



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

**2021**

**Annual  
Report**

*...promoting healthy and  
responsible families*

# TABLE OF CONTENTS

	<u>Page</u>
<b>ADMINISTRATION</b>	
Director's Letter.....	3
Board of Directors/Committees.....	4
Program Organizational Chart.....	5
<b>ADMINISTRATIVE SUPPORT DIVISION</b>	
Organizational Chart.....	6
Financial Summary.....	7
<b>PUBLIC HEALTH DIVISION</b>	
Organizational Chart.....	8
Program Information.....	9-10
Coronavirus (COVID-19) Response.....	11-12
<b>ECONOMIC SUPPORT DIVISION</b>	
Organizational Charts.....	13
Program Information.....	14-18
<b>FAMILY SERVICES DIVISION</b>	
Organizational Charts.....	19
Program Information.....	20-22
<b>COMMUNITY SERVICES DIVISION</b>	
Organizational Charts.....	23
Program Information.....	24-26
<b>VOCATIONAL SERVICES DIVISION</b>	
Organizational Charts.....	27
Program Information.....	28-33
<b>PUBLIC HEALTH APPENDIX</b>	
Communicable Diseases (Reportable) By Category.....	34
<b>NOTES</b> .....	35

## 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

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Dear Health and Human Services Board Members:

Our 2021 Annual Report submitted here highlights the important work of the Oconto County Health and Human Services Department in collaboration with the Oconto County Health and Human Services Board.



In 2021 the Covid-19 pandemic continued to influence the community and the Public Health Division was ready to assist community partners with navigating testing, vaccination, and other support throughout the year. Other core services continued including communicable disease monitoring, immunization, provision of WIC (Women, Infants and Children) services, and Birth to 3 outreach. As we continue to see Covid-19 numbers improving recently, Public Health continues to explore exciting new initiatives for 2022 to meet our community needs.

The Economic Support Division was very active during the year with administration of energy assistance programs for citizens in need of support as well as fraud investigation with the appropriate use of benefits administered. The Call Center function of Economic Support supported more on call shifts during the year due to turnover with other partner counties as well as experiencing an uptick in overall caseload sizes. 2022 goals include working to address the Call Center balance with consortium partners.

The Family Services Division experienced increases in child abuse and neglect reports primarily for neglect reasons which is related to elevation of drug use within the family home environment. The child protection and youth justice staff and managers have done an outstanding job of monitoring out of home care and the reduction in expenses for the high cost placement levels of treatment foster care, State corrections, and residential care centers.

Community Service Division staff remained steadfast in providing crisis response, adult protective services, and delivery of outpatient clinical services for children, families, and adults in 2021. The division continued to explore and adapt to the ever changing needs and issues of social concern in Oconto County including case management services to children and adults at risk or enrolled in eligible programs to support their specific needs.

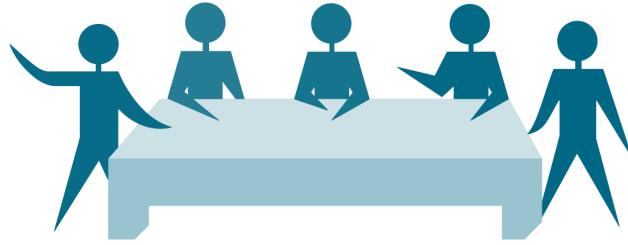
2021 saw the launch of construction on the New View grounds for a new job training center that will house our New Beginnings Re-sale Store as well as the children's daily living skills programs offered in summer. The building remains on target to open in summer of 2022. New View Industries continued to play a vital role in providing occupational services and job skill building throughout the year. Navigating and adjusting to supply and demand issues was a challenge; however, the clients along with staff and management responded well guiding the very important work done within this program area.

The Administrative Support Division anchoring the business and financial operations of the department continued their work through the year with maximizing efficiencies relating to the at times complex funding structures, grants, and revenues within the other five divisions. This division also supports the department with gathering important information and welcoming of our consumers.

As you will see in the balance of this report, a tremendous amount of excellent work was accomplished in 2021 by each division. Core services continued to be provided to courthouse partners, community stakeholders, and to the citizens of Oconto County throughout the year. We have great pride with the performance of our staff and management team in 2021 and look forward to exploring new opportunities and challenges in 2022.

Respectfully submitted,

Scott Shackelford—Director  
Oconto County Dept. of Health and Human Services



### Health and Human Services Board

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

Loretta Shellman  
PO Box 128  
Oconto Falls, WI 54154

Kenneth Linzmeyer  
PO Box 215  
Lena, WI 54139

Kathy Gohr  
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

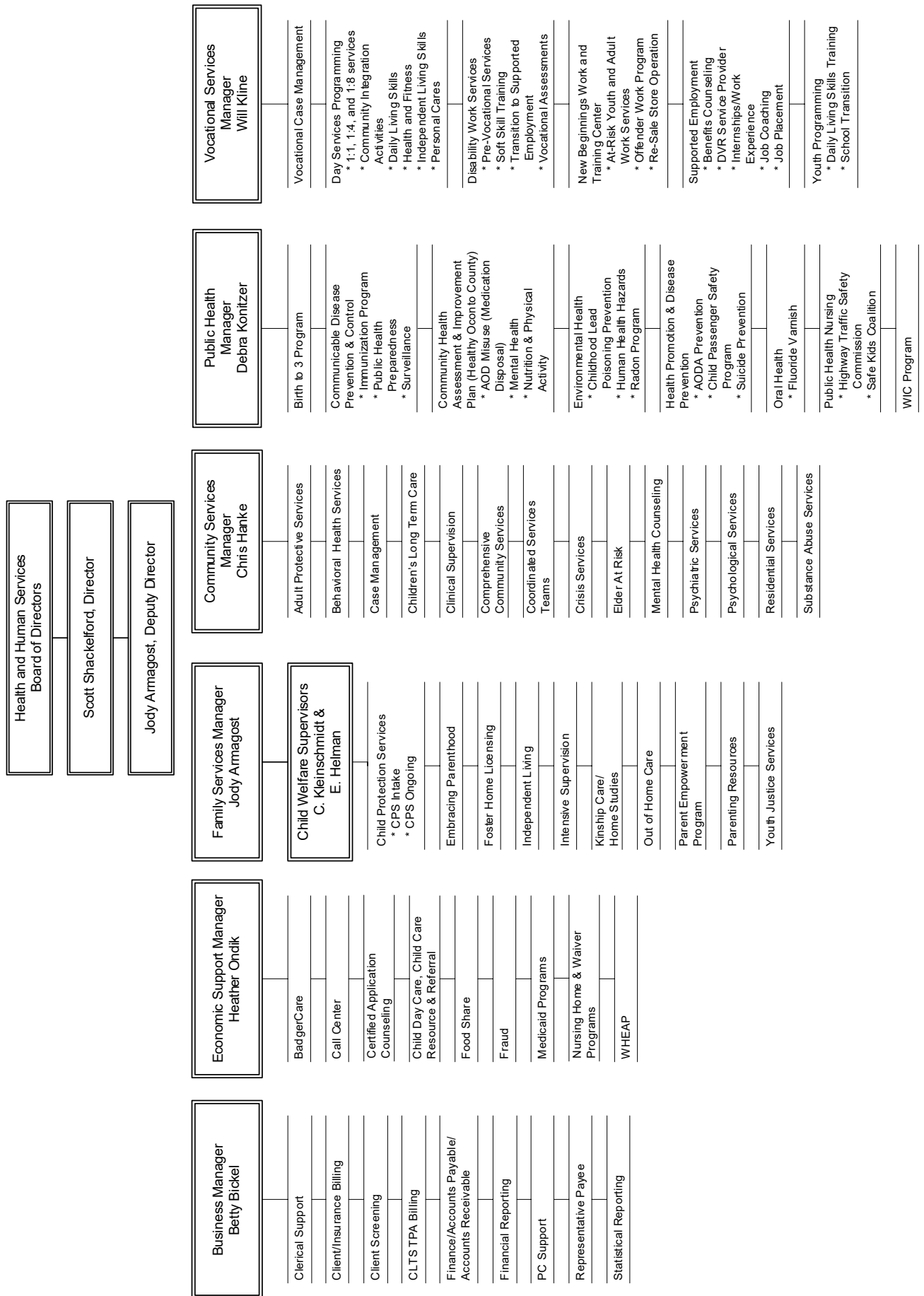
Karl Ballestad  
5585 Elm Avenue  
Oconto, WI 54153

### Aging and Disability Resource Center Governing Board Representatives

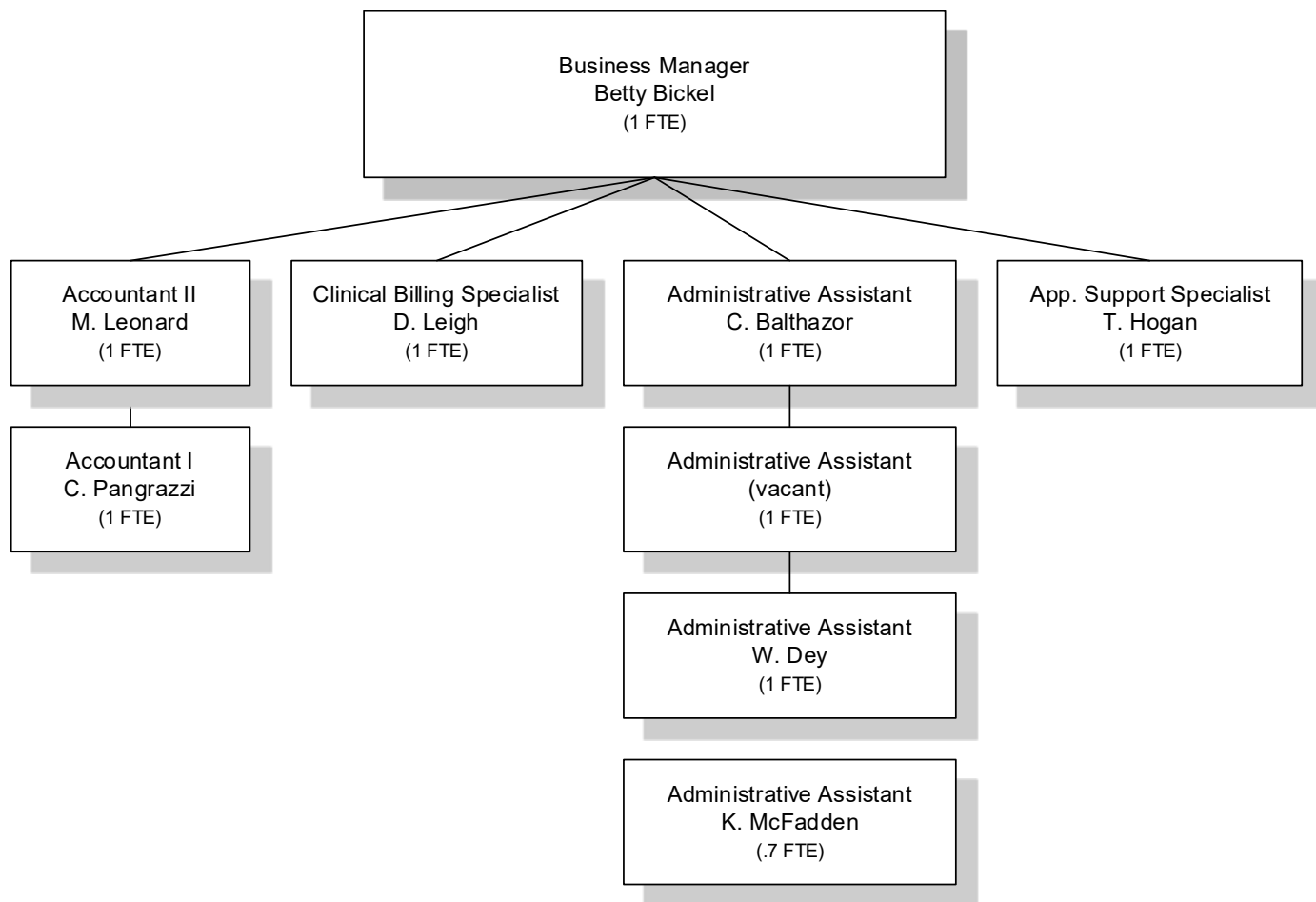
Kathy Gohr  
Stephanie Holman

# PROGRAM ORGANIZATIONAL CHART

## HEALTH & HUMAN SERVICES PROGRAM ORGANIZATIONAL CHART



## HEALTH & HUMAN SERVICES ADMINISTRATIVE SUPPORT

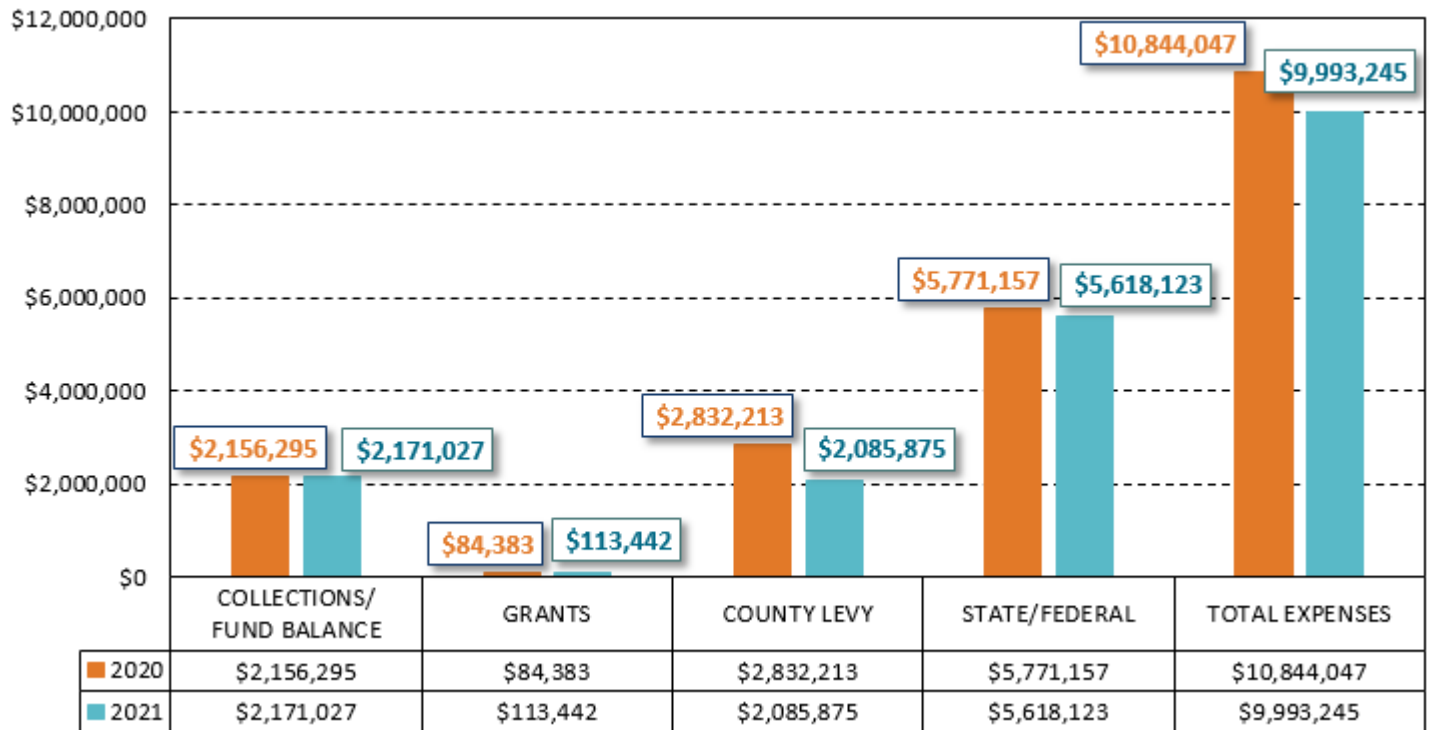


AUTHORIZED COUNTY POSITIONS: 9  
COUNTY FTE: 8.7

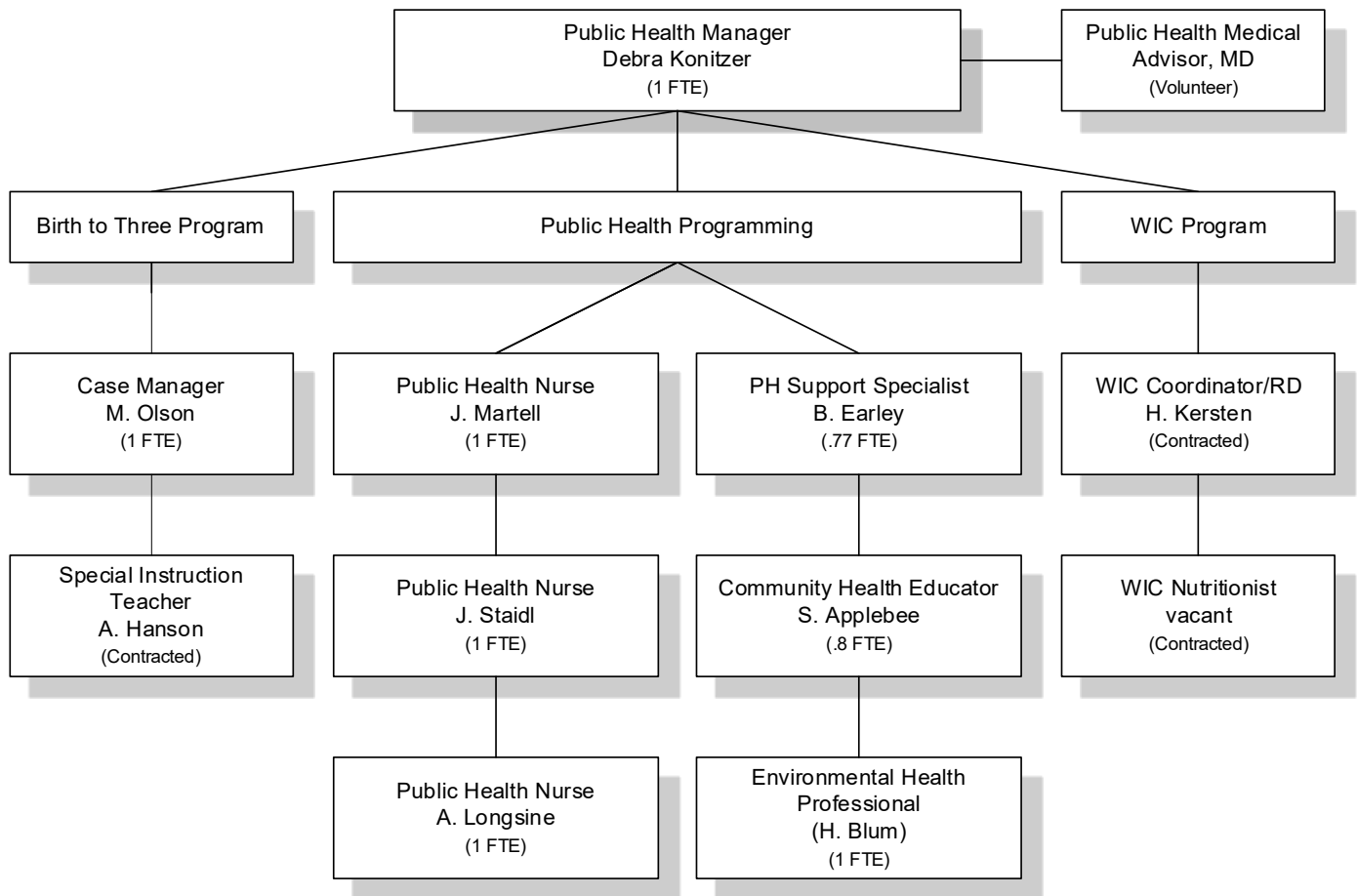
12/31/2021

## 2021 Financial Summary

### Oconto County Department of Health and Human Services



## HEALTH & HUMAN SERVICES PUBLIC HEALTH

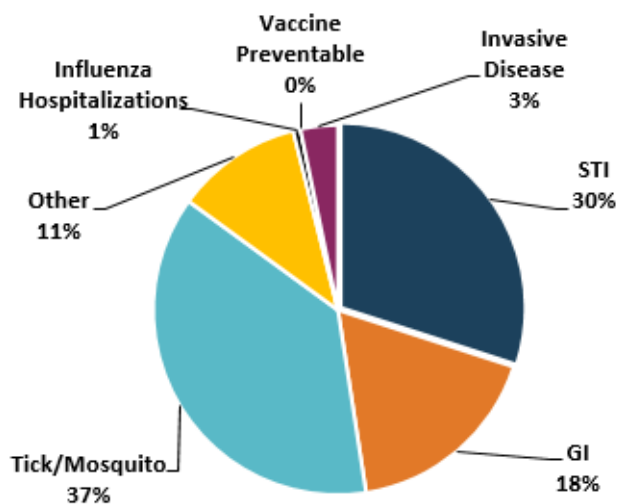


AUTHORIZED COUNTY POSITIONS: 8  
COUNTY FTE: 7.57  
CONTRACTED POSITIONS: 3

As of 12/31/2021

## Communicable and Vaccine Preventable Disease Prevention and Control

### Communicable Disease Cases by Category



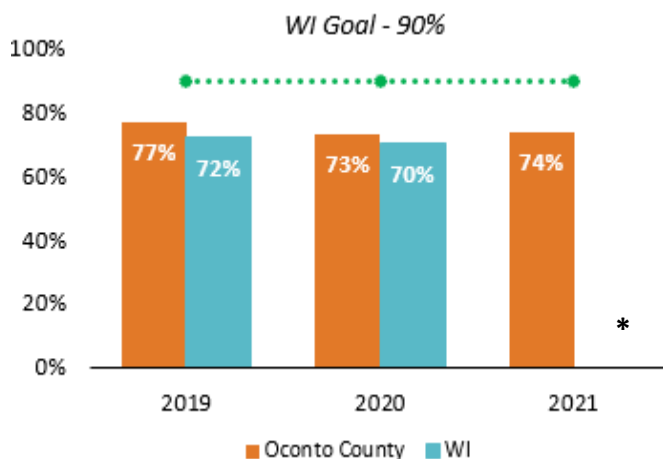
Total Case Reported—645  
Total Confirmed/Probable Cases—307



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 \*



\* 2021 data for WI was not available at time of print

During the pandemic, the number of children being seen by health providers were less than pre-pandemic. A consequence of this is the decrease in immunization rates. A goal for 2022 is to take actions that will increase the coverage rates.



## Healthy Oconto County



A community health assessment (CHA) was completed in fall of 2020.



In the first quarter of 2021, the Community Health Improvement Plan (CHIP) was completed.



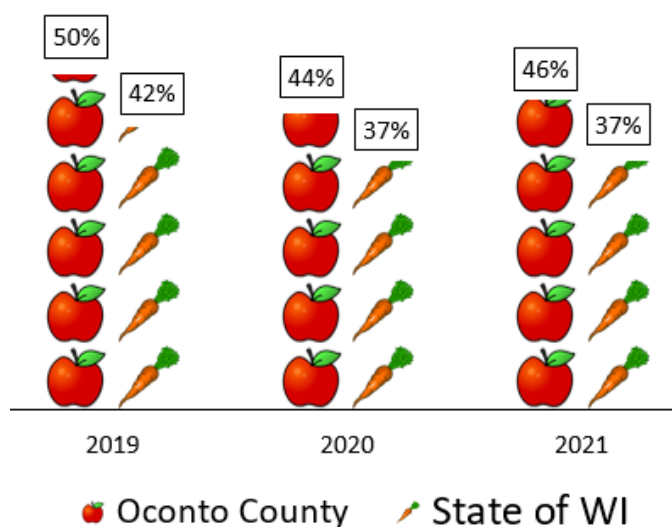
The three workgroups (Mental Health, Alcohol and Other Drug Use, and Nutrition and Physical Activity) worked throughout 2021 to review/revise their work plan and then implement the plan.

## Woman, Infants & Children (WIC) Program

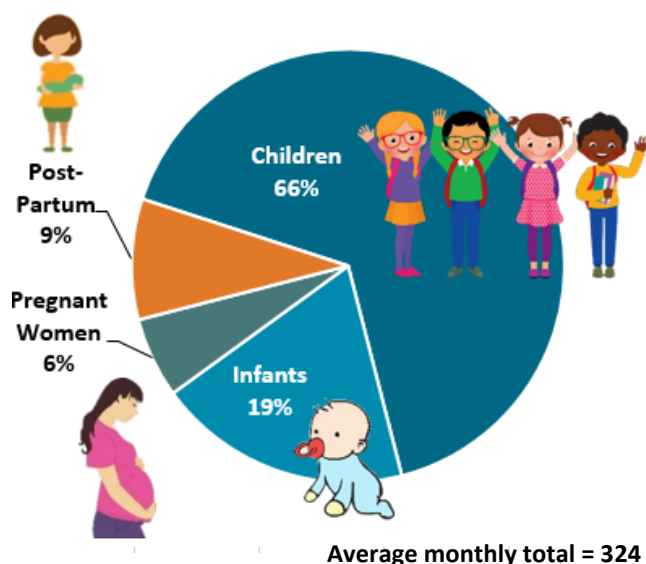
The WIC Program provides supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.

A result of the pandemic and an increase in food share benefits has been a decrease in the WIC population.

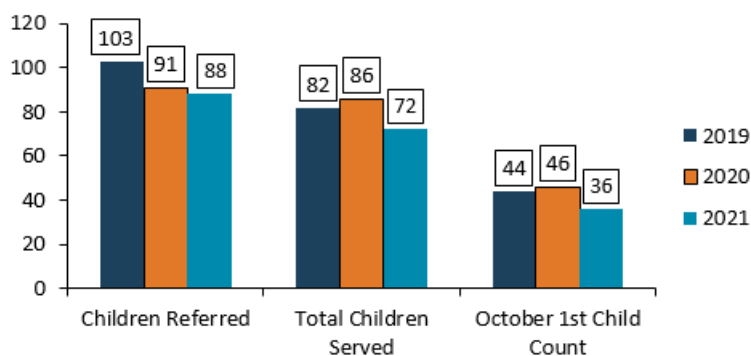
**Farmer's Market Nutrition  
% of Check Redemption**



**WIC Participants by Group**



## Birth to 3 Program

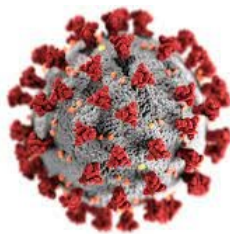


Birth to 3 Program is an early intervention program for infants and toddlers with developmental disabilities.

In September 2021 the State of Wisconsin notified Oconto County that its program performance met all the required Federal Indicators for FFY 2019 and reflected the expected child outcomes.

As a result of less children being seen by health providers during the pandemic, less children were referred to the Birth to 3 program.

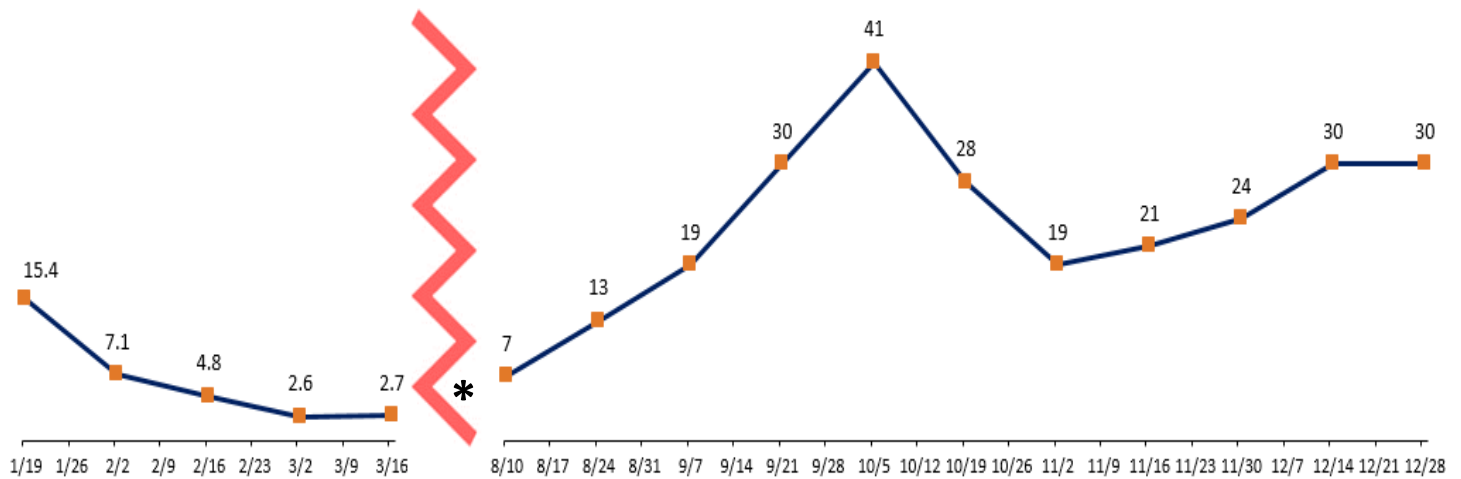
### Coronavirus (COVID-19) Response



The Coronavirus pandemic continues with Public Health leading the response. Responding to the pandemic required most of the department's resources, only essential services such as communicable disease investigation continued. The goals of the response continues forward from 2020.

- **Local Testing:** Assure access to COVID-19 testing to all residents throughout the county.
  - A testing site network remained in place (Bellin Health, Prevea, Nicolet Pharmacy, NEWCAP).
- **Contact Tracing:** Implement disease investigation for confirmed cases.
  - The increased staffing capacity remained in place.
  - During the surge in the fall, crisis standards of practice were implemented as capacity could not meet the demand to investigate and contact trace all positive cases.
- **Mass Vaccination:** Assure access to vaccination for all residents.
  - A network of vaccinators was developed (health systems, pharmacies and Public Health).
  - Held mass vaccination clinics at the courthouse, in schools, county jail.
  - Targeted homebound and jail population.
- **Community Partner Engagement:** 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:** Provide the department and community information to support data driven decisions.
  - A dedicated staff continued to monitor and display pertinent data. This information was shared with the community partners to assist in their decision making.
- **Crisis Communication (Public Information):** Provide residents with actions to take for them to remain safe and healthy.
  - Developed a website specific to COVID-19, media releases and Facebook posts which included general educations and actions to be taken.

## Average Number of New COVID-19 Cases Per Day in a 14 Day Period



\* Break in data due to lack of data and cases remained below an average of 3 per day in a 14 day period.

In 2021, there were **4,825** cumulative confirmed and probable COVID-19 cases. The graph above reflects a surge in the fall due to the Delta variant.

## 2021 COVID-19 STATS

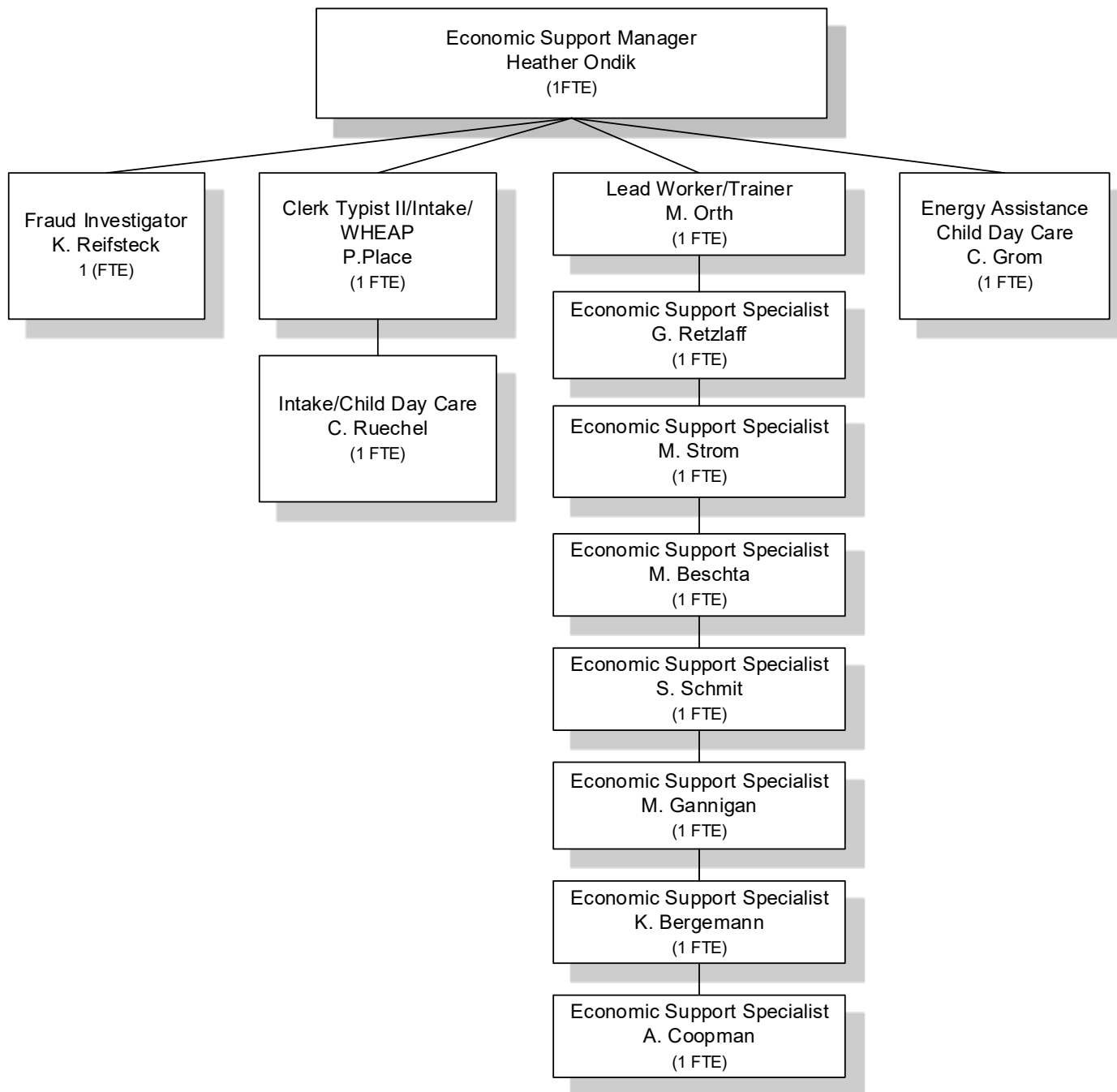
In mid-December 2021, in a 7 county region which includes Oconto County, **91%** of inpatient hospital beds and **96%** of ICU beds were being used.

There were  
**37**  
deaths due to  
COVID-19 in 2021.



In mid-December, **20%** of inpatient hospital beds in this region were occupied with COVID-19 patients, compared with **1%** in mid-July 2021.

## HEALTH & HUMAN SERVICES ECONOMIC SUPPORT



AUTHORIZED COUNTY POSITIONS: 13  
COUNTY FTE: 13  
CONTRACTED POSITIONS: 0

As of 12/31/2021

### WHEAP (Wisconsin Home Energy Assistance Program) 2021 Heating Season

#### Covid-19

- No outreach clinics.
- Face-to-Face Appointments upon request—phone, online, and mail in applications.
- Previous 1 month income—Unemployment Compensation benefits are disregarded. Child tax credit also disregarded.

#### Crisis Benefits

- No limit on number of crisis benefits.
- \$3,000 max benefit.



#### Outreach Efforts



Oconto County WHEAP program contacted various companies to get a list of balances. Mailed out over 600 fixed income applications.



The State via Energy Services Incorporated—contracted state agency (ESI) had 2 Public Service Announcement postcards mailed.



Oconto County WHEAP program staff participated in the local night out event and provided informational brochures to the area schools, daycares, churches, ADRC and library.

### 2021 WHEAP STATS

**1,345** (1,266 direct/79 indirect via ESI) households

received WHEAP Benefits for a total of **\$780,087**

Heat: **\$528,534**

Electric: **\$251,553**



**458** (206 direct/252 via ESI) households received Crisis Benefits for a total of **\$292,549**

**47** furnaces were repaired; **18** were replaced for a total of **\$92,821**

**51** households referred to Newcap Program resulting in all Social Security Income households receiving weatherization

\* Information credited to: C. Grom and P. Place, WHEAP Team

## 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

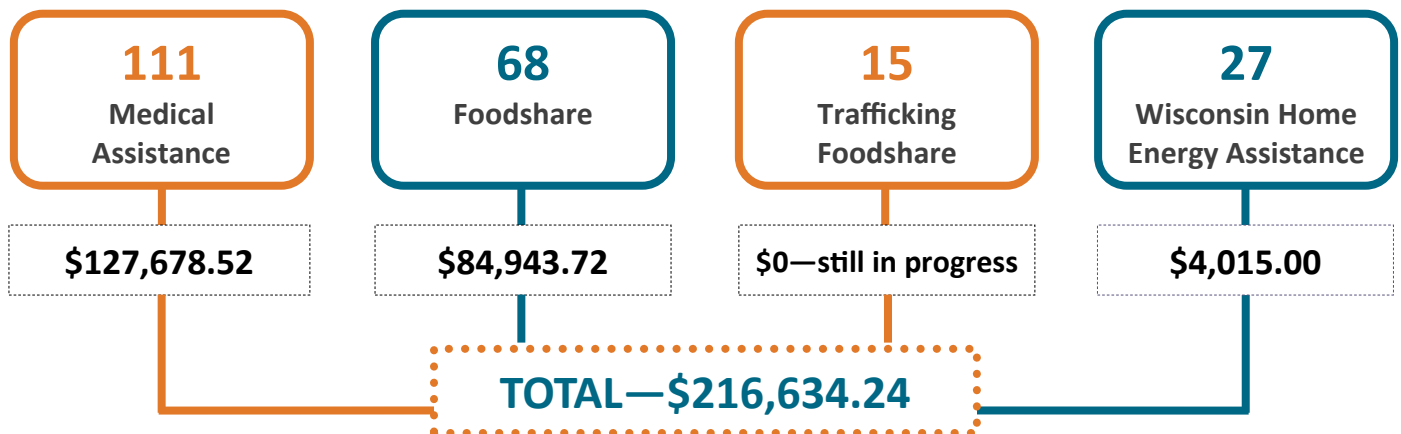
- Selling foodshare to buy drugs
- Selling foodshare card for cash—50 cents on the dollar
- Using products purchased with foodshare to pay off bar tabs
- Incarcerated clients giving foodshare card in exchange for money on their jail accounts



### *Biggest Trend in 2021—Unreported parent in the home.*

✓ *How we investigate: Social media, surveillance, bank accounts, Transunion, state and federal databases, and the community.*

## 2021 Fraud Statistics—Investigations



■ 0 citations ■ 185 investigations are open ■ 3 criminally prosecuted ■ 206 closed investigations

\* Information credited to: K. Reifsteck, Fraud Investigator

## Child Care/Wisconsin Shares

	Total Families	Children Served	Total Benefits Utilized	Average Utilized Per Child	Provider Locations Paid
Licensed Group	68	101	\$332,578	\$3,293	22
Public School Program	1	2	\$1,818	\$909	1
Cert School Age Program	0	0	\$0	\$0	0
Licensed Family	2	2	\$3,973	\$1,986	2
Regular Certified	2	5	\$3,741	\$748	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
<b>Total</b>	<b>73</b>	<b>110</b>	<b>\$342,110</b>	<b>\$6,936</b>	<b>26</b>

## 2021 Child Care Program Highlights

The Child Care world was still affected by COVID in 2021. Child care providers in our State, including Oconto County, had to shut down for increments of time due to COVID outbreaks with child care staff and children.

Per the 2021 Children and Families Who Utilized Benefits by Age and Provider Type Report, the number of families we served in Oconto County is down 48 percent and children in care in Oconto County are down 40 percent from 2020. This is due to many factors including:



- Child Care Providers county-wide, as well as state-wide, had to shut down for increments of time due to COVID outbreaks with child care staff and children attending.
- Child Care Providers closing due to COVID and/or lack of staff.
- School-aged children in school and not needing a child care authorization.
- Parents finding other jobs, no longer worker or working from home and not needing child care services.

### 2021 Child Care Program Highlights (continued)

Wisconsin Dept. of Children and Families received several millions of dollars of funding through the Coronavirus Response and Relief Supplement Appropriations Act (CRRSA) of 2021. Time-limited payment programs included:

- Child Care Counts: COVID-19 Response and Relief Payment Program- A sum of \$105 million was allocated to Response and Relief Payment Program between March and May of 2021 to increase access to high-quality child care and funding for staff recruitment and retention efforts.
  - To date, Statewide, \$128,287,735 was paid to 3,930 child care providers.
  - In 2021, for Oconto County **\$25,495.50** was paid to **12** child care providers.
- Child Care Counts: Stabilization Payment Program- A sum of \$351 Million was allocated to the Stabilization Payment program. Regulated child care providers will be eligible to receive monthly payments from December 2021 through 2023, providing the financial stability they need to stay open, to recruit and retain qualified staff, and to continue providing high-quality care for children.
  - To date, Statewide, \$59,845,345 was paid to 3,598 child care providers.
  - In 2021, for Oconto County **\$323,625.21** was paid to **12** child care providers.

On 12/16/2021, Wisconsin Division of Early Care and Education announced a historic increase in Wisconsin Shares maximum rates effective 1/1/2022, so that all rates are at least at the 80th percentile of the market rate for each age group in child care. There were market rate surveys conducted on Wisconsin child care providers and the maximum rates that are used to determine monthly subsidy benefit amounts are increasing. As of 1/1/2022, parents may have seen an increase in their child care subsidy benefit which may have reduced their out-of-pocket cost for child care.

### Oconto County Child Care Provider **STATS**



Oconto County has **6** licensed families, **6** licensed groups, and **1** certified provider.

In 2021, approximately **6** people inquired about becoming a certified child care provider. **2** child care provider application packets were handed out. \*

*\* The applicants have not returned the packets yet as they are currently completing required pre-serviced training. Hopefully they will move forward with their application completion in 2022.*

\* Information credited to: C. Ruechel, Intake/Child Day Care Specialist

### Economic Support Caseload Quantities and Call Center Coverage Shifts

Month	Caseload Quantities	Call Center Coverage Shifts
Jan 2021	4,080	61
Feb 2021	4,074	58
Mar 2021	4,076	77
Apr 2021	4,114	70
May 2021	4,136	62
June 2021	4,167	67
July 2021	4,189	67
Aug 2021	4,236	70
Sep 2021	4,268	67
Oct 2021	4,288	82
Nov 2021	4,357	81
Dec 2021	4,395	74

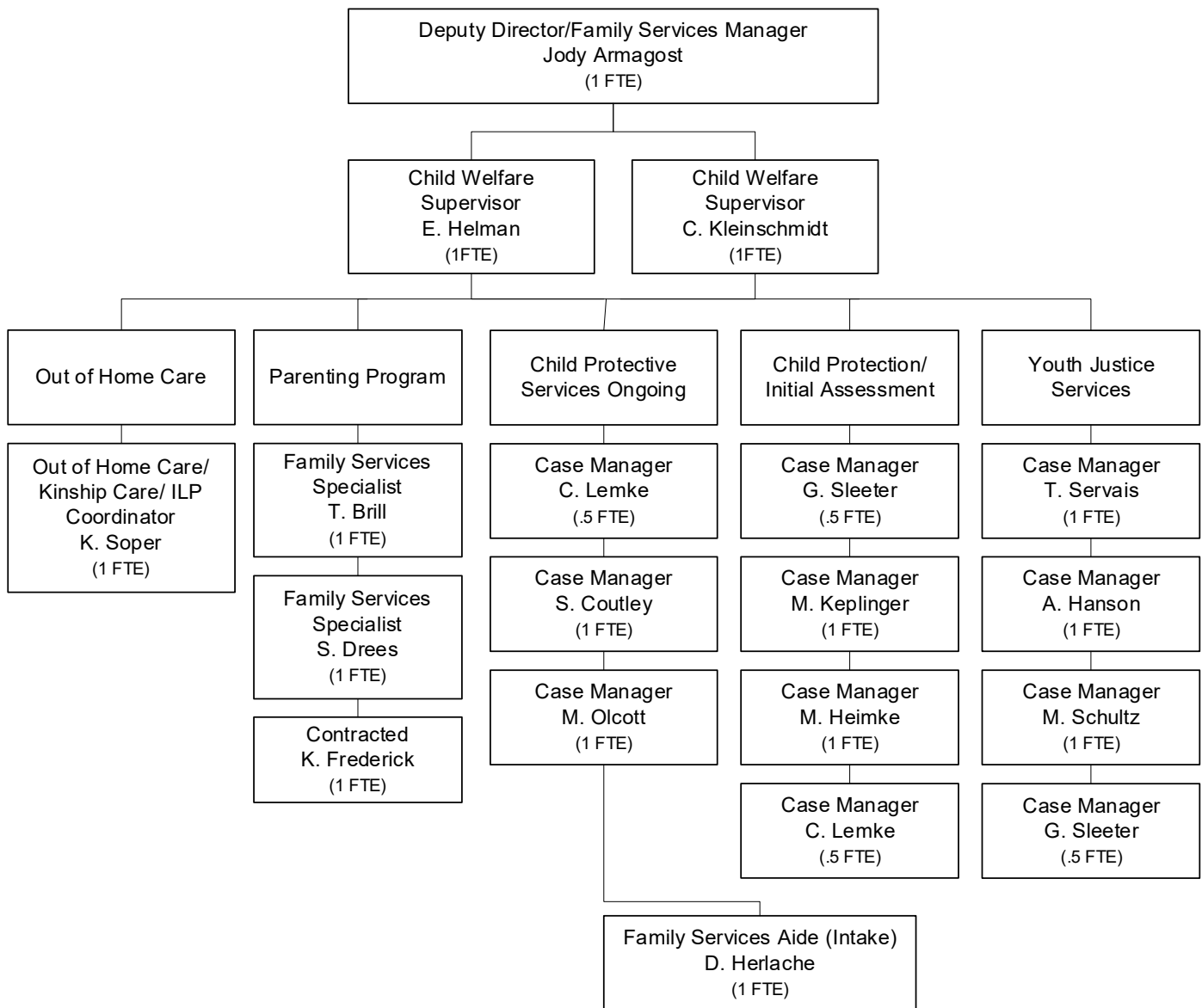
\*Caseloads include servicing: Badger Care, Medicaid, Long-Term Care Medicaid, Caretaker Supplement, Medicare Premium Savings, Family Planning Supplement, Child Care and Food Share programs.

- Case load quantities escalated each month in 2021. The table above notes Oconto cases roughly around 4,000 in January to almost 4,400 cases by the end of 2021. This has resulted in much higher max caseloads of 500 pre-COVID for each Economic Support Specialist, to an average caseload of 600 – 700 by year end. This number was affected both by staff vacancies and new hire training timetables as well as the overall noted above increase in cases.
- The call center line serves 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 serves 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.



\* Information submitted by Heather Ondik on behalf of the Economic Support Specialists Team

**HEALTH & HUMAN SERVICES  
FAMILY SERVICES**

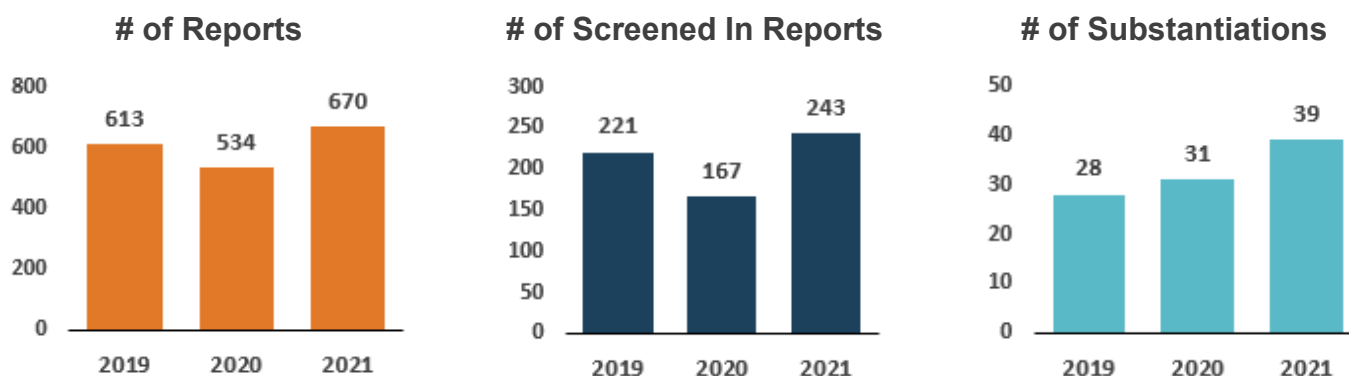


AUTHORIZED COUNTY POSITIONS: 16  
COUNTY FTE: 16  
CONTRACTED POSITIONS: 1

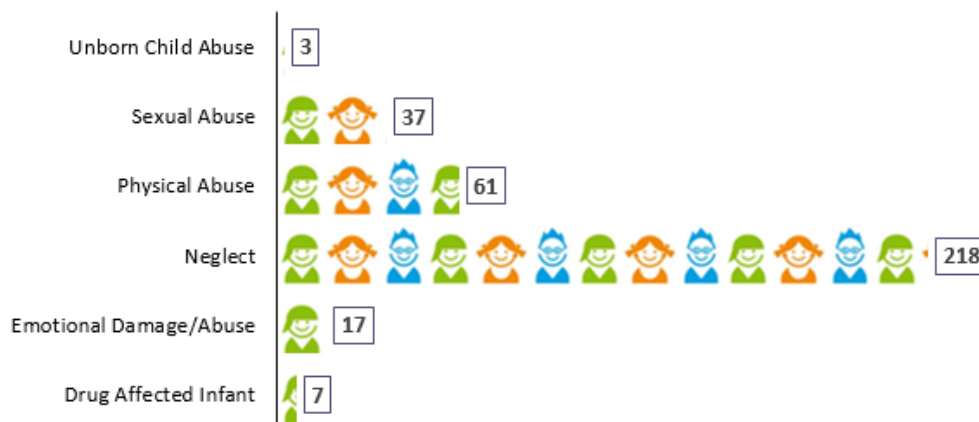
12/31/2021

## Child Abuse and Neglect Reports

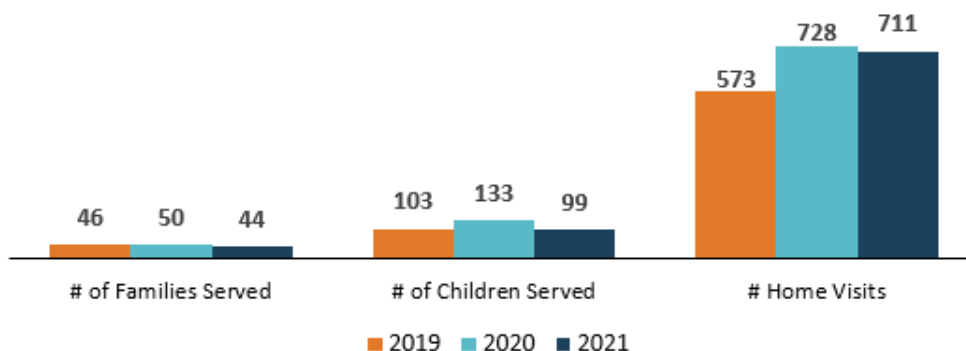
A child abuse and neglect report is assessed by the division to determine the course of action. The types of abuse and/or neglect and the investigation results are tracked. At times, case managers offer voluntary services to families where there are concerns in the home that do not rise to the level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



### Child Abuse and Neglect Investigations in 2021 (Children Affected)



## 2021 Parent Empowerment Program



## Out of Home Placements

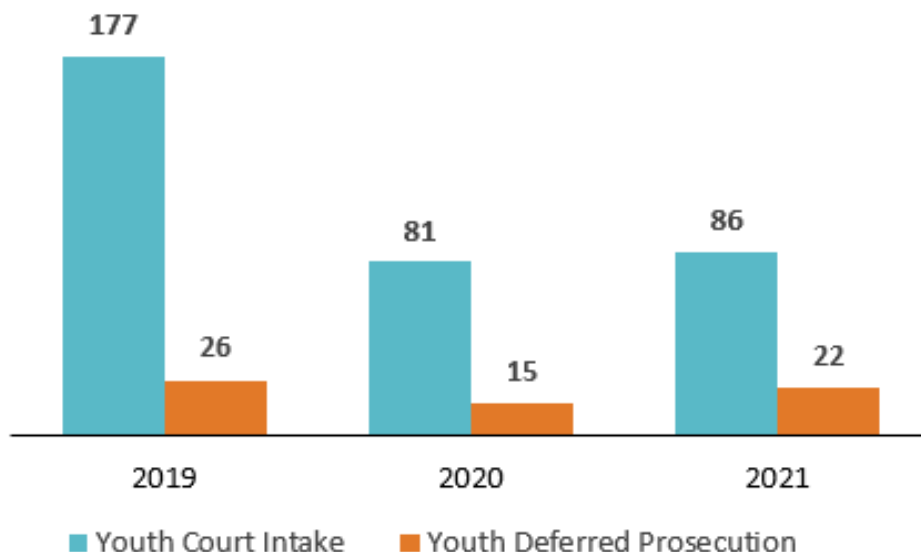
<b>Foster Homes</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
# of Children	31	25	31
Cost	\$117,027.11	\$157,036.08	\$166,032.83
<b>Treatment Foster Homes</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
# of Children	11	14	10
Cost	\$311,712.35	\$367,427.43	\$256,068.88
<b>Group Homes</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
# of Children	2	0	0
Cost	\$56,922.13	\$0.00	\$0.00
<b>Shelter Care</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
# of Children	5	2	2
Cost	\$35,330.00	\$2,080.00	\$7,500.00
<b>Secure Detention</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
# of Children	28	15	8
Cost	\$71,500.00	\$18,940.00	\$18,920.00
<b>Respite</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
# of Children	25	20	15
Cost	\$14,875.00	\$24,765.00	\$8,480.00
<b>Correctional Facilities</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
# of Children	1	0	0
Cost	\$105,034.00	\$0.00	\$0.00
<b>Residential Care Centers</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
# of Children	6	6	2
Cost	\$307,134.26	\$469,196.14	\$57,972.77
<b>Subsidized Guardianships</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
# of Children	12	13	13
Cost	\$75,513.00	\$85,164.26	\$67,064.93
<b>Kinship</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
# of Children Voluntary	56	53	53
# of Children Court Ordered	14	26	33
Cost	\$151,737.84	\$165,816.91	\$185,100.24

### 2021 Licensed Foster Homes



- In 2021 Oconto County had a total of 25 foster homes.
  - Nine of these homes were licensed relatives for child specific placements.
  - Six of the homes were licensed to accept any children placed in out of home care.
- Seven new foster homes were licensed.
- Seven licenses were closed.

## Youth Justice Services

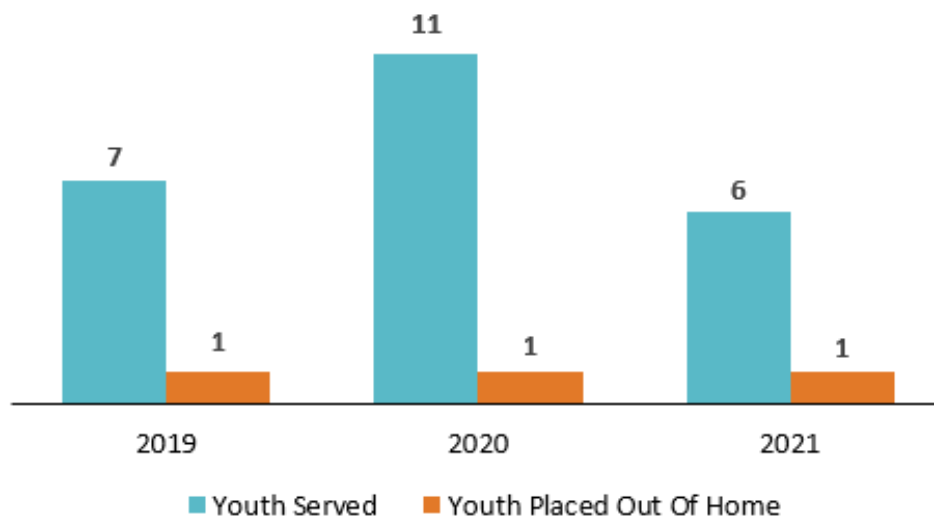


## Deferred Prosecution Agreement

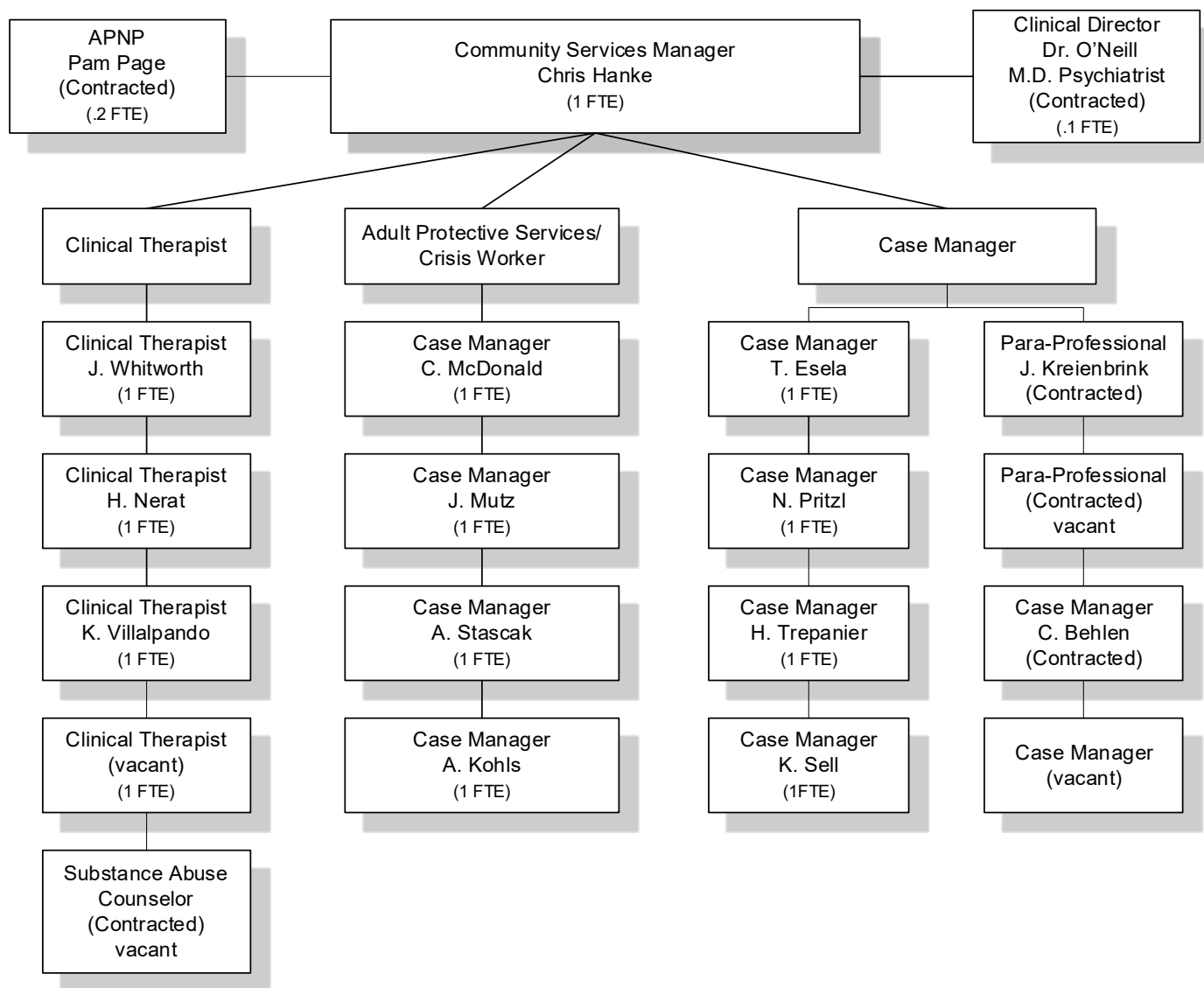


Following an intake inquiry, some youth are offered deferred prosecution following an assessment conducted by a Youth Justice Case Manager. In these instances, if youth comply with all of the terms of the agreement, they are able to avoid a formal delinquency adjudication.

## Intensive Supervision Program



## HEALTH & HUMAN SERVICES COMMUNITY SERVICES



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

12/31/2021

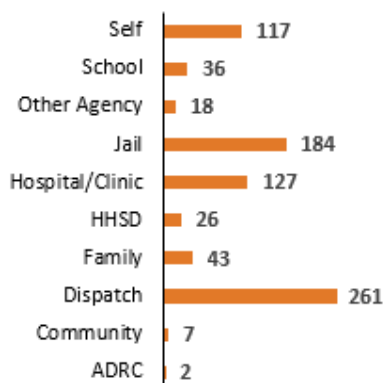
## 2021 Crisis Intervention/Adult Protective Services/ Elder At Risk Programs

Program	Adolescent Contacts	Adult Contacts	Elder* Contacts	Unknown	Total
Crisis Intervention	137	645	36	3	821
Adult Protective Services	1	33	9	0	43
Elder At Risk	0	0	93	0	93
<b>Total</b>	<b>138</b>	<b>678</b>	<b>138</b>	<b>3</b>	<b>957</b>

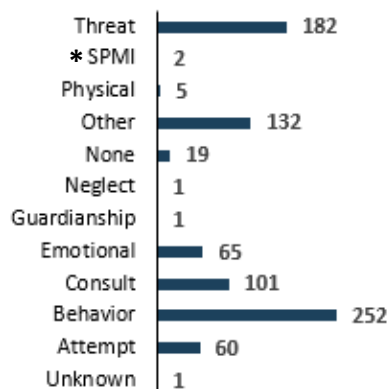
\* Elder is defined as any adult over the age of 60

### Crisis Intervention

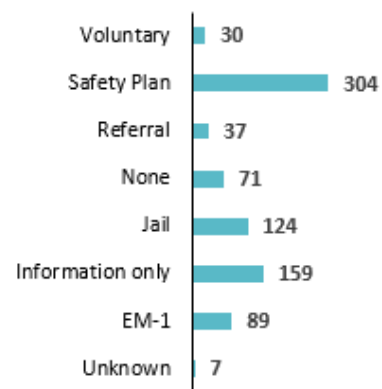
#### Referral Sources



#### Nature of Call



#### Interventions Provided

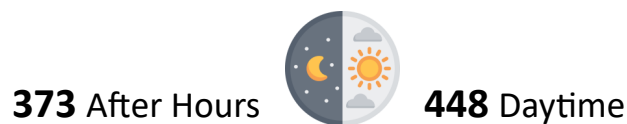


\* Serious and Persistent Mental Illness

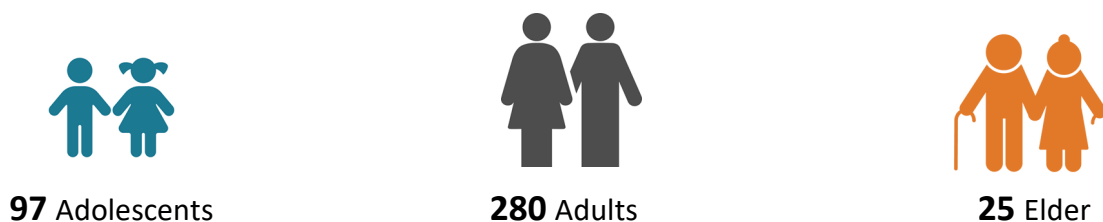
#### Gender



#### Calls By Time of Day



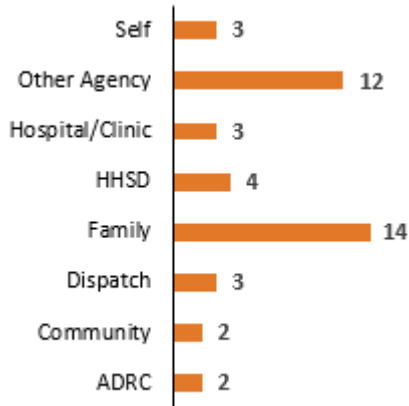
#### Age



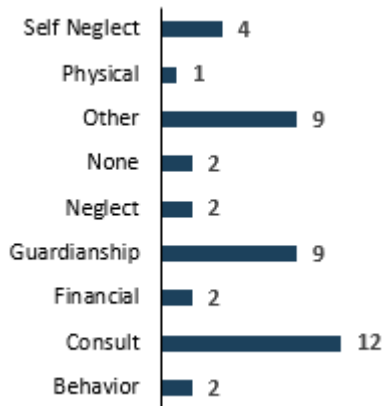
## Crisis Intervention/Adult Protective Services/ Elder at Risk Programs

### Adult Protective Services

#### Referral Sources



#### Nature of Call



#### Interventions Provided



Gender:



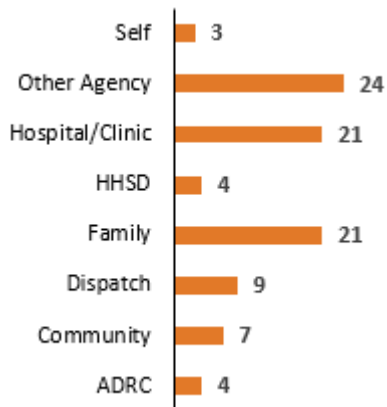
**20** Females



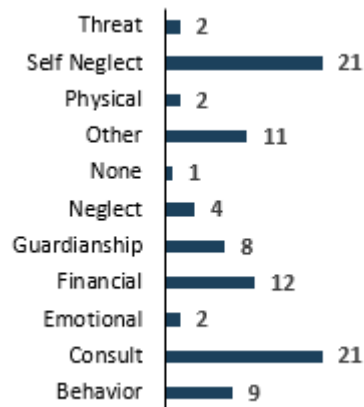
**18** Males

### Elder At Risk Program

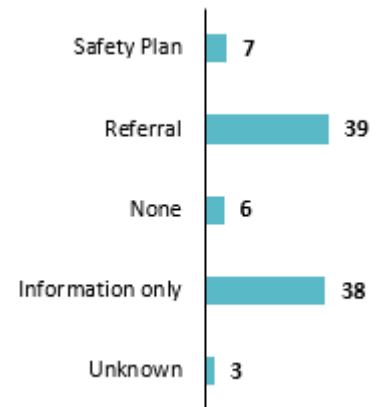
#### Referral Sources



#### Nature of Call



#### Interventions Provided



Gender:



**42** Females

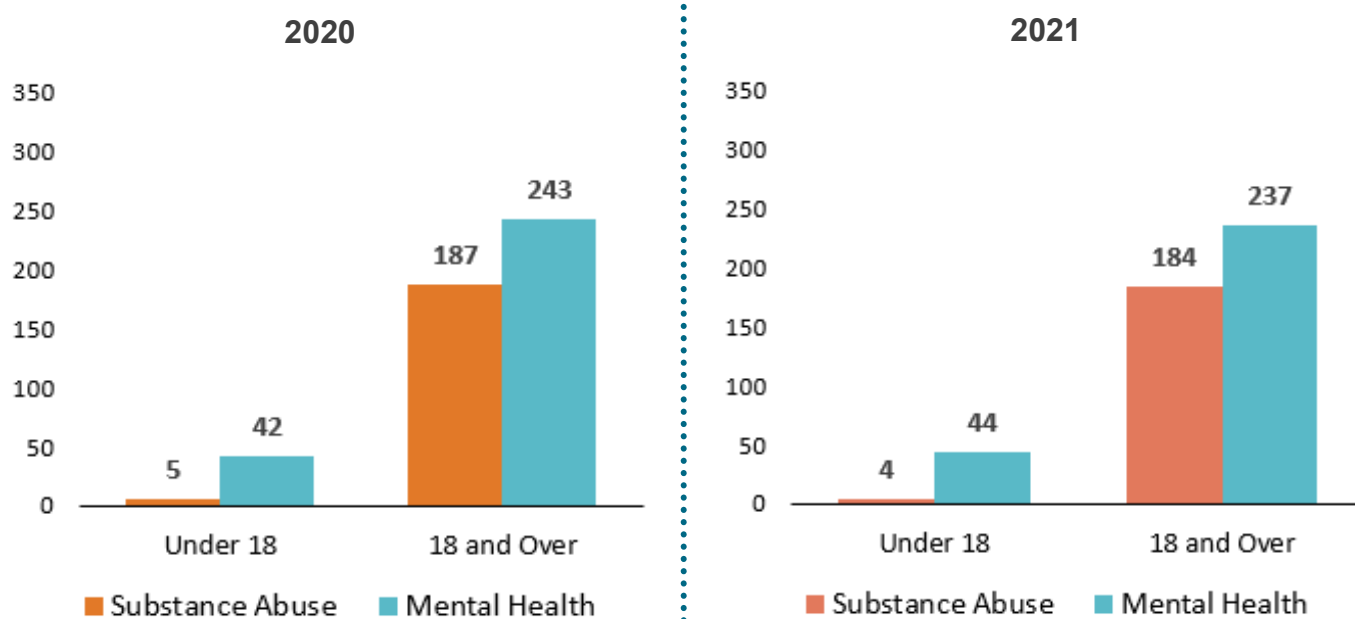


**33** Males

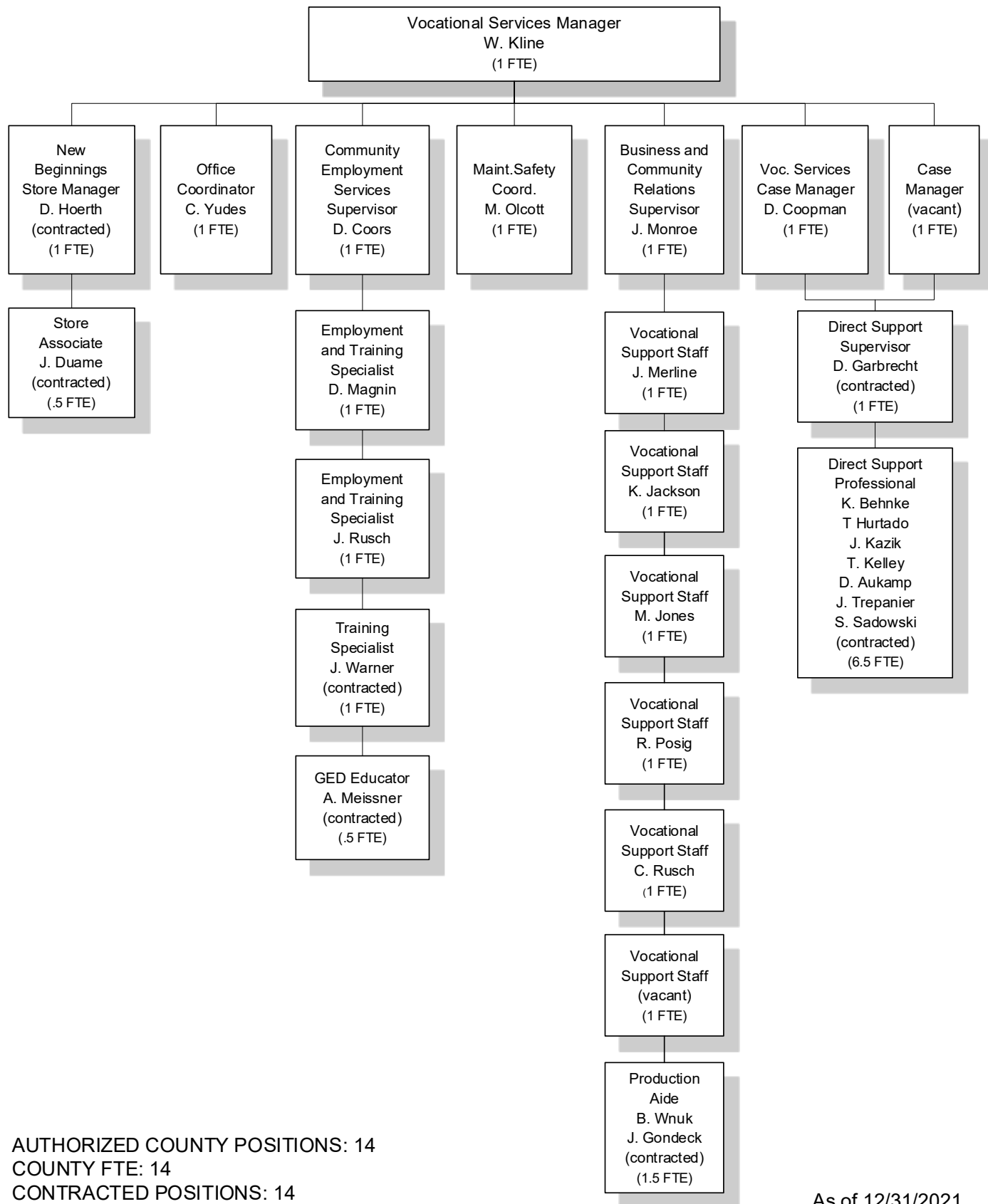
## Outpatient Services

	2020	2021
<b>■ OUTPATIENT CLINIC</b>		
• Number of Substance Abuse Clients	192	188
• Number of Mental Health Clients	285	281
<b>■ OWI (Operating While Intoxicated)</b>		
• Number of Assessments	110	107
<b>■ SUBSTANCE ABUSE</b>		
• Number of Assessments	12	5
<b>■ CHILDREN'S LONG TERM SUPPORT</b>		
• Number of Children Served	110	135

## Age of Clients Served by Clinic



## HEALTH & HUMAN SERVICES VOCATIONAL SERVICES



AUTHORIZED COUNTY POSITIONS: 14  
COUNTY FTE: 14  
CONTRACTED POSITIONS: 14

As of 12/31/2021

### New View Industries Programming—Client Participation

#### New View Industries

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.



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#### Highlights of 2021

- New View continued to see major impacts from the Covid-19 pandemic in 2021. Most notably is that our overall client numbers never returned fully from our pre-pandemic levels. There were a variety of reasons for this including death, clients moving away from the area, and clients simply not returning.
- Many virtual services were added to New View's supported employment program to adapt to the Covid-19 pandemic. Some of these services will remain virtual in the future as it was discovered they can be very efficient.
- New View expanded on vocational jail programming in 2021. The Offender Education and Workforce Training program works with inmates in the County Jail, assisting with job development, GED education, and finding employment for inmates through the Huber/work release program.
- New View made multiple changes within the facility in 2021 by adjusting or moving program spaces and classrooms to allow for services to be more adequate within the building. A training space was also added to the work floor to allow for additional programming.
- Construction of the New Beginnings store and training center started in September of 2021. When finished, this additional 6,000 square feet will house the New Beginnings store and additional training space for disabled youth and adults. Funding of the project was made possible through the Economic Development Close Out Grant. Final cost of the project will be just over 1.7 million dollars. Construction is set to be completed in late May of 2022.



## DIVISION SUMMARY

### Discovery Day Services

(1:8 staff ratio)

Discovery Day Services is programming for adult 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 2021 are as follows:



- Providing a home fire safety program
- Working with Oconto County Veteran's services to provide gifts and thank you's to veterans
- Completing a video talent show
- Wisconsin bird identification program
- Providing cards to area nursing home residents
- Iditarod dog sled race education program
- National Park virtual ranger programs
- Providing cat and dog treats to the Oconto Area Humane Society
- Animal shelter virtual field trips
- Severe weather safety program
- Healthy eating food and nutrition classes
- Hiking
- SunWise sun protection program
- ADRC memory Café outings
- Library programs
- Wisconsin Ag in the Classroom program
- Daily living skills programming
  - ◊ Hygiene, laundry, cooking, cleaning

### 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. Each client has individual goals to work on to increase their skills.



**Covid-19 Impact:** In 2021, Covid-19 continued to severely limit community outings that were planned during the year. Clients were able to participate in the following community outings:



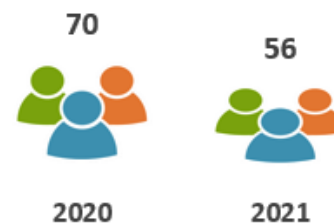
#### Group Outings:

- Dairy Barn - Lena
- Bond Center - Oconto
- Pat's Market - Gillett
- Boating outing - Fremont
- Music in the Park - Green Bay
- Wildlife Sanctuary - Green Bay
- Variety of parks in Oconto, Brown, Shawano and Marinette Counties

### Pre-Vocational Services

Pre-Vocational Services are designed as a training for client's 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.

- Continued to serve Comprehensive Community Service (CCS) clients to provide work experiences, stabilization, and structure.
- 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.
- Continued to job develop in the surrounding communities to maximize workload for clients at New View.
- 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.
- Retained membership and participated with Chambers of Commerce for Oconto, Oconto Falls, and Shawano, leading to future perspective work partnerships. New View is also a member of DSPN (Direct Support provider network)
- 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.



### Wages paid out to disabled workers in 2021:

**\$103,563**  
(\$123,617 in 2020)

\* Wages paid to clients declined in 2021 which was a reflection on less work available.

\* New View experienced some of the supply chain issues with our business partners.

### Overall production revenues in 2021 were **\$249,000** (\$292,000 in 2020)

\* Numbers were down in 2021 due to many supply chain issues with our business partners

New View has increased the amount of jobs that pay minimum wage vs. piece rate. Nearly **\$140,000** was billed to a single business strictly for a minimum wage job.

## VOCATIONAL SERVICES DIVISION (cont.)

### Supported Employment

Supported Employment works with the State of Wisconsin Division of Vocational Rehabilitation (DVR). New View offers a variety of services depending on the client's needs. Some of these services include soft skill training, setting up temporary work experiences, job placement, job shadows, 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.

<b>Skills to Pay the Bills</b> (soft skills training workshop) <b>1</b> client served (0 served in 2020, 24 in 2019) *This services required face to face contact and due to Covid, the service was extremely limited in 2021.	<b>Benefit Analysis completed:</b> <b>8</b> (4 in 2020)	<b>Clients placed in permanent jobs:</b> <b>9</b> (8 in 2020)	<b>Temporary work experiences set up:</b> <b>7</b> (4 in 2020)
	<b>Job Shadows completed:</b> <b>16</b> (8 in 2020) * many of these were set up virtually	<b>Total job coaching hours in the community</b> <b>1,562</b> hours (1,242 hours in 2020) * 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), Piggly Wiggly (Crivitz), Iverson's Piggly Wiggly (Oconto Falls), Oconto Area Humane Society, McDonald's (Crivitz), The Brothers Three (Oconto), New Beginnings Store, Shake A Burger (Oconto), The Good Place/Clean Rite Services (Oconto), Turf Pro (Green Bay), Potawatomi Casino (Carter), Preferred Cabinet Solutions (Oconto Falls), Coachlight Inn (Oconto Falls), Goodwill (Shawano), Gillett Pallet, Crivitz Lumber, Thompson's County Market (Oconto), Crivitz Veterinarian, Oconto School District

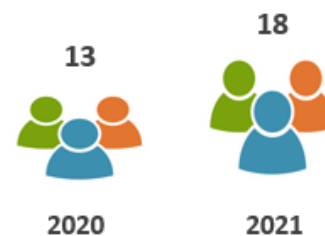
### New Beginnings Resale Store and Employment/Training Program

The New Beginnings Store was first established in 2001 in Gillett, WI. The purpose of this re-sale store is to provide support to needy families in the community as well as provide training opportunities for individuals in need. New Beginnings moved to Oconto Falls in 2012, but will be returning to Gillett in 2022 once a new facility is built next to the New View campus. 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.



### 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. Eighteen youth, ages 9-17, participated in the third year of this program. 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



#### Leisure Skills:

- Interactive Games
- Exploring Hobbies
- Physical Activities



#### Community Integration:

- Volunteering
- Various Community Outings (parks, mini-golf, stores, restaurants, etc.)
- Swim Outings



#### Social Skills/Communication Skills:

- Soft Skill training
- Positive Peer Interaction
- Self-Advocacy



### Employment and Training Programs

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#### Offender Work and Training Program

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The Offender Education and Workforce Training Program is a 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 Oconto Law Enforcement Center to help them develop educational and employment goals as well as assist with needs upon release. Services include the following:

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



**In 2021, 27 individuals were assisted in this program including both pre and post release offenders.**

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#### Community Resource and Empowerment Program

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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 other County Divisions
- Youth Employment – work with kids on education and employment skills
- Adult employment and education – assisting with resume writing, job searching, computer training, etc.
- Unemployment assistance
- 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

- 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

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