Oconto County Department of
Health and Human Services

2009 Annual Report

...Promoting healthy and responsible families

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Director's Letter

Dear Health and Human Services Board Members:

This is the first year we have had to submit our annual report to County Board by their April meeting, which is about two months earlier than in the past. Therefore, our financial records have not yet been completely reconciled with the State, so the figures presented are preliminary. However, the statistical and activity reporting are based on year end totals.

Simply stated, the year 2009 seemed to be consumed by H1N1 based activities, Family Care planning, a continued depressed economy and the never ending demands on our service delivery system. As in the past, the agency persevered , the staff performed their duties admirably and we survived to fight the fight another year for the residents of Oconto County.

Thank you for your support.

Craig Johnson, Director
Oconto County Health and Human Services Director

VISION

Our Vision is to provide or arrange social, financial, medical and emotional support to the people of Oconto County.

Individuals and families will be treated with respect and dignity, and ensured the right to privacy.

MISSION

Oconto County Department of Health and Human Services

… promoting healthy and responsible families.

Board of Directors and Committees 2009

Lois Trever, Chair
P.O. Box 225
Mountain, WI 54149

Loretta Shellman, Vice Chair
P.O. Box 128
Oconto Falls, WI 54154

Kathy Gohr
8811 Gohr Road
Krakow, WI 54137

Claire Trepanier
323 Brazeau
Oconto, WI 54153

Rose Stellmacher
P O Box 122
Oconto, WI 54153

Carolyn Barke
6048 Highway 32
Gillett, WI 54124

Jim Lacourciere
317 Madison Street
Oconto, WI 54153

Marie Bartz
3009 Chandler Street
Abrams, WI 54101

Barb Smith
146 Wallis Street
Gillett, WI 54124

LONG TERM SUPPORT COMMITTEE

Randy Anderson
Gerald Beekman
Michele Braski
Ruth Carriveau
Sue Cota
Kathy Gohr
William Greasby
Jon Hanchett
Debra Konitzer
Doug Kurek
Mike Reimer
Alane Roberts
Oliver Shallow Jr.
Claire Trepanier
Lois Trever

CLIENT RIGHTS COMMITTEE

Marie Bartz
Jim Lacourciere
Rose Stellmacher

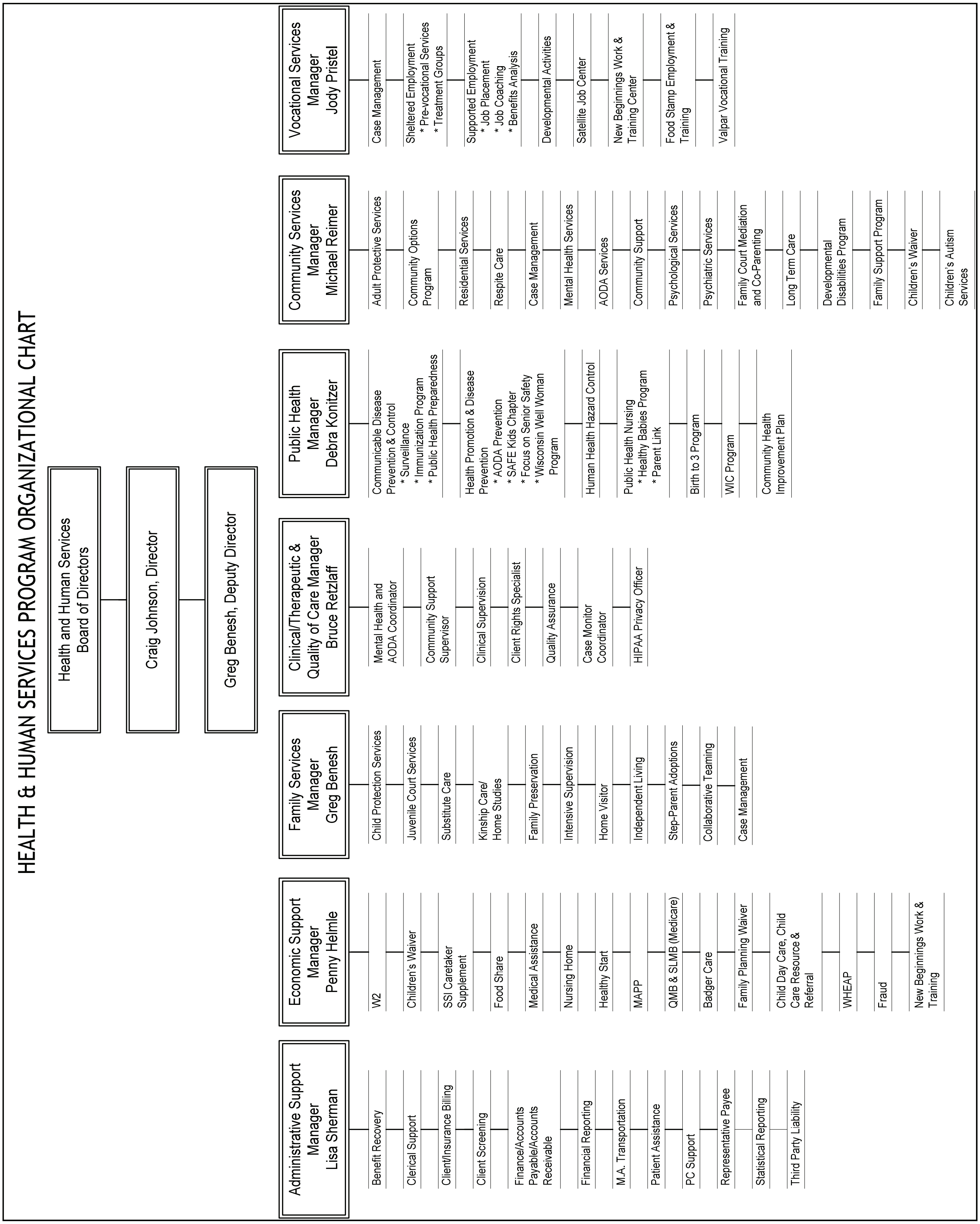
PERSONNEL COMMITTEE

Carolyn Barke
Loretta Shellman
Barb Smith

W2 COMMUNITY STEERING COMMITTEE

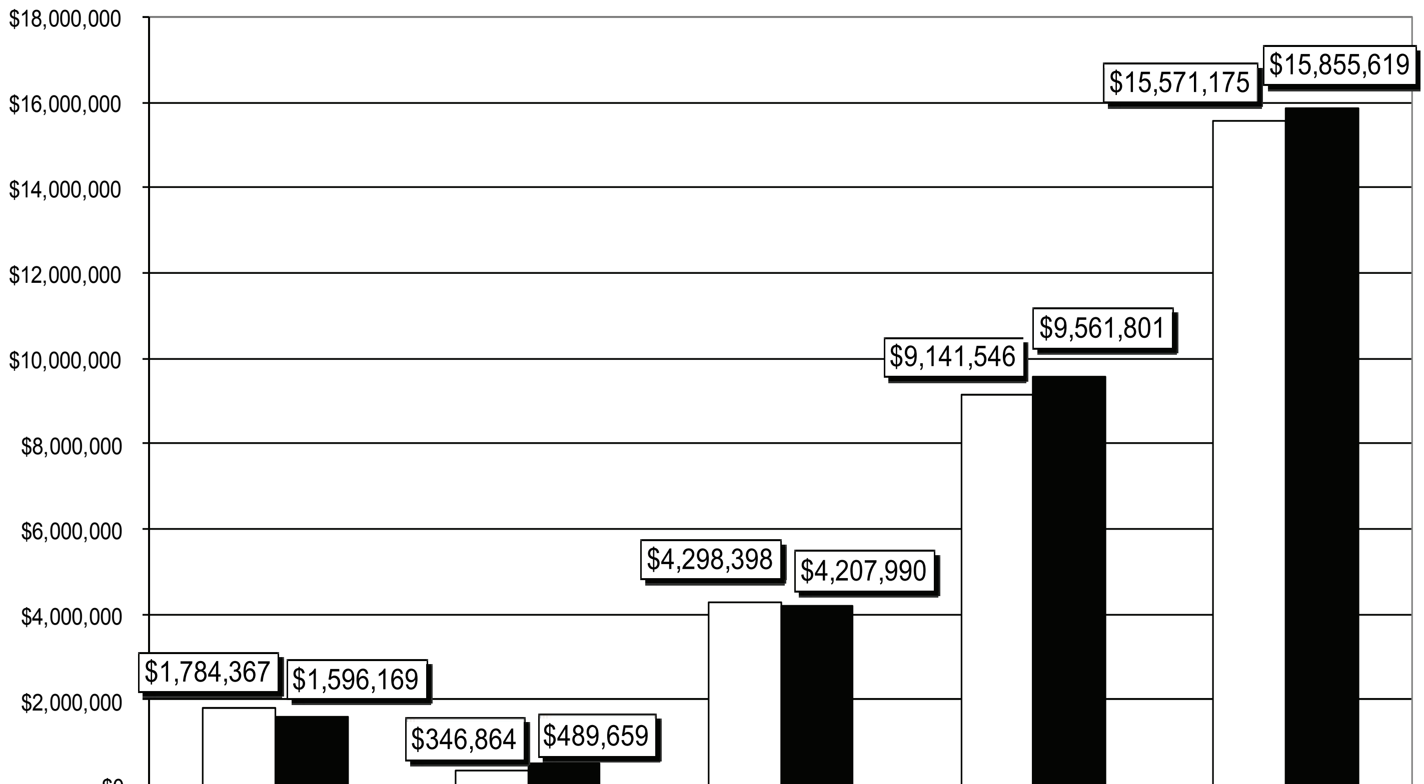
Carolyn Barke
Marie Bartz
Kathy Gohr
Penny Helmle
Craig Johnson
Jim Lacourciere
Loretta Shellman
Barb Smith
Rose Stellmacher
Claire Trepanier
Lois Trever

Program Organizational Chart



2009 Financial Summary

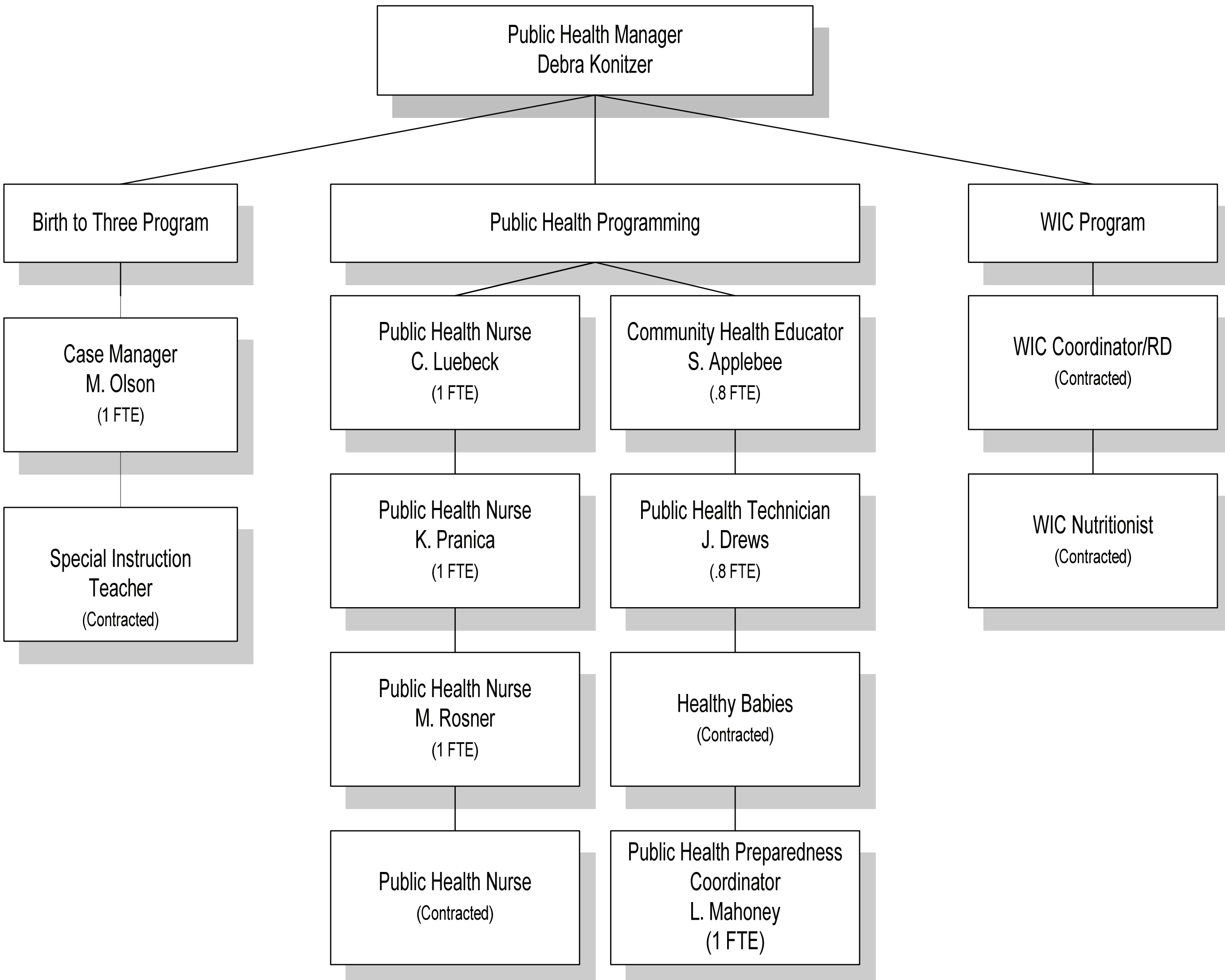
FINANCIAL SUMMARY
Oconto County Department of Health and Human Services



	COLLECTIONS/FUND BALANCE	GRANTS	COUNTY LEVY	STATE/FEDERAL	TOTAL EXPENSES
□ 2008	$1,784,367	$346,864	$4,298,398	$9,141,546	$15,571,175
■ 2009	$1,596,169	$489,659	$4,207,990	$9,561,801	$15,855,619

Public Health Division

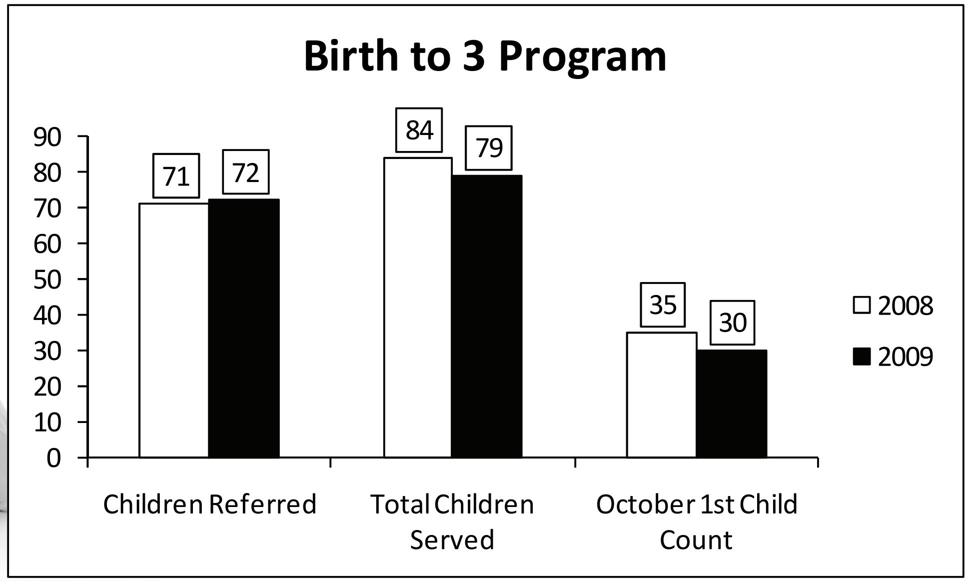
HEALTH & HUMAN SERVICES
PUBLIC HEALTH



AUTHORIZED COUNTY POSITIONS: 7
COUNTY FTE: 6.6
CONTRACTED POSITIONS: 5

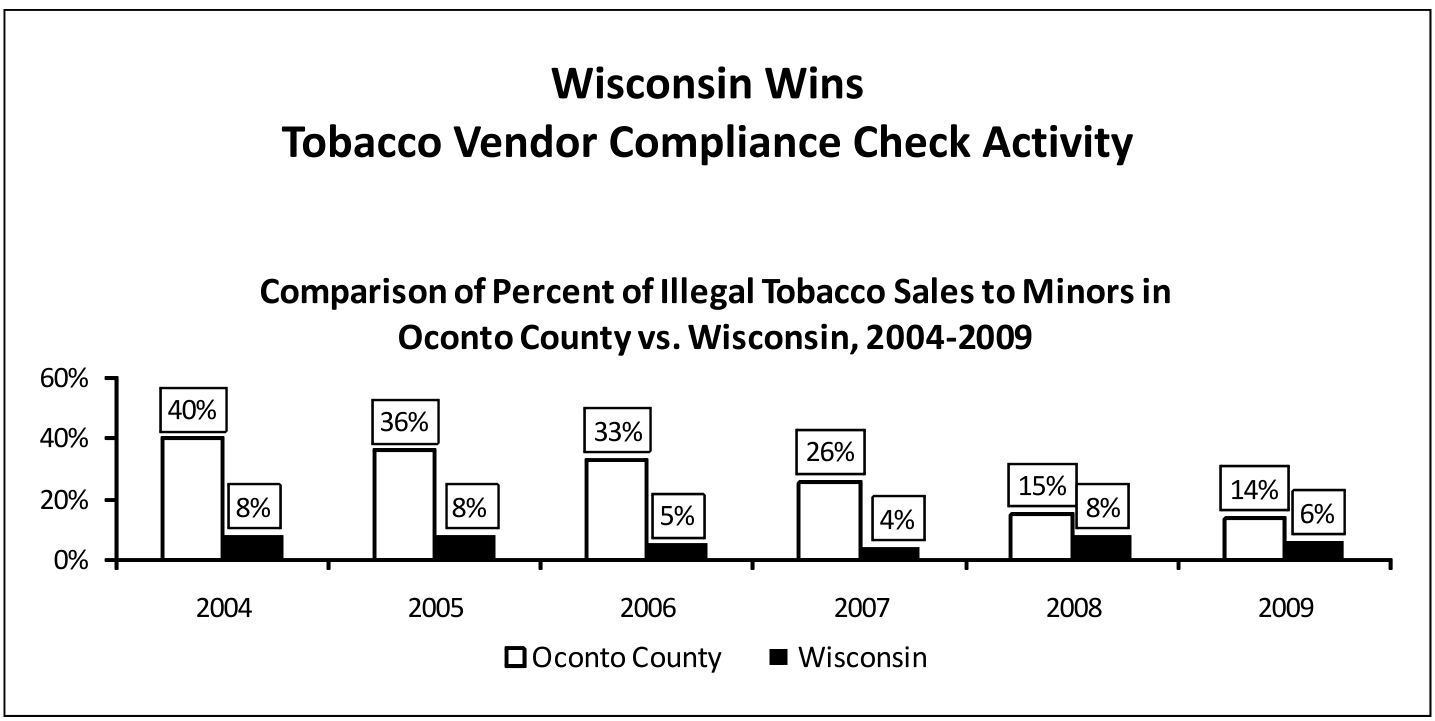
As of 12/31/2009

Public Health Division (cont.)



Birth to 3 Program is an early intervention program for infants and toddlers with developmental disabilities.

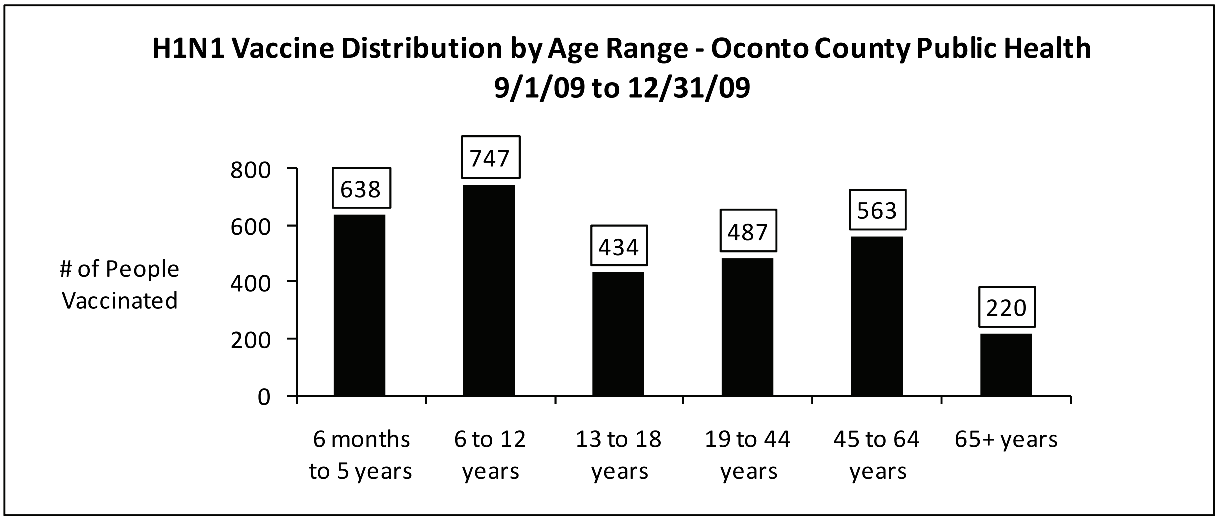
In June 2009, the State of Wisconsin notified Oconto County that their program had met performance requirements on each of the Federal Indicators for FFY2007 (July 1, 2007—June 30, 2008).
See www.northcentralrrc.org/wisconsin for details.

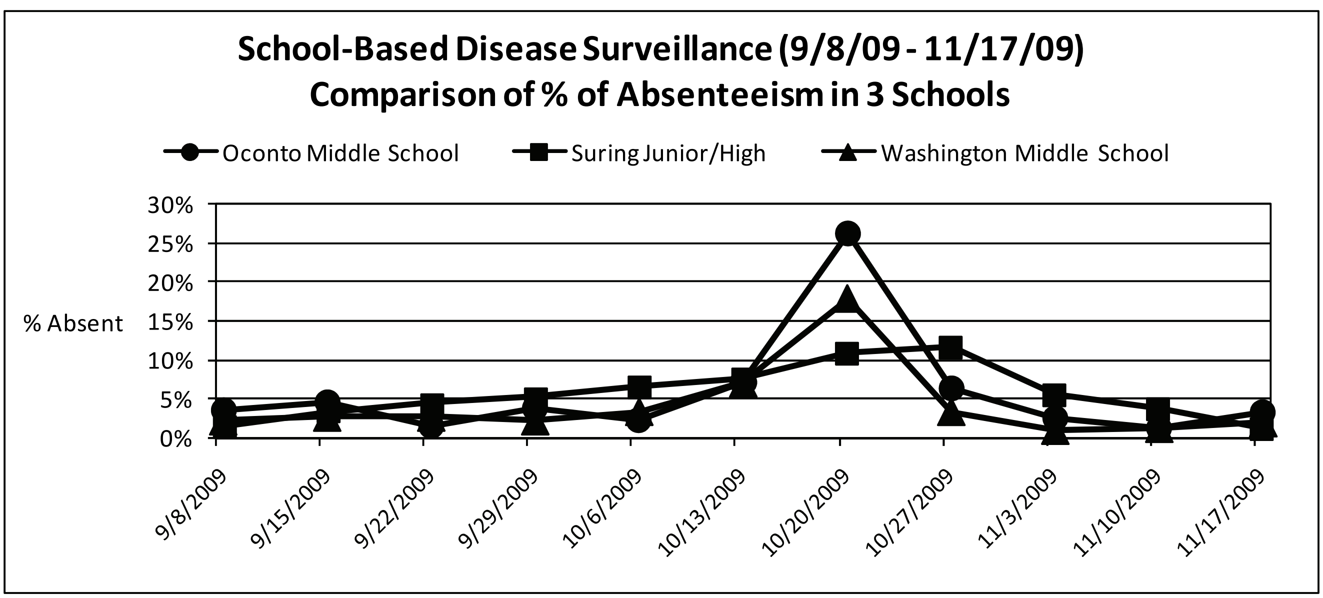


PUBLIC HEALTH EMERGENCY RESPONSE TO 2009 H1N1 INFLUENZA

In April, the first 2009 H1N1 Influenza cases were confirmed in Wisconsin. This triggered the activation of Oconto County's Public Health Emergency Plan. Components activated:

- Establishment of incident command system
- Public Information for community partners and general public
- Implementation of mass clinic plan
    - Distribution of vaccine in the community to prevent the spread of disease
    - Vaccine offered at community sites, schools, day cares, etc.
- Disease Surveillance (monitor prevalence of disease in the community)
    - Two Oconto County resident deaths were related to 2009 H1N1 Influenza





Public Health Division (cont.)

DIVISION SUMMARY

Community Health Improvement Plan (CHIP)

CHIP was developed by a committee, representative of the community, and was adopted by the Health and Human Services Board in February. The top priorities in the plan are:

- Access to primary and preventive health care—specifically oral health care
- Adequate and appropriate nutrition
- Overweight, obesity and lack of physical activity

Responding to the identified priorities:

- **Community Wellness Partnership of Marinette and Oconto Counties** focused on good nutrition and physical activity. Accomplishments:
  - Establishment of an on-site farmers market which increased availability of fruits and vegetables
  - Provided low income families with container garden kits, seeds/plants and education on the subject of small scale gardening
  - Demonstrated use of container gardening at wellness workshop sponsored by Bellin Health
- A **Fluoride Varnish Program** was implemented in May
  - Targets children, 5 years and under, enrolled in the WIC Program
  - Offered in Mountain, Oconto Falls and Oconto on WIC Program clinic days
  - Served 40 children during the initial 7 months

Women, Infant and Children (WIC) Program

The WIC Program served an average of 693 clients per month, an 18% increase from last year. Farmers Market Nutrition Program was available again this year. WIC participants are given $15 in WIC checks to purchase fresh fruits, vegetables and herbs grown in Wisconsin from local Farmers Markets and farm stands. 48% of checks were redeemed. (same as 2008)

Oconto County SAFE Kids Chapter

- Child Passenger Safety
  - 258 seats were inspected;
    - 14% arrived installed correctly (same as 2008)
    - 62 seats destroyed, as no longer safe for use
  - 157 seats were distributed to families
    - 83% distributed to low income families
- Delivering Fire Prevention
  - Partnerships with local firefighters in 7 communities
  - Served 81 families
  - Smoke detectors
    - 153 were present in homes visited
    - 18% were not working
    - 23 were given out

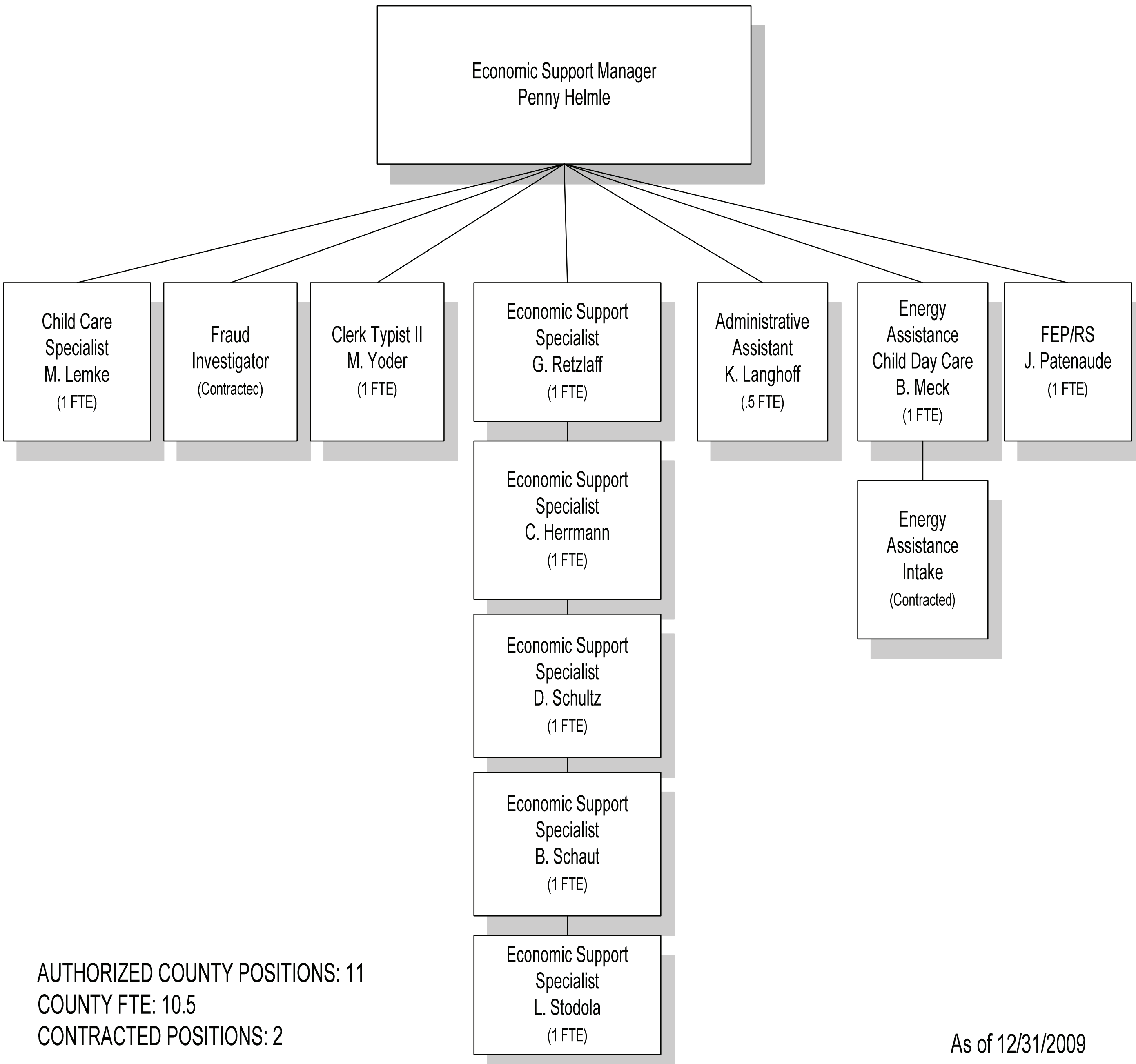
Wisconsin Well Woman Program (WWWP)

WWWP is a breast and cervical cancer screening program for limited income, uninsured or underinsured Wisconsin women ages 45-64.

- 82 women received screenings
- 19 women required additional tests
- 1 woman diagnosed with cancer

Economic Support Division

HEALTH & HUMAN SERVICES
ECONOMIC SUPPORT

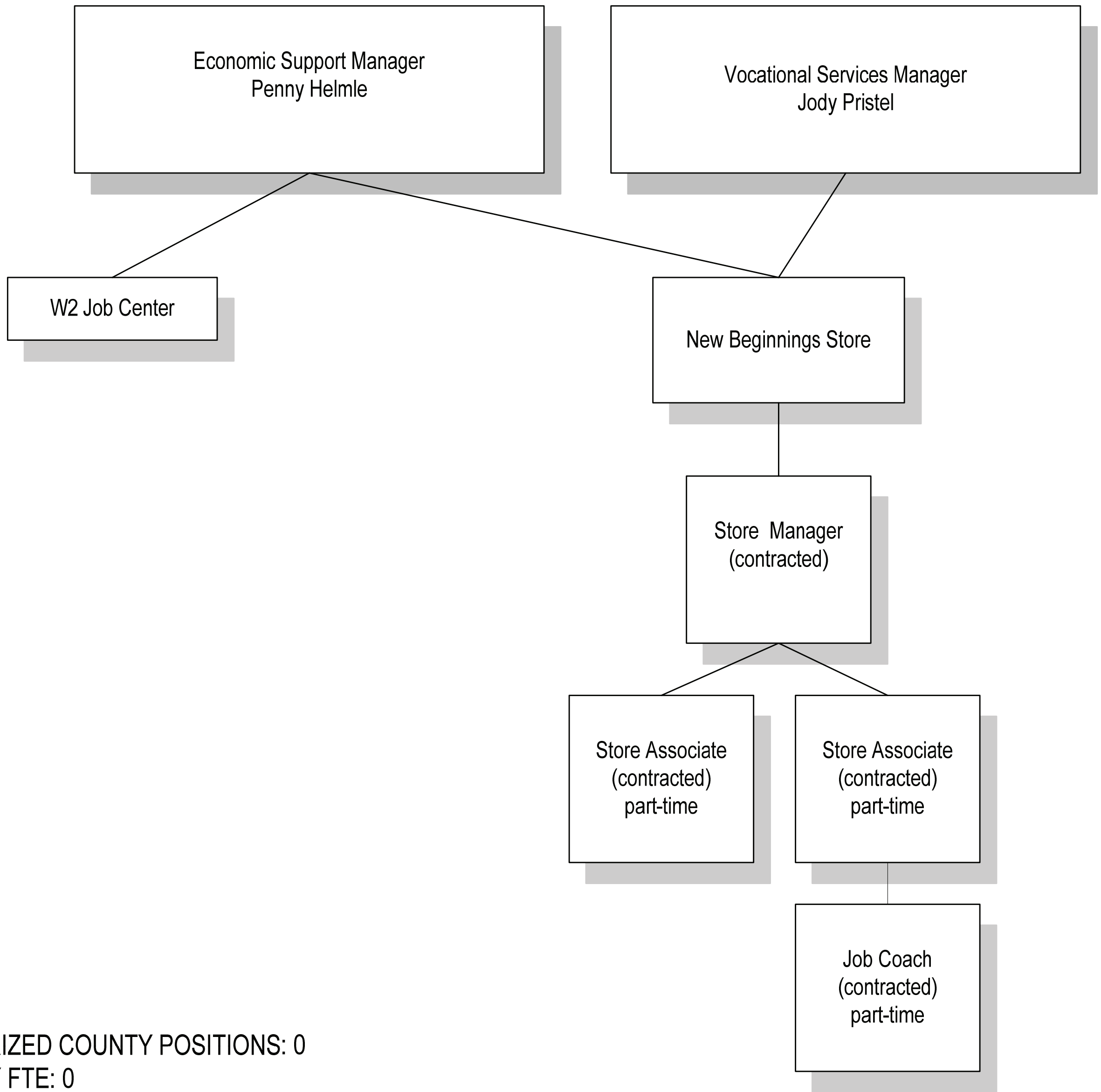


AUTHORIZED COUNTY POSITIONS: 11
COUNTY FTE: 10.5
CONTRACTED POSITIONS: 2

As of 12/31/2009

Economic Support Division (cont.)

HEALTH & HUMAN SERVICES
ECONOMIC SUPPORT
W2 JOB CENTER & NEW BEGINNINGS



AUTHORIZED COUNTY POSITIONS: 0
COUNTY FTE: 0
CONTRACTED POSITIONS: 4

As of 12/31/2009

Economic Support Division (cont.)

WISCONSIN HOME ENERGY ASSISTANCE PROGRAM—2009

	Count	Expenditures
Total Households Applied for Energy Assistance	1,736	
Total Households Paid Energy Assistance	1,465	$975,921
Total Households Paid Public Benefit Funded Benefits	1,180	$228,762
Total Crisis Assistance Applications (Excluding Furnace)	401	
Total Households Paid Crisis Assistance (Excluding Furnace)	322	$198,467
Total Households Paid Public Benefit Funded Crisis Applications	30	$12,307
Total Heating Unit Repairs Paid	24	$8,755
Total Heating Unit Replacements Paid	26	$67,380
Total Heating Unit Repairs and Replacements Paid	50	$76,135

2009 FRAUD STATISTICS

Medical Assistance Overpayments =	$ 61,156.34
Food Stamp Overpayments =	$ 29,094.00
Child Daycare Overpayments =	$ 10,508.91
Energy Assistance Overpayments =	$ 379.00 *
Total =	$101,138.25

- Number of Fraud Referrals— 100
- Number of Error Prone— 1
- Number of Citations Issued— 4
- Prosecution Referrals— 12
- Contract Began— January 1999 (approximately)

* (this amount does not include benefits that we pulled back before they were issued.)

Economic Support Division (cont.)

NEW BEGINNINGS TRAINING SERVICES

Statistics for 2009

Thirty-eight individuals were referred for training at the store.

- 27 individuals were New View Clients
  - 4 have successfully completed the training and have been referred for Supported Employment
  - 21 are continuing their training at the store
  - 2 are employed in the community
- 5 individuals were FSET clients
  - 4 are in job search
  - 1 is employed in the community
  - 67 FSET individuals utilized the job center at New Beginnings for job club and various services
- 6 individuals were DVR clients
  - 5 are employed in the community
  - 3 are in job search (2 individuals are back in job search due to job layoffs)

NEW BEGINNINGS REFERRALS—2009

MONTH	NUMBER OF PEOPLE	DOLLAR AMOUNT
January	8	11.99
February	0	0.00
March	3	43.18
April	7	45.86
May	9	70.87
June	0	0.00
July	4	25.00
August	3	69.11
September	11	119.77
October	8	80.61
November	8	50.69
December	1	7.59
TOTAL 2009	62	$524.67

	NUMBER OF PEOPLE	DOLLAR AMOUNT
May 2001—Dec 2009	693	$8,381.68

Economic Support Division (cont.)

DIVISION SUMMARY

Automated Phone System Implementation

Due to the economic state of Oconto, requests for information and requests for assistance were far above what current staff could handle. As there was no increased funding to add staff, we implemented an automated phone system to help alleviate constant phone calls and also assist customers. The phone system was automated on 9/21/09.

Currently our intake worker receives an average of 30-45 access (computer generated) new requests for assistance per week.

Fraud Program Changes Implemented

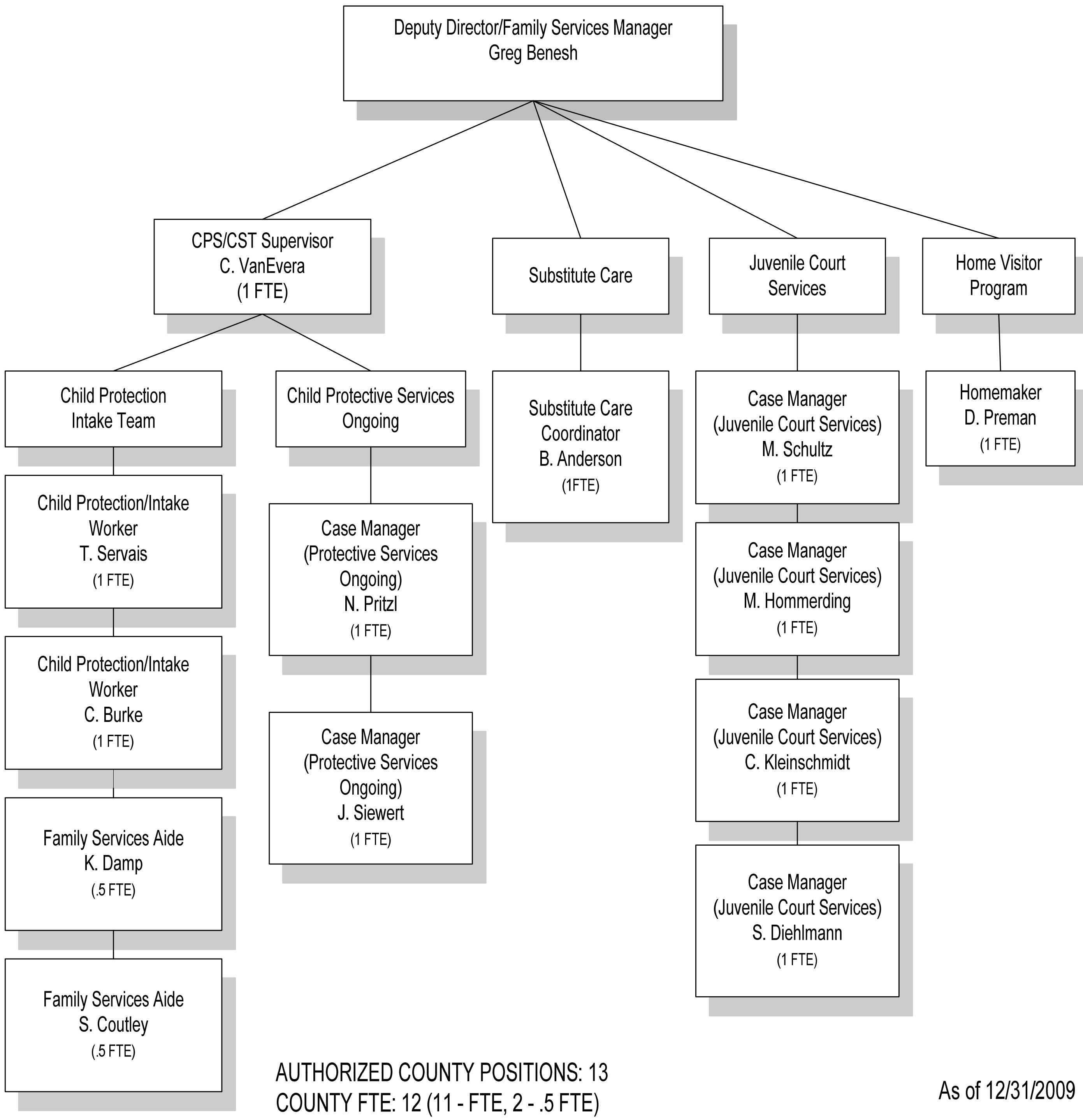
The decision was made to issue more IPV's (Intentional Program Violations) and Prosecution Diversion Agreements due to the fact that when these agreements are signed, customers waive their rights to a fair hearing and it automatically disqualifies them from Foodshare for 1-2 years, depending on previous sanctions. If on their 3rd sanction, it is permanent disqualification. This also automatically gives 15% back to the County from the State.

Energy Assistance

Oconto County provided 24 outreach clinics to cover the 2009-2010 heating season. In the 2008-2009 season, we provided 21 outreach clinics. Due to the state of the economy and the increased costs of energy, we made the effort to be more accessible to our county residents. A total of 361 customers were seen at these clinics.

Family Services Division

HEALTH & HUMAN SERVICES
FAMILY SERVICES



Family Services Division (cont.)

OUT OF HOME PLACEMENTS—MEDIAN LENGTH OF STAY

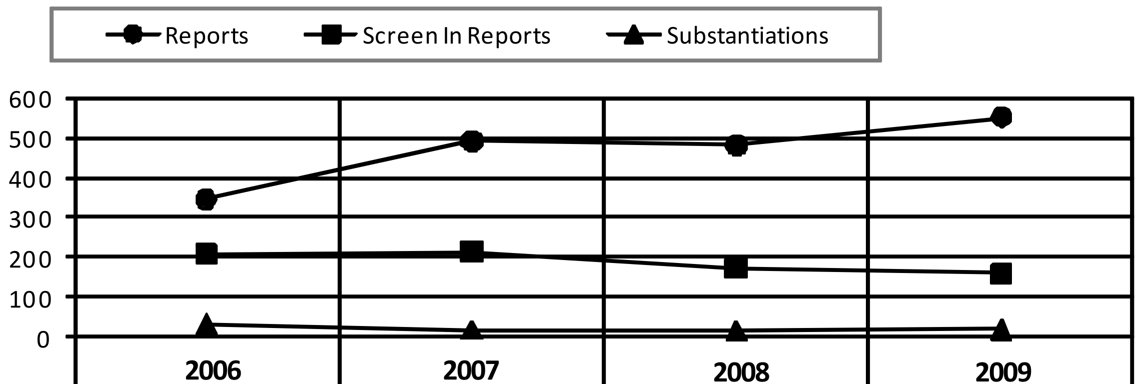
	Median Length of Stay (months) 2008	Median Length of Stay (months) 2009
Child Protective Services (CPS) Family Ongoing—Oconto County	9.4	15.1
Child Protective Services (CPS) Family Ongoing—State of Wisconsin	15.4	15.6
Juvenile Justice—Oconto County	13.3	10.3
Juvenile Justice—State of Wisconsin	7.8	8.2

OUT OF HOME PLACEMENTS—PLACEMENT STABILITY

	2008		2009	
Child Protective Services (CPS) Family Ongoing:				
1 or 2 Placement Settings	88.88% (16)	*(WI 84.66%)*	100% (20)	*(WI 86.18%)*
3 Placement Settings	5.56% (1)	*(WI 8.98%)*	0%(0)	*(WI 8.17%)*
4 Placement Settings	5.56% (1)	*(WI 3.31%)*	0% (0)	*(WI 3.25%)*
5 or More Placement Settings	0% (0)	*(WI 3.05%)*	0% (0)	*(WI 2.40%)*
Total Children	18	*(WI 7,464)*	20	*(WI 6,868)*
Juvenile Justice:				
1 or 2 Placement Settings	75.00% (9)	*(WI 76.39%)*	88.89% (8)	*(WI 76.03%)*
3 Placement Settings	8.33% (1)	*(WI 10.50%)*	11.11% (1)	*(WI 11.42%)*
4 Placement Settings	8.33% (1)	*(WI 5.35%)*	0% (0)	*(WI 5.25%)*
5 or More Placement Settings	8.33% (1)	*(WI 7.76%)*	0% (0)	*(WI 7.31%)*
Total Children	12	*(WI 1,495)*	9	*(WI 1,314)*

Family Services Division (cont.)

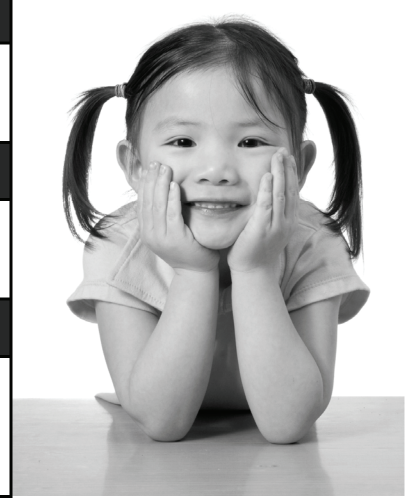
CHILD ABUSE AND NEGLECT REPORTS 2006 - 2009



	2006	2007	2008	2009
Reports	347	491	481	549
Screen In Reports	211	214	173	160
Substantiations	32	15	15	18

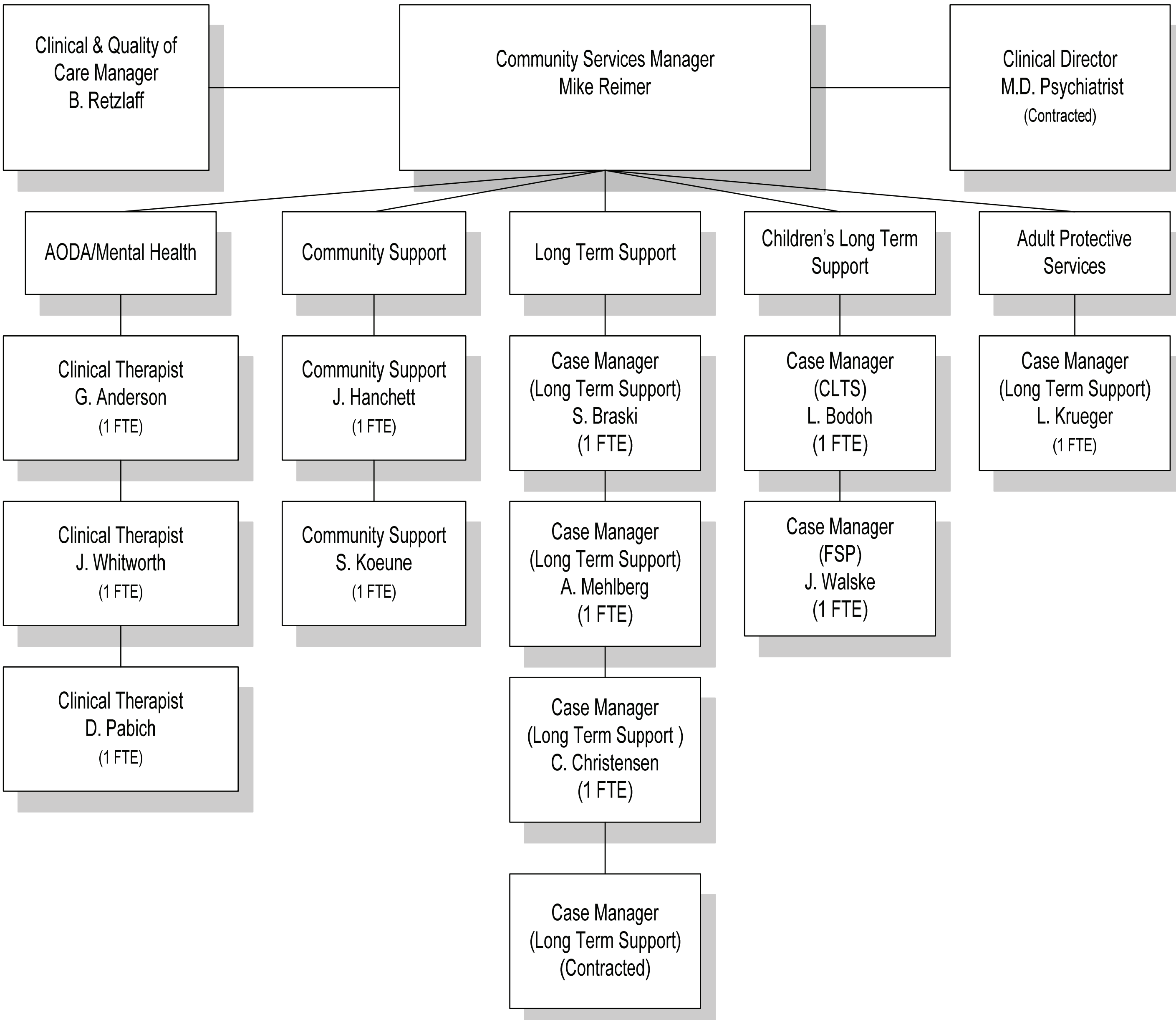
FAMILY SERVICES DIVISION SUMMARY

	2008	2009
JUVENILE COURT		
• Number of Referrals	168	175
• Counsel and Release	55	60
• Formal Supervision	51	33
• Other Dispositions	62	82
• Average Caseload Size	35	35
INTENSIVE SUPERVISION PROGRAM		
• Number Served	19	19
• Placed Out of Home	0	2
KINSHIP CARE		
• Number Served	47	38
• Waiting List	7	7
HOME VISITOR PROGRAM		
• Number of Families	35	32
• Individuals Served	125	99
• Home Visits	448	446



Community Services Division

HEALTH & HUMAN SERVICES
COMMUNITY SERVICES



AUTHORIZED COUNTY POSITIONS: 11
COUNTY FTE: 11
CONTRACTED POSITIONS: 2

12/31/2009

Community Services Division (cont.)

LONG TERM SUPPORT
ADULT RESIDENTIAL SERVICES - # OF RESIDENTS

INPATIENT CARE

	Number		Average Stay	
	2008	2009	2008	2009
Mental Health Short Term*	96	53	5 days	7 days
Mental Health Long Term	1	4	286 days	55 days
Total	97	57		
Alcohol and Other Drugs (AODA)	19	7	22 days	24 days

* Short term inpatient—under 30 days

Community Services Division (cont.)

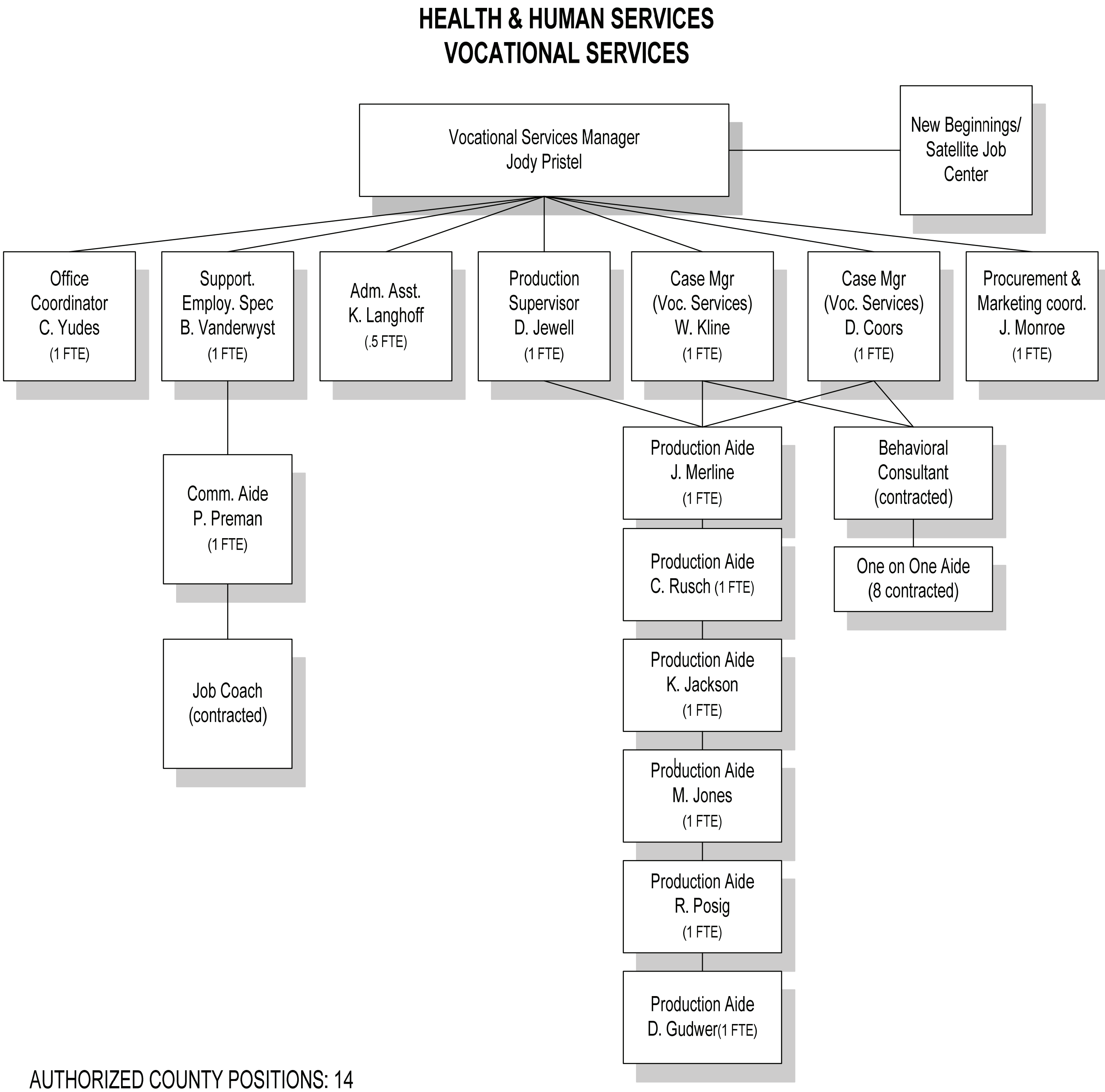
2009 CHILDREN'S LONG TERM SUPPORT	
Autism	25 children
Non-Autism	8 children
Child Wait List	54 children

FAMILY SUPPORT PROGRAM	
Children Served	19
Family Support Wait List	23

COMMUNITY SERVICES DIVISION SUMMARY

	2008	2009
■ OUTPATIENT CLINIC		
• Number of Clients	531	513
■ OWI (Operating While Intoxicated)		
• Number of Assessments	184	180
■ AODA INTENSIVE OUTPATIENT		
• Number of County Paid Clients	12	29
■ FAMILY COURT MEDIATION		
• Number of Referrals	26	38
• Sessions (excluding orientation)	31	49
■ COMMUNITY OPTIONS PROGRAM AND MEDICAID WAIVER FUNDING		
• Number of funded services for elderly and individuals with disabilities	173	167

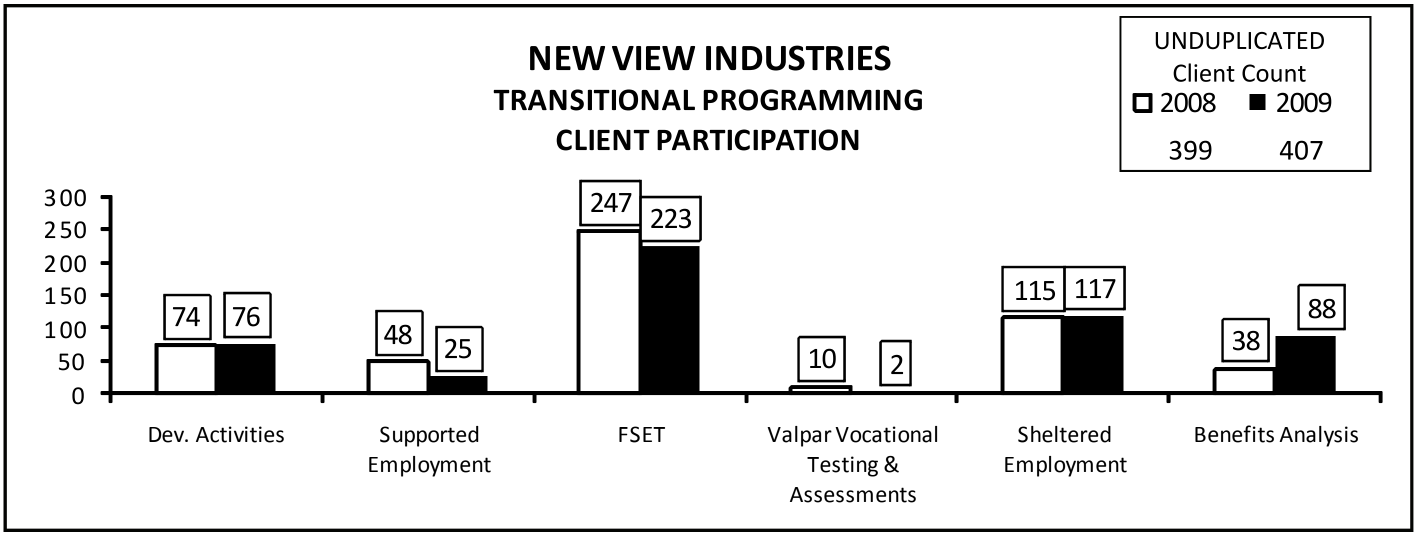
Vocational Services Division



AUTHORIZED COUNTY POSITIONS: 14
COUNTY FTE: 13.5
CONTRACTED POSITIONS: 9

As of 12/31/2009

Vocational Services Division (cont.)



DIVISION SUMMARY

Developmental Activities/Prevocational Services Program

- Started annual quilt camp, presented quilt made by clients to Health and Human Services Board
- Implemented a twelve week healthy choices program
- Partnered with Oconto Falls P.A.C. to host the New View Industries talent show
- Started hiking club, utilizing area trails
- Implemented five week stress management program
- Restructured programs to incorporate more clients
- In response to the H1N1 virus, UW-Extension did an educational presentation to the clients and staff on precautions to prevent the spread of germs

Sheltered Employment

- Subcontracted with 25 businesses
- Continued to implement Lean Manufacturing Principles to all jobs
- Worked with Algoma Net on plans to build park benches.
- Produced new products, which are being sold at various businesses and craft fairs

Supported Employment

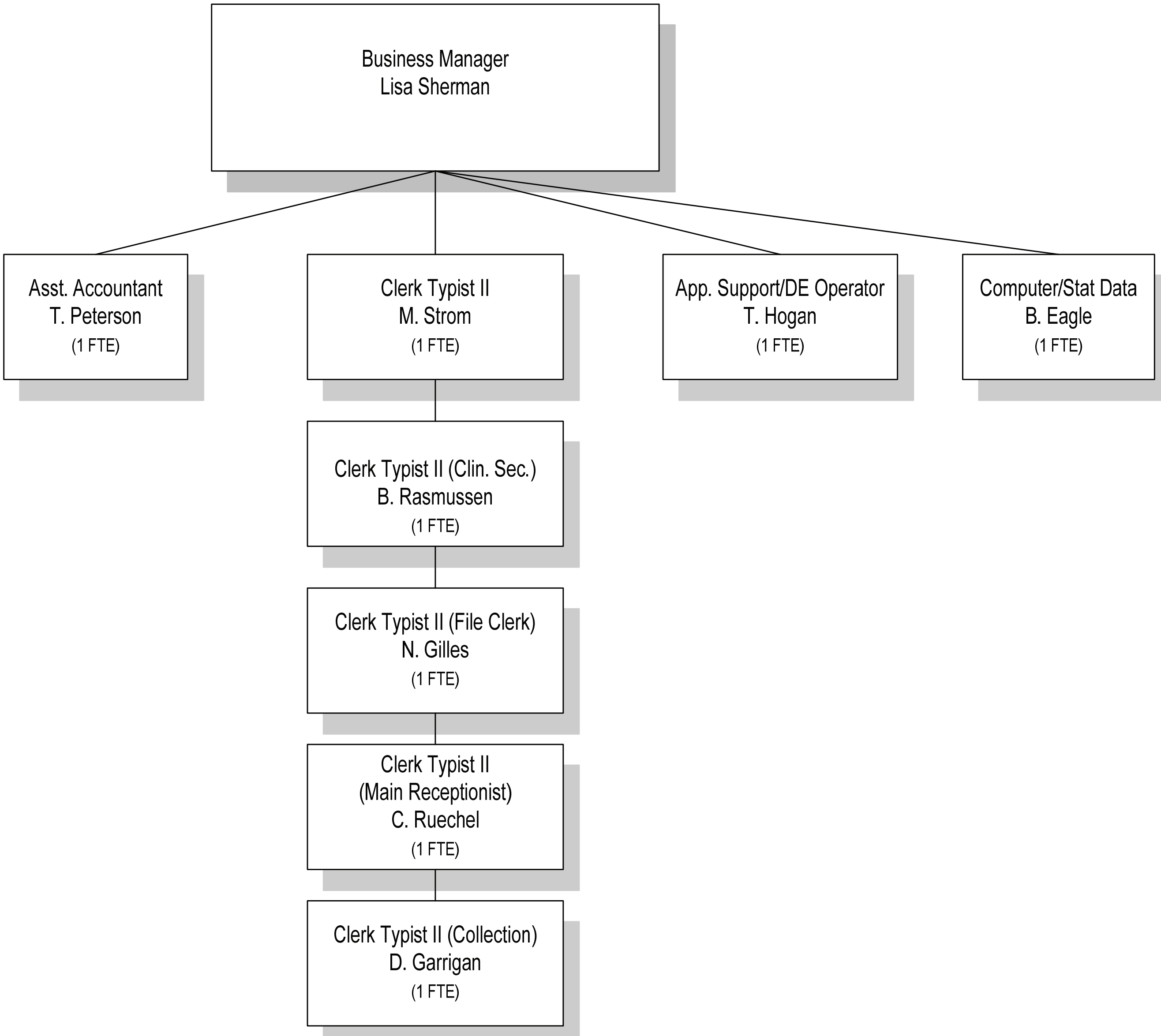
- 7 Division of Vocational Rehabilitation participants placed in jobs in the community
- 62 FSET participants gained employment
- Provided benefits analysis to 88 clients.
- Continued partnership with UW-Extension in offering workshops, served 21 participants

Marketing Efforts

- Continuing network efforts, including in person and on-line networking
- Conducted tours of NVI for six businesses
- Held New View Open House, celebrating National Disability Awareness Month
- Hosted local Red Hatters and Lioness Groups
- Held various fundraising events

Administrative Support Division

HEALTH & HUMAN SERVICES
ADMINISTRATIVE SUPPORT



AUTHORIZED COUNTY POSITIONS: 8
COUNTY FTE: 8
CONTRACTED POSITIONS: 0

12/31/2009

Administrative Support Division (cont.)

DIVISION SUMMARY

Reorganization

The division downsized by one full-time position, resulting in annual savings of approximately $65,000. Job duties and responsibilities were distributed among existing staff. Job flow and procedures were reviewed resulting in increased efficiencies.

Collections

Agency collections increased by approximately $150,000 . This represents an increase of 10% from 2008. Provider audit refunds, Medical Assistance billing, tax-intercept collections, and timely billing cycles are the primary reasons for the increase.

Go Green

Clean-up and clean-out efforts are underway throughout the agency, as much clutter and out-dated equipment have accumulated for many years. Broken items were disposed of with the help of the Maintenance Department. Many unwanted and outdated items have found homes in other county departments. The remainder of these items now resides at New Beginnings Store in Gillett. These efforts will continue throughout 2010.

NOTES