

OCONTO COUNTY  
DEPARTMENT OF  
HEALTH AND HUMAN  
SERVICES

# **2023**

## **ANNUAL REPORT**

...promoting healthy and responsible families

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### MISSION

To responsibly serve, support, and protect the people and places throughout our community.

### VISION

An empowered community where safety, sustainability, and well-being are enhanced by our work.

### VALUES

- Accountability—Ensuring decisions become actions
- Excellence—Providing the highest quality services
- Respect—Valuing the differences and perspectives of all
- Integrity—Being honest, fair, and trustworthy
- Teamwork—Collaborating to create effective and efficient solutions

## DIRECTOR'S LETTER

Dear Health and Human Services Board Members:

Our 2023 Annual Report will highlight the outstanding accomplishments of the Oconto County Health and Human Services Department in partnership with the Oconto County Health and Human Services Board over this past year.



The Administrative Support Division provides many supports to the agency including front desk management, coordination of clinical appointments, billing, accounting, and other functions. This past year, staff took over operations of our fleet vehicle scheduling which assisted agency and county staff. The 2023 financial summary highlights a positive year in meeting consumer needs within budget.

The Public Health Division was very active transitioning out of pandemic mode to offering needed services in the county to include our falls prevention program for aging citizens, radon testing, and many other services highlighted in their division report. Notable is the work done with Encompass Daycare and support from the HHS and full County Board to support expansion of 140 additional daycare slots.

The Economic Support Division held the Healthy Loving Environment program with the Public Health Department offering a second year of excellent programming supporting in-home childcare. Fraud investigations captured \$170,200 in overpayments and during the year developed a streamlined process to capture overpayments. Economic Support staff covered a large amount of call center shifts and their internal support assisting to cover a team member's work is greatly appreciated.

The Family Services Division consistently is surpassing state average for completion of Child Welfare assessments on time at 98.37%. As one of the highest performing counties statewide, Oconto County met with out of home placement clients 99.77% of the time with the federal benchmark at 95%. Management and staff aggressively pursued state grants to provide additional services and supports to child welfare and youth justice families with a goal of keeping children and youth with their biological family or family members. Great efforts are done to reduce high cost out of home placements.

The Community Services Division continues to manage 24/7 crisis services during daytime and after hours. Strong collaborations with internal partners and community stakeholders occurred in a multitude of services delivered this year by the division. Staff manage adult protective services, service to children with disabilities, adults and youth that need mental health support, therapy, and case management. Staff continue to meet with vulnerable citizens often in very vulnerable circumstances to assist them and offer supports.

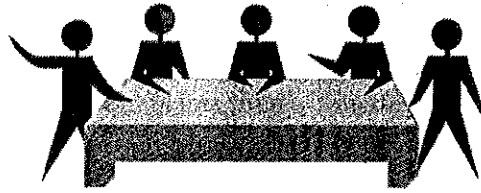
The Vocational Services Division (New View and New Beginnings) offers a vast array of services to disabled adults and up to 18 youth during the summer program. Production revenues increased this year providing opportunities for disabled adults to have meaningful work all done with pride in their accomplishments. Staff engage with their employees on the production floor to guide them and opportunities to move into the community for job placement remained a priority in 2023.

As you see from our annual report, there is a wide range of services and programs being delivered by our county staff and contracted staff. I am proud of this agency and for each staff that have gone over and above to continue to deliver high quality services to our citizens. 2024 has a bright future outlook.

Sincerely,

Scott Shackelford Director  
Oconto County Department of Health and Human Services

## 2023 BOARD OF DIRECTORS AND COMMITTEE MEMBERS



### Health and Human Services Board

Tom Bitters, Chair  
6509 Sprise Road  
Lena, WI 54139

Stephanie Holman  
127 S Oakland Avenue  
Oconto Falls, WI 54154

Barton Schindel, Vice Chair  
235 S Franklin Street  
Oconto Falls, WI 54154

Carolyn Barke  
6048 State Highway 32  
Gillett, WI 54124

Jolene Barkhaus  
7122 County Road E  
Abrams, WI 54101

Kathy Gohr  
8811 Gohr Road  
Krakow, WI 54137

Judith Buhrandt  
13440 State Highway 32-64  
Mountain, WI 54149

Karl Ballestad  
5585 Elm Avenue  
Oconto, WI 54153

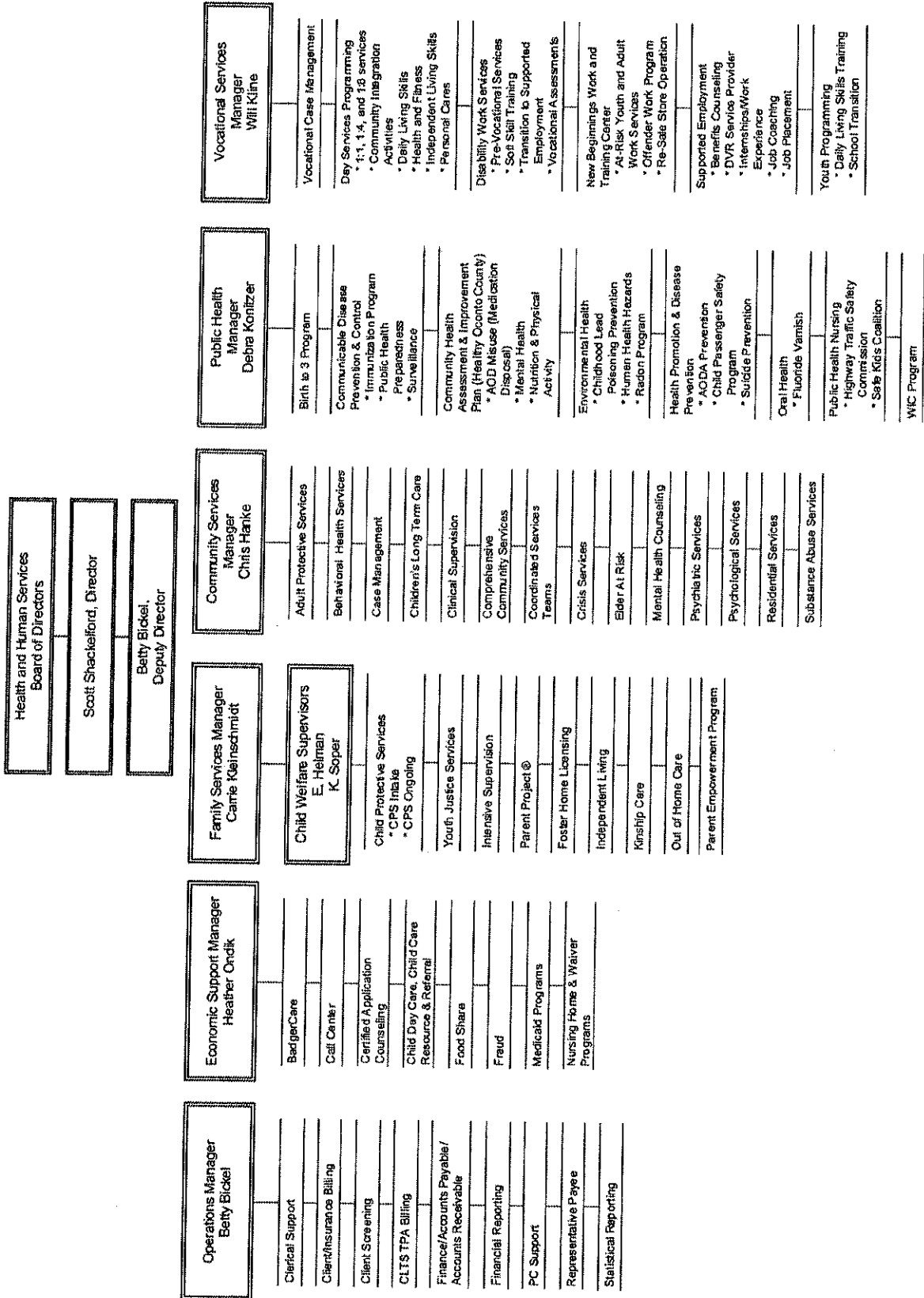
Carol Heise  
13488 Pine Road  
Suring, WI 54174

### Aging and Disability Resource Center Governing Board Representatives

Kathy Gohr  
Stephanie Holman

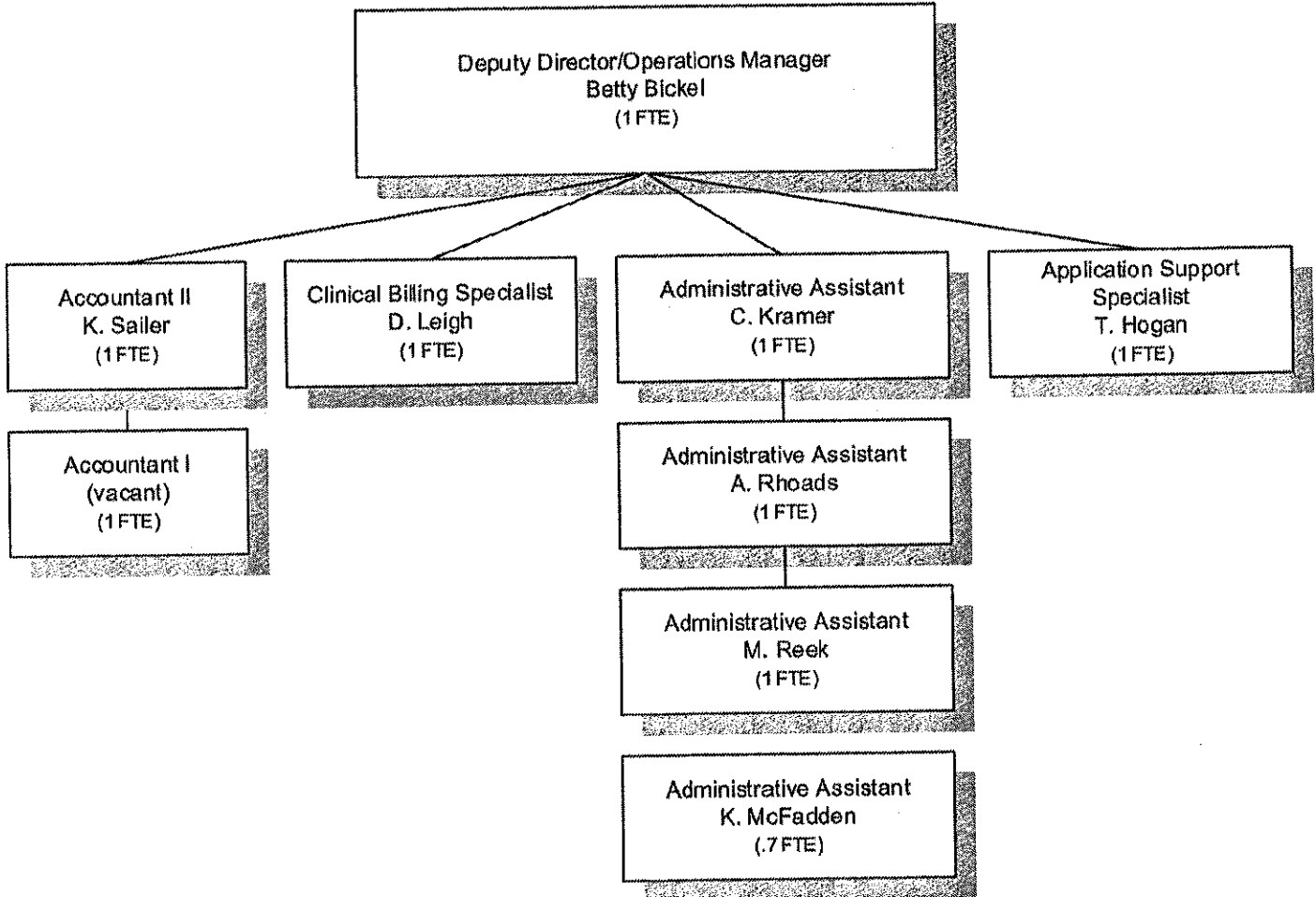
# PROGRAM ORGANIZATIONAL CHART

## HEALTH & HUMAN SERVICES PROGRAM ORGANIZATIONAL CHART



## ADMINISTRATIVE SUPPORT DIVISION

### HEALTH & HUMAN SERVICES ADMINISTRATIVE SUPPORT



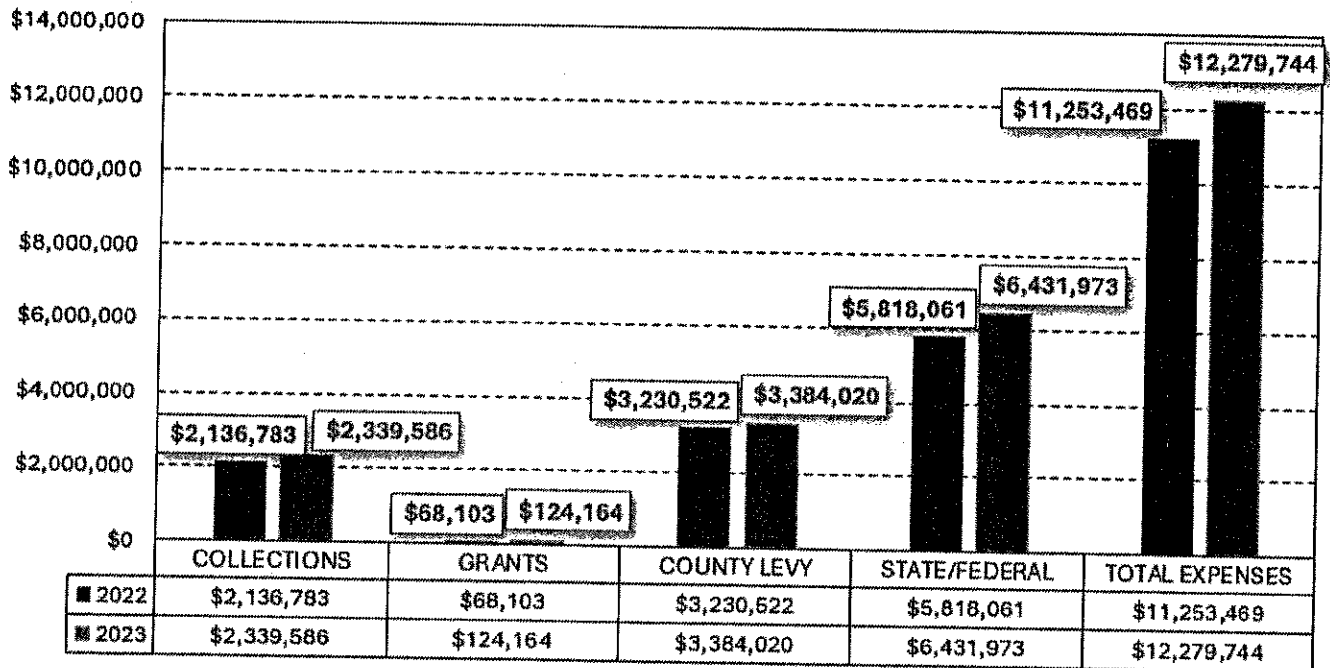
AUTHORIZED COUNTY POSITIONS: 9  
COUNTY FTE: 8.7

12/31/2023

# ADMINISTRATIVE SUPPORT DIVISION (continued)

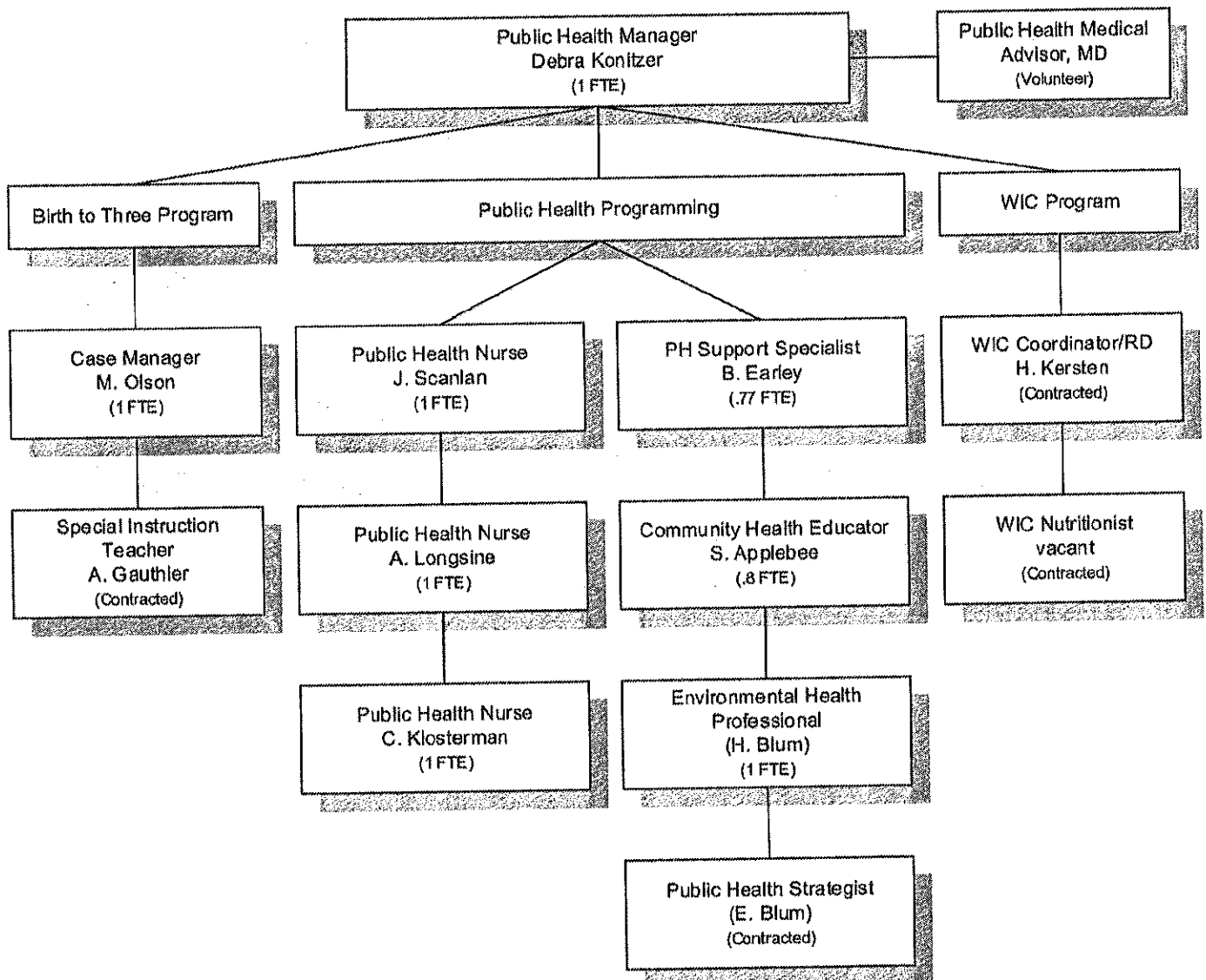
## 2023 Financial Summary

### Oconto County Department of Health and Human Services



# PUBLIC HEALTH DIVISION

## HEALTH & HUMAN SERVICES PUBLIC HEALTH



AUTHORIZED COUNTY POSITIONS: 8  
COUNTY FTE: 7.57  
CONTRACTED POSITIONS: 4

As of 12/31/2023



## PUBLIC HEALTH DIVISION (continued)

### Communicable and Vaccine Preventable Disease Prevention and Control



#### Communicable Disease Cases by Category

Communicable Disease Prevention and Control is the investigation and implementation of measures to contain communicable diseases.

*\*See Appendix for disease by category.*

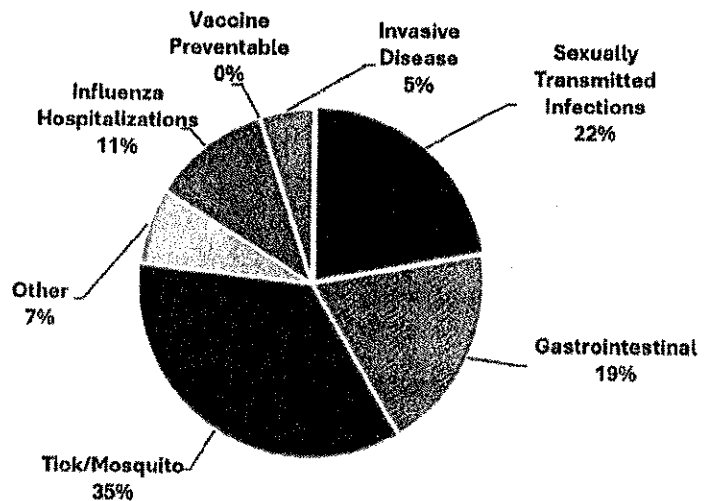
#### Total Cases Reported

**597**

#### Total Confirmed/Probable Cases

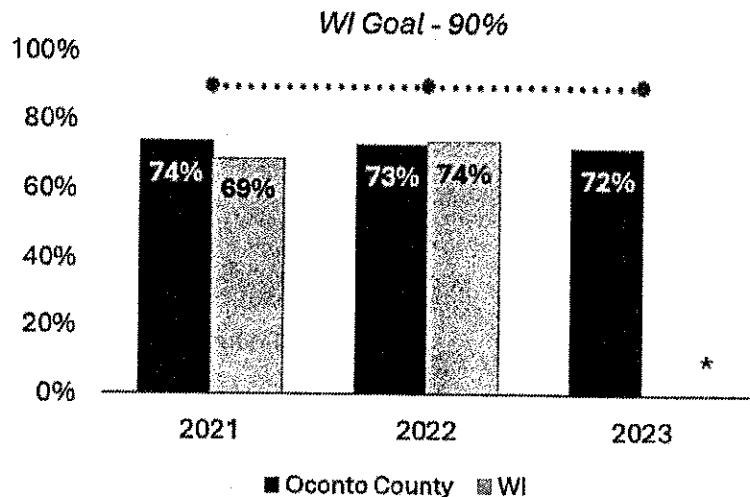
**331**

*\*percentages are based off of confirmed and probable cases*



#### % of Oconto County 2 Year Olds Fully Immunized \*

Immunization rates remain lower than pre-pandemic levels. Strategies implemented thus far have not reached the intended impact. The department goal continues to be increasing immunization rates.

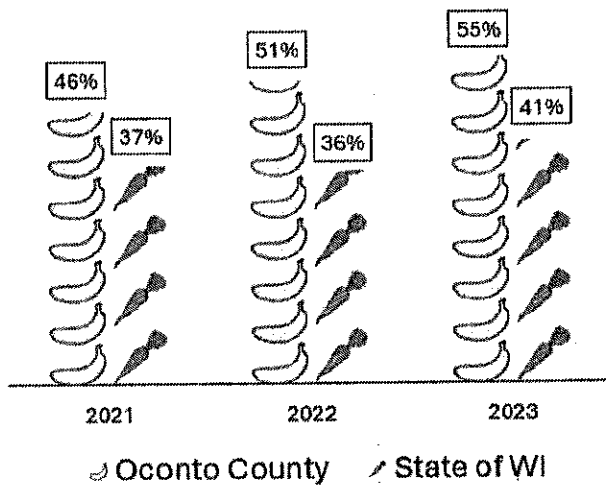


## PUBLIC HEALTH DIVISION (continued)

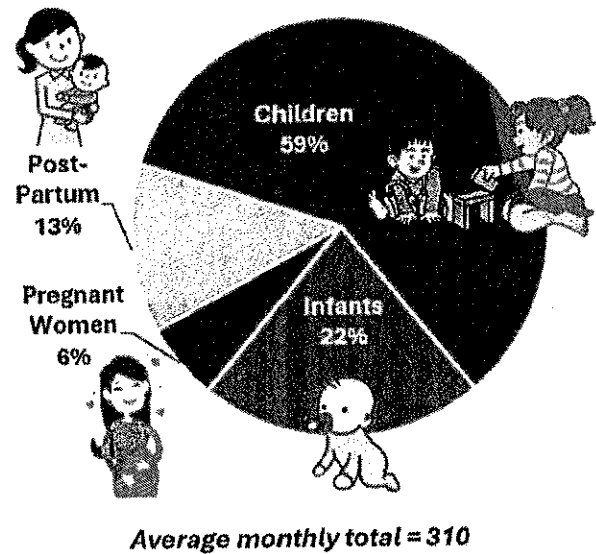
### Woman, Infants & Children (WIC) Program

The WIC Program provides supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.

#### Farmer's Market Nutrition % of Check Redemption

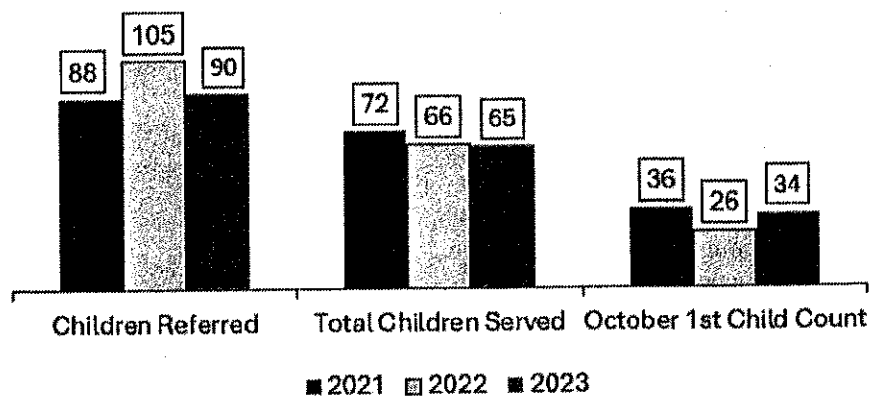
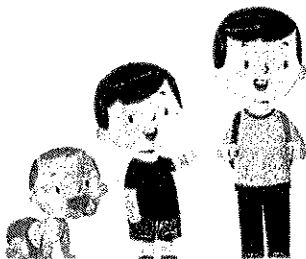


#### WIC Participants by Group



### Birth to 3 Program

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



In September 2023 the State of Wisconsin notified Oconto County that its program is compliant for the required indicators and no findings of non-compliance were issued.

## PUBLIC HEALTH DIVISION (continued)

### Healthy Oconto County

The Healthy Oconto County Steering Committee continued oversight of the implementation of the Community Health Assessment and Improvement Plans. The purpose of Healthy Oconto is to mobilize people, organizations and stakeholders in our county to collaboratively address issues that impact health. Partners include—Bellin Health Oconto Hospital, CESA #8, HSHS St. Clare Memorial Hospital, NorthLakes Community Clinic, Sheriff Department, Public Health & Tri-County United Way. Highlights of the activity in the three workgroups included:



### Alcohol & Other Drug Misuse

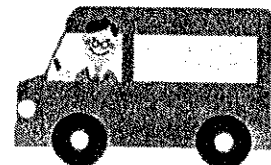
- Became a partner with the new Oconto Recovery Center.
- Hosted "Celebrate Recovery", a community event to celebrate people in recovery and to invest in alcohol free events for community members.
- Partnered with Brown County Public Health to air television commercial describing the dangers of Fentanyl.
- Hosted a community listening session to get feedback from community members in recovery.
- Sent team members to the Substance Use Prevention Skills Training Hosted by Alliance for Wisconsin Youth.
- Promoted and distributed Narcan and harm reduction kits to Oconto County residents.

### Health and Well-Being Community Action Group

- Partnered with the American Foundation for Suicide Prevention (AFSP) to host second annual Out of Darkness Walk to raise funds for suicide prevention. A total of \$1,000 has been raised as of September 23, 2023.
- Hosted Landen Weigelt's Story where School Resource Officer Kassie Dufek and family of Landen Weigelt provided education on the dangers related to sextortion. \$300 was raised and donated to the Landen Weigelt Scholarship Fund.
- Partnered with Oconto Tavern League and the Oconto County Sportsman's Club to distribute bar coasters containing information for the 988 suicide hotline. These coasters were also distributed at the Oconto National Night Out.
- Hosted the "Finding Your Path In the Woods" event to promote mental health for men. Nearly 100 people attended and 18 sponsorships were provided to those who could not afford to attend.
- Hosted planning sessions to set new goals for 2024.

### Transportation

- Formed a new working team in November 2023, recruiting members from diverse sectors of the community.
- Joined the Northeast Wisconsin Transportation Committee.
- Hosted a meeting with healthcare partners to discuss local transportation issues and potential sources of funding.



## PUBLIC HEALTH DIVISION (continued)

### New Initiatives

#### Senior Fall Reduction and Prevention Program

The Senior Fall Reduction and Prevention Program was developed in response to a need identified by the Oconto County EMS (Emergency Medical Services) Council. Falls are the number one cause of traumatic injury in Oconto County for adults. The goals of the program are:

- To keep Oconto County residents safe in their homes as long as possible.
- Reduce the need for EMS and law enforcement intervention for those who fall frequently.

The program began July 1, 2022. In 2023, the following outcomes were achieved:

- **29** referrals were made to the program.
- All but 1 client had a reduction in falls, ER visits and EMS calls.
- Plan to expand equipment loan closets this year.
- Looking to incorporate a fall prevention program in 2024 to help this initiative.

*Thank you to Ballin Health and HSHS St. Claire Memorial Hospital for financially supporting the equipment provided to the program participants.*

### Environmental Health Overview

Public Health's environmental program assisted in more than 52 cases of persons or agencies needing assistance with general environmental health issues. Popular topics included business licensing, water questions, air quality concerns (wildfire smoke, mold, and air purifier questions), food safety, and vermin.

#### Well Water

- 31 tests given out, 11 completed.
- Public Health participates in Health Conservation working group made up of county Land and Water Conservation and Public Health Departments statewide. This partnership identifies solutions to groundwater issues.

#### Daycare Lead in Water Program

- Public Health and Economic Support, as part of the Healthy Loving Environment program, encouraged all licensed group childcare centers to participate. Three centers took part. Public Health, assisted by Economic Support, conducted the sampling, tracking and management of the program. One center had a lead risk which was remediated for free by the program.

#### Radon

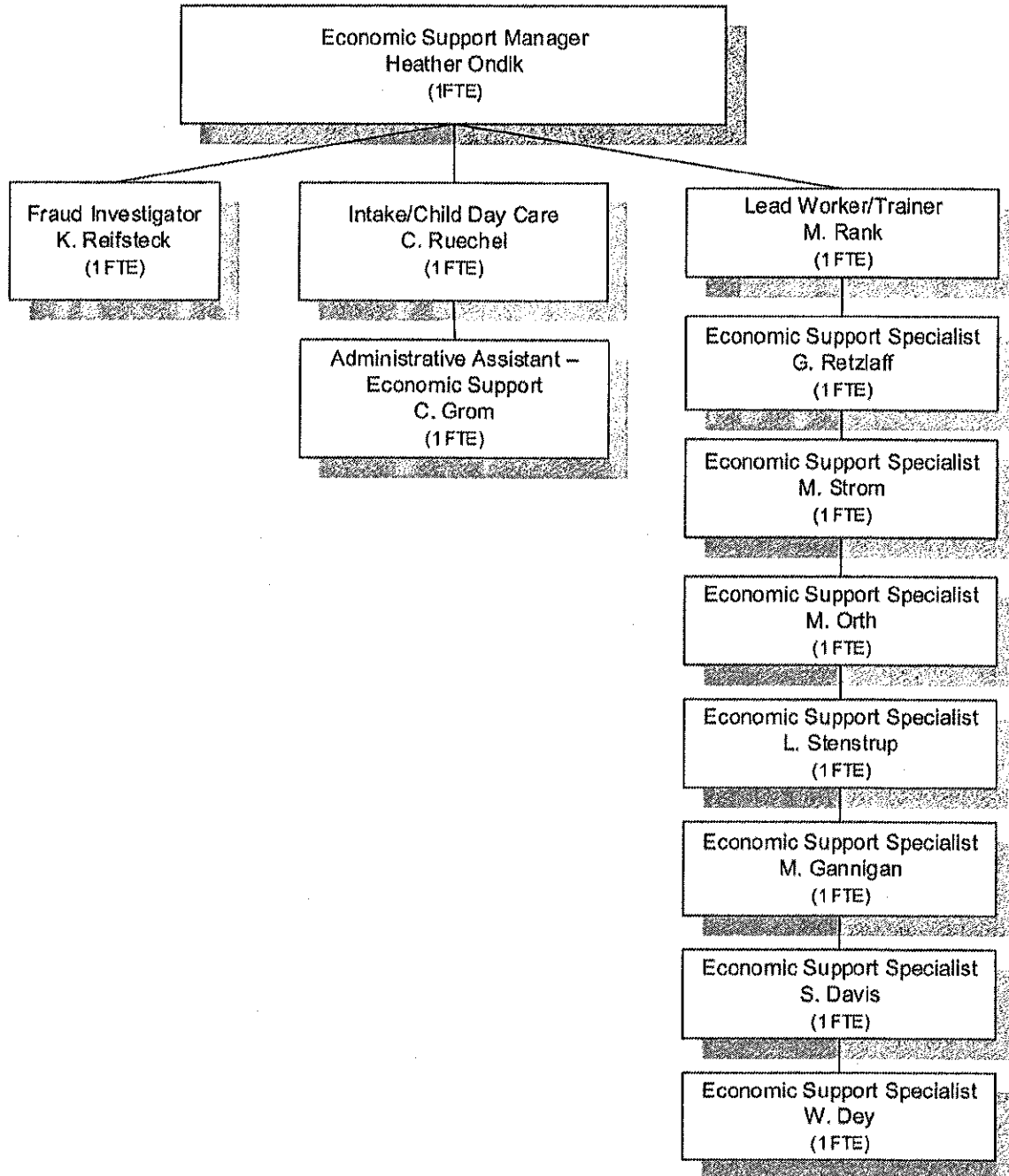
- 157 tests were purchased.
- Total of 67 tests completed / 42% completion rate.
- 10 completed mitigation that Public Health was made aware of.

#### Human Health Hazards (not counting lead cases)

- 19 cases were opened, 13 were worked and closed, 2 required placards.
- 5 cases were worked with Adult Protective Services and 2 were with Child Protective Services.
- Environmental Health currently sits on two national working groups. The Rural and Frontier Environmental Health group and the Environmental Health Emergency Preparedness working group. Both groups are active in pushing Environmental Health priorities forward to help create safer and healthier communities.

## ECONOMIC SUPPORT DIVISION

### HEALTH & HUMAN SERVICES ECONOMIC SUPPORT



AUTHORIZED COUNTY POSITIONS: 12  
COUNTY FTE: 12  
CONTRACTED POSITIONS: 0

As of 12/31/2023

## ECONOMIC SUPPORT DIVISION (continued)

### Fraud Investigations

#### 2023 Fraud Statistics

MA Overpayments \$4,777.52\*\* + Foodshare Overpayments \$165,423.00  
Total Overpayments =  
**\$170,200.52**

*\*\* Above funds captured prior to Medical Assistance overpayment policy change halting Medical Assistance overpayment collection.*

We were unable to capture approximately an additional \$80,000 in Medical Assistance overpayment funds due to new State & Federal policies.

<b>73</b>	<b>2</b>	<b>21</b>
Investigations	Criminal Referrals	Intentional Program Violations/Citations

#### 2023 New Rules and Regulations

- Based on new rules and regulations that came into effect in 2023, Fraud Investigations can no longer be conducted the way they have historically been processed. The new State rules and regulations mandate that all Intentional Program Violations must be processed via the Court System or by an Administrative Hearing. This puts extreme additional time processing strain on not only the Fraud Investigator, but also Corporation Counsel and the County Court System.
  - As a result, our Fraud Investigator; Kim Reifsteck, with our County Corporation Counsel; Beth Ellingson, and Commissioner Miller, all collaborated diligently to craft a successful, streamlined process that would be permissible under the new State rules and regulations.
  - The internal new process crafted, allows Oconto County to impose both a court ordered Intentional Program Violation Sanction as well as court ordered restitution/repayment.
  - The ultimate goal is that the Oconto County - Economic Support continues to be the best advocate of public-funded dollars. Oconto County Fraud Investigator, Kim Reifsteck, ensures those funds are properly allocated and/or recouped and shuts down fraudulent activities successfully and diligently.
- Per Federal Regulations, if a client does not show for court, we are not able to capture the overpayment. Additionally, an Intentional Program Violation could not be imposed because the client was not present to testify to the evidence. The other way to then obtain the overpayment and Intentional Program Violation is to process via an Administrative Hearing which is a straining time processing practice.
  - The Economic Support Fraud Investigator, also collaborated with Miller and Corporation Counsel on this matter. Both Miller and Corporation Counsel determined that since our Fraud Investigator submits to the court all-encompassing evidence that would be testified to, Miller is at liberty to issue a conviction based on the evidence submitted, and not dismiss on the basis the client in question did not appear in court.
  - This is a substantial aid in time reduction to fraud processing for all parties as well as not having the need to conduct additional Administrative Hearings. This process meets Federal Regulations so the overpayment can be captured, an Intentional Program Violation can be issued, and restitution/repayment can be collected.

## ECONOMIC SUPPORT DIVISION (continued)

### 2023 Trends

- Overpayment trends continue to be household composition cases. There are two top household composition investigations that are prevalent. The first frequent scenario is: failure to report the mother or father of a common child in the home, along with their income. The second scenario often seen is: the significant other will be added to the case, income verification for the household is requested and received back having to include the recently added significant other's income into the household, resulting in the household now being over the income limit. In turn, the primary person will then call and report the significant other out of the home falsely.
  - ◊ In 2023, Oconto County had our 1st two citation convictions where there was no overpayment in question.
  - ◊ Falsified written statements were submitted regarding household composition.
  - ◊ Through the usage of fraud and police surveillance, social media, and Fraud Investigator interrogations, the accused confessed to the violations and false reporting submitted to continue receiving Foodshare wrongfully.
  - ◊ As a result, Corporation Counsel charged the primary person on the case and one other individual with attempt to commit a food share violation. They each received a citation for \$515.50, and the primary person on the case lost Foodshare benefits for a full year.

### Foodshare Trafficking

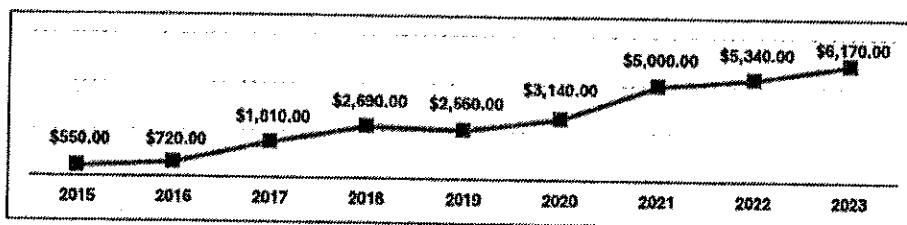
Trafficking investigations continue to be very active. Trafficking investigations are labor intensive as there are so many factors and evolving instances that can take place. For example: a tip was received this year regarding 4 people. After further investigations and connecting with the Oconto City Police Department. This resulted in adding an additional 17 people into this investigation.

Often, utilization of video and store receipt requests are used in identification of a multitude of different people using the Foodshare payment cards. Phone number reports are also run and referenced to see who is checking the balances. Lastly, cross referencing all obtained information and putting it into tables or spreadsheets to determine patterns and identify potential fraud markers is performed.

Foodshare Trafficking is labor intensive. However, Oconto County's Fraud Investigator, Kim Reifsteck, continues to prove to our communities that fraudulent benefit activity will not be tolerated within our communities.

### New Beginnings Calendar Raffle

The annual New Beginnings Calendar Raffle continues to be a success. After 9 years, the calendar raffle has become so popular that businesses and community members/staff are reaching out to donate. The excitement of the raffle also is shown by the ticket sales that have increased each year. Tickets are normally \$10 ea. Ticket sale totals for 2023 and past years are as follows:



Note: In 2015 and 2016 we purchased product for the raffle before profit started. Since 2017, Carla Ruechel obtained free donations for all of our prizes.



## ECONOMIC SUPPORT DIVISION (cont.)

### Child Care/Wisconsin Shares

#### Child Care/Wisconsin Shares Subsidy

	Total Families	Children Served	Total Benefits Utilized	Average Utilized Per Child	Provider Locations Paid
Licensed Group	56	99	\$264,153	\$2,688	25
Public School Program	1	1	\$6,564	\$6,564	1
Certified School Age Program	0	0	\$0	\$0	0
Licensed Family	2	4	\$17,782	\$4,445	1
Regular Certified	2	4	\$8,674	\$2,168	1
In-Home Regular Certified	0	0	\$0	\$0	0
Provisional Certified	0	0	\$0	\$0	0
In-Home Provisional Certified	0	0	\$0	\$0	0
<b>Total</b>	<b>61</b>	<b>108</b>	<b>\$297,173</b>	<b>15,865</b>	<b>28</b>

#### Child Age Range

	Under 1 Year	1 - <2 Years	2 - <6 Years	6+ Years	Total Children
Licensed Group	6	11	46	43	99* (106)
Public School Program	1	1	0	0	1* (2)
Certified School Age Program	0	0	0	0	0
Licensed Family	0	0	3	1	4
Regular Certified	1	1	1	2	4* (5)
In-Home Regular Certified	0	0	0	0	0
Provisional Certified	0	0	0	0	0
In-Home Provisional Certified	0	0	0	0	0
<b>Total</b>	<b>8</b>	<b>13</b>	<b>50</b>	<b>46</b>	<b>108* (117)</b> (see *note below)

**\*Note:** Some columns may not add up due to duplication from the "Child Age Range" where the child age crossed over from one age to the next during the year. The Total column is duplicated by Provider Category if a child attended more than one provider during the year. The Unduplicated Total column is the number of children served for the year.



## ECONOMIC SUPPORT DIVISION (cont.)

### 2023 Child Care Program Highlights

#### Healthy Loving Environment Education Series

In HLE's 2<sup>nd</sup> year, 9 out of 13 Oconto County regulated providers and 30 participants successfully completed the program that began in August 2023. NOTE: Out of the 4 remaining providers not participating there were 3 providers that became newly regulated in Oconto County after the 2023 HLE Series started. Subjects taught in the Series were:

- DEC-Drug-Endangered Children
- Abusive Head Trauma
- Behavior Triggers
- Conflict De-escalation/Coping Skills for Stress
- Fatigue

There was a collaboration in Health and Human Services with the subjects taught by Family Services, Community Services, Economic Support and Public Health Divisions' staff members in their areas of expertise. All 30 child care staff earned continued education credits. Each provider received a 2023 sticker for their HLE yard sign. Provider feedback was very positive. Plans for the 2024 HLE Series are underway.



Provider feedback was very positive. On the post-program survey,

**100%**

of respondents said they would recommend HLE to another childcare provider.

Based on these outcomes, another education series is planned for 2024.

#### Child Care Provider Statistics

Currently, Oconto County has 8 Licensed Family, 6 Licensed Group and 2 Certified Child Care Providers. This totals 16 Regulated Providers. NOTE: Oconto County has 17 total providers. Oconto Head Start is considered licensed, but they are not active with child care authorizations.

In 2023, we gained 1 certified provider and 2 licensed family providers in the county, opening a potential of 22 more slots for children. One Licensed Family facility voluntarily closed in May of 2023.

Provider Type	Active Providers	Regulated Capacity of Children	Closed Providers	New Providers
Certified Family	2	12	0	0
Licensed Family	8	64	0	0
Licensed Group	6	253	0	0
<b>Totals</b>	<b>16</b>	<b>329</b>	<b>0</b>	<b>0</b>

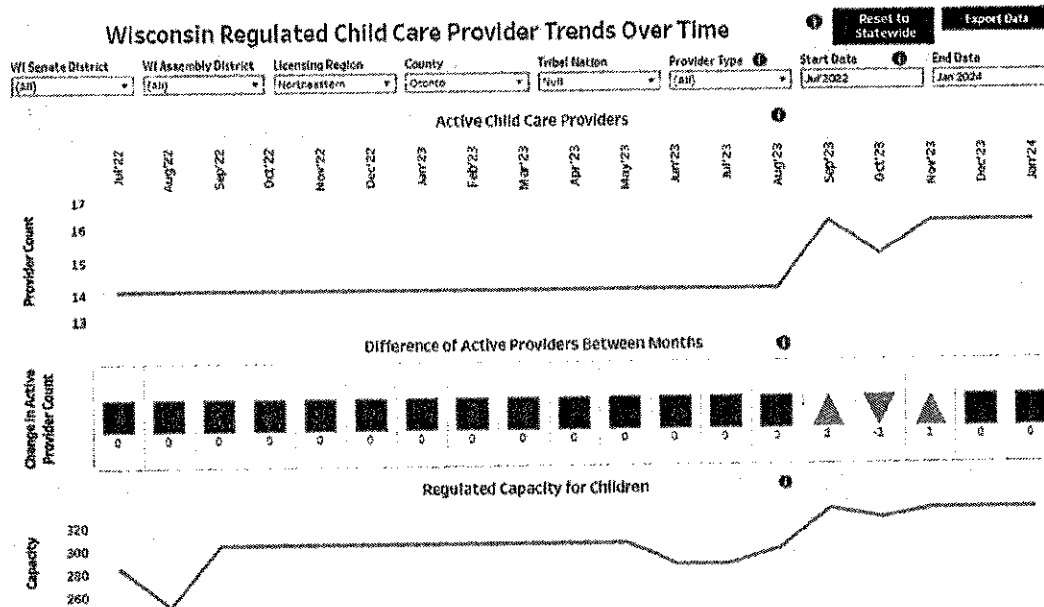
#### Child Care Counts Stabilization Program Continues

In November 2023, Gov. Tony Evers allocated \$170 million in emergency funding and directed Wisconsin Dept. of Children and Families (DCF) to continue the Child Care Counts through June 2025. This Stabilization Program is done in rounds. Round 1 funding period was Nov. 2021-July 2022, Round 2 was Aug. 2022-April 2023, Round 3 was May 2023-Jan. 2024, Round 4 runs February 2024-June 2024, and Round 5 runs July 2024-June 2025. Once approved for payments, eligible providers may continue to receive ongoing monthly payments, providing the financial stability they need to stay open, to recruit and retain qualified staff, and to continue providing high-quality care for children.

These funds will be distributed through two programs to stabilize the early care and education field-Payment Program A – Increasing Access to High-Quality Care, Payment Program B – Funding Workforce Recruitment and Retention. To date, Statewide, \$470,693,501 was paid to 4,602 child care providers and of that amount, Oconto County was paid \$1,064,973 to 17 child care providers.

## ECONOMIC SUPPORT DIVISION (cont.)

### Wisconsin Regulated Child Care Providers Trends Over Time



### Economic Support Caseload Quantities

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	4,080	4,074	4,076	4,114	4,136	4,167	4,189	4,236	4,268	4,288	4,357	4,395
2022	4,393	4,401	4,411	4,412	4,465	4,470	4,481	4,529	4,533	4,550	4,664	4,679
2023	4,689	4,721	4,700	4,770	4,743	4,756	4,808	4,609	4,596	4,525	4,346	4,481

\*Caseloads include servicing: Badger Care, Medicaid, Long-Term Care Medicaid, Caretaker Supplement, Medicare Premium Savings, Family Planning Supplement, Child Care and Food Share programs.

With the Public Health Emergency unwinding this year for Economic Support services, case volume has decreased since the beginning of 2023 by 208 cases. Even with this decrease, caseloads still continue to be much higher than the max caseloads of 500 pre-COVID for each Economic Support Specialist.

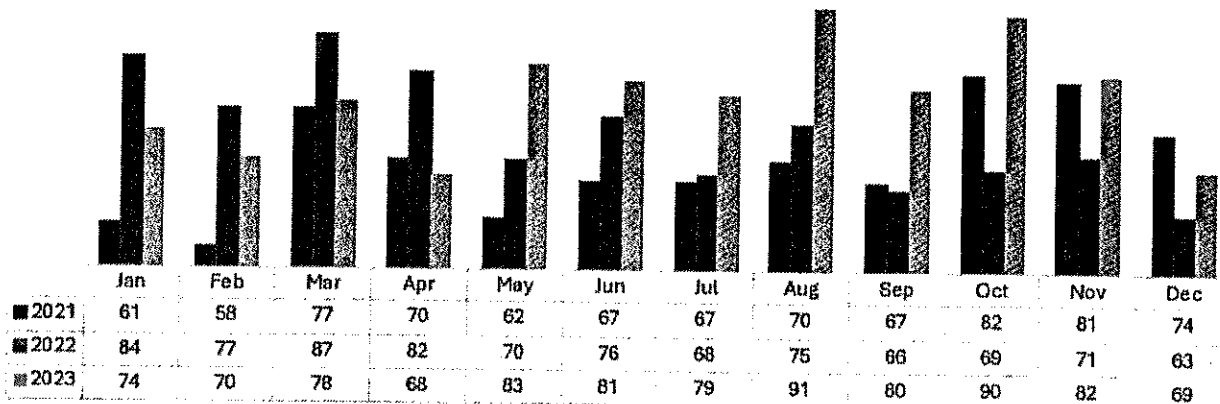
When looking at caseload size from the beginning of 2021 to the end of 2023, it reflects an overall increase of 401 cases. This continues to warrant the need for an additional full-time Economic Support Specialist after 3 years of data tracking.

At the end of 2023, average caseload size was approximately 700 cases per Economic Support Specialist, if fully staffed at current staffing level.

The team continues to work through these challenges and work through the immense high volume of documentation and follow-up with quality still being a primary value.

## ECONOMIC SUPPORT DIVISION (cont.)

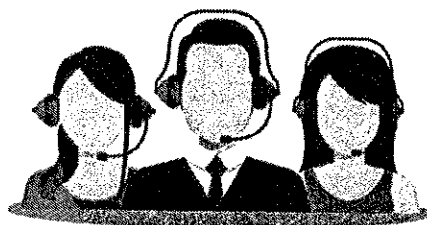
### Economic Support Call Center Coverage Shifts



- The call center line services all current members as well as those interested in applying to receive services within our consortium – Bay Lake Consortium Call Center. The consortium call center services Brown, Shawano, Door and Oconto counties. Services offered via the call center are: Badger Care, Medicaid, Long-Term Care Medicaid, Caretaker Supplement, Medicare Premium Savings, Family Planning Supplement, Child Care and Food Share programs.
- Call Center coverage shifts are 4 hours in duration and vary by day as well as mornings or afternoons. We currently have 7 Economic Support Specialists and 1 Lead Worker. The Lead Worker does have reduced call center shifts to supplement other duties assigned. On average, an Economic Support Specialist will have 10+ shifts monthly.
- We saw another mammoth influx in call center shifts in 2023 as well. Oconto had 57 more shifts than in 2022 and 109 more shifts than in 2021,

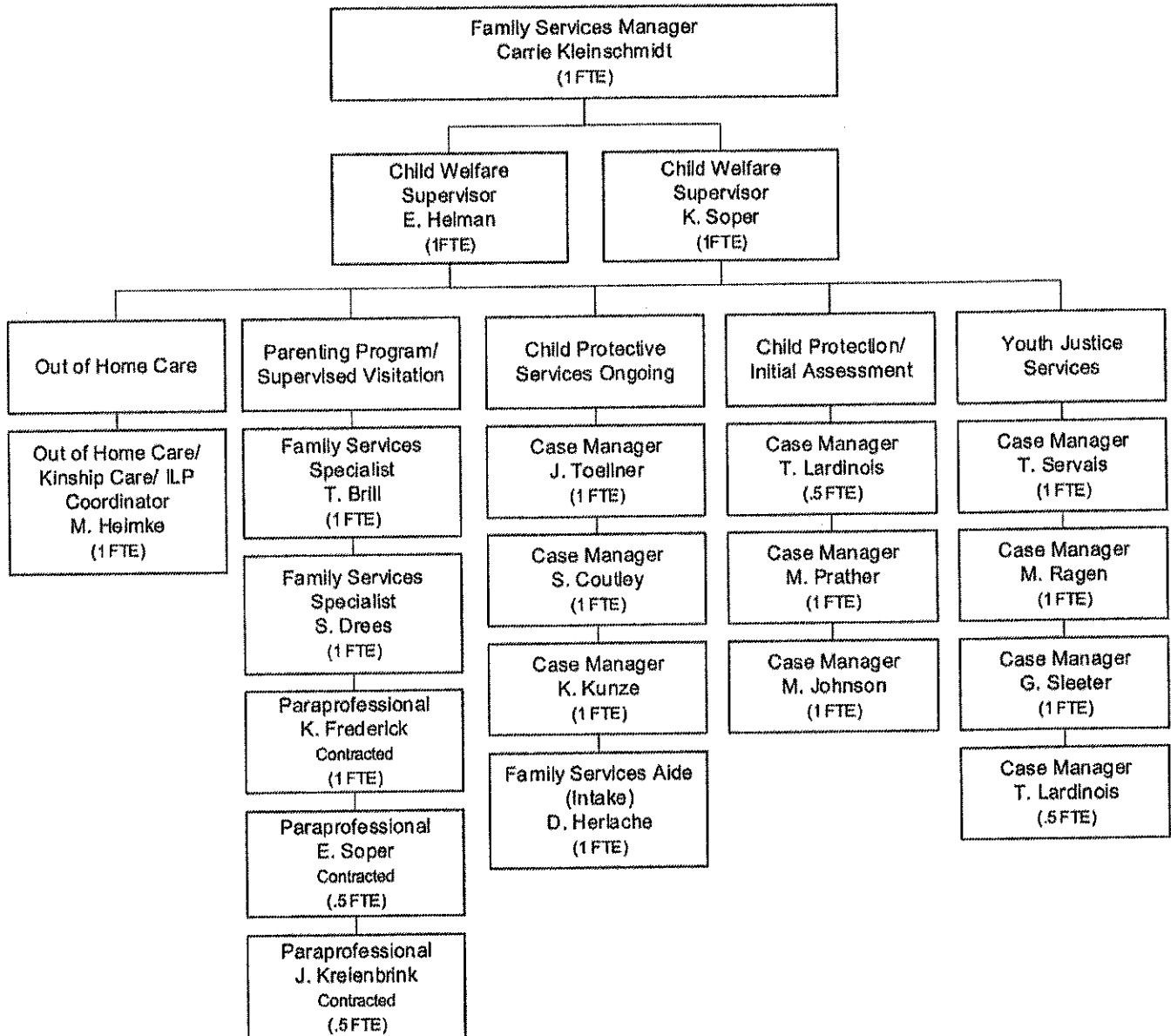
with the same amount of staffing from 2021-2023. With the Public Health Emergency unwinding this year for Economic Support services, it was thought volume would decrease. However, that is not the case as many are struggling to understand their benefits, newly enforced regulations and verification documents that are now required moving forward. This great of an increase in keeping in compliance with the consortium delegated call center shifts warrants the equivalent of having at least one additional full-time Economic Support Specialist. It has put substantial stress and workloads on the existing team.

- In 2023, Oconto County continues to have a trusted and looked upon Economic Support Division. The team produces high-quality work and assists other counties within the Bay Lake Consortium when able. The team remains affluent within the principles and practices that often change at the state level, all while maintaining great quality and customer service.



# FAMILY SERVICES DIVISION

## HEALTH & HUMAN SERVICES FAMILY SERVICES



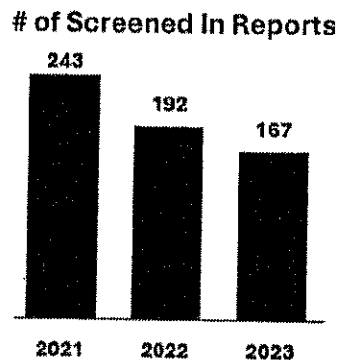
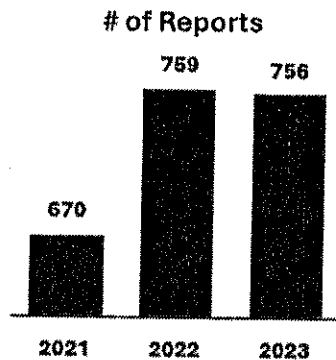
AUTHORIZED COUNTY POSITIONS: 16  
COUNTY FTE: 16  
CONTRACTED POSITIONS: 2

12/31/2023

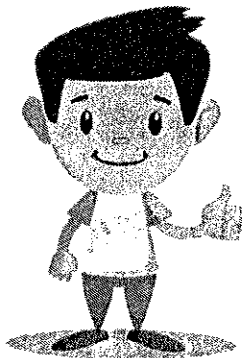
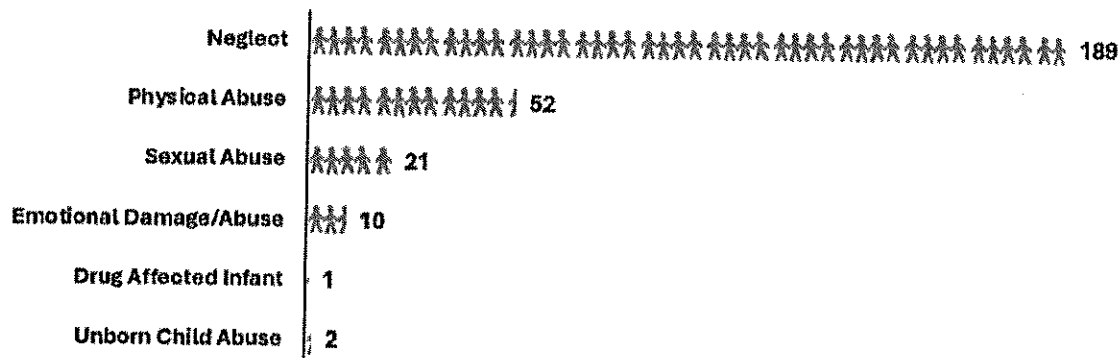
## FAMILY SERVICES DIVISION (cont.)

### Child Abuse and Neglect/Service Reports

A child abuse and/or neglect report is assessed by the division to determine the course of action. The types of abuse and/or neglect and the investigation results are tracked. At times, case managers offer voluntary services to families where there are concerns in the home that do not rise to the level of requiring a Child Protective Services investigation.



### Child Abuse and Neglect Investigations in 2023 (Children Affected)



When a report is received by the Department and screened in, the assigned case manager has 60 days to complete the investigation and write the initial assessment report.

Oconto County case managers are  
completing initial assessments

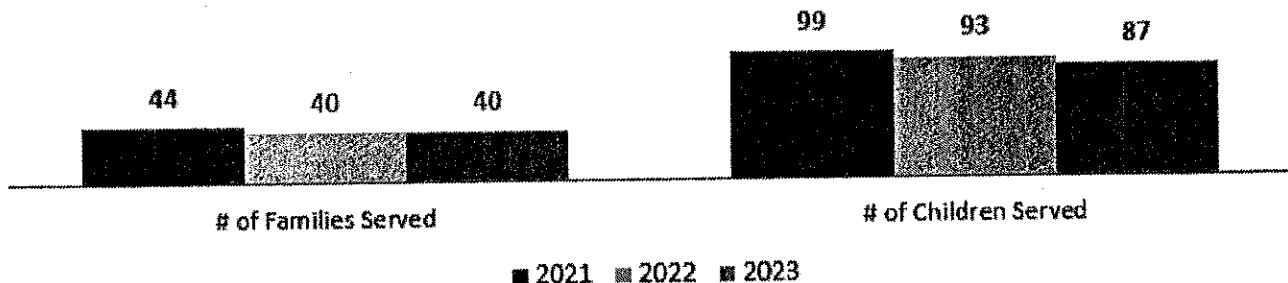
**98.37%**

timely as compared to the state rate of

**74.9%.**

## FAMILY SERVICES DIVISION (cont.)

### 2023 Parent Education and Supervised Visitation



Oconto County currently offers two different parenting programs.

- The Parent Empowerment Program is Oconto County's primary parenting program that is offered year-round. The goal of this program is to empower parents to raise happy, healthy children. This is done by teaching skills to parents, building confidence, positive role modeling, connecting to available services in the community, and providing information to gain knowledge to be a better parent. These services are currently being offered in the home of the parents. The amount of time that the program takes to complete can vary depending on the participation of the parent.
- The Parent Project® is a program for parents with children ages 10-18 who have challenging behavior issues. This is a 12-week group-based program that is offered two times per year. In the Parent Project model, facilitators work directly with parents to help improve their child's school attendance and performance, reduce family conflict, curb drug and alcohol use, prevent runaways, stop violent behavior, and develop strong in-home prevention and intervention strategies.



### Out of Home Placements



The Department of Children and Families recognized Oconto County's successful efforts at completing and documenting casework contacts for children in out-of-home care. The efforts of staff have directly contributed to Wisconsin exceeding the federal requirement that at least 95% of children in out-of-home care have face-to-face contact with a caseworker at least once a month.

As one of the highest performing counties statewide, Oconto County demonstrated the exceptional performance of **99.77%**. The state average is 96.7%.

## FAMILY SERVICES DIVISION (cont.)

<b>Foster Homes</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
# of Children	31	35	30
Cost	\$166,032.83	\$208,486.29	\$301,394.53
<b>Treatment Foster Homes</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
# of Children	10	5	1
Cost	\$256,068.88	\$82,756.88	\$32,965.64
<b>Group Homes</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
# of Children	0	2	2
Cost	\$0.00	\$37,680.40	\$145,893.42
<b>Shelter Care</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
# of Children	2	0	2
Cost	\$7,500.00	\$0.00	\$9,506.88
<b>Secure Detention</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
# of Children	8	10	15
Cost	\$18,920.00	\$25,290.00	\$18,250.00
<b>Respite</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
# of Children	15	12	18
Cost	\$8,480.00	\$13,760.00	\$12,760.00
<b>Correctional Facilities</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
# of Children	0	0	0
Cost	\$0.00	\$0.00	\$0.00
<b>Residential Care Centers</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
# of Children	2	2	3
Cost	\$57,972.77	\$115,019.70	\$310,968.44
<b>Subsidized Guardianships</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
# of Children	13	18	18
Cost	\$67,064.93	\$82,391.24	\$140,828.78
<b>Kinship</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
# of Children Voluntary	53	49	53
# of Children Court Ordered	33	22	21
Cost	\$185,100.24	\$204,035.49	\$192,812.26
<b>Supervised Independent Living</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
# of Children	0	0	1
Cost	\$0.00	\$0.00	\$480.00

### 2023 Licensed Foster Homes



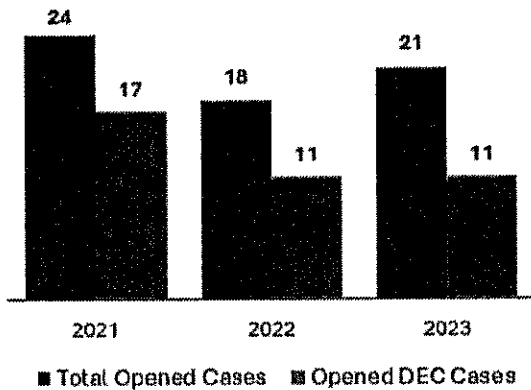
- Throughout 2023, Oconto County had a total of **22** foster homes.
- **7** of these homes were licensed for child specific placements.
- **15** of the homes were licensed to accept any children placed in out of home care.

## FAMILY SERVICES DIVISION (cont.)

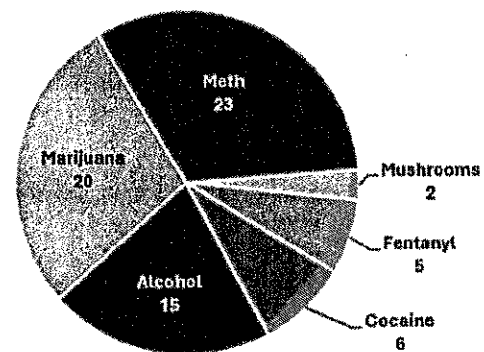
### Oconto County CPS Drug Endangered Children (DEC) Data

The Drug Endangered Children (DEC) Program is a multi-disciplinary team to enhance the response to Child Protective Services cases and criminal cases involving drug endangered children. Drug endangered children are children who are exposed to caregiver drug use or lack of protection from their caregiver from other people's drug use. The program has a national level, a state level, and county level. Oconto County's program includes child protection, law enforcement, probation and parole, and public health.

CPS Cases Opened for Ongoing Services

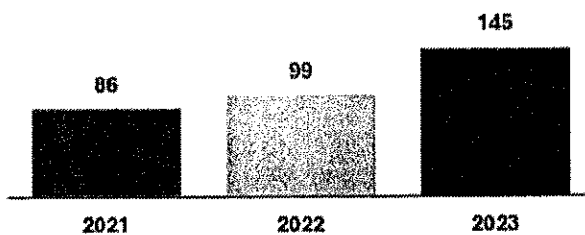


Types of Drug Use Found in DEC Investigations

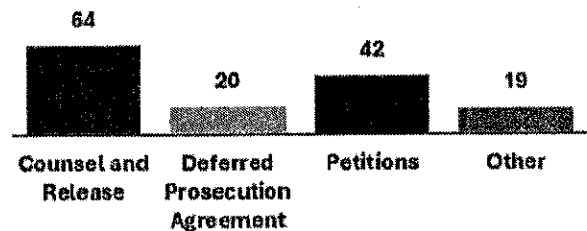


### Youth Justice Services

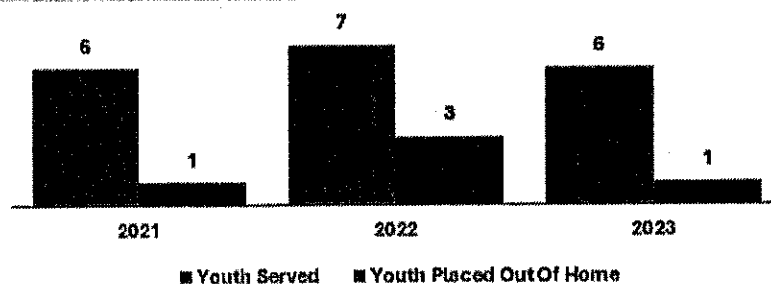
# of Reports



2023 Outcomes



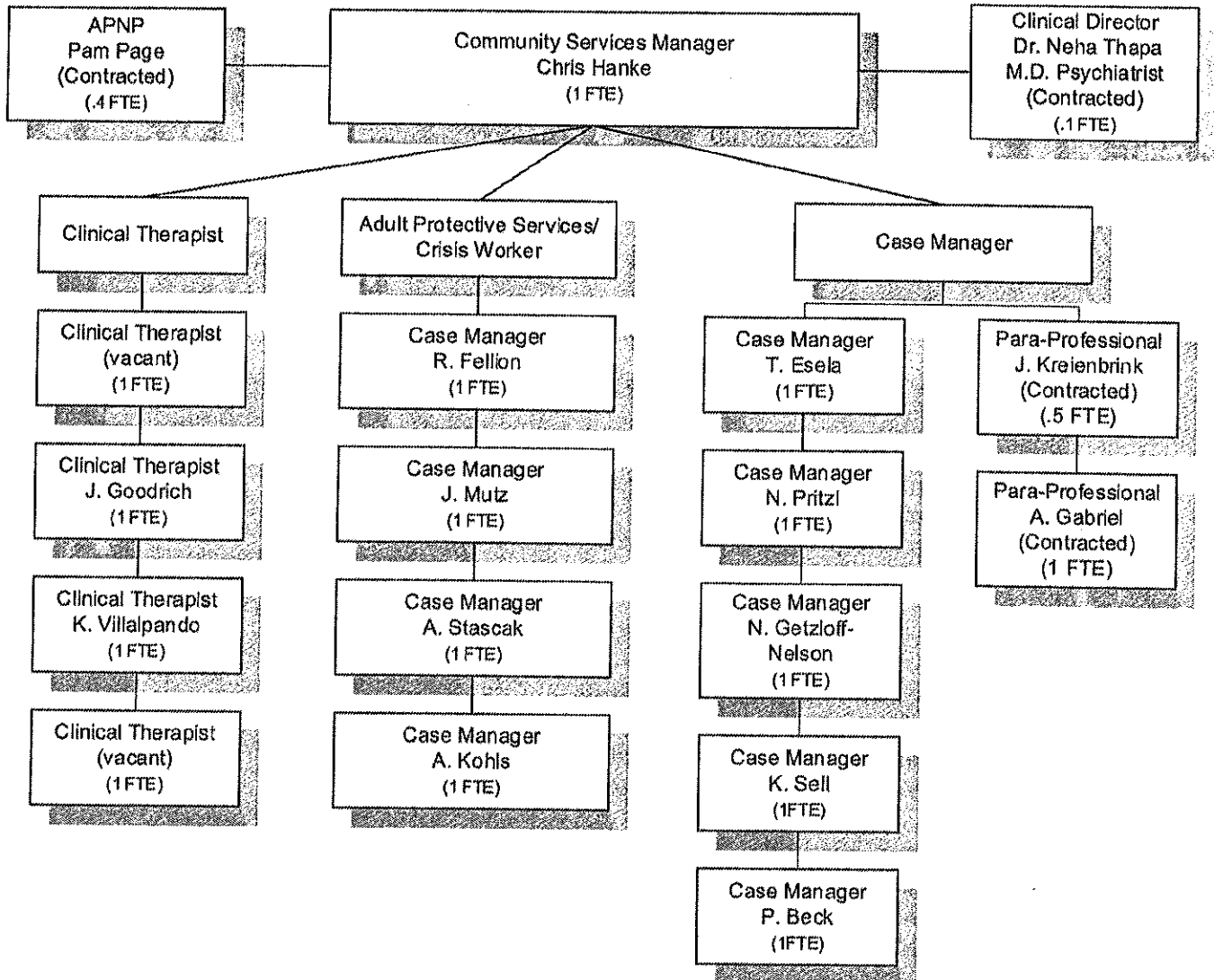
### Intensive Supervision Program





# COMMUNITY SERVICES DIVISION

## HEALTH & HUMAN SERVICES COMMUNITY SERVICES



AUTHORIZED COUNTY POSITIONS: 14  
COUNTY FTE: 12  
CONTRACTED FTE: 2

12/31/2023

## COMMUNITY SERVICES DIVISION (cont.)

### 2023 Crisis Services/Adult Protective Services (APS)/ Elder At Risk Programs

Program	# of Adolescent Clients	# of Adult Clients	# of Elder* Clients	Total
Crisis Services	100	224	46	370
Adult Protective Services	0	63	30	93
Elder At Risk	0	1	89	90
<b>Total</b>	<b>100</b>	<b>286</b>	<b>155</b>	<b>541</b>

\* Elder is defined as any adult over the age of 60


### Crisis Services

A mental health crisis can take many forms. Crisis Workers assess for safety risks and attempt to provide urgent assistance. A mental health crisis does not always mean someone is a danger to themselves or others.

#### 2023 Achievements:

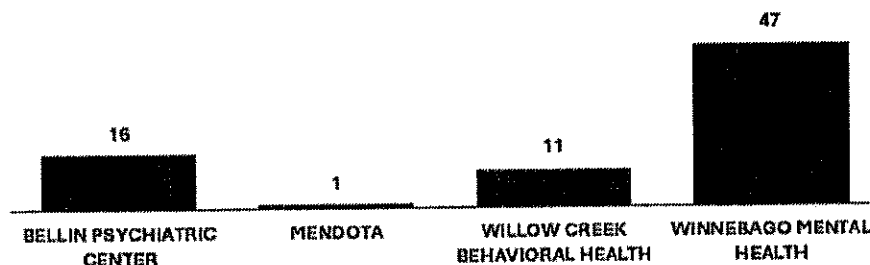
- Coverage of mental health services and support to the Oconto County Jail inmate population from May 2023 until October 2023 during a gap with hiring a contracted vendor.
- Community outreach for Crisis Services 24/7 serving all of Oconto County.
- Connecting youth and adults with mental health and substance use recovery services within the county.
- Suicide Prevention grant dollars supported awareness outreach at school events including a magnet campaign.

#### The Crisis Services Program served:

 **175 Females**

 **193 Males**

### 2023 Emergency Medical Detentions (EM-1's)



## COMMUNITY SERVICES DIVISION (cont.)

### Adult Protective Services

Adult protective services help elder adults and adults at risk who have been abused, neglected, or financially exploited.

#### 2023 Achievements:

- Managed delicate situations involving individuals taking advantage of adults 65 years or older.
- Investigations involved several living in unsafe living situations and environments.
- Partnered well with other county agencies including zoning, law enforcement, and public health.

#### The Adult Protective Services Program served:



44 Females



49 Males

### Elder At Risk Program

Elder at Risk staff work with any person who is 60 years of age or older who has experienced, is experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation.

#### 2023 Achievements:

- Hosted Spring Elder Abuse Awareness events with local banks and community partners.
- Facilitated quarterly meetings for the Elder at Risk I Team involving banks, managed care organizations, law enforcement, and public health.

#### The Elder At Risk Program served:



52 Females

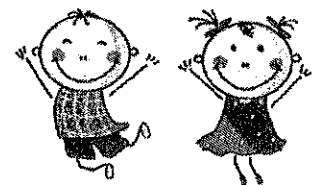


38 Males

### Children's Long Term Support Program (CLTS)

The Children's Long Term Support Program helps children with disabilities and their families. The services help children live their best lives at home and in the community. The program provides case management and funding for support services, skill development, physical aids and home modifications to help meet the children's needs.

In 2023, the  
CLTS Program  
served  
**143**  
children



## COMMUNITY SERVICES DIVISION (cont.)

### Outpatient Clinic

Our outpatient clinic offers counseling services for youth and adults who are experiencing mental health challenges and/or substance abuse issues.

#### ■ MENTAL HEALTH COUNSELING

A mental illness is a condition that disrupts a person's thoughts, feelings, social skills, and/or daily living.

	2022	2023
• Number of Mental Health Clients	163	201

#### ■ SUBSTANCE ABUSE COUNSELING

A substance use disorder is a pattern of use of an intoxicating substance leading to significant impairment or distress. The substance is often taken in larger amounts or over a longer period than was intended.

	2022	2023
• Number of Substance Abuse Clients	171	232
• Number of OWI (Operating While Intoxicated) Assessments	68*	136
• Number of AODA Assessments	78	101

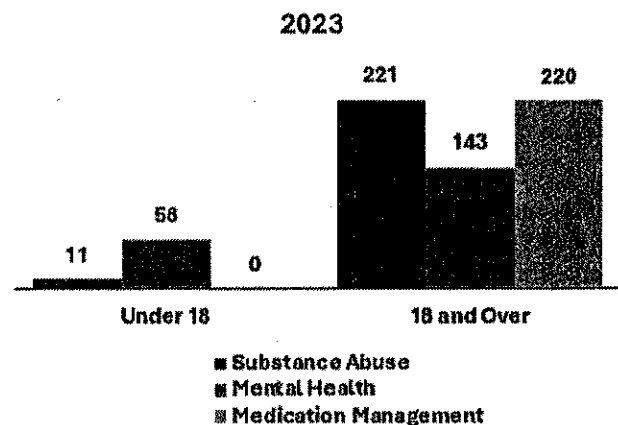
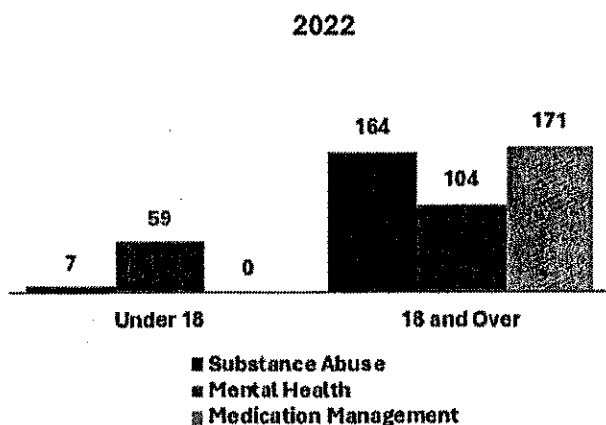
\* Assessments were referred out due to staff vacancy.

#### ■ MEDICATION MANAGEMENT

The clinic offers medication management for individuals who require medication to manage their mental health symptoms

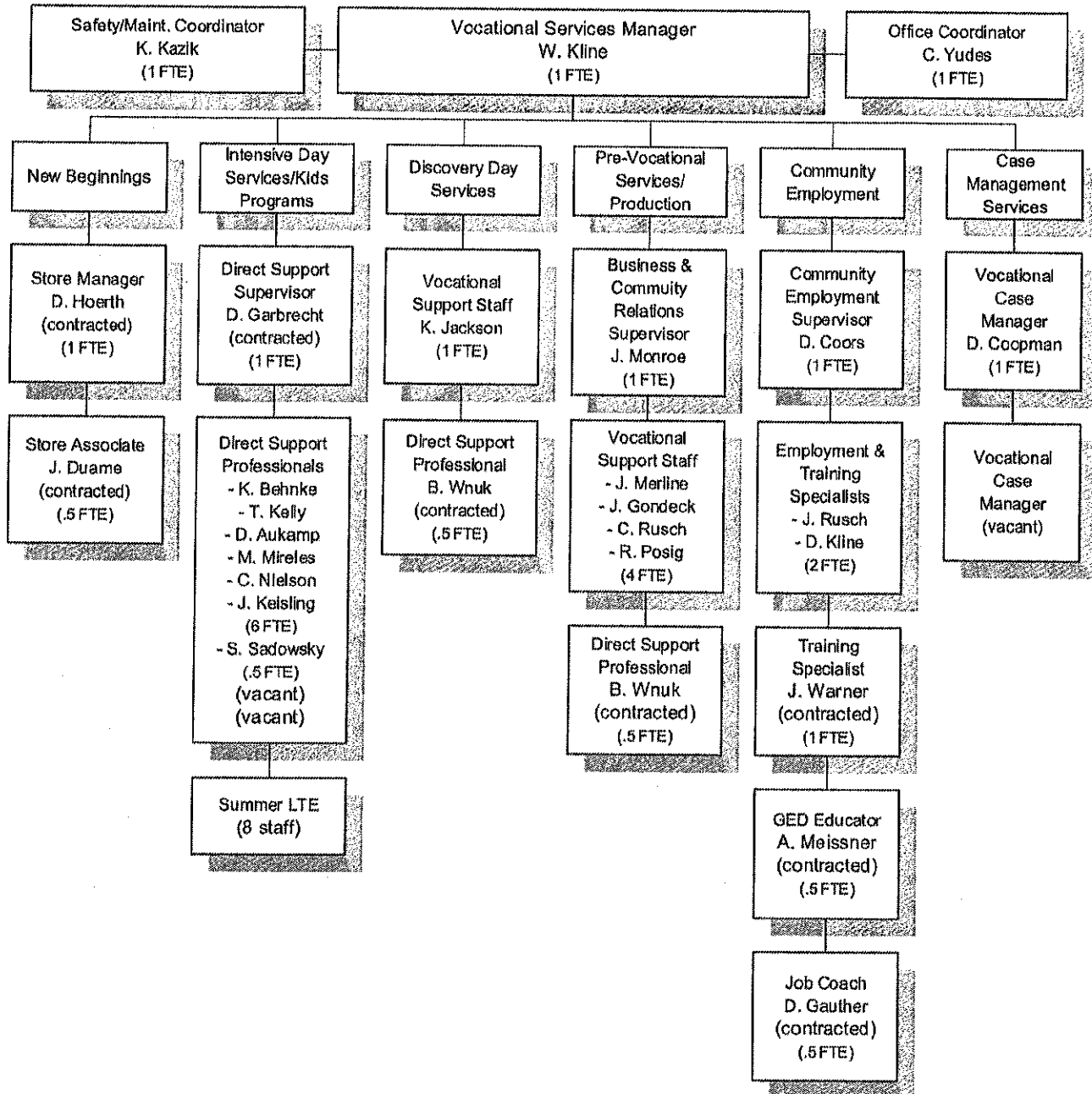
	2022	2023
• Number of Medication Management Clients	171	220

### Age of Clients Served by Clinic



# VOCATIONAL SERVICES DIVISION

## HEALTH & HUMAN SERVICES VOCATIONAL SERVICES



AUTHORIZED COUNTY POSITIONS: 15  
 COUNTY FTE: 13  
 CONTRACTED POSITIONS: 16  
 LTE'S: 8

As of 12/31/2023

## VOCATIONAL SERVICES DIVISION (cont.)

### New View Industries

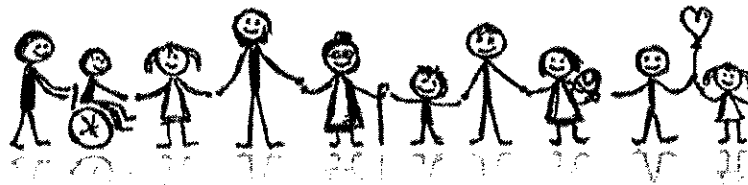
#### New View Industries

New View Industries is a community rehabilitation program (CRP) that is a county operated division of Health and Human Services. New View serves disabled adults and youth as well as individuals with mental health needs from our county as well as some from surrounding counties with the mission of developing greater independence, increasing vocational skills, and providing meaningful days. New View has operated in Oconto County since 1974.



### Highlights of 2023

- First year since Covid that New View increased our client participation numbers for our facility-based services (pre-vocational and day services). Enrollment increased from 60 in the beginning of the year to 70 at the end of the year. In the beginning of 2019, there were 89 clients served. For all New View programs, 210 individuals were served in 2023.
- Joined the Victory Olympics planning committee, which puts on an annual event for local special needs kids from area schools. This event returned to Gillett after a 10-year gap. New View staff and clients volunteered to help run the games and activities. A total of 12 area schools participated.
- Hosted a volunteer appreciation luncheon for our clients who worked hard during the year helping others in the community. Volunteer activities during the year included: Serenity Gardens, Gillett annual spring clean-up, Victory Olympics, Valentines for Vets, holiday cards for the elderly, Humane Society donation drive, and others.
- Completed the first full year of the utilization of the New Heights / New Beginnings building. The training center is utilized on a daily basis for New View programming including the summer kids program, adult day services activities and Community Employment Division of Vocational Rehabilitation (DVR) trainings. Other Health and Human Services divisions utilize the building for Comprehensive Community Services activities, parenting classes, supervised parental visitations, and foster care trainings. Community groups such as the Gillett Chamber of Commerce, Aging and Disability Resource Center, and the Oconto

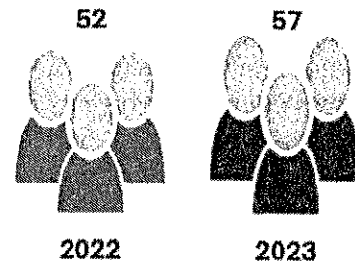


## VOCATIONAL SERVICES DIVISION (cont.)

### Program Areas

#### Pre-Vocational Services

Pre-Vocational Services are designed as a training for clients whose goal is to work in the community. The program is set up to be able to pay clients for work completed but also as an opportunity to learn other work skills such as soft skills, interacting appropriately with others, and other job readiness skills. Successful clients are referred to Supported Employment (SE)/ DVR, if deemed appropriate by the care team and/or guardian.



- ◇ Continued to serve non-funded county residents as needed based on disability or mental health needs.
- ◇ Continued training clients, based on their disability, to design ideas to improve their production, train on new jobs, and increase work skills.
- ◇ Continued a janitorial placement at the Oconto Falls ADRC for cleaning allowing for work in the community.
- ◇ Continued to job develop in the surrounding communities to maximize workload for clients at New View.
- ◇ New View has continued to offer as many minimum wage jobs as possible vs. piece rated in order to increase client wages.
- ◇ Volunteer efforts in the community include the Victory Olympics, Gillett spring clean-up, Humane Society donation drive, New Beginnings, and others.
- ◇ Hosted a volunteer appreciation luncheon for clients
- ◇ Increased client outings / tours of local businesses
- ◇ Offered safety trainings with our clients in coordination with our safety / maintenance staff.
- ◇ Maintained presence on LinkedIn for New View Industries procurement development.
- ◇ Retained membership and participated with Chambers of Commerce for Oconto, Oconto Falls, and Shawano. Joined the newly formed Gillett Chamber of Commerce in 2023. New View is also a member of DSPN (Direct Support Provider Network), an organization shares information regarding state/federal regulations, and trends in services.
- ◇ Continued partnerships with the following business entities:
  - Deluxe Plastics, Endries International, Midwest Textiles, Nicolet Plastics, Inc., Diversified Wood Craft, Velocity Machine, Modern Plastics / Wisconsin Plastics, and Wisconsin Bench.

**Wages paid out to disabled workers in 2023:**

**\$105,483.00**  
(\$98,729.00 in 2022)

**Overall production revenues in 2023 were**

**\$254,500**  
(\$236,000 in 2022)

**Continued a**

**1:4**

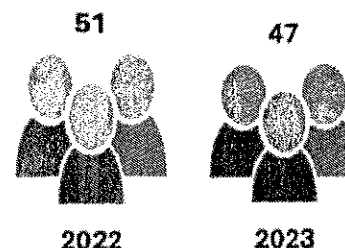
**staff ratio group to work on client emotional regulation, which has continued to increased production for several clients**

## VOCATIONAL SERVICES DIVISION (cont.)

### Discovery Day Services

Discovery Day Services (1:8 staff ratio) is programming for adult clients that promotes independence, daily living skills, life skills, social skills, volunteering, and recreation. This service takes place both at our facility and in the community. Programming is completed in groups and changes throughout the year based on input from our clientele.

Highlights of 2023 are as follows:



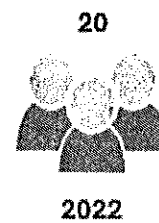
- Exercise and stretching, sports, chair yoga and group activities in New Heights gym
- Audio books group
- Cooking groups-"Men's Breakfast", daily coffee and conversation, easy cooking recipes
- Completed "Unspoken Symphony", a program where clients make a colored picture and submit it to a website that turns the artwork into music.
- Arts and crafts highlights: made scarves, painted, 1-2-3 drawing, made gifts for family members
- Gardening and science experiments
- Lock in at New Heights/slumber party
- Community outings include:
  - ◊ Pathfinder and community board games at the Gillett Public Library Community Center
  - ◊ Sturgeon Park in Shawano to view Sturgeon fish
  - ◊ Fishing excursion at North Bay Shore Park in Oconto
  - ◊ Bowling at Lakeshore Lanes
  - ◊ Movie theater in Shawano
  - ◊ Earth Haven Rock Museum
  - ◊ Wheel Hike – adaptive all-terrain wheel trails at Thunder Mountain
  - ◊ Primal Eats to see the recording of "Mad Dog and Merrill" show
  - ◊ Picnic and swimming at Holt Park in Kelly Lake and Shawano Park
  - ◊ Zippel Park for a picnic and pinecone hunt
  - ◊ Beyer Museum
  - ◊ Gillett Historical Society Museum
  - ◊ Pontoon ride at Lee Lake
  - ◊ Shopping at local stores, thrift stores, Friends of the Library rummage sale
  - ◊ Handiworks Gillett to make an Easter craft
  - ◊ Friendship group with Lakeland Industries, Shawano
  - ◊ Farnsworth Library book
- Participated in the following ADRC sponsored events/outings:
  - ◊ Alpaca Farm in Clintonville
  - ◊ Painting in the park
  - ◊ Arts and Crafts at the Gillett Community Center
  - ◊ Barkhausen Wildlife Preserve
- Community member volunteers who came to New View to educate clients:
  - ◊ Mike and Ruth Reisch - Earth Haven Rock Museum
  - ◊ Shannon Stoner from the Gillett Public Library
  - ◊ Beyer Home Museum Representatives
  - ◊ Emily Posusta Branch Manager Flagstar Bank, Oconto Falls
  - ◊ Internet safety, fraud safety, credit issues, household budgeting
  - ◊ Don Landwer, Navy Seal and Vietnam Veteran
  - ◊ Weekly volunteers Steve and Nancy Currico
  - ◊ Cooking and Nutrition with Sarah Schindel from UWEX
- Community Volunteering
  - ◊ Visits, games, and crafts with Serenity Gardens Assisted Living residents weekly
  - ◊ Assembled craft kits for the Gillett Public Library
  - ◊ Cleaned up trash on the walking and ATV trail in Gillett
  - ◊ Helped prepare items for Suring Library rummage sale fundraiser
  - ◊ Hanging clothes and washing kitchen items for New Beginnings weekly
  - ◊ Made cards for the area veterans on holidays
  - ◊ Tied quilts with a group that makes quilts for people in need "Wanna Bees"
  - ◊ Made dog and cat beds for the Humane Society



## VOCATIONAL SERVICES DIVISION (cont.)

### Intensive Day Services

Intensive Day Services programming (1:4 and 1:1 staff ratio) is designed for adult clients and kids who need extra supervision and support throughout the day. Programming is focused on learning basic living skills, social skills, communication skills, as well as maintaining skills. Emphasis is put on developing fine and large motor skills, daily living skills, awareness, social integration, sensory integration and independent living skills. Each client has individual goals to work on to increase their skills. Community integration is also encouraged in this program. Highlights of 2023 are as follows:



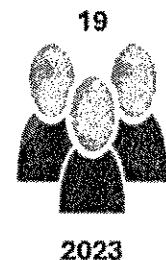
#### Clients were able to participate in the following community outings:



- Daily goal oriented programs
- Utilization of New Heights gym for physical activities
- Weekly swim groups – Bond Center and Shawano Rec Center
- Various lunch outings
- Various park outings
- NEW Zoo
- Berryland Pumpkin Patch
- Boat outing on the Wolf River
- Dairy Barn

### Youth Services

New View provides youth services in the form of Daily Living Skills Training to children enrolled in the Children's Waiver program, part of the Community Services Division of Oconto County. 18 youth, ages 8-17, participated in the 5th year of this program. Services were provided at the New Heights Training Center. The program focused on:



✓ Daily Living Skills Training/Independent Living Skills

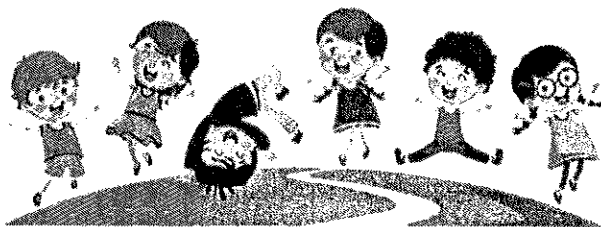
✓ Social Skills/Communication Skills

✓ Leisure Skills

✓ Community Integration

#### Visited:

- Title Town
- Splash Pads in Shawano and Green Bay
- Joannes Water Park
- Wildlife Sanctuary
- Walter Wacky World Petting Zoo
- Dairy Barn
- Children's Museum Green Bay
- Lunch outings
- Area parks
- NEW Zoo
- National Railroad Museum
- Packer Hall of Fame



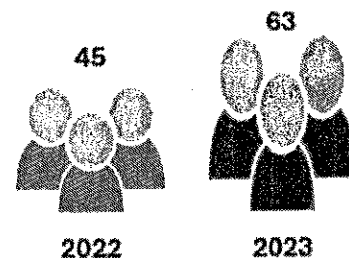
\* New View was able to use Children's Community Options Program (CCOP) funds to help reduce or eliminate the costs for most outings for our clients.

## VOCATIONAL SERVICES DIVISION (cont.)

### Supported Employment

The Supported Employment program works with the State of Wisconsin Division of Vocational Rehabilitation (DVR) as well as Managed Care Organizations (MCO's) to offer a variety of services depending on the referred client's needs. Some of these services include soft skill training, setting up temporary work experiences, job placement, job shadows, customized employment, career profiles, Explore Work, benefit analysis, job coaching, and job prep plans (assisting with resume's, interviews, etc.)

The majority of our efforts are with Oconto County clients but we do also serve some clients from Shawano, Menominee, and Marinette Counties.



**Explore Work  
completed:**

**1**

(2 in 2022)

**Benefit Analysis  
completed:**

**9**

(4 in 2022)

**Job Shadows  
completed:**

**55**

(27 in 2022)

**Temporary work  
experiences set up:**

**18**

(7 in 2022)

**Clients placed in  
permanent jobs:**

**3**

(9 in 2022)

**Total job coaching  
hours in the  
community**

**2,346\*\***

(1,520 hours in 2022)

**Skills to pay the bills:**

**3**

(decrease in referrals due  
to severity of disabilities/  
mental health)

**\*\* Large increase in the number of hours we job coach, equivalent to 45 hours per week.**

**Needed to hire additional part time staff to fill all the hours and additional hiring may be needed.**

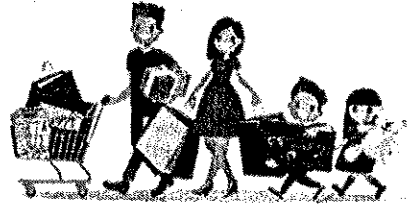
Local Supportive businesses where clients were hired, attended job shadows, or used temp work experiences include:

- Crivitz – Smokey Woods, Gillett – Primal Eats, Pat's Market, Gillett Library, Northport Marine; Keshena – College of Menominee Nation, Lakewood – SuperValu, Lakewood Assisted Living, Lakewood Motorsports, Waubesa Lodge, Heaven's Up North Campground, Oconto – NewCap, Clean Rite Services, Unlimited Services, Brother's 3, McDonald's, LeTourneau Plastics, Robert's Hardware, Kwik Trip, Oconto Area Humane Society, Bond Center, Oconto Falls – Iverson's Piggly Wiggly, HSHS St. Clare Memorial Hospital, The Flower Shoppe, Preferred Cabinet Solutions, K-9 Creations, Milk and Honey Café, ADRC, Peshtigo – Rennes Health & Rehab East, NEW Credit Union, Pulaski – MCL Industries, Shawano – Goodwill, Lakeland Industries, Performance Food Service, Boarder's Inn, Pink Shears Pet Grooming, Charlie's Market, Tractor Supply Company, Complete Canine Care, Auto Zone, Suamico – Wery's Blossom Creek, Suring – Oconto County Highway Department, Sunrise Dairy, Suring Automotive & Hardware

## VOCATIONAL SERVICES DIVISION (cont.)

### New Beginnings Resale Store

The New Beginnings Resale Store was first established in 2001 in Gillett. The purpose of this re-sale store is to provide support to needy families in the community. Over the years, the store has also been home to programs that provide additional resources and training opportunities for individuals in need. New Beginnings also has vouchers that are given away to individuals or families who are referred from other County programs. In 2023, 6 families were helped with these vouchers to provide clothing and other needs at no cost. New Beginnings moved to Oconto Falls in 2012, but returned to Gillett in 2022 with the completion of our new building. Within New Beginnings, employment and training programs operate to provide needed assistance to the community. Current programming includes the Community Resource Empowerment Program and the Offender Education and Workforce Training Program.

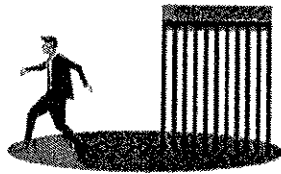


## Employment and Training Programs

### Offender Education and Workforce Training Program

New View also provides additional Employment and Training programs that help support the community. The Offender Education and Workforce Training Program is grant-funded program that began in 2020. 2023 was the final year of the grant. The purpose of the program is to connect with pre and post release offenders at the Oconto Law Enforcement Center to assist them with the following:

- Financial literacy education
- Housing needs post release
- GED education
- Health insurance assistance
- Job preparation skills
- Work placement/work release



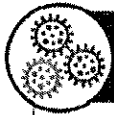
**In 2023,  
58  
individuals were  
referred to this  
program including  
pre and post  
release offenders.  
(45 in 2022)**

### Empowerment Program

In addition to working with offenders, the Employment and Training staff offer another service called the Empowerment Program. This program is a culmination of previously established grant based programs that assist community members and at-risk individuals. Assistance includes the following:

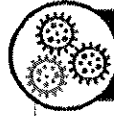
- Youth Employment – helping with education and employment skills
- Adult Employment and Education
- Providing referral assistance for those in need of housing, health insurance, etc.

## COMMUNICABLE DISEASE (REPORTABLE) BY CATEGORY



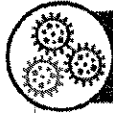
### Tickborn/Mosquito

- Anaplasmosis
- Babesiosis
- Ehrlichiosis
- Lyme Disease
- Malaria
- West Nile



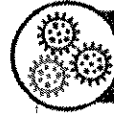
### Vaccine Preventable Disease

- Haemophilus Influenza
- Mumps
- Measles
- Rubella
- Pertussis (Whooping Cough)
- Parapertussis
- Varicella (Chicken Pox)



### Gastrointestinal Disease

- Campylobacteriosis
- Cyclosporiasis
- Cryptosporidiosis
- E-Coli
- Giardiasis
- Salmonellosis
- Shigellosis
- Trichinosis
- Vibriosis
- Yersiniosis



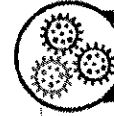
### Other

- Blastomycosis
- Carbon Monoxide
- Coccidioidomycosis
- Hepatitis A, B, C, E
- Histoplasmosis
- Latent Tuberculosis/Tuberculosis
- Legionellosis
- Metal Poisoning (Non-Lead)
- Mycobacterial Disease
- Toxoplasmosis
- Tularemia



### Sexually Transmitted Infection

- Chlamydia
- Gonorrhea
- Pelvic Inflammatory Disease
- Syphilis



### Invasive Disease

- Bacterial Meningitis
- Streptococcal Disease



### Associated Hospitalizations

- Influenza
- RSV
- COVID

**Oconto County Department of Health and Human Services**

Updated: 03/28/2024

[illegible]



## NOTES

