



2019 ANNUAL REPORT

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

2019 Members of the Health & Human Services Board

Larry Bjork	Sarah Kennedy	William Lamb	Bonnie Barker
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**OUR VISION STATEMENT: WE ARE THE LEADERSHIP THAT ADVOCATES
FOR THE HEALTH, SAFETY AND WELFARE OF DUNN COUNTY.**

In 2019, 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 staff.

FINANCIAL REPORT

2019 Gross Expenditures by Sections

Home Health Care	6.%	\$ 678,888
Behavioral Health Services	30%	\$4,003,326
Administrative Support/Overhead	6%	\$ 761,334
Family & Children's Services	24%	\$3,046,150
Children's Disability Resources	11%	\$1,478,057
Economic Support Services	9%	\$1,126,365
<u>ADRC</u>	<u>14%</u>	<u>\$1,929,982</u>
Total	100.00%	\$13,024,102

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 54,000 cases. The Consortium operates a Call Center, and specialized teams for Child Care Assistance Team, Benefit Recovery and Long Term Care. 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 and accurate benefit determination 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 2019, Economic Support staff in the Great Rivers Consortium processed 44,565 new applications for assistance; 4634 of those applications were from 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	3713	375	10%	July	3559	390	10.9%
February	3045	328	10.8%	August	3812	365	9.5%
March	3414	353	10.3%	September	3600	365	10.1%
April	3636	365	10%	October	3904	411	10.5%
May	3450	335	9.7%	November	4355	499	11.4%
June	3395	320	9.4%	December	4682	528	11.2%

In 2019, the Call Center agents of the Great Rivers Income Maintenance Consortium handled 172,658 calls, with an answer rate of 94.72%:

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	44988	43182	95.98%
Q2 Total	42637	41061	96.30%
Q3 Total	43854	40646	92.76%
Q4 Total	41179	38618	93.77%
2019 Total	172,658	163,547	94.72%

Benefit Recovery

In 2019, the Great Rivers Income Maintenance Consortium Benefit Recovery Team received 3541 investigation referrals. Of these, 1352 resulted in a finding of benefit errors, equaling a 39% 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
2018	3870	1838	8	258
2019	3541	1352	13	270

Year	2015	2016	2017	2018	2019
Total Dollar Value of Overpayments Processed and Forwarded for Collections	\$931,255.43	\$1,388,775.27	\$2,640,990.12	\$2,786,286.42	\$2,668,055.83
Total Fraud Future Savings Resulting from FEV's and Overpayments	\$384,840.60	\$488,737.11	\$521,433.52	\$517,187.78	\$349,353.00
Total Fraud Referral Future Savings and Overpayments Processed	\$1,316,096.03	\$1,910,114.15	\$3,264,936.25	\$3,402,939.64	\$3,017,408.83

HEALTHCARE Programs - (MEDICAID, BADGERCARE PLUS)

In 2019, Dunn County residents received health care coverage through one or more of the State's Healthcare programs valued at \$62,405,055.

These programs assist low-income and vulnerable Dunn County residents to meet the cost of their health care needs. The seventh open-enrollment period of the Affordable Care Act continued to move populations who had never applied for or received a health care benefit to the Economic Support Section.

The table below shows the monthly average of healthcare recipients in Dunn County in 2019:

Category:	Avg # Recipients/Month
BadgerCare Plus (Childless adults, children, income extensions, parents/caretakers, pregnant women, youth exiting out of home care)	4933
Elderly & Disabled Coverage (SSI, SSI-Related, institutionalized, waiver)	2088
Other Coverage (Medicare beneficiaries, well woman MA, foster care, subsidized adoption, family planning waiver, misc.)	604
TOTAL AVERAGE PER MONTH	7625

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	57
# Children Served	81
Total Payments	\$521,292
Average Paid per Child	\$6,436

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 **\$4,115,310** in Food Share benefits were issued to Dunn County residents in 2019.

Avg Monthly Dunn Co Total Benefits Issued Each Month	\$342,943
Avg # of Assistance Groups per month	2756
Total Avg # of Recipients per month	5657
Adults	3461
Children	2242
Avg Benefit per Recipient per month	\$60.62

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 crises. 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 15th.

All of these efforts 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 crises over the winter.

Federal Fiscal Year 2019 Data			
Regular Program			
Applications		Amount Paid	\$775,209
# Households paid	1309	Average Payment	\$592

Crisis Program			
Applications		Total Crisis Payments	\$59,666
# Households Paid	171	Average Payment	\$349

Furnace Repair/Replacement	
# Households Paid	Amount Paid
46	\$80,339

Total 2019 WHEAP benefits to Dunn County residents \$915,214.

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 2019, the ADRC received **228** referrals for long-term care eligibility screening and **116** of those individuals were found eligible for Medicaid long-term care services and provided options regarding IRIS and managed care. The disability and elder benefit specialists served **727** individuals assisting in them in procuring over **\$3.5** million in benefits.

AGING SERVICES

The ADRC provides Aging Services including:

- The Nutrition Program served **35,842** meals, including **17,126** congregate meals to **539** individuals and **18,716** home delivered meals to **209** individuals. This was an increase in 4,086 meals served from 2018.
- Volunteers to the Nutrition Program worked **4,170** hours, an in-kind service valued at **\$102,963**.
- The Volunteer Driver Program provided transportation to **44** individuals who were elderly or veterans. The volunteers drove **53,705 miles** and provided **1533 hours** of service.
- The Alzheimer's and Family Caregiver Support Programs facilitated monthly support group meetings with **314 participants**. Individual support was provided to more than **100 people**. Funding was provided to **26 families** for in-home services. A *Relatives Raising Children* group served **42 participants**.
- Dementia Live training was provided to **305** individuals and **13** memory screens were completed. Memory cafes served **70** individuals and an early stage dementia group served **nine** 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 2019, APS investigated **101 cases of Elders at Risk** (age 60+) and **68 cases of Adults at Risk** (age 18-59). A total of 223 adult protective service reports were received.

BEHAVIORAL HEALTH SERVICES SECTION

MENTAL HEALTH & SUBSTANCE ABUSE

Mental Health Clinic

Over **1000** consumers received mental health services through Dunn County Behavioral Health Services in 2019. Mental health services also included **3** consumers in inpatient care, **16** in community-based residential facilities, **15** in institutional placements. Approximately **376** consumers were served on an outpatient basis through the DHS Behavioral Health Clinic that includes individual and family counseling, targeted case management, medication management and psychiatric services.

277 consumers were served on an outpatient basis through the DHS Behavioral Health Clinic. **1,984** individual and family counseling, psychiatric and medication management appointments took place. **58** family therapy sessions were provided in the client's home. The Dunn County Behavioral Health Clinic has engaged the services of Masters level student counseling interns. In 2019, there were **5** total interns working in the clinic providing therapy services to Dunn County residents. Their assistance has allowed the opportunity for more residents in Dunn County to receive mental health services.

Mental Health in the Jail

Dunn County Human Services Behavioral Health Section became the mental health provider in the Dunn County Jail January 1, 2019. In 2019, this contract consisted of providing 20 hours of mental health therapy and services to the jail weekly. **695** therapy sessions were provided, totaling **30,629** minutes (501.5 hours) of direct therapy to jail inmates. The jail has noted experiencing direct positive results due to mental health services that are being provided.

Emergency Mental Health Crisis Program

914 adults and **228** adolescent clients received crisis services in 2019. This resulted in **1142** total crisis contacts in 2019 compared to **1206** total contacts in 2018. There were **62** mobile/ face-to-face crisis contacts in 2019. In addition, **10** crisis assessments took place during regular business hours in the DHS Behavioral Health Clinic, versus **15** in 2018. Collaborative mental health crisis services continue to be a vital resource for the community.

All consumers who contact the crisis line receive a linkage and follow up contact by the crisis program coordinator on the next business day. There were **100** Emergency Detentions in 2019 (**81 in 2018**) to locked inpatient hospitals for consumers with mental health and/or substance abuse issues. Of the consumers who were emergency detained, **27%** went on to probable cause hearings which resulted in **12** settlement agreements, **15** commitment orders, and **1** conversion to guardianship. **73%** of the emergency detentions were dropped before reaching court; reasons included client moved to voluntary, transfers to other counties (**15**) or consumer was already on a commitment order (**3**) and therefore court is not needed.

There continues to be a shortage of inpatient hospital beds and availability in our local community and state-wide. Mayo Eau Claire (**33**) and Sacred Heart Hospital (**30**) were able to accommodate the majority of the Dunn County emergency detentions. Due to the continued shortage of inpatient hospital beds, **15** consumers (**compared to 12 in 2018**) were placed at Winnebago State Mental Health Institute this year. Some of the persons requiring emergency detention are transported four or more hours away from the community for an available and appropriate bed for the hospitalization.

Substance Abuse Services

Dunn County Human Services contracts with Arbor Place, Inc. for substance abuse services. Arbor Place, Inc. is an alcohol and drug treatment program located in Menomonie. Throughout 2019, **245** consumers received substance abuse services through Dunn County DHS provided by Arbor Place Inc. This included the following services: **79 (51 males & 28 females)** people received community based residential treatment, **155 (115 males & 40 females)** were involved in outpatient programming (group and individual therapy), and **2** participated in day treatment. Consumers in need of medically monitored detoxification are served by Red Cedar Hospital or LE Phillips in Chippewa Falls; however, none required Dunn County funding for this service in 2019.

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 2019, there were **19** individuals who received IDP treatment services. (*The OWI Assessment is not funded by county dollars and is always a self-pay service.*)

2019 Dunn County Funded Substance Use Disorder Treatment Services Report provided by contracted provider Arbor Place Inc

Throughout the course of 2019, the following treatment services were made available to Dunn County residents with a substance use disorder (SUD):

- Primary Residential SUD Treatment
- Extended/Transitional Residential SUD Treatment
- SUD Day Treatment
- Outpatient – Individual sessions and Group Sessions
- SUD Assessments
- Medication Management services provided by a Nurse Practitioner
- Crisis Bed Placements*

The following chart outlines the number of units provided, per gender, by each service. Also included is the number of individuals who received the service, per gender.

	Primary Res Tx	Extended Res Tx	Day Tx	Individual Outpt	Group Outpt	Assessment	Med Mgmt	Crisis Bed
Male	912	287	22.5	219	239.5	42	7.75	6
Female	434	203	0	79	94.5	8	6.25	17
Total Units	1,346	490	22.5	298	334	50	14	23
Male	36	15	2	54	12	42	7	4
Female	22	6	0	21	6	8	5	5
Total Individuals	58	21	2	75	18	50	12	9

- It is common for individuals to receive more than one service. The numbers in the above chart are unduplicated per service, but not across all services.

In 2019, Dunn County also received State Opiate Response (SOR) funding to serve individuals with an opiate use disorder. Additional individuals and services were able to be provided to Dunn County residents with the SOR funding. This funding stream began May 2019 and ran through the remaining 2019. SOR funding was utilized to serve additional Dunn County Residents with treatment services as follows:

	Primary Res Tx	Extended Res Tx	Day Tx	Individual Outpt	Peer Specialist	Assessment	Med Mgmt	Case Mgmt
Male	108	55	3	11	2	1	3.75	1
Female	152	30	0	0	8	0	1	13.25

Total Units	260	85	3	11	10	1	4.75	14.25
Male	5	1	1	2	1	1	3	1
Female	4	3	0	0	2	0	3	3
Total Individuals	9	4	1	2	3	1	6	4

- It is common for individuals to receive more than one service. The numbers in the above chart are unduplicated per service, but not across all services.

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 **32 consumers** in 2019. Demographics of these 32 individuals: **14** females and 18 males; age range: 21-64 years old: **30**; and 65-74 years old: **2**; and ethnicity: Caucasian: **30**, American Indian: **1**, and African American: **1**. Throughout 2019 CSP admitted **6** and discharged **4** clients (successful transition to independence was the primary reason).

Evidence based employment services through CSP are contracted with Aurora vocational services. In 2019, **13** Dunn County CSP clients participated in the supported employment program; with **5** starting a job. A fidelity review was completed by the state team and Aurora scored in the exemplary range which is an excellent achievement.

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 2019, **119** individuals were served in CCS, including **67** youth and **52** adults, of which 43 were male, 74 were female and 2 were transgender. There were **58** new consumers enrolled and **38** discharged from the program. Dunn County received **193** referrals for the CCS program, which was exactly the same number of 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 2019, **131** children were served with **\$856,687**. Through the blending of various funding streams, Dunn County was able to recoup **\$827,535 (97%)** of this investment. There were 48 referrals to the CLTS program in 2019.

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 2019, CCOP was used to support **30 children**. **Sixteen (16)** consumers used CCP as a match for CLTS-W services. In 18 cases, the funds were used to purchase an independent service or item. In four 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 2019, the B-3 program received **135** new referrals and each of those children were assessed for eligibility. Of those referrals, **62** children were found eligible and enrolled. Adding those 62 new enrollees to the children already enrolled in the program made for a total of **129** children served over the course of 2019. Of the 129 children, **56** received occupational therapy, **89** received speech therapy, **52** received special education instruction and **8** received physical therapy. In addition, all families receive service coordination services and many children receive more than one of the therapy services listed above. Our Physical Therapy numbers were lower than usual in 2019 due to the fact that our Physical Therapist resigned in May 2019 and though we began recruitment immediately, we were not able to secure a contract for a replacement therapist until late December 2019.

In 2019, Dunn County spent \$638,274.34 on Birth to 3 programming costs. This figure is comparable to the total program costs for 2018. The Program expense total is offset by Program revenue, consisting of grant funding (WI DHS B-3 grant of \$128,988 and a Knights of Columbus grant of \$750), parental fee contributions of \$2630.00, and insurance revenue collected for billable services and therapies of \$105,251.72 (Medicaid and private insurances). Unfortunately, the insurance collection figure was lower in 2019 than it was in 2018, due to several factors, making the total revenue figure less. Though any revenue helps, the reality is that the Birth to Three program is a costly, underfunded program and approximately \$400,000 in local dollars were allocated for the program in 2019.

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	63
Screened In: 48; Screened Out: 15	
Child Protective Service (CPS) Referrals	846
CPS Investigations*	127
Physical Abuse	29
Sexual Abuse	35
Neglect	66
Emotional Damage	4
Unborn Child Abuse	3

CPS Referrals Screened Out: **517**

Total Non-delinquency Referrals: 774

*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 **201** delinquency/JIPS/truancy referrals to Juvenile Court Intake in 2019.

<u>JUVENILE COURT INTAKE</u>			
<u>Referrals</u>		<u>Dispositions</u>	
CHIP	50	Petition to DA's Office	79
Delinq/JIPS	79	Deferred Prosecution	25
Truancy	50	Counsel/Transfer/Close	57
		Citations	28
Total:	214	Total:	189