

OCONTO COUNTY  
DEPARTMENT OF HEALTH  
AND HUMAN SERVICES



# 2018 ANNUAL REPORT



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



# TABLE OF CONTENTS

---

	<u>Page</u>
<b>ADMINISTRATION</b>	
Director's Letter.....	4
Board of Directors/Committees.....	5
Program Organizational Chart.....	6
<b>ADMINISTRATIVE SUPPORT DIVISION</b>	
Organizational Charts.....	7-8
Financial Summary.....	9
<b>PUBLIC HEALTH DIVISION</b>	
Organizational Charts.....	10-11
Program Activity Graphs.....	12-13
Division Summary.....	14
<b>ECONOMIC SUPPORT DIVISION</b>	
Organizational Charts.....	15-17
Program Highlights.....	18-22
<b>FAMILY SERVICES DIVISION</b>	
Organizational Charts.....	23-24
Program Activity Graphs/Tables.....	25-27
<b>COMMUNITY SERVICES DIVISION</b>	
Organizational Charts.....	28-29
Program Activity Graph/Table.....	30-31
<b>VOCATIONAL SERVICES DIVISION</b>	
Organizational Charts.....	32-33
Program Activity Graph.....	34
Division Summary.....	35-37
<b>NOTES .....</b>	<b>38</b>
<b>PUBLIC HEALTH APPENDIX</b>	
Communicable Disease (Reportable) By Category.....	39

## VISION

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

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

## MISSION

Oconto County Department of Health and Human Services

... promoting healthy and responsible families.

## DIRECTOR'S LETTER

---

Dear Health and Human Services Board Members:

Our 2018 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 in all areas, including administration and support, adult and children's services, vocational services, public health and economic support services.



In 2018, the Health and Human Services Board welcomed the addition of 3 new members, with the sitting Chair and Vice -Chair both retained. The Department also enjoyed a year of a relatively stable workforce. There was a management change however late in the year when our Business Manager moved to the County Finance Director position. The Business Manager position has since been replaced internally. In addition, only 6 other staff changes occurred in the year. A stable staff and management team has allowed for significant development in new and existing programs.

Much of the programming developed in 2017 has been enhanced and will continue to be supported. The focus of the enhanced programs and the development of new programs continues to take a community based approach with outcome goals of an improved social condition for our citizens and increased revenue with decreased institutional expenses.

A stronger community based and integrated approach to services has created a high level of understanding and cooperation between program staff. The value of retaining a stable workforce to continue in this regard cannot be understated. Efforts of the County Board, committees and county administrative staff to develop a stable workforce in the County has been of great benefit to the Health and Human Services Department.

\*In the area of Mental Health Services, staff experience and cooperation has led to significantly increased services to children and families in the Youth Justice and Child Protective Services areas. Previously, the Department had been unable to achieve a strong level of integration between these areas, due to staff turnover.

\*Taking advantage of State support for Medicaid reimbursement for services to the mentally ill and to children with disabilities, the Department, with a stable staff, has been able to extend our reach to citizens and increase revenues in 2018.

\*New initiatives are developing in the area of Employment and Training where contracted providers are working with all populations of people that have employment difficulties. Funded through various grants, these newer programs are entering a stage of growth in our community. In 2019, we will begin offering GED classes to prisoners housed at our LEC.

\*In addition to improving on existing programs, the Health Department has begun new initiatives in the areas of suicide awareness and prevention, and have been leading the effort to make our county a "Dementia Friendly Community".

\*Increased integration and coordination between program areas is also creating an opportunity for New View Industries to expand services to mentally ill and hopefully "at risk" youth in the future.

All of these initiatives and program enhancements will continue in 2019. As revenues for community based services grow, more contracted providers will be acquired to work with the increasing caseloads. This change in the direction of community services is currently in its second year. The longer range goal is not only to restrain the increasing institutional costs that were occurring for the County but to continue to decrease those costs. This will lead to opportunities for more community programming for our vulnerable and at-risk populations, and ultimately social and economic benefit to the entire Oconto County.

On behalf of a very talented and dedicated staff, I would like to thank you for the respect and freedom you offer us to develop our services and do what we do well. We are looking forward to many great things to come!

Michael G. Reimer, Director

## 2018 BOARD OF DIRECTORS AND COMMITTEES

---

Alan Sleeter, Chair  
10005 Madsen Road  
Suring, WI 54174

Don Girardi  
6590 Aspen Drive  
Sobieski, WI 54171

David Behrend  
3214 County Road C  
Oconto Falls, WI 54154

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

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

Kathy Gohr  
8811 Gohr Road  
Krakow, WI 54137

Diane Nichols  
4295 County Road J  
Oconto, WI 54153

Karl Ballestad  
5585 Elm Avenue  
Oconto, WI 54153

Carolyn Barke  
6048 State Highway 32  
Gillett, WI 54124



### CLIENT RIGHTS COMMITTEE

Judy Buhrandt, Chair  
Karl Ballestad  
Kathy Gohr

### PERSONNEL COMMITTEE

Diane Nichols, Chair  
Carolyn Barke  
Don Girardi  
Judy Buhrandt, Alternate  
Loretta Shellman, Alternate

### OCONTO COUNTY PARTNERSHIP REPRESENTATIVE

Diane Nichols

### HEALTHY OCONTO COUNTY COMMITTEE REPRESENTATIVE

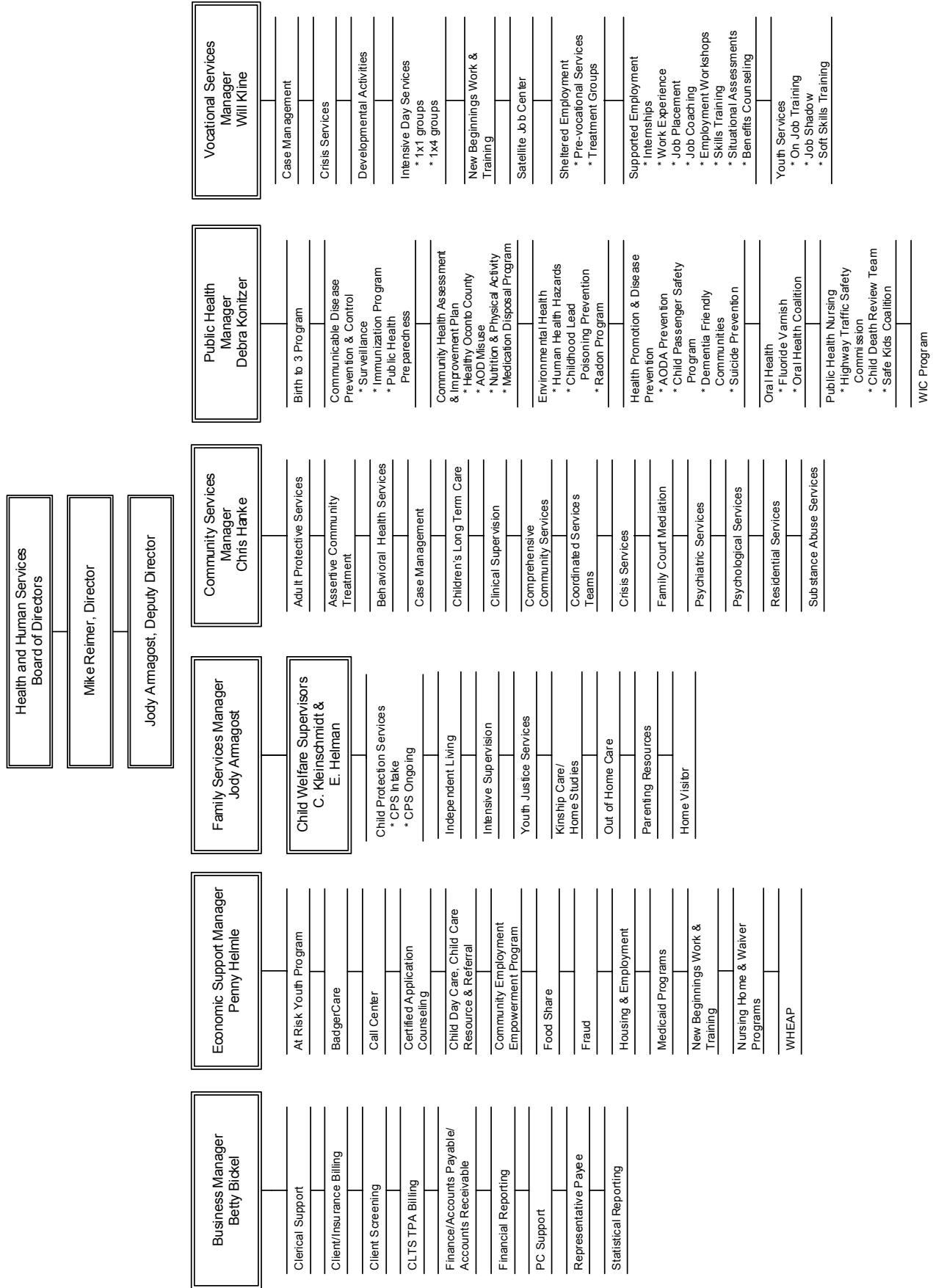
David Behrend

### AGING AND DISABILITY RESOURCE CENTER GOVERNING BOARD REPRESENTATIVES

Kathy Gohr  
Diane Nichols

# PROGRAM ORGANIZATIONAL CHART

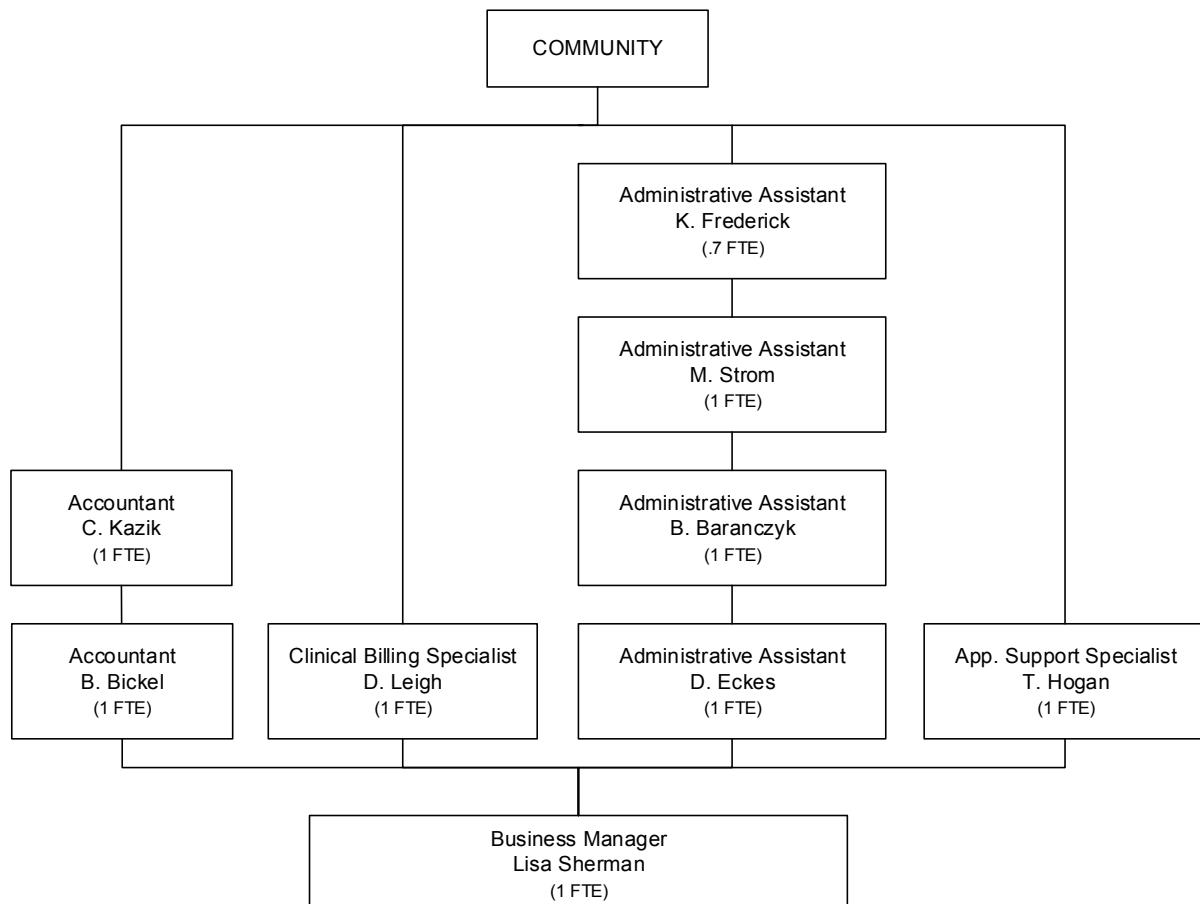
## HEALTH & HUMAN SERVICES PROGRAM ORGANIZATIONAL CHART



# ADMINISTRATIVE SUPPORT DIVISION

---

## HEALTH & HUMAN SERVICES ADMINISTRATIVE SUPPORT



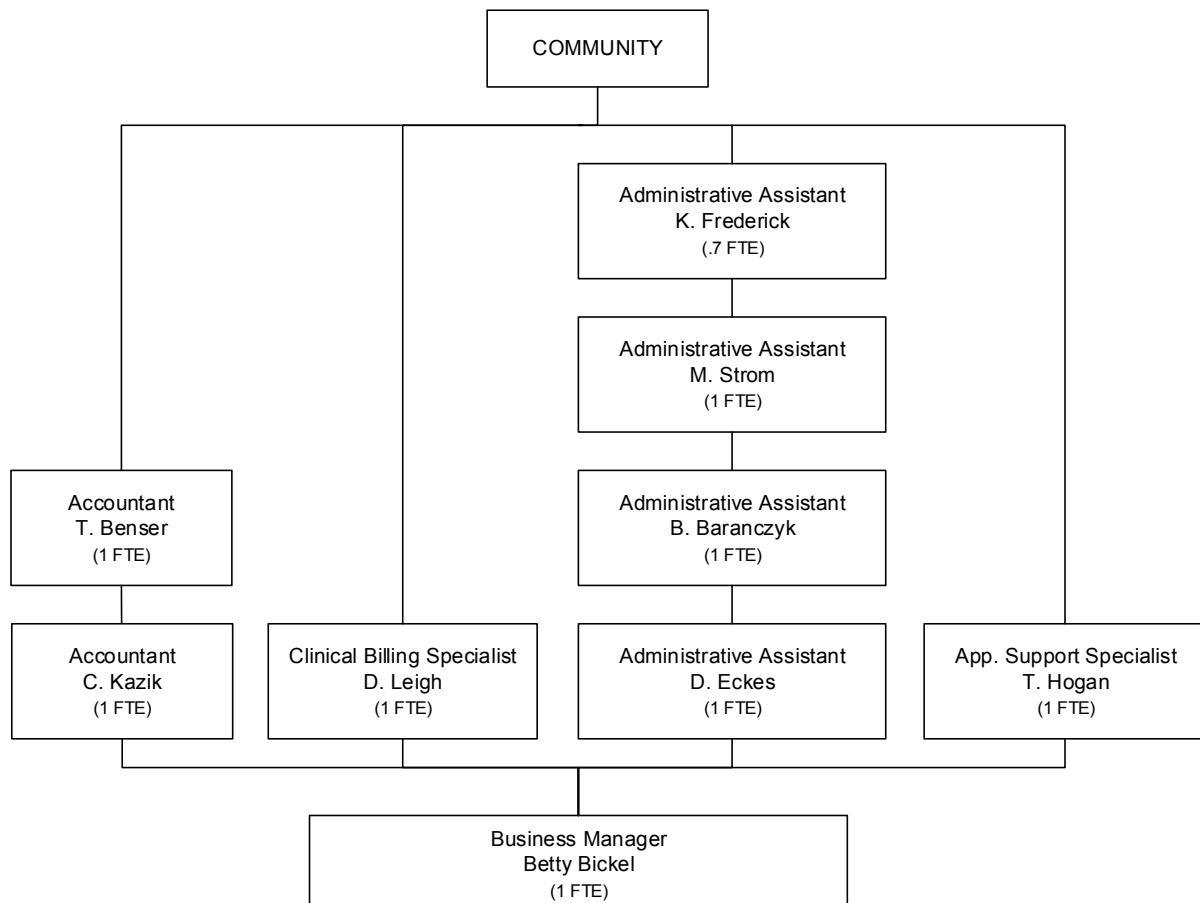
AUTHORIZED COUNTY POSITIONS: 9  
COUNTY FTE: 8.7

12/31/2018

## ADMINISTRATIVE SUPPORT DIVISION (cont.)

---

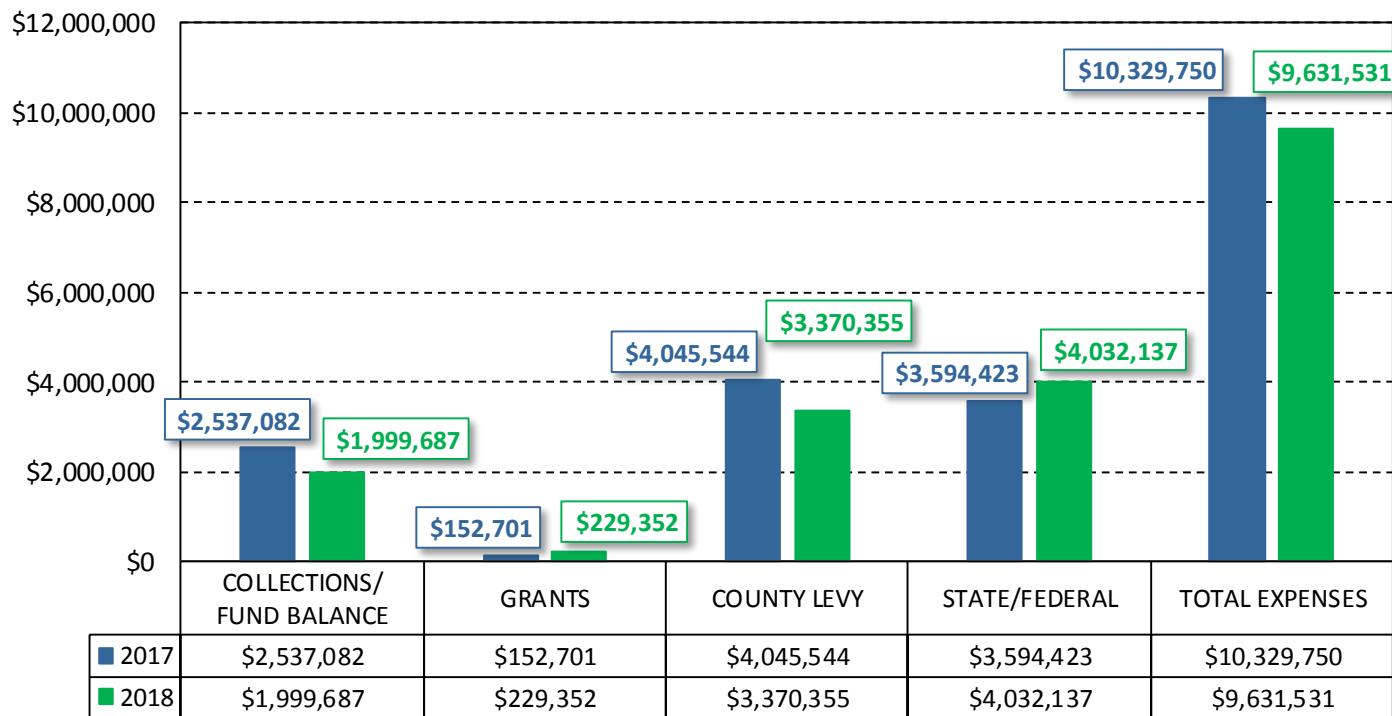
### HEALTH & HUMAN SERVICES ADMINISTRATIVE SUPPORT



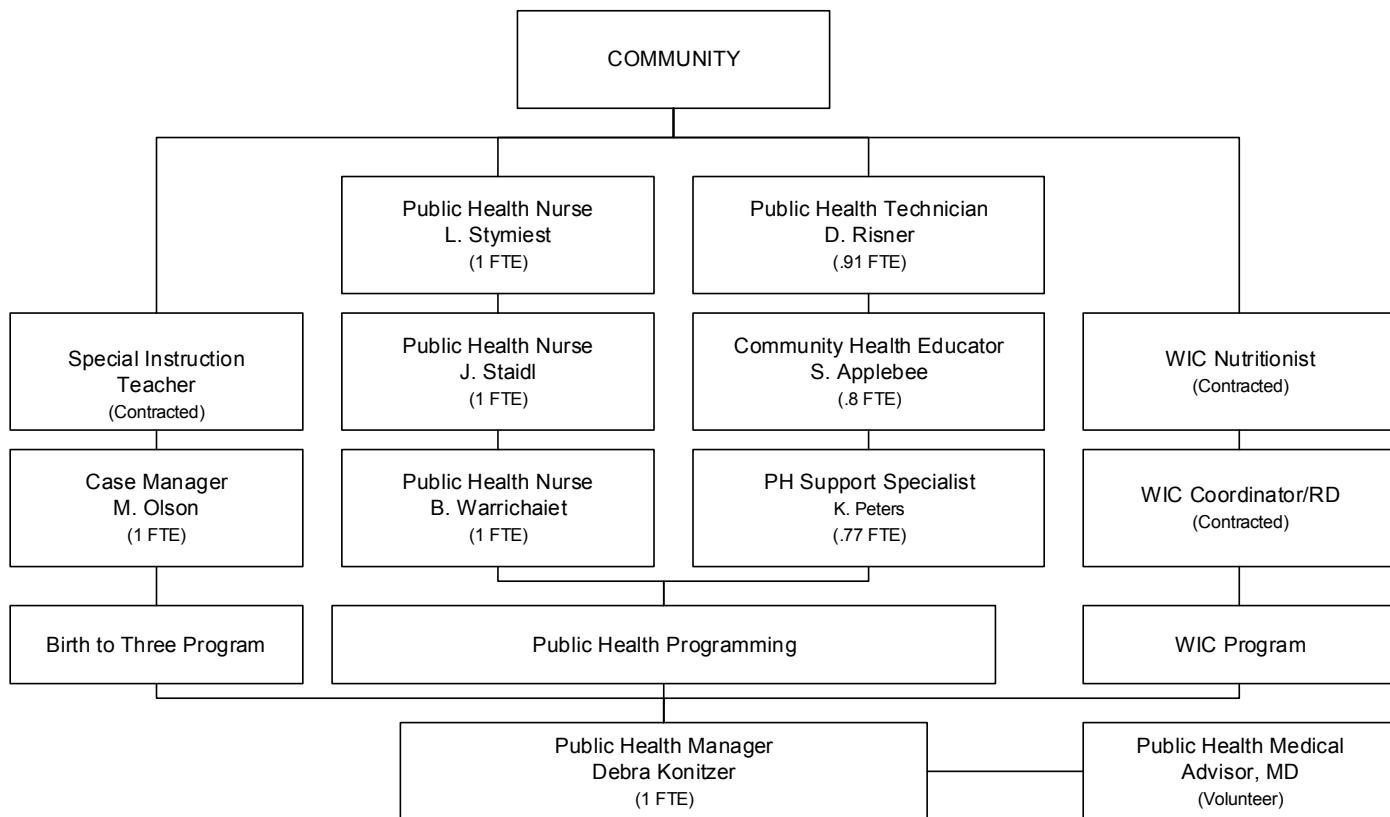
AUTHORIZED COUNTY POSITIONS: 9  
COUNTY FTE: 8.7

04/01/2019

**2018 FINANCIAL SUMMARY**  
**Oconto County Department of Health and Human Services**



## HEALTH & HUMAN SERVICES PUBLIC HEALTH



AUTHORIZED COUNTY POSITIONS: 8

COUNTY FTE: 7.48

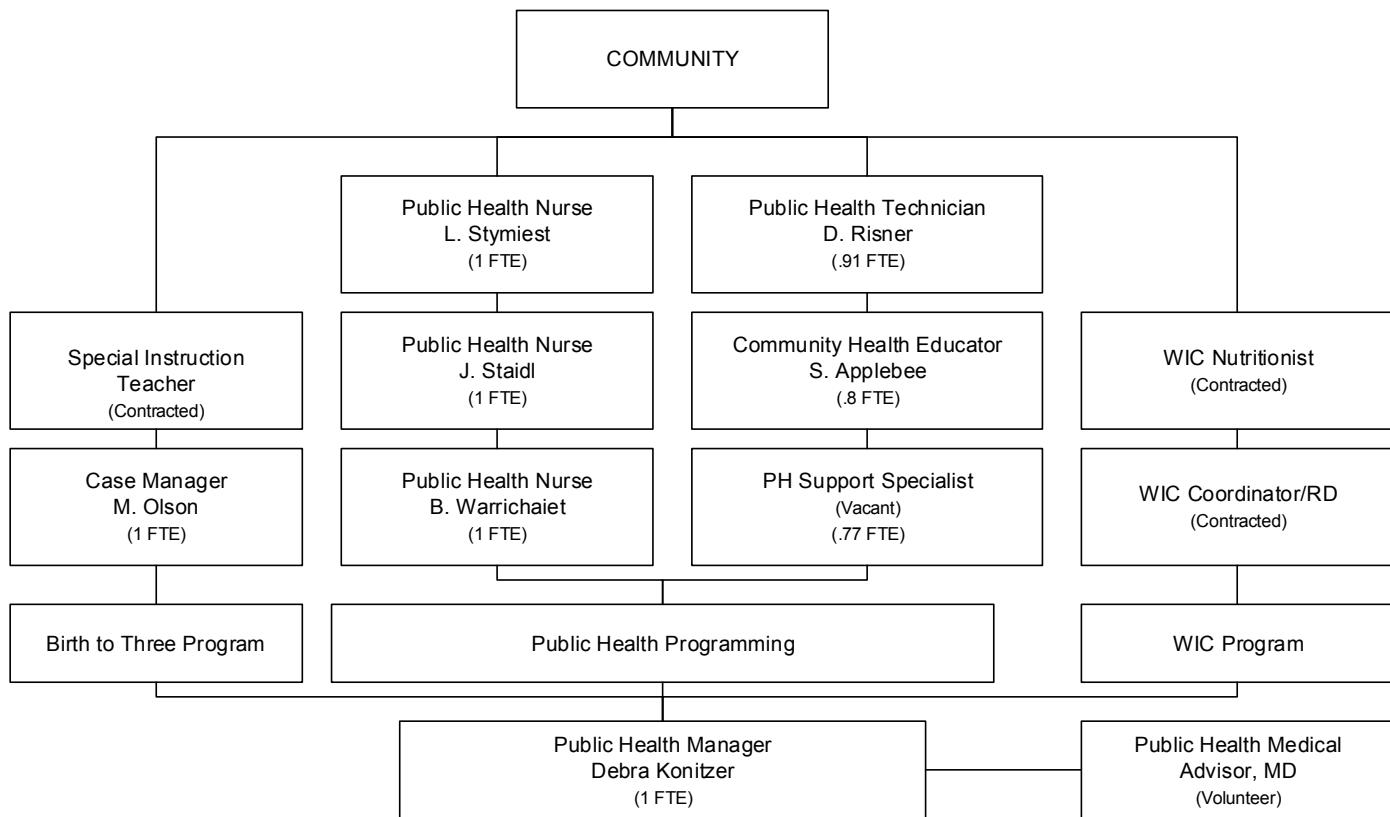
CONTRACTED POSITIONS: 3

As of 12/31/2018

## PUBLIC HEALTH DIVISION (cont.)

---

### HEALTH & HUMAN SERVICES PUBLIC HEALTH



AUTHORIZED COUNTY POSITIONS: 8

COUNTY FTE: 7.48

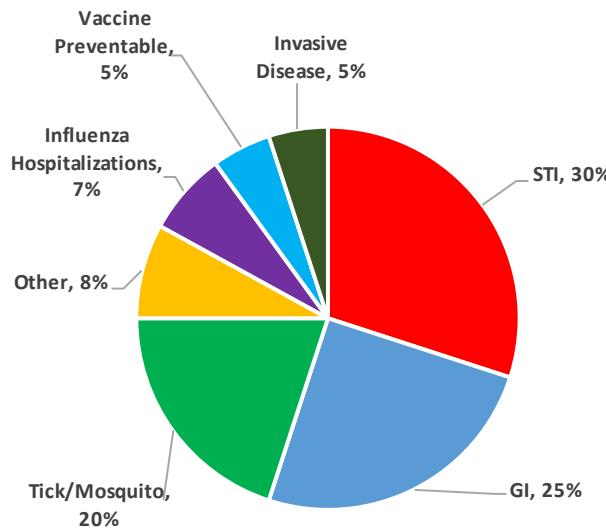
CONTRACTED POSITIONS: 3

As of 04/01/2019

## PUBLIC HEALTH DIVISION (cont.)

### COMMUNICABLE AND VACCINE PREVENTABLE DISEASE PREVENTION AND CONTROL

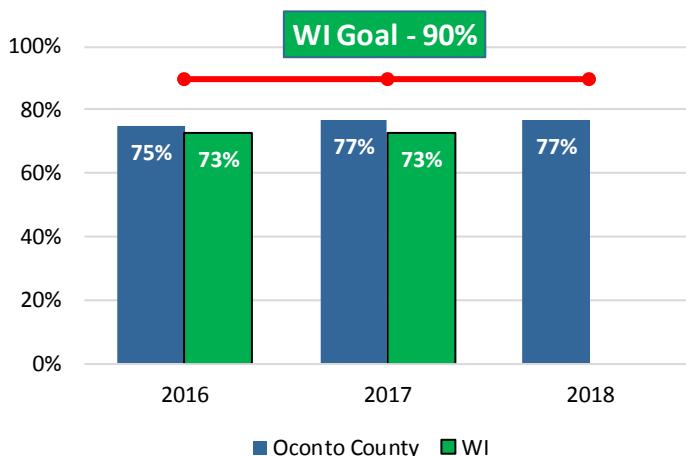
#### Communicable Disease Cases by Category



**Total Case Reported—403**  
**Total Confirmed/Probable Cases—317**

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

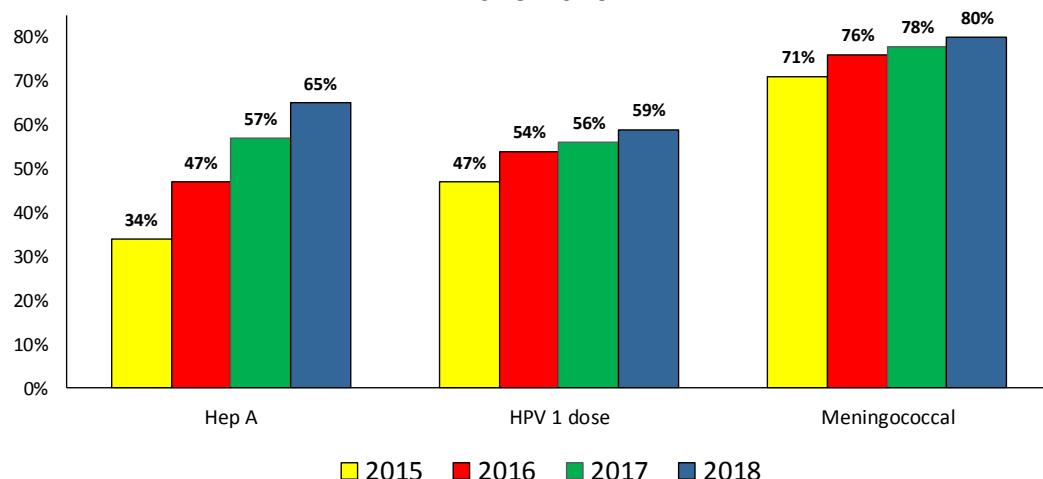
#### % of Oconto County 2 Year Olds Fully Immunized



\* 2018 data for WI was not available at time of print



#### Immunization Coverage Rates for Oconto County Residents Age 13-18 2015-2018

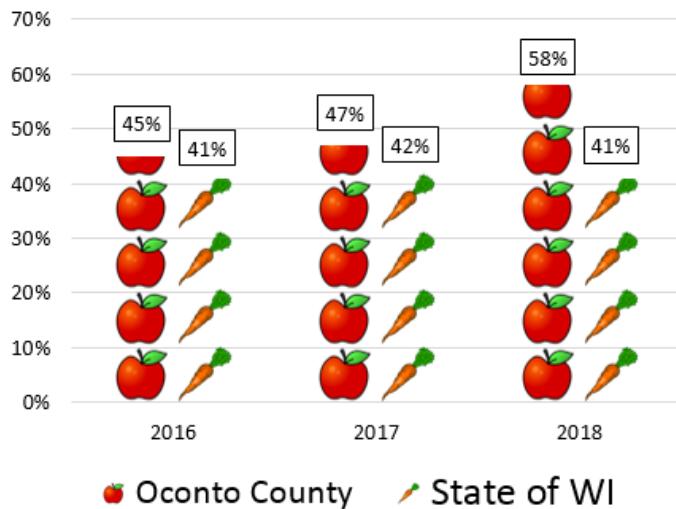


We continued the initiative to increase the number of recommended vaccines for adolescents. The Emergency Preparedness Mass Clinic Plan was activated for school based immunization clinics. The following vaccines were offered: Influenza, Hepatitis A, HPV and Meningococcal (ACWY). In 2018, 1,269 children were vaccinated for influenza, which represents 31% of school aged children eligible for vaccine. The graph above demonstrates the increase in the coverage rates for the other vaccines offered.

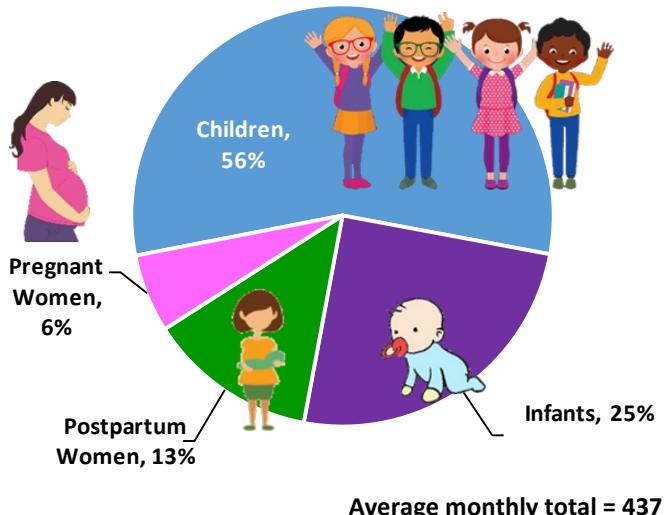
### WOMAN, INFANTS & CHILDREN (WIC) PROGRAM

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

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



#### WIC Participants by Group



### NEW INITIATIVES

#### Suicide Prevention

The suicide rate for Oconto County is higher than that of the state. In response, a public health staff has been training in Question, Persuade & Refer (QPR). It is known as the CPR of suicide prevention. We have collaborated with school districts to train 222 people (43 staff and 179 students). In evaluating the training, the number of trainees that feel like they can always ask someone if they are thinking about suicide increased by 36 percentage points after the training. This met an expected outcome of providing QPR training in the community.

#### Dementia Friendly Communities

Developing Dementia Friendly Communities is focused on educating the public, businesses, and government entities on effective strategies for working with individuals with dementia and their caregivers. The goal is to find helpful and respectful ways to include people with dementia as important members of the community. Working collaboratively with the Wolf River Dementia and Caregiver Network, 89 first responders have been educated on dementia terminology, communication tips, and scenario specific actions they can utilize in the field. Virtual Dementia Tours (VDT) have been offered in the community as well. The tour enables caregivers or community members to experience the challenges those with dementia face. Ninety-five community members have experienced the VDTs. In a combined effort with a local library, a Memory Café has been established.

## DIVISION SUMMARY

### ■ Fluoride Varnish Program

This program is the topical application of fluoride to a child's tooth surface with the goal to prevent tooth decay. The program targets children four years and younger, who participate in WIC.

- 145 children served, 37 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 2018, 90 children were referred to the program and 75 children were served. The State program takes a child count on October 1st of each year. This year 32 children were being served as of that day. In December 2018, the State of Wisconsin notified Oconto County that its program performance met all the required Federal Indicators for FFY 2017.

### ■ SAFE Kids Oconto County

A coalition to create a safe community by providing education, reducing barriers, and connecting resources to promote responsible behaviors which prevent childhood injuries.

#### Child Passenger Safety

- ◆ 96 seats were inspected
  - \* 80% arrived installed incorrectly
  - \* 43 seats destroyed; no longer safe for use
- ◆ 64 seats were distributed to families
  - \* 92% distributed to low income families

#### ATV/UTV Safety

- ◆ In 2018, ATV/UTV (Non-traffic Transport) hospitalizations were identified as a concern to be addressed. The rate of Oconto County children (0-17 year olds) hospitalized due to non-traffic transportation was 42 per 100,000, compared to 14 per 100,000 in the State. A workgroup to identify and implement strategies targeted at decreasing the number of injuries and hospitalizations due to Non-traffic Transportation has been established.

#### Wheeled Safety

- ◆ Collaborated with community partners to hold 30 events including bike safety events, bike to school days, community outreach and social media. Overall, with our efforts, 2,500 children and 10,000 adults were reached. Additionally 398 helmets were provided and checked for proper fit.
- ◆ SAFE Kids continues to promote displaying bikes with helmets to raise awareness that the two items always go together. At eight community events where bikes were given away/raffled off, the organizers followed this awareness-raising technique regarding wheeled safety. Additionally, for all media related photos, winners of bikes wore their helmets in the photos.

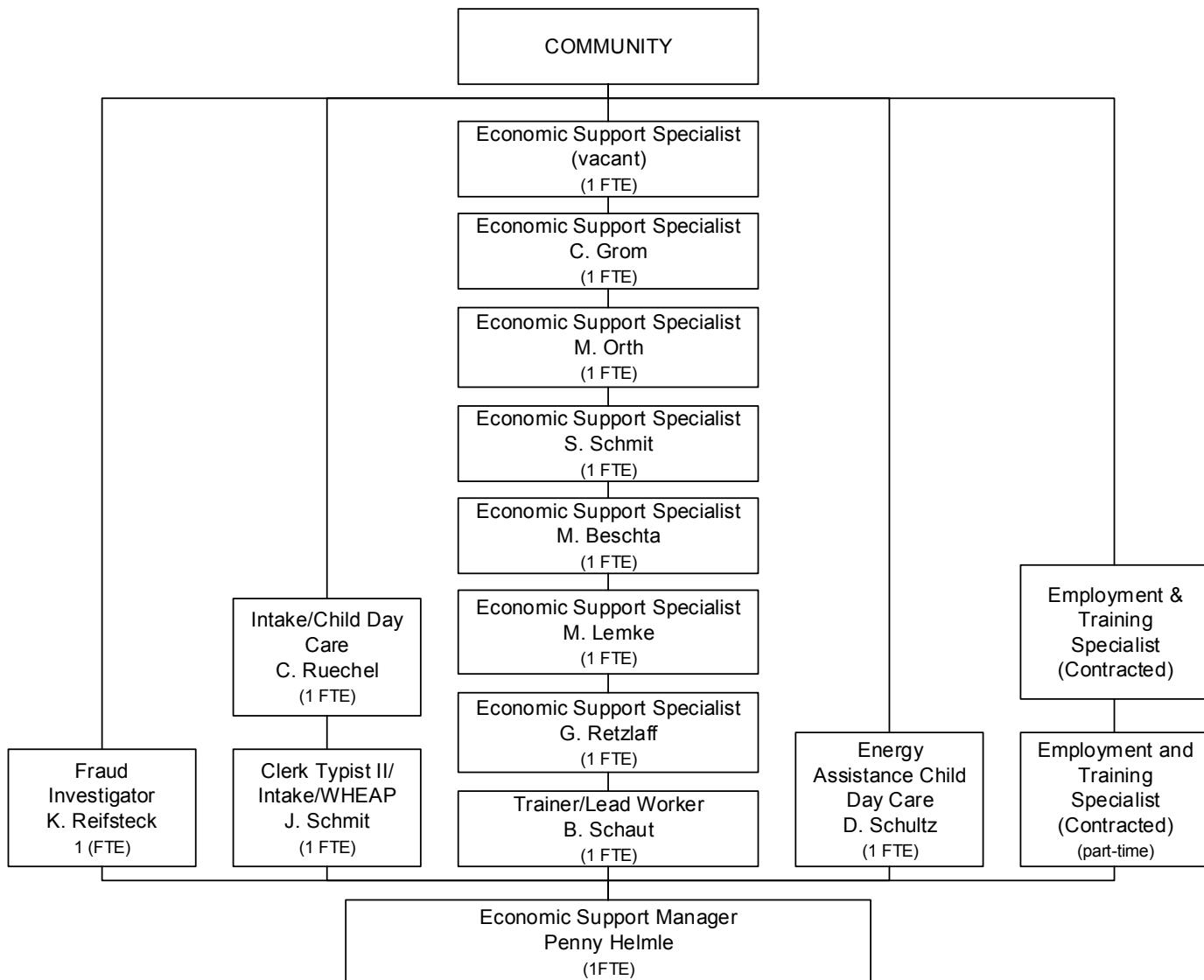
### ■ Healthy Oconto County

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.

### ■ 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 2018, 137 children were screened. Eight 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.

## HEALTH & HUMAN SERVICES ECONOMIC SUPPORT



AUTHORIZED COUNTY POSITIONS: 13

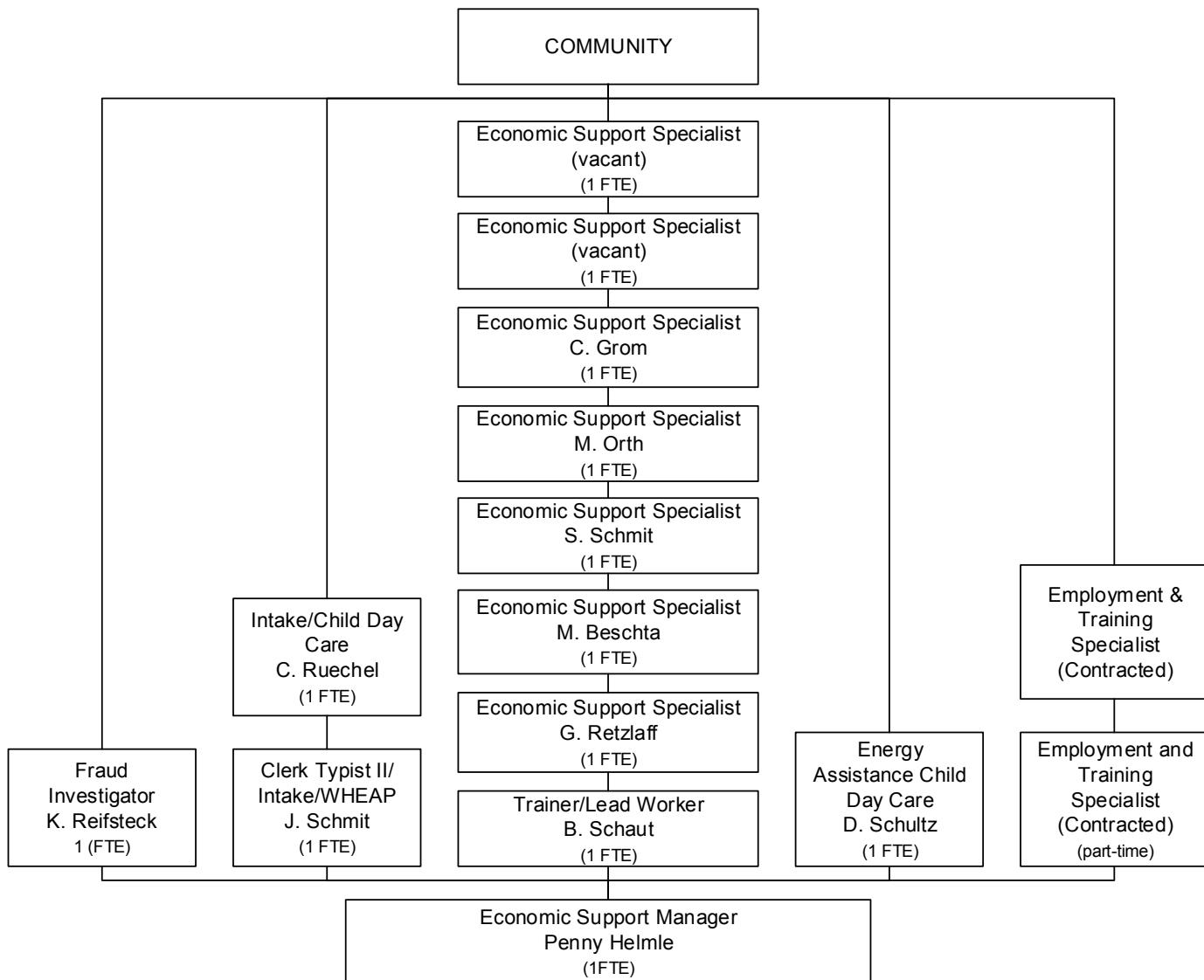
COUNTY FTE: 13

CONTRACTED POSITIONS: 1 full-time, 1 part-time

As of 12/31/2018

## ECONOMIC SUPPORT DIVISION (cont.)

### HEALTH & HUMAN SERVICES ECONOMIC SUPPORT



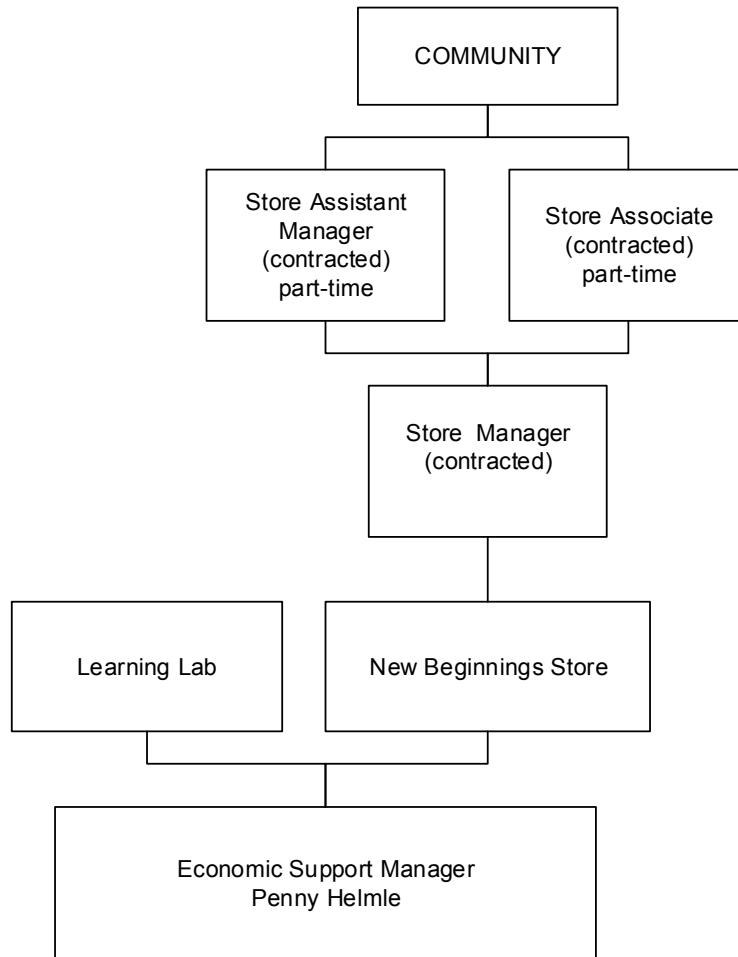
AUTHORIZED COUNTY POSITIONS: 13

COUNTY FTE: 13

CONTRACTED POSITIONS: 1 full-time, 1 part-time

As of 04/01/2019

### HEALTH & HUMAN SERVICES ECONOMIC SUPPORT NEW BEGINNINGS WORK & TRAINING CENTER



AUTHORIZED COUNTY POSITIONS: 0

COUNTY FTE: 0

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

As of 12/31/2018

### WHEAP 2017-2018 OUTREACH CLINICS

Clinic dates and number of applications each date



#### GILLET— NEW VIEW INDUSTRIES

10/03/17	11
10/14/17	12
11/21/17	11
11/28/17	12
12/12/17	11
01/16/18	11
01/30/18	11
02/13/18	11
02/27/18	11
03/13/18	11
<hr/>	
	112



#### OCONTO FALLS— NEW BEGINNINGS

10/09/17	11
10/23/17	13
11/06/17	13
11/13/17	12
12/04/17	4
12/18/17	11
01/08/18	8
01/29/18	11
02/12/18	9
02/26/18	10
<hr/>	
	102



#### LAKWOOD— LAKWOOD ADMIN BLDG

10/10/17	10
11/07/17	9
12/05/17	20
02/26/18	11
03/09/18	12
<hr/>	
	62



#### SURING— SURING MUNICIPAL BLDG

10/18/17	11
11/14/17	11
12/19/17	11
01/23/18	12
<hr/>	
	45



#### LITTLE SUAMICO— LITTLE SUAMICO TOWN HALL

11/10/17	23
12/15/17	8
01/19/17	11
<hr/>	
	42



**TOTAL APPLICATIONS TAKEN AT OUTREACH SITES: 363**

### NEW BEGINNINGS RESALE STORE & EMPLOYMENT/TRAINING

#### Programs at New Beginnings

##### Community Resource Empowerment Program

- Grant from Greater Green Bay Community Foundation
- Program assists anyone 18 years and older with employment and training assistance
- Provide computer training for adults who need it (unemployment, medical insurance, basic training)
- Resume, cover letter writing, job search, mock interviews, etc.
- To date, we've helped over 300 people since 2017

##### Employment and Housing Grant

- Temporary, short-term assistance
- If client has long-term and/or secure employment we can assist with first month's rent (and security deposit)
- Assistance after the first month is set up on a tier system (2nd month 75%, 3rd month 45% and so on)
- This grant also pays wages for clients who work at New Beginnings (clients who have barriers to other employment and need to build up their resume)

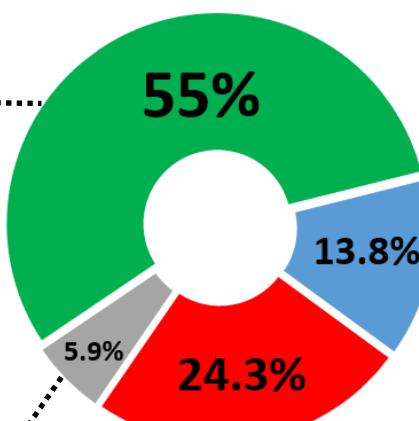
##### Youth Employment Program

- Referrals from youth justice, foster care, and schools
- One-on-one guidance and training
- Continued educational support and employment training skills
- Mentoring and college, business tours
- 85% of program participants get their high school diploma (100% of those still working with us until their graduation, earn their diploma)
- Assistance with driver's license, documentation and enrollment into higher education

**Community Resource Empowerment Program** accounts for 55% of Employment & Training scheduling and client base. This program has the most diverse population among our programs. We work with anyone needing employment and training assistance such as: low income, homeless, jobless individuals, college-educated, veterans, offenders out of jail (and more). This program provides connections to community resources as well as work experiences, soft skill training and so much more.

**Youth Employment Program** is the smallest program, but by far the most rigorous and time demanding. Youth are referred from juvenile justice, foster care, and schools. Youth require one-to-one program guidance; transportation, educational assessments and employment goals are worked on throughout the duration of participation in the program. Youth spend an average of 35 hours a week at the store.

#### Our Programs Add Up



**Employment and Housing** has helped fewer clients but the financial assistance is much greater in this program over any of the others. This is a short-term grant, and the program provides short term assistance with housing and employment. For example, we can provide a security deposit, first month's rent (and more if needed) but then the client could/should be back on his/her feet. We use a tier system to wean the client off the rental assistance. If the client needs more assistance, they are then admitted into the Community Resource Empowerment Program, where we can meet with them more regularly and work on securing long-term employment.

**Jail population** accounts for 24.3% of Employment & Training scheduling and client base. Resumes, cover letters, employment assessments, along with educational assessments are the first things done with the inmates while they are incarcerated. Our goal is to create a connection with the inmates so when they are released they continue working with us, instead of re-offending. We also are working on implementing GED testing for the jail population in-house.

**\*\* Note –1% are referred to other programs**

### Success Stories



**Client A:** While this individual has not graduated yet we definitely consider her a success story. When she started with our program in the spring of 2018, she was a very quiet and unhappy teenager who was struggling with substance abuse, withdrawn and ready to quit school because she was so far behind in her classes. Through our program, we worked with her one-on-one to get her caught up on her studies, and she is now currently one credit away from graduating and will graduate this spring. Through our time with her, she has really flourished into a responsible, happy, driven individual who we confidently feel will have great success after graduation. She has plans to continue her education at NWTC, and we believe she has gained study skills that will assist her in making this next step in her life a successful one.



**Client B:** This individual was forced to take a job in Green Bay after her husband suddenly died (he was the sole income of their household), as it was the only one she could get at the time, and she desperately needed money to pay bills. We took her into our program and hired her on at New Beginnings, where she only worked when her son was at school. She is a hard, motivated worker who was just dealt an unfortunate hand in life and didn't know where to turn for help. She has proven to be such an asset to the store that she was hired on as our warehouse manager and graduated out of our program.



**Client C:** This individual progressed enough at New View Industries to be eligible for employment through our program at New Beginnings. He is a hard worker who is always looking for his next task or for a way to assist a fellow worker. In the time that he has worked here, we have seen such an improvement in his attitude and work ethic, because he feels he is treated as an employee and not as a program participant. He has a history of non-compliance, but he is doing extremely well here.

### 2019 and Beyond



Oconto County Law Enforcement Center has been approved to be a testing site for GED testing. There is a NEED as well as a want to have inmates earn a GED while they are incarcerated. We will be continuing our Employment and Training services within the jail and create a job center, with the goal of eventually hosting an employer fair (for Huber/work release inmates).

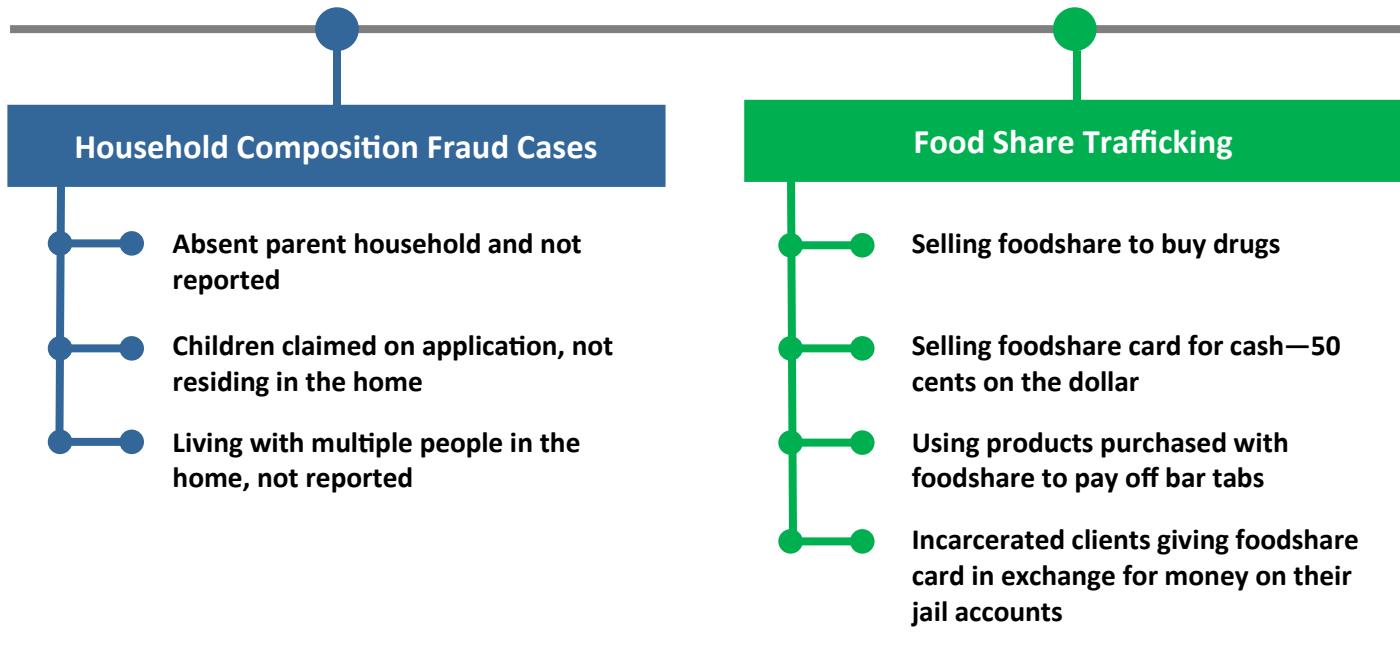


As educators, we have a desire to remain connected with our community schools. Currently, we are working with 3 displaced/expelled students. Our goal is to continue expanding those numbers, increase our graduation rate and eventually increase our technical school statistics as well.



While it's not directly related with our programming, we see a lack of accessible child care within our community and are working towards a solution. We'd like to get more certified day care facilities within our community, which in turn would help our area employers secure reliable employees who live in the area. One of our top barriers with our single parent clientele is childcare. A parent cannot hold down a job if they do not have care for their child.

### CURRENT TREND OF FRAUD INVESTIGATIONS



#### *How do we investigate household composition?*

Contact schools, daycares, bus companies, employers, police departments, probation and parole, neighbors, post offices and do surveillance.

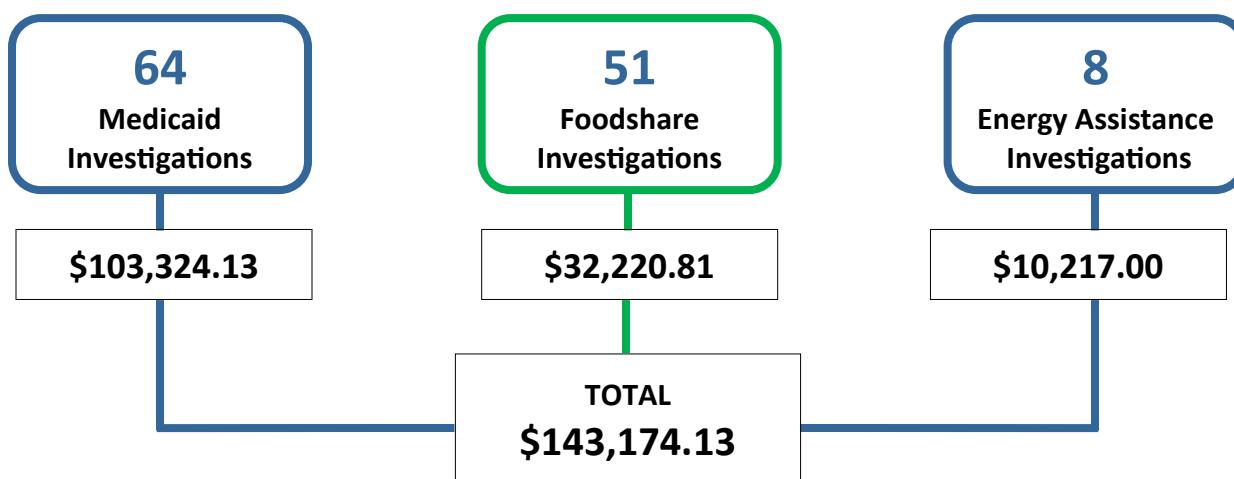


#### *How do we investigate trafficking?*

Research Food Share Transaction Details Report, track invalid pin entries, obtain videos from the grocery stores, obtain receipts from the grocery stores, work with FNS to get an alert sent when a Foodshare card is used, and talk to jail personnel.

*\*\* All investigations start with social media, CLEAR reports, credit checks, and Google searches.*

### 2018 Fraud Statistics



## ECONOMIC SUPPORT DIVISION (cont.)

### CHILD CARE/WISCONSIN SHARES

	Total Families	Children Served	Total Benefits Utilized	Average Utilized Per Child	Provider Locations Paid
<b>Licensed Group</b>	72	115	\$227,787	\$1,981	27
<b>Public School Program</b>	0	0	\$0	\$0	0
<b>Cert School Age Program</b>	3	3	\$2,123	\$708	1
<b>Licensed Family</b>	4	6	\$11,040	\$1,840	3
<b>Regular Certified</b>	4	7	\$4,868	\$695	2
<b>In-Home Regular Certified</b>	0	0	\$0	\$0	0
<b>Provisional Certified</b>	1	2	\$165	\$83	1
<b>In-Home Provisional Cert</b>	0	0	\$0	\$0	0
<b>Total</b>	<b>84</b>	<b>133</b>	<b>\$245,983.81</b>	<b>\$1,849.50</b>	<b>34</b>
<b>Unduplicated Total Not Based on Category</b>	<b>80</b>	<b>126</b>	<b>\$245,983.81</b>	<b>\$1,952.25</b>	<b>33</b>



### ECONOMIC SUPPORT CASELOAD

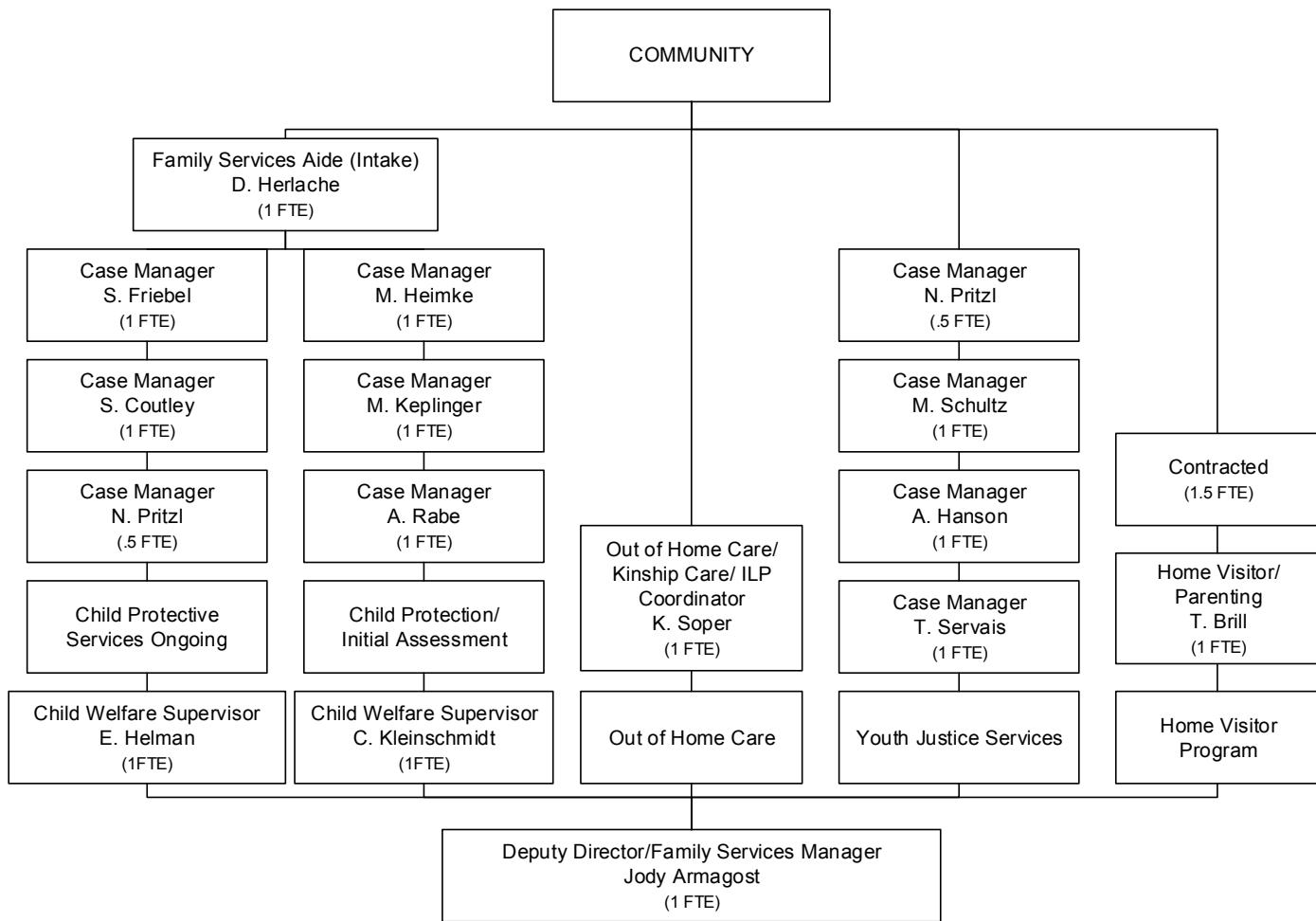
FoodShare	Health Care	FoodShare and Health Care	FoodShare, Health Care and Child Care	Health Care and Child Care	Child Care
1,003	1,584	926	31	23	6
TOTAL: 3,573 Oconto County Monthly Average					



**425-750**  
**Call Center Calls Answered Daily—**  
**Bay Lake Consortium**

## **FAMILY SERVICES DIVISION**

## **HEALTH & HUMAN SERVICES FAMILY SERVICES**

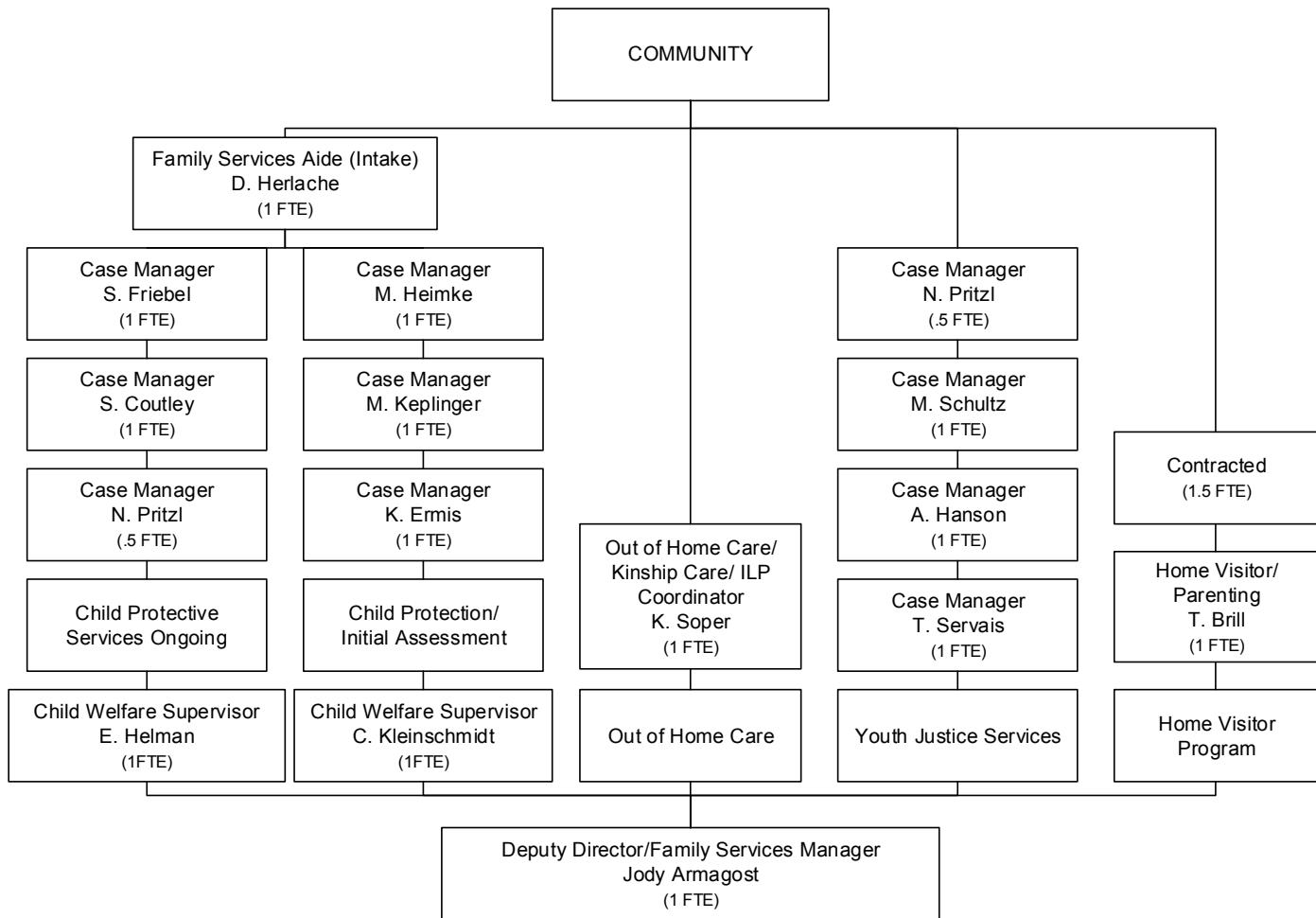


AUTHORIZED COUNTY POSITIONS: 15  
COUNTY FTE: 15  
CONTRACTED POSITIONS: 1.5

12/31/2018

## **FAMILY SERVICE DIVISION (cont.)**

## **HEALTH & HUMAN SERVICES FAMILY SERVICES**



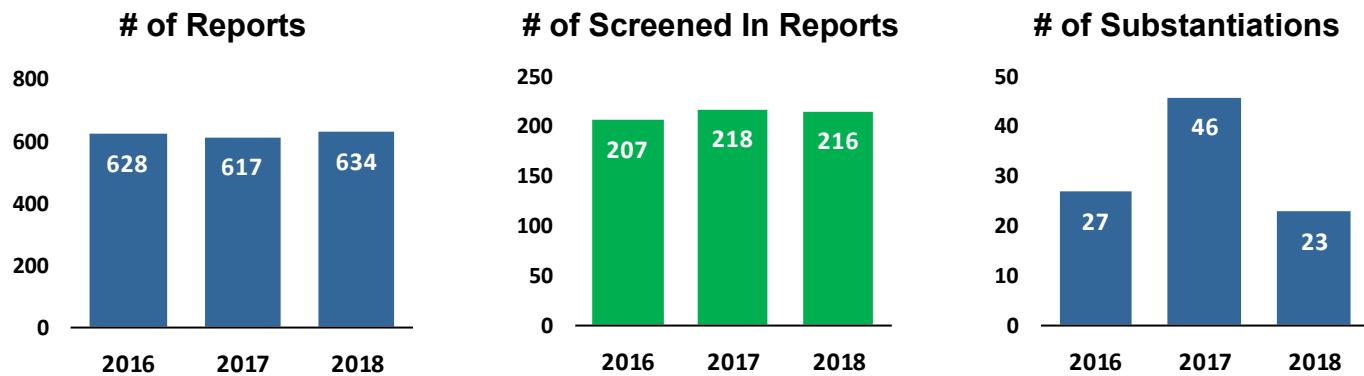
AUTHORIZED COUNTY POSITIONS: 15  
COUNTY FTE: 15  
CONTRACTED POSITIONS: 1.5

04/01/2019

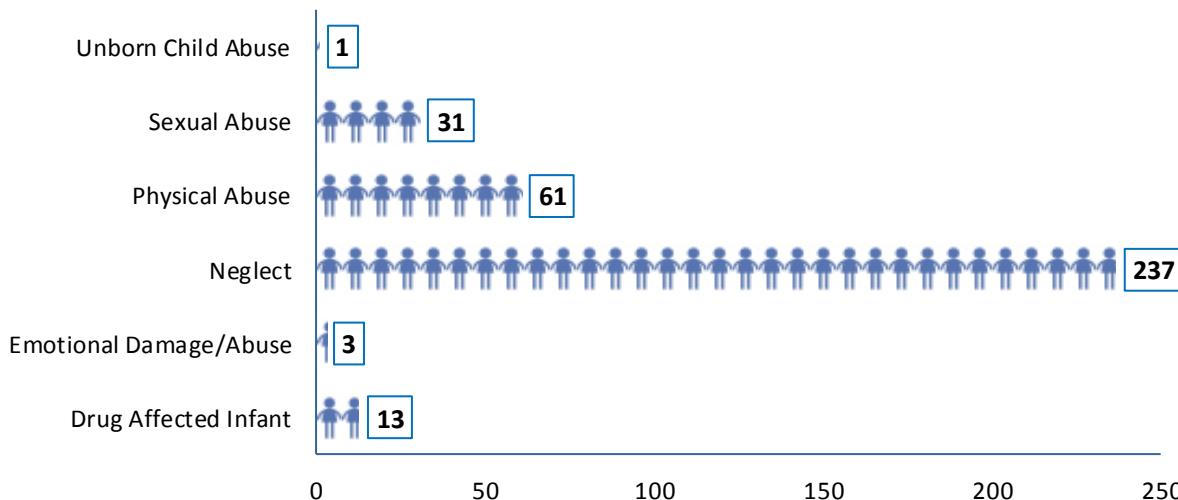
## FAMILY SERVICES DIVISION (cont.)

### CHILD ABUSE AND NEGLECT REPORTS

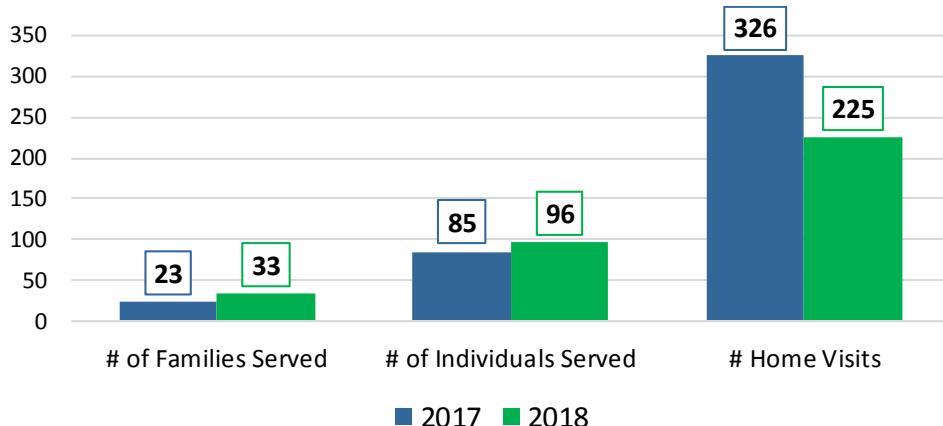
A child abuse and neglect report is assessed by the division to determine the course of action. The types of abuse and/or neglect and the investigation results are tracked. At times, case managers offer voluntary services to families where there are concerns in the home that do not rise to the level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



#### Child Abuse and Neglect Investigations in 2018 (Children Affected)



### 2018 HOME VISITOR PROGRAM



**OUT OF HOME PLACEMENTS**



<b>Foster Care</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b># of Children</b>	45	39	53
<b>Cost</b>	\$252,053.00	\$260,272.00	\$342,100.00

<b>Group Homes</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b># of Children</b>	9	5	2
<b>Cost</b>	\$56,290.30	\$57,548.85	\$25,059.57

<b>Shelter Care</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b># of Children</b>	9	5	6
<b>Cost</b>	\$52,920.00	\$7,070.00	\$11,086.00

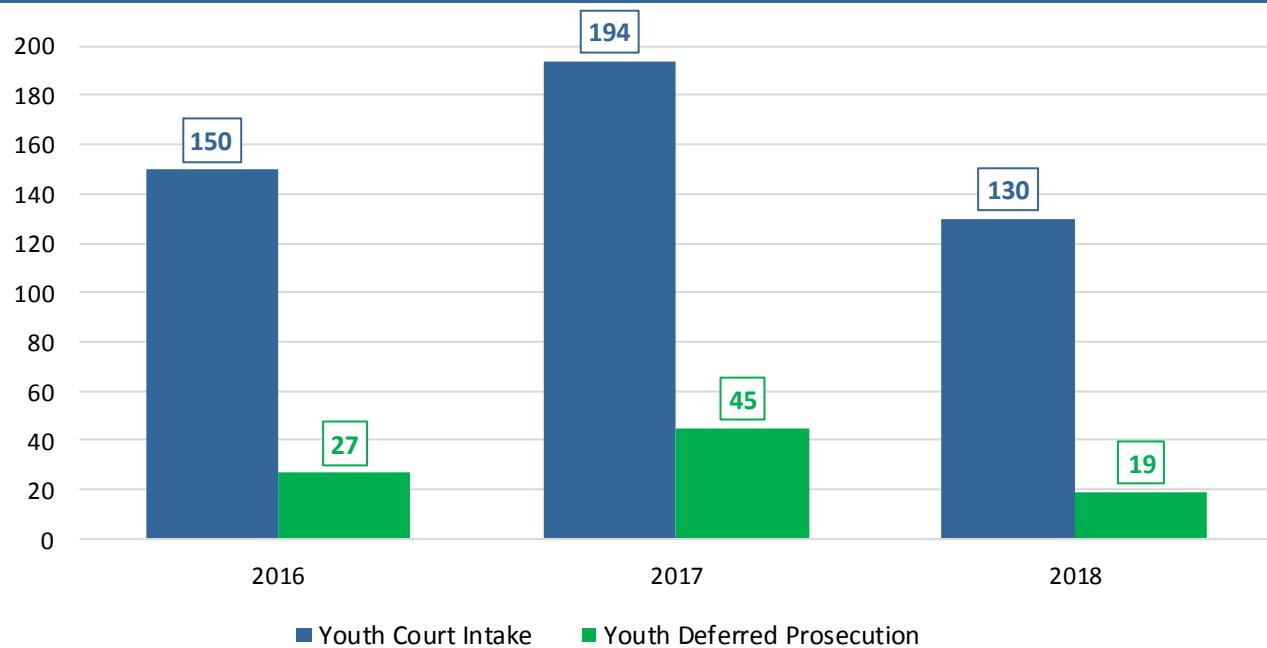
<b>Correctional Facilities</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b># of Children</b>	0	4	4
<b>Cost</b>	\$0.00	\$232,184.00	\$203,369.00

<b>Residential Care Centers</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b># of Children</b>	10	11	5
<b>Cost</b>	\$281,280.50	\$343,660.22	\$289,762.82

<b>Guardianships</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b># of Children</b>	6	8	12
<b>Cost</b>	\$33,692.41	\$33,506.45	\$69,625.94

<b>Kinship</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b># of Children Voluntary</b>	43	42	50
<b># of Children Court Ordered</b>	16	34	20
<b>Cost</b>	\$112,734.00	\$139,925.00	\$135,205.00

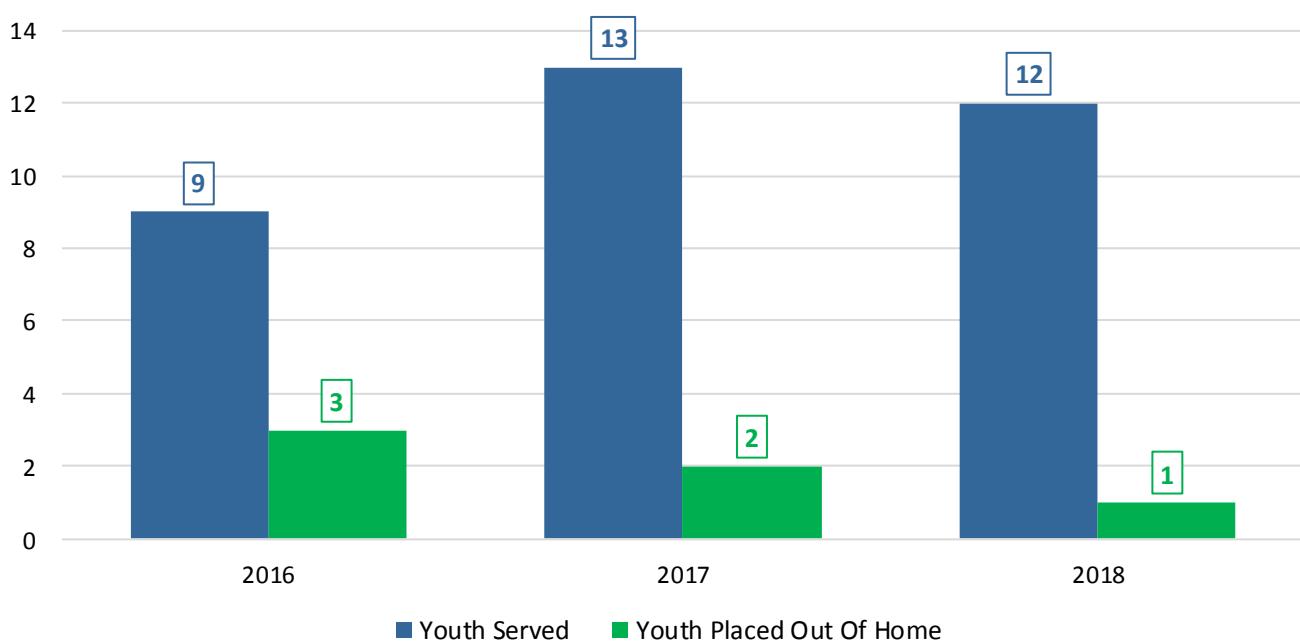
### YOUTH JUSTICE SERVICES



#### Deferred Prosecution Agreement

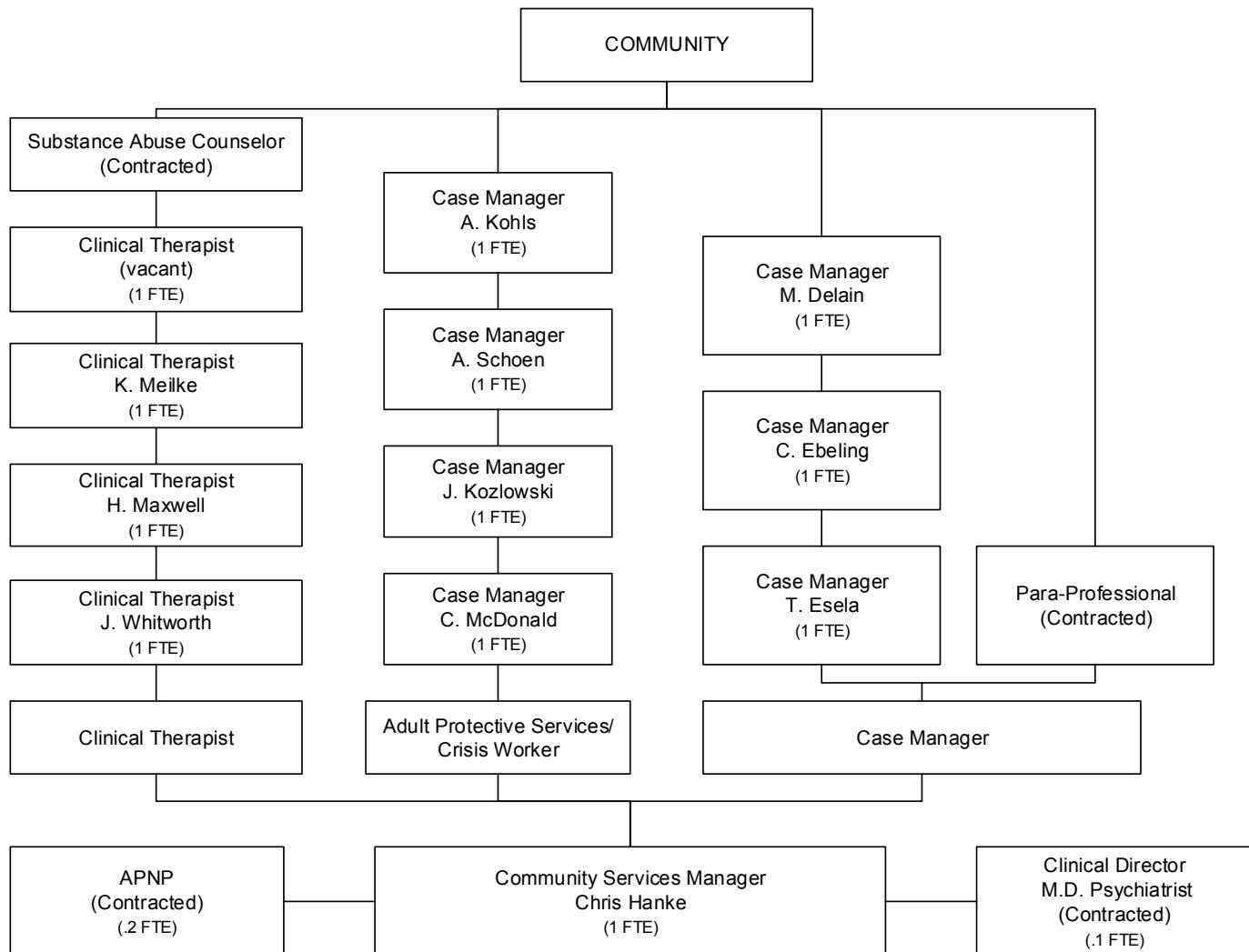
Following an intake inquiry, some youth are offered deferred prosecution following an assessment conducted by a Youth Justice Social Worker. In these instances, if youth cooperates with all of the terms of the agreement, they are able to avoid a formal delinquency adjudication.

### INTENSIVE SUPERVISION PROGRAM



# COMMUNITY SERVICES DIVISION

## HEALTH & HUMAN SERVICES COMMUNITY SERVICES



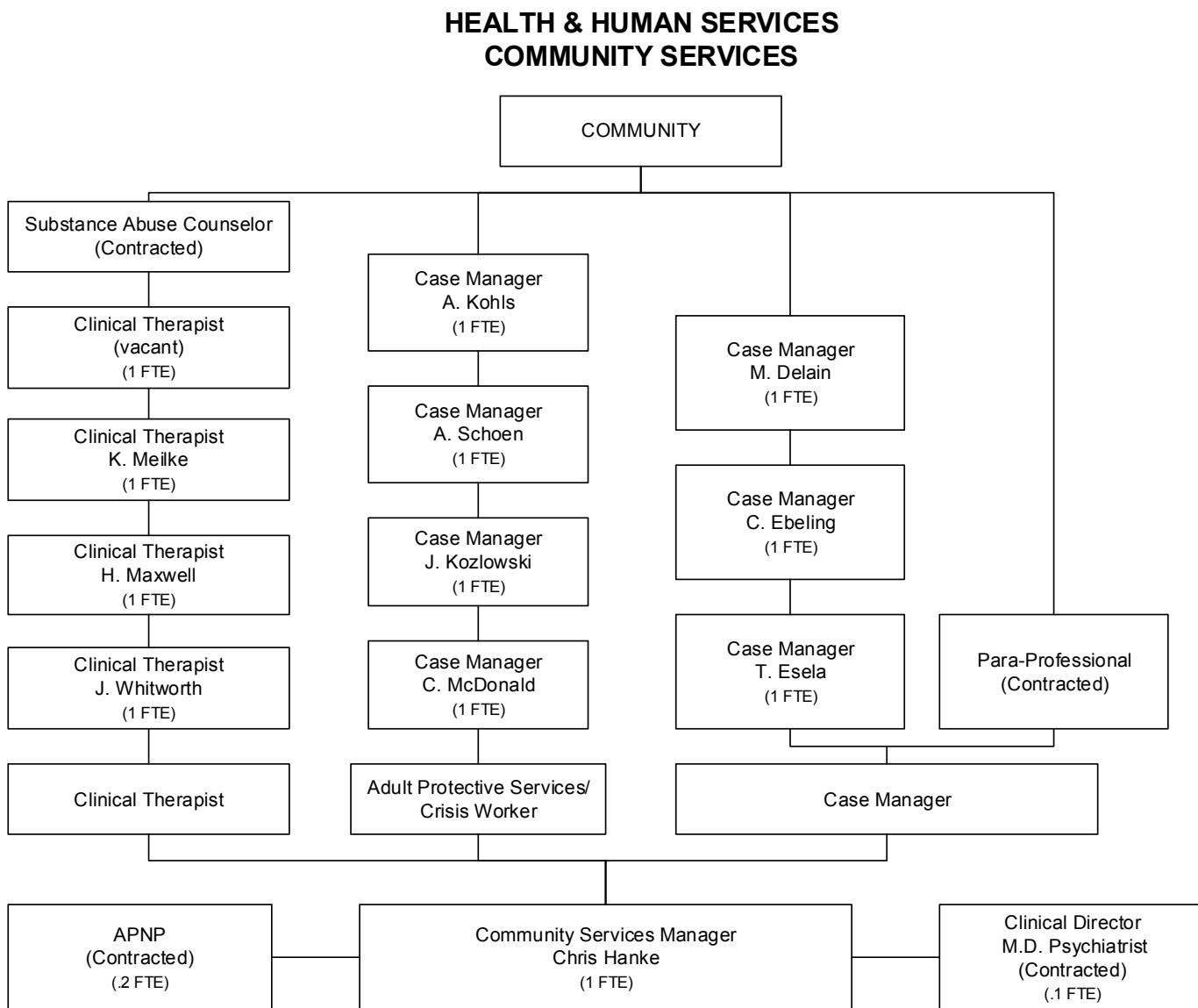
AUTHORIZED COUNTY POSITIONS: 12

COUNTY FTE: 12

CONTRACTED POSITIONS: 4

12/31/2018

## COMMUNITY SERVICES DIVISION (cont.)



AUTHORIZED COUNTY POSITIONS: 12

COUNTY FTE: 12

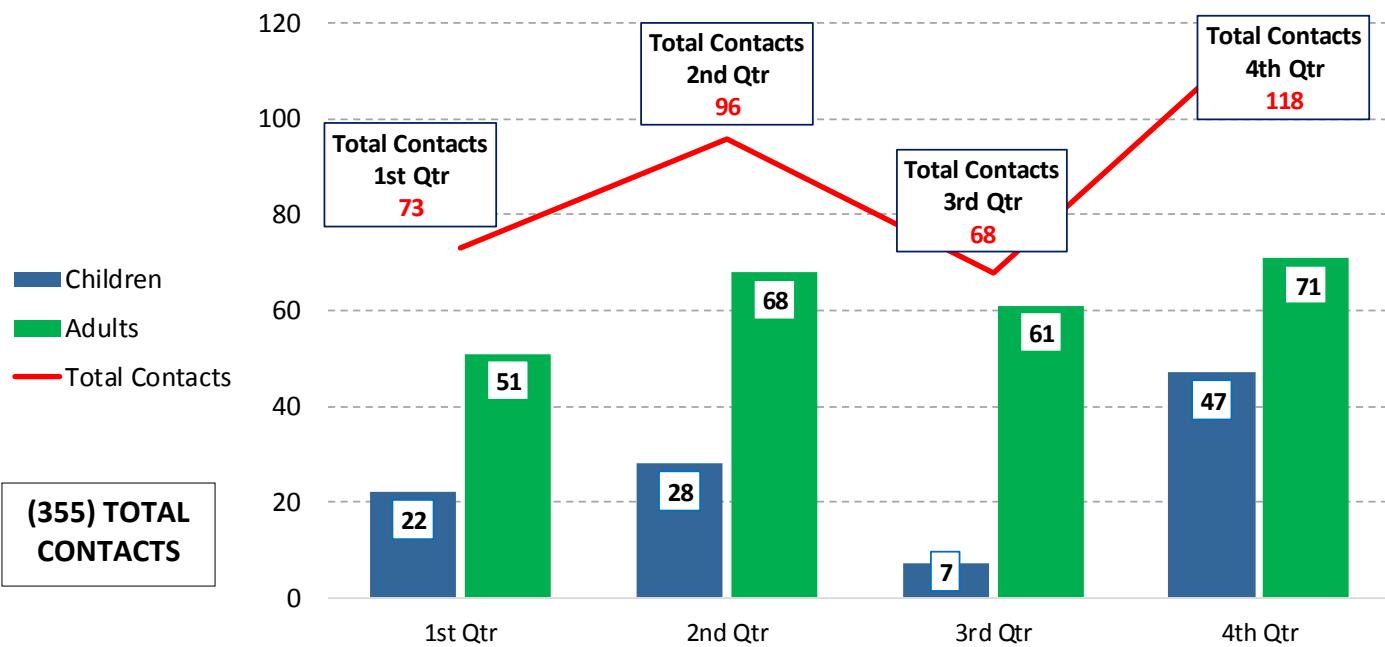
CONTRACTED POSITIONS: 4

04/01/2019

## COMMUNITY SERVICES DIVISION (cont.)

### CRISIS INTERVENTION

#### 2018 Crisis Intervention Contacts



**44%**  
of contacts (157)  
occurred after hours

**62**  
EM-1s in 2018

**68%**  
of EM-1s (42)  
occurred after hours

### INPATIENT CARE

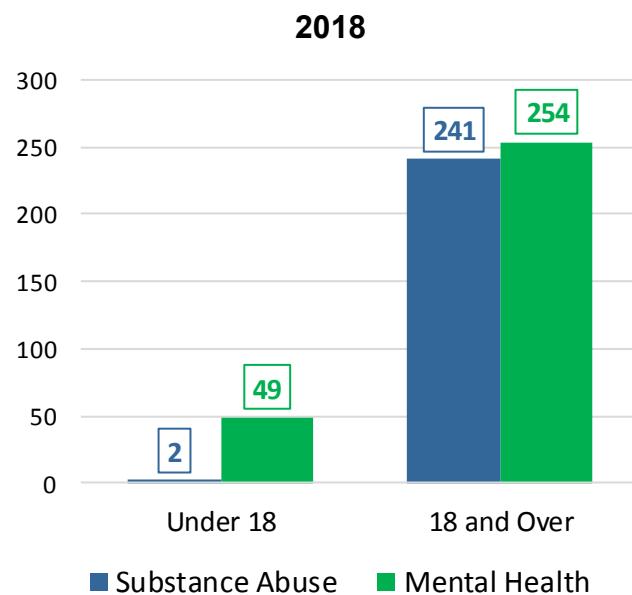
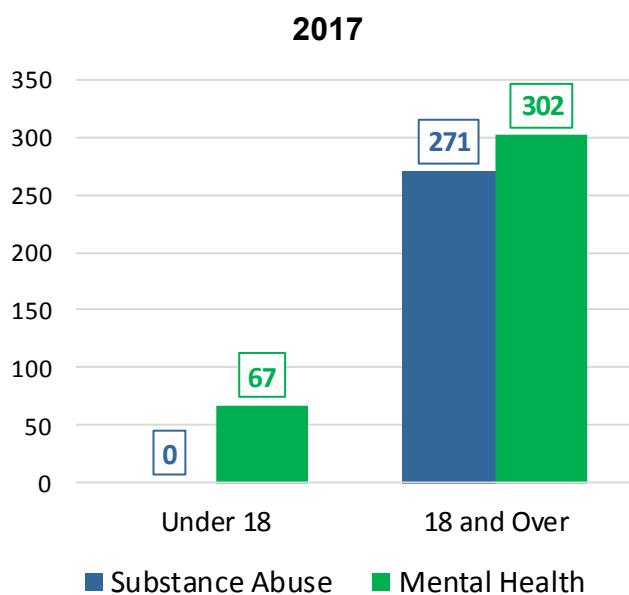
	Number		Average Stay	
	2017	2018	2017	2018
Mental Health Short Term	34	61	6 days	5 days
Mental Health Long Term *	5	1	73 days	49 days
<b>Total</b>	<b>39</b>	<b>62</b>		
Alcohol and Other Drugs (AODA)	1	1	48 days	28 days

\* More than 30 days

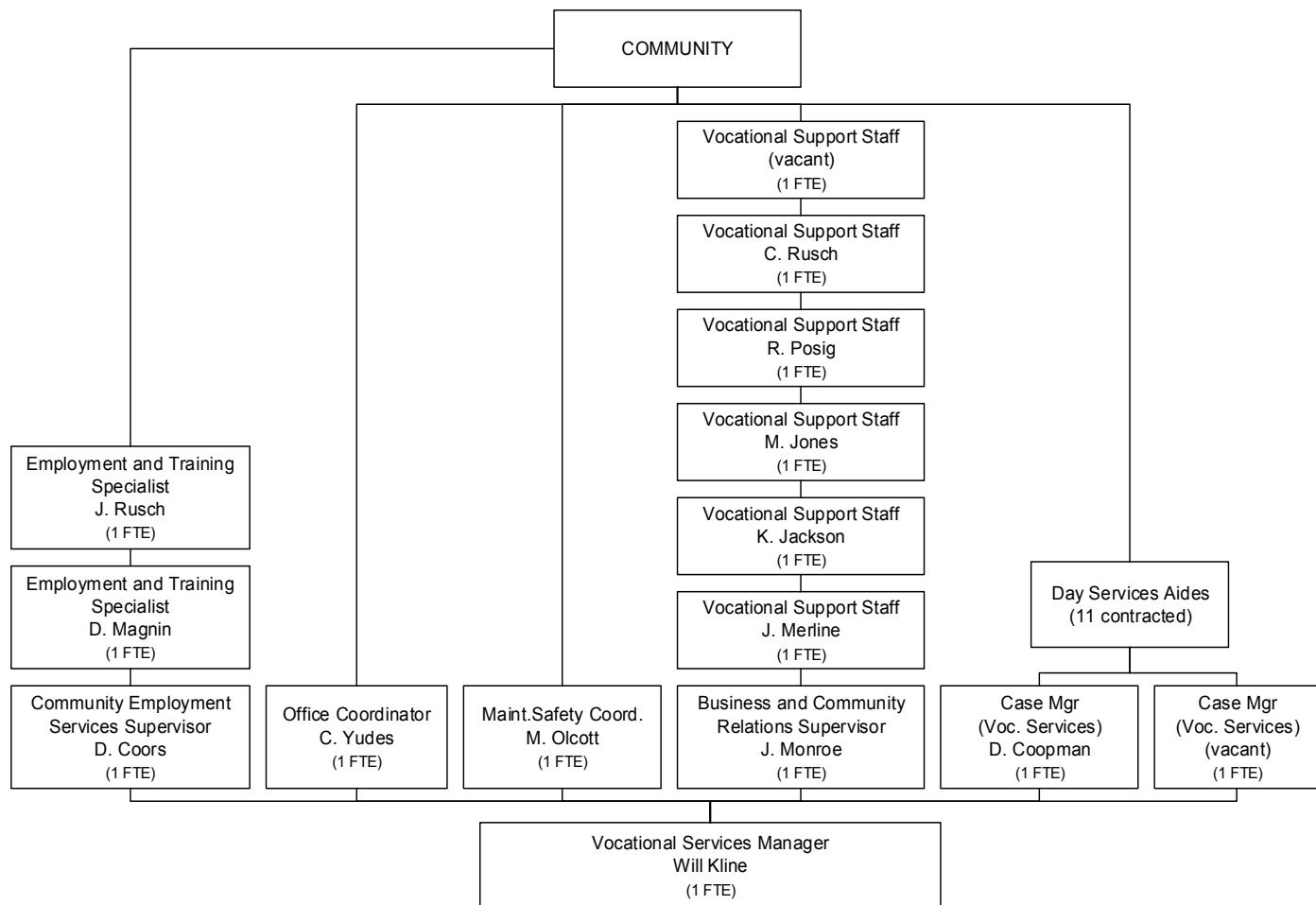
## OUTPATIENT SERVICES

	2017	2018
<b>■ OUTPATIENT CLINIC</b>		
• Number of Substance Abuse Clients	271	243
• Number of Mental Health Clients	369	303
<b>■ OWI (Operating While Intoxicated)</b>		
• Number of Assessments	142	135
<b>■ SUBSTANCE ABUSE</b>		
• Number of Assessments	106	115
<b>■ CHILDREN'S LONG TERM SUPPORT</b>		
• Number of Children Served	47	82
• Number of Children on Waitlist	55	37

### Age of Clients Served by Clinic



## HEALTH & HUMAN SERVICES VOCATIONAL SERVICES



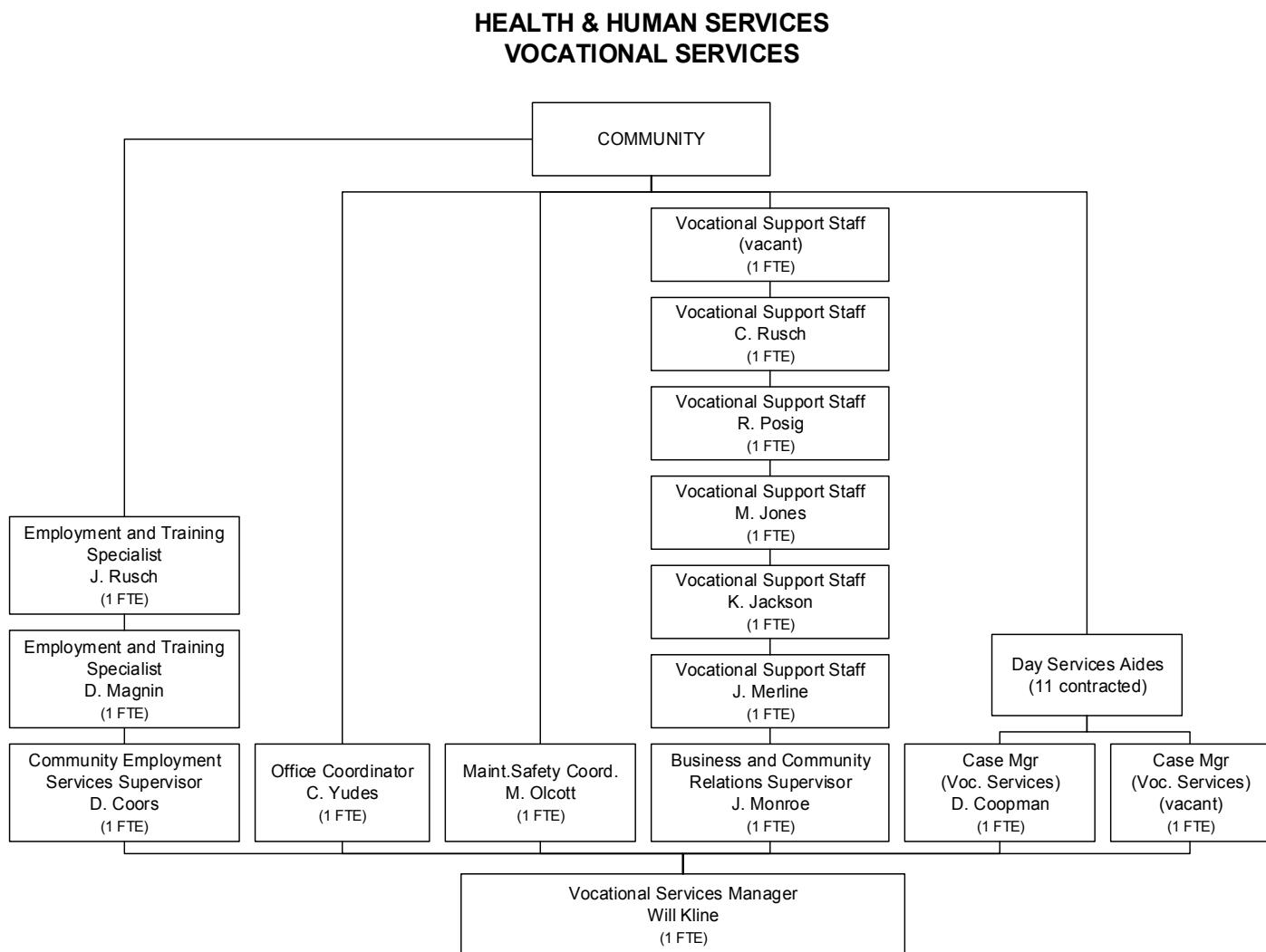
AUTHORIZED COUNTY POSITIONS: 15

COUNTY FTE: 15

CONTRACTED POSITIONS: 11

As of 12/31/2018

## VOCATIONAL SERVICES DIVISION (cont.)



AUTHORIZED COUNTY POSITIONS: 15

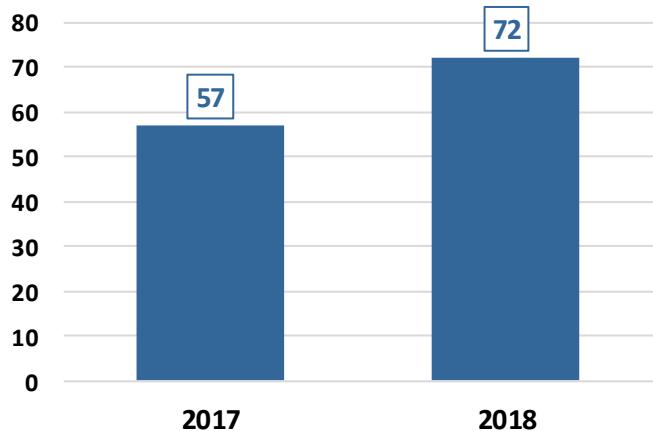
COUNTY FTE: 15

CONTRACTED POSITIONS: 11

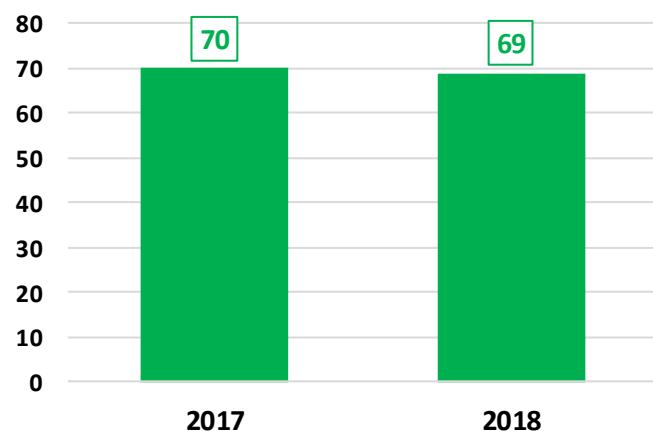
As of 4/01/2019

### NEW VIEW INDUSTRIES Programming—Client Participation

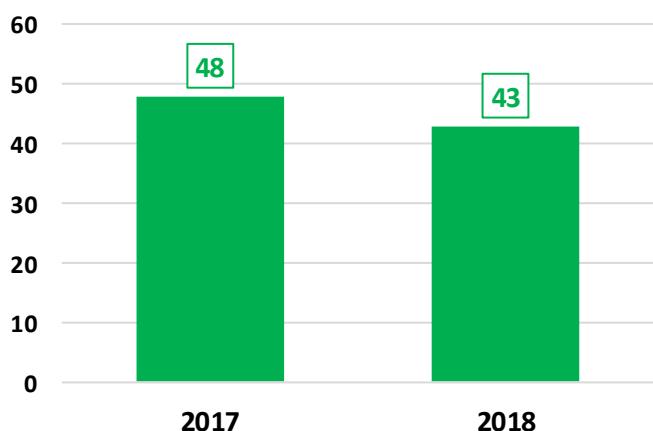
#### Supported Employment



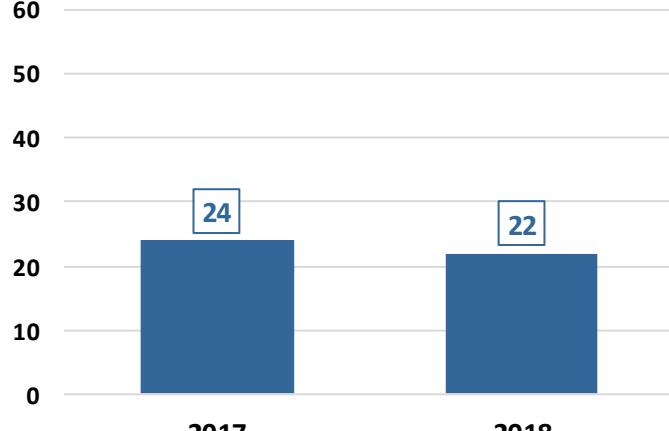
#### Pre-vocational Services



#### Discovery Day Services



#### Intensive Day Services



In 2018

**164**  
clients (unduplicated)  
were served by NVI  
(144 in 2017).



### WHAT'S NEW IN 2018?

- New View continued to expand our funding sources by establishing a new contract with the managed care organization (MCO) INCLUSA. New View now has contracts to serve all MCOs in the State as well as all clients with IRIS: INCLUSA, Care Wisconsin, My Choice Family Care, Community Care, and Lakeland Care Inc.
- Employment and Training Specialists completed training to become certified in "Customized Employment", a new service with DVR to work with employers to "carve out" jobs in the community for referred clients.
- Began to work with Comprehensive Community Services (CCS) clients from Community Services Division.
- Began working with Wisconsin Bench on material handling at their warehouse space they are renting (old Warvel warehouse). We are able to send work crews to this location several times per week when products arrive on site.
- Sent "mobile work crews" to Deluxe Plastics in Clintonville to work in-house on their production lines
- Purchased iPads and a Smart TV to integrate technology and learning for day services programming
- Disposed of unused equipment (old delivery truck and forklift) and re-organized cold storage warehouse to be better used for inventory space
- Completed parking lot improvements with re-sealing and crack filling the front lot.

### DIVISION SUMMARY

#### ■ Discovery Day Services (1:8 staff ratio)

Discovery Day Services is programming for clients that promotes independence, daily living skills, life skills, social skills, and recreation. Programming is performed in groups and changes throughout the year based on input from our clientele. Highlights of 2018 are as follows:

- Created an A.I.M. High group (Achieving Individual Milestones). This group chooses individual goals to work on and achieve.
- WI DOT bicycle safety program. Helmets were given away to clients who have bikes
- Completed annual Dental Health program in collaboration with Gillett Dental
- Participated in NOAA Tornado Safety Program (National Oceanic and Atmospheric Administration)
- Completed a Sunwise Sun Protection program
- Created Dog and Cat toys and donated these items to the Oconto area Humane Society
- Annual overnight camping trip to Camp Tekakwitha on Loon Lake in Shawano County
- Hosted a second annual art show with top artists' works displayed at the Beyer Home Museum Art Show
- Put together Veteran's baskets and donated these to all Veterans in Oconto County nursing homes / played BINGO with residents during the visits.
- Held a "Stepping On" fall prevention program
- Had an exotic animal rescue presentation with Kingdom Animalia Exotic Animal Rescue (located near Suring)
- 2018 Community Outings:
  - Camp Daniel Fishing Day, Escape Room challenge located at the Shawano Library, toured Sun Drop Museum, Green Bay Bullfrogs Game, Swimming at Shawano Lake, Holiday shopping and lunch, Oconto Quilt Guild Program, Beyer Home Museum, New Beginnings store, Library Book sales, Pumpkin Farm
- 2018 Groups held throughout the year:
  - Puzzles, Needlework, Games, Arts and Crafts, Community Service, TBI (traumatic brain injury) brain games, Money Math, Science, Relaxation / Stress Relief, Packer fan club, Song and Dance, Client picnic, and Library outings

## VOCATIONAL SERVICES DIVISION (cont.)

---

### ■ **Intensive Day Services (1:4, 1:1, and 2:1 staff ratio)**

Intensive Day Services programming is designed for clients who need extra supervision and support throughout the day for a variety of reasons such as needing personal cares or behavioral needs. Programming is based on client's learning basic living skills, social skills, and communication skills. Focus is put on developing fine and large motor skills, daily living skills, awareness, social integration and sensory integration. Other activities throughout 2018 include:

- Pumpkin Farm outing, Miniature golf in Oconto, Swimming at the Bond Center, Music in the park in Green Bay, Camp Tekakwitha, outings for lunch, movie outings, bowling, visiting local parks, Dairy Barn in Lena, Green Bay Bullfrogs game, grocery shopping at Pat's Market for food used during cooking class
- In 2018 intensive day services also developed and implemented new activities and technology. Using iPads for client programming has helped as a reward to clients as well as an excellent opportunity for learning, especially for clients with little or no communication skills.

### ■ **Pre-Vocational Services**

Pre-Vocational Services are designed as a training for clients with a goal to work in the community. The program is set up to be able to pay clients for work completed but also an opportunity to learn other work skills such as soft skills, interacting appropriately with others, and other job readiness skills. In 2018, four New View clients found jobs in the community.

- Wages paid out to disabled workers in 2018: \$111,649.12 (\$118,358.92 in 2017)
- 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 requirements for participants by coordinating UW-Whitewater staff to complete training on self-advocacy, self-determination and peer mentoring. These trainings are required for clients every 6 months if new to New View and annually for all other clients.
- Supervised and coordinated client mobile work crews to work Deluxe Plastics facilities and Wisconsin Bench, an opportunity that enables clients to work in a true manufacturing environment.
- Expanded ability to pay clients minimum wage on some short term jobs with Deluxe Plastics.
- Continued to train clients on current and new jobs to expand their work skills.
- Continued to work 1:1 with clients to assist them, based on their disability, to design ideas to improve their production.
- Continued a janitorial placement at the Oconto Falls ADRC.



## VOCATIONAL SERVICES DIVISION (cont.)

---

### ■ Marketing/Procurement

- Continued to job develop in the surrounding communities to maximize work opportunities for clients at New View.
- 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.
- 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, Shawano and Green Bay leading to future perspective work partnerships.
- Successfully completed renewal for State sub-minimum wage certification.
- Attended Department of Labor Wage and Hour Division training to better understand Section 14(c) of the Fair Labor Standards Act.
- Helped facilitate an introduction and recognition of a New View work crew by Governor Scott Walker during his visit to Deluxe Plastics.
- Continued participation in the Wisconsin State Use Program by performing work for Wisconsin Department of Transportation.
- Continued partnerships with the following work entities:
  - Deluxe Plastics, Endries International, Midwest Textiles, Neroco, Nicolet Plastics, Inc., Diversified Wood Craft, Velocity Machine, White Potato Sportsman’s Club, Modern Plastics / Wisconsin Plastics, Wisconsin Department of Transportation and Wisconsin Bench.

### ■ 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, customized employment, career profiles, benefit analysis, job coaching, and job prep plans (resume building, mock interviews, job searches, and assisting with job applications).

- Services continued to be offered for clients in Oconto, Shawano, Menominee, and Marinette counties
- Supported a total of 72 clients in 2018
- Skills to pay the bills (soft skills training workshop): 15 clients served
- Benefit Analysis completed: 7
- Job Shadows completed: 23
- Temporary work experiences set up: 26
- Clients placed in permanent jobs: 14
- Total job coaching hours – 1,209 hours in 2018 (up from 658 hours in 2017)
- Local Supportive businesses where clients were hired or used temp work experiences include:
  - Brother’s Three Restaurant, Unlimited Services, Kudick Automotive, Midwest Textiles, ManorCare, Shopko, Thario Janitorial Services, Clean Right Services, GrocerKey (Woodman’s), Culver’s, Witt’s Piggly Wiggly, Pelkin’s Piggly Wiggly, Dimension Lumber, Down to Earth Ranch, Witt Custom Care, King of Armor Construction, Hanson’s Cabinets, Beaver Machine, and Suring Milling Company

## NOTES

---

### COMMUNICABLE DISEASE (REPORTABLE) BY CATEGORY



#### Sexually Transmitted Infection

- Chlamydia
- Gonorrhea
- Pelvic Inflammatory Disease



#### Vaccine Preventable Disease

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



#### Gastrointestinal Disease

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



#### Other

- Blastomycosis
- Carbon Monoxide
- Hepatitis A, B, C
- Histoplasmosis
- Latent Tuberculosis
- Legionellosis
- Mycobacterial Disease
- Toxoplasmosis



#### Tickborn/Mosquito

- Anaplasmosis
- Babesiosis
- Ehrlichiosis
- Lyme Disease



#### Invasive Disease

- Bacterial Meningitis
- Streptococcal Disease



#### Influenza—Associated Hospitalizations

- Influenza—Associated Hospitalizations