

Green Lake County



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@greenlakecountywi.gov



FOX RIVER INDUSTRIES

222 Leffert St.

PO Box 69

Berlin WI 54923-0069

VOICE: 920-361-3484

FAX: 920-361-1195

Email: fri@greenlakecountywi.gov

2021 ANNUAL REPORT

To: The Residents of Green Lake County, County Administrator Catherine Schmit, 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 2021 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 these services. 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.

Throughout 2021 the continued COVID-19 pandemic brought challenges and opportunity to DHHS. The challenges were many as DHHS staff like many other County Departments dealt with constant change and unknowns in their professional and personal lives. The opportunities included establishing creative and innovative ways to deliver needed services to citizens and strengthening existing partnerships within the County and outside agencies. Camaraderie among staff continues to strengthen as we have taken on these challenges together. I am fortunate and humbled to work with a group of individuals who take pride in the services they provide while supporting each other and working as a team to deliver these services to the citizens of Green Lake County.

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:

- As the auditors work on closing the books on 2021 we are anticipating that HHS will end the year with a budget surplus for the 5th consecutive year. This has allowed us to build a healthy contingency fund while also returning some dollars back into the County's general fund.
- As the demand for our services has grown the Health & Human Services Department has been able increase these services, add staff, and maintain a budget surplus while keeping our levy ask flat.

- In 2021, the Youth Justice staff received eighty-five (85) referrals. This number is up significantly from 2020 when Juvenile Court Intake received fifty-four (54) referrals. This is a 31-referral increase over 2020. The number is up from prior years as well. The referrals were as follows: 2017 – thirty-eight (38); 2018 – sixty-eight (68); 2019 – sixty-nine (69).
- County agencies have joined together to form eleven consortiums across the state. Green Lake County Economic Support is part of the Consortium, East Central Income Maintenance Partnership (ECIMP). This “partnership” consists of eight other counties: Calumet, Kewaunee, Manitowoc, Marquette, Outagamie, Waupaca, Waushara, and Winnebago. ECIMP currently serves 70,333 cases amongst the nine counties. An 11% increase over the last year.
- In 2021, Fox River Industries, through the various services it provides, enhanced the lives over 200 different individuals in Green Lake County and the surrounding area. This past year, 62 consumers/casual workers were employed on our production lines or through our janitorial services. 40 consumers also participated in Adult Day Services during program hours, with another 10 consumers participating exclusively in Adult Day Services. In 2021 our SE department provided 130 DVR authorized services from career profiles, job development, and monthly systematic instructions for CIE placements for over 21 clients resulting in 11 job shadows, 11 temporary work experiences and 10 job placements. We also served 7 clients in CIE readiness experiences through our contracted services and partnered with 29 businesses for these services in addition to making over 32 new business connections in our territory for future opportunities.
- During the year of 2021, crisis intervention responded to 448 initial crisis calls (this is a 28% increase in initial crisis contacts since last year) and many additional follow up contacts. Crisis intervention services on average comprise 24% of the mental health services provided by clinical staff.
- The end of 2021 marked the end of the five-year Treatment Alternatives/ Diversion grant funding. With the end of this grant, the treatment court committee did not pursue renewed funding. The treatment court committee did determine to continue to meet informally to work towards improved coordination of services between the criminal justice system and the behavioral health team. The Behavioral Health team developed a new position, titled SUD Case Manager. This position will focus on continued case management services to individuals with high risk/ high needs substance use.
- In 2021, 815 meals were served at two Meal sites: Dartford Bay Apartments – Green Lake, and Grand River Apartments – Markesan. These two meal sites had been closed since March 2020 due to the Covid 19 Public Health crisis and reopened to on-site dining on July 2, 2021. The Berlin meal site has remained closed to on-site dining all of 2021 due to the Covid 19 Public Health crisis
- In 2021, 25,944 meals were served throughout the County to persons who are unable to go to the meal sites for health-related reasons. In 2021 the large number in homebound meals is due to all congregate meals being switched to curbside pickup due to the Pandemic.

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 SUMMARY

The Health and Human Services Administrative Department in 2021 consisted of the Director, Financial/Business Manager, Electronic Health Record Specialist, Billing Specialist/Admin Coordinator, Two Receptionist/Data Entry Specialists, an Insurance Verification Representative and a Secretary. The Purpose of Health and Human Services Administration is to off support services for the seven units within the Health and Human Services Department.

Operating Highlights

Throughout of the challenges of 2021 the Admin Unit provided support to the other Health & Human Service Departments while offering excellent customer service to the individuals utilizing our services.

Accomplishments in 2021

Administration has continued to learn and grow as a wonderful team that works great together. We spent 2021 focusing on efficiencies and assisting the community and Health and Human Services employees. With the COVID-19 Pandemic continuing the Administrative Unit has taken on added and modified duties to help ensure Health and Human Services programs continue to operate effectively and efficiently. The following are a few of our accomplishments we have achieved in 2021:

- 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
- Ongoing process of streamlining administrative functions
- Fielding COVID calls
- Working with staff to streamline changed processes due to COVID.

Looking forward to 2022

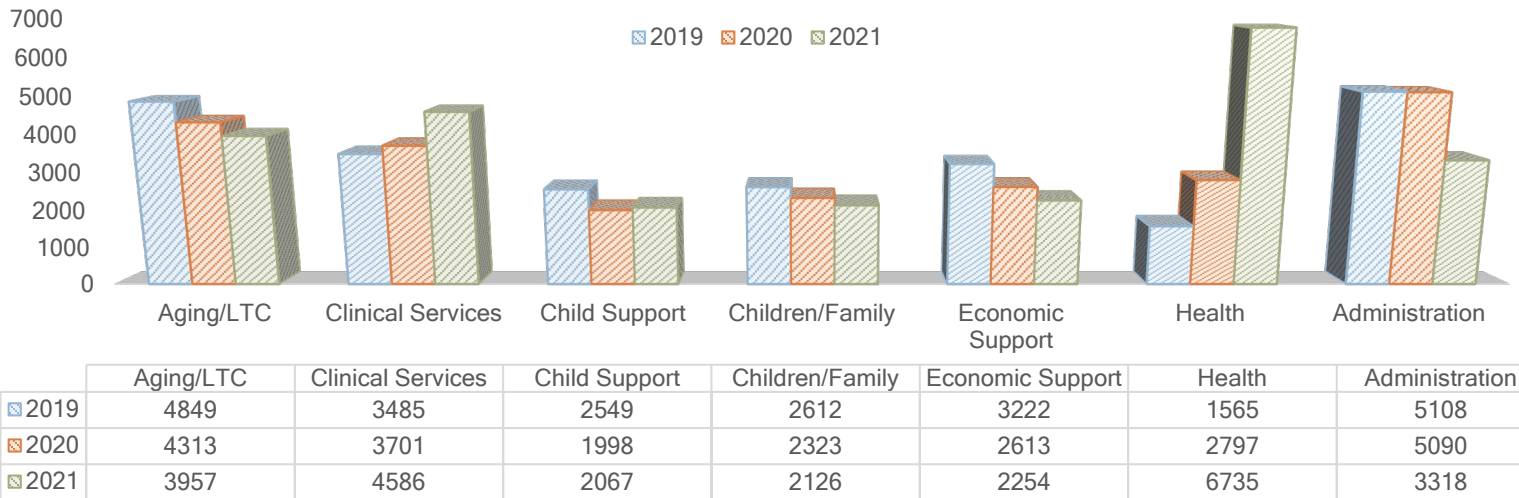
As we continue to navigate the continued challenges these pandemic has created the Administrative Unit continues to modify the day to day workflow to best meet our consumer's needs. We are looking forward to 2022 and focusing on improving in the New Year. A few of our goals for 2022:

- Streamline Behavioral Health admin duties with a Behavioral Health administrative Support Staff
- Continue to provide great customer service to all Green Lake County Residents
- Continue to streamline admin functions within the department

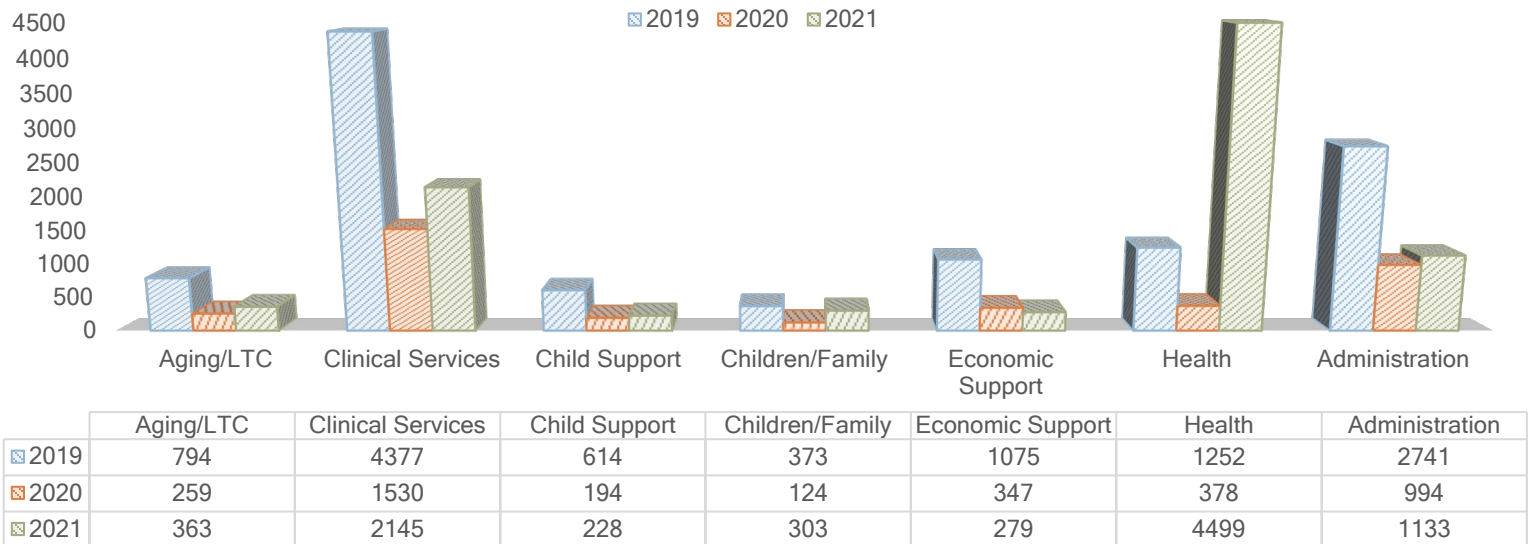
ADMINISTRATIVE STATISTICS

Public usage of Health and Human Services continues to be a high demand. Below are two comparison graphs displaying walk-ins and phone call contacts to the agency. The administrative department is 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 department continues to adapt to evolving demands and help ensure consumers have access to needed and appropriate services.

3 YEAR COMPARISON HHS PHONE CALLS



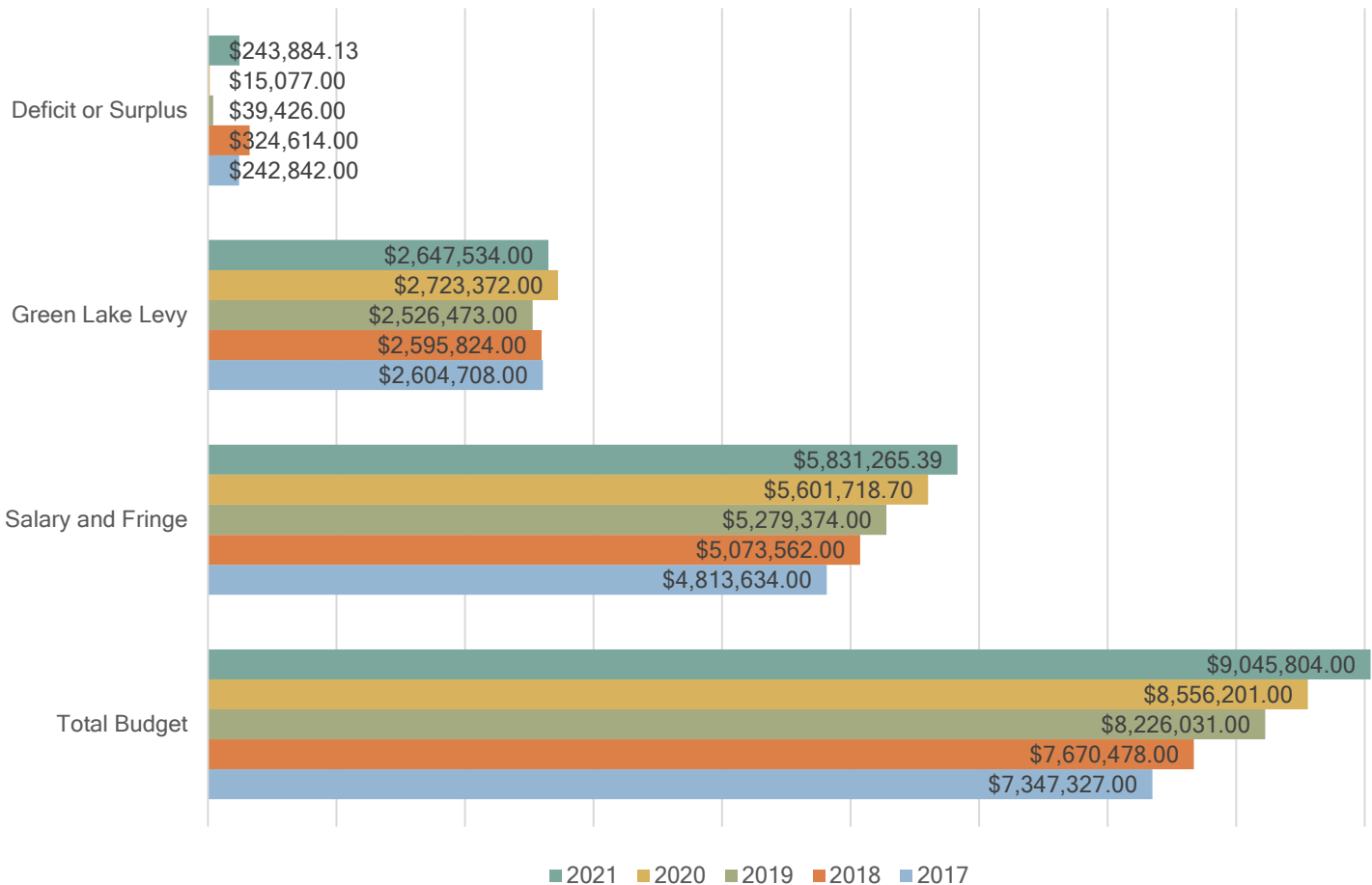
3 YEAR COMPARISON HHS WALK-INS



FINANCIAL STATISTICS

The financial staff within the administrative department has also been affected by the high demand in Health and Human Services consumer needs. This demand has been difficult with the constant change within the financials to provide and bill services to clients in numerous different and new ways. As the demand for services continue to rise, the financial staff have had 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. Health and Human Services has ended the year with a surplus the past five years.

5 Year Budget Comparison



**2022 Surplus Figure estimated as all revenues have not all been received*

Respectfully Submitted,

Kayla Yonke, DHHS Financial/Business 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, two (2) Medical Assistance Targeted Case Management Social Workers/Coordinated Service Team facilitators, an In-Home Therapist, Coordinated Services Team Worker and Alternate Care Coordinator.

2021 was a year that there were few staff shortages. There was one vacancy in the unit due to a staff resignation. This was quickly filled by a former staff person. The pandemic continued to play a role as we had isolation of staff, their family members or close contacts causing periods of quarantine. Unit staff worked both in the office and remotely to meet the needs of our population.

During the 2021 academic year, the unit hosted an intern from the University of Wisconsin-Madison. The graduate intern was shared during the second semester with the Behavioral Health Unit. The intern conducted a successful period product drive in the spring.

The Unit staff continued to engage in several initiatives that started in prior years: Alternative Response (AR), the Targeted Safety Service Program (TSSF) and the Youth Assessment & Screening Tool protocol. The Youth Justice staff completed their training in the Youth Assessment & Screening Instrument (YASI) that is an evidence-based assessment model for the delinquency population. Youth Justice Staff also completed the trainings required for the Interstate Compact Placement of Children. Two staff were trained to facilitate the Girls' Circle which is another evidence based curriculum. Unit staff participated in the Applied Learning Circle (ALC) through the Professional Development System (PDS). Specifically they did an analysis of how the ACCESS function was conducted by agency staff and have been working to improve overall practice. One staff and the Unit Manager participated in the pilot for the Lead Worker training offered by PDS.

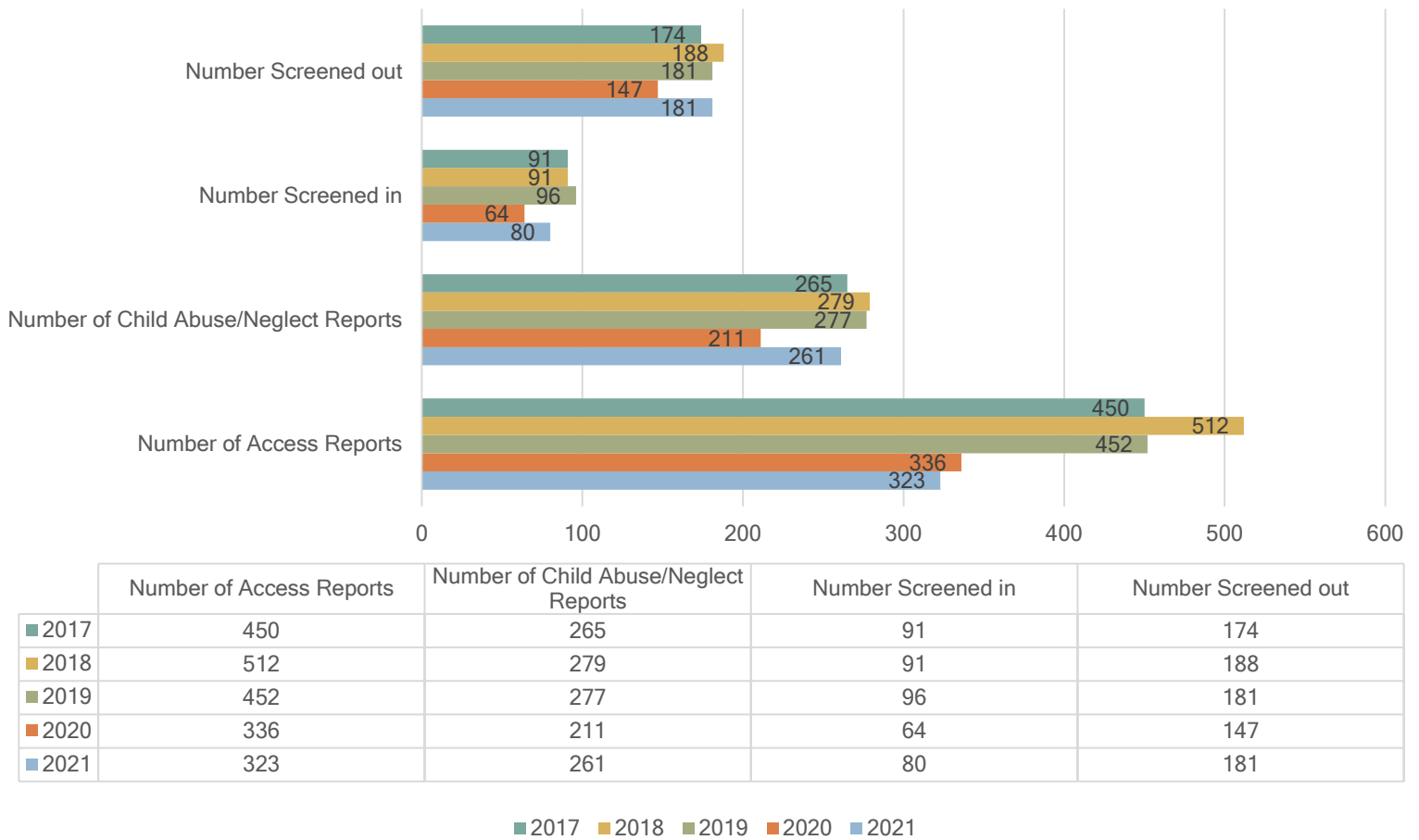
Due to Covid 19, staff continued to assist in other areas of service as needed. These included contact tracing for Public Health, taking temperatures at the front door to the complex, food drops at homes, assisting at the food pantry and with translation services for other Departments.

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 2021.

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 Community Response, Child Abuse/Neglect Reports, and Child Welfare Intakes, Youth Justice and other Service requests. Three Hundred Twenty-three (323) total referrals were received. They were as follows: 261 total reports of Child Abuse/Neglect. 80 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 133 children that were identified as potentially being child victims. The total victims in all reports was 365. The screened in reports by maltreatment type were 35 -Physical Abuse; 40 -Neglect; 9 -Sexual Abuse; 2 -Emotional Abuse and 4 - Unborn Child Abuse. 62 Service Reports were received. These were comprised of 62 Service Reports. 37 were screened in for response. Thirty-four (34) new Children in Need of Protection and Services (CHIPS) petitions were filed in 2021. In late 2021, the County Board passed a resolution to have the Corporation Counsel assume the responsibility for the court filing and managing CHIPS cases in 2022.

Access/Child Abuse and Neglect/Child Welfare



Types of Access Calls - Case Count					
	2021	2020	2019	2018	2017
Physical Abuse	35	13	35	40	36
Neglect	40	59	43	39	56
Sexual Abuse	9	20	23	13	29
Emotional Abuse	2	1	1	4	3
Unborn Child	4	4	3	5	6
Service	62	74	175	233	184
# Screened	37	25	106	209	171
Child Welfare	35	46	80	131	125
Juvenile	85	54	69	68	38
Kinship Care	1	6	1	4	2
Court Ordered	0	0	0	0	0
Adoption	0	0	1	2	2
Re-open closed	1	1	0	1	3
Drug Affected	0	1	0	1	0
Inter-state	1	1	0	0	3

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. This module continued to be further expanded and changed in 2020 & 2021 to incorporate an interface with Case Works the case management documentation and scoring system for the YASI. Staff continue to use both the SACWIS and YASI interface.

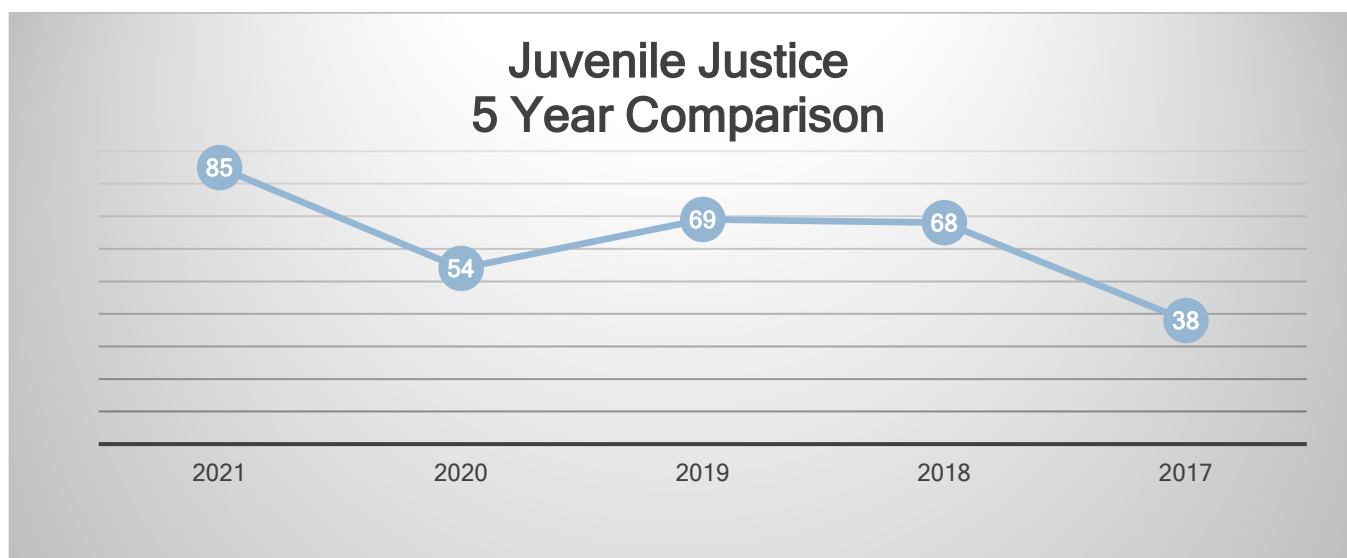
In 2021, the Youth Justice staff received eighty-five (85) referrals. This number is up significantly from 2020 when Juvenile Court Intake received fifty-four (54) referrals. This is a 31-referral increase over 2020. The number is up from prior years as well. The referrals were as follows: 2017 - thirty-eight (38); 2018 - sixty-eight (68); 2019 - sixty-nine (69). Twenty-one (21) new delinquency petitions were filed in 2021. Thirty-six (36) YASI pre-screens were completed. Fifteen (15) full screens were completed (Cases that were adjudicated in the Court). Eleven (11) re-assessments were completed.

No (0) new youth were placed in the Severe Juvenile Offender Program in 2021. No (0) youth were placed in residential care facilities. No (0) youth were placed in group home or foster care settings.

Due to Covid 19, no summer group was held in 2020. This was re-instated in 2021. Six (6) youth were served in the summer group. Other curriculums such as the ART group were offered via zoom technology as well. Eleven (11) youth were served with the ART curriculum between two (2) groups. This group was held in conjunction with the Berlin School district. The Girls' Circle group was conducted and seven (7) girls from all school districts participated.

The Intensive Supervision worker for the unit facilitated a court ordered group on "Teens in Action". The following are the totals for the past several years: 2021 - 7; 2020 - 1; 2019 - 5; 2018 - 4; 2017 - 3; 2016 - 12; 2015 - 20 youth.

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



Electronic Monitoring/GPS Monitoring

Six (6) youth were on electronic monitoring in 2021. This consisted of six (6) males. In 2020, only two (2) youth were on /Electronic monitors.

Parent Training/Education

The Family Training program provided services to nineteen (19) families with a total of thirty-eight (38) children in 2021. Of these children, four (4) families had children who were in out of home placements. They provided both parent training and education and parent aide services. In 2021 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. In 2021, the adult screening assessment was re-tooled. 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 and Adult Functional Assessments. The In-home team is augmented by a TCM case manager as well as other mental health professionals.

Seventy-four (74) child/youth teams (TCM/CST/CCS) were active during calendar year 2021. 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 wrap-around programs. One (1) additional facilitator carries a limited caseload.

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 2021, the federal Family First Prevention Services Act (FFPSA) rolled out in Wisconsin. This is an effort to keep families together and reduce the use of out of home care.

In 2021, two (2) children were placed into non- relative foster care. Six (6) children were in treatment foster care. ** Two (2) children were subject to venue change from Dodge County to Green Lake County. Eleven (11) children were placed in court ordered relative homes.

The number of subsidized guardianships was three (3) in 2021. No (0) cases closed during the year.

In 2021, two (2) children were subject to Termination of Parental Rights (TPR) petitions. Two (2) new cases were referred in 2021. One (1) child was placed into guardianship, but it was not subsidized.

The total unduplicated count of children placed outside of their parental home(s) under court orders(s) was nineteen (19) children.

In 2021, eleven (11) children were in voluntary Kinship Care placement(s). Three (3) cases closed during the year. One (1) child aged out. One (1) child was adopted by his/her relative caregivers and one (1) child returned to his/her parent. There was one (1) denial of a new Kinship Care application. All eleven (11) cases completed an annual re-assessment of eligibility.

The total unduplicated count of all children placed in either voluntary or involuntary removal from their parental homes in 2021 was **thirty-three (33)**. In 2019 & 2021 thirty-six (36) children were in removals from their parental homes.

Courtesy Supervision/Interstate Compact

Courtesy Supervision for both Child in Need of Protection and Services as well as Juvenile Justice Cases was performed for other Wisconsin Counties. In addition to courtesy supervision, home checks to confirm safe environment (CSE) for other counties. Green Lake County conducted an independent investigation for Winnebago County. Our agency performed ACCESS screening for Waushara County and Calumet County. One (1) case continues to be supervised for the Interstate Compact for the Placement of Children (ICPC) for the State of Florida. The agency was also asked to complete an ICPC study for Illinois.

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 from both the Family Training Program and Progressive Parenting LLC.

Prevention/Education

Due to Covid 19, the Children & Family Services Unit staff did not make public presentations in the community on agency services and programs as well as training topics to groups. Staff have 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 as well as other State advisory committees such as Caseload Study Committee, Child Welfare Continuous Quality Improvement advisory (CQI), Systems Change Review (Safety Action Workgroup) and Mapping Teams. Unit staff has participated on the SART (Sexual Abuse Response Team), CART (Child Abduction Response Team) the Drug Endangered Children team and the Overdose Fatality Review Team.

From October to December 2021, unit staff coordinated the annual Angel Tree Christmas giving program along with other community partners. Ninety-two (92) of families with a total of two hundred twenty-five (225) children were provided gifts in 2021. Due to the generous donations received through the program, an additional fifty (50) consumers were served bringing the total number of two hundred seventy-five (275) individuals receiving gifts.

Licensing

The Green Lake County foster care coordinator re-licensed one (1) level two foster home. The County currently has three (3) homes licensed relative homes. Four (4) relative homes are in the process of being licensed. One (1) home was approved for respite care. Two (1) relative homes were denied licensure.

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 participants.

Economic Support provides eligibility services for people who are applying for or are enrolled in programs like Medicaid, Badger Care Plus, FoodShare, Childcare, and Energy Assistance. These eligibility services include:

- Helping participants apply for or renew benefits.

- Processing:

 - Applications

 - Renewals

 - Information provided as verification or proof

 - Changes to a case

- Conducting FoodShare and Childcare interviews

- Answering questions participants have about their eligibility and case.

Four Economic Support workers, an Economic Support Lead Worker and a Unit Manager make up the Economic Support Unit for Green Lake County. The expertise in Economic Support goes back to January 2001.

County agencies have joined together to form eleven consortiums across the state. Green Lake County Economic Support is part of the Consortium, East Central Income Maintenance Partnership (ECIMP). This “partnership” consists of eight other counties: Calumet, Kewaunee, Manitowoc, Marquette, Outagamie, Waupaca, Waushara, and Winnebago.

ECIMP currently serves 70,333 cases amongst the nine counties. An 11% increase over the last year.

Each consortium operates a call center to help with eligibility services. Each county in ECIMP is responsible for “staffing” the call center. Green Lake County is scheduled 52+ hours per week in the call center. ECIMP’s call center receives approximately 15,760 calls per month. The time scheduled increases as the call volume increases. Green Lake County and ECIMP have maintained and exceeded the required performance standards.

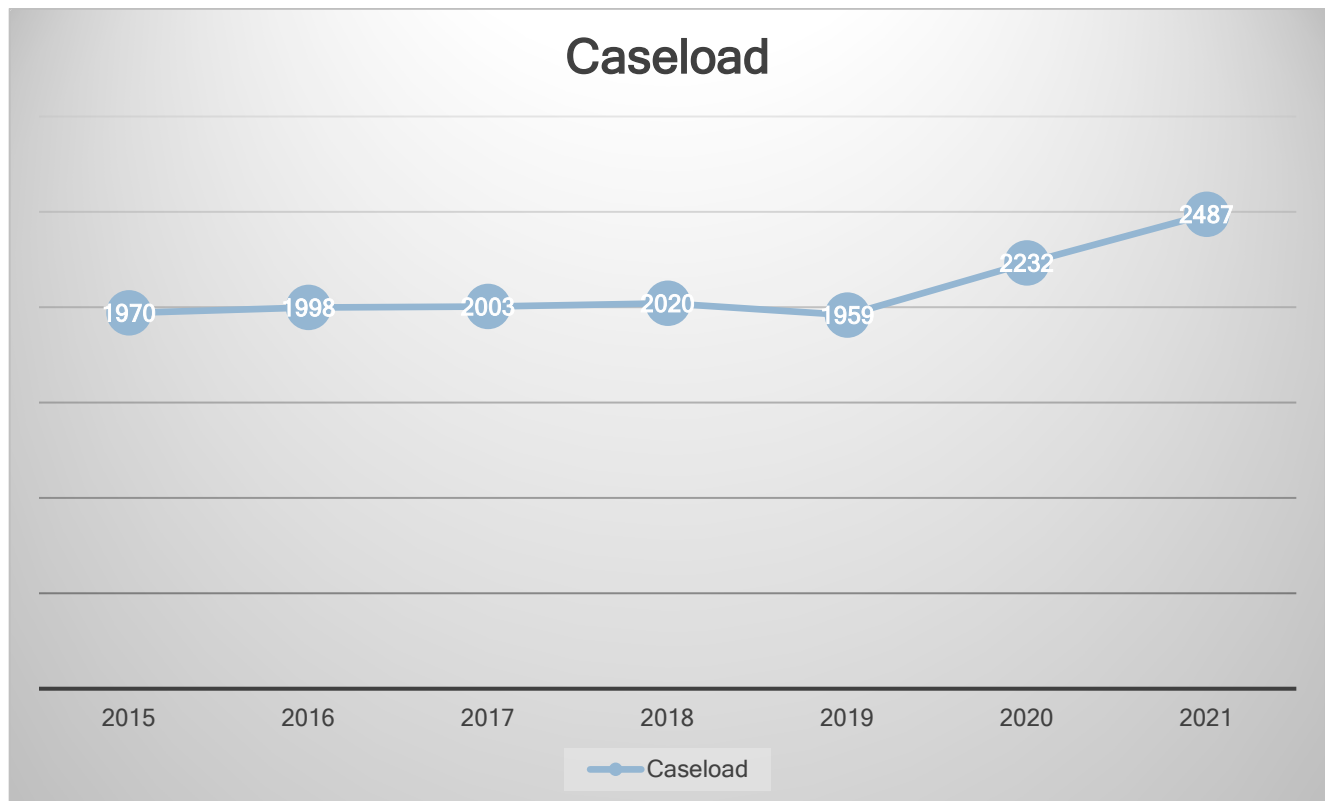
ECONOMIC SUPPORT PROGRAMS

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

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 its participants is the program goal.

Requests for program assistance are made by contacting either the call center at 1-888-256-4563, through www.access.wi.us, contacting Green Lake County Health and Human Services asking to speak to the intake worker, or by coming into the agency. Participants can manage their benefits on the MyACCESS Mobile App.

The caseload for Green Lake County continues to climb. Our caseload has increased 20% in the last five years.



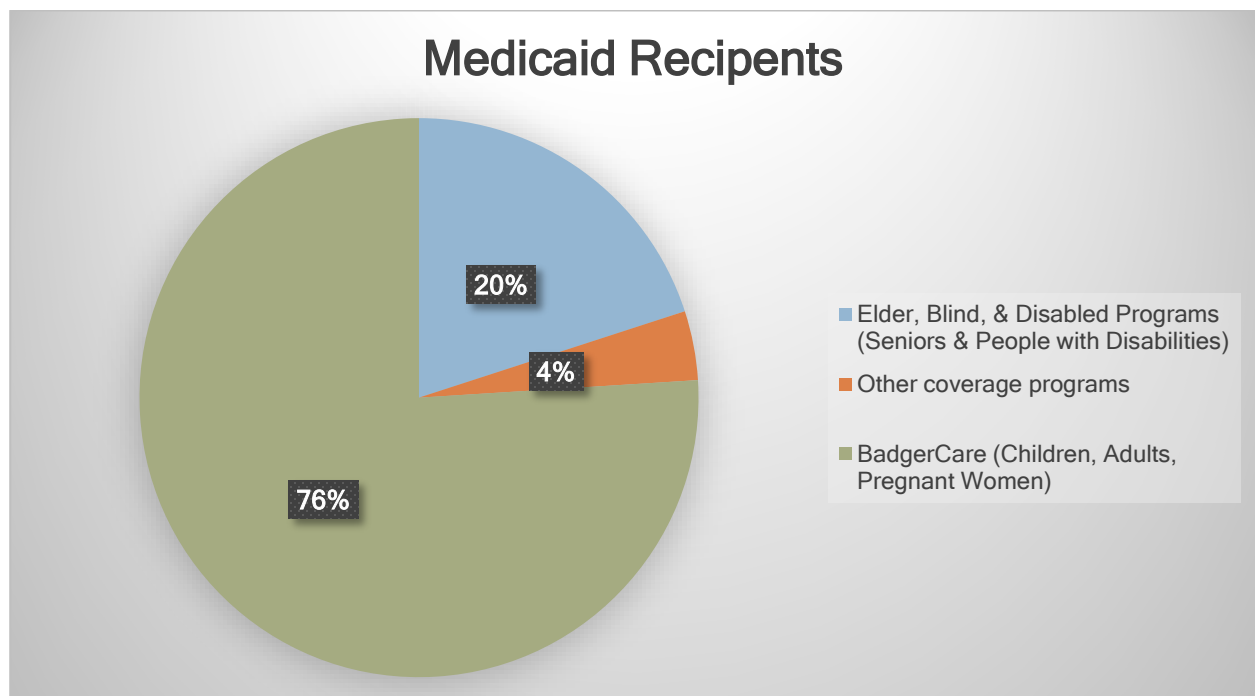
Medicaid in Wisconsin

Wisconsin Medicaid is a joint federal and state program that provides high-quality health care coverage, long-term care, and other services to over one million Wisconsin residents. There are many types of Medicaid programs. Each program has different rules, such as age and income, that a participant must meet to be eligible for the programs.



Some eligible participants pay a monthly premium for their Medicaid coverage. Most Medicaid participants must participate in an HMO.

The chart below represents the percentage of participants in each of the coverage types for Green Lake County in 2021.

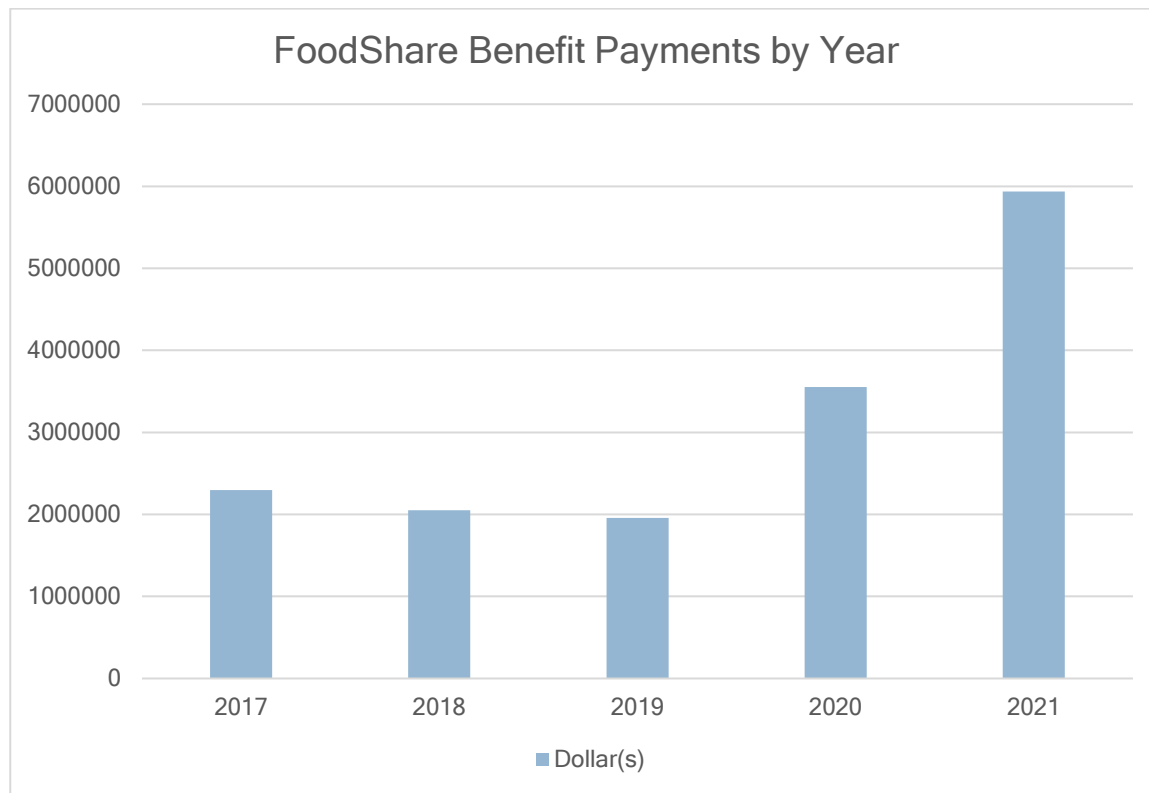


FoodShare Wisconsin

FoodShare Wisconsin was created to help stop hunger and to improve nutrition and health. FoodShare helps participants with limited money to buy the food they need for good health.

Each month, people across Wisconsin get help from FoodShare. They are people of all ages who have a job, but have low incomes, are living on a small or fixed income, have lost their job, and are retired or disabled and not able to work.

1145 households (2215 recipients) in Green Lake County received Food Share benefits in 2021. An increase of 7% from 2020. \$5,936,472 in total Food Share benefits was distributed to Green Lake County in 2021.



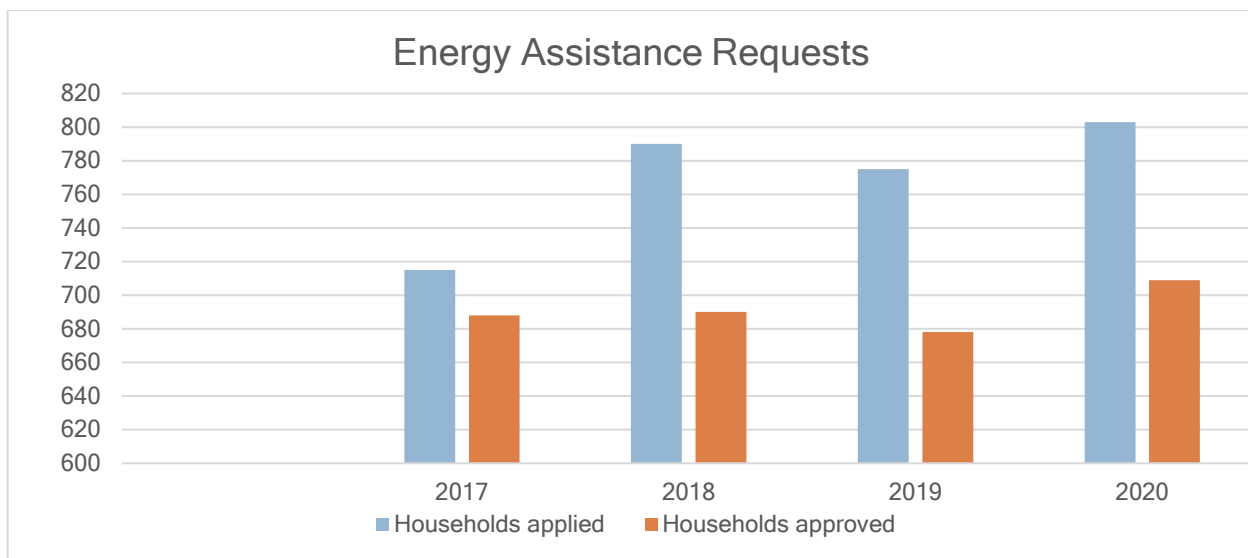
Wisconsin Shares-Child Care

The vision of the Wisconsin Department of Children and Families (DCF) is that all children have access to high-quality early care and education. We reinforce that vision with our mission to support low-income working families by sharing the cost of a childcare and promoting the social well-being of all children and families through safe, high-quality early education experiences.

In 2021, Green Lake County provided Child Care assistance to 20 households / 37 children.

Energy Assistance

The Wisconsin Home Energy Assistance Program (WHEAP) provides assistance for heating costs, electric costs, and energy crisis situations. Operating with federal and state funding, the program provides assistance to households across the state to help lower the burden incurred with monthly energy costs. Most types of fuel are eligible to receive assistance. Whether a participant uses wood, propane, natural gas, electricity, or fuel oil to heat your home, Energy Assistance is available if the participant qualifies. Energy Assistance is a one-time payment during the heating season, October 1 - May 15. The funding pays a portion of the heating costs, but the payment is not intended to cover the entire cost of heating a residence. The amount of the benefit varies depending on a variety of factors, including the participant's household size, income, and energy costs. In most cases the Energy Assistance benefit is paid directly to the participant's energy supplier. In 2021, 788 households applied, 648 approved, and \$369,928 was the total paid out in general Energy Assistance. 349 households also were granted additional crisis funding. Total paid out crisis funding was \$273,340 in 2021.



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 2021, we repaired 7 furnaces and 14 replacements. This was a 30 increase from 2020.

COVID-19 Pandemic and the continued effects it has on the Economic Support Unit

COVID-19 pandemic has increased the caseload in Economic Support.

Medicaid continues suspension of annual reviews, work requirements, and premiums. Medicaid coverage continues to be maintained for all participants. Medicaid cannot be lost due to eligibility.

FoodShare has been unwinding. Eligibility renewals started up July 2021. Most eligibility requirements for FoodShare have returned with the exception of drug testing and work requirements. Supplemental emergency FoodShare continue to be given to participants monthly.

Submitted by: 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 My Choice Wisconsin, but also more recently with Inclusa 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. In October 2020, we hired a new SE Coordinator to replace a recently retired SE Coordinator, who had 16 years' experience on the job. The SE department currently has 3 Program Aides (2 FTE), with one working full-time in SE, another shared with Behavioral Health, and a third shared with Aging/LTC/Food Pantry. As we gradually return to the post-COVID work environment, our plan is to increase the number consumers participating in community employment, increase the Wisconsin Division of Vocational Rehabilitation (DVR) revenues that support these individuals, and increase our staff experience and knowledge in Supported Employment services.

Supported Employment services have evolved considerably over the last several years. In Wisconsin, the emphasis now is on three target groups: high school students with a disability, long-term support (LTS) persons with disabilities who will require long term services to maintain employment, and 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 DVR, with most of the services happening prior to the actual job placement. However, only qualifying members in the LTS group 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 ongoing state emphasis 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, direct placement job seekers, and non-Family Care eligible LTS job seekers, 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 number of participating consumers that fall under non-funded long-term SE services continues to grow rapidly.

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.

Students, LTS consumers, and Direct Placement job seekers are assessed 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.

In previous years, the FRI SE Services Coordinator 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, with a greater reduction in long term service needs from SE.

Another change to the SE program under our new SE Coordinator is that once a consumer is assigned a compatible job developer to meet his/her needs and help them gain employment, that consumer will continue to work with that same job developer/coach throughout the entire process, verses multiple job coaches being used during and after job development. This helps greatly increase the opportunities for finding and maintaining the best employment fit possible for the client. For this reason, we limit the number of clients served at one time per job developer to ensure quality services are maintained.

Additionally, FRI SE staff members work daily with FRI consumers through our Green Lake County contracted services at the Justice Center and Food Pantry, as well as with Green Lake City Hall. These contracted services provide a great opportunity for participating individuals who have the skills and similar work goals to take the first critical step toward community-based employment. Contracted services sites currently provide 38 hours of community structured employment to our consumers per week, creating a unique opportunity for these individuals to earn hourly compensation at or above minimum wage while also learning essential work skills to prepare them for future employment opportunities in similar work fields.

2021 was another challenging year for SE services. Once again, we experienced COVID related illnesses to SE staff members, as well as consumers participating in SE services. Several of the employers we work with also experienced cutbacks due to illness concerns, supply issues, and employee availability. These factors combined to once again reduce the overall blueprint of the SE program in 2021. But our program still managed to serve 20 DVR consumers, an additional 7 contracted services participants, another 9 long term service clients, 11 community-based work trial participants, and 10 year-to-date job placements. 2022 represents a new year, with new hope, new opportunities, new goals, and, hopefully, a sustained reduction in COVID activity. The increased demand for employees and job

opportunities has created greater opportunities for our clients. Employers are in such need of good employees; they are willing to try new resources for finding great candidates. This has opened the door to more work trials and hires for our clients. We have a new SE staff in place, learning the job requirements, and working to rebuild the positions lost due to COVID. Our staff is dedicated, hard-working, and optimistic about the future. We anticipate another successful year for SE services in 2022.

Prevocational Services Program:

The FRI Prevocational Services Program provides individuals with barriers to employment or limited employment experiences the opportunity to learn the job readiness and social skills needed to enhance their ability to obtain and maintain community employment. Prevocational Services are now provided under two delivery models, center-based and community-based, and each is billable under Family Care.

Center-based: In the center-based prevocational program, consumers complete packaging and light assembly work for area employers through subcontracted work completed here in our facility. In this program, the consumers are paid through the FRI payroll utilizing our 14 c subminimum wage certificate.

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 (14 c) 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.

Each year, wage surveys are sent out to a minimum of 3 employers doing work similar to the tasks our consumers are doing. Current hourly wages are included for new employees (less than 6 months) and experienced employees (over 1 year). These wages are averaged to determine our new commensurate rate for a particular job for the current year.

Each work step is then performed by staff members or experienced consumers while being timed. This process, called a time study, determines the work rate that represents 100% productivity for that specific task. Using these procedures, detailed time studies are created by the Production Supervisor for each step of every job.

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. For example, an individual working at 100% of the work rate would be compensated at the current prevailing hourly wage rate (\$12.56/hour in 2021), while a person working at 50% of the work rate would be earning half of that, or \$6.28/hour.

The center-based prevocational program 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 jobs for JP Luther Co., assembly jobs for Generac Mobile Products (formerly Magnum Power Products), and our most recent account, tractor seat assemblies for Milsco in Redgranite. 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. Center-based Prevocational Services hours are 9:00 AM to 3:30 PM Monday through Friday. These services are billable for Family Care members.

In 2021, we enrolled 16 new center-based prevocational services consumers, most as a result of the Waushara Industries shutdown. Currently, we have 15 additional individuals on a waiting list for this service, with transportation being the biggest barrier to enrollment.

FRI currently has three production area Program Aides 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.

Community-based: The community-based prevocational program, started in 2018, utilizes a different approach. In this program, consumers don't actually do paid work. Instead, they attend classes and spend time in the community learning the soft skills needed to be successful in community employment. Classes (4 students and one teacher) cover many different topics, including social appropriateness, improving communication skills, learning to navigate transportation resources to get to and from a job, interview skills training, learning problem solving strategies, following directions, maintaining attention to task, accepting constructive advice from supervisors, practicing appropriate workplace behavior, and following workplace appropriate personal appearance/hygiene guidelines. Examples of community training include touring potential worksites, researching employment options at the library, and volunteering at various community sites to find areas of potential interest.

In 2021, our center-based prevocational classes spent volunteer time at St. Vincent DePaul in Oshkosh and the Berlin Public Library. These groups also visited many area employers, including The Country Cupboard in Wautoma, Milk Specialties in Wautoma, Drexel's Building Supply, Badger State Tire, and Crossroads Market in Green Lake. These experiences provide an excellent opportunity for consumers to see the worksite, watch someone perform the job tasks, ask questions, and determine if they have an interest in working for that particular employer.

The results are promising. In February 2021 FRI started a new group of 4 consumers in the community-based prevocational program. One of these individuals has since found community employment, and the other 3 all enrolled in DVR to actively seek employment, which is the goal of our program. In December 2021, we started another group in our community-based prevocational training program.

The community-based prevocational program is staffed by a full-time Community Integration Planner, who handles all the classroom programming as well as the training out in the community. This program has been well received by the MCOs and demand for services is projected to grow.

Adult Day Services Program:

The Adult Day Services Program 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 Day Services 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 weightlifting, aerobics, and endurance training. This service also encompasses personal care needs.

Community inclusion is a key element in Day Services programming. Examples of outings include trips to local parks, retail stores, athletic events, and libraries, along with weekly bowling and YMCA swimming trips when the pandemic activity allowed. In 2021, the continuing pandemic once again forced us to provide much of our Day Services programming at our Berlin site to protect our vulnerable population. We were able to do some outdoor community activities in the warmer months. These activities included baseball games, going to a pumpkin farm, and learning about plants at a greenhouse. We also created a learning garden here at FRI to allow folks to get outside and enjoy growing flowers and vegetables. As the pandemic clears, we plan to move our services back out into the community, where our consumers can enjoy all of the benefits that come with community inclusion.

Three Program Aides and a Services Coordinator currently staff our Day Services Program. A fourth Program Aide is being recruited to help with increasing consumer numbers as folks retire from center-based work and pursue activities in our Day Services program. 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 transportation program needs dictate. The 5310 federal grant program covers 80% of the cost of the vehicles, with federal funding appropriated through WisDOT (Wisconsin Department of Transportation) to the local transportation provider agencies throughout the state. DSI pays for any requested vehicle upgrades, and Green Lake County pays the remaining local 20% match. Program operating expenses are also offset with 5310 Operating Program revenues (50% match) and additional 85.21 funding. The 5310 Operating Program funding assistance in 2022 will be awarded at \$45,278.

Over the years, DSI has been awarded over 35 vehicles at a worth of approximately \$1,144,000. Current vehicles are primarily used by Fox River Industries, but DSI also writes the 5310 grant for Southern Green Lake County Senior Transport (SGLCST). FRI and SGLCST provide fixed route and on-demand transportation services for elderly and disabled passengers who otherwise have no access to affordable transportation services for non-emergency medical, educational, employment, and social functions. SGLCST, who pays their own 20% local match for 5310 vehicle acquisitions, currently operates two accessible minivans obtained through the DSI 5310 grant program, and are scheduled to receive a new 5310 funded minivan, valued at \$44,000, in 2022.

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. FRI operated vehicles provide over 24,000 passenger trips and log over 126,000 miles per year, while SGLCST averages about 1000 passengers and 22,000 miles per year per van, operating two vans. FRI currently has an active fleet of 7 vehicles.

FRI and SGLCST continue to 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 coordinating/scheduling, route driving, and WisDOT reporting. This individual also works in production as needed. FRI also utilizes Program Aides and a Material Handler to drive daily morning and afternoon routes.

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 approximately 75 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 has grown 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 14 SHC consumers funded through Family Care.

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 2021, Fox River Industries, through the various services it provides, enhanced the lives over 200 different individuals in Green Lake County and the surrounding area. This past year, 62 consumers/casual workers were employed on our production lines or through our janitorial services. 40 consumers also participated in Adult Day Services during program hours, with another 10 consumers participating exclusively in Adult Day Services. In 2021 our SE department provided 130 DVR authorized services from career profiles, job development, and monthly systematic instructions for CIE placements for over 21 clients resulting in 11 job shadows, 11 temporary work experiences and 10 job placements. We also served 7 clients in CIE readiness experiences through our contracted services and partnered with 29 businesses for these services in addition to making over 32 new business connections in our territory for future opportunities.

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. As always, we encourage Green Lake County Board members, especially those that have not yet been to Fox River Industries, to stop in anytime and take a tour of our facilities and meet our consumers and staff.

Submitted Respectfully,
Ed Schuh, Fox River Industries Unit Manager

BEHAVIORAL HEALTH UNIT

The Behavioral Health Unit provides a spectrum of mental health and substance use services to residents of Green Lake County across the lifespan. Numerous behavioral health topics, including youth in crisis, trauma-related issues, and substance use disorders have been identified as critical concerns impacting the Green Lake County population in Green Lake County's Community Health Improvement Plan (CHIP). The novel coronavirus (COVID-19) has continued to have widespread impacts on the mental health of many within the community. In 2021, the team was comprised 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, and a psychiatric nurse. Contracted staff include two part-time psychiatrists (child and adult specialties) and a part time psychologist who provides clinical supervision. During 2021, the child/ adolescent psychiatrist retired and a replacement psychiatrist specializing in youth has not been identified. Additionally, in September 2021, an additional case management position was added. 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 2021, the unit hosted 4 student interns at various times.

A note on COVID-19 pandemic response: The COVID-19 pandemic continues to have far-reaching impacts on both the mental health needs of the community and the ways in which behavioral health professionals can do their work most impactfully. During 2021, we have continued to see rises in demand for services. During 2021, all staff were equipped and trained to perform many treatment functions via telehealth platforms. Staff are able to shift rapidly between telehealth and traditional, in-person formats as needed based on quarantines, client preference, etc. New state guidance has allowed our team to develop strategies for continuing to incorporate telehealth offerings into the scope of available services on a permanent basis, and we anticipate that we will continue to serve the community through a hybrid of telehealth and traditional service formats in the future.

The BHU includes a range of programs, collectively serving 1,029 county residents (consistent with 2019 services, represents a 1% increase since last year, 2.5% increase over last 6 years). Clients served in multiple programs are counted only once here.

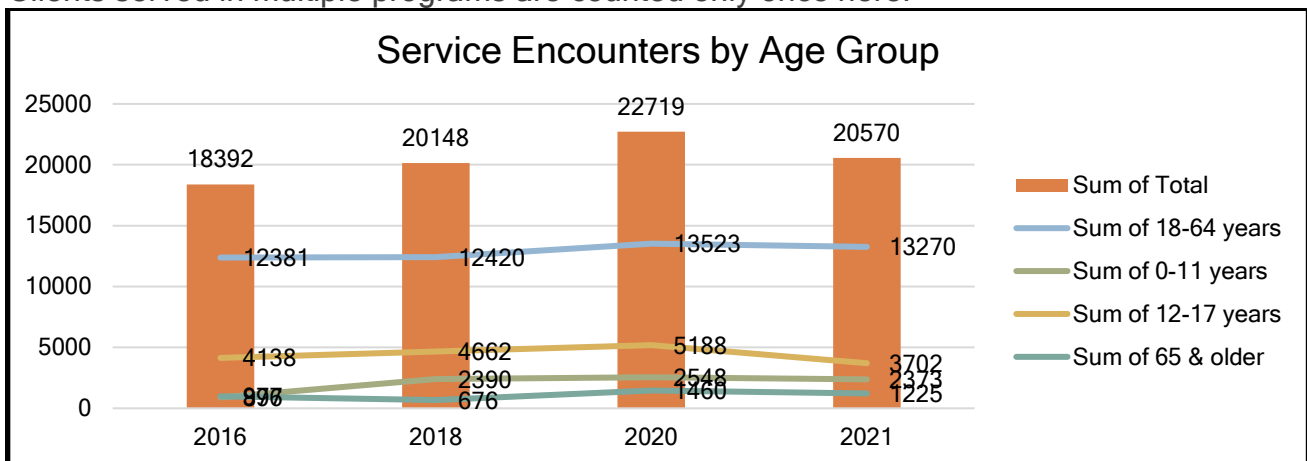


Table 1: The Behavioral Health clinic provides services that serve individuals across the lifespan. We have seen a general trend towards increases in services. The distribution across age groups has been relatively consistent.

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. During 2021, the Behavioral Health Unit served 758 clients across the outpatient programs—an 18% increase compared to 2018. 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. Entering 2022, the clinic has added an additional full-time therapist position to meet the increasing demand for these services.

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. The clinic continued to see benefit to using innovations in telehealth and technology to help ensure treatment is accessible to all in the community.

*** School-Based Satellite Offices:** BHU presently maintains satellite school-based offices in Markesan and Berlin Middle/High Schools. During 2021, BHU established a school-based office within Green Lake School as well. Services to all school offices are equipped to utilize telehealth or in-person services as appropriate on a case-by-case basis.

*** Improved medication management protocol:** In 2021, the clinic fully integrated use of e-prescribing technology to improve workflow in the psychiatric clinic. As some services returned to in-person formats, pre-prescriber nurse visits have also been able to resume at in-person appointments. These strategies ensure the best quality of care for clients and improve efficiency during visits.

*** Evidence-based clinical practices:** In 2021, additional staff participated in training on the Dialectical Behavior Therapy (DBT) treatment model with the goal to expand the availability of these evidence-based models to more county residents. This treatment supports treatment for complex and co-occurring treatment concerns. Availability of innovative and evidence-based therapy models to Green Lake County residents continues to be a priority for the Behavioral Health Unit training plan.

Substance Use Disorders (SUD) Data

Treatment for SUD in rural communities continues to be a challenge around the nation. In Green Lake County, outpatient counseling is available at DHHS. More intensive levels of support such as intensive outpatient, day treatment, Medication Assisted Treatment, or residential care are available by referral to private sector providers.

Substance Use Concerns:

- Alcohol: 50.8%
- Opioids: 16.3%
- Marijuana: 18.07%
- Amphetamines: 14.8%

Living Arrangement-admission:

- Adults in independent living situation: 94.5%
- Youth living at home: 4.5%
- Homeless: < 1%

Employment Status- Admission:

- Working full time: 38.9%
- Working part time: 12.5%
- Seeking work: 25%
- Retired/homemaker: 5.6%
- Receiving disability: 3.4%
- Student: 3.4%

Education- Admission:

- College: 11.3%
- High School Graduate: 52.8%
- Less than High school: 11.1%

Criminal Justice System

Involvement: 57.7% have CJ involvement

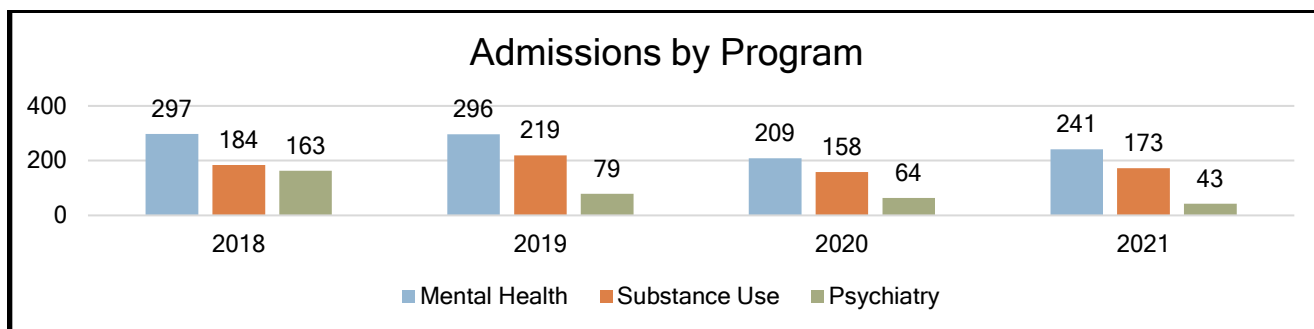


Figure 2- Clinic staff across all outpatient programs experienced caseloads that were at capacity during 2021. In order to ensure that clients were able to obtain appointments at an appropriate frequency, this meant that fewer new intake appointments were available, however waitlist lengths continue to demonstrate increased need for services. The clinic has added an additional therapist position for 2022, to help address this need.

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 15 consumers throughout 2021.

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 2021, these social opportunities were more difficult to provide in a safe format. Staff resumed home visiting and facilitated community involvement in individual formats where possible. The program did hold a small Holiday Meal for consumers.
- The Wellness Group was not held throughout 2021 due to concerns about client safety in a group setting due to the pandemic. Staff focused instead on providing education and accurate information about health and safety to vulnerable consumers.
- The Community Support Program continued collaboration with a home support staff from Fox River Industries to increase the capacity for daily living skills training for individual consumers.

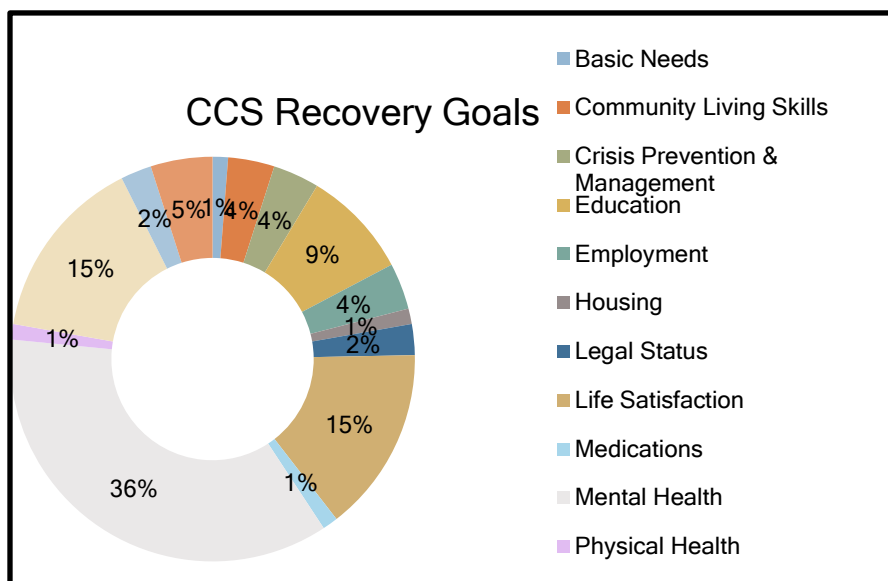


Figure 1 This chart shows the various domains that CCS supports clients in based on the frequency with which they appear on client treatment plans.

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 2021, CCS served 60 consumers, consistent with recent years and a significant increase over the past 5 years. CCS supports a variety of treatment modalities including flexible options such as in-home family systems therapy, which allows 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 2021, crisis intervention responded to **448** initial crisis calls (this is a 28% increase in initial crisis contacts since last year) and many additional follow up contacts. Crisis intervention services on average comprise 24% of the mental health services provided by clinical staff. 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 assessment and intervention. BHU 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. Out of an abundance of caution for staff and client safety, especially in high-risk setting such as emergency rooms, crisis response has occurred primarily over telehealth throughout 2021. When determined that the most appropriate level of care is a psychiatric hospitalization, crisis workers first work 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.

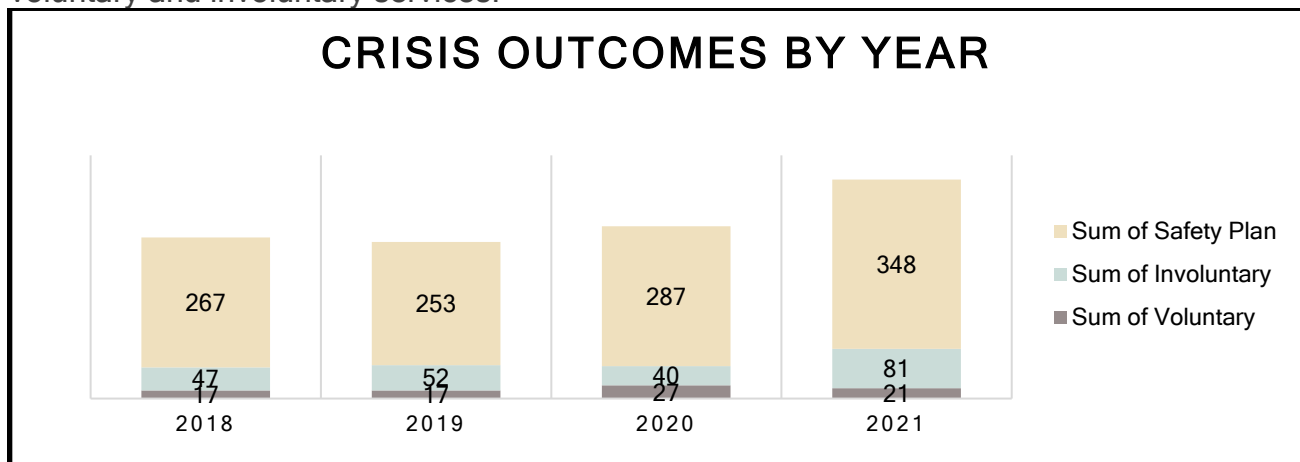


Figure 2- Crisis call volume has increased considerably as has the percentage of calls ending in hospitalizations. Overall, crisis services continues to successfully divert the majority of calls to less restrictive settings. This graph shows initial crisis calls and does not include crisis follow up, which increased greatly in 2020, in part due to the mental health impacts of the coronavirus pandemic.

Crisis Highlights:

- Behavioral Health established a Crisis Stakeholder team in 2018 to enhance community partnerships and address cross-systems issues. This team met virtually throughout 2021, and smaller subsections of the team met as topics arose. This team has been helpful in maintaining collaboration during a time when protocols across our system and others have changed frequently and rapidly in response to global events.
- Wisconsin DHS is working towards implementation of the national 9-8-8 emergency designated line for mental health crisis/ suicide concerns. The BHU team participates in regular meetings to learn about this implementation and how it will impact local services.
- As call volume continues to increase, behavioral health staff want to continue to express our gratitude to our community partners and collaborators. The team continues to focus on training in suicide prevention, community-based safety planning, and integration of substance use response into emergency services.

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 19 clients.

The Treatment Court program served 5 individuals during 2021. The end of 2021 marked the end of the five year Treatment Alternatives/ Diversion grant funding. With the end of this grant, the treatment court committee did not pursue renewed funding. The treatment court committee did determine to continue to meet informally to work towards improved coordination of services between the criminal justice system and the behavioral health team. The Behavioral Health team developed a new position, titled SUD Case Manager, that will begin in 2022 and will focus on continued case management services to individuals with high risk/ high needs substance use.

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 44 families. Beginning in 2021, the waitlist for CLTS services has been eliminated and families are able to be opened for services right away after being found eligible. Typically, once a youth is opened within this program, they will continue to receive services from the program until they transition into the adult Long Term Care system (between the ages of 18-21). In 2021, an additional CLTS Case Manager position was added to accommodate the growing population of the program.

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 12 consumers being served within the Behavioral Health TCM program.

Behavior Health Unit 2022 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 2022 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
- ◆ Integration of substance use case management services and intensive outpatient treatment
- ◆ Improve clinic accessibility and efficiency via integration of telehealth and electronic health record (EHR) innovations
- ◆ Central Wisconsin Health Partnership
- ◆ Dementia Capable Systems
- ◆ AODA and Mental Health Awareness and prevention
- ◆ Crisis Debriefing/ Critical Incident Stress Management Initiative
- ◆ School Transformation Advisory Committee/ Children At-Risk Program

Respectfully submitted by: Nichol Wienkes, LPC, ICS

Behavioral Health Unit Manager

AGING UNIT

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 can maximize these resources to the advantage of all the people we serve.

There were 11 staff in the Aging/ADRC Unit during 2021 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.

COVID - 19

Due to the Covid-19 Pandemic the way in which we delivered services changed in every program in 2020. Once the Public Health Emergency order took effect all services we provide had to stop being in person. ADRC services were shifted to being done by phone, conference call zoom and only in emergencies face to face. ADRC staff successfully transitioned to the new service delivery system and consumers continued to receive services. All Health Promotion programs went to a virtual format which did decrease the number of programs being offered and the number of individuals who participated. For 2021 many more programs have been sifted to virtual classes and hopefully many more consumers will be able to take the classes. Slowly in 2021 we have begun to see people in person again and to do assessments face-to-face when possible. We are still conducting all phases of day-to-day business in both virtual and face to face mode depending on community circumstances and based on the advice of our Public Health Officer and the CDC.

The biggest change came to the Elderly Nutrition Program. In by March 18, 2020, we had closed all three of our Senior Dining Sites and switched to all home delivered meals and curb side pickup. Our Nutrition staff continued to serve all the Homebound in the County and developed a curbside pickup procedure that enabled seniors to continue enjoying the nutritious meals they depend on. In 2021 we were able to open two of the dining sites on July 2, 2021, each of which has low attendance, but we are hoping for in house dining to increase slowly this year. The Berlin meal site is scheduled to reopen to inhouse dining on 2-14-22.

Although all services looked different this past year, the elderly and disabled consumers in Green Lake County continued to receive services through all programs.

Aging and Disability Resource Center

During 2021 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. ADRC staff are employed by each county and duties are shared across county lines. During 2021 there were 9,922 calls handled by the Aging and Disability Resource Center of Adams, Green Lake and Waushara Counties. Of those calls 7655 were Information and Assistance; 249 were options counseling; 434 were LTC functional screens; 593 were assistance with Medicaid; and 463 were enrollment/disenrollment counseling. 6,189 were elderly 60+; 2933 were

physically disabled; 811 were mental health; 773 were developmental/intellectual disability; 584 were Alzheimer's/Dementia; and 115 were substance abuse calls.

DISABILITY BENEFIT SPECIALIST

The Disability Benefit Specialist (DBS) position aids 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 2021 174 cases were opened, 112 cases were closed, 74 cases were carried over and 120 cases were served. A conservative estimate of the economic impact of the DBS program in Green Lake County for 2021 shows that it brought in over \$516,075.00 to the local economy. The DBS carries an average caseload of 90 cases at any one time.

	2020	2021
Cases Opened	185	174
Cases Closed	128	112
Cases Carried Over	36	74
Total Served	150	120
Approximate Dollars for Clients	\$528,265.00	\$516,075.00
Average Caseload	93	90

HEALTH PROMOTION PROGRAMS/TITLE III-D

The ADRC offers community health and disease prevention education programs, with an emphasis on falls prevention and chronic disease self-management. These programs are funded by a combination of ADRC, Title III-D, and grant funding. In 2021, 2 in-person classes were offered in Green Lake County, Tai Chi Prime and Stepping On, with 20 seniors participating. Seven classes were offered online; 2 sessions of Mind Over Matter, Tai Chi Fundamentals, Living Well with Chronic Conditions, Stand Up/Move More, Healthy living with Diabetes, and Stepping on. 50 seniors throughout the three Counties took part in these programs.

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 2021, volunteers provided 152.25 hours equal to **\$3,906.74** In-Kind match

for Title III-B programs. (2020 - 116.5 hours equal to \$2,962.60) Due to the Public Health Crisis the amount of volunteer time was considerable less than the previous years. 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 2021, 815 meals were served at two Meal sites: Dartford Bay Apartments - Green Lake, and Grand River Apartments - Markesan. These two meal sites had been closed since March 2020 due to the Covid 19 Public Health crisis and reopened to on-site dining on July 2, 2021. The Berlin meal site has remained closed to on-site dining all of 2021 due to the Covid 19 Public Health crisis. Volunteers play a vital role in all our Congregate and Homebound Meals Programs; twenty-five (25) volunteers donated approximately 2,749.75 hours in the Nutrition Program. These hours equal **\$70,558.59** in In-Kind Dollars. In-Kind includes activities such as setting tables, serving food, packaging homebound meals, delivering meals, 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 **\$271.30.***

	2021	2020
Meals served at meal sites	815	1204
Volunteer hours	2749.75	3130
In-Kind Dollars	\$70,558.59	\$79,263.83
Congregate Meal Donation Dollars	\$271.30	\$2,761.00
Homebound meals delivered	25,944	26,496
Homebound meal donation dollars	\$96,850.78	\$84,201.48

HOMEBOUND MEAL PROGRAM (C-2)

In 2021, 25,944 meals were served throughout the County to persons who are unable to go to the meal sites for health-related reasons. In 2021 the large number in homebound meals is due to all congregate meals being switched to curbside pickup due to the Pandemic. 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 if 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 2021 were **\$96,850.78.***

* Subject to Audit

TITLE III-D PROGRAM

In 2021, this funding was used to train a Public Health Nurse to facilitate the Strong Bodies class. No classes were held in 2021 but are scheduled for 2022. The remainder of the funding was used to purchase Health Promotion Classes from the ADRC and discussed earlier in this report.

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, \$79,889.00 in 2021. Service priorities are MEDICAL TRIPS, NUTRITION-RELATED ACTIVITIES, WORK-RELATED ACTIVITIES, and SOCIAL ACTIVITIES. Handicapped and older adults were provided 22,518 trips in 2021 with 85.21 funding.

	2020	2021
85.21 State Grant funds received	\$80,240.00	\$79,889.00
Number of trips	13,538	22,518

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 2021, the Food Pantry served an average of 164 households, and 369 individuals per month. Each household was provided an average of 132 pounds of food for a month.

Food Pantry	2021	2020
Average households served monthly	164	208
Average number of individuals	369	474

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 was a total of forty-seven **Elder Abuse** investigations in 2021, with eleven 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 2021, there were 11 **reports** of abuse to **Vulnerable Adults**; four were substantiated.

	2021	2020
Elder Abuse Investigations	47	45
Elder Abuse Cases Substantiated	11	12
Vulnerable Adults Abuse Reports	11	8
Vulnerable Adult Abuse substantiated	4	4

ADULT PROTECTIVE SERVICES/GUARDIANSHIPS

The Adult Protective Services Social Worker performed four guardianship studies for adults in 2021. (2020 - 4) These consisted of Temporary, Permanent and Successor Guardianships. In addition, twenty-eight Protective Placement reviews were completed. (2020 - 31). All reviews require a 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 aged sixty and over to apply for Social Security, Social Security Disability, Medicare, Medicare Part D, Medical Assistance, and Senior Care.

In 2021, there were 339 Open Cases, and 196 hours of training. Through these efforts, the monetary impact to Green Lake County elderly clients was \$1,200,300.00.

There were 1460 Information and Referral inquiries to the Aging Unit, 86 hours of Outreach Services and 2 hours of presentations at the various Senior Centers and meal sites.

	2021	2020
Elderly Benefit Specialist open cases	339	223
Hours of training	196	183
Dollars saved for elderly clients	\$1,200,300.00	\$1,622,364.00
Information and Referral Inquiries	1460	1345
Outreach Service Hours	86	18
Senior Center presentation hours	2	2

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 nine caregivers in 2021 through this program. (2020 - 9 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 2020 the annual picnic had to be canceled due to the Covid-19 Public Health Crisis. In 2021 we had the Sr. Picnic in early September with 89 participants attending. (2019 - 182 in attendance)

ALZHEIMER'S FAMILY CAREGIVERS SUPPORT PROGRAM

During 2021, we received **\$9,565.00** in Alzheimer's Family Caregivers Support Program (AFCSP) funds. These funds provided a variety of services to three individuals who suffer from Alzheimer's disease. (2020 - \$9,594.00 for two 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 experience leads to a better understanding of individuals with Dementia and increased knowledge on how to interact with an individual with Dementia. Due to Covid restrictions we did not hold any Dementia Live trainings in 2021 (2020 2 trainings 16 participants).

SUPPORTIVE HOME CARE

Throughout 2021, eight individuals received Supportive Home Care (SHC) funded services, including housecleaning, yard work, meal preparation and assistance with laundry, lifeline, etc. (2020 - 9 individuals)

Submitted Respectfully,

Betty Bradley Aging 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 1061 cases. 87.23% 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) 2021 Green Lake County Child Support collected \$1,793,402.79 in Child Support.

Child Support formulated our scanning procedures into Laser Fiche, an electronic case file system, of our current paper files beginning 2020. We started the scanning process. At present we have 40% of the Child Support files scanned. Looking to have all files scanned by the end of 2022.

Overview of Child Support Services provided to parents

All families paying and receiving child support, family support or maintenance get “financial management” services. These services include:

- Entering the information about the court case and support orders into the Wisconsin child support computer system.
- Working with employers to withhold income and support payments.
- Processing payments.
- Collecting, recording, and sending payment and/or fees.
- Providing monthly account statements.
- Providing payment coupons.
- Providing different ways to pay for customers.
- Providing payment information by phone and online.
- Correcting errors on account balances.

Case management services are available for both the parent paying child support as well as the parent getting child support. Case management services are provided by county child support agencies and can be obtained by applying for services. These services include:

- Locating the other parent and his or her financial assets.
- Scheduling genetic tests for the child and the potential father(s) of the child.
- Preparing the papers and taking the case to court to legally identify the father and set up a support order.
- Ensuring that one or both parents provide health insurance for the child(ren).
- Using all available and appropriated enforcement tools to collect support owed.
- Reviewing the support order, when necessary, in case it needs to be changed.
- Ending the support order, when necessary.



2020 Green Lake Child Support Performance

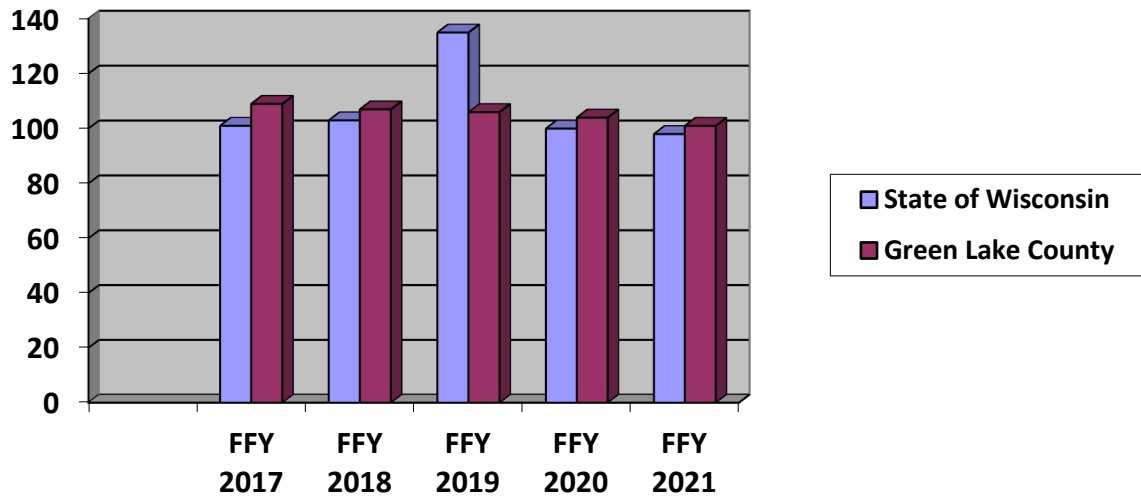
Green Lake County continues to surpass the Statewide Performance Standards average.

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

Note: The five 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.

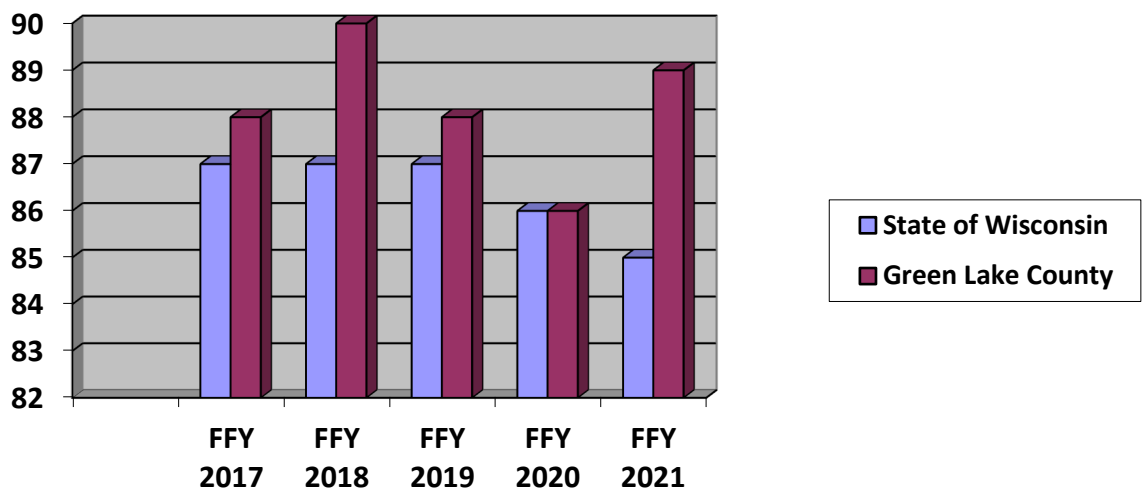
Court Order Establishment Rate

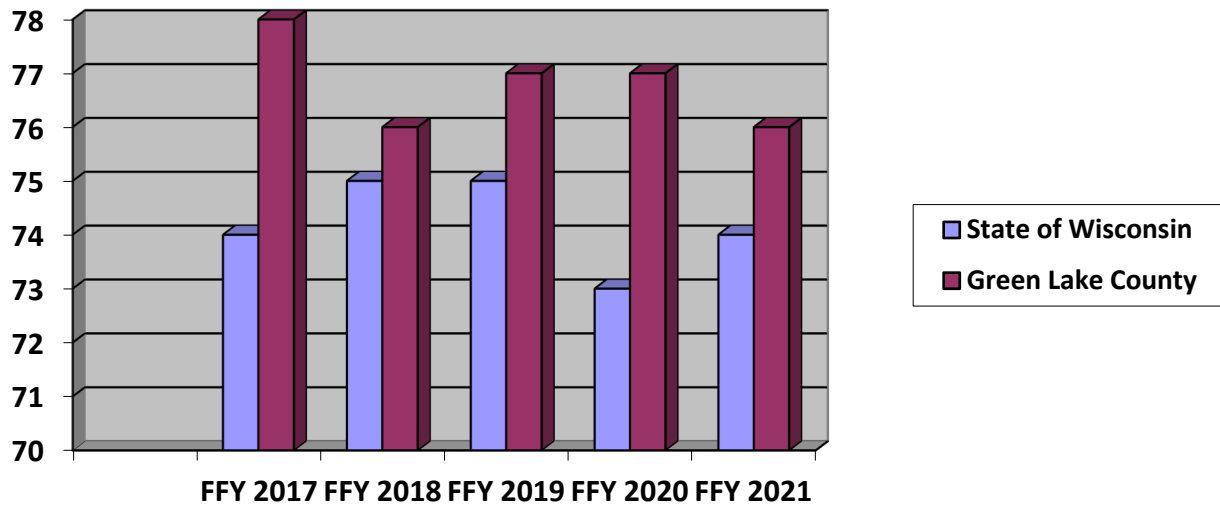
(Number of IV-D cases with Support Orders divided by the number of IV-D cases as of the last day for Federal Fiscal Year, September 30th.)



Current Child Support Collection Rate

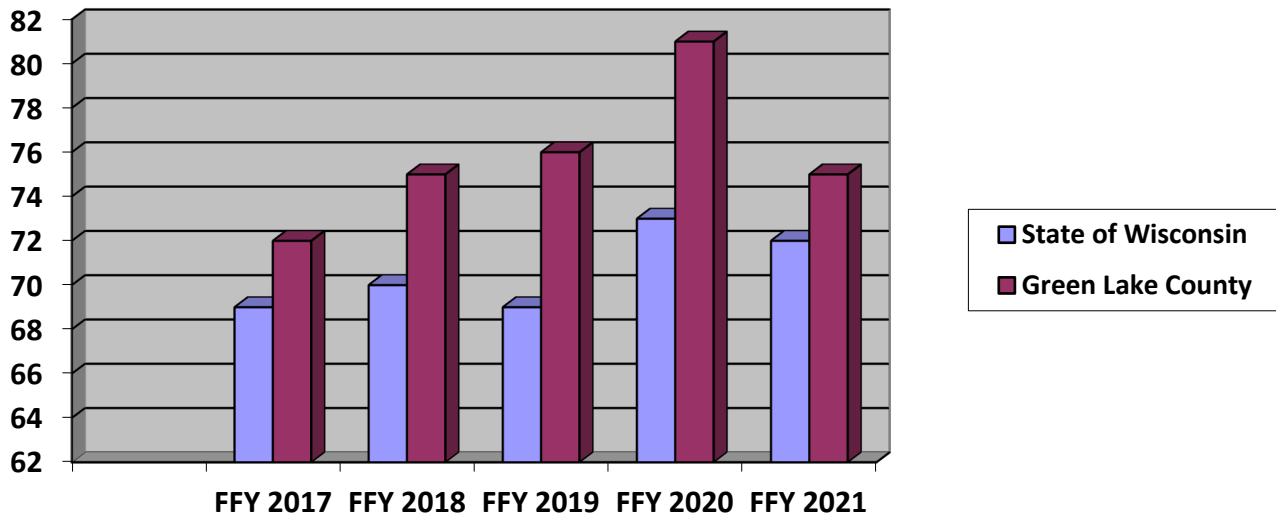
(Amount collected for the Current Support in IV-D cases divided by the amount owed for Current Support in IV-D cases)





Arrears Collection Rate

(Number of IV-D cases paying toward arrears divided by the number if 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.

Submitted by: Shelby Jensen
Economic & Child Support Unit Manager



2021 Health Unit Annual Report

Mission:

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

Vision:

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

Core Values:

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



A Certificate of Recognition was presented to Kathy Munsey on June 24, 2021 by Chris Culotta from WI Department of Health Services. Kathy retired from her position as Health Officer after 32 years of serving the community of Green Lake County. Others in attendance were Julia McCarroll, Renee Peters, Rachel Prellwitz, Kathy, Chris Culotta, Jayme Sopha, Jason Jerome, Cathy Schmit and Harley Reabe.

Rachel Prellwitz was chosen as Kathy's successor and officially took over the role as Green Lake County's Health Officer on July 2, 2021.

The COVID-19 Pandemic again took center stage in 2021. The pandemic continued to cause much uncertainty, hardships, illness and deaths due to the virus. Vaccination was the main goal of 2021's response to the pandemic. Vaccine officially arrived to Green Lake County on January 13th, 2021. Multiple vaccine clinics were held, including several mass clinics at the Armory in Berlin. Clinics continued throughout 2021 and will continue into 2022. Health Unit staff also continued to perform disease investigations and contact tracing for those affected by COVID-19.



Allison Davey, PHN, receives the first delivery of COVID-19 vaccine on 01/13/2021.

Delivered by WI State Patrol

December 31, 2021



Public Health
Prevent. Promote. Protect.



Our 2021 Programs and Services

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 2021, including COVID 19 cases, along with data from previous years for comparison.

Frequency of Reported Diseases in Green Lake County	2018	2019	2020	2021
Babesiosis	-	1	-	-
Campylobacteriosis	16	11	3	6
Carbon Monoxide Poisoning *New in 2019	-	2	-	-
Chlamydia	46	52	27	35
COVID 19 Confirmed	-	-	1399	1729
COVID 19 Probable	-	-	301	407
Cyclosporiasis	7	-	-	-
Cryptosporidiosis	2	2	-	5
E-Coli	25	15	8	10
Ehrlichiosis	1	-	-	-
Foodborne Disease	-	7	-	12
Giardiasis	2	-	1	1
Gonorrhea	6	3	5	5
Haemophilus Influenza	-	-	1	1
Hepatitis B	-	1	-	3
Hepatitis C	4	8	3	5
Histoplasmosis	-	-	1	-
Influenza (hospitalized)	19	7	1	-
Legionellosis	1	-	-	1
Lyme Disease	9	18	2	35
Measles (Rubeola)	1	-	-	-
Mycobacterium (non-tuberculosis)	4	6	-	5
Norovirus Outbreak	-	9	1	-
Pesticide related disease	-	2	-	-
Pertussis (whooping cough)	4	20	3	-
Salmonellosis	4	3	5	1
Syphilis	-	1	-	2
Invasive Strep Disease	2	7	1	1
Latent TB infection	3	0	-	2
Varicella (Chicken Pox)	-	-	1	-
TOTAL	156	177	1763	2,266

The pandemic continued to be extremely challenging to staff as cases of COVID-19 continued to ebb and flow, although we did get a slight reprieve in the summer when case activity was low. Green Lake County has consistently been in the Very High or Critically High category for case activity and High for community transmission. In addition to the 1729 confirmed cases and 407 probable cases, we had hundreds of community contacts to provide clarification of guidance and answer questions. We also had an additional 32 confirmed deaths from COVID, which brings the cumulative total to 49 deaths in Green Lake County due to COVID-19.

Immunizations for Children and Adults

We normally have monthly immunization clinics in Green Lake and a home visitation program with Allison Davey and Julia McCarroll to provide immunizations to the Amish community. Due to the ongoing pandemic, we discontinued home visits and our regularly scheduled monthly clinic numbers were greatly reduced. In June, we were able to provide 2 days of home visits to the Amish Community with a total of 37 immunizations given.

Our immunization rates fell to 38% for our cohort who are completely vaccinated by age 2. That is down 27% from last year. We have 48% of all 2 year olds considered “late up to date” which means they are fully vaccinated but not by their 2nd birthday. If we remove the Amish children from the report, 48% of all Green Lake County children meet the benchmark criteria. We encourage families to call and set up an appointment to come in for vaccinations and send out letters to all families that are behind the recommended schedule. Not having WIC clinic in person has also drastically reduced the number of vaccines given as we would normally have been able to connect with families there. We continue to see a decrease in the number of families seeking vaccinations since families are not going in for regular wellness visits.



Dental

We contract with Carrie Knurowski, Dental Hygienist to provide services to Head Start and school age children for cleanings. Carrie also provides sealants for school aged children through the Seal-A-Smile program. In 2021, she was able to bill over \$55,000 to MA and BadgerCare for dental services. This program provides dental needs in our county that are greatly unmet due to providers not accepting patients with MA/Badgercare.

Childhood Lead Testing

Allison McCormick resigned from her positions as our Environmental Health Specialist and Lead Risk Assessor. Jessica Jungenberg with the Tri-County Consortium, home office located in Marquette County, has passed her Lead Risk Assessor test and will be our contact going forward. In 2021 we had 1 child with an elevated blood lead level (EBLL). That family received comprehensive follow-up services, which included a nurse home visit and an environmental lead hazard investigation. We had 10 children with EBLL between 5-9.9 mcg/dL. These families were all notified and provided education by the public health nurse as well as our environmental health specialist. Families were monitored until the lead levels reached acceptable levels. All children in WIC get tested for lead, but since this program continues to be virtual, the numbers of children tested was reduced this year also.

Mother, Child and Family

There were 199 births in Green Lake County in 2021 compared to 180 in 2020. In 2018 and 2019, we had 181 and 187 births respectively. We had no births to women less than age 18, which is the same as last year. Previously a data collection system called SPHERE was able to collect data on birth weight and other birth outcomes. This system is no longer functioning and the new system only has data through 2020 at this time.

Rachel Prellwitz did 11 car seat checks and was able to provide 4 free car seats due to a grant we

received. One hundred percent of those who had car seat installation checks reported an increase in knowledge regarding proper use of a car seat. At the end of 2021, the Health Unit received \$1500.00 from Thedacare to be used to purchase car seats. Car seat education continues to be a high priority as proper car seat installation only occurs about 25% of the time and correctly used child safety seats can reduce the risk of death by as much as 71%.

Nutrition WIC

WIC is the Special Supplemental Nutrition Program for Women, Infants, and Children. In Green Lake County, WIC helped many income-eligible pregnant and breastfeeding women, infants and 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. Due to the continued pandemic, in person visits have still been cancelled and replaced with phone calls and vouchers were mailed. WIC staff did receive a new mobile unit in November which will be used in the future to conduct face-to-face appointments. Staff also reinstated the Mommy and Me group in Green Lake County, requiring masking and other prevention efforts against COVID-19. WIC staff applied for and were awarded the THIS WIC Telehealth Grant through Tufts University. The grant is to test a new platform for conducting remote WIC services and making nutrition education more valuable. The majority of grant activity is slated for 2022. For the year, 50 pregnant women were served, 49 infants <12 months and 171 children age 1-4 years old.

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 and a yearly allocation is provided with state and federal funds. Medicaid and Private Insurance are billed for services when available with parental permission.

In 2021, twelve new children were enrolled into the Program. The total number of children served through an Individualized Family Service Plan in 2021 was 25.

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 new contract with Elite Therapy Company, LLC out of Oshkosh. Jody Streeter is the Physical Therapist from Therapeutic Advantage in Oakfield.

Children's Community Options Program (CCOP)

Eligible children can use this special funding available through the state to meet the needs of children who have severe disabilities. A majority of the children are now primarily being served with funding through the Children's Long Term Support Waiver, however, there are some unique services/goods that are not allowed to be paid for by the waiver which CCOP funds can support. In addition, families who do not access Medicaid are able to utilize this program. The Coordinator for this program is Renee Peters.

Tri-County Environmental Health Environmental Issues Addressed

For the licensing period of July 1, 2020 to June 30, 2021, there were 138 facility inspections completed.

Other Activities:

Animal Bites—25
Well Water Concerns—1
Meth House Placards—None
Housing Inspection Cases—8

Nuisance/Other—2
Radon Kits Distributed—17
Water Kits Distributed—56

The Health Unit also received a \$5,500 grant for Carbon Monoxide Poisoning prevention. The Health Unit will use funding to perform the following activities:

- Provide carbon monoxide detectors to those who are at highest risk for carbon monoxide related illness through various avenues such as community events, home visits, and through partnership with local fire departments and other such agencies.
- Implement a media campaign via local media outlets and on social media to educate community members about the dangers of carbon monoxide, the signs and symptoms of carbon monoxide poisoning, and action steps to prevent carbon monoxide poisoning.
- Provide two educational sessions to local healthcare providers regarding carbon monoxide poisoning as a condition reportable to the local health department.

Prevention Activities

Prevention activities were greatly affected by the continued pandemic. A portion of Prevention grant funds were redirected for COVID-19 response activities.

The Health Unit was able to use a portion of funding to host an interactive booth at our local county fair. The theme of the booth was adolescent suicide prevention. The booth was well received and we were able to provide giveaways that help to support mental health and provide resources in times of need.

Staff attended National Night Out hosted by the Princeton police department on July 27, 2021. Staff provided education on bike safety to parents and

children. They were also able to give out 120 helmets that were fitted to each child for correct fit.



Health Equity

Green Lake County continues to be a partner in the Central WI Health Partnership (CWHP). Our group is focusing on Health Equity in the six counties to improve health outcomes. Our group completed a Strategic Plan in 2021 and has developed some a shared Mission and Vision for the group going forward. As a result of the strategic planning process, a transportation sub-committee was developed and will begin focusing work on that area in the next year. Due to the COVID-19 Pandemic we continue to participate in regular Zoom meetings with the group and will continue our efforts in 2022.

Opioid Prevention Activities

We continue to be a member of the Alliance for WI Youth (AWY). We receive a stipend from attending meetings which is used to do prevention activities to reduce youth access to drugs and alcohol. We also continue to distribute lock boxes to keep opioids locked up in homes. The distribution was slowed due to the pandemic, but we have provided them to folks in need who have come into our office.

Green Lake County continues to be a part of the Tri-County Opioid Fatality Review team with

Marquette and Waushara counties. The goal of this team is to review opioid deaths and determine if there are community interventions that we can implement in order to reduce these premature deaths. In 2021, we completed four death reviews. This project is in collaboration with DOJ and DHS and it is an annual grant cycle that runs from September through August annually. The state is in year 3 of this task force.

Staffing Update

We did have a few staffing changes this year. The biggest change is that, after 32 years with Green Lake County, Kathy Munsey retired as Health Officer on July 1, 2021. Kathy was instrumental in our success throughout the COVID-19 response. Rachel Prellwitz, Public Health Nurse, officially took over Kathy's role as Health Officer on July 2, 2021.

Other staff changes include the resignation of Allison McCormick as our Environmental Health Specialist in August of 2021. Kyle Alt replaced her in November of 2021.

Using COVID-19 grant funds, we were able to hire 3 additional contact tracers to assist us with COVID-19 case investigations and follow-up. Naomi Pulvermacher, Nick Duer and Katlyn Grohall started as limited-term employees on October 5th, 2021. The additional contact tracers have greatly helped to reduce the workload on staff. The contact tracers will stay on as workload warrants and grant funding is available.

COVID-19 Vaccination Clinics

COVID-19 Vaccine first arrived in Green Lake County on January 13, 2021. COVID-19 vaccine efforts were a priority throughout all of 2021. Multiple mass vaccine clinics were held at the Armory in Berlin. Through planning with emergency management, sheriff's office and staff from all of Health and Human Services, our mass vaccine clinics ran incredibly smooth and were very

well attended. **6,012 COVID-19 vaccines were administered** by Health Unit staff in 2021. Besides the mass vaccine sites, clinics were also held at the Green Lake County Government building. The clinics are held, at a minimum, every week and will continue to run far into 2022.

Below are pictures taken of our mass vaccination clinic site and at the clinics held at the County Government building.



Members of the COVID-19 Response Team



EM Gary Podoll, Health Officer Kathy Munsey, and Armory Staff



Sgt. Holdorf and Deputy Huber providing security at mass clinic



Mass clinic held at the Berlin Armory. Staff able to provide 400+ vaccines in a single day. Clinics held on multiple dates.



DHHS staff manning the registration table



Nancy Gimenez and Lisa Rollin administering vaccine



Allison Davey performing Disease Investigation at Mass Clinic



Julia McCarroll, Rachel Prellwitz and UWO student administering vaccine



Renee Peters manning registration table at County building



Health Officer Kathy Munsey after receiving her COVID-19 vaccine