

# Green Lake County



# DEPARTMENT OF HEALTH AND HUMAN SERVICES COVER LETTER

To: The Residents of Green Lake County, County Administrator Catherine Schmitt, The Honorable Board of Supervisors of Green Lake County and the Green Lake County Health & Human Services Committee.

We respectfully submit for your consideration the 2019 Annual Report for the Department of Health & Humans Services (DHHS).

DHHS provides a vast array of programs and services intended to protect individuals and the public. These services are provided within a framework of requirements and regulations developed at the State and Federal level. This funding does not keep pace with increased costs and demands for this services, therefore the DHHS would be unable to provide these mandated and needed services to the citizens of Green Lake County without the funding allocated by local officials.

Green Lake County DHHS continues to offer a vast array of services to the citizens of the County. As a Department we have prioritized collaboration and cooperation between Units. This allows us to most efficiently serve residents, while also being nimble enough to adjust to new mandates or identified priority areas.

Attached you will find unit specific reports outlining services provided by the Department. Each unit has provided an excellent overview of their respective unit responsibilities, services provided and related data. Since it is not possible to include everything accomplished in this type of report, I would encourage each of you to visit Health & Human Services in Green Lake and Fox River Industries in Berlin for a tour and more detailed review of the services provided and programs available.

A few highlights in the report include:

- In 2019 the Community Health Action Team successfully wrote for over \$200,000 to initiate a home visitation program. In 2020, the goal is to hire a home visitor who can work with high-risk pregnant moms and infants up to age one to establish a healthy, stable home environment. In addition, the grant funds will provide for parent café's in our county to help all parents network and establish relationships with other families to improve the resiliency in our children.
- In 2019, the Health Unit received a \$10,000 Environmental Health Tracking Grant to evaluate nitrate levels in 150 wells in our county. A Water Quality Task Form convened and in 2020, the group will be able to test over 250 wells thanks to additional funds provided by The Green Lake Sanitary District. Their board agreed to provide additional funding for those requesting free test kits in their watershed area. This project will take place in early March and the group will continue its work to evaluate strategies to be sure everyone is drinking safe water in our county.

- The financial staff within the administrative department has also been effected by the high demand in Health and Human Services consumer needs. As the demand for services continue to rise, the financial staff have to work hard to utilize all available funding resources to provide quality services for an affordable price. As the demand rises, billing services continue to grow, putting pressure on the financial staff to accumulate as much revenue as possible to support our programs. In spite of the budget shortfalls in 2016 we were able to financially report a surplus for Health and Human Services the past three years.
- During 2019, The Behavioral Health Unit served 758 clients across the outpatient programs—an 18% increase compared to 2018. The clinic has seen a general increase in admissions across programs with the largest increases being in: substance abuse services across the lifespan and mental health services for youth under 12 years old. Green Lake County has been designated a rural area with provider shortage in the area of psychiatric care, however we are fortunate to have on-site prescribers for adults and youth on a part-time basis.
- In 2019, Juvenile Court Intake received sixty-nine (69) new referrals. This is up by, 31 referrals since 2017 which only saw 38 new referrals.
- Green Lake County's average Food Share caseload in 2019 was 867 households (1,708 recipients). \$1,796,772 in total Food Share benefits was distributed to Green Lake County in 2019.
- In 2019, Fox River Industries, through the various services it provides, enhanced the lives over 200 different individuals in Green Lake County and the surrounding area. In 2019, 65 consumers were employed on our production lines or through our janitorial services (many of these also participated in Adult Day Services part-time), another 7 consumers participated exclusively in Adult Day Services, 24 non-FRI consumers (35 total) received Supported Employment services, approximately 90 consumers received Representative Payee services, and 20 consumers received Supportive Home Care services.

Our ability to continue and provide quality services to the residents of Green Lake County is a tribute to the Health & Human Services Board, County Board and a very talented and dedicated staff of professionals.

We look forward to the challenges ahead and the opportunity to continue to provide services which best meet the needs of Green Lake County.

Respectfully Submitted,

Jason Jerome  
Director

# ADMINISTRATION AND FINANCIAL SUMMARY

The Health and Human Services Financial and Administrative Department consists of the Director, Financial Manager, Administrative Assistant, Account Clerk Specialist, Billing Specialist, Two Receptionist/Data Entry Specialists, an Insurance Verification Representative and Secretary. The Purpose of Health and Human Services Administration and Fiscal Unit is to support the seven different units Health and Human Services House.

## Operating Highlights

In supporting the seven different departments in Health and Human Services some of the functions the administrative and fiscal department performs include but is not limited to:

- Information and Referral of the general public to appropriate staff
- Billing for Services provided in the Department of Health and Human Service
- Collecting Payments from Consumers and third party payers
- Inputting Client Notes
- General Correspondence
- Managing and Closing Client Files and Personnel Records
- Record Meeting Minutes for HHS Board and Various Sub Committees
- Vendor Contracting and Payments
- Budgeting Process
- Financial Reporting and Grant Claiming
- Vendor Audits

## Accomplishments in 2019

We continue to learn and grow with a great administrative and fiscal team that works great together while focusing on efficiencies and assisting the community and HHS employees. The following are a few of our accomplishments in 2019:

- Streamlining our billing process in Avatar.
- Billing all programs and Posting Payments in Avatar
- Continued to learn and utilize more of the components Avatar has to offer
- Utilizing and maximizing funding resources
- Continued improvement on capturing the maximum Revenues through Insurance, WIMCR, and Grants.
- Ongoing implementation of paperless systems

## Looking forward to 2020

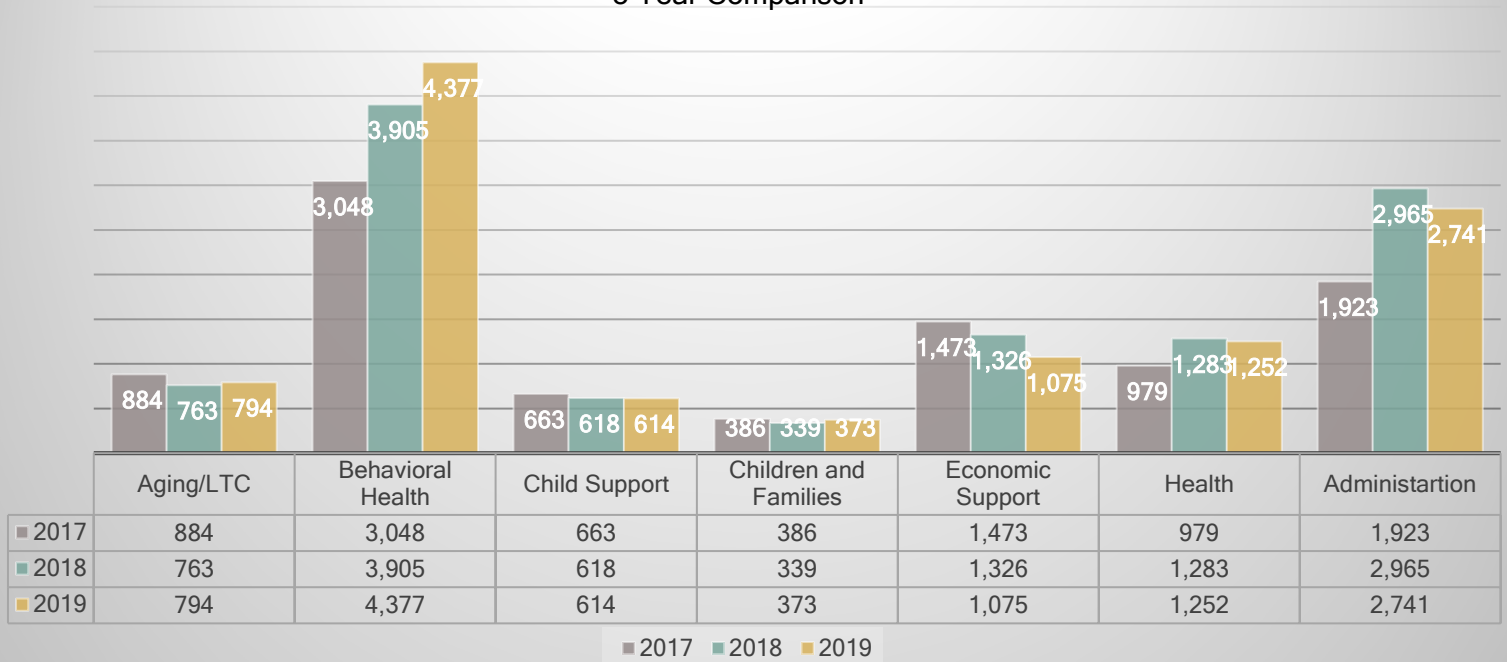
As we continue our day to day workflow we are looking forward to 2020 and what we focus on improving in the New Year. A few of our goals for 2020:

- Implementing new Modules in Avatar
- Continue to go paperless with all programs in HHS
- Continue to provide great customer service to all Green Lake County Clients

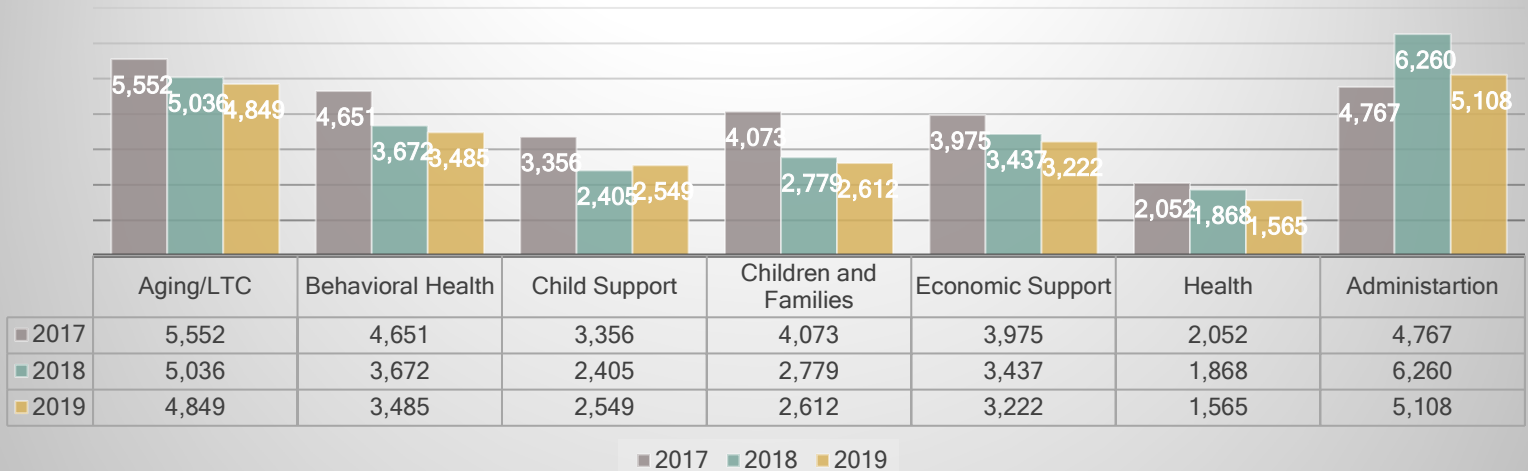
# ADMINISTRATIVE STATISTICS

Public usage of Health and Human Services continues to be at high demand. Below are two comparison graphs displaying walk-ins and phone call contacts to the agency. The administrative and financial department are often the first contact with HHS. We offer a friendly welcoming hand-off to the appropriate department that will meet the consumer's needs. The administrative and financial department continues to adapt to evolving demands, and help ensure consumers have access to needed and appropriate services.

## Agency Walk-Ins 3 Year Comparison



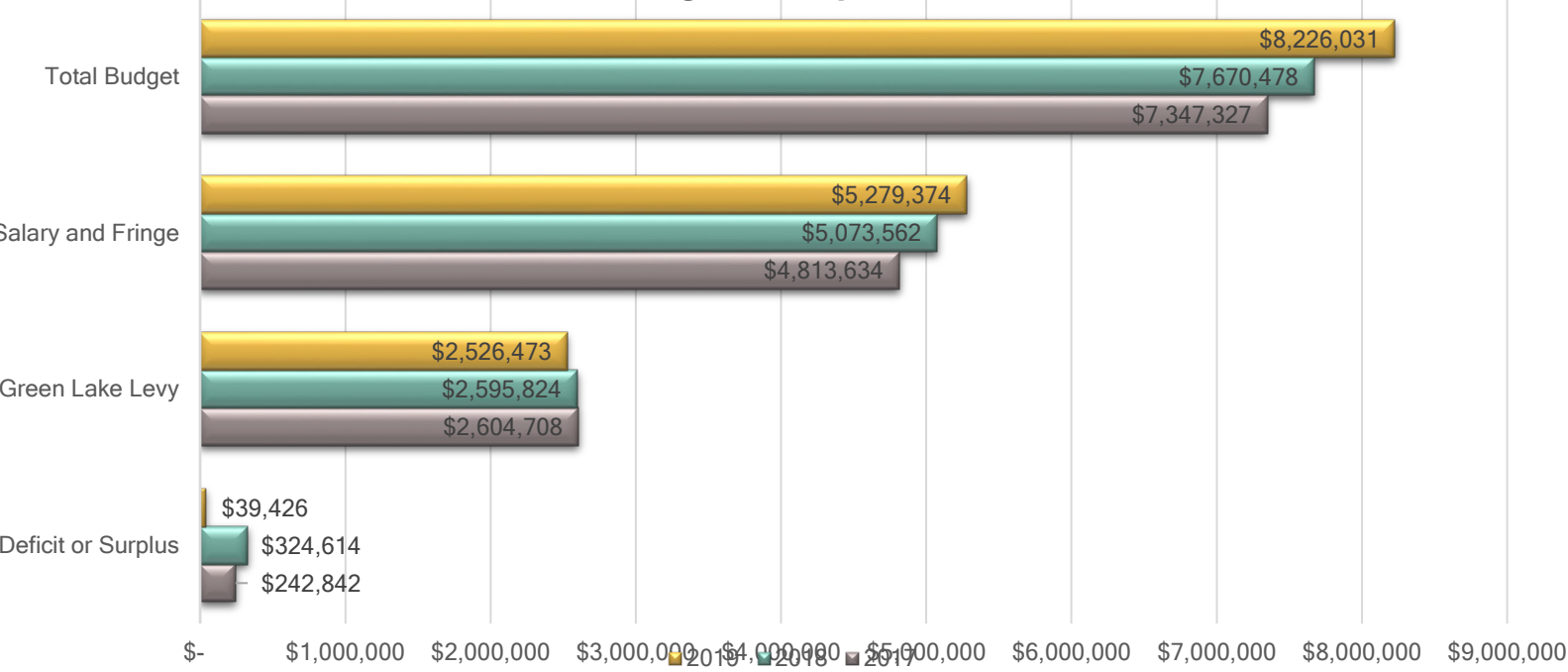
## Agency Phone Calls 3 Year Comparison



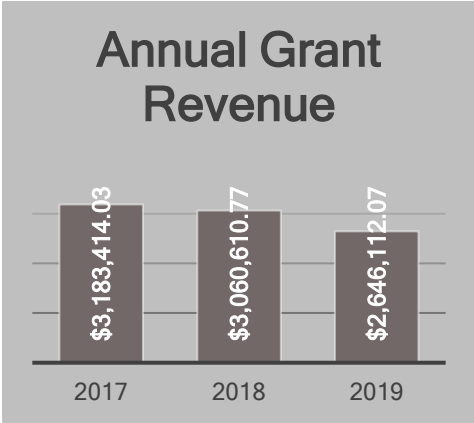
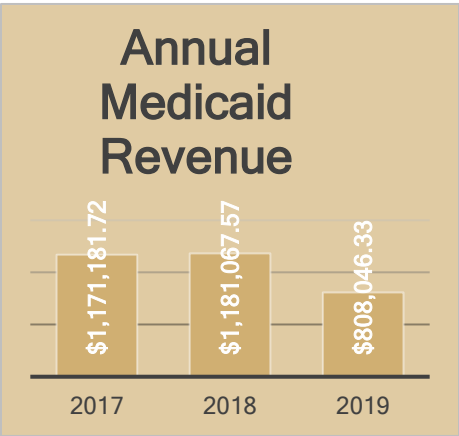
# FINANCIAL STATISTICS

The financial staff within the administrative department has also been effected by the high demand in Health and Human Services consumer needs. As the demand for services continue to rise, the financial staff have to work hard to utilize all available funding resources to provide quality services for an affordable price. As the demand rises, billing services continue to grow, putting pressure on the financial staff to accumulate as much revenue as possible to support our programs. In spite of the budget shortfalls in 2016 we were able to financially report a surplus for Health and Human Services the past three years.

## Budget Comparison



*\*2019 Surplus Figure estimated as revenues have not all been received*



Respectfully Submitted,  
 Kayla Yonke, DHHS Financial Manager

# HEALTH Unit

## 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.*



**Public Health**  
Prevent. Promote. Protect.

*The 2019 Health Unit staff members include front row left, Allison McCormick, Environmental Health Specialist, Renee Peters, Birth to 3/Children's Long Term Support Coordinator, Kathy Munsey, Health Officer. Back row, Shari Krause, Program Specialist, Kari Schneider and Rachel Prellwitz, Public Health Nurses, Julia McCarroll and Melanie Simpkins, Health Educators.*

## Core Values

- *Prevention*
- *Professionalism*
- *Evidence-based Practices*
- *Collaboration*
- *Good Stewardship of All Resources*
- *Responsive*
- *Performance Improvement*
- *Health Equity*

## Disease Control and Prevention

Public Health is required by statute to follow up on acute and communicable diseases. Using the WI Electronic Disease Surveillance System (WEDSS), we are able to monitor trends and track outbreaks as they occur. Below are some of the diseases we followed in 2019, along with previous year comparables. You will notice that we had the highest number of pertussis (whooping cough) cases in recent history. Our efforts continue as we do home visits with our Amish population, which has a much lower vaccination rate than the general population.

Frequency of Reported Diseases in Green Lake County	2016	2017	2018	2019
Babesiosis				1
Campylobacteriosis	13	4	16	11
Carbon Monoxide Poisoning *New in 2019	-	-	-	2
Chlamydia	43	46	46	52
Cyclosporiasis	0	0	7	0
Cryptosporidiosis	7	2	2	2
E-Coli	2	8	25	15
Ehrlichiosis	3	5	1	0
Foodborne Disease	-	-	-	7
Giardiasis	5	2	2	0
Gonorrhea	1	3	6	3
Hepatitis B	2	-	0	1
Hepatitis C	15	12	4	8
Influenza (hospitalized)	2	14	19	7
Legionellosis	-	-	1	0
Lyme Disease	14	20	9	18
Measles (Rubeola)	-	-	1*	0
Mycobacterium (non-tuberculosis)	1	4	4	6
Norovirus Outbreak	-	-	-	9
Pelvic Inflamm. Disease	-	-	-	1
Pesticide related disease	-	-	-	2
Pertussis (whooping cough)	2	2	4	20
Salmonellosis	5	3	4	3
Syphilis	-	-	-	1
Invasive Strep Disease	8	3	2	7
Latent TB infection	2	2	3	0
Waterborne Disease	-	-	-	1
<b>TOTAL</b>	<b>130</b>	<b>134</b>	<b>156</b>	<b>177</b>



## Immunizations for Children and Adults

We have monthly immunization clinics in Green Lake and continue with a home visitation project with Rachel Prellwitz and Julia McCarroll to provide immunizations to the Amish community. This started in the fall of 2018. Letters go out to 150 families every few months and they see approximately 20 families per month. This project is an example of how we are improving Health Equity by outreaching to our most vulnerable populations and providing them an opportunity to improve health. Over 1230 vaccines were administered to 951 people in 2019, including 655 flu shots. This is 150 more than last year and is most likely due to the Amish home visits.

## Dental

We contract with Carrie Knurowski, Dental Hygienist to provide services to Head Start and school age children for cleanings. Carrie also started the Seal A Smile Program where sealants are provided for school age children. Carrie also started seeing Fox River Industry consumers as they have a difficult time finding providers who accept Medical Assistance (MA). In 2019, she was able to bill over \$80,000 to MA and BadgerCare for dental services. This program provides services in our county for a previously huge unmet need. We are very grateful to Carrie and Shari Krause who assists her when going out to schools to provide the services.

## Childhood Lead Testing

greater are provided with follow-up and consultation by Kari Schneider, We are very excited that Allison McCormick, our Environmental Health Specialist, passed the Lead Risk Assessor test and became certified after attending a weeklong training. This will be very beneficial when we have children with elevated blood lead levels. Children with a lead level of 5 or Public Health Nurse and Allison. The goal is reduce lead hazards in homes and reduce the level of lead in a child's bloodstream.

### 2019 Blood Lead Testing

Total Number of Tests: 131
Children <5 ug/dl = 122
Children >5 ug/dl = 8
Children >10ug/dl= 1
Home assessments = 2

## Mother, Child and Family

There were 187 births in Green Lake County in 2019 compared to 181 in 2018. In 2016 and 2017, we had 213 and 212 births respectively. We had one birth to a girl under age 18, compared to 0 last year. We also had 16 babies that were considered "low birth weight" (weighing less than 5lbs, 8oz), compared to 10 last year. We had 40 women who gave birth at home. In 2019, the percentage of women who smoked during pregnancy was 18%, the same as 2018. Six of the 34 women who reported smoking during their pregnancy had low birth weight babies. Seven infants were transferred to Neonatal Intensive Care Units compared to 8 in 2018. This is an area that we continue to target by offering the First Breath program, a smoking cessation program for pregnant women at our WIC clinics. Of the 187 births, 24 had abnormal conditions and one was born with congenital anomalies. Rachel Prellwitz did 10 car seat checks and was able to provide 5 free car seats due to a grant we received.

## **Nutrition WIC**

WIC is the Special Supplemental Nutrition Program for Women, Infants, and Children. In Green Lake County, WIC helped 109 income-eligible pregnant and breastfeeding women, 79 infants and 233 children ages 1-4. In addition, breastfeeding education was available to all WIC clients. WIC provides a breastfeeding peer mentor, which is an invaluable resource to new mothers. Kari Schneider is also a Lactation Consultant. The State of WI contracts with Family Health La Clinica in Wautoma to provide WIC services to Green Lake County. They added Crossroads in Green Lake as a new WIC vendor and established a mommy and me support group in Berlin. Kari Schneider and Shari Krause attend all WIC clinics to provide immunizations, information, assist with signing families up for dental and immunization follow-up appointments as well as try and decrease smoking rates of moms by enrolling them in the First Breath Program.

## **Birth to 3**

Birth to 3 is Wisconsin's early intervention program for families of infants and toddlers with developmental delays and disabilities. The Green Lake County Health Unit has been designated by the county board to be the administrative agency in our county for this mandated program. The county is required to maintain a base level of funding for this program. Some families do have a cost share for services depending on their income. Medicaid and Private Insurance are billed for services when available with parental permission.

In 2019, 41 new children were referred to the program. Referrals came from a number of sources including: physician (23), family member (6), social worker (5), daycare (1), WIC (4) and other Birth to 3 Programs (2). Eleven new children were enrolled in the Program during the calendar. Eight children were found to be developing within age appropriate levels through a screening or did not meet eligibility through an evaluation. Eight families did not follow through with a screen or evaluation or were not interested in the program, one child was referred to Vernon County and the remaining thirteen children are in the process of being monitored, screened or evaluated. The total number of children served through an Individualized Family Service Plan in 2019 was 26. In addition to those with significant developmental delays, there were several children with specific diagnoses including: Spina Bifida, Autism, Club Feet, Hydrocephalus, Trisomy 18 and other unique genetic conditions.

Renee Peters is the Program and Service Coordinator/Educator. Contracted service providers included Tara McPeak, Occupational Therapist from NEW Rehab in New London. Hannah Lehocky provides Speech and Language therapy via a contract with ThedaCare in Berlin. Jody Streeter is the Physical Therapist from Taylored Rehab in Fond du Lac.

During the year, Renee also collaborated as a committee member of the Head Start Health Advisory Committee and Green Lake County Family Resource Council. In September, she was appointed to the Advocap Board of Directors as a Representative for Green Lake County and serves on the Advocacy and Operations Committee.

## Children's Community Options Program (CCOP)

This program, formerly known as Family Support Program provides each county with a yearly allocation to support families who care for their disabled children in the home. The Program recognizes that meeting the needs of children who have severe disabilities may place hardships on a family's emotional, physical and financial resources. The Coordinator for this Program is Renee Peters. In 2019, 6 children received CCOP funding for a variety of goods and services. The Program was able to fund respite/mentoring, conference registrations for parents, recreational opportunities, therapy equipment, and sensory materials.

## Tri-County Environmental Health Environmental Issues Addressed

Animal Bites—42
Well Water Concerns—4
Housing Inspection Cases—23
Nuisance/Other—7
Radon Test Kits Given Out—91
Water Kits Distributed—98

The Health Unit also received a \$10,000 grant to do water testing for nitrates. One of the grant initiatives was to start a Water Quality Task Force to look at more than just water testing. Once we get results, we want to make an impact and lower nitrate levels and make our county healthier.



*Green Lake County Water Quality Task Force says, "Get Your Well Tested for Free!" Members include back row, Gerald Stanuch, GIS Matt Kirkman, Zoning, Jordan Dornfeld, Land Conservation, Ben Jenkins, UW-Extension, Stephanie Prellwitz, Green Lake Association. Front row: Jennifer Fjelsted, Green Lake Association, Allison McCormick, Tri-County Environmental Health Consortium, Paul Gunderson, Land Conservation, Harley Reabe, County Board Chairman, Kathy Munsey, Public Health*



The Health Unit worked closely with the Green Lake Association this summer as we had complaints of water quality issues. We had to close beaches due to the presence of blue-green algae on Little Green Lake and also the beach at Dodge County Park due to elevated levels of E. Coli. We also has several calls about swimmers itch and due to the high number of calls, we had an electronic reporting site set up. We had 97 individuals complete a report that either they or their family and friends experienced swimmers itch.

*Kathy & Rachel share the new beach signs. This picture was used by the regional EPA, CDC and at a Congressional Hearing to share blue-green algae concerns in our lakes and waterways.*

## Coalition Membership and Community Involvement

Staff members are involved in over 40 coalitions, workgroups and committees. Members of the Community Health Action Team worked diligently after the community Plunge last year related to the health of young children. The group decided we needed to provide earlier interventions to help kids get ready for school entry. The plan was to try to get funding for a home visitation program where families at risk can get help early in a pregnancy up to one year and possibly beyond. The CHAT group was able to get \$175,000 on funding from the Oshkosh Area Community Foundation along with grants from Theda Care, Brakebush and the Tee It Up for Basic Needs. The program will start in January and will include other activities for parents, children and grandparents. We are very excited about this new undertaking and anticipate getting referrals from other departments such as Children and Families Unit and Law Enforcement. Others include the Tri-County Plain Communities Public Health Coalition, which addresses health, and safety concerns with our health inequities in our community. Other groups include the Birth to 3 Networking group, Family Resource Council, Local Emergency Planning Committee, NE WI Alliance for Wisconsin Youth, Head Start Health Advisory Committee, Diabetes Advisory Board, the Immunization Coalition, Breastfeeding Alliance of NE WI, Traffic Safety Committee and much more. The Health Department is charged with implementing our Community Health Improvement Plan (CHIP) and we could not do it without partners. It is imperative that we work with community members, businesses, and other county departments to help them understand our “Health in All” policy, which means that they will all look at the impact of health as they implement policies and that where we live, work and play really makes a difference in our health.

## Health Equity

Lindsey Eierman, our new Community Health Engagement Coordinator for the Central WI Health Partnership started in August and continues to build relationships locally and work on Health Equity in all six counties. She has done community engagement exercises, developed partnerships and is currently developing a workplan for the six county region.

## Opioid Prevention Activities

As a member of the Alliance for WI Youth (AWY) we were able to secure funds to do prevention activities to reduce youth access to drugs and alcohol. See CHIP update for specific numbers.



*Kathy Munsey and Julia McCarroll distribute lock boxes to local pharmacies and hospice so they can provide them to folks who are prescribed medications that may be high risk for abuse. The lock boxes will prevent misuse as it limits accessibility.*



*Tri-County Environmental staff Mary Robl, Jessica Jungenberg, Allison McCormick & Kathy Munsey are trained to detect meth residue in homes.*



*Kathy Munsey, Jeff Kiener, Sheriff's Office and Melissa Roth, Children & Families Unit, became certified to train others on the use of Narcan to prevent opioid overdose deaths.*

## Worksite Wellness/Employee Health Program

Melanie Simpkins, RN, MPH coordinated the outreach activities including a health fair, individual health screenings, lunch and learns, Healthy Monday Tips, challenges, walking contests, financial wellness programs and much more. Group Health Trust stated they would no longer fund us at the level they had been. Our new insurance would not either so this position which was grant funded, sadly ended in December. The Health Unit staff will work with Human

Resources in 2020 to see if we can continue this service on a smaller level since we lost a half-time position.

## Community Contacts & Education

Public Health staff made contact with over 7000 community members in 2019 and conducted 87 educational sessions to 2097 individuals. These sessions covered a variety of topics including car safety, opioid misuse, ticks, smoking, chronic disease prevention, healthy aging and more.

### 2019 Program Contacts

Prevention	67
Adult Health	130
Birth to 3	592
Comprehensive Community Service (CCS)	54
CLTS/CCOP	454
Community Health	85
Immunization	1306
Lead	40
Worksite Wellness	853
Public Health	1470
Maternal Child	1770
Dental	101
Preparedness	134
Other	36
TOTAL	7092



# Green Lake County Health Department

2019 COMMUNITY HEALTH IMPROVEMENT PLAN ANNUAL REPORT



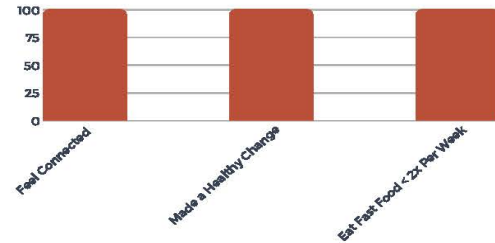
## ALCOHOL AND OTHER DRUGS PRIORITY AREA

- Grant funding received through Alliance for Wisconsin Youth to Fight Opioid Epidemic.
- Drug deactivation kits and lock boxes distributed to hospice patients in partnership with Hospice Hope.
- Three Green Lake County Staff were trained to be able to provide Narcan training to employees and community members.
- Grant received through The Wisconsin Department of Health Services, Division of Care and Treatment Services to be able to provide Narcan at no cost to Green Lake County staff and residents.
- Worked with Green Lake County Behavioral Health Unit to develop an AODA Prevention Team.

## MENTAL HEALTH PRIORITY AREA

- In partnership with the Central Wisconsin Health Partnership and the Aging and Disability Resource Center, the Health Department participated in the national #BeTheITo campaign to prevent suicide deaths.
- Public Health Nurse completed training to be able to train community members in QPR (Question, Persuade, Refer).
- Five Health Department Staff members were trained to be Comprehensive Community Services Facilitators to be better able to address the needs of CCS clients that we may be serving.

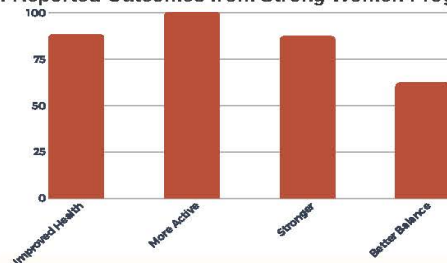
CCS/CSP Wellness Group Self-Reported Outcomes



## CHRONIC DISEASE PRIORITY AREA

- Partnered with Aging and Disability Resource Center to host a 6-week Living Well with Chronic Conditions Class.
- Two Strong Women Classes were hosted in Partnership with a local business.
- Two childcare centers were re-certified as being Breastfeeding Friendly.
- Conducted 24 health education sessions as part of the CCS/CSP Wellness Group for Behavioral Health Clients living with mental illness or substance use disorders.
- Health Educator completed IN-DEPTH training and began work with 3 school districts on implementing Alternatives to Suspension Programs for students using E-Cigarettes.

Self Reported Outcomes from Strong Women Program



# 725

People reached through a Social Marketing Campaign aimed at preventing suicide.

# 11

Women attended the Strong Women Class, a strength training class for older adults.

# 3X

CCS/ CSP Clients who did not participate in Wellness Group were 3 times more likely to eat processed or fast food 5 or more times per week compared to those who did participate.

# AGING PROGRAMS

The Aging/ADRC Unit provides services to Elderly and Disabled residents of Green Lake County. The staff are divided into program areas largely defined by funding source, however, the programs overlap in many areas, and the combined unit is able to maximize these resources to the advantage of all of the people we serve.

There were 11 staff in the Aging/ADRC Unit during 2019 including the Unit Manager, two Resource Specialist Social Workers, the Adult Protective Services Worker, three Meal Site Managers, the Nutrition/Volunteer Coordinator, the Elderly Benefit Specialist, the Disability Benefit Specialist, and the Aging Disability Resource Center Coordinator.

## Aging and Disability Resource Center

During 2019 Green Lake County operated the Aging and Disability Resource Center (ADRC) in a consortium with Adams and Waushara Counties. The consortium is funded by the State to provide a single point of entry to Long Term Care Services and Information and Assistance for residents of the three counties. Aging and Disability Resource Centers are the first place to go to get accurate, unbiased information on all aspects of life relating to aging or living with a disability. The ADRC provides information on a broad range of programs and services, helps people understand the various long-term care options available to them, helps people apply for programs and benefits, and serves as the access point for publicly funded long-term care. Green Lake County continues to employ the ADRC Director, who works with the multi-county committee, that contracts with the state to assure ADRC service provision. Additional ADRC staff are employed by each county and duties are shared across county lines. During 2019 there were 10,043 calls handled by the Aging and Disability Resource Center of Adams, Green Lake and Waushara Counties.

## DISABILITY BENEFIT SPECIALIST

The Disability Benefit Specialist (DBS) position provides assistance for people ages 18 to 59 who have any kind of disability, in applying for Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI). The DBS assists people with Medicare, to find the best Medicare Part D prescription drug plans for their individual needs. The DBS also assists individuals applying for Medical Assistance and the MAPP program.

In 2019 114 new cases were opened, 81 cases were closed, 47 cases were carried over and 161 cases were served. A conservative estimate of the economic impact of the DBS program in Green Lake County for 2019 shows that it brought in over \$751,440.00 to the local economy. The DBS carries an average caseload of 93 cases at any one time.

	2018	2019
New Cases Opened	144	114
Cases Closed	56	81
Cases Carried Over	68	47
Total Served	212	161
Approximate Dollars for Clients	\$1,358,294.00	\$751,440.00
Average Caseload	93	80

## HEALTH PROMOTION PROGRAMS

The ADRC offers community health and disease prevention education programs, with an emphasis on falls prevention and chronic disease self-management. In 2019, 8 classes were held in Green Lake County. Fifty-nine individuals participated in workshops offered through the Health Promotion Programs. The workshops offered were Mind over Matter, Tai Chi, Living Well with Chronic Conditions, Healthy Living with Chronic Pain, Healthy Living with Chronic Pain, and Physical Activity for Lifelong Success. Two in home falls assessments were also provided.



## AGING PROGRAMS

The County Aging Unit is the Agency designated by the County Board and authorized by the Older Americans Act to continue to develop, support, assist, and evaluate County-based programs for older adults (over age 60) with the purpose of fostering independence and enhancing the quality of life for older adults in the county.

All Federal money from the Older Americans Act, Title III, is distributed to the state, which gives it to the regional Area Agency on Aging and then to the Counties. The amount each County receives is determined by a set formula. Included in the formula is the number of elderly, low-income elderly and isolated elderly individuals within the County.

Federal Title III-B money is used for various service programs such as elderly health screening, transportation, the elderly benefit specialist, and program development for Senior Centers. Matching local funds and required In-Kind assistance provides the rest of the resources for the Aging programs. In 2019, volunteers provided 1268 hours equal to **\$9,197.94** In-Kind match for Title III-B programs. (2018 - 1248.25 hours equal to \$9,052.94) Federal Title III C-1 & 2 must be used for elderly nutrition. See below for more information on the elderly nutrition and matching In-Kind amounts.

## CONGREGATE NUTRITION PROGRAM (C-1)

The Nutrition Program assists older individuals to live independently by promoting better health through improved nutrition. It reduces the isolation of older individuals through nutrition related and supportive services. It prevents malnutrition and promotes good health through nutrition education, screening and intervention. The Aging Unit Nutrition/Volunteer Coordinator is trained as a certified ServSafe Professional Food Manager/Nutrition Director and oversees both the Congregate and Homebound Meal Programs.

In 2019, 5088 meals were served at three Mealsites: Berlin Senior Center, Dartford Bay Apartments - Green Lake, and Grand River Apartments - Markesan. Volunteers play a vital role in all our C-1 programs; twenty-five (25) volunteers donated approximately 1,402.75 hours in the Nutrition Program. These hours equal **\$10,169.94** in In-Kind Dollars. In-Kind includes activities such as setting tables, serving food, clean-up tasks, and doing paperwork and are a requirement of the Older Americans Act to earn funds for the meal programs. Donations at **\$4.00** per meal received in this program were **\$16,834.01**.\*

	2019	2018
Meals served at meal sites	5088	5718
Volunteer hours	1402.75	1242.75
In-Kind Dollars	\$10,169.94	9009.94
Congregate Meal Donation Dollars	\$15,050.41	\$16,834.01
Homebound meals delivered	19,125	18497
Homebound meal donation dollars	\$69,318.35	\$67,855.94

## HOMEBOUND MEAL PROGRAM (C-2)

In 2019, 19,125 meals were served throughout the County to persons who are unable to go to the meal sites for health related reasons. Requests for Homebound meals come from hospital discharge planners, meal site managers, units of Health and Human Services, doctors, and families and enable the older person to remain in his or her own home as long as possible. Requests are referred to the Nutrition Coordinator who meets with each new enrollee to conduct a thorough nutritional assessment; these are updated annually. The meal delivery program is also a part of a support system that checks on the elder person four to five days per week depending on their location. Drivers are trained to watch for changing needs and to alert Nutrition Coordinator as necessary.

Donations at **\$4.00** per meal received in this Program in 2019 were **\$69,318.35**.\*

\* Subject to Audit

## TITLE III-D PROGRAM

In 2019, this program funding purchased two classes through the Aging and Disability Resource Center Health Promotions Program. The Programs were Physical Activity for Lifelong Success with 8 participants and Tai Chi Prime with 13 participants.

## TRANSPORTATION

One of the greatest needs for the elderly and/or handicapped person is transportation. The Aging Unit receives and administers the 85.21 State Grant monies, \$72,389.00 in 2014. Service priorities are MEDICAL TRIPS, NUTRITION-RELATED ACTIVITIES, WORK-RELATED ACTIVITIES, and SOCIAL ACTIVITIES. Handicapped and older adults were provided 14,442 trips in 2018 with 85.21 funding.

	2018	2019
85.21 State Grant funds received	\$70,970.00	\$72,389.00
Number of trips	14,442	14,657

## TEFAP – (THE EMERGENCY FOOD ASSISTANCE PROGRAM)

The Food Pantry is operated by the Aging/Long Term Care Unit of the Department of Health and Human Services and is available to any indigent person/family in an emergency. The Food Pantry is funded by TEFAP and private donations from fundraisers and local donors.

The Emergency Food Assistance Program/Food Pantry operates every Tuesday from 10:00 am to noon. The Food Pantry currently has 31 volunteers who staff the days the food pantry is open and pick up donations.

Eligible residents of the County may attend once each month. Throughout 2019, the Food Pantry served an average of 165 households, and 338 individuals per month. Each household was provided an average of 137 pounds of food for a month.

Food Pantry	2019	2018
Average households served monthly	165	182
Average number of individuals	338	377

## ELDER ABUSE AND NEGLECT PROGRAM

The County Aging and Long Term Care Unit has been designated as the lead Agency in the Elderly Abuse Reporting System. Services provided to elders in crisis include Relocation and Shelter costs, Medical care, Legal Services, Supportive Homecare, Guardianship evaluations, and Outreach. These services are offered to older adults to help them resolve abusive or neglectful situations. The Adult Protective Services Social Worker investigates abuse and neglect referrals.

There were a total of fifty **Elder Abuse** investigations in 2019, with twelve Elder Abuse cases substantiated. The remaining cases were either unsubstantiated or unable to be substantiated for a variety of reasons. The most frequent concern was self-neglect, followed by material / financial abuse.

In 2007, a parallel system for Abuse and Neglect investigation and reporting for **Vulnerable Adults** was instituted by state law. The Adult Protective Services worker is the lead for this system also. The reporting requirements are very similar to the Elder Abuse system. In 2018, there were 8 **reports** of abuse to **Vulnerable Adults**; four were substantiated.

	2019	2018
Elder Abuse Investigations	68	50
Elder Abuse Cases Substantiated	12	12
Vulnerable Adults Abuse Reports	7	8
Vulnerable Adult Abuse substantiated	2	4

## ADULT PROTECTIVE SERVICES/GUARDIANSHIPS

The Adult Protective Services Social Worker performed **three** guardianship studies for adults in 2019. (2018 - 10) These consisted of Temporary, Permanent and Successor Guardianships. In addition, thirty-two Protective Placement reviews were completed. (2018 - 31) All reviews require a brief summary hearing on each of these placements to ensure that the continuation of the placement is appropriate, least restrictive and most integrated into the community. The Adult Protective Services worker submits a report to the court and attends each review hearing. Placements are monitored in nursing homes, Community Based residential Facilities (CBRF), State Centers for the Developmentally Disabled, Adult Family homes, and private homes or apartments. In addition, Power of Attorney documents and advanced planning information is regularly requested and assistance provided as needed.

## ELDERLY BENEFIT SPECIALIST PROGRAM

The Elderly Benefit Specialist coordinates information and counseling regarding public benefit programs to individuals **sixty** years of age and older. The Elderly Benefit Specialist assists people age sixty and over to apply for Social Security, Social Security Disability, Medicare, Medicare Part D, Medical Assistance, and Senior Care.

In 2019, there were 341 Open Cases, and 100 hours of training. Through these efforts, the monetary impact to Green Lake County elderly clients was \$2,022,714.00.

There were 1537 Information and Referral inquiries to the Aging Unit, 250.5 hours of Outreach Services and 14 hours of presentations at the various Senior Centers and meal sites.

	2019	2018
Elderly Benefit Specialist open cases	341	343
Hours of training	100	123
Dollars saved for elderly clients	\$2,022,714.00	\$2,480,030.22
Information and Referral Inquiries	1537	1381
Outreach Service Hours	250.5	292
Senior Center presentation hours	14	14

## FAMILY CAREGIVER PROGRAM

Under the Federal Family Caregiver Grant, the Volunteer Coordinator identifies and meets with caregivers who are elderly, including grandparents who are raising grandchildren. A monthly support group, training, loan library, respite care, and information and assistance are available for caregivers. We served eight caregivers in 2019 through this program. (2018 - 12 caregivers served)

## OTHER PROGRAMS

The Senior Sentinel is a bi-monthly newsletter published by the Aging Unit and delivered to over 1000 households in the County. The articles that appear in this publication help elders keep up-to-date with current information about our services and programs. The UW Extension Office and the Nutrition program provide healthy recipes and health tips. The publication contains current information concerning County, State and Federal programs that affect Senior Citizens in Green Lake County.

Each year in August, the Aging Unit sponsors a countywide Senior Picnic. In 2019, **182** elders from throughout the County, along with 10 staff and volunteers, attended the County Senior Picnic at St John the Baptist Catholic School Gym in Princeton. (2018 - 175 in attendance)

## ALZHEIMER'S FAMILY CAREGIVERS SUPPORT PROGRAM

During 2019, we received **\$9,565.00** in Alzheimer's Family Caregivers Support Program (AFCSP) funds. These funds provided a variety of services to four individuals who suffer from Alzheimer's disease. (2018 - \$9,594.00 for four individuals).

In 2019 we had two staff members become certified to facilitate Dementia Live. Dementia Live is an interactive sensory experience that through special equipment allows the participant to experience a situation in the same way someone with Dementia would. This a experience leads to a better understanding of individuals with Dementia and increased knowledge on how to interact with an individual with Dementia. In 2019 we held 11 Dementia Live trainings with 153 individuals completing the experience.

In 2019 the Aging Unit in Partnership with the Alzheimer's and Dementia Alliance of Wisconsin began a Memory Café. A Memory Café is a monthly meeting group for people with mild memory loss, early Alzheimer's or other dementias, or mild cognitive impairment who are living at home. Each month we offer a different activity based on the groups interests. In 2019 the average monthly attendance at the Memory Café was 6 consumers.

## **SUPPORTIVE HOME CARE**

Throughout 2019, eight individuals received Supportive Home Care (SHC) funded services, including house cleaning, yard work, meal preparation and assistance with laundry, lifeline, etc. (2018 - 10 individuals)

Respectfully Submitted,

Betty Bradley  
Aging Unit Manager

# BEHAVIORAL HEALTH UNIT

Green Lake County’s Community Health Improvement Plan (CHIP) identifies youth in crisis, trauma-related issues, and substance use disorders as critical concerns affecting the Green Lake County population. The Behavioral Health Unit (BHU) offers an array of services that meet these needs within the community and across the lifespan.

In 2019, the Behavioral Health Unit consisted of 11 full time staff and 3 part-time contracted doctors. Full time staff include a unit manager, four counselors, two case managers, three program coordinators full various programs, and a psychiatric nurse. Contracted staff include two part-time psychiatrists (child and adult specialties) and a part time psychologist who provides clinical supervision. All unit staff receive cross-training in several of the unit programs including 24/7 on-call mobile crisis intervention. The unit collaborates across other units of Health & Human Services including teaming with cross-trained staff in Children & Families, Public Health, and Fox River Industries. In 2019, the unit hosted two Masters Level clinical students from Lakeland College.

During this year, the Behavioral Health Unit continued to expand existing programs in order to meet increasing identified needs in the community. The Behavioral Health Unit encompasses a comprehensive range of programs, collectively serving 995 county residents, representing a 1.5% increase since 2016.

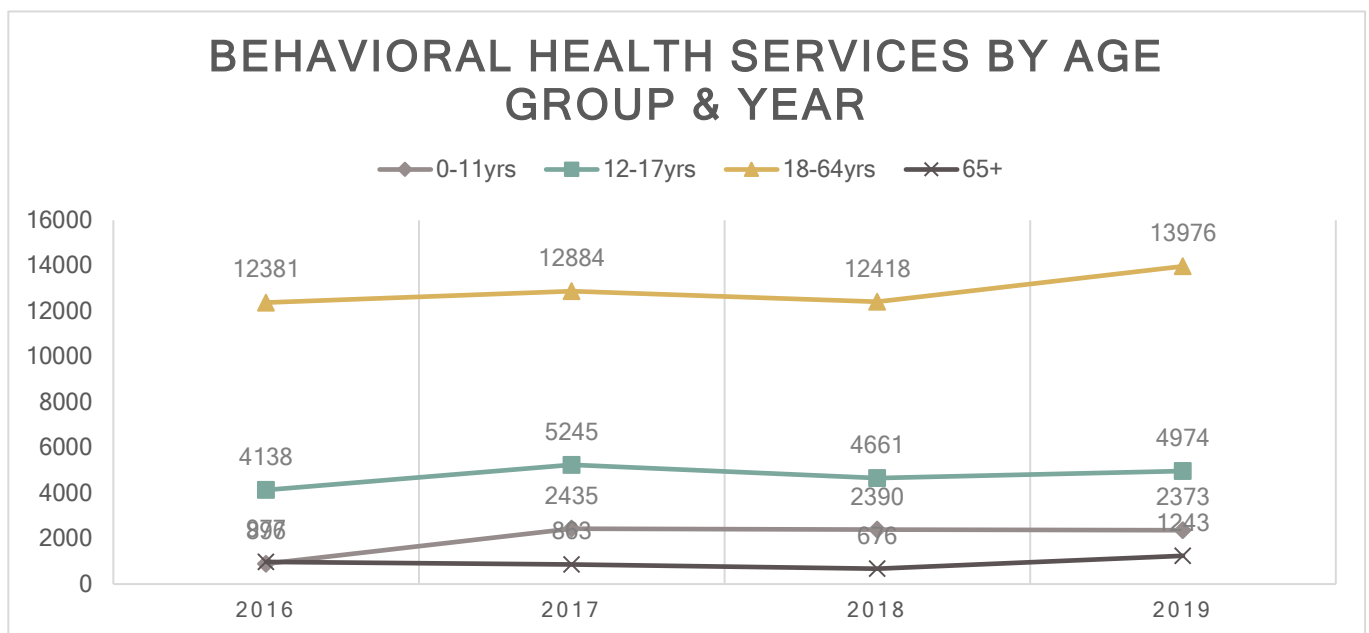


Figure 1- The clinic has seen a slight increase across all services since 2016, but has remained relatively stable over the past several years, although services for youth under 12 more than doubled in 2017 and has remained at this increased rate since that time.

## Outpatient Counseling and School Office

BHU providers take a whole-system approach to serving residents and understands how each aspect of a person’s life can affect quality of life in others. Providers frequently collaborate with other programs within the unit, agency, and community. During 2019, The Behavioral Health Unit served 758 clients across the outpatient programs—an 18% increase compared to 2018. The clinic has seen a general increase in admissions across programs with the largest increases being in: substance abuse services across the lifespan and mental health services for youth under 12 years old. Green Lake County has been designated a rural area with provider shortage in the area of psychiatric care, however we are fortunate to have on-site prescribers for adults and youth on a part-time basis.

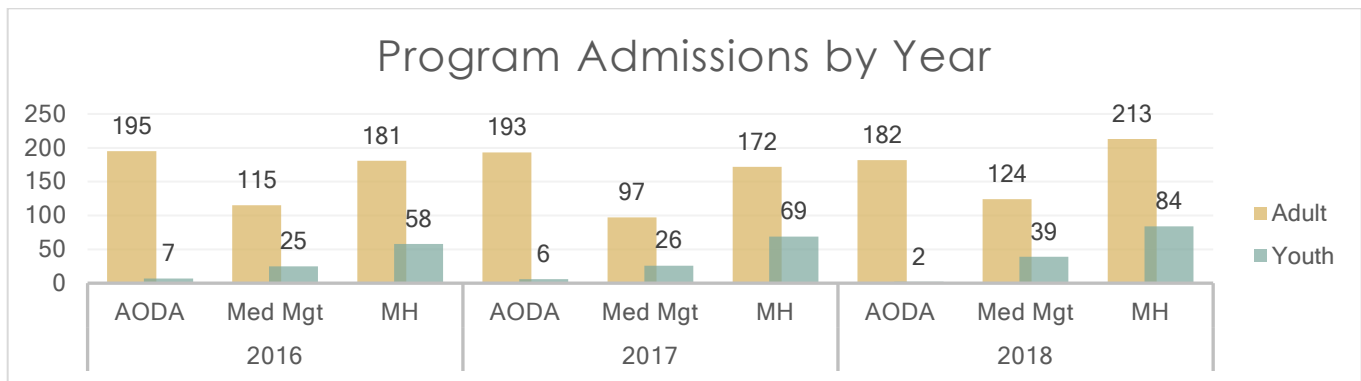


Figure 1- General trend points to growing admissions across programs, with significant increase in youth referrals.  
*Outpatient Clinic Highlights:* Clinical staff strive to stay up-to-date on practices that are innovative and relevant to the concerns presented by those we serve.

**\* School-Based Satellite Offices:**

BHU presently maintains satellite school-based offices in Markesan and Berlin Middle/High Schools. Two full days of counseling sessions (typically 8/day) are provided in the school setting each week. During 2019, connections were made with Markesan Elementary and Green Lake School with plans to begin services at these locations in 2020. The initiative serves youth in their school environment and reduces burden to rural families, who often identify transportation as a barrier to needed services.

**\* Improved medication management protocol:**

In Spring 2019, the clinic added a pre-prescriber nurse visit for each client seeing a physician. These visits improve quality of care for psychiatric clients by using a treatment-team approach, allowing clients to build rapport with clinical team, and facilitating efficient use of prescriber visits.

**\* Evidence-based clinical practices:**

In 2019, four clinic staff received training in Dialectical Behavior Therapy (DBT). DBT is a comprehensive practice that is effective for treating individuals across various populations who have complex clinical issues or multiple co-occurring diagnoses. In addition to DBT, the clinic offers other evidence-based practice models such as Trauma-Focused Cognitive Behavior Therapy, Seeking Safety, and Moral Reconciliation Therapy.

**Community Support Program (CSP)**

The CSP program provides intensive community-based services to people with severe and persistent mental illness who may otherwise require hospitalization or residential care. Treatment is individualized and based on the person's needs and goals. Staff provide psychiatry, counseling, support, transportation, case management, medication management, crisis services, social opportunities, assistance with activities of daily living, and assistance with vocational rehabilitation. CSP provides services almost exclusively in the community. CSP served 20 consumers throughout 2019.

**\*CSP highlights**

- Social opportunities are designed to offer peer interaction and facilitated social skills training, involving a combination of community-based outings and onsite activities. In 2019, CSP activities included equine assisted therapy, visiting the zoo, vision board project, cooking class, and the annual holiday party.

- Wellness Group serves clients in the Community Support and Comprehensive Community Services programs. The group represents a collaboration with the Public Health Unit and includes a rotation of topics including nutrition, home safety skills, exercise, and social skills development. The group received recognition by the CWHP regional consortium as a model for integrating services.
- The Community Support Program began an initiative to support client access to food pantry items on a monthly basis.
- The Community Support Program began collaboration with a home support staff from Fox River Industries to increase the capacity for daily living skills training for individual consumers.

## Comprehensive Community Services (CCS)

The Comprehensive Community Services (CCS) program is a strength-based consumer driven psychosocial rehabilitation recovery program. This program utilizes the consumer's identified strengths to support their goal-directed recovery process. CCS receives Medicaid funding and requires each individual enrolled in the program to have Medicaid, have a mental health and/or substance use diagnosis, be motivated to work on self-identified recovery goals, and utilize a collaborative team based model emphasizing natural supports in recovery.

CCS provides community-based services, working to support people in their communities rather than in hospitals or residential treatments. CCS works closely with the Children & Family Unit to help provide services to keep children in their homes instead of foster care placement and to help return a child back to their home with the proper supports.

In 2019, CCS served 69 consumers, an increase of 64% since 2016 (42 consumers served). CCS supports a variety of treatment modalities, allowing for clients to find a true array of services and receive the types of therapy that best meet their needs. CCS staff are committed to providing consumer-driven care. The Behavioral Health Unit/ CCS program actively participates in our Regional CCS Consortium, approved by the state of Wisconsin. The consortium includes six surrounding counties working together. Due to consortium efforts, medically necessary services provided to CCS consumers can be reimbursed at a rate of 100% for the services we provide CCS consumers.

## Crisis Intervention

During the year of 2019, crisis intervention responded to **324** crisis calls. Crisis workers provide crisis counseling on a walk-in basis or respond mobile to the most appropriate location (e.g. Emergency Rooms, schools, police departments) to provide crisis assessment, safety planning and response 24/7. The Behavioral Health Unit adheres to the philosophy that when a counselor engages face-to-face with an individual, they develop an understanding of the individual's needs and can create a safe response plan in the least restrictive environment. When determined that the most appropriate level of care is a psychiatric hospitalization, crisis workers first work to develop the least restrictive plan for voluntary admission. Crisis workers and law enforcement initiate an emergency detention after all other options have been exhausted or determined unsafe.

Effective supervisory support and routine triage of crisis calls ensure efficacy of services including thorough follow up services and support for staff in providing ethical and professionally responsible services in high-risk situations. Dr. Kent Berney (Forensic Licensed Psychologist) provides weekly supervision of the crisis intervention team.

Crisis service linkage and follow up support continuity of care, provide critical and timely interventions for stabilization and referral as well as offer support in navigating complex systems of care. A full time crisis case manager coordinates linkage and follow-up for individuals involved with the crisis system through both voluntary and involuntary services.

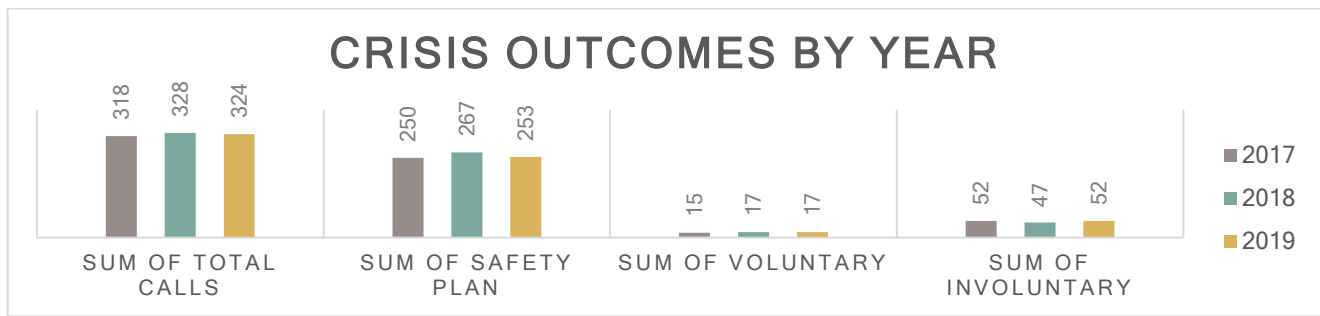


Figure 2- Crisis call volume and outcomes have remained relatively consistent over the past several years, although monthly data indicates seasonal flux. Overall, crisis services has successfully focused towards safety plans and diversion options with fewer than 25% of calls ending in more restrictive hospital settings.

**\* Crisis Highlights:**

- Behavioral Health established a Crisis Stakeholder team in 2018 to enhance community partnerships and address cross-systems issues. This team has met three times in 2019.
- Crisis diversion supports individuals in resolving situational crises, maintaining stability, and accessing services in a manner that is least restrictive and is cost-effective for public systems. Green Lake County participates in a regional partnership awarded a grant to pilot a program for in-home mental health stabilization services wherein a team of professionals respond to a home and help a family manage and diffuse crisis situations when a psychiatric hospitalization is not otherwise needed.

**Treatment Court Program**

In 2016, Green Lake County received grant funding in the amount of \$101,130.00 annually for five years from the Department of Justice, Treatment Alternatives/ Diversion grant to support development and implementation of an adult drug court program. Program implementation began in 2017 with the staff addition of a treatment court coordinator. The treatment court accepted its first participant in October 2017 and has since served 11 clients. The program had its first graduation in July 2019, and has 6 active clients as of January 1, 2020.

**Children’s’ Long Term Support Waiver**

The Children’s Long Term Support Waiver (CLTS) is a Medicaid Waiver program for children with developmental or physical disabilities or Severe Emotional Disturbances (SED). Families develop a person-centered ISP together with their caseworker in which they identify specific supports that are not ordinarily covered by Medicaid. Examples include: accessible home modifications, sensory supplies/ therapeutic aids, respite care, and service coordination.

In 2017, the State of Wisconsin announced the dissolution of the CLTS waitlist, requiring counties to develop strategies to service families presently on the state-wide waitlist. BHU presently has one case worker who is dually trained in CCS and CLTS service coordination as well as unit manager who is certified in waiver services. In order to meet the growing population of this program, three additional caseworkers have been cross-trained in CLTS and carry partial caseloads. At the start of 2018 there were 10 families enrolled in CLTS, and as the process of waitlist elimination has continued, the program now serves 24 families. All families who were on the waitlist at the time that the waitlist elimination was announced are now being served. As new referrals continue to come in, they can typically be served within 1-2 months of identified need.



## **Targeted Case Management (TCM)**

In 2018, Behavioral Health added a Targeted Case Management (TCM) program tier. TCM is a Medicaid-funded case management program that offers support to individuals with mental health or substance abuse issues who may benefit from case management at a less intensive level or as a step-down from more intensive program option. TCM has historically been offered outside of BHU for other target populations. There are presently 6 consumers being served within the Behavioral Health TCM program.

## **Behavior Health Unit 2020 program development areas:**

Continued community and county-level support, dedication from staff, and collaboration with community partners allow the Behavioral Health Unit to continue to grow. The Behavioral Health unit identifies development areas for 2020 that build our capacity to provide innovative, community-based services and improve outcomes for individuals, families, and communities:

- Expansion of evidence-based practices for mental health and substance use disorders
- Central Wisconsin Health Partnership
- Dementia Capable Systems
- Youth Crisis Stabilization collaborative
- AODA and Mental Health Awareness and prevention
- Crisis Debriefing/ Critical Incident Stress Management Initiative
- Expanded use of electronic health record to include e-prescribe capacity
- School Transformation Advisory Committee/ Children At-Risk Program

Respectfully submitted,

Nichol Grathen, LPC

Behavioral Health Unit Manager

# CHILDREN & FAMILY SERVICES UNIT

The Unit is comprised of the Unit Manager, the Initial Assessment Worker (Child Abuse/Neglect Investigations), and the Juvenile Court Intake Worker, three (3) Dispositional Social Workers, a Medical Assistance Targeted Case Management Social Worker, the Community Response Social Worker, an In-Home Therapist and Coordinated Services Team worker.

2019 was a year that there were staff shortages. There were two vacancies in the unit due to two (2) resignations. Additionally the unit experience staff shortages due to medical leaves of two (2) staff spread throughout the year.

During the 2018/19 academic year and the summer semester of 2019, the unit hosted three (3) interns from the University of Wisconsin-Oshkosh and Marian College.

The Unit staff continued to engage in several initiatives that started in prior years: the Permanency Roundtables; the Community Response/Quad Counties Family Resource Network (CRP); Alternative Response (AR); and the Intensive Safety Services program (IHSS) and Post Reunification (PR) Services. A new initiative, which was started in late 2017 and continued into 2019, was the continued development of the Child at Risk (CAR) program and school-based wrap-around services. Agency Youth Justice staff were trained in the Aggression Replacement Training (ART), which is an evidence, based model to be used with the Delinquency population. School based wrap-around was expanded to include the Markesan School district.

The Children & Family Services Unit is responsible for the provision of a number of programs and services available to individuals and families in the community. The following is a brief summary highlighting activities in 2019.

## Access/Child Abuse Neglect/Child Welfare

The ACCESS staff for the Unit received referrals that were logged into the eWISACWIS system. These numbers include the Juvenile Court Intake referrals, Community Response, Child Abuse/Neglect Reports, and Child Welfare Intakes and other Service requests. The total of all Access reports was 452. Of these, the Unit received 277 reports of Child Abuse/Neglect. 96 reports were screened in for a response from the Initial Assessment Worker. 181 reports were screened out. The screened in reports had a total number of 151 children that were identified as potentially being child victims. The total **victims** in all reports was 422. The screened in reports by maltreatment type were 40-Physical Abuse; 84 - Neglect; 26 -Sexual Abuse; 1 -Emotional Abuse and 5 - Unborn Child Abuse. 175 Service Reports were received. These were comprised of 106 Child Welfare Reports, 69 Juvenile Justice Reports, 1 new Kinship Care applications, 1 for court ordered studies-adoption related, and 0 re-open closed case and 0 for drug affected Infants.

	2019	2018	2017	2016
Number of Access Reports	452	512	450	433
Number of Child Abuse/Neglect Reports	277	279	265	282
Number Screened in	96	91	91	88
Number Screened out	181	188	174	194

Types of maltreatment - Case Count				
	2019	2018	2017	2016
Physical Abuse	35	40	36	39
Neglect	43	39	56	59
Sexual Abuse	23	13	29	24
Emotional Abuse	1	4	3	0
Unborn Child Abuse	3	5	6	7

	2019	2018	2017	2016
Service Reports Received	175	233	184	151
# Screened	106	209	171	128
Child Welfare Screened in Reports	80	131	125	66
Juvenile Justice Reports	69	68	38	48
Kinship Care Applications	1	4	2	10
Court Ordered Study	0	0	0	2
Adoption Related	1	2	2	1
Re-open closed care	0	1	3	1
Drug Affected infants	0	1	0	1
Inter-state Compact	0	0	3	0

## Juvenile Court – Delinquency/Youth Justice

In 2019, the Department of Children & Families started a new module in the State Automated Child Welfare System to enhance the tracking of the Youth Justice Population. Green Lake County DHHS applied to be advanced users of this module.

In 2019, Juvenile Court Intake received sixty-nine (69) new referrals. This is up by, 31 referrals since 2017 which only saw 38 new referrals.

No (0) new youth were placed in the Severe Juvenile Offender Program in 2019. No adult court waivers were filed. No (0) youth were placed in residential care facilities.

One (1) summer group was held in 2019. This year, two (2) staff from the Green Lake County DHHS collaborated with a Behavioral Health Unit staff to facilitate the Boys group. The youth that engaged in the Summer Youth Program participated in Equine Therapy through Living Anew Farms. Five (5) males participated and completed the group. Additionally they participated in group therapy activities that focused on prevention, group process, and problem-solving as well as social skill development. The group was 9 weeks in duration.

The Intensive Supervision worker for the unit facilitated a court ordered groups on "Teens in Action". Five (5) youth participated in this curriculum both in-group and one-to-one. The following are the totals for the past several years: 2019 - 5; 2018 - 4; 2017 - 3; 2016 - 12; 2015 - 20 youth.

One (1) youth successfully completed the Challenge Academy at Fort McCoy. Another was referred however due to the rigorous program, opted out.

Juvenile Court staff is on-call twenty-four hours per day for the purpose of Juvenile Intake/Detention, Child Abuse/Neglect and Energy Assistance.

## **Electronic Monitoring/GPS Monitoring**

Three (3) youth were on electronic monitoring in 2019. This consisted of three (3) males. This number is down from prior years as staff are trying other interventions.

## **Parent Training/Education**

The Family Training program provided services to twenty-two (22) families with a total of forty-two (42) children in 2019. Of these children, six (6) families had children who were in out of home placements. They provided both parent training and education, parent aide services and in-home therapy. In 2019, the Crisis Intervention slots were continued. These slots are primarily utilized in an effort to return children to their parental homes post removal or prevent the removal in an emergency.

Progressive Parenting LLC also provided parent-mentoring services in addition to Comprehensive Community Services team facilitation.

## **In-Home Therapy/Targeted Case Management/Comprehensive**

### **Community Services/Coordinated Services Teams:**

The In-Home therapist has taken a lead role in the development of the Targeted Case Management (TCM) program. Whenever possible, TCM is billed to help recover the cost of the services provided. The In-Home therapist is cross-trained to facilitate Comprehensive Community Services (CCS) teams as well as perform Children's Functional Assessments. The In-home team is augmented by a TCM case manager as well as other mental health professionals.

Ninety-six (96) child/youth teams (TCM/CST/CCS) were active during calendar year 2019. The agency now has five (5) staff working in two (2) units (Children & Families & Behavioral Health) as well as two (2) contract staff that work facilitating teams in the TCM/CST/CCS and now a Child at Risk (CAR) programs. One (1) additional facilitator carries a limited caseload. In November 2017, the agency began to work with the Berlin School district in the county to begin an at-risk program, Child At-Risk (CAR) with a wrap-around model of care. The agency identified this as a goal for our 2019 CST plan. Preliminary meetings were started with the district in October 2017. In 2018, program expansion started with a second school district to the Markesan School District.

## **Foster Care/Kinship Care**

Foster Care, Kinship Care, Group Homes and Residential Care facilities are used for children who are unable to reside in the home of their parents or guardians. The State changed how foster

homes are now licensed and have set up Levels of Care as well as an evaluation tool for the Level of Need. All the unit staff is certified to perform the Child and Adolescent Needs and Strengths Assessment (CANS).

In 2019, six (6) children were placed into non- relative foster care. Seven (7) children were in treatment foster care. Seven (7) children were placed in court ordered relative homes.

The number of subsidized guardianships was five (5) in 2019. Two (2) cases closed during the year.

In 2019, no (0) children were subject to Termination of Parental Rights (TPR) petitions. Two (2) cases were subject to re-TPR Hearings in 2019.

The total unduplicated count of children placed outside of their parental home(s) under court orders(s) was twenty-five (25) children.

In 2019, eleven (11) children were in voluntary Kinship Care placement(s). Three (3) cases closed during the year.

The total of all children placed in either voluntary or involuntary removal from their parental homes in 2019 was **thirty-six (36)**. This number is down from 2018 when the total children in removal was forty-five (45).

## **Courtesy Supervision**

Courtesy Supervision for both Child in Need of Protection and Services as well as Juvenile Justice Cases was performed for other Wisconsin Counties including Door, Fond du Lac, Waushara, The Bureau of Milwaukee Child Welfare, and Marquette County. A venue change was made by Winnebago County to Green Lake County on one (1) juvenile justice case. In addition to courtesy supervision, home checks to confirm safe environment (CSE) for other counties.

## **Community Response Grant**

Our agency continued to lead a Quad County consortium that developed/facilitated the Community Response grant awarded by the Child Abuse and Neglect Prevention Board. The three-year grant cycle ended in June 2019. The program serviced Green Lake, Waushara, Marquette and Adams County. Three (3) staff that worked the program billed for Targeted Case Management whenever possible. Between January 1, 2019 and June 30, 2019, Ninety-six (96) families were outreached in the four-county consortium. Sixty-one (61) families engaged in the program. Green Lake County opted to continue the program post the grant with modifications to the position.

## **Contractual Services**

The Unit In-Home Therapist also served families through Mental Health Crisis planning and services. This worker worked in conjunction with an Independent Contractor, Wellhoefer Counseling to provide in-home therapy services to youth and their families and KD Counseling Services. The Unit also contracts for parenting services.

## **Mentoring**

Our agency sub-contracted with Community Options, Inc to take over the management of the mentoring program in 2010. That agency has continued to provide mentors to our children/youth. In 2019, eleven (11) children were served. The number of females served was eight (8) and the number of males was three (3). This program was discontinued at the end of the year due to the Community Options agency closing. Other children receive mentoring services through Pillar & Vine and the Berlin Boys & Girls Club.

## **Prevention/Education**

Children & Family Services Unit staff have presented public presentations in the community on agency services and programs as well as training topics to groups. Presentations have been on the topic of child abuse and neglect, shaken baby syndrome and community service as well as the Community Response Program. Staff has also been involved on committees on the local level such as the Family Resource Council, the ADVOCAP/Headstart Policy Council, and the WCSHA Children & Families Sub-Committee. Unit staff has participated on the SART (Sexual Abuse Response Team), CART (Child Abduction Response Team, Child Death Review Team, and the Drug Endangered Children team.

Agency staff coordinated a 5 K (CAP Run) with other community partners in the month of April 2019 to promote child abuse and neglect awareness. This initiative was discontinued after the 2019 walk/run.

From October to December 2019, unit staff coordinated the annual Angel Tree Christmas giving program along with other community partners. One Hundred and Three (103) of families were provided gifts in 2019.

## **Licensing**

The Green Lake County foster care coordinator actively converted a number of relative placements to licensed level two foster homes. The County currently has five (5) homes licensed of which the majority are relative homes.

Respectfully submitted,

Susan Sleezer

Children & Family Services Unit Manager

# ECONOMIC SUPPORT UNIT

~ Providing and Coordinating Resources to Strengthen Families ~

Access to resources and quality customer service are the main focus of the Economic Support Unit. Our goal is to provide accurate, timely, and effective financial and case management support services for all our customers.

Five Economic Support workers and a Unit Manager make up the Economic Support Unit for Green Lake County. The expertise in our unit goes back to January 2001 to current.

The 2012 Mandate required counties to form consortia. A total of 10 consortia were formed in Wisconsin. Green Lake County is part of East Central Income Maintenance Partnership (ECIMP). This “partnership” consists of 8 other counties; Calumet, Kewaunee, Manitowoc, Marquette, Outagamie, Waupaca, Waushara, and Winnebago.

East Central Income Maintenance Partnership currently serves 55,390 cases amongst the 9 counties.

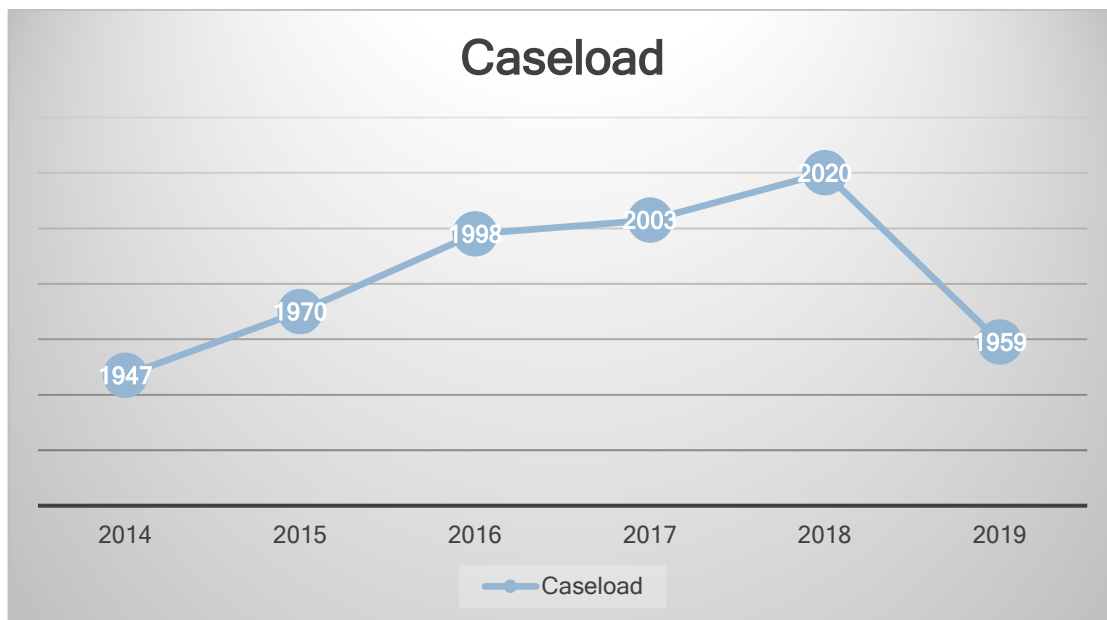
The 2012 Mandate also required Consortia to create Call Centers (CCA) to better serve our caseloads. Each county is ECIMP is responsible for “staffing” the CCA. Green Lake County is scheduled 65 hours per week in the Call Center. However, the time scheduled increases as the call volume increases. With the continued increase in call volume, Green Lake County and ECIMP have maintained and exceeded the required performance standards.



## ECONOMIC SUPPORT PROGRAMS

*~ The Economic Support Programs serve to provide financial stability for low income households and those experiencing a financial loss ~*

The Economic Support services are necessary to meet an emergency need such as homelessness or medical needs. Each program serves a specific population and has different income guidelines and requirements. The self-sufficiency of Green Lake County households and individuals is the program goal.



Requests for program assistance are made by contacting Green Lake County Health & Human Services and speaking to the intake worker or by coming into the agency. Customers may also use the ACCESS website at [www.access.wi.gov](http://www.access.wi.gov) to learn about the programs, apply and update their status online. Customers also have the option of calling our Call Center at 1-888-256-4563 to request program assistance. New October 2019 is the MyACCESS Mobile App. The MyACCESS Mobile App allows participants to check their benefits, get reminders and submit documents, anywhere, anytime.

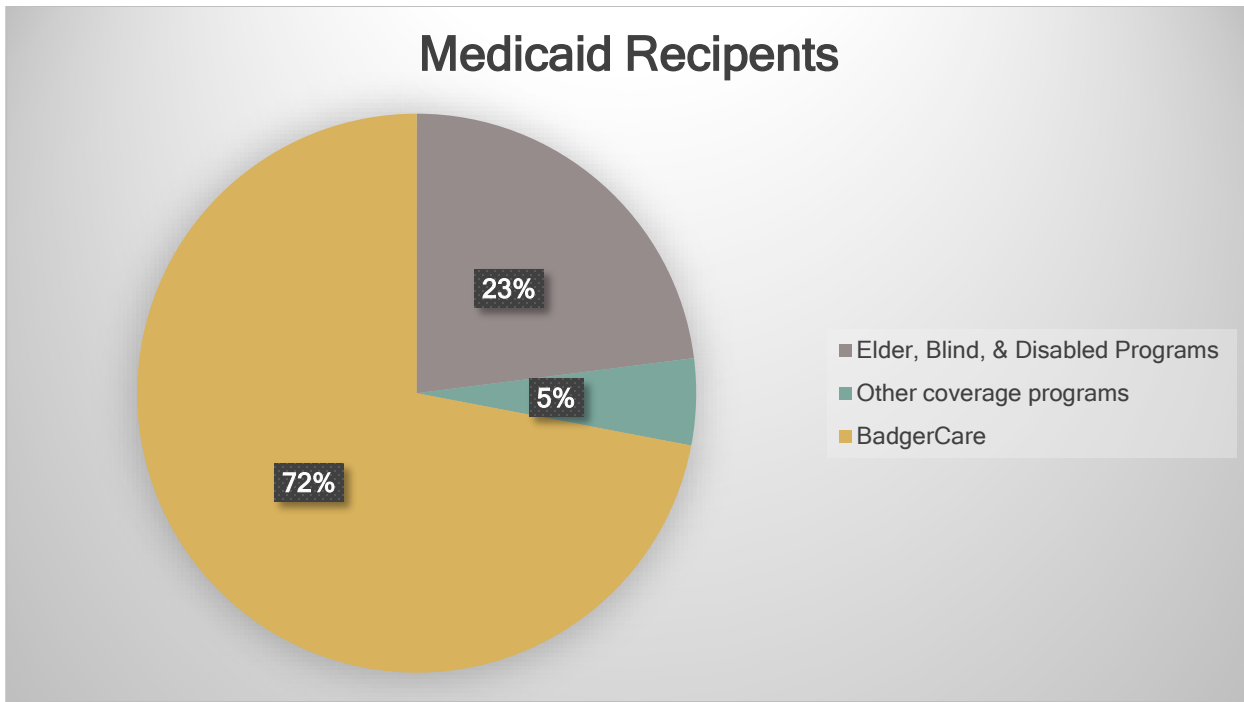
## Medical Assistance

A State and Federally funded program that provides low income customers comprehensive, affordable healthcare. Numerous individual programs are included under the umbrella of Medical Assistance including: BadgerCare, Medicaid Purchase Plan, Family Planning Waiver, Medicare Beneficiary, Family Care, and Institutional Medicaid. Each Program has its own specific non-financial criteria for eligibility. Some eligible customers pay a monthly premium for their Medicaid coverage. Most Medical Assistance customers must participate in a HMO.

The following charts show the number of participants in Green Lake County and the coverage type for each year.



## Medicaid Recipients



## Food Share

A Federal Program that provides a monthly Food Share allotment to low income customers. Eligibility is based upon income, household composition and allowable expenses. The eligible customer receives a QUEST card that is used to purchase food. April 1, 2015, able-bodied adults without dependents (ABAWD) were required to meet a work requirement to be eligible for FoodShare. To meet this requirement the FoodShare Employment and Training program (FSET) is available. This program is administered by Forward Services Corporation. If recipients of FoodShare fail to comply with the work requirement for three months they will be found ineligible for FoodShare for three years.

Green Lake County's average Food Share caseload in 2019 was 867 households (1,708 recipients). \$1,796,772 in total Food Share benefits was distributed to Green Lake County in 2019.

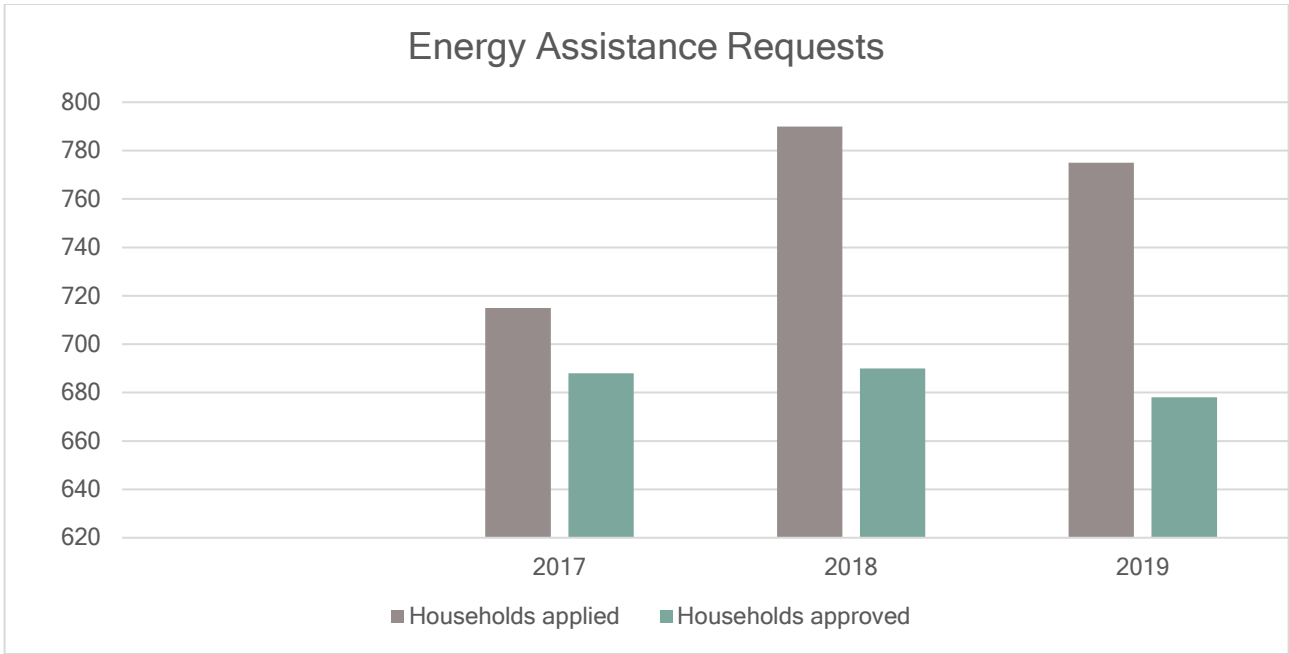
## Wisconsin Shares-Child Care

A program that provides child care subsidies for low income working families to assist in their payment of child care expenses. Statewide February 2017 the MyWICChildCare card was rolled out. The child care subsidy electronic benefits transfer (EBT) card was part of an exciting program modeled after the private pay, free market child care system. The MyWICChildCare EBT card provides families with the ability to pay for child care using approved Wisconsin Shares Child Care Subsidy funds utilizing an EBT card.

In 2019, Green Lake County provided Child Care assistance to 21 households / 39 children. \$155,816.43 was issued in Child Care benefits to help families with child care costs in Green Lake County.

## Energy Assistance

A program that provides a onetime payment during the heating season to low income customers who need help paying their heating costs. The energy payment is made directly to the fuel supplier. In 2019, 775 households applied, 678 approved, and \$390,200 was the total paid out in Energy Assistance.



The Energy Assistance program also helps households with repair and/or replacement of their furnace. This service is contracted with our Weatherization provider, Advocap. In 2019, we repaired 9 furnaces and 14 replacements. \$57,060 was the total paid out to this benefit.

Respectfully Submitted,

Shelby Jensen  
 Economic & Child Support Unit Manager

# CHILD SUPPORT

*~Protecting Children, Strengthening Families, Building Communities~*

The Wisconsin Child Support Program helps parents get court orders for financial and medical support for their children. It also enforces these support orders when needed, and makes sure that all money collected is paid out correctly.

Two Child Support workers and a Unit Manager make up the Child Support Unit for Green Lake County.

The Green Lake County Child Support Unit has 1069 cases. 88.03% of those cases are participants that are receiving some assistance that require the Child Support Agency to enforce support orders. These assistance programs may include: Medical Assistance, Child Care, Wisconsin Works, and /or children in Foster Care or Kinship Care services.

Federal Fiscal Year (FFY) 2019 Green Lake County Child Support collected \$1,939,328 in Child Support. 9.6% more than FFY 2018.

## 2019 Green Lake Child Support Performance

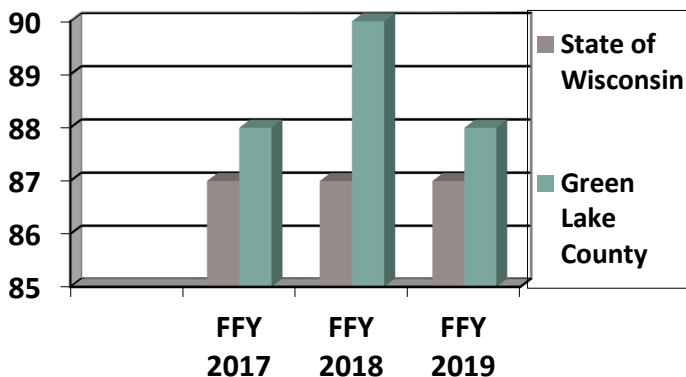
Green Lake County continues to surpass the Statewide Performance Standards average.

The following charts represent the percentage rates of the four Federal Performance measurements Statewide versus Green Lake County for the last two Federal Fiscal years. (FFY)

Note: The three years represented in the charts below encompass the performance of the Child Support Agency after their move to Economic Support in the Department of Health and Human Services.

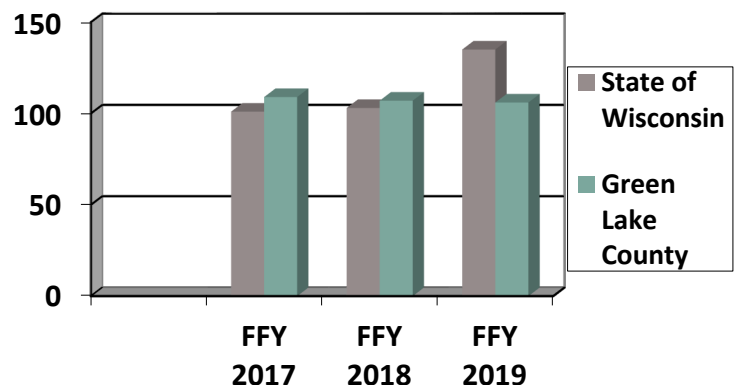
### Court Order Establishment Rate

*(Number of IV-D cases with Support Orders divided by the number of IV-D cases as of the last day for Federal Fiscal Year, September 30<sup>th</sup>.)*



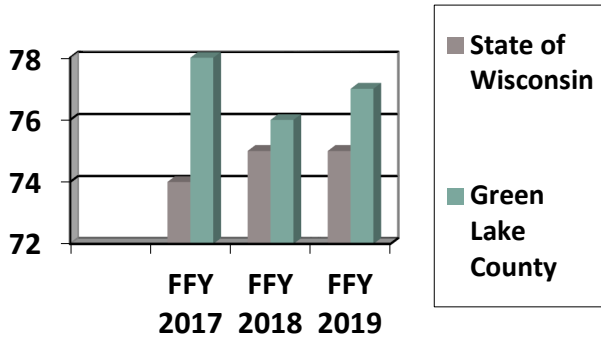
### Paternity Establishment Rate

*(Number of children in the caseload in the Federal Fiscal Year (FFY) or as of the end of the FFY who were born out-of-wedlock with paternity established or acknowledged divided by the number of children in the caseload as of the end of the preceding FFY who were born out-of-wedlock.)*



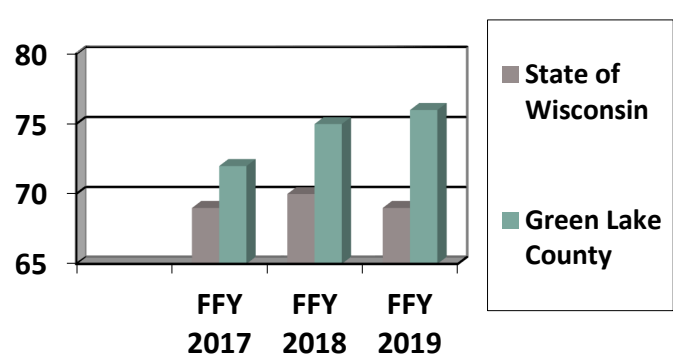
## Current Child Support Collection Rate

(Amount collected for the Current Support in IV-D cases divided by the amount owed for Current Support in IV-D cases)



## Arrears Collection Rate

(Number of IV-D cases paying toward arrears divided by the number of IV-D cases with arrears due)



IV-D cases = These cases originate from public assistance programs. As a condition of eligibility, recipients in the programs of W-2, Child Care, Caretaker Supplement, Badger Care, foster care, and kinship care must be referred to and cooperate with their child support agency for purposes of establishing paternity and establishing and securing child support.

Arrears = Past Child Support that is owed and should have been paid earlier.

## Looking to 2020

Child Support has formulated our scanning procedures into Laserfiche, an electronic case file system, of our current paper files. We have started the scanning process. All currently open Child Support files, will be scanned into Laserfiche in 2020.

Child Support has been given additional tools and reports to help view the caseload and enhance performance. We will begin utilizing these additional tools and reports to continue to increase our performance in Child Support.

Respectfully Submitted,

Shelby Jensen

Economic & Child Support Unit Manager

# FOX RIVER INDUSTRIES/DISABILITIES SERVICES INC.

## Overall Services Provided:

Fox River Industries (FRI), a nonprofit 501 (c) (3) organization established in 1987, is an agency of Green Lake County DHHS. Located in Berlin, FRI provides a wide variety of services to individuals residing in Green Lake County and the surrounding area. Our goal is to enhance consumers' lives by providing quality programming on a daily basis in our Supported Employment, Prevocational Services, Adult Day Services, Representative Payee, Supportive Home Care, and Transportation Services units. While the primary target population is adults with developmental disabilities, FRI also serves individuals with chronic mental illness, as well as individuals who are striving to overcome personal barriers affecting their ability to successfully transition into community jobs. All of these services are provided to help participating individuals expand their abilities, increase their independence, and live and work in the least restrictive settings possible.



Disabilities Services Inc. (DSI), a second nonprofit 501 (c) (3) organization established in 1974, works closely with FRI by providing a building for all center-based services, as well as assistance in applying for 5310 vehicle acquisition and operating program grant funding for the transportation services program.

In 2008, Green Lake County transitioned to Family Care, contracting primarily with Care Wisconsin of Madison, but also more recently with Includa and Lakeland Care, all of which are Managed Care Organizations. FRI also works with GT Independence and iLIFE, each of whom handle self-directed Family Care consumer benefits through the IRIS (Include, Respect, I Self-direct) program. Following is a description of services provided through FRI and DSI.

## Supported Employment Program:

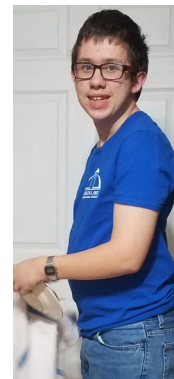
The FRI Supported Employment (SE) program serves individuals who are experiencing barriers to obtaining and maintaining community employment due primarily to developmental disabilities, mental illness, or learning disorders. This department consists of a 40 hour/week SE Coordinator, a 35 hour/week Program Aide, and up to 15 hours per week from another Program Aide shared with the Behavioral Health Unit.

Supported Employment services have evolved considerably over the last several years. In Wisconsin, the emphasis now is on three target groups:

1. High school students with a disability
2. Long-term support (LTS) persons with disabilities who will require long term services to maintain employment
3. Direct Placement individuals who require assistance developing the skills needed to find and maintain jobs and provide their own accommodations

Services to these three populations are initially funded on a fee for service basis through the Wisconsin Division of Vocational Rehabilitation (DVR), with most of the services actually happening *prior* to the actual job placement. However, only qualifying members in the LTS group (#2 above) are eligible for Family Care and the accompanying long-term funded supports, which can include skill instruction (formerly known as job coaching), and other long term employment related training.

The recent state focus on consumer independence has changed the landscape of SE services. While the traditional model of job coaching a consumer through years of extended services still exists for those individuals who are unable to demonstrate the ability to become fully independent in their jobs, long-term care funding for services to this target group is limited to Family Care eligible consumers. For students (group 1 above), direct placement job seekers (group 3 above), and non-Family Care eligible LTS job seekers (part of group 2 above), the emphasis continues to focus on developing natural supports by training coworkers at the employment site rather than providing long-term job coaches. While this approach itself is not new, the populations that fall under non-funded long-term SE services (mainly groups 1 and 3 above) continue to grow rapidly.



In 2019, the FRI SE Services Coordinator has had success in carving out these employer/employee matches, as well as convincing employers that SE employment candidates do in fact represent a good long-term business investment. While there is a tremendous amount of time and effort that goes into the SE Job Development process prior to an actual job hire, experience has taught us that, if we get the initial employer/employee match right, we usually see long-term success for the individual placed in the job setting.

The demand for community based jobs, and the SE services needed to match qualified employees with these jobs, has remained strong. In 2018, 23 individuals received SE Job Preparation/Search services, 28 individuals received SE Job Retention services through 27 different employers, and ten new jobs were created. In 2019, 12 individuals received SE Job Preparation/Search services, 35 individuals received SE Job Retention services through 37 different employers, and 7 new jobs were created. Long-term supports such as job coaching, employer relations dialogue and skill building often continue indefinitely, but on a reduced basis, for individuals receiving SE services, even after initial DVR funding is exhausted. The goal is to eliminate the need for paid long-term supports by developing effective natural supports, and ultimately create an employment outcome where the employee is as independent as possible. FRI currently has 9 SE consumers who have long-term funding in Family Care.

Students, LTS job seekers and Direct Placement job seekers are assessed in order to determine the specific SE services each consumer needs to achieve a successful employment outcome. These services can include short or long term assessments, career search, job preparation (resume/cover letter/reference development), job search, job shadows, employer tours, informational interviews, work trials, vocational training, job and task analysis and skill instruction (job coaching). Each individualized service is now paid by DVR on a fee for service basis.



Under the DVR fee for service format, monthly SE data is now showing a lower number of employees receiving skill instruction directly from services, a higher number of individuals receiving more of the above-mentioned alternate FRI SE services, and a higher number of employers receiving services, as SE services to employers now include training for co-workers and supervisors, who in turn will provide much of the accommodation and natural supports their workers need to maintain their successful employment outcome.

## Prevocational Services Program:

The FRI Prevocational Services (PV) program provides individuals with barriers to employment or limited employment experiences the opportunity to learn job readiness skills and other related social skills to enhance their ability to obtain and maintain community employment. Examples of skills emphasized include following directions, maintaining attention to task, accepting constructive advice from supervisors, practicing appropriate workplace behavior, and following workplace appropriate personal appearance/hygiene guidelines.

FRI completes a wage survey annually to determine commensurate consumer wage rates based on the wages actually paid at other employment sites in our service area for the same type of work done by non-disabled employees with at least one year of experience. This method ensures that our consumer compensation rate is comparable to local industry rates for the same type of work. Federal and State special commensurate wage certificates are issued as a



result of these wage surveys, with each license expiring in alternating 2 year cycles, at which time FRI reapplies for another two-year term. Extensive, detailed time studies are created by the Production Supervisor for each step of every job. Each work step is then performed by staff members or experienced consumers while being timed. This process determines what work rate represents 100% productivity. Once we have the prevailing wage rate and the work rate representing 100% productivity, we are able to enter these values into our payroll program to create an accurate, equitable piece rate compensation system for all of our consumers. Essentially, each consumer is paid according to their productivity, with a 100% work rate being compensated at the prevailing hourly wage rate (\$12.03/hour in 2019).

FRI currently has three production area Program Aide positions supervising three consumer groups, with the Lead Bus Driver assisting as production needs dictate. We also have a Production Supervisor and a Material Handler rounding out our production staff.

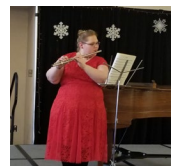
The workshop continues to have several main sources of revenue: packaging jobs for Alliance Laundry Systems, inspecting/packaging jobs for Nelson-Miller Inc. (formerly Wilson-Hurd), packaging/assembly/inserting/sewing jobs for JP Luther Co., and assembly jobs for Generac Mobile Products (formerly Magnum Power Products). FRI also continues to sell cob corn squirrel feed to Mills Fleet Farm, Havegard, Javic Wholesale (for Steins Garden and Gift), Wisconsin Garden and Pet Supply, Berlin Kitz, & Pfeil Hardware, Reinders, and several smaller outlets in the Green Lake County area. Squirrel corn business remained strong in 2019, with \$187,000 in sales. In 2018, corn sales were \$172,000 and in 2017, \$189,000. In our pressroom, we continue to print for many of the Green Lake County offices, and other smaller jobs in the community. Center-based Prevocational Services hours are 9:00 AM to 3:30 PM Monday through Friday. These services are billable for Family Care members.



The Workforce Innovation and Opportunity Act, or WIOA, which took effect July 22, 2016, focuses on transitioning students and young adults (up to age 25), with a strong emphasis on integrated community employment placement for everyone. The overall effect of WIOA has been a reduction of incoming consumers aged 25 and under for Center-based Prevocational Services, while increasing demand for these same consumers in SE Services. FRI has reacted to this trend by gradually shifting resources to SE services as programming demands dictate and participant needs/desires change. However, we are also beginning to see an increase in demand for DS for individuals unable to pursue community employment, as well as a sharp increase in demand for Supportive Home Care (SHC). FRI is reacting to these trends and adjusting staff levels accordingly.

## Adult Day Services Program:

Adult Day Services (DS) programming at FRI promotes community inclusion and independence for adults with disabilities. FRI currently provides a variety of health, social, and support services to program participants in a protective setting as we attempt to meet the specific needs of each individual we serve. These services include education, therapy, exercise and recreation. Our goal in DS is increased community involvement and greater independence for all program participants.



Activities of daily living are a big component of the day services program. Therapy and exercise programs are necessary fundamentals to maintain consumers' quality of life. The exercise program, provided to a majority of our consumers, includes weight lifting, aerobics, and endurance training. This service also encompasses personal care needs.





Community inclusion is a key element in DS programming. Examples of outings include trips to the zoo, parks, retail stores, athletic events, and libraries, along with weekly bowling and YMCA swimming trips. Volunteering is also highly valued in our program as a form of community inclusion. Day Services program participants currently volunteer at Theda Care, a local area library, and the animal shelter in Green Lake.

Three CNA licensed Program Aides, a Community Integration Planner, and a Services Coordinator currently staff our Day Services Program. In 2019, FRI Day Services programming was provided to 50 consumers. 38 individuals spent time in both PV and DS, while eight consumers were served exclusively in DS. In 2020, we expect an increase in Day Service demand as some of our more elderly PV consumers approach retirement age and begin to choose this service over a potential integrated employment outcome.

Adult Day Services hours are 9:00 AM and 3:30 PM Monday through Friday.

These services are billable for Family Care members.



## Transportation Services:

Disabilities Services, Inc. (DSI), the private non-profit corporation created to support DD services, has been working with Green Lake County to provide vehicles for the developmentally disabled and elderly residents of Green Lake County and the surrounding area since 1978 by writing annual section 5310 grants as vehicle needs dictate. The 5310 federal grant program covers 80% of the cost of the vehicles, with the funding designated to the states, in our case through WisDOT. DSI pays for any requested vehicle upgrades, and Green Lake County pays the remaining local 20% match. Over the years, DSI has been awarded over 34 vehicles at a worth of well over \$1,100,000. Current vehicles are primarily used by Fox River Industries, but DSI also writes the 5310 grant for Southern Green Lake County Senior Transport (SGLCST) and City of Berlin Senior Center (BSC), each of whom also provides transportation services for elderly and disabled passengers who otherwise have no access to affordable transportation services for non-emergency medical, educational, or social functions. These two entities pay their own 20% local match for 5310 vehicle acquisitions. SGLCST currently operates two accessible minivans obtained through the DSI 5310 grant program, and BSC operates one 5310 accessible minivan.

In 2017, DSI was awarded a 5310 grant for Operating Project expenses in the amount of \$60,453.



This is the fourth year DSI has applied successfully for this grant. In July 2017, DSI underwent a WisDOT on-site compliance review to ensure state and federal vehicle and program 5310 funding acquisition policies are being followed. DSI passed this investigation with a recommendation that the current relationships between DSI, FRI, BSC, SGLCST, and Green Lake County be maintained status quo due to the continued success of all entities in providing quality transportation services to elderly and disabled passengers.

In 2018, DSI applied for two mini buses valued at \$51,000 each, and \$87,008 in Operating Program funding through the 5310 grant program. Both applications were successful, with both vehicles to be delivered in early 2020 and 85% of the Operating fund request (\$73,956) awarded in 2019. In 2019, DSI applied for Operating Program Assistance and was awarded \$48,150, to be paid quarterly in 2020.

FRI has been providing fixed route transportation for disabled individuals since the late 1960's, and has used DSI 5310 vehicles since this grant program, formerly known as 16(b)(2), came into existence. In 2018, DSI vehicles at FRI provided 23,990 passenger trips and logged 124,772 miles. In 2019, DSI vehicles provided 24,183 passenger trips and logged 126,149 miles. BSC averages about 2000 passengers and 15,000 miles per year with their van, and SGLCST averages about 1000 passengers and 22,000 miles per year per van, and they operate two vans. Both of these



transportation service providers rely on DSI to write the 5310 grants to provide the needed vehicles. FRI currently has a 40 hour a week Lead Bus Driver to handle vehicle and building maintenance, vehicle inspections, route schedules, and WisDOT reporting. This individual also helps out in production as needed.

Our FRI fleet currently serves individuals living in Green Lake, Fond du Lac, Marquette, Winnebago, and Waushara counties. Transportation service expenses are included in the Prevocational and Adult Day Services Family Care billing rates. Transportation service expenses are billed separately as a fee for service for non-Family Care program participants.

## Representative Payee Services:

In 2009 FRI added Representative Payee Services to its program. This collective account, administered and run through FRI, currently serves 83 consumers and receives frequent new referrals. This program employs one full-time Representative Payee Specialist with assistance from other department staff as needed. Program participants receive monthly benefits from the Social Security Administration (SSA) via direct deposit into the collective Representative Payee account. SSA Representative Payee regulations must be followed and the program is monitored through SSA audits every few years. These direct deposit SSA benefits are then applied to each member's individual account. Our program then budgets each individual account, cutting checks, paying bills, and handing all financial transactions to ensure each member meets their monthly financial obligations. Representative Payee services are billable partially through Care Wisconsin (Family Care members only), with the remaining members self-paying for services. Self-pay fees are waived in the event of financial hardship.



## Supportive Home Care Services:

In 2016, FRI also began providing Supportive Home Care (SHC) services to Family Care consumers who need assistance with basic needs like grocery shopping, going to doctor appointments, and cleaning/cooking. Demand for this Care Wisconsin funded service is growing rapidly, and we added a Program Aide in 2017 to provide this service and assist with Representative Payee services duties to help meet this demand. FRI currently serves 12 SHC consumers funded through Care Wisconsin and 2 referred through the Behavioral Health Unit.



## Administration

Administrative duties at FRI are handled by a 40 hour/week Secretary/Bookkeeper, a 40 hour/week Unit Manager, and part-time assistance from the Green Lake County Financial Manager.



## Summary

In 2019, Fox River Industries, through the various services it provides, enhanced the lives over 200 different individuals in Green Lake County and the surrounding area. In 2019, 65 consumers were employed on our production lines or through our janitorial services (many of these also participated in Adult Day Services part-time), another 7 consumers participated exclusively in Adult Day Services, 24 non-FRI consumers (35 total) received Supported Employment services, approximately 90 consumers received Representative Payee services, and 20 consumers received Supportive Home Care services. At Fox River Industries, we have a dedicated, caring staff, we are proud of our excellent reputation for outstanding service, and we are very appreciative of the ongoing support our program receives from the Green Lake County Board of Supervisors.

Respectfully Submitted,

Ed Schuh  
Fox River Industries Unit Manager