by the State was completed. Discussion followed.

Peters explained what the "Shop with a Hometown Hero" program is which she has helped coordinate referrals. The program is potentially receiving additional funds and looking for children to participate in the program. Referrals are welcome.

**Comprehensive Community Services (CCS) Update:** Malkowsky reported regarding the CCS program to Committee members. Malkowsky updated Committee members and reported that because of the expansion of the program, a CCS/CLTS Services Facilitator position was added and Kate Meyer was hired for the position. Malkowsky reported that there 21 participants in the CCS program at the present time - 12 children and 9 adults. Malkowsky updated Committee members regarding discharges and new enrollments.

Malkowsky updated Committee members regarding the different satisfaction surveys and how often they need to be completed. Malkowsky reported regarding the numbers for response.

**CLTS (Children's Long Term Support) Program:** Malkowsky reported that there are currently 8 children in the children's long term support program. Malkowsky reported that there are 5 children on the wait list. Discussion followed.

Malkowsky updated Committee members that the children's autism waiver program has been discontinued. Participants have been transitioned to services being paid through Medicaid.

**Health Unit: Maternal Child Health Update:** Munsey reported that the annual funding requires a list of objectives. Munsey reported that the objectives are on increased awareness of the breastfeeding initiative.

Munsey reported that through the initiative in coordination with Theda Care, efforts are being made to coordinate a "community plunge" with the focus on children in crisis. Munsey urges any interested Committee member to provide information and attend. The date anticipated for the "community plunge" is late February 2017.

**Committee Discussion: ADVOCAP:** Beregszazi reported that emergency funding is available to help people if something comes up, i.e. can't pay their rent, need steel toed shoes for work, etc. through the Berlin ADVOCAP office.

Beregszazi reported that the homeless program continues. Discussion followed.

Beregszazi reported regarding a potential to expand a program in Green Lake County if grant funding is approved. This would include placing grandparents in schools/child care settings and help focus on children with special needs. Beregszazi further explained what this program would consist of if grant funding is approved.

Beregszazi reported that for eligibility for the home weatherization, the individual/family must be getting energy assistance.

**Christine Ann Domestic Abuse Center:** Lorri Bohn distributed new brochures for the Christine Ann Domestic Abuse Services, Inc.. (See attached.) Bohn reported that she has been working in Green Lake County in conjunction with other staff from the Center. There are staff that will go to the schools and work with students in the Children and Teen Programs.

Bohn explained the different services that are provided through the Christine Ann Domestic Abuse Center in Green Lake County.

Bohn reported regarding the Project Aspire through ADVOCAP where if someone becomes homeless due to domestic violence shelter can be provided. Discussion followed.

Jensen reported regarding the Energy Assistance program. Walk-in hours Wednesday 9 – 11

Jensen reported that in February 2017 child care assistance use of debit card to pay for child care “participant pay”.

**Future Meeting Date:** The next meeting will be scheduled for March 2017 at 11:30 a.m. The four quarterly meetings will be e-mailed to Committee members.

**Future Agenda Items for Action/Discussion:**

Motion/second (Olson/Trochinski) to adjourn the meeting.

The meeting adjourned at 12:56 p.m.

**TRANSPORTATION COMMITTEE MEETING**

At Fox River Industries

November 16, 2016

9:00 a.m.

Present: Schuh, Bradley, Trochinski, Neuman, Bernhagen, Bender, Beuthin

Certification of Open Meeting Law: The requirements of the Open Meeting Law have been met.

9:00 - 10:00 PUBLIC HEARING Regarding 2017 Specialized Transportation Association Grant: The public hearing was opened by Bender at 9:00 a.m. Present were: Schuh, Bradley, Bender, Beuthin, Bernhagen, Neuman.

Bradley distributed and explained the 85.21 Application for 2017 funds to Committee members. No public were in attendance. There was discussion regarding changing all projects to age 55 as elderly.

Motion/second (Beuthin/Bernhagen) to adjourn the public hearing. All ayes. Motion carried. Public Hearing closed at 10:00 a.m.

Call to Order: The meeting called to order at 10:00 a.m. by Bender.

Pledge of Allegiance: The Pledge of Allegiance was recited.

Approval of Agenda: Motion/second (Bernhagen/Neuman) to approve the agenda. All ayes. Motion carried.

Action on Minutes: Motion/second (Beuthin/Bernhagen) to approve the amended minutes of the 4/13/16 meeting "Under Committee discussion after second sentence add '5310 reports are still to be sent directly to Wisdot.'" All ayes. Motion carried.

Appearances: None.

Public Comment: None.

Correspondence: None.

85.21 Specialized Transportation Association Grant Application: Bradley explained that the definition of aging will be changing to 55 in all projects to make it consistent with all projects and with 5310 regulations.

Motion/second (Bernhagen/Beuthin) to approve the 85.21 Specialized Transportation Association Grant application. All ayes. Motion carried.

5310 Grant Update: Schuh updated Committee members on where the vehicle purchase are at.

Schuh updated the Committee on the 5310 operating expense grant and reported that he is now able to submit cost and get reimbursement on operating expenses.

Gas/Repair Costs: Schuh reported that costs for gas - \$2.095 and diesel - \$2.055 this year.

Committee Discussion: Neuman reported that the Berlin van is getting 4 new tires. Bender and Neuman reported that they are not getting copies of the vehicle inspection reports. Schuh will make sure that they receive a copy.

Future Meeting Date: The next meeting will be held on April 12, 2017 at 9:00 a.m..

Future Agenda Items After Action and Discussion: 85.21 grant updates; 5310 grant update; election of officers; Veterans transportation report

Adjournment: Bender adjourned the meeting at 10:27 a.m.







# Customer Satisfaction Report

for the ADRC of Adams, Green Lake, Marquette and  
Waushara Counties



This report was prepared by Analytic Insight  
for the Wisconsin Department of Health Services

August 2016

## ACKNOWLEDGEMENTS

This publication was generated under contract from the Wisconsin Department of Health Services with funding made possible by the Enhanced Options Counseling Grant from the Administration for Community Living (ACL). The views expressed in written materials or publications and by speakers do not necessarily reflect the official policies of the Department of Health and Human Services nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.

This report was made possible by the Aging and Disability Resource Center directors, staff and customers who took the time to answer questions and provide information about their background, perceptions and experience. Customers answered many detailed questions and contributed their opinions, experiences and information to make the survey and focus group possible.

The authors would like to thank both staff and customers of the Wisconsin Aging and Disability Resource Centers for their participation in this study.

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## EXECUTIVE SUMMARY

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This report presents the 2015 results for the Aging and Disability Resource Center of Adams, Green Lake, Marquette and Waushara Counties (AGLMW). The purpose of the report is to summarize the ADRC's service strengths, opportunities for improvement and overall customer satisfaction ratings. The ADRC can make strategic decisions using an evidence-based approach to developing strategies that improve ADRC services and customer satisfaction.

Comparisons are made to the 2010 survey results for Green Lake, Marquette and Waushara Counties, however it is important to interpret these comparisons in light of the addition of Adams County to the ADRC in 2011.

## HIGHLIGHTS OF THE RESULTS

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- ✓ The vast majority of AGLMW customers say they will recommend the services of the ADRC, and they do. 95% of customers said they would recommend the ADRC's services, and over half of new customers surveyed said that they came to the ADRC because of a referral from a family member or friend.

## COMPARISONS TO STATEWIDE RESULTS

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- ✓ The rate of home visits at AGLMW is higher than the statewide average (50.5% vs. 44.5% statewide).
- ✓ Two out of three customers (67.7%) reported receiving a follow-up as compared with the statewide average of 64.7%.
- ✓ Customers rated their overall experience and the usefulness of the information received each at 3.7. Both are comparable to the statewide averages of 3.6 and 3.7, respectively.

## COMPARISONS TO PREVIOUS SURVEYS

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- ✓ AGLMW's rate of home visits has increased steadily, from 37.5% in 2008 to 44.3% in 2010 to the current rate of 50.5% in the 2015 survey results.
- ✓ Follow-ups have also increased, from 47.1% in 2008 to 55.4% in 2010 to the current rate of 67.7%.
- ✓ Ratings of customers' overall experience and the usefulness of the information they received have each increased since the 2010 survey (3.3 to 3.7 and 3.4 to 3.7, respectively).

## METHODOLOGY

This report is based on a telephone survey of 110 AGLMW customers who participated in a statewide survey of 4,453 ADRC customers. Customers received information and assistance (I&A), options counseling or enrollment services. Completed interviews were conducted between June 24 and September 10, 2015.

Sample Description	Size
Statewide 2015 survey	4453
ADRC of Adams, Green Lake, Marquette and Waushara Counties 2015	110
Friendship Office 2015	19
Green Lake Office 2015	34
Montello Office 2015	30
Wautoma Office 2015	27
ADRC of Green Lake, Marquette and Waushara 2010	100
ADRC of Green Lake, Marquette and Waushara 2008	104

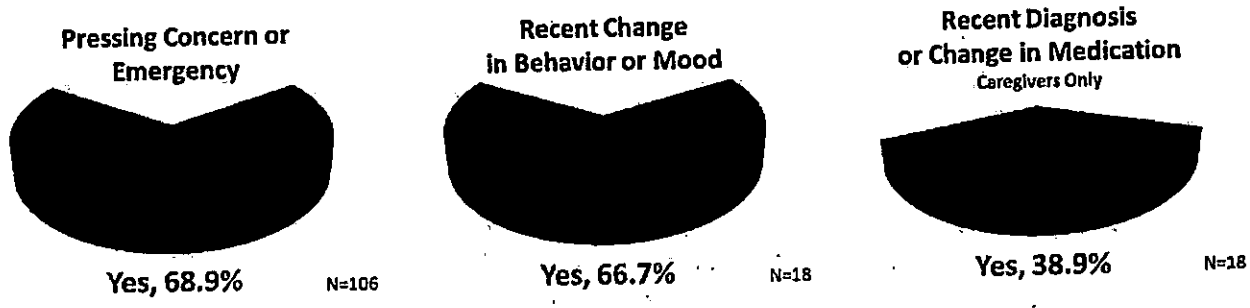
Please note that the 2008 and 2010 studies included Green Lake, Marquette and Waushara counties. In the 2015 survey results Adams County is included in addition to the previous counties. Comparisons to the previous survey results are shown in this report, however they should be interpreted with consideration of the changes in composition of the ADRC.

Interviews for the ADRC of Adams, Green Lake, Marquette and Waushara Counties were spread across the ADRC's offices in order to provide indications of consistency across offices. The survey contained several skip patterns. For example, only those respondents who received a home visit were asked questions specific to the home visit. In addition, some respondents opted out of particular questions. Results are reported only for groups of 5 or more respondents and small sample sizes are noted when applicable.

# FIRST VISIT

This section describes how customers come to visit the ADRC of Adams, Green Lake, Marquette and Waushara (AGLMW). These results are compared to other Wisconsin ADRCs in the charts below and may be useful in interpreting your other results, understanding your new customers or identifying target areas for marketing your ADRC.

- ✓ Two out of three AGLMW customers had a pressing concern or emergency when they visited the ADRC.
- ✓ Word of mouth is the most common way that customers learn about the ADRC.
- ✓ Customers came in with a wide variety of issues including needs for financial assistance, issues related to insurance, transportation or help staying in their home.
- ✓ A higher than average percentage of AGLMW customers contact the ADRC on their own behalf.



# FIRST HEARD OF THE ADRC THROUGH

	AGLMW	Statewide	Friendship	Green Lake	Montello	Wautoma
Recommendation/Word of mouth	50.9%	55.8%	31.6%	44.1%	60.0%	63.0%
Referral from an agency	14.5%	12.7%	15.8%	23.5%	6.7%	11.1%
Healthcare professional	12.7%	10.8%	21.1%	11.8%	16.7%	3.7%
Brochure/Flyer	4.5%	4.1%	15.8%	0.0%	3.3%	3.7%
Through work	4.5%	2.8%	0.0%	5.9%	6.7%	3.7%
Newspaper, TV or other media	4.5%	4.1%	5.3%	2.9%	6.7%	3.7%
Internet	2.7%	3.4%	0.0%	8.8%	0.0%	0.0%
Sample Size	108	4446	19	34	30	27

## PERSON WHO CONTACTED THE ADRC

	AGLMW	Statewide	Friendship	Green Lake	Montello	Wautoma
Self	76.4%	55.9%	89.5%	61.8%	86.7%	74.1%
Parent	7.3%	19.4%	5.3%	11.8%	3.3%	7.4%
Spouse	7.3%	7.2%	0.0%	8.8%	6.7%	11.1%
Other relative	2.7%	7.9%	0.0%	5.9%	0.0%	3.7%
Friend	2.7%	1.8%	5.3%	2.9%	3.3%	0.0%
Sample Size	110	4438	19	34	30	27

## MAIN ISSUE OF CONCERN

	AGLMW	Statewide	Friendship	Green Lake	Montello	Wautoma
Financial Assistance	21.1%	18.2%	21.1%	26.5%	17.2%	18.5%
Insurance Issues - Medicaid, Family Care, IRIS	16.5%	16.8%	10.5%	14.7%	20.7%	18.5%
Transportation	14.7%	5.8%	15.8%	14.7%	17.2%	11.1%
Help staying in home	13.8%	22.5%	15.8%	5.9%	6.9%	29.6%
LTC enrollment	10.1%	12.2%	10.5%	14.7%	3.4%	11.1%
Dementia or Alzheimer's	7.3%	8.3%	5.3%	8.8%	6.9%	7.4%
SSI or SSDI	4.6%	3.6%	0.0%	5.9%	6.9%	3.7%
Sample Size	109	4100	19	34	29	27

## SOURCES OF INFORMATION

	AGLMW	Statewide	Friendship	Green Lake	Montello	Wautoma
No other source of information	75.3%	73.3%	87.5%	60.0%	79.2%	79.2%
Internet	10.1%	11.5%	6.3%	24.0%	4.2%	4.2%
Other	5.6%	5.1%	0.0%	4.0%	4.2%	12.5%
Advice of friends or family	4.5%	4.7%	6.3%	4.0%	8.3%	0.0%
Doctor or healthcare provider	3.4%	4.4%	0.0%	4.0%	4.2%	4.2%
Sample Size	89	3669	15	25	24	24

## PRIVACY CONCERNS

Less than one percent of AGLMW customers expressed concerns about the privacy of their conversations with the ADRC.

## TIMING OF THE VISIT

The majority of customers said they came to the ADRC at about the right time.

	AGLMW	Statewide	Friendship	Green Lake	Montello	Wautoma
Came at about the right time	58.3%	69.3%	55.6%	66.7%	53.3%	55.6%
Wish they'd come sooner	41.7%	30.2%	44.4%	33.3%	46.7%	44.4%
Sample Size	108	4295	18	33	30	27

## EASE OF GETTING IN TOUCH

On a scale of one to four, where one is poor and four is excellent, customers rated the AGLMW offices about halfway between "good" and "excellent." These ratings are comparable to the statewide ADRC results.

	AGLMW	Statewide	Friendship	Green Lake	Montello	Wautoma
Ease of finding the phone number	3.6	3.5	3.7	3.6	3.4	3.6
Returning calls promptly	3.5	3.5	3.6	3.5	3.5	3.6
Hours someone is available	3.6	3.5	3.7	3.4	3.7	3.4



# THE CUSTOMER EXPERIENCE

- ✓ Customers' ratings of items related to their experience with staff are close to excellent (3.8 to 3.9) on a scale of one to four, with four being "excellent."
- ✓ Ratings are about equal to or slightly higher than statewide averages on every measure.
- ✓ The Friendship office was rated somewhat less favorably than other offices or the statewide averages on helping to understand the cost and helping customers follow through on decisions, although all ratings for the Friendship office are between good and excellent (3.2 to 3.9).

## CUSTOMER RATINGS OF ELEMENTS OF THEIR ADRC EXPERIENCE

	AGLMW	Statewide	Friendship	Green Lake	Montello	Wautoma
Explained each step clearly	3.9	3.8	3.8	4.0	3.9	4.0
Made it easier to get needed information	3.9	3.8	3.6	3.9	3.9	4.0
Got a good sense of what I could afford	3.9	3.8	3.9	3.9	3.9	3.9
Helped with the paperwork if needed	3.9	3.8	3.9	3.8	4.0	3.9
Understood my needs and preferences	3.9	3.8	3.8	3.9	4.0	4.0
Was knowledgeable about a range of services	3.9	3.8	3.7	3.9	3.9	4.0
Help me navigate the system	3.9	3.7	3.8	3.8	3.9	3.8
Helped me consider the pros and cons	3.8	3.7	3.6	3.8	4.0	3.8
Helped me use resources wisely	3.8	3.8	3.6	3.9	3.9	3.9
Helped me understand the cost of different alternatives	3.8	3.8	3.5	3.8	4.0	3.8
Helped me follow through on my decisions	3.8	3.7	3.2	3.9	3.9	3.8
Sample Size	108	4100	19	34	28	27

## IMPORTANCE OF THE OBJECTIVITY OF THE ADRC

The vast majority of customers think it is very important that the ADRC has no financial interest in their decisions, never charges for services and lets customers return if they need additional information or change their mind about the services they need.

They have no financial interest in your decisions.



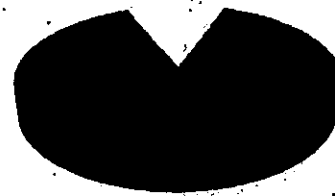
Very important, 76.0% N=100

They never charge for their services.



Very important, 94.2% N=103

You can go back if you change your mind or need more information.



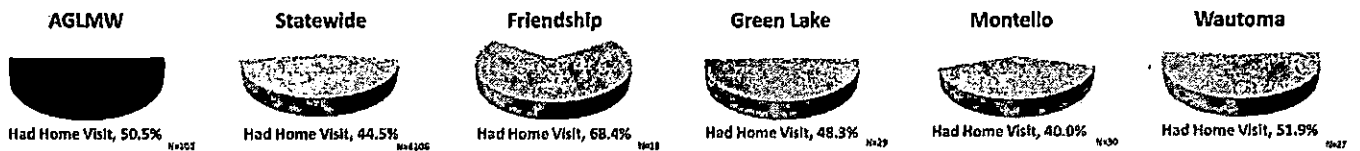
Very important, 88.6% N=105

# HOME VISITS

AGLMW's rate of home visits has gone from below the statewide average of home visits in 2008 (37.5% vs. 44.0% as Green Lake, Marquette and Waushara) to higher than the statewide average in 2015 (50.5% vs. 44.5%).

The Montello office has a somewhat lower rate of home visits as compared with other offices or the statewide average.

Percent receiving "Home Visit":	AGLMW	Statewide
2008	37.5%	44.0%
2010	44.3%	44.5%
2015	50.5%	44.5%



## LENGTH OF TIME TO HOME VISIT

Friendship conducted a somewhat higher percentage of home visits than other offices and was more likely to make the visit in less than three days.

	AGLMW	Statewide	Friendship	Green Lake	Montello	Wautoma
Less than 3 days	51.1%	45.7%	66.7%	38.5%	60.0%	40.0%
One week	26.7%	34.4%	16.7%	30.8%	30.0%	30.0%
More than one week	22.2%	19.9%	16.7%	30.8%	10.0%	30.0%
Sample Size	45	1676	12	13	10	10

## SATISFACTION WITH THE HOME VISIT

Satisfaction with home visits is very high among customers of all offices.

	AGLMW	Statewide	Friendship	Green Lake	Montello	Wautoma
Average Satisfaction	3.8	3.8	3.7	3.9	4.0	3.7
Sample Size	52	4100	13	13	12	14

## REFERRALS TO COMMUNITY RESOURCES

This section presents results related to referrals made through the ADRC and their outcomes. In addition to the information below, less than half (43.1%) of customers received a referral compared with 40.1% statewide in 2015 and 29.2% in the 2010 survey results. Note that this section refers to just those customers who received a referral to a resource external to the ADRC. The small sample size requires caution in interpreting these results.

### CUSTOMER REFERRALS TO RESOURCES

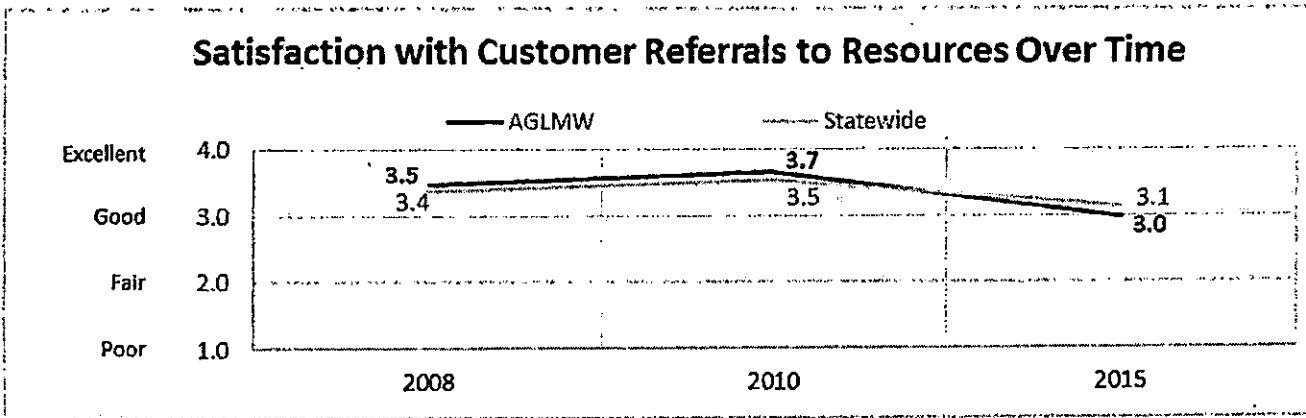
	AGLMW	Statewide
Family Care, IRIS	20.0%	20.3%
Disability services	11.4%	9.9%
Long-term care facility	11.4%	11.7%
Shelter/Housing	8.6%	4.0%
Economic Support	5.7%	2.5%
Food stamps, food bank	5.7%	3.7%
Meals on Wheels	5.7%	6.6%
Medicaid, Medicare	5.7%	8.6%
County services	2.9%	6.0%
Employment or vocational rehabilitation	2.9%	1.8%
Home maintenance service	2.9%	7.9%
Hospice	2.9%	0.8%
In-home health services	2.9%	3.6%
Legal services	2.9%	2.4%
Mental health services	2.9%	1.1%
Social Security	2.9%	1.8%
VA	2.9%	1.1%
Sample Size	40	1643

### RESULTS OF CUSTOMER REFERRALS TO RESOURCES

	AGLMW	Statewide
Received services	67.5%	69.6%
Too soon to tell	12.5%	15.3%
Services not what was wanted/needed	10.0%	4.1%
Not eligible	7.5%	3.9%
Sample Size	40	1643

## CHANGES IN SATISFACTION WITH CUSTOMER REFERRALS TO RESOURCES

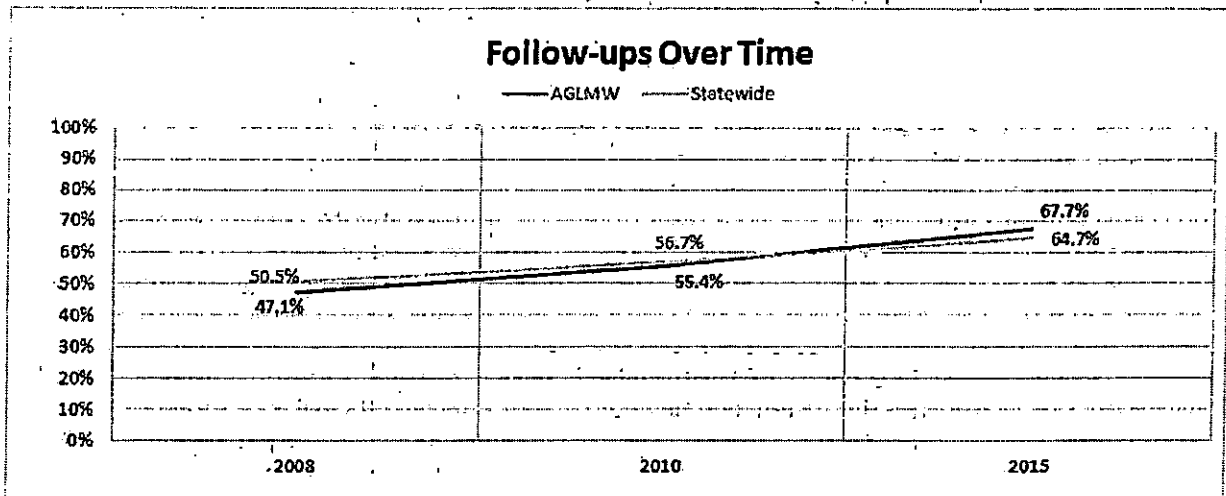
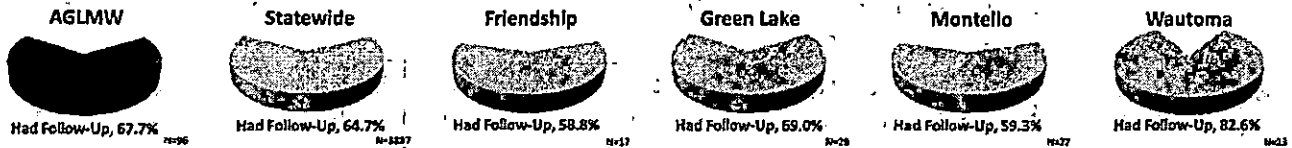
Satisfaction with customer referrals to resources decreased somewhat between 2010 and 2015 both for the AGLMW ADRC and statewide.



# FOLLOW-UPS

Following up, calling a customer after they have received the needed information to check on any additional needs or barriers they may have encountered, has been shown in previous research to have a strong impact on customer satisfaction and the usefulness of the ADRC experience.

- ✓ Two out of three customers (67.7%) reported receiving a follow-up to see how they were doing.
- ✓ Wautoma has the highest follow-up percentage of AGLMW offices (82.6%).
- ✓ AGLMW, like other ADRCs statewide, has shown a steady increase the rate of follow-ups.
- ✓ Among AGLMW customers who did not receive a follow-up (not shown), almost half (48%) said they would have liked one.



## CUSTOMER SATISFACTION DOMAINS

In the 2008 and 2010 customer satisfaction surveys, a set of domains were developed to provide a nuanced understanding of the elements that comprise customer satisfaction. Through statistical analysis, these domains emerged as distinct qualities of the ADRC that are significant predictors, or key drivers, of all aspects of customer satisfaction.

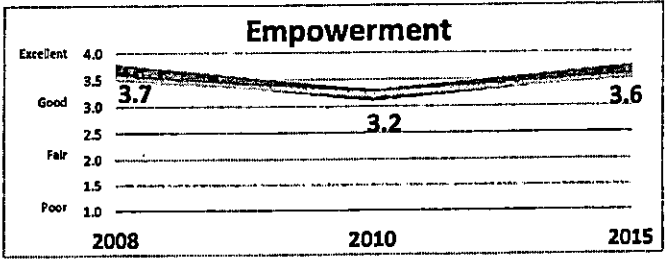
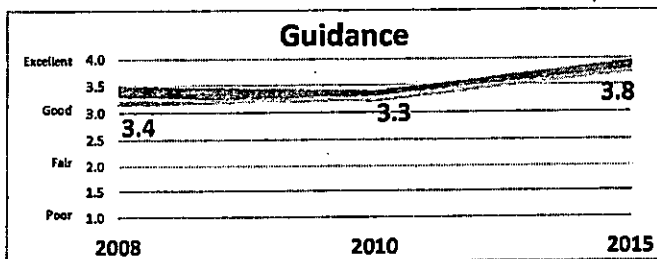
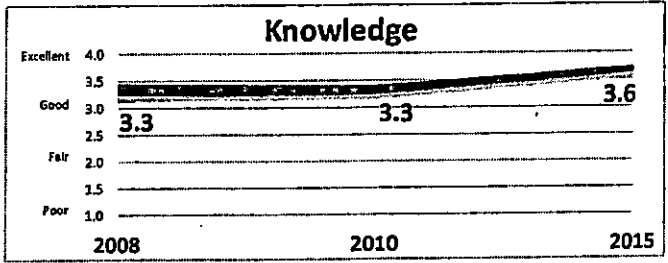
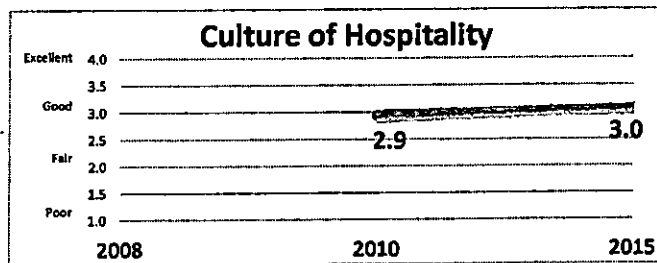
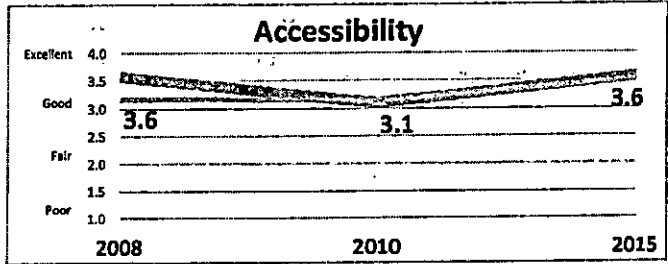
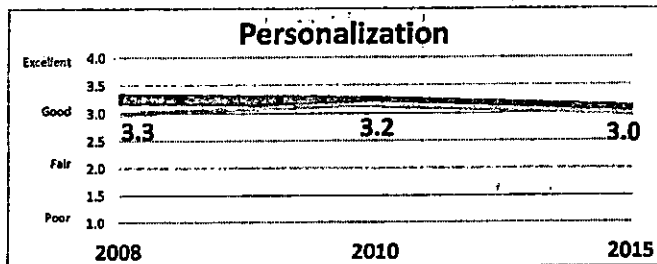
Domain scores are assessed by taking an average of all items that contribute to the domain. Like the items that comprise them, domain scores are measured on a scale of one to four. Customers were asked if each item was excellent (4), good (3), fair (2) or poor (1) or, in the case of statements, if they strongly agreed (4), somewhat agreed (3), somewhat disagreed (2) or strongly disagreed (1). Responses of "don't know" were removed from the analysis.

Domain	Meaning	2015 Indicators
<b>Personalization</b>	Consideration for the customer's and their family's individual needs and circumstances, following up to see how they were doing.	The person I worked with understood my needs and preferences. Got a good sense of what I could afford.
<b>Accessibility</b>	Convenience of location, hours, responsiveness and privacy when talking to staff.	Ease of finding the phone number. Returning calls promptly. Hours someone is available.
<b>Culture of Hospitality</b>	Responsiveness and courtesy of staff.	Waiting time in office. Comfort of the waiting room environment. Privacy of conversation.
<b>Knowledge</b>	Offering knowledge about a wide range of services and easy access to information.	Was knowledgeable about a range of services. <Did not> overwhelm me with too much information Made it easier to get the information I needed.
<b>Guidance</b>	Explaining each step clearly, helping to navigate the system and fill out paperwork.	Helped me consider the pros and cons. Explained each step clearly. Helped with the paperwork if needed. Helped navigate the system.
<b>Empowerment</b>	Helping the customer to explore their choices, weigh the pros and cons, and connect to needed services.	Let me know what to expect next (yes/no) Helped me follow through on decisions. Helped me consider future needs. Helped me understand the cost of different alternatives. Helped me use my resources wisely.

## DOMAIN RATINGS

- ✓ AGLMW's domain ratings are approximately at or slightly higher than the statewide average in all areas.
- ✓ All domains were rated favorably, with good to excellent ratings (3.0 to 3.8).
- ✓ AGLMW (previously the Tri-County ADRC) has remained at or slightly above the statewide average in each of the six domains since 2008.

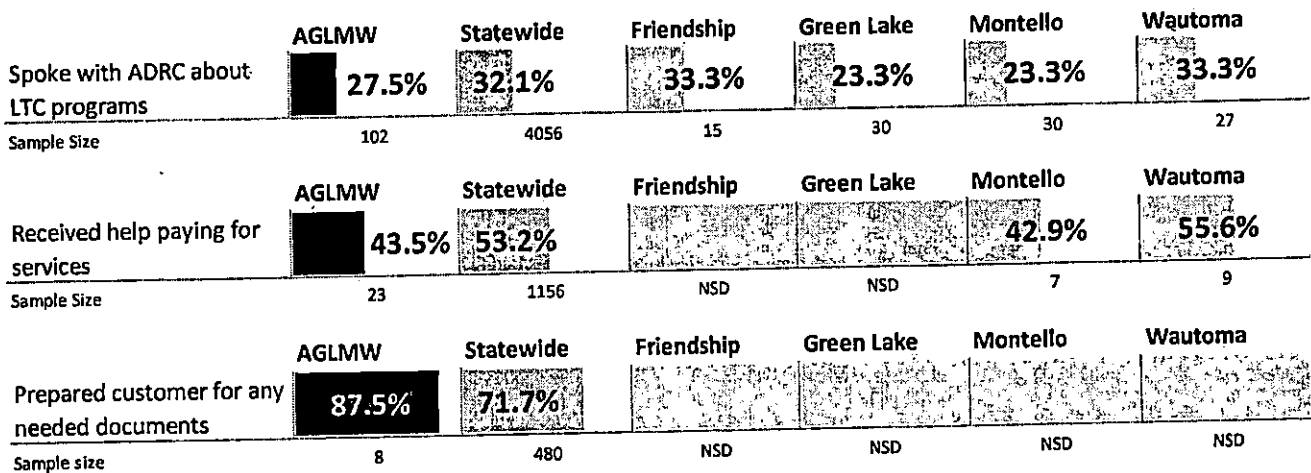
	AGLMW	Statewide	Friendship	Green Lake	Montello	Wautoma
Personalization	3.0	3.0	3.0	3.1	3.0	3.1
Accessibility	3.6	3.5	3.7	3.5	3.5	3.5
Culture of Hospitality	3.0	3.0	3.0	3.1	3.1	3.0
Knowledge	3.6	3.6	3.4	3.6	3.7	3.7
Guidance	3.8	3.8	3.8	3.8	3.9	3.9
Empowerment	3.6	3.5	3.4	3.6	3.8	3.7



- \* 2008 and 2010 averages do not include Adams County. Statewide averages appear in dark yellow.
- \* The Culture of Hospitality domain was added in 2010 and therefore does not appear for 2008.
- \* 2010 means were recalculated to accommodate changes in question composition and may vary slightly from 2010 reports.

# ENROLLMENT COUNSELING INTO PUBLICLY FUNDED LONG TERM CARE PROGRAMS

- ✓ Almost one in three AGLMW customers (27.5%) talked to the ADRC about Medicaid program choices. Among those who talked with the ADRC about this issue, less than half (43.5%) received help paying for services.
- ✓ Among those who enrolled in a Medicaid managed long-term care program, the vast majority (87.5%) said that the ADRC prepared them for the documents that would be needed.
- ✓ The small sample size for AGLMW customers requires caution in interpreting these results.



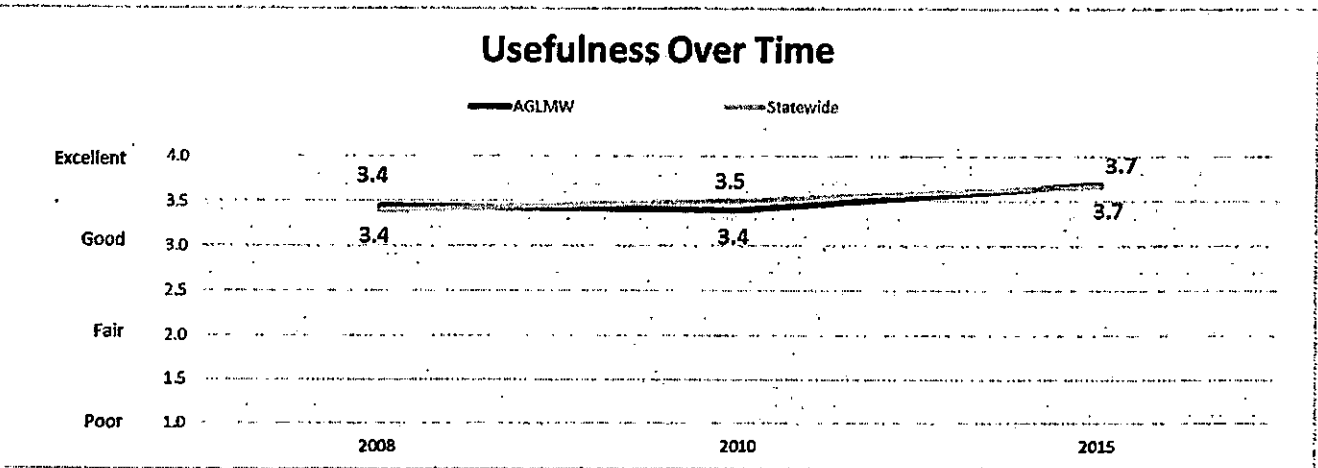
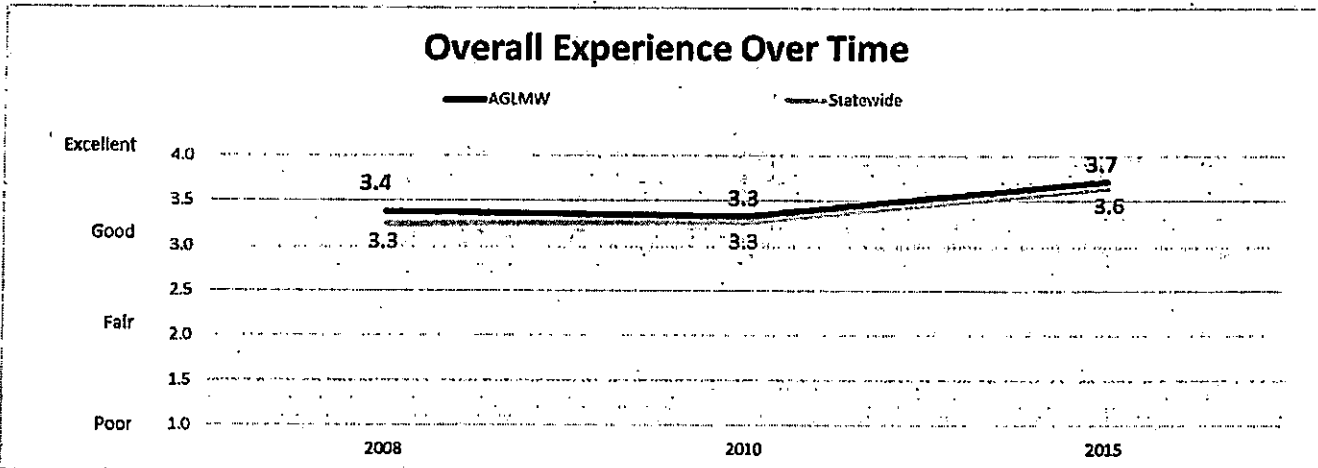
\* NSD = Non-sufficient data. There are fewer than 5 respondents within the category.



# CUSTOMER SATISFACTION OUTCOMES

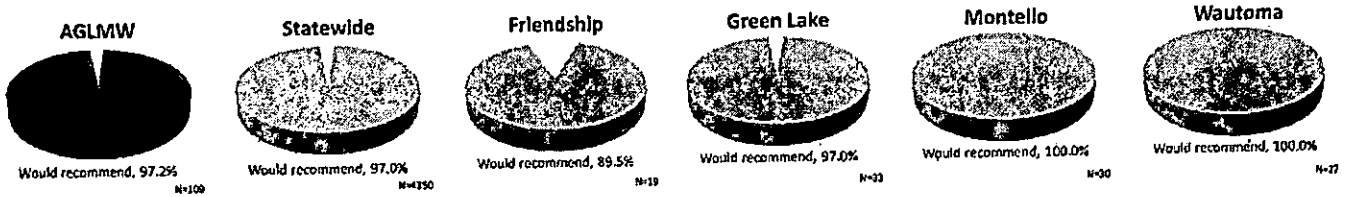
- ✓ Customers rated their overall experience at AGLMW very favorably at 3.7, more than halfway between good and excellent. This is similar to the statewide average.
- ✓ The usefulness of the information received was also rated very favorably at 3.7.
- ✓ There was statistically significant variation between offices with regard to overall experience, with the Friendship office somewhat lower than the AGLMW and statewide averages.
- ✓ AGLMW has been consistently at the statewide average for usefulness and overall experience, showing an increase from 2010 to 2015.

	AGLMW	Statewide	Friendship	Green Lake	Montello	Wautoma
Overall experience	3.7	3.6	3.3	3.8	3.8	3.8
Usefulness	3.7	3.7	3.5	3.7	3.8	3.8
Sample Size	108	4293	19	34	28	27



## OTHER OUTCOMES

The vast majority of AGLMW customers said that they would recommend the services of the ADRC. Willingness to recommend was somewhat lower among customers of the Friendship office, although nine out of ten customers (89.5%) at that office said they would recommend the ADRC.

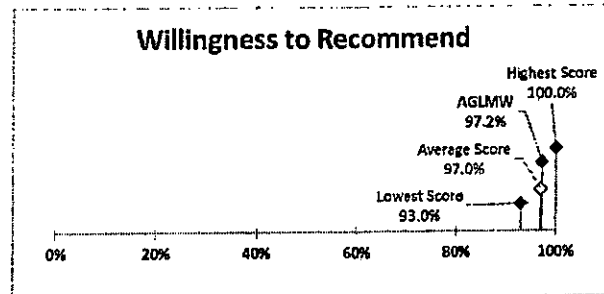
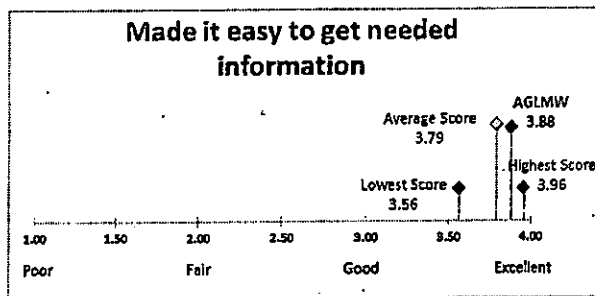
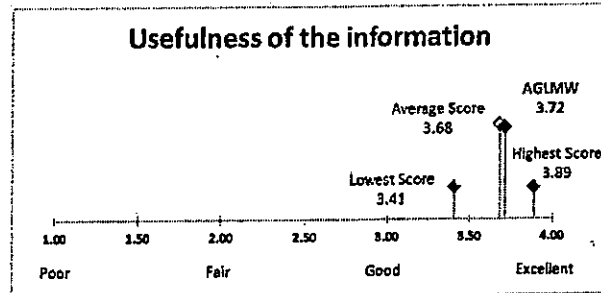
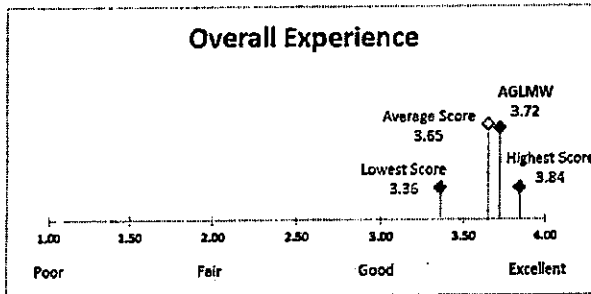


Almost one in three AGLMW customers (31.0%) said that their experience with the ADRC helped them prevent or delay going into a nursing home.

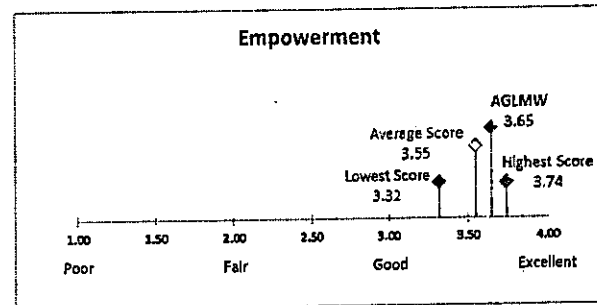
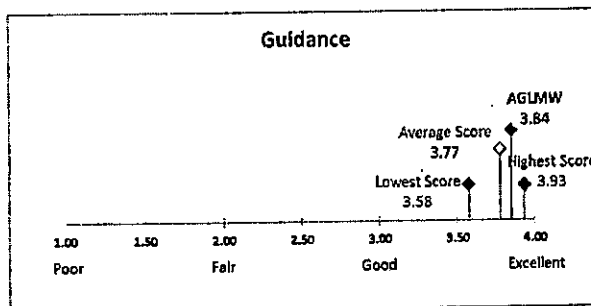
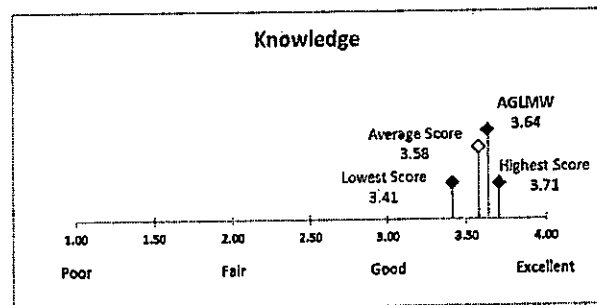
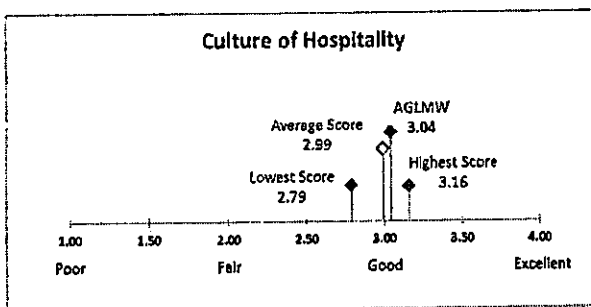
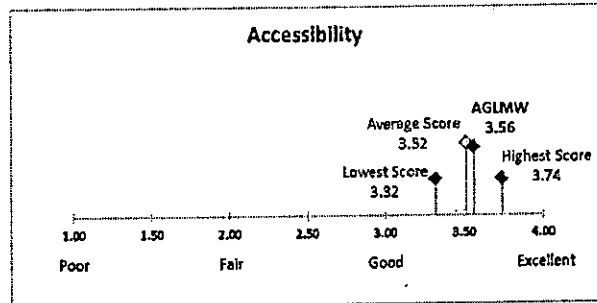
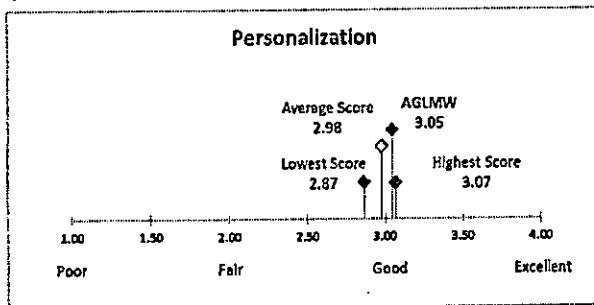
	AGLMW	Statewide	Friendship	Green Lake	Montello	Wautoma
Noticed an unrecognized need or concern	29.6%	33.7%	16.7%	24.0%	36.7%	36.0%
Helped avoid or delay nursing home care	31.0%	29.6%	16.7%	43.5%	36.8%	17.6%
Helped prevent a fall or an accident	61.7%	66.7%	66.7%	62.5%	66.7%	53.8%
Learned about safety issues	58.9%	53.6%	61.1%	63.0%	46.2%	68.4%
Was not overwhelmed by too much information	81.5%	82.8%	94.7%	75.8%	79.3%	81.5%
Sample Size	108	4344	19	33	29	27

## COMPARISONS TO AVERAGE, LOWEST AND HIGHEST SCORES

The following charts show AGLMW relative to the lowest, highest and average scores for other ADRCs statewide. Shown on this page are outcomes for overall experience, usefulness, willingness to recommend and ease of obtaining information.



The following charts show the domain averages for AGLMW relative to the lowest, highest and average scores for other ADRCs statewide. Shown on this page are the domains of Personalization, Accessibility, Culture of Hospitality, Knowledge, Guidance and Empowerment.



## INFLUENCES ON CUSTOMER SERVICE OUTCOMES

The following table shows AGLMW results for questions that are strong predictors of customer service outcomes. The Gap Analysis shown in the table provides an indicator of how far above or below the statewide average AGLMW was rated. A negative "gap" means that your ADRC is below average, and a positive gap that you are above average. All of the AGLMW items are rated at or above average.

Customers' ratings of their overall experience were strongly associated with customers' satisfaction with a home visit, helping customers consider their future needs, explaining each step clearly and getting a good sense of what the customer can afford. These are each rated close to or higher than the statewide averages.

Key drivers of customers' rating of the usefulness of the information they received included helping customers consider their future needs, helping with the paperwork if needed, staff's knowledge about a range of services and helping customers understand the cost of different alternatives. These were each close to or higher than the statewide averages.

AGLMW is strongly above average in helping customers consider their future needs, which is a significant component of both overall satisfaction and the usefulness of the customer experience.

### ADRC PROCESSES AND CHARACTERISTICS ASSOCIATED WITH SELECTED ASPECTS OF CUSTOMER SERVICE

Customer Service Aspect	Predictors	AGLMW	Statewide	Gap
Overall Experience	Overall satisfaction with home visit	3.83	3.82	0.01
	Helped me consider my future needs	3.69	3.55	0.14
	Explained each step clearly	3.91	3.81	0.1
	Got a good sense of what I could afford	3.9	3.8	0.1
Usefulness	Helped me consider my future needs	3.69	3.55	0.14
	Helped with the paperwork if needed	3.88	3.82	0.06
	Was knowledgeable about a range of services	3.86	3.83	0.03
	Helped me understand the cost of different alternatives	3.79	3.75	0.04

## RECOMMENDATIONS

Based on the customer survey results, AGLMW may wish to capitalize on the following strengths while addressing several opportunities to improve the customer experience. When reviewing these recommendations, it is important to note that:

- ✓ Customers rated their overall experience at AGLMW beyond the half-way point between good and excellent.
- ✓ The percentage of AGLMW customers receiving home visits and follow-ups are each above average.

## SINCE 2010

- ✓ AGLMW's rate of home visits has increased significantly from 44.3% in 2010 to 50.5% in 2015.
- ✓ Follow-ups have also increased, from 55.4% in 2010 to the current rate of 67.7%.
- ✓ Ratings of customers' overall experience and the usefulness of the information they received have each increased since the 2010 survey (3.3 to 3.7 and 3.4 to 3.7, respectively).
- ✓ The 2010 Green Lake, Marquette and Waushara report noted that the domain of Accessibility (3.1) offered the greatest opportunities for improvement. In particular, returning calls or messages promptly was rated below average. In the 2015 survey, returning calls or messages promptly was rated at 3.6, a strongly favorable rating that is at the average for other ADRCs statewide. The domain of Accessibility is also comparable to the statewide average.

## CURRENT STRENGTHS

- ✓ Empowerment and Personalization are rated very favorably, with each score significantly above the statewide average.
- ✓ Understanding the customers' needs and preferences was rated particularly favorably by AGLMW customers (3.91 vs. 3.79 statewide).
- ✓ The word cloud below shows AGLMW customers' comments at the end of the survey in response to the interviewer asking if they would like to add a comment in their own words about their experience with the ADRC.
- ✓ Comments focused on the helpfulness of the staff. One respondent commented "The staff was fantastic, they are the most caring, sweet people I have met in a very long time. If they did not know the answer they immediately knew where to find the answers."



## NEW OPPORTUNITIES

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- ✓ **Targeting Follow-Ups.** About two out of three customers received a follow-up, slightly above the statewide average. Among those customers who did not receive a follow-up however, about half said they would like one. By continuing to refine the understanding of when a follow-up is desired and providing follow-up to all customers who are open to the contact may help AGLMW to continue to improve its excellent level of customer service.
- ✓ **Increasing Referral Utility.** One in ten AGLMW customers (10%) said that the referral they received was not what they needed or wanted, which is higher than the statewide average of 4.1%. This could be improved by better understanding the customers' needs before making a referral and by following up to identify those who have encountered a barrier to following through or who have found that the referral is not what was needed.
- ✓ **Improving Consistency Between Offices.** AGLMW customers rated all of the AGLMW offices favorably overall. In order to improve consistency between offices and improve customer service, the Friendship office may present an opportunity for improvement. It is rated relatively lower than other offices in overall experience and usefulness, particularly in helping customers understand the costs and helping customers follow through on their decisions. It should be noted that ratings for Friendship, like the other offices are very high, with all ratings better than "good" at 3.0. Friendship and Montello each had lower rates of follow-up relative to the other offices and the statewide average.
- ✓ **Reaching New ADRC Customers.** More than one in three AGLMW customers (41.7%) say that they wish they had come to the ADRC sooner. This is higher than the statewide average of 30.2%. In addition, AGLMW customers were more likely to come on their own behalf as compared to other ADRCs statewide. Expanded outreach efforts may reach new customers and inform the public that they can seek information for themselves or a loved one.

BEHAVIORAL HEALTH UNIT – 2016

November, 2016

(3) Emergency Detentions were done.

Fond du Lac County – DCP – Please refer to voucher list for actual cost and number of days

Three clients are in **Community Based Residential Facilities:**

Brotoloc North –(One person) Please refer to voucher list for actual cost and number of days

Our House I, II, III LLC – (One Person) Please refer to voucher list for actual cost and number of days

Friends of Women in Recovery Beacon House –

Summit House- (One Person) Please refer to voucher list for actual cost and number of days

Pine Valley (one person) Please refer to voucher list for actual cost and number of days

**IMD**

Trempealeau County Health Care Center: (One Person) Please refer to voucher list for actual cost and number of days

Winnebago: Please refer to voucher list for actual cost and number of days

St Agnes Hospital: Please refer to voucher list for actual cost and number of days

Exodus: Please refer to voucher list for actual cost and number of days

Hope Haven: Please refer to voucher list for actual cost and number of days

Contractual Services – **CCS/CLTS:**

White Pines Consulting, Adams County Regional County CCS Activities: (regional services for September)  
\$946.36

Lutheran Social Services, Service Facilitation, \$362.00

Steve Shekels: \$373.35 - service assessments, planning, supervision and facilitation.

KD therapy Services – (Katie Douglas) – Comprehensive Community Services (CCS) service assessments, planning, supervision and facilitation

Wellhoefer Counseling – CCS, service assessments, planning, supervision and facilitation.

Contractual Services – **Psychiatric/Psychological:**

Kent M Berney, PhD - @ \$175.00/hr; \$6,195.50

Dr. Maria Luisa Baldomero @ \$ 154.74/hr; \$2,028.24

Dr. Shirely Dawson Medical Director: \$250.00/hr; \$19,875.00

**Court ordered evaluations:**

Robert Schedgick PhD. Travel \$110.00/hr ; \$130.00/hr = 2 clients \$1000.00

Marshall Bales MD: 150.00/hr 3 clients \$1620.00



## **CHILDREN & FAMILY SERVICES UNIT –November, 2016**

### **Out-of-Home Care** – as of 11/30/2016

Foster Care – Level I & II (Range of costs from \$232.00 to 2000.00)  
A total of twelve (**12**) children were in local foster care at months end. All were in level II homes. One (1) child is on trial reunification.

Treatment Foster Care – Two (**2**) youth were placed in Treatment Foster Care through Family Works, Inc. One youth is placed with Rawhide's Treatment Foster Care program.

One (**1**) youth was placed in Residential Care at Rawhide during the month of November, 2016. This youth was discharged on 11/17/2016.

Court-ordered Relative Care (\$232.00 month per child)  
At month's end, two (2) children were in court ordered relative care.

Subsidized Guardianship – Two (**2**) Court ordered relative placement(s) were converted to a court-ordered subsidized guardianship.

Kinship Care – Voluntary (\$232.00 month per child)  
Twelve (**12**) were in Kinship care at month's end.

### **Other Exceptional Costs:**

Family Training Program - Parent Training & Education: \$6280.00  
Eight (8) families in service in November, 2016 - 785.00/ month. Thirteen (**13**) parents participated in the program that with a total of nine (**9**) children, in home and four (4) out of home.

Wellhoefer Counseling: Targeted Case Management, In Home Therapy, Comprehensive Community Services Team Facilitation.

Progressive Parenting Solutions - Steve Shekels- Parent Training & Parent Mentoring.

Community Options Inc. - Total - \$7762.01– eighteen (**18**) children – enrolled in Mentoring Program

Nancy Baker – In-Home Therapy. \$477.62 – November, 2016

Penny Bahn – Respite Care/Child Mentoring:  
\$500.00 Respite two (1) children for the month of November, 2016

Pillar & Vine – Visitation supervision & transportation Services for children in Foster Care. \$492.00 for 1 child for the month of November, 2016.

Lutheran Social Services - CCS – Service Facilitation.

KD Therapy Services – Targeted Case Management, In Home Therapy, Comprehensive Community Services Team Facilitation:

·  
STOP - GPS monitoring for six (6) youth. \$693.00

SOPORT - \$1000.00 Sex offender treatment; not covered by insurance or MA.

Healing Hearts - Neurofeedback; not covered by insurance or MA.

Healthlink - Hair follicle testing; \$525.00

**GREEN LAKE COUNTY**  
**DEPARTMENT OF HEALTH & HUMAN SERVICES**

**HEALTH & HUMAN SERVICES**  
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**FOX RIVER INDUSTRIES**  
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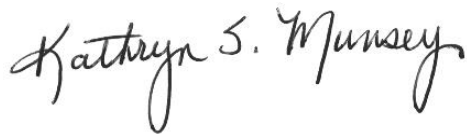
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**Health Unit Report to Human Services Board**  
**November 2016**

- The Fox Valley Area Healthcare Coalition sponsored a tabletop drill on flooding. I attended along with Gary Podoll, Ashley Rondorf and Julia McCarroll. A functional or full-scale drill will be planned in the future. We were positioned at a table with our local hospital partners to improve relationships and help to share thoughts on planning for future disasters. It was very helpful.
- Julia McCarroll attended a training on setting up a shelter and resource center after a disaster hits. Having trained staff is a preparedness grant requirement.
- Tracy Soda attended a training on treating TB patients. We are seeing more cases in the state, particularly with refugees coming in.
- Tracy, Julia and I attended the WI Electronic Disease Surveillance System (WEDSS) advanced training. The WEDSS program is how we monitor and document the communicable diseases in our county each day. We do surveillance and follow-up on approximately 20 communicable diseases each month. Examples include: chlamydia, pertussis, Lyme Disease, Hepatitis C and numerous gastrointestinal infections.
- Congratulations to Julia McCarroll for passing her exam to become a Certified Health Educator on November 4<sup>th</sup>.
- Kari Schneider and Julia attended the Maternal Child Health Summit in Oshkosh. This is a grant requirement. They learned about new objectives and programmatic details for 2017.
- The CHAT (Community Health Action Team) met and decided to work on "Children in Crisis" based on feedback from team members. A community "PLUNGE" will be held around February to educate the community on the difficult issues our children face these days. Theda Care funds this project.
- Melanie Simpkins held a Lunch N Learn on the "Health Aging Brain". It was very informative and part of the Grapevine Project sponsored by the WI Women's Health Foundation. They provide all the educational materials and handouts for attendees.
- Melanie also had a team lunch meeting for those who are considered "champions" of the worksite wellness program to plan for 2017 events.
- All staff have received their annual evaluations using the new NeoGov system.

- I was asked to give a presentation on Workforce Development to new health officers from across the state. There were 12 new health officers who attended the 2-day training in Madison.
- We continue to give flu vaccines at all of our clinics and have about 100 remaining doses.
- Renee Peters completed the required Children's Community Options Plan for this year and has reached an all-time high for referrals for the Birth to 3 Program and the funding unfortunately has not gone up in years for this program.
- The Central WI Healthcare Partnership is working on a combined Community Health Improvement Plan which we anticipate completion in 2017. This is the follow-up to our Community Health Assessment. We are looking at ways to collectively impact the priority areas, especially behavioral health and substance abuse issues.

Sincerely,

A handwritten signature in black ink that reads "Kathryn S. Munsey". The signature is written in a cursive style with a large, prominent 'K' and 'M'.

Kathryn S. Munsey, RN  
Green Lake County Health Officer

**Environmental Health**  
**Green Lake County**  
**NOVEMBER 2016**

Animal Bites: # of investigations – 3 (2 dog/human, 1 raccoon/human)  
Reported Animal Bites – 3  
Animal Quarantines for Animal v. Human Exposures – 2  
Animal Quarantines for Animal v. Animal Exposures – 0  
Quarantine Violations and Enforcement Actions Taken – 0  
Animals Exhibiting Positive Signs of Rabies During Quarantine – 0  
Animals Exhibiting Negative Signs of Rabies During Quarantine – 2  
Enforcement Actions Taken for Violations of Vaccination Requirements – 0- dog that was in isolation for 6 months for violation of vaccination requirement and exposure to bat was surrendered to local humane society and was euthanized.  
Animals Sacrificed for Exhibiting Symptoms of Rabies or Being Rabies Suspects- 1 raccoon

Well Water: None.

Lead: None.

Sewage: None.

Solid Waste: None.

Radon: 1 test kit distributed.

Housing: Call from a tenant in Berlin concerned with problems at her apartment. She said she is giving her landlord one more chance to correct the problems and would call me if she needed more help.

Call from a tenant in Princeton concerned about mold from a water leak. Visited site and management was working on repairing a water leak from the upstairs apartment into the complainant’s kitchen. Cabinets and damaged drywall had been removed, and mold was obvious. Management contracted with professional mold removal and repair company, and area was cleaned and repaired.

Placard on house in Berlin for human health hazard. Owner in hospital for several weeks. Dog was allowed to defecate in house for months. No water or power to home, unpaid property taxes. Working with ADRC, Berlin PD and Corp. Counsel on case. Once owner was released from hospital, she was staying at a local motel. Found out on Nov. 28 that she had moved back into house despite the placard. Motel confirmed she checked out. Went to the house and she answered the door and confirmed that she was staying at the house. Found out from water department that owner was not making payments in accord with payment plan, and water was being shut off again. Talked to owner on the phone about requirement for clearance inspection before she can live there, and she became angry and said she refused to leave. Issued citation for ordinance violation and court date is Dec. 8, 2016.

Vector: None.

Asbestos: None.

Food/Water Illness: None.

Abandoned Bldgs:

Other:

Continue to work with Sheriff's Department on a house where methamphetamine was cooked. Placard on house by K. Munsey, and issued order of abatement to owner who is incarcerated. Bank that holds the mortgage called for information on the clean-up order. Sent a copy of Abatement Order to contact bank. Communication with Code Enforcement on the septic system – still waiting for info from this department. Meth lab policy re-written and approved by K. Munsey.

Agent

Completed food safety inspections at all schools in county, and assisted A. Robbe with school inspections in Marquette County. Still training with Ann - Completed 18 inspections.

Working with owner on problem with ventilation hood and fire suppression system at Hitching Post in Manchester.

Goose Blind requested information on obtaining variance for allowing dogs in outdoor seating area. Still waiting for a piece of information to approve request.

## DHHS Expenditure/Revenue Comparison

<u>Expenditures</u>		<u>Revenues</u>	
<b>Admin</b>			
Total Budget:	\$ 696,589.00		\$ 610,354.00
YTD Expenses	\$ 532,229.27	YTD Revenues	\$ 649,226.92
% YTD Expenses	76%	% YTD Revenues	106%
% Should Be:	92%	% Should Be:	92%
<b>Health</b>			
Total Budget:	\$ 594,079.00		\$ 594,079.00
YTD Expenses	\$ 481,280.90	YTD Revenues	\$ 539,129.61
% YTD Expenses	81%	% YTD Revenues	91%
% Should Be:	92%	% Should Be:	92%
<b>Children &amp; Families</b>			
Total Budget:	\$ 1,612,441.00		\$ 1,607,655.00
YTD Expenses	\$ 1,391,441.23	YTD Revenues	\$ 1,617,231.24
% YTD Expenses	86%	% YTD Revenues	101%
% Should Be:	92%	% Should Be:	92%
<b>Economic Support</b>			
Total Budget:	\$ 477,629.00		\$ 477,629.00
YTD Expenses	\$ 401,873.09	YTD Revenues	\$ 419,150.25
% YTD Expenses	84%	% YTD Revenues	88%
% Should Be:	92%	% Should Be:	92%
<b>FRI</b>			
Total Budget:	\$ 1,121,224.00		\$ 1,120,224.00
YTD Expenses	\$ 971,805.52	YTD Revenues	\$ 872,300.42
% YTD Expenses	87%	% YTD Revenues	78%
% Should Be:	92%	% Should Be:	92%
<b>Behavioral Health</b>			
Total Budget:	\$ 1,440,999.00		\$ 1,440,999.00
YTD Expenses	\$ 1,461,286.28	YTD Revenues	\$ 999,948.45
% YTD Expenses	101%	% YTD Revenues	69%
% Should Be:	92%	% Should Be:	92%

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**Child Support**

Total Budget:	\$	228,323.69		\$	228,323.69
YTD Expenses	\$	168,588.33	YTD Revenues	\$	243,871.23
% YTD Expenses		74%	% YTD Revenues		107%
% Should Be:		92%	% Should Be:		92%

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**Aging**

Total Budget:	\$	977,126.00		\$	922,173.00
YTD Expenses	\$	998,241.74	YTD Revenues	\$	792,825.69
% YTD Expenses		102%	% YTD Revenues		86%
% Should Be:		92%	% Should Be:		92%

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**Total DHHS**

Total Budget:	\$	7,148,410.69		\$	7,087,671.69
YTD Expenses	\$	6,406,746.36	YTD Revenues	\$	6,133,683.81
% YTD Expenses		90%	% YTD Revenues		87%
% Should Be:		92%	% Should Be:		92%

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