



## 2016 ANNUAL REPORT

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

### 2016 Members of the Health & Human Services Board

Larry Bjork	Sarah Kennedy	William Lamb	Coleen Pember
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 2016, The Department of Human Services provided services through five (5) Program Sections: Aging and Disability Resource Center, Behavioral Health Services, Children's Disability Resources, Economic Support Services, and Family and Children's Services. See the Department's Organizational Chart of sections and county staff.

## FINANCIAL REPORT

### 2016 Gross Expenditures by Sections

Home Health Care	6.05%	\$ 628,709
Behavioral Health Services	21.80%	\$2,263,900
Administrative Support/Overhead	7.71%	\$ 801,067
Family & Children's Services	26.30%	\$2,730,768
Children's Disability Resources	11.52%	\$1,196,436
Economic Support Services	9.16%	\$ 951,471
<u>ADRC</u>	<u>17.42%</u>	<u>\$1,809,412</u>
Total	100.00%	\$10,381,763

### Sources of Revenue

State	54.39%	\$5,704,038
County Collections/Refunds	17.49%	\$1,834,259
<u>County Allocations</u>	<u>28.78%</u>	<u>\$3,018,151</u>
Total	100%	\$10,486,448

## 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 FoodShare On-Demand Team, 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 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 2016, a total of 47,507 new applications (excludes Energy Assistance) were processed by Economic Support Staff in Great Rivers Income Maintenance Consortium. A total of 4310 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	4971	413	8.31%	July	3557	282	7.93%
February	3636	332	9.13%	August	4169	363	8.71%
March	3690	336	9.11%	September	3969	354	8.92%
April	3594	317	8.82%	October	3776	396	10.49%
May	3392	282	8.31%	November	4466	463	10.37%
June	3538	296	8.37%	December	4749	476	10.02%

**In 2016, the Call Center Team of the Great Rivers Income Maintenance Consortium handled 185,585 calls (as compared to 182,774 calls in 2015), with an answer rate of 89.35%:**

**2016**

**2015**

Month	Calls Offered	Calls Answered	Answer Rate
Q1 Total	46,001	41,752	90.76%
Q2 Total	44,959	41,439	92.16%
Q3 Total	47,981	41,305	86.08%
Q4 Total	46,644	41,330	88.59%
<b>2016 Total</b>	<b>185,585</b>	<b>165,826</b>	<b>89.35%</b>

Month	Calls Offered	Calls Answered	Answer Rate
Q1 Total	49,516	42,027	84.88%
Q2 Total	44,856	39,626	88%
Q3 Total	42,987	36,681	85.33%
Q4 Total	45,415	38,093	83.34%
<b>2015 Total</b>	<b>182,774</b>	<b>156,427</b>	<b>85.59%</b>

### Benefit Recovery

**In 2016, the Great Rivers Income Maintenance Consortium Benefit Recovery Team received 2121 investigation referrals. Of these, 1266 resulted in a finding of benefit errors, equaling a 60% success rate.**

**Benefits Recovered / Saved:**

\*Total Dollar Value of Overpayments Processed and Forwarded for Collections: \$931,255.43

\*Total Fraud Future Savings Resulting from FEV's and Overpayments: \$384,840.60

**\*Total Fraud Referral Future Savings and Overpayments Processed: \$1,316,096.03**

\*Intentional Program Violations Issued: \*Foodshare – 159 \*Childcare - 6

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

Year	2014	2015	2016
Total Dollar Value of Overpayments Processed and Forwarded for Collections	\$801,106	\$931,255	\$1,388,775
Total Fraud Future Savings Resulting from FEV's and Overpayments	\$205,151	\$384,840	\$488,737
Total Fraud Referral Future Savings and Overpayments Processed	\$1,006,158	\$1,316,096	\$1,910,114

### HEALTHCARE Programs

#### (MEDICAID, BADGERCARE PLUS)

**In 2016, Dunn County residents received health care coverage through one or more of the State's Healthcare programs valued at \$56,172,728.**

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 third open-enrollment period of the Affordable Care Act opened the year, and the fourth open-enrollment period closed out 2016, which continued to move populations that had never applied for or received a Healthcare benefit toward our section.

**The table below shows the monthly average of healthcare recipients in Dunn County in 2016:**

<b>Category:</b>	<b>Avg # Recipients/Month</b>
<b>BadgerCare Plus</b> (Children, parents/caretakers, pregnant women, youth exiting out-of-home care, income extensions, childless adults)	5072
<b>Elderly &amp; Disabled Coverage</b> (SSI, SSI-Related, institutionalized, waiver)	1553
<b>Other Coverage</b> (Medicare beneficiaries, well woman MA, foster care, subsidized adoption, family planning waiver, misc.)	650
<b>TOTAL AVERAGE PER MONTH</b>	<b>7275</b>

**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	139
# Children Served	219
<b>Total Payments</b>	<b>\$437,400</b>
Average Paid per Child	\$1997.26

**FOOD SHARE (FOOD STAMPS)**

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 **\$4,961,138** in Food Share benefits were issued to Dunn County residents in 2016.

Avg Monthly Dunn Co Total	\$413,428
# Cases Average/Month	1978
# Recipients Average/Month	4327
Ave Benefits/Household/Mon	\$209

**Wisconsin Home Energy Assistance Program (WHEAP)**

Energy Assistance provides a one-time payment, based on household income, size, and fuel usage, to assist with the cost of home heating. It can provide crisis assistance and furnace repair and/or replacement, in addition to weatherization services.

In the summer of 2016, the State allocated additional funds to help with crisis efforts for propane and fuel oil customers. These funds allowed applicants to obtain “summer fills”, when fuel prices are normally lower, for the upcoming 2016/2017 heating season.

All 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 resulted in lower costs for all Dunn County residents, and fewer crisis situations.

2016/2017 Heating Season Data			
Regular Program			
<b>Applications</b>	<b>1515</b>	<b>Amount Paid</b>	<b>\$597,850</b>
# Households paid	1367	Average Payment	\$437

Crisis Program			
<b>Applications</b>	<b>172</b>	<b>Total Crisis Payments</b>	<b>\$48,439</b>
# Households Paid	167	Average Payment	\$290

Furnace Repair/Replacement	
# Households Paid	Amount Paid
33	\$68,211

## 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 2015, the ADRC responded to **2568 requests** for I&A, options counseling and enrollment counseling. The **Disability Benefit Specialists served 289 people** on a range of services from applications for Social Security benefits to hearings regarding appeals. The **Elderly Benefit Specialists served 516 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 **32,769** meals, including **16,517** congregate meals to **384** individuals with an average donation received of \$3.31/meal. The Program served **16,252** home delivered meals to **189** individuals with an average donation received of \$4.27/meal.
- Volunteers to the Nutrition Program worked **5,048** hours, an in-kind service valued at **\$116,412**.
- The Volunteer Driver Program provided transportation to **47** individual who were elderly or veterans. The volunteers drove **29,108 miles** and provided **1198 hours** of service.
- The Alzheimer's and Family Caregiver Support Programs provided monthly Alzheimer's Support Group meetings with **89 participants** and monthly Caregiver Support Group meetings with **323 participants**. Individual support was provided to more than **100 people**. Funding was provided to **28 families** for in-home services. A *Relatives Raising Children* group served **38 participants**. *Memory Cafes* served **119 individuals**. *Early Stage Dementia group* served **151** individuals.

- The Department provided scheduling services for the AARP tax assistance program volunteers, who served over **300 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 2016, the Section investigated **60 cases of Elders at Risk** (age 60+) and **42 cases of Adults at Risk** (age 18-59).

## BEHAVIORAL HEALTH SERVICES SECTION

### MENTAL HEALTH & SUBSTANCE ABUSE

#### Mental Health Clinic

Over **1000** consumers received mental health services through Behavioral Health Services in 2016. Mental health services also included **12** consumers in inpatient care, **25** in community-based residential facilities, **17** in institutional placements. Approximately **487** 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. In 2016, we began to offer a trauma focused cognitive behavioral treatment for children and adolescents and served four consumers.

#### Crisis Program

Approximately **739** consumers received crisis services in 2016. All consumers who contact the crisis line receive a linkage and follow up contact by the crisis program coordinator on the next business day. Enhanced mental health crisis services continue to be a vital resource for the community. There were **58** Emergency Detentions in hospitals for consumers with mental health and/or substance abuse issues. Of the consumers who were emergency detained, **22** went on to a probable cause hearings and of those, **seven (7)** were placed on settlement agreements, **eight (8)** on commitment orders, **one (1)** changed from an emergency detention to guardianship process and **one (1)** transferred to another county, **three (3)** were already on commitment order and **two (2)** were dropped before a final hearing.

There is a shortage of inpatient hospital beds in our community. Due to this shortage, **eleven (11)** 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.

There were **54** mobile crisis call-outs in 2016 compared to **47** in 2015. In addition, **13** crisis assessments took place during regular business hours in the DHS Behavioral Health Clinic.

#### Substance Abuse Services

Approximately **200** consumers received substance abuse services. This included **two (2)** in hospital medical detoxification, **65** in community-based residential treatment facilities, **116** in outpatient programs (group and individual), and **9** in day treatment. A total of **21** consumers were served in the Intoxicated Driver Program. The

majority of substance abuse services are provided by Arbor Place, an alcohol and drug treatment facility in Menomonie. Consumers in need of medically monitored detoxification are served by LE Phillips in Chippewa Falls.

### **In-Home Therapy Services**

The In-Home Therapy Program services families with an identified need for in-home therapy resulting from previous negative therapy experiences, inability to access resources in a clinic setting and/or complex involvement with DHS. The program provides individual and family treatment primarily in the home and works closely with the family, school and others using a team approach. **Eleven (11) families** were served through this program.

### **Community Support Services**

CSP provides intensive treatment, rehabilitation and support services for people who have severe and persistent mental health problems to enable them to continue to live and work in their home community. Program components include medication administration and monitoring, psychiatric services, crisis intervention, counseling, employment related services, social skill training and activities of daily living. CSP served **29 consumers**. 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.	14%
2. No one institutionalized	3%
3. 90% live in the community	90%
4. 50% involved in employment or related activities such as vocational assessment, job development or supported work	38%
5. 75% compliant with taking medications	92%
6. 50% have adequate homemaking skills	52%
7. 50% have adequate in self-care skills	82%
8. Less than 25% under legal constraints, e.g., commitment, guardianship, and probation.	21%
9. 50% of short-term goals will be met within 3 months of implementation.	72%
10. 40% long-term goals met within 6 months	71%

### **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 2016, **51** individuals were served in CCS, including **15** youth and **26** adults. There were **27** new consumers enrolled and **16** discharged from the program. Dunn County received **90** referrals for the CCS program and the program continues to grow resulting in the addition of 2.5 service facilitation contracted staff.

## **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 2016, **eighty-three (83)** children were served with **\$705,122**. Through the blending of various funding streams, Dunn County was able to recoup more than \$615,000 (88%) of this investment.

**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 2016, CCOP was used to support **twenty four (24) children**. In six 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 four cases, the funds were used as both match and for an independent purchase. CCOP requires that the county establish an advisory committee which includes parents and professionals. This committee meets quarterly. The CCOP funding replaced what had been known as the Family Support Program.

**BIRTH TO THREE PROGRAM**

The Birth to Three Program (B-3) works with children ages birth to 3 with a variety of special needs, including mobility and language delays, prematurity, Autism Spectrum Disorder, Down’s Syndrome, brain damage, failure to thrive, a variety of birth defects and genetic disorders and drug-affected infants/children. Parental involvement is a major program component. Once enrolled, children generally remain in the program until they reach age 3, the appropriate age level development or they move from the county. In 2016, **106 children** were enrolled in the program. Of those children, **74** received speech therapy and **44** received occupational therapy, **ten (10)** received physical therapy, and **56** received special education instruction. All families receive service coordination and many children receive more than one of the therapy services listed above. In 2016, Dunn County spent \$564,293 in Birth to Three programming; however, offset revenue includes DHS grant funding (DHS B-3 grant of \$128,988 and Knights of Columbus grant of \$1800) and insurance revenue for billable services and therapies (almost \$110,000).

**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 **580** of which **159** 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	<b>50</b>
Child Protective Service (CPS) Referrals	<b>708</b>
CPS Investigations*	<b>159</b>
Physical Abuse	<b>37</b>
Sexual Abuse	<b>36</b>
Neglect	<b>84</b>
Emotional Damage	<b>5</b>
Other	<b>0</b>

CPS Referrals Screened Out: **549**

**Total Non-delinquency Referrals: 758**

\*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 **213** delinquency/JIPS/truancy referrals to Juvenile Court Intake in 2016.

<u>JUVENILE COURT INTAKE</u>			
<u>Referrals</u>		<u>Dispositions</u>	
CHIP	77	Petition to DA's Office	69
Delinq/JIPS	60	Deferred Prosecution	28
Truancy	19	Counsel/Transfer/Close Citations	72 19
<b>Total:</b>	<b>156</b>	<b>Total:</b>	<b>178</b>

## 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 2016 agency data is as follows:

Referrals: 211   Admissions: 105   Discharges: 113   Average Patient Census: 37.58 Persons

### 2016 HOME HEALTH CARE VISITS

2016 HOME HEALTH CARE VISITS						
	RN VISITS	HHA VISITS	PT VISITS	OT VISITS	ST VISITS	TOTAL VISITS
HOME CARE PROGRAM	1438	984	618	159	64	3263
PERSONAL CARE PROGRAM	0	-	-	-	-	0
COMMUNITY SERVICES PROGRAM	693	-	-	-	-	693

### HOME HEALTH CARE FINANCIAL DATA

HOME HEALTH CARE FINANCIAL DATA	
REVENUE	2016
HOME CARE	510,614.01
MENTAL HEALTH	117,215.10
DONATIONS	0
<b>TOTAL REVENUE</b>	<b>\$627,829.11</b>
EXPENSES	
HOME CARE	\$526,733.34
MENTAL HEALTH	\$101,976.40
<b>TOTAL EXPENSES</b>	<b>\$628,709.74</b>
<b>PROFIT/(LOSS)</b>	<b>(880.63)</b>

# DUNN COUNTY HOME HEALTH CARE

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

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## **BOARD OF HEALTH & HUMAN SERVICES – REPORT FOR YEAR 2016**

Thomas Quinn, Vice Chair  
Sarah Kennedy  
William Lamb

Mary Solberg, Chair  
Gary Stene  
Sarah Schaefer

Coleen Pember  
Larry Bjork

## **PROFESSIONAL ADVISORY BOARD -YEAR 2016**

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

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

Becky Kneer - Community Member

Kris Korpela- Human Services

Tracy Fischer – The Neighbors of Dunn County, Case  
Manager

Deborah Noll- House Calls, Director

Loni Dodge- R.N. & Home Health Care, Program.  
Manager

Michelle Hofstetter- Mayo Red Cedar, Case Manager

# HOME HEALTH CARE STAFF - 2016

## **Director**

Kristin Korpela

## **Registered Nurses**

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

Mary Clark, R.N. (FTE)

Susan Hintz, R.N. (LTE)

Jeanette Miller, R.N. (FTE)

Sarah Mosack, R.N. (PTE)

Valerie Spanjers, R.N. (FTE)

## **Home Health Aides**

Gina Schneider, (PTE)

Jennifer Sol, (PTE)

Sally Hunter (PTE)

## **Support Staff**

Leanne Bartz, Secretary I (PTE)

Tammy Eckert, Fiscal Clerk II – (PTE)

## **Contracted Therapy Staff**

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

## DUNN COUNTY DEPARTMENT OF HUMAN SERVICES

### 2016 EXPENDITURE SUMMARY

EXPENDITURE	PROGRAM	SOURCE	YEAR
\$ 4,961,138	Food Share (aka Food Stamps) (1)	State/Federal	2016
\$56,172,728	Medical Assistance (incl SSI) (1)	State/Federal	2016
\$ 646,289	Energy Ass't (incl crisis & furnace) (1)	Federal	10/15–9/16
\$ 437,400	Child Care (1)	State/Federal	2016
\$ 4,941,547	Purchased Services (2)	State/Federal/Co	2016
\$ 4,782,744	Provided Services (3) & AMSO (4)	State/Federal/Co	2016
<b>\$69,941,846</b>	<b>TOTAL</b>		2016
<b>\$2,842,586</b>	<b>County Cost</b>		2016

County Cost as a Percentage of County Tax Levy \$21,375,521 13.29%

(1) The majority of these payments do not appear in the County books because the State writes the checks after DHS determines eligibility. However, the Department is audited, quality control tested and liable for these programs and payments and performs all on-going casework and changes.

(2) Purchased Services means services (but not including county staff services) and programs provided to consumers.

(3) Provided Services means county staff salaries, fringe, travel and training costs.

(4) Agency Management, Support and Overhead are generally those costs that support the whole agency and cannot be directly charged to a service or program.