



## Human Services Annual Report 2010

The Department of Human Services appreciates once again the opportunity to submit our Annual Report for the year 2010. Many of us would agree that 2010 like in the year past presented some significant challenges for families, communities, and government both at a local and National level. Our economy continues to grow at a very slow rate and unemployment rates appear to be showing some hopeful signs of improvement. Waushara County continues to address these challenges in a responsible, methodical, and conservative manner.

Waushara County Department of Human Services (DHS) continues to address the multiple challenges and issues impacting youth, families, and all service populations served. Funding continues to be marginal or compromised as in years past and we expect this trend to continue for the years ahead. We appreciate our staff working hard each day to help make the lives of others a little better for this community. We have not been immune to the additional challenges of more people having greater need for assistance. This has translated into trends demonstrating increased work loads and referrals to most programs for services in our department. We are proud and pleased to report that our staff continues to meet the challenges despite having fewer resources. .

This year also marks the two year anniversary of Family Care with our collaboration with Care Wisconsin as the MCO for Waushara County. Family Care continues to progress well serving more long term care consumers and helping to eliminate the waiting list for Long Term Care. In fact, starting in June of 2011 the waiting list for long term care needs will be eliminated. This will be a huge milestone for those who for years have had to wait to receive help while being on a waiting list due to funding constraints.

We are again appreciative of the support from our DHS Board and our partners through out the county for the collaborative efforts we embrace in serving our community. Please take a moment to review the highlights from each one of our units of the Department to learn first hand the services provided this past year.

## **CSP YEAR END REPORT**

The Community Support Program (CSP), which provides ongoing case management services to persons with severe, persistent, and disabling mental health issues, began the year with 32 clients in January and ended with the same number in December. We had four admissions into the program and four discharges as well, with two of the persons transitioned into Family Care, one moving into a nursing home, and the last one, graduating out of CSP services. Our clients hold a weekly Coffee Club group, where up to 7 persons get together to socialize and just have fun. They chose to meet alternate sites and meet at two local restaurants in Wautoma. The walking group continues to promote healthy living and 3-4 consumers consistently meet weekly, with occasionally one or two more attending. During inclement weather, the Crossroads Family Church was gracious enough to allow our walkers to use their gymnasium. Our summer picnic at Kusel Lake was again a hit with consumers as was the holiday party which was held at the Demo Room.

We ended our contract with Diverse Options at the end of 2010 so CSP case managers will assist clients to work with DVR for vocational guidance. Five of our CSP clients are employed in the community in competitive jobs and six work at Waushara Industries, in their sheltered workshop setting. We presently have two full-time case managers who work with both CSP and CCS as well as one 80% case manager. A third full-time case manager will be hired to replace one who left late this year.

## **COMPREHENSIVE COMMUNITY SERVICES**

Comprehensive Community Services (CCS) began 2010 with 21 consumers and at the end of December, there were 18. At the end of 2010, there were six adults and twelve children receiving services through CCS. We continue to work with families and admitted 13 new children into CCS this year. Eleven children were discharged, with the majority of those moving out of county. We continue to provide services that can be viewed as interventions to assist children who may otherwise fall through the cracks. We work closely with all units of Human Services to provide families with the best appropriate resources needed.

## CLINICAL SERVICES

Clinical Services served 870 Waushara County citizens in 2010. We provide Psychiatric, Psychological, Substance Abuse, Mental Health and Professional Mentoring services to adults and children who meet the following criteria:

1. No insurance, underinsured, and too poor to go elsewhere.
2. Insured, but hardship due to transportation problems or a legitimate reason for being unable to travel regularly to out-of-county providers
3. Children and families for whom our involvement reduces negative fiscal impact on our county budget.

Our services seek to meet the need where ever it presents itself. That may be in the schools, home, or community. Our clinicians are mobile and therefore are able to respond early enough to prevent a person's mental health from worsening to the point that hospitalization is needed. Providing counseling in the schools remains a service that is appreciated by community members, because it allows troubled youth to get interventions on a timely basis and without the barrier of travel.

The mentoring program served 107 youth and 64 adults in 2010. The impact of these special-care providers has produced much better results for children and family recovery. The Clinical Staff work hand-in-hand with the other units in our agency to help the families meet their more advanced needs, as well as the more basic needs for safety and sufficient housing and food.

We provided specialized substance-abuse counseling for 27 new teen-aged AODA clients and counseled an additional 19 ongoing clients from 2009. Most had a family history of substance abuse and most were either self-referred or referred by the school, Human Services or a family member or friend. Most also had substance abuse problems, with about half being related primarily to alcohol, and the other half related to illegal or prescription drug abuse. Parental Alcohol Addiction and Prescription-Drug Addiction were major problems for many of the youth.

139 Drunk-Driver Assessments were done in 2010, up from 133 in 2009. The Victim Impact Panel presentations were once again very well-received. 130 adults were served by these presentations. A typical comment from one of the convicted Drunk Driving Offenders who attended was, "The speakers really brought to life the consequences of my actions on other people. Up until this point, I have been selfish. I'm thankful for their courage."

Additional Special Projects:

- 110 youth and adults exchanged ideas at the two FACTS (Families and Community Town Supper) meetings in 2010.
- 42 youth with drinking convictions took the Underage Drinking Classes in Waushara County in 2010.

- The Prevention Council sponsored the Family Ski Day, which allowed 176 people to ski at specially-reduced rates.
- 24 community citizens received Asset-Building Awards at the annual Healthy Communities/Healthy Youth Recognition Dinner.

### **Report Long Term Care Unit**

The Long Term Care Unit provides a variety of services to a variety of clients. Two of our paraprofessionals, Laura Araiza and Lori Johnson provide case management services to clients involved in the CCS or CSP Mental Health Programs. In addition, they provide contracted services, such as Rep Payee, Daily Living Skills and Supportive Home Care, for Care Wisconsin.

We are also providing case management for the Homeless Prevention Grant that we are currently involved in. Thru this grant, renters who are in danger of eviction or utility disconnects, can access funds to prevent homelessness. The clients are provided with case management services and financial counseling, in addition to the funding, until they are able to get back on their feet and become financially more stable. The clients must be agreeable to financial counseling and must demonstrate motivation in becoming financially stable. Beverly Daye case manages this program.

We have a full time social worker, Melissa Anderson, who works on state mandated tasks such as guardianships and WATTS reviews for those clients on family care. In addition, Melissa is also doing case management for several young clients on the Children's Waiver Program.

Peggy Bott, SW and Irene Warwick, RN both work with the ADRC providing options counseling, enrollment counseling, short term case management and assisting with nursing home relocations. They will be particularly busy the first half of the year as Waushara County gears up for family care entitlement June 1, 2011. Anybody left on the long term care waiting list will then roll over into family care and the list will be dissolved. After June 1, 2011 long term care programs such as family care or IRIS will become an entitlement to those clients who meet functional and financial eligibility guidelines.

### **Child and Family Services**

Juvenile Justice Referrals	104	<b>(13% increase from 2009)</b>
Child Abuse and Neglect Referrals	414	<b>(16% increase from 2009)</b>

Substitute Care: 19 children were placed in Waushara County foster homes in 2009  
**(19% increase from 2009)**

- 9 of these children were reunified with parents
- 3 of these children aged out of foster care
- 1 child was reunified with a relative
- 1 child had her parents' rights terminated and was adopted by her foster parents

- 5 children remained in Waushara County foster home placements as of 12/31/10  
13 children were placed with relatives (**43% decrease from 2009**)
- 5 of these children had their parents' rights terminated and were adopted (or are in the process of being adopted) by their relatives
- 3 of these children were permanently placed with their relatives under guardianships
- 2 of these children were placed in Waushara County foster homes (and are counted above)
- 2 of these children were reunified with parents
- 1 child was still in her relative placement as of 12/31/10  
2 children were in contracted placement in 2010
- 1 child was placed in a Waushara County foster home and is counted above
- 1 child was reunified with a parent

Juvenile Corrections: 1 juvenile was placed in corrections under a serious juvenile offender court order. The State pays for this placement, not Waushara County.

A total of 32 children were placed out of their homes by Waushara County Department of Human Services in 2010 (**11% decrease from 2009**)

Juvenile Detention: 176 days of secure detention were utilized in 2010 (**17% increase from 2009**)

- 125 days under Sheriff Department's contract with Portage County Secure Detention facility
- 51 days "over contract" paid by DHS (**This number more than doubled from 2009**). This was primarily due to the youth who was placed in corrections serving one month in secure detention before the court process was complete.

Licensed Foster Homes, as of 12/31/10: 13

**Child and Family Services Staff Roster:** Supervisor, Dawn Buchholz

**Child Protection Services:** Carolann Yeska, Nancy Abel, Trisha Wicinsky, Clara Shemanski, Susan Younger and Colleen Rogalski.

**Juvenile Justice:** Supervisor Lindsay Campbell, Rachel Frederick, Michelle Carpenter, Tanya Schoenberger, Maggie Medlicott, Shelley Reetz and Angie Konieczki.

Waushara County's Child and Family Services had another busy year in 2010. First of all, we experienced several staff changes. Kevin Keith, previously a Juvenile Justice Worker, transferred into Waushara County's Crisis Team. Michelle Carpenter, a long term Child Protection Services Worker, took the opportunity to switch things up and move into Juvenile Justice. Clara Shemanski, long term Waushara County mentor, then moved into Child Protection Services. Kelly Hendricks then took Clara's position as a mentor and Maggie Medlicott was hired to replace Kelly in Juvenile Justice. Finally, Shelley Reetz replaced Lynda Taylor as the Access Worker.

After years of a steady increase in child maltreatment allegations, Waushara County topped out at over 400 child protection service referrals in 2010. This is a strikingly high number and reflects a grave concern in our small county. According to a recent State report, Waushara County receives about “45 reports per 1,000 population”, while statewide there are about “30 reports per 1,000 population”. We are unsure as to why Waushara County has such a high number of child maltreatment reports, but it is disheartening, to say the least, that so many of our children are potential victims. On the positive side, according to the same State report, Waushara County’s substantiation rate of child maltreatment is about 14%, whereas statewide the substantiation rate is about 15%. Therefore, although we receive many more reports of child maltreatment, it is not the case that a disproportionate amount of Waushara County children are being maltreated.

A potential benefit of receiving a great deal of child maltreatment reports may be that we are able to intervene earlier in the lives of children at risk of being maltreated and/or becoming part of the juvenile justice system. After years of decreasing juvenile justice referrals, we experienced a 13% increase in juvenile delinquent reports in 2010. However, 2010 had the second lowest amount of juvenile justice reports in the last 12+ years, which is still a major success for Waushara County.

For the second year in a row, Waushara County has seen a decrease in the number of children in out of home care. This is wonderful as it is much less traumatic for children if we can serve them in their homes of origin. This is also a responsible way to meet the needs of families while making good use of the hard earned money of Waushara County taxpayers. Waushara County also terminated the parental rights of six children in 2010 (involving three families), which enabled these children to obtain permanency through adoption. We continue to be the only county in the State to reach the 100% mark on many federal and state mandates and we look forward to continuing our service to the citizens of Waushara County in 2011.

### Financial Unit

The 2010 Financial Unit consists of four team members, Barbara Standke, Charlotte Huff, Paula Speilman, and Michele Marks. Brenda Ruby is the Financial Manager and supervisor of the unit.

The year 2010 brought about many challenges and learning experiences for the entire unit. The ever-changing accounting and reporting processes were met with determination to conquer the challenges and develop more efficient procedures. Much appreciation to the staff for their diligence and effort in making the daily, monthly, and yearly business operations for the agency continue to run smoothly. Staff support working as a team, make these operations manageable.

In 2010 Waushara County became a pilot county for the Third Party Administration project for the Children's Waiver program. This changes the process for authorization of services, payments to providers, claim service data reporting, and our reconciliation procedures. Wisconsin Physicians Services (WPS) is the state contracted vendor for this project. This implementation involved meetings with state and WPS stakeholders, service providers, and staff. Much time and effort was spent in developing and coordinating a system/process that is workable for our providers and for our agency.

We continue to be the fiscal agent for the ADRC consortium (Green Lake, Marquette, & Waushara). The accurate time reporting has resulted in claiming additional revenue for those activities in all three counties. We continue to improve upon our fiscal reporting procedures to more accurately distinguish between contract vs. federal expenditures in an efficient manner. We very much appreciate the efforts and the support of the Directors and staff of Green Lake County, Marquette County, Waushara County DHS, and Waushara County Dept of Aging.

We look forward to 2011 and the new financial challenges to be encountered.

### **ECONOMIC SUPPORT**

The Economic Support Team administers eligibility for Medicaid/BadgerCare, FoodShare, Childcare (Wisconsin Shares), Family Planning Only Services, Caretaker Supplement, Medicare Savings Programs and various Emergency Assistance programs including Salvation Army (funds from the local Kettle Campaign).

The State of Wisconsin continues to process applications for adults without dependent children who are not determined disabled per the State Disability Determination Board and not receiving Medicare

In 2010, the unit handled an ongoing average of 2,074 cases each month. This is an increase of just under 2% from 2009. Team members include: Manager Kate Surprise; Economic Support Specialists Roxann Binkowski, Liz Johnson, Candice Lux, Libby Mertens, Mary Lou Samaniego, Rose Siwula; and Front Office Staff Tammy Wartzluft and Elisa Zuniga. We also work with agency staff Angie Konieczki who certifies local Child Care providers.

Team members have been involved in a variety of community projects and committees. Some of these include: Salvation Army; HUD; Community Food Project; WINR; UMOS; WSSA; Community Partnership; Vision 2020; Back To School Bash; and ANEW. Staff participates in Regional Child Care meetings; phone conferences for State Economic Support meetings; and Rose and Liz coordinated one of the Elderly/Blind/Disabled workgroup meetings in Madison in October 2010.

In May 2010, Rose Siwula was the recipient of the State of Wisconsin WSSA (Wisconsin Social Services Association) Excellence in Economic Support Award. This award honors outstanding efforts of an individual who has made a unique contribution to the field of Human Services in any of the Income Maintenance/Economic Support professions. This award shows WSSA's appreciation to an individual who has demonstrated outstanding performance in executing the many complex policies and programs. They have shown a professional attitude toward clients and co-workers, plus cooperation with other agencies involved in serving their clients. Rose was nominated by her team for this award.

## **CRISIS INTERVENTION** **&** **ADULT PROTECTIVE SERVICES**

During 2010 the number of calls to the unit did not dramatically increase (788 calls in 2009 to 794 in 2010) but the nature and extent of these calls did. The unit continues to provide 24 hour a day coverage for Emergency Mental Health Services as mandated under DHS 34. Our services cover Mental Health, Adult Protective Services (Elder Abuse and Vulnerable Adult) as well as Juvenile and Child Protective Services after hours/weekends. Each member of the unit is appropriately trained/credentialed in order that we maintain a certified program. The unit had its biennial review in 2010 from the State and we are very proud of the not being cited for any deficiencies in our program and have received a 2 year re-certification.

We receive the majority of our referrals through local Law Enforcement (Waushara County Sheriff's Dept and other Municipal Departments) as well the ADRC (Aging and Disability Resource Center as well as schools and medical/healthcare facilities. All referrals to Crisis/ Adult Protective Services are assigned a worker and then triaged to determine appropriate recommendations and treatment options that may apply. Procedures for Chpt 51 intake have seen some changes in the last year with the Department of Human Services taking a much more active role in the decision making process with law enforcement. This gives the Department more flexibility in using diversion strategies that still provide safety for the individual and public at large but are not as intrusive or require as much Department or Law Enforcement hours to accomplish. Moreover, our experience has been this type of intervention of has far longer lasting positive outcomes than the typical hospital inpatient move.

Of note is the increase in demand for guardianship we experienced in 2010 with a decrease in the number of volunteers willing to assume the role of guardian for wards. We have begun using Corporate Guardians more and more but will be putting emphasis on recruiting capable

individuals to assume this very important role of guardian and protecting the rights of those unable to do so for themselves.

We had a resignation from one of our employees in early 2010 and that position was filled by an 8 year employee of our Juvenile Justice unit who opted to transfer into the Crisis/APS unit. We are very pleased with the his performance to date and now have a well rounded unit with much experience in Juvenile, Mental Health, AODA, Elder Abuse and Vulnerable Adult clients and issues. As our experience increases we have found that although we have had only a minimal increase in referrals we have been able to decrease days of inpatient service. Much of this is due to creative planning and optional safety plans by the crisis intake workers. We remain in very positive relationships with outside providers who do follow-up and long term treatment which assists us in getting immediate action and intake into post-crisis services.

In general, the Crisis/Adult Protective Services unit is a major gateway for many to get in to services that have not done so by conventional means. We often see individuals at their absolute lowest point and are highly vulnerable to self-harm or abuse at the hands of others.

As noted above, the cases we have had in this past year have demanded far more planning and strategy as the intakes process is increasingly clogged with alcohol, social, vocational and financial problems that often masked the underlying mental health issue(s). Treating referrals with respect and dignity in spite of their presenting problem is paramount to our achieving the best outcome for both provider and consumer.

We remain reliant on the office of the Corporation Counsel for much of our direction and guidance in our court work which has increased dramatically. We also are very pleased with the outcomes we have been able to achieve from the hospitals and therapist we contract with outside the Department of Human Services. We also can not say enough about the caliber of treatment provided by our in house therapists and clinicians.

During 2011 the Crisis/APS unit will work toward continuing to be a source of ready response to those in immediate and a beacon hope for a brighter future. We will be directing our efforts at shorter in-patient stays with quicker transition back in to the community with appropriate supports in place.

The entire Crisis/APS Unit is grateful for the opportunity work with Waushara County Government and provide crisis response to those in need.

## **IN CLOSING**

As we move forward into 2011 we are grateful for another successful year in 2010 for DHS and Waushara County. A change in the leadership in Madison will change the landscape related to priorities, funding, and impact on the entire state of Wisconsin. We remain hopeful that what ever new challenges come our way will be met with the same energy and expertise as years past. Waushara County DHS has many skilled and hard working employees who embrace new challenges and passion for serving others. Finally, we do welcome any donations individuals, families, or others would wish to make for the noble work we do in this community. Thank you!

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