



2018 ANNUAL REPORT

**MISSION: PROMOTING THE DIGNITY AND STRENGTH OF INDIVIDUALS
AND FAMILIES WITHIN THE COMMUNITY**

2017 Members of the Health & Human Services Board

Larry Bjork	Sarah Kennedy	William Lamb	Bonnie Barker
Sarah Schaefer	Thomas Quinn	Mary Solberg	Gary Stene

**OUR VISION STATEMENT: WE ARE THE LEADERSHIP THAT ADVOCATES
FOR THE HEALTH, SAFETY AND WELFARE OF DUNN COUNTY.**

In 2018, the Department of Human Services provided services through seven sections: Aging and Disability Resource Center, Behavioral Health Services, B-3, Economic Support Services, Home Health Care, Support Services and Family and Children’s Services. See the Department’s Organizational Chart of sections and county staff.

FINANCIAL REPORT

2018 Gross Expenditures by Sections

Home Health Care	6.0%	\$ 733,902
Behavioral Health Services	27%	\$3,120,344
Administrative Support/Overhead	6%	\$ 786,152
Family & Children's Services	27%	\$3,142,919
Children's Disability Resources	8%	\$1,018,710
Economic Support Services	10%	\$1,201,684
<u>ADRC</u>	<u>16%</u>	<u>\$1,827,332</u>
Total	100.00%	\$11,831,046

ECONOMIC SUPPORT SERVICES SECTION

The Economic Support Services Section (ESS) determines eligibility for a variety of financial supports and services to families and individuals. Programs included are Child Care Assistance, HealthCare (Medicaid/BadgerCare Plus, Family Care, Medicare Premium Assistance), Food Share, and Energy Assistance.

The Economic Support Section is in partnership with the counties of Barron, Burnett, Chippewa, Douglas, Eau Claire, Pierce, Polk, St. Croix, and Washburn in the operation of the Great Rivers Income Maintenance Consortium.

Thru this collaboration, ESS assists in the management of a caseload exceeding 53,000 cases. The Consortium operates a Call Center, a Child Care Assistance Team and a Benefit Recovery Team. Dunn County staff members are a vital part of all of these teams. Additionally, the ten counties of the Great Rivers Consortium share case processing duties, drawing on staff expertise and staffing levels to balance the overall workload, with the goal of achieving consistent service delivery throughout the region.

The current service delivery system utilizes a combination of telephone, web-based, and face to face processes to achieve the goal of *“the right benefits, to the right people, in the right time-frame”*.

In 2018, a total of 49,350 new applications for assistance were processed by Economic Support Staff in Great Rivers Income Maintenance Consortium. A total of 4595 of those applications were for residents of Dunn County:

MONTH/YEAR	RECEIVED APPLICATIONS COUNT	Dunn County Residents	% of Total = Dunn County	MONTH/YEAR	RECEIVED APPLICATIONS COUNT	Dunn County Residents	% of Total = Dunn County
January	4751	449	10%	July	3485	337	10%
February	3656	390	11%	August	3673	365	10%
March	3759	390	10%	September	3405	371	11%
April	3489	344	10%	October	4075	416	10%
May	3321	377	11%	November	3981	417	11%
June	3308	330	10%	December	4284	409	10%

In 2018, the Call Center Team of the Great Rivers Income Maintenance Consortium handled 181,693 calls, with an answer rate of 96.67% (an increase of 1.58% over 2017).

Month	Calls Offered	Calls Answered	Answer Rate
Q1 Total	46509	44991	96.74%
Q2 Total	44512	43559	97.86%
Q3 Total	43945	42649	97.05%
Q4 Total	46727	44560	95.36%
2018 Total	181,693	175,759	96.67%

Month	Calls Offered	Calls Answered	Answer Rate
Q1 Total	47889	44226	92.34%
Q2 Total	44205	42802	96.82%
Q3 Total	45633	43685	95.73%
Q4 Total	46034	44026	95.64%
2017 Total	183,761	174,739	95.09%

Benefit Recovery

In 2018, the Great Rivers Income Maintenance Consortium Benefit Recovery Team received 3870 investigation referrals. Of these, 1838 resulted in a finding of benefit errors, equaling a 47% success rate.

Benefits Recovered / Saved:

Year	Cases Referred for Investigation	Errors Found	Child Care Intentional Program Violations	FoodShare Intentional Program Violations
2014	760	473	4	89
2015	1750	976	6	159
2016	2121	1266	11	125
2017	3162	1726	7	281

Year	2014	2015	2016	2017	2018
Total Dollar Value of Overpayments Processed and Forwarded for Collections	\$801,106	\$931,255	\$1,388,775	\$2,640,990	\$2,786,286
Total Fraud Future Savings Resulting from FEV's and Overpayments	\$205,151	\$384,840	\$488,737	\$521,433	\$517,187
Total Fraud Referral Future Savings and Overpayments Processed	\$1,006,158	\$1,316,096	\$1,910,114	\$3,264,936	\$3,402,939

HEALTHCARE Programs - (MEDICAID, BADGERCARE PLUS)

In 2018, Dunn County residents received health care coverage through one or more of the State's Healthcare programs valued at \$56,744,393.

The Economic Support Section continued to experience a lot of activity in Healthcare program requests. These programs assist low-income Dunn County residents with meeting the cost of their health care needs.

The fourth open-enrollment period of the Affordable Care Act at the end of the year continued to move populations that had never applied for or received a healthcare benefit toward the Economic Support Section.

The table below shows the monthly average of healthcare recipients in Dunn County in 2018:

Category:	Avg # Recipients/Month
BadgerCare Plus (Children, parents/caretakers, pregnant women, youth exiting out-of-home care, income extensions, childless adults)	5163
Elderly & Disabled Coverage (SSI, SSI-Related, institutionalized, waiver)	2011
Other Coverage (Medicare beneficiaries, well woman MA, foster care, subsidized adoption, family planning waiver, misc.)	715
TOTAL AVERAGE PER MONTH	7892

CHILD CARE

Economic Support Section Staff determine eligibility for Child Care Assistance to assist families in paying for the costs of child day care while parents are working or in training for work.

# Families Served	116
# Children Served	177
Total Payments	\$411,963
Average Paid per Child	\$2,327

FOOD SHARE

Food Share, also known as the Supplemental Nutritional Assistance Program or “SNAP” nationwide, assists low-income families and individuals to buy food. The majority of the individuals served by Food Share are the elderly, the disabled and children. A total of **\$4382,735** in Food Share benefits were issued to Dunn County residents in 2018.

Avg Monthly Dunn Co Total Benefits Issued Each Month	\$365,228
Avg # of Assistance Groups per month	2902
Total Avg # of Recipients per month	6051
Adults	3683
Children	2410
Avg Benefit per Recipient per month	\$60.36

Wisconsin Home Energy Assistance Program (WHEAP)

Energy Assistance provides a one-time payment to help with the cost of home heating. The Energy Assistance Program can provide eligible recipients with a one-time benefit yearly, as well as assistance with crisis situations. Eligibility also some to be eligible for weatherization, furnace repairs and/or replacement.

In August, we efforts are made to identify households that would benefit from pre-buying propane and fuel oil, and in September we complete early applications for fixed income households. The regular “season” begins October 1st, and ends on May 14th.

All of these efforts are made to help the most vulnerable citizens to be more secure, but also to help fuel vendors to better estimate future needs. This results in lower heating costs for all Dunn County residents, and fewer crisis situations over the winter.

Federal Fiscal Year 2018 Data			
Regular Program			
Applications	1505	Amount Paid	\$715,074
# Households paid	1347	Average Payment	\$531

Crisis Program			
Applications	281	Total Crisis Payments	\$93,529
# Households Paid	281	Average Payment	\$333

Furnace Repair/Replacement	
# Households Paid	Amount Paid
48	\$86,491

Total 2018 WHEAP benefits to Dunn County residents \$895,094.

AGING AND DISABILITY RESOURCE CENTER SECTION

AGING AND DISABILITY RESOURCE CENTER

The Aging and Disability Resource Center (ADRC) provides the following services for older adults and adults with physical and developmental disabilities, including:

- Information and assistance.

- Options counseling.
- Enrollment counseling for publicly funded long term care services.
- Elderly and Disability Benefit Specialist services.

In 2018, the ADRC responded to **2935 requests** for I&A, options counseling and enrollment counseling. The **Disability Benefit Specialists served 168 people** on a range of services from applications for Social Security benefits to hearings regarding appeals. The **Elderly Benefit Specialists served 499 people** with issues related to Medicare, Part D benefits and other drug plans, Medicare Health plans and Medicaid.

AGING SERVICES

The Section provides Aging Services including:

- The Nutrition Program served **31,756** meals, including **16,371** congregate meals to **491** individuals with an average donation received of \$3.11/meal. The Program served **15,385** home delivered meals to **203** individuals with an average donation received of \$4.63/meal.
- Volunteers to the Nutrition Program worked **4,170** hours, an in-kind service valued at **\$102,963**.
- The Volunteer Driver Program provided transportation to **67** individual who were elderly or veterans. The volunteers drove **40,058 miles** and provided **2,103 hours** of service.
- The Alzheimer's and Family Caregiver Support Programs provided monthly Alzheimer's Support Group meetings with **58 participants** and monthly Caregiver Support Group meetings with **301 participants**. Individual support was provided to more than **100 people**. Funding was provided to **27 families** for in-home services. A *Relatives Raising Children* group served 39 **participants**. *Memory Cafes* served **82 individuals**. *Early Stage Dementia group* served **19** individuals.
- The ADRC completed 130 memory screens with individuals.
- The Department provided scheduling services for the AARP tax assistance program volunteers, who served over **365 people**.

ADULT PROTECTIVE SERVICES

Adult Protective Services include:

- The investigation and assessment of referrals alleging the abuse or neglect of vulnerable adults, including the elderly.
- Guardianship proceedings when there is an issue of protection.
- Protective services or placements that require a Court order to implement.

In 2018, the Section investigated **88 cases of Elders at Risk** (age 60+) and **65 cases of Adults at Risk** (age 18-59). A legal guardianship was ordered for 28 vulnerable adults in Dunn County in 2018. Currently, there are 78 individuals who reside in court-ordered protective placements.

BEHAVIORAL HEALTH SERVICES SECTION

MENTAL HEALTH & SUBSTANCE ABUSE

Mental Health Clinic

Behavioral Health Services served **946** consumers in 2018. Mental health services also included **3** consumers in inpatient care, **16** in community-based residential facilities, **5** in institutional placements. Approximately **376** consumers were served on an outpatient basis through the DHS Behavioral Health Clinic which includes individual and family counseling, targeted case management, medication management and psychiatric services.

Emergency Mental Health Crisis Program

The 24/7 Northwest Connections Crisis Line handled **1206** calls in 2018. Of these, **297** were for adolescents and **899** were for adults (10 unknown). Mobile crisis response was dispatched to 73 persons and 15 consumers were seen for crisis assessment at Dunn County Behavioral Health Services. All consumers who contact the crisis line receive a linkage and follow up contact by the crisis program coordinator on the next business day. Collaborative mental health crisis services continue to be a vital resource for the community. There were **81** Emergency Detentions to locked inpatient hospitals for consumers with mental health and/or substance abuse issues. Of the consumers who were emergency detained, **16** went on to probable cause hearings. **80%** of emergency detentions were dropped before reaching court, transferred to other counties (**13**) or were already on a commitment order with Dunn County (**8**).

Several years back, Arbor Place created a crisis bed for mental health crisis placements that did not require emergency detention. In 2018, crisis beds were used 23 times with 18 of those being at Arbor Place.

There continues to be a shortage of inpatient hospital beds in our community. Due to this shortage, **18** consumers were placed at Winnebago State Mental Health Institute this year. Some of the persons requiring emergency detention are transported four or more away from the community for hospitalization.

Substance Abuse Services

Approximately **186** consumers received substance abuse services through Dunn County DHS. This included the following services: **72 (44 males & 28 females)** people received community based residential treatment, **115** were involved in outpatient programming (group and individual therapy), and **6** participated in day treatment. A total of **15** consumers were served in the Intoxicated Driver Program (IDP). The majority of substance abuse services was provided under contract with Arbor Place, Inc, an alcohol and drug treatment program located in Menomonie. Consumers in need of medically monitored detoxification would be served Red Cedar Hospital or by LE Phillips in Chippewa Falls; however, none required Dunn County funding for this service.

Intoxicated Driver Program (IDP) references treatment services provided to individuals who are in need of treatment services due to an Operating While Intoxicated (OWI) conviction. Completion of treatment services is a recommendation made by a professional who has completed the Wisconsin Intoxicated Driver Program – Approved Training. In 2018, there were **22** individuals who received IDP treatment services. (*The OWI Assessment is not funded by county dollars and is always a self-pay service.*)

Community Support Services

CSP provides comprehensive mental health services to persons diagnosed with severe and persistent mental health diagnoses to assist them in living in the community. Program components include case management, symptom management, medication administration and monitoring, psychiatric services, crisis intervention, counseling, evidence based employment services, independent daily living skill development, as well as individual and group social and recreational activities. Maintaining independently in the community and bypassing hospitalization and institutionalization are core components of CSP. This imparts to an overall goal of building natural supports and empowering each person’s experience to manage symptoms of severe and persistent mental illness.

Dunn County CSP served **35 consumers** in 2018. Demographics of these 35 people include: **12** females and **23** males; age range: 21-64 years old: **31**; 65-74 years old: **3** and 75+ years old: **1**; and ethnicity: Caucasian: **33**, American Indian: **1**, and African American: **1**.

Evidence based employment services through CSP are contracted with Aurora vocational services. In 2018, **14** Dunn County CSP clients participated in the supported employment program; with **8** starting a job.

CSP establishes annual objectives and measures. The results are shown in the table below:

Objective	Outcome
1. Less than 15% hospitalized in acute psych units.	9%

2. No one institutionalized	3%
3. 90% live in the community	83%
4. 50% involved in employment or related activities such as vocational assessment, job development or supported work	26%
5. 75% compliant with taking medications	74%
6. 50% have adequate homemaking skills	57%
7. 50% have adequate in self-care skills	34%
8. Less than 25% under legal constraints, e.g., commitment, guardianship, and probation.	17%
9. 50% of short-term goals will be met within 3 months of implementation.	77%
10. 40% long-term goals met within 6 months	73%

Comprehensive Community Services

Comprehensive Community Services (CCS) provides programming to people of all ages, youth to elderly, living with either a mental illness and/or a substance abuse disorder. CCS is for individuals who need ongoing services beyond occasional outpatient care, but less than the intensive care provided in a hospital setting. In CCS, an individual works with a dedicated team of service providers to develop a treatment and recovery plan to meet the individual's unique needs and goals. In 2018, **101** individuals were served in CCS, including **52** youth and **49** adults, of which 47 were male, 53 were female and one was transgender. There were **44** new consumers enrolled and **29** discharged from the program. Dunn County received **193** referrals for the CCS program, which is an increase of 52 referrals from the previous year.

CHILDREN'S DISABILITY SERVICES SECTION

CHILDREN'S LONG TERM SUPPORT (CLTS)

The CLTS-W Program serves children, zero to 22, who have a developmental disability, physical disability or severe emotional disturbance. The program can provide funding for services and/or items, such as respite care, daily living skills training, adaptive equipment, etc. Children must meet functional and financial eligibility requirements and have some source of Medicaid. In many cases, match funding from another source must be available in order to access the funds. In 2018, **109** children were served with **\$936,827**. Through the blending of various funding streams, Dunn County was able to recoup more than **\$948,843 (90%)** of this investment. There were 44 referrals to the CLTS program in 2018 which was an increase of 11 referrals from 2017.

CHILDREN'S COMMUNITY OPTIONS PROGRAM (CCOP)

CCOP provides individual services and supports to families with a child or children with significant. The program offers a finite amount of funds to assist these families. The funding is more flexible than some others and is intended for use on goods or services identified by the child or family. In 2018, CCOP was used to support **28 children**. In 14 cases, CCOP was used as a match for CLTS-W services. In 14 cases, the funds were used to purchase an independent service or item and in 17 cases, the funds were used to purchase an independent service or item. In three cases, consumers received both CLTS-W match services and an item or service with CCOP funds. CCOP requires that the county establish an advisory committee which includes parents and professionals. This committee meets quarterly.

BIRTH TO THREE PROGRAM

The Birth to Three Program (B-3) works with children from birth to age three, with a variety of special needs, including developmental delays in the areas of mobility, social emotional, cognition, and language. The program serves children with a wide range of diagnoses, including, but not limited to, prematurity, Autism Spectrum Disorder, Down's Syndrome, brain damage, failure to thrive, plus children with a variety of birth defects, genetic disorders, and children who have been impacted by the parents'/caregivers' drug use. The Birth to Three Program is a mandated

program, but is voluntary for families. Parental/caregiver involvement is a major component of the program as is the philosophy of coaching parents to implement the techniques suggested, rather than having clinicians perform traditional “therapy”. Once enrolled in the program, children generally remain in the program until they reach an appropriate age level of development, until they move from the county, or until the child turns three years of age.

In 2018, **164 children** were referred to the program and assessed and **142** were enrolled in the program, which is 24 more children enrolled than in 2017. Of the 142 children enrolled, **93** received speech therapy, **58** received occupational therapy, **14** received physical therapy, and **60** received special education instruction. In addition, all families receive service coordination services and many children receive more than one of the therapy services listed above.

In 2018, Dunn County spent \$639,960 in Birth to Three programming. This figure is offset by revenue consisting of grant funding (DHS B-3 grant of \$128,988 and Knights of Columbus grant of \$750), parental fee contributions of \$3795, and insurance revenue collected for billable services and therapies of almost \$185,000. The revenue from all of these sources certainly helps, but the reality is that the Birth to Three program is a costly, underfunded, mandated program and more than \$300,000 in local dollars are spent for the program.

Note: last year’s report quoted a program total expense of \$483,327, which was incorrect (low), as AMSO and indirect expenses related to the program were inadvertently, omitted.

FAMILY & CHILDREN’S SERVICES SECTION

CHILD PROTECTION AND CHILD WELFARE

Child protection and child welfare reports include referral information related to the possible maltreatment of a child. The total number of child protection or child welfare reports received was **892** of which **135** met a statutory definition of abuse and/or neglect and were investigated. The remainder of the reports either lacked sufficient information to act on or were handled in an informal or voluntary manner.

CHILD PROTECTIVE SERVICES

Child Welfare Referrals	46
Child Protective Service (CPS) Referrals	846

CPS Investigations*	135
Physical Abuse	35
Sexual Abuse	24
Neglect	81
Emotional Damage	7
Unborn Child Abuse	8

CPS Referrals Screened Out: **586**

Total Non-delinquency Referrals: 892

*The referral types may add up to more than the total investigations because cases can be referred for more than one type of CPS concern.

JUVENILE COURT INTAKE

Juvenile Court Intake referrals occur when a youth has been involved in breaking the law (delinquency), is truant from school or home, or is in need of protection and services. There were **154** delinquency/JIPS/truancy referrals to Juvenile Court Intake in 2018.

JUVENILE COURT INTAKE

Referrals

Dispositions

CHIP	69	Petition to DA's Office	46
Delinq/JIPS	95	Deferred Prosecution	11
Truancy	50	Counsel/Transfer/Close Citations	49
			10
Total:	214	Total:	116

Home Health Care

Mission Statement

The Dunn County Home Health Care Program is dedicated to providing and promoting high quality health care to county residents of all ages.

To achieve our mission, we are committed to:

Providing and promoting Nursing, Home Health Aide and Therapy services to maximize the comfort, safety and the ability to live as independently as possible at home.

Working cooperatively with other health care providers and community resources to promote wellness and enhance quality of life.

Ethical and professional business practices that encompass the scope of agency's services and staff.

DUNN COUNTY HOME HEALTH CARE

Dunn County Home Health Care provides care to homebound patients needing skilled nursing, home health aides, and therapy. The 2018 agency data is as follows:

Referrals: 248 Admissions: 96 Discharges: 91 Average Patient Census: 39.92 Persons

2016 HOME HEALTH CARE VISITS

	RN VISITS	HHA VISITS	PT VISITS	OT VISITS	ST VISITS	TOTAL VISITS
HOME CARE PROGRAM	1146	1406	624	242	70	3488
COMMUNITY SERVICES PROGRAM	697	-	-	-	-	697

HOME HEALTH CARE FINANCIAL DATA

REVENUE	2018
HOME CARE Budget: \$603,921	\$503,647*
MENTAL HEALTH Budget: \$105,000	\$107,510
DONATIONS	0
TOTAL REVENUE	\$611,157
EXPENSES	
HOME CARE Budget: \$624,455	\$629,579
MENTAL HEALTH Budget: \$104,466	\$104,313
TOTAL EXPENSES	\$733,902
PROFIT/(LOSS)	(\$122,744)

- Does include \$78,921 Tax Levy

DUNN COUNTY HOME HEALTH CARE

3001 US Highway 12 East – Suite 120
 MENOMONIE, WI 54751-3045
 715-232-1518

BOARD OF HEALTH & HUMAN SERVICES – REPORT FOR YEAR 2018

Thomas Quinn
 Sarah Kennedy
 William Lamb

Mary Solberg, Chair
 Gary Stene, Vice Chair
 Sarah Schaefer

Bonnie Barker
 Larry Bjork

PROFESSIONAL ADVISORY BOARD -YEAR 2018

Steven Brown, M.D., MCHS-Red Cedar, Home Care Medical Director

Patty Bosse- RN, MCHS-Red Cedar, Director of Nursing

Deborah Noll- House Calls, Director
 Loni Dodge- R.N. & Home Health Care, Program.
 Manager

Becky Kneer - Community Member

James Price, Midwest Physical Therapy

Kris Korpela- Human Services

Tracy Fischer – The Neighbors of Dunn County, Case
 Manager

Michelle Hofstetter- Mayo Red Cedar, Case Manager

HOME HEALTH CARE STAFF - 2018

Director

Kristin Korpela

Registered Nurses

Loni Dodge, R.N. and Program Manager (FTE)

Krisa Bauer, R.N. (FTE) Start Date: 9-17-18

Jeanette Miller, R.N. (FTE)

Sarah Mosack, R.N. (PTE)

Valerie Spanjers, R.N. (FTE)

Mary Scaffede, R.N. (FTE) End Date 7-13-18

Home Health Aides

Gina Schneider, (PTE)

Judy Olson (PTE)

Support Staff

Leanne Bartz, Secretary I (PTE)

Fiscal Staff

Tammy Eckert, Fiscal Clerk II – (PTE)

Contracted Therapy Staff

Midwest Physical Therapy – James Price, P.T. (Contract Began: May 2015)