

GREEN LAKE COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES

HEALTH & HUMAN SERVICES

571 County Road A

Green Lake WI 54941

VOICE: 920-294-4070

FAX: 920-294-4139

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



FOX RIVER INDUSTRIES

222 Leffert St.

PO Box 69

Berlin WI 54923-0069

VOICE: 920-361-3484

FAX: 920-361-1195

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

Post Date:

9/8/2021

The following documents are included in the packet for Health and Human Services Committee Meeting held on Monday September 13, 2021

- September 13, 2021 Health and Human Services Committee Agenda
- August 9, 2021 Health and Human Services Committee Meeting draft Minutes
- Public Health Monthly Report
- LTE Job Descriptions and Fiscal Note
- Fox River Industries Monthly Report
- Behavioral Health Monthly Report
- Children and Families Monthly Report
- Aging Monthly Report
- Expense/Revenue Comparison
- ADRC Expense and Revenue Breakdown by County
- Texting Communications Policy
- Resolution 15-2021 Relating to creating a food pantry/aging/FRI services worker position to be shared between the aging unit and FRI in the Health and Human Services Department



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DEPARTMENT OF HEALTH & HUMAN
SERVICES

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Health & Human Services Committee Meeting Notice

Date: September 13, 2021 Time 5:00 PM
Green Lake County Government Center
571 County Rd A, COUNTY BOARD Room #0902 Green Lake WI

AGENDA

**Committee
Members**

*Joe
Gonyo,
Chairman
Harley
Reabe,
Vice Chair
Brian Floeter
Joanne Guden
Nancy
Hoffmann
Christine Schapfel
Richard
Trochinski
Joy Waterbury
Charlie Wielgosh*

*Kayla Yonke,
Secretary*

1. Call to Order
2. Certification of Open Meeting Law
3. Pledge of Allegiance
4. Minutes (8/9/2021)
5. Director's Report
6. VSO Report
7. Appearances
 - Rachel Prellwitz – Public Health Officer
8. Advisory Committee Reports
 - Family Resource Committee (Trochinski/Jerome)
9. Unit Reports
10. Personnel Updates
 - Psychiatric Nurse
 - CLTS Case Manager
 - FRI Program Aid
 - Public Health LTE Positions
11. Texting Communication Policy
12. Reconsider Resolution Related to Creating a Food Pantry/Aging/FRI Services Worker Position to be Shared Between the Aging Unit and FRI in the Health and Human Services Department
13. Committee Discussion
 - Future DHHS Meeting Date (October 11, 2021 at 5:00 p.m.)
 - Future Agenda items for action & discussion
14. Adjourn

Green Lake County HHS Admin is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting

<https://us06web.zoom.us/j/85175810142?pwd=Ull5T0RRdzVzS1lwUzIKTDEzZWdzQT09>

Meeting ID: 851 7581 0142

Passcode: 044861

One tap mobile

+13017158592,,85175810142# US (Washington DC) 13126266799,,85175810142#
+US (Chicago)

Dial by your location

+1 301 715 8592 US (Washington DC)
+1 312 626 6799 US (Chicago)
+1 929 436 2866 US (New York)
+1 253 215 8782 US (Tacoma)
+1 346 248 7799 US (Houston)
+1 669 900 6833 US (San Jose)

Meeting ID: 851 7581 0142

Find your local number: <https://us06web.zoom.us/j/kAPUvePbE>

Kindly arrange to be
present, if unable to do so,
please notify our office.

Sincerely,
Kayla Yonke
Financial/Business
Manager

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

THE FOLLOWING ARE THE OPEN MINUTES OF THE HUMAN SERVICES BOARD HELD AT GREEN LAKE COUNTY GOVERNMENT CENTER, 571 COUNTY ROAD A, GREEN LAKE, WI 54941 ON Monday, August 9, 2021 AT 5:00 P.M.

PRESENT: Joe Gonyo, Chairman
Harley Reabe, Vice Chairman
Joy Waterbury, Member
Richard Trochinski, Member
Charlie Wielgosh, Member
Nancy Hoffmann, Member
Joanne Guden, Member
Christine Schapfel, Member

OTHERS PRESENT: Jason Jerome, HHS Director (Via Zoom)
Kayla Yonke, Financial/Business Manager
Jimmy Tonn, Public
Jon Vandeyacht, VSO
Shelby Jensen, ESU Manager (via Zoom)
Dawn Klockow, Corp Council (via Zoom)
Tony Daley, Newspaper (via Zoom)

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

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

Pledge of Allegiance: The Pledge of Allegiance was recited.

Action on Minutes: Motion/second (Guden/Waterbury) to approve the minutes of the meeting held on July 12, 2021 of the Health & Human Services Board as presented. All ayes. Motion carried.

Director's Report: Jerome Reported the Brewer bid for the HVAC unit for Fox River Industries was approved by P&I.

Jerome reported the 2022 budgeted resolutions were approved at Finance and Personnel, they will go to County Board for approval on August 17, 2021.

Jerome reported 2022 Budget will be presented at the public hearing.

Jerome reported Public Health Director reported a surge to be expected in COVID 19 cases. Jerome stated Green Lake County Public Health will potentially be looking to hire LTE's for contact tracing. Discussion Followed.

VSO Report: Vandeyacht stated Veteran's Services was successful reaching out to veterans at the county fair. Vandeyacht reported they are working on the 2022 budget. Discussion followed.

Advisory Committee Reports:

Health Advisory Committee: Minutes were reviewed and placed on file.

Criminal Justice Collaborating Council Meeting: Minutes were reviewed and placed on file.

Aging Advisory Committee: Minutes were reviewed and placed on file.

Unit Reports:

Public Health/Environmental Health Unit - report was reviewed and placed on file. Discussion Followed.

Children and Families Unit (CFU) - report was reviewed and placed on file.

Behavioral Health Unit (BHU) - report was reviewed and placed on file. Discussion Followed.

Fox River Industries- report was reviewed and placed on file. Jerome also reported on 3 success supported employment stories. Discussion Followed.

Aging Unit - report was reviewed and placed on file.

Child support - Jensen stated August is Child Support Awareness month.

Release of Records Fee Schedule: A motion and second (Waterbury/Guden) to accept the state fee schedule as presented. All Ayes Motion Carried. Discussion Followed.

Personnel Updates: Jerome reported we are currently advertising for a Psych Nurse, Program Aid and CLTS Case Manager. Discussion Followed.

Recess: A motion and Second (Reabe/Trochinski) to take a Recess to go into Public Hearing on the 2022 Budget. All Ayes, Motion Carried.

PUBLIC HEARING:

2022 DHHS Budget: Yonke presented the 2022 budget as proposed. Discussion followed.

Resume Meeting: A motion/Second (Reabe/Guden) to close the Public Hearing and return to Committee Discussion All Ayes, Motion Carried

Committee Discussion:

Future Meeting Date: The next Health & Human Services Board meeting will be **Monday, September 13, 2021 at 5:00 p.m. at the Green Lake County Government Center.**

Adjournment: Gonyo adjourned meeting at 5:47p.m.

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August 2021 Health Unit Monthly Report to the Health & Human Services Board

COVID-19 Cases Update:

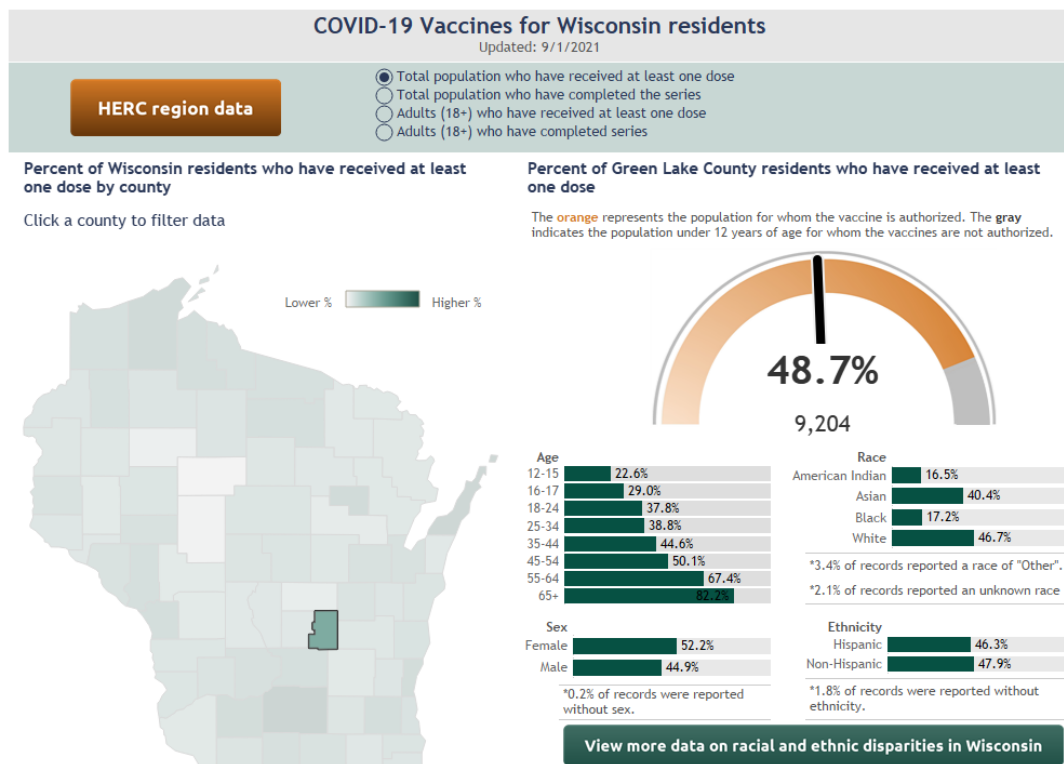
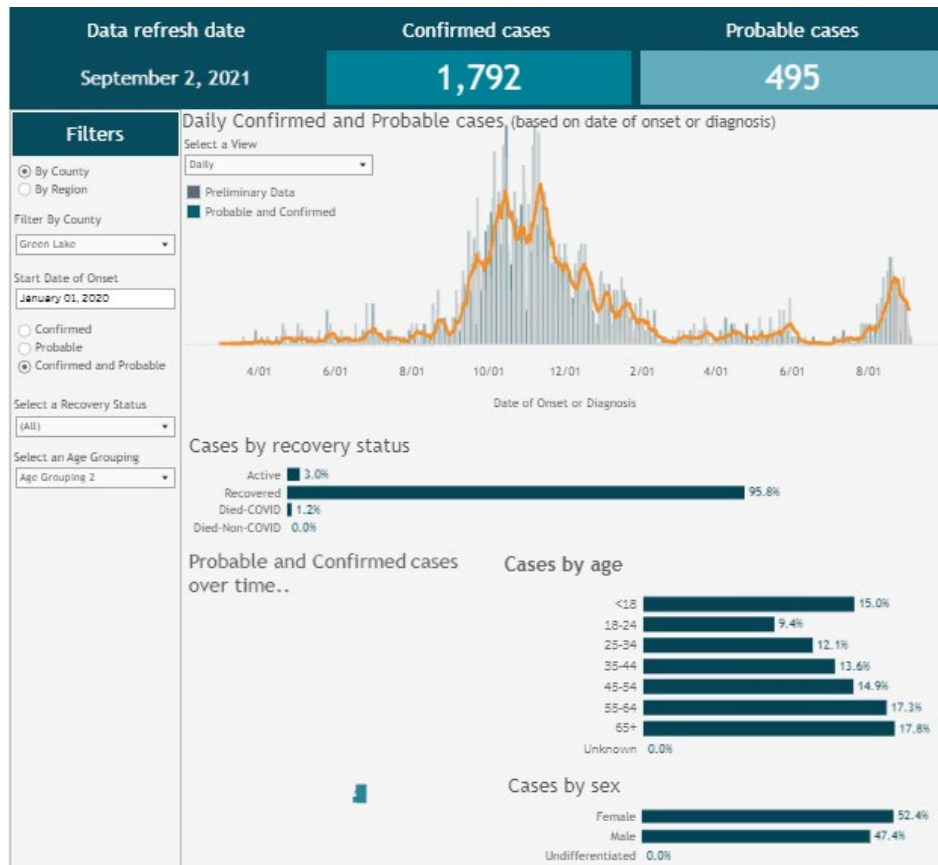
- Green Lake County is currently (as of September 2nd) listed in the VERY HIGH category for case activity and HIGH for community transmission. We continue to see a sharp increase in case activity and breakthrough cases in fully vaccinated individuals.
 - Total case count= 2,287 (Up 203 cases since last month)
 - See table below for additional breakdown of data
 - Several outbreaks noted in Long-Term Care Facilities (Staff and residents)

Vaccine Update:

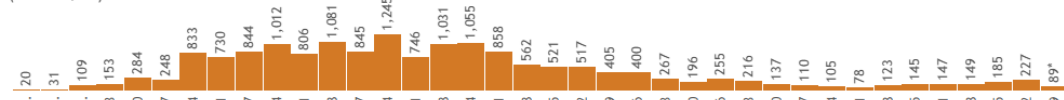
- We are continuing to hold “Walk-in Wednesdays” COVID-19 Vaccine clinics with both Pfizer and J&J available
 - Month of August- 136 total COVID-19 vaccines given, 42 Pfizer and 94 J&J
 - Total vaccines given by health department since Jan. 2021= 4,571
 - We have been able to reorder some doses of J&J vaccine, but not consistently.
 - Family Health La Clinica held mobile vaccination clinic at Green Lake County Fair on Friday and Saturday, August 6th and 7th. 2 doses of vaccine given.
 - Thedacare has restarted providing COVID-19 vaccines in their primary care clinics.
 - The Health Unit has begun discussions on planning for booster doses for the general public. Currently providing 3rd doses for those that are immunocompromised (as of 8/16/21).

Other Updates:

- CDC provided updated guidance for individuals who are fully vaccinated:
 - Recommends fully vaccinated people to wear a mask in public indoor settings in areas of [substantial or high transmission](#).
 - Green Lake County is currently in the HIGH category
 - Masking highly recommended for all county employees, regardless of vaccination status, with the HIGH community transmission and VERY HIGH case activity.
- Allison McCormick last day was August 13th. Waushara County continues to work to fill this position, no applicants as of today, 9/2.
- Soldiers and Sailors Park Beach was closed on 08/18/2021 due to a Blue Green Algae Bloom, reopened on 08/26/21
- Back to school meeting held virtually with all county schools on 08/20/21 to discuss guidance and plan for upcoming year.
- Health Unit staff, along with Law Enforcement, attended BASD School Board meeting on 08/25/2021 to provide data and guidance on surge in COVID-19 cases.
- Due to increase in caseload, looking to hire additional staff to do contact tracing and a school liaison position.



Vaccine doses for Green Lake County residents by week
(Total: 16,765)



Respectfully submitted,
Rachel Prellwitz, Health Officer

GREEN LAKE COUNTY

DEPARTMENT OF HEALTH & HUMAN SERVICES

TITLE: COVID-19 CONTACT TRACER

DEPARTMENT/UNIT: HEALTH AND HUMAN SERVICES/HEALTH UNIT

LOCATION: GOVERNMENT CENTER

SUPERVISOR: HEALTH UNIT MANAGER

HOURLY STARTING PAY: Level I: \$19.15/hour - \$20.70/hour
Level II: \$23.58/hour - \$25.49/hour
Level III: \$25.80/hour - \$27.89/hour

SUMMARY:

Under the general direction of the Public Health Officer/Unit Manager, provides a variety of administrative, technical, and specialized tasks that support Public Health in COVID response.

HOURLY STARTING PAY: Level I: \$19.15/hour - \$20.70/hour
Level II: \$23.58/hour - \$25.49/hour
Level III: \$25.80/hour - \$27.89/hour

DUTIES AND RESPONSIBILITIES/ESSENTIAL FUNCTIONS:

- Conduct telephone calls with persons diagnosed with COVID-19 to complete case interviews, elicit and trace contacts exposed to COVID-19
- Provide follow-up instructions to cases and to contacts related to isolation/quarantine, symptom monitoring and assess the need for medical care and supportive services.
- Collect and record information for the case interview/contact gathering into data system
- Follow approved scripts and protocols, provide people with approved information about isolation and quarantine procedures, and if appropriate, refer them for testing.
- Ensure accurate and timely reporting requirements.
- Utilize appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations, lifestyles, and physical abilities.
- Maintain security and confidentiality and adhere to ethical principles and Dodge County policy in the collection, maintenance, use, and dissemination of data and information.
- Communicates regularly with Public Health Officer, Contract Tracer Coordinator, and public health nurses.
- Work collaboratively with Public Health Nursing Department to ensure work completion.
- Attend meetings/training as required.
- Regular attendance and punctuality required.
- Perform related duties as may be required or assigned.

SKILLS AND ABILITIES:

EDUCATION:

Level I: High school diploma or GED equivalent and including or supplemented by courses in computers, and two (2) years of office experience. Equivalent combination of education and experience which provides necessary knowledge, skills, and abilities may be considered.

Level II: Graduation from accredited LPN program or MA program, and possess an unrestricted Wisconsin Practical Nurse license or Medical Assistance certification. Prefer one (1) year of LPN/MA experience.

Level III: Registered Nurse degree from accredited nursing program and current License as a Wisconsin Professional Nurse. Prefer one (1) year nursing experience.

EXPERIENCE AND KNOWLEDGE:

- Knowledge of modern office methods and practices.
- Knowledge of business English and spelling.
- Time management skills.
- Ability to work independently
- Ability to make decisions
- Ability to understand and carry out instructions.
- Ability to maintain confidentiality.
- Ability to establish and maintain effective public and working relationships.
- Ability to work with people of all ages.
- Ability to prioritize work and meet deadlines.
- Ability to adapt to change.

WORKING CONDITIONS:

PHYSICAL DEMANDS: Up to 75% of the time is spent talking, hearing, handling objects or fingering which includes typing or writing. Walking, sitting, using far and near vision, is used 50% of time. Approximately 25% of the time is used standing. Activities performed 10% of the time include stooping, kneeling, climbing, reaching, low to medium lifting (10 to 40 lbs.), carrying and low pushing (10 lb. objects). In unusual or non-routine situations, crouching, running, bending or twisting, medium carrying (20-40 lbs.) and medium pushing (60-80 lbs.) would be required. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Management's assignment of essential functions is not designed to limit the manner in which duties may be accomplished. Management shall comply with all applicable workplace laws and shall communicate with any employee with a disability to determine the availability of a reasonable accommodation(s) to allow the employee to perform the essential functions of the job.

ENVIRONMENTAL DEMANDS: Over 75% of the time is spent inside. Always present is the danger of exposure to certain fatal or chronic blood borne pathogens and communicable infections. Shared office environment. Nearly constant work under distractions. Frequent time pressure.

This is a public service position, and employee is required to be courteous, cooperative and respectful at all times with the public and clients; also establishes and maintains a courteous and cooperative and respectful working relationship with other employees, supervisors and public officials.

This position description has been prepared to assist in defining job responsibilities, physical demands, working conditions and needed skills. It is not intended as a complete list of job duties, responsibilities and/or essential functions. This description is not intended to limit or modify the rights of any supervisor

to assign, direct, and control the work of employees under supervision. The county retains and reserves any and all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its' judgment, to be proper.

Green Lake County provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Green Lake County complies with applicable state and local laws governing nondiscrimination in employment in every location in which the Green Lake County has facilities. This policy applies to all terms and conditions of employment.

08/2021

GREEN LAKE COUNTY

DEPARTMENT OF HEALTH & HUMAN SERVICES

TITLE: COVID-19 SCHOOL LIASON

DEPARTMENT/UNIT: HEALTH AND HUMAN SERVICES/HEALTH UNIT

LOCATION: GOVERNMENT CENTER

SUPERVISOR: HEALTH UNIT MANAGER

FLSA STATUS: EXEMPT

PAY GRADE: 9

SUMMARY:

Lead school-based investigation, which require frequent interactions with school administration, support staff, and families.

DUTIES AND RESPONSIBILITIES/ESSENTIAL FUNCTIONS:

- Respond to calls from schools regarding quarantine and isolations requirements, how to determine close contacts in a classroom or other setting, symptom identification, and testing protocols.
- Participate in small IDPH-led workgroup that informs the governor's office on our experiences with school interactions and identified needs and makes recommendations on guidelines.
- Participate in monthly video webinar with schools to provide updates and answer questions.
- Develop a thorough knowledge of CDC and IDPH COVID guidelines and protocols, and work with TCHD staff and others to communicate updates to schools and families.
- Conduct virtual needs checks with patients and their contacts and connect them to community resources working as part of a team with the Community Response Center Resources Coordinators.
- Lead school-based investigations with phone calls to COVID-19 positive patients to provide support and gather information and help patients recall everyone with whom they have had close contact during the timeframe while they may have been infectious. Then, call contacts to discuss their potential exposure.
- Communicate with contacts in a professional and empathetic manner.
- Collect and record information on symptoms into a client management platform (CRM).
- Proficiency with computer software and ability to learn how to use a CRM.
- Ability to handle confidential information with discretion and professionalism.

SKILLS AND ABILITIES:

EDUCATION: Bachelor of Science Degree in Nursing, Social Work, Public Health, or a related field is required, along with two years of experience. Experience in the school system is preferred.

EXPERIENCE AND KNOWLEDGE:

- Must have has good project management skills, critical thinking skills, excellent organizational skills, and be able to be flexible, multitask, and prioritize work.
- Must have valid Wisconsin Driver's license, vehicle and proof of insurance that satisfies Green Lake County requirements.
- Knowledge of contact tracing, survey interviewing techniques, quality control procedures, supervisory knowledge, and project management.
- Knowledge of core functions and essential services of public health, along with basic knowledge of HIPPA guidelines.
- Must have excellent written and oral communication skills. Must be able to communicate in a professional and empathetic manner.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, media, clients, customers, and the general public.
- Must be able to understand the basics in mathematical processes in order to read and prepare numerical reports and spreadsheets. Ability to apply concepts of basic algebra and geometry.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Apply principles of good ethical/legal practice as they relate to study design and data collection. This position requires the ability to make decisions and set priorities to include recognizing important elements of the job, estimating time needed to perform tasks, and drawing conclusions about problems based on provided facts, recommend actions for solutions, work with and without direct supervision, and respond to emergency situations.
- Ability to use a telephone, photocopier, personal computer and Internet web browser, and office productivity software, and other standard office equipment.

WORKING CONDITIONS:

PHYSICAL DEMANDS: Up to 75% of the time is spent talking, hearing, handling objects or fingering which includes typing or writing. Walking, sitting, using far and near vision, is used 50% of time. Approximately 25% of the time is used standing. Activities performed 10% of the time include stooping, kneeling, climbing, reaching, low to medium lifting (10 to 40 lbs.), carrying and low pushing (10 lb. objects). In unusual or non-routine situations, crouching, running, bending or twisting, medium carrying (20-40 lbs.) and medium pushing (60-80 lbs.) would be required. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

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08/2021

Annual Fiscal Cost								
Title	Wage	Total Hours	Annual Wage	Retirement	Social Security	Health Insurance	Total Fringe	Wage & Fringe
LTE Contact Tracer	Up To \$27.89	up to 1,196	\$ 33,356.44	\$ 2,251.56	\$ 2,551.77	\$ -	\$ 4,803.33	\$ 38,159.77
LTE Contact Tracer	Up To \$27.89	up to 1,196	\$ 33,356.44	\$ 2,251.56	\$ 2,551.77	\$ -	\$ 4,803.33	\$ 38,159.77
LTE Contact Tracer	Up To \$27.89	up to 1,196	\$ 33,356.44	\$ 2,251.56	\$ 2,551.77	0	\$ 4,803.33	\$ 38,159.77
LTE School Liason	Up To \$27.89	Up to 1,820	\$ 50,759.80	\$ 3,426.29	\$ 3,883.12	0	\$ 7,309.41	\$ 58,069.21
							Up to	\$ 172,548.51

2021 Fiscal Cost								
Title	Wage	Total Hours	Annual Wage	Retirement	Social Security	Health Insurance	Total Fringe	Wage & Fringe
LTE Contact Tracer	Up To \$27.89	up to 414	\$ 11,546.46	\$ 779.39	\$ 883.30	\$ -	\$ 1,662.69	\$ 13,209.15
LTE Contact Tracer	Up To \$27.89	up to 414	\$ 11,546.46	\$ 779.39	\$ 2,551.77	\$ -	\$ 3,331.15	\$ 14,877.61
LTE Contact Tracer	Up To \$27.89	up to 414	\$ 11,546.46	\$ 779.39	\$ 2,551.77	0	\$ 3,331.15	\$ 14,877.61
LTE School Liason	Up To \$27.89	Up to 630	\$ 17,570.70	\$ 1,186.02	\$ 3,883.12	0	\$ 5,069.15	\$ 22,639.85
							Up to	\$ 65,604.22

*** Fully Funded with COVID Grants

Wage Plan

Level I: \$19.15/hr - \$20.70/hr	Level I: High school diploma or GED equivalent and including or supplemented by courses in computers, and two (2) years of office experience. Equivalent combination of education and experience which provides necessary knowledge, skills, and abilities may be considered.
Level II: \$23.58/hr - \$25.49/hr	Level II: Graduation from accredited LPN program or MA program, and possess an unrestricted Wisconsin Practical Nurse license or Medical Assistance certification. Prefer one (1) year of LPN/MA experience.
Level III: \$25.80/hr - \$27.89/hr	Level III: Registered Nurse degree from accredited nursing program and current License as a Wisconsin Professional Nurse. Prefer one (1) year nursing experience.

HHS Board Presentation FRI Programs for September 2021

Building Projects:

- The roof project with Custofom is being completed this week!
- HV/AC replacement for broken unit in NE corner of production is done!

Program Updates

- Production is now in old pressroom, with Milsco seat assemblies currently set up there. Day Services will be expanding into the back (east) production room.
- Milsco: Demand for John Deere Seat Assemblies is growing. We were averaging 1800 seats per week, now we are up to almost 2400 seat per week.
- Corn continues to be busy! We currently have 4 orders (51 gaylords each) going out to October 15.

Supported Employment updates:

- Demand for services continues to grow rapidly as Covid restrictions wind down. Please see Monthly SE Consumer Report for July later in this report.

Day Services Updates

- We added Day programming back into routines with the start of Bowling.
- We are slowly resuming exercise based on need.
- Changed one individual to part time to reflect true schedule.
- One individual graduated from CBPV so discontinued that service and began day programming one afternoon a week.
- We have completed the interview process for hiring an additional Day Services Program Aide to provide services for additional Day Services consumers. We have a candidate and are in the process of making an offer.

Transportation updates:

- 5310 Grant cycle 46 application was completed in June. WisDOT notified us that our application was accepted as complete and will be scored in the fall of 2021. If the application is successful, awards will arrive in 2022.
- We are currently still running 6 daily routes, with a possible seventh route on the way as we continue to navigate the process of adding former Waushara Industries consumers.

Monthly Census from August 2021

	FULL TIME	PART TIME
Prevocational	21	24
Community Based Prevoc		4
Day Service	6	4
Unfunded		2

Changes since Last Report

Waitlist:

- One person was taken off of the waitlist in August and started 3 days a week.
- One person on wait list is now deceased.
- One person was added to the prevoc wait list.
- Two people were added to the day service wait list.
- Waitlist has 17 prevoc individuals and 7 potential additional referrals as well as 7 day service referrals.
- It is unclear if all the waitlist members are still interested in services.

Monthly SE Consumer Report from August 2021

DVR Consumers currently serving:

1. JP – Job Development & Hire, TWE
2. MS – Job Development & Hire, TWE
3. EM – TWE and hire
4. SR – Job Development, TWE and Hire
5. KS – Job Shadow
6. JS – Career Profile
7. AW – Job Dev. Plan
8. EA – Job Dev. Plan
9. RA – career Profile
10. AP – Career Profile
11. CS – Job Dev. Plan

Contracted Services:

1. DL- Justice Center
2. DB – Food Pantry & City Hall
3. JS – Food Pantry & City Hall

Long Term Support Services:

1. LH - Ripon McDonalds
2. JD –Berlin Walmart
3. LD - St. Johns Church
4. DL - Justice Center
5. MN – Ripon Discovery Daycare
6. NK – Berlin Car Wash
7. CW – Walmart

Totals	
DVR consumers served	11
Contracted Services	3
LTS	7
Total New Consumers in July	0
Community based work trials in August	2
Grand total served	20

Behavioral Health Unit—August 2021

COVID19 Update & Recovery Month: September has been designated to observe National Recovery Month, to highlight the many individuals living with and living in recovery from mental health and substance use-related concerns. It is a month designated to celebrate both the gains and successes of those living in recovery as well as the dedicated mental health and substance use providers who work tirelessly to help individuals in recovery. As we continue to see another spike in cases of COVID19, the clinic has seen many individuals resume telehealth appointments in order to maintain their services despite growing health concerns. As we continue to see many individuals in recovery be impacted by long-lasting physical, emotional, and financial effects resulting from the pandemic, it is also important to be reminded of the resilience demonstrated by the individuals and families we serve.

Outpatient Mental Health & Substance Abuse Programs- The majority of Behavioral Health clients are served via our outpatient clinic. The outpatient clinic serves clients' mental health and substance use disorder (AODA) needs.

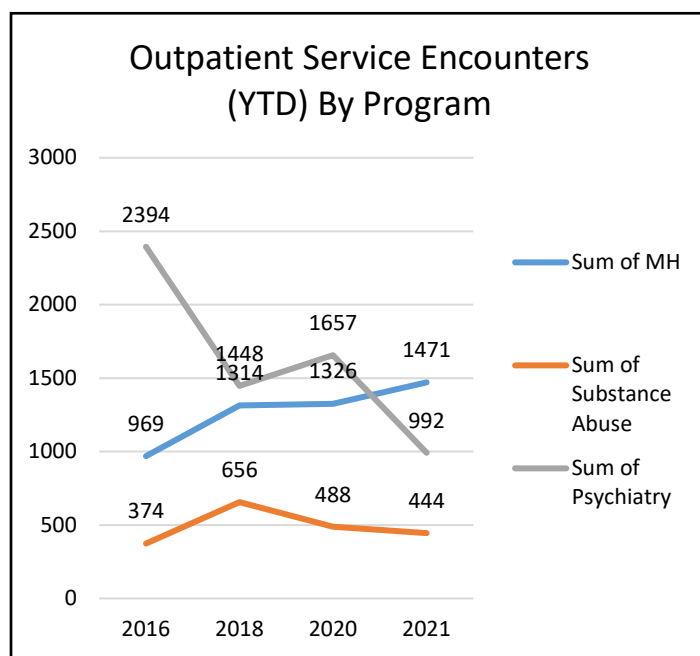


Figure 1*: Group services for AODA were on hold (building waitlist) in 2020 and have not resumed in 2021 since COVID19 pandemic.

Figure 2: Psychiatric services data have varied. This is because in 2019, the psychiatric nurse position was vacant. In 2021, preprescriber visits did not occur for most services until April and then have been decreased as we recruit for a full-time psychiatric nurse.

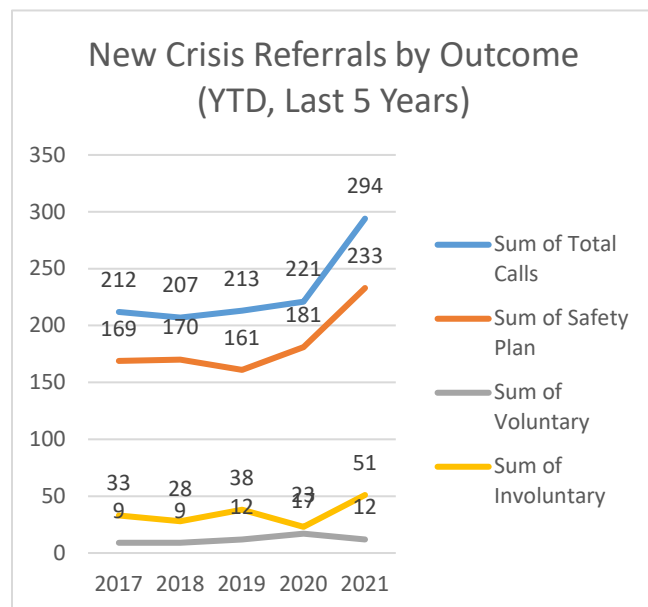
August Note:

1. Clinicians' caseloads continue to be at maximum capacity. An increase in mental health services is evident over the period represented. While substance use services do show a slight decline, this is because no group services have been occurring since the onset of COVID19. Since group services allow for higher efficiency, we have seen fewer total services but are serving a higher number of individuals in the individual therapy format. **During 2021, productivity rates for clinicians demonstrate that clinicians vary between 60-68% "billable" time. They currently spend approximately 20-25% of their time performing other required duties such as acting as on-call crisis workers, attending required supervision/consultation meetings, etc. This leaves between 7-20% of their time for non-direct (non-billable) but necessary tasks related to their caseload. This is comparable to or higher than the productivity standards of other agencies that also utilize therapists in other roles. While some agencies do hold higher productivity standards, those agencies do not assign therapists regular on-call shifts therefore reducing their available time during the workweek.**
2. In August, we recruited for the psychiatric nurse position once again, and have a nurse, Kassondra Gillingham, scheduled to join our team on 9/13.
3. We continue to await guidance on permanent rule changes around the use of telehealth which are expected to be announced this fall. This will determine how we continue to provide telehealth services into next year. Currently, around half of our services are being delivered in a telehealth format based on a combination of provider recommendations and client comfort level with service formats.

Wrap-Around Services- Behavioral Health Unit provides three tiers of wrap-around services, allowing us to match individuals with a program that meets the level of need based on their unique situation. **Staff in these programs have been exceptionally flexible and have needed to think outside the box to find ways to continue services to consumers during this time.**

1. **Targeted Case Management (TCM)**— Less intensive case management for clients. **This program expanded to include adult clients in summer 2018. It presently serves 9 individuals.**
2. **Comprehensive Community Support Program (CCS)**—Recovery-focused support for clients who may benefit from an intensive level of services for a shorter period of time. **This program serves individuals across the lifespan and presently serves 36 individuals.**
3. **Community Support Program (CSP)**- Intensive community-based support for individuals with chronic mental illness. This support is intended to be long-term and supports clients to maintain psychiatric stability in the community and to reduce hospitalizations. **This program presently serves 14 adults.**

Crisis Services- Crisis services are available 24/7 including weekends/ holidays for psychiatric and substance use disorder emergencies



In August 2021, we continued to see an increase in crisis responses consistent with other months so far this year. Notably, emergency detentions represent 17% of the outcomes for this year so far. At this point in prior years, emergency detentions accounted for closer to 10% of the contacts. **As more attention is brought to the availability and best practices throughout the country, we anticipate these numbers will continue to rise. Federal legislation has introduced the creation of a “988” Line which is to function similarly to “911” but for mental health crisis. Plans for rolling out the “988” line will continue at the state level over the next year. Wisconsin’s Department of Health Services has predicted a 7% increase in call volume across the next five years for local crisis response teams such as ours. We will continue to monitor trends in our call volume so that we can work to**

build the capacity of our system to handle this projected increase. The data represent new crisis calls that have come into the crisis line. The crisis team additionally works to provide follow up and stabilization services to clients to reduce the likelihood that they will experience another emergency event after their initial contact. This looks different on a case-by-case basis, however crisis follow up can last anywhere from 30 days to 6 months after an initial contact as an individual transfers from crisis into other appropriate ongoing services.

During August 2021, the crisis response team did resume some mobile response in some situations. Calls continue to be triaged primarily via telehealth, however the team has begun to resume mobile response out to the emergency room with appropriate public health precautions when performing emergency detentions.

Treatment Court- Treatment Court is an evidence-based alternative-to-incarceration program that combines high levels of accountability and community-based supervision with intensive substance use treatment. The program accepted its first participant in November 2017 and is designed to take 14-18 months to complete. **In August 2021 there were 5 total participants in the treatment program with 3 being in earlier phases and 2 in later phases of**

the program. There are 3 pending referrals. In August, the Department of Justice put out an RFP for the next grant funding cycle for county treatment courts—this RFP has a deadline in mid September. The Treatment Court team attended a National Drug Court Institute (NDCI) training event which provided program evaluation and feedback to the program. The team will work in coming months to incorporate this feedback into existing policies. These changes will be reported to the Criminal Justice Coordinating Council (CJCC).

Children's Long Term Support Waiver (CLTS)—*Medicaid waiver program provides funding for families of children with long-term disabilities (developmental, physical, and/or severe emotional disturbance) to access services such as respite care and service coordination which are otherwise not covered by Medicaid insurance.* In 2018, Wisconsin announced the dissolution of the local waitlist and then subsequently the transition to a state-wide waiting list model. This month, the state announced the dissolution of the state-wide waiting list as well. Starting at this time, youth who are screened eligible for CLTS services will automatically be placed into "enrollable" status with the expectation that the waiver agency will then open them within the allotted time period (we are awaiting further guidance on this but anticipate the time period to be 30 days). Our current program census is at 41 youth. There are 3 youth who will need to be enrolled within the next two months, 2 possible referrals, 2 youth in "deferred" status, and no youth approaching discharge. "Deferred" status allows us to hold off on enrolling eligible youth who are already receiving services through another program that is currently meeting all of their needs—they remain on the list as eligible referrals in the event that they have a future need not met by other programming. There have been a number of changes to the childrens' functional screen (the state-wide tool used to determine eligibility) which have resulted in many more families screening eligible even if they are not identifying a service need. Additionally, due to waivers established during the COVID19 pandemic, we are currently unable to discharge youth/ families even if they are not actively participating in programming. This waiver is set to continue potentially into 2022, and it requires counties to provide case management and 6 month reviews even in cases where no other waiver-funded services are used. To date, we have been able to meet this need, however staffing continues to be a challenge as these new enrollments come more quickly than youth exit the program. The additional CLTS case worker position approved by the board in July has been recruited and was filled by an internal candidate, Mabel Plueddeman who will start in her new role on 9/7.

CHILDREN & FAMILY SERVICES UNIT –August 31, 2021

Out-of-Home Care – as of 08/31/2021

Foster Care – Level I & II (Range of costs from \$244.00 to 2000.00). **Two (2)** child (ren) are local placement(s).

Treatment Foster Care – **Five (5)** children/youth were in treatment foster care through Pillar & Vine during the month from Green Lake County. One (1) child that was on trial reunification was returned to placement.

Court-ordered Relative Care (\$244.00 month per child)
Total in Court-ordered Kinship Care at month's end = **Five (5)**

Subsidized Guardianship – At the end of August 2021, **three (3)** remained in subsidized guardianship.

Kinship Care – Voluntary (\$244.00 month per child)
Eight (8) children were in Kinship Care at the end of August 2021. One (1) child was returned to the parent in late August, 2021.

Total out of home at month's end = 2 + 5 + 5 + 3 + 8 = **23**

The base rate for relative foster care (level 1) and Kinship Care remained the same from 2020 at \$254.00/month.

ACCESS REPORTS

Child Protective Services –

January – 28 reports; 10 screened in; 18 screened out

February - 23 reports; 3 screened in; 20 screened out

March – 24 reports; 8 screened in; 16 screened out

April – 21 reports; 9 screen in; 12 screened out

May - 24 reports; 8 screen in; 16 screened out

June – 17 reports; 5 screened in; 12 screened out

July – 21 reports; 7 screened in; 14 screened out
August – 14 reports; 4 screened in; 14 screened out
YTD: 173 reports; 87 screened in, 119 screened out.

Child Welfare –

January – 4, reports; 3 screened in.
February – 6 reports; 4 screened in.
March – 7 reports; 5 screened in.
April – 5 reports; 3 screened in.
May – 7 reports; 4 screened in
June – 1 report; 0 screened in
July – 3 reports; 2 screened in
August – 7 reports; 6 screened in
YTD – 40 reports

Youth Justice –

January – 9
February - 12
March – 10
April – 3
May – 9
June – 8
July – 7
August - 0
YTD – 58

Other:

Unit staff have returned to the agency staff and resumed face-to-face contact in the community.

Youth Justice:

The rollout for the Youth Assessment & Screening Instrument (YASI) for application with the Youth Justice Population began this month. This process will take approximately one year. **Four (4)** staff completed the first phase of this training. Our agency is on track with the implementation plan. There is no cost for this training. We submitted our draft policy and service matrix to the State for review. Green Lake County received positive feedback on both the policy and the matrix. The Unit received positive feedback from State staff during our summer meeting. Green Lake County is ahead of other round 3 counties in terms of policy, the matrix and use of the YASI.

The Summer Youth Program was completed in August. **Six (6)** males have graduated from the program.

Two (2) staff facilitated the Prime for Life Program in August. **Five (5)** males completed the program.

Two (2) staff facilitated Teens in Action July. **Five (5)** youth (males & females) completed the program.

AGING REPORT - 2021

[illegible]

AGING REPORT - 2021

[illegible]

DHHS Expenditure/Revenue Comparison

<u>Expenditures</u>		<u>Revenues</u>	
Admin			
Total Budget:	\$ 805,588.85		\$ 784,000.00
YTD Expenses	\$ 466,539.92	YTD Revenues	\$ 770,504.20
% YTD Expenses	58%	% YTD Revenues	98%
% Should Be:	67%	% Should Be:	67%
Health			
Total Budget:	\$ 759,806.00		\$ 759,805.00
YTD Expenses	\$ 519,351.50	YTD Revenues	\$ 547,883.74
% YTD Expenses	68%	% YTD Revenues	72%
% Should Be:	67%	% Should Be:	67%
Children & Families			
Total Budget:	\$ 1,533,171.00		\$ 1,513,171.00
YTD Expenses	\$ 766,760.73	YTD Revenues	\$ 862,422.96
% YTD Expenses	50%	% YTD Revenues	57%
% Should Be:	67%	% Should Be:	67%
Economic Support			
Total Budget:	\$ 448,802.00		\$ 448,802.00
YTD Expenses	\$ 313,139.91	YTD Revenues	\$ 218,502.69
% YTD Expenses	70%	% YTD Revenues	49%
% Should Be:	67%	% Should Be:	67%
FRI			
Total Budget:	\$ 1,378,677.00		\$ 1,379,036.00
YTD Expenses	\$ 792,523.46	YTD Revenues	\$ 823,905.47
% YTD Expenses	57%	% YTD Revenues	60%
% Should Be:	67%	% Should Be:	67%
Behavioral Health			
Total Budget:	\$ 1,900,331.00		\$ 1,900,331.00
YTD Expenses	\$ 1,053,227.80	YTD Revenues	\$ 1,182,789.57
% YTD Expenses	55%	% YTD Revenues	62%
% Should Be:	67%	% Should Be:	67%
Child Support			
Total Budget:	\$ 241,082.00		\$ 241,081.00
YTD Expenses	\$ 106,400.00	YTD Revenues	\$ 149,055.77
% YTD Expenses	44%	% YTD Revenues	62%
% Should Be:	67%	% Should Be:	67%
Aging			
Total Budget:	\$ 1,869,446.00		\$ 1,871,305.00
YTD Expenses	\$ 1,159,644.69	YTD Revenues	\$ 1,315,158.93
% YTD Expenses	62%	% YTD Revenues	70%
% Should Be:	67%	% Should Be:	67%
Total DHHS			
Total Budget:	\$ 8,936,903.85		\$ 8,897,531.00
YTD Expenses	\$ 5,177,588.01	YTD Revenues	\$ 5,870,223.33
% YTD Expenses	58%	% YTD Revenues	66%

ADRC Breakdown by County

Total on GL ADRC	Expense	Revenues
Green Lake	\$ 531,369.19	\$ 413,344.24
Adams	\$ 266,285.80	\$ 266,285.80
Waushara	\$ 352,464.20	\$ 352,464.21

Total on GL EBS	Expense	Revenues
Green Lake	\$ 102,234.86	\$ 66,339.13
Adams	\$ 44,832.07	\$ 44,832.07
Waushara	\$ 45,183.55	\$ 45,183.55

GREEN LAKE COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES

HEALTH & HUMAN SERVICES

**571 County Road A
Green Lake WI 54941**

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



FOX RIVER INDUSTRIES

222 Leffert St.

PO Box 69

Berlin WI 54923-0069

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Policy on Texting Communications

PURPOSE: The purpose of this policy is to establish guidance on short message service (SMS) text messaging by members of the Green Lake County Department of Health & Human Services (DHHS) workforce. The policy addresses security risks and procedural issues presented by SMS text messaging. The policy applies to all staff including medical staff and it is expected that program areas that routinely use texting as a form of communication will develop program-specific procedures consistent with this policy to accommodate the varying degree of sensitivity of the information being communicated.

POLICIES: GENERAL REQUIREMENTS FOR ALL TYPES OF TEXT MESSAGES

1. Consent:

- a. Do not text clients or the public without their consent. Consent consists of signing a consent form. If texting does not involve protected health information (PHI) consent may involve opting in using a County form. It is the responsibility of the staff to communicate the common risks of texting to clients.
- b. Written opt in forms should be stored in accordance with medical record and record retention requirements for each specific program.
- c. In the event that texting is the preferred method of outreach for establishing care based on a referral, a verbal consent given to DHHS staff may be permissible for up to 10 days. This timeline may be extended up to 60 days when the communication is part of an active investigation (Child Protection- CPS, Youth Justice- YJ, Adult Protective Services- APS, etc.) In these cases, the texts must be limited to content necessary for scheduling an initial appointment and logistics of that meeting (giving/ receiving directions, cancelling/ confirming the appointment day/time)
- d. The consent shall include the following information:
 - i. Statement of potential costs of text messaging
 - ii. Request individuals provide updated phone number to Green Lake County DHHS staff in case a cell phone number changes, and
 - iii. Information on how to opt out of receiving text messages.
 - iv. Regularly confirm that client contact information is accurate and up to date.
 - v. Specify which staff member(s) the consumer wishes to communicate with via text messaging.

- vi. Be signed by the consumer or in the event that the consumer is a minor or adult with a legal guardian, it should be signed by the legal representative.
- 2. Physical safe guards:
 - a. Security:
 - i. Text messages shall be sent from a county-owned cell phone or county-approved mobile device/ computer application.
 - ii. If using a mobile device to send the message, the device must be password protected.
 - iii. Verify that the cell phone number of the client is recorded correctly. The first time a request is sent to a client and each time their phone number is updated, staff must verify the identity of the recipient before sending any program/ client-related information.
 - iv. Mobile devices shall be secure at all times, including after work and at home. Mobile devices should automatically lock after 5 minutes of activity. Locking after 2 minutes of activity is preferred.
 - v. Automated back-up to Cloud (e.g. iCloud, Google Drive, OneDrive, Dropbox, etc.) must be disabled for text messages, multimedia messages, and contact lists.
 - b. Storing & Destroying messages:
 - i. Text messages shall be removed from County Phones within 30 days of receipt, unless a longer time is approved by management.
 - ii. Delete text messages after communication is completed and necessary information is recorded in the client's file.
 - iii. All text messages sent or received should be documented and stored in accordance with medical record and record retention requirements. If the worker is not in a role to maintain a medical record, the texting communication should be documented the same way that the worker would document a phone call regarding the same information.
- 3. Technical safeguards
 - a. Vendor: When using a third party vendor to send text messages, consult with Green Lake County IT Department first to assure an appropriate system is selected and security controls are thoroughly evaluated.
- 4. Message Content:
 - a. SMS text messages must not contain protected health information (PHI).
 - b. Do not store first and last names in the address book of the cell phone used for sending text messages. Instead, store first name plus last initial.
 - c. Limit or exclude where possible client identifiers when sending a text message. Never use first and last name of a client in a text message.
 - d. The following are specific permissible and prohibited types of text messaging communications. For novel situations not covered within these lists, staff should consult their immediate supervisor.
 - i. Permitted Text Messaging Communications: The below are types of permitted text messaging. Specific programs may choose to further restrict/allow the types of communication that are allowable via text message based on field-specific guidance. Staff should consult their immediate supervisor if a question exists as to whether a specific communication is permitted or not.
 - ii. Administrative Purposes:
 - a. Scheduling, confirming, or cancelling appointments
 - b. Providing reminders such as for appointments or tests
 - c. Requests to contact DHHS personnel.
 - d. Replying to location or hours of operations requests

- e. Providing travel instructions for appointments
 - 2. General Information- Health/ Wellness Education and Promotion:
 - a. Providing an invitation to a health promotion event
 - 3. Continuity of Client Care Purposes:
 - a. Checking on a client (How are you doing? Do you need anything?)
 - b. Responding to client or family member's requests for services
 - 4. Communicating between Care providers/ staff
 - a. Communicating a client's location with staff
 - b. Requesting a consultation or assessment by another County Employee or county contracted providers.
- iii. Prohibited text messaging communications:
 - 1. Sending prescription refills
 - 2. Informing a patient, client, or family member of a client's diagnosis
 - 3. Communicating financial identifying information (e.g. credit card numbers)
 - 4. Engaging patient or client in lengthy clinical discussions or counseling
- 5. Social Media: Social media platforms and other "public-facing" communication platforms (including but not limited to Twitter, Facebook, Instagram, etc.) are not allowed for telehealth services. Staff who interact with social media should refer to the Green Lake County policy on social media use and adhere to all requirements of that policy.
- 6. Reporting of a Breach: Staff or their manager must report any and all actual or potential privacy breaches associated with texting to IT and to the agency director.
- 7. Cancellation of texting privileges for consumers.
 - a. Staff members will use professional discretion in determining whether to approve or deny a request, or setting specific limitations regarding specific uses that will or will not be discussed via text message. Reasons for denying or limiting use of text include, but are not limited to:
 - i. Use of texting is determined to be impeding progress towards treatment goals.
 - ii. Consumer attempts to use texting to engage in therapy discussions and does not respond to staff attempts to limit use of texting.
 - iii. Consumer engages in using texting to communicate threats of harm to self or others or harassing or abusive messaging towards staff.
 - iv. Texting has repeatedly been evidenced to be an ineffective method of communicating with client such as individual frequently changes their phone number or has difficulties navigating the use of their phone.
 - b. If a staff member denies a request, the reason for the denial will be indicated on the request and signed by the staff member. If a request is denied the consumer and/or legal representative must be notified.
 - c. A consumer and/or legal representative may revoke consent to use texting as a means of communication with program staff at any time. The consumer and/or legal representative must notify program staff if they wish to revoke consent.

RESOLUTION NUMBER 15 -2021

**RELATED TO CREATING A FOOD PANTRY/AGING/FRI SERVICES WORKER
POSITION TO BE SHARED BETWEEN THE AGING UNIT AND FRI IN HEALTH &
HUMAN SERVICES.**

The County Board of Supervisors of Green Lake County, Green Lake, Wisconsin, duly assembled at its regular meeting on this 17th day of August 2021, does resolve as follows:

- 1 **WHEREAS**, as part of the 2022 budget process Health & Human Services conducted
- 2 an agency wide position analysis study; and
- 3 Majority vote is needed to pass.

☐ Approved by Personnel Committee ☐ Disapproved by Personnel Committee
☐ Approved by Finance Committee ☐ Disapproved by Finance Committee

Roll Call on Resolution No. -2021

Submitted by Health and Human
Services Board:

Ayes , Nays , Absent , Abstain

Passed and Enacted/Rejected this 17th
day of August, 2021.

Joe Gonyo, Chair

Harley Reabe, Vice-chair

County Board Chairman

Brian Floeter

ATTEST: County Clerk
Approve as to Form:

Joanne Guden

Corporation Counsel

Nancy Hoffmann

Joy Waterbury

Christine Schapfel

Charlie Wielgosh

Richard Trochinski

WHEREAS, during this study we concluded bringing contracted food pantry dollars in house and increasing transportation and program aid time at Fox River Industries (FRI) made program and financial sense; and

WHEREAS, by keeping contracted food pantry dollars in house and billing for services provided at FRI this newly created position will require zero additional levy dollars.

NOW THEREFORE BE IT RESOLVED that the Food Pantry/Aging/FRI Services Worker position in the Health & Human Services Aging & FRI Unit's be created and included in the 2022 budget. (See attached job description)

BE IT FURTHER RESOLVED that this position be placed in Pay Group 44 **16** of the Green Lake County wage plan. This position will be eliminated or decreased if the caseload and/or funding decreases to the point where it is no longer funded or needed.

FISCAL NOTE:

Annual Fiscal Cost							
	Wage	Annual Wage	Retirement	Social Security	Health Insurance	Total Fringe	Wage & Fringe
Food Pantry/Aging/FRI Service Worker	\$ 17.93	\$ 32,632.60	\$ 2,202.70	\$ 2,496.39	\$ 25,295.00	\$29,994.09	\$ 62,626.69

Revenue Offset	
Food Pantry Contract & MCO Billing	\$ 62,626.69