

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

## **HEALTH & HUMAN SERVICES**

**571 County Road A**

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## **FOX RIVER INDUSTRIES**

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## **Post Date**

**08/04/2022**

**The following documents are included in the packet for the Health and Human Service  
Committee Meeting held on Monday August 8, 2022**

- August 8, 2022, Health and Human Services Committee Amended Agenda
- July 11, 2022, Health and Human Services Committee Meeting draft minutes
- July 18, 2022, Health Advisory Committee Meeting Draft Minutes
- July 20, 2022, Commission on Aging Advisory Meeting Draft Minutes
- Children and Families Unit Report
- Fox River Industries Unit Report
- Behavioral Health Unit Report
- Resolution to Create a Crisis Therapist Position in the Health and Human Services Behavioral Health Unit and New Position Analysis
- Resolution Related to Eliminating the Children and Family Services Case Manager Position and Creating an additional Intensive In-Home Clinical Therapist position in the Health and Human Services Children and Family Services Unit.
- Truancy Referrals to Juvenile Court Intake
- Child Welfare and Youth Services Grievance Policy



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

Office: 920-294-4070 FAX: 920-294-4139 Email: [glcdhhs@greenlakecountywi.gov](mailto:glcdhhs@greenlakecountywi.gov)

**Health & Human Services Committee Meeting Notice**

**Date: August 8, 2022 Time 5:00 PM**  
**Green Lake County Government Center**  
**571 County Rd A, COUNTY BOARD Room #0902 Green Lake WI**

**\*AMENDED AGENDA**

**Committee Members**

*Joe Gonyo,*  
*Harley Reabe,*  
*Brian Floeter*  
*Joanne Guden*  
*Christine Schapfel*  
*Richard Trochinski*  
*Joy Waterbury*  
*Nancy Hoffman*  
*Katie Helsel-Thiem*

*Kayla Yonke,*  
*Secretary*

Kindly arrange to be present,  
if unable to do so, please  
notify our office. Sincerely,  
Kayla Yonke  
Financial/Business Manager

Virtual attendance at  
meetings is optional. If  
technical difficulties arise,  
there may be instances when  
remote access may be  
compromised. If there is a  
quorum attending in person,  
the meeting will proceed as  
scheduled.

1. Call to Order
2. Certification of Open Meeting Law
3. Pledge of Allegiance
4. Minutes (7/11/2022)
5. Director's Report
6. VSO Report
7. Advisory Committee Reports
  - Health Advisory Committee (Hoffman)
  - Aging Advisory Committee (Reabe)
8. Unit Reports
9. Personnel Updates
  - \*Children and Families
    - \*Unit Manager
    - \*Lead Worker/Social Worker
  - \*Behavioral Health
    - \*Lead Worker
    - \*Therapist
  - \*Public Health
    - \*Deputy Health Director/Public Health Educator
  - \*Economic Support
    - \*Economic Support Worker
10. \*Resolution to Create a Crisis Therapist Position in the Health and Human Services Behavioral Health Unit
11. \*Resolution Eliminating the Children and Family Services Case Manager Position and Creating and Additional Intensive In-Home Clinical Therapist Position in the Health and Human Services Children and Family Services Unit
12. \*Policy and Procedure Truancy Referrals to Juvenile Court Intake
13. Child Welfare and Youth Services Grievance Policy
14. PUBLIC HEARING – 5:30PM
  - Recess for public hearing on \*2023 budget at 5:30PM. Regular business will resume at the conclusion of the public hearing.
15. Committee Discussion
  - Future DHHS Meeting Date (September 12, 2022 at 5:00 p.m.)
  - Future Agenda items for action & discussion
16. Adjourn

Join Zoom Meeting

<https://us06web.zoom.us/j/84697561558?pwd=Um5XVHAyZEtialNvQ1QxYWd5YTEydz09>

Meeting ID: 846 9756 1558

Passcode: 046146

One tap mobile

Dial by your location

+1 646 931 3860 US

+1 929 436 2866 US (New York)

+1 301 715 8592 US (Washington DC)

+1 312 626 6799 US (Chicago)

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

THE FOLLOWING ARE THE OPEN MINUTES OF THE HUMAN SERVICES BOARD HELD AT GREEN LAKE COUNTY GOVERNMENT CENTER, 571 COUNTY ROAD A, GREEN LAKE, WI 54941 ON Monday, July 11, 2022, AT 5:00 P.M.

PRESENT: Joe Gonyo, Member  
Harley Reabe, Member  
Katie Heilsell-Thiem, Member  
Nancy Hoffmann, Member  
Richard Trochinski, Member  
Joanne Guden, Member  
Christine Schapfel, Member

PRESENT VIA ZOOM:  
Joy Waterbury, Member

OTHERS PRESENT:  
Jason Jerome, HHS Director  
Kayla Yonke, Financial/Business Manager  
John Vandeyacht, Veterans Service Officer  
Dawn Klockow, Corp Counsel via zoom  
Cathy Schmit, County Administrator via zoom

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

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

Pledge of Allegiance: The Pledge of Allegiance was recited.

Action on Minutes: Motion/second (Guden/Schapfel) to approve the minutes of the meeting held on June 13, 2022 of the Health & Human Services Board as presented with no additions or corrections. All ayes. Motion carried.

Appearances: Diabetes Prevention Program: Nancy Gimenez, Green Lake County Public Health Nurse reported out on Public Health's newest initiative. The Diabetes Prevention Program (DPP) starting August 17, 2022. Gimenez reported there is grant funding available to star up the program with the long term goal of DPP becoming self-sustaining with billable revenues after the first year. Discussion Followed.

Director's Report: Jerome thanked Nancy Gimenez for presenting to the HHS committee.

Jerome thanked Katie Heilsell-Thiem to the Health and Human Services Board.

Jerome reported we have started the 2023 budget process. The public hearing will take place in August.

Jerome reported the resolution has been drafted for the use of ARPA funds to off-set the cost of the HHS Electronic Health Record software update.

Jerome reported ADRC Consortium is starting discussions on what our future goals and structure may look like.

Jerome reported Ryan Bamberg the new ADRC/Aging unit manager will come to HHS to introduce himself in the coming months.

Jerome reported that with the County Administrator retiring, Jerome let committee know he is willing to share his input on the counties future model and what HHS management team would prefer.

VSO Report: Vandeyacht reported this year they have submitted a total of 30 claims year to date. VSO Service commission meeting on July 12 to review policies. VSO has been performing outreach at the VFW in Berlin during their brat fries on Wednesdays. 2023 VSO budget is going to stay status quo. VSO reported an increase in request for food and gas cards. Discussion Followed

Advisory Committee Reports: No reports given

Unit Reports:

Children and Families- report was reviewed.

Behavioral Health Unit - report was reviewed.

Expense/Revenue Report was reviewed.

Personnel Updates: Jerome reported that HHS had begun the recruitment for the Children and Families Unit Manager. Discussion Followed.

2023 Budget Priorities: Jerome reported that HHS has begun compiling the 2023 budget. Most of the HHS budget will look very similar to 2022. HHS is looking at 2 positions, a Crisis Mental Health Therapist in Behavioral Health unit, and upgrading a case manager position to and in-home therapist within the Children and Families Unit.

Committee Discussion:

**Future Meeting Date:** The next Health & Human Services Board meeting will be **Monday, August 8, 2022 at 5:00 p.m. at the Green Lake County Government Center.**

Adjournment: Gonyo adjourned meeting at 5:38p.m.

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

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THE FOLLOWING ARE THE OPEN MINUTES OF THE HEALTH & HUMAN SERVICES HEALTH ADVISORY COMMITTEE HELD VIA IN PERSON/ZOOM ON WEDNESDAY, JULY 13, 2022 8:00 A.M.

MEMBERS PRESENT VIA ZOOM: Tammy Bending, Deanne Thumer, Pat Brandstetter, Abigail Puglisi, Joan Blum, DeAnn Thurmer

MEMBERS PRESENT IN PERSON: Nancy Hoffman, Rachel Prellwitz,

OTHERS PRESENT IN PERSON: Kayla Yonke, Jason Jerome, Sarah Petit, Todd Morris, Kyle Alt

Call to Order: Hoffman called the meeting to order at 8:00 a.m.

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

The Pledge of Allegiance was recited.

Approval of Minutes: Motion/Second (Brandstetter/Puglisi) to approve the minutes from April 13, 2022 Health Advisory Committee meeting with no additions or corrections, All Ayes Motion Carries.

Environmental Health Update:

Kevin Masarik from UW Stevens Point followed up and gave an update on well water testing that was provided through a grant in March on 2020. 263 wells were tested in the Green Lake County area were tested in 2020. Discussion followed.

Kyle Alt reported on the statistics of his work in the tri county in the previous Quarter. Discussion Followed.

Blue Green Algae Beach Monitoring map was reviewed. Currently Blue Green Algae is being tested every Monday on Green Lake. Discussion Followed.

Quarterly Report on Health Unit Activities:

Prellwitz reported the vaccine chair was delivered this quarter.

Rachel Prellwitz, Allison Davey, and Julia McCarroll are currently working on a leadership class.

Shari Krause resigned on May 16, 2022. We are currently waiting to replace this position till 2023 budget.

Allison Davey is working on increasing the immunizations in the Amish communities.

Nancy Gimenez and Julia McCarroll are starting up a Diabetes Prevention Program in Green Lake County. This program will officially start on August 17, 2022. Discussion Followed.

Maternal Child Health objective is Physical Activity and Nutrition. Julia McCarroll will be working with the schools to meet this objective. Discussion Followed.

Community Health Assessment is currently in process, Green Lake Public health is partnering with ThedaCare. Discussion Followed.

Green Lake Public Health will be working with Blue Door Consulting to update internal Strategic Plan. This was last updated in 2019. Discussion Followed.

Annual Health Retreat is scheduled for August 12. Discussion Followed.

#### Opioid Fatality Review:

Prellwitz reported the June 9, 2022 Opioid Fatality prevention community event was well attended.

Next fatality review will be coming up in August.

#### COVID Update:

Prellwitz stated a plateau in COVID cases per day.

Green Lake County is currently listed in the low category for Community Levels per CDC. Discussion Followed.

COVID Vaccines are still available from AMI at the government center during walk in Wednesday from 9-2.

#### Committee Discussion:

Future Meeting Date: The next Health Advisory Committee meeting will be held on Wednesday October 12, 2022 at 8:00 a.m.

#### Future Agenda Items:

Adjournment: Hoffman adjourn the meeting at 8:56a.m.

**COMMISSION ON AGING ADVISORY MINUTES**

July 20, 2022

Present in Person: Harley Reabe, Parkis Waterbury, Judith Street, Darlene Krentz, Ryan Bamberg, Kayla Yonke, and Jason Jerome.

Present via Zoom: N/A

Excused: Gloria Lichtfuss

**CALL TO ORDER:**

The meeting was called to order at 10:30 a.m. by Chair Reabe at the Green Lake County Government Center.

**CERTIFICATION OF OPEN MEETING LAW:** The requirements of the Open Meeting Law have been met.

**PLEDGE OF ALLEGIANCE:** The Pledge of Allegiance was recited.

**INTRODUCTIONS:**

**ACTION ON MINUTES:** Motion/second (Krentz/Waterbury) to approve the May 18, 2022 meeting minutes as presented. All ayes. Motion carried.

**Correspondence:** N/A

**Health and Human Services Board Report:** Jerome reported 2023 budget priorities were presented. Jerome reported the Budget public hearing will take place in

**Senior Picnic:** Bamberg reported the Senior Picnic will be held on September 9, 2022. 200 tickets will be available. Public Health will be there for vaccinations at that time. Bamberg reported the food will be supplied through Crossroads. Discussion Followed.

**Options for Independence Partnership:** Bamberg reported that options for Independent Living will hold a Medical Equipment Drive on August 18 from 10AM-2PM at the Food Pantry parking lot. Independent Living refurbishes this equipment and give out for free. Discussion Followed.

**Volunteer Medicare Positions:** Bamberg stated with a new Elder Benefit Specialist, Green Lake County is looking for volunteers to help our community members with Medicare questions to ease some of the Elder Benefit Specialist. Discussion Followed.

**Aging/ADRC Programs and Outreach:** Bamberg reported we are looking at outreaching more in our community for all the Aging and ADRC programs that we offer. Discussion Followed.

**Advocacy:** No Report

**Year-to-Date Program Information:**

Bamberg reported on services we are currently doing and what we are currently looking into expanding. Discussion Followed.

**Future Meeting Date:** Future Meeting Date will be held on September 21, 2022 at 10:30AM.

Reabe adjourned the meeting at 11:08AM.



## CHILDREN & FAMILY SERVICES UNIT –July 31, 2022

### Out-of-Home Care – as of 07/31/2022

Foster Care – Level I & II (Range of costs from \$300.00 to 2000.00). Since the beginning of the year, **six (6)** children have been in local foster care. Four (4) children have been reunified. Total at end of month is **Two (2)**

Treatment Foster Care – **Two (2)** children/youth were in treatment foster care through Pillar & Vine during the month from Green Lake County. Total at end of month is **Two (2)**.

Court-ordered Relative Care (\$300.00 month per child)  
To date in 2022 – 16 children have been in court ordered Kinship Care. Total in Court-ordered Kinship Care during the month = **Nine (9)**

Subsidized Guardianship – At the end of June 2022, **two (2)** remained in subsidized guardianship.

Kinship Care – Voluntary (\$300.00 month per child)  
At months end **seven (7)** children were in Kinship Care.

Total out of home at month's end = 2 + 2 + 9 + 2 + 7 = **22**

The base rate for relative foster care (level 1) and Kinship Care rates increased in 2022 to \$300.00/month.

Foster Home Licensing – **One (1)** home requested to no longer be licensed. **One (1)** relative home is still in the process of being licensed. **One (1)** relative home was denied licensure. Staff are working with the relatives to complete a rehabilitation review.

Interstate Compact for the Placement of Children (ICPC) case(s) – Staff have completed the work assigned. Closure of these cases is awaiting State staff.

## **ACCESS REPORTS**

### **Child Protective Services –**

**January – 20; 6 screened in; 14 screened out**  
**February – 19; 5 screened in; 14 screened out**  
**March - 24; 7 screen in; 16 screen out**  
**April – 24; 5 screen in; 19 screen out**  
**May – 19; 4 screen in; 15 screen out**  
**June – 18; 6 screen-in; 12 screen-out**  
**July - TBD**  
**YTD: 124**

### **Child Services/Welfare –**

**January – 6; 4 screened in; 2 screened out**  
**February – 6; 2 screened in; 4 screened out**  
**March – 5; 3 screen in; 2 screened out**  
**April – 10; 5 screen in; 5 screen-out**  
**May – 5; 3 screen in; 2 screen out**  
**June – 1; 1 screened in**  
**July - TBD**  
**YTD - 33**

### **Youth Justice –**

**January – 12**  
**February – 9**  
**March – 11**  
**April – 3**  
**May – 6**  
**June – 9**  
**July - 3**  
**YTD: 53**

## **Youth Justice:**

The summer groups began during the month of June. The Summer Youth Group will meet weekly until August. Six (6) males are presently enrolled. The Equine Therapy Booster Mini Group has six (6) youth that completed the Boys group in 2021. The Girl Boss Group has (6) six to eight (8) females. The Girls Circle has a fluctuating number averaging about twelve (12) girls per week. This group is run in conjunction with the Boys & Girls Club. Boys Street Ball has averaged about six (6) boys per week.

## **Birth to Three/C-COP/CLTS**

Birth to Three presently has had twelve (12) children enrolled in the program during the month of July. Two (2) re-screens were scheduled. One (1) new evaluation was scheduled. Children's Community Options has two (2) children enrolled. The new Birth to Three staff has been assigned CLTS cases as training has been completed. Three (3) cases have been assigned.

# **FRI Programs Update August 2022**

## **Production Updates**

- Corn continues to be in demand. We currently have 2 Fleet Farm orders invoiced pending payment, and 1 unfilled order currently in production. We finished packaging our second bulk load (42,000 lbs) of processed corn from Leighton Family Farms out in South Dakota in July. Currently we are processing local farmer corn but will probably be placing another Leighton order at the end of August.
- Milsco John Deere Seats: All 3 stations were running but have since slowed down as are now waiting on parts from Milsco. We have also began assembling 4 new seat adjuster assembly jobs from Milsco.
- Alliance Laundry Systems: We currently are receiving one small order every other week. They continue to tell us they are having some supply issues and they also are moving additional products to Manitowoc. We will continue to monitor and replace work from Alliance with additional Milsco jobs as needed.
- Nelson-Miller was very happy with our ability to meet their recent strong demand on meter plates - so much so that they treated all our consumers to ice cream treats during the last week of July!
- Kirk Company out of Wautoma shipped us 7500 Christmas tree water funneling kits. We are also expecting Tree Care Kits from them hopefully this month. Kirk Company has told us they are experiencing some international shipping delays on their tree kits.
- JP Luther has been busy. FRI consumers sewed 3000 aprons in July.

## **Transportation Update**

- 5310 Cycle 47 grant was completed/uploaded in July. DSI applied for a non-accessible minibus (\$79,100), an accessible minibus (85,400), and Operating Program Assistance funding in the amount of \$89,173. Actual awards will depend on the number of competing agencies, the amount of funding available, and overall grant scores.
- Delivery of cycle 46 minivan awarded for SGLCST has been delayed due to production/supply chain issues.
- Starting in 2023, SGLCST will begin writing their own 5310 grant to increase the number of vehicles considered for award by WisDOT per agency. BSC did likewise starting this year.

## Prevoc/Day Services Updates

<b><i>PROGRAM &amp; CONSUMER UPDATES</i></b>				
<b>Service</b>	<b>Updates</b>	<b>Full Time</b>	<b>Part Time</b>	<b>Waitlist</b>
<b>FACILITY BASED PREVOC</b>	<ul style="list-style-type: none"> <li>One part time participant retired.</li> <li>One part time participant enrolled.</li> </ul>	10	28	8
<b>COMMUNITY BASED PREVOC</b>		NA	9	
<b>DAY SERVICES</b>	<ul style="list-style-type: none"> <li>July 1, 2022, implementation of the rec and leisure day service program.</li> </ul>	4	10	3
<b>SUPPORTIVE HOME CARE</b>	<ul style="list-style-type: none"> <li>Gave notice on individual who has been in a facility and not at home to receive services who is coming home with higher care needs than we can support.</li> </ul>		9	10
<b>UNFUNDED</b>			2	
<b>PERCENT OF PREVOC INVOLVED IN DVR/SE/CIE</b>	<div style="display: flex; justify-content: space-between;"> <span><b>Total</b></span> <span>24%</span> </div>			

## Staff Updates

FRI staff participated in a planning and collaboration day on July 12<sup>th</sup>. The day started with a visit to Aspiro in Green Bay, with a follow up staff meeting and planning session in the afternoon.

## Supported Employment Update

**DVR Consumers currently serving: 20**

**Contracted Services: 4**

**Long Term Support Services: 15**

Totals	
DVR consumers served	20
Contracted Services	4
LTS	15
Community based work trials in July	7
Community Job placements in 2022	13
Grand Total Served	39

All Services Grand totals per Quarter 2021		
Service	Quarter	Total
DVR	1	\$ 34,961.99
DVR	2	\$ 30,653.75
DVR	3	
DVR	4	
LTS	1	\$ 5,701.17
LTS	2	\$ 5,129.42
LTS	3	
LTS	4	
	Grand Totals	\$ 76,446.33

The 2022 year has gone well so far. Two of our job developers have completed 40 hours of credited training from Virginia Commonwealth on Supported Employment and a third is in the class right now. We have completed everything to begin offering services through Explore Works to help young adult focus on a career and are awaiting approval from DVR to being those services. We are only \$10,00 away from hitting our budget for the year and we are still in range of our target goal of \$140,000 in total revenue for the department.

## Explore Work

FRI Supported Employment recently approached DVR to inquire about becoming an authorized Explore Work service provider. Karissa completed the Explore Work training module, and Marleen is planning to complete it soon. On August 2, DVR confirmed that FRI is now approved to provide this funded service!

Explore Work is a web-based learning program that covers topics critical to a successful career outcome. The modules are geared toward youth but may be helpful for adults as well. Individual remotely delivered sessions may be authorized to ensure timely and appropriate services for the consumer. Skills are taught using a variety of activities that are engaging and targeted to the youth or adult learner.

Up to \$1500 \$300 per course	<p><b>Explore Work:</b> Payable upon completion of acceptable course completion and submission of report within 5 business days of the conclusion of the last contact with the consumer. Completion of service not to exceed 60 days from issue of service authorization.</p> <p>Codes:</p> <ul style="list-style-type: none"><li>• Regular 057</li><li>• PRE-ETS:</li></ul> <p>Career Planning and Job Exploration: PRE-ETS: Assessment 201 Your First Work Experiences Pre-ETS: Job Shadow 225 School Beyond HS PRE-ETS: Post-Secondary Counsl 211 Workplace Readiness PRE-ETS: Training: Job Readiness 216 Self-Advocacy PRE-ETS: Instruc on Self-Advoc 207</p>
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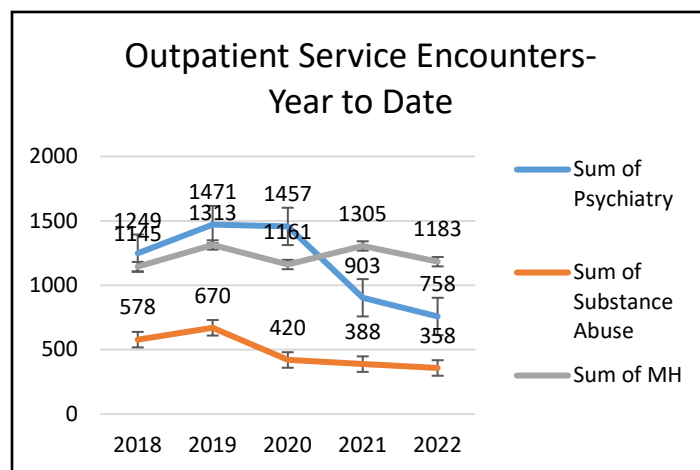
## Behavioral Health Unit—July 2022

Behavioral Health Unit programs continue to see caseload volumes at full capacity while we continue to recruit for a new therapist. This continues to result in long waiting times for appointments with providers.

As mentioned previously, there are a number of changes coming over the next 6 months that will broadly impact all of our programs.

- Electronic Health Record Upgrade: Identified “super users” have begun training on the upgrades to our health record. Next month, end users will be trained with a planned date for upgrades to go live in early September. These changes will make our platform web-based, provide a more user-friendly interface, and set up an inbox allowing direct sending of referrals and records with external providers.
- DHS 75 Re-write: Changes related to the DHS 75 rewrite that impact our policies and protocols will be presented later this fall. The changes go into effect 10/1/2022. They will not result in any disruption to service, but change some aspects of our documentation procedures and add some training requirements for staff.

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



*Figure 1: Psychiatric services data have varied. This is because of changes both the schedule of the staff psychiatrist and the frequency of pre-prescriber nurse visits and fluctuations with COVID-19 impact in-person services.*

### July Note:

1. Clinicians continue to have full caseloads. We have noted modest improvement in our wait time (average wait for an assessment is currently 35 days, average wait from intake to 1<sup>st</sup> treatment session is 21 days)—target would be 14 days or less. However, as we continue to have an open therapist position, we anticipate that this wait time may continue to grow.
2. Mental health and substance use services have had a slight decrease this month. This is because we are continuing to recruit for an open therapy position. All clients of the previous provider have been contacted about continuing care with other providers however this does decrease the total available sessions in the clinic.

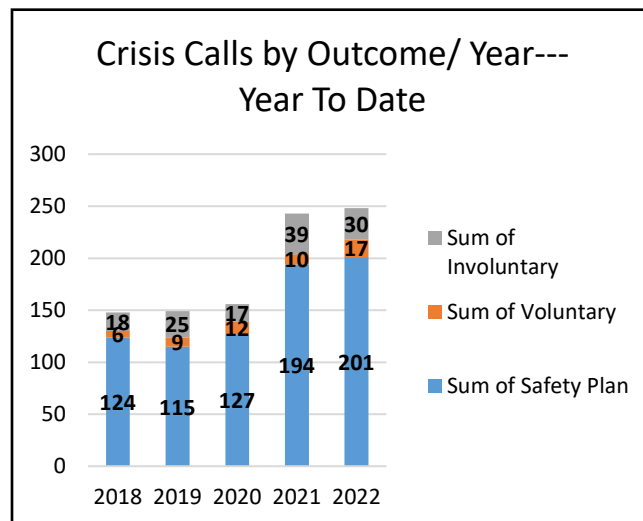
**Wrap-Around Services-** *Behavioral Health Unit provides three tiers of wrap-around services, allowing us to match individuals with a program that meets the level of need based on their unique situation.*

1. **Targeted Case Management (TCM)**— *Less intensive case management for clients. **This program expanded to include adult clients in summer 2018. It presently serves 17 individuals.***
2. **Comprehensive Community Services (CCS)**—*Recovery-focused support for clients who may benefit from an intensive level of services for a shorter period of time. **This program serves individuals across the lifespan and presently serves 43 individuals.***



3. *Community Support Program (CSP)- Intensive community-based support for individuals with chronic mental illness. This support is intended to be long-term and supports clients to maintain psychiatric stability in the community and to reduce hospitalizations. **This program presently serves 19 adults.***

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



In July, we continued to see increase in crisis responses consistent with last year. Year-to-date calls in 2021 and 2022 represent a 46% increase from the prior year three years' average. The data represent new crisis calls each month. The crisis team provides additional follow up services to clients after their initial contact. This differs case-by-case basis, however crisis follow up can last anywhere from 30 days to 6 months. **988 Implementation: The 988 calling code for mental health emergencies went live on July 18<sup>th</sup> and will continue to be more widely publicized to members of the public throughout the state during the remainder of the year.**

**Substance Use Services Case Management-** *The substance use-specific case manager works within a variety of the programs provided above. This position may provide crisis case management, outpatient services, Targeted Case Management (TCM) or Comprehensive Community Services (CCS) as determined based on the needs of the client. This individual will also assist with requests for residential treatment funding from outside providers. **This position was newly created, starting in January 2022 and has served 18 clients so far for case management, 4 outreach/ early intervention clients, and an additional 12 clients for outpatient services.***

**Children's Long Term Support Waiver (CLTS)**—*Medicaid waiver program provides funding for families of children with long-term disabilities (developmental, physical, and/or severe emotional disturbance) to access services such as respite care and service coordination which are otherwise not covered by Medicaid insurance. In 2018, Wisconsin announced the dissolution of the local waitlist and then subsequently the transition to a state-wide waiting list model. This month, the state announced the dissolution of the state-wide waiting list as well. Starting at this time, youth who are screened eligible for CLTS services will automatically be placed into "enrollable" status with the expectation that the waiver agency will then open them within the allotted 30 days. In late 2021, we hired our first full-time CLTS case manager to attempt to meet the increasing need. Our current program census is at 45 youth.*

**RESOLUTION NUMBER -2022**

**RESOLUTION TO CREATE A CRISIS THERAPIST POSITION IN THE HEALTH & HUMAN SERVICES BEHAVIORAL HEALTH UNIT.**

The County Board of Supervisors of Green Lake County, Green Lake, Wisconsin, duly assembled at its regular meeting on this 18th day of October 2022, does resolve as follows:

- 1 **WHEREAS**, as part of the 2023 budget process Health & Human Services conducted
- 2 an agency wide position analysis study; and
- 3 Majority vote is needed to pass.

☐ Approved by Personnel Committee

☐ Approved by Finance Committee

☐ Disapproved by Personnel Committee

☐ Disapproved by Finance Committee

Roll Call on Ordinance No. -2022

Submitted by Health and Human  
Services Board:

Ayes , Nays , Absent , Abstain

Passed and Enacted/Rejected this 18<sup>th</sup>  
day of October, 2022.

\_\_\_\_\_  
Joe Gonyo, Chair

\_\_\_\_\_  
Harley Reabe, Vice-chair

\_\_\_\_\_  
County Board Chairman

\_\_\_\_\_  
Brian Floeter

\_\_\_\_\_  
ATTEST: County Clerk  
Approve as to Form:

\_\_\_\_\_  
Joanne Guden

\_\_\_\_\_  
Corporation Counsel

\_\_\_\_\_  
Nancy Hoffmann

\_\_\_\_\_  
Joy Waterbury

\_\_\_\_\_  
Christine Schapfel

\_\_\_\_\_  
Katie Helsel-Thiem

\_\_\_\_\_  
Richard Trochinski

**WHEREAS**, this study concluded that our Behavioral Health Unit (“BHU”) contacts and appointments have increased over a multi-year period creating long waitlists for Mental Health and AODA services, and;

**WHEREAS**, crisis contacts both daytime and afterhours have continued to increase further straining our local Metal Health resources, and;

**WHEREAS**, clinicians’ caseloads within BHU continue to be at or near maximum capacity, and;

**WHEREAS**, the crisis therapist position will have the flexibility to serve the individuals experiencing acute crisis or are high risk, and;

**WHEREAS**, to better serve our residents we are proposing the creation of a Crisis Therapist position to our 2023 annual budget; and

**WHEREAS**, the Crisis Therapist position will be mostly funded through billing for services rendered;

**NOW THEREFORE BE IT RESOLVED** that a Crisis Therapist position in the Health & Human Services Behavioral Health Unit be created and included in the 2023 budget. (See attached job description)

**BE IT FURTHER RESOLVED** that this position be placed in Pay Group 8 of the Green Lake County wage plan. This position will be eliminated if the caseload or funding decreases to the point where can no longer be funded.

**FISCAL NOTE:**

Fiscal Note for 2023 Budget

	Wage	Annual Wage	Retirement	Social Security	Health Insurance	HSA	Total Fringe	Wage & Fringe
Crisis Therapist	\$ 32.94	\$ 68,515.20	\$ 4,624.78	\$ 5,241.41	\$ 17,990.00	\$3,000.00	\$ 30,856.19	\$ 99,371.39
								<b>\$ 99,371.39</b>

Offsetting Revenues

Crisis Grant Funding	\$ 19,874.28
Crisis Revenue	\$ 49,685.69
CCS Revenue	\$ 14,905.71
TCM Revenue	\$ 14,905.71
<b>TOTAL</b>	<b>\$ 99,371.39</b>

## **NEW POSITION ANALYSIS**

This form is to be completed for all new position requests or requests for increasing hours of an already-approved part-time position.

### **DIRECTIONS:**

All steps of the New Position Analysis form must be followed. Establishment of a new position or an increase in hours of a part-time position are subject to final approval by the County Board. The approval must be granted prior to submission of the department budget to the County Administrator for compiling of the county budget for the next year.

(a) The department head is required to consult with the County Administrator and HR Coordinator prior to considering new position requests concerning position responsibilities and compensation plan placement. The requesting department head shall present the completed form along with position title, job description, proposed wage classification, justifying rationale, any State or Federal mandates, how the position fits within the department, budget implications (i.e. salary/fringe, office equipment, software, furniture, etc.) and proposed resolution. The department head may also consult with the Financial Manager concerning position funding and budget issues. The department head completes the New Position Analysis form and submits the request to the County Administrator. If the County Administrator approves, the request moves on to step (b) or if rejected returned to the department head.

(b) The requesting department head shall present the completed form along with justifying rationale, job description and resolution to their oversight Committee. The Committee will review the request and vote to approve or deny the request. If the oversight Committee approves, the request moves on to step (c). The Department head shall keep their committee apprised of the status of the department's new position request through the budget process.

(c) The requesting department head shall present the completed form along with justifying rationale, job description and resolution to the Personnel Committee. The Personnel Committee will review the request and vote as to whether or not they support the request as proposed. The request then moves on to step (d).

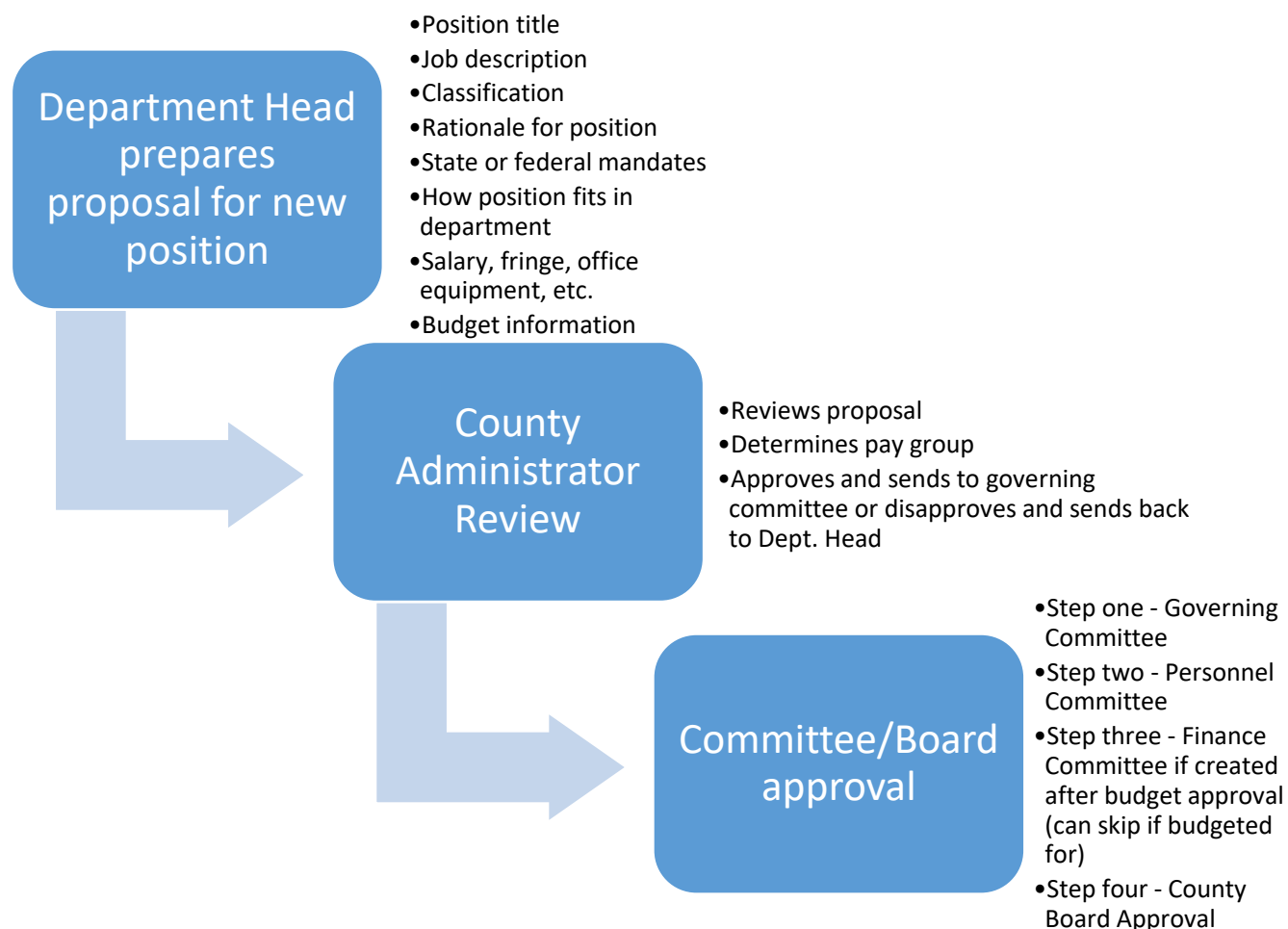
(d) The request shall be presented to the Finance Committee for review and approval of the fiscal note as included in the county board resolution if the new position is created after the annual budget has already been adopted. If the new position is to be included in an upcoming budget process, it need not go to Finance Committee at this time. The request then moves on to step (e).

(e) Finally, the request shall be presented to the County Board in resolution form for final approval if a new position is to be established or an increase in hours is recommended. The resolution will include the approval of the County Administrator and the votes of the Committee of Jurisdiction, Personnel Committee and the Finance Committee (if applicable).

(f) The action of the County Board will be final, although the County Board may refer the resolution back to an appropriate committee if more information is required.

(g) Once the County Board approves the new position, the Department Head may begin the hiring process with the HR Coordinator.

### NEW POSITION REVIEW FLOW CHART



Once the County Board approves the new position, the Department Head may begin the hiring process with the HR Coordinator.

## NEW POSITION ANALYSIS

New position

Increased part-time

Additional existing position (attach job description, do not need to complete C, D, E, G, & H)

Department:

Date:

Department Head:

- B. Please provide justification for the position (be specific as to reasons why this position is needed, include reasons why present staff cannot accomplish tasks):

Suggested Title:

Full Time

Part Time

Hours

County Administrator / HR Coordinators Recommended Classification: Pay Group:

C. General Description of the Position:

D. Typical Examples of Work to be Performed (in detail):

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_
4. \_\_\_\_\_  
\_\_\_\_\_
5. \_\_\_\_\_  
\_\_\_\_\_
6. \_\_\_\_\_  
\_\_\_\_\_
7. \_\_\_\_\_  
\_\_\_\_\_
8. \_\_\_\_\_  
\_\_\_\_\_

## E. Minimum Qualification of a Candidate:

Education:

Experience:

## F: Funding

Annual costs (with full family insurance coverage):

Group	Hourly	Annual	Retirement	Security	Health Ins.	Life Ins.	Work Comp

1. Where will the funding for this position come from:
2. What Equipment will need to be purchased (Desk, PC, Laptop, iPad, Calculator, Sit/Stand Desk, Bookcase(s)/Shelving, File Cabinets, Phone/Cell Phone, Etc)?

Is office space presently available

Where?

Estimated Equipment Cost:

Is the Cost in the Department Budget?

3. Grand total cost, all items, current fiscal year:

4. Therefore, annual cost of salary and fringe:

## G. Supervisory Responsibility (if applicable): N/A

1. in brief detail, explain the supervisory authority this position will have (if any):

2. Number of Employees directly supervised:

Indirectly:

List Title of employees reporting to this position:



H. Who will this person report to?

\*\*\*\*\*

**County Administrator Action:**

Position Approved: *Catherine J Schmit* Date:

Comments:

\*\*\*\*\*

**Personnel Committee Action:**

Position Approved: Date:

By a vote of Ayes, Nay, Absent/Abstention

\*\*\*\*\*

**Finance Committee Action:**

Fiscal Note Approved: Date:

By a vote of Ayes, Nay, Absent/Abstention

\*\*\*\*\*

**County Board Action:**

Approved: Date:

By a vote of Ayes, Nay, Absent/Abstention

RESOLUTION NUMBER -2022

RELATED TO ELIMINATING THE CHILDREN & FAMILY SERVICES CASE  
MANAGER POSITION AND CREATING AN ADITONAL INTENSIVE IN-HOME  
CLINICAL THERAPIST POSITION IN THE HEALTH & HUMAN SERVICES  
CHILDREN & FAMILY SERVICES UNIT.

The County Board of Supervisors of Green Lake County, Green Lake, Wisconsin, duly assembled at its regular meeting on this 18th day of October 2022, does resolve as follows:

- 1 **WHEREAS**, as part of the 2023 budget process Health & Humans Services conducted
- 2 an agency wide position analysis study; and
- 3 Majority vote is needed to pass.

☐ Approved by Personnel Committee

☐ Disapproved by Personnel Committee

☐ Approved by Finance Committee

☐ Disapproved by Finance Committee

Roll Call on Ordinance No. -2022

Submitted by Health and Human  
Services Board:

Ayes , Nays , Absent , Abstain

Passed and Enacted/Rejected this 18<sup>TH</sup>  
day of October, 2022.

\_\_\_\_\_  
Joe Gonyo, Chair

\_\_\_\_\_  
Harley Reabe, Vice-chair

\_\_\_\_\_  
County Board Chairman

\_\_\_\_\_  
Brian Floeter

\_\_\_\_\_  
ATTEST: County Clerk  
Approve as to Form:

\_\_\_\_\_  
Joanne Guden

\_\_\_\_\_  
Corporation Counsel

\_\_\_\_\_  
Nancy Hoffmann

\_\_\_\_\_  
Joy Waterbury

\_\_\_\_\_  
Christine Schapfel

\_\_\_\_\_  
Katie Helsel-Thiem

\_\_\_\_\_  
Richard Trochinski

4 **WHEREAS**, this analysis concluded that our Departments Mental Health Contacts  
5 continue to increase; and

6 **WHEREAS**, case manager and clinician caseloads continue to increase; and

7 **WHEREAS**, the credentialing required to fill the Intensive In-Home Clinical Therapist  
8 position allows the position to provide both case management and mental health  
9 services in the community setting; and,

10 **WHEREAS**, this credentialing also allows the County to be reimbursed at a higher rate  
11 for these services; and,

12 **WHEREAS**, several evidence based models have shown the effectiveness of Intensive  
13 In-Home Wrap around services, and

14 **WHEREAS**, the Intensive-In-Home Clinical Therapist position will be mostly funded  
15 through billing for services rendered; and

16 **WHEREAS**, the HHS Director has met with the County Administrator to discuss the  
17 attached job description for Intensive In-Home Clinical Therapist position which has  
18 been approved by the County Administrator.

19 **NOW, THEREFORE, BE IT RESOLVED**, that the Green Lake County Board of  
20 Supervisors does hereby approve modification to the HHS Children & Family Services  
21 Unit team model by:

22 a) - eliminating one (1) Children & Family Services Case Manager position; and;

23 b) - creating one (1) additional Intensive In-Home Therapist Position.

24 **BE IT FURTHER RESOLVED**, that the additional In-Home Clinical Therapist position in  
25 the Health & Human Services Children & Family Services Unit be created and included  
26 in the 2023 budget. (See attached job description)

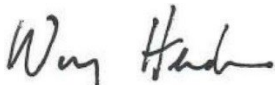
27 **BE IT FURTHER RESOLVED** that this position be placed in Pay Group 8 of the Green  
28 Lake County wage plan.

29 **BE IT FURTHER RESOLVED** that the individual currently holding the Children & Family  
30 Services Case Manager position shall fill the Intensive In-Home Clinical Therapist  
31 position as that person has been satisfactorily performing the duties of the new position.

32 **FISCAL NOTE:**

2022								
	Wage	Annual Wage	Retirement	Social Security	Health Insurance	HSA	Total Fringe	Wage & Fringe
C&F Case Manager	\$ 29.44	\$ 61,235.20	\$ 4,133.38	\$ 4,684.49	\$ 17,990.00	\$3,000.00	\$29,807.87	\$ 91,043.07
								<b>\$ 91,043.07</b>
Budgeted 2023								
	Wage	Annual Wage	Retirement	Social Security	Health Insurance	HSA	Total Fringe	Wage & Fringe
Intensive In-home Therapist	\$ 31.55	\$ 65,624.00	\$ 4,429.62	\$ 5,020.24	\$ 17,990.00	\$3,000.00	\$30,439.86	\$ 96,063.86
								<b>\$ 96,063.86</b>
		Offsetting Revenues						
		BCA Grant Funding	\$ 33,622.35					
		CCS Revenues	\$ 48,031.93					
		TCM Revenues	\$ 14,409.58					
		TOTAL	\$ 96,063.86					

To: DCF DMCPs Administrator  
DCF Area Administrators  
Child Placing Agency Directors  
Child Welfare Agency Directors  
County Departments of Community Programs Directors  
County Departments of Human Services Directors  
County Departments of Social Services Directors  
Group Home Providers  
Tribal Social Service/Indian Child Welfare Directors  
Private Child Placing Agencies  
Residential Care Center Providers  
Shelter Care Providers  
Tribal Chairpersons

From: Wendy Henderson  
Division Administrator 

Re: **County Child Welfare and Youth Services Complaint Process**

## **PURPOSE**

This memo describes the procedural requirements for county human and social service departments to handle complaints received for child welfare and community-based youth service cases. The memo defines which persons can file a formal complaint and the issues that can be reviewed through the complaint process. This memo replaces DCFS Memo Series 2003-07. This memo also describes how the Department of Children and Families (DCF) reviews child welfare and youth service complaints received at the state level.

## **BACKGROUND**

Families can find involvement in child welfare and youth services stressful and may object to how services are provided by county human and social service departments and DCF's Division of Milwaukee Child Protective Services (DMCPS). Local child welfare and youth services agencies including DMCPS were required by DCFS Memo Series 2003-07 to have formal complaint procedures in place and inform persons of the complaint procedure, so persons are aware of how to resolve their complaints.

Persons can also file complaints about local child welfare and youth services agencies with DCF as the state agency overseeing child welfare and community-based youth services. DCF practice is to require persons with complaints to complete the local agency complaint procedure before DCF regional office staff will review their concerns.

DCF procedure for persons with concerns about child welfare services provided by DMCPS is described on the following DCF webpage: <https://dcf.wisconsin.gov/mcps/complaint>.

## **COMPLAINT PROCEDURE**

DCF convened a workgroup of county agency and DMCPs staff to review the child welfare and youth services complaint procedure. The workgroup made policy recommendations for the local agency complaint process. Based on those recommendations, the attached Appendix A – Requirements for Local Agency Complaint Process explains the requirements for the local agency complaint process.

The workgroup also developed the attached Appendix B - Model Complaint Procedure and Appendix C - Model Complaint Form for local agency use. Counties may use the Appendix B - Model Complaint Procedure and Appendix C – Model Complaint Form or their own local procedure and form, provided the local procedure and form includes content similar to the model procedure and form.

DCF also clarified the procedure for state review of complaints about local agencies. The attached Appendix D – State Process for Review of Complaints explains the state process for reviewing child welfare and youth services complaints.

## **ACTION SUMMARY**

Local agencies must have a formal complaint procedure for child welfare and youth services. Agencies must provide DCF regional staff with the name of the agency complaint coordinator, their complaint procedure document and the agency's complaint form within 60 days of issuance of this memo. Agencies must notify DCF regional office staff of changes to the agency's complaint coordinator, procedure, or form within 30 days of the change. Agencies must provide DCF with copies of their complaint records upon request.

DCF will refer persons raising concerns about a local agency to the agency to use the agency's complaint process. If persons have completed the entire agency complaint process, DCF will do a case review to address their concerns. The agency will be copied on DCF letters to complainants.

**ATTACHMENTS:**      Appendix A - Requirements for Local Agency Complaint Process  
                             Appendix B - Model Complaint Procedure  
                             Appendix C - Model Complaint Form  
                             Appendix D - State Process for Review of Complaints

**REGIONAL OFFICE CONTACT:**      DCF Area Administrator  
   Bureau of Regional Operations  
   [DCFBROCWComplaints@wisconsin.gov](mailto:DCFBROCWComplaints@wisconsin.gov)

**MEMO WEB SITE:**                      <https://dcf.wisconsin.gov/cwportal/policy>

## **APPENDIX A – REQUIREMENTS FOR LOCAL AGENCY COMPLAINT PROCESS CHILD WELFARE AND YOUTH SERVICES COMPLAINTS**

### **BACKGROUND**

Persons in families receiving child welfare or youth services may have concerns about the services provided to their families by local child welfare and youth service agencies. Extended family members and other persons with a connection to the family being served may also have concerns about the services or the welfare of the children. Case participants and other interested persons may contact local agencies to express their concerns. This policy defines what concerns must be handled by local agencies as formal complaints and the complaint procedure that local agencies must use.

The best management of child welfare and youth services to families occurs when local agencies review customer complaints and are accountable for decisions made and actions taken by the agency staff. Handling complaints and concerns at the local level assures that agency managers are informed of concerns and reinforces the agency's accountability and position of responsibility in the community. Problem solving at the local level also reinforces the local community's responsibility to support child safety and youth well-being, and local agency connections with their local community.

Families also have the option to file complaints about local agencies with the Department of Children and Families (DCF) as the state agency overseeing child welfare and community-based youth services. DCF practice is to require persons with complaints to complete the local complaint procedure before DCF regional office staff will review their concerns.

Persons with complaints about a local agency are given the agency's complaint procedure by DCF and directed to the agency's designated complaint coordinator. If persons complete the full local complaint procedure and still have concerns, DCF regional office staff will review the case record and contact local agency staff to determine whether the agency followed the applicable program requirements in state statutes, administrative rules, and program standards. The state review process is explained in Appendix D - State Process for Review of Complaints.

### **COMPLAINT PROCEDURE REQUIREMENTS**

Local child welfare and youth service agencies are required to have a formal complaint procedure to resolve complaints for the following types of cases or services:

- Voluntary Child Welfare Services Under Chapter 48
- Voluntary Youth Services Under Chapters 48 or 938
- Child in Need of Protection and Services (CHIPS) Cases
- Juvenile in Need of Protection Services (JIPS) Cases
- Delinquency Cases
- Out-Of-Home Care

Local agencies are encouraged to resolve complaints informally to the extent possible. Open communication with families is the best way to resolve concerns about services and achieve positive outcomes for families. Even in situations where formal complaints are filed, persons can continue to work with agency staff to resolve their concerns informally.

In situations where persons wish to make a formal complaint about local agency services, the agency must provide persons with a written explanation of the local complaint procedure and a complaint form. The complaint procedure document must explain how the complaint will be handled by the agency, including how the person will be allowed to present verbal or written information about their complaint and the time period for the agency to respond to complaints. The complaint form must identify where complaints can be submitted and the name of the agency complaint coordinator.

Local agencies may use the Model Complaint Procedure (Appendix B) and Complaint Form (Appendix C) issued by DCF or develop their own complaint procedure documents and complaint forms. Local agencies can use their own documents, as long as the documents have similar content to the model documents.

The local child welfare and youth services complaint procedure must include the following elements:

- Written clearly with simple language and in a format friendly to the public.
- Indicate there are confidentiality requirements that limit what child welfare and youth services case information may be shared with individuals submitting a complaint. Persons who are not direct participants in the case will typically need the case participants to authorize release of information in order to receive case information.
- Complaint procedure and form documents must be readily available and given to persons upon request. If local agencies give information packets to families receiving child welfare and youth services, local agencies are encouraged to include complaint documents in the packets.
- Local agencies are encouraged to have the complaint procedure, the complaint form and the complaint coordinator contact information available on the agency website.
- Complaint procedure and form documents should be translated into Spanish and Hmong if the agency serves significant numbers of Limited English Proficiency (LEP) persons in those language groups.
- Agencies must offer a competent interpreter, if requested, to explain the complaint procedure to LEP persons and support LEP persons to pursue their complaints.

Local human and social service departments operate multiple programs, and those other programs have similar requirements for customer complaint procedures. Local agencies may use an agency-wide complaint procedure, form, and coordinator, as long as the agency-wide complaint process meets the requirements for child welfare and youth services complaints specified in this memo.

The complaint process may be affected by statutory and other legal provisions, such as confidentiality requirements, appeals processes, criminal prosecutions, and other litigation. The legal requirements and processes may limit the ability of local agencies to respond to complaints. Local agencies should consult with their legal representative with respect to these issues.

## **LEVELS OF REVIEW**

Local agencies are encouraged to offer child welfare and youth justice customers opportunities to informally resolve their concerns, such as talking with the supervisor of their caseworker or



the child welfare or youth services program manager. Local agencies are not required to issue written responses to informal complaints. Local agencies should include notes in the case record to indicate that the concerns were discussed with the person.

If persons request a formal review of their complaint, local agencies must offer the formal complaint process. To the extent feasible, local agencies are encouraged to offer two levels for complaint resolution, as described in this policy. DCF recognizes that a second level of complaint resolution may not be feasible for some agencies so agencies may use a single level of review in their complaint procedure.

### **FIRST LEVEL REVIEW OF COMPLAINTS**

The initial level complaint review should be conducted by the agency manager for the child welfare or youth services program area, the designated agency complaint coordinator, another agency manager, or other agency staff persons familiar with the child welfare or youth services program.

In situations where the agency's child welfare or youth services manager had previous informal discussions with the person about their concerns, it is advisable for the agency to have another staff person handle the first level review of the formal complaint. DCF recognizes that some agencies may have limited options for which staff persons can handle formal complaints.

The individual(s) conducting the first level review must:

1. Gather information from the case record and agency staff
2. Allow the person to present information about their complaint using one or more of the following methods: in-person, videoconference or via telephone
3. Issue a written response to the person

The local agency must offer opportunities to the person making a complaint to present information in-person or by telephone at times that are convenient to the person. If after multiple attempts to schedule a meeting/call, if the agency is unable to reach the person, the complaint may be closed.

Once a meeting/call is scheduled, if the person notifies the agency that they are unable to participate in the meeting/call, the meeting/call should be rescheduled. If the person does not notify the agency and misses the meeting/call and the person does not attempt to reschedule, the complaint may be closed.

The written response by the agency must address the specific concerns identified by the person and be issued within 60 calendar days of when the complaint was received by the agency. The 60-day time frame can be extended with mutual agreement by the person and the agency.

For local agencies that offer a second level of complaint review, if the person is unsatisfied with the initial agency response to the complaint, the person must be allowed to request a second-level review of their concerns. The agency's initial response letter must explain how the person can request a second-level review of their concerns. To request a second-level review, persons must submit a request within 10 calendar days of receipt of the initial response letter from the agency.

## **SECOND LEVEL REVIEW OF COMPLAINTS**

The second level review of the complaint should be done by the human or social service agency director, or another senior manager designated by the director.

The individual conducting the second level review must:

1. Gather information from the case record and agency staff, including the initial written response
2. Allow the person to present information about their complaint using one or more of the following methods: in-person, videoconference or via telephone
3. Issue a written response to the person

The written response must address the specific concerns identified by the person and be issued within 30 calendar days of when the request was received by the agency. The 30-day time frame can be extended with mutual agreement by the person and the agency.

The second level review is the final decision by the local agency on the complaint. If the person remains unsatisfied with the local agency decision, the person can request DCF to review their concerns. State Process for Review of Complaints (Appendix D) explains the process DCF uses to review complaints.

## **THIRD PARTY PARTICIPATION IN COMPLAINT REVIEWS**

The person making a complaint may request that a third party participate in the meeting/call with the local agency about their complaint, either as an advocate to support the complainant or an assistant to facilitate participation.

Local agencies may receive requests from extended family, family friends or other interested parties to participate in the complaint resolution as an advocate for the person making the complaint. Agencies should explain how third parties can obtain releases of information from the family to participate in the complaint process.

Third parties can participate as an assistant or advocate provided the person making the complaint has completed a release of information to allow the third party to have information about the case, the third party does not have a conflict with the case and the third party can participate in the complaint review in a respectful manner. The local agency can require third parties to sign a non-disclosure form to not share confidential information with other persons. The local agency has discretion to determine whether more than one third party can participate as an assistant or advocate, if the third party has a conflict of interest and can participate in a respectful manner.

If the person making the complaint has a disability or a communication limitation, the local agency must allow the person to have another person participate in the complaint process to assist the person making the complaint.

## **WHEN TO USE THE FORMAL COMPLAINT PROCESS**

Local agencies may receive complaints about child welfare and youth services from a broad range of persons who have an interest in the safety and well-being of children. Family members, out-of-home care providers and persons that are directly involved with the local agency in the case or are receiving services from the local agency may use the formal complaint process.

Local agencies may be contacted by other persons with concerns about the safety and well-being of children, but as explained below if those persons are not directly involved in the case or are not receiving services, local agencies do not have to offer the formal complaint process to address their concerns.

Families receiving child welfare and youth services and out-of-home care providers may have a variety of concerns about the decisions and actions of the local agency. Concerns about caseworkers and service providers, such as difficulty communicating with a worker/provider or not liking the worker/provider are routine customer service or personnel management concerns that the agency may handle informally. Local agencies are not expected to offer the formal complaint process for customer service and personnel management concerns. Those concerns may be addressed informally.

If persons have concerns about conditions specified in Family Court, CHIPS, JIPS or Delinquency Court Orders, or a court proceeding is pending in their case, persons should be advised that their legal concerns must be addressed by the court. Local agencies are not expected to use the formal complaint process to resolve legal concerns for which the court has jurisdiction.

Families receiving child welfare and youth services and out-of-home care providers may have concerns about actions taken by law enforcement and the court. Local agencies are not expected to offer the formal complaint process for concerns about law enforcement investigations, criminal charges, and prosecutions. Local agencies are also not expected to offer the formal complaint process for concerns about court decisions regarding custody, placement, visitation, guardianship, or termination of parental rights. Persons with concerns about law enforcement or court decisions can pursue their concerns with the law enforcement agencies and through the court process.

Other members of the extended family, friends of the family or other interested parties may not have direct involvement in the family case, or their involvement may be limited to only certain aspects of the case. Those other persons typically do not have a right to receive confidential case information. While those other persons may contact the local agency to express their concerns and the agency should acknowledge the concerns, agencies are not expected to offer the formal complaint process to persons that do not have direct involvement in the family case.

Concerns raised by other persons who do not have direct involvement in the case and are not receiving services from the local agency can be resolved informally and do not require a written response from the local agency. In situations where persons are not allowed to file a formal complaint, the persons should still have an opportunity to discuss their concerns informally with a local agency manager.

In situations where other persons have reported a child safety or youth well-being concern to the local agency or requested services from the local agency, those persons do have direct involvement with the agency, but their involvement with the agency is limited to only that specific aspect of the case, such as the safety or well-being report or the request for service. The opportunity for those other persons to use the formal complaint process is limited to their direct involvement with the agency.

While agencies can discuss general child welfare and youth services policies and procedures with persons who have limited direct involvement in cases, there are limits on what information can be shared with these individuals based on confidentiality requirements. As such, agencies should consult with their legal representatives to determine what information can be shared.

If local agencies have previously responded to a complaint and a person files a new complaint with substantially the same concerns, agencies are not required to offer the formal complaint process again.

### **OTHER REQUIREMENTS**

If the complaint involves Native American children that are subject to the Wisconsin Indian Child Welfare Act, the local agency shall notify the tribe of the complaint and provide the tribe with an opportunity to be involved in the complaint resolution.

The local agency must maintain records of formal complaints and those records be made available to DCF upon request. For complaints reviewed by DCF, regional office staff will generally request copies of the person's complaint form and the agency response letter(s).

The formal complaint procedure for child welfare and youth services is separate from any appeal processes mandated in statute or administrative rule for substantiation of abuse or neglect, benefit payments or licensure. While persons seeking to resolve concerns about substantiations, Kinship Care payments, Foster Care payments, or Foster Home licensure may seek to use the local agency complaint procedure, persons are entitled to appeal substantiation, benefit, and licensing decisions directly through the designated appeal processes.

**Green Lake County Department of Health & Human Services**  
**COMPLAINT PROCESS CHILD WELFARE AND YOUTH SERVICES COMPLAINTS**

The goal of the **Green Lake County Department of Health and Human Services** and all human/social service agencies is to assure the safety and well-being of children. If you are a family member receiving child welfare or youth services, an out-of-home provider, or are directly involved with a child welfare or youth services case and have a concern with the child welfare or youth services provided by **Green Lake County Department of Health and Human Services**, you have the right to express those concerns as a complaint. The agency has a responsibility to review your concerns as quickly and effectively as possible. Handling complaints at the local level helps to assure that local agencies are aware of concerns and agencies are accountable for decisions made and actions taken by agency staff. Please note this complaint process does not limit you from using other remedies that may be available to you under the law.

There are two ways your concerns can be reviewed – informally and formally.

**INFORMAL COMPLAINT PROCESS**

The best way to start resolving concerns is with the informal complaint process. The informal process is the fastest way to resolve issues and helps develop the relationship between you and your agency worker. The informal process may include talking with your agency worker, another staff person with whom you have been working, or the supervisor/Unit Manager. You can contact the agency to request a call or meeting with agency staff to discuss your concerns.

If you do not wish to use the informal process or have tried to discuss the concerns with the agency worker and/or supervisor/Unit Manager and the issues are not resolved, you can use the formal complaint process.

If a formal complaint is submitted, it will be handled through the formal process. You may continue to discuss the issue with the agency worker or supervisor/Unit Manager informally while the formal complaint is being processed.

For both the informal and formal complaint process, you may request that a third party of your choice participate to help you in talking with agency staff. If you have a disability or communication limitation, you can have someone assist you with your complaint. If you want someone to be your advocate during the complaint process, the agency will decide if the third party can participate. For a third party to participate in discussions about your case, you will have to sign a release of information form to allow the agency to share information about your case. The third party must have a completed release of information to participate. The third party should not have a conflict of interest with your case. The third party must also participate in a respectful manner. The agency will let you know if the third party can participate.

**FORMAL COMPLAINT PROCESS**

If you feel your concerns were not resolved through the informal process, you may file a written complaint and use the formal complaint process. To use the formal complaint process, follow the steps described below.

1. Complete the **Child Welfare and Youth Services Complaint** Form explaining your concerns and what you want the agency to do to resolve your concerns.
2. Send the complaint form to the agency address listed at the bottom of the form.

The agency will contact you to schedule a time for you (and third party if applicable) to speak to the person reviewing your complaint by telephone, videoconference, or in-person to allow you to present information about your complaint. The meeting or call will be scheduled at a time that is convenient for you. If you do not respond to attempts to schedule the meeting or call, or if the meeting or call is scheduled and you do not participate, your complaint will be closed.

Once the complaint form is received by **Green Lake County Department of Health & Human Services**, an agency supervisor, unit manager or complaint coordinator will be assigned to review your complaint. The review will include:

1. Reviewing the case record and other documentation related to your concerns
2. Speaking with you to gather information about your concerns and what you want the agency to do to resolve the concerns
3. Speaking with your agency worker, other agency staff and other persons (such as service providers) as necessary to gather additional information about your concerns

The complaint reviewer will respond to you in writing within **60** calendar days from the date the complaint was filed. The written response will indicate what actions the agency will take to respond to your concerns.

#### **SECOND LEVEL REVIEW OF THE INITIAL DECISION** *(if applicable for the local agency)*

If you are dissatisfied with the outcome of the initial review of your complaint and the local agency offers a second level of review, you may ask the agency to review your concerns at the second level. The written response for the initial review will explain the process for a second-level review, if available.

If you wish to have a second-level review of your concerns, you must submit a request to the agency within **10** days of receipt of the written response with the initial decision.

If you submit a timely request for a second-level review, the local agency director or designee will:

1. Review the complaint form you submitted and the agency response from the initial review
2. Review the case record and communicate with the agency staff involved with your case
3. Speak with you (and third party if applicable) by telephone, videoconference or in person regarding your complaint
4. Review additional information as needed to answer questions about your complaint

Following the second-level review, the local agency will respond in writing within **30** days from the date the request for a second-level review was filed. This is the local agency's final determination.

#### **DEPARTMENT OF CHILDREN AND FAMILIES (DCF) REVIEW OF COMPLAINTS**

If after going through the local agency formal complaint process you are still dissatisfied with the outcome, you can request DCF, as the state agency overseeing child welfare and youth services, to review your complaint.

**APPENDIX C – MODEL LOCAL AGENCY COMPLAINT FORM  
CHILD WELFARE AND YOUTH SERVICES COMPLAINTS**

*(Insert Local Agency Name)*

**CHILD WELFARE OR YOUTH SERVICES COMPLAINT FORM**

Use of Form: This form can be used for formal complaints about child welfare or youth services. If your complaint is related to other human services, benefit payments, HIPAA, Civil Rights, or other matters, you may need to file a different complaint form.

**INFORMATION:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Case Name: \_\_\_\_\_

Relationship to Case Participants: \_\_\_\_\_

Have you spoken to the agency worker?    ☐ yes    ☐ no

Have you spoken to the supervisor?    ☐ yes    ☐ no

Describe your concerns (if needed, use additional sheet of paper to describe your concern(s)):

Requested resolution by the agency:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Send complaint form to:    *(Insert contact information for local agency complaint officer, including name, street mailing address, telephone number and email address)*

## **APPENDIX D – STATE PROCESS FOR REVIEW OF COMPLAINTS CHILD WELFARE AND YOUTH SERVICES COMPLAINTS**

### **STATE PROCESS FOR COMPLAINTS**

When the Department of Children and Families (DCF) receives complaints about a local child welfare or youth services agency, DCF staff will contact the persons to gather information about their concerns. The Division of Milwaukee Child Protective Services (DMCPS) reviews complaints about child welfare services in Milwaukee County. DCF's Bureau of Regional Operations reviews complaints about child welfare services outside of Milwaukee County and community-based youth services statewide. DCF receives complaints directly from persons and complaints may be referred to DCF from other agencies.

Persons with complaints about a local agency may contact the Governor's Office, State and Federal Legislators, and the U.S. Department of Health and Human Services (US DHHS) about their concerns. The Governor's Office generally directs DCF to respond directly on behalf of the Governor. When DCF is contacted by a State or Federal Legislator about a case, DCF provides information within the limits of confidentiality requirements and explains the local agency complaint process. Local agency complaint procedures and forms will be shared with legislators upon request so they can respond to their constituents. For complaints received by US DHHS, DCF provides information to US DHHS so they can write their own response to the person.

If the persons have not gone through the formal complaint process at the local level, DCF will refer the persons to the local agency to pursue their specific concerns. DCF's response will generally be limited to providing information about program policies that apply to the situation and resources available to the persons. If persons express interest in going through the agency complaint process, they will be given the agency complaint procedure, complaint form and contact information for the agency complaint coordinator. DCF will notify the agency that a complaint was received and whether DCF will take any further action on the complaint.

DCF review of the complaint is limited to local agency compliance with child welfare and youth services program requirements. DCF will generally not review the following:

- Complaints regarding local agency customer service and personnel management concerns. Persons will be directed to the local agency program manager to resolve those concerns.
- If the customer service or local agency personnel complaint involves allegations that the persons believe the local agency discriminated against them on the basis of race, age, gender, disability, national origin, or other protected factor under Federal and State Civil Rights Laws, DCF may investigate those complaints as a civil rights matter. As the state agency responsible for civil rights enforcement for child welfare and youth services, DCF may conduct civil rights investigations for service delivery complaints alleging discrimination.
- Complaints regarding law enforcement and criminal prosecution. Persons will be advised that DCF has no authority over criminal investigations.
- Complaints regarding actions taken by the court. Persons will be advised that DCF has no authority over court proceedings, including child custody and visitation, placements



of children outside of their homes, and termination of parental rights. Persons will also be informed that DCF cannot offer legal advice about their case.

When DCF responds to complaints, the person is sent a letter acknowledging their concerns and advising them to go through the local complaint process if they have not done so. Depending on the concerns raised by the person, such as how program policy applies to their situation, DCF's letter may respond to the program policy concerns. The local agency is copied on DCF's response letter.

Information about DCF review of child welfare and youth services complaints is on the DCF website as follows:

Milwaukee County: <https://dcf.wisconsin.gov/mcps/complaint>

Statewide: <https://dcf.wisconsin.gov/about-us/complaint/child-welfare>

### **CASE REVIEWS BY DCF**

If persons have gone through the local agency complaint process and still have concerns, they may request that DCF conduct a review of the case. DCF will review complaints related to access to services and compliance with program requirements. DCF's role is to act as a neutral party in reviewing the concerns raised by the person, conduct a fact-finding review specifically related to the identified issues, and assess whether the agency complied with the applicable statutes, administrative rules, and program standards.

In situations for persons with limited involvement in the case, DCF will review only the specific concerns related to their direct involvement with the local agency. DCF will not review other concerns that do not qualify for the formal complaint process. Persons for whom DCF will not review their concerns will be directed to the local agency program manager to resolve their concerns.

To conduct the case review, DCF regional office staff will contact the person, review the case record, contact local agency staff, and request copies of the local agency complaint record for the case. The scope of the DCF review will be limited to the specific issues identified in the local complaint process.

After gathering information, DCF will issue a letter to the person with the findings of the case review. The letter will state whether the agency followed the applicable statutes, administrative rules, and program standards.

DCF's case review letter will be issued within 30 days of when the complaint was received by DCF, unless there are delays in receiving information from the person or the local agency. The local agency will be copied on the case review letter.

If DCF determines that a local agency did not follow the applicable statutes, administrative rules, or program standards, DCF will contact the agency prior to sending out the letter to discuss the agency's case practice and what actions are necessary for the case. DCF will provide the agency with a summary of the case review, with recommendations for how to improve case practice.

Once DCF issues the case review letter, DCF will consider the complaint closed and will not do any further review of the complaint. If the person makes further contact with DCF about their concerns, unless there are new concerns not addressed in the original complaint, the person will be referred back to the local agency to address their concerns.

**Green Lake County Department of Health & Human Services  
571 County Road A, Green Lake WI 54941**

**POLICY & PROCEDURE:  
Truancy Referrals to Juvenile Court Intake**

Section: Service  
Section #:

**Effective Date:**

Reviewed by:  
Reviewed Date:

**POLICY**

Green Lake County Department of Health and Human Services Juvenile Court Intake responds to truancy referrals through diversion programs and approaches to hold youth accountable for their behavior without resorting to legal sanctions, court oversight or the threat of confinement.

Habitual school truancy is a status offense. A status offense is a noncriminal act that is considered a law violation only because of a youth's status as a minor. Youth with status offenses should be held accountable for their misbehavior by parents, teachers and others in the community without resorting to legal sanctions, court oversight or the threat of confinement. According to evidence-based research and best practice, they should never be adjudicated or formally processed.

This policy is consistent with evidence-based practice as well as the current direction of both Wisconsin DPI: [https://dpi.wi.gov/sites/default/files/imce/sspw/pdf/Best\\_Practice\\_Approaches\\_to\\_Truancy\\_Reduction.pdf](https://dpi.wi.gov/sites/default/files/imce/sspw/pdf/Best_Practice_Approaches_to_Truancy_Reduction.pdf) and Wisconsin Department of Children and Families <https://dcf.wisconsin.gov/files/publications/pdf/5489.pdf>

<https://www.aecf.org/blog/what-is-juvenile-diversion>

<https://www.aecf.org/blog/what-are-status-offenses-and-why-do-they-matter>

[https://csgjusticecenter.org/wp-content/uploads/2020/09/CSG\\_RethinkingtheRoleoftheJuvenileJusticeSystem\\_15SEPT20.pdf](https://csgjusticecenter.org/wp-content/uploads/2020/09/CSG_RethinkingtheRoleoftheJuvenileJusticeSystem_15SEPT20.pdf)

**PROCEDURE**

- Juvenile Intake shall only proceed with truancy referrals at the elementary and middle school levels; all high school level truants should be handled by the school or through Municipal Court/citations
- Deadlines: Juvenile Intake will only proceed with truancy referrals that are submitted in full on or before **April 1<sup>st</sup>** of every academic year. For current 8<sup>th</sup> grade students, Juvenile Intake will only proceed with truancy referrals that are submitted in full on or before **January 15<sup>th</sup>** of every academic year.
- Juvenile Intake will not recommend the filing of JIPS (habitual truancy) Petitions through the Juvenile Court, unless the youth has companion cases of delinquency and scores as being "moderate" or "high" risk on the Youth Assessment Screening Instrument (YASI) and other extenuating circumstances exist.

If families do not attend a scheduled truancy intake with Juvenile Intake and multiple attempts have been made to reschedule, the intake worker will review the significance of the referral and in most cases recommend the school liaison officer to refer the youth for a truancy citation.

- Juvenile Intake will only accept truancy referrals with at least **10 full Unexcused** days in a given academic semester. Attendance reports will be reviewed and all attempts to code attendance accurately following School District policy should be made to decipher between Unexcused absences, Excused absences, COVID exempt days, sick days, etc. It is helpful for the Juvenile Intake Worker to view any notes included daily by the attendance secretary/office (i.e.: flat tire, head lice, family funeral, no call/no show, parent called stating child is ill). This will assist the Intake Worker in determining the significance of a truancy referral, as well as to whether or not the student and family have gone beyond the 10 allowable days a parent may call in a child in a school year.
- Juvenile Intake will only accept completed truancy referrals that have every field fully completed on the truancy form/checklist. Schools must comply with the required attendance meeting prior to sending any referral, consistent with Wisconsin State Statute 118.16(2)(cg). Continued efforts must be shown in order to fulfil this requirement, including but not limited to: phone calls, emails, text messages, face to face contact at drop off/pick up, and home visits. If the required attendance meeting is held and a truancy plan of action initiated, Juvenile Intake will only accept truancy referrals that show a pattern of continued full unexcused days of school that are not remedied with continued efforts by school staff stated above.
- Juvenile Intake will not accept truancy referrals for students that are habitually truant and attending a school through school choice. Juvenile Intake will recommend the school of choice to transition the child to their home school and then monitor attendance prior to sending a truancy referral. (This does not apply for students with disabilities/IEP's that are only serviced in a particular school setting)
- Juvenile Intake will not accept truancy referrals for students that are academically meeting standards in school, including a **C average or greater**. For elementary aged youth, the grade/achievement report will be reviewed to determine if the student is meeting average academic standards.
- Citations to Municipal court may be issued by Law Enforcement to youth and/or their parents. Municipal Court handles each habitual truancy citation on a case-by-case basis. Various dispositional options are listed in statute, to include: ordering parents to attend school with the juvenile, ordering the juvenile to house arrest, ordering the maximum citation amount to be paid (forfeiture amount \$500, ticket ends up being over \$600 after costs included), as well as suspension of DL license (if citation is in the juvenile's name).