

GREEN LAKE COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES

HEALTH & HUMAN SERVICES

571 County Road A

PO Box 588

Green Lake WI 54941-0588

VOICE: 920-294-4070

FAX: 920-294-4139

Email: glcdhhs@co.green-lake.wi.us



FOX RIVER INDUSTRIES

222 Leffert St.

PO Box 69

Berlin WI 54923-0069

VOICE: 920-361-3484

FAX: 920-361-1195

Email: fri@co.green-lake.wi.us

Post Date: 7/11/16

***AMENDED**

The following documents are included in the packet for the Department of Health & Human Services Board to be held on Monday, July 11, 2016

- Agenda for July 11, 2016 meeting
- Draft DHHS Minutes – June 13, 2016
- Committee Appointment(s)
- June Aging Report
- Children & Family Services – Request to Purchase two (2) I-Phones
- *Children & Family Services June Report
- *Health Unit June Report
- *Environmental Health Report June 2016
- *Health Unit Strategic Plan 2017 – 2020
- *Health Unit Needs Assessment 12 Focus Areas
- *Health Unit Wellness Works Newsletter
- Child Support Justification to fill vacant Child Support Specialist position
- Child Support Specialist Job Description



GREEN LAKE COUNTY
DEPARTMENT OF HEALTH & HUMAN SERVICES

Office: 920-294-4070 FAX: 920-294-4139 Email: glcdhhs@co.green-lake.wi.us

Health & Human Services Committee Meeting Notice

Date: July 11, 2016 Time 5:00 PM

Green Lake County Government Center

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

**** AMENDED AGENDA**

**Committee
Members**

*Joe Gonyo,
Chairman
Nick Toney, Vice-
Chair
Brian Floeter
John Gende
Harley Reabe
Candace Smith
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 6/13/16
6. *Review and Fill Vacant Positions
 - Child Support *Specialist
7. Signing of Vouchers
Vouchers
8. Appearances:
9. Public Comment (3 minutes):
10. Correspondence:
 - Committee Appointments
 - Health & Human Services Board
 - Health Advisory Committee
11. Veteran's Service Office Report
12. Advisory Committee Reports
 - Aging Advisory Committee – (Trochinski)
Meeting – July 20, 2016 Green Lake
County DHHS
 - Health Advisory Committee Report- July 13, 2016
 - Family Resource Council – September 12, 2016
(Trochinski)
 - Transportation Coordinating Committee – November
16, 2016 (Trochinski)
 - ADVOCAP/Headstart Report (Gonyo)
 - ADRC Coordinating Committee – May 12, 2016 -
Marquette Co. (Gende/Waterbury)
13. Unit Reports
 - Administrative Unit
 - Audit of Health & Human Services Billing and
Accounting progress to date/Schenck
 - Aging/Long Term Care Unit
 - Behavioral Health Unit
 - Children & Family Services Unit

(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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- *Child Support
 - *Wage Adjustment
- Economic Support Unit
- Fox River Industries
 - Bathroom Remodeling Update/Bid
 - Discussion Regarding Estimates provided by Maintenance on costs to maintain/update/repair FRI building
- Health Unit
- 14. Policies/Procedures Update
- 15. Purchases
- 16. Health & Human Services Budget 2016
- 17. Committee Discussion
 - **Director Position
 - 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 (August 8, 2016 at 5:00 p.m.) and other Sub-Committees
 - Future Agenda items for action & discussion
- 18. Adjourn

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, JUNE 13, 2016 AT 5:00 P.M.

PRESENT: Joe Gonyo, Chairman
Nick Toney, Vice Chairman
Richard Trochinski, Member
Joy Waterbury, Secretary
Brian Floeter, Member
Harley Reabe, Member

EXCUSED: Candace Smith, Member
John Gende, Member

OTHERS PRESENT: Linda Van Ness, Director
Karen Davis, Administrative Assistant
Shelby Jensen, Economic Support 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/Trochinski) to approve the agenda. All ayes. Motion carried.

Action on Minutes: Motion/second (Reabe/Waterbury) to seat Toney. All ayes. Motion carried.

Motion/second (Waterbury/Trochinski) to approve the minutes of the 5/10/16 Health & Human Services Board meeting. All ayes. Motion carried.

Signing of Vouchers: Motion/second (Reabe/Waterbury) to seat Toney. All ayes. Motion carried.

Motion/second(Reabe/Trochinski) to approve the April 2016 expenses. Roll call vote: Reabe-aye; Trochinski-aye; Gende-aye; Floeter-aye; Waterbury-aye; Toney-aye. Motion carried.

Motion/second (Trochinski/Gende) to approve the Joy Waterbury voucher. Roll Call vote. Trochinski-aye; Gende-aye; Floeter-aye; Reabe-aye; Toney-aye. Waterbury - abstain. Motion carried.

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

Appearances: None.

Public Comment (3 minutes): John Talbot, Volunteer, Green Lake Food Pantry Volunteer, was present to express concerns regarding the lock to enter the food pantry. Talbot stated that the lock does not work properly. Talbot stated that Maintenance states there is nothing wrong with the lock. Talbot is requesting a bid on a new lock for the Food Pantry and stated that the Food Pantry Volunteers would raise funds to replace the lock if necessary. Discussion followed. It was suggested to get Property & Insurance to get Kitz & Pfeil to check the lock. Bostelmann will contact Property & Insurance/Maintenance in regards to the lock.

Correspondence: Davis reported that Candace Smith is resigning from the Health & Human Services Board. If anyone knows of a potential new lay member let Van Ness know.

Van Ness reported she is recruiting new members for the Committee.

Committee Appointments: The recommendation for Committee appointment for Pat Flanigan to the Aging Advisory Committee was presented. Motion/second (Reabe/Waterbury) to recommend to County Board Chair the appointment of Pat Flanigan to the Aging Advisory Committee. All ayes. Motion carried.

Veteran's Service Office Report: No report.

Review and Fill Vacant Position(s): Public Health Nurse/Health Educator: Munsey reported that Jeri Loewe, Public Health Nurse, has resigned from her position effective July 8, 2016. Munsey reported regarding the need to fill the vacant Public Health Nurse position. Munsey was present to explain the changes made to the job description including changing the position to Public Health Nurse/Health Educator and why she is recommending that the position be filled. Discussion followed. Motion/second (Waterbury/Trochinski) to recommend to County Personnel to approve the revised Public Health Nurse/Health Educator position and recommend filling that position.

Health Unit: Munsey explained the Confidentiality Policy to Committee members. Discussion followed.

Munsey reported that the Health Unit will be having a Health Fair for all employees on June 27, 2016. All Committee members are invited to attend.

Economic Support Unit: Recommendation to County Board - Joint Resolution Relating to Combining the Child Support Agency with the Economic Support Unit under the Department of Health & Human Services: Gonyo directed Committee members to the information in the packet regarding Combining Child Support Agency with the Economic Support Unit under the Department of Health and Human Services. Bostelmann updated Committee members regarding the recent Judicial Law Committee discussion regarding this and the County Personnel Committee recommendation. Discussion followed.

Jensen explained to Committee members the possible re-organization and other factors regarding the amount of workers needed to perform the duties and re-allocation of job duties to administrative staff within the Department of Health & Human Services.

Discussion followed. Transition timelines were discussed.

Motion/second (Trochinski/Floeter) to recommend to County Personnel and County Board to recommend approval of the Joint Resolution Relating to Combining Child Support Agency with the Economic Support Unit under the Department of Health & Human Services. All ayes. Motion carried.

Resolution Relating to Discuss and act on 2012 Resolution regarding Economic Support Worker - Resolution Relating to Economic Support Worker: Van Ness explained the history relating to the Resolution Relating to Increasing Hours of Economic Support Worker Position. (See attached.) Jensen explained the history of what happened to the person in this position. Discussion followed.

Motion/second (Toney/Gende) to make a motion to recommend to County Personnel and County Board approval of the Resolution Relating to Increasing Hours of Economic Support Worker Position. All ayes. Motion carried.

Review and Fill Vacant Position(s): Substance Abuse Counselor: Van Ness read a letter of resignation for Trixie Murphy, Dual Diagnosis Counselor. Van Ness reported that the job description was reviewed and changed to Substance Abuse Counselor and explained the need to fill the position. Motion/second (Toney/Floeter) to recommend to County Personnel to fill the vacant Substance Abuse Counselor. All ayes. Motion carried.

Lead Bus Driver: Van Ness explained to Committee members regarding the vacant Lead Bus Driver position. Van Ness reported that the job description for the Lead Bus Driver was reviewed and explained the need to fill this position. Motion/second (Toney/Floeter) to recommend to County Personnel to fill the vacant Lead Bus Driver position.

Purchases: Discussion followed regarding the replacement of the lock at the Food Pantry. It is recommended that Property & Insurance contact Kitz and Pfeil to have the lock looked at.

Advisory Committee Reports: Aging: The meeting was held on May 18, 2016. Trochinski reported regarding the meeting. The Senior Picnic will be held on August 12th.

Health Advisory Committee: The meeting was held on April 13, 2016. See attached minutes.

Family Resource Council: The meeting was held on June 6, 2016. Trochinski reported regarding the meeting. See attached minutes.

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

Advocap/Headstart Report: Gonyo reported regarding the meeting.

ADRC Coordinating Committee Report: The meeting was on May 12, 2016 at 1:00 p.m. in Marquette County. Waterbury reported regarding the meeting. Waterbury reported regarding the review and the ADRC Center located at the Green Lake County Department of Health & Human Services.

Unit Reports: Administrative: Audit of Health & Human Services Billing and Accounting progress to date/Schenck - Request for Additional Services: Van Ness updated Committee members that staff are continuing to work with Schenck to meet state/federal guidelines for policies/procedures and for tracking grants/reporting.

Aging/Long Term Care: No discussion.

Behavioral Health Unit: See Attached Report.

Children & Families Unit: See attached report.

Economic Support Services: Discussed above.

Fox River Industries: Bathroom Remodeling Update: No discussion.

Discussion Regarding Report on Walk-Through of FRI building - Jody Traas, AEGIS Corporation: No discussion.

Health: Current Health Abatements: None.

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

Policies/Procedures Update: Van Ness reported that staff are meeting with Schenck to review/revise fiscal policies and procedures to meet State/Federal guidelines.

Health & Human Services Budget 2016: No report.

Committee Discussion: Administrative Committee Report: No meeting.

Finance: Reabe reported regarding the meeting.

Personnel: Vacant Position(s) Review: None.

Property & Insurance: Trochinski reported regarding the meeting.

IT Committee: Waterbury reported regarding the IT Committee meeting.

Facilities & Security Committee Report: No report.

The Board May Confer With Legal Counsel: None.

Future Meeting Date: The next special Health & Human Services Board meeting will be Monday, June 20, 2016 **at 5:00 p.m. at Fox River Industries.**

Future regular meeting - July 11, 2016 at the Green Lake County Government Center.

Future Agenda Items For Action and Discussion: Economic Support Worker; AVATAR - legal matter

Adjournment: The meeting adjourned at 7:20 p.m..

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To: Harley Reabe, County Board Chairman

From: Linda Van Ness, Director
Health & Human Services

Date: July 11, 2016

RE: Committee Appointments

Please make the following Committee appointments. Thank you.

Health & Human Services Board

Nancy Hoffman (term expires 2019)

Health Advisory Committee:

Nancy Hoffman (term expires 2018)

AGING REPORT - 2016

Mealsites - Berlin Senior Center, Dartford Bay Apartments, Grand River Apartments																			
HOMEBOUND									CONGREGATE										
Berlin			Green Lake/Prince.		Markesan				Berlin			GL/Princeton		Markesan				MEAL PROGRAM	
HDM #	DONATION	HDM #	DONATION	HDM #	DONATION	HDM #	DONATION	HDM TOTAL	HDM TOTAL	CONG	DONATION	CONG	DONATION	CONG	DONATION	CG TOTAL	CG TOTAL	TOTAL	TOTAL
	AMOUNT		AMOUNT		AMOUNT		AMOUNT	MEALS	DONATION	# SERVED	AMOUNT	# SERVED	AMOUNT	# SERVED	AMOUNT	MEALS	DONATION	MEALS	DONATION
January	502	\$1,652.80	462	\$1,506.56	345	\$1,194.00		1,309	\$4,353.36	247	\$878.00	118	\$152.00	114	\$124.00	479	\$1,154.00	\$ 1,788.00	\$5,507.36
February	437	\$2,134.80	505	\$1,643.80	342	\$939.00		1,284	\$4,717.60	254	\$751.10	115	\$277.00	126	\$244.80	495	\$1,272.90	\$ 1,779.00	\$5,990.50
March	446	\$2,322.76	461	\$2,681.32	272	\$980.00		1,179	\$5,984.08	354	\$1,209.00	109	\$16.00	142	\$16.00	605	\$1,241.00	\$ 1,784.00	\$7,225.08
April	474	\$897.00	458	\$972.00	222	\$763.00		1,154	\$2,632.00	257	\$978.00	178	\$248.00	132	\$116.00	567	\$1,342.00	\$ 1,721.00	\$3,974.00
May	453	\$1,589.00	502	\$2,276.40	249	\$1,437.96		1,204	\$5,303.36	277	\$940.00	190	\$354.00	160	\$144.00	627	\$1,438.00	\$ 1,831.00	\$6,741.36
June	508	\$1,285.56	502	\$2,055.60	225	\$924.00		1,235	\$4,265.16	267	\$1,006.00	162	\$615.68	162	\$345.92	591	\$1,967.60	\$ 1,826.00	\$6,232.76
July																			
August																			
September																			
October																			
November																			
December																			
TOTALS	2820	\$9,881.92	2890	\$11,135.68	1655	\$6,237.96		7365	\$27,255.56	1656	\$5,762.10	872	\$1,662.68	836	\$990.72	3364	\$8,415.50	\$ 10,729.00	\$35,671.06

REQUEST FOR PURCHASE APPROVAL

ITEM TO BE PURCHASED: Two (2) I-Phones

DEPARTMENT: Green Lake County DHHS - Children & Families Unit

ACCOUNT NUMBER: 207-33-54514-225-515

GOVERNING COMMITTEE: Health & Human Services

Approval Date:

PROPERTY AND INSURANCE APPROVAL DATE:

REASON FOR PURCHASE: In the 2015-16 legislative sessions, the legislature passed a significant number of child –welfare related bills. Some of the bills were initiated by the Wisconsin Department of Children & Families to comply with new federal requirements contained in the Sex Trafficking and Strengthening Families Act-PL 113-83.

Within the new legislation is a requirement for child welfare agencies to report information and a photograph of missing children to local law enforcement within eight hours of making the determination the child is missing; and to the National Center for Missing and Exploited Children within 24 hours after making that determination. As a result of the legislation, our agency staff is now required to take photographs and scan them into the eWISACWIS system for all children in out of home care. This includes Kinship Care, Relative Care, Group Home and Residential Care. Presently, our agency has approximately twenty-four (24) children in care per month.

BID INFORMATION: Bid info would be \$0.01 per iPhone, and is anticipated to be \$25 per month charge per phone thereafter.

I-PHONE REQUEST

Children & Family Unit – Green Lake County DHHS

In the 2015-16 legislative sessions, the legislature passed a significant number of child –welfare related bills. Some of the bills were initiated by the Wisconsin Department of Children & Families to comply with new federal requirements contained in the Sex Trafficking and Strengthening Families Act-PL 113-83.

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After review with the child welfare staff, we feel that the easiest way to accomplish this would be to upgrade the current after-hours telephone to an I-Phone which would give the capability to photograph the children within the time frames required as well as to upload them into the eWISACWIS system. An I-Phone would also enable the workers to quickly search the Wisconsin Circuit Court ACCESS system while they are in the field as background checks are required on all placements due to the internet capabilities that the phone would have. Our present phone does not allow for this.

I would also like to ask for an I-Phone for the Unit Manager Position. I currently utilize my personal I-Phone for the purposes of work to receive e-mails from work as well as be in communication with my staff during any absences I have from the office. Therefore, the Children and Families Unit is requesting two I-Phones.

Per Samantha Stobbe, “There is an additional cost per month per phone, usually \$25, or more depending on how many lines have data on them. Right now your phone costs are minimal, so you would be looking at adding \$25 per phone you convert into an I-Phone per month. I-Phones themselves will cost approximately \$0.01.”

CHILDREN & FAMILY SERVICES UNIT –June, 2016

Out-of-Home Care – as of 06/30/2016

Foster Care – Level I & II (Range of costs from \$232.00 to 2000.00)

A total of eight (8) children were in local foster care. All were in level II homes.

Two (2) children were discharged from foster care during the month of June. They began participation in the Post Reunification Program. They remain in service. The agency is reimbursed \$1100.00/month per child for services received through this program.

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 June.

Court-ordered Relative Care (\$232.00 month per child)

Three (3) children are in relative care.

Subsidized Guardianship – (\$225.00 month per child) – One (1) Court ordered relative placement was converted to a court-ordered subsidized guardianship.

Kinship Care – Voluntary (\$232.00 month per child)

Ten (10) were in Kinship care at month's end.

Other Exceptional Costs:

Family Training Program - Parent Training & Education:

Nine (9) families in service in June, 2016 - 785.00/ month. One (1) Family at 1487.00/month (Crisis) . Sixteen (15) parents participated in the program that with a total of seventeen (17) children, in home and one (1) out-of-home.

Wellhoefer Counseling: Targeted Case Management, In Home Therapy, Comprehensive Community Services Team Facilitation:
\$2656.11 – served eight (8) families.

Progressive Parenting Solutions - Steve Shekels- Parent Training & Parent Mentoring: Eleven (11) Families – total cost – \$2495.50

Community Options Inc. - Mentoring Program/Specialized Services:
Child care - \$316.59 – three children June, 2016; mentoring \$7031.52. This services fourteen (1) children. Additional costs for specialized SHC - \$330.48

Nancy Baker – In-Home Therapy: \$411.84 – Two (2) children in-home therapy.

Penny Bahn – Respite Care/Child Mentoring:
\$300.00 Respite one (1) children for the month of June, 2016

Pillar & Vine – Visitation supervision & transportation Services for children in Foster Care: Supervision & transportation for three (3) children - \$ 2304.00 – June, 2016.

Lutheran Social Services - \$971.82 – Respite Care – January & February, 2016. \$4077.50 - CCS – Service Facilitation – five (5) Individuals.

KD Therapy Services – Targeted Case Management, In Home Therapy, Comprehensive Community Services Team Facilitation:
\$5099.11 – Services to eight (8) families.

·
Meta House, Inc. - \$7050.00 Residential Drug Treatment for one (1) adult female.

STOP - \$654.50 – GPS monitoring for six (6) youth.

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

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

Healthlink - \$460.00 – Hair follicle testing – three (3) adults.

No Place Like Home - \$88.69 childcare for foster placement.

Environmental Health
Green Lake County
JUNE 2016

Animal Bites: # of investigations – 5
Reported Animal Bites – 5
Animal Quarantines for Animal v. Human Exposures – 5
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 – 5
Enforcement Actions Taken for Violations of Vaccination Requirements – 0
Animals Sacrificed for Exhibiting Symptoms of Rabies or Being Rabies Suspects- 0

Well Water: 1 phone call regarding well testing. Received test results from one new baby test kit which were mailed to homeowner. Several bacteria/nitrate test kits distributed.

Lead: Scheduled exam for lead certification. Issued memo with review of case with J. Zeleske re: elevated blood lead for a child. Obtained lead test kits from State for social workers to use.

Sewage: None.

Solid Waste: None.

Radon: 8 test kits distributed – 6 of them at Wellness Fair.

Housing: Call from nursing home in Markesan about cats in a resident's home. Call from pastor at church in Berlin who had parishioners complain about apartment complex. Called Berlin PD and they had completed a welfare check, and all was fine with resident and pets. Police told apartment neighbors to call landlord if they had other issues. -. One complaint about a property in Berlin - referred to City of Berlin building inspector. One call about issues at a rental property in Princeton. Tenant was being evicted and did not want to pursue action since it involved interaction with property owner. Two phone calls about housing issue I responded to in Waushara County in April. Issues resolved. 1 call about clean-up completion for a house in Marquette County.

Asbestos: None.

Food/Water Illness None.

Abandoned Bldgs: None.

Other: Call from Green Lake Association regarding safety of swimming in Green Lake with the large number of dead carp in lake. 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. House is being monitored by Sheriff's Department. Green Lake County employee Wellness Fair. 1 vacation day.

Agent 24 regular inspections, 2 pre-inspections, 3 re-inspections in GL County. 6 inspections in Marquette County. 4 inspections in Waushara County. Several calls regarding licensing as renewals are occurring currently. Still helping to cover Marquette County.



Green Lake County
Department of
Health and Human Services—
Health Unit
Strategic Plan
2017-2020



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Health Officers Message



Providing high quality services, ensuring a competent workforce, being fiscally responsible and strengthening communication are the key internal systems that we are focusing on as we implement the Green Lake County Department of Health and Human Services—Health Unit Strategic Plan. By successfully implementing the plan’s objectives, we will be more effective in improving the health of Green Lake County residents.

The plan reflects the commitment of the Health Advisory Board and staff to advance towards a population-based organization that effectively engages the entire community to become one of the healthiest counties in the state.

As our health department works towards becoming accredited, we have looked at Quality Improvement and doing comprehensive performance management---letting the evidence from the data drive us towards better outcomes. We have learned the importance of including health literacy and health numeracy into our communications policy to assure that our messages are clear and understandable.

Our previous Strategic Plan established the need for a Workforce Development Plan. Using this plan, we are working with staff to assure that they are equipped with the knowledge and skills to perform their jobs at the highest level.

The Strategic Plan states that we will prioritize programs while providing high-quality public health services and we will use not only our Community Health Assessment, but our Community Health Improvement Plan as guidance tools for our organization to successfully implement the plan.

The commitment of our staff and the Health Advisory Board in providing input for the plan show their dedication and enthusiasm for assuring a healthy community for our residents. I cannot thank them enough for all of their hard work. I would also like to thank Jay Dampier, Assistant Professor and UW-Extension Educator for facilitating the process of developing this plan. Your expertise and guidance kept us on track and we are very appreciative.

We are a small agency, which means we have limited resources and many challenges; however, we continuously work to be more efficient and effective in order to have the most positive outcomes for our community. We realize that along the way, we may encounter emerging issues that we didn’t plan for, and we may have to recalibrate our plan. Regardless, we will strive to attain our mission of promoting and protecting health and preventing disease. We want our community to live better, longer.

A handwritten signature in black ink that reads "Kathryn S. Munsey".

Kathryn S. Munsey, RN
Green Lake County Health Officer

Mission:

The mission of the Green Lake County Health Department is to promote and protect health and prevent disease.

Vision:

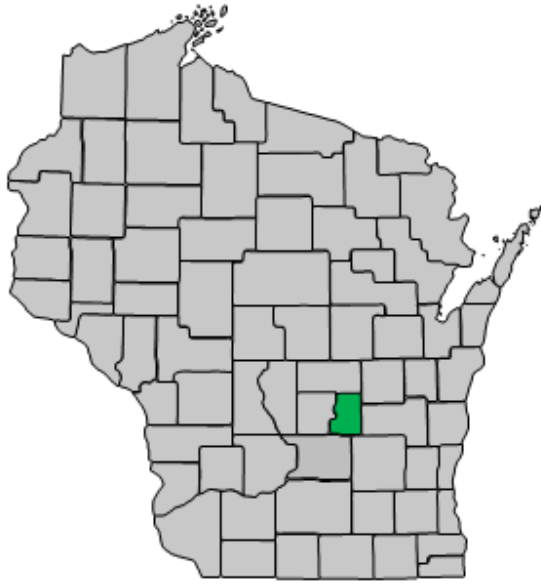
We will become the leader in Public Health in Green Lake County promoting healthy people, thriving communities and safe environments.

Core Values:

- **Prevention**
We take a pro-active approach to community and individual health.
- **Professionalism**
We are accountable for providing quality service in a timely, caring manner, adhering to high medical standards.
- **Evidence-based Practices**
We research and utilize evidence-based practices that have proven to be effective.
- **Collaboration**
We build community alliances both within and beyond county jurisdiction, foster long-term working relationships, mobilize local resources, and promote teamwork and shared ownership for common goals.
- **Good Stewardship of All Resources**
We value fiscal and programmatic integrity.
- **Responsive**
Using population-based data, we provide a leadership role in responding to issues and concerns of our community.
- **Performance Improvement**
We strive to provide optimum services. We use continuing education and the quality improvement process as tools for performance improvement.
- **Health Equity**
We respect and advocate for vulnerable populations and work to assure access to health and empower families to have optimal quality of life.

Green Lake County

Demographics



Green Lake County is comprised of rural communities surrounded by farms, streams, lakes, forests, wetlands and a wide variety of recreational opportunities including golfing, biking, swimming, boating, bird watching, snowmobiling, skiing, hiking and more. The county has a variety of ethnic descendants who contribute to the unique mixture of cultures and customs. The county has a large Amish population as well and a higher than state average of people over age 65 who play an important role in the county.

Green Lake County Statistics (Source: U.S. Census Quick Facts)

- **Population---18,856**
- **Area---380 square miles**
- **Per Capita Income (in 2014 dollars)---\$25, 486**

A Brief Health Report Card

Green Lake County Health Rankings

Each year the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute compile the County Health Rankings, which reports on the overall health of each county in the state. The report ranks Wisconsin's 72 counties, with places receiving the lowest number (e.g., 1 or 2) as the healthiest. The table below presents Green Lake County's ranking numbers for 2014, 2015 and 2016. Green Lake County has seen an overall improvement in health. For example, in 2016, Green Lake County jumped to the 25th spot; from 63rd in 2014 in the "Health Outcomes" category.

	2014	2015	2016
Health Outcomes	63	52	25
Health Factors	38	41	35
Health Behaviors	27	16	25
Clinical Care	23	53	40
Social & Economic Factors	50	49	41
Physical Environment	62	61	24

What does this all mean?

- **Health Outcomes** represent the health of a county and is based on an equal weighting of length and quality of life.
- **Health Factors** are based on weighted scores for health behaviors, clinical care, social and economic factors, and the physical environment.
- **Health Behaviors** include habits such as smoking, physical inactivity, excessive drinking etc.
- **Clinical Care** is access to care and quality of care.
- **Social and Economic Factors** are a measure of education, income, family and social support and community safety.
- **Physical Environment** refers to environmental quality such as air, water and housing issues as well as the built environment. Are there parks, green spaces and how long are commutes to work?

So as we look at the above rankings, we feel our efforts are making a difference. An evaluation of our previous Strategic Plan 2011-2016 is included in the following 2017-2020 Strategic Plan Process. It is followed by the steps in our process, and our new plan for the next 5 years. The Strategic Priorities, Goals and Objectives which were developed, address the "Essential Public Health Services" and will become a guiding document for staff and board members as we work together to enhance the quality of life in Green Lake County.

The 2017-2020 Strategic Plan Process--

Revising and updating the current Strategic Plan started in February 2016. Kathy Munsey, the Health Officer and Melanie Simpkins, Health Educator determined that a facilitator would help move the process forward in a more timely fashion. We enlisted the help of Jay Dampier, Assistant Professor and UW-Extension Educator. With Dampier's oversight, we reviewed the current Strategic Plan and did an evaluation of successes of that plan. We looked at areas that needed ongoing attention and came up with a strategy to move forward. A full list of participants is included at the end of this document.

A Review of Our Strategic Plan 2011-2016 Goals, Objectives and Progress

Goal 1—Provide High-Quality Public Health Services.

Objective 1: To facilitate meetings with community partners. This was accomplished by contacting our local hospital, Theda Care—Berlin, formerly Community Health Network to meet with clinic staff annually to discuss local concerns and provide contact information to the providers. We established a tracking system to evaluate our community commitment and found that our staff is part of 23 different coalitions or committees. Attendance at these meetings is tracked. This has improved our visibility in the community, and provided opportunities to listen and share information throughout our county. We have seen improvement in our county health rankings for the first time in several years.

Objective 2: To update the five-year strategic plan by June of 2016. We have utilized the expertise of Jay Dampier of our county UW-Extension office to facilitate this process. The new planning session was started in February of 2016 and we anticipate the completion of the updated plan by the end of June of 2016. Our current performance management system will help assure that we have measurable programming outcomes.

Objective 3: To develop a written Quality Improvement (QI) Plan by December of 2012. Our QI plan was completed and has been used to guide us as we work on quality improvement projects. Two staff attended two of the National Network of Public Health Institutes seminars on QI and wrote for a grant to have mentors for our first QI project which evaluated immunization rates. All staff assisted with this project and were involved in the online mentoring sessions for the project. Regionally, we have participated in Communities of Practice trainings related to QI over the past several years and staff has been involved in QI projects annually.

Objective 4: To assess the feasibility of applying for national accreditation. All staff completed the Accreditation Planning Checklist and determined that many of the domains mirror the "140 Review" process, the state accreditation process, so we will work towards national accreditation. Many of the conferences and webinars staff have attended in 2015 and 2016 have helped to support the process.

Goal 2—Maximize Public Health Resources

Objective 1: To maintain a high level of workforce competency and capacity. A Workforce Development Plan was developed. The plan defines roles, states competencies that are required and provides templates for identifying annual training plans. Staff use the Public Health Core Competencies as well as other program requirements to determine level of competence and then schedule trainings based on gaps identified. This process has been successful. We are currently in the process of using a new performance-based management tool for staff development called NeoGov. This will be implemented in July of 2016 and we will revise our plan

accordingly. Employee satisfaction surveys have been completed, and we had our first staff retreat for training and team building activities to increase morale.

Objective 2: To utilize the most efficient delivery systems available. We continue to attend trainings for ongoing education for the WI Immunization Registry (WIR), the WI Electronic Disease Surveillance System (WEDSS), the Secure Public Health Electronic Record Environment (SPHERE) and more. These electronic records assist in early identification of disease trends and facilitate data collection. We also use technology for webinars or “Go to Meeting” to be more cost effective.

Goal 3—Strengthen Communication and Promote Public Health Services

Objective 1: To improve communication and expand public awareness. We are using the county website as well as the Green Lake County Wellness Coalition website to provide current information to the public about health topics and events. The Community Health Needs Assessment as well as the Community Health Improvement Plan (CHIP) are distributed widely to our community partners. Every six months, a CHIP progress report is shared on our websites. Our internal communication has been enhanced by using formal agendas at all weekly staff meetings so everyone is aware of new projects or developments.

Objective 2: To enhance Board of Health understanding of public health programs and services. Many of the meeting agendas include in-services or trainings on topics to educate board members. The board members have been kept abreast of accreditation progress and support the effort. The board is currently being surveyed along with staff for the new strategic plan. Although we have new board members, we will be working to orient them to the duties of a board member and provide them with training as indicated.

Overall, we believe the Strategic Plan 2011 -2016 was a good document that has guided us towards excellence in our public health service in Green Lake County. The core values remain very important to our practice today. As we update the plan, we will determine if additional values need to be added to help us reach the overarching goal of eliminating health disparities in our community as we strive to make our county the healthiest in the state.

Our Next Step: The SWOC Analysis

A key component in almost every strategic planning process is known as the SWOC (Strengths, Weaknesses, Opportunities, and Challenges) Analysis. Dampier developed an online (SWOC) survey which was sent to Staff and Health Advisory Board Members. Results are included below and were used to codify the Health Department’s Strengths, Weaknesses, Opportunities and Challenges. Thirteen people responded; 9 staff and 4 advisory board members. Participants were asked to generate a complete list of the Health Department's Strengths, Weaknesses, Opportunities, and Challenges. They were asked to place an asterisk (*) next to the items they felt were most important.

After the online survey was closed, Munsey, Dampier and Simpkins met on April 7, 2016 to consolidate the responses. Items were assigned priority if, i) participants indicated a particular response was a priority as marked by an asterisk (*), and ii) responses or themes were repeated by two or more participants.

Sessions by Dampier were held with all staff and again with the Health Advisory Board on two separate occasions. Dampier read aloud each of the responses below and ask if any clarification is needed by participants. Participants were given a few minutes to add any missing items under Strengths, Weaknesses,

Opportunities and Challenges. Then participants were given the opportunity to vote by placing stickers next to the issues they felt were most important. Seven votes were permitted, per participants for each category i.e. 7 for strength, 7 for weaknesses, 7 for opportunities, 7 for challenges. Participants were permitted to apply multiple stickers to those they were most passionate about.

STRENGTHS (Internal to the Health Department)

(Actionable steps the Health Department could continue)

- The Health Department has good community relationships, partnerships and collaboration with county, regional and state coalitions, agencies and other groups.
- The State provides resources, guidance and expertise to local programming.
- The Health Department provides good local response to emergency situations and emerging diseases.
- The Health Department staff is experienced, caring and professional with good motivation.
- The Health Department has a current CHIP, CHA, strategic plan and performance management plan that help lead actions to foster desired outcomes.
- The Health Officer is organized, well-connected and a strong and competent leader.

WEAKNESSES (Internal to the Health Department)

(Actionable steps the Health Department could take in order to address the issues)

- The Health Department has limited technology, equipment and training.
- The Health Department is inexperienced in performance management.
- The Health Department has inconsistent performance management systems and some non-data driven decision making takes place.
- The Health Department has limited funding which may jeopardize program quality.
- There has been a lack of leadership in Health and Human Services (i.e. vacant Director and Deputy Director).

OPPORTUNITIES (External to the Health Department)

(Actionable steps the Health Department could take in order to address the issues)

- The Health Department can better market what it does in order to promote access to care and increase involvement.
- The Health Department can continue to foster relationships, partnerships and collaboration with county, regional and state coalitions, agencies and other groups.
- The Health Department can continue to work with various counties to reduce expenses and to increase collaboration and synergy.

CHALLENGES (External to the Health Department)

(Actionable steps the Health Department could take in order to address the issues)

- Requirements from the State and Federal governments frequently change, and it is challenging to ensure compliance.
- Collaboration with other counties and coalitions sometimes presents challenges to the Health Department staff.
- As the new county board members and county administrator begin, they may challenge current practices and programs of the Health Department.
- Many of the Health Department's programs are mandated, yet funding has remained the same for several years while costs of providing services continue to rise.

- There's a bad public perception of HHS leadership, and the public perceives these issues at the health department level as well.
- The public possesses a lack of understanding of what the health department's role is in the county.

EXTERNAL TRENDS (That May Affect Health Status)—

- Theda Care merging with Community Health Network hospital and clinics throughout our county
- Central WI Healthcare Partnership which includes: Green Lake, Adams, Marquette, Waushara, Waupaca and Juneau counties working together on CHA, CHIP and other projects
- November presidential elections may have huge impact on healthcare in the U.S.

Establishing Strategic Priorities

The SWOC and priority setting exercises were critical steps. The results were used in the next phase to establish strategic priorities. Based on the Public Health Accreditation Board, these priorities were defined as, *“a pattern of purposes, policies, programs, actions, decisions or resource allocations that define what the Health Department is, what it does and why it does it. Strategies can vary by level, function and time frame. Strategies are developed to address the identified strengths, weaknesses, opportunities and challenges”* (www.phaboard.org). These priorities became the basis for the strategic plan.

Once the priorities were determined, Dampier sent participants the results and asked them to suggest actionable steps to address the previously prioritized issues (strengths, weaknesses, opportunities, challenges). A staff meeting was held and staff were asked to look at implementing cost-effective **SMART** (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime-bound) criteria. Four Strategic Priorities were identified. The majority of the identified issues were placed under one of the 4 priorities and arranged by goals and objectives assuring that the 10 Essential Services of Public Health were addressed.

Following approval of the staff, and the Health Advisory Board, the Green Lake County Public Health Unit will work to meet the established priorities, goals and objectives over the next 5 years. The Strategic Plan will help with decision making throughout the unit. It will be reviewed at least annually and recorded in the Health Unit Performance Management Tracking Tool. Amendments made to the plan will be recorded on the Strategic Plan Record of Changes, following approval by the Health Officer. A copy of the form is included at the end of this document. Our new Strategic Plan is included below.

We look forward to working together to become the leaders in Public health in Green Lake County promoting healthy people, thriving communities and safe environments.



The 2017-2020 Strategic Plan Priorities, Goals and Objectives

STRATEGIC PRIORITY 1: Prioritize Programs While Providing High-Quality Public Health Services

Goal 1.1: Use Evidence-Based Practices

- **Objective 1.1.1:** By January 2017 provide training to health department staff and Green Lake County Wellness Coalition on determining if a program or service meets evidence-based criteria.
- **Objective 1.1.2:** By July 2017, determine which services provided are evidence-based.
- **Objective 1.1.3:** By December 2017, evaluate 100% of services that are not evidence-based and conduct research to determine if services are supported by the Community Health Assessment or Wisconsin Statutes.
- **Objective 1.1.4:** Use the completed evaluation to bring one non-evidence-based service into compliance by July 2018.

Goal 1.2: Continuously Engage Partners for Planning, Implementation and Evaluation

- **Objective 1.2.1:** By January 2017, complete an updated Community Health Assessment (CHA).
- **Objective 1.2.2:** By January 2017, evaluate current partnerships and collect feedback on effectiveness of current services/practices.
- **Objective 1.2.3:** Annually provide services that address at least one identified need from each of the three GLCWC Action Teams.
- **Objective 1.2.4:** Biannually update Community Health Improvement Plan and evaluate the effectiveness of initiatives.

Goal 1.3: Maintain Department-Wide Performance Management (PM) System

- **Objective 1.3.1:** Annually update PM plan and report progress of each program area including progress of Strategic Plan Objectives.
- **Objective 1.3.2:** Bi-monthly training on PM and Quality Improvement to work towards becoming an accredited health department.

Goal 1.4: Be Responsive to Urgent and Emerging Health Issues

- **Objective 1.4.1:** All staff will participate in an annual review of the Public Health Emergency Plan (PHEP).
- **Objective 1.4.2:** The Health Unit will participate in the Regional Health Care Coalition meetings as well as any planned exercises and trainings.

STRATEGIC PRIORITY 2: Ensure a Professional, Committed, Motivated Workforce

Goal 2.1: Evaluate the Health Unit Workforce Development Plan Annually

- **Objective 2.1.1:** Annually complete training plans to meet educational gaps identified during performance evaluations.

Goal 2.2: Strengthen Workforce Competency and Capacity

- **Objective 2.2.1:** Develop succession plan for key leadership positions by 2018.
- **Objective 2.2.2:** Annually host students and interns from higher institutions of learning.

Goal 2.3: Strengthen Workforce Satisfaction

- **Objective 2.3.1:** Manager will annually advocate for a continuing education budget for all employees.
- **Objective 2.3.2:** Manager will maintain policies that support workforce retention on an ongoing basis including wellness policy, flex schedules, annual retreats.
- **Objective 2.3.3:** Annually conduct climate survey to determine workforce satisfaction.

STRATEGIC PRIORITY 3: Maximize Public Health Resources Using Fiscal Responsibility and Innovative Funding

Goal 3.1: Be accountable, effective, and efficient with annual budget

- **Objective 3.1.1:** Annually meet with staff to complete a program prioritization tool for each budget cycle.
- **Objective 3.1.2:** Maximize funding opportunities by exploring alternate funding.

Goal 3.2: Assure Sustainable Programs

- **Objective 3.2.1:** Annually assess fees in budget to assist in program sustainability.
- **Objective 3.2.2:** Continue to seek grant funds when available.

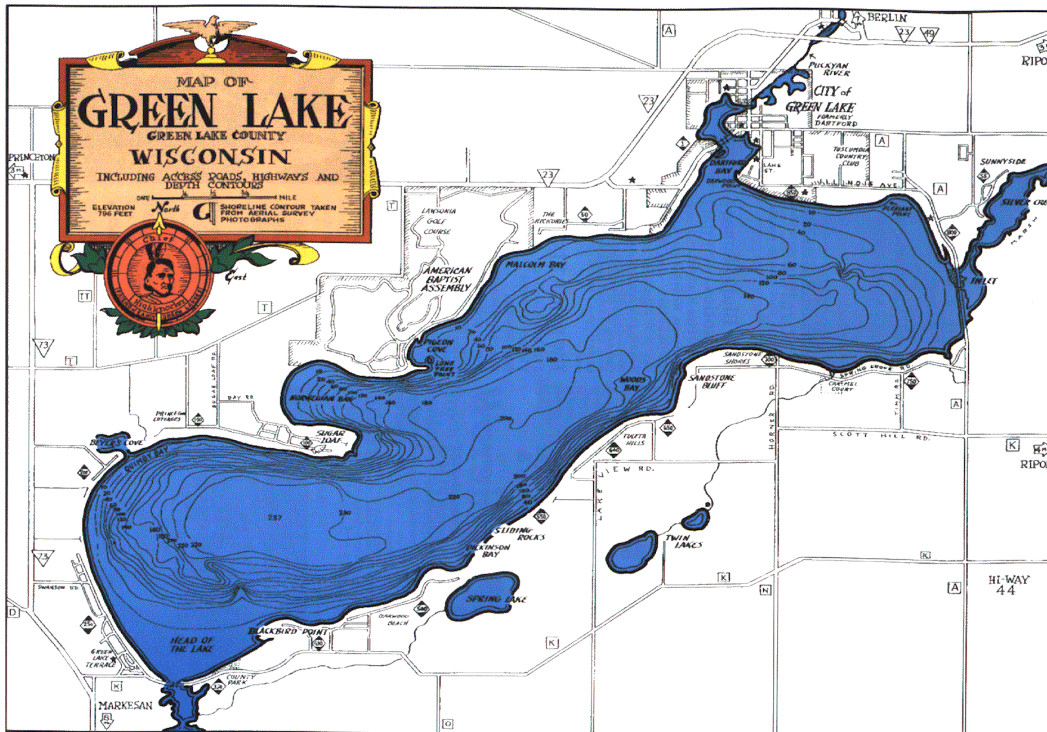
STRATEGIC PRIORITY 4: Strengthen Communication and Promote Public Health Services

Goal 4.1: Improve Communication and Expand Public Awareness

- **Objective 4.1.1:** Annually present programming information/initiatives to the community.
- **Objective 4.1.2:** Annually evaluate list of community coalitions and partnerships that participates in Health Unit activities. Determine if all areas are represented.
- **Objective 4.1.3:** By December 2017, develop a marketing committee to increase visibility of Health Unit and GLCWC.

Goal 4.2: Sustain and build relationships with policy makers and elected officials

- **Objective 4.2.1:** Work with local, state or federal legislators to promote one Public Health policy by December 2018.
- **Objective 4.2.2:** Provide annual training to Health Advisory Board regarding best practices for board members.
- **Objective 4.2.3:** Annually present programming information/initiatives to Health Advisory Board and County Board.



List of Participants

Kathy Munsey, Health Officer

Dr. Jeanne Lyke, Health Advisory Board Chairperson

Dr. Jay Dampier, UW-Extension Facilitator

Melanie Simpkins, RN, MPH, Accreditation Coordinator

Tracy Soda, Public Health Nurse

Jeri Loewe, Public Health Nurse

Kari Schneider, Public Health Nurse

Renee Peters, Birth to 3 Coordinator

Shari Krause, Public Health Program Specialist

Ashley Rondorf, Environmental Health Specialist

Linda Van Ness, Director, Department of Health & Human Services

Patricia Brandstetter, Health Advisory Board Member

Jean Kessler, Health Advisory Board Member

Tammy Bending, Theda Care Berlin, Health Advisory Board Member

Katherine Vergos, Agnesian/Ripon Medical Center, Health Advisory Board Member

Jack Meyers, former County Board Chairman, and Health Advisory Board Member

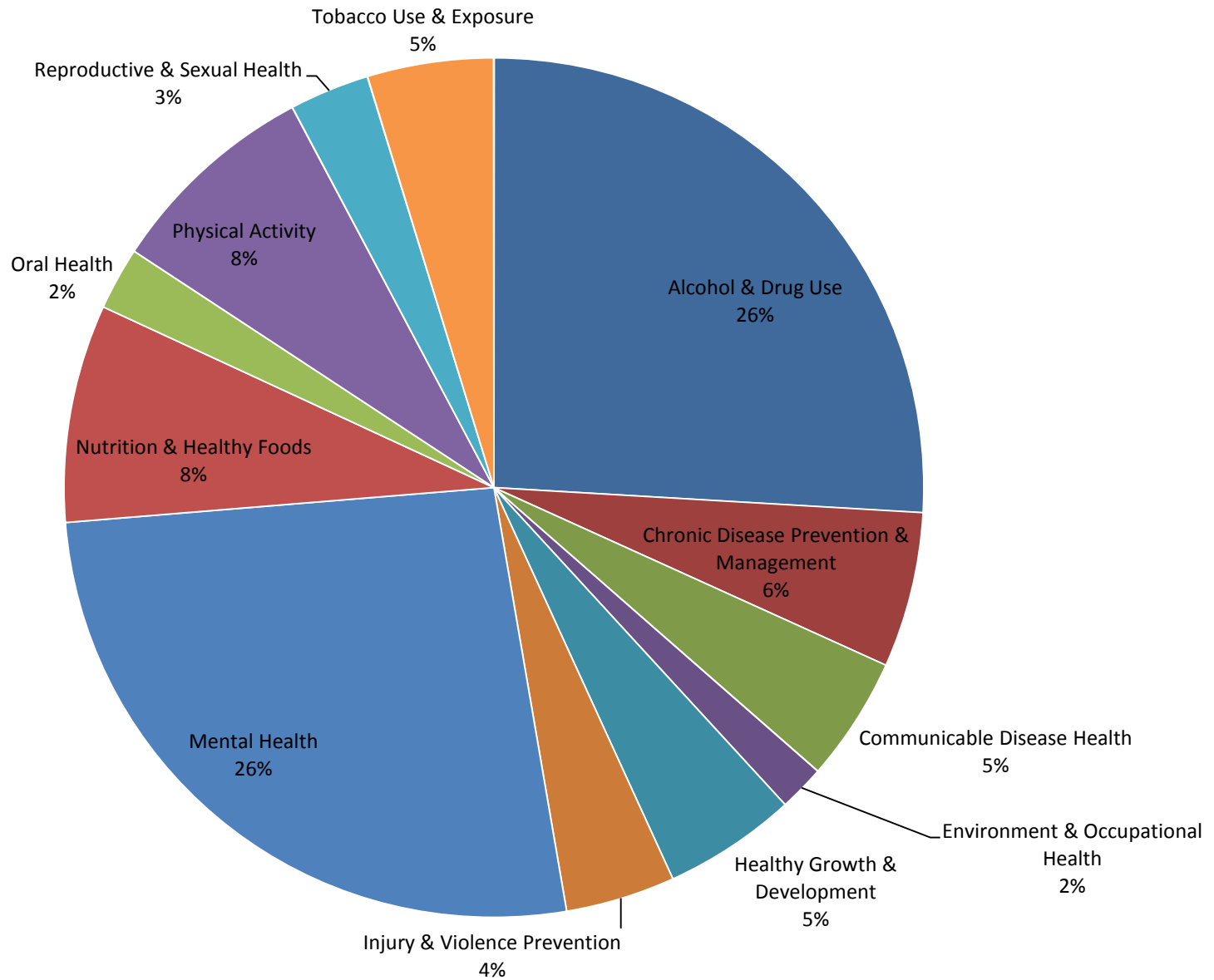
Karen Davis, Administrative Assistant

Janet Lloyd, Division of Public Health Northeast Region Nurse Consultant

Makiko Thomas Omori, Public Health Intern

Allison Haase, Public Health Intern

Green Lake County Needs Assessment 12 Focus Areas Overall



June 28, 2016



Public Health
Prevent. Promote. Protect.

GREEN LAKE COUNTY PUBLIC HEALTH

WELLNESS WORKS

Employee Wellness Fair

The Green Lake County Health Department would like to say THANK YOU to everyone who attended the Employee Wellness Fair on June 27. We had a record number of 86 attendees at this year's western themed event and sincerely appreciate you taking time out of your busy schedule to join us.

The public health team worked hard to make the wellness fair both fun and informative for everyone. Topics presented included: Wellness Works, Birth to 3,

vector-borne disease, radon, oral health, WIC, health education, public health policies, and much more! Additionally, door prizes were given out, snacks were provided, and a raffle was held.

The wellness fair was also a chance for us to celebrate our 2016 county health ranking. Green Lake County has been ranked the 25th healthiest county in Wisconsin by the University of Wisconsin Population Health Institute. This is a huge improvement from our

2015 ranking of 52nd!

Again, we would like to say thank you to those who attended the wellness fair. It was a great opportunity for us to let you know who we are and what we do.



How do you partner with Public Health?

Wellness fair attendees were asked how they partnered with Public Health. Here are a few of the responses: Immunizations, Wellness Coalition, emergency

drills & trainings, food pantry, resource referrals, home visits, 5-Counties for Tobacco Free Living, budgeting & billing, and WIC.

We Look Forward To Our Continued Partnerships!

RAFFLE WINNERS: Jodi Vandekolk, Denice Oft, Stephanie Simon, John deMontmollin



Public Health staff at the 2016 Employee Wellness Fair

Booths

The booths at the wellness fair provided employees with information on various health resources as well as current public health topics.

- Our Birth to 3 booth provided information regarding the Birth to 3 program along with resources for parents.
- The communicable disease booth offered material on Zika Virus as well as tick-borne diseases such as Lyme and Anaplasmosis. Information regarding immunizations was also available.
- Our environmental health booth educated employees on summer

food safety and the dangers of radon. Employees were also given a home water testing kit as well.

- The maternal and child health area gave information on WIC, our First Breath smoking cessation program, and also provided information on lead poisoning in children.
- The public health policy booth educated attendees about a few of the policies the health department practices, as well as our Community Health Improvement Plan and Community Health Assessment. This booth also provided information on disaster preparedness.
- At the Health Education booth,

employees could find information and resources on nutrition, Grapevine, and employee wellness.

- The Oral health area provided dental clinic tours and gave the opportunity for employees to register for wellness appointments.
- UW-Extension was also on hand to explain and answer questions about credit reports and scores.
- The EAP table provided employees with information regarding employee assistance and resources.
- Other booths included: Wellness Coalition, Collaboration, Real Happy Hour, and information on E-cigarette and more from 5 Counties for Tobacco-Free Living.

County Health Rankings

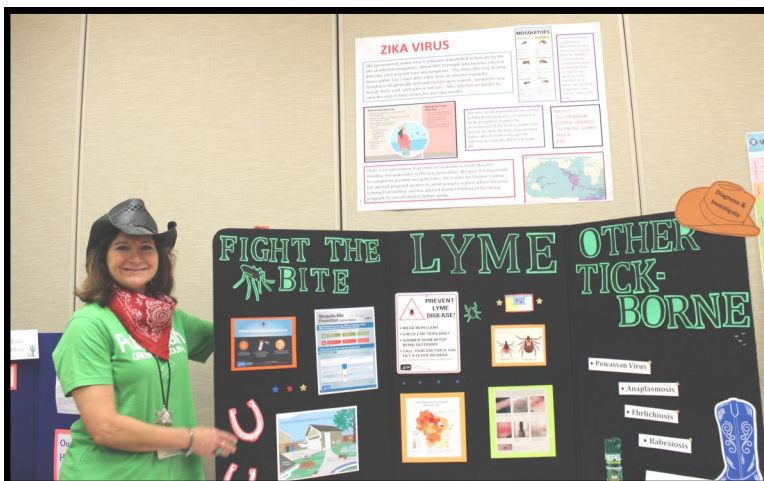
Every year, the University of Wisconsin Population Health Institute and the Robert Wood Johnson Foundation collaborate to measure the health of nearly all counties in the nation. These counties are then ranked within their respective states with the healthiest county being ranked as #1. The counties are ranked and scored in the following categories: length of life, quality of life, health behaviors, clinical care, social

and economic factors, and physical environment.

Last year, Green Lake County was ranked #52 out of the 72 counties in Wisconsin. Not satisfied with this score, the public health team, Wellness Coalition, and other community partners worked hard in hopes of improving the 2016 score. This hard work paid off as we were ranked #25 for 2016! We

are hoping that our continued efforts to improve the health of Green Lake County will produce an even better score in 2017.

For more information about the County Health Rankings please visit: www.countyhealthrankings.org



III. RECRUITMENT AND APPLICATION PROCEDURES

Filling of Vacancy – Child Support Specialist

- a. **Each position description must be reviewed at the time of the vacancy.** The Child Support Specialist job description was reviewed and updated. (See attached.)
- b. **The designated classification of the position must be reviewed.** The qualifications and duties of this position remain unchanged.
- c. **The program or service provided by the position must be reviewed for continued need of that program or service.** There is a vacant Child Support Position because of a resignation.

This is a Child Support Specialist position with the starting wage of \$ 16.43 , and is 100% funded by the Child Support allocation(s) received.

Depending upon experience, the applicant that fills this position could be upgraded to Child Support Lead Worker position with a higher wage of \$19.00. (Pay grade 12)

- d. **A review of existing staff and personnel must occur to determine the feasibility of whether the position tasks can be accomplished through other means.**

The organizational structure of Child Support is currently being evaluated. One position needs to be filled based on initial assessment. This position is required to assure that the all the mandatory functions of the Child Support and performance standards resume.

GREEN LAKE COUNTY JOB DESCRIPTION

TITLE: CHILD SUPPORT SPECIALIST

DEPARTMENT: DEPARTMENT OF HEALTH & HUMAN SERVICES

LOCATION: GOVERNMENT CENTER

SUPERVISOR: ECONOMIC SUPPORT/CHILD SUPPORT UNIT MANAGER

SUMMARY: To investigate and manage child support cases.

DUTIES AND RESPONSIBILITIES:

- Telephone
 - Answer & Log telephone calls in writing and in the KIDS computer system
- Locate
 - Location of absent parent(s)
 - Employment of absent parent(s)
 - Information gathering activities to assist in preparation for court
 - Information gathering activities regarding income
 - Information gathering activities regarding health insurance
- Initiate
 - Review information received from IV-A regarding new cases and updates to existing cases, and do the necessary work involved.
 - Send required information to new customers / payers
- Establishment
 - Establish child support orders and health insurance orders by negotiating out of court settlements with attorneys and clients or through court action.
- Review
 - Review and adjust existing child support and health insurance orders, as required by law.
- Enforcement
 - Enforce child support orders obtained between the parties or ordered by the court / family court commissioner.
- Fiscal
 - Analyze KIDS system financial records for accuracy. Identify errors in allocation, distribution, and disbursement of child support payments and take appropriate corrective action.
- Data entry – Case Management and fiscal
 - Court order entry
 - Health Insurance order entry

- Health insurance information entry
- Use the KIDS state wide child support computer system to produce documents and letters. Enter and disposition events, update employment, income and other verified information. Maintain work lists.
- Preparation of legal documents, including, but not limited to: service of process documents, income withholding documents, stipulations and court orders. Some court motions, affidavits, orders to show cause, criminal documents and interstate documents may be involved.
- Suspend Drivers', Recreational and Professional Licenses, as appropriate, after consulting with Administrator
- Seize bank accounts, when appropriate, after consulting with Administrator
- Fiscal, employment, and health insurance information gathering activities to assist in preparation for court.
- Establish working relationships with other County and State agencies, such as the IV-A Department, Probation Officers, Social Workers, Sheriff's Department, Clerk of Court, Circuit Court, District Attorney and private attorneys.
- Monitor cases for payments and take appropriate enforcement actions when necessary.
- Provide health insurance information to customers.
- Retrieve and work daily reports.
- Verification of employment upon receipt of information
- Investigate reports of missing payments
- Reconciliation of child support accounts
- Calculate and prepare arrearage affidavits.
- Receipt and forward over-the-counter and mail-in child support payments
- Prepare and forward Housing Authority income verification requests.
- Prepare and provide child support account statements, upon request
- Prepare vouchers. Order and maintain office supplies
- Create and maintain Excel spreadsheets as needed.
- Scan all documents into the Laserfiche imaging system, as appropriate.
- General Filing. Purge old files, when appropriate. Record actions as required.
- Provide information to general public
- Attend ongoing job-related continuing education training classes. Read and understand all child support related materials provided by the State and Federal Government.
- Assist the State of Wisconsin Bureau of Child Support with projects, upon request.

SKILLS AND ABILITIES:

- A thorough knowledge of modern office practices and procedures
- Ability to obtain information through use of interview techniques

- Knowledge of legal terms and definitions, as well as knowledge of child support laws as they pertain to establishment, collections, court procedures, welfare rules and regulations
- Understanding of investigative techniques and procedure
- Ability to establish and maintain effective working relationships
- Skill in debt investigation and collection
- Ability to relate to people from varied backgrounds
- Ability to obtain cooperation from others in situations of conflicting goals or values
- skill in dealing tactfully, objectively, and effectively with responsible parties in the collection of debts
- Ability to evaluate information and exercise judgment to make recommendations
- Considerable knowledge and skill in computer operation
- Ability to quickly learn and use new computer software programs
- Skill in the use of general office equipment including but not limited to: telephone, copy machine, calculator, typewriter, personal computer, printer, fax machine and automobile.

QUALIFICATIONS:

EDUCATION: High School diploma.

EXPERIENCE / JOB KNOWLEDGE: Minimum of 5 years of experience in increasingly responsible positions involving family law, extensive computer usage, investigation and dealing with the public. Experience working independently is preferred

WORKING CONDITIONS:

PHYSICAL DEMANDS: About 50% of the time is spent typing or keying on the computer while sitting; approximately 20% of the time is spent talking while seated or standing; approximately 20% of the time is spent listening while seated or standing; 5% of the time is spent reaching, stooping, kneeling, crouching, and lifting/carrying objects up to 10 pounds.

ENVIRONMENTAL DEMANDS: 100% of the child support work is done indoors. About 30% of the time, situations could develop where there is verbal conflict with a customer either over the telephone or at the counter. There may be approximately a 1% chance of physical attack or injury from persons visiting the office or outside the office.

This is a public service position. Employees are required to be courteous, cooperative and respectful at all times with the public and clients. This includes establishing and maintaining courteous, cooperative and respectful working relationships with other employees, supervisors and public officials.

This position description has been prepared to assist in defining job responsibilities, physical demands, working conditions and needed skills. It is not intended as a complete list of job duties, responsibilities

and/or essential functions. This description is not intended to limit or modify the rights of any supervisor to assign, direct, and control the work of employees under supervision. The county retains and reserves any and all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its' judgment, to be proper.

Updated February 5, 2013