



2020 Annual Report

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

...promoting healthy and responsible families

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VISION

Our Vision is to provide or arrange social, financial, medical and emotional support to the people of Oconto County.

Individuals and families will be treated with respect and dignity, and ensured the right to privacy.

MISSION

Oconto County Department of Health and Human Services

... promoting healthy and responsible families.

DIRECTOR'S LETTER

Dear Health and Human Services Board Members:

Our 2020 Annual Report is offered here and details the work of the Oconto County Department of Health and Human Services in partnership with its Board.



2020 will be remembered as the year that the COVID -19 pandemic caused a shutdown of most segments of society. The Health and Human Services Department also had to adjust to the changes yet continue to provide many needed services to the community, including crisis and protective services. In addition, we were primarily responsible for the huge undertaking to implement the county COVID -19 response through our Health Department. This effort dominated our work in 2020. Many staff had to be reallocated to Health Department assignments to keep up with our responsibilities for response and leadership. Our duties were to mitigate the disease in all facets through investigation, treatment, education, and consultation. We were responsible to the entire community, including schools, businesses, churches, municipalities, and also to the county system for the safety of our employees and the protection of our Departments and their processes.

The experience has sharpened our skills in emergency community response matters and also demonstrates the value of a consolidated Department of both Health and Human Services. Even through the difficulties of managing the constantly evolving information being put out about the virus and appropriate response practices, we were able to produce many efficiencies quickly by reacting and adapting. This is to the credit of our cohesiveness both as a Department and as partners with the county Administration, its Departments and Emergency Services systems.

In 2020 however, we did lose momentum on a significant expansion of community services planned in the 2020 budget. In 2020, the Department was allocated by the County Board of Supervisors, increased funds to address important developing issues of social concern in Oconto County. The initial areas of intervention were to be with services in the law enforcement center for substance abuse, with an emphasis on methamphetamine use, job skills and vocational services to inmates and community members, and specialized newborn baby and parenting services in the community, especially in drug endangered situations. These services were developed and initiated but had to be stopped for the year beginning in late March 2020. It is our hope that we can renew these services quickly in spring 2021. Indeed, the need for these services has increased through the time of the pandemic shutdown.

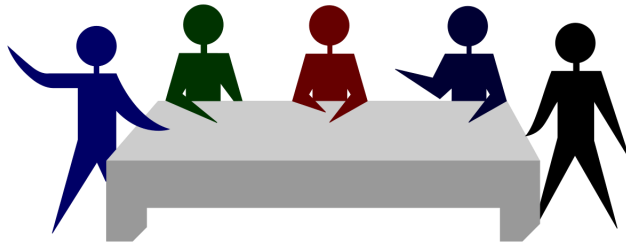
This renewed expansion of services will soon be complemented by the construction of a work and training center on the grounds of New View Industries. This building, funded with the Community Development Block Grant, will house the New Beginnings store program and also numerous varied programs and services. The anticipated opening will be in 2022.

We have great respect for the performance of our staff in 2020, including managers. They endured many unusual assignments and new processes as we worked to maintain a continuity of services while assisting all areas of the courthouse and community through the pandemic.

We want to never have to experience this kind of situation again, but if we do, the Health and Human Services Department is tested and ready.

Respectfully Submitted,

Michael G. Reimer, LCSW—Director
Oconto County Dept. of Health and Human Services



Board of Directors

Alan Sleeter, Chair
10005 Madsen Rd
Suring, WI 54174

Elmer Ragen
4135 Lade Beach Road
Little Suamico, WI 54141

Diane Nichols, Vice Chair
4295 County Road J
Oconto, WI 54153

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Marcia Ellis
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8811 Gohr Road
Krakow, WI 54137

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

Carolyn Barke
6048 State Highway 32
Gillett, WI 54124

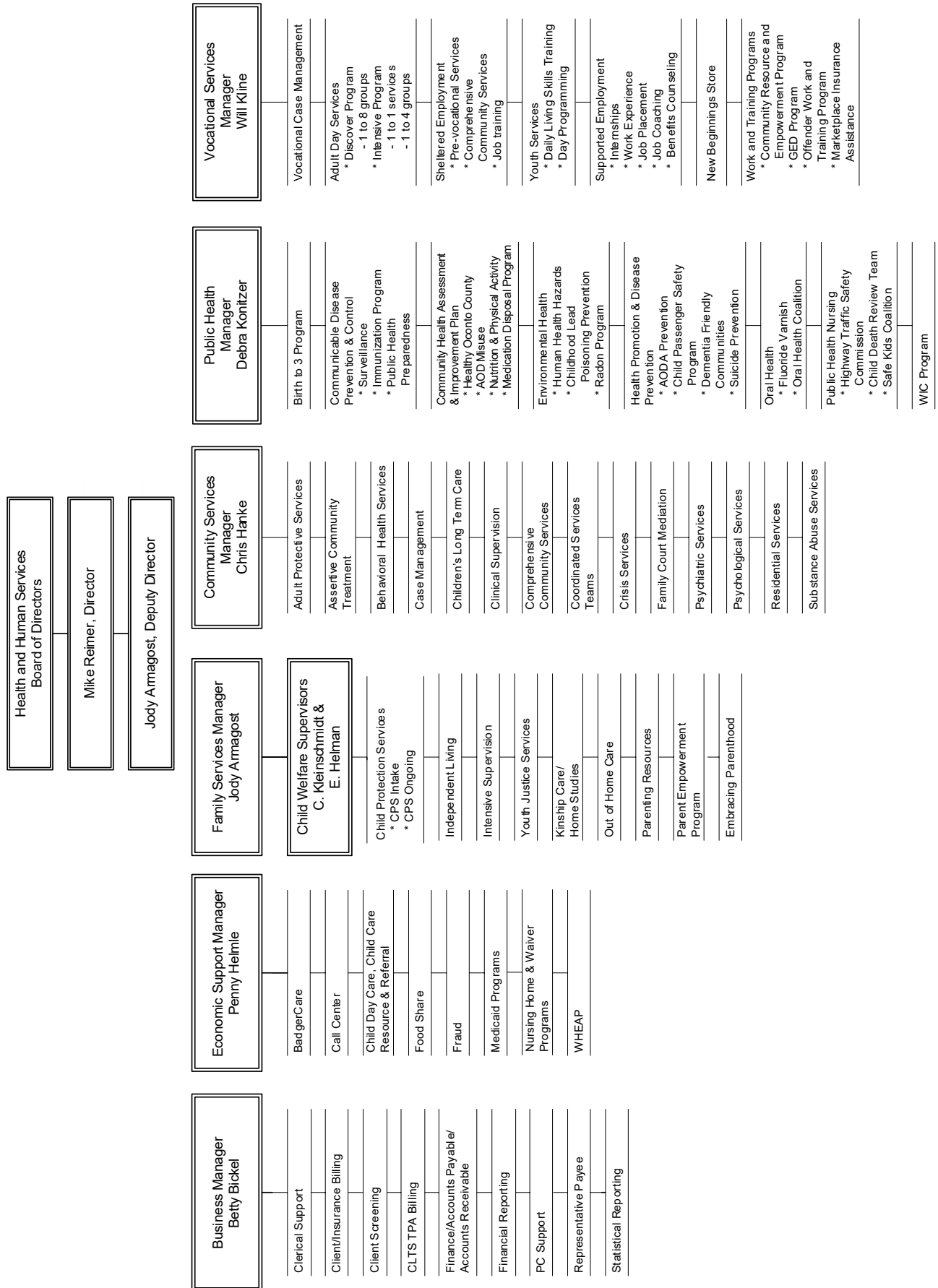
Karl Ballestad
5585 Elm Avenue
Oconto, WI 54153

Aging and Disability Resource Center Governing Board Representatives

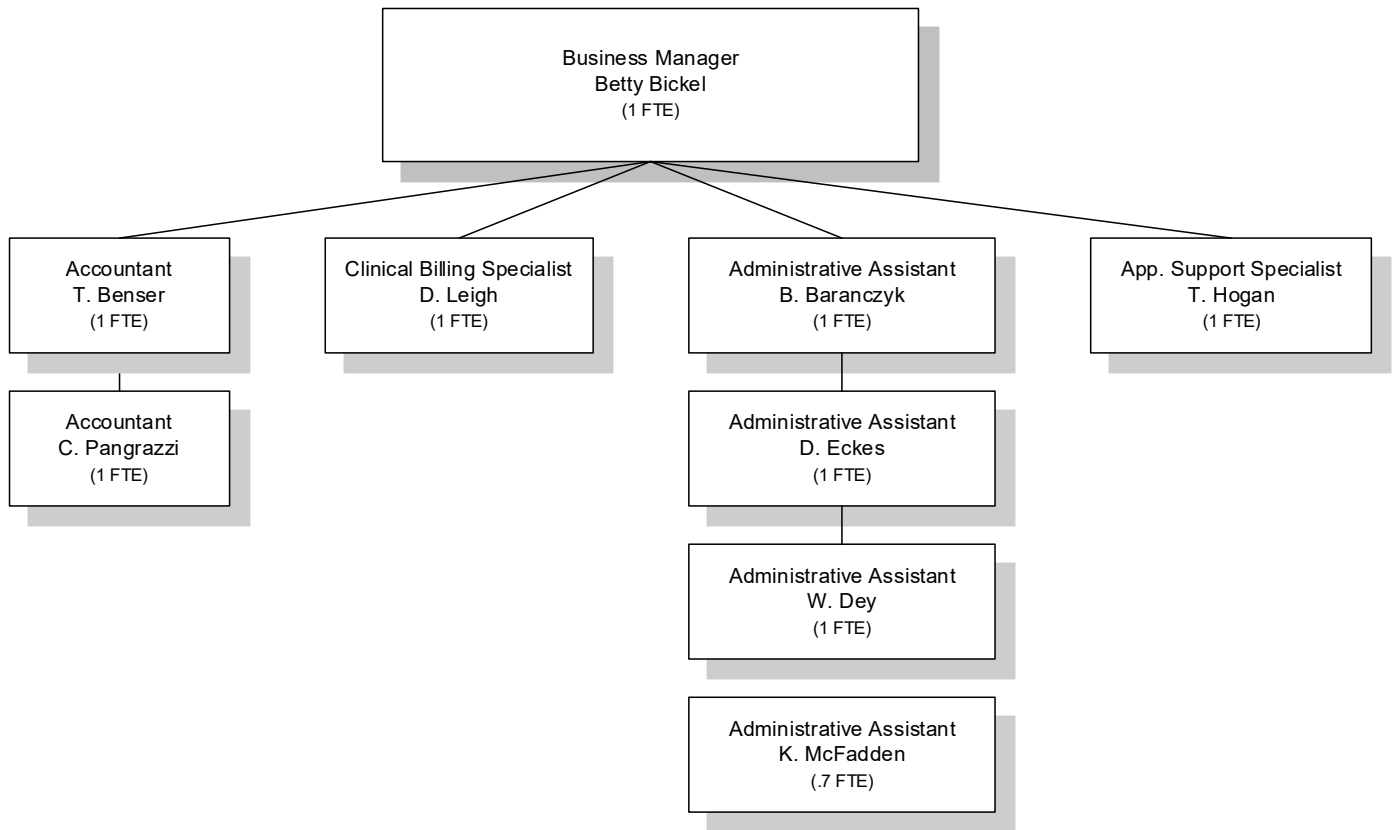
Kathy Gohr
Stephanie Holman

PROGRAM ORGANIZATIONAL CHART

HEALTH & HUMAN SERVICES PROGRAM ORGANIZATIONAL CHART



HEALTH & HUMAN SERVICES
ADMINISTRATIVE SUPPORT

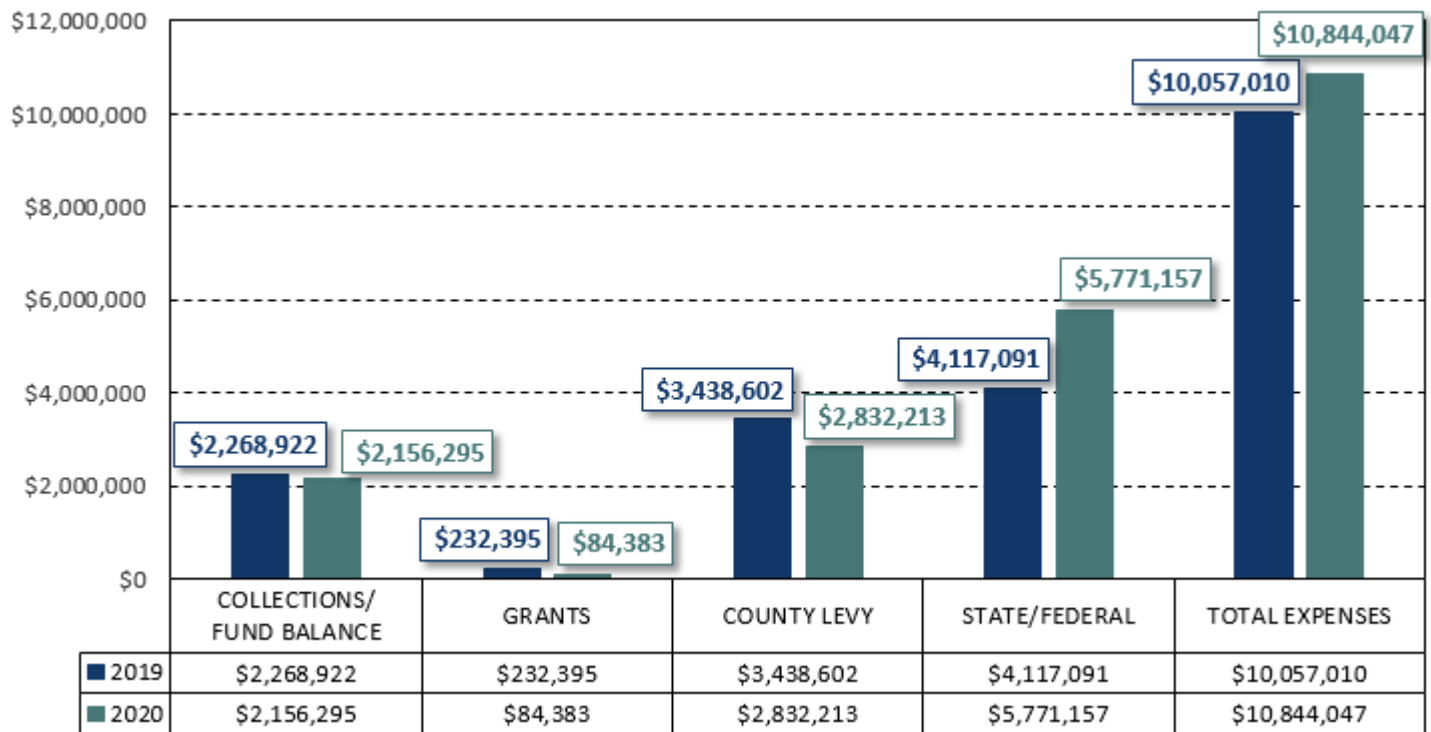


AUTHORIZED COUNTY POSITIONS: 9
COUNTY FTE: 8.7

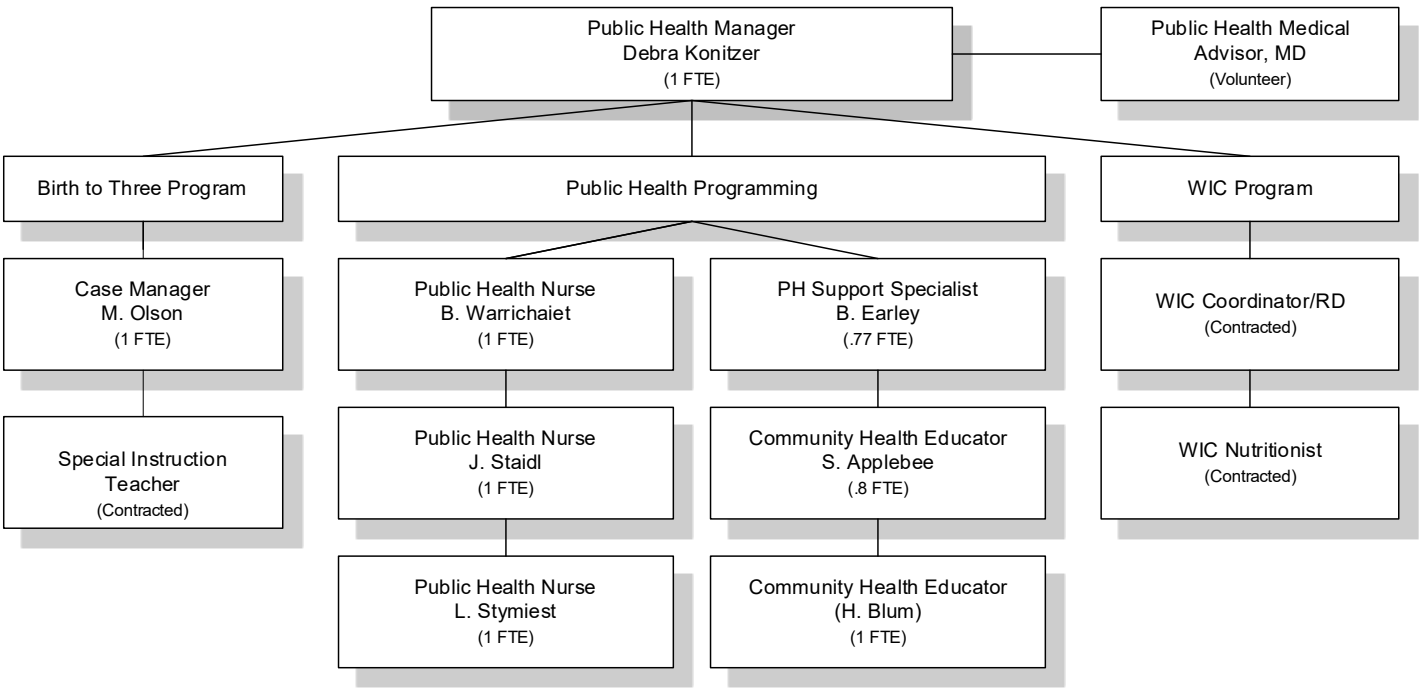
12/31/2020

2020 Financial Summary

Oconto County Department of Health and Human Services



HEALTH & HUMAN SERVICES
PUBLIC HEALTH

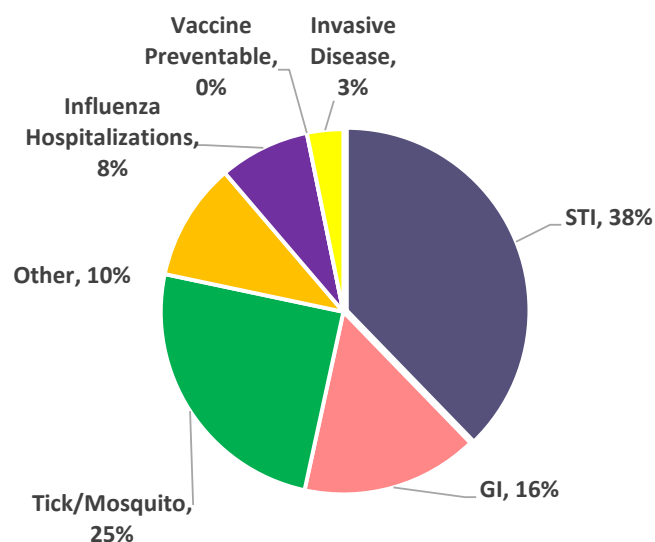


AUTHORIZED COUNTY POSITIONS: 8
COUNTY FTE: 7.57
CONTRACTED POSITIONS: 3

As of 12/31/2020

Communicable and Vaccine Preventable Disease Prevention and Control

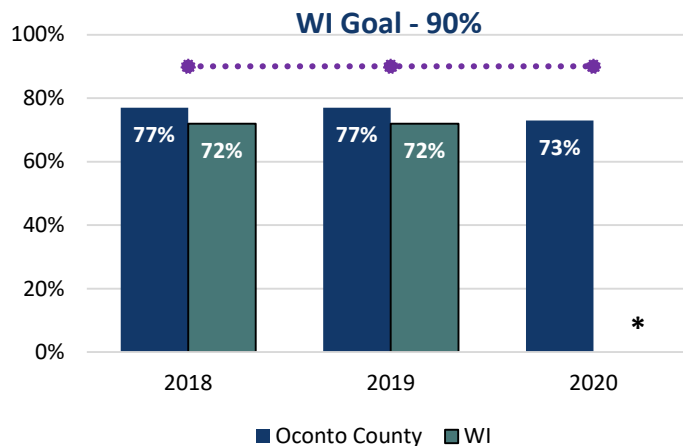
Communicable Disease Cases by Category



Total Case Reported—540
Total Confirmed/Probable Cases—249

Communicable Disease Prevention and Control is the investigation and implementation of measures to contain communicable diseases. *See Appendix for disease by category.

% of Oconto County 2 Year Olds Fully Immunized *



* 2020 data for WI was not available at time of print



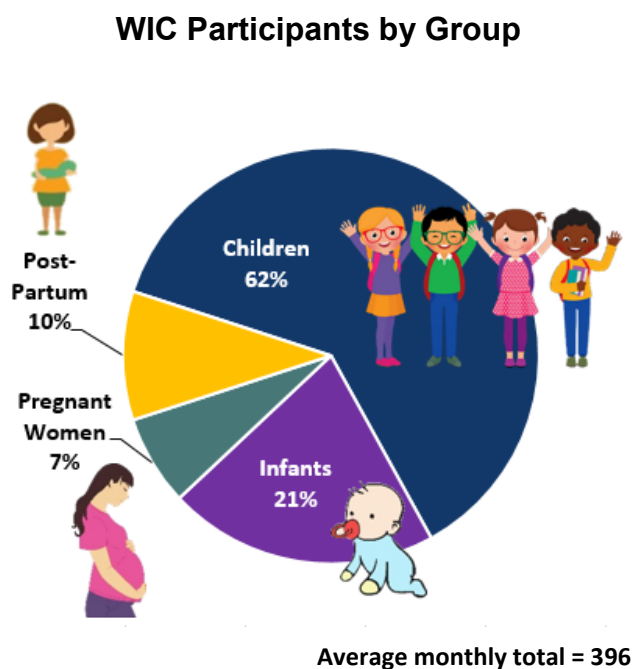
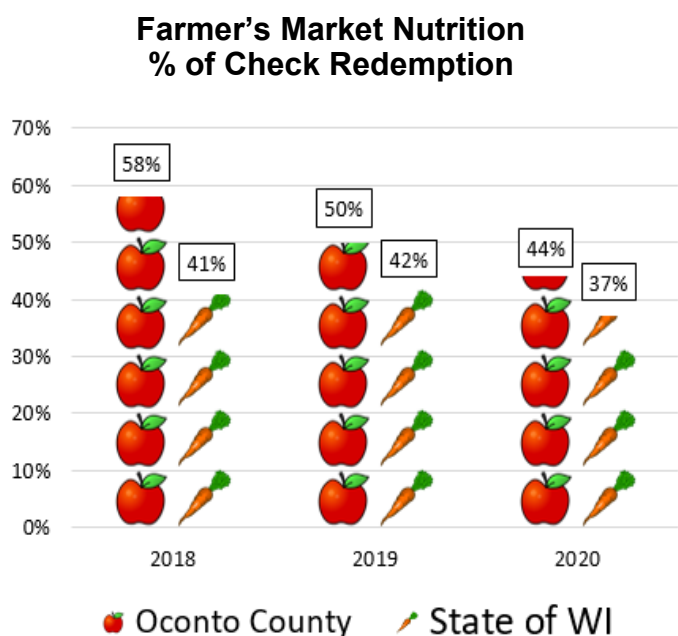
Healthy Oconto County

A community health assessment (CHA) was completed. The top 3 health priorities identified are: Alcohol and Drug Abuse, Mental Health, and Nutrition. The workgroups currently in place for alcohol and drug use and nutrition will work on updating and implementing their plan. A work group to address mental health is being developed.

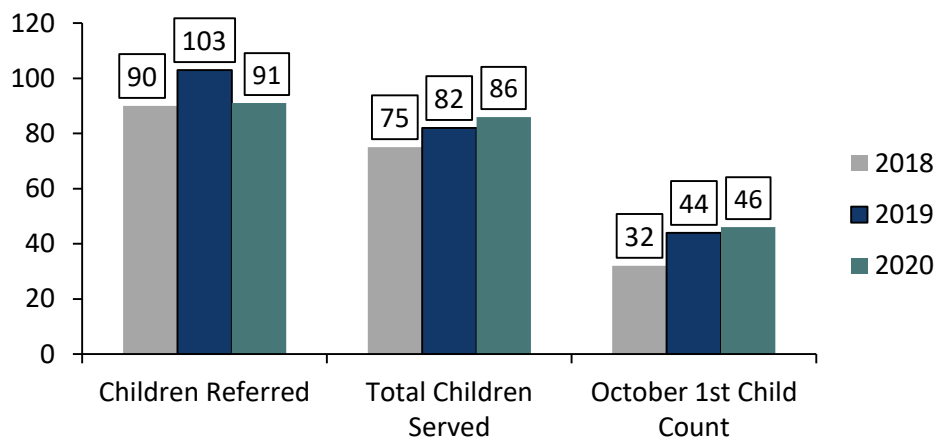


Woman, Infants & Children (WIC) Program

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.



Birth to 3 Program



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

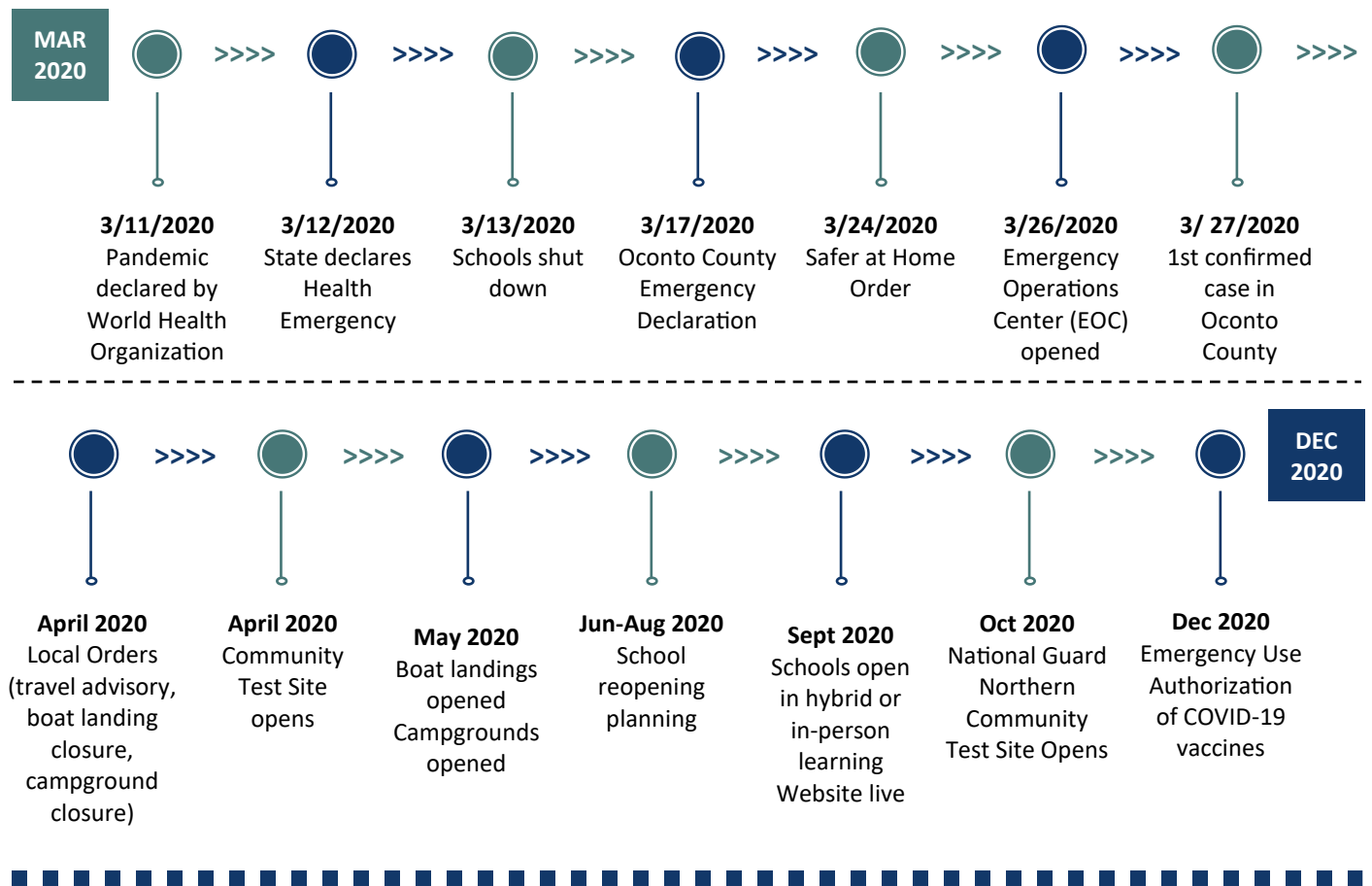
In September 2020 the State of Wisconsin notified Oconto County that its program performance met all the required Federal Indicators for FFY 2018 and reflected the expected child outcomes.

COVID 19 Response

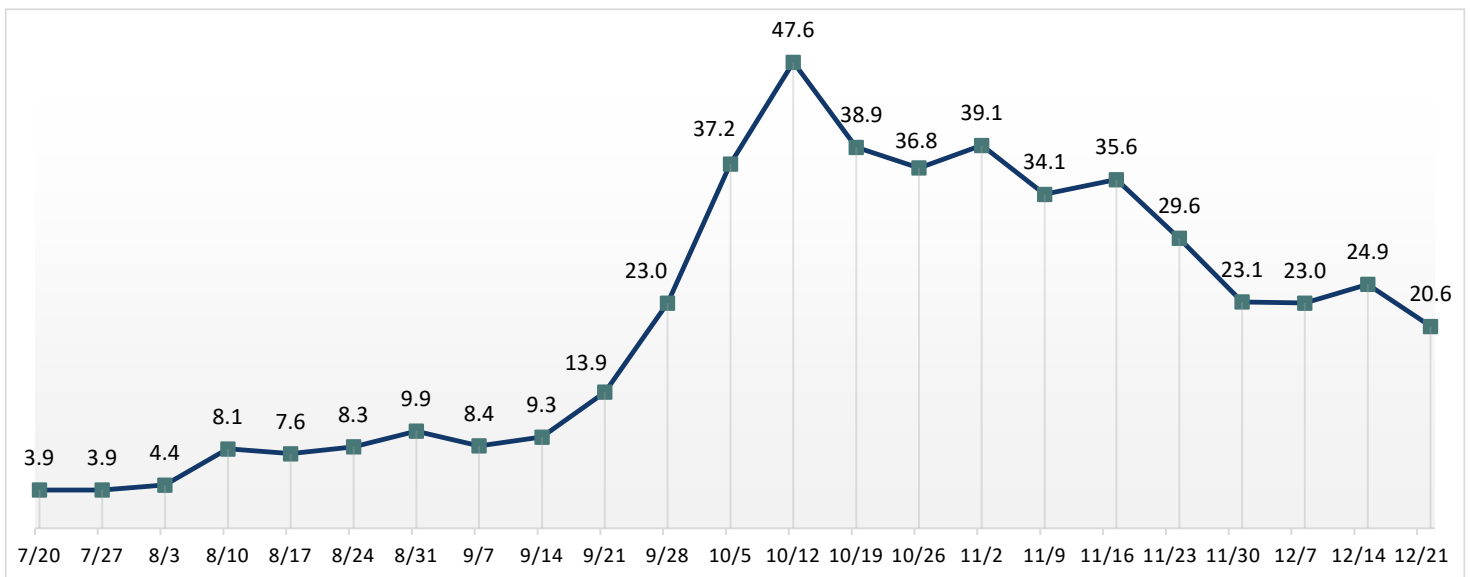
In 2020, public health started a journey that was in the planning for many years; response to a pandemic. Mid-March, public health's focus completely shifted to the response to the COVID-19 pandemic. The Public Health Emergency Plan was activated to respond to the quickly evolving pandemic. All resources were realigned to the pandemic response, away from normal programming. Only those services that were deemed essential were continued such as communicable disease investigation and contact tracing. Public Health was the identified lead for the response in the county. Specific goals were identified to be achieved.

- **Pandemic Planning Goal:** The plan addresses strategies to assure; sufficient testing to identify new cases of disease, isolation, quarantine and contact tracing, surveillance plan, mass vaccination, establish restrictions as the disease activity changes and stakeholder engagement.
 - Oconto County Pandemic Plan was updated to assure the strategies in the goal were included and appropriate for the current pandemic.
 - The plan was activated to guide the department response.
- **Systematic Local Testing Goal:** Assure access to COVID-19 testing to all throughout the county.
 - A testing site network was coordinated for Oconto County. Community partners came together to establish community based sites. Two local health systems provided care in the southern and mid portions of the county. The National Guard was deployed to provide a testing site in the northern portion of the county.
- **Contact Tracing Goal:** Implement disease investigation, contact tracing and monitoring, and supported isolation and quarantine in follow up to confirmed cases.
 - The staffing capacity to implement contact tracing was ramped up as the need grew and the number of confirmed cases increased.
 - Follow-up on positive cases was completed within the State's expected time frame.
- **Mass Vaccination Planning Goal:** Assure access to vaccination for all residents.
 - Partners were identified in all sections of the county to develop a vaccine provider network. Internally, the vaccine storage capacity was increased by purchasing an additional commercial refrigerator.
- **Community Partner Engagement Goal:** Assist community partners affected by the pandemic to implement non-pharmaceutical interventions to provide an environment and services as safe and healthy as possible.
 - Provided consultation to community entities such as long-term care facilities, schools, businesses and county jail.
- **Disease Surveillance Goal:** Provide the department and community information to support data driven decisions.
 - Dedicated a staff person to monitor and display data pertinent to the activity of the pandemic. This information was shared with the community partners to assist in their decision making.

OUR PANDEMIC YEAR—A COVID-19 Timeline

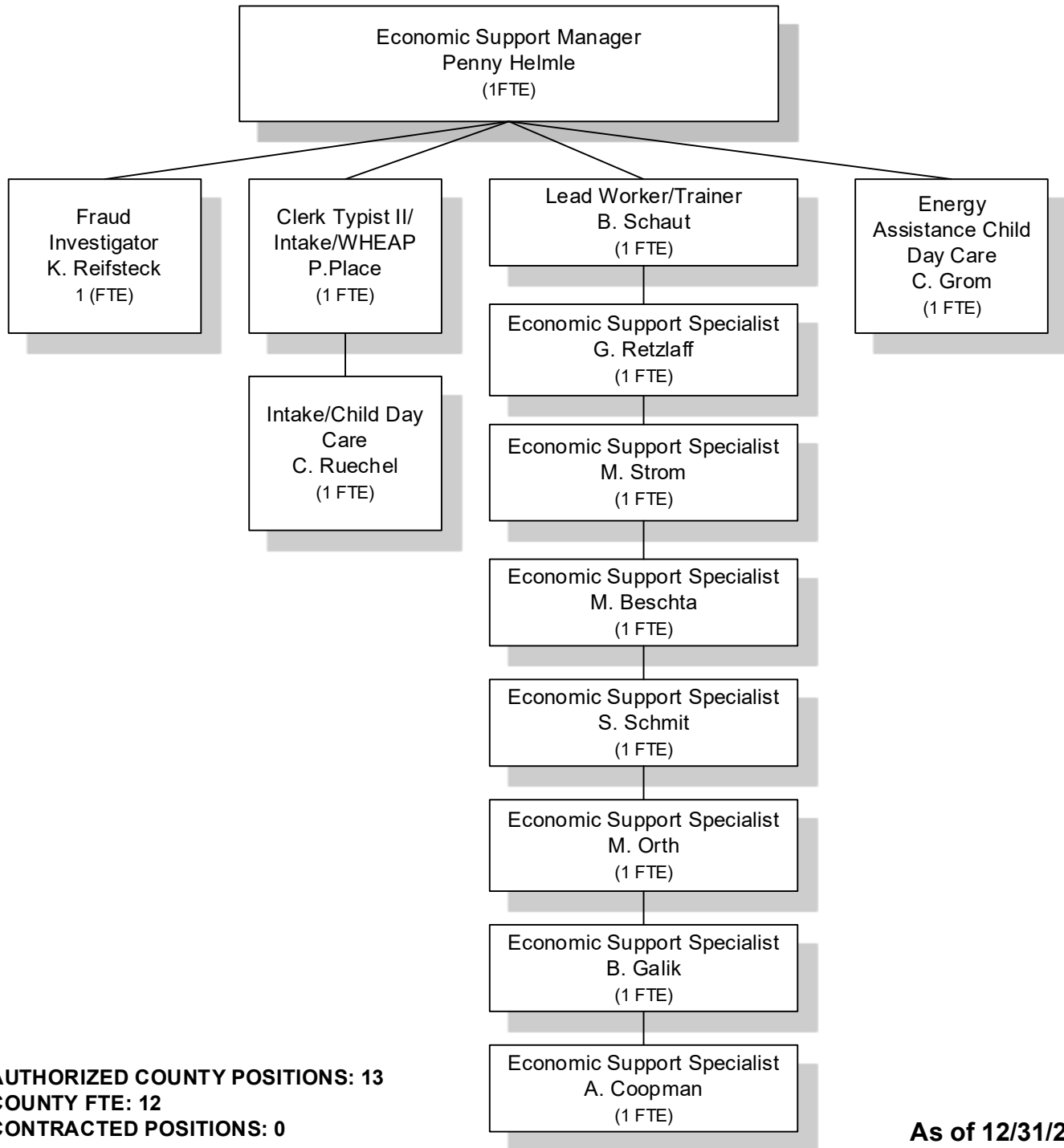


Average Number of New COVID-19 Cases Per Week

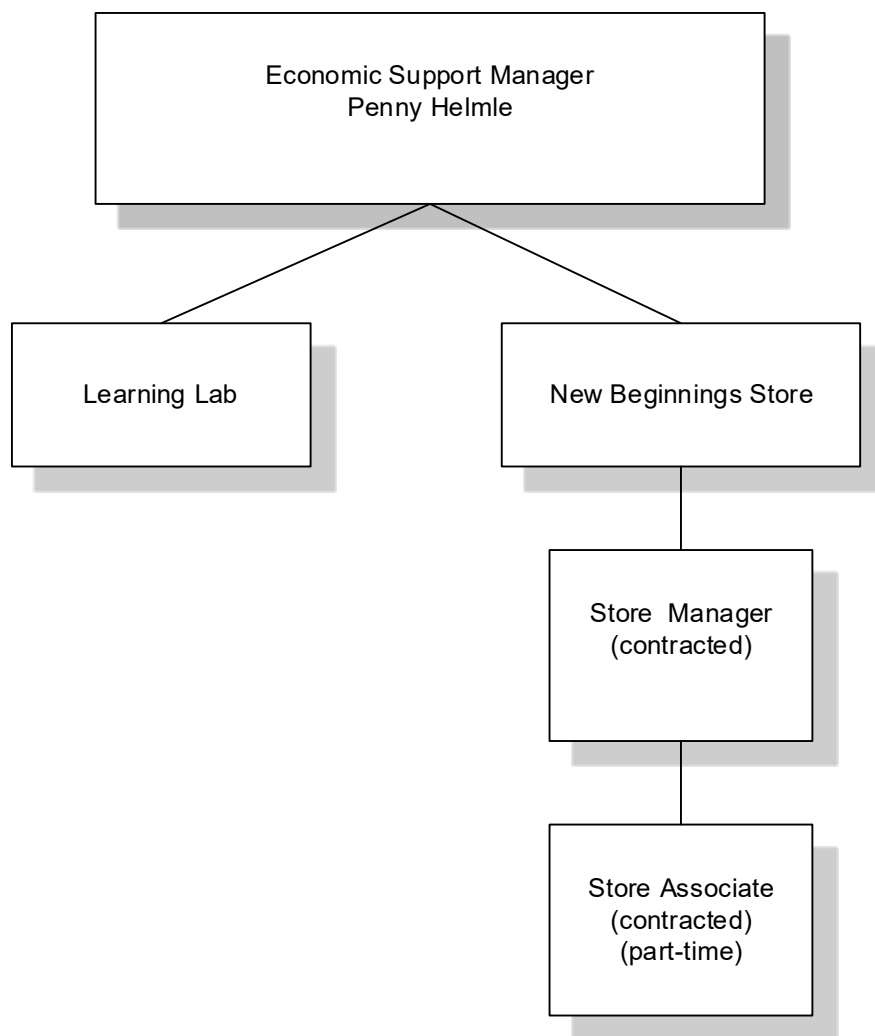


In 2020, there were 4,251 cumulative confirmed and probable COVID-19 cases. The graph displays the dramatic increase in cases in the fall of 2020. At that time, there was also a spike in the number of deaths. There were 54 deaths in one year.

HEALTH & HUMAN SERVICES
ECONOMIC SUPPORT



**HEALTH & HUMAN SERVICES
ECONOMIC SUPPORT
JOB CENTER & NEW BEGINNINGS**



AUTHORIZED COUNTY POSITIONS: 0

COUNTY FTE: 0

CONTRACTED POSITIONS: 2 (1 full-time, 1 part-time)

As of 12/31/2020

WHEAP (Wisconsin Home Energy Assistance Program) 2020 Heating Season

PRECOVID

.....
Outreach Clinics

Face-to-Face Appointments

Previous 3 months income

COVID

.....
No outreach clinics

No Face-to-Face Appointments—phone, online, mail in applications only

Previous 1 month income—UC benefits are disregarded, seasonal income is disregarded

CRISIS BENEFITS

1 per heating season

\$500 max benefit

Copay required

2 payments in last 6 months

No limit on number of crisis benefits

\$1,200 max benefit

No copays

No client payments required—moratorium was not lifted (cannot disconnect electric or natural gas)

Outreach Efforts

- *Oconto County WHEAP program contacted the utilities to get a list of unpaid balances over \$300 and bills 60 days past due. Mailed out over 700 fixed income applications.*
- *The State had 2 Public Service Announcements on radio and television and mailed postcards.*



1,348 households received WHEAP Benefits for a total of **\$523,324**



56 households received Crisis Benefits for a total of **\$27,781**



36 furnaces were repaired; **9** were replaced for a total of **\$42,958.50**

Current Trend of Fraud Investigations

Household Composition Fraud Cases

- Absent parent household and not reported
- Children claimed on application, not residing in the home
- Living with multiple people in the home, not reported
- Client report mother or father of the child is in the home, then when found over income, report that person out of the home, when they in fact never left

Food Share Trafficking

- Selling foodshare to buy drugs
- Selling foodshare card for cash—50 cents on the dollar
- Using products purchased with foodshare to pay off bar tabs
- Incarcerated clients giving foodshare card in exchange for money on their jail accounts

Biggest Trend in 2020—Unreported Self-employment.



✓ How we investigate: Social media, surveillance, bank accounts, CLEAR, Transunion, DRL, DFI and the community.

✓ Surveillance is key—following them from home to work sites and back home. We have discovered when we request their income taxes, they provide us false tax returns.

Under the National Public Health Emergency we are unable to close currently open Medicaid cases, even if it is a proven fraud case. Therefore, we have done more investigating prior to eligibility.

2020 Fraud Statistics—Investigations

58

Medical Assistance

\$41,926.36

39

Foodshare

\$30,174.00

9

Trafficking Foodshare

\$0

15

Wisconsin Home Energy Assistance

\$10,267.00

TOTAL—\$82,367.36

■ 1 citation

■ 361 investigations are open

■ 2 criminally prosecuted

■ 2 cases going through Court process

Child Care/Wisconsin Shares

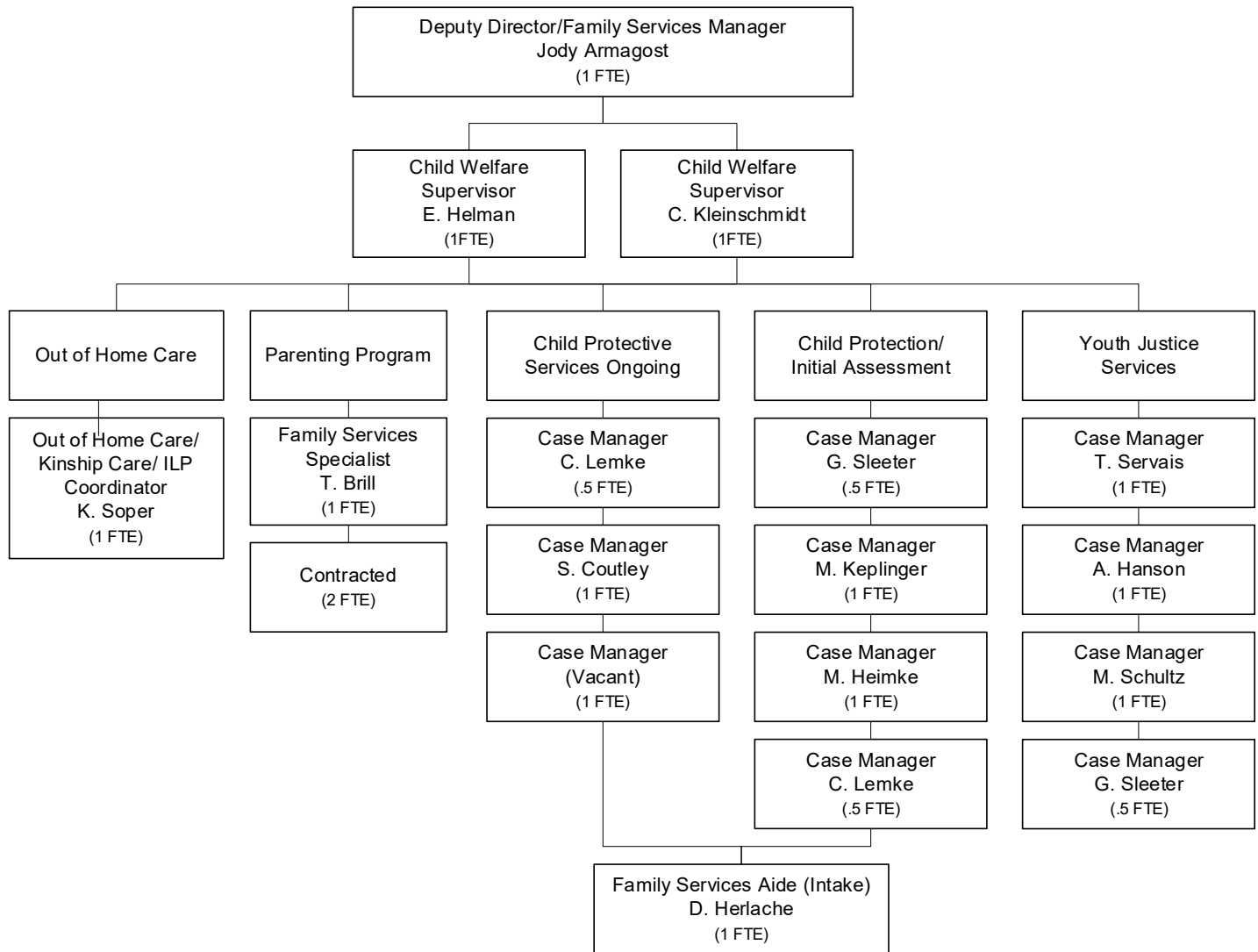
	Total Families	Children Served	Total Benefits Utilized	Average Utilized Per Child	Provider Locations Paid
Licensed Group	114	175	\$437,526	\$2,500	25
Public School Program	0	0	\$0	\$0	0
Cert School Age Program	0	0	\$0	\$0	0
Licensed Family	4	4	\$5,592	\$1,398	2
Regular Certified	3	4	\$6,417	\$1,604	1
In-Home Regular Certified	0	0	\$0	\$0	0
Provisional Certified	0	0	\$0	\$0	0
In-Home Provisional Cert	0	0	\$0	\$0	0
Total	121	183	\$449,535	N/A	28

2020 Child Care Program During COVID Public Health Emergency

Many unprecedented changes occurred in the child care program as a direct result of the COVID Public Health Emergency.

- Wisconsin child care providers were deemed essential and many remained open during the public health emergency
- A few Wisconsin child care providers were closed during the months of April-August and parents lost their employment due to COVID issues
- Several child care certification and subsidy policies and rules were temporarily suspended or waived by the State during COVID public health emergency
- Some child care eligibility requirements were lifted in order to keep continuity of care for children
- Child care authorizations were extended past the renewal dates to keep the continuity of care going even if the child care provider closed or the parent could not work
- Child care providers continued to be paid the Wisconsin Shares Subsidy even if the child did not attend or child care provider was not open
- Economic Injury Disaster Loan (EIDL) and Paycheck Protection Program (PPP) loans were offered to child care providers in April 2020, along with other Child Care Counts grants, funding options and PPE supplies under the CARES Act to help providers during the Public Health Emergency
- Child Care Listserv database was implemented state-wide for parents to find open child care providers and available spots for their child(ren) if their regular provider was closed
- Child Care Certification in Oconto County upheld monitoring, health and safety standards during public health emergency via telephone, correspondence, email and Zoom virtual meetings
- All of the area schools had different learning models including virtual learning, face-to-face learning and hybrid learning (students attending on separate days with virtual learning on opposite days). Schools changed learning models monthly and sometimes weekly creating child care authorizations changing for each school-aged child in a certain district at a certain child care provider

HEALTH & HUMAN SERVICES FAMILY SERVICES

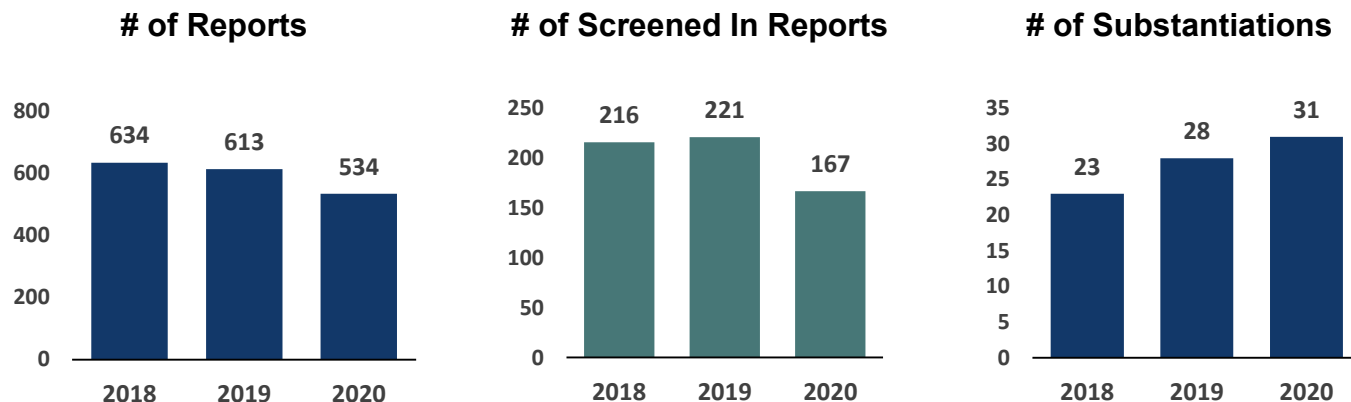


AUTHORIZED COUNTY POSITIONS: 15
COUNTY FTE: 15
CONTRACTED POSITIONS: 2

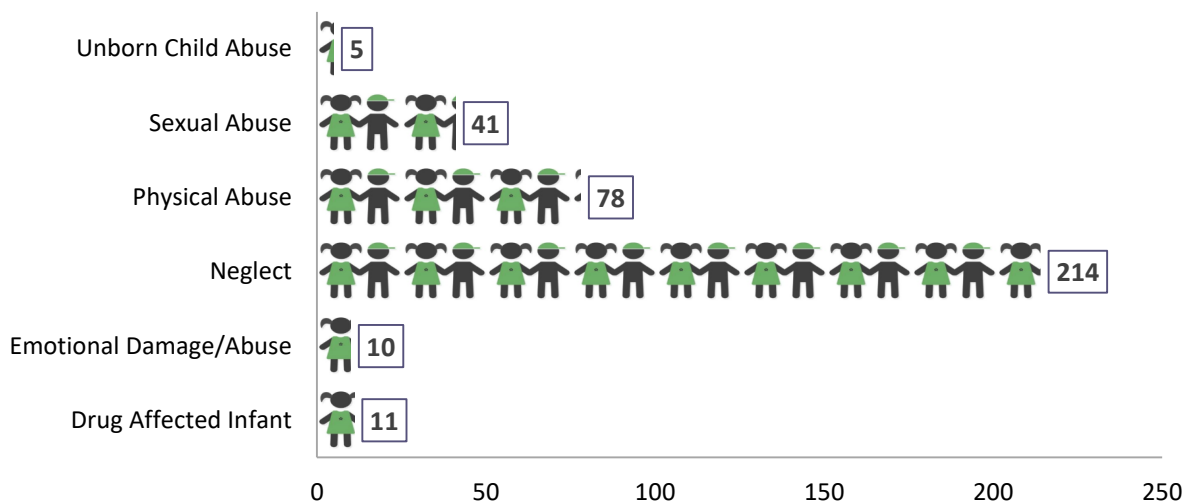
12/31/2020

Child Abuse and Neglect Reports

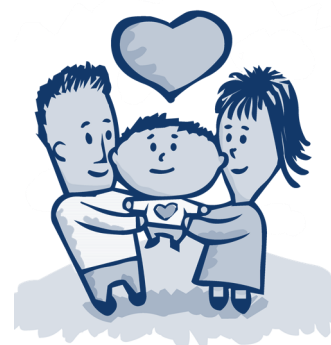
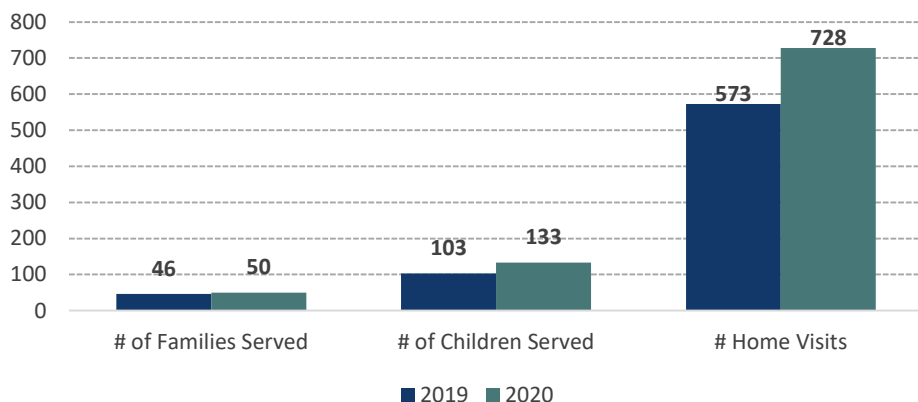
A child abuse and neglect report is assessed by the division to determine the course of action. The types of abuse and/or neglect and the investigation results are tracked. At times, case managers offer voluntary services to families where there are concerns in the home that do not rise to the level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



Child Abuse and Neglect Investigations in 2020 (Children Affected)



2020 Parent Empowerment Program



Out of Home Placements

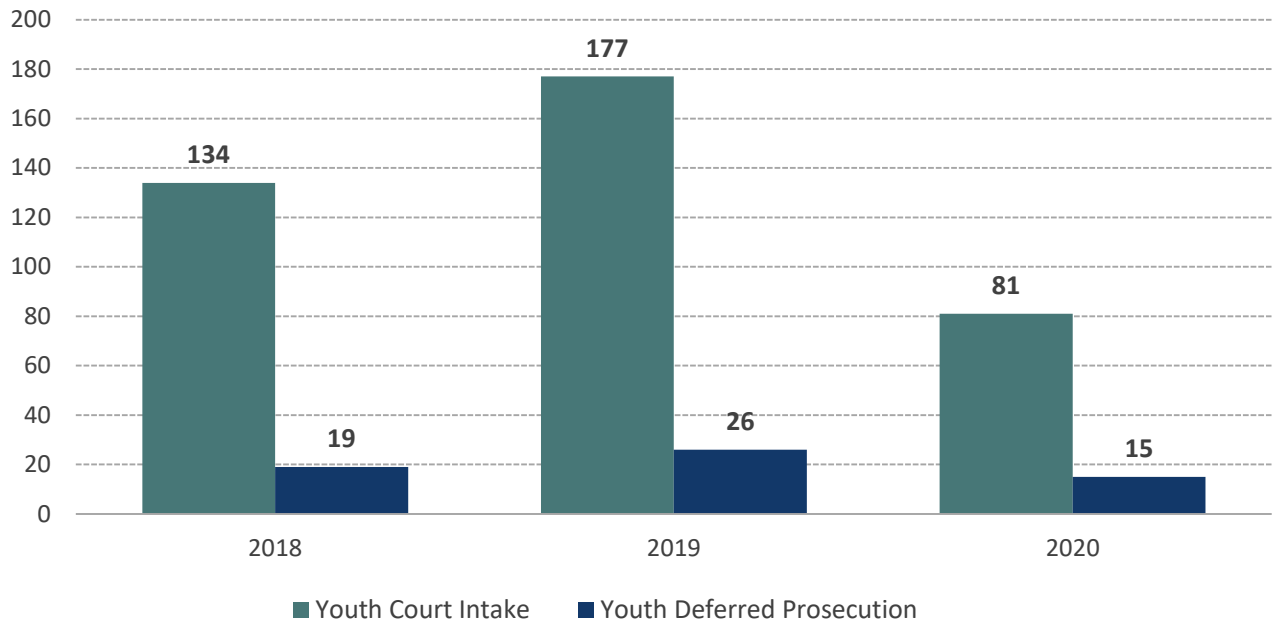
Foster Homes	2018	2019	2020
# of Children	40	31	25
Cost	\$160,562.30	\$117,027.11	\$157,036.08
Treatment Foster Homes	2018	2019	2020
# of Children	13	11	14
Cost	\$182,025.17	\$311,712.35	\$367,427.43
Group Homes	2018	2019	2020
# of Children	2	2	0
Cost	\$25,059.57	\$56,922.13	\$0.00
Shelter Care	2018	2019	2020
# of Children	6	5	2
Cost	\$11,086.00	\$35,330.00	\$2,080.00
Secure Detention	2018	2019	2020
# of Children	23	28	15
Cost	\$39,635.00	\$71,500.00	\$18,940.00
Respite	2018	2019	2020
# of Children	18	25	20
Cost	\$49,425.00	\$14,875.00	\$24,765.00
Correctional Facilities	2018	2019	2020
# of Children	4	1	0
Cost	\$203,369.00	\$105,034.00	\$0.00
Residential Care Centers	2018	2019	2020
# of Children	5	6	6
Cost	\$289,762.82	\$307,134.26	\$469,196.14
Subsidized Guardianships	2018	2019	2020
# of Children	12	12	13
Cost	\$69,625.94	\$75,513.00	\$85,164.26
Kinship	2018	2019	2020
# of Children Voluntary	50	56	53
# of Children Court Ordered	20	14	26
Cost	\$135,205.00	\$151,737.84	\$165,816.91

2020 Licensed Foster Homes



- In 2020 Oconto County had a total of 18 licensed foster homes.
 - Eight of these homes were licensed relatives for child specific placements.
 - Ten of these homes were licensed to accept any children placed in out of home care.
- Six new foster homes were licensed.
- Seven licenses were closed.

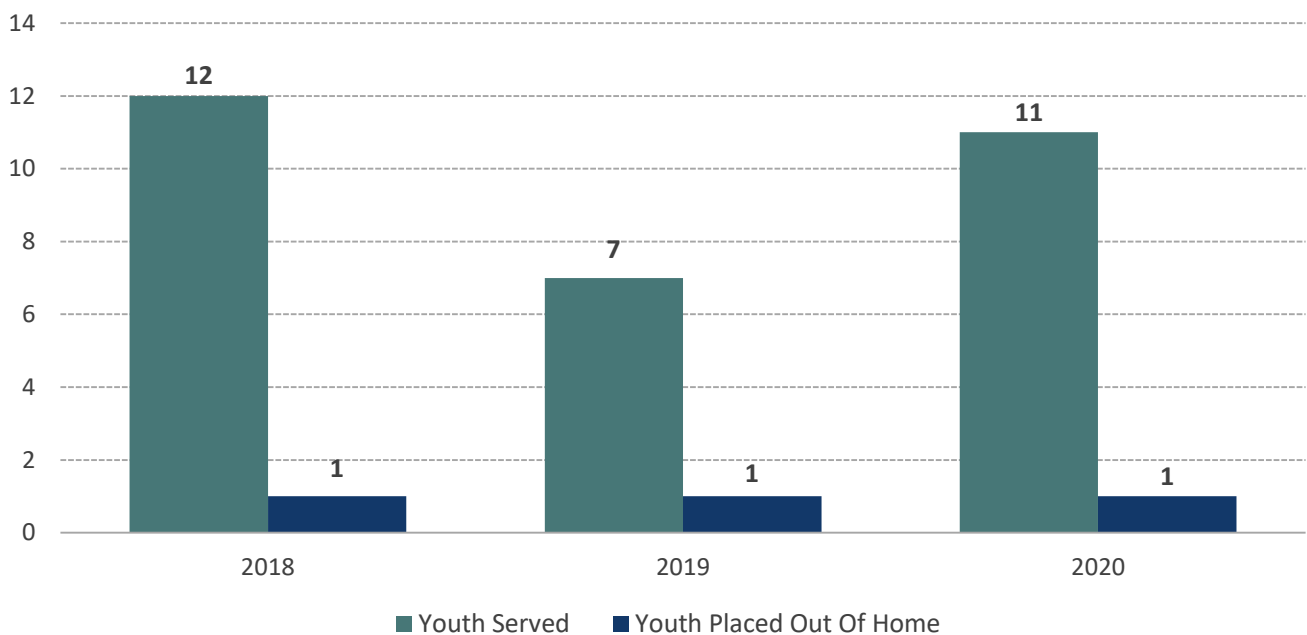
Youth Justice Services



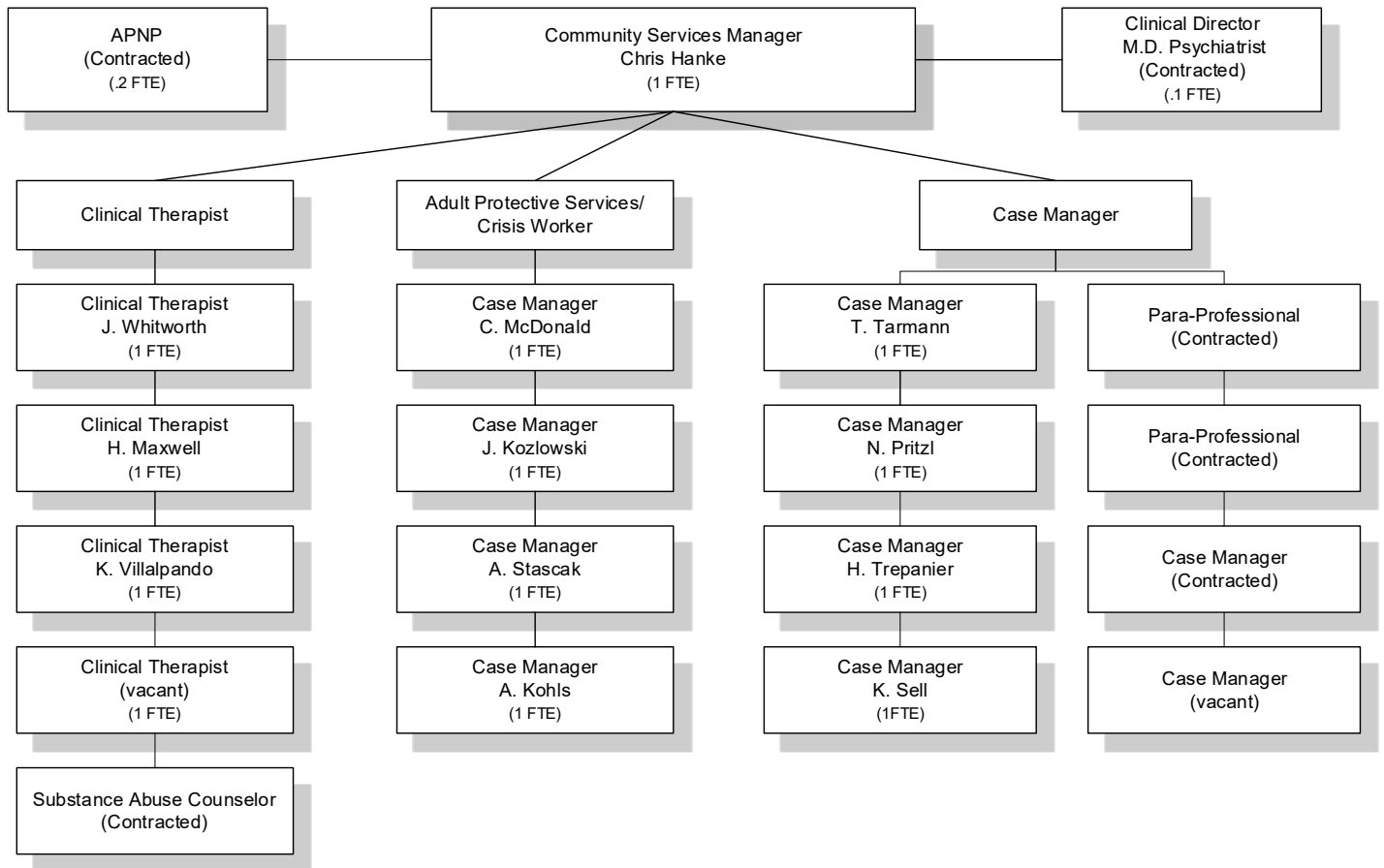
Deferred Prosecution Agreement

Following an intake inquiry, some youth are offered deferred prosecution following an assessment conducted by a Youth Justice Social Worker. In these instances, if youth comply with all of the terms of the agreement, they are able to avoid a formal delinquency adjudication.

Intensive Supervision Program



HEALTH & HUMAN SERVICES COMMUNITY SERVICES



AUTHORIZED COUNTY POSITIONS: 12
COUNTY FTE: 12
CONTRACTED POSITIONS: 7

12/31/2019

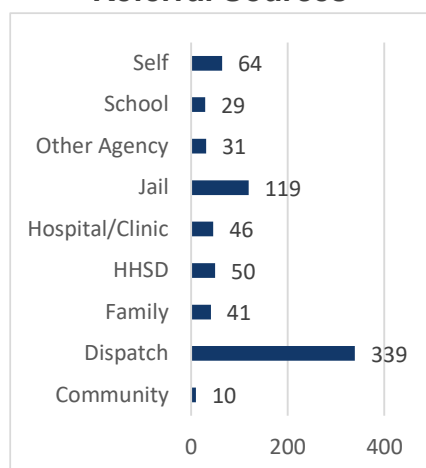
2020 Crisis Intervention/Adult Protective Services/ Elder At Risk Programs

Program	Adolescent Contacts	Adult Contacts	Elder* Contacts	Unknown	Total
Crisis Intervention	106	581	42	0	729
Adult Protective Services	3	69	19	1	92
Elder At Risk	0	1	117	0	118
Total	109	651	178	1	939

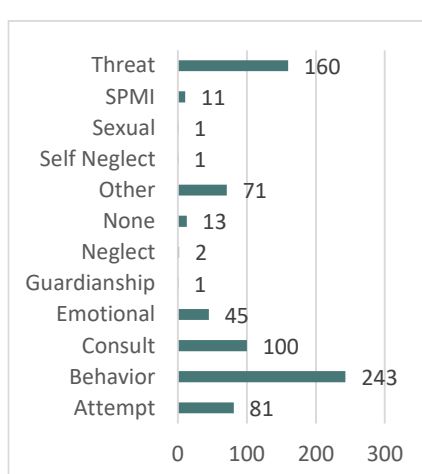
* Elder is defined as any adult over the age of 60

Crisis Intervention

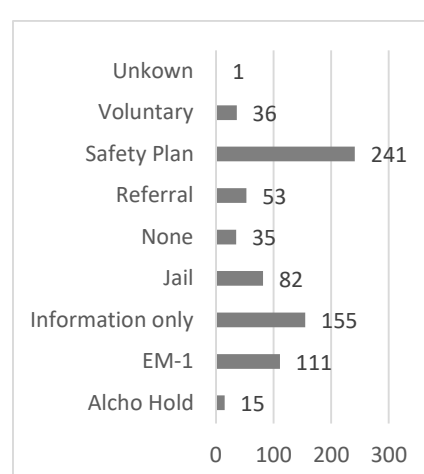
Referral Sources



Nature of Call



Interventions Provided



Gender



351 Females



377 Males

Calls By Time of Day

335 After Hours

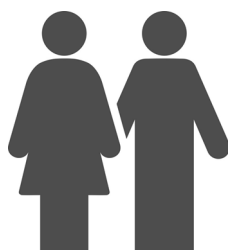


394 Daytime

Age



106 Adolescents



581 Adults

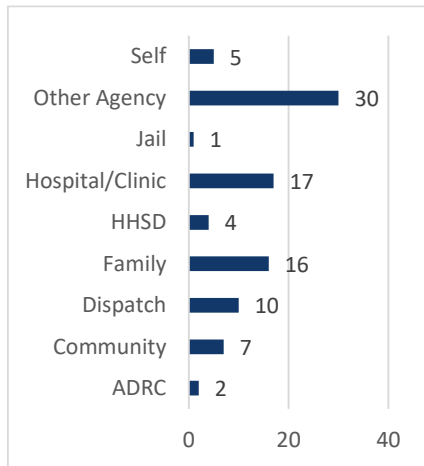


42 Elder

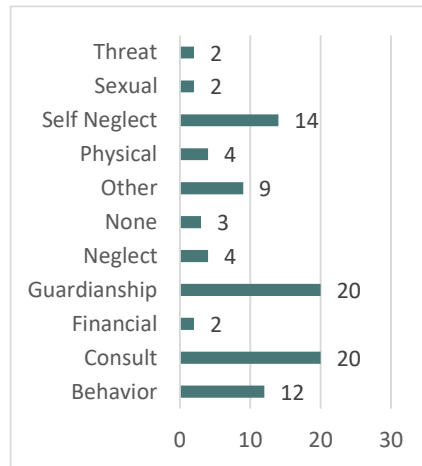
Crisis Intervention/Adult Protective Services/ Elder at Risk Programs

Adult Protective Services

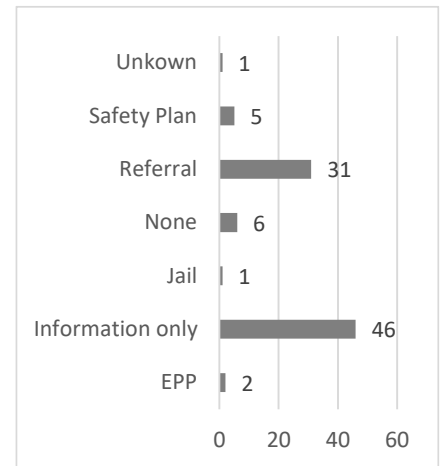
Referral Sources



Nature of Call



Interventions Provided



Gender:



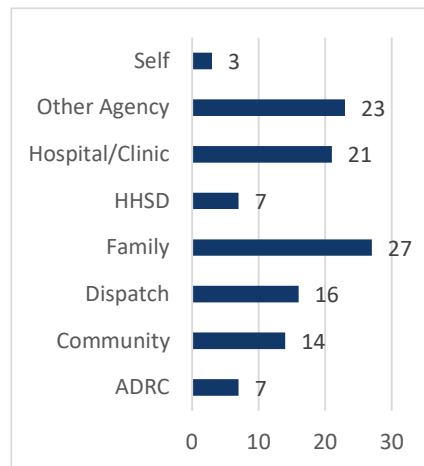
33 Females



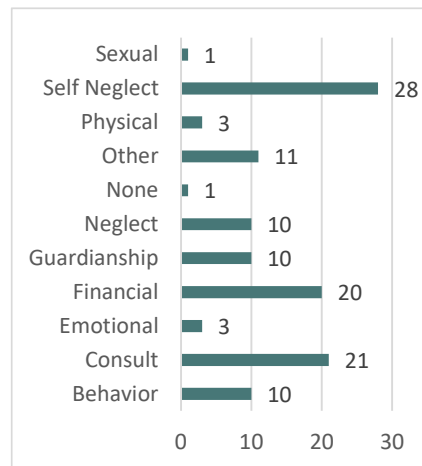
58 Males

Elder At Risk Program

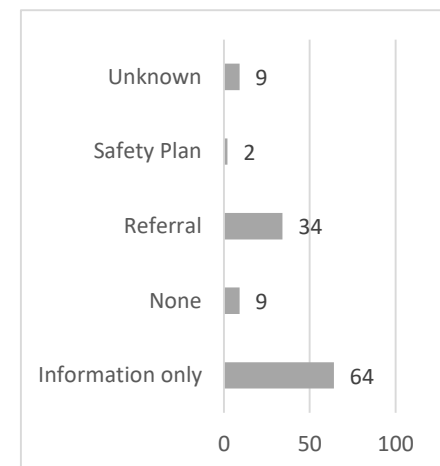
Referral Sources



Nature of Call



Interventions Provided



Gender:



62 Females

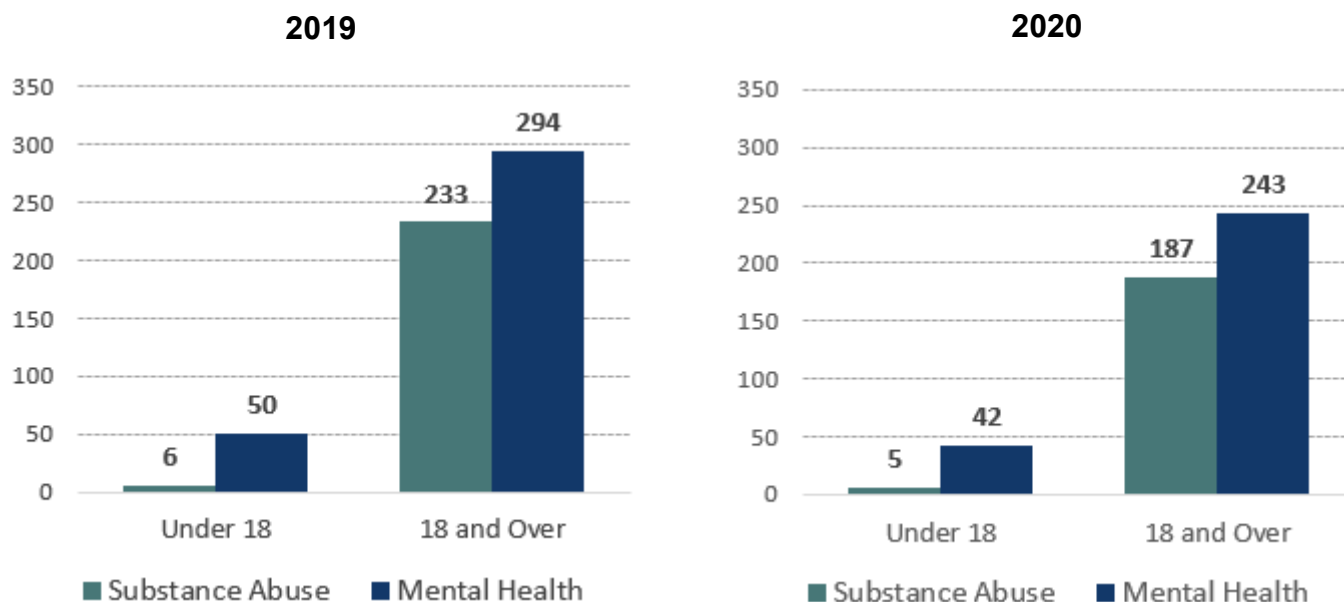


56 Males

Outpatient Services

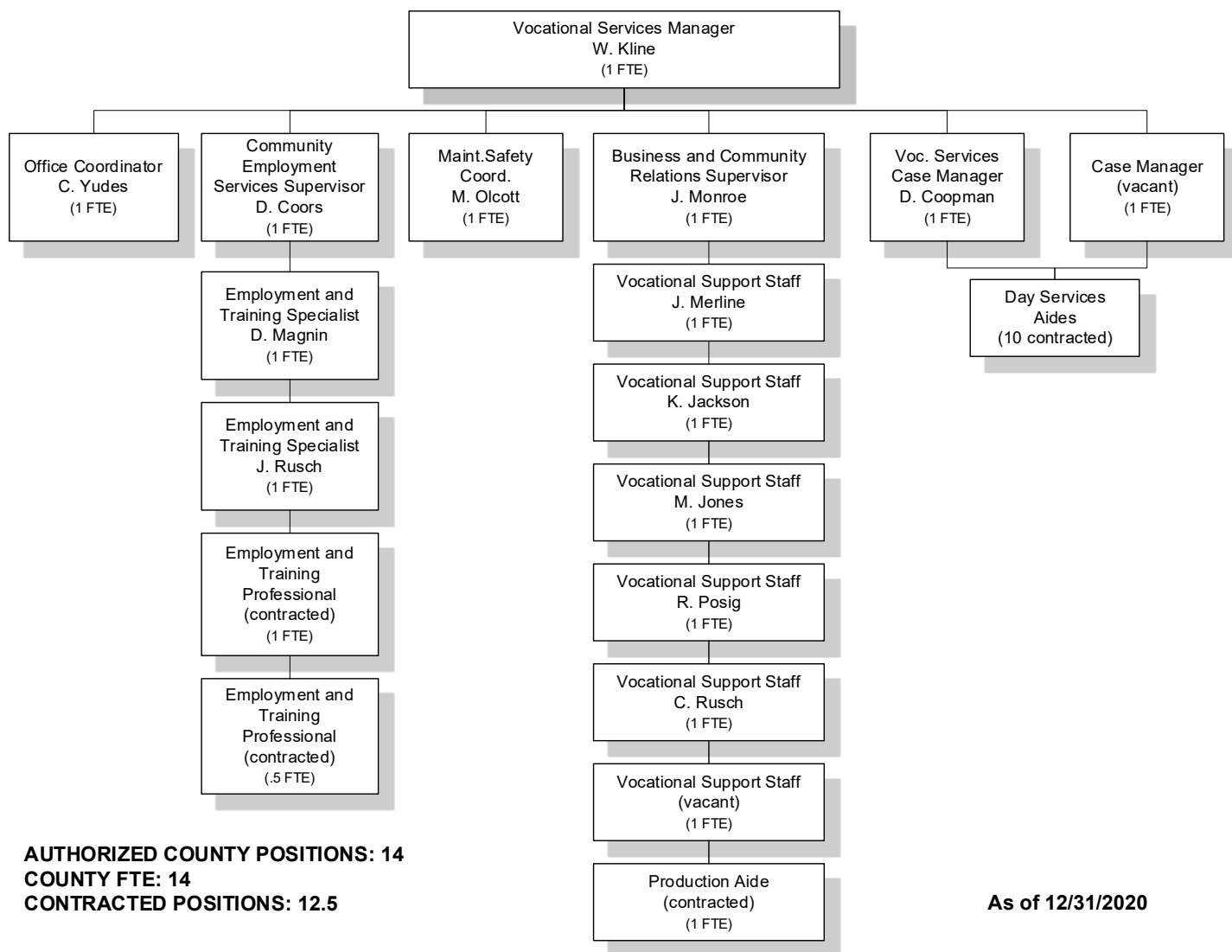
	2019	2020
■ OUTPATIENT CLINIC		
• Number of Substance Abuse Clients	239	192
• Number of Mental Health Clients	344	285
■ OWI (Operating While Intoxicated)		
• Number of Assessments	118	110
■ SUBSTANCE ABUSE		
• Number of Assessments	57	12
■ CHILDREN'S LONG TERM SUPPORT		
• Number of Children Served	116	110

Age of Clients Served by Clinic



VOCATIONAL SERVICES DIVISION

HEALTH & HUMAN SERVICES VOCATIONAL SERVICES



New View Industries Programming—Client Participation



New View Industries is a community rehabilitation program (CRP) that is a County operated division of Health and Human Services. We serve disabled adults and youth from our County as well as some from surrounding counties. Our services have expanded throughout the years to include pre-vocational services, day services, supported employment, youth services, community employment and training, and operating the New Beginnings re-sale store. New View continues to operate in Gillett where we have existed since 1974.

Our Mission is to assist people with disabilities or other limitations to achieve their goals, build relationships, and develop greater independence.

Highlights of 2020

- Although Covid-19 is not a highlight, the pandemic had a significant impact to services throughout 2020 and will continue to affect us well into 2021. New View Industries suspended services in mid-March and reopened services at the end of May on a limited basis.
- New View Industries saw many structural changes within the building in order to comply with CDC guidelines with keeping people safe. This includes trying to keep all staff and clients at least 6 feet apart. Many programs were moved around in the building in an attempt to accommodate this issue.
- By the end of 2020, New View was back to serving about 70% of our “pre” pandemic clientele.
- Lost service revenue in 2020 was substantial but was offset by increased production revenue, Covid-19 relief funding (applied for and received over \$180,000 in relief funding from the State, Federal, and MCOs), serving children throughout the year (due to many schools being closed), and decreasing expenses where possible.
- A true highlight of 2020 was the increase in production revenue of nearly \$100,000. This was done despite not having clients work for nearly 2 ½ months during the year.
- 2020 also saw approval to expand New View with an additional facility through the Community Development Block Grant. Nearly 1.4 million dollars was awarded for this project, which will include moving New Beginnings Store back to Gillett and provide a training space to expand children and adult services. Construction is planned to begin during summer of 2021 and the building is expected to be completed in the spring of 2022.
- Assumed administrative responsibility for the State DOT 85.21 transportation grant funding. These funds are used by both the Commission on Aging and New View Industries for transportation services for the elderly and disabled population in Oconto County.

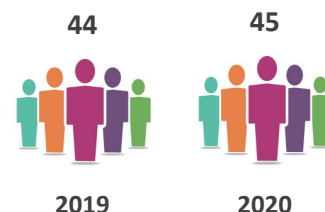


DIVISION SUMMARY

Discovery Day Services

(1:8 staff ratio)

Discovery Day Services is programming for clients that promotes independence, daily living skills, life skills, social skills, volunteering, and recreation. Programming is completed in groups and changes throughout the year based on input from our clientele. Highlights of 2020 are as follows:



- | | |
|---|---|
| <ul style="list-style-type: none"> ■ Annual Dental Health Program with Gillett Dental promoting oral hygiene ■ Working with Oconto County Veteran's services to provide gifts and thank you cards to veterans ■ Creating a barn quilt for the Gillett community square | <ul style="list-style-type: none"> ■ Making dog and cat treats for the Oconto Area Humane Society ■ Pen Pal program with Meadowbrook Nursing Home ■ Farnsworth Library monthly craft program |
|---|---|

Other 2020 Activities

- | | |
|--|--|
| <ul style="list-style-type: none"> ■ Bald Eagle Presentation (UW-Stevens Point) ■ Snowshoeing ■ Flagstar Bank presentations ■ Gillett Library visits ■ FaceTime and Pen Pal letters to Volunteers during Covid-19 | <ul style="list-style-type: none"> ■ Iditarod Dog Sled Race Education program ■ Teaching Covid-19 safety ■ EPA sun protection program, mock presidential election |
|--|--|

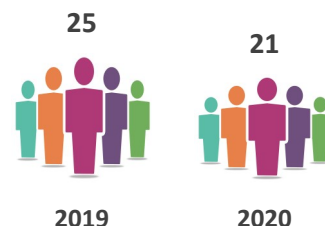
2020 Groups and Classes Held Throughout the Year

- | | |
|--|--|
| <ul style="list-style-type: none"> ■ Symbols of America ■ A Look at Books ■ Cooking groups ■ Getting a Paycheck Transition 2 Life Curriculum | <ul style="list-style-type: none"> ■ Tai Chi ■ Helping Hands Community Volunteer group ■ Mad about Movies ■ Wildlife Wonders |
|--|--|

Intensive Day Services

(1:4, 1:1, and 2:1 staff ratio)

Intensive Day Services programming is designed for adult clients who need extra supervision and support throughout the day. Programming is based on client's learning basic living skills, social skills, communication skills, as well as maintaining the skills they currently have. Focus is put on developing fine and large motor skills, daily living skills, awareness, social integration, sensory integration and independent living skills.



Covid-19 Impact: Intensive Day Services was our most adversely affected program. Programming space was moved within the building from the client break room to other classrooms based on CDC guidelines for spacing. Some clients had a very difficult time with this transition along with trying to wear a mask all day long. A special room was set up for some clients who could not tolerate wearing a mask. Other safety practices that clients were trained on included using hand sanitizers, trying to stay 6 feet apart, and not shaking hands with each other. Communication was also difficult with masks as many clients rely on facial expressions. In addition, Covid-19 severely limited community outings that were planned during the year.

VOCATIONAL SERVICES DIVISION (cont.)

Intensive Day Services (cont.)

Group Outings:

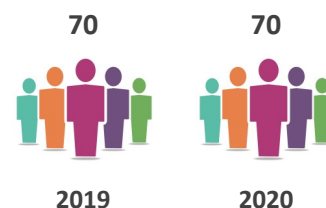
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| <ul style="list-style-type: none">• Shopping at Pat's Market• Swimming outings at the Bond Center or Shawano• Outings for lunch | <ul style="list-style-type: none">• Walks around town• Visiting parks throughout the County – this was the most popular Covid-19 activity, clients were able to stay 6 feet from others in the community. |
|---|--|

Examples of individualized Goals

- | | |
|--|--|
| <ul style="list-style-type: none">• Increase handwashing skills• Decrease behavioral outbursts• Increase communication skills using picture identification, sign language, or spoken words | <ul style="list-style-type: none">• Increase independent living skills through throwing away garbage, cleaning, feeding self, etc. |
|--|--|

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 / DVR, if deemed appropriate by the care team and/or guardian.



- Wages paid to disabled workers in 2020: \$123,617 (\$123,515 in 2019)
 - This was accomplished despite clients not working for over 2.5 months when services were suspended due to Covid-19 (mid-March to June).
- Continued to serve Comprehensive Community Service (CCS) clients to provide work experiences, stabilization, and structure. (4 CCS clients in 2020)
- Continued to complete the required WIOA (Workforce Innovation and Opportunity Act) education requirements for clients by coordinating with UW-Whitewater staff to complete training on self-advocacy, self-determination and peer mentoring. These trainings are required for clients every 6 months if new to New View and annually for all other clients.
- Mobile work crews in the community were suspended in 2020 due to Covid-19.
- Continued to work 1:1 with clients to assist them, 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. Clients also continue to train on maintaining the building and grounds by learning janitorial and lawn care tasks.
- Modified the work floor and breakroom layout to accommodate CDC and Public Health safety guidelines for re-opening.
 - Tables rearranged for 6 foot distancing
 - Modified schedules within New View
 - Required masks for clients who are able to wear them
 - Modified janitorial tasks to include extra cleanings and sanitation
 - Implemented health screenings
 - Shut down soda machine, water fountain, and canteen sales
 - Modified transportation schedules
 - Educated workers on health and safety guidelines

VOCATIONAL SERVICES DIVISION (cont.)

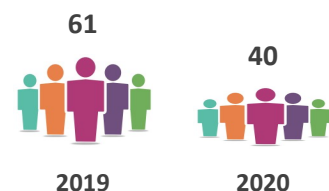
Pre-Vocational Services (cont.)

Marketing/Procurement

- Continued to job develop in the surrounding communities to maximize workload for clients at New View.
- Production revenues were increased by over **\$95,000 in 2020, from \$197,500 in 2019 to \$292,535**
 - Work completed from Wisconsin Plastics increased 600% in 2020 compared to 2019
 - Also saw an increased workload from Deluxe Plastics
- Successfully presented and won a bid for a new Deluxe Plastics job that allowed more opportunities for clients to work at a minimum wage level.
- Conducted tours for new employees, companies and organizations.
- Maintained presence on LinkedIn for New View Industries procurement development.
- Continued to work with all current customers to maintain good relationships and develop new job opportunities. Reviewed and submitted quotes on several new jobs with several established customers.
- New View continued to “give back” to clients by hosting a modified Holiday party in December. Funds used for this event were raised by staff and clients as well as receiving Thrivent Action Team Funds.
- Retained membership and participated with Chambers of Commerce for Oconto, Oconto Falls, and Shawano, leading to future prospective work partnerships.
- Successfully completed renewal for the State sub-minimum wage certification.
- Continued partnerships with the following business entities:
 - Deluxe Plastics, Endries International, Midwest Textiles, Nicolet Plastics, Inc., Diversified Wood Craft, Velocity Machine, White Potato Sportsman’s Club, Modern Plastics / Wisconsin Plastics, and Wisconsin Bench.

Supported Employment

Supported Employment works with the State of Wisconsin Division of Vocational Rehabilitation (DVR). New View Industries offers a variety of services depending on the client’s needs. Some of these services include soft skills training, setting up temporary work experiences, job placement, job shadowing, customized employment, career profiles, benefit analysis, job coaching, and job prep plans (assisting with resumes, interviews, etc.)



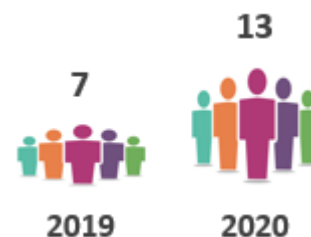
- Services continued to be offered for clients in Oconto, Shawano, Menominee, and Marinette counties
- Supported 40 clients in 2020 (61 in 2019)
- Skills to pay the bills (soft skills training workshop)*: 0 clients served (24 in 2019) – Due to Covid, no classes were held as this requires face to face meetings.
- Benefit Analysis completed: 4 (5 in 2019)
- Job Shadows completed: 8 (22 in 2019)
- Temporary work experiences: 4 (18 in 2019)
- Clients placed in permanent jobs: 8 (11 in 2019)
- Total job coaching hours in the community – 1,242 hours (1,282 hours in 2019)
 - Some of these hours are long term job coaching paid for by Managed Care Organizations, DVR typically approved job coaching for up to 3 months if needed
- Local Supportive businesses where clients were hired, attended job shadows, or used temp work experiences include:
 - Culver’s (Shawano), Dollar General (Suring), REM Wisconsin, NAPA auto parts (Shawano), Witt’s Foods (Crivitz), Crossroads janitorial (Oconto), Middle Inlet Wood Products (Crivitz), Pizza Hut (Shawano), Charlie’s Market (Shawano), City Offices (Bonduel), Bonduel Library, Country Villa (Pulaski), Digital Design Services (Green Bay), Angelica Food Mart, Witt’s Piggly Wiggly (Oconto Falls)

The Covid-19 pandemic had a significant impact in the Supported Employment Program in 2020. Referrals from DVR were down significantly, as many people eligible for the program were sheltered in place and not actively looking for jobs. In addition, with many businesses closed, it was a more difficult year trying to place clients in community employment.

VOCATIONAL SERVICES DIVISION (cont.)

Youth Services

New View continues to provide 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. Thirteen youth, ages 12-17, participated in the second year of this program. Seven children participated in the summer program and additional children were served throughout the year as many schools were closed. Services were provided at New View Industries as well as at the community center in downtown Gillett. In the future, programming will be completed at the new facility, which will be across the parking lot from the current New View campus. The program focused on:



- Daily Living Skills Training / Independent Living Skills:
 - Basic Food Preparation
 - Housekeeping Skills
 - Personal Appearance and Hygiene Skills
 - Safety Skills
- Social Skills / Communication Skills:
 - Soft Skills training
 - Positive Peer Interaction
 - Self-Advocacy
- Leisure Skills:
 - Interactive Games
 - Exploring Hobbies
 - Physical Activities
- Community Integration:
 - Volunteering
 - Various Community Outings (parks, mini-golf, stores, restaurants, etc.)
 - Swim Outings

New Beginnings Resale Store and Employment/Training Program

The New Beginnings Store was first established in 2001 in Gillett, WI. The purpose of this resale store was to provide support to needy families in the community as well as provide training opportunities for individuals in need of assistance. New Beginnings moved to Oconto Falls in 2012, but will be returning to Gillett once a new facility is built next to the New View campus. Within New Beginnings, employment and training programs were developed throughout the years and funded through grants. Current programming includes the Community Resource Empowerment Program, GED program, Marketplace Insurance assistance, and Offender Work and Training Program.



Covid-19 Impact: The Covid-19 pandemic greatly affected the New Beginnings Store and Employment and Training Programs. New Beginnings was completely shut down in March and remained closed for nearly three months. In addition, the Employment and Training staff were laid off and programming was suspended due to safety concerns. Some programs resumed at the end of June but the GED program in the Law Enforcement Center did not return until the end of September.

Employment and Training Programs

GED Program

The GED program began with funding in 2019. This program is located in the Law Enforcement Center (LEC) and is designed to assist offenders with receiving their GED. Referrals are taken from law enforcement staff and testing is completed to see if offenders are ready to enter the program.

- 6 total referrals in 2020 and 4 offenders enrolled in the program
- 2 offenders received their GED
- In 2019, there were 19 referrals, 14 enrolled, and 8 completed GED's
 - Covid-19 had a significant impact due to suspending the program for an extended period. Some of the offenders who were close to receiving their GED were released from jail while programming was suspended.



Marketplace Insurance Assistance

Our Employment and Training staff are certified as "Certified Application Counselors". This allows them to assist community members who are enrolling in an Affordable Care Act Marketplace insurance plan, or for those who are looking to change their plans. This enrollment or changes are completed on the Marketplace website. Due to Covid-19, some assistance was completed for the first time in a virtual manner.

- Assisted 10 clients in 2020 – 7 face to face and 3 virtually



Offender Work and Training Program

- This is a new grant funded program that began during the 3rd quarter of 2020. The purpose of this program is to connect with pre and post release offenders at the LEC to help them develop educational and employment goals. Post release offenders can also be assisted with their housing, job searching, and insurance needs. Due to Covid, this program got off to a slow start in 2020 with only one referral. Significant growth is expected in this program in 2021.

Community Resource and Empowerment Program

The Community Resource and Empowerment program began as a grant based program but has since been adapted to assist individuals of all ages, educational levels, and employment backgrounds. The ultimate goal is to help those in the community who need assistance with both educational and employment related goals. This can include the following services:

- Comprehensive Community Services (CCS) – referrals from other County Divisions
- Youth Employment – worked with youth on education and employment skills
- Adult employment and education – assisting with resume writing, job searching, computer training, etc.
- Unemployment benefit assistance
- 41 referrals were received in 2020 for the Empowerment program.



COMMUNICABLE DISEASE (REPORTABLE) BY CATEGORY



Tickborn/Mosquito

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



Vaccine Preventable Disease

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



Gastrointestinal Disease

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



Influenza—Associated Hospitalizations

- Influenza—Associated Hospitalizations

NOTES
