

GREEN LAKE COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES

HEALTH & HUMAN SERVICES

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Post Date

2/7/2024

**The following documents are included in the packet for the Health and Human Service
Committee Meeting held on Monday February 12, 2024**

- February 12, 2024 Health and Human Services Committee Agenda
- January 8, 2024 Health and Human Services Committee Draft Minutes
- CHIP/CHA Presentation
- Veterans Services 2023 Annual Report
- Health and Human Services 2023 Annual Report



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

Office: 920-294-4070 FAX: 920-294-4139 Email: glcdhhs@greenlakecountywi.gov

Health & Human Services Committee Meeting Notice

Date: February 12, 2024 Time 5:00 PM

**Green Lake County Government Center
571 County Rd A, COUNTY BOARD Room #0902 Green Lake WI**

AGENDA

**Committee
Members**

*Joe Gonyo,
Harley Reabe,
Brian Floeter
Joanne Guden
Christine Schappfel
Richard Trochinski
Vacant
Nancy Hoffmann
Vacant*

*Kayla Yonke,
Secretary*

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

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

1. Call to Order
2. Certification of Open Meeting Law
3. Pledge of Allegiance
4. Minutes (1/8/2024)
5. Appearances
 - Public Health – CHIP/CHA
6. Director’s Report
7. VSO Report
8. Unit Reports
 - Markesan Meal Site
9. 2023 Annual Report
10. Personnel Updates
11. Committee Discussion
 - Future DHHS Meeting Date (March 11, 2024)
 - Future Agenda items for action & discussion
12. Adjourn

This meeting will be conducted through in person attendance or audio/visual communication. Remote access can be obtained through the following link:

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 298 291 229 825

Passcode: GHmqRM

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

[+1 920-659-4195,692144563#](#) United States, Green Bay

Phone Conference ID: 692 144 563#

[Find a local number](#) | [Reset PIN](#)

Please accept at your earliest convenience. Thank you!

[Learn More](#) | [Help](#) | [Meeting options](#) | [Legal](#)

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

Health and Human Services Board

January 8, 2024

The regular meeting of the Health and Human Services Board Meeting was called to order by Chair Gonyo at 5:00 PM on Monday January 8, 2024, in the County Board Room, Green Lake County Government Center, Green Lake WI. The meeting was held in person and via Teams. The requirements of the open meeting law were certified as being met. The Pledge of Allegiance was recited.

Present: Harley Reabe, Christine Schapfel, Nancy Hoffmann, Richard Trochinski (vis Teams), Joanne Guden, and Joe Gonyo.

Absent: Brian Floeter

Other Present: Jason Jerome, HHS Director, Kayla Yonke, HHS Admin, Jon Vandeyacht, VSO Director, Tony Daley, Berlin Journal.

Minutes of 11/13/2023

Motion/second (Guden/Reabe) to approve the minutes of the November 13, 2023, meeting as presented with no corrections or changes. All Ayes, Motion carried.

Appearances – N/A

Director's Report

Jerome reported:

- 2023 Angel Tree served 104 families totaling 256 children. This was the biggest year yet.
- 2023 year-end closeout is set to be within budget.
- 2024 we will continue to invite staff to educate the Health and Human Service Board along with having the Health and Human Service Board to continue to identify and guide in closing the gaps of Health and Human Services within Green Lake County.

VSO Report

Vandeyacht reported:

- Working on Grant funding reports in January
- Spring Conference is coming up

Unit Reports – September Reports

Public Health (PH) and Environmental Health– Report was reviewed and placed on file.

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

Fox River Industries (FRI)– Report was reviewed and placed on file.

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

Ageing/ADRC Unit – report was reviewed and placed on file.

DHHS Expenditure/Revenue Comparison – November 2023 was reviewed and placed on file.

Personnel Updates

Jerome Reported:

- Chris Shaw started on January 3 as the New Fox River Industries Program Aide in our Day Services unit.
- We are currently recruiting a Crisis Case Manager/SUDS Case Manager.
- We are currently recruiting a Princeton meal site manager.

Committee Discussion

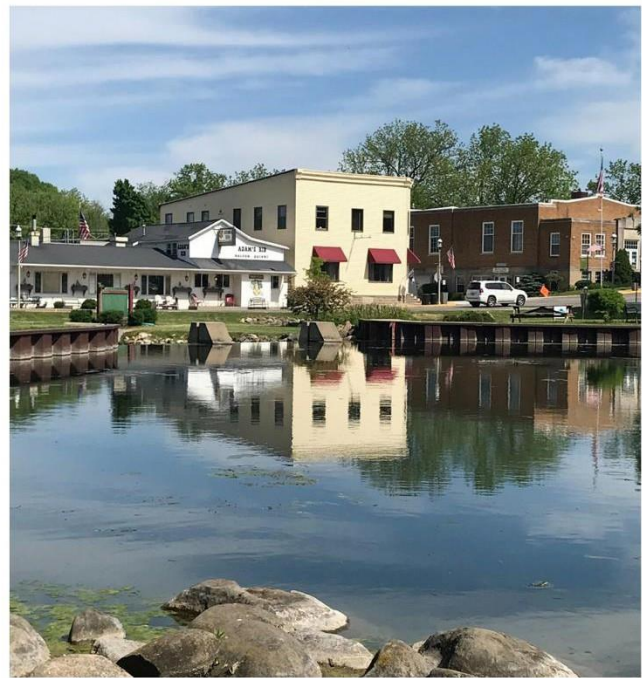
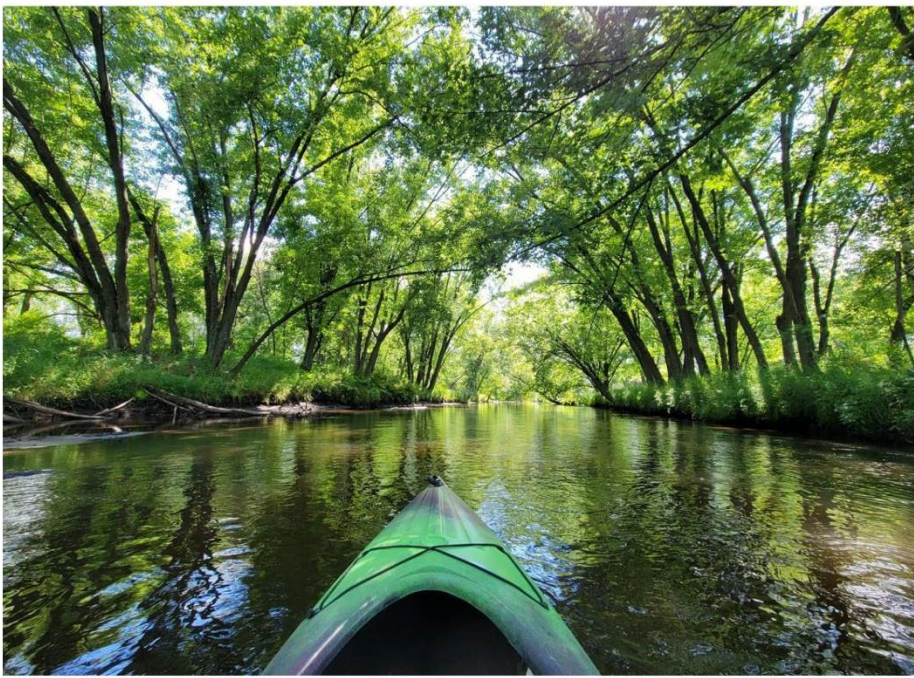
Future meeting date: February 12, 2024 at 5:00pm

Future Agenda Items: N/a

Adjourn

Gonyo adjourned the meeting at 5:19PM

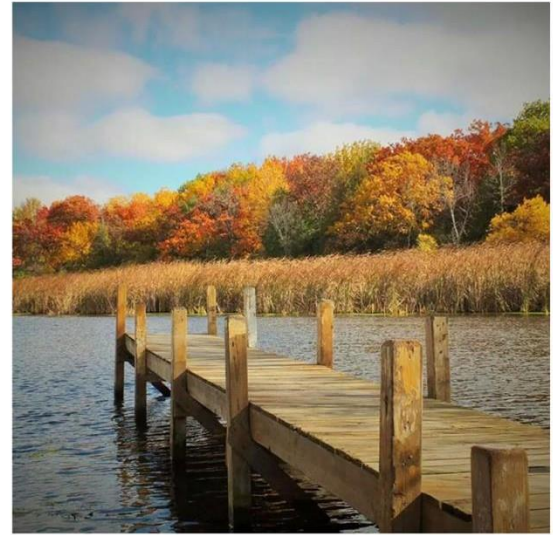
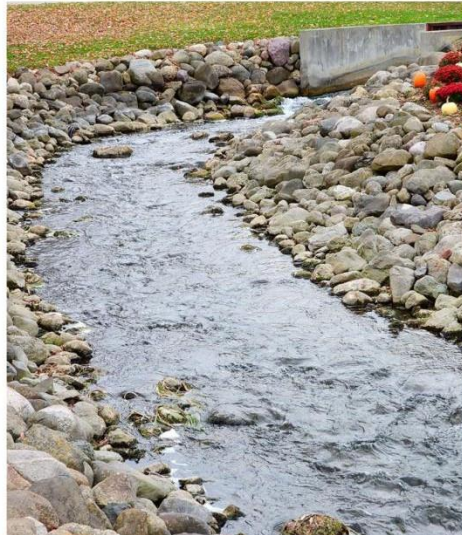
DRAFT



2023

Community Health Assessment & Community Health Improvement Plan

Green Lake County



Green Lake County Health Department



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Thank you to all the community members who submitted photos that are pictured on the cover and throughout the report.

Cover photos by: Mike Newbold, Steph Chiafos, Nancy Lange, Kristen Dorsch

Foreword

Green Lake County Health Department is pleased to present the 2023 community health assessment. The partnership of steering committee and community organizations were an integral part in the development and implementation of the community health assessment process. Many thanks go out all those who were involved over the past six months.

A Community Health Assessment (CHA) is conducted to improve and promote a healthier Green Lake County community. The goal of this process is to identify the factors that affect the health of our citizens and to determine the availability of community resources. The CHA is a collaborative effort that included county leaders, the Health Department, Hospitals, local organizations, and Green Lake County residents.

The CHA is a snapshot of where county residents stand in terms of health and health behaviors. This report is crucial in directing the planning efforts for the health department and community partners. Together, we will use this information to guide our cooperative planning to improve the health conditions of Green Lake County residents.

This collaborative effort was made possible because of the dedication and support of community leaders and partners. We thank them all for their support in making this document a reality. We would like to thank all the community members who completed the survey and those that participated in focus group discussions. This process would not be complete without the input and participation from all. It is the desire of Green Lake County Health Department that we work together to use the power of multiple resources to generate ideas, collaborations, and plans that will guide Green Lake County in becoming a happier and healthier community.

Sincerely,






Rachel Prellwitz, RN
Green Lake County Health Officer
Phone: 920-294-4070
Fax: 920-294-4139



Lauren Olson
Green Lake County Deputy Health Officer
Phone: 920-294-4070
Fax: 920-294-4139

Green Lake County Health Department

Green Lake County Health Department
Mission Statement, Vision Statement, Values

MISSION 	VISION 	VALUES 
<p>MISSION STATEMENT:</p> <p>The mission of Green Lake County Health Department is to promote and protect health and prevent disease.</p>	<p>VISION STATEMENT:</p> <p>We will become a leader in Public Health in Green Lake County promoting healthy people, thriving communities and safe environments.</p>	<p>VALUES:</p> <ul style="list-style-type: none">• Prevention• Professionalism• Evidence-Based Practices• Collaboration• Good Stewardship of All Resources• Performance Improvement

Acknowledgements

Green Lake County Community Health Assessment Partners

Thank you to the following individuals and organizations for their role in the 2023 Community Health Assessment.

Steering Committee

Tammy Bending, ThedaCare
Matt Vande Kolk, Green Lake County Sheriff's office
Lisa Schiessl, Green Lake County DHHS-Children and Families Dawn
Brantley, Green Lake County DHHS- Fox River Industries
Jason Jerome, Green Lake County DHHS and Town of Kingston Board
Rebecca Bays, Berlin Area Senior Center
Nichol Wienkes, Green Lake County DHHS- Behavioral Health Mindy
Collado, Tri-County Boys and Girls Club
Terri Mael, Community Member
Ken Bates, Green Lake County Board of Supervisors
Nancy Hoffman, Green Lake County Board of Supervisors
Julie Sosinsky, Princeton School District Educator and Community Member
Sabrina Pierstorff, Community Member
Janice Button, Director of Berlin Daycare
Carrie Nolan, Business Owner of Sassafras Coffee
Paul Yoder, Care4U Clinic Board Member
Lynn Miller, Amish Community Representative
Zoe Niemuth, Green Lake Townsquare
Rita Socha, Home, and Community Educators
Glenn Eastberg, Consumer
Rachel Prellwitz, Green Lake County Health Officer
Lauren Olson, Green Lake County Deputy Health Officer
Allison Krause, Green Lake County Public Health Nurse
Nancy Gimenez, Green Lake County Public Health Nurse
Lisa Rollin, Green Lake County Public Health Nurse

Focus Group Hosts

ADVOCAP-Headstart	Tri-County Boys and Girls Club
Green Lake County CSP Group	Manchester Senior Center
Green Lake County Jail	Green Lake County Fox River Industries
Mama123 Central Wisconsin Midwifery	Princeton Senior Center
River Shores Church	

We would also like to thank all the county libraries and Christianos Pizza in Green Lake and Pizza Factory in Princeton for helping to distribute the community surveys.

GREEN LAKE COUNTY COMMUNITY HEALTH ASSESSMENT

At-a-Glance

PRIORITIZED HEALTH NEEDS



Access to Healthcare (Medical and Dental)



Mental Health



Substance Misuse (Alcohol & Drug Use)

Survey Respondents Top 3 Community Health Concerns



1. Mental Health
2. Alcohol and Drug Use
3. Access to Healthcare

Key Data Highlights



47.6%

Survey respondents identified Mental Health & Mental Disorders as a top community health issue



37.4%

Adults who Binge Drink



38%

Survey Respondents identified Access to Affordable Health Care Services as a Top Community Health Issue

DATA COLLECTION METHODS

Secondary Data

State and National Data Resources



Focus Groups

Green Lake County conducted **10** Focus Groups with representatives from parent groups, midwives, seniors, persons who are incarcerated, adolescents, and churches.



Community Survey

Green Lake County had **738** Community Survey Respondents.



Background and Purpose

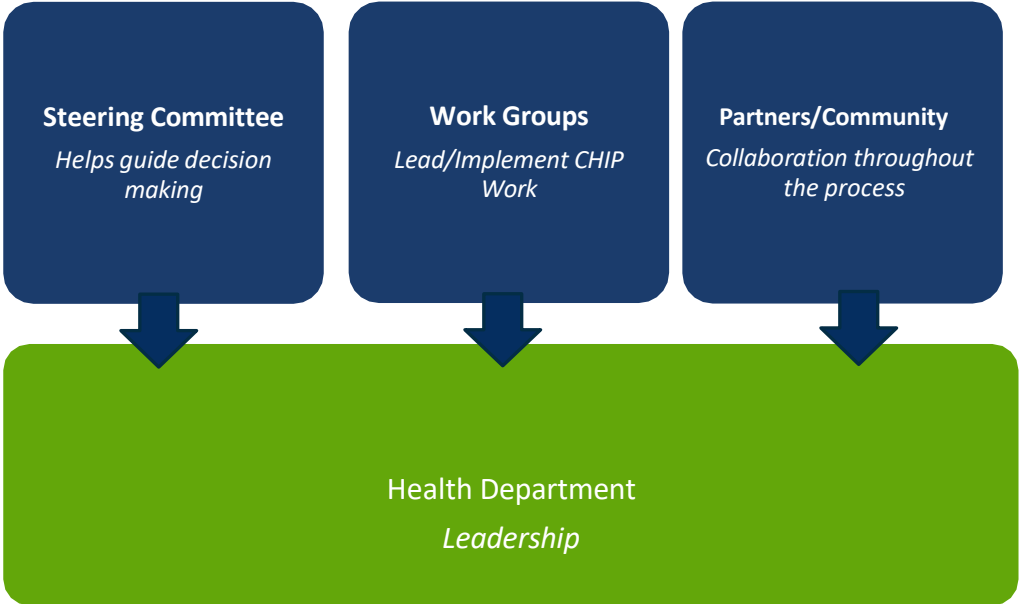
The 2023 CHA and CHIP process used the work completed from the 2016 Green Lake County CHA and 2017 CHIP reports to address the three health priorities and develop action plans.

The purpose of this CHA report is to identify and prioritize significant health needs of the community in Green Lake County, Wisconsin. Since 1993 Wisconsin State Statutes have required local health departments to develop and implement health plans to address health conditions affecting the community.¹ This CHA is a collection of analyzed data that aided in identifying health needs in Green Lake County. The priorities identified in this report will help to guide community health improvement programs and activities, as well as collaborative efforts with other organizations that share a mission to improve health.

The information provided in this report is intended for the use of residents and community organizations of Green Lake County. The CHIP is updated annually and revised every three to five years based on the most recent CHA.

CHA and CHIP Structure

The CHA and CHIP structure includes Green Lake County Health Department, a steering committee, workgroups, and community partners who will work together to complete this process.



¹ Community Health Improvement Assessment and Plans, Wisconsin Department of Health Services (2023).

<https://www.dhs.wisconsin.gov/chip/index.htm>

Defining the Community

Defining the community is a key component of the CHA process as it determines the scope of the assessment and improvement strategies.

Definition of Community

Green Lake County is in the U. S. state of Wisconsin. It is located 90 miles northwest of Milwaukee and 180 miles northwest of Chicago. The county seat is the city of Green Lake. The counties estimate population as of 2022 was 19,220². It is the third smallest county in Wisconsin surrounded by six counties: Waushara, Winnebago, Fond du Lac, Dodge, Columbia, Marquette. According to the U.S. Census Bureau, the county has a total area of 380 square miles, of which 349 square miles are land 31 square miles are covered by water³.



Green Lake County

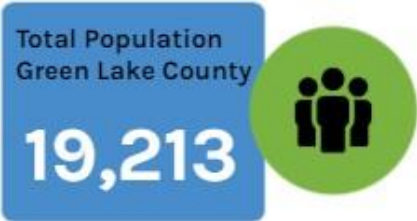
- Cities: Berlin, Green Lake (county seat), Markesan, Princeton
- Villages: Kingston, Marquette
- Towns: Berlin, Brooklyn, Green Lake, Kingston, Mackford, Manchester, Marquette, Princeton, Seneca, St. Marie

² U.S. Census Bureau, QuickFacts. (2022). <https://www.census.gov/quickfacts/greenlakecountywisconsin>

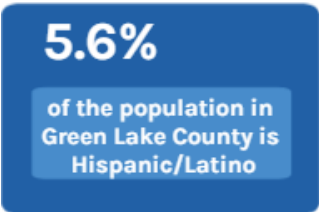
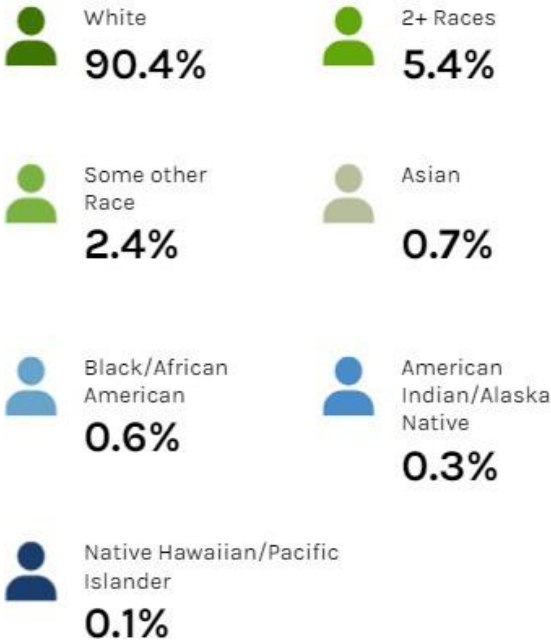
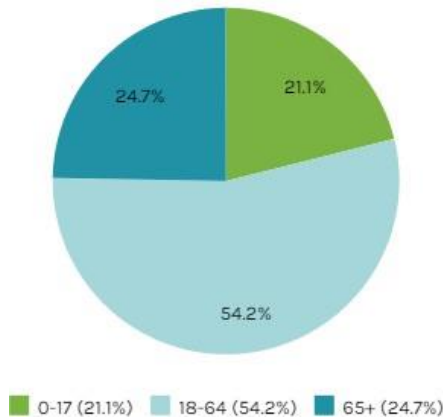
³ U.S. Census Bureau, QuickFacts. Geography (2022). <https://www.census.gov/quickfacts/greenlakecountywisc>

Demographic Profile

The demographics of a community significantly impact its health profile. Different racial, ethnic, age and socioeconomic groups may have unique needs and require varied approaches to health improvement efforts. The following section explores the demographic profile of Green Lake County, Wisconsin.



Total Population by Age
Green Lake County



Gender



SOURCE: HEALTHY COMMUNITIES INSTITUTE-CLARITAS, 2023

Process Overview

Green Lake County Health Department used a community-driven, multi-sector process to improve health and achieve health equity. Mobilizing for Action through Planning and Partnerships (MAPP) 2.0 tools were used to assess and identify health needs in Green Lake County. Mapp provided a structure to assess the most pressing health issues and align resources across sectors for strategic action.

MAPP Framework:

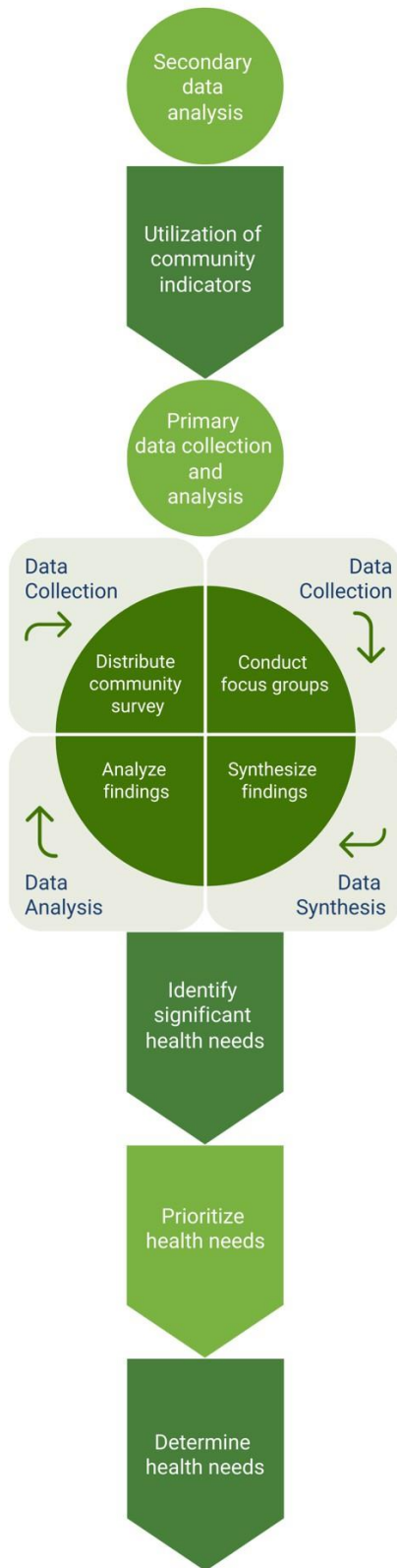
- Is a three-phase process for community health improvement planning at the local level.
- Has a strong emphasis in community engagement and collaboration for system-level planning.
- Promotes continuous understanding of the community's needs over time.



MAPP 2.0 PROCESS

Below are the core steps in determining the CHA health needs and CHIP action plan.

CHA Steps



CHIP Steps



CHA and CHIP Timeline

JANUARY - FEBRUARY

- Project Kickoff Meeting
- Secondary Data Analysis
- Steering Committee (SC) selection & plans

MARCH - APRIL

- Primary Data Collection
- Community Survey
- Focus groups
- Data synthesis

MAY - JUNE

- Analysis and interpretation of primary and secondary data
- Prioritization meeting
- Identify key themes/community needs
- CHIP development, planning
- Workgroup planning

JULY - AUGUST

- CHIP kickoff
- Workgroup sessions
- Finalize workplans for each health need
- Finalize resource inventory sheet

DECEMBER

- Final CHA/CHIP report

Data Sources for Green Lake County

The community health assessment includes three different data collection methods. Qualitative and quantitative data was collected in the forms of a secondary data, community survey, and focus groups. See Appendix B for complete summary.



Community Survey

Community input was collected through an online community survey available in English and Spanish from March 2023, through April 2023. The survey consisted of 52 questions related to top health needs in the community and perception of their overall health, access to health care services, as well as social and economic determinants of health. Announcements promoting the community surveys in Green Lake County included a press release, radio broadcast, social media, and emails blasts to various organizations, GLCHD staff, internal and external teams. A total of 738 responses were collected, 629 online and 109 hard copies. Response rates met the target rate of collecting more than 377 surveys.



Focus Groups

Green Lake County Health Department conducted ten focus groups in ten different locations to further engage community members and take a deeper dive into understanding what the communities needs were in specific populations. The focus of these facilitated group conversations was to gain deeper insights about perceptions, attitudes, experiences, or beliefs held by community members about their health and the health of their community.



Secondary Data

Secondary data used for this assessment were data primarily derived from state and national public secondary data sources. Data were collected and analyzed from a community indicator database developed by Conduent Healthy Communities Institute (HCI). The database, maintained by researchers and analysts at HCI, includes over 150 community indicators, spanning at least 24 topics in the areas of health, determinants of health, and quality of life. The value for each of these indicators is compared to other communities, national targets, and to previous time periods.

Prioritization Process

To better target activities to address the most pressing health needs in the community, Green Lake County Health Department convened members from the CHA Steering Committee to participate in a presentation of data on significant health needs facilitated by HCI. Following the data presentation and facilitated discussion, participants were given access to an online link to complete a scoring exercise to assign a score to each significant health need based on a set of criteria. Appendix F includes the detailed criteria and tools used for prioritization.

Significant Health Needs

Figure 22 illustrates the six significant health needs, listed in alphabetical order, which were included for prioritization based on the findings of all forms of data collected for the Green Lake County 2023 Community Health Needs Assessment.

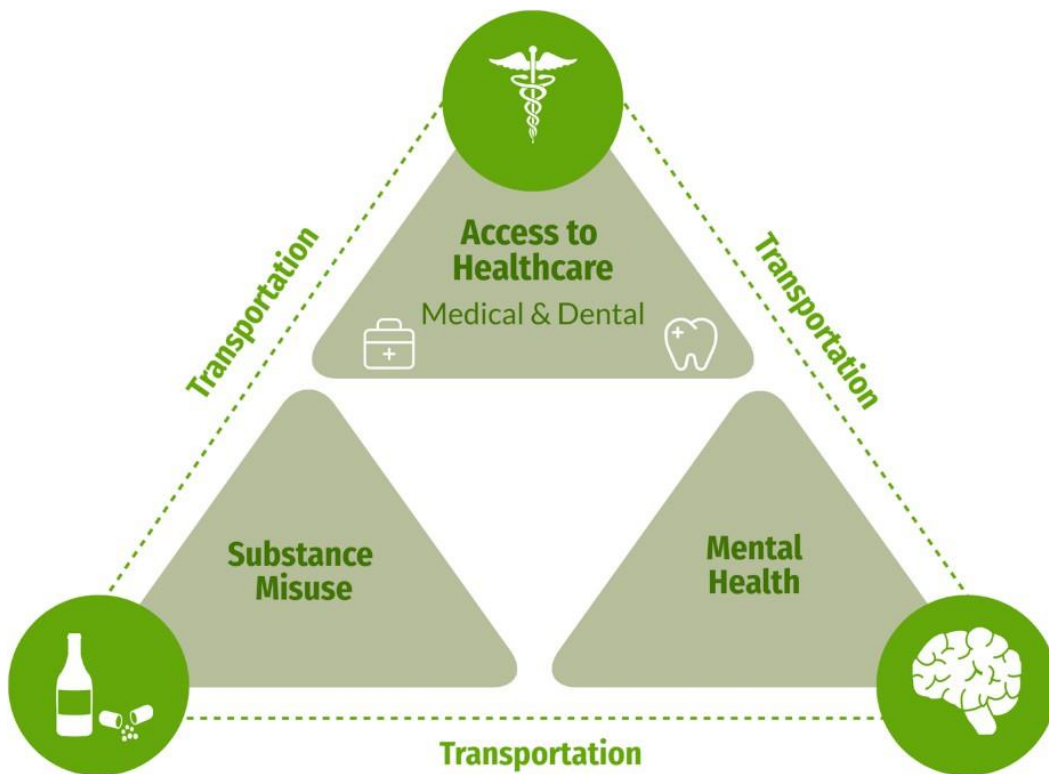
FIGURE 22. GREEN LAKE COUNTY SIGNIFICANT HEALTH NEEDS



Prioritized Significant Health Needs

Following the prioritization session, Green Lake County Health Department staff reviewed and discussed the scoring results of the prioritized significant community needs and identified three health needs and one focus area to be considered for subsequent implementation planning. They include Access to Healthcare, which will include medical and dental care, Mental Health, Substance Misuse, with all health needs having an emphasis on transportation. Figure 24 illustrates the health needs and focus area.

FIGURE 24. 2022 GREEN LAKE COUNTY PRIORITIZED HEALTH NEEDS



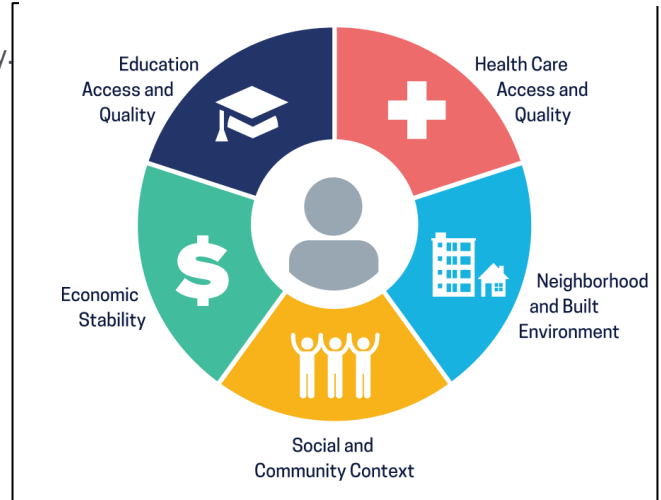
Understanding What Makes a Healthy, Equitable Community

Social Determinants of Health

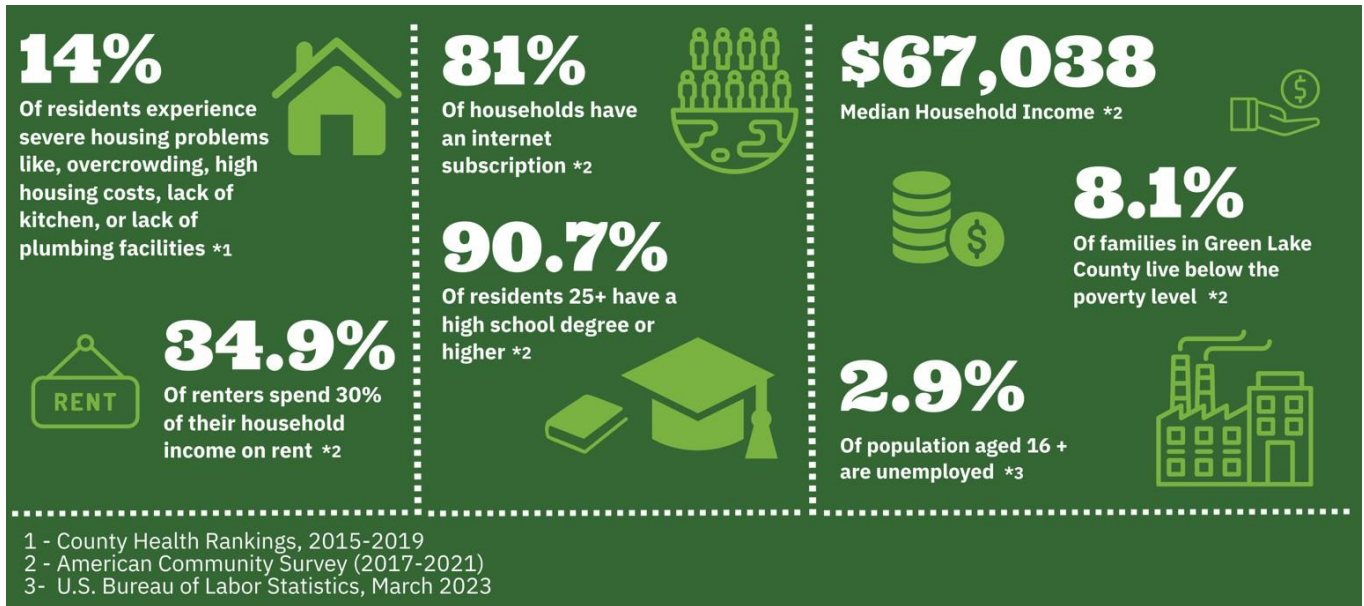
This section explores the economic, environmental, and social determinants of health impacting Green Lake County.

Social determinants of health (SDOH) are the nonmedical factors that influence health outcomes. They are conditions in which people are born, grow, live, and age, and the wider set of forces and systems shaping the conditions of daily life.⁴ As shown in Figure 25, SDOH are grouped in five domains, each having a major impact on people’s health, well-being, and quality of life. Green Lake County Health Department has committed to address SDOH in the CHA and CHIP by working with community partners to improve the conditions of Green Lake County residents.

FIGURE 25: SOCIAL DETERMINANTS OF HEALTH



Examples of SDOH include financial security, transportation, housing, education, employment, and access to healthcare. SDOH can contribute to wide health disparities and inequities. The images below display social issues identified in Green Lake County.



⁴ Centers for Disease Control and Prevention. Social Determinants of Health at CDC, <https://www.cdc.gov/about/sdoh/index.html> (2023).

Health Equity and Disparities

Health Equity

Health equity focuses on the fair distribution of health determinants, outcomes, and resources across communities.⁵ National trends have shown that systemic racism, poverty, and gender discrimination have led to poorer health outcomes for groups such as Black/African American persons, Hispanic/Latino persons, indigenous communities, people with incomes below the federal poverty level, and LGBTQ+ communities.

Disparities

When it comes to achieving and maintaining good health, it is critical to recognize that not everyone starts from the same place or has the same opportunities. To advance health equity, it is important to understand how communities are experiencing disparities. Identifying those disparities by population groups and geography helps to inform and focus priorities and strategies.

The Index of Disparity analysis for Green Lake County reveals that Black/African American, Hispanic/Latino, 'Multiple Races,' and White populations are disproportionately impacted in the areas of Children Living Below Poverty Level, People 65+ Living Below Poverty Level and People Living Below Poverty Level. There are also gender disparities that exist. Females were affected in the category of Children Living Below Poverty Level. Table 2 identifies groups in Green Lake County who are experiencing disparities based on the Index of Disparity.⁶

TABLE 2: RACE, ETHNICITY AND GENDER DISPARITIES

Health Indicator (Measure)	Group(s) Negatively Impacted
Children Living Below Poverty Level	White Multiple Races Female
People 65+ Living Below Poverty Level	Multiple Races Hispanic / Latino Female
People Living Below Poverty Level	Black American Indian / Alaska Native Multiple Races Hispanic / Latino Female

⁵ Klein R, Huang D. Defining and measuring disparities, inequities, and inequalities in the Healthy People initiative. National Center for Health Statistics. Center for Disease Control and Prevention. https://www.cdc.gov/nchs/ppt/nchs2010/41_klein.pdf

⁶ Percy, J. & Keppel, K. (2002). A Summary Measure of Health Disparity. Public Health Reports, 117, 273-280.

Top Health Needs

The following section provides a detailed description of each prioritized health need. An overview is provided for each health topic. A description of key themes, barriers, and challenges that emerged from community feedback can be found under each health need, in addition to secondary data and quotes from focus group sessions. The prioritized health needs are presented in alphabetical order. Appendix B includes detailed data sets for each health need.

Access to Healthcare: Dental

Dental and Oral Health is an area of concern in Green Lake County. The Oral Cavity and Pharynx Cancer Incidence Rate in Green Lake County is 13.9%, which falls in the worst 50% of counties in Wisconsin and in the U.S.⁷ Accessing dental services was another need identified by Green Lake County focus groups and survey participants. Below is a snapshot of the most recent key themes from community input, focus group discussions, and secondary data collected.

Key Themes from Community Input



WHAT WORKS

- Family Health La Clinica
- Department of Health & Human Services

BARRIERS & CHALLENGES

- Transportation is a common barrier in accessing oral care, next provider accepting patients is 65/85 miles away
- Clinics are unable to schedule routine cleanings due to staffing concerns and shortage of dentists (months long waiting period)
- Many area dentists don't accept BadgerCare
- Limited staff/appointment availability leads to months long waiting period to see a dentist
- Dental care is a need especially for children: need to travel to Appleton or Oshkosh
- Populations most affected: Senior population, people without a private vehicle, homebound individuals, non-English speaking people, children

⁷ Healthy Communities Institute, Claritas 2023.

FOCUS GROUP DISCUSSIONS



ACCESS TO HEALTHCARE: DENTAL



"There is a shortage of dentists here. Many area dentists don't accept Medicare/BadgerCare."

-FOCUS GROUP PARTICIPANT

"Senior citizens-especially those that are lower income, have difficulties affording *dental care*."

-FOCUS GROUP PARTICIPANT

"We have to go to Appleton or Oshkosh for dental care, especially for children. There's nothing here."

-FOCUS GROUP PARTICIPANT

"Timeliness and availability of appointments for dental care is a top health problem in Green Lake County."

-FOCUS GROUP PARTICIPANT

"We are unable to schedule routine cleanings due to staffing concerns at Family Health La Clinica. There is a month's *long* waiting period."

-FOCUS GROUP PARTICIPANT



"The Save a Smile Children's Dental Program is for Fond du Lac County residents only. There isn't anything like that in Green Lake County."

-FOCUS GROUP PARTICIPANT

"When I told the dentist I could not pay for it, I was told to take *my* business elsewhere."

-FOCUS GROUP PARTICIPANT

ACCESS TO HEALTHCARE: DENTAL

41.6

Green Lake County:
Non-traumatic Oral
Health ED visits per
10,000 population *1



1750:1

Green Lake County:
Ratio of dental
providers to residents *2



34

Wisconsin:
Non-traumatic Oral
Health ED visits per
10,000 population *1



1380:1

Wisconsin:
Ratio of dental
providers to residents *2

20.3%

Survey Respondents did
NOT get the dental or oral
health services needed in
the past 12 months *3



About 1 in 5

9.8%

Survey Respondents
identified Oral Health
and Access to
Dentistry Services as a
Top Community Health
Issue *3



56.2%

Survey Respondents
cited "cost- too
expensive/can't pay" as
the top reason they did
NOT get the dental or
oral health services
needed in the past 12
months *3



1 - Wisconsin Environmental Public Health Tracking, 2021
2 - County Health Rankings, 2021
3 - CHNA Community Survey, 2023

Access to Healthcare: Medical

Access to healthcare is a critical component to the health and well-being of community members in Green Lake County. The Non-Physician Primary Care Provider Rate (providers per 100,000 population) is 58.2 compared to 133.8 in the state of Wisconsin.⁸ Access to Healthcare was identified as a top need in the community survey and focus groups. Below is a snapshot of the most recent key themes from community input, focus group discussions, and secondary data collected.

Key Themes from Community Input



WHAT WORKS

- Program in Green Lake Jail to reinstate BadgerCare upon release from jail
- Care4U Clinic
- Birth to Three Program
- Midwife Services
- ADVOCAP
- Department of Health & Human Services
- ThedaCare Rural Health Initiative
- Incentivizing providers to provide care, practice in rural areas, accept insurance
- Partnering with health systems to expand telehealth services to rural areas
- Bringing in cash pay providers
- Partnering with community groups to provide public health updates, preventative screenings, and other educational opportunities

BARRIERS & CHALLENGES

- **Shortage of providers:** limited staff, timeliness / availability of appointments, lack of follow-up from doctors as they're overwhelmed, referrals to specialists not close to home
- **Cost, Insurance:** confusion with what is covered, providers don't accept insurance because of reduced reimbursement rates to providers for Medicare/Medicaid creating healthcare deserts, older adults on fixed income have difficulty affording care, protocols & reinsurance of hospitals have squelched what they're able to provide so everything gets shipped to Madison
- **Built Environment:** delay in care/lack of care due to rural & remote areas, hospitals are very far away, lengthy response time for hospitals/EMS

⁸ Healthy Communities Institute, Claritas 2023.

FOCUS GROUP DISCUSSIONS



ACCESS TO HEALTHCARE: MEDICAL



"There are less healthcare options in rural areas. If UW-Health system could expand their telehealth service offerings to cover the entire state rather than only urban areas, people would spend less time away from work as appointments may only need to be 15 minutes."

-FOCUS GROUP PARTICIPANT

"The lack of reimbursement costs of BadgerCare/Medicaid for providers leads to Healthcare deserts. It's not sustainable. You have poor communities that get poorer and healthcare dissipates"

-FOCUS GROUP PARTICIPANT

"The rural nature of Green Lake County makes it difficult to access care for general appointments, and specialized services like podiatrists/foot clinics for diabetic shoes."

-FOCUS GROUP PARTICIPANT

"Specialty providers are not close, so patients often get sent to Fond du Lac County for cancer treatment, eating disorder treatment, etc. There will be an increased need for the aging population having to go outside the county for this care."

-FOCUS GROUP PARTICIPANT

"Not seeking care in a timely manner: they are stoic so that if they have a problem, they'll ignore it until it can't be ignored. So, the problem becomes a real problem."

-FOCUS GROUP PARTICIPANT

"Many providers do not accept BadgerCare/Medicaid insurance because of reduced reimbursement rates for providers. As a result, this creates healthcare deserts."

-FOCUS GROUP PARTICIPANT

"Genetic conditions—Caspr2 leads to heart defects. Many are resistant to testing due to cost and transportation barriers."

-FOCUS GROUP PARTICIPANT



ACCESS TO HEALTHCARE: MEDICAL

1750:1

Green Lake County:
Ratio of primary care
physicians to residents *1



11%

Green Lake County:
Percentage of population under
age 65 without health insurance *1



1240:1

Wisconsin:
Ratio of primary care
physicians to residents *1



7%

Wisconsin:
Percentage of population under
age 65 without health insurance *1

10%

United States:
Percentage of population under
age 65 without health insurance *1



23%

Survey Respondents feel
there are NOT affordable
health care services in their
community *2



38%

Survey Respondents
identified Access to
Affordable Health Care
Services as a Top
Community Health
Issue *2



18%

Survey Respondents can
NOT access needed health
care services within a
reasonable time frame and
distance from my home or
work *2



Ranked as the 3rd
Most Pressing
Health Issue *2

Mental Health

Mental Health was identified as a top health need in Green Lake County. It was selected as the most important health problem in the community by survey respondents, and the top health issue among households with children under the age of 18. Secondary data indicated the mental health provider rate (providers per 100,000 population) was 100.5 compared to 226.8 in the state of Wisconsin.⁹ Below is a snapshot of the most recent key themes from community input, focus group discussions, and secondary data collected.

Key Themes from Community Input

WHAT WORKS

- Fox River Industries
- Addressing barriers to care including transportation and increasing the number of providers that accept Medicare/Medicaid
- Department of Health & Human Services
- Care4U Clinic

BARRIERS & CHALLENGES

- Shortage of providers/treatment centers, difficulty scheduling timely appointments, transportation barriers, eligibility requirements/restrictions, lack of trauma support services/education, lack of insurance coverage locally for specialized services (Neuro/Psych)
- Ongoing stigma & lack of awareness/understanding for people with mental health conditions
- Lack of preventative services leads to trauma resurfacing years later (ACEs)
- Children's mental health:
 - Social emotional behavioral needs of children have gotten worse due to COVID-19
 - Lack of qualified clinicians/social workers to meet the demand in schools
 - LGBTQ+ youth are not accepted by their peers leading to mental health issues
 - Childhood trauma surfacing years later/affect them as adults
- Mental health/medical services in jail are funded by grants and are not always guaranteed/stable
- Homeless population: AODA folks, people with mental health issues never been diagnosed by anybody and try to get them help is a problem because you have to be diagnosed

⁹ *Healthy Communities Institute, Claritas 2023.*

MENTAL HEALTH

19.7%

Green Lake County:
Adults ever diagnosed with
depression *1



18.4

United States:
Adults ever diagnosed
with depression *1

1070:1

Green Lake County:
Ratio of mental health
providers to residents *2



420:1

Wisconsin:
Ratio of mental health
providers to residents *2

47.6%

Survey respondents
identified Mental Health
& Mental Disorders as a
top community health
issue *3



Ranked as the
Most Pressing
Health Issue *3



13.2%

Survey Respondents did NOT
get the mental health services
or alcohol/substance abuse
treatment needed in the past
12 months *3



37.1%

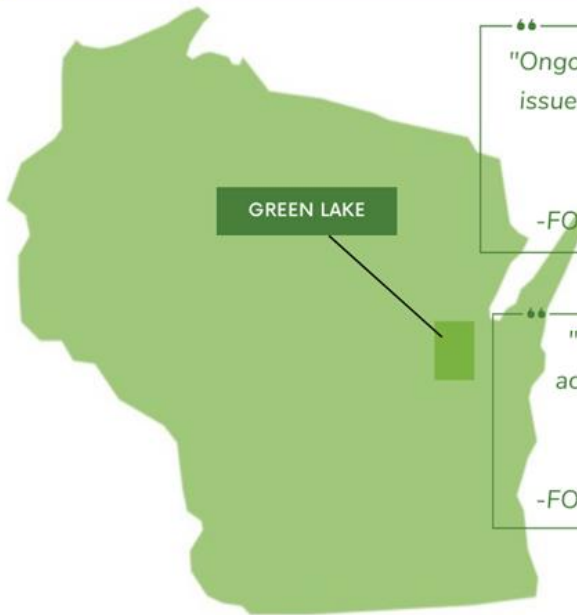
Survey Respondents
cited "cost- too
expensive/can't pay" as
the top reason they did
NOT get the mental
health services or
alcohol/substance abuse
treatment needed in the
past 12 months *3

1 - CDC PLACES, 2020
2 - County Health Rankings, 2022
3 - CHNA Community Survey, 2023

FOCUS GROUP DISCUSSIONS



MENTAL HEALTH



"Ongoing and long-term stigma is an issue. I was always told to just deal with it."

-FOCUS GROUP PARTICIPANT

"It's difficult finding providers that take BadgerCare."

-FOCUS GROUP PARTICIPANT

"Transportation barriers to accessing mental health care are a real issue here."

-FOCUS GROUP PARTICIPANT

"There is a need to address Adverse Childhood Events (ACEs) preventatively. Childhood trauma is surfacing year later and affecting them as adults."

-FOCUS GROUP PARTICIPANT

"It [mental health] has always been around and is likely just going to keep getting worse. It is also correlated with alcohol/substance use, suicide as seen through self-medicating."

-FOCUS GROUP PARTICIPANT

"There is a lack of awareness/understanding of mental health conditions and lack of family education and support for families with kids with mental health diagnoses/conditions."

-FOCUS GROUP PARTICIPANT

"LGBTQ+ youth are not accepted by their peers which is leading to an increase in depression, self-harm, and other mental health issues."

-FOCUS GROUP PARTICIPANT



"Green Lake County has a large low-income population which causes stress and anxiety around how to make ends meet. This all affects mental health."

-FOCUS GROUP PARTICIPANT

"The length of time it takes for appropriate diagnosing and addressing the mental health concern is a problem."

-FOCUS GROUP PARTICIPANT

"There is a lack of treatment centers in Green Lake County (both outpatient/inpatient). Treatment centers/agencies in neighboring counties/communities are sometimes limited due to not being a resident of that county or other eligibility restrictions/limitations."

-FOCUS GROUP PARTICIPANT

"The social emotional behavioral needs of children has only gotten worse and there is a lack of qualified teachers to meet the demand for mental health care in schools."

-FOCUS GROUP PARTICIPANT

Substance Misuse

Substance Misuse is the use of illegal drugs and the inappropriate use of legal substances, such as alcohol and tobacco. Substance Misuse was identified as a top concern in Green Lake County. Forty-two percent of survey respondents indicated it was one of the top three most important health problems in the community. Secondary data indicated the alcohol-impaired driving deaths (percentage of driving deaths with alcohol involvement) rate was higher than the state of Wisconsin at 35.6 and nation rate of 27.¹⁰ Below is a snapshot of the most recent key themes from community input, focus group discussions, and secondary data collected.

Key Themes from Community Input



WHAT WORKS

- Establishing a clearly structured & streamlined pathway for those seeking recovery
- Addressing barriers to care including transportation and increasing the number of providers that accept Medicare/Medicaid
- Department of Health & Human Services
- NA/AA meetings

BARRIERS & CHALLENGES

- Treatment not meeting community needs, more robust programs needed
- Drug Court not being supported in the county
- No peer support programs within the county for those with alcohol/substance use disorder to share their lived experiences
- Understanding how to cope with appropriate boundaries for those whose families are an ongoing source of alcoholism/drug addiction
- Mental health illness as a prelude to substance use (“self medicating”)
- Less bars/more options for healthy engagement for youth
- Drunk driving/accidents – need to have stricter laws for unsafe drivers to protect community
- Nothing for young people to do in rural areas/lack of recreation leads to boredom and drug use
- Vaping/smoking is a top health concern and more prevention is needed
- Stress, poor coping skills, peer pressure, over prescribing medications

¹⁰ Healthy Communities Institute, Claritas 2023.

FOCUS GROUP DISCUSSIONS



SUBSTANCE MISUSE



"More *recovery* services like AA and NA are needed."

-FOCUS GROUP PARTICIPANT

"Drug use is the direct result of stress, peer pressure, poor coping skills, and *over* prescribing of medications."

-FOCUS GROUP PARTICIPANT

"More prevention and preventative efforts are needed to address vaping and smoking."

-FOCUS GROUP PARTICIPANT

"There is a *lack* of structured and sober activities for the community."

-FOCUS GROUP PARTICIPANT

"Ongoing and long-term stigma is an issue. *I* was always told to just deal with it."

-FOCUS GROUP PARTICIPANT

"Drunk driving and accidents - need to have stricter *laws* for unsafe *drivers* to protect the community *by* adjusting our court systems."

-FOCUS GROUP PARTICIPANT

"Less bars and more options *for* healthy engagement are needed as there has been an increase *in* alcohol, drugs, smoking *and* violence."



"*It [mental health]* has always *been* around and is likely just going to keep getting worse. It *is* also correlated with alcohol/substance use, suicide as seen through self-medicating."

-FOCUS GROUP PARTICIPANT

"Substance Use Disorder treatment is not meeting the needs *of* the community. There is a lack of open beds, so we have to send patients out *of* county for treatment. More robust programs are *needed*."

-FOCUS GROUP PARTICIPANT

SUBSTANCE MISUSE

37.4%

Adults who Binge Drink
*1



57.1%

Alcohol-Impaired
Driving Deaths *2

1,427

Opioid-related deaths in
2021 in Wisconsin *3



4,258

Opioid-related hospital visits in Wisconsin *3



12.8%

Mothers Who Smoked During
Pregnancy *4

13.2%

Survey Respondents did NOT get the
mental health services or
alcohol/substance abuse treatment
needed in the past 12 months *5

42%

Survey Respondents
identified Alcohol &
Drug Use as a Top
Community Health
Issue *5



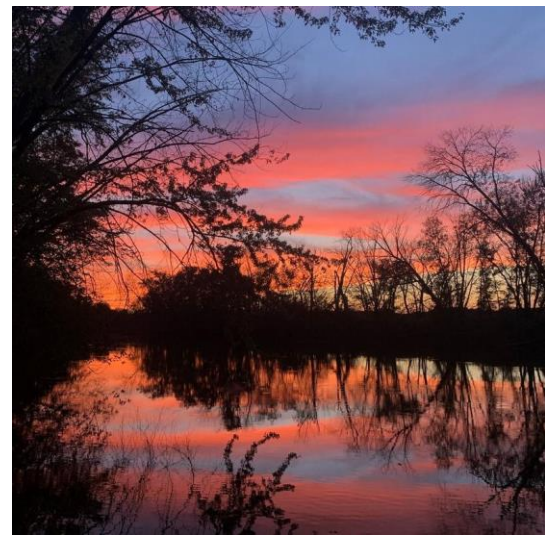
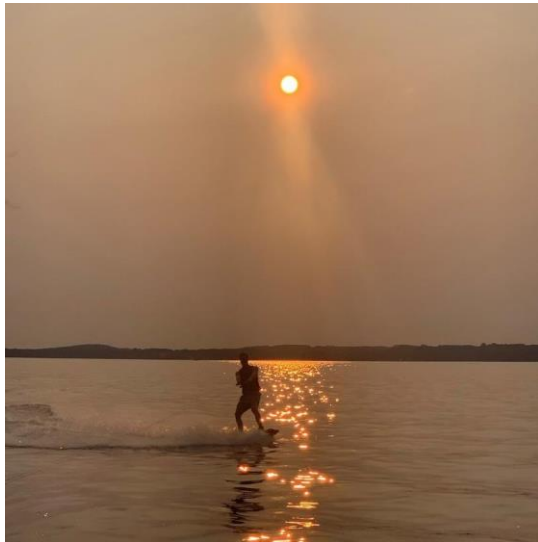
Top Reasons for not receiving care:

- Cost - too expensive/can't pay (37.1%)
- No doctor is nearby (33.7%)
- Wait is too long (29.2%)



Ranked as the 2nd
Most Pressing
Health Issue *5

Community Health Improvement Plan



Green Lake County

Access to Healthcare

Goal: Improve access to healthcare, including medical and dental services in Green Lake County

Performance Measures

- **Non-Traumatic Oral Health Emergency Department Visit Rate**
- **Dentist Rate**
- **Adults who Visited a Dentist**
- **Adults who have had a Routine Checkup**
- **No Recent Dental Visit**



Strategy 1: Planning and coordination of services and activities to increase awareness about dental health in Green Lake County.

Objective 1: By 2025, provide dental services (via Bridging Brighter Smiles) to 20 WIC participants.

Strategy 2: Coordination of prevention and education efforts to improve dental services in Green Lake County.

Objective 2: By 2025, increase oral health services through implementation of the FHLC Mobile Dental Unit in Green Lake County.

Other Possible Strategies

- **Increase health literacy**
- **Increase awareness of school based dental programs**
- **Support community health education in Green Lake County**

Access to Healthcare

Goal: Improve access to healthcare, including medical and dental services in Green Lake County

Performance Measures

- **Non-Physician Primary Care Provider Rate**
- **Persons with Health Insurance**
- **Adults without Health Insurance**



Medical

Strategy 1: Connect and educate on preventative services to improve healthcare access and navigation in Green Lake County.

Objective 1: Increase access to primary/preventative care services in partnership with community organizations and programs.

Strategy 2: Ensure residents in Green Lake County have access and knowledge of resources to support a healthy life.

Objective 2: Host Health Clinic Fair targeting social determinants of health to Green Lake County communities.

Other Possible Strategies:

- **Increase health literacy**
- **Create materials to assist community members how to connect to telehealth services**
- **Promote alternative locations for medical care (fee-based clinics, pop up health department clinics, Vivent, etc.)**
- **Support community health education in Green Lake County**

Mental Health

Goal: Build a culture of mental wellness throughout Green Lake County

Performance Measures

- **Mental Health Provider Rate**
- **Poor Mental Health: Average Number of Days Adults Ever Diagnosed with Depression**
- **Depression: Medicare Population**



Mental Health

Strategy 1: Support countywide collaborative efforts to reduce suicides and promote mental health prevention, and treatment services.

Objective 1: By 2026, implement the Zero Suicide program in partnership with Health and Human Services Department.

Strategy 2: Coordination of prevention and education related to mental health programming and services in Green Lake County.

Objective 2: By 2026, increase awareness of the National Suicide and Crisis line 988 and other mental health services.

Strategy 3: Coordination of mental health prevention and education for children and adolescents.

Objective 3: By 2026, increase the awareness and education of mental health in Green Lake County schools.

Strategy 4: Expand the use of promising practices, evidence based or adaptive based practices to improve treatment outcomes.

Objective 4: By 2026, increase training opportunities and programming related to the peer support specialist (PSS) program.

Other Possible Strategies

- **Support actions to reduce access to lethal means for persons at risk of suicide such as distributing gun locks and medication lock boxes.**
- **Promote mental health resources directed toward vulnerable communities, veterans, farmers, youth, etc.**
- **Host evidence based mental health trainings in the community (QPR, Mental Health First Aid, etc.)**
- **Distribute the Green Lake County Healthy Living Guide with mental health resources for community members to share.**

Substance Misuse

Goal: Prevent or reduce substance misuse among youth and adults in Green Lake County

Performance Measures

- Alcohol-Impaired Driving Deaths
- Death Rate due to Drug Poisoning
- Adults who Binge Drink
- Mothers who Smoke During Pregnancy



Substance Misuse

Strategy 1: Build collaboration and capacity of substance use prevention.

Objective 1: By 2026, increase community and organization knowledge about more effective and efficient delivery programs and eliminate duplication of efforts by creating a Substance Misuse Coalition.

Strategy 2: Coordination of prevention, education and services related to Narcan Distribution Program, and alcohol and other drug misuse programs.

Objective 2: By 2026, increase knowledge about interventions, treatments, or recovery services among residents.

Strategy 3: Expand the use of promising practices, evidence based or adaptive based practices to improve treatment services.

Objective 3: By 2026, increase training opportunities and programming related to the peer support specialist (PSS) program.

Other Possible Strategies

- Educate the community on identifying a drug overdose and what to do when someone overdoses
- Educate parents and the community on current drug trends
- Promote additional harm reduction strategies in Green Lake County
- Advocate for alcohol-free and smoke-free spaces in community spaces and at community events
- Promote tobacco cessation opportunities for Green Lake County Residents
- Promote 'THC is Changing' campaign

Conclusion

This Community Health Needs Assessment (CHA) conducted by Green Lake County Health Department leveraged primary and secondary data analysis to provide a more comprehensive picture of health in Green Lake County, Wisconsin. The CHA prioritization process identified the top three health needs including: Access to Healthcare, Mental Health, and Substance Misuse. These findings were used to guide the development of the Green Lake County Health Department Community Health Improvement Plan (CHIP), which outlines strategies to address these identified priorities and improve the health of the community.

A series of virtual meetings and workshops were conducted to identify the goals, objectives, and strategies documented in this plan. Goals were developed for each health need, ensuring alignment and consistency across the health department, and partnering organizations.

The goals, objectives, and strategies outlined in this report will guide Green Lake County Health Department to address each health priority within the next five years. Periodic evaluation will be conducted to ensure that strategies are on track and be completed as described.

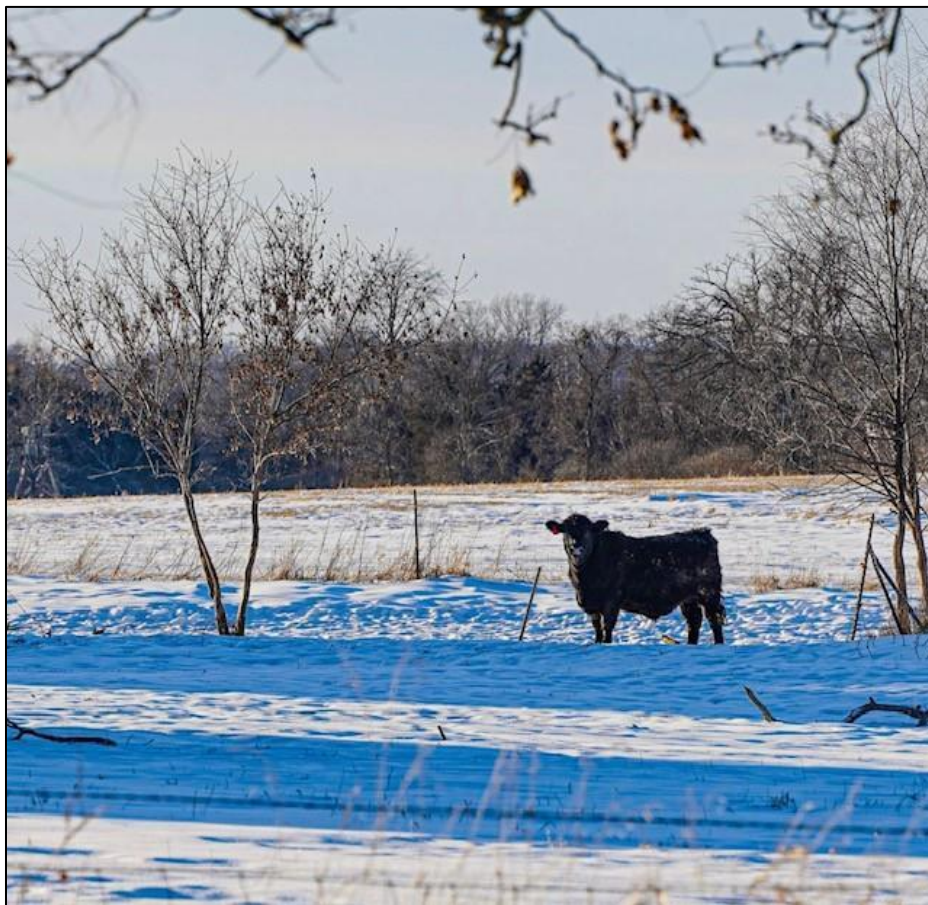


PHOTO BY: STEFANIE WADE

Appendix Summary

Appendix A. Demographics

- Geography and Data Sources

Appendix B. Additional Data for Top Health Needs

- Access to Healthcare (Medical and Dental)
 - Secondary Data
 - Primary Data

Appendix C. Primary & Secondary Data Methodology and Data Scoring Tables

- Primary Data Methodology
 - Qualitative Data
- Secondary Data Methodology
 - Secondary Data Sources
 - Data Scoring
- Social Determinants of Health
 - Geographic Disparities
- Data Considerations

Appendix D. Community Input Assessment Tools

- Community Survey
- Focus group guide

Appendix E. Community Survey Demographics

Appendix F. Prioritization Toolkit

Appendix G. Infographics

Green Lake County Veterans Services

TO THE HONORABLE BOARD OF SUPERVISORS
Green Lake County, Wisconsin

We herewith submit our Annual Report for the Veterans Service Office from January 1, 2023 to December 31, 2023.

In 2021 Congress passed the PACT Act. This had added a bunch of new Presumptive disabilities to the list of disabilities that are automatically granted if the Veteran served in a specific place during a specific window of time. They added more than 20 burn pit and other toxic exposure presumptive conditions based on the PACT Act. The full name of the law is the Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics (PACT) Act of 2022. This change expands benefits for Gulf War era and post-9/11 Veterans. This act also added 2 new disabilities to the list for Agent Orange exposed Veterans as well as adding new locations for possible exposure.

All of the new added benefits thru this act has increased demand of services for all CVSO's across the state. Here in Green Lake County, we saw an average increase of **49%** in 2023 over 2022 or an average of **55%** over previous years. We submitted **122** disability and survivors benefit claims in 2023. In 2022 there were **75** which was above the average (not counting COVID years) of 40-60. 2022 was an increase due to another bill affecting Camp Lejeune and Agent Orange Veterans.

2023 continued the trend to be good for mental health disability claims approval by the VA; our office has worked closely with The American Legion, The Veterans of Foreign Wars and Wisconsin Department of Veterans Affairs to spread the word to Veterans in Green Lake County to apply for the disability or to reapply if previously denied. About a third of our Disability claims included either PTSD or Anxiety-Anger-Depression disabilities. As an invisible wound, there are several hurdles to get over, with the first one being to have the Veteran admit to having a problem. There are proposals to make these claims easier for Veterans, which our office fully supports.

The Green Lake County Veterans Service Office would like to thank the County Board of Supervisors, County Leadership Team, The Staff of the different county departments as well as the local Veterans Service Organizations for the success in providing benefits or increasing the benefits to the Veterans of the county. Without the support and assistance, it would be far more difficult to provide the services which we offer.

The following is a summary of the activities of our office for the past year (2023).

During the period, this office affected approximately **3,386** personal and telephonic contacts; 2,942 in 2022 & 1,993 in 2021. The reduced numbers were due to the difficulties with the pandemic. We handled a total of **8,760** pieces of correspondence in the course of providing aid and assistance to the veterans, their dependents and their survivors of this county; 11,133 in 2022 & 12,369 in 2021. 2023 saw a reduction due to a change in Email address domain which drastically reduced junk pieces of correspondence.

Providing transportation to the veterans of this county to various VA Hospitals and clinics has been an important service of this office and is vital in securing cost-effective health care for these veterans. Transportation were provided to VA facilities primarily at Madison & Milwaukee with some trips to Appleton, Green Bay, Beaver Dam and Tomah. **64** veteran transports were made to VA facilities for outpatient and hospitalization appointments with an expenditure of **390** driver hours. In 2022, there were 49 transports with 278 driver hours. The reimbursement to the county for transportation that was received from the VA hospitals and veteran's contributions total **\$4,267** as compared to \$3,049 in 2022.

This office also provides veterans, their dependents and their survivors with assistance regarding Social Security, SSI, Medicare, insurance forms, Champus/ChampVA, Social Service programs, Retirement Benefits, Nursing Home applications and many other services when the need arises in conjunction with information needed to obtain veterans benefits.

Green Lake County CVSO Budget Analysis – Based on VA & WI DOR 2018 & 2019 Data

VA Expenditures \$14,154,000.00 (\$11,830,000 in 2022)

CVSO Expenditures \$122,320 (\$121,955 in 2022)

FEDERAL BENEFITS AND SERVICES:

The following Federal benefits were received by the Green Lake County veterans, their dependents and their survivors.

Compensation Payments (for service-connected disabilities), Dependency and Indemnity Compensation, Survivor Benefit Plan Payment, Disability Pension (Non service-connected causes), Death Pension (Non service-connected causes), Servicemen's Government Life Insurance, Education Benefits, Vocational Training and/or Rehabilitation, and Burial Benefits.

Total = \$6,869,000.00 (\$5,844,000 in 2022)

Veterans Administration Hospital Benefits, which include inpatient and outpatient appointments at VA Hospitals and clinics and prescriptions for Green Lake County veterans. **\$7,121,000** (\$5,584,000 in 2022)

STATE BENEFITS AND SERVICES:

The following State benefits were received by the Green Lake County veterans, their dependents and their survivors.

Housing Loans, Home Improvement Loans, Personal Loans, Medical Aid Grants, Part-Time Study Grants, Subsistence Aid Grants, Claims processing assistance, Appeals counsel, Discharge Reviews and other various benefits, programs and services. (This does not include services/benefits received through cooperating agencies or service organizations.)

The Veterans Service Office received the 2021 Wisconsin Department of Veterans Affairs County Veterans Service Office Grant in the amount of **\$9,350**. There was a line in the state biannual budget which did increase the CVSO Grant to \$11,688 for small counties which takes effect in 2024.

The Wisconsin Veterans Home provides a retirement community and nursing home care for veterans and their families. Green Lake County currently has county residents as residing at the Wisconsin Veterans Home at King WI.

COUNTY BENEFITS AND SERVICES:

The County Veterans Service Commission consists of Victor Shrock, Chairman; Robert Burdick and Robert Mosolf, members; and Jon Vandeyacht, Secretary. Quarterly meetings were held to review grant applications and policy. The Annual Veterans Service Commission Conference, traditionally held at King, WI was cancelled for 2021 due to the pandemic. The Veterans Service Commission is budgeted \$3,530 for

Emergency Aid Grants to veterans and/or their families; In 2023, \$1,083 in aid was provided. \$1,068 was utilized in 2022.

Our office also provided Holiday Meals to 6 families this year. The CVSO and his family with donations from others, provided financial aid to 1 Veteran family to help provide Christmas this year. The Vandeyacht's feel it is their continued way to give back to the community that keeps him employed.

Total Service Commission Grants and Expenses = \$1,083. (\$1,068 in 2022)

There were no funds granted to cover burial of indigent veterans in the past year.


Care of veterans' graves: (including providing of flag holders and rods.) **Total = \$(pending)** (\$1,681 in 2022)

The contractor for flag holders took our order in Nov 2023, but it has not arrived as of 1 February 2024

Current Veteran Statistics of greatest need of assistance from our department: Vietnam Era Veterans.

Thank you for your continued generous support for the Veterans in Green Lake County.

Respectfully submitted,



Jon D. Vandeyacht
County Veterans Service Officer
Green Lake County

Green Lake County



GREEN LAKE COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES

HEALTH & HUMAN SERVICES

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2023 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 2023 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.

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. 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:

- We are anticipating that HHS will end the year with a budget surplus for the 7th consecutive year. This has allowed us to build a healthy contingency fund while also returning some dollars back into the County's general fund.
- Every 5 years, the Green Lake County Health Department is required to develop and implement a health plan that addresses health conditions that affect the communities.

We began the process of the health assessment in the beginning of 2023. This health assessment is a collection of data through community surveys, focus group conversations, and secondary data analysis. A steering committee made up of local organizations, agencies, and citizens, helped to guide this 6-month process. The three health priorities identified during this process were Access to Care (Medical and Dental), Mental Health and Substance Misuse Prevention.

- Public Health's Diabetes Prevention Program (DPP) attained Full Plus CDC Recognition through the Diabetes Prevention Recognition Program (DPRP) after collecting a year's worth of data from the program and meeting certain standards. The first cohort completed their year-long program in August 2023. Most of the participants met their weight loss and activity goals while losing a collective 181 pounds.

- In Children & Family Services 287 total referrals were received in 2023. They were as follows: 231 total reports of Child Abuse/Neglect and 56 services reports. 55 reports were screened in for a response from the Initial Assessment Worker; 176 reports were screened out. The screened in reports had a total number of 74 children that were identified as potentially being child victims. The total victims in all reports were 312. The screened in reports by maltreatment type were 27 - Physical Abuse; 43 -Neglect; 7 - Sexual Abuse; 3 -Emotional Abuse and 2 – Unborn Child Abuse. 56 Service Reports were received. These were comprised of 31 screened in for response and 25 screened out. There were 7 Children in Need of Protection and Services (CHIPS) petitions filed in 2023. This is a low number for CHIPS petitions, however the initiative at the state is Family First and the goal is to keep children in the home with their parents. Due to this, we utilize Protective Plans and In Home Safety Plans more often.

- 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. Renewals for Badger Care and Wisconsin Medicaid programs have begun again after having been suspended for the past three years. Renewals started June 2023 and are expected to end May 2024.

- In 2023 DHHS upgraded our Electronic Health Record system. These upgrades included the Behavioral Health clinic's electronic health record expanded to include access via an electronic patient portal. This allows clients registered on the portal to view upcoming appointments, bills, medication/ diagnosis listings, and some medical records directly from their device. Clients can also request appointments or refills directly through the portal.

- During 2023, crisis intervention responded to 386 initial crisis assessments 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 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.
- As part of the 2023 budget process the creation of a Crisis Therapist position was approved. This was filled in January 2023. After almost one year this position has taken a lead role within crisis services, has improved our follow-up and wait times, while also decreasing the crisis work load for other staff. This has improved the service to our community as well as decreased the crisis work load for other staff allowing them more time to complete their primary duties.
- 2023 Aging Unit highlights include. Moved or in the process of moving 2 Meal Site locations, provide more opportunities for the Community to engage in Social Activities, hiring 2 new staff (Disability and Elder Benefit Specialist), Partner with local organizations to provide leaf cleanup for the Community, Partner with local organizations for a durable medical equipment drive, host the first ever Health and Wellness Fair and Snow Ball Dance, and added an active social media page to get information out faster and to more people.

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 2023 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 I&A/receptionist. 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 2023.

Accomplishments in 2023

Administration is learning and adapting with change to our new ‘normal” post COVID. 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 2023:

- Implemented different modules that our billing software Avatar has to offer including a client portal for health records.
- We can accept credit card payments for clinical services.
- Utilizing and maximizing funding resources
- Continued improvement on capturing the maximum revenues through Insurance, WIMCR, and Grants.
- Ongoing process of streamlining administrative functions

Looking forward to 2024

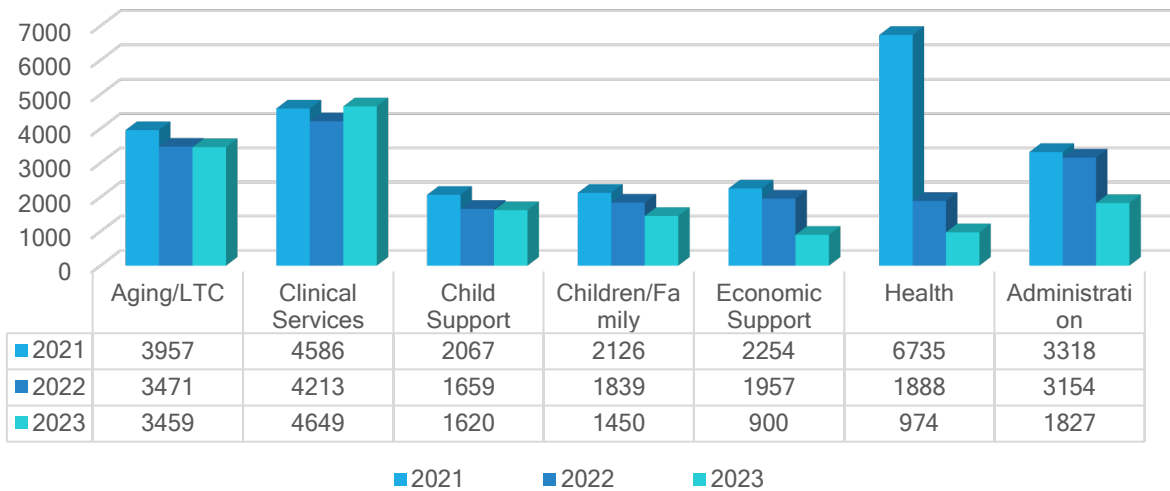
Admin continues to modify the day-to-day workflow to best meet our consumer’s needs. We are looking forward to 2024 and focusing on improving in the New Year. A few of our goals for 2024:

- Create efficiencies within the client portal for health records.
- Continue to provide great customer service to all Green Lake County residents.
- Continue to streamline admin functions within the department.
- Continue to maximize revenues within all departments.

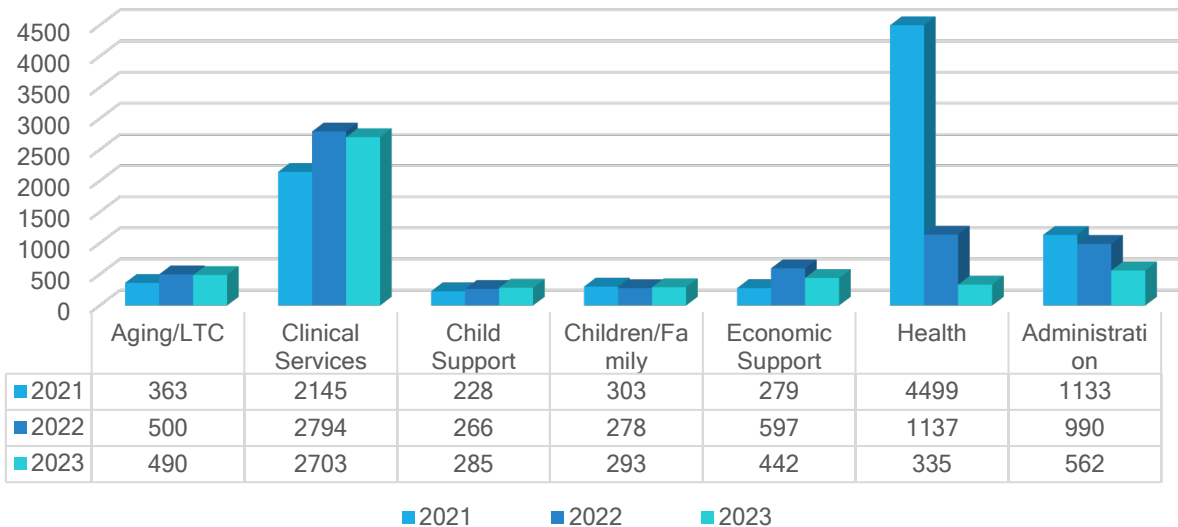
ADMINISTRATIVE STATISTICS

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



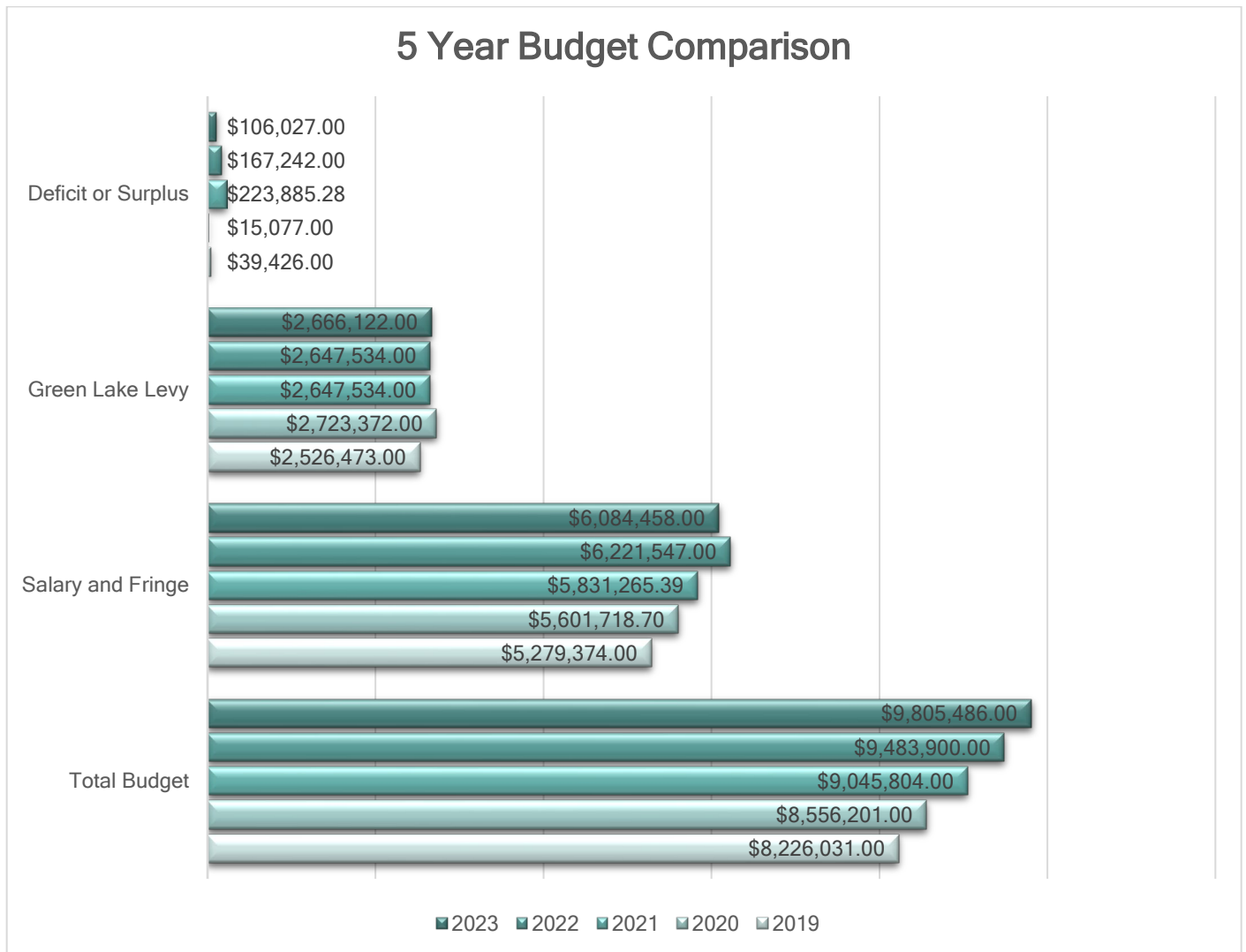
3 Year Comparison HHS Walk-Ins



FINANCIAL STATISTICS

The financial staff within the administrative department has been affected by the increase demand and difficulty with the constant change in 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 has 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 eight years.

**2023 Surplus Figure estimated as 2023-year end has not been completed*



Respectfully Submitted,
 Kayla Yonke, DHHS Financial/Business Manager



Green Lake County
Health Department

2023 Annual Report



Prepared by:

Green Lake
County Health
Department Staff

Presented by: Rachel Prellwitz



Public Health
Prevent. Promote. Protect.



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Message from the Health Officer

I am proud to present you with the 2023 Annual Report. The Green Lake County Health Department's Annual Report provides a snapshot of the health status of our community and the work we do to improve the overall health of Green Lake County. Our work is done in partnership with individuals, families, organizations, and the public. We focus on all factors that affect health: health behaviors, social and economic factors, clinical care, and the physical environment. The core functions of public health and the 10 essential public health services provide structure to our mission.

This year continued to be a year of resilience and recovery for our team and our communities. As we continue to step away from heavy COVID work and back into the work we are passionate about, we recognized that the pandemic changed our communities and our team. We engaged in an extensive strategic planning process to regroup, refocus, and develop a comprehensive plan to help our employees get their feet back under them and redevelop our foundation as a department. We look forward to implementing the strategies identified in our new plan throughout 2024 and beyond.

The Health Department also completed our Community Health Assessment (CHA) as required by WI State Statute. The CHA is an opportunity to gain a deeper understanding of the health of our community. After compiling data from the CHA, we prioritized the top health concerns to create the 2023-2028 Community Health Improvement Plan (CHIP). The finished assessment and plan will be available early 2024! We look forward to working with the Green Lake County community to continue to improve the health and well-being of our residents.

Sincerely,



Rachel Prellwitz, RN



Meet Our Team



LAUREN OLSON
DEPUTY HEALTH OFFICER

As Deputy Health Officer and Health Educator of Green Lake County I work on a variety of health topics; from tobacco prevention, physical activity and nutrition, car seat education, substance use prevention, community outreach, education on a variety of topics, working with our schools, and our community health improvement plan (CHIP).



ALLISON KRAUSE
PUBLIC HEALTH NURSE

Allison's focus is primarily on investigating all communicable diseases, work on our emergency preparedness plans and providing immunizations to adults and children. We carry most vaccines including flu, tetanus and all childhood vaccines. She also provides home visits to the Amish and provides a variety of health education individually and in classrooms.



NANCY GIMENEZ
PUBLIC HEALTH NURSE

The areas that Nancy is primarily responsible for at Green Lake County are: Managing the Diabetes Prevention Program, coordinating the Lead Poisoning Prevention Program, following up with new moms/families and assisting them to find resources and services to support them. She also provides 1:1 advance care planning, and assists the other PH staff with vaccinations, community events and more.

Meet Our Team



LISA ROLLIN
PUBLIC HEALTH NURSE

Lisa's focus was supporting Public Health with the COVID pandemic. Since the needs in COVID/pandemic management has reduced, her attention has shifted to being a Diabetes Prevention Lifestyle Coach and helping with our Community Health Assessment and Community Health Improvement Plan.



KYLE ALT
ENVIRONMENTAL HEALTH SPECIALIST

As the health inspector Kyle licenses and inspects food facilities, lodging facilities, campgrounds, pools and rec-ed camps. The other large part of his job is responding to human health hazards in the community. Kyle uses chapter 154, health and sanitation, of Green Lake County's code of ordinances to address these concerns."

Our Organization

Mission

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

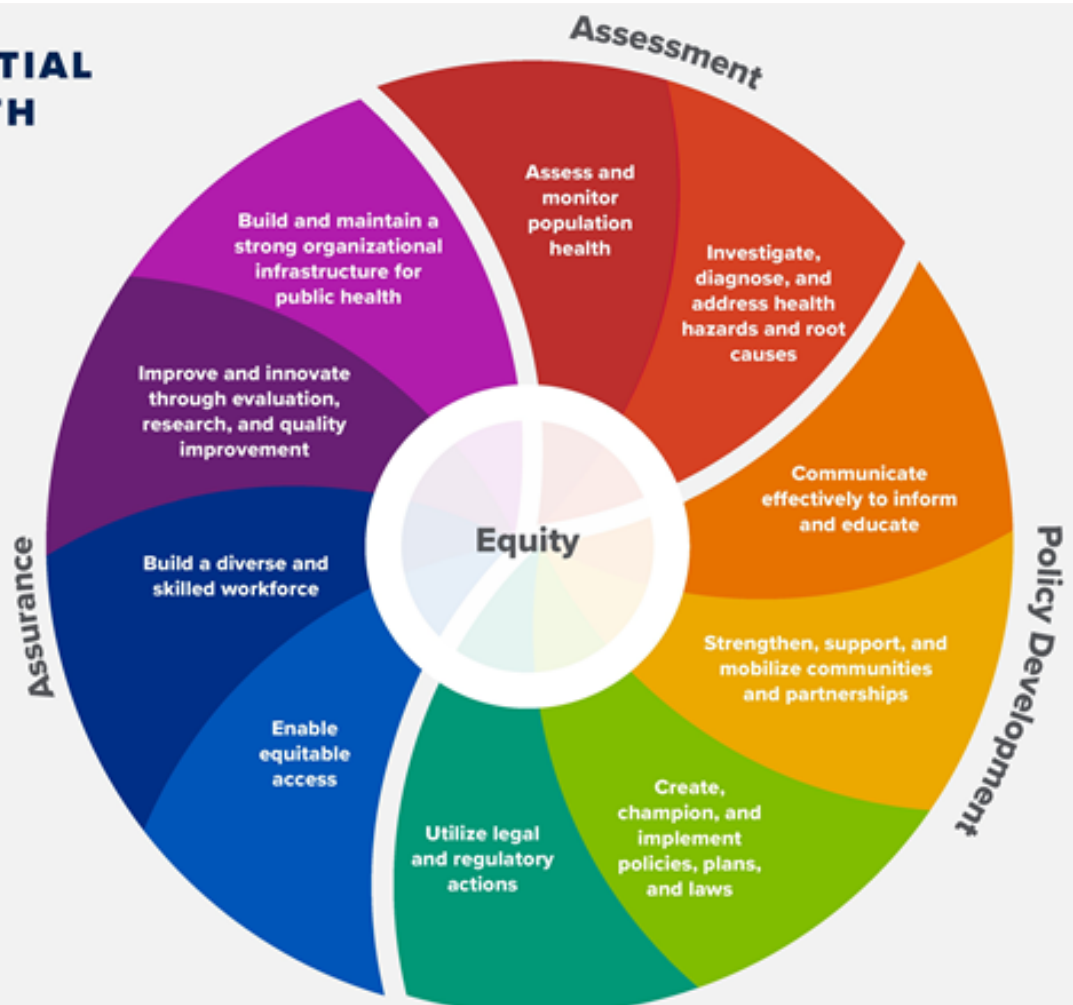
Vision

We will become a leader in public health in Green Lake County promoting healthy people, thriving communities and safe environments.

THE 10 ESSENTIAL PUBLIC HEALTH SERVICES

To protect and promote the health of all people in all communities

The 10 Essential Public Health Services provide a framework for public health to protect and promote the health of all people in all communities. To achieve optimal health for all, the Essential Public Health Services actively promote policies, systems, and services that enable good health and seek to remove obstacles and systemic and structural barriers, such as poverty, racism, gender discrimination, and other forms of oppression, that have resulted in health inequities. Everyone should have a fair and just opportunity to achieve good health and well-being.



Created 2020

Health Equity

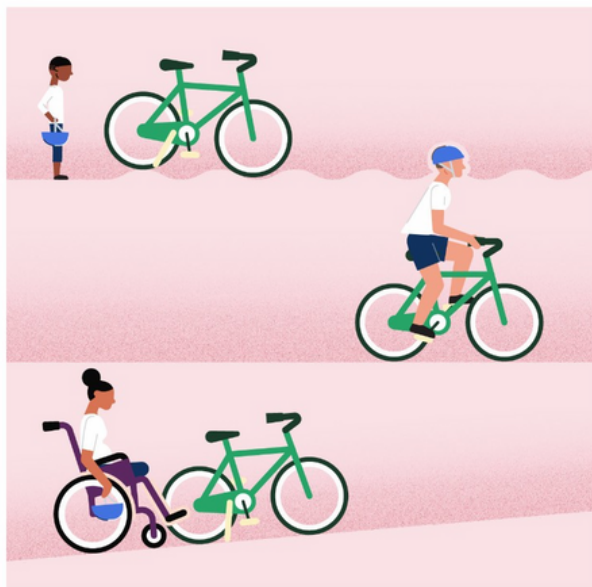
As public health has evolved to address the complex health issues of today, health departments have transitioned to a Public Health 3.0 model that is population-based, focusing more on policy change, community-wide interventions, collective impact, and improving the social determinants of health (SDOH). SDOH are the conditions in which people are born, grow, live, work, and play and these conditions in part contribute to health disparities and inequities. In order to create social and physical environments that promote good health for all we must approach problems through a health equity lens.



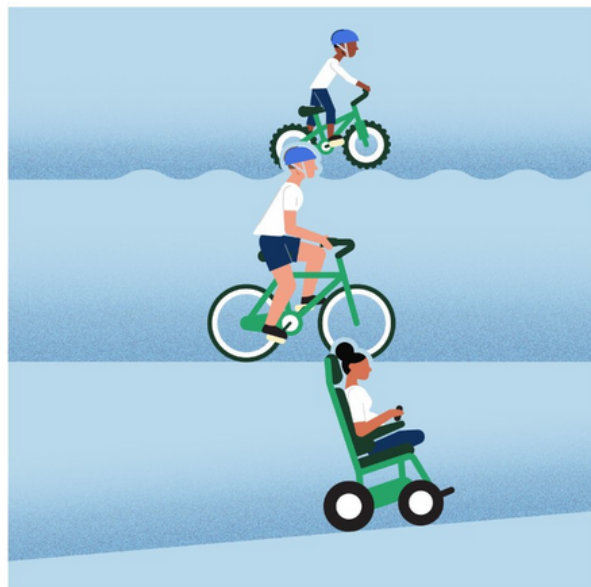
Examples of Social Determinants of health

The Green Lake County Health Department is committed to ensuring health equity for all residents. In the past year, and as we continue to move forward, we have made improvements in addressing health disparities and promoting health equity through our programs, partnerships, and initiatives.

EQUALITY:
Everyone gets the same—regardless if it’s needed or right for them.



EQUITY:
Everyone gets what they need—understanding the barriers, circumstances, and conditions.

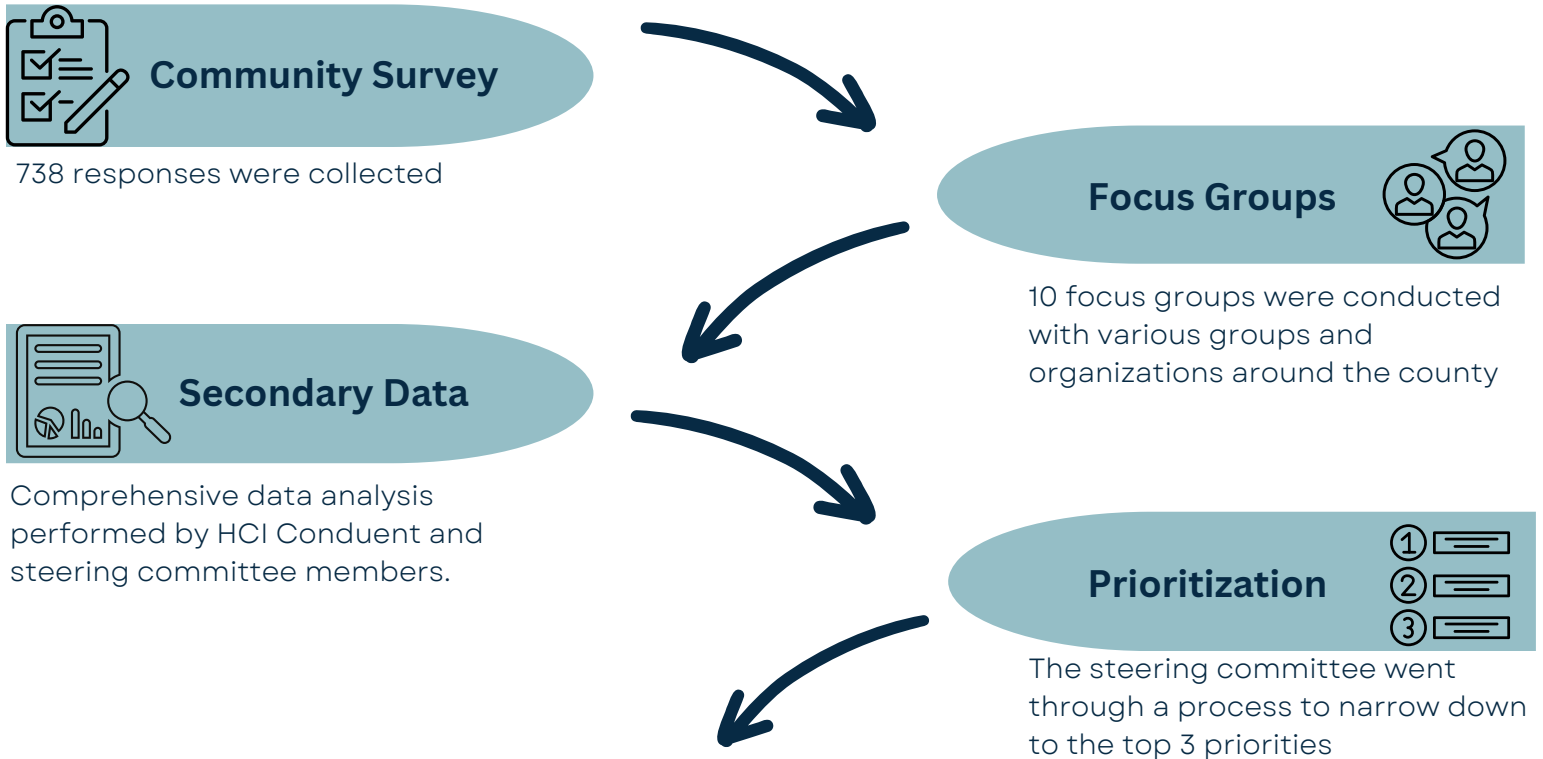


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Community Health Assessment (CHA)



Every 5 years, the Green Lake County Health Department is required to develop and implement a health plan that addresses health conditions that affect the communities. We began the process of the health assessment in the beginning of 2023. This health assessment is a collection of data through community surveys, focus group conversations, and secondary data analysis. A steering committee made up of local organizations, agencies, and citizens, helped to guide this 6-month process.



The Three Health Priorities for the 2023-2027 cycle are:

		Access to Care (Medical and Dental)	} Transportation
		Mental Health	
		Substance Misuse Prevention	

Community Health Improvement Plan (CHIP)



Continuing beyond our health assessment, we then develop an improvement plan. This is where the goals, measurable objectives, and implementation strategies are set to address the top health priorities chosen.



Access to Care-Medical

Improve access to health care, including medical and dental services in Green Lake County.

Strategy 1:

Connect and educate on preventative services to improve healthcare access and navigation in Green Lake County.

Strategy 2:

Ensure residents of Green Lake County have access and knowledge of resources to support a healthy life.



Access to Care-Dental

Improve access to health care, including medical and dental services in Green Lake County.

Strategy 1:

Planning and coordination of services and activities to increase awareness about dental health in Green Lake County.

Strategy 2:

Coordination of prevention and education efforts to improve dental services in Green Lake County.



Substance Misuse

Prevent or reduce substance misuse among youth and adults in Green Lake County.

Strategy 1:

Build collaboration and capacity of substance use prevention

Strategy 2:

Coordination of prevention, education and services related to Narcan Distribution Program, and alcohol and other drug misuse programs.

Strategy 3:

Expand the use of promising practices, evidence based or adaptive based practices to improve treatment services.



Mental Health

Build a culture of mental wellness throughout Green lake County.

Strategy 1:

Support countywide collaborative efforts to reduce suicides and promote mental health prevention, and treatment services.

Strategy 2:

Coordination of prevention and education related to mental health programming and services in Green Lake County.

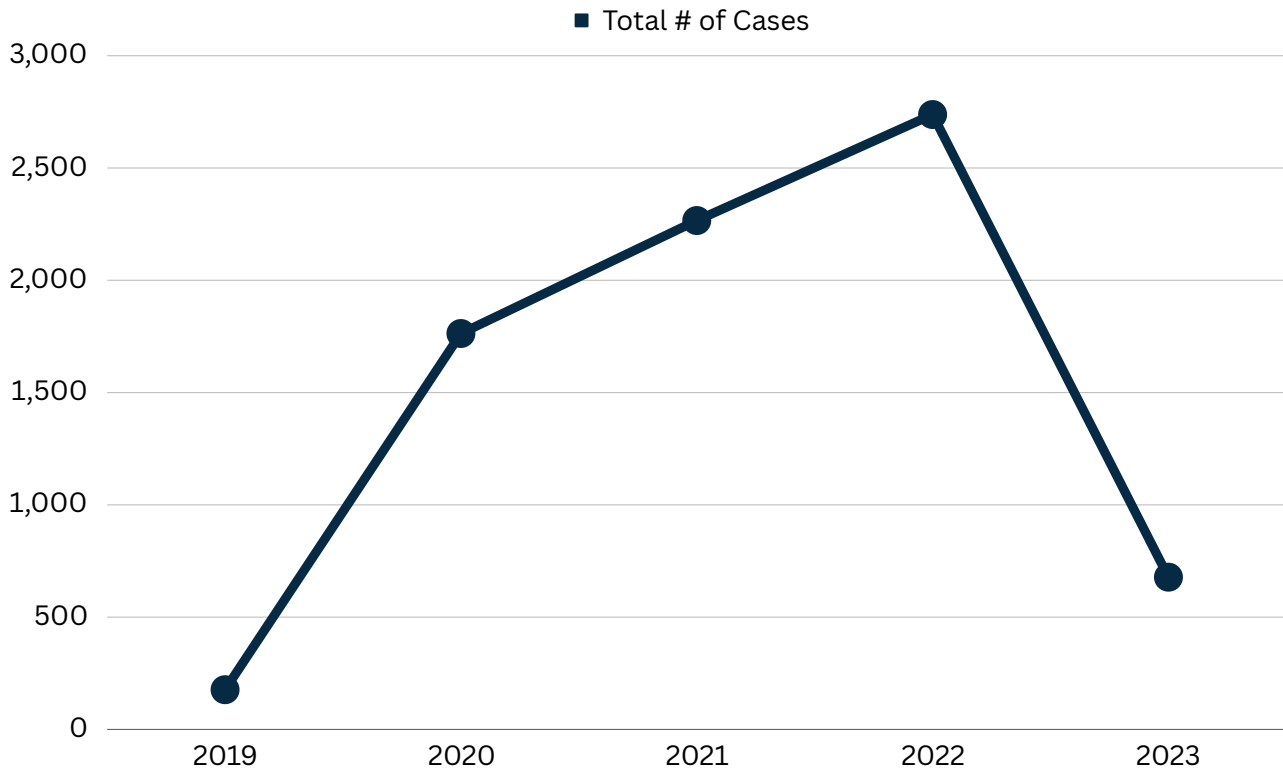
Strategy 3:

Coordination of mental health prevention and education for children and adolescents.

Strategy 4:

Expand the use of promising practices, evidence based or adaptive based practices to improve treatment outcomes.

Disease Control and Prevention

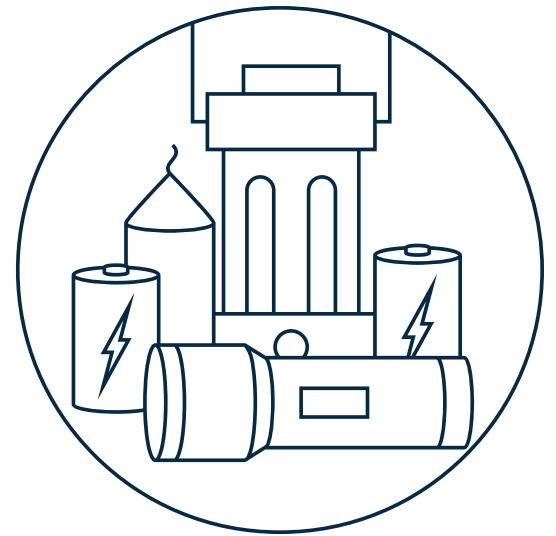


Public Health is required by state statute to follow up on acute and communicable diseases. Using the WI Electronic Disease Surveillance System (WEDSS), we are able to monitor trends and track outbreaks as they occur. The above graph shows total number of cases reported to Green Lake County Health Department over the last 5 years.

The Health Unit again partnered with the Green Lake Association (GLA) and Green Lake Sanitary District (GLSD) on the Blue Green Algae and E. Coli beach monitoring program. The GLA & GLSD tested water samples at locations around Green Lake for the presence of blue-green algae toxins and E. Coli. Results were used to inform the community of potential beach advisories or closures by the health department. Throughout this testing season, two beach advisories/closures were issued. Once conditions improved, beach closures were lifted. Communicable disease funding was used to support this effort.

Public Health Preparedness

Allison Krause is our Public Health Preparedness Program Coordinator for Green Lake County. We continue to be an active member in the Region 6 Healthcare Coalition attending monthly meetings and participating in various preparedness exercises throughout the year. In addition, we are also active partners in the Local Emergency Planning Committee with Emergency Management.

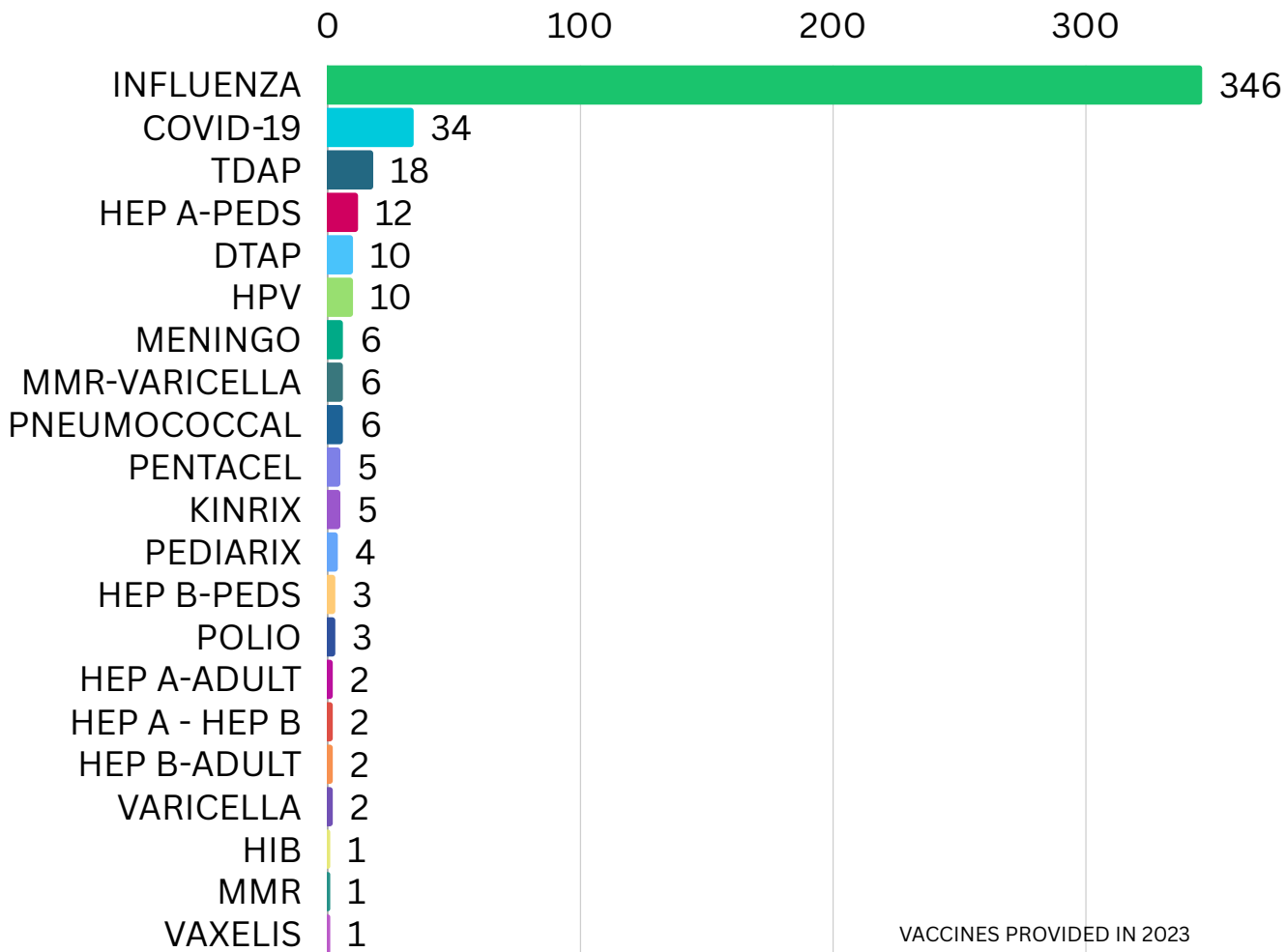


The Wisconsin Department of Health Services and a handful of other public health emergency planners, including Allison, are participating in a Public Health Emergency Plan re-writing/updating committee. This will lead to our emergency preparedness plan to be aligned with surrounding counties' plans as we update ours within the next year.

Allison attended a 3-day training for Homeland Security Exercise and Evaluation Program (HSEEP) at the Waupun Fire Department in April. HSEEP provides a set of guiding principles for PH Preparedness exercise and evaluation programs. The training also provides a framework for a common approach to exercise program management, design and development, in addition to conducting, evaluating, and improvement planning. Allison is now a certified HSEEP evaluator.



Immunizations



We have continued with monthly immunization clinics in Green Lake and a home visitation program to provide immunizations to the Amish community. Due to low interest in immunizations since COVID, we have started focusing efforts to increase vaccination rates in all communities with some new locations for vaccination. This fall we provided staff and vaccinations at several of the school's back to school open house events. This proved to be beneficial to parents offering required school vaccines at school.

For our cohort turning 2 years of age this year, benchmark immunization rates of having vaccines completed before their 2nd birthday decreased to 37%. That is down 2% from last year. This data does include all Amish children. Our immunization rate of all 2-year-olds meeting immunization requirements was 47% this year. Again, this is a 2% decrease from last year. We continue to encourage all 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 also are continuing to offer home visits to Amish families and other families with transportation issues. WIC has continued utilizing their new mobile unit in the parking lot during WIC instead of in the building and providing more phone visits than in person. This is continually reducing the number of children under the age of 5 that we see for appointments.

Dental

We contract with Carrie Knurowski, Dental Hygienist, to provide services to Head Start and school age children for dental 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 2023, Carrie was able to bill over \$65,000 to MA and Badgercare for dental services.

419

Total number of children who were screened and provided fluoride treatments

172

Total number of children that had prophylactic cleanings performed

73

Total number of children that had sealants placed

112

Number of referrals given for further care and treatment

This program provides dental needs in our county that are greatly unmet due to providers not accepting patients with MA/Badgercare.

NUTRITION/WIC



WIC is the Special Supplemental Nutrition Program for Women, Infants, and Children – offering nutrition education, healthy foods, breastfeeding support, and referrals for healthcare providers and community services to those participating.

2023 WIC Participation

All served by Family Health La Clinica WIC

1,004

Total number of individuals served

57

pregnant women served

200

infants under 12 months

\$6,570

spent on fruits and vegetables at local farmers markets from June-October with the Farmers Market Nutrition Program

211

Postpartum women

536

Children ages 1-4

WIC Clinic Updates

In Green Lake County, WIC helped many income eligible pregnant and breastfeeding women, infants and children ages 1-4. WIC transitioned off federal COVID waivers in August, at which time the new American Rescue Plan Act (ARPA) waivers began. These new waivers are active through September 2026 and require WIC staff to make concerted efforts to collect height, weight and hemoglobin through referral data from providers, or in person WIC appointments. Since the transition to hybrid services, there have been many families returning to the WIC clinic for height, weight and hemoglobin measurements (averaging 30-40 per month), and there have also been great efforts to obtain this information from doctor offices. WIC remains flexible to meet the needs of the families, and added 4 additional locations (2 of which are in Green Lake County – the Tri County Boys & Girls Club in Berlin and the Princeton Public Library) where families can come in person for appointments on the mobile unit.



WIC Outreach

WIC provides a breastfeeding peer mentor, which is an invaluable resource to new mothers. The Mommy and Me breastfeeding group was offered all year, with very low attendance causing December to be the last month of this offering. WIC will continue to explore other options to support breastfeeding mothers through the peer counseling program, including planning to add a bilingual Spanish speaking Hispanic breastfeeding peer counselor in 2024. WIC also applied for the [USDA Breastfeeding Gold Award of Excellence](#) in December which is a measure of the quality of the breastfeeding peer counselor programming and overall breastfeeding initiation and rates.

WIC is focusing on building stronger relationships with healthcare providers and breastfeeding professionals to increase referrals and awareness of the services offered. Staff held a diaper drive/flu clinic in partnership with medical staff at the Wautoma clinic in September with over 100 infants/children receiving diapers and 13 flu shots administered. Outreach such as WIC staff visiting with clinical and lactation staff at local hospitals and clinics to offer WIC informational presentations will continue into 2024. WIC staff also participated in various community events such as children's health day, fairs, family adventure day, touch a truck/national night out, farmers markets, parades, etc.



THIS WIC Telehealth Grant through Tufts University wrapped up mid-year. The platform being tested was deemed a success and plans are underway to roll out the Online Nutrition Education system statewide in 2024.

Childhood Lead

Lead assessment and education is a service provided by Green Lake County Health Department. A partnership of a Public Health Nurse and an Environmental Health Specialist with our Tri-County Consortium.

*In 2021, the Centers for Disease Control and Prevention (CDC) updated the blood level reference value to 3.5mcg/dL (Previous value was 5mcg/dL). Any child with a venous blood lead level of 3.5mcg/dL or higher is considered lead poisoned.

At Green Lake County Health Department, all families who have children with a level of, or over, 3.5ug/dl (regardless of if it is venous or capillary), are attempted to be contacted by phone to perform an assessment and provide education, which is then followed up with an e-mail containing various educational handouts and county contact information. Those families that the nurse is unable to contact, have letters sent to their home, and the health care provider is notified if there still is no response. For those children presenting with a capillary test above 3.5 ug/dl, parents are instructed of the need for confirmatory venous blood lead testing and instructed when to obtain this.

Outreach and education to retailers and the public was done during an “applesauce product recall” that was found to have elevated lead levels in it.



138

Total blood level tests completed for children residing in Green Lake County

4

Children with elevated confirmatory venous blood lead levels (VBLL) ranging from 3.7-6.3 ug/dL

*Continue to be followed

*None of their levels were over the 10ug/dl level, so no home visits were required, however each of these 4 cases were offered a home visit and declined.

Mother, Child and Family

To help support healthy family development, Green Lake County Health Department provides outreach and education to all families when a baby is born. Outreach is done through phone support and mailings.

 **194**
Births in 2023
vs. 207 in 2022

4.6%
Smoked during pregnancy
vs. 9.52% in 2021

6.7%
babies born low birthweight
vs. 6.19% in 2021

58.76%
women received prenatal care beginning in the first trimester

Programs and resources that families have been referred to because of our outreach include Children’s Wisconsin Program, First Breath, Wisconsin Works, Well Badger Resource Center, various lactation consultants, dental services and WIC.

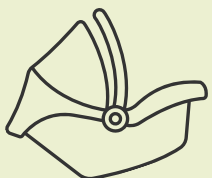
“Women who receive early and regular prenatal care are more likely to have healthy infants,” (American College of Obstetricians and Gynecologists Guidelines for Perinatal Care, eighth ed., 2017).

Car Seat Program

The Green Lake County Health Department offers car seat checks to anyone in Green Lake County free of charge. The Health Department has two certified Child Passenger Safety Technicians (CPSTs) who educate caregivers on the proper selection, installation, and use of car seats and booster seats. This program allows eligible, low-income caregivers to receive car seats and booster seats for free. It is supported by local and state grant funds and/or donations.

2023 Activities/Outreach

- Secured Wisconsin Department of Transportation (DOT) grant funds to help sustain the program
- Provided parents with education on car seat safety, including outreach with the Plain Communities
- Both Child Passenger Safety Technicians attended the Annual Governor’s Conference on Highway Safety-Car Seat Track



100%

of those who had a car seat installation check reported having an increase in knowledge of proper car seat use.

25

Total number of car seats were given to families along with education.



Diabetes Prevention Program



Diabetes and prediabetes remain overwhelming problems in our county like the rest of the country. It is estimated that 1 of every 3 adults now has prediabetes.

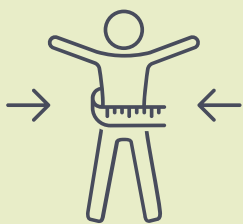
When left unnoticed, prediabetes generally becomes diabetes within 5 years. It is well known that when diabetes is not well controlled, it can lead to many complications such as heart attack, stroke, kidney disease, limb amputation, blindness and more. The best strategy is to prevent diabetes. In 2022, Green Lake County Health Department initiated a CDC recognized diabetes prevention program (DPP), which continues to positively impact many people in Green Lake County.



Attained Full Plus CDC Recognition through the Diabetes Prevention Recognition Program (DPRP), after collecting a year's worth of data from the program and meeting certain standards.

*This was the first step in becoming a Medicare supplier to allow us to start billing for this program in 2024, for long term sustainability.

2023 Program Highlights



The first cohort completed their year-long program in August 2023. Most of the participants met their weight loss and activity goals. This single group had a collective weight loss of 181 pounds!



Worked with Wisconsin DHS who helped create multiple video testimonials for Green Lake County DPP, using participants from the first two cohorts and is currently being promoted not only locally but at a state level.



An additional staff member achieved their Lifestyle Coach certification, making for 3 coaches now able to teach. Interest in the program continues to increase, as we saw starting 3 more cohorts in 2023. Total number of people who have enrolled to date is 54.

Tri-County Environmental Health

- Pre-inspections
- Routine Inspections
- Re-inspections
- Housing Complaints
- Animal Bites
- Well Water Concerns
- Meth House Placards
- Sewage Issues
- Nuisance/Other

During the calendar year of 2023, the following was completed in Green Lake County

Facility Inspections:

- Pre-inspections: 44
- Routine inspections: 192
- Re-inspections: 3
- Complaint investigations: 4

Other Activities:

- Animal Bites
- 22 animals quarantined-all showed normal behavior
- 1 dog was sent in for rabies testing-results negative
- 2 cats were sent in for rabies testing- results negative
- 2 raccoons were sent in for rabies testing-results negative

Meth House Placards—None

Housing Complaints—16

Sewage issues- 3

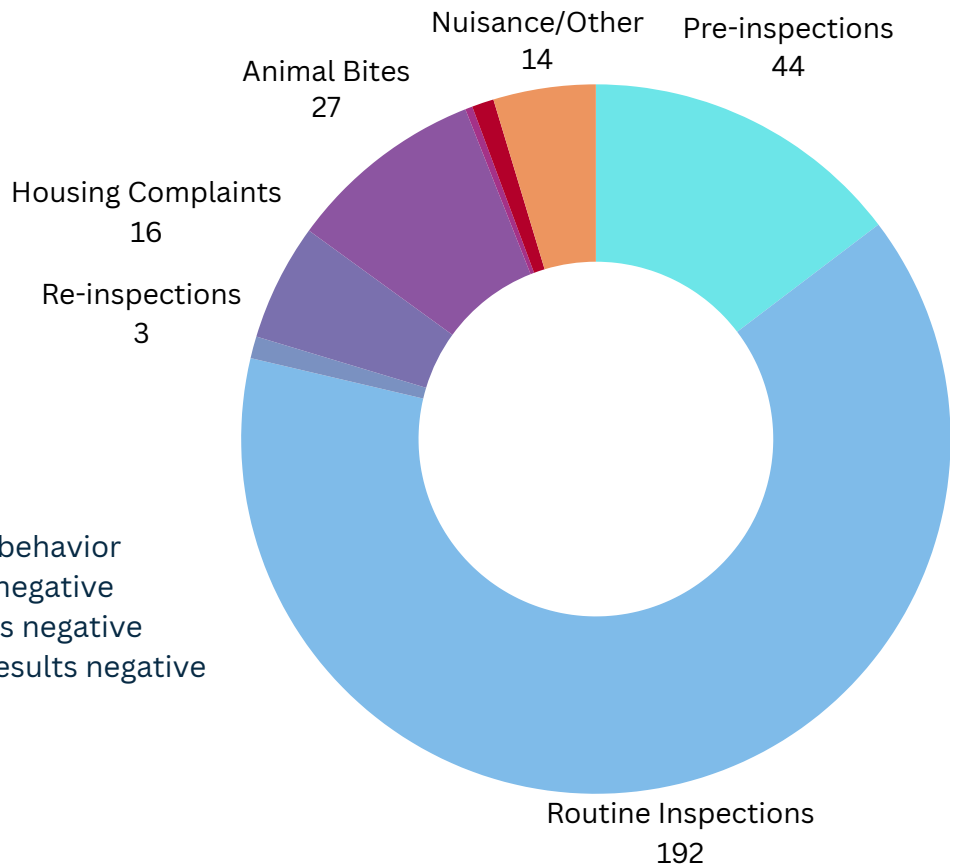
Nuisance/Other— 14

Radon Kits Distributed— 39 short term test kits. 1 Long term test kit.

Water Kits Distributed— 84 (not including test kits distributed for land conservation well water program)

Well Water:

Concerns/Investigations: 9



The Health Department participated in a well water testing project in collaboration with the Land Conservation Dept. distributing 150 free water test kits to residents, with focus on wells located in the Townships of Princeton and Dalton. A community meeting was held on June 5th to go over results and provide education/resources on mediation for wells that tested over public health standards.

Community Health and Prevention

Opioid Fatality Review Team

Green Lake County finished the grant cycle as a Tri-County Overdose Fatality Review (OFR) team (in partnership with Marquette and Waushara Counties). In looking at how our team was operating, it became clear that proceeding with further grant funding would present several challenges for the Tri-County, and it was ultimately decided that each county would proceed with a joint death review team rather than the OFR format.

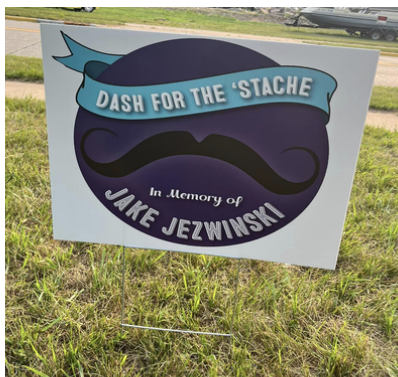
→ Cases Reviewed in 2023: 2

Overdose Awareness Event

Despite transitioning out of OFR, the team utilized grant funding to partner with the Jezwinski family to host a Tri-County overdose awareness event that was held on July 15th called **Dash for the 'Stache** in Jake Jezwinski's memory.



This event was held in Redgranite and started with a fun 1 mile or 5k walk/run, followed by live bands, presentations from Rise Together and Tree House Central. All proceeds from the run/walk, food sales, and raffles were given to the Jezwinski family, who is starting a foundation in Jake's name. From this event, Jake's legacy is continuing to impact Green Lake County!



The Jezwinski family has generously donated \$2,000 to assist in hosting a presentation for Green Lake County schools from Rise Together in 2024. Green Lake County will then continue to build connections with our schools to bring awareness, education, and hope to our youth regarding substance misuse.

Opioid Overdose Awareness

More than **20** Doses of Narcan distributed through the Narcan Direct Program

2 Community Narcan Trainings offered

NARCAN Training

During the **FREE** training, learn to:

- Recognize an opioid overdose
- Respond to an opioid overdose
- Safely administer Naloxone (Narcan)

WEDNESDAY, JUNE 28, 2023
6:00PM
BERLIN PUBLIC LIBRARY
121 W. Park Ave, Berlin

Each participant will receive a Narcan Kit.
Please register by calling 920-294-4070.

Presented by:
Green Lake County Health and Human Services

ANYONE can be at risk of an overdose if they take prescription or non-prescription opioids.
Help save lives by being prepared.

Community Health and Prevention



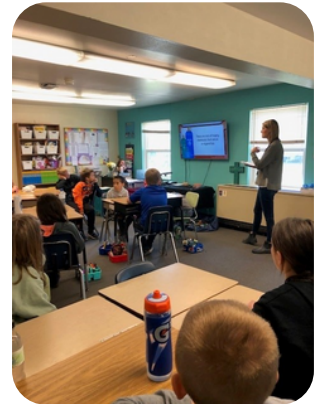
EAST CENTRAL ALLIANCE for Nicotine Prevention

Tobacco Prevention and Control

Green Lake County is a member of the East Central Alliance for Nicotine Prevention. This multi-jurisdictional coalition is made up of Green Lake, Marquette, Waushara and Fond du Lac Counties, with Fond du Lac being the lead.



With coalition funding, Tobacco Prevention Earth Day events took place in April, with students at two parochial schools in the county.



19

Tobacco Compliance Checks were completed

WI Wins

The Wisconsin Wins (WI Wins) campaign is a science-based, state-level initiative designed to decrease youth access to tobacco products. The Wisconsin Department of Health Services contracts with local partners to conduct investigations to establish retailer compliance with the law. Direct outreach is done with tobacco retailers and the community throughout the year.



CATCH My Breath is an evidence-based youth vaping prevention program for grades 5-12 that has been proven to substantially reduce students' likelihood of vaping.

80

5th-8th grade students have received this education. Collaborations with more schools will happen in 2024.

General Outreach

The Health Department continues to work to educate the public through news and social media outlets.



Content published on Facebook reached **40,675** accounts in 2023.

Articles published in local newspapers totaled **35** in 2023.

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www.facebook.com/glcdhhs

Community Health and Prevention

Advanced Care Planning

Advance Care Planning helps adults at any age or stage of health understand and share their personal values and preferences regarding future medical care. It is a gift you give your loved ones to help them make choices about your care.

A partnership of our Public Health Nurse, Nancy Gimenez and Kristen Dorsch in the Aging Unit, who are both certified Advance Care Planning Facilitators.



3

Informational Sessions



42

People participated in the informational sessions

These sessions focused on increasing awareness about the importance of ACP, promoted discussion of the topic and provided all supportive material necessary to begin having advance care planning talks with loved ones. The facilitators also offered State of Wisconsin appropriate advance directive documents to those ready to complete such forms.

Coverdell Stroke Prevention

At the end of 2022 Green Lake County became a Coverdell Community Stroke Partner, to help address the issue of stroke throughout our county. The benefits of participating as a Coverdell Community Partner include:

- Free stroke community education materials
- Networking and community of practice opportunities with other Coverdell Community Partners
- Technical assistance to answer questions regarding stroke and stroke prevention
- Invitations to stroke education opportunities
- Recognition on the state stroke program website

Green Lake County Health Department pg. 21



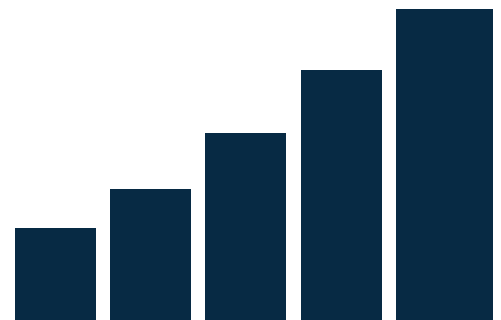
Contact Us



920-294-4070



<https://www.greenlakecountywi.gov/departments/health-human-services-health-unit/>



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 2023, the Children and Family Unit remained the same as the year prior with positions and employees. There has been consistency and no turnover.

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 2023.

Access/Child Abuse Neglect/Child Welfare

The ACCESS staff for the Unit receive referrals that are logged into the eWiSACWIS system. These numbers include the Child Abuse/Neglect Reports, and Child Welfare Intakes, and other Service requests. 287 total referrals were received. They were as follows: 231 total reports of Child Abuse/Neglect and 56 services reports. 55 reports were screened in for a response from the Initial Assessment Worker; 176 reports were screened out. The screened in reports had a total number of 74 children that were identified as potentially being child victims. The total

victims in all reports were 312. The screened in reports by maltreatment type were 27 - Physical Abuse; 43 -Neglect; 7 -Sexual Abuse; 3 -Emotional Abuse and 2 – Unborn Child Abuse. 56 Service Reports were received. These were comprised of 31 screened in for response and 25 screened out. There were 7 Children in Need of Protection and Services (CHIPS) petitions filed in 2023. This is a low number for CHIPS petitions, however the initiative at the state is Family First and the goal is to keep children in the home with their parents. Due to this, we utilize Protective Plans and In Home Safety Plans more often.

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

	2023	2022	2021	2020	2019
Number of Access Reports	287	264	323	336	452
Number of Child Abuse/Neglect Reports	231	218	261	211	277
Number Screened in	55	59	80	64	96
Number Screened out	176	158	181	147	181
	2023	2022	2021	2020	2019
Physical Abuse	27	22	35	13	35
Neglect	43	36	40	59	43
Sexual Abuse	7	9	9	20	23
Emotional Abuse	3	1	2	1	1
Unborn Child Abuse	2	2	4	4	3
Service Reports Received	56	46	62	74	175
# Screened Out	25	22	37	25	106
Child Welfare Screened in Reports	31	24	35	46	80
Youth Justice Referrals	49	67	85	54	69
Kinship Care Applications	12	0	1	6	1

Court Ordered Study	0	0	0	0	0
Adoption Related	0	1	0	0	1
Re-open closed care	0	0	1	1	0
Drug Affected infants	0	0	0	1	0
Inter-state Compact	1	0	1	1	0

Juvenile Court – Delinquency/Youth Justice

In 2023, the Youth Justice staff received 49 referrals. This number is lower than 2022, however this appears to be the trend across Wisconsin. This may be due to having more diversion options for youth (ex. the groups we provide in the community) prior to youth justice referrals to the county. The Judge also decided with the department that if a current youth justice case is open and the youth offends again, we sanction them instead of filing a new juvenile petition. 7 new delinquency petitions were filed in 2023. 48 YASI pre-screens were completed. Eleven (11) full screens were completed. One (1) re-assessment was completed.

No (0) new youth were placed in the Severe Juvenile Offender Program in 2023. 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. Five (5) 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. Five (5) youth completed this group.
- The Girl Boss group was conducted in conjunction with local businesses that a female owned. This group averaged seven (7) females per week.
- Girls Circle group, five (5) girls attended.

-Girl Talk Group, in conjunction with female professionals, four (4) girls attended this weekly.

-Drugs, Alcohol & Vaping Curriculum- we served 18 youth

-Teens In Action- served two (2) youth

-Social Media & Sexting Curriculum, five (5) youth attended.

-Truancy group, these are run at the local county schools, with a total of ten (10) youth participating.

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

4 youth were on electronic monitoring in 2023. This consisted of two (2) males. And two (2) females. The monitors are used in lieu of secure detention.

Parent Training/Education

The Family Training program provided services to eleven (11) families with a total of 21 children in 2023. They provided both parent training and education and parent aide services. In 2023 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 continued their contract for additional parenting services with the Professional Services Group (PSG) in 2023. PSG has served five (5) families with a total of twelve (12) children.

In-Home Therapy/Targeted Case Management/Comprehensive Community

Services/Coordinated Services Teams:

There were 14 children referred to the wraparound program in 2023 through the school districts that we serve. In addition to these referrals, we had 69 child/youth teams (TCM/CST/CCS) active during calendar year 2023. 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 2023, three (3) children were placed into non- relative foster care/treatment foster care. One (1) child was placed in a court ordered relative home. There are two (2) children remaining in out of home foster care that were removed in 2022. At the end of 2023, we currently have six (6) children in court ordered placements.

The number of subsidized guardianships was six (6) in 2023. No (0) cases closed during the year.

In 2023, no (0) children were subject to Termination of Parental Rights (TPR) petitions.

In 2023, nine (9) children were in voluntary Kinship Care placement(s). 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 2023 was 21. Green Lake County had 0 children re-enter out of home care once returned home. The state average is 11.5% percent re-entry, and we have 0%.

Licensing

The Green Lake County foster care coordinator licensed one new Level 2 foster home which puts the county at only three (3) foster homes. The coordinator has been busy licensing the relative homes that have come forward for placement. There are currently five (5) relative licensed foster homes.

Courtesy Supervision/Interstate Compact

Courtesy Supervision for both Child in Need of Protection and Services as well as Juvenile Justice Cases was performed for other Wisconsin Counties. In addition to courtesy supervision, home checks to confirm safe environment (CSE) for other counties. 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 Illinois.

Contractual Services

The unit in home therapists served families through Mental Health Crisis planning and services. These two therapists 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 2023, unit staff coordinated the annual Angel Tree Christmas giving program along with other community partners. 104 families were served with a total of 256 children were provided gifts in 2023.

Birth-3

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 conditions 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. In December 2023, our physical therapist gave her notice and ended her services for Green Lake County. We are in the process of recruiting a physical therapist to contract with. 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.

2023:

There were 75 new referrals to the program in 2023. There was a total of 86 children served in the calendar year due to some of the children still eligible from the previous year. 14 of the children were found not eligible as they were age appropriate in all areas of development. 17 children were found eligible and an IFSP was written to receive support from Birth-3. 13 children were screened out at an intake appointment and did not move forward for further evaluation. 3 children are still scheduled for evaluations and 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.

Two (2) children were served through July 2023. One family moved out of our county. Currently, one (1) child is served through CCOP.

Respectfully submitted,

Lisa Schiessl

Children & Family Services Unit Manager

2023 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 65,016 cases amongst the nine counties.

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 14,091 calls per month. The time scheduled increases as the call volume increases. ECIMP have maintained and exceeded the required performance standards.

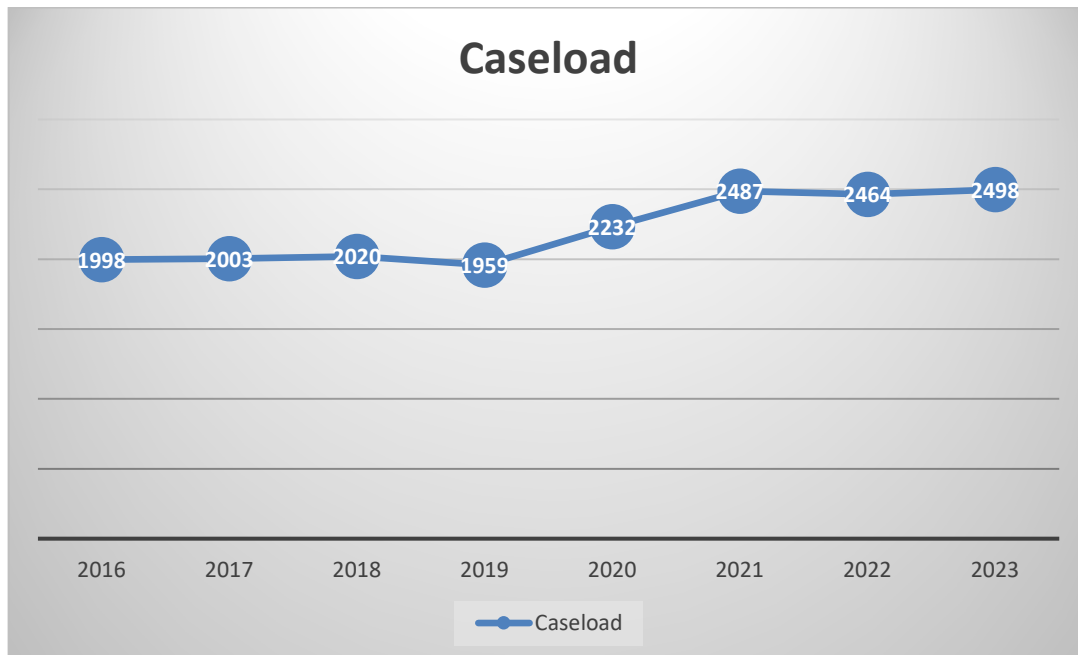
ECONOMIC SUPPORT PROGRAMS

~ 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 2023. Green Lake County has seen an increase in applications requesting Long Term Care services this year. Long Term Care services include Community Waivers (Family Care) and Nursing Home.



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.

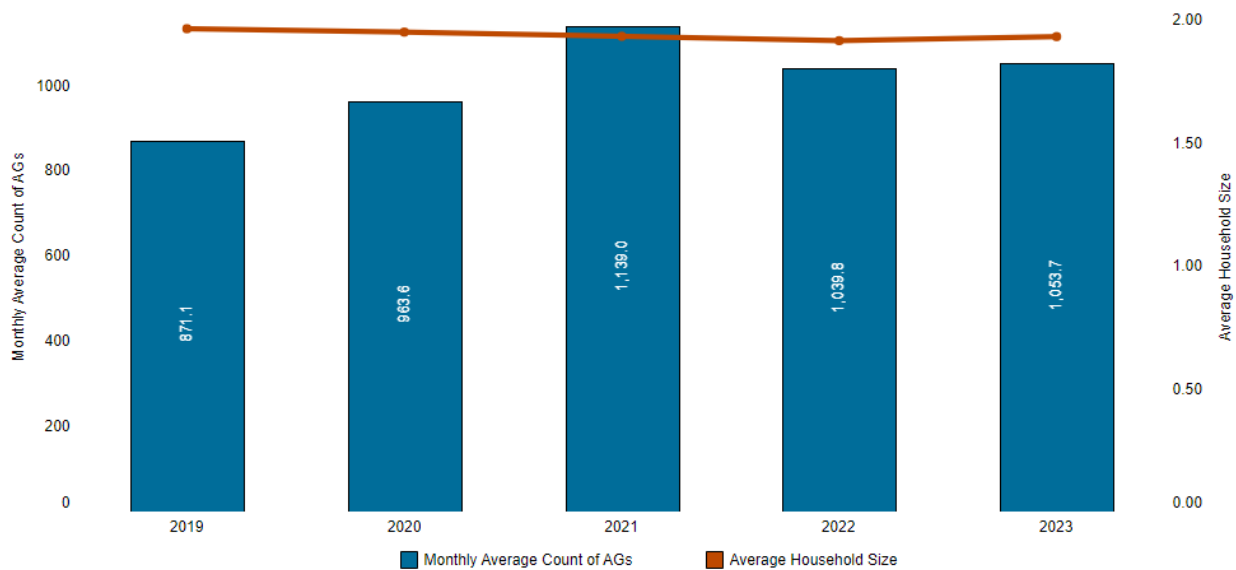
Food Share Wisconsin

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.

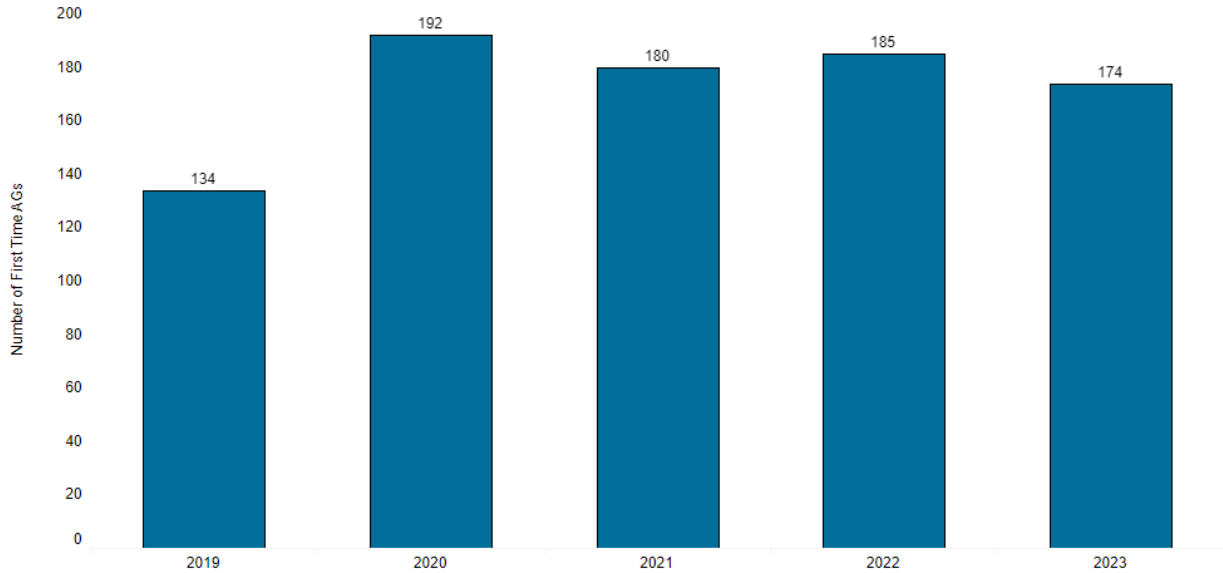
What was the FoodShare Assistance Groups (Assistance Group) household size?

The average number of distinct AGs per month was 1,013 and the average household size was 1.9 in the last 5 years.



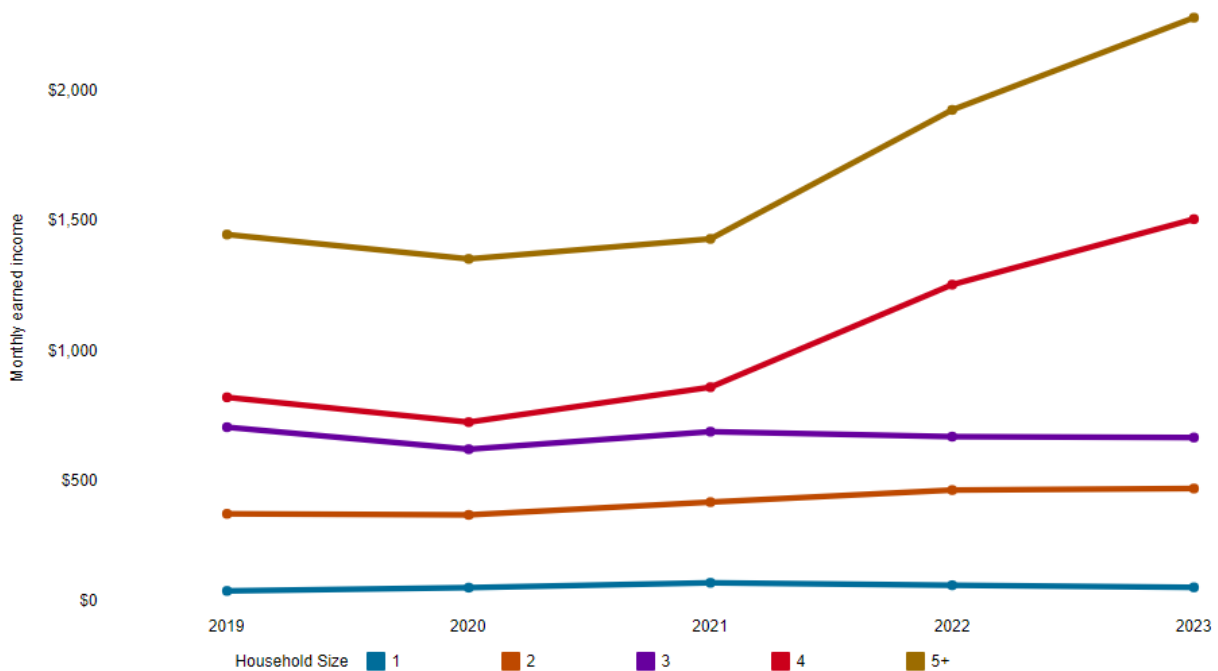
How many FoodShare AGs were first-time recipients?

First-time AGs are households where no one received benefits in the past 60 months. The average number of first-time AGs per year was 173 in the last 5 years.



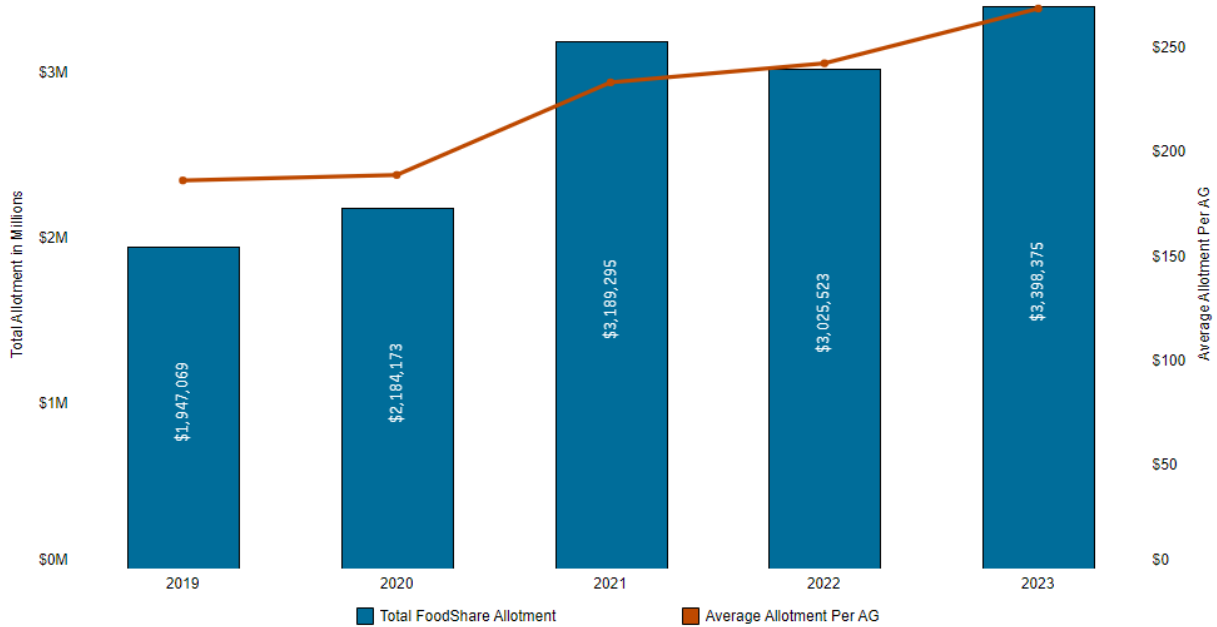
What was the average monthly earned income of an AG?

In the last 5 years, the average income of AGS, regardless of employment status, was \$377 each month.



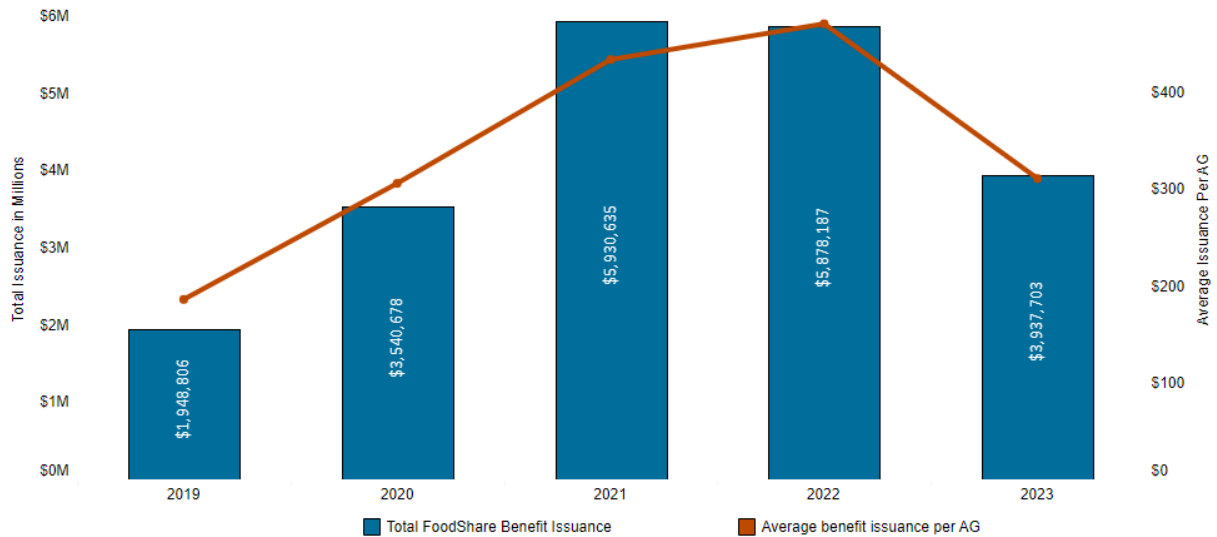
What was the allotment in the past 5 years?

In the past 5 years, the average total allotment amount per year was \$2,748,887. The average monthly allotment for AGs was \$226 in the past 5 years.



What was the issuance in the past 5 years?

In the past 5 years, the average benefit issuance per year was \$4,247,202.



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 2023 Green Lake County provided Childcare assistance to 20 families / 32 children. Average monthly benefit per child was \$3,253.88. Total benefits received was \$104,124.26. There was a 45% increase in families/children receiving this benefit in Green Lake County.

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 2023, 811 households applied, 684 approved, and \$539,246 was the total paid out in general Energy Assistance. 96 households also were granted additional crisis funding. Total paid out crisis funding was \$57,435, in 2023.

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 2023, we repaired 12 furnaces and 11 replacements.

Unwinding after 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.

Renewals for Badger Care and Wisconsin Medicaid programs have begun again after having been suspended for the past three years. Renewals started June 2023 and are expected to end May 2024.

Submitted by: Shelby Jensen
Economic & Child Support Unit Manager

Fox River Industries



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Mission: to offer tailored services for those with disabilities that enhance independence, self-determination, and personal development.

Introduction

Fox River Industries (FRI) is a provider agency of Long-Term Care services that are funded by Medicaid waiver dollars. Fox River Industries holds a nonprofit with 501(c)(3) status. In our field of work, we are often referred to as a Community Rehabilitation Provider (CRP), which is defined as a local community organization that provides services to adults with disabilities. As is typical for CRP's, FRI provide three main types of day services:

- (a) employment services leading to integrated employment in the general labor market
- (b) work training opportunities in a sheltered workshop or community with other workers with disabilities
- (c) non-workday activities in either a program facility or in the community.

In addition, as an added benefit to the residents of our county, Green Lake County provides Representative Payee Services for Social Security Beneficiaries who are elderly, have a developmental disability, or are referred by other DHS departments.

We view our services as a continuum to encourage growth, movement, and follow funding source priorities. FRI services are intended to assist individuals overcome barriers that limits a person with a persons ability to do the things that they identify importance and allow them to live a meaningful life in the community. Services provided are determined by the person and authorized by the care team in the ongoing planning process. FRI strives to provide person centered, best practice, thorough care.

SERVICES

"Work Training Opportunities in A Sheltered Workshop or Community with Other Workers with Disabilities"

Prevocational Services - involve the provision of learning and work experiences that develop general, nonjob-task-specific strengths and skills that contribute to employability. Services are expected to involve strategies that enhance a participant's employability in integrated, community settings. Competitive employment and supported employment are considered successful outcomes of prevocational services.

Facility Based Prevocational Services provide a safe environment for participants to learn basic work skills such as, hygiene, soft skills, time management, and following supervisor instructions. Staff to participant ratios are higher. Managed care organizations are willing to fund this service if there is reasonable and continued progress toward integrated employment. This expectation has been reinforced in 2023 by funders more than we have ever seen in the past.

Highlights of 2023:

We restructured our physical environment and staff dynamic to allow for increased community participation or facility-based learning, which in turn will reduce the reliance on subcontracts as well as support staff to provide education in a variety of formats.

At the end of 2023 Facility Based prevocational services had 34 participants enrolled with a waitlist of 13. Most of these participants are involved in other programs offered.

Our Material Handler retired in 2023. Facility Based Prevocational direct support staff, Bonnie Walker, was promoted from within. Her direct support position was filled by Kayla Kono, who is charged with working with facility-based participants on beginning to explore the idea of community work by engaging in our community and exposure to different employers, opportunities, or tasks. Kayla joins long term staff Chris Horvath on this team, which is led by Becky Voeltner, Production Supervisor.

Looking Forward –

As we plan for 2024 our goal will continue to assist participants move thru the continuum of services and as we work towards increased number of participants engaged in the community employment process and offering prevoc programs that ensure participants are ready to embrace the next step of their individual journey.

Community Based Prevocational Services provide opportunities for individuals to receive employment training in an integrated community setting versus in a facility. While being reimbursed under this service code the expectation is that education be provided in the community. We have developed our program to focus on educational sessions, tours, volunteerism, and increasing community resource awareness. Staff to participant ratios must stay below 1:4; leading to a more optimal staff to participant ratio and more effective outreach. Our Community Based Prevocational Program has a 6-month completion goal but can be extended as determined by participant need. Once the program is completed a referral is made to the Department of Vocational Rehabilitation (DVR) and hopefully our Supported Employment Team.

Highlights of 2023:

Our Community Based Prevocational program has made very impactful relationships in the community from residents, to businesses, to partnerships with the Aging Unit. This has proven to open unexpected doors and develop relationships that continues to keep the momentum of our program moving at a quick pace. Toby Trochinski, Community Integration Planner, and Tara Clark, Direct Support Provider, manage this program. At years end this program had 16 enrolled participants. We do not maintain a waiting list for this service separately from facility based.

Looking Forward-

This program is where we plan to place available prevocational resources as the outcomes have been positive, activities meaningful and applicable to real life. The Home & Community Based Setting Rule provides opportunities for Medicaid beneficiaries to receive services in their own home or community rather than in isolated settings. The Center for Medicaid Services requires CRPs to comply with this federal settings rule. We use this rule to guide how we do what we do, as it identifies community as the preferred environment of prevocational training. Because of the federal waiver mandates funding is more accessible for this service.

We have been utilizing the number of total participants in prevocational services engaged in the employment process as an indicator of our success. Currently we are experiencing a 36% rate of success; we started 2023 at 28%. This is a REMARKABLE increase and is a testament to the efforts of all our prevocational staff.

“Employment Services Leading to Integrated Employment in the General Labor Market”

Supported Employment - refers to service provisions wherein people with disabilities are assisted with obtaining and maintaining employment. FRI partners with the Department of Vocational Rehabilitation to receive state funds for employment supports needed to assist individuals with obtaining a community job. Services may include pre-employment tasks such as vocational/job-related discovery or assessment, person-centered employment planning, job placement, job development, meeting with prospective employers, and job analysis. Employment related services can also include systematic instruction, job coaching, job supports, training and work planning. Other workplace support services not specifically related to job skill training that enable the member to be successful in integrating into the job may include setting such as transportation, benefit analysis, and ongoing assessments.

Once employed and it appears that our participant has a solid foundation and been successful with DVR services for six months, our funding transitions to the Long-Term Care funders for ongoing support at the level required by the employee.

Highlights of 2023

The Supported Employment Coordinator resigned her position in 2023, the position was filled by Carleen Rohde who brings an HR perspective to her new role. Carleen spent the second half of 2023 training for her position, completing coursework involved to receive the *National Certificate of Achievement in Employment Services* which is best practice in our industry. Our Employment team supported 25 individuals thru the DVR process in 2023. They celebrated 11 individuals being hired on with an employer. Staff also facilitated two temporary work experiences and supported 21 individuals in long term care at their jobs. They are poised to start out strong in 2024.

A job coach transferred to another department within the county which led to a vacancy in the direct support staff team. A job developer who was working a 60/40 split with behavioral health transitioned to 100% FRI. Her vacated position remains vacant. This team also includes part time job coach, Jennifer Piontkowski, who spends the remainder of her hours managing the GLC food pantry in the Aging Department, and Marleen Dobrinski who provides employment services to participants who live West of Berlin.

Looking Forward –

We are anxious to hire for the current vacancy as increased referrals are noted. We do not have the ability to place a waitlist on referrals from DVR without closing off all referrals, even those going thru our program continuum. An imposed waitlist would lead to our participants being forced to choose a different vendor for community employment services. Spring also brings an increase in seasonal positions that historically filled by participants who require high levels of support which is staff intensive.

“Non-Workday Activities in Either a Program Facility or in the Community”

Adult Day Services - are programs designed to meet the needs of those we serve through an individual plan of care that is structured, comprehensive, and provides a variety of health & social supports. Our program offers Safety and Supervision, Assistance with Personal Care, Activities of Daily Living, Skills Building, Recreational Activities, Volunteering and Health and Wellness related activities. These are provided both at our facility and in the community. Participation in Day Services has a positive impact on the wellbeing and quality of life of those we serve. Program dynamics allow individuals who may otherwise not have an opportunity to be an active member of their community maintain friendships and engage in skill building, all while reducing depression, isolation, and risk of institutionalization. Day programming also provides relief for home caregivers.

Highlights of 2023

Our traditional or “Legacy” day service program and our “Rec & Leisure” began to work collaboratively versus parallel and have proven to meet participant needs much more efficiently thru this approach. Community activities and engagement along with volunteer opportunities led to an increase in the quality and meaningfulness of the program. Our program has volunteered for local thrift stores, regularly assists at the library, and is always open to lending a helpful hand. Day programming currently supports 19 participants.

Dawn Brantley exited the Services Coordinator position after 22 years in January of 2023, when she was promoted to Manager. (Ed Schuh vacated the manager position after 19 years as the leader.) This led to the hire of Lora Plagenz who joined our team with decades of relevant experience, a positive presence, and a fresh lens. Direct Support Staff include Jennifer Benson, Shannon Jahsman, & Jennifer Rozmarynoski. There was one vacancy as of the end of this period that is being recruited for.

Looking Forward –

As with Supported Employment, we are excited to bring on a new direct support staff to the day service team. As we move into 2024, the plan is to focus on continued community partnerships and engagements. Goals include hosting a community outreach event, developing a fundraising policy so we are able to use talents and connections to raise funds

to supplement programs, as well as increasing the ability to serve a variety of participants in a fashion that meets the individual needs of each participant. Our population is aging, and we expect increased desire to transition into day programming which will require manpower.

“Other Population Specific Needs met thru FRI Services.”

Representative Payee Services - provides benefit management for beneficiaries who are incapable of managing their Social Security or Supplemental Security Income (SSI) payments thru the use of a collective account that is managed by Representative Payee, Lindsay Leedle, Manager, Dawn Brantley, and Secretary/Bookkeeper, Sherri Wandersee.

Highlights of 2023

We are proud to boast a successful completion of the Social Security Administration Triennial Representative Payee Review, conducted by Disability Rights Wisconsin, with no deficiencies sighted. Approximately 75 individuals were served throughout 2023 with increased referrals noted when Waushara County ceased providing the service. Lindsay has worked to implement a debit card system with beneficiaries that are able to manage the responsibility which reduces time and resources required of our program.

Looking Forward-

We aim to continue to enroll individuals in the debit card system, create automatic payments, and steam line processes to lesson the time it takes to manage this program, which is underfunded. Lindsay will also be learning basic admin tasks to help back up the secretary functions.

Administrative Support- is charged with managing participant payroll, billing for services rendered, managing mail, customer service and support, accounts payable, and accounts receivable. Our support staff also assists with check runs for the representative payee program. Accounting related supports for services revenue received, county budget line items, audits, account reconciliation, and subcontracts is provided by the HHS Financial/Business Manager.

Highlights of 2023

Sherri, secretary/bookkeeper successfully implemented of a fillable, up loadable, billing excel spreadsheet, replacing paper timecards to help mainstream processes. She continues to work out the hiccups and support staff in its use.

Looking Forward-

In the new year we hope for continued progress toward paperless systems and processes as well as cross training for her position.

Transportation & Disabilities Services Inc.- Annually, Disabilities Services Inc. (DSI), a second nonprofit 501 (c) (3) organization, applies for 5310 vehicle acquisition and operating program grant funding thru a competitive grant process facilitated by the Wisconsin Department of Transportation. DSI then work closely with FRI and GLC to provide vehicles and operational funding to support services provided by GLC thru FRI. Fox River Industries provides fixed route services, access to the community, and employment transportation for those with disabilities with vehicles leased from Disabilities Services Inc. Fox River Industries is charged with maintaining the fleet. Debbie Stobbe, Lead Bus Driver, manages the fleet, coordinates repairs, monitors documentation, and assist with record keeping for grant reporting purposes. Fox River Industries is an active member of the Green Lake County Transportation Advisory Committee.

The following is a list of vehicles owned by DSI that are leased by Green Lake County for services provided by FRI.

ID	Year/Make/Model	Capacity	Purchased Price	Acquisition Date	Condition	Mileage	Remaining Useful Life	Replacement Cost
114	2010 Starcraft Ford	10/1	\$45,332.00	2010-03-01	Fair	152,070	0 year	\$62,000
112	2011 Eldorado Chevy	10/1	\$53,332.00	2011-10-06	Fair	116,195	0 years	\$62,000
117	2011 Startrans Chevy	12/1	\$51,048.00	2011-11-16	Fair	184,453	0 years	\$62,000
116	2013 Starcraft Ford	10/1	\$42,935.00	2013-08-19	Good	159,639	0 Years	\$62,000
118	2013 Starcraft Ford	12/0	\$41,340.00	2013-07-23	Good	134,390	0 years	\$62,000
125	2016 Braun Dodge	3/1	\$32,888.00	2016-12-07	Good	158,226	3 years	\$32,000
121	2018 Starcraft Ford	6/2	\$58,644.43	2018-05-08	Good	108,316	5 years	\$70,000
122	2018 Starcraft Ford	6/2	\$58,644.43	2018-05-08	Good	86,370	5 years	\$70,000
123	2013 Braun Dodge	3/1	\$33,954.00	2013-07-23	Good	163,471	0 years	\$40,000
124	2020 Starcraft Ford	12/0	\$50,979.00	2020-03-20	Good	64,613	5 Years	\$50,000

Highlights of 2023

- FRI was awarded \$54,186.00 from DSI for operating expenses. GLC provided 50% in kind match required for funds.
- FRI took over the lease of a 2016 minivan; previously leased by Southern Green Lake County Senior Transport.
- Fox River Industries assisted with the Green Lake County Five Year Coordination Plan for 2024-2028.
- FRI began to capture unclaimed revenue by requesting authorizations for non-medical milage for those we serve.

Looking forward- In spring of 2024 FRI is anticipating the arrival of a minibus from DSI which was awarded in 2022. FRI will be responsible for 20% of the vehicle purchase price in a cash match. DSI was also granted an additional minibus in the 2023 grant cycle, which is intended for FRI, it can be expected in late 2025; the percentage of cash match increased to 30% due to rising costs. In 2024 we hope to assist in the creation of a transportation committee that meets regularly to make continued progress on goals identified in the 5-year plan.

In January 2023 the DOT audited DSI for grant compliance. One area of advisement was "The complexity of the inter-relationships among the involved entities made clear responsibility and oversight for many of the site review elements difficult to evaluate." It is anticipated this will be evaluated by all appropriate boards.

Fox River Industries, Inc.

The Facility Based Prevocational Services team manages contracts with local businesses to complete work for them as well as our own Product of "A Squirrel's Dozen", a wildlife feed product. Work completed by participants on subcontract accounts is paid thru Fox River Industries, Inc. payroll.

- We experienced an unprecedented lull in wildlife feed demand during 2023 from our largest distributor, Fleet Farm.
- Increased contracts with Milsco of Redgranite from one to three
- Alliance Laundry Systems officially ended their contract with Fox River Industries.
- Nelson Miller had consistent work packaging metal identification plates.
- Received a renewed Federal Subminimum Wage Certificate from the U.S. Department of Labor, providing authority to employ workers with disabilities at subminimum wages.

Highlights of 2023

Progress toward the reduction of reliance on subcontracts for prevocational training thru the creation of Group Employment Services was placed on hold as the County Administrator reviews contracts to ensure that the relationship between FRI and GLC is represented appropriately by consulting with outside legal counsel. The goal is to create a new roadmap that clearly states where responsibilities and liabilities lie.

Looking Forward-

FRI Board of Directors plans to review the bylaws in 2024 and will be exploring solutions to replace a box truck used for production purposes which is no longer safe to have on the road. FRI is also searching for resources to gain and maintain forklift certifications for facility based prevocational staff.

2024 Agency Goals

- Approval and implementation of an updated focused mission statement, along with newly developed core values, and marketing material. As a service provider we are interested in rebranding ourselves in order to be identifiable as a service provider in our community.
- Clear alignment with GL County as a department of rehabilitation services
- Implementation of Group Employment Services, a prevocational program which involves paid work opportunities with staff support that enhance a participant's employability and occur at a business in order to move forward with more integrated services.
- Collaboration with the Aging Unit to assist with the County Meal Sites and other special projects.
- Identifying ways to support increased referrals to DVR thru resources allocations.

Respectfully submitted by,

Dawn Brantley, Fox River Industries Unit Manager



2023 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. 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 continues to experience 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 concerns in local school districts.

The team includes 13 full time staff, 1 part time therapist, 1 contracted Intoxicated Driver Program assessor, and 2 part-time contracted doctors. Many staff currently work across multiple programs within behavioral health and are included in the structure for each program that they work in. All unit staff receive cross-training in several of the unit programs including 24/7 on-call mobile crisis intervention. Throughout 2023, BHU hosted 4 student interns.

BHU includes a range of programs, collectively serving 1,021 county residents (consistent with the past 3 years, representing a 2% increase over the last 7 years). Clients served in multiple programs are counted only once here.

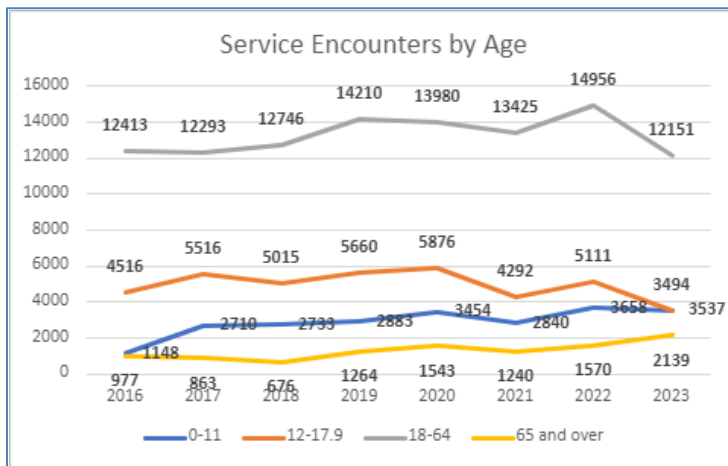


Table 1: The Behavioral Health clinic provides services that serve individuals across the lifespan. We have seen a general trend towards increases in services, across age groups, but especially amongst youth and older adults.

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. During 2023, 634 individuals were served across the outpatient programs. Green Lake County has been designated a rural area with provider shortage in

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: 14%
- Marijuana: 24%
- Amphetamines: 10.2%

Living Arrangement-admission:

- Adults in independent living situation: 94%
- Youth living at home: 4%
- Homeless: 1%

Employment Status- Admission:

- Working full time: 36.5%
- Working part time: 14%
- Seeking work: 28%
- Retired/homemaker: 5.6%
- Receiving disability: 6.4%
- Student: 3.4%

Education- Admission:

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

Criminal Justice System Involvement:

60% have CJ involvement

psychiatric care, however we are fortunate to have an on-site prescriber for adults on a part-time basis.

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 2023, the clinic's electronic health record expanded to include access via an electronic patient portal. This allows clients registered on the portal to view upcoming appointments, bills, medication/ diagnosis listings, and some medical records directly from their device. Clients can also request appointments or refills directly through the portal.

* **Evidence-based clinical practices:** All staff are required to participate in training in evidence-based treatment models. We currently offer treatment including Dialectical Behavior Therapy (DBT), Cognitive Processing Therapy (CPT), Eye Movement Desensitization and Reprocessing (EMDR), Trauma-Focused Cognitive Behavior Therapy (TF-CBT), brain spotting, clinical hypnosis, and more.

Community Support Program (CSP)

CSP Program Goals

- 1. Increase engagement in community-based programming and reduce social isolation.**
 - Wellness group occurs 1x/ mo
 - Schedule to bring clinical therapists in to these activities throughout 2024
- 2. Address accessibility barriers in engaging with healthcare and mental healthcare resources.**
 - Crisis support plans shared with crisis team at each update
 - All staff offer tobacco cessation assistance
- 3. Outreach to potentially eligible community members.**
 - Outreached 5 potential cts via crisis
 - Presentations at disability-specific housing and community events

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 2023.

CSP highlights

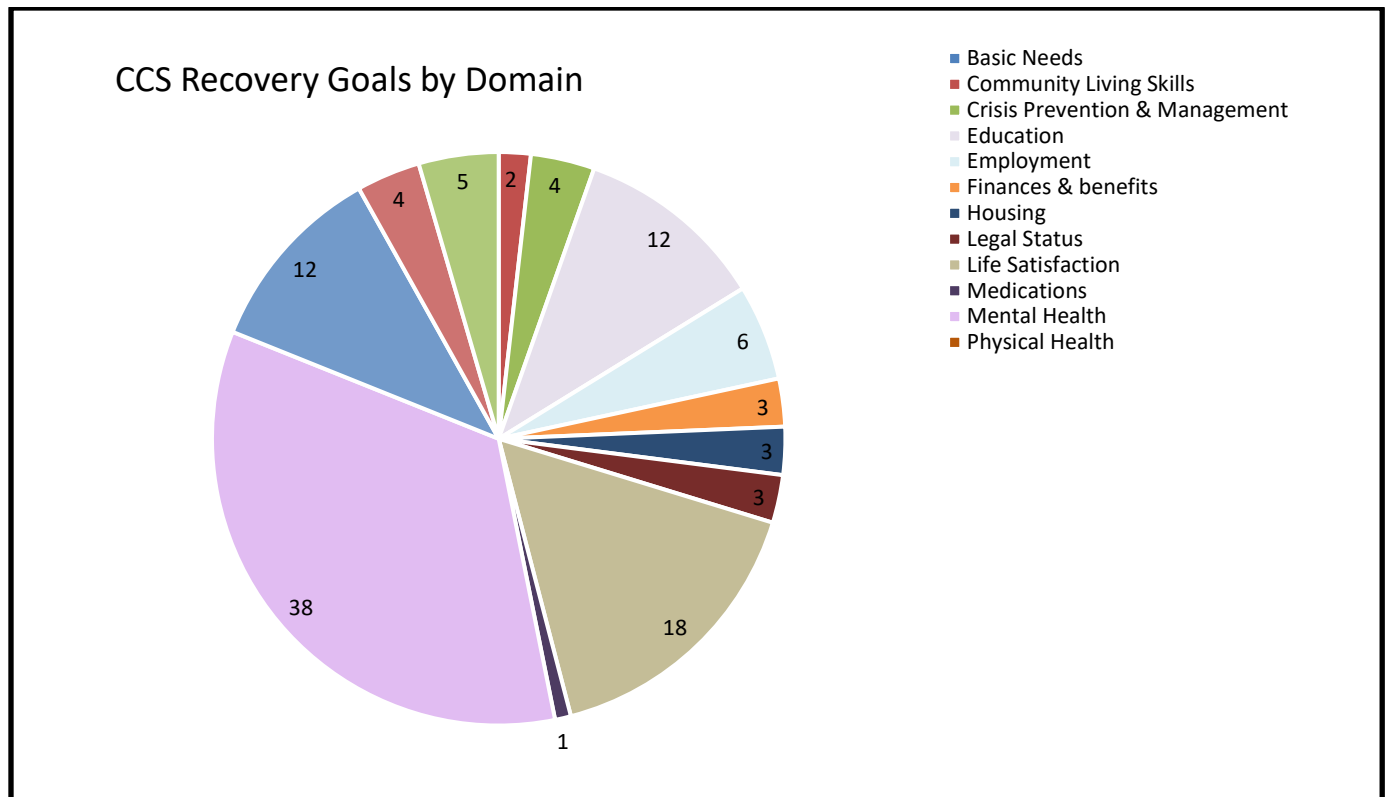
- Social opportunities are designed to offer peer interaction and facilitated social skills training, involving a combination of community-based outings and onsite activities. Wellness group occurred monthly in 2023.
- The Community Support Program continued collaboration with a home support staff from 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 2023, CCS served 66 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.

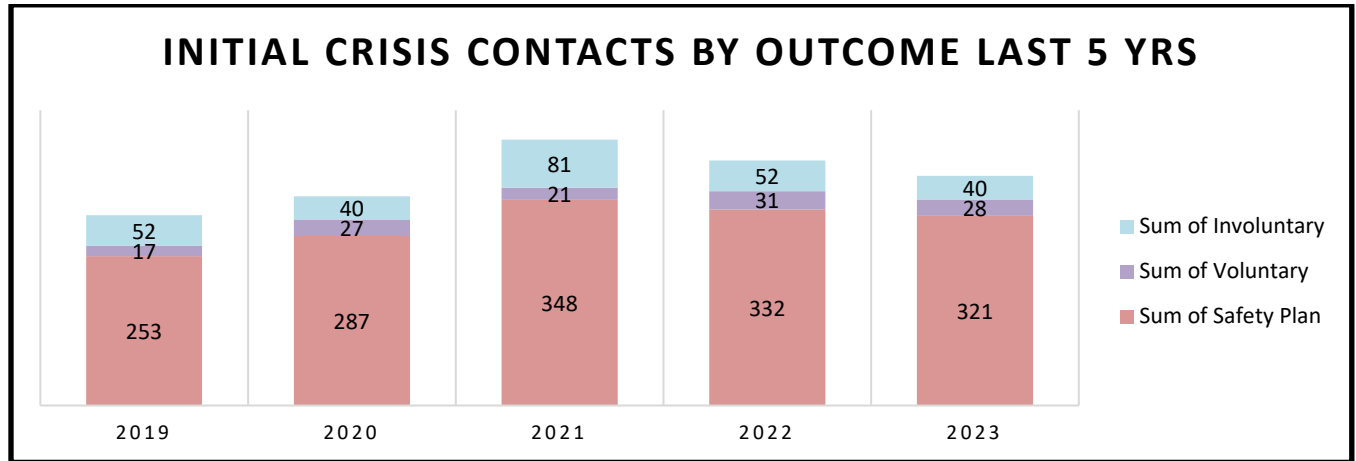


Crisis Intervention

During 2023, crisis intervention responded to **386** initial crisis assessments 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 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:

- In 2023, BHU added a full-time crisis therapist position to the crisis program. This individual is able to provide clinical oversight with a full-time focus on the crisis program as well as providing assessments for clients who may be on a waiting list for clinic services.
- Additionally, increasing staff with a focus specifically on the crisis program has allowed follow up case management to be consolidated to several staff specializing in crisis and risk assessment while reducing the time staff from other BH programs are spending on crisis. This has improved waiting time for services across multiple BH programs.
- BHU applied for and was accepted into a learning collaborative on the Zero Suicide model for quality improvement in suicide prevention. In 2023, we completed a self-evaluation of Health & Human Services protocols to identify suicide prevention initiatives that will have the most impact in our work.

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 67 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. 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 2024 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 2024 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, specifically focusing on acute treatment of suicidality
- ◆ Central Wisconsin Health Partnership
- ◆ Continued expansion of mobile response crisis services
- ◆ AODA and Mental Health Awareness and prevention
- ◆ Provision of crisis debriefing services to mitigate community impact and secondary traumatic stress of critical incidents
- ◆ Reduce waiting time for enrollment into appropriate level of care for ongoing services
- ◆ Expand services available to address issues related to social/ community connectedness that specifically impact the rural community
- ◆ 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

2023 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) 2023 Green Lake County Child Support collected \$1,780,947.56 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 70% of the Child Support files scanned. Looking to have all files scanned by the end of 2024.

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.



2023 Green Lake Child Support Performance

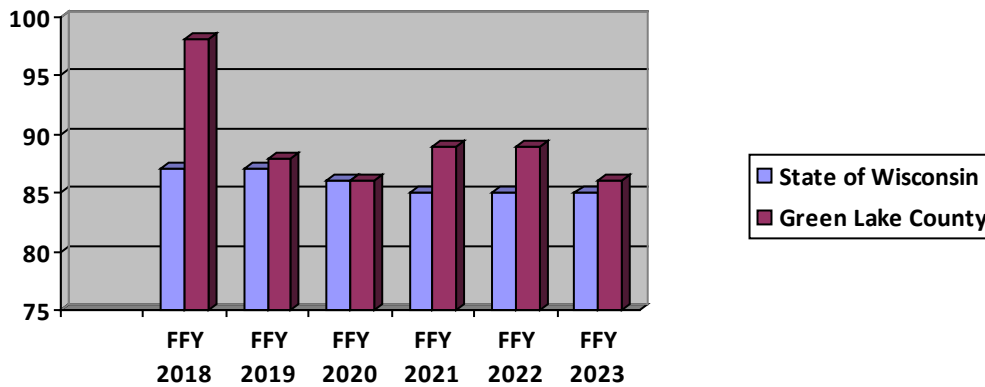
Green Lake County continues to surpass the Statewide Performance Standards average.

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 six 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

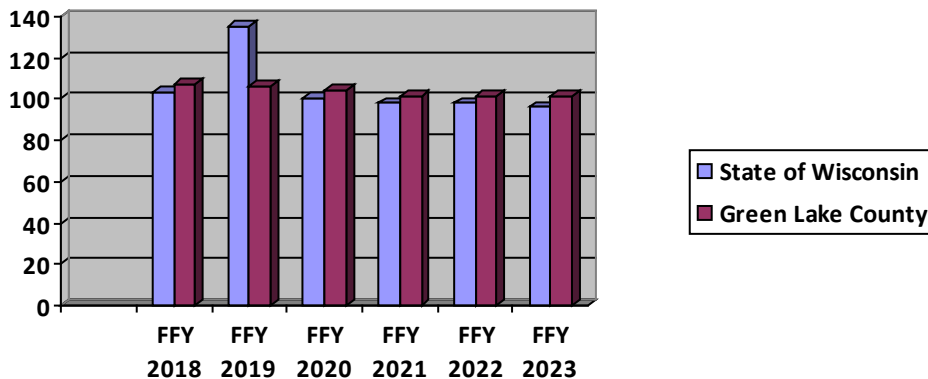
Court Order Establishment Rate

(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.)



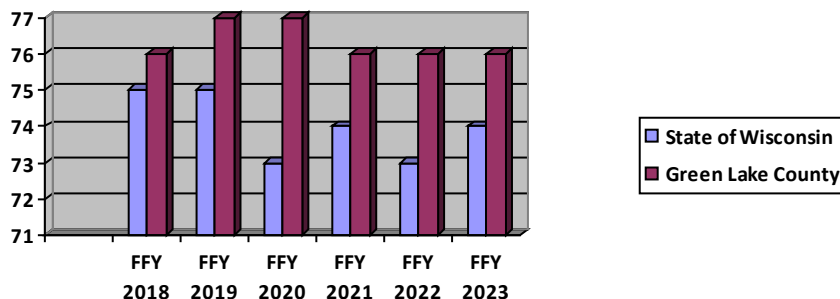
Paternity Establishment Rate

(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.)



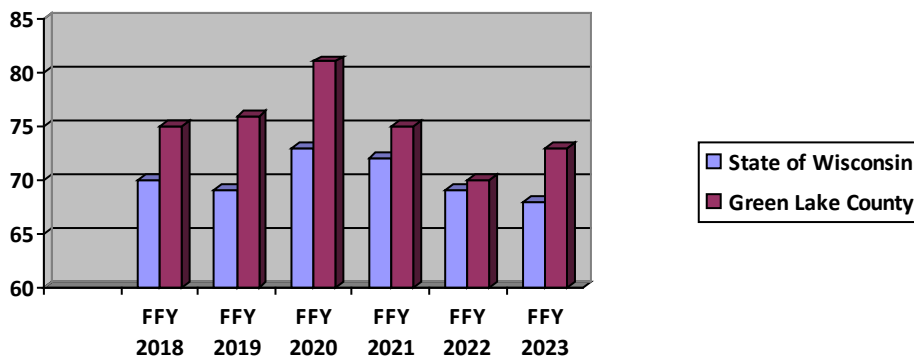
Current Child Support Collection Rate

(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

2023 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.

There were 11 staff in the Aging/ADRC Unit during 2023 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.

In 2023, the Aging / ADRC had 2 new Staff due to one person retiring and another moving out of the area. These 2 positions are Disability Benefit Specialist and Elder Benefit Specialist. The State has extensive training for them to follow and both work closely with a program attorney to provide direction. Furthermore, the part-time Information & Assistance Staff that was added to the ADRC in 2022 was removed halfway through the 2023 year. This position is currently being explored to determine the best use within the program.

2023 Highlights include – Moved or in the process of moving 2 Meal Site locations, provide more opportunities for the Community to engage in Social Activities, hiring 2 new staff (Disability and Elder Benefit Specialist), Partner with local organizations to provide leaf cleanup for the Community, Partner with local organizations for a durable medical equipment drive, host the first ever Health and Wellness Fair and Snow Ball Dance, and added an active social media page to get information out faster and to more people.

Aging and Disability Resource Center

During 2023 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 2023 there were 2,318 calls handled by the Aging and Disability Resource Center of Green Lake County specifically. Of those calls, 1,676 were Information and Assistance; 91 were options counseling; 162 were LTC functional screens; 453 were assistance with Medicaid; and 111 were enrollment/disenrollment counseling. 1,788 were elderly 60+; 901 were physically disabled; 220 were mental health; 114 were developmental/intellectual disability; 153 were Alzheimer's/Dementia; and 24 were substance abuse calls.

HEALTH PROMOTION PROGRAMS/TITLE III-D

The ADRC offers community health and disease prevention education programs, with an emphasis on falls prevention, physical activity and chronic disease self-management. These programs are funded by a combination of ADRC, Title III-D, and grant funding. In 2023, 6 classes were offered in Green Lake County, Stepping On, Mind over Matter (3), Tai Chi Prime, and Stand Up for Your Health. Green Lake County had 54 participants which is an increase of 28 individuals from previous year. More outreach initiatives will take place to help promote participation. In all 3 Counties, 19 workshops were offered with a total of 177 participants.

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 2023 year the Food Pantry was able to raise over \$36,000 dollars in Grants & Donations. The Food Pantry attempted to bring more awareness to their services by continued outreach activities.

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 2023, the Food Pantry served an average of 221 households per month, and 492 individuals per month. Each household was provided an average of 106 pounds of food for a month totaling almost 281,000 pounds of food given for the year.

Food Pantry	2023	2022	2021
Average households served monthly	221	196	164
Average number of individuals	492	444	369

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 68 Elder Abuse investigations in 2023, with 22 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 2023, there were 10 reports of abuse to Vulnerable Adults; 5 were substantiated.

	2023	2022	2021
Elder Abuse Investigations	78	49	47
Elder Abuse Cases Substantiated	22	12	11
Vulnerable Adults Abuse Reports	10	9	11
Vulnerable Adult Abuse substantiated	5	0	4

ADULT PROTECTIVE SERVICES/GUARDIANSHIPS

The Adult Protective Services Social Worker performed 7 guardianship studies for adults in 2023. (2022 – 0). In addition, 23 Protective Placement reviews were completed. (2022 – 25). 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.

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 need services. Some examples of services provided: respite care, light cleaning, yardwork, small home-repairs, and chore services. The Aging Unit continued to look to expand the number of Consumers we provided services to in 2023. These options included finding natural supports, other grant opportunities, and partnering with local Organizations to provide volunteer opportunities for some of the services provided. Aging was able to partner with Fox River Industries to assist with setting up and taking down a few events throughout the year. FRI also assisted with leaf cleanup for Consumers in the Berlin area. Other agencies, including churches, assisted with leaf pickup throughout Green Lake County. The Aging program was able to provide supplemental respite care services to more consumers by offering them information to apply for grants through Respite Care Association of Wisconsin. The Aging program acted as a referral source and helped Consumers get connected with individuals with the Association to apply to receive more hours of respite. In total Green Lake County was able to provide assistance to 21 Consumers / Families.

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 2023, 4,700 meals were served at three Meal sites: Dartford Bay Apartments – Green Lake, and Grand River Apartments – Markesan / Calvary Chapel Church, and Berlin. Volunteers play a vital role in all our Congregate and Homebound Meals Programs; twenty-three (23) volunteers donated approximately 1889 hours in the Nutrition Program. These hours equal \$58,100.66 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 \$10,653.52.*

	2023	2022	2021
Meals served at meal sites	4,700	2,793	815
Volunteer hours	2800	2800	2749.75
In-Kind Dollars	\$71,000	\$71,000	\$70,558.59
Congregate Meal Donation Dollars	\$10,653.52	\$7,322	\$2710.30
Homebound meals delivered	22,973	17,594	25,944
Homebound meal donation dollars	\$69,643.10	\$66,392	\$96,850.78

In 2023, a focus was made to increase participation at the Congregate Sites. This included providing more opportunities to connect with resources available in the County and to participate in presentations. Some of the presentations included: Social activities like fishing clubs, Tech assistance with phones and computers, benefit specialist, foot clinics, and more. Two of the meal sites were moved in hopes to provide better opportunities and better environment for people having a congregate meal. The Markesan Meal Site was moved from the Grand River Apartments to the Calvary Chapel Church. This relocation increased participation. The Green Lake Meal site moved at the end of the year to the Princeton Senior Center. The Meal Site is currently getting settled in and has plans for future events to help increase participation.

The Meal Nutrition continued exploring a Restaurant Model Style Congregate Site. Currently no leads on new Restaurant Model Site. Meetings have been scheduled with representatives in the Community that are attached to local business associations that might help with this initiative.

HOMEBOUND MEAL PROGRAM (C-2)

In 2023, 22,973 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 2023, 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 and budget discussions will increase in 2024 to add drivers.

Donations at \$4.00 per meal received in this Program in 2023 were \$69,643.10.*

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 2023. Service priorities are MEDICAL TRIPS, NUTRITION-RELATED ACTIVITIES, WORK-RELATED ACTIVITIES, and SOCIAL ACTIVITIES. Handicapped and older adults were provided 29,764 in 2023 with 85.21 funding. One of the biggest challenges throughout the year was recruitment and retention of volunteer drivers. Insurance Companies across the board changed policies and were not covering drivers if they were being paid to transport individuals. This policy change resulted in 3 volunteer drivers to quit. The State is aware of this ongoing issue and is currently working with Legislators to change policies.

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 2023, 100 cases were opened, 74 cases were closed, 83 cases were carried over. A conservative estimate of the economic impact of the DBS program in Green Lake County for 2023 shows that it brought in over \$103,571 to the local economy. Monetary impact is defined as the value of benefits or services that are obtained or preserved for a client, as well as money that is saved or recovered for a client, with the help of a benefit specialist.

	2023	2022	2021
Cases Opened	100	163	174
Cases Closed	74	145	112
Cases Carried Over	83	58	74
Approximate Dollars for Clients	\$103,571	\$962,649	\$516,075

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 2023, there were 351 Open Cases. In October, 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. The Aging / ADRC Manager assisted as much as possible as well. Many referrals were screened to see appropriateness to be sent to another County. Adams, Waushara, and Marquette County provided most assistance.

Through all these efforts, the monetary impact to Green Lake County elderly clients was \$296,470. Monetary impact is defined as the value of benefits or services that are obtained or preserved for a client, as well as money that is saved or recovered for a client, with the help of a benefit specialist.

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.

	2023	2022
Cases Opened	351	595
Cases Closed	328	591
Cases Carried Over	5	1
Approximate Dollars for Clients	\$296,470	\$878,309

OTHER PROGRAMS

The Senior Sentinel is a bi-monthly newsletter published by the Aging Unit and delivered to over 1100 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 2023, the Aging program created a Social Media page. The page was able to reach many people and helped spread the word about programs and events occurring the Aging / ADRC programs. We had 6,585 visits to the page.

In September, the Aging Unit sponsored a countywide the first Health and Wellness Fair at the Town Square. The event consisted of 30 vendors and 3 different presentations for participants to visit. Roughly 200 people attended the event. The event concluded with Bingo. Many businesses provided donated door prizes to be given out. The event was a success and will look to expand and grow in 2024. In December, the Aging Unit also sponsored the first Snow Ball dance for individuals 55 and older. This event had roughly 50 participants that included music, a photo booth, and food. The feedback from the event was positive and this will look to be continued each year.