

OCONTO COUNTY DEPARTMENT OF
HEALTH AND HUMAN SERVICES

...*promoting*
healthy *and*
responsible
families

2017 ANNUAL REPORT

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Director's Letter

Dear Health and Human Services Board Members:

Our 2017 Annual Report is presented here and represents the time and effort put in to serving the Oconto County citizens in many diverse and important services through dedicated staff members in all areas, including administrative/support, adult and children's services, vocational services, public health and economic support services.

The year continued significant transition in the Department with a new Director, Deputy Director/Family Services Manager, Community Services Manager, New View Industries Director, two new Children's Services Supervisors and numerous program staff replacements, and also the retirement of our psychiatrist. The Board did not change from the previous year however sadly a Board member passed away during the year and this seat will not be replaced until the next election.

The number of changes, especially in administration proved to be opportunities both for program innovation and fiscal redirection. New managers and new ideas have given rise to an enthusiasm in the Department, and new program staff in all areas have complimented experienced staff with program development and creativity. Experienced staff have been able to train and mentor new staff and many efficiencies are being realized.

In addition to the challenges of appropriately hiring and developing new staff, our biggest challenge of 2017 was fiscal management. An alarmingly difficult year in 2016 led to over-expenditures in the area of adult psychiatric hospitalizations and even more financially damaging, in the area of youth justice court ordered out of home placements. The Department was forced to use all available fund balance to reconcile 2016 with no contingency for 2017. The management and staff responded to this issue impressively, working very hard to cut expenditures yet serve the public as required. Positions were discontinued both through attrition and elimination, with existing staff picking up extra duties. Timing of position replacements was scheduled deliberately to maximize savings. Managers were also made to cover additional duties. The Deputy Director position duties were revised to create accountability for Human Resources, Technology Services and Federal and State processes within the Department.

In response to the trend for out of home placement for youth, the staff are continuing to develop community-based methods to work with families and children locally and decrease out of home placement time. Court service enhancement activities have been initiated involving our staff with our judges and attorneys.

Community Mental Health Services are also expanding in an attempt to decrease adult psychiatric hospitalizations. A nurse prescriber and psychiatrist have been hired under contract to treat our patients and offer consultation and compliance in our programs.

Public Health services are increasingly growing in scope and in coordination with other community systems. Population based efforts in emergency management, safety, community treatment needs, community health and education will continue to develop and address current County needs.

Vocational Services and Economic Support Services within the Department remain important in helping people, both with and without disabilities to progress in independence and employment possibilities. Programs have been initiated to work with prisoners being released from our law enforcement center. Citizens with mental illness are receiving assistance toward sustained employment at all levels.

All of these efforts will be supported and developed in 2018 to meet the changing social trends and population needs of Oconto County. On behalf of the entire staff of the Health and Human Services Department, I would like to thank you for your partnership with us as we work toward continued excellence in Oconto County.

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 2017

Alan Sleeter, Chair
10005 Madsen Road
Suring, WI 54174

Jim Lacourciere
317 Madison Street
Oconto, WI 54153

Kathy Gohr
8811 Gohr Road
Krakow, WI 54137

Loretta Shellman, Vice Chair
P O Box 128
Oconto Falls, WI 54154

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

Carolyn Barke
6048 State Highway 32
Gillett, WI 54124

Diane Nichols
4295 County Road J
Oconto, WI 54153

Ron Korzeniewski
9460 Schroeder Road
Krakow, WI 54137

Vacant
County Board Supervisor

CLIENT RIGHTS COMMITTEE

Ron Korzeniewski
Judy Buhrandt
Kathy Gohr

PERSONNEL COMMITTEE

Diane Nichols, Chair
Loretta Shellman
Jim Lacourciere
Judy Buhrandt, Alternate
Carolyn Barke, Alternate

OCONTO COUNTY PARTNERSHIP

Diane Nichols

HEALTHY OCONTO COUNTY COMMITTEE

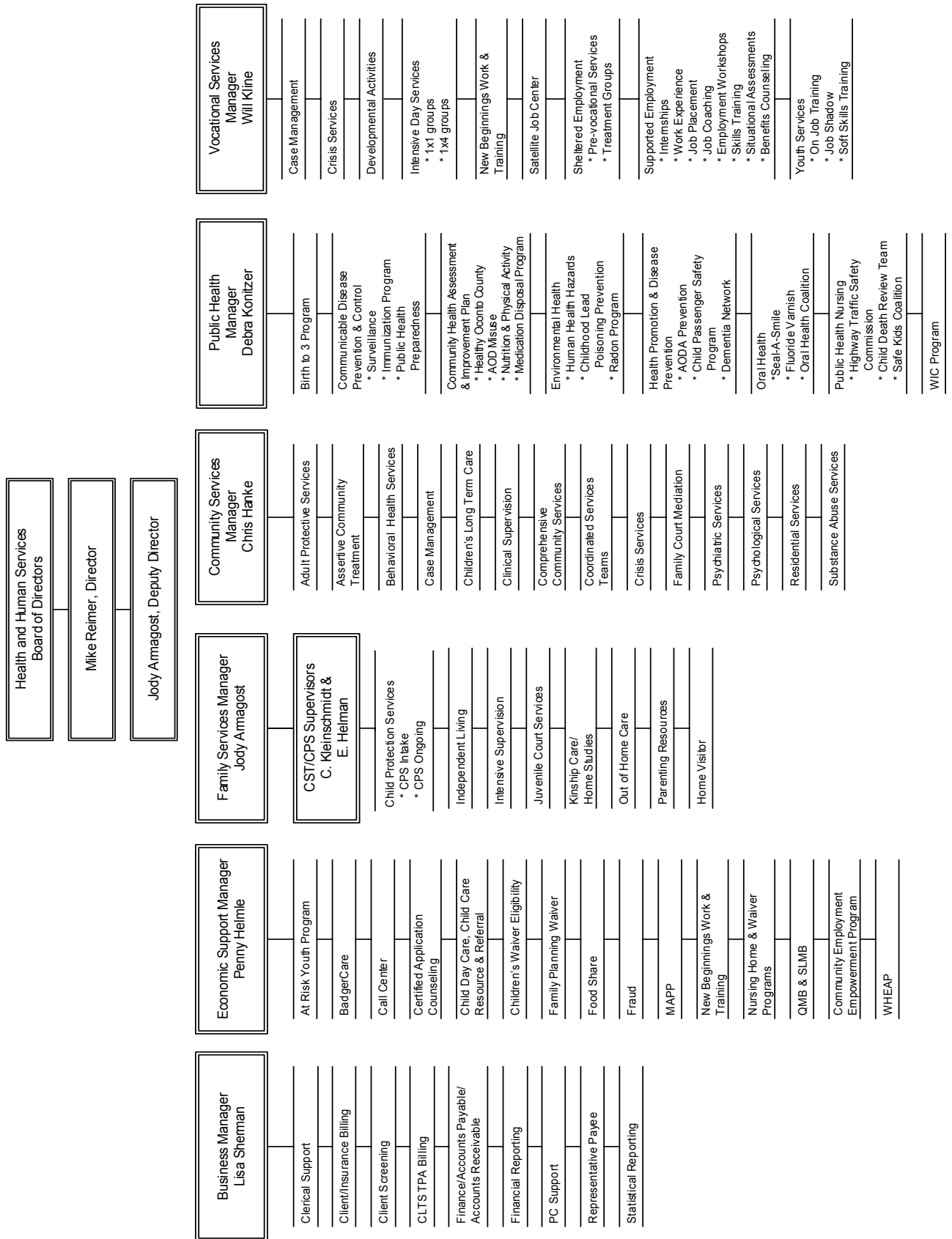
Ron Korzeniewski

AGING AND DISABILITY RESOURCE CENTER GOVERNING BOARD

Kathy Gohr
Diane Nichols

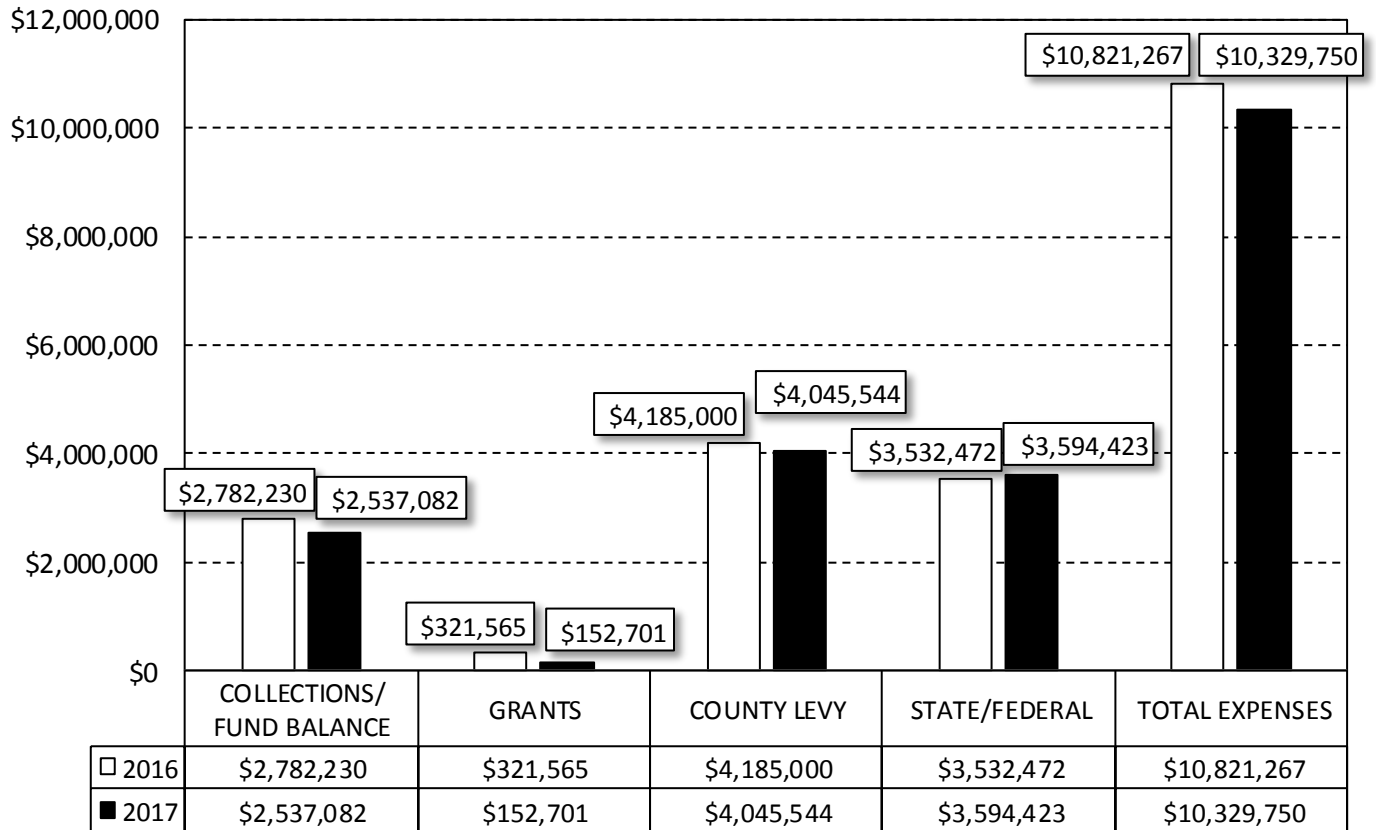
Program Organizational Chart

HEALTH & HUMAN SERVICES PROGRAM ORGANIZATIONAL CHART



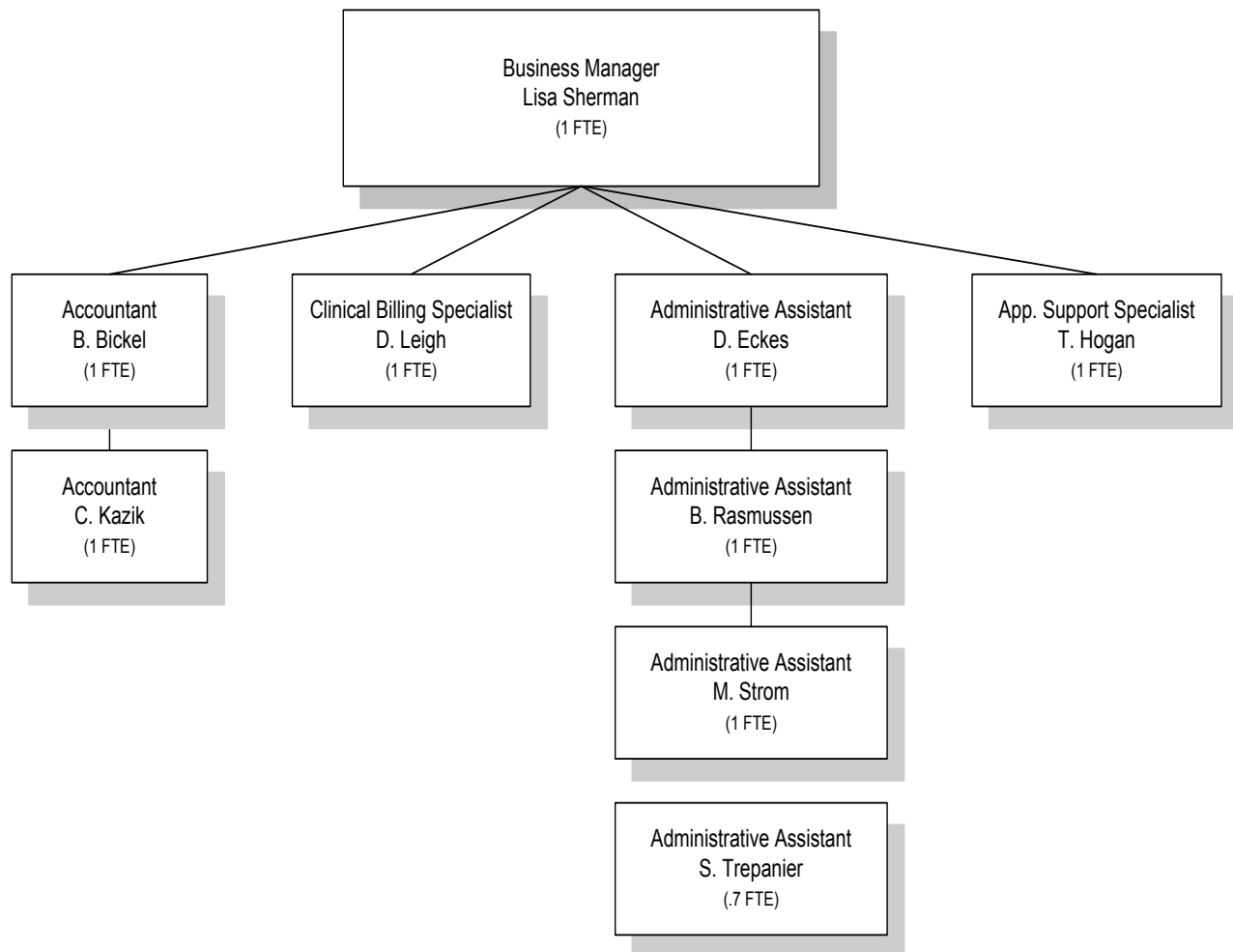
2017 Financial Summary

FINANCIAL SUMMARY Oconto County Department of Health and Human Services



Administrative Support Division

HEALTH & HUMAN SERVICES ADMINISTRATIVE SUPPORT

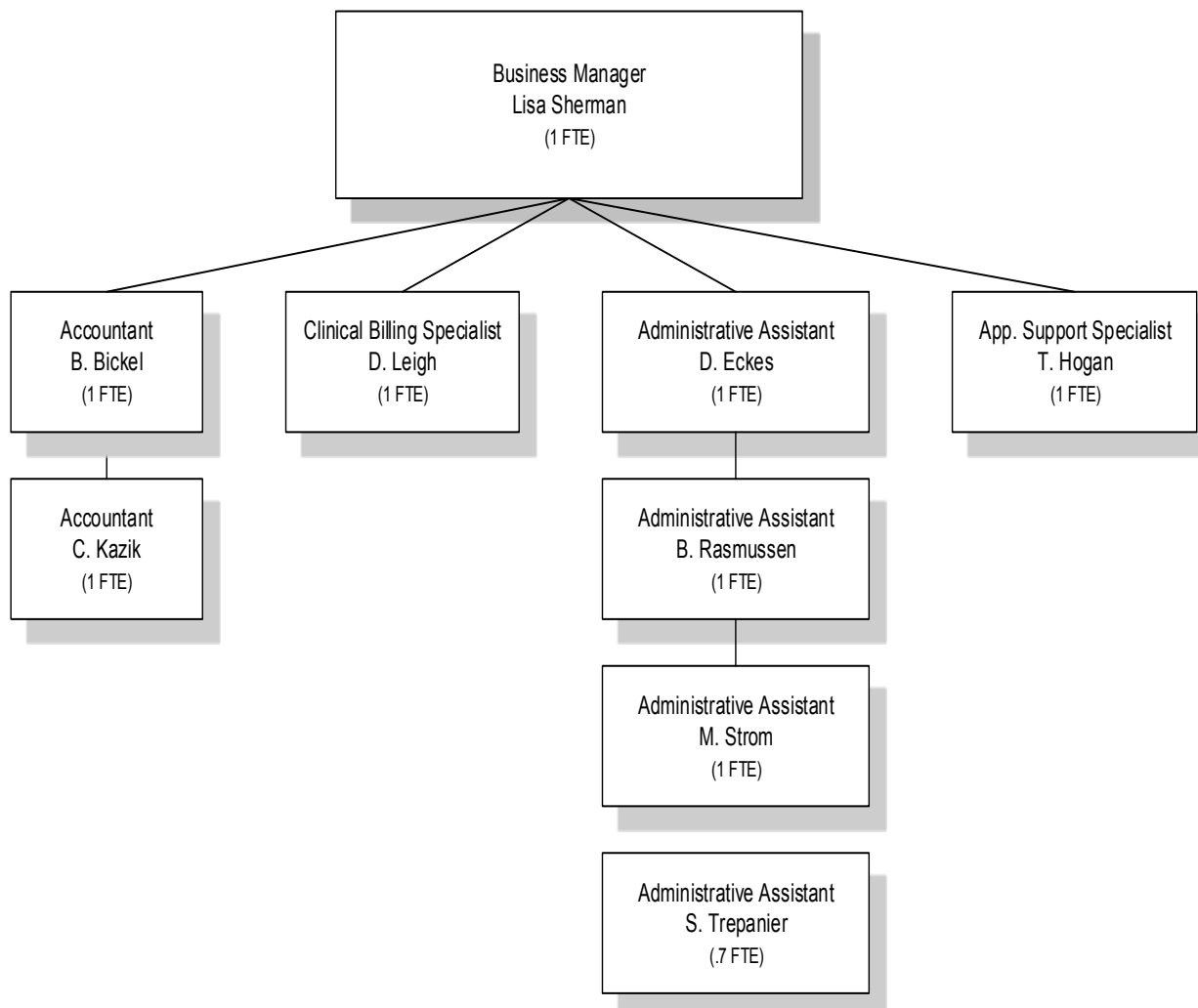


AUTHORIZED COUNTY POSITIONS: 9
COUNTY FTE: 8.7

12/31/2017

Administrative Support Division (cont.)

HEALTH & HUMAN SERVICES ADMINISTRATIVE SUPPORT

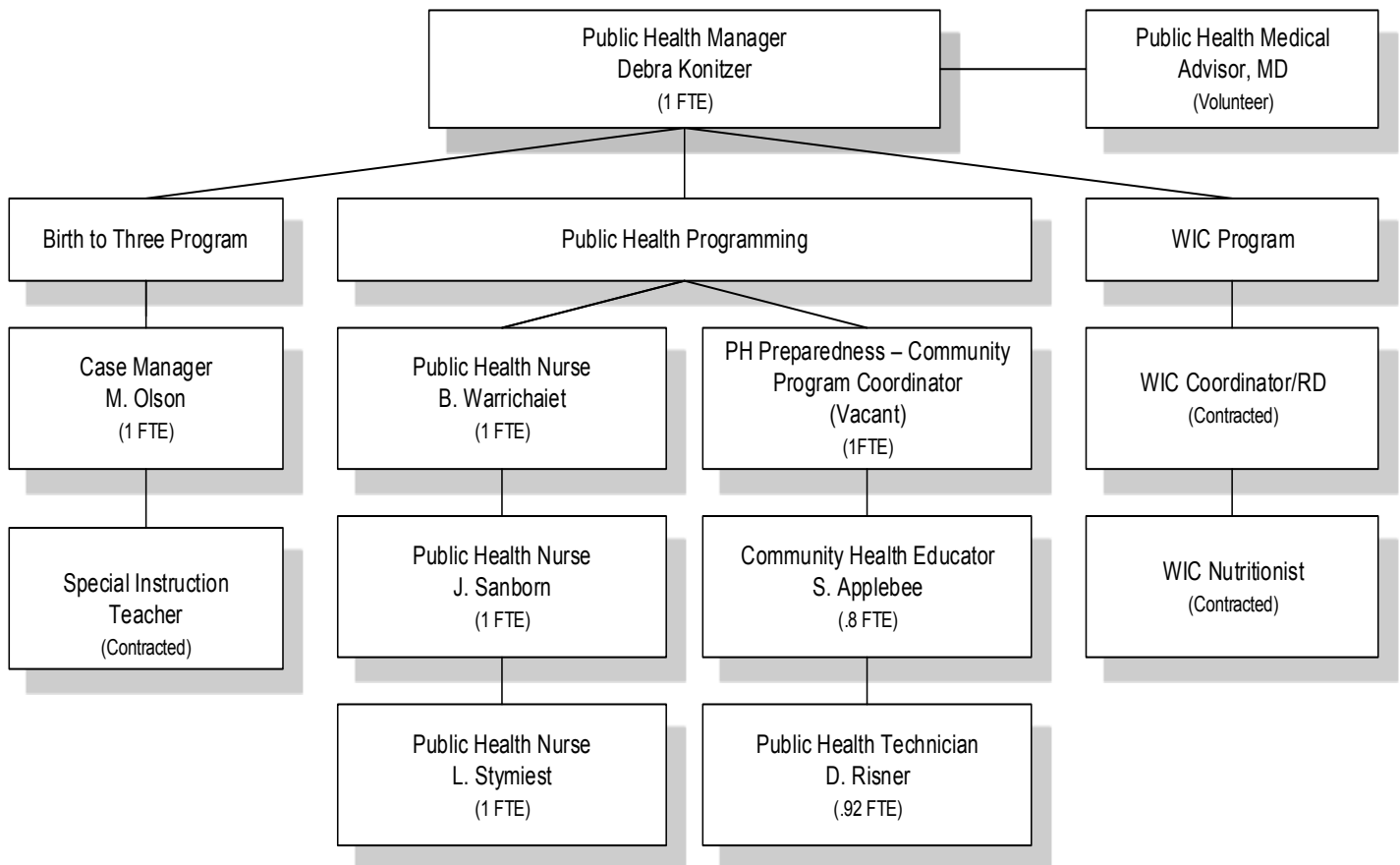


AUTHORIZED COUNTY POSITIONS: 9
COUNTY FTE: 8.7

04/01/2018

Public Health Division

HEALTH & HUMAN SERVICES PUBLIC HEALTH

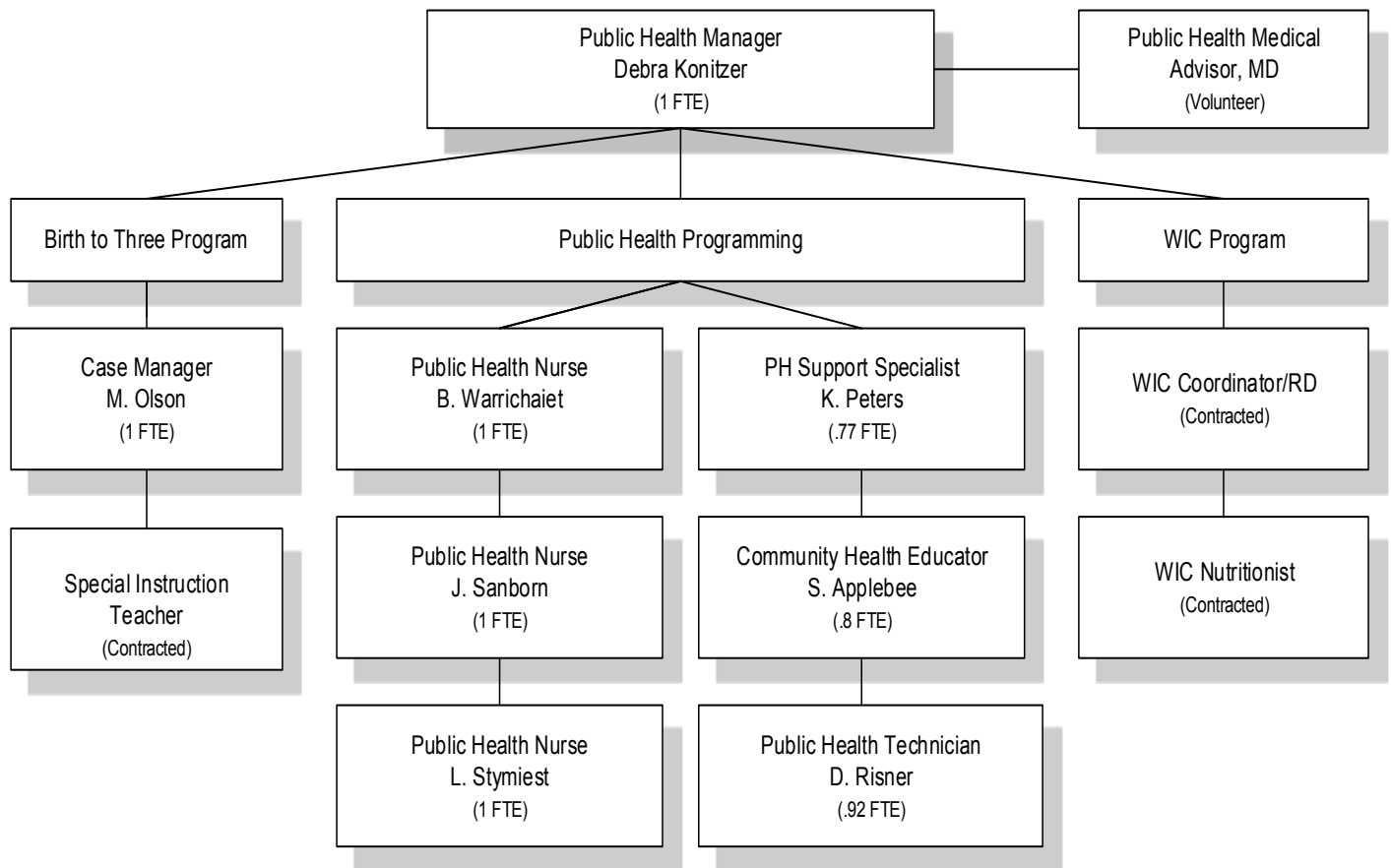


AUTHORIZED COUNTY POSITIONS: 8
COUNTY FTE: 7.72
CONTRACTED POSITIONS: 3

As of 12/31/2017

Public Health Division (cont.)

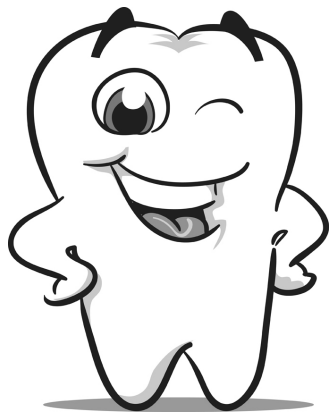
HEALTH & HUMAN SERVICES PUBLIC HEALTH



AUTHORIZED COUNTY POSITIONS: 8
COUNTY FTE: 7.49
CONTRACTED POSITIONS: 3

As of 04/01/2018

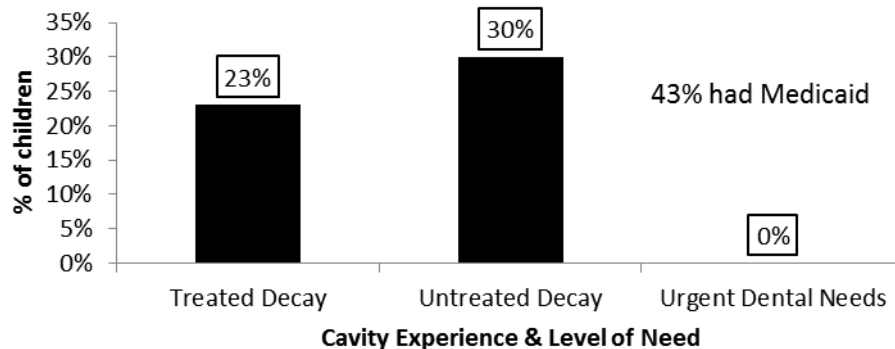
Public Health Division (cont.)



Seal-A-Smile Program

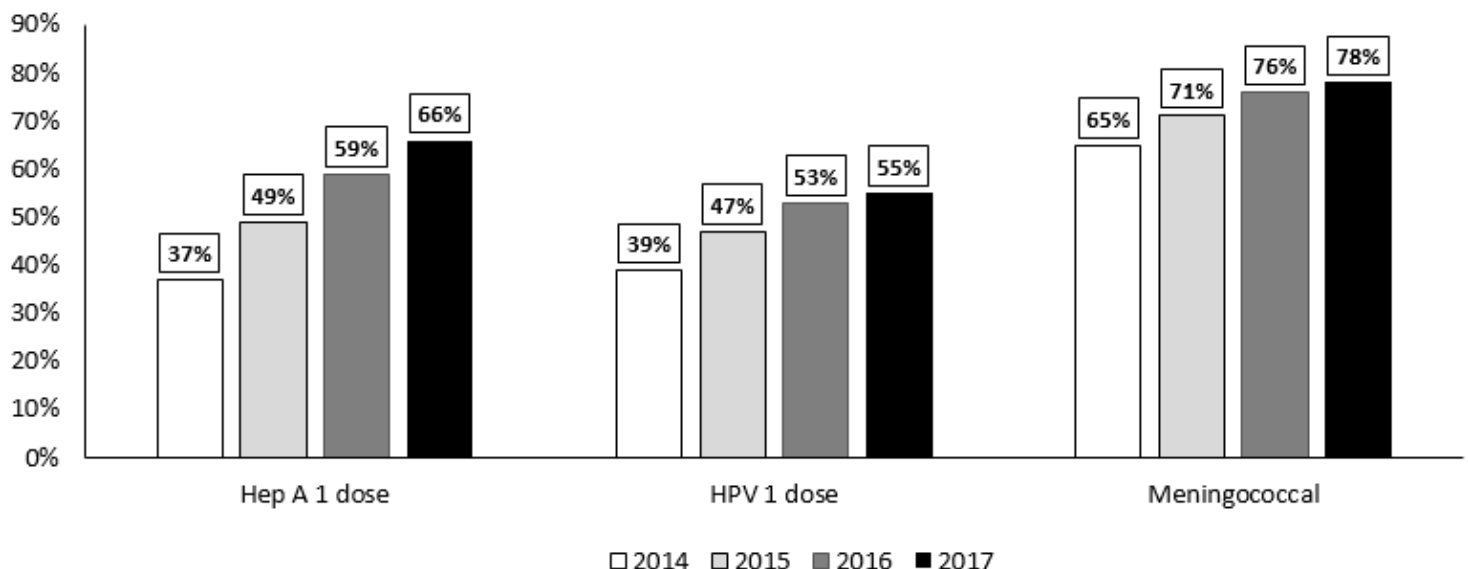
2016-2017 School Year

(Unduplicated Children - 590)



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, 3rd, 6th and 7th grades) enrolled in 5 participating school districts. The program offers the fluoride varnish component to all students at two schools. 203 children received sealants, and 590 students received fluoride varnish. Of the 1,434 students who were eligible, 561 students were screened (39%).

IMMUNIZATION COVERAGE RATES FOR OCONTO COUNTY RESIDENTS AGE 13-18 2014-2017



Continued the initiative to increase the number of recommended vaccines for adolescents. The Emergency Preparedness Mass Clinic Plan was activated for school based immunization clinics. The following vaccines were offered: Influenza, Hepatitis A, HPV and Meningococcal (ACWY). 1,438 children were vaccinated for influenza, which represents 35% 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. The program targets children 5 years and under, who participate in group settings such as WIC and playgroup.

- 125 children served. 20 children had more than 1 application.
- Of the children served: ▪ 68% were covered by Badgercare ▪ 65% 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 2017, 99 children were referred to the program and 86 children were served. The state program takes a child count on October 1st of each year. This year 38 children were being served on that day. In December 2017, the State of Wisconsin notified Oconto County that its program performance met all the required Federal Indicators for FFY 2016.

■ Women, Infant and Children (WIC) Program

- The WIC Program services an average of 440 clients per month.
- WIC participants redeemed 47% of their Farmers Market vouchers.

■ SAFE Kids Oconto County Coalition

- Child Passenger Safety
 - ◆ 122 seats were inspected
 - * 27% arrived installed correctly
 - * 71 seats destroyed; no longer safe for use
 - ◆ 87 seats were distributed to families
 - * 90% distributed to low income families
- Pedestrian/Wheeled Safety
 - ◆ Collaborated with community partners to hold 2 bike safety events and International Bike to School
 - * 670 children were educated and 238 children received new helmets
 - ◆ The coalition and partner organizations participated in 8 events with pedestrian/bike safety information
 - * 2,290 children were reached and 480 children received new helmets

■ Healthy Oconto County

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

■ Communicable Disease Prevention and Control

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

	2015	2016	2017
• Reported Cases:	286	368	305
• Confirmed/Probable Cases:	217	281	234

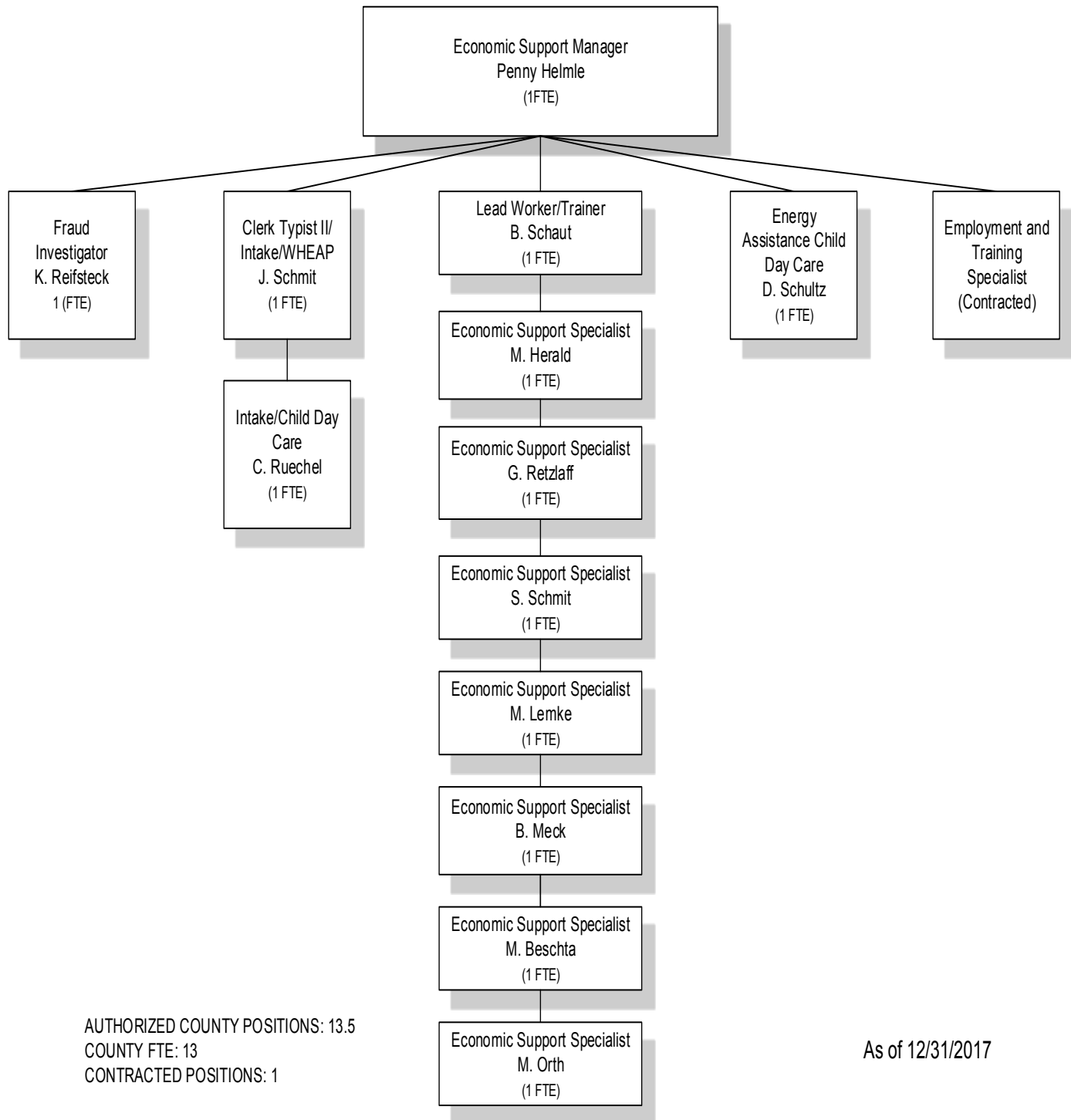
* 2 varicella outbreaks investigated

■ 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 2017, 162 children were screened. Nine 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.

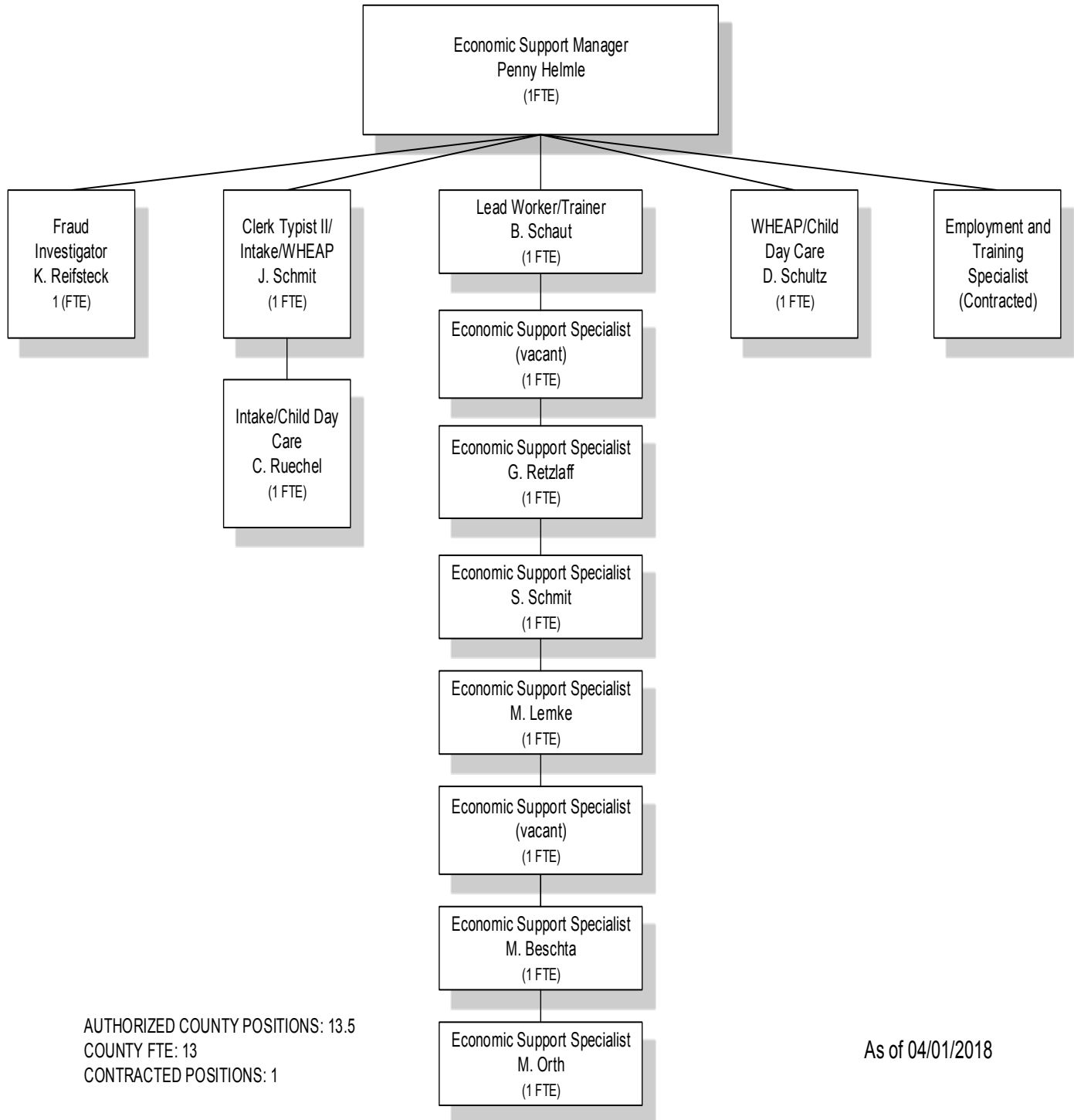
Economic Support Division

HEALTH & HUMAN SERVICES ECONOMIC SUPPORT



Economic Support Division (cont.)

HEALTH & HUMAN SERVICES ECONOMIC SUPPORT



Economic Support Division (cont.)

WISCONSIN HOME ENERGY ASSISTANCE PROGRAM—2017

	Count	Expenditures
Total Households Applied for Energy Assistance	1,142	
Total Households Paid Energy Assistance	1,266	\$730,416
Total Households Paid Public Benefit Funded Benefits	1,245	\$260,198
Total Households Paid Crisis Assistance (Excluding Furnace)	269	\$97,851
Total Households Paid Public Benefit Funded Crisis Applications	111	\$37,891
Total Heating Unit Repairs Paid	22	\$4,861
Total Heating Unit Replacements Paid	24	\$76,558

2017 FRAUD STATISTICS

	<u>Dollar Amount</u>	<u># of Cases</u>
Medical Assistance Overpayments	\$64,743.17	52
Food Stamp Overpayments	\$24,560.31	27
Child Daycare Overpayments	\$ 9,496.45	6
Energy Assistance Overpayments	\$ 532.00	9
Total	\$99,331.93	94

- 7 denied nursing home assistance
- Trafficking/Misuse—7
- 3 cases were criminally prosecuted
- 3 intentional program violations were issued
- 0 citations

*The Department receives 15% of the funds collected.



Economic Support Division (cont.)

AT RISK YOUTH GRANT

2016	
Total Participants Served	33
In School Groups	0
Referrals	
Community/Walk In	3
DVR	3
Youth Justice/Foster Care	2
Youth Justice	5
Foster Care	5
Counselor	1
School	12
Other Social Services	2

2017	
Total Participants Served	36
In School Groups	2
Referrals	
Community/Walk In	2
DVR	1
Youth Justice/Foster Care	9
Youth Justice	5
Foster Care	6
Counselor	0
School	9
Other Social Services	4

2016	
Outcomes	
Full Time Employment Obtained	3
Part Time Employment Obtained	10
Participated in Work Experience	8
Enrollment and attendance in post-secondary school or skills training	1
Achieved High School Diploma or Equivalency	4
Participated in Youth Summer Programming	9
Collaboration with other Employment Programs	8

2017	
Outcomes	
Full Time Employment Obtained	2
Part Time Employment Obtained	4
Participated in Work Experience	3
Enrollment and attendance in post-secondary school or skills training	2
Achieved High School Diploma or Equivalency	5
Participated in Youth Summer Programming	6
Collaboration with other Employment Programs	6

Economic Support Division (cont.)

NEW BEGINNINGS COMMUNITY RESOURCE EMPOWERMENT PROGRAM July 2017—December 2017

REFERRAL SOURCE	# OF INDIVIDUALS
Counselor	6
Walk-In	13
PO/Jail	12
CAC Referral	18
Child Support	3
Crisis	4
ADRC	1
Other Social Services	18
New View	0
Veterans	2
Total Participants	77

OUTCOMES

P/T Job	F/T Job	Marketplace Insurance	Tech School/ Ed	Resume/ Cover Letter	ID/Birth Cert	HSED/ GED	Other (unemployment/ ADRC/other job training skills)	DVR services	Badgercare	DV Services	ADRC	Probation and Parole
14	9	18	6	27	4	8	6	4	8	1	4	6

* Participants may have more than one outcome

- An additional part of the Community Resource Empowerment Program was to begin programming within the Oconto County Jail. We established a connection there, and have been received well. Out of the inmates we've helped so far:
 - 2 acquired full time jobs (and are still employed)
 - 2 re-entered high school to work on their Alternative High School Diploma
 - 1 enrolled in NWTC for welding
 - 1 toured and registered for classes at Empire Beauty School (Green Bay)
- We've partnered with Seek Employment Agency—Green Bay and when inmates earn Huber privileges we work to get them employed as soon as possible.

Economic Support Division (cont.)

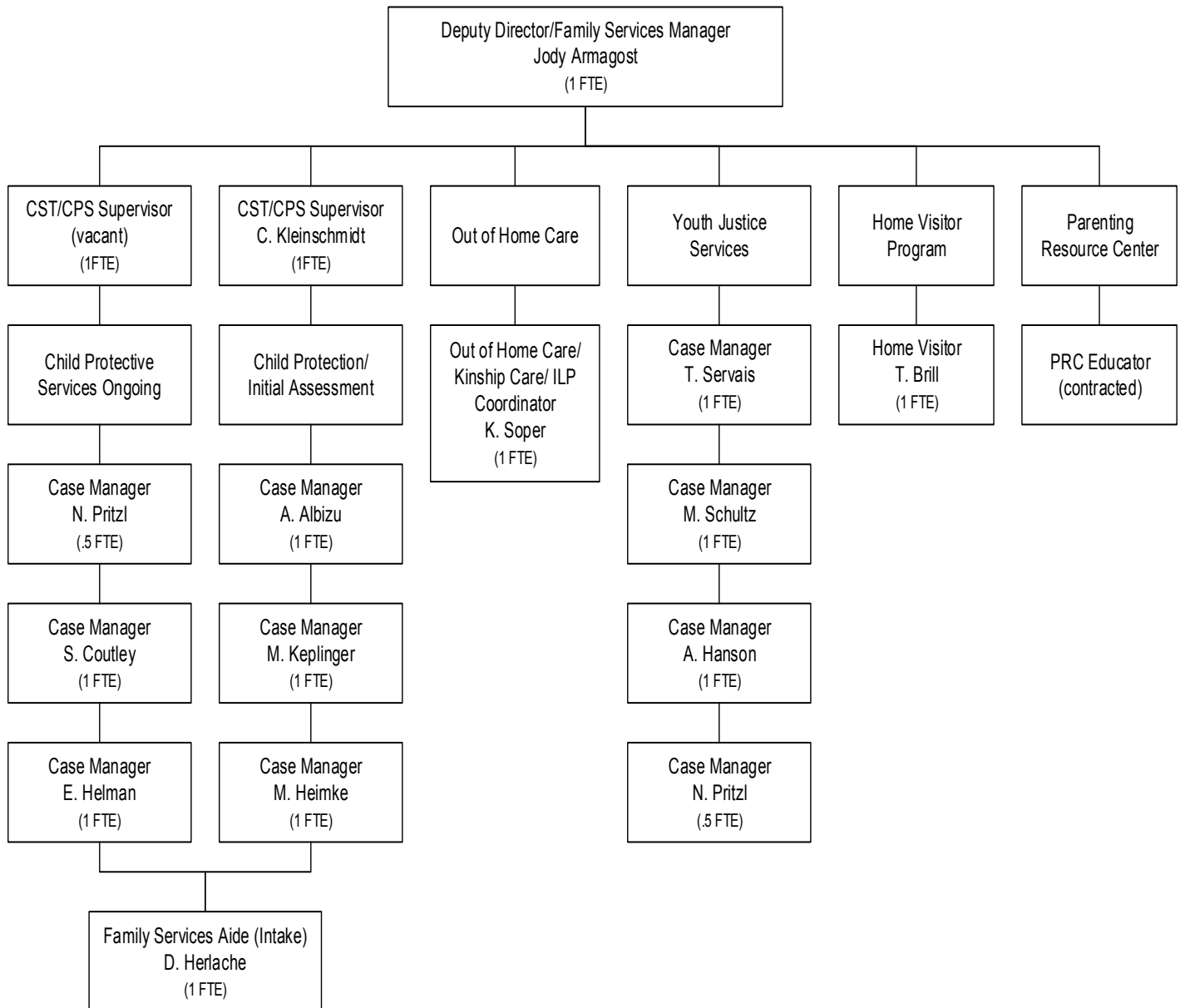
HIGHLIGHTS OF NEW BEGINNINGS 2017

New Beginnings is the home to Oconto County's At-Risk Youth Employment Program and the Community Resource Empowerment Program. 2017 was full of engaging activities and enrichment opportunities for participants learning about career goals and job possibilities within the community. Highlights include:

- Through the At-Risk Youth Employment Program, a teenager became employed at New Beginnings where he is learning valuable job skills to help him prepare to enter the workforce. He is assigned daily tasks, has learned to create habits and routines, and will be ready to work without support in the coming months. Because of the At-Risk Youth Employment Program, this teenager will be entering the workforce fully prepared and ready to take on a "real" job. Similarly, New Beginnings employed an adult worker, who is also a client at New View Industries. This partnership is extremely valuable to the community. With proper training and guidance, the diverse employees at New Beginnings learn valuable skills that are vital to their success with other employers.
- In the summer of 2017, youth program participants learned to prioritize tasks in a retail setting while learning time management. Our youth were trained on the cash register, and learned retail tasks such as sorting, folding, hanging, tagging, etc. During the summer, youth program participants headed a project to refurbish/repurpose donations with skills they were interested in growing.
- With New Beginnings being available and open for walk-ins, many community members were able to find help with their health insurance needs, unemployment questions, and technology/training needs. New Beginnings provides unintimidating support to those who need it.
- The highlight of the year was when Oconto Falls Elementary School brought a group of special needs fifth graders to tour the store and warehouse so they could see where they might be able to learn skills for employment when they are "big kids". When the students met our teenage and adult workers, the excitement on their faces was priceless. New doors were being opened for these students, and we hope it's open for a long time to come.

Family Services Division

HEALTH & HUMAN SERVICES FAMILY SERVICES

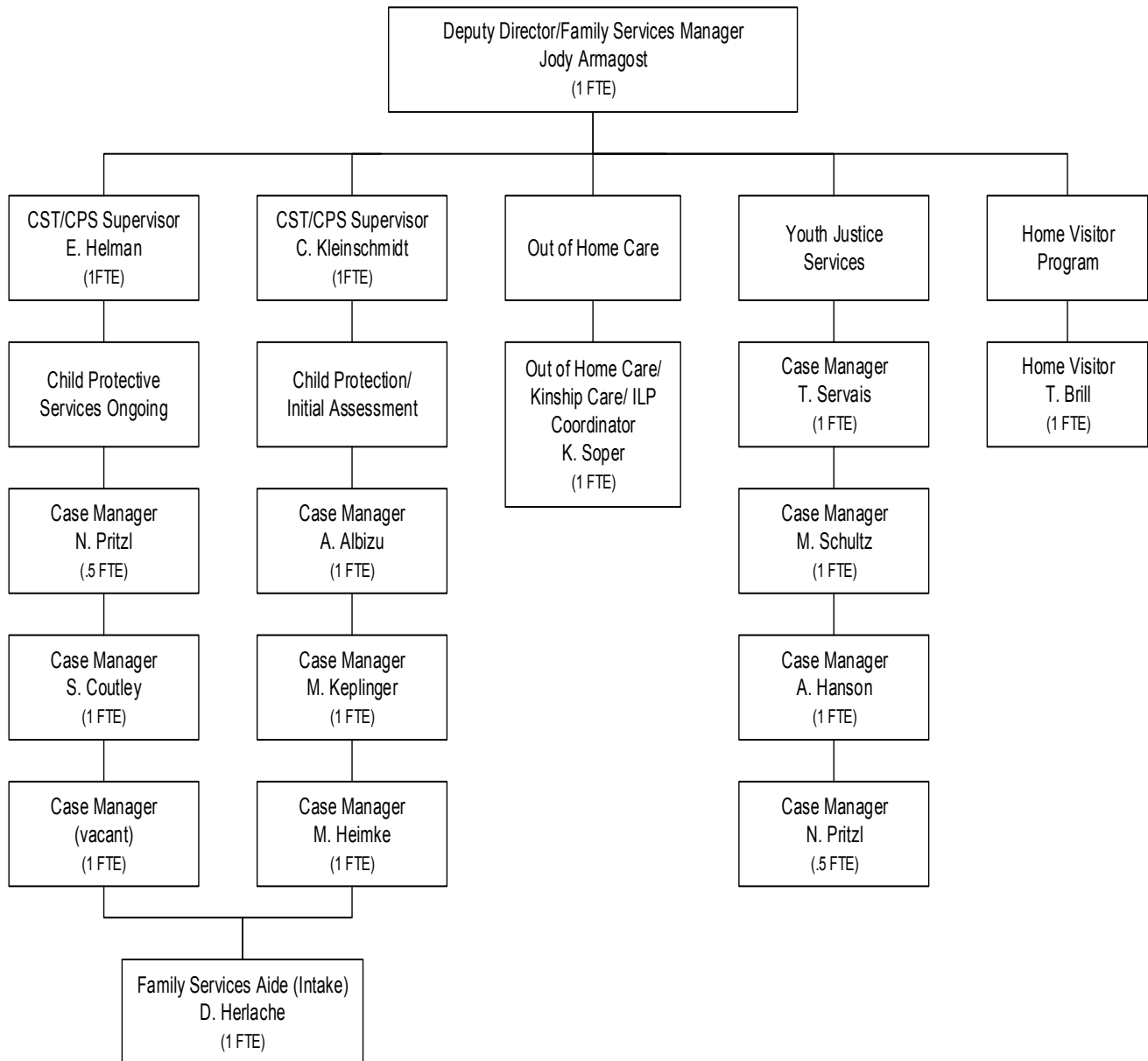


AUTHORIZED COUNTY POSITIONS: 15
COUNTY FTE: 15
CONTRACTED POSITIONS: 1

12/31/2017

Family Services Division (cont.)

HEALTH & HUMAN SERVICES FAMILY SERVICES

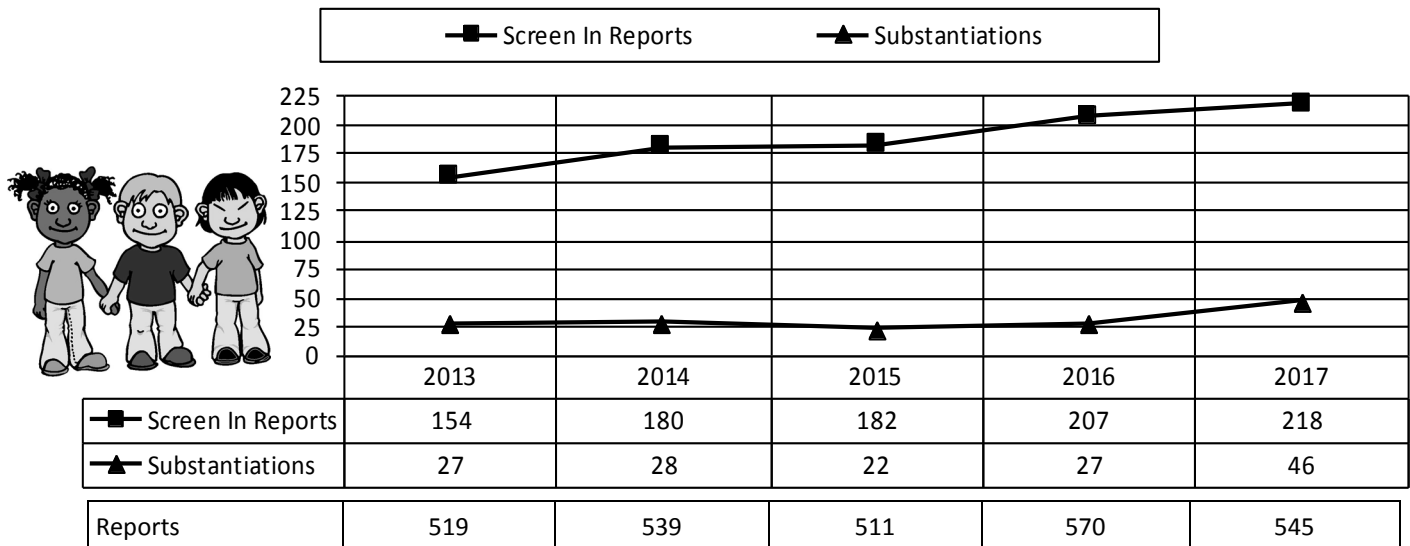


AUTHORIZED COUNTY POSITIONS: 15
COUNTY FTE: 15
CONTRACTED POSITIONS: 0

04/01/2018

Family Services Division (cont.)

CHILD ABUSE AND NEGLECT REPORTS 2013 - 2017

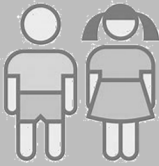


FAMILY SERVICES DIVISION SUMMARY

	2016	2017
■ YOUTH JUSTICE		
• Number of Referrals	150	194
■ INTENSIVE SUPERVISION PROGRAM		
• Number Served	9	13
• Placed Out of Home	3	2
■ KINSHIP CARE		
• Number Served	54	71
■ HOME VISITOR PROGRAM		
• Number of Families	18	23
• Individuals Served	68	85
• Home Visits	252	326

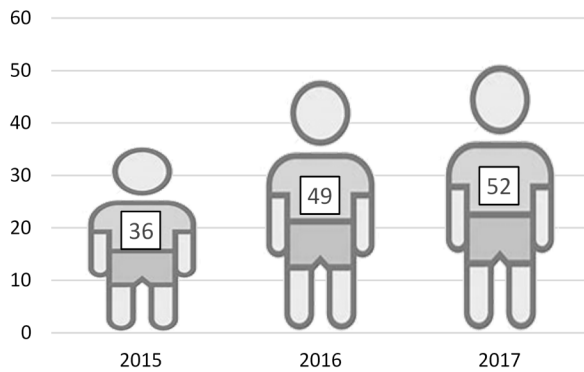
Family Services Division (cont.)

OCONTO COUNTY CHILD PLACEMENT DETAILS

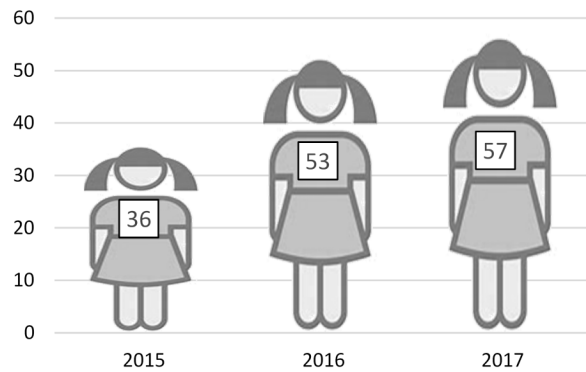


There has been a **44%** increase in children placed out of home from 2015 to 2017.

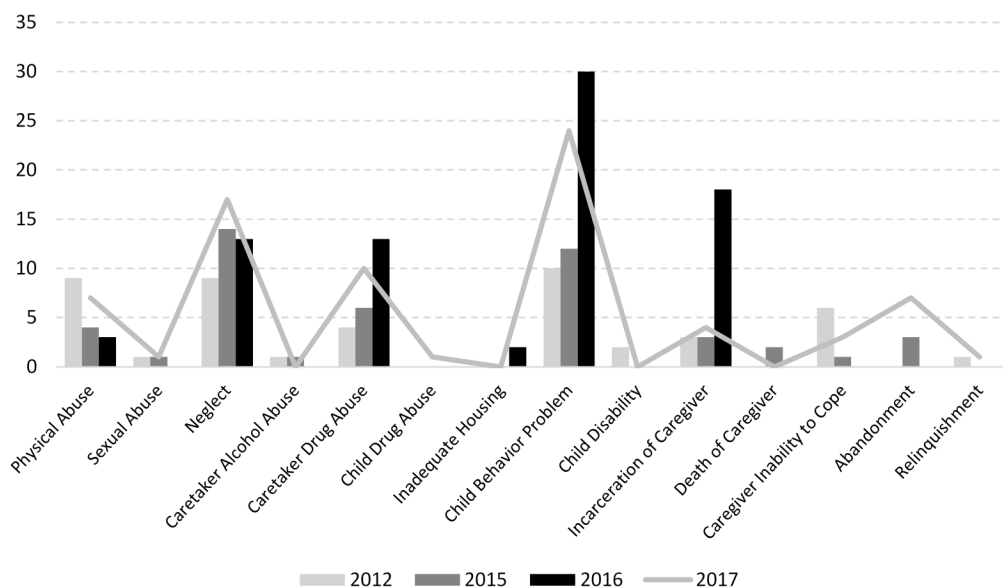
Total Children Removed



Children Remaining in Out-of-Home Care



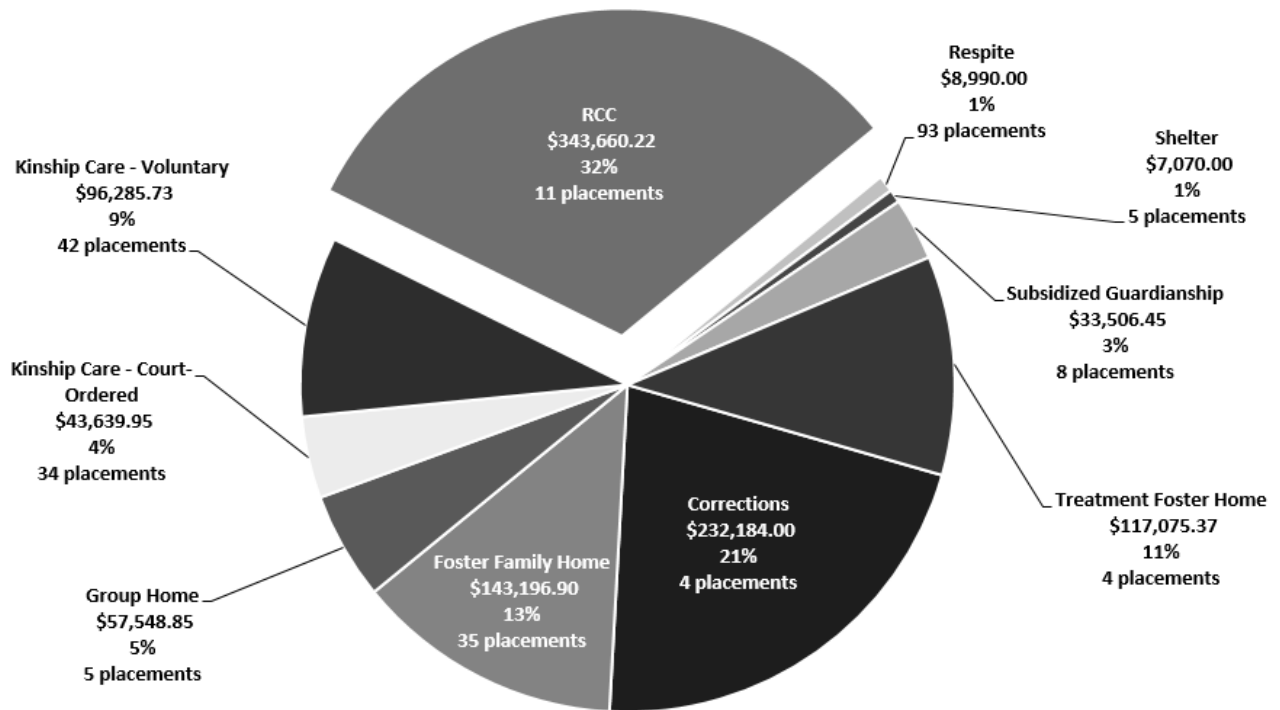
Placement Reasons



****Child placement reason may be counted in more than one category**

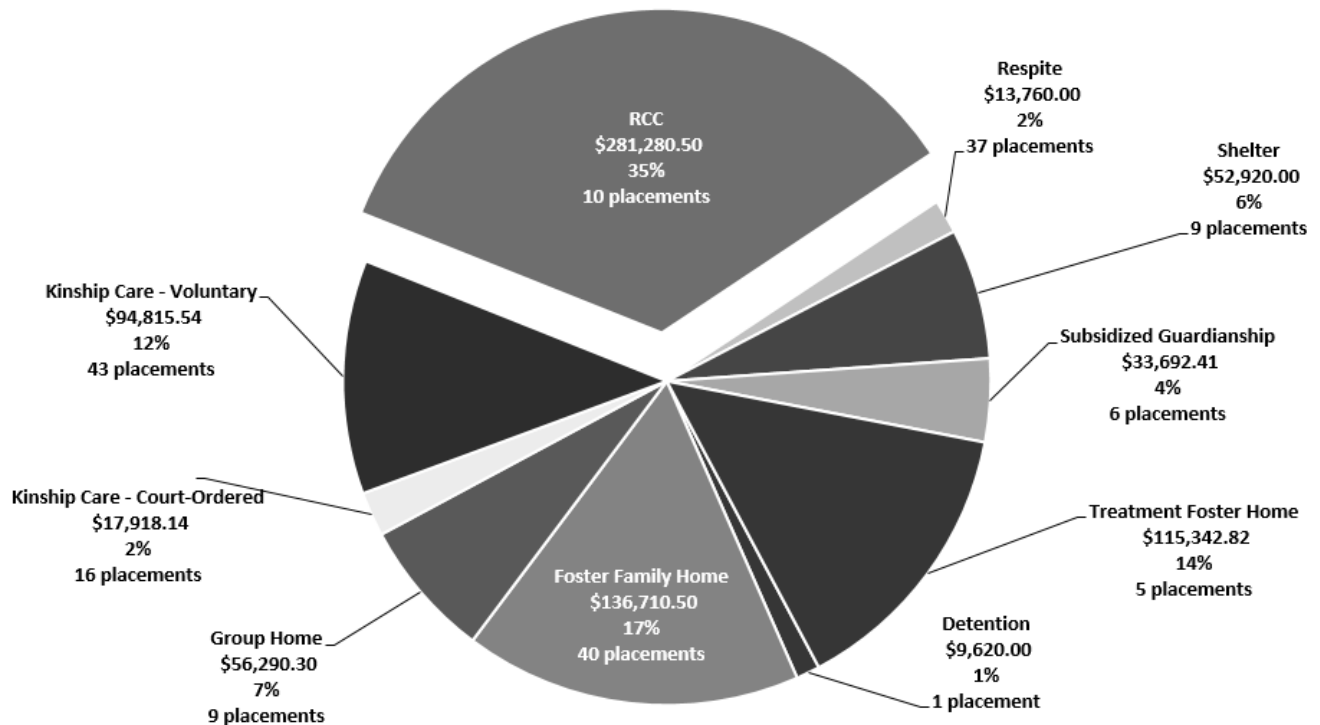
Family Services Division (cont.)

2017 OUT-OF-HOME PLACEMENT PAYMENTS



2017 TOTAL PAYMENTS - \$1,083,157.47

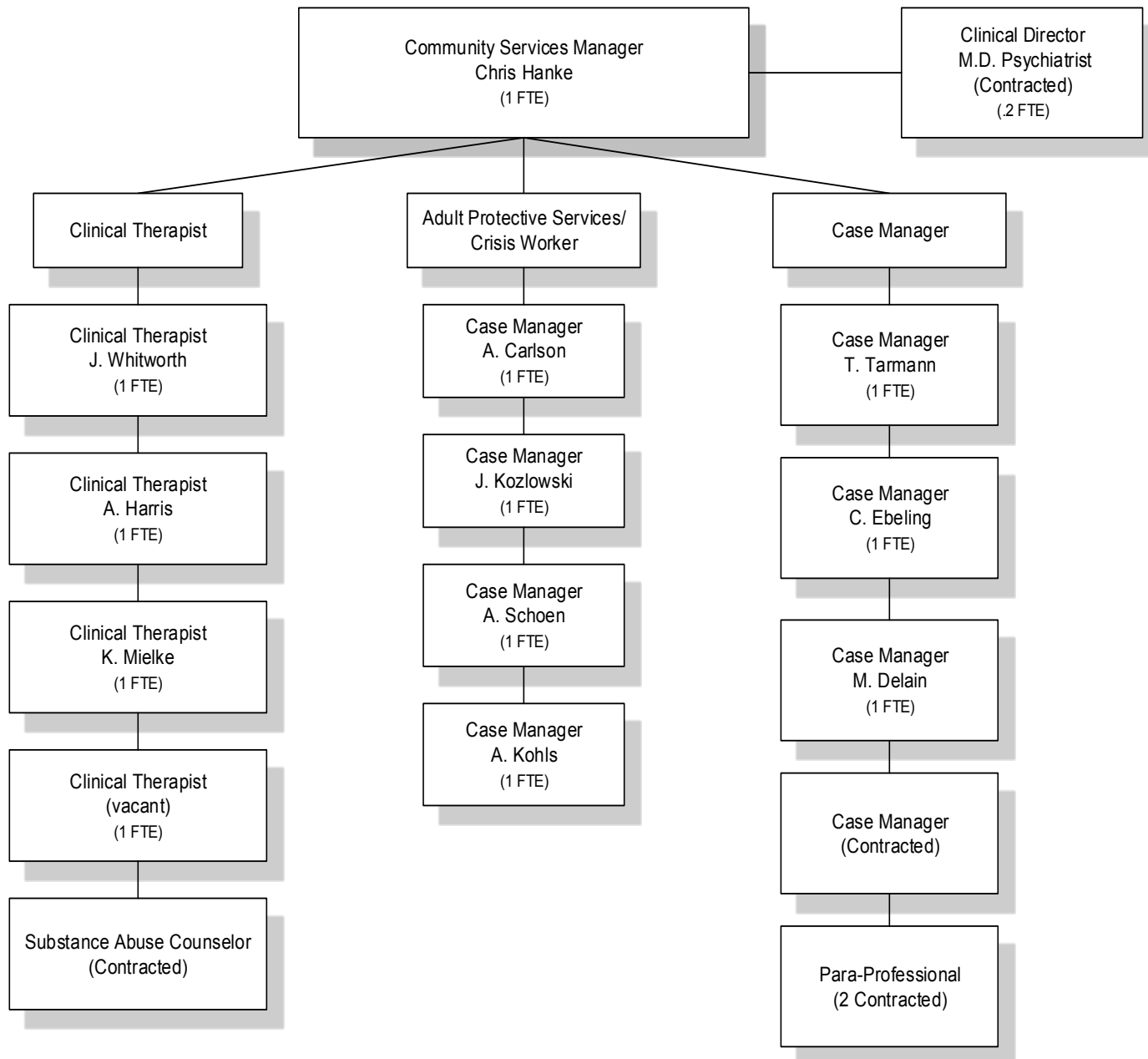
2016 OUT-OF-HOME PLACEMENT PAYMENTS



2016 TOTAL PAYMENTS - \$812,350.21

Community Services Division

HEALTH & HUMAN SERVICES COMMUNITY SERVICES

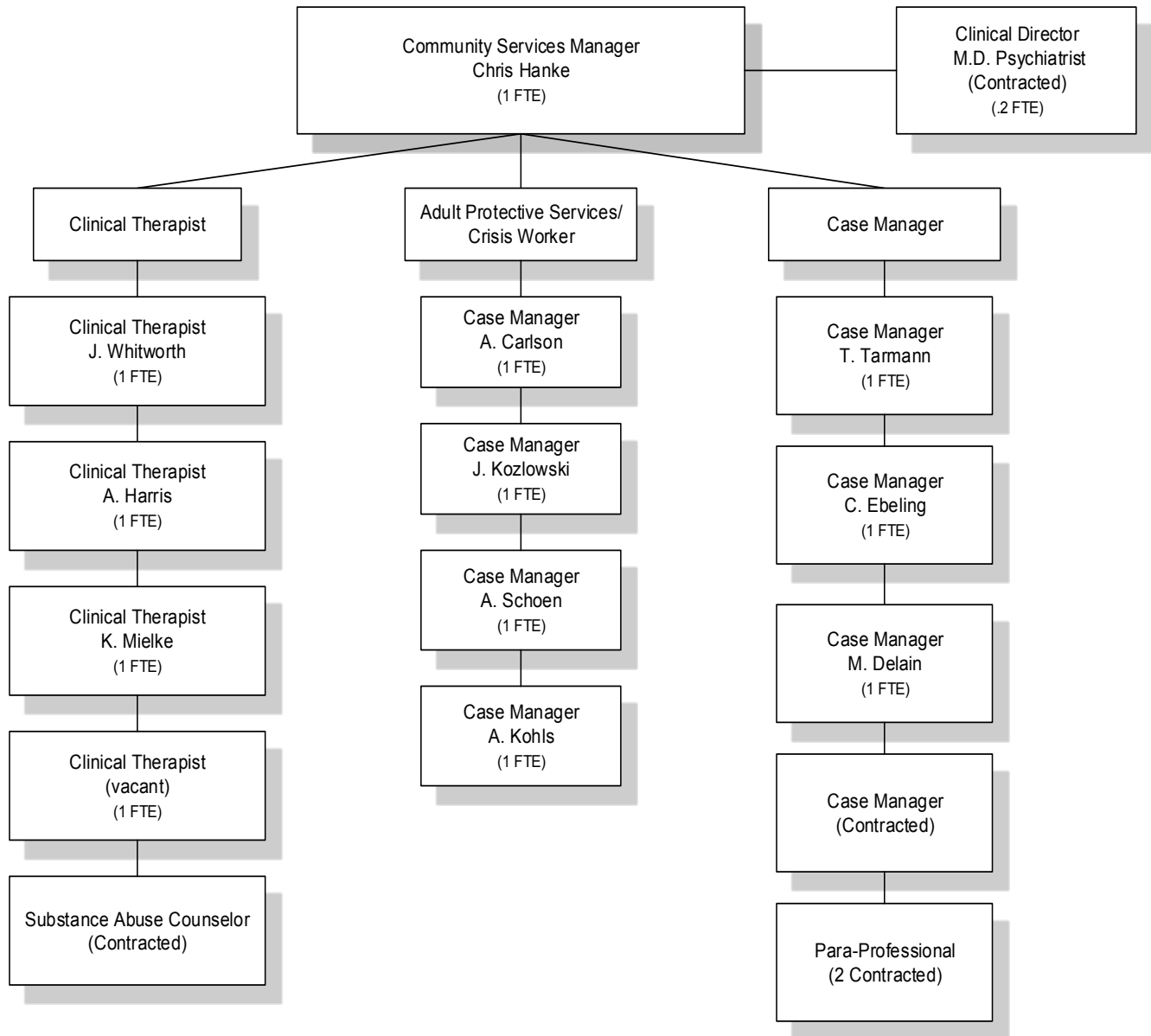


AUTHORIZED COUNTY POSITIONS: 12
COUNTY FTE: 12
CONTRACTED POSITIONS: 5

12/31/2017

Community Services Division (cont.)

HEALTH & HUMAN SERVICES COMMUNITY SERVICES



AUTHORIZED COUNTY POSITIONS: 12
COUNTY FTE: 12
CONTRACTED POSITIONS: 5

04/01/2018

Community Services Division (cont.)

INPATIENT CARE

	Number		Average Stay	
	2016	2017	2016	2017
Mental Health Short Term	42	34	7 days	6 days
Mental Health Long Term *	4	5	143 days	73 days
Total	46	39		
Alcohol and Other Drugs (AODA)	3	1	28 days	48 days

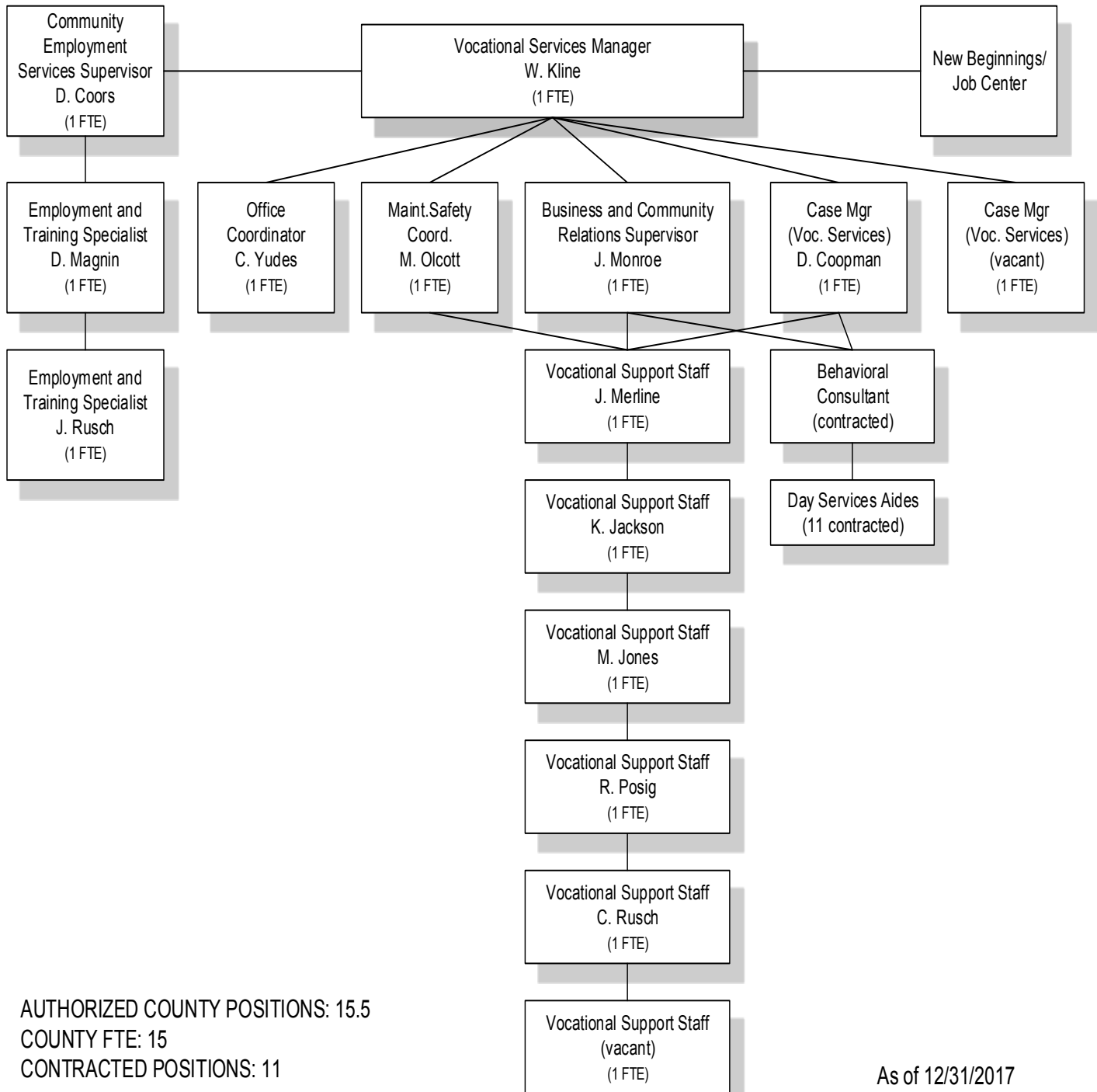
* More than 30 days

COMMUNITY SERVICES DIVISION SUMMARY

	2016	2017
■ CRISIS		
• Number Served	323	317
■ OUTPATIENT CLINIC		
• Number of Clients	643	655
■ OWI (Operating While Intoxicated)		
• Number of Assessments	126	142
■ AODA INTENSIVE OUTPATIENT		
• Number of County Paid Clients	2	0
■ CHILDREN'S LONG TERM SUPPORT		
• Number of Children Served	50	47
• Number of Children on Waitlist	55	55

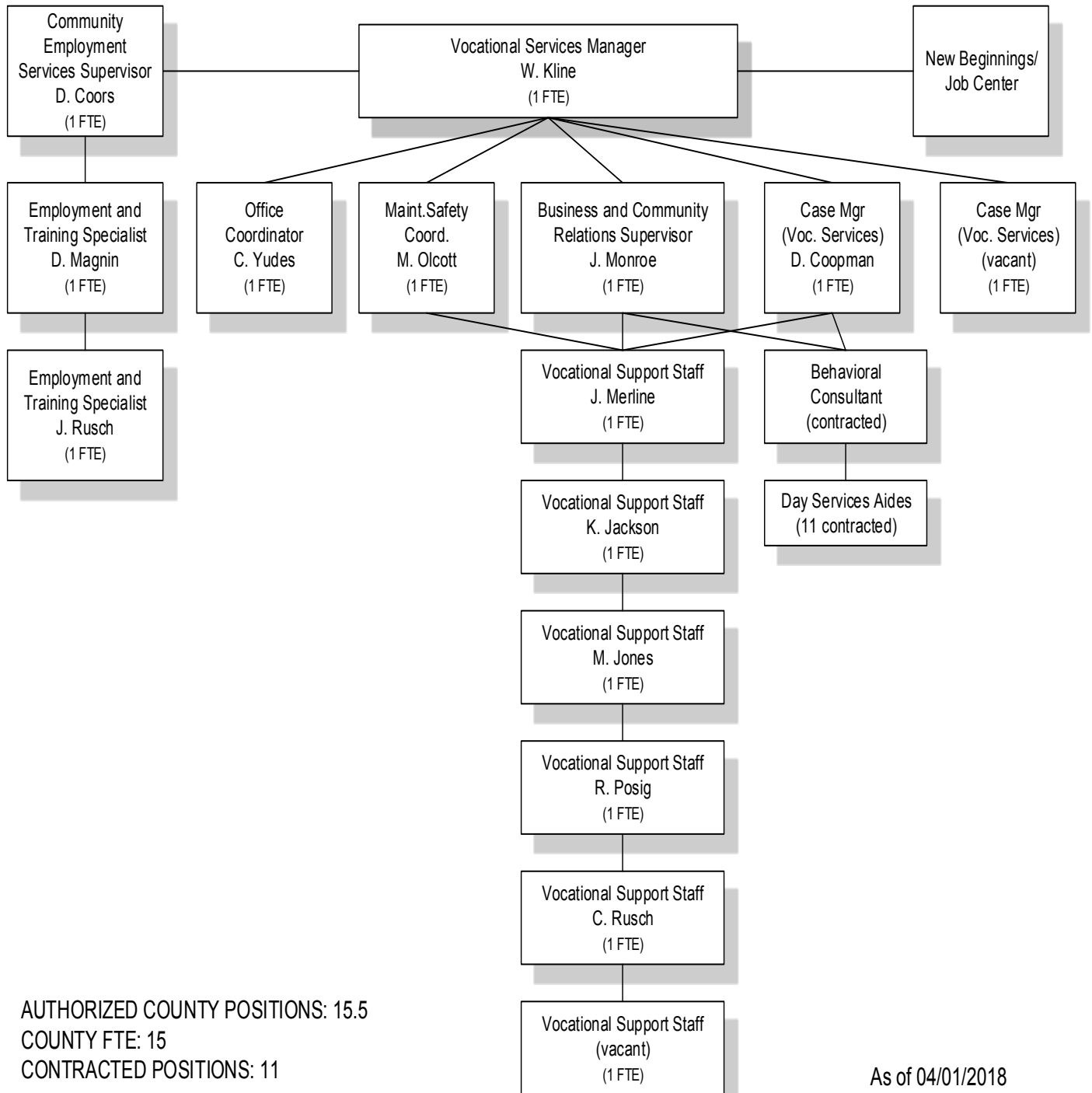
Vocational Services Division

HEALTH & HUMAN SERVICES VOCATIONAL SERVICES



Vocational Services Division (cont.)

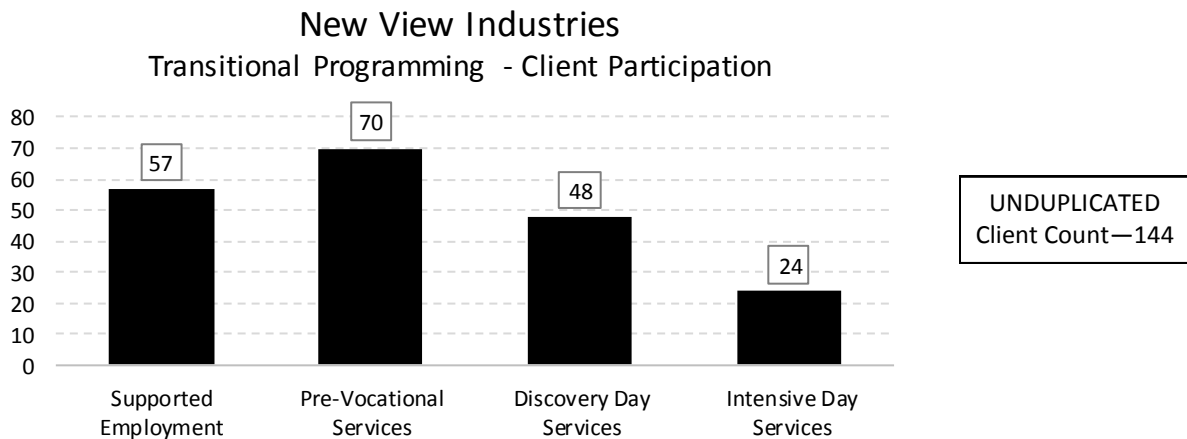
HEALTH & HUMAN SERVICES VOCATIONAL SERVICES



AUTHORIZED COUNTY POSITIONS: 15.5
COUNTY FTE: 15
CONTRACTED POSITIONS: 11

As of 04/01/2018

Vocational Services Division (cont.)



DIVISION SUMMARY

New View has expanded our funding sources by establishing a new contract with My Choice Family Care. New View now has contracts to serve all IRIS providers as well as the following Managed Care Organizations (MCO's): Care Wisconsin, My Choice Family Care, Community Care, and Lakeland Care Inc.

■ Discovery Day Services (1:8 staff ratio)

- Presented Barn Quilts of Oconto County Program "How to Paint A Barn Quilt" in a two class session at Farnsworth Library in Oconto.
- Held second Scenic Road Rally featuring Oconto County's Barn Quilts, in partnership with UW Extension, Oconto County Economic Development Corporation and Oconto Electric Cooperative hosted a scavenger hunt throughout Oconto County following our barn quilt trail.
- Clients created a Barn Quilts of Oconto County Coloring Book to hand out at the road rally.
- FLAT STANLEY educational project designed to improve reading and writing skills and promoting an interest in geography and different cultures. Our project "took us" to Mexico, Las Vegas, South Korea, Lambeau Field, and even Governor Scott Walker's office.
- Our Art Show highlighted the works of over 40 clients. Projects were voted on by the public that attended the show. The four winning pieces were featured at the Beyer Home Museum's Annual Art Show which ran for two weeks in August. The winning artists also received free passes to attend the museum.
- Clients designed and created 15 kennel comforters for the Oconto Area Humane Society. Each quilt was pieced, machine sewn and donated to the agency to use in the dog and cat kennels.
- Implemented a class on relaxation and stress reduction using Mayo Clinic Yoga instruction.
- Clients created a quilt for Camp Daniel, which provides people with disabilities access to safe and fun camping experiences. From material shopping, cutting, sewing, tying and trimming, they completed the quilt and donated it to be raffled at the Camp's auction.
- Annual client camping trip was held in August at Camp Tekakwitha on Loon Lake in Shawano County.
- Dental Health Program sponsored by Gillett Dental

Vocational Services Division (cont.)

■ Discovery Day Services (1:8 staff ratio) (cont.)

- Tornado Safety (National Oceanic and Atmospheric Administration)
- Farnsworth Library monthly reading and craft outing
- 2017 Groups held throughout the year:
- All Aboard! Games, Bingo, Sit 'n Fit, Reading skills, Wild about Weather, All About U.S., Barn Quilts, Working with Wood, Crafting Creations, Gillett Library Outings, Karaoke Dance Party, Mad About Movies, Current Events, Fun with Friends Community Outings, All about Art, Get Moving Exercise, The World Around Us, Meditation/Relaxation Techniques, and Living Skills

■ Pre-Vocational Services

- Wages paid out to disabled workers in 2017: **\$118,358.92**
- Worked with Deluxe Plastics on transitioning new packaging jobs to New View.
- Began serving some individuals in the County's Comprehensive Community Services (CCS) program to assist with the stabilization of these clients who suffer from mental health disorders.
- Completed required WIOA education for participants by coordinating UW-Whitewater staff to complete training on self-advocacy, self-determination and peer mentoring.
- Designed new Pre-Vocational programming for clients who are unable to participate in paid work due to WIOA / DOL requirements (most individuals under age 25).
- We added a huge number of activity sheets to promote math, reading, and writing.
- Supervised and coordinated client mobile work crews to work at GMSP and Deluxe Plastics facilities, a fantastic opportunity that enables clients to work in a true manufacturing environment.
- Continued to train clients on current and new jobs to expand their work skills.
- Designed and implemented new adaptive devices to assist clients in performing jobs more independently with great success.
- Reorganized staff offices and other areas on the work floor to provide needed storage and work space for clients and customers.
- Worked with Safety Coordinator to redesign the woodshop to allow more product storage, which offers a benefit to current customers.

■ Marketing/Procurement

- Continued to job develop in the surrounding communities.
- Conducted several 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 that have been awarded to NVI.
- New View continued to "give back" to clients by hosting a client picnic in the spring as well as a Holiday party in December. Funds used for these events 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 Green Bay leading to future perspective work partnerships.
- Continued partnerships with the following work sites: Deluxe Plastics, Endries International, Midwest Textiles, Neroco, Nicolet Plastics, Inc., The Dockside, Velocity Machine, White Potato Sportsman's Club, Modern Plastics / Wisconsin Plastics, and Graphics Management.

Vocational Services Division (cont.)

■ Supported Employment

- Supported Employment works with the 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, temporary work experiences, job placement, job shadows, career profiles, benefit analysis, job coaching, and job prep plans (assisting with resume development, interviews, etc.)
- Served 57 clients in 2017
- Services being offered for clients in Oconto, Shawano, Menominee, and Marinette counties
- Skills to Pay the Bills training: 12 clients served
- Total job coaching hours – 658 hours in 2017 (up from 500 hours in 2016)
- Benefit Analysis: 12 completed
- Placed in jobs: 20 clients successfully placed in permanent jobs
- Temporary work experiences: 24 temp work experiences set up
- Continued use of New Beginnings Work and Training Center and Oconto Falls ADRC for a training site for participants
- Starting to see an increase in serving the youth population (due to WIOA)
- Local supportive businesses where clients were hired or used temp work experiences include: Witt's Piggly Wiggly, Arby's, The Brother's Three, Waubee Lodge, Oconto Falls school district, Unlimited Services, Wayne's restaurant, BKB construction, Return Processing Center, Diversified Woodcrafts, Dockside Restaurant, Northern Lights Hardwoods, Suring school District, and Howlin' and Groomin'.

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