

OCONTO COUNTY DEPARTMENT OF
HEALTH AND HUMAN SERVICES



**ANNUAL REPORT
2016**

...promoting healthy and responsible families

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Director's Letter

Dear Health and Human Services Board Members:

Our 2016 Annual Report is presented here and represents the time and efforts put in to serving the Oconto County citizens by a hard working staff and a talented management team. The figures and program highlights in this report summarize the activities over the vast array of diversified programs and services delivered through the Oconto County Department of Health and Human Services.

The year, as it turned out, became a year of significant transition for the Department which continues into 2017. The Department Board welcomed two new members and a new Chairperson. The Department Director retired, and there was significant personnel turnover, especially with professional staff.

In addition, the Department had to address growing challenges in the areas of institutionalization for juvenile offenders and adult protective services. Community based programs are being developed to prevent and divert institutional placements and the department has been aggressive in the area of Grant Administration to bring much needed funds into the community in this effort. The effectiveness of the At-Risk Youth program in 2016 is an example of the positive outcomes that can occur from these aggressive efforts to secure grants for services tailored to specific community needs.

The Public Health Division was able to demonstrate its developing excellence with a stable staff and responded effectively to many issues including leadership in resolving potential health hazards with lead and implementing disease prevention and community education with influenza and other health risks. The Public Health staff was able to surpass its goal of 50% adolescent immunization coverage for 1 dose of Hepatitis A with an impressive 59% coverage rate and also surpass its goal of 35% coverage in completing the HPV series, actually attaining 36%, putting us into the top 10 county rates in Wisconsin.

Vocational Services continued to expand and develop. New View Industries was promoted regionally on television by two local news stations for their programs including the very successful Barn Quilts of Oconto County Program. Vocational Services has been progressive in designing services to meet changing employment and funding environments with the development of increased community based supported employment. An arrangement was made with a manufacturing company to accept New View Industries employees into their facility for the work traditionally done within the county facility. Supported Employment services were expanded into Menominee and Marinette Counties. Existing New View Industries services in Shawano County have also continued to grow.

In 2017, the Department will continue to modify its structure and programs to meet the ever changing government funding environments in Federal, State and local revenue streams. Established efforts to partner with the courts and law enforcement, hospitals and emergency crisis services will continue. Planning for disaster response and coordination will increase throughout the Department.

On behalf of our staff and managers I wish to extend to you our appreciation for your support of the work we do together for our community.

Sincerely,

Michael G. Reimer, Director

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.

Board of Directors and Committees 2016

Alan Sleeter, Chair
10005 Madsen Road
Suring, WI 54174

Jim Lacourciere
317 Madison Street
Oconto, WI 54153

Loretta Shellman
P O Box 128
Oconto Falls, WI 54154

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

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

Kathy Gohr
8811 Gohr Road
Krakow, WI 54137

Mary Lemmen
6922 Pipgrass Road
Oconto Falls, WI 54154

Ron Korzeniewski
9460 Schroeder Road
Krakow, WI 54137

Carolyn Barke
6048 State Highway 32
Gillett, WI 54124

CLIENT RIGHTS COMMITTEE

Al Sleeter, Chair
Judy Buhrandt
Kathy Gohr

PERSONNEL COMMITTEE

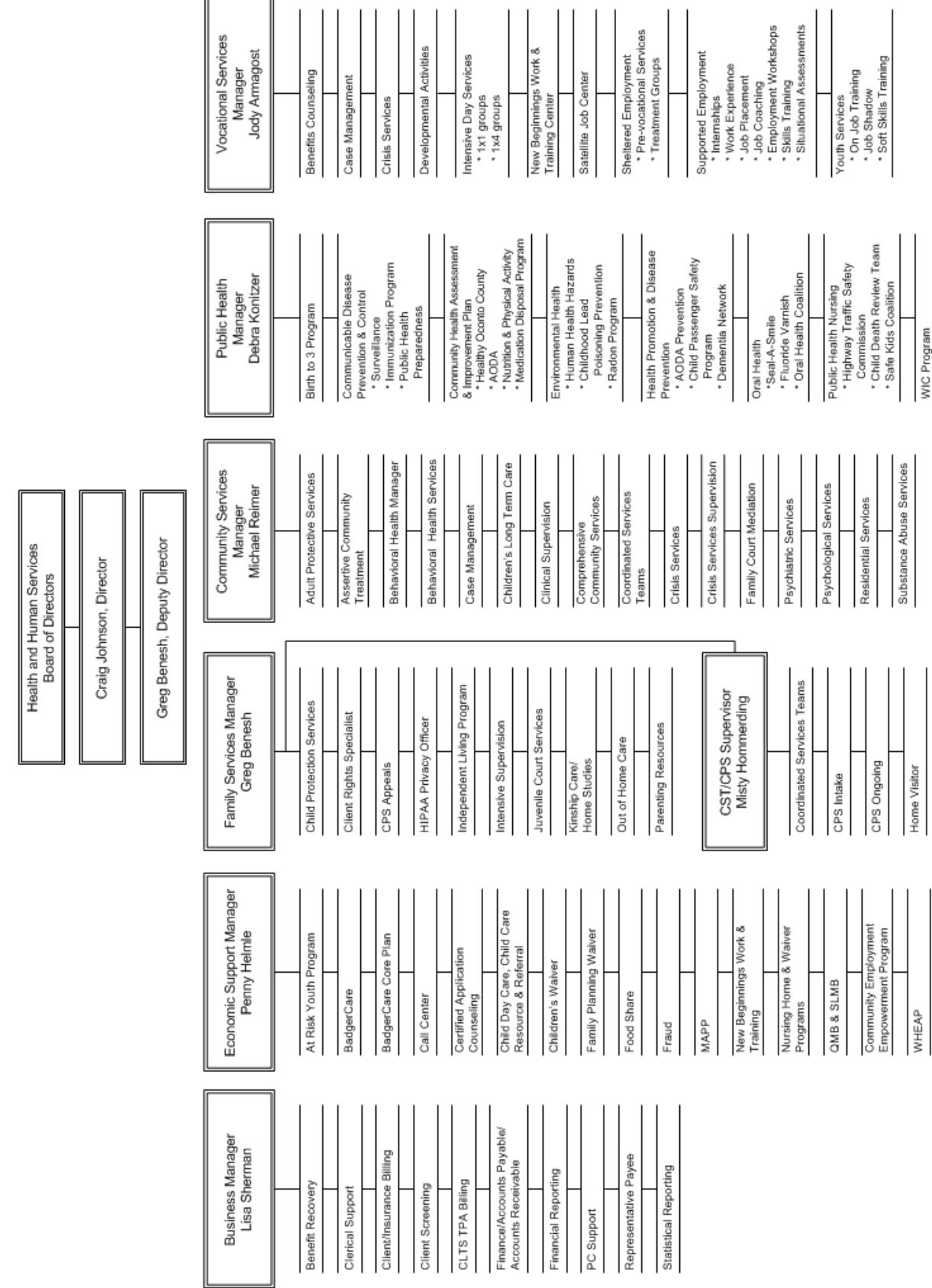
Diane Nichols, Chair
Loretta Shellman
Jim Lacourciere
Alan Sleeter, Alternate
Carolyn Barke, Alternate

OCONTO COUNTY PARTNERSHIP

Mary Lemmen

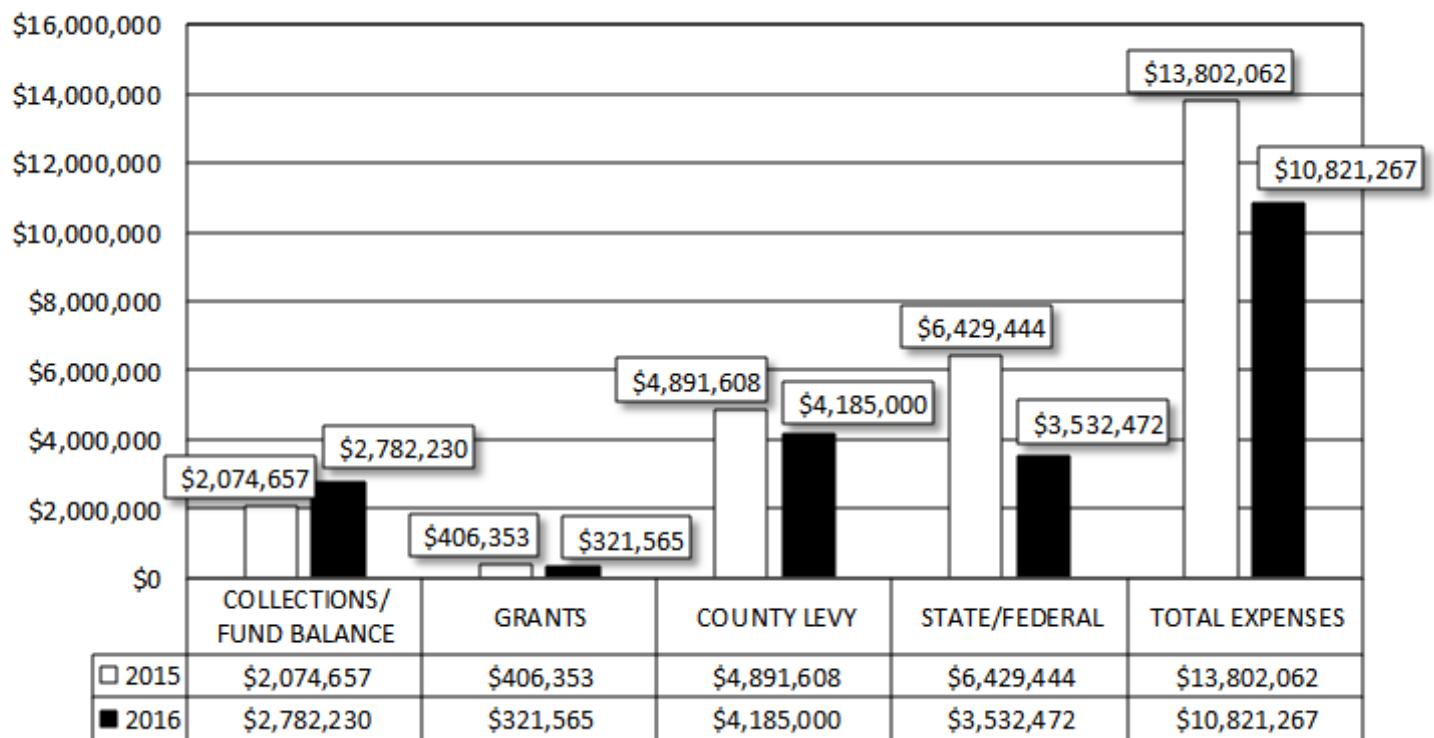


HEALTH & HUMAN SERVICES PROGRAM ORGANIZATIONAL CHART



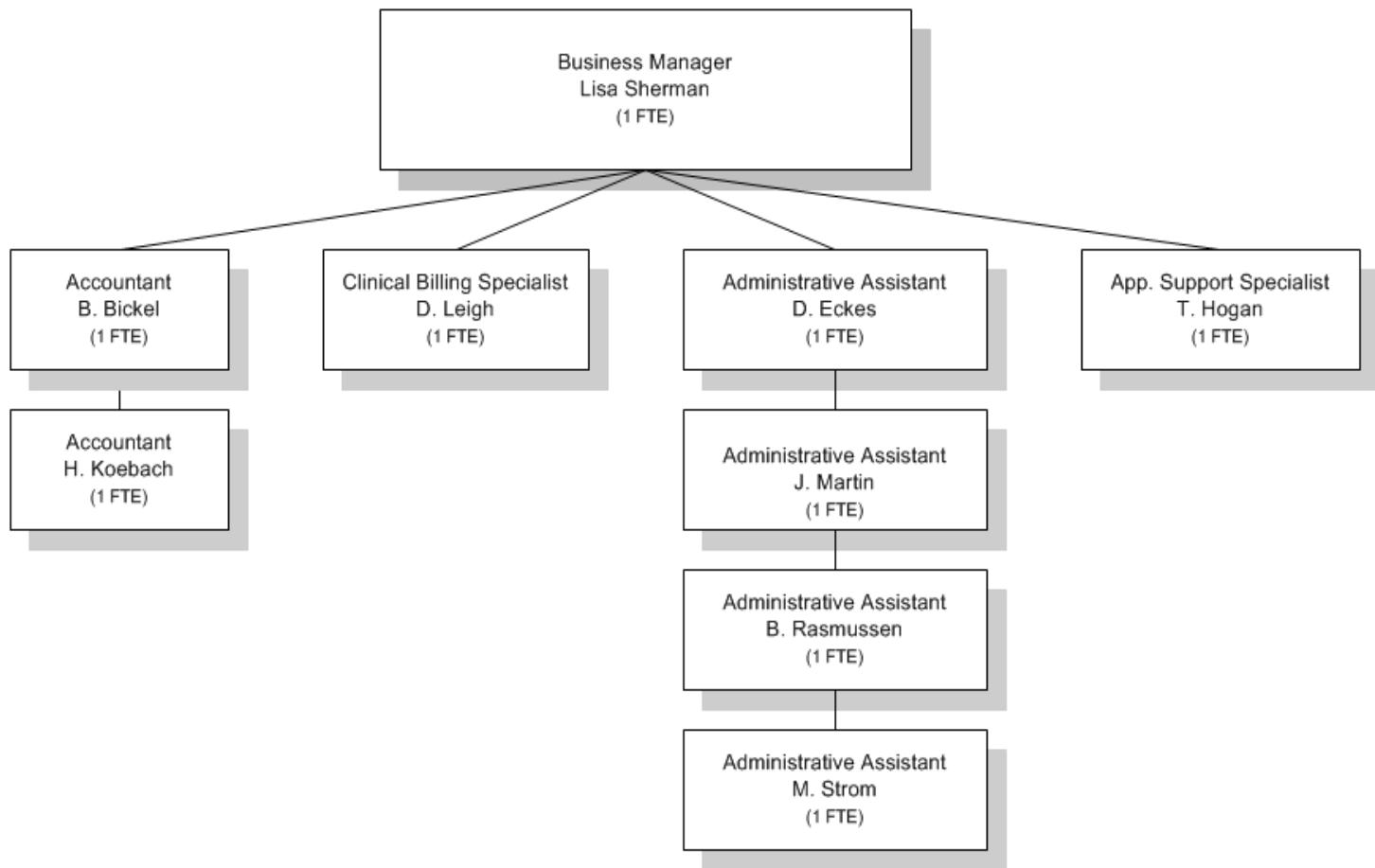
2016 Financial Summary

FINANCIAL SUMMARY Oconto County Department of Health and Human Services



Administrative Support Division

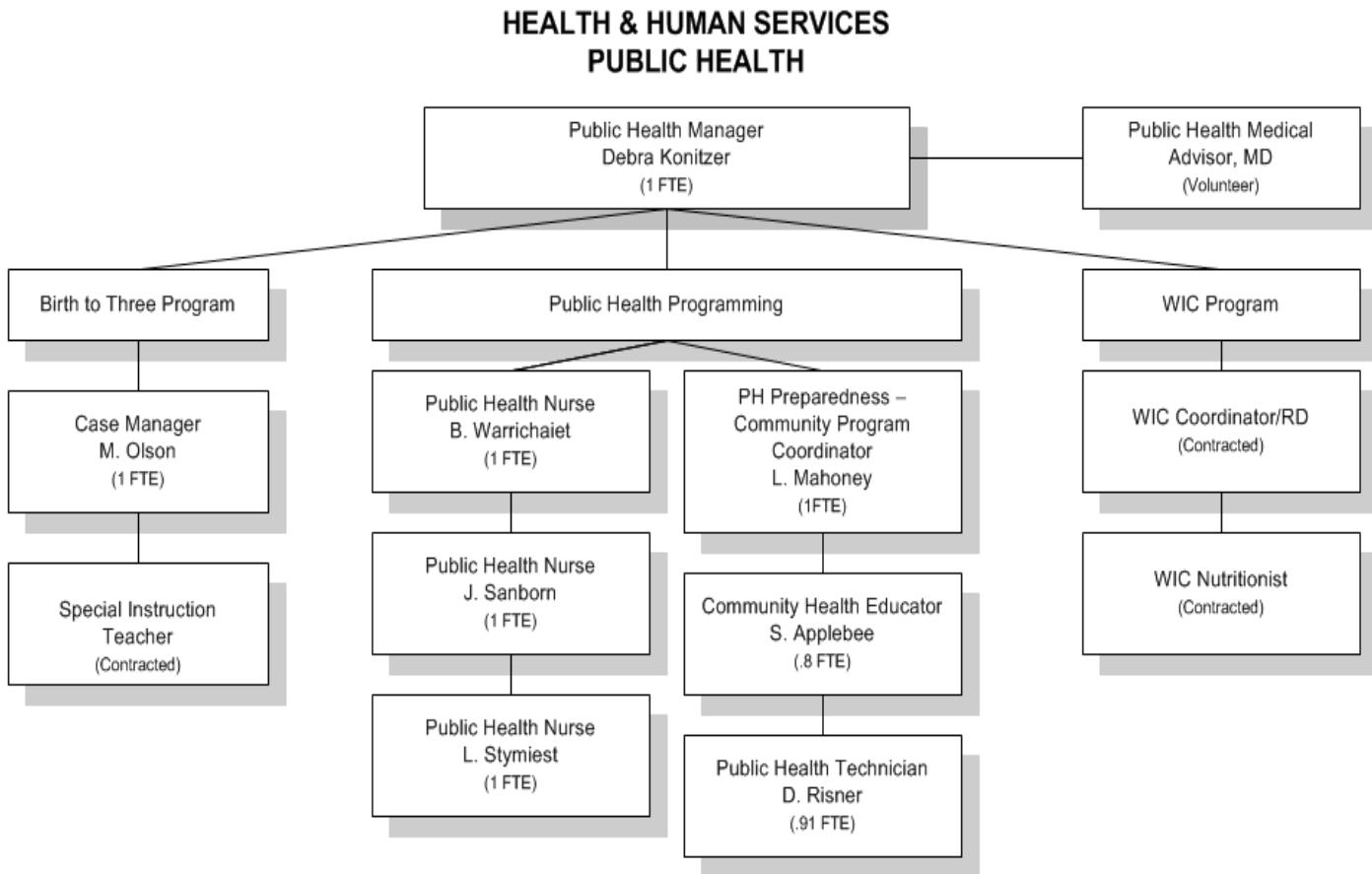
HEALTH & HUMAN SERVICES ADMINISTRATIVE SUPPORT



AUTHORIZED COUNTY POSITIONS: 9
COUNTY FTE: 9

12/31/2016

Public Health Division



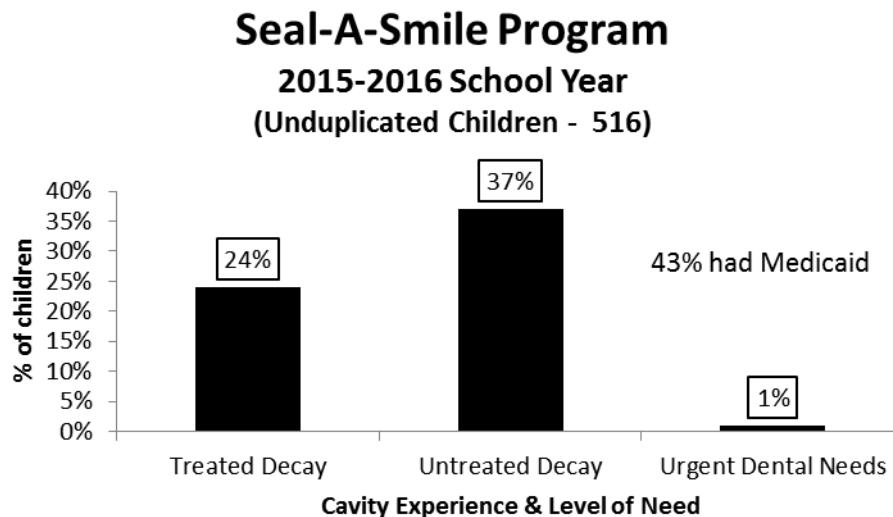
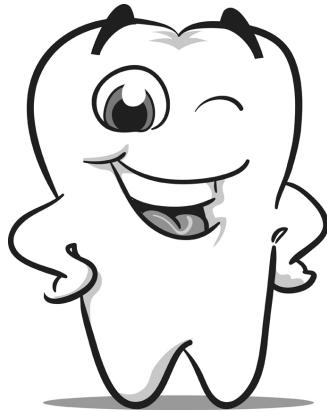
AUTHORIZED COUNTY POSITIONS: 8

COUNTY FTE: 7.71

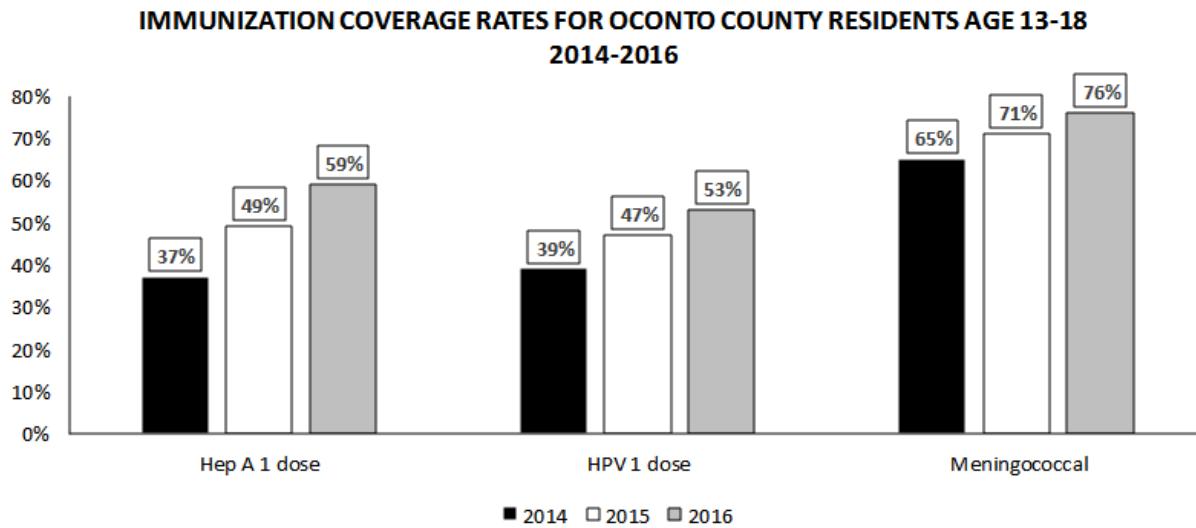
CONTRACTED POSITIONS: 3

As of 12/31/2016

Public Health Division (cont.)



Seal-A-Smile is a partnership between Public Health and Northern Health Centers. It is a school-based program that offers preventative dental care to children (2nd-grade and 6th-grade) enrolled in 5 participating school districts. The program offers the fluoride varnish component to all students at two schools. 179 children received sealants, and 516 students received fluoride varnish. Of the 1,168 students who were eligible, 462 students were screened (40%).



The immunization program continued the initiative to increase the number of adolescents vaccinated for the recommended vaccines. In 2016 the Public Health emergency preparedness mass clinic plan was activated for school based immunization clinics. The following vaccines were offered; influenza, Hepatitis A, Human Papilloma Virus (HPV) and Meningococcal. 1,592 children were vaccinated for influenza, 38% of those offered the vaccine. The graph above demonstrates the increase in the coverage rates for the other vaccines offered.

Public Health Division (cont.)

DIVISION SUMMARY

■ Fluoride Varnish Program

Topical application of fluoride to the surface of teeth. Program targets children 5 years and under, who participate in group settings such as WIC and playgroup.

- 119 children served. 23 children had more than 1 application.
- Of the children served: ▪ 67% were covered by Badgercare ▪ 59% did not have a dentist

■ Birth to 3 Program

Birth to 3 Program is an early intervention program for infants and toddlers with developmental delays. In 2016, 91 children were referred to the program and 76 children were served. The state program takes a child count on October 1st of each year. This year 36 children were being served on that day. In December 2016, the State of Wisconsin notified Oconto County that its program performance met all the required Federal Indicators for FFY 2015 (July 2015—June 30, 2016)

■ Women, Infant and Children (WIC) Program

- The WIC Program services an average of 470 clients per month.
- WIC participants redeemed 45% of their Farmers Market vouchers for locally grown fruits and vegetables.

■ SAFE Kids Oconto County Coalition

- Child Passenger Safety
 - ◆ 118 seats were inspected
 - * 25% arrived installed correctly
 - * 99 seats destroyed; no longer safe for use
 - ◆ 72 seats were distributed to families
 - * 83% distributed to low income families
- Pedestrian/Wheeled Safety
 - ◆ Partnered with 2 law enforcement/fire departments to implement 2 bike rodeos
 - * 56 children were educated and 47 received bike helmets
 - ◆ Participated in 3 community safety events
 - * 560 children were educated and received bike helmets

■ Healthy Oconto County 2018

The implementation of the Community Health Improvement Plan continues, focusing in the health priority areas: Nutrition and Physical Activity, and Alcohol and Other Drug Abuse.

■ Communicable Disease Prevention and Control

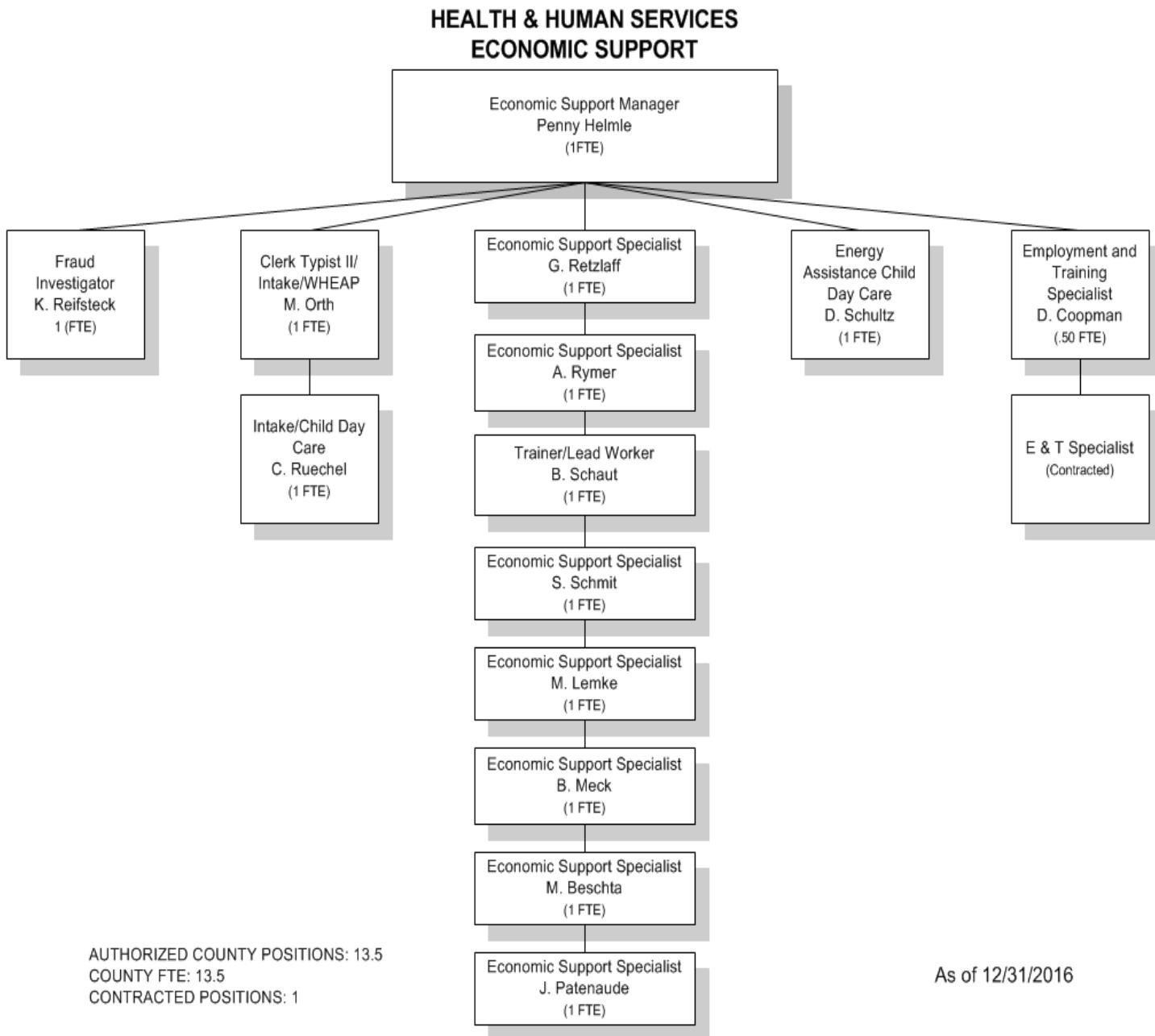
The investigation and measures to contain a communicable disease. Examples include: Salmonella, E. Coli, Pertussis, Norovirus, Influenza, Blastomycosis, Lymes Disease and Chlamydia.

- Reported Cases: 2015—286 2016—368
- Confirmed/Probable Cases: 2015—217 2016—281
- 5 outbreaks (gastrointestinal or respiratory) investigated in long term care facilities

■ Blood Lead Screening of Children

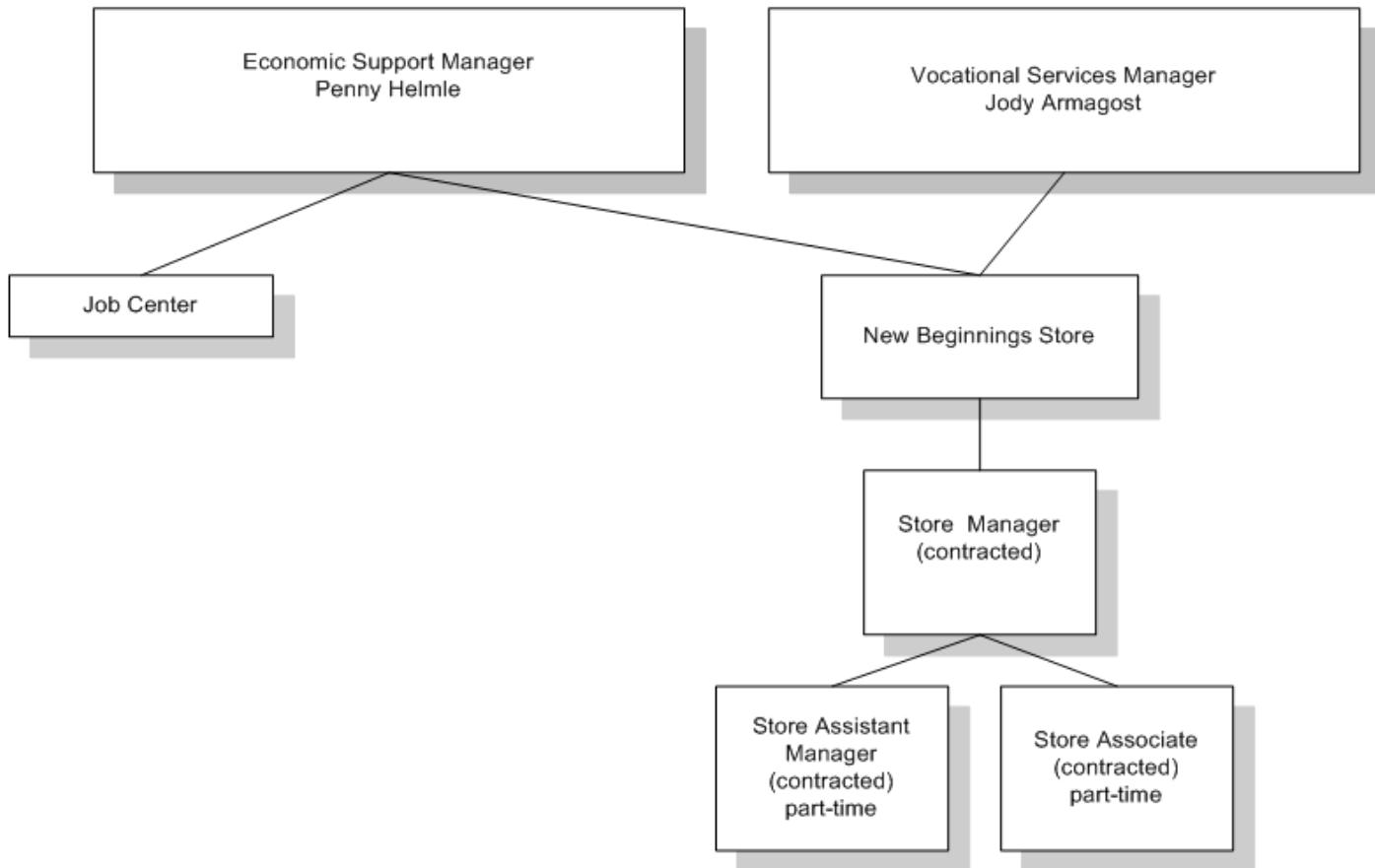
Lead poisoning affects the growth and development of children. Our goal is early identification of lead poisoned children, decreasing the negative impact. In 2016, 138 children were screened. 5 children had capillary elevated blood lead levels. These families received education from Public Health Staff and follow-up medical care by their health care provider.

Economic Support Division



Economic Support Division (cont.)

HEALTH & HUMAN SERVICES ECONOMIC SUPPORT JOB CENTER & NEW BEGINNINGS



AUTHORIZED COUNTY POSITIONS: 0

COUNTY FTE: 0

CONTRACTED POSITIONS: 3 (1 full-time, 2 part-time)

As of 12/31/2016

Economic Support Division (cont.)

WISCONSIN HOME ENERGY ASSISTANCE PROGRAM—2016

	Count	Expenditures
Total Households Applied for Energy Assistance	1,443	
Total Households Paid Energy Assistance	1,374	\$531,686
Total Households Paid Public Benefit Funded Benefits	1,351	\$259,275
Total Households Paid Crisis Assistance (Excluding Furnace)	397	\$135,602
Total Households Paid Public Benefit Funded Crisis Applications	137	\$27,866
Total Heating Unit Repairs Paid	40	\$9,058
Total Heating Unit Replacements Paid	27	\$75,762
Total Heating Unit Repairs and Replacements Paid	67	\$84,820

2016 FRAUD STATISTICS

	Dollar Amount	# of Cases
Medical Assistance Overpayments	\$ 79,398.89	50
Food Stamp Overpayments	\$ 22,927.38	28
Child Daycare Overpayments	\$ 435.79	2
Energy Assistance Overpayments	\$ 0.00	0
Total	\$102,762.06	80

- 4 cases were criminally prosecuted
- 5 intentional program violations were issued
- 1 citation

*The Department receives 15% of the funds collected.

Economic Support Division (cont.)

AT RISK YOUTH GRANT

2015		2016	
Total Participants Served	32 (22 new youth served)	Total Participants Served	33
In School Groups	14 7th Graders at Washington Middle School	In School Groups	
Referrals			
Community	2	Community/Walk In	3
Food Share Employment Training Program	6	DVR	3
Juvenile Justice/Foster Care	1	Juvenile Justice/Foster Care	2
Juvenile Justice	8	Juvenile Justice	5
Foster Care	7	Foster Care	5
Foster Care (aged out)	3	Counselor	1
School	2	School	12
Agency	1	Other Social Services	2
Outcomes			
Full Time Employment Obtained	9	Full Time Employment Obtained	3
Part Time Employment Obtained	7	Part Time Employment Obtained	10
Participated in Work Experience	9	Participated in Work Experience	8
Enrollment and attendance in post-secondary school or skills training	5	Enrollment and attendance in post-secondary school or skills training	1
Achieved High School Diploma or Equivalency	5	Achieved High School Diploma or Equivalency	4
*No services after 30 days	5	Participated in Youth Summer Programming	9
*No services after 90 days	4	Collaboration with other Employment Programs	8
*No services after 180 days	4		
*Examples from 2015 of no services with youth: Youth did not want to participate, youth did not follow through, youth had other barriers (mental health/AODA/etc.), and youth met goal and did not need additional services at the time.			

Economic Support Division (cont.)

NEW IN ECONOMIC SUPPORT IN 2016

■ Wisconsin Home Energy Assistance Program (WHEAP) - Proactive Co-Payment Program

Many households have outstanding balances even though they have received a regular WHEAP benefit. Some customers try to pay on their accounts, however, don't have the income to keep current. Others make just enough payments to avoid disconnect until the account gets out of hand. The Proactive Co-Payment Program assists with paying those outstanding accounts.

In the past when a heat crisis arose the WHEAP Program would require that the customer make a payment of a set amount and then a lump sum would be issued from program crisis funds. This would pay the account down enough to avoid disconnect or no heat situation.

The goal of the program is to not only stop any disconnect action but also to encourage and educate customers to make regular monthly payments. Customers feel less like they are taking a hand-out by participating in the program. They take ownership of their bills and many times continue on a monthly payment plan after the contract has ended. Contracts are written based on what the customer can afford, not on the balance due on the account. They are set up for success, not failure.

In 2017 there were roughly 100 contract written. About 85 to 90% were successfully completed. The average WHEAP benefit paid on these contracts is \$500.00 over six months. The customer contribution varies based on the outstanding balance due and household income.

In Oconto County, Wisconsin Public Service and WE Energies are the two vendors that accept the contracts as payment agreements. As long as the payments are being received they do not pursue disconnect action or attached any fees or interest to the accounts. Those companies also have funds to assist customers. If there is a balance due at the end of the contract, I request funds from them and they will usually pay off the account.

■ Community Resource Empowerment Program

We applied for, and received, a planning grant from the Greater Green Bay Foundation to start a pilot Community Resource Empowerment Program through New Beginnings. This program is to work with people who are disconnected from the workforce, basic skills deficient, under-employed, and need assistance in post secondary education attainment. Our target population is offenders in the prison/jail system, noncustodial unemployed parents, AODA and mental health citizens, and victims of domestic or sexual abuse. Under the pilot program, which is continuing to 2017, we have served 29 consumers.

■ Food Share on Demand

FSOD (Food Share on Demand Case Management Tool) was implemented on March 26, 2016. An on-demand interview for Food Share must be offered at both application and renewal, however workers must continue to provide a scheduled face-to-face or telephone interview upon request from the customer. These applications and renewal are tracked through the FSOD Tool on the worker's dashboard. This tool allows workers and supervisors to monitor timely contact for FSOD interviews by tracking the business days remaining to contact a Food Share applicant or member.

On-demand interview needs to be offered for all Food Share renewals. When a renewal is received by an IM Consortium:

- A worker must make at least two attempts to contact the household to complete the interview on the same business day the renewal is received or by the end of the fifth business day following the day it was received.
- If the worker is unable to complete the interview, he or she must process the renewal and pend the case for an interview.

Economic Support Division (cont.)

■ Food Share on Demand (continued)

- When the worker pends the case for an interview, a verification checklist (VCL) will automatically generate with Notice of Interview language. The on-demand timeframe will be automatically populated based on the mailing date.
- If the interview has not been completed, a Notice of Termination with Notice of Missed Interview (NOMI) language will automatically be sent at adverse action of the renewal month.

All Food Share applications must be screen for expedited service. Under the Food Share on-demand interview model, consortia must meet the following application and renewal processing standards:

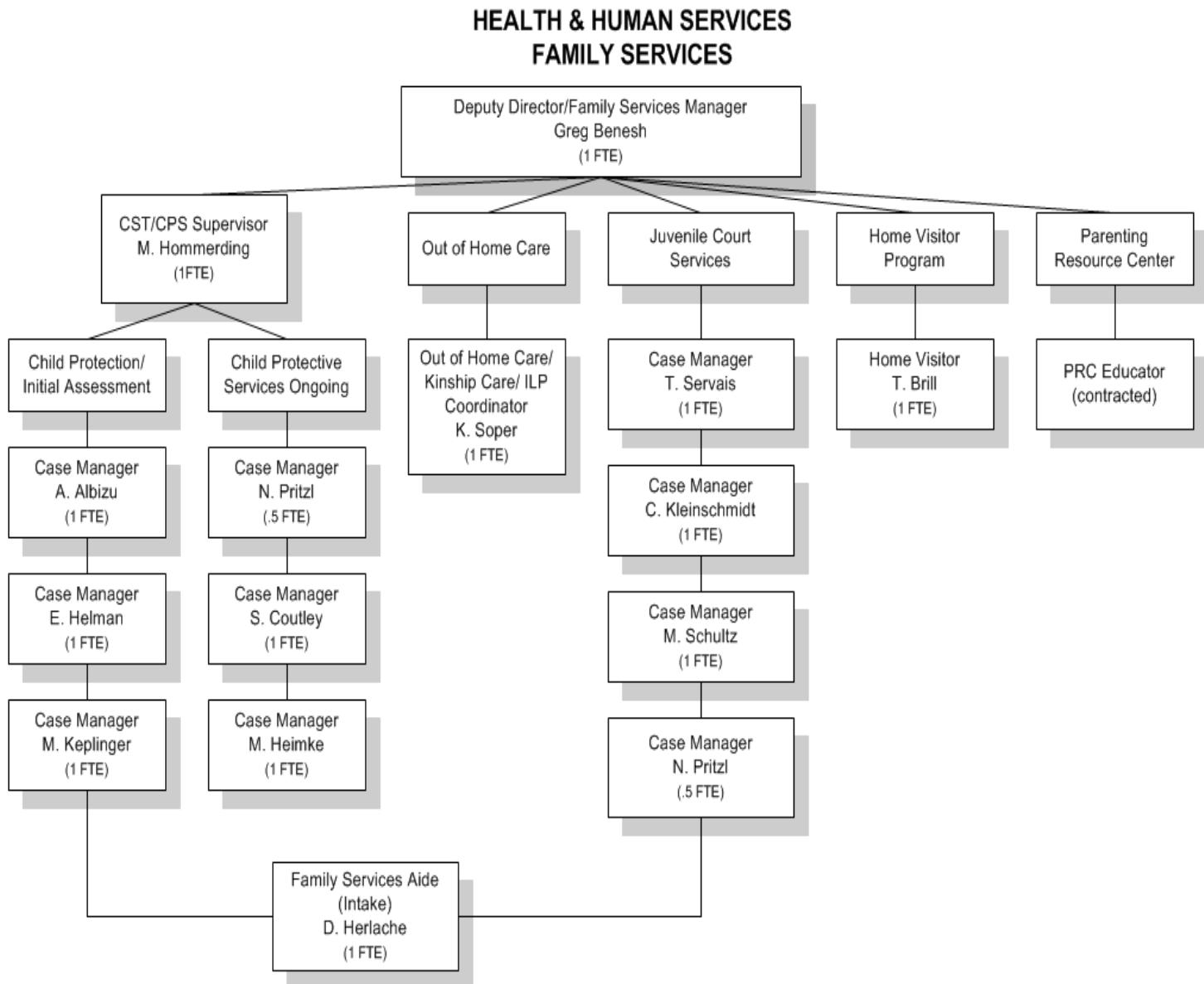
- **EXPEDITED APPLICATIONS:** Workers must make at least two attempts to contact a household to complete the interview on the same business day the application is received or by the end of the next business day. Workers must continue to meet all expedited service processing standards as previously required.
- **STANDARD 30-DAY APPLICATIONS:** Workers must make at least two attempts to contact a household to complete the interview on the same business day the application is received or by the end of the second business day following the day it was received.
- **RENEWALS:** Workers must make at least two attempts to contact a household to complete the interview on the same business day the application is received or by the end of the fifth business day following the day it was received.

NOTE: Workers must allow at least 15 minutes between the first and second attempt to contact the household.

For applicants, if a household does not complete the required Food Share interview by the last day of the on-demand interview timeframe specified on the VCL, a NOMI will automatically be generated from CWW. The NOMI will include the date by which the interview must be completed and will indicate that the household will not get Food Share benefits if the interview is not completed.

For renewals, if a household does not complete the required Food Share interview or verification requirements before adverse action of the renewal month, a Notice of Termination with NOMI language will automatically be generated from CWW. The notice will include the date when the household's Food Share benefits will end due to not completing the required interview and will indicate that the member should call the agency to complete the interview.

Family Services Division



AUTHORIZED COUNTY POSITIONS: 14

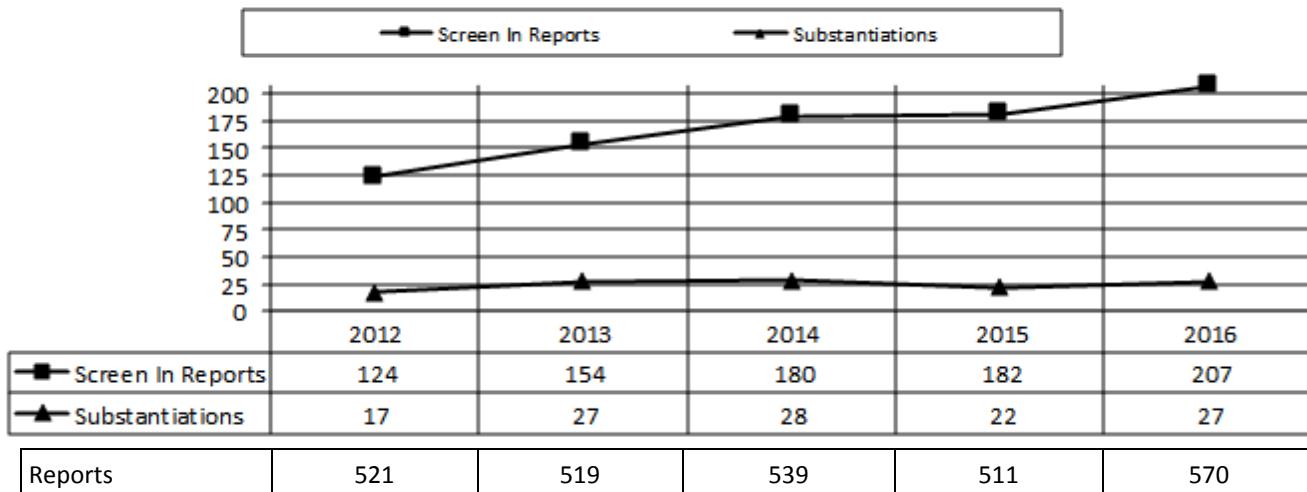
COUNTY FTE: 14

CONTRACTED POSITIONS: 1

12/31/2016

Family Services Division (cont.)

CHILD ABUSE AND NEGLECT REPORTS 2012 - 2016



FAMILY SERVICES DIVISION SUMMARY

	2015	2016
JUVENILE COURT		
• Number of Referrals	129	150
• Counsel and Release	45	59
• Formal Supervision & Consent Decrees	37	58
• Deferred Prosecution Agreements	28	27
• Other Dispositions	19	6
• Average Caseload Size	25	27
INTENSIVE SUPERVISION PROGRAM		
• Number Served	13	9
• Placed Out of Home	2	3
KINSHIP CARE		
• Number Served	60	54
• Waiting List	0	0
HOME VISITOR PROGRAM		
• Number of Families	22	18
• Individuals Served	79	68
• Home Visits	418	252
• Parenting Sessions	23	18



Family Services Division (cont.)

OUT OF HOME PLACEMENTS—MEDIAN LENGTH OF STAY

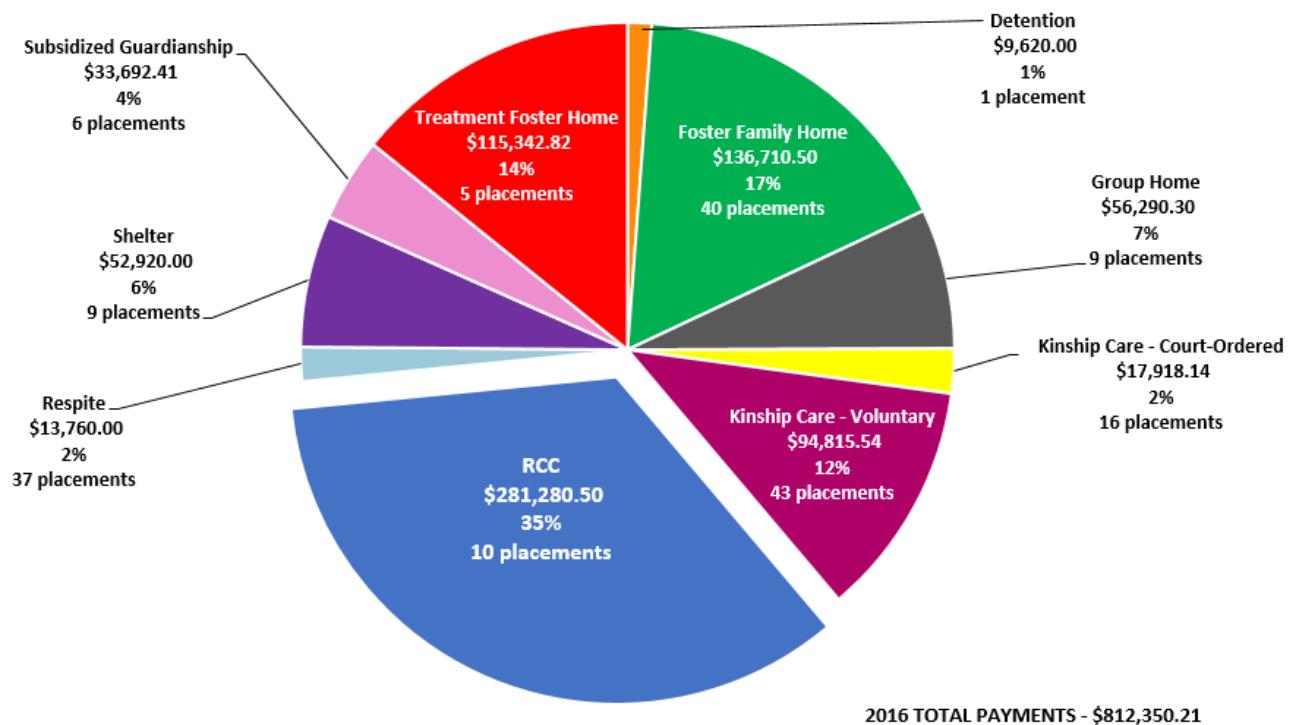
	Median Length of Stay (months) 2015	Median Length of Stay (months) 2016
Child Protective Services (CPS) Family Ongoing—Oconto County	11.9	8.7
Child Protective Services (CPS) Family Ongoing—State of Wisconsin	12.5	12.6
Juvenile Justice—Oconto County	4.1	4.4
Juvenile Justice—State of Wisconsin	9.1	8.4

OUT OF HOME PLACEMENTS—PLACEMENT STABILITY

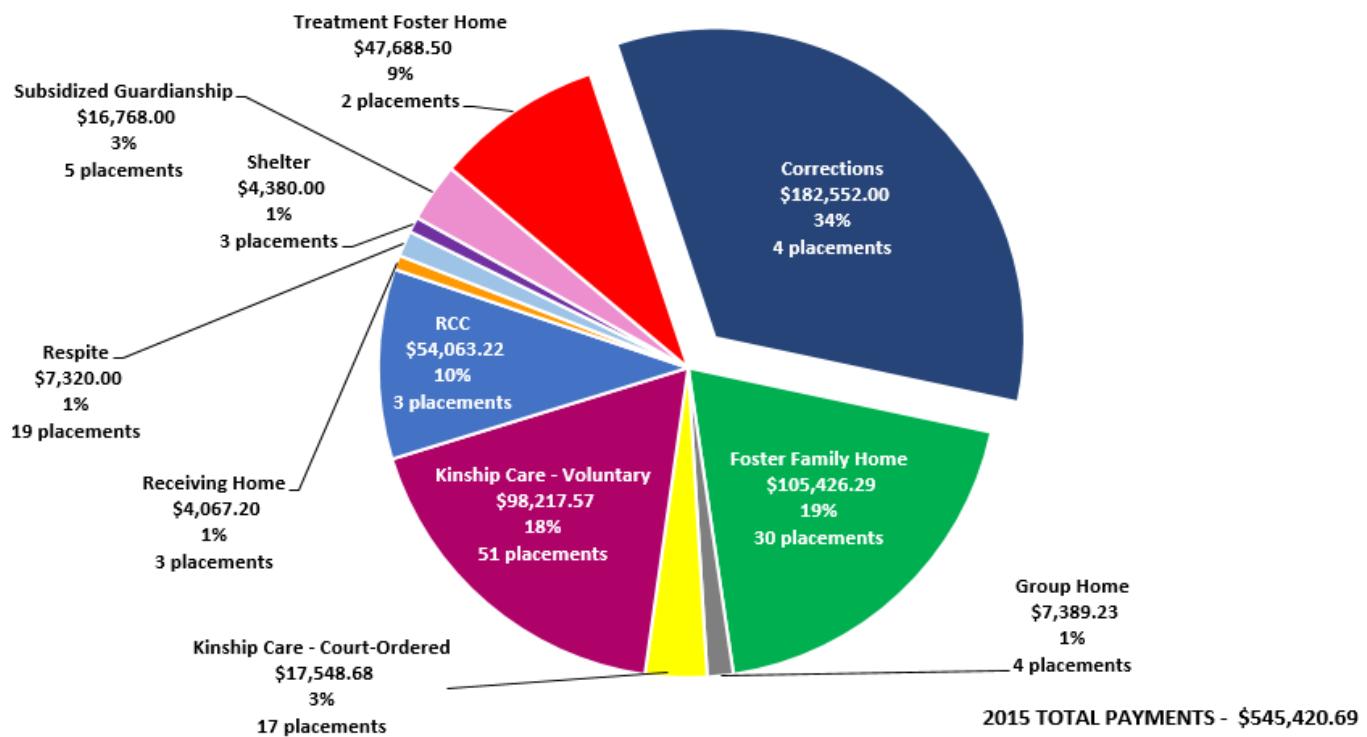
	2015	2016
Child Protective Services (CPS) Family Ongoing:		
1 or 2 Placement Settings	80.95% (34) (WI 84.95%)	95.56% (44) (WI 85.31%)
3 Placement Settings	9.52% (4) (WI 9.8%)	2.17% (1) (WI 8.85%)
4 Placement Settings	9.52% (4) (WI 3.09%)	0% (0) (WI 3.31%)
5 or More Placement Settings	0% (0) (WI 2.16%)	2.17% (1) (WI 2.52%)
Total Children	42 (WI 6,704)	46 (WI 6,700)
Juvenile Justice:		
1 or 2 Placement Settings	72.73% (8) (WI 72.4%)	53.85% (14) (WI 74.38%)
3 Placement Settings	18.18% (2) (WI 12.01%)	11.54% (3) (WI 11.92%)
4 Placement Settings	0% (0) (WI 6.81%)	11.54% (3) (WI 6.85%)
5 or More Placement Settings	9.09% (1) (WI 8.78%)	23.08% (6) (WI 6.85%)
Total Children	11 (WI 866)	26 (WI 847)
TOTAL CHILDREN AND YOUTH	53	72

Family Services Division (cont.)

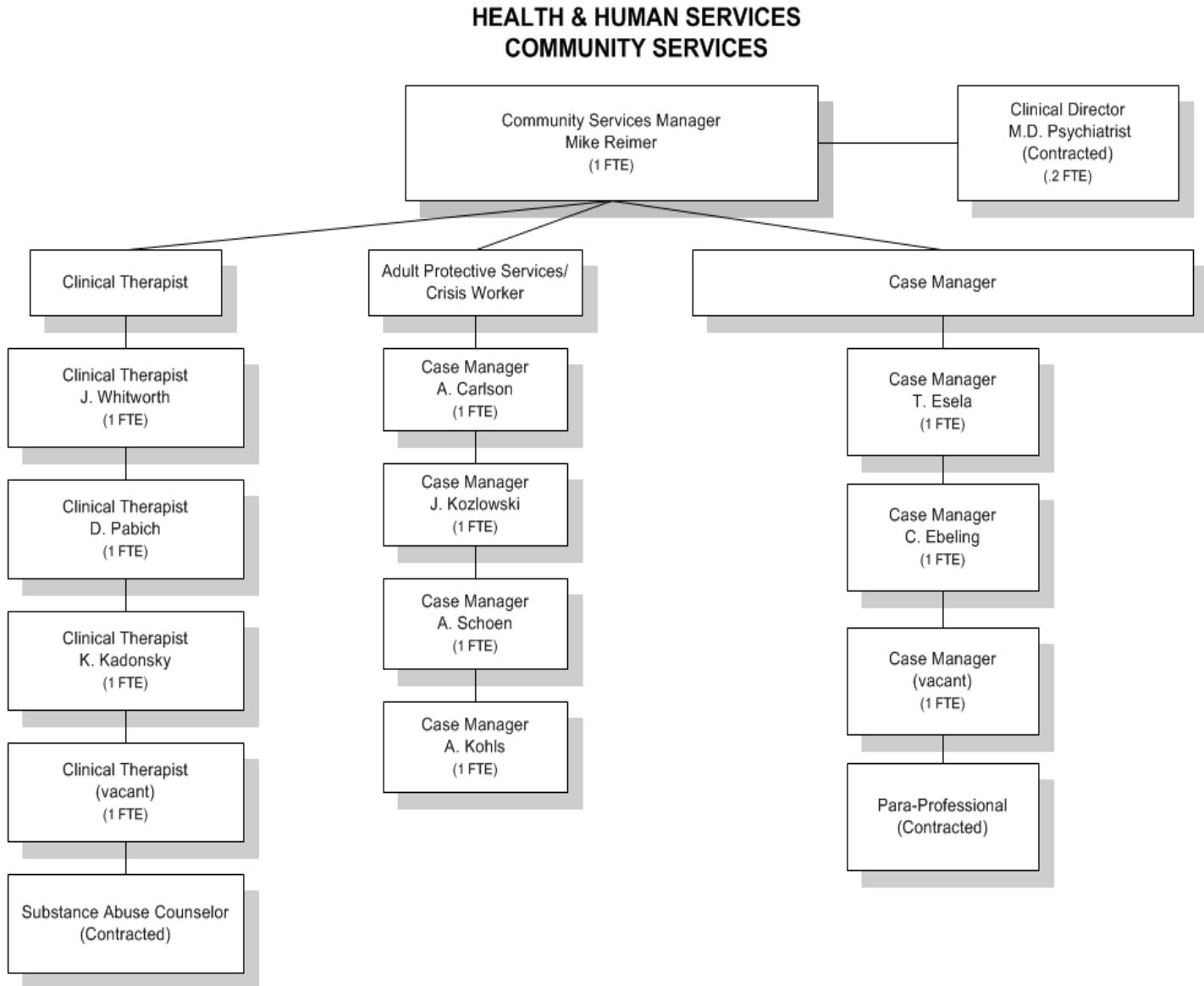
2016 OUT-OF-HOME PLACEMENT PAYMENTS



2015 OUT-OF-HOME PLACEMENT PAYMENTS



Community Services Division



AUTHORIZED COUNTY POSITIONS: 12

COUNTY FTE: 12

CONTRACTED POSITIONS: 3

12/31/2016

Community Services Division (cont.)

INPATIENT CARE

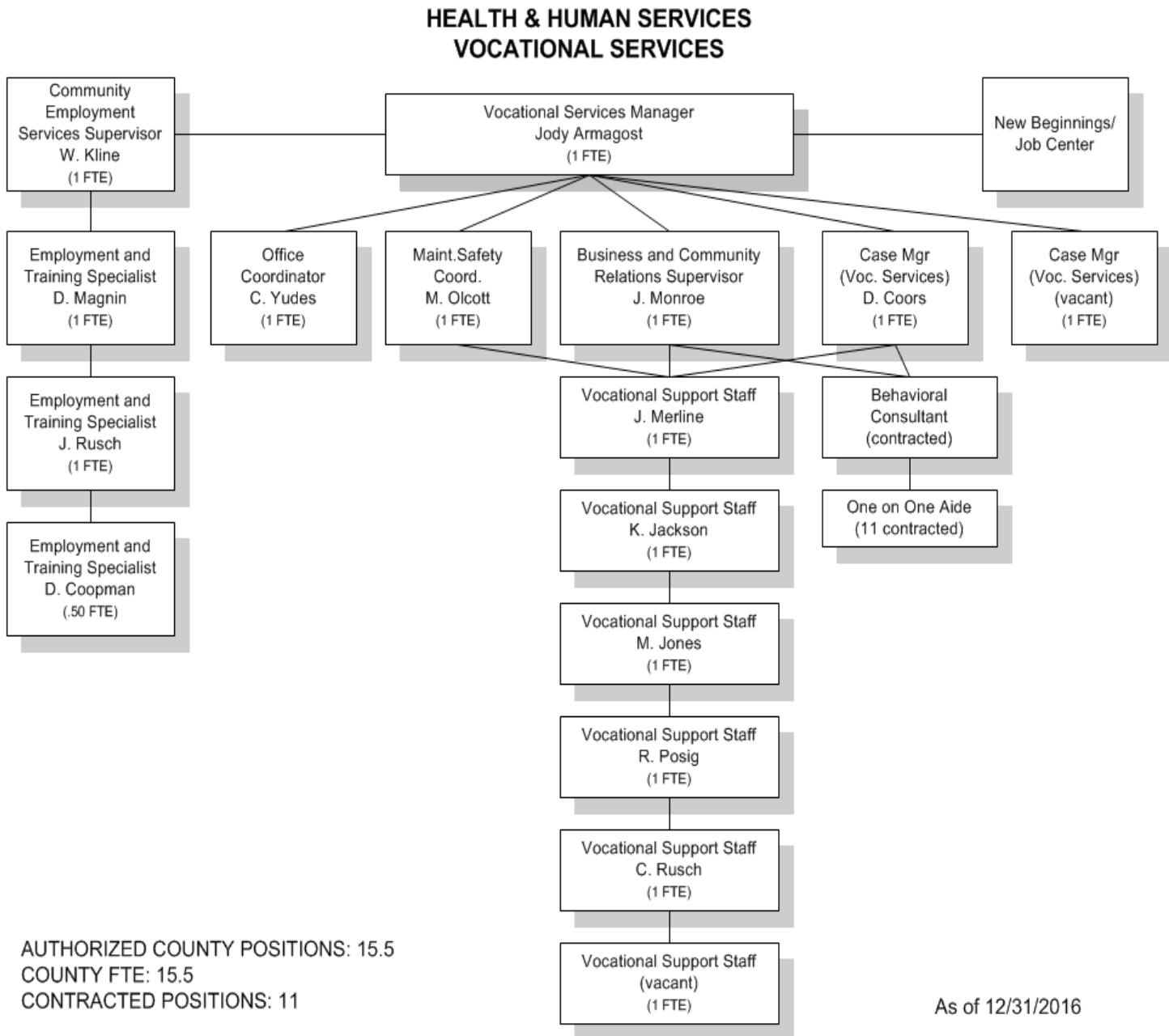
	Number		Average Stay	
	2015	2016	2015	2016
Mental Health Short Term	25	42	4 days	7 days
Mental Health Long Term *	1	4	90 days	143 days
Total	26	46		
Alcohol and Other Drugs (AODA)	1	3	3 days	28 days

* More than 30 days

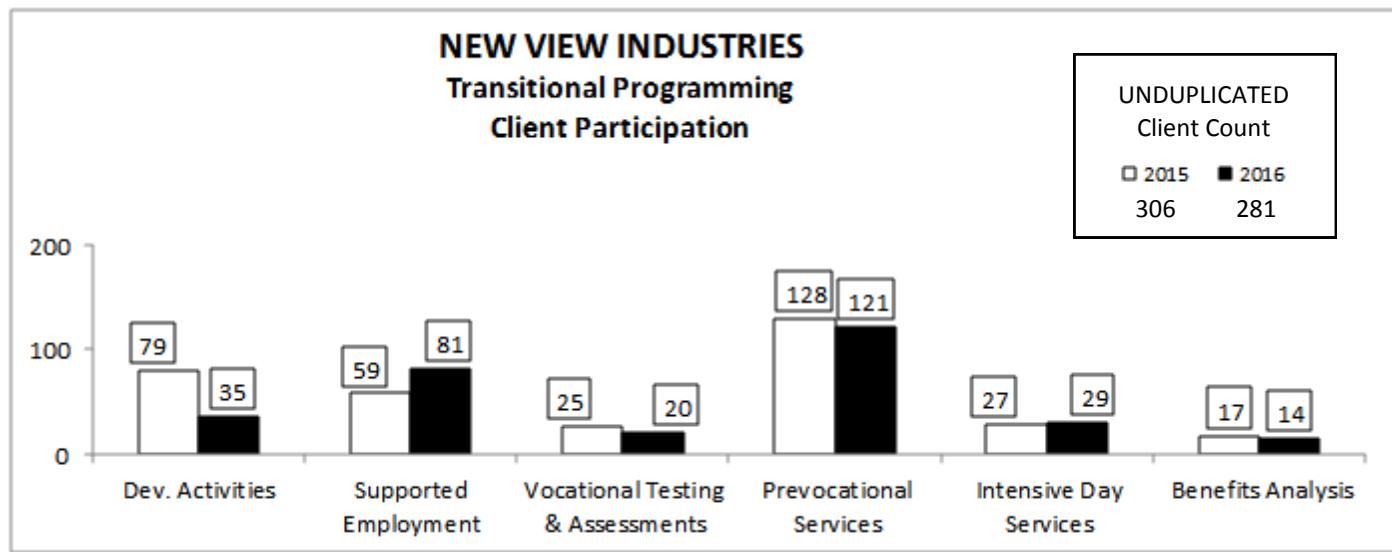
COMMUNITY SERVICES DIVISION SUMMARY

	2015	2016
■ CRISIS		
• Number Served	317	323
■ OUTPATIENT CLINIC		
• Number of Clients	644	643
■ OWI (Operating While Intoxicated)		
• Number of Assessments	123	126
■ AODA INTENSIVE OUTPATIENT		
• Number of County Paid Clients	0	2
■ CHILDREN'S LONG TERM SUPPORT		
• Number of Children Served	55	50
	52	55

Vocational Services Division



Vocational Services Division (cont.)



DIVISION SUMMARY

■ Day Services

- Hosted Suzi Parron-Smith at the Gillett Public Library. She is the author of the book Following the Barn Quilt Trail which showcased two of Oconto County's barn quilts
- Presentation of Barn Quilts of Oconto County Program "How to Make a Barn Quilt" to Home and Community Education of Oconto County's "Breeze into Learning" event with clients instructors
- Inaugural Barn Quilts of Oconto County Road Rally, we worked in partnership with UW Extension, Oconto County Economic Development, and Oconto Electric Cooperative to host a scavenger hunt throughout the county following our barn quilt trail
- Attended UW Extension's "Breakfast on the Farm" and Oconto County Fair, presenting information on New View and our Barn Quilts of Oconto County Program
- Presented Barn Quilts of Oconto County Program "How to Make a Barn Quilt" to UW Extension's "Heart of the Farm" event with client instructors
- 2016 Mock Presidential Election and election process education
- Appearances on "Channel 2 News, Channel 11 News and "Hands on Wisconsin" with John Maino, to promote New View and our Barn Quilts of Oconto County Program
- Participated in "Operation Gratitude", an organization that serves U.S. service members veterans, first responders and wounded heroes. Clients make cards and wrote letters that are included in care packages
- Adopted a family from Rainbow House for Christmas. We made fleece tie blankets for family members, and they were included in gift baskets delivered by Hintz 4-H

■ Intensive Day Services

- Developed new activities to increase motor skills and daily life skills
- Continued to increase crisis intervention services and billing
- Continued development and implementation of crisis plans and consulting with Caravel and behavioral specialist
- Increased community integration to various businesses and events
- Worked with MCO to add 2:1 staff in order to continue to provide services to a client with challenging behaviors
- Implemented smaller groups to increase individualized attention and to help clients progress towards their goals

Vocational Services Division (cont.)

DIVISION SUMMARY (continued)

■ Prevocational Services

- Continuation of Specific Natural Activity Program book and other curriculum to increase social skills, communication skills and independent living skills
- Worked with ADRC to enroll remaining clients into Family Care
- Maintained crisis services to ensure safety of clients and staff
- Developed relationships with new Managed Care Organizations and IRIS Organizations
- Continued targeted case management with select clients
- Started the ground work with schools to offer community based pre-vocational services.

■ Sheltered Employment

- Supervised and coordinated client mobile work crews to work at GMSP and Deluxe Plastics facilities. An opportunity that enables clients to work in a true manufacturing environment
- Worked with Deluxe Plastics on transitioning eight new assembly and packaging opportunities to NVI. Many of these new jobs are intricate assemblies and use new tools, which is great experience for our clients
- Continued to design and build projects in the woodshop.
- Designed and implemented new adaptive devices to assist clients in performing jobs more independently with great success.
- Worked with Safety Coordinator to implement a redesign of the production floor for safety and organization as well as allow room for new jobs
- Implemented new inventory guidelines to assure easy and accurate reporting to customers
- Provided assistance to Supported Employment Program by providing training and evaluation of DVR clients

■ Supported Employment

- 29 Division of Vocational Rehabilitation (DVR) participants were placed in jobs in the community. Some examples of placement include: Deluxe Plastics, Brother's Three Restaurant, Walmart, Marquis Yachts, Pizza Hut, Menominee Casino, NEWCAP Inc., REM Wisconsin, Bay Industries, Shawano County, Witt's Piggly Wiggly, The Dockside LLC, Festival Foods, Gillett School District
- Provided detailed benefits analysis to 14 DVR and Menominee Department of Vocational Services Department
- Continued to service clients in Shawano and Oconto Counties with a handful of clients also located in Menominee and Marinette County
- Continued to use New View Industries as a location to train and give job experience to individuals looking for janitorial work
- Continued to offer Skills to Pay the Bills training to individuals to increase their soft skills
- Completed 500 hours of job coaching with participants

■ Marketing/Procurement

- Continued to use Microsoft Access software to track Job Development activities, with 37 marketing reaches and 27 business contacts
- Continued to develop the following communities: Appleton, Clintonville, Gillett, Green Bay (surrounding area), Kaukauna, Little Chute, Mountain, Oconto, Oconto Falls, Pulaski, Seymour and Shawano
- Coordinated emailing a procurement promotional flyer with the Oconto Falls Chamber of Commerce to its entire membership
- Continued to be members and participate in Chamber of Commerce's for Oconto, Oconto Falls and Green Bay. Attending meetings, after hour events, breakfast networking, as well as participated in and attended Business Expos
- Conducted several tours for new employees, companies and organizations
- Continued to utilize LinkedIn for New View Industries procurement development
- Built relationship with Deluxe Plastics, a new NVI customer, which developed into several packaging and assembly jobs as well as mobile work crews. This relationship continues to stay strong with many potential job transitions planned in the future
- Worked with a new contact from Nicolet Plastics on increasing job opportunities for NVI. One job in particular is a simple assembly job that is high volume and most clients work on this project
- Continued to work with all current customers to maintain good relationships and develop new job opportunities. Reviewed and submitted quotes on several new jobs that have been awarded to NVI.

NOTES