

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@co.green-lake.wi.us



FOX RIVER INDUSTRIES

222 Leffert St.

PO Box 69

Berlin WI 54923-0069

VOICE: 920-361-3484

FAX: 920-361-1195

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

2022 ANNUAL REPORT

To: The Residents of Green Lake County, County Administrator Cate Wylie, 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 2022 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.

2022 continued to bring challenges and opportunity to DHHS. In 2022 two Unit Managers who each had over 30 years of experience retired from their positions. Our Elder Benefit Specialist with over 30 years of experience also retired. These retirements saw over 90 years of experience and institutional knowledge leave the Department. There is also opportunity. The Manager positions were filled with one internal and one external candidate. They have brought new energy and fresh ideas to their Unit's and have thus far transitioned into their roles quite successfully!

DHHS is constantly challenged to adapt and find 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 2022 we are anticipating that HHS will end the year with a budget surplus for the 6th 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 to increase these services, add staff, and maintain a budget surplus while keeping our levy ask mostly flat.
- The Health Unit was due for their 140 Review this year. The 140 Review happens every 5 years and per Administrative Code DHS 140 all Health Departments are required to complete. The purpose of the review is to evaluate the operations of the health department to make sure we are meeting statutory requirements. The review was held on October 26th with health unit staff, WI DHS staff, and HHS Director. The Health Unit was recertified as a Level II Health Department by State Health Officer Paula Tran on December 16, 2022.
- We know that diabetes that is not well controlled can lead to many complications such as heart attack, stroke, kidney disease, limb amputation blindness and more. The best strategy is prevention. In 2022 the Health Department was able to start a CDC recognized diabetes prevention program and secured approximately \$100,000 in state grant funding to fund the start-up costs.
- In Children & Family Services 264 total referrals were received in 2022. They were as follows: 218 total reports of Child Abuse/Neglect. 59 reports were screened in for a response from the Initial Assessment Worker; 158 reports were screened out. The screened in reports had a total number of 90 children that were identified as potentially being child victims. The total victims in all reports were 303. The screened in reports by maltreatment type were 26 - Physical Abuse; 62 - Neglect; 11 - Sexual Abuse; 1 - Emotional Abuse and 2 – Unborn Child Abuse. 46 Service Reports were received. These were comprised of 24 screened in for response and 22 screened out. There were 22 Children in Need of Protection and Services (CHIPS) petitions filed in 2022. In 2022, the Corporation Counsel assumed the responsibility for the court filing and managing CHIPS cases from the DA's office.
- In 2022, the Youth Justice staff received 67 referrals. This number is lower than 2021, however is more in line with the years prior to this. 20 new delinquency petitions were filed in 2022. 32 ASI pre-screens were completed. Three (3) full screens were completed (Cases that were adjudicated in the Court). Two (2) re-assessments were completed. No (0) new youth were placed in the Severe Juvenile Offender Program in 2022. No (0) youth were placed in residential care facilities. No (0) youth were placed in group home or foster care settings.
- The Birth-3 Coordinator position was moved to the Children and Family Unit in April of 2022 when the worker that was previously in that position resigned. The Birth-3 position supports families in the home with children who have developmental delays and diagnosed conditions who are under the age of 3.
- In Economic Support we are waiting to hear from the federal government on when things will change for Badger Care and Wisconsin Medicaid programs. When that change happens, we will start to "unwind" the temporary rules, reach out to members, and resume the regular renewal process that was in place before COVID- 19. (anticipated "unwinding" date is June 2023)
- In 2022 Fox River Industries (FRI) added a new corn supply vendor, Leighton Family Farms in South Dakota, to help keep up with increasing demand for "A Squirrel's Dozen", our 6.5-pound cob corn product. In addition, FRI continues to source cob corn from local farmers.

- In 2022 the Behavioral Health clinic began a series of upgrades to their electronic health record which are expected to continue into 2023. These have improved some functionalities within the record for staff. Future upgrades are designed to streamline the records exchange process with external providers, reduce administrative burden related to records, and improve client access to their own treatment information.
- Under the changes to administrative code DHS 75 the Behavioral Health clinic has now become an “integrated outpatient treatment program” aligning requirements for mental health and substance use treatment under one set of regulations and embracing our philosophies around treating co-occurring issues. The rule also regulates our Intoxicated Driver Program as a separate program from the outpatient treatment program.
- During the year of 2022, crisis intervention responded to 415 initial crisis calls 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. 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.
- The Green Lake County Child Support Unit has 874 cases. Close to 90% 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. During Federal Fiscal Year (FFY) 2022 Green Lake County Child Support collected \$1,760,714.07 in Child Support.
- In 2022 two new positions were added to the ADRC and Aging Unit. A part-time Information & Assistance position and a part-time Dementia Care Specialist. The Dementia Care Specialist Position (DCS) is still growing and trying to reach more individuals in the Community. In the short time in 2022, the DCS completed 5 home visits related to people living with dementia. The DCS completed 13 presentations that included: Dementia Friendly, Dementia Capable, Dementia 101, and Memory Screen Events. The DCS attended 2 conferences to continue growing their expertise.
- In 2022 the Food Pantry was able to raise over \$44,000 dollars in Grants & Donations. The Food Pantry attempted to bring more awareness to their services by continued outreach activities. The Food Pantry partnered with Options for Independent Living Organization to host a Durable Medical Equipment Drive. Community members were able to drop-off used Medical Equipment to donate to the organization to be used as loans for others in need. The Food Pantry also added more signage to help individuals locate the Food Pantry which included a Flag out front. The Emergency Food Assistance Program/Food Pantry operates every Tuesday from 10:00-12:00 as well as the first Thursday of the month between 4:00-6:00 p.m. (June – October)

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 for 2022 consisted of the Director, Financial/Business Manager, Electronic Health Record Specialist, Billing Specialist, two Receptionist/Data Entry Specialists, BHU Receptionist/Lead Worker, a part time receptionist and a secretary. The Purpose of Health and Human Services Administration Unit is to support the seven different units within Health and Human Services.

Operating Highlights

In supporting the seven different departments in Health and Human Services the Administrative unit has been busy with excellent customer service and unit support throughout 2022.

Accomplishments in 2022

Administration is learning and adapting with change as we come out of the “COVID” way of doing things and start to get back into the “new normal” way of doing things. During this time, we have continued to learn and grow as a wonderful team that works great together while focusing on efficiencies and assisting the community and Health and Human Services employees. Adapt to the new normal has Administration continuing to modify 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 2022:

- Implemented different modules that our billing software 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
- Working with staff to streamline changed processes as we come out of COVID

Looking forward to 2023

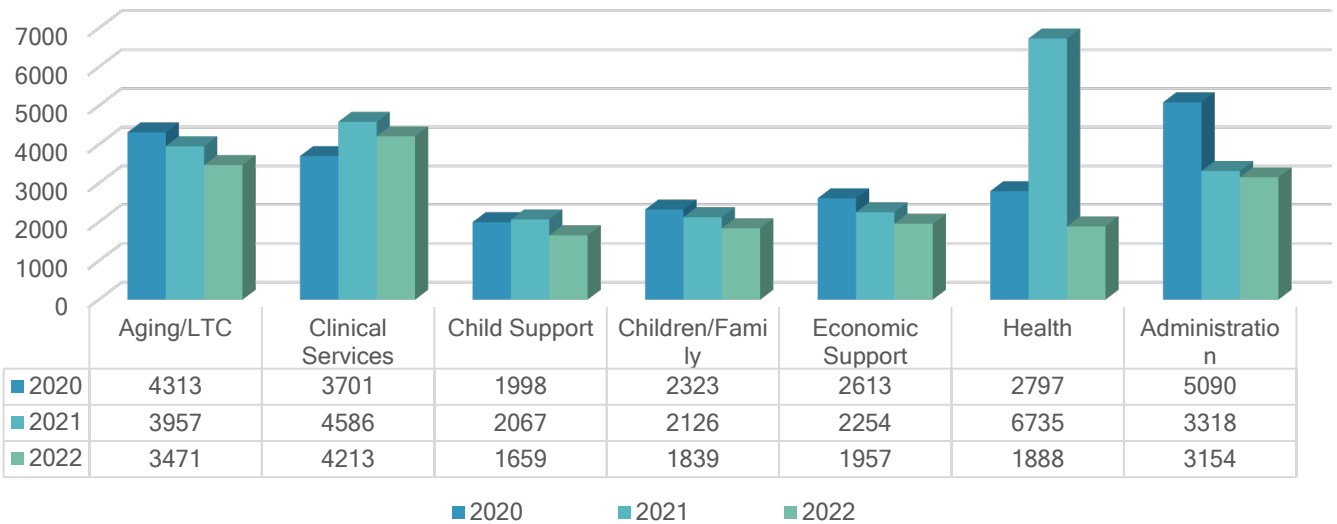
Admin continues to modify the day-to-day workflow to best meet our consumer’s needs. We are looking forward to 2023 and focusing on improving in the New Year. A few of our goals for 2023:

- Implement a client portal for health records
- Implement an electronic file sharing process.
- Continue to provide great customer service to all Green Lake County Residents
- Continue to streamline admin functions within the department

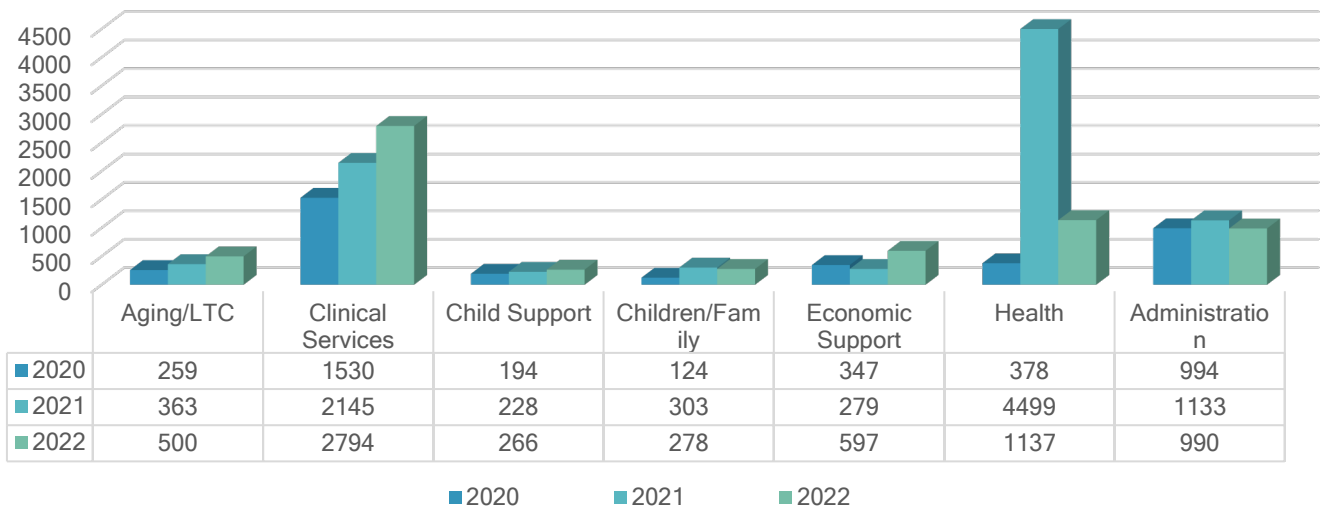
ADMINISTRATIVE STATISTICS

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 within Health and Human Services. 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



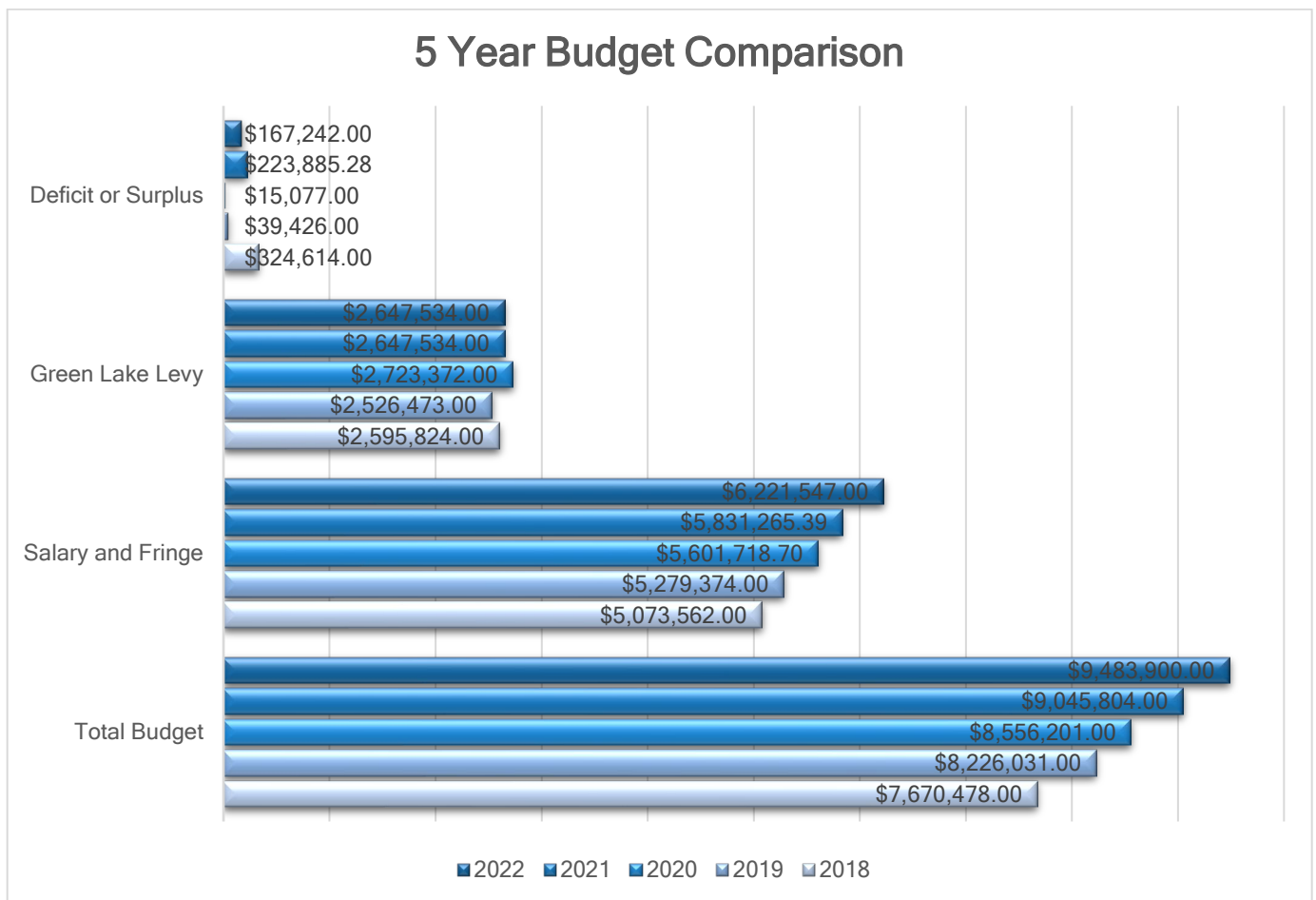
3 Year Comparison HHS Walk-Ins



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 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 was able to financially report a surplus for Health and Human Services the past five years.

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



Respectfully Submitted,

Kayla Yonke, DHHS Financial/Business Manager



2022 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**

We started off 2022 with our highest spike in COVID-19 cases due to the Omicron variant, averaging 40+ cases per day in January. Our focus in the COVID-19 response remained centered on increasing vaccination rates. Data clearly shows that COVID-19 vaccines greatly reduced the risk of death and hospitalizations with COVID-19 infections. COVID-19 vaccine clinics were held every Wednesday, supported by AMI, throughout all of 2022. In addition to the weekly Wednesday clinics, staff held community clinics in partnership with schools, Tri-County Boys and Girls Club, long-term care facilities and other various locations. On Friday February 25th, CDC updated its recommended indicators for monitoring the impact of COVID-19 on communities and guiding decisions about community prevention strategies and individual behaviors. The new indicators represented a shift in focus from eliminating the spread of COVID-19 to minimizing severe illness and strain on our health care systems. This change has allowed staff to focus on prevention efforts (including vaccination) and not so much on individual case follow-up as we move forward.

The Health Unit was due for our 140 Review this year. The 140 Review happens every 5 years and is a requirement for all health departments to complete per Administrative Code DHS 140. The purpose of the review is to evaluate the operations of the health department to make sure we are meeting statutory requirements. The review was held on October 26th with health unit staff, WI DHS staff, and HHS Director Jason Jerome. The Health Unit was recertified as a Level II Health Department by State Health Officer Paula Tran on December 16, 2022.





Our 2022 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 up with in 2022.

Frequency of Reported Diseases in Green Lake County	2019	2020	2021	2022
Babesiosis	1	-	-	1
Blastomycosis	-	-	-	1
Campylobacteriosis	11	3	6	8
Carbon Monoxide Poisoning	2	-	-	2
Chlamydia	52	27	35	33
COVID 19 Confirmed	-	1399	1729	2186
COVID 19 Probable	-	301	407	218
Cyclosporiasis	-	-	-	1
Cryptosporidiosis	2	-	5	-
E-Coli	15	8	10	11
Ehrlichiosis	-	-	-	2
Foodborne Disease	7	-	12	3
Giardiasis	-	1	1	1
Gonorrhea	3	5	5	4
Haemophilus Influenza	-	1	1	1
Hepatitis B	1	-	3	17
Hepatitis C	8	3	5	17
Histoplasmosis	-	1	-	1
Influenza (hospitalized)	7	1	-	151
Legionellosis	-	-	1	2
Lyme Disease	18	2	35	41
Measles (Rubeola)	-	-	-	-
Multisystem inflamm. Syn. in Children MIS-C	-	-	-	1 *New
Mycobacterium (non-tuberculosis)	6	-	5	1
Norovirus Outbreak	9	1	-	-
Pesticide related disease	2	-	-	-
Pertussis (whooping cough)	20	3	-	18
Salmonellosis	3	5	1	4
Syphilis	1	-	2	4
Invasive Strep Disease	7	1	1	2
Latent TB infection	0	-	2	5
Varicella (Chicken Pox)	-	1	-	2
TOTAL	177	1763	2,266	2,738

In addition to the continued COVID-19 pandemic, Health Unit staff responded to the national outbreak of Monkeypox (now called Mpox). There were no confirmed cases of Mpox in Green Lake County in 2022, but several suspect cases that needed follow-up and monitoring.

The Health Unit partnered with the Green Lake Association (GLA) and Green Lake Sanitary District to pilot a new Blue Green Algae monitoring program. The GLA tested water samples at four locations around Green Lake for the presence of blue-green algae toxins. Results were used to inform the community of potential beach advisories or closures by the health department. Throughout this testing season, one potential bloom was identified, and that beach was quickly closed. Communicable disease funding was used to support this effort.

Public Health Preparedness

We are an active member in the Region 6 Healthcare Coalition and attend monthly meetings in addition to being active partners in the Local Emergency Planning Committee. We participated in several exercises working closely with Gary Podoll, Emergency Management Director, local law enforcement, fire departments, hospitals, nursing homes, Red Cross, and surrounding counties to test our ability to handle a variety of public health issues and concerns.

Immunizations for Children and Adults

We have monthly immunization clinics in Green Lake and a home visitation program with Allison Krause to provide immunizations to the Amish community. Due to the ongoing pandemic, home visits were on hold for the beginning of the year. In June, we were able to restart our bi-monthly home visits to the Amish Community with 4 clinics between June and December. A total of 6 immunizations given at the home visits.



Our immunization rates increased to 39% for our cohort who are completely vaccinated by age 2. That is up 1% 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. We have offered clinics this year in the community at all of the schools as well. We focus on the school aged children at the school-based clinics, but we do vaccinate younger siblings at these clinics as well if eligible. WIC has started offering in-person visits this year but they are utilizing their new mobile unit. The unit and WIC staff are in the parking lot during WIC instead of in the building. However, they are continuing to do almost all visits via phone instead of in person. This has drastically reduced the number of children under the age of 5 that we see for appointments.

COVID-19 Vaccination Clinics

COVID-19 vaccine efforts were a priority throughout all of 2022. The company AMI started holding COVID-19 clinics in the government building in January 2022. AMI was able to hold a “Walk-in Wednesday” almost every week totaling 51 clinics providing 1,393 vaccines. In addition to the AMI clinics, **378 COVID-19 vaccines were administered** by Health Unit staff in 2022.

Dental

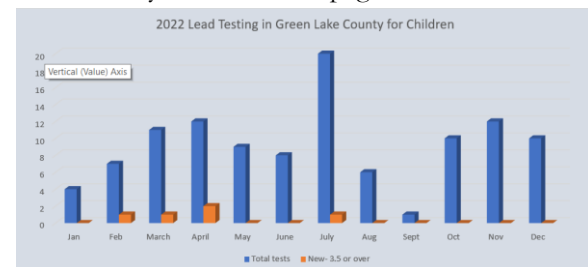
We contract with Carrie Knurowski, Dental Hygienist, to provide services to Head Start and school age children for cleanings. Carrie provides services in Marquette and Fond du Lac counties as well. Carrie also provides sealants for school aged children through the Seal-A-Smile program. In 2022, she was able to bill over \$61,000 to MA and BadgerCare for dental services. 477 children were screened and provided fluoride treatments. 41

children had sealants placed. 202 children had prophylactic cleanings performed and 151 referrals were given for further care/treatment. This program provides dental needs in our county that are greatly unmet due to providers not accepting patients with MA/Badgercare.

Childhood Lead Testing

As of 2022 the CDC decreased the lead level of concern in children from 5 ug/dl to 3.5 ug/dl. Nancy Gimenez, RN and Jessica Jungenberg, environmental specialist with the Tri-County Consortium continue to partner to provide lead assessment and education to families with children having elevated blood lead levels. In 2022 there were a total number of 112 tests done for lead in children in Green Lake County. Out of these tests, there were 5 children with elevated capillary blood lead levels ranging from 4-12.2 (three in the 3.5-9.9 range, and 2 in the 10 and over range). All families were contacted via phone, assessed, and provided with verbal and written information via e-mail.

Two articles on the dangers of lead in children were published in the Berlin Journal in 2022 to increase awareness of the problem. The first was 5/5/22, and the second was during Lead prevention week, October 23-29. Additionally, 3 Facebook posts were also added to the Green Lake County Public Health page.



Mother, Child and Family

There were 207 births in Green Lake County as compared to 199 in 2021, 180 in 2020, and 187 in 2019. All new moms receive a large manila pack with various information regarding baby care, mom's health, and home safety, along with a letter from Nancy, encouraging families to use



Green Lake County Health Department as a resource. Veteran moms receive an abbreviated version of this as well. Nancy provided follow up calls to all moms whether they are veteran or new moms. These calls help provide education and connect families to much needed resources that may help prevent a multitude of issues and strengthen families. Some of the programs that families were referred to in 2022 because of phone conversations include, Children's Wisconsin Program, First Breath, Wisconsin Works, Well Badger Resource Center, various lactation consultants, dental services, and WIC.

Nancy Gimenez also reached out to Thedacare-Berlin, Birth Unit staff to provide general education on what G.L. County nurses receive on the birth report and the outreach that we do with each mom. This helps the staff understand what we provide as a baseline service. They were encouraged to continue sending referrals for cases that may have special or more urgent needs. Rachel Prellwitz performed 12 car seat checks and was able to provide 10 free car seats due to a grant we received from Thedacare. One hundred percent of those who had car seat installation checks reported an increase in knowledge regarding proper use of a car seat. Car seat education continues to be a high priority as proper car seat use, when installed correctly, 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. New WIC Director, Michelle Burington, started in February of 2022 and new nutritionist,

Rebecca Schneider, began in March of 2022. WIC began offering in person appointments in June and averaged less than 10 in person visits per month. Families continued to prefer phone appointments. The Mommy and Me breastfeeding group was offered all year, with average monthly attendance of 4 moms. THIS-WIC Telehealth Grant through Tufts University has been underway. The grant is to test a new platform for conducting remote WIC services and making nutrition education more valuable. The state WIC office is still collecting data on surveys completed by participants to determine if this telehealth solution will continue past the research period (ends April 2023). Staff held diaper/toy drives in January, March, October, and November with over 350 families served. WIC staff also participated in various community events such as fairs, touch a truck/national night out, farmers markets, parades, etc. Annual participation for all those served by Family Health La Clinica WIC for 2022 were as follows: 58 pregnant women, 192 postpartum women, 184 infants <12 months and 524 children aged 1-4 years old.

Diabetes Prevention Program

Diabetes and prediabetes continue to be an overwhelming problem in our county as in the rest of the country. It is estimated that 1 of every 3 adults now has prediabetes, which if left unnoticed generally turns into diabetes within 5 years.

We know that diabetes that is not well controlled can lead to many complications such as heart attack, stroke, kidney disease, limb amputation blindness and more. The best strategy is to prevent diabetes.

In 2022, we were able to start a CDC recognized diabetes prevention program and secured approximately \$100,000 in state grant funding to help. See Timeline below (on page 4) for work done up to the start of our first group.



The Green Lake County National Diabetes Prevention Program (NDPP) opened its first class on 8/17/22 with 11 participants. To date, all participants remain in the group. Although we haven't even reached the half-way point in the first group, we are starting to see some impressive results. 6 participants have already met the weight/activity or A1C goals that the CDC sets to indicate success. In fact, 4 participants have already lost 20-30 pounds each, and another 3 have reduced their A1Cs, indicating improved glucose control. The group is very engaged, and well attended.

A second group has been identified, and 12 enrollees will begin their class on 1/11/23. This group will be held at the Berlin Senior Center to increase accessibility to more people. A third group has started to fill for the spring, with 4 people signed up so far.

Despite losing Julia McCarroll as a life coach for the NDPP program, new health educator, Lauren Olson, has agreed to be part of this program and attained her life coach certification before the end of 2022. We look forward to continued success and growing the program.

Tri-County Environmental Health Environmental Issues Addressed

During the calendar year of 2022, the following was completed in Green Lake County:

Facility Inspections:

Pre-inspections: 40
Follow up pre-inspections: 13
Routine inspections: 186
Re-inspections: 4
Complaint investigations: 1

Other Activities:

Animal Bites—

- 30 dog bites (4 dogs euthanized for rabies testing- all negative)
- 6 cat bites/scratches (2 cats euthanized for rabies testing- both negative)
- 8 bats sent in for rabies testing (all negative)
- 1 horse sent in for rabies testing (negative)
- 1 raccoon sent in for rabies testing (negative)

Well Water Concerns—3

Meth House Placards—None

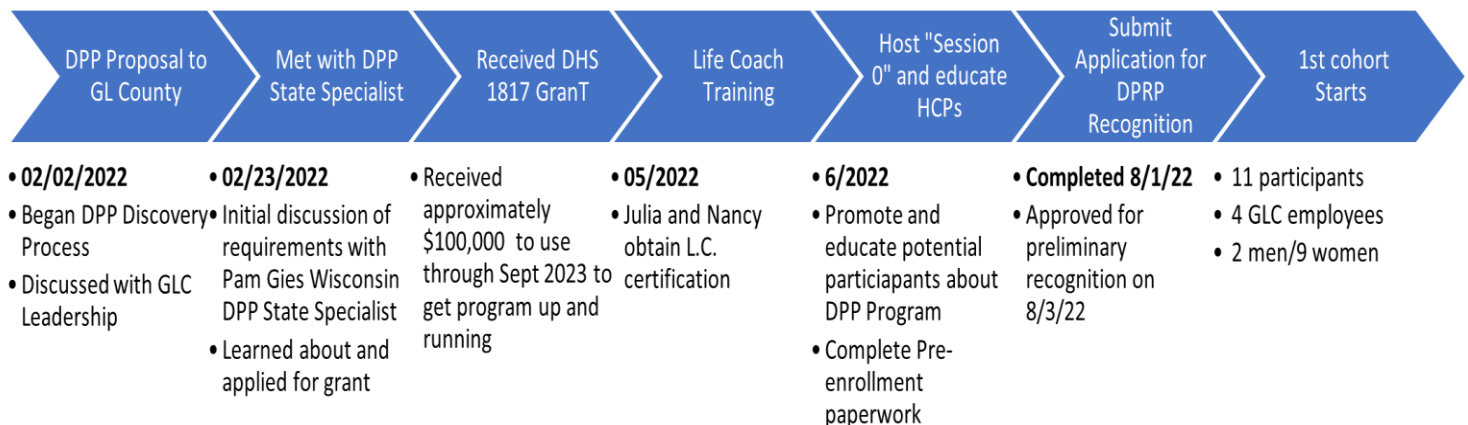
Housing Inspection Cases—6

Nuisance/Other—17

Radon Kits Distributed—88

Water Kits Distributed—58

2022 DPP Timeline below



The Health Unit also received a \$5,500 grant for Carbon Monoxide Poisoning prevention in 2021 to be implemented in 2022. The Health Unit used funding to perform the following activities:

Provided carbon monoxide detectors to those who are at highest risk for carbon monoxide related illness. 102 carbon monoxide detectors were distributed to a variety of community members (including all 9 local fire departments) and partner agencies. An additional 42 battery operated carbon monoxide detector remain on hand to continue to attempt to distribute to our Amish families during routine home visits by our public health nurse.

Implemented 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.

- We did two print media campaigns in our local newspaper which reaches nearly all the county's 19,000 residents.
- We also partnered with our DHHS Aging Unit to run a press release in their Senior Newsletter which also reaches around 975 county residents.
- In addition, we distributed posters to all 5 of our county's campground with information specific to CO safety while camping.
- We also partnered with a local bait shop to display the DHS fact sheet on CO Safety while boating and providing checklists for anglers to take to make sure they were taking steps to stay safe while boating.
- Finally, we partnered with a local boat dealership to distribute educational information on CO safety while boating. They included our fact sheet with all of their bill mailings for the month of July.
- In addition to print media, we also ran five different social media posts on carbon monoxide safety.

Prevention Activities

A portion of Prevention grant funds were used to update the Health Unit's internal strategic plan. We contracted with Blue Door Consulting to facilitate the development of our new 5-year strategic plan. We have held 4 planning sessions so far and hope to have a completed plan by March of 2023.

In March 2022 Nancy Gimenez completed her Advance Care Planning (ACP) Facilitator certification (along with Kristen Dorsch from the Aging unit). Kristen and Nancy provided informational booths at several locations throughout Green Lake County during National Health Care Decisions Week in April 2022. Various information was provided about the importance of advance care planning. Nancy and Kristen offered one on one assistance to those who have more questions or need help creating documents that support ACP. An article about the importance of ACP, as well as a Facebook campaign, was completed in April of 2022.





Green Lake County reenlisted as an active member of a multi-jurisdictional tobacco coalition. This coalition, recently renamed, East Central Alliance for Nicotine Prevention, uses evidence-based strategies to prevent tobacco use by youth, educate on the hazards of new and current tobacco products including e-cigarettes, identify policies to reduce the initiation of use by youth and continue to prevent exposure of second-hand smoke, and conducts tobacco compliance checks to ensure tobacco retailers comply with tobacco laws, using the state-wide science-based program WI Wins. Throughout the year, in addition to compliance checks, contact with tobacco retailers is made through education, trainings, and mailings. Julia McCarroll worked with staff from the Behavioral Health and Children and Families Unit to develop a Vaping Prevention Program to be presented at area schools. In addition, Julia taught the “Catch My Breath”, tobacco prevention program, at Princeton Schools with School Resource Officer Keith Kiupelis.

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 “What is Public Health?”. The booth provided information and resources on all the supports and services the Health Unit provides.

Staff attended National Night Out hosted by the Berlin police department on August 2, 2022. Staff provided education on carbon monoxide poisoning prevention to parents and children. We were able to give out carbon monoxide detectors to those who needed them.

Health Equity

Green Lake County Health Department is working to strengthen our communities by expanding opportunities to be healthy. The Health Unit wants to make sure all residents and visitors have a fair and just opportunity to be as healthy as possible. Internally, our department is continually

learning more about social determinants of health and how they relate to health disparities, strategic planning has started to assist our department in addressing gaps, we continue to find and develop relationships with communities that are disproportionately impacted and will be working to assess our policies and procedures to improve health outcomes in our county.

Green Lake County Health Department continues to work alongside our partners in the Central WI Health Partnership (CWHP). CWHP is still focusing on improving health outcomes by addressing disparities. While the consortium was making progress in finding strategies to address the transportation disparity, a staffing change paused the efforts. With new staff on board the goal is to move forward in 2023 to find opportunities and strategies that would improve accessibility of transportation in our communities, across the six-county partnership.

Opioid Prevention Activities

We continue to be a member of the Alliance for WI Youth (AWY). Our regional prevention center that brings together other groups, individuals, and resources for substance use prevention efforts and youth development work. While the alliance no longer provides stipends for attending meetings, they do offer free monthly trainings, quarterly meetings with many resources and grant opportunities to apply for funds to be used for prevention activities. Through previous funding from AWY, we continue to make available and distribute medication lock boxes to keep prescription drugs safe in our county. Funding has been requested through AWY for 2023 to provide additional support to our permanent drug drop box sites, increasing Naloxone (Narcan) education in the community, and supporting a community event in partnership with our Opioid Fatality Review Team.



Green Lake County continues to participate in the Tri-County Overdose Fatality Review team (along with Marquette and Waushara Counties). This team continues to review closed decedent cases that were due to opioid use with a lens that overdose deaths are preventable. We aim to complete 4 case reviews annually (quarterly, rotating counties). In between case reviews, we have quarterly education meetings regarding opportunities for understanding within our team or learning more about programs and challenges in our rural part of Wisconsin. We also have quarterly implementation meetings to review what we have done as a team as well as to plan, develop and execute new ideas to increase education and awareness in our communities with the hope of leading those at high risk to prevention, harm reduction and recovery services. A Tri-County Community event was held on June 9th at Markesan High School to promote education and bring awareness to our rural community. This featured a keynote speaker with lived experience, a remembrance ceremony for families that have lost a loved one due to substance use, vendors of local services to promote harm reduction, recovery/community support and a call to action for our communities. The event was very well attended for our first-time hosting with plans to hold events annually going forward.

We continue to collaborate with DHS, DOJ and the Medical College of Wisconsin (along with other OFR teams throughout the state). Director, Amanda Thoma and Team Facilitator, Lisa Rollin will be attending the National OFR Summit that will be held in Washington D.C. on 1/19/23-1/20/23.

We are in the fourth and final year of the OD2A grant cycle. DHS fully anticipates a new grant opportunity to be available for OFR teams to receive ongoing funding once this year is complete.

Staffing Update

Staffing changes this year include the resignation of Renee Peters as our Birth to 3, Children's Community Options and CLTS Coordinator as she moved out of state. It was decided in collaboration with HHS Director and Children and Families Unit to move the position to be within the Children and Families Unit instead of housed within the Health Unit.

Other staff changes include the resignation of Shari Krause as our Public Health Specialist in May of 2022. This position will potentially be combined with another to create a new position of Community Health Worker in 2023.

Julia McCarroll resigned as Deputy Health Officer/Health Educator in August of 2022. Lauren Olson is her replacement and began her role with Green Lake County on November 7th, 2022.

Our 3 additional contact tracers that we hired at the end of 2021 to assist us with COVID-19 case investigations and follow-up, stayed on board with us through the height of the pandemic with employment ending in April of 2022.



Public Health
Prevent. Promote. Protect.

2022 in Pictures-



2022 Green Lake County Fair Booth: "What is Public Health?"



Nancy Gimenez, along with Kristin Dorsch in the Aging Unit, provided education on completing an advanced directive for healthcare at area libraries and senior centers the week of April 11th. Community members are able schedule appointments to complete Advance Directives with Nancy/Kristin.

Staff attended the "We Heart You: Recovery in Our Community" Conference. The purpose of the event was to break the silence of addiction, reduce stigma of recovery and save lives by connecting the community to resources.





PHN Allison Krause assisted All Saints School with Arbor Day activities.



Health Unit Retreat held on August 12th at the Green Lake Conference center. Annual mandatory trainings completed, and Emotional CPR class held.



The Health Unit partnered with the Green Lake Association (GLA) and Green Lake Sanitary District to pilot a new Blue Green Algae monitoring program.



Emergency Preparedness tabletop exercise held in the Emergency Operations Center on October 27th with Emergency Manager, Gary Podoll, and other partners.



Internal Strategic Planning sessions facilitated by Blue Door Consulting

Green Lake County Health Department's first group of participants of the Diabetes Prevention Program appearing both in person and virtually!



CHILDREN & FAMILY SERVICES UNIT

The Unit is comprised of the Unit Manager and eleven (11) staff members. There is one (1) Initial Assessment Worker for Child Abuse/Neglect Investigations, and one (1) Juvenile Court Intake Worker, three (3) Dispositional Social Workers, four (4) Wraparound Case Managers/Coordinated Service Team facilitators and of those four staff, two (2) are also In-Home Therapists. Then we have one (1) Alternate Care Coordinator and one (1) Birth to Three Coordinator/Children's Community Options Coordinator. See attached flow chart.

In 2022, there were some changes to the Unit. The Unit Manager retired after 36 years. The current Unit Manager position was filled by a staff promotion. The vacant Dispositional Staff position was then filled very quickly by an external candidate. The Birth to Three/Children's Community Option Coordinator position was moved to the Unit from Public Health when the staff person resigned, and this position was also quickly filled. Unit staff worked both in the office and remotely to meet the needs of our population.

The Unit staff continued to engage in several initiatives that started in prior years: 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.

The Children & Family Services Unit is responsible for the provision of several programs and services available to individuals and families in the community. The following is a summary highlighting activity in 2022.

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, and other Service requests. 264 total referrals were received. They were as follows: 218 total reports of Child Abuse/Neglect. 59 reports were screened in for a response from the Initial Assessment Worker; 158 reports were screened out. The screened in reports had a total number of 90 children that were identified as potentially being child victims. The total victims in all reports were 303. The screened in reports by maltreatment type were 26 - Physical Abuse; 62 -Neglect; 11 -Sexual Abuse; 1 -Emotional Abuse and 2 – Unborn Child Abuse. 46 Service Reports were received. These were comprised of 24 screened in for response and 22 screened out. There were 22 Children in Need of Protection and Services (CHIPS) petitions filed in 2022. In 2022, the Corporation Counsel assumed the responsibility for the court filing and managing CHIPS cases.

	2022	2021	2020	2019	2018
Number of Access Reports	264	323	336	452	512
Number of Child Abuse/Neglect Reports	218	261	211	277	279
Number Screened in	59	80	64	96	91
Number Screened out	158	181	147	181	188
	2022	2021	2020	2019	2018
Physical Abuse	22	35	13	35	40
Neglect	36	40	59	43	39
Sexual Abuse	9	9	20	23	13
Emotional Abuse	1	2	1	1	4
Unborn Child Abuse	2	4	4	3	5
Service Reports Received	46	62	74	175	233
# Screened Out	22	37	25	106	209
Child Welfare Screened in Reports	24	35	46	80	131
Juvenile Justice Reports	67	85	54	69	68
Kinship Care Applications	0	1	6	1	4
Court Ordered Study	0	0	0	0	0

Adoption Related	1	0	0	1	2
Re-open closed care	0	1	1	0	1
Drug Affected infants	0	0	1	0	1
Inter-state Compact	0	1	1	0	0

Juvenile Court – Delinquency/Youth Justice

In 2022, the Youth Justice staff received 67 referrals. This number is lower than 2021, however is more in line with the years prior to this. 20 new delinquency petitions were filed in 2022. 32 YASI pre-screens were completed. Three (3) full screens were completed (Cases that were adjudicated in the Court). Two (2) re-assessments were completed.

No (0) new youth were placed in the Severe Juvenile Offender Program in 2022. No (0) youth were placed in residential care facilities. No (0) youth were placed in group home or foster care settings.

Below are the numerous groups that were offered to youth in our community from the staff of the Children and Family Unit. Half of the staff members are involved in facilitating one or more groups throughout the year.

- Boys summer group. Six (6) youth were served in the boys group.
- ART group was offered. Eight (8) youth participated in ART.
- An Equine Therapy Booster Mini Group was held during the summer months. Six (6) youth completed this group.
- The Girl Boss group was conducted in conjunction with local businesses. This group averaged six (6) to eight (8) females per week.
- Staff collaborated with the Boys and Girls Club to run the Girls Circle group. Approximately twelve (12) girls per week attended throughout the summer.
- Boys Street Ball averaged six (6) boys per week.
- Drugs, Alcohol & Vaping Curriculum- group averaged 8-12 youth, boys, and girls
- Teens In Action- group averaged 4-6 youth, boys, and girls

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

11 youth were on electronic monitoring in 2022. This consisted of eight (8) males. And three (3) females. The monitors are used in lieu of secure detention.

Parent Training/Education

The Family Training program provided services to twelve (12) families with a total of 35 children in 2022. They provided both parent training and education and parent aide services. In 2022 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. Green Lake County began a contract for additional parenting services with the Professional Services Group (PSG) in 2022. PSG has served two (2) families with a total of two (2) children.

In-Home Therapy/Targeted Case Management/Comprehensive Community Services/Coordinated Services Teams:

28 child/youth teams (TCM/CST/CCS) were active during calendar year 2022. 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. Foster homes are now licensed as 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 2022, five (5) children were placed into non- relative foster care. Three (3) children were in treatment foster care. Nineteen (19) children were placed in court ordered relative homes.

The number of subsidized guardianships was two (2) in 2022. No (0) cases closed during the year.

In 2022, three (3) children were subject to Termination of Parental Rights (TPR) petitions. All three cases ended in the Termination of Parental Rights and the children are either in the process of adoption or are adopted.

In 2022, eight (8) children were in voluntary Kinship Care placement(s). One (1) case closed during the year. All 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 2022 was 35.

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. Our agency performed ACCESS screening for Waushara County and Marquette County. One (1) case was 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 home study for California.

Contractual Services

The unit in home therapist 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, Progressive Parenting LLC. and the Professional Services Group (PSG).

Prevention/Education

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 2022, unit staff coordinated the annual Angel Tree Christmas giving program along with other community partners. 103 families were served with a total of 193 children were provided gifts in 2022.

Licensing

The Green Lake County foster care coordinator licensed one new Level 2 foster home which puts the county at only two (2) foster homes. She was in the process of licensing two other homes, and they did not complete the process. The coordinator has been busy licensing the relative homes that have come forward for placement. There are currently five (5) relative licensed foster homes. One (1) relative was denied for licensure in 2022. One (1) respite provider was looked at and approved in 2022.

Birth-3

The Birth-3 Coordinator position was moved to the Children and Family Unit in April of 2022 when the worker that was previously in that position resigned. The Birth-3 position supports families in the home with children who have developmental delays and diagnosed conditions who are under the age of 3. The children must demonstrate a delay or have a diagnosed condition to be eligible for services. The coordinator and one of the therapists on her team (one speech therapist, one occupational therapist, and one physical therapist) complete the evaluation. Once a child is eligible for the program then the coordinator writes the Individualized Family Service Plan (IFSP) with the family to determine goals and frequency of services. These services are based in the home and/or the community.

There were 47 new referrals to the program in 2022. There was a total of 51 children served in the calendar year due to some of the children still eligible from the previous year. 18 of the children were found not eligible as they were age appropriate in all areas of development. 16 children were found eligible and IFSP was written to receive support from Birth-3. The remaining children's families either declined evaluation or had no further contact.

CCOP

This is the Children's Community Options Program. This program is run by the Birth-3 Coordinator and moved to the Children and Family Unit as stated above. This program is a payment for support and services that a family can't get through their insurance or Medicaid and the child is under 22 years old, have a disability and live in the home and meet eligibility on the functional screen that is completed by the coordinator.

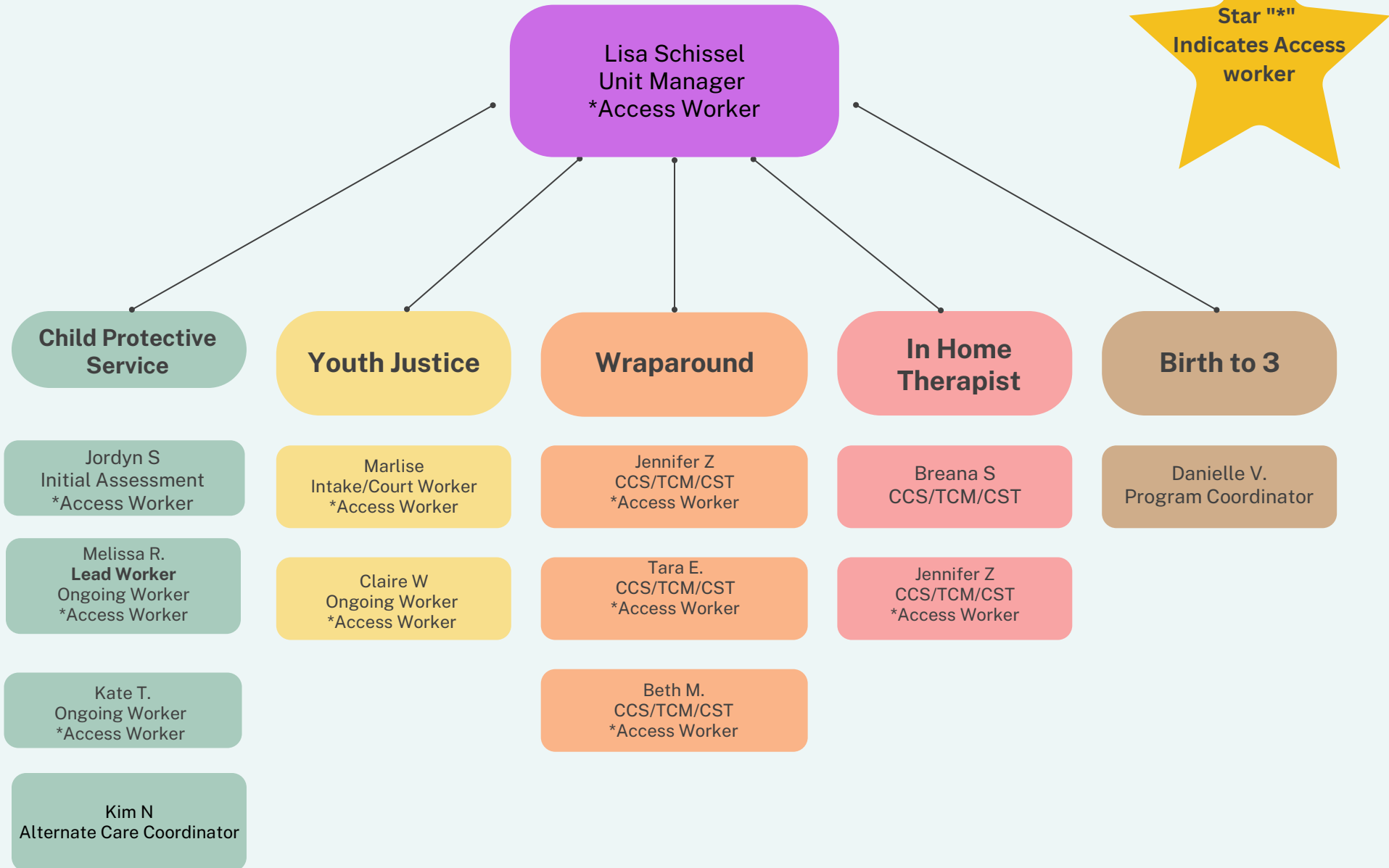
There are two (2) children who have been served in 2022.

Respectfully submitted,

Lisa Schiessl

Children & Family Services Unit Manager

Children & Family Unit



2022 ANNUAL REPORT

ECONOMIC SUPPORT UNIT

~ Providing and Coordinating Resources to Strengthen Families ~

Access to resources and quality customer service are the 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, Food Share, 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 Food Share 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.

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 75,035 cases amongst the nine counties. An 9% 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 15,940 calls per month. The time scheduled increases as the call volume increases. ECIMP have maintained and exceeded the required performance standards.

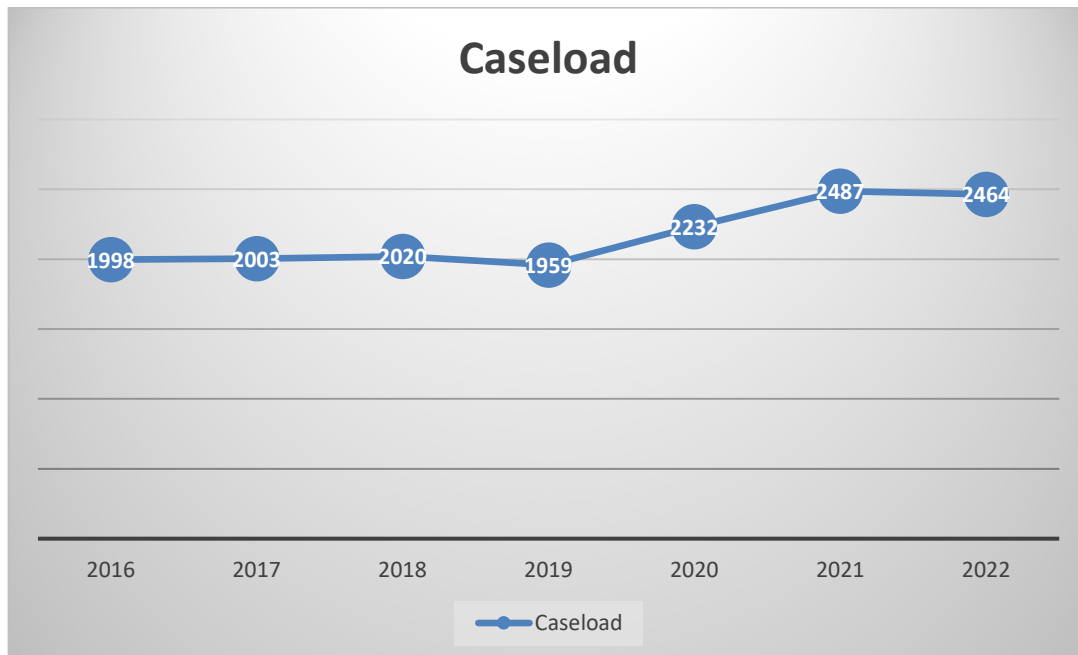
ECONOMIC SUPPORT PROGRAMS

~ 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 programs 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 was stable for 2022. However, the caseload has increased 20% in the last 7 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.

Food Share Wisconsin

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

Each month, people across Wisconsin get help from Food Share. 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.

\$5,359,719 in total Food Share benefits was distributed to Green Lake County in 2022. (Monthly average in 2022 was \$487,247)

Green Lake County's Recipient Summary for Food Share and Medicaid for 2022

County of Residence Medicaid and Food Share Recipient Summary									
*Total Distinct Recipients Count	Total Adults	Total Children	Total Recipients	With Food Share			Without Food Share		
				Adults	Children	Total Recipients	Adults	Children	Total Recipients
	2,625	1,882	4,507	1,260	788	2,048	1,365	1,094	2,571

County of Residence Medicaid Recipient by Medicaid Category							
Benefit Category	Benefit Sub-Category	With Food Share			Without Food Share		
		Adults	Children	Total	Adults	Children	Total
Badger Care Plus		603	700	1,303	1,045	1,086	2,131
	Badger Care for Families	356	700	1,056	462	1,802	1,544
	Badger Care for Childless Adults	245		245	514		514
	Family Planning Only	2		2	70	4	74
Elderly, Blind, & Disabled Medicaid (EBD)		306	4	310	214	1	215
	EBD Medicaid	126	4	130	55	1	56
	Medicaid Purchase Plan**	89		89	80		80
	Medicare Savings Plan**	235		235	136		136
Long Term Care		36		36	155	6	161
	IRIS**	7		7	14	1	15
	Community Waivers**	28		28	106	5	111
	Institution Medicaid	1		1	35		35

**Medicaid Purchase Plan – healthcare coverage for people with a disability who are age 18 or older and who are working or interested in working

**Medicare Savings Plan – help with paying for Medicare part A and Part B premiums. Some may have help with paying their deductibles and coinsurance.

**IRIS – program for adults with disabilities and elderly. It is a self-directed program.

**Community Waivers - Is for older adults' and adults with disabilities. The goal is to get the services they need to live in a home setting when possible.

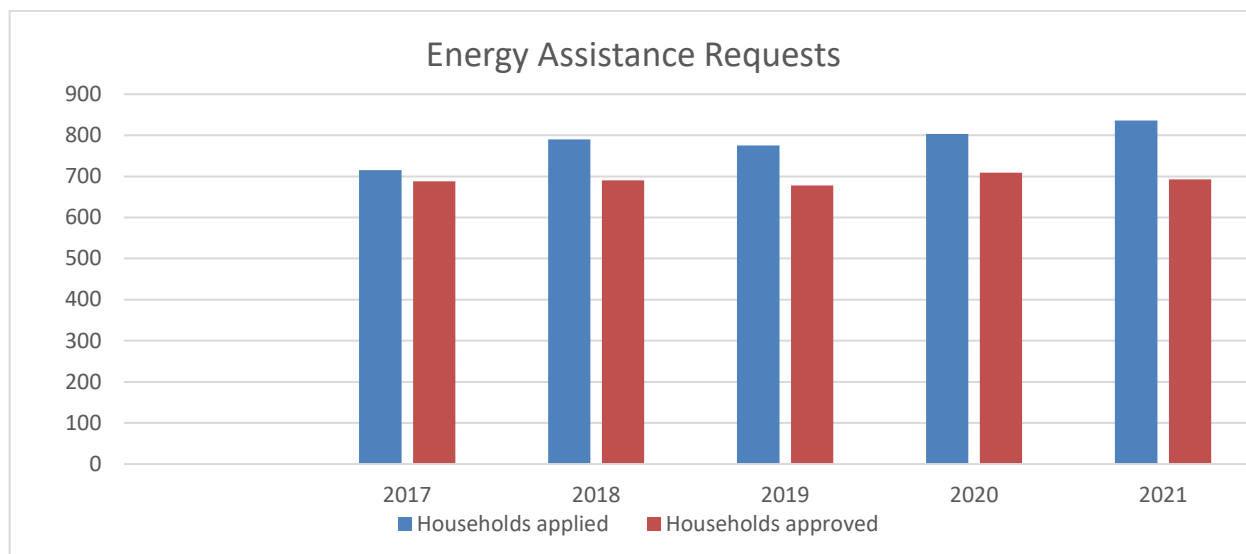
Wisconsin Shares-Child Care

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 2022, Green Lake County provided Child Care assistance to 9 families / 14 children. An average monthly benefit load amount of \$7,280.26.

Energy Assistance

The Wisconsin Home Energy Assistance Program (WHEAP) aids with heating costs, electric costs, and energy crisis situations. Operating with federal and state funding, the program aids 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 2022, 836 households applied, 693 approved, and \$404,601 was the total paid out in general Energy Assistance. 135 households also were granted additional crisis funding. Total paid out crisis funding was \$67,568 in 2022.



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 2022, we repaired 2 furnaces and 6 replacements.

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

During COVID-19, temporary rules were put in place to protect the health and safety of participants of Badger Care Plus and Wisconsin Medicaid programs. Normally, we ask participants to provide updated information about themselves once a year and renew their participation in Medicaid if they still qualify. Because the federal government currently requires states to not remove people from their Medicaid programs unless they die, move out of state, or request to leave, we have not been asking for this information.

The recent federal end-of-year spending bill included several provisions related to Unwinding, including ending the connection between the Medicaid continuous enrollment requirement and the federal COVID-19 public health emergency.

We are waiting to hear from the federal government on when things will change for Badger Care and Wisconsin Medicaid programs. When that change happens, we will start to “unwind” the temporary rules, reach out to members, and resume the regular renewal process that was in place before COVID-19. (anticipated “unwinding” date is June 2023)

Food Share has been unwinding. Eligibility renewals started up July 2021. Most eligibility requirements for Food Share have returned except for drug testing and work requirements.

During the COVID-19 pandemic, a federal program let us give members extra benefits in addition to their regular amount. Now, due to recent changes to federal law, the extra amounts are ending. February 2023 is the last scheduled month members will get extra benefits. Qualifying families will continue to get their regular Food Share amounts.

Submitted by: Shelby Jensen
Economic & Child Support Unit Manager

2022 ANNUAL REPORT

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 Inlusa 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. The SE department currently consists of a Supported Employment Coordinator and 4 Program Aides (3 FTE), with one working full-time in SE, one shared with Behavioral Health, a third shared with Aging/LTC/Food Pantry, and one more covering Long-Term Services consumers. 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. Each individualized service is now paid by DVR on a fee for service basis. In 2022, FRI further expanded Supported Employment Services to students and young adults with very limited job experience, to include a program called Explore Works. This is also a DVR funded service that covers five classes that consumers can complete online with support from their job coach. These 5 classes include Career Planning and Job Exploration, School beyond Highschool, Workplace readiness, Your First Work Experience, and Self-Advocacy.

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.

2022 was successful year for SE services in moving forward and growing the department, not only in the number of clients served, but also in revenues. New relationships have been forged with community employers and networks to expand our opportunities for our consumers seeking employment in the community. The overall blueprint of the SE program in 2022 shows forward growth and development. Our SE program served 33 DVR consumers, an additional 10 contracted services participants, and 20 long term service clients, 15 community-based work trial participants, and 13 job placements.

2023 represents a new year, with new hope, new opportunities, and new goals. 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. Our SE team has continuously participated in new training opportunities and has completed many Supported Employment educational classes. Our staff is dedicated, hard-working, and optimistic about the future. We anticipate another successful year for SE services in 2023.

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 general labor work rate would be compensated at the current prevailing hourly wage rate (\$13.99/hour in 2022), while a person working at 50% of the work rate would be earning half of that, or, in this case, \$7.00/hour.

The FRI 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), tractor seat assemblies for Milsco in Redgranite, and our most recent account, Christmas tree kits and funnel assemblies for The Kirk Company of Wautoma.

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. In 2022, we added a new corn supply vender, Leighton Family Farms in South Dakota, to help keep up with increasing demand for “A Squirrel’s Dozen”, our 6.5-pound cob

corn product. In addition, FRI continues to source cob corn from local farmers. Center-based Prevocational Services hours are 9:00 AM to 3:30 PM Monday through Friday. These services are billable for Family Care members.

During 2022, FRI saw 8 new enrollees into the Center-based Prevocational Program. We also saw the discharge of 6 individuals. There are currently 11 individuals on the wait list for prevocational services with 7 being residents of Waushara County and the remainder Green Lake County.

We restructured our production floor over the past few months to reduce the work groups by one; creating the ability to provide increased exposure to different types of subcontract work by allowing all participants the opportunity to work on all jobs in house and reduce the number of staff required to coordinate prevocational services that are facility based. We utilized the third Program Aide to focus on creating a program for facility-based participants to have more non-production related educational experiences. The Production Supervisor coordinates the subcontract work while the Services Coordinator works with participants on the services they receive and the monitoring of their individual employment goals. We also have a Material Handler assisting our production staff during program hours

In 2023, the FRI prevocational program has a goal of increased focus on establishing realistic employment outcomes with those we serve, while also providing meaningful education on potential employment opportunities.

Community-based: The Community-based Prevocational Program, started in 2018, utilizes a different approach. In this program, consumers don't actually perform 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 local library, and volunteering at various community sites to find areas of potential interest.

2022 was an eventful year for FRI Community-based Prevocational services. Our third cohort of 4 individuals was created with a focus on a younger group of employment seekers than the two previous. The relationship with St. Vincent De Paul has grown past just being a volunteer site into more of a training site where a variety of different skill sets can be worked on in an integrated setting. Throughout a typical week, 8 to 10 individuals volunteer and work on employment skills. In addition, the Green Lake Conference Center has become a partner with FRI and offers a variety of volunteer and educational opportunities. Talks are in progress with Theda Care as a third partner. The program provided over 3,000 hours of education to 12 individuals thru tours, educational sessions, completing applications, setting goals, and volunteering. This program is coordinated by the Community Integration Planner.

In 2023 we hope to allocate additional staff resources into this program to serve more individuals, leading to an increase in DVR referrals which is a benchmark we are now tracking. In 2022, FRI averaged 23% of participants of facility-based programming being involved with DVR or employed in community integrated employment. An additional focus for 2023 is the establishment of a new service that will be billable to long term care: Group Supported Employment services.

Group Supported Employment services are designed to create a direct path to integrated community employment. This service will also allow FRI to expand our community impact, reduce our reliance on subcontract work, and provide participants high quality vocational training.

The Community-based Prevocational Program is currently staffed by a full-time Community Integration Planner. Additional resources allocated to this program will allow us to expand the amount of people we can serve at one time. The demand is high for this service.

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 every 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 Adult Day Services Program. Therapy and exercise programs are necessary fundamentals to maintain consumers' quality of life. The exercise program, provided to most of our consumers, includes weightlifting, aerobics, and endurance training. This service also encompasses personal care needs.

Community inclusion is a key element in Adult 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 2022, FRI reduced the Adult Day Services Program to two Program Aides in addition to the Services Coordinator, allocating the third Program Aide to the establishment of our newly created Recreation & Leisure program. With the restructure of the subcontract work floor, a space was created for this arm of Adult Day Services, which focuses on individuals with a higher acuity level, newly retired, or participants who do not want to work full time but do want to receive services. We currently have 11 participants enrolled in this service with 3 being new to our services. There are 8 participants in the legacy Adult Day Services Program with one addition since last year. Seven individuals are on the waitlist for part time Adult Day Services programming in one of the two programs.

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 for daily consumer outings and fixed route services. In 2022 DSI wrote a successful 5310, with \$54,186 awarded for Operating Program expenses (to be paid quarterly in 2023), and a medium bus valued at \$103,788 to be delivered in 2023-2024.

FRI has been providing fixed route transportation for disabled individuals since the late 1960s 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, utilizing an active fleet of 7 vehicles.

FRI continues to rely on DSI to write the 5310 grants to provide these human service vehicles, as well as provide the building that houses Center-based Prevocational, Representative Payee, and Adult Day Services activities, and the administrative offices for Supportive Home Care, Supported Employment, and Transportation Services. 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, 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 72 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 handling 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. FRI served an average of 12 individuals in 2022 who are funded through Family Care. SHC duties are handled by one Program Aide who is a CNA.

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

FRI, through the various services it provides, enhanced the lives of over 200 different individuals in Green Lake County and the surrounding area in the past year.

We have a motivated, 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 wonderful consumers and dedicated staff.

2022 Annual Report Behavioral Health Unit

The Behavioral Health Unit (BHU) 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). Additionally, the Green Lake County community has continued to see the impacts of economic stress, mental health impacts of the coronavirus pandemic, increases in individuals presenting with opioid, methamphetamine, and alcohol use disorders, and increases in student mental health issues in local school districts.

In 2022, the team included 13 full time staff, 1 contracted Intoxicated Driver Program assessor, and 2 part-time contracted doctors. Full time staff include a unit manager, five counselors, three case managers, three program coordinators, and a psychiatric nurse. Contracted staff include one part time psychiatrist (treating adults), one part time intoxicated driver assessor, and a part time psychologist who provides clinical supervision. All unit staff receive cross-training in several of the unit programs including 24/7 on-call mobile crisis intervention. The unit collaborates across other units of Health & Human Services including teaming with cross-trained staff in Children & Families, Public Health, and Fox River Industries. In 2022, the unit hosted 3 student interns at various times.

A note on COVID-19 pandemic response: The COVID-19 response required behavioral health providers to rapidly pivot to provision of telehealth services where such infrastructure had not existed previously. State guidance, and changes to the administrative code and Medicaid rules have allowed for permanent integration of telehealth as an option in the behavioral health field. While our office has resumed full availability of traditional, in person services, we are pleased that offering telehealth has allowed us to continue to reach further into the community and make services accessible to more community members. The Behavioral Health field continues to face significant workforce shortage issues across the state and nation. While these were not created by the coronavirus pandemic, they have been exacerbated by the pandemic and continued fallout. These workforce shortages have made recruitment and retention critical issues for local behavioral health systems including here in Green Lake County.

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.

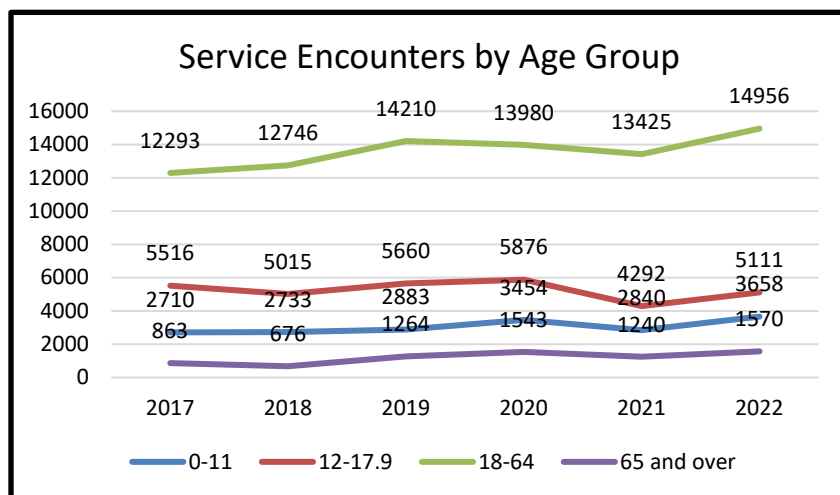


Table 1: The Behavioral Health clinic provides services that serve individuals across the lifespan. We have seen a general trend towards increases in services, across age groups, but especially amongst youth and older adults.

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 714 clients across the outpatient programs. Green Lake County has been designated a rural area with provider shortage in the area of psychiatric care, however we are fortunate to have an on-site prescribers for adults on a part-time basis. Our youth psychiatric provider retired at the end of 2021. Entering 2022, the clinic added an additional full-time therapist position to meet the increasing demand for these services, however due to turn over the therapy team was not fully staffed for the majority of 2022.

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, Green Lake, and Berlin Middle/High Schools. Services to all school offices are equipped to utilize telehealth or in-person services as appropriate on a case-by-case basis.

*** Upgraded electronic health record:** In 2022, the clinic began a series of upgrades to the electronic health record which are expected to continue into 2023. These have improved some functionalities within the record for staff. Future upgrades are designed to streamline the records exchange process with external providers, reduce administrative burden related to records, and improve client access to their own treatment information.

*** Evidence-based clinical practices:** In 2022, several staff participated in intensive training in Eye Movement Desensitization and Response (EMDR) therapy. We are pleased to add another evidence-based model to the service array we can offer our clients.

*** DHS 75 Transition:** Under the changes to administrative code DHS 75, our clinic has now become an "integrated outpatient treatment program" aligning requirements for mental health and substance use treatment under one set of regulations and embracing our philosophies around treating co-occurring issues. The rule also regulates our Intoxicated Driver Program as a separate program from the outpatient treatment program.

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: 51.8%
- Opioids: 13.5%
- Marijuana: 24.9%
- Amphetamines: 9.8%

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

Community Support Program (CSP)

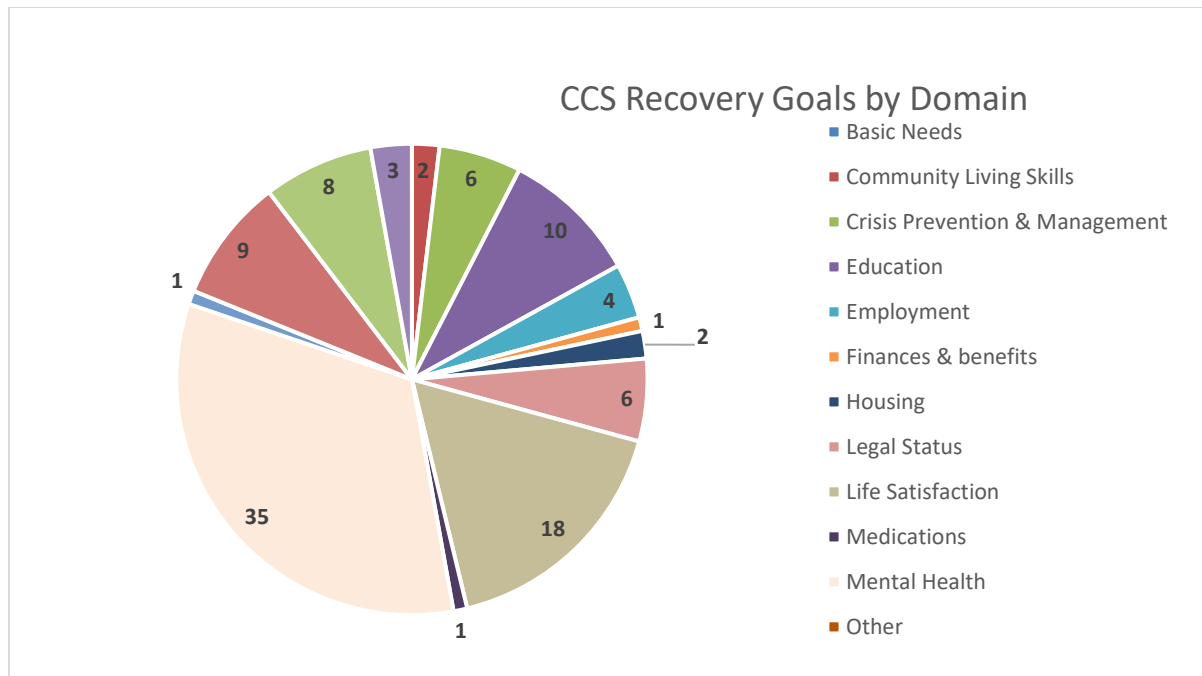
The CSP program provides intensive community-based services to people with severe and persistent mental illness who may otherwise require hospitalization or residential care. Treatment is individualized and based on the person's needs and goals. Staff provide psychiatry, counseling, support, transportation, 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 17 consumers throughout 2022.

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. These have been limited over the past several years due to public health precautions, but were able to resume in late 2022 with a variety of opportunities for clients.
- We look forward to fully resuming Wellness Group in 2023.
- 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.

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.

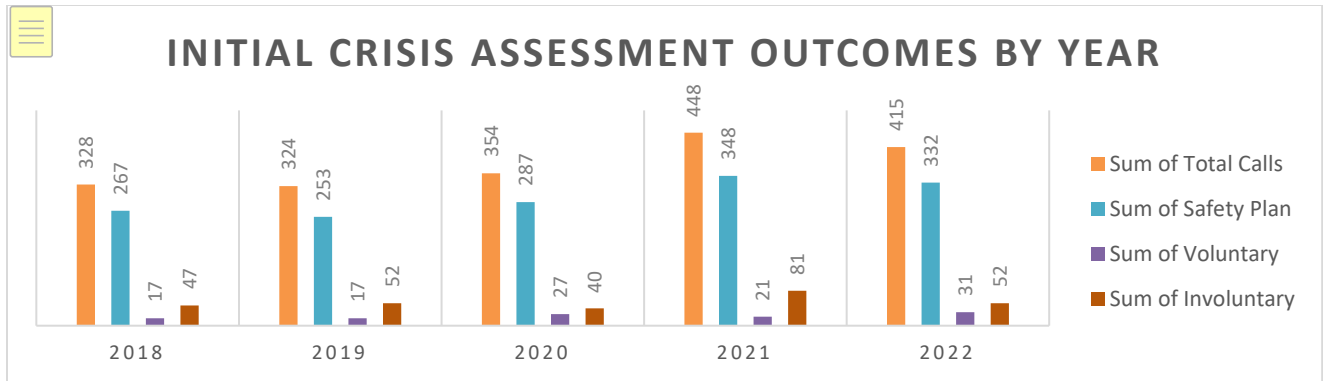
CCS provides community-based services, working to support people in their communities rather than in hospitals or residential treatments. CCS works closely with the Children & Family Unit to help provide services to keep children in their homes instead of foster care placement and to help return a child back to their home with the proper supports. In 2022, 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 2022, crisis intervention responded to **415** initial crisis calls 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. 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.



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.
- In July 2022, the nationwide 988 calling code went into effect in Wisconsin. The 988 line links callers to crisis workers based at Family Services of NEW. These workers triage calls and partner with local crisis services if a mobile response is needed. The 988 code is designed to expand access to emergency mental health services and increase awareness of crisis services for those who need the services.

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 46 families. All families who were on the waitlist at the time that the waitlist elimination was announced are now being served, however new families continue to be added to the state waiting list. Beginning in 2021, as families come to the top of the state waiting list, our program will be required to begin serving them within one month. 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).

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 9 consumers being served within the Behavioral Health TCM program.

Behavior Health Unit 2023 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 2023 that build our capacity to provide innovative, community-based services and improve outcomes for individuals, families, and communities:

- ◆ Expansion of evidence-based practices for mental health and substance use disorders
- ◆ Central Wisconsin Health Partnership
- ◆ Continued expansion of emergency mental health/ crisis/ mobile response services
- ◆ AODA and Mental Health Awareness and prevention
- ◆ Crisis Debriefing/ Critical Incident Stress Management Initiative
- ◆ Continued upgrades and modernization of electronic health record platform
- ◆ Partnership with school districts to leverage school-based services options and address mental health presentation at the early childhood and elementary school levels
- ◆ Focus on recruitment and retention of qualified treatment professionals to maintain staffing of programs and reduce waitlist time for individuals seeking services

Respectfully submitted by: Nichol Wienkes, LPC
Behavioral Health Unit Manager

2022 ANNUAL CHILD SUPPORT UNIT REPORT

~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 874 cases. Close to 90% 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) 2022 Green Lake County Child Support collected \$1,760,714.07 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 65% of the Child Support files scanned. Looking to have all files scanned by the end of 2023.

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

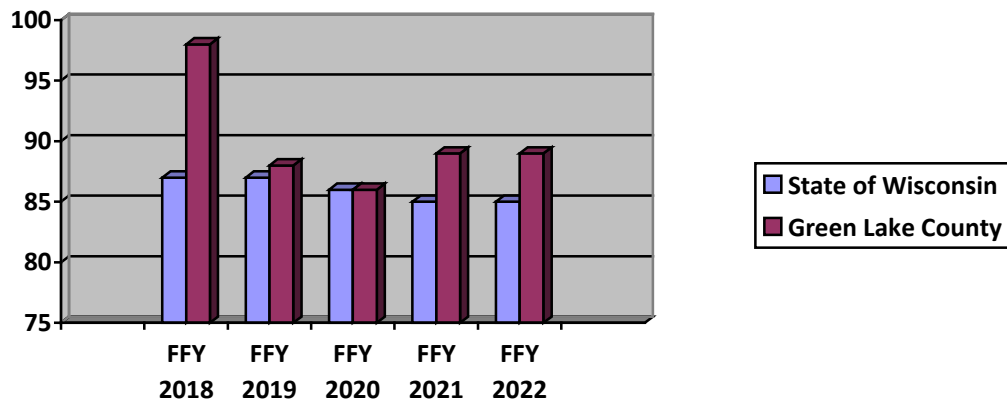
Green Lake County continues to surpass the Statewide Performance Standards average.

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

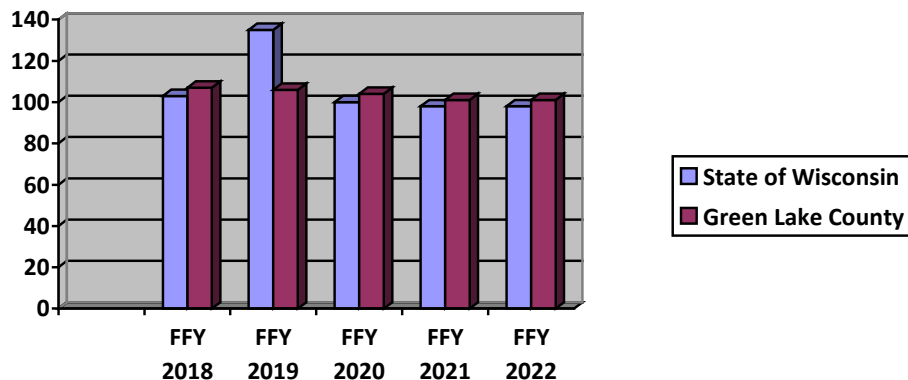
Court Order Establishment Rate

(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.)



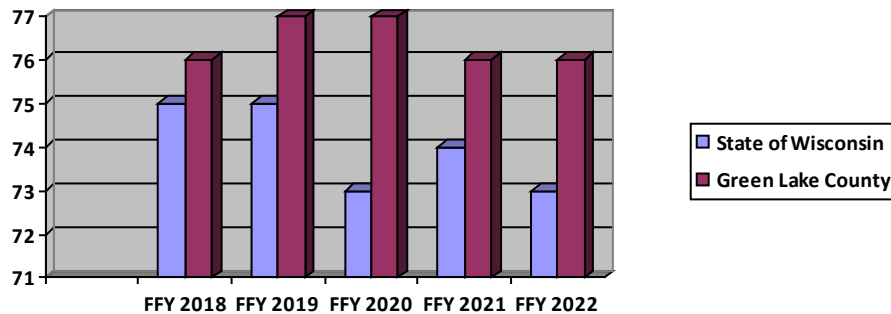
Paternity Establishment Rate

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



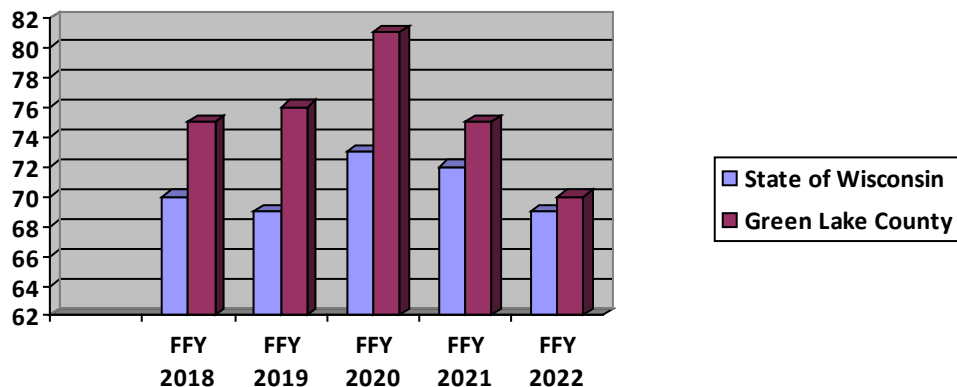
Current Child Support Collection Rate

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



Arrears Collection Rate

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



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

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

Submitted by: Shelby Jensen
Economic & Child Support Unit Manager

2022 Annual Report

Aging/ADRC 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.

In 2022 the Aging / ADRC Manager, Betty Bradley, retired after many years of service with Green Lake County. Ryan Bamberg replaced her as the new Aging / ADRC Manager in June of 2022.

There were 11 staff in the Aging/ADRC Unit during 2022 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. New to 2022, the ADRC added a part-time Dementia Care Specialist (DCS). The State provided an opportunity to provide some funding to Counties to add a Dementia Care Specialist to provide information and assistance about Alzheimer's Disease and other dementias to individuals, family caregivers, ADRC employees and volunteers, and the community at large. The DCS will also provide community development, marketing, and public outreach. This position is expected to raise awareness about the unique needs of individuals with dementia by working with family caregivers, assisting county programs to be better prepared with knowledge and resources, and acting as a catalyst to create dementia friendly communities.

Green Lake County converted 1 full-time ADRC Resource Center Specialist Position into a split 50/50 position. This person acted as a Resource Center Specialist and DCS. The DCS position was created midway through 2022. Furthermore, a part-time Information & Assistance Staff was added to the ADRC. This Staff person acts as intake receiving calls from the Community first. Their purpose is to assist customers in determining their needs and help link them to available services and resources within their community and surrounding areas.

COVID – 19

In 2022, programs began operating back to "normal". The Nutrition Program returned to having open congregate eating. This meant the Public was welcomed back to the Meal Sites to have meals with others. Berlin Senior Center continued to provide Carry-out meals as individuals became more comfortable returning to in-person activities. The Food Pantry continued to provide drive-thru pickup and has no plans of returning to in-house shopping. The Food Pantry still offers choices to the community by greeting them at their cars and providing a choice of food for that day. Health Promotions classes started resuming in-person classes as well. Marking and Outreach events occurred in Green Lake County to promote participation. The Aging/ADRC programs, by end of 2022, were functioning as close to Pre-COVID as possible.

Aging and Disability Resource Center

During 2022 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 2022 there were 9,582 calls handled by the Aging and Disability Resource Center of Adams, Green Lake and Waushara Counties. Of those calls 7,278 were Information and Assistance; 275 were options counseling; 544 were LTC functional screens; 506 were assistance with Medicaid; and 498 were enrollment/disenrollment counseling. 7,139 were elderly 60+; 2763 were physically disabled; 943 were mental health; 685 were developmental/intellectual disability; 595 were Alzheimer's/Dementia; and 100 were substance abuse calls.

The most significant change in 2022 for the ADRC, 2 new positions were added to the Unit. A part-time Information & Assistance position was added which is described up above and a part-time Dementia Care Specialist was also added which is described above.

The Dementia Care Specialist Position (DCS) is still growing and trying to reach more individuals in the Community. In the short time in 2022, the DCS completed 5 home visits related to people living with dementia. The DCS completed 13 presentations that included: Dementia Friendly, Dementia Capable, Dementia 101, and Memory Screen Events. The DCS attended 2 conferences to continue growing their expertise.

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 2022, 5 in-person classes were offered in Green Lake County, Healthy Living with Diabetes, Mind over Matter, Tai Chi Prime, Stepping On, and PALS. Green Lake County had 26 participants which is an increase of 6 individuals from previous year. More outreach initiatives will take place to help promote participation. In all 3 Counties, 16 workshops were offered with a total of 130 participants.

In 2021, III-D funding was used to train a Public Health Nurse to facilitate the Strong Bodies class. Through COVID, the instructor lost their certification to provide the classes. The funding in 2022 was provided to the Health Promotion Programs to put on more classes.

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. For the 2022 year the Food Pantry was able to raise over \$44,000 dollars in Grants & Donations. The Food Pantry attempted to bring more awareness to their services by continued outreach activities. The Food Pantry partnered with Options for Independent Living Organization to host a Durable Medical Equipment Drive. Community members

were able to drop-off used Medical Equipment to donate to the organization to be used as loans for others in need. The Food Pantry also added more signage to help individuals locate the Food Pantry which included a Flag out front. The Community reacted by stating they have driven by that building many times not knowing what was located there until they saw the additional signage.

The Emergency Food Assistance Program/Food Pantry operates every Tuesday from 10:00-12:00 as well as the first Thursday of the month between 4:00-6:00 p.m. (June – October). The Food Pantry currently has 37 volunteers who assist with food pantry distribution, donation drops off, deliveries and pick up of donations.

Eligible residents of Green Lake County may attend once each month. Throughout 2022, the Food Pantry served an average of 196 households per month, and 444 individuals per month. Each household was provided an average of 112 pounds of food for a month totaling almost 264,000 pounds of food given for the year.

Food Pantry	2022	2021	2020
Average households served monthly	196	164	208
Average number of individuals	444	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 49 Elder Abuse investigations in 2022, with 12 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 2022, there were 12 reports of abuse to Vulnerable Adults; 0 were substantiated.

	2022	2021	2020
Elder Abuse Investigations	49	47	45
Elder Abuse Cases Substantiated	12	11	12
Vulnerable Adults Abuse Reports	9	11	8
Vulnerable Adult Abuse substantiated	0	4	4

ADULT PROTECTIVE SERVICES/GUARDIANSHIPS

The Adult Protective Services Social Worker performed 0 guardianship studies for adults in 2022. (2021 – 4). In addition, 25 Protective Placement reviews were completed. (2021 – 28). 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.

The APS Unit is part of a Community Group that includes individuals who would have some resources and/or services that could benefit an individual. The purpose of this group is to discuss referrals and community resources that would help benefit Consumers. 2 meetings were held last year and have plans to meet quarterly in the future.

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. 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 2022, 1801 meals were served at two Meal sites: Dartford Bay Apartments – Green Lake, and Grand River Apartments – Markesan. The Berlin meal site re-opened in 2022. This meal site provided 992 meals. Volunteers play a vital role in all our Congregate and Homebound Meals Programs; twenty-five (25) volunteers donated approximately 2,800 hours in the Nutrition Program. These hours equal \$71,000 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 \$7,322.*

	2022	2021	2020
Meals served at meal sites	2,793	815	1204
Volunteer hours	2800	2749.75	3130
In-Kind Dollars	\$71,000	\$70,558.59	\$79,263.83
Congregate Meal Donation Dollars	\$7,322	\$2710.30	\$2,761.00
Homebound meals delivered	17,594	25,944	26,496
Homebound meal donation dollars	\$66,392	\$96,850.78	\$84,201.48

In 2022, a focus was made to receive more BIDS from Catering Services in Green Lake County to continue looking at ways to improve the program. Green Lake County did not receive any additional BIDS from previous years but did establish connections and began discussions with other Catering Services that possibly could look to submit BIDS in the future.

The Meal Nutrition began exploring a Restaurant Model Style Congregate Site. This included completing a site visit in Deforest. Outreach initiatives were made to discuss this model with different restaurants in the area. Preliminary conversations started with a local restaurant in Green Lake. The hope is in the future a restaurant style congregate site could be incorporated focusing on serving a breakfast. This concept is being pursued as participants having in house meals at the meal site remain low. Ideas have been explored to help engage people to return to congregate eating.

HOMEBOUND MEAL PROGRAM (C-2)

In 2022, 17,594 meals were served throughout the County to persons who are unable to go to the meal sites for health-related reasons. Requests for Homebound meals come from hospital discharge planners, meal site managers, units of Health and Human Services, doctors, and families and enable the older person to remain in his or her own home 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. In 2022, a waiting list for meals was close to being implemented. Green Lake County relies on volunteer drivers to provide these meals. The program is only able to provide as many meals as the drivers are able to distribute. As more community members look to be added to receive HDMS, more volunteers will need to be added. Outreach initiatives will increase in 2023 to add drivers.

Donations at \$4.00 per meal received in this Program in 2022 were \$66,392.*

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 2022. Service priorities are MEDICAL TRIPS, NUTRITION-RELATED ACTIVITIES, WORK-RELATED ACTIVITIES, and SOCIAL ACTIVITIES. Handicapped and older adults were provided 27,113 trips in 2022 with 85.21 funding.

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 2022, 395 cases were opened, 302 cases were closed, 152 cases were carried over. A conservative estimate of the economic impact of the DBS program in Green Lake County for 2022 shows that it brought in over \$962,649 to the local economy. The DBS carries an average caseload of 90 cases at any one time.

	2020	2021	2022
Cases Opened	185	174	395
Cases Closed	128	112	302
Cases Carried Over	36	74	152
Total Served	150	120	340
Approximate Dollars for Clients	\$528,265.00	\$516,075.00	\$962,649
Average Caseload	93	90	100

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 2022, Green Lake County had 1 EBS Staff retire. Their replacement started midway through the year. The previous Staff person left the County with many years of experience related to Benefit Specialist. The State has an extensive training program for new EBS and Green Lake County was excited to welcome a new EBS Staff for 2022.

In 2022, there were 547 Open Cases. For half the year, the new EBS had the challenging task of learning the new job while continuing to provide services to Consumers. Green Lake County partnered with another local county to establish a mentoring program. The new EBS Staff was able to utilize experienced EBS Staff with another county to ask questions and talk through referrals. One other addition to the program for 2022 was the addition of Volunteer Staff. 2 Staff were added to provide assistance to basic referrals. The reasoning for the addition of Volunteers was to decrease the volume of

referrals to the new EBS as they were still learning the job and help increase the turnaround time the Consumers would receive a call back

Through all these efforts, the monetary impact to Green Lake County elderly clients was \$739,049.

The EBS Staff kept their partnerships with the local Senior Centers by establishing hours at each Center Monthly for individuals to come and meet on a regular basis to review benefits. The type of services provided to Consumers were: health insurance benefits, income benefits, and housing and utilities.

	2022	2021	2020
Elderly Benefit Specialist open cases	547	339	223
Dollars saved for elderly clients	\$739,049	\$1,200,300.00	\$1,622,364.00

Aging Funding including IIIB, III-E, and AFCSP -

Under the Federal Older Americans Act, Green Lake County Aging Unit is provided funding to provide services to individuals 60 and older who are in need of services. Some examples of services provided: respite care, light cleaning, yard-work, small home-repairs, and chore services. The Aging Unit looked to expand the amount of Consumers we provided services to in 2022. Green Lake County was able to provide additional assistance to individuals who needed driveways shoveled and leaves picked up.

A collaboration between Berlin High School and the Aging Unit was established to provide leaf pickup for the Seniors in the City of Berlin. This collaboration will look to continue in 2023.

Green Lake County Aging Unit provided services to 9 Families throughout the year. These services included: chore, lawn care / snow removal, respite and supplies (incontinence, supplements, and other medical necessary supplies). Green Lake County also funded Lifeline services for 2 Families in 2022.

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.

In August, the Aging Unit sponsored a countywide Senior Picnic. In 2022, over 150 tickets were sold for the event. Green Lake County partnered with Options for Independent Living provide education and resources about services offered to individuals in the Community. Many businesses provided donated door prizes as well as the Aging / APS Unit provided a gift bag filled with marketing items included most up to date information related to COVID. This was the last Senior Picnic as the Unit will look to explore other activities to help increase Outreach and be engaged in the Community more.