

Oconto County Department of
Health and Human Services

2010

Annual Report

...promoting healthy and responsible families.

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Director's Letter

Dear Health and Human Services Board Members:

In this Annual Report you will find a summary of the Department's program activities and funding sources for calendar year 2010. As in the past, our financial records have not yet been completely reconciled with the State, therefore the figures presented are preliminary. However, the activities reported are based on year end totals.

As we review this document, you will find that through good fiscal monitoring by division managers and diligent efforts by staff we have again ended this year with a positive balance. The excess revenues are spread throughout the Department, but what initially stands out is an increase in collections of approximately \$200,000 over last year and a decrease in inpatient expenses. The only area we exceeded our budget was in the Birth to 3 program, which was due to a significant increase in referrals.

As for some new initiatives, the Department focused on improving it's crisis services and the development of a collaborative teaming approach to supporting individuals and families in the community with the goal of avoiding institutional placement or other more expensive services.

I believe we have had a very successful year due to skilled employees, good teamwork and a strong partnership with our Board of Directors.

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 2010

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

Claire Trepanier
323 Brazeau
Oconto, WI 54153

Jim Lacourciere
317 Madison Street
Oconto, WI 54153

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

Rose Stellmacher
P O Box 122
Oconto, WI 54153

Marie Bartz
3009 Chandler Street
Abrams, WI 54101

Kathy Gohr
8811 Gohr Road
Krakow, WI 54137

Carolyn Barke
6048 Highway 32
Gillett, WI 54124

Barb Smith
P O Box 375
Gillett, WI 54124

LONG TERM SUPPORT COMMITTEE

Randy Anderson
Gerald Beekman
Michele Braski
Ruth Carriveau
Sue Cota
Kathy Gohr
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

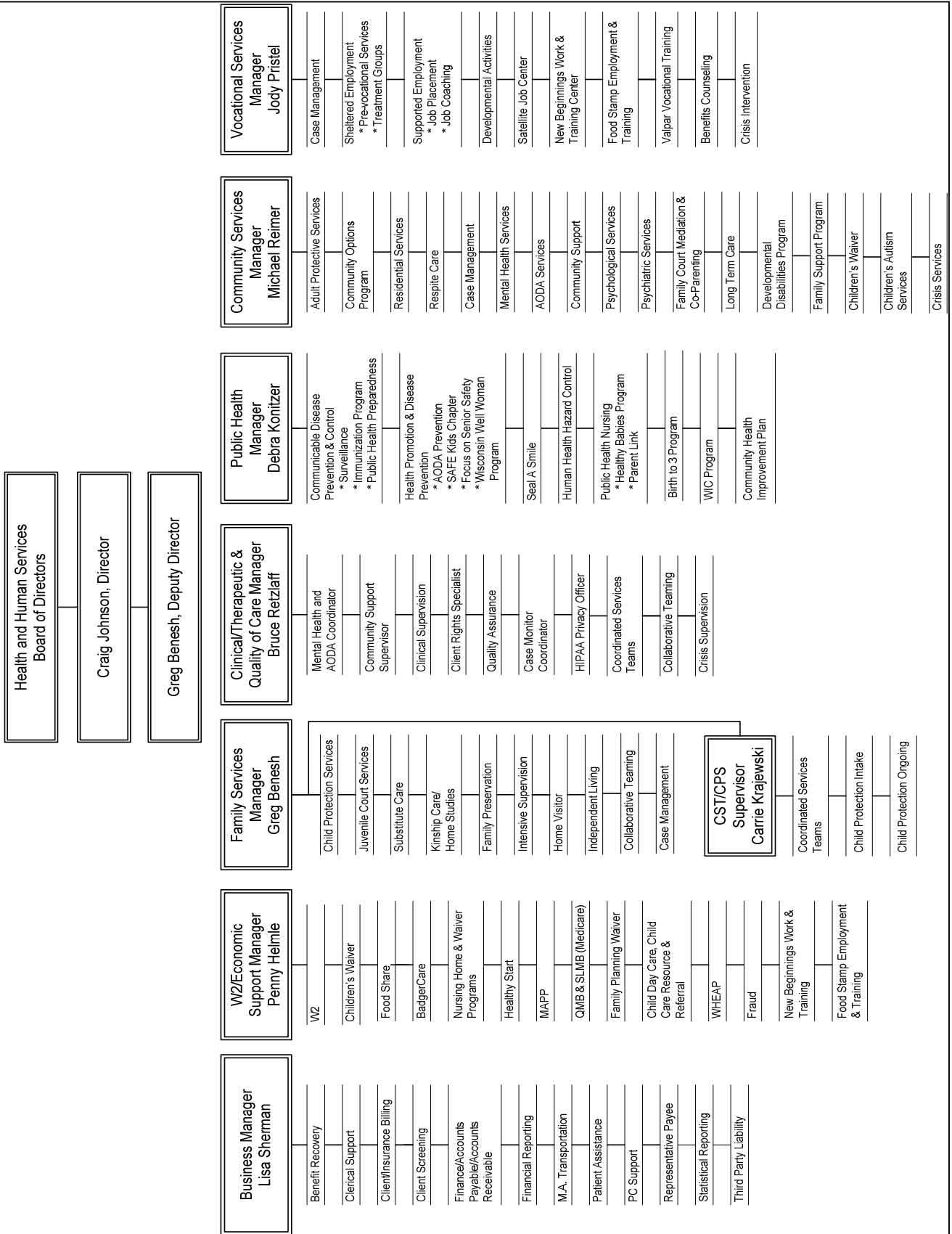
Carolyn Barke
Loretta Shellman
Barb Smith

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

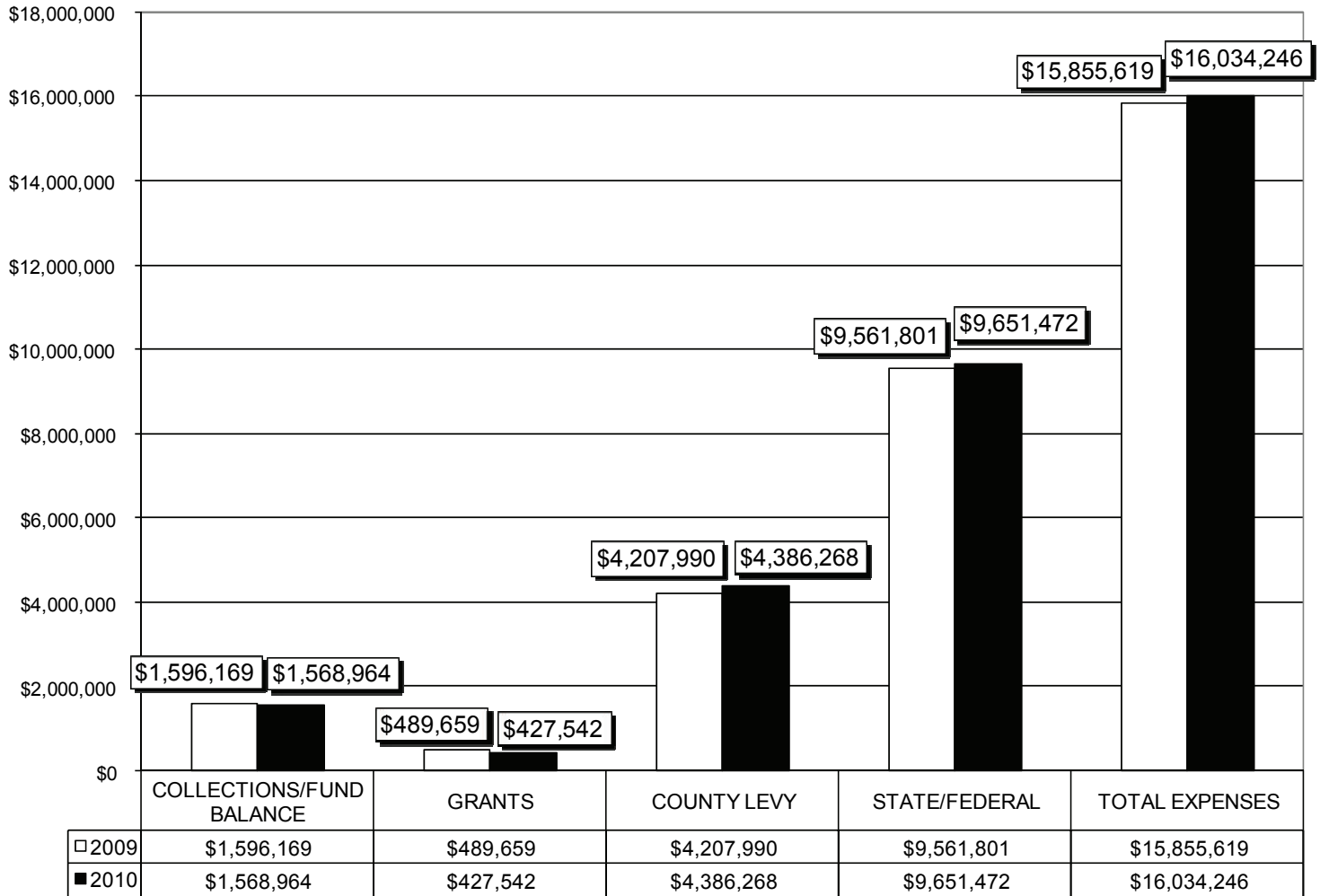
Program Organizational Chart

HEALTH & HUMAN SERVICES PROGRAM ORGANIZATIONAL CHART



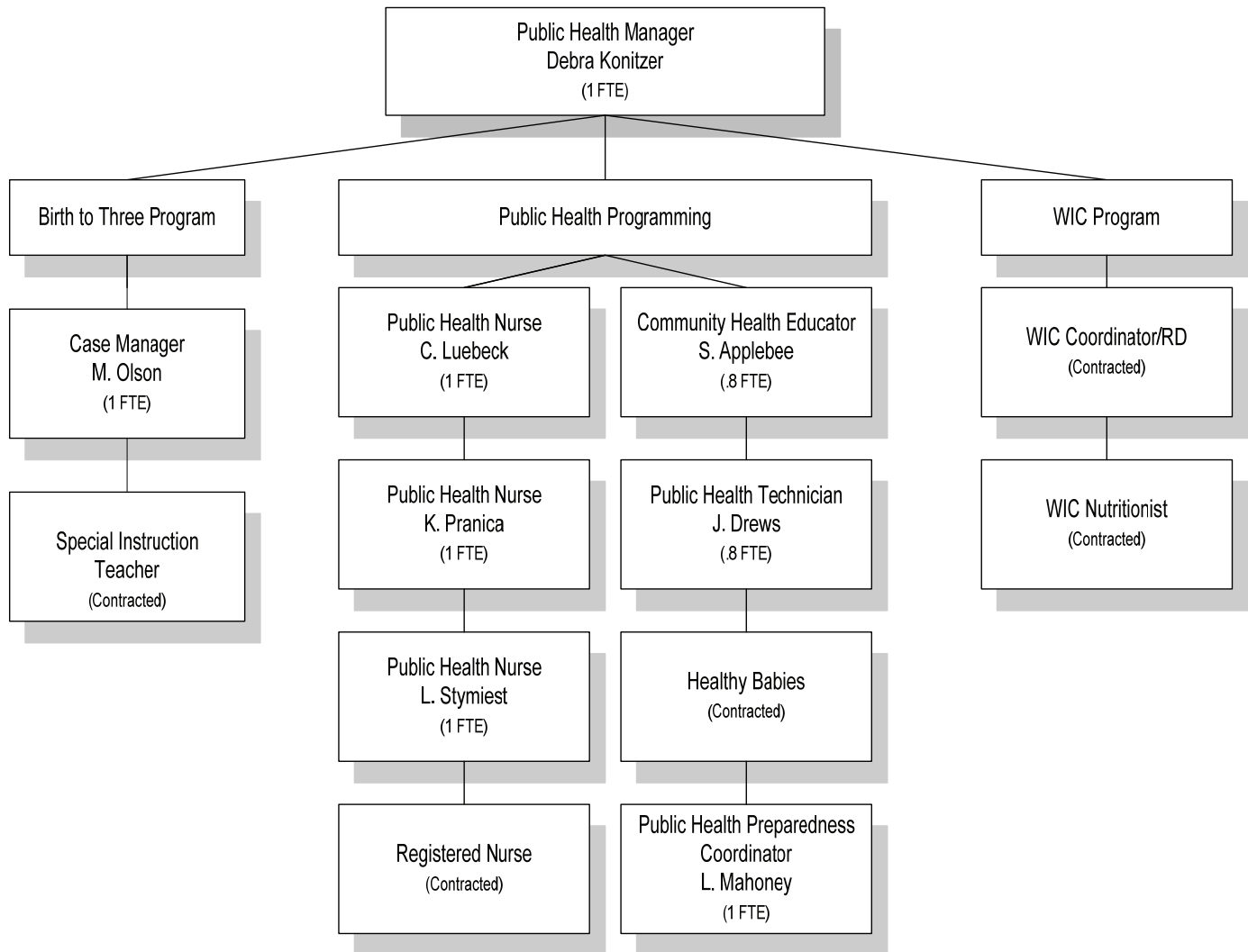
2010 Financial Summary

FINANCIAL SUMMARY Oconto County Department of Health and Human Services



Public Health Division

HEALTH & HUMAN SERVICES PUBLIC HEALTH



AUTHORIZED COUNTY POSITIONS: 8

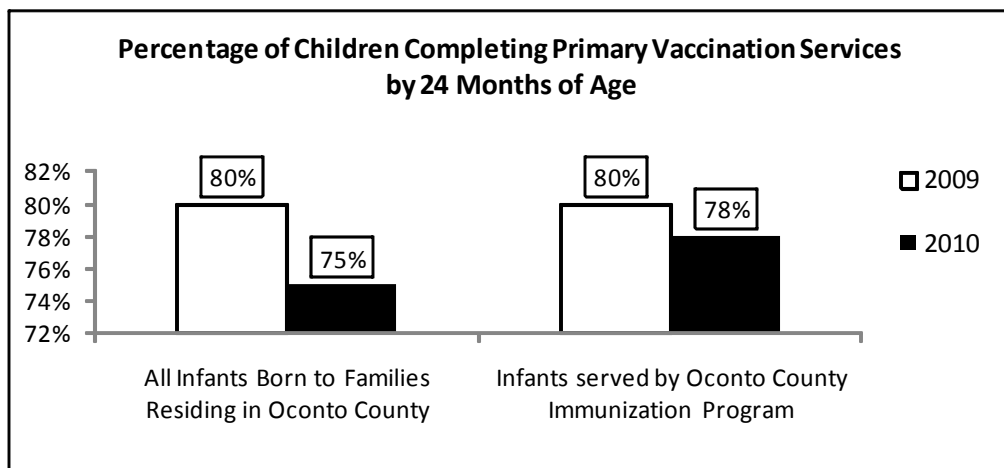
COUNTY FTE: 7.6

CONTRACTED POSITIONS: 5

As of 12/31/2010

Public Health Division (cont.)

2010 IMMUNIZATION PROGRAM



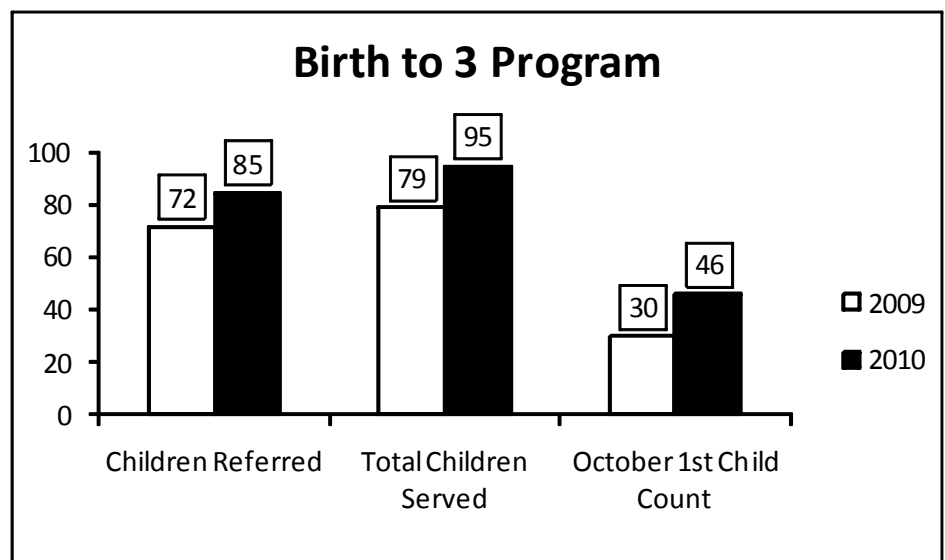
Benchmarks have been established by the Center for Disease Control & Prevention (CDC) to measure the progress towards raising the immunization levels for universally recommended vaccines in the community.

One benchmark Oconto County is striving towards is:

- 90% of infants will have received primary vaccination series (4 DTaP, 3 Polio, 1 MMR, 3 Hib, 3 Hepatitis B and 1 varicella) by 24 months of age.

Examples of population-based strategies implemented:

- Support to health providers and schools to utilize the Wisconsin Immunization Registry (WIR).
- Provide consultation to health providers on vaccination recommendations.



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

In November 2010, the State of Wisconsin notified Oconto County that their program performance met the required Federal Indicators for FFY2008 (July 1, 2008—June 30, 2009).

See www.OCB3.info for details.

Public Health Division (cont.)

DIVISION SUMMARY

■ Oral Health

- **Fluoride Varnish Program**

Topical application of fluoride to surface of teeth

- ◆ Targets children, 5 years and under, enrolled in the WIC Program
- ◆ 92 children served

- **Oconto County Seal-A-Smile (SAS)**

A joint partnership between Northern Health Centers and Oconto County Health & Human Services. It is a school-based program that offers preventative dental care to children in Oconto County. The program is offered at no cost to the child, and is open to all second-grade children with or without a family dentist and with or without dental insurance. At one school:

- ◆ 21 of 30 students enrolled in 2nd grade participated in the SAS program. Of the 21 students:
 - 58 sealants were placed on first molars
 - 10 students were referred for immediate care due to tooth decay and/or infection

■ Radon Program

New program in 2010, which provides radon education and access to low cost radon test kits to residents. The completed test kit gives a measurement of radon in the resident's home.

- 88 test kits distributed
 - ◆ 59 of kits distributed completed testing
 - 18 homes had high levels of radon
 - 2 homes had mitigation systems installed

■ Women, Infant and Children (WIC) Program

- The WIC Program served an average of 675 clients per month.
- WIC participants redeemed 52% of their Farmers Market vouchers for locally grown fruits and vegetables (4% increase from 2009; 1 of 7 projects in the state that had an increase in redemption rate)

■ Oconto County SAFE Kids Chapter

- Child Passenger Safety
 - ◆ 185 seats were inspected;
 - 12% arrived installed correctly
 - 50 seats destroyed, as no longer safe for use
 - ◆ 100 seats were distributed to families
 - 87% distributed to low income families
- Delivering Fire Prevention
 - ◆ Partnerships with local fire departments in 8 communities
 - ◆ Served 40 families, 138 people
 - ◆ Smoke and CO detectors
 - 106 were present in homes visited
 - 13% were not working
 - 30 smoke and 34 CO detectors 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.

- 55 women received screenings
- 13 (24%) women required additional tests
- 2 (4%) women diagnosed with cancer

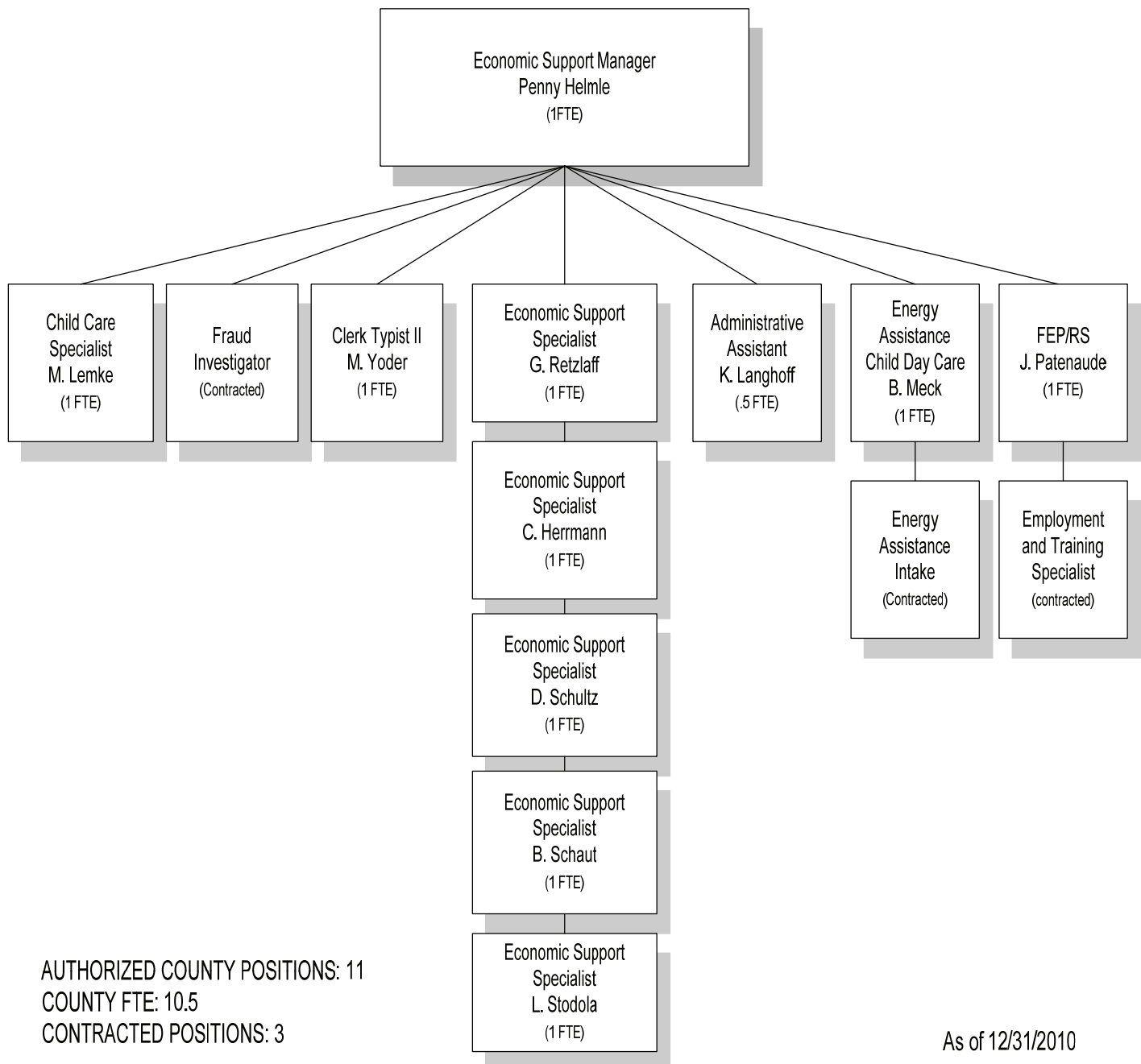
■ Communicable Disease Prevention and Control

The investigation and measures to contain a communicable disease. Examples include: Salmonella, E. Coli, Pertussis, Blastomycosis, Lymes Disease and Chlamydia.

- Reported Cases: 2009—207 2010—275
- Suspect/Confirmed Cases: 2009—177 2010—226

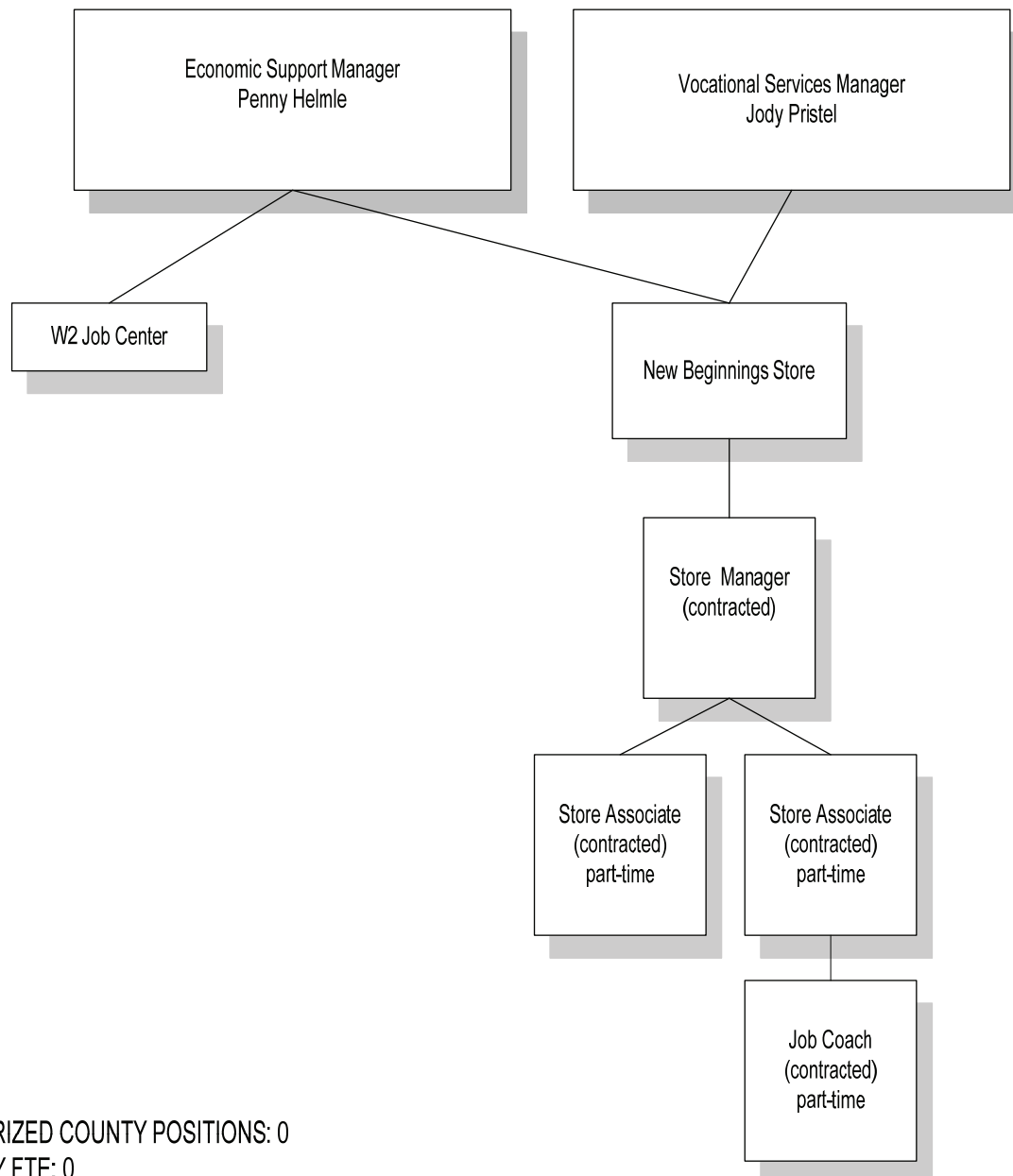
Economic Support Division

HEALTH & HUMAN SERVICES ECONOMIC SUPPORT



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 12/31/2010

Economic Support Division (cont.)

WISCONSIN HOME ENERGY ASSISTANCE PROGRAM—2010

	Count	Expenditures
Total Households Applied for Energy Assistance	1,887	
Total Households Paid Energy Assistance	1,728	\$894,084
Total Households Paid Public Benefit Funded Benefits	1,712	\$209,799
Total Crisis Assistance Applications (Excluding Furnace)	276	
Total Households Paid Crisis Assistance (Excluding Furnace)	247	\$61,394
Total Households Paid Public Benefit Funded Crisis Applications	129	\$45,389
Total Heating Unit Repairs Paid	16	\$5,458
Total Heating Unit Replacements Paid	38	\$102,037
Total Heating Unit Repairs and Replacements Paid	54	\$107,495

2010 FRAUD STATISTICS

Medical Assistance Overpayments =	\$257,610.42
Food Stamp Overpayments =	\$ 21,778.00
Child Daycare Overpayments =	\$ 3,032.38
Energy Assistance Overpayments =	<u>\$ 3,877.00 *</u>
Total =	\$286,297.80

- 7 cases were criminally prosecuted
- 7 IPV's were issued
- 1 case adjustment was made
- 1 citation was issued



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

Economic Support Division (cont.)

NEW BEGINNINGS TRAINING SERVICES

Statistics for 2010



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

- 19 individuals were New View clients
 - 3 have successfully completed the training and have been referred for Supported Employment
 - 15 are continuing their training at the store
 - 1 is employed in the community
- 9 individuals were FSET clients
 - 4 are in job search
 - 5 are employed in the community
 - 59 FSET individuals utilized the job center at New Beginnings for job club and various services
- 7 individuals were DVR clients
 - 4 are employed in the community
 - 3 are in job search

NEW BEGINNINGS FOOD PANTRY—2010

MONTH	Households	Adults	Children/Infants
January	79	156	68
February	78	149	75
March	80	141	69
April	66	133	73
May	70	120	63
June	71	120	50
July	57	81	44
August	79	104	61
September	73	124	63
October	71	128	56
November	74	123	62
December	79	142	63

Economic Support Division (cont.)

SUMMARY OF W2/FSET WORKSHOPS

■ Money for Food Workshop

Group workshop facilitated by W-2 staff and UWEX. This workshop covers some budgeting, nutrition, smart shopping, healthy eating, stress, as well as a general overview of job search strategies. This workshop is presented once a month alternating between Health and Human Services and New View Industries.

■ Resume' and Applications

This may be group or individual depending on the consumer situation. Practice applications are completed and critiqued. Changes and corrections are made so the consumer has an accurate application he or she can use as a reference when filling out applications. The resume' is typically completed using Wiscareers and/or the Wisconsin Job Center site.

■ Interviewing

This may be group or individual depending on consumer situation. Consumers are instructed what to do before, during, and after the interview. This includes proper hygiene, proper dress, interview questions to prepare for, questions to ask, how to research a company, follow up and more. Recently we have formed a relationship with a local company and have been able to send some individuals for a mock application and an actual interview conducted by the company human resource manager. The consumer is evaluated on the application and interview and able to address any necessary changes.

■ Job Club

Our job club is conducted twice a week, once at Health and Human Services in Oconto and again at New Beginnings in Gillett. This is our best opportunity to work with people in a group. We use part of this time to work on all of the employment searching issues as well as employment search.

■ Goal Setting and Problem Solving

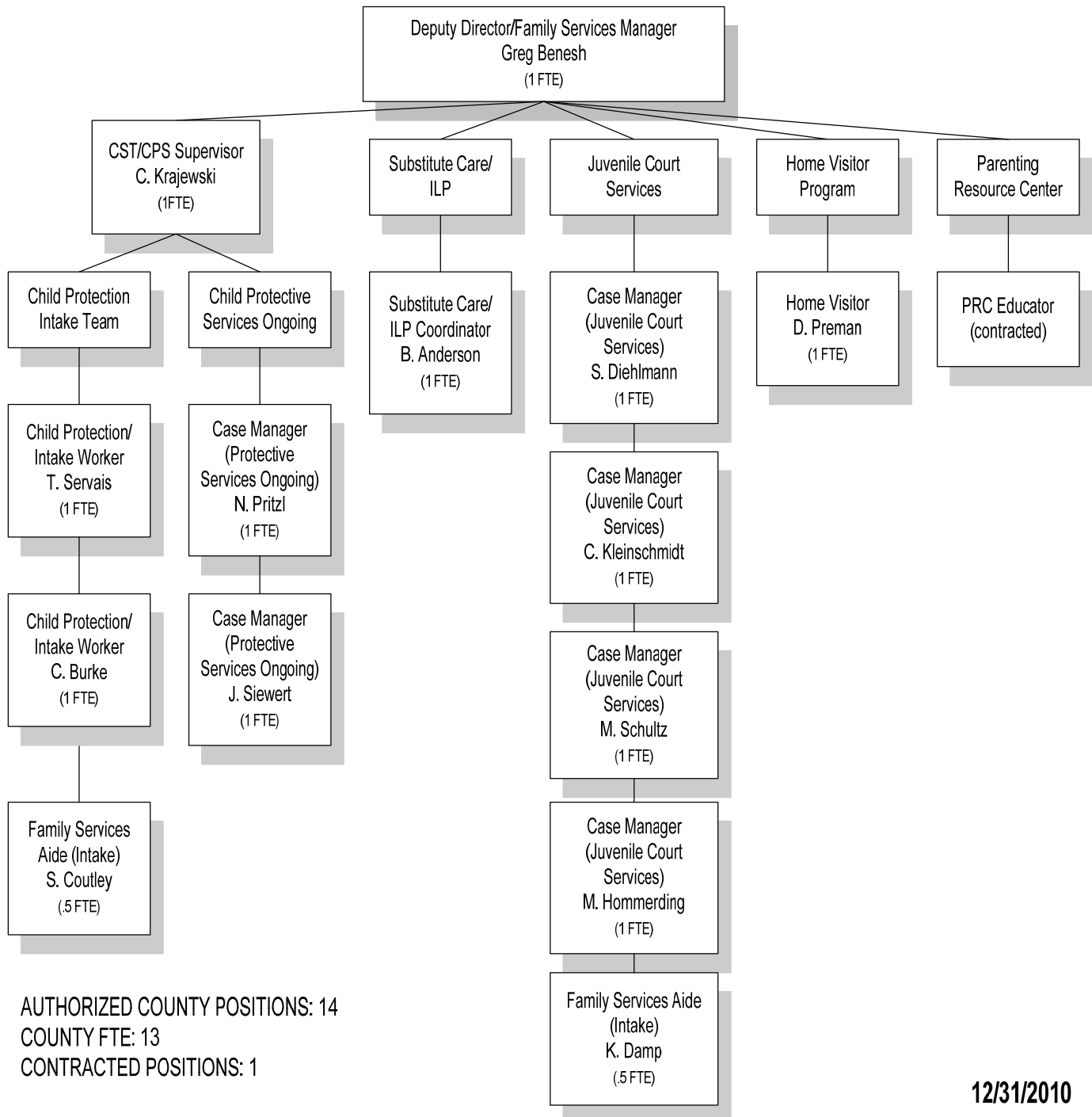
These are currently done one on one. Our plan is to offer them several times throughout the year in larger group workshops.

■ Upcoming

We will be adding some new workshops very soon. We have found a definite need for workshops on how to use WisCareers, Wisconsin Job Center, and the GCF LearnFree web site. These will be offered in small group sessions. All consumers will be asked to participate in these new workshops.

Family Services Division

HEALTH & HUMAN SERVICES FAMILY SERVICES



AUTHORIZED COUNTY POSITIONS: 14
COUNTY FTE: 13
CONTRACTED POSITIONS: 1

12/31/2010

Family Services Division (cont.)

OUT OF HOME PLACEMENTS—MEDIAN LENGTH OF STAY

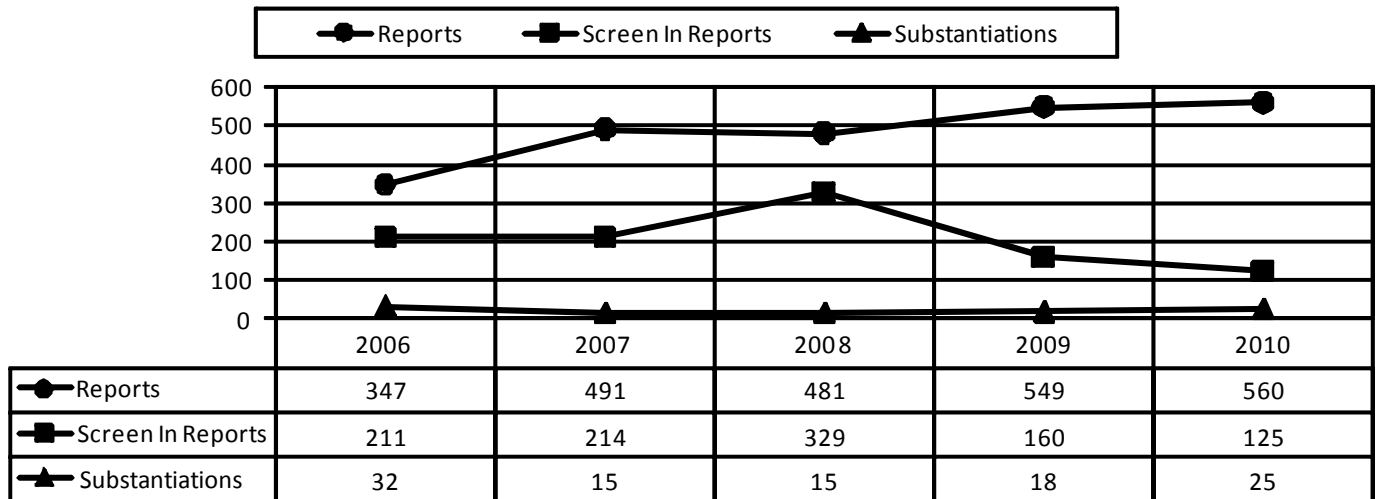
	Median Length of Stay (months) 2009	Median Length of Stay (months) 2010
Child Protective Services (CPS) Family Ongoing—Oconto County	15.1	14.5
Child Protective Services (CPS) Family Ongoing—State of Wisconsin	15.6	13.9
Juvenile Justice— Oconto County	10.3	9
Juvenile Justice— State of Wisconsin	8.2	8.7

OUT OF HOME PLACEMENTS—PLACEMENT STABILITY

	2009		2010	
Child Protective Services (CPS) Family Ongoing:				
1 or 2 Placement Settings	100% (20)	(WI 86.18%)	97.5% (39)	(WI 86.62%)
3 Placement Settings	0% (0)	(WI 8.17%)	2.5% (1)	(WI 8.43%)
4 Placement Settings	0% (0)	(WI 3.25%)	0% (0)	(WI 2.88%)
5 or More Placement Settings	0% (0)	(WI 2.40%)	0% (0)	(WI 2.07%)
Total Children	20	(WI 6,868)	40	(WI 6,900)
Juvenile Justice:				
1 or 2 Placement Settings	88.89% (8)	(WI 76.03%)	75% (6)	(WI 75.86%)
3 Placement Settings	11.11% (1)	(WI 11.42%)	25% (2)	(WI 11.34%)
4 Placement Settings	0% (0)	(WI 5.25%)	0% (0)	(WI 4.81%)
5 or More Placement Settings	0% (0)	(WI 7.31%)	0% (0)	(WI 7.99%)
Total Children	9	(WI 1,314)	8	(WI 1,226)

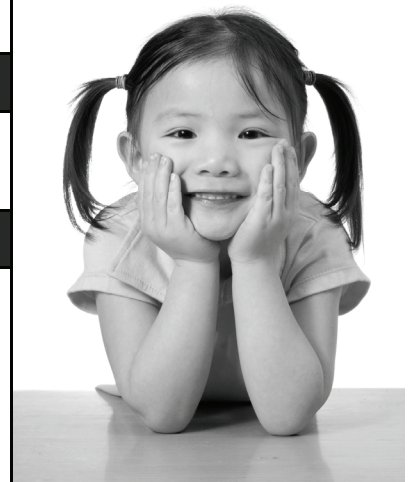
Family Services Division (cont.)

CHILD ABUSE AND NEGLECT REPORTS 2006 - 2010



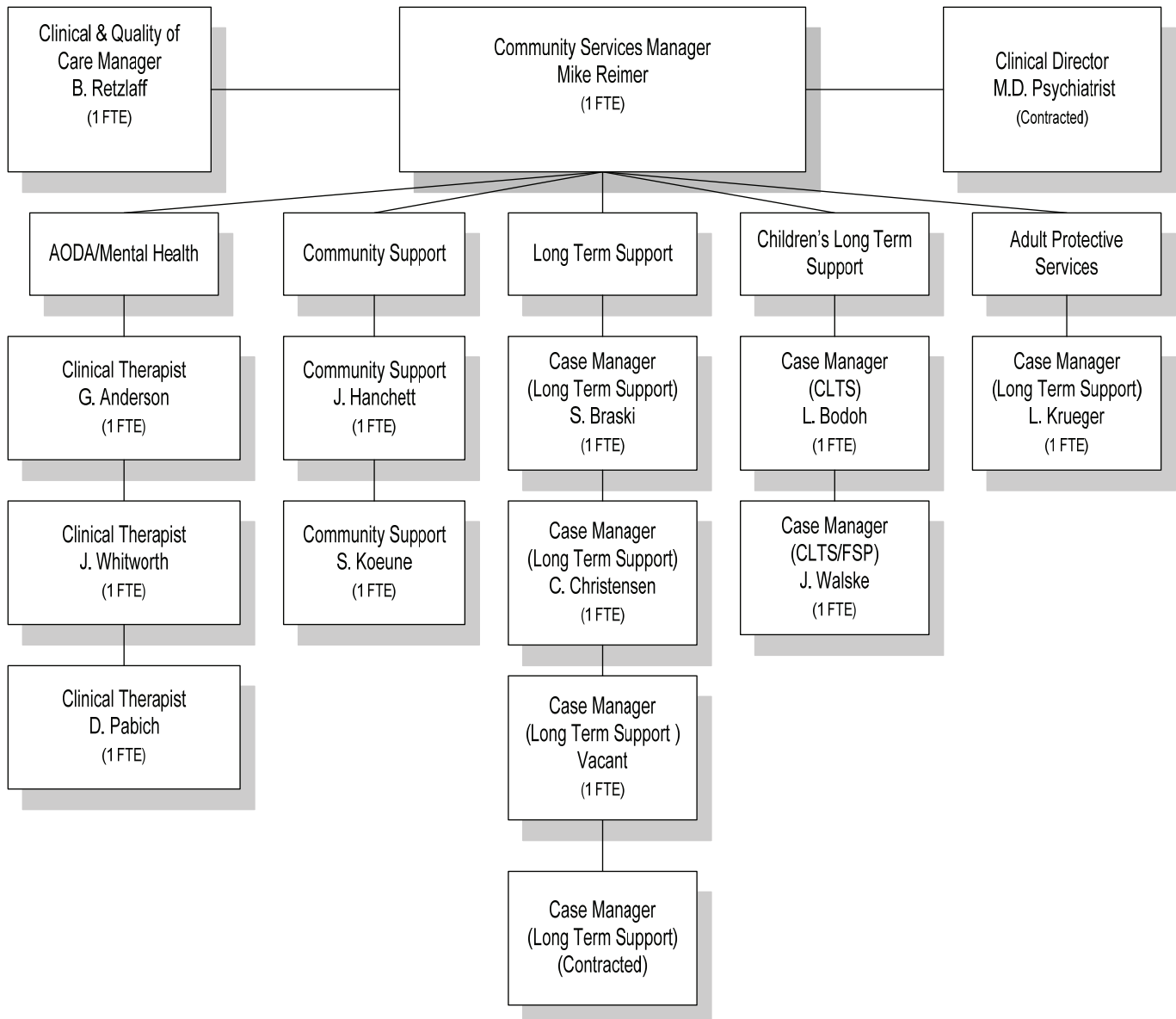
FAMILY SERVICES DIVISION SUMMARY

	2009	2010
■ JUVENILE COURT		
• Number of Referrals	175	157
• Counsel and Release	60	67
• Formal Supervision	33	34
• Other Dispositions	82	56
• Average Caseload Size	35	25
■ INTENSIVE SUPERVISION PROGRAM		
• Number Served	19	15
• Placed Out of Home	2	2
■ KINSHIP CARE		
• Number Served	38	37
• Waiting List	7	0
■ HOME VISITOR PROGRAM		
• Number of Families	32	36
• Individuals Served	99	114
• Home Visits	446	500
• Co-Parenting Sessions	28	30
• Love & Logic Sessions	13	18



Community Services Division

HEALTH & HUMAN SERVICES COMMUNITY SERVICES

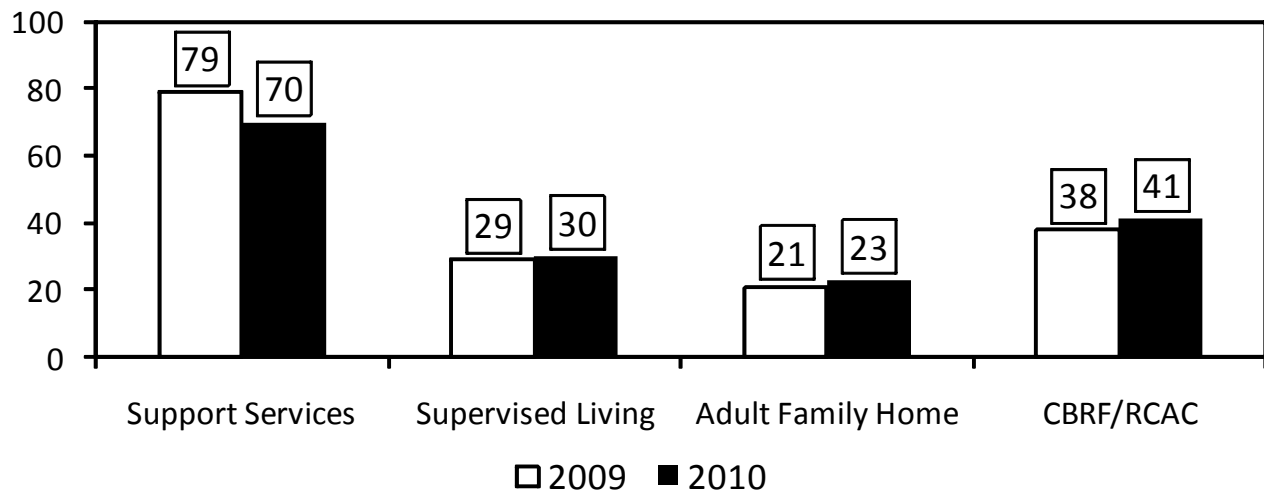


AUTHORIZED COUNTY POSITIONS: 13
COUNTY FTE: 13
CONTRACTED POSITIONS: 2

12/31/2010

Community Services Division (cont.)

LONG TERM SUPPORT ADULT RESIDENTIAL SERVICES - # OF RESIDENTS



2010 CHILDREN'S LONG TERM SUPPORT

Autism	29 children
Non-Autism	7 children
Child Wait List	57 children

FAMILY SUPPORT PROGRAM

Children Served	22
Family Support Wait List	27



Community Services Division (cont.)

INPATIENT CARE

	Number		Average Stay	
	2009	2010	2009	2010
Mental Health Short Term*	53	58	7 days	6 days
Mental Health Long Term	4	2	55 days	46 days
Total	57	60		
Alcohol and Other Drugs (AODA)	7	8	24 days	17 days

* Short term inpatient—under 30 days

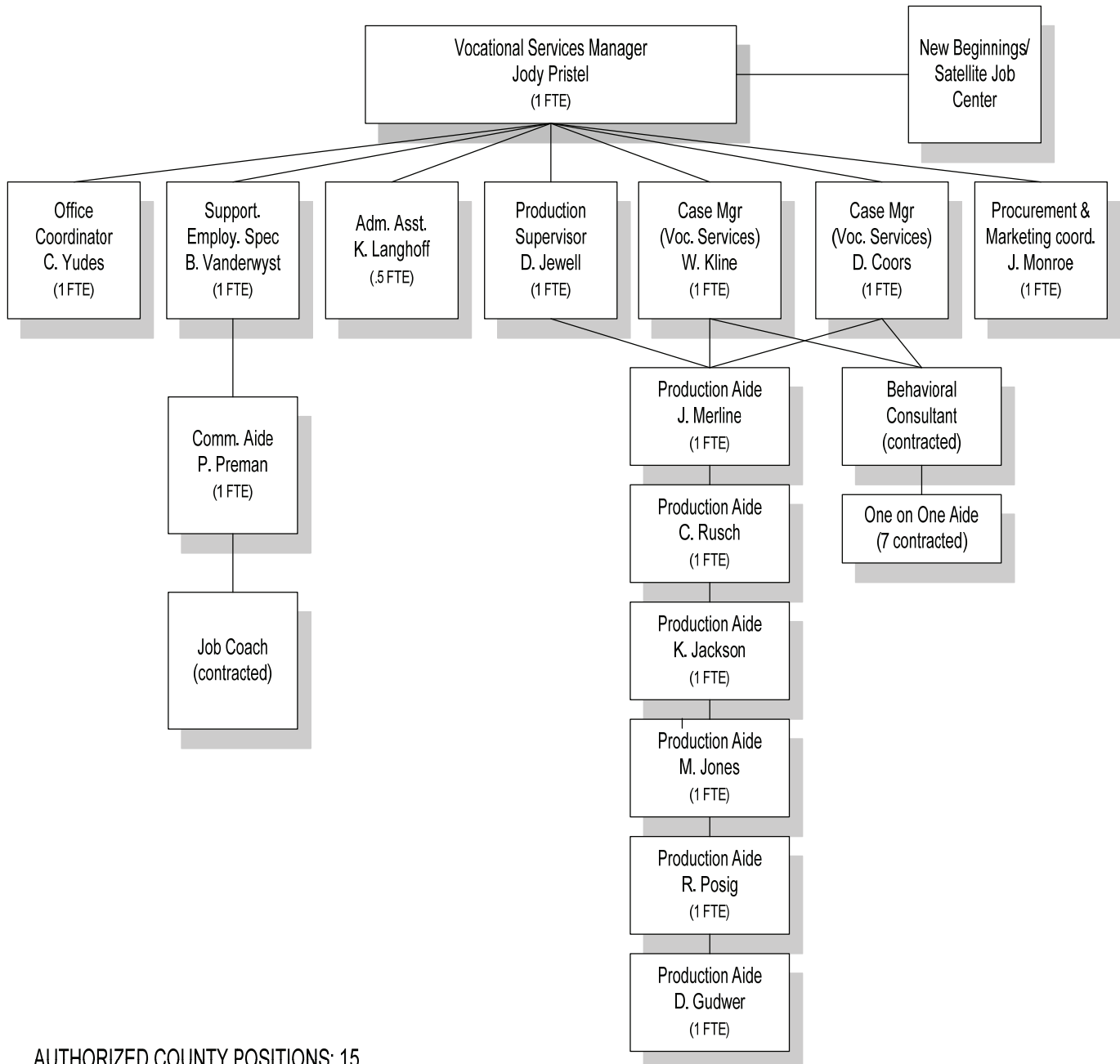
COMMUNITY SERVICES DIVISION SUMMARY

	2009	2010
■ OUTPATIENT CLINIC		
• Number of Clients	513 *	708
■ OWI (Operating While Intoxicated)		
• Number of Assessments	180	194
■ AODA INTENSIVE OUTPATIENT		
• Number of County Paid Clients	29	12
■ FAMILY COURT MEDIATION		
• Number of Referrals	38	34
• Sessions (excluding orientation)	49	46
■ COMMUNITY OPTIONS PROGRAM AND MEDICAID WAIVER FUNDING		
• Number of funded services for elderly and individuals with disabilities	167	164

* OWI not included

Vocational Services Division

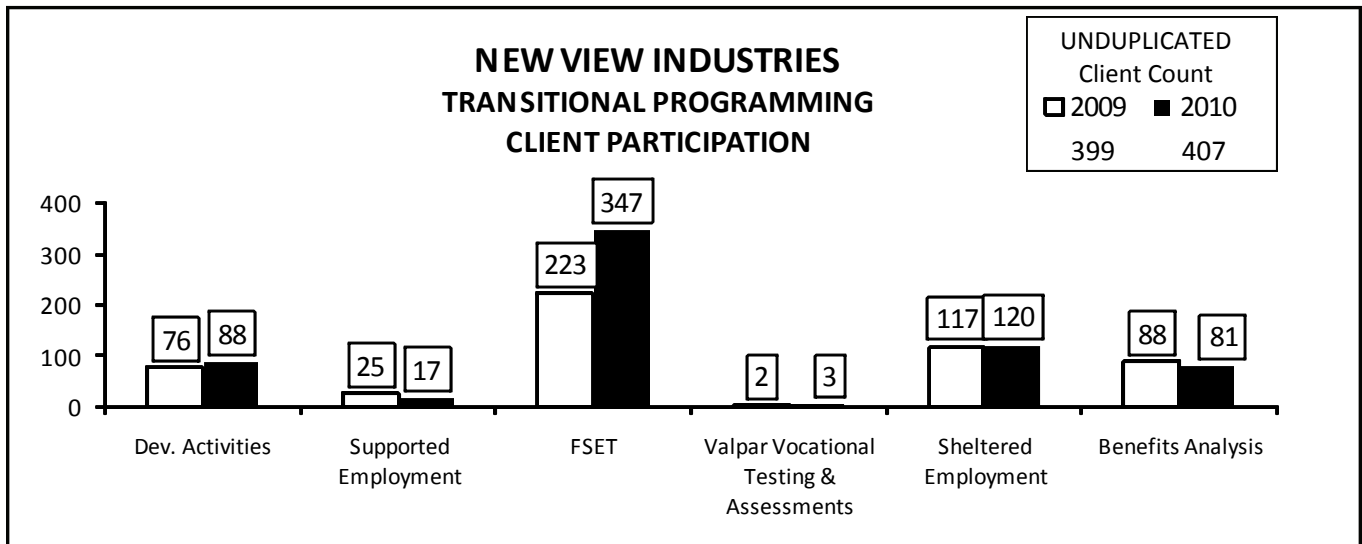
HEALTH & HUMAN SERVICES VOCATIONAL SERVICES



AUTHORIZED COUNTY POSITIONS: 15
 COUNTY FTE: 14.5
 CONTRACTED POSITIONS: 9

As of 12/31/2010

Vocational Services Division (cont.)



DIVISION SUMMARY

■ Developmental Activities/Prevocational Services Program

- Hosted Winter Fun Week
- Performed at area nursing homes with sign language "Sing & Sign" group
- Hosted local organization in paper making activity
- Hosted NFL play 60 in partnership with United Way
- Hosted New View Industries Football Camp
- Implemented healthy snack cooking class
- Partnered with Bond Community Center for weekly activities
- Implemented Crisis Services and Collaborative Teaming
- Contracting with Applied Behavioral Analysis to provide consulting to staff

■ Sheltered Employment

- Subcontracted with 27 businesses
- Continued to implement Lean Manufacturing Principles to all jobs
- Continue to expand new product line

■ Supported Employment

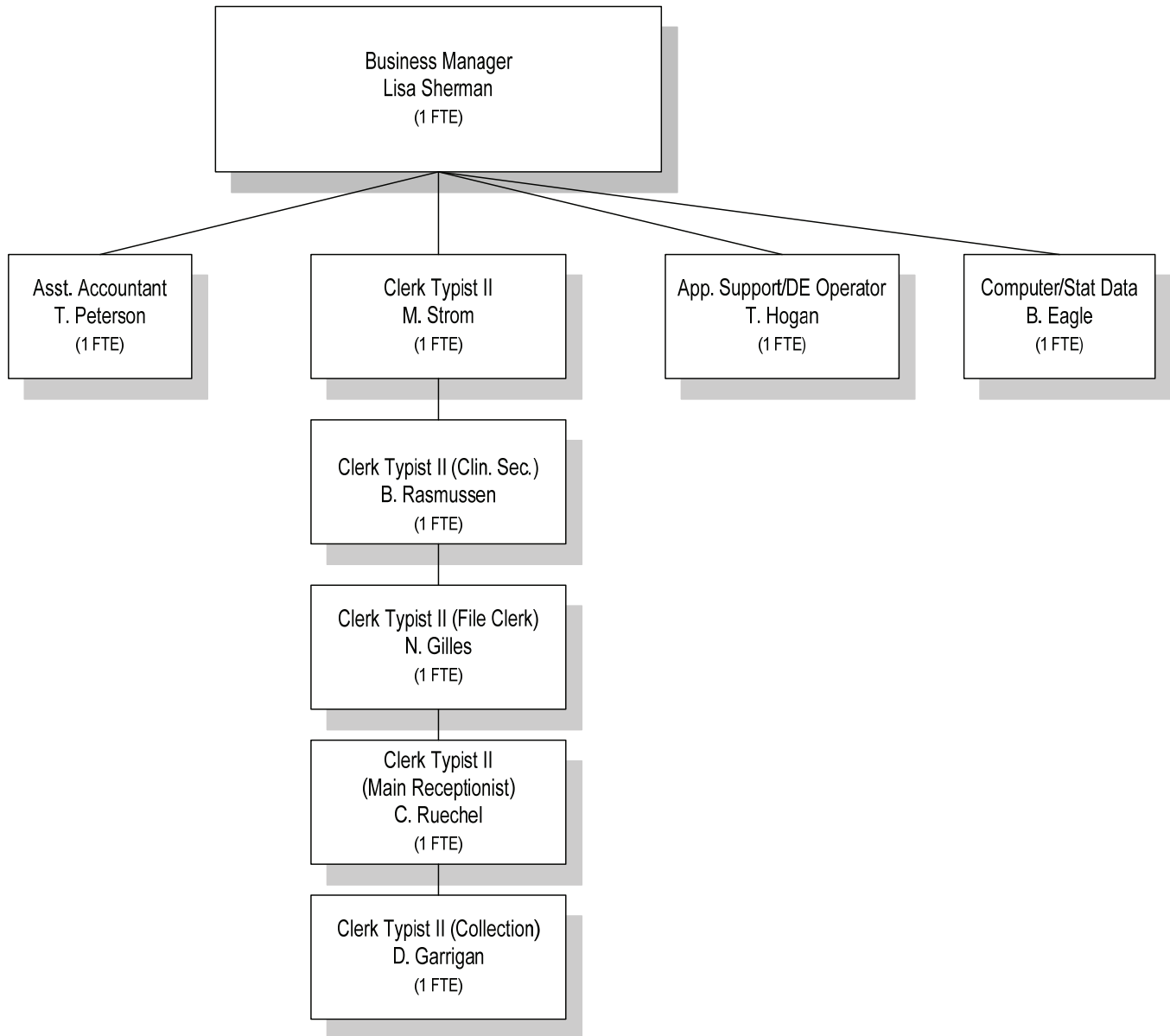
- 8 Division of Vocational Rehabilitation participants placed in jobs in the community
- 47 FSET participants gained employment
- Provided benefits analysis to 81 clients
- Continued partnership with UW-Extension in offering workshops, serviced 10 participants

■ Marketing Efforts

- Conducted tours of NVI for businesses, teachers and visitors
- Held New View Industries Open House, celebrating National Disability Awareness Month
- Held various fundraising events
- Exhibited at the Oconto Business Expo
- Exhibited at six area craft fairs and Parent Resource Fair
- Continued to develop current business relationships, which lead to new bids and additional jobs being moved to NVI

Administrative Support Division

HEALTH & HUMAN SERVICES ADMINISTRATIVE SUPPORT



AUTHORIZED COUNTY POSITIONS: 9
COUNTY FTE: 9
CONTRACTED POSITIONS: 0

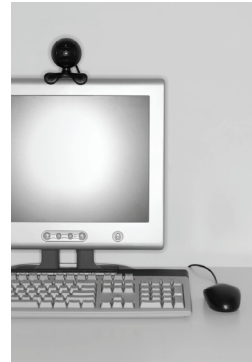
12/31/2010

Administrative Support Division (cont.)

DIVISION SUMMARY

■ Software Program

A new, comprehensive software program, The Clinical Manager (TCM), was purchased in 2010. This software will eventually replace our current AS400 and Case Management software. TCM provides a complete database for consumer demographics, enrollments, assessments, treatment plans, electronic charting, billing, claims management, reporting and more. Training began in 2010 and will continue into 2011.



■ Collections

Agency collections increased by approximately \$196,000. This represents an increase of 13% from 2009. 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 outdated equipment have accumulated for many years. Broken items were disposed of with the help of the Maintenance Department. Many unwanted items have found homes in other county departments. The remainder of these items were donated to New Beginnings Store in Gillett. These efforts will continue throughout 2011.



NOTES