

2023 Annual Report



Human Services Department



Human Services Department



Bill Topel, Director

Dear County Board Members:

I am pleased to present to you the Human Services Department Annual Report of Services for 2023. We feel that it is a valuable report of services provided to county residents. Our goal is to provide a brief summary of some of the services, goals and accomplishments from each division of the Department. We very much appreciate the County Board's support and financing of this important safety net service array.

We appreciate your feedback and questions. Please feel free to contact me at 920-236-1195 or at my email address: btopel@winnebagocountywi.gov.

Respectfully,

Dr. L. William Topel
Human Services Director

2023 Human Services Board

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Mission Statement

To serve our clients with professional, trauma informed quality and cost-effective services that focus on prevention, protection, mental health, family integration, self-determination, and recovery, with respect for and in partnership with individuals, families, caregivers, and the community.

Performance Targets

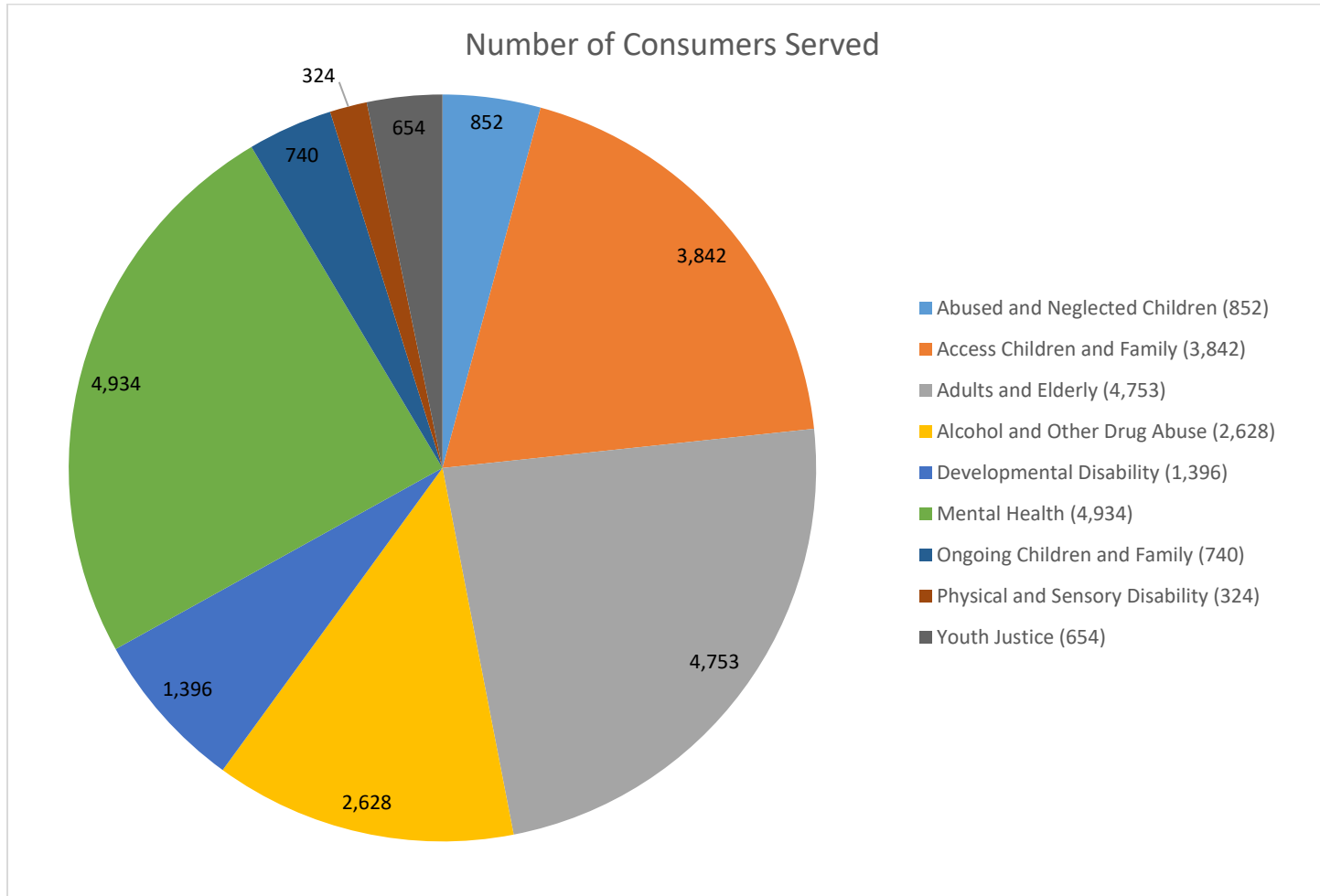
- Improve the quality of care, support and service to our clients
- Improve the publics' access to appropriate and available services and supports
- Promote desirable choices and practices that will improve health or social conditions
- Strive to ensure that support and care are received in the most appropriate, cost-effective manner
- Improve the level of functioning of our clients through rehabilitation and recovery
- Assure clients have choices and become true members of our community by fully participating in our community

Outcomes

- Promote recovery
- Strengthen individuals and families
- Encourage socially responsible behaviors
- Promote community responsibility
- Provide services of value to taxpayers
- Protect vulnerable children, adults, and families
- Alleviate individual and social problems



Consumers Served by Target Group



Human Services tracks numbers of people served by target group.

- Individuals may participate one or many times, and may receive one or multiple services

**An individual is counted once within a target group, though may be counted in more than one target group.*

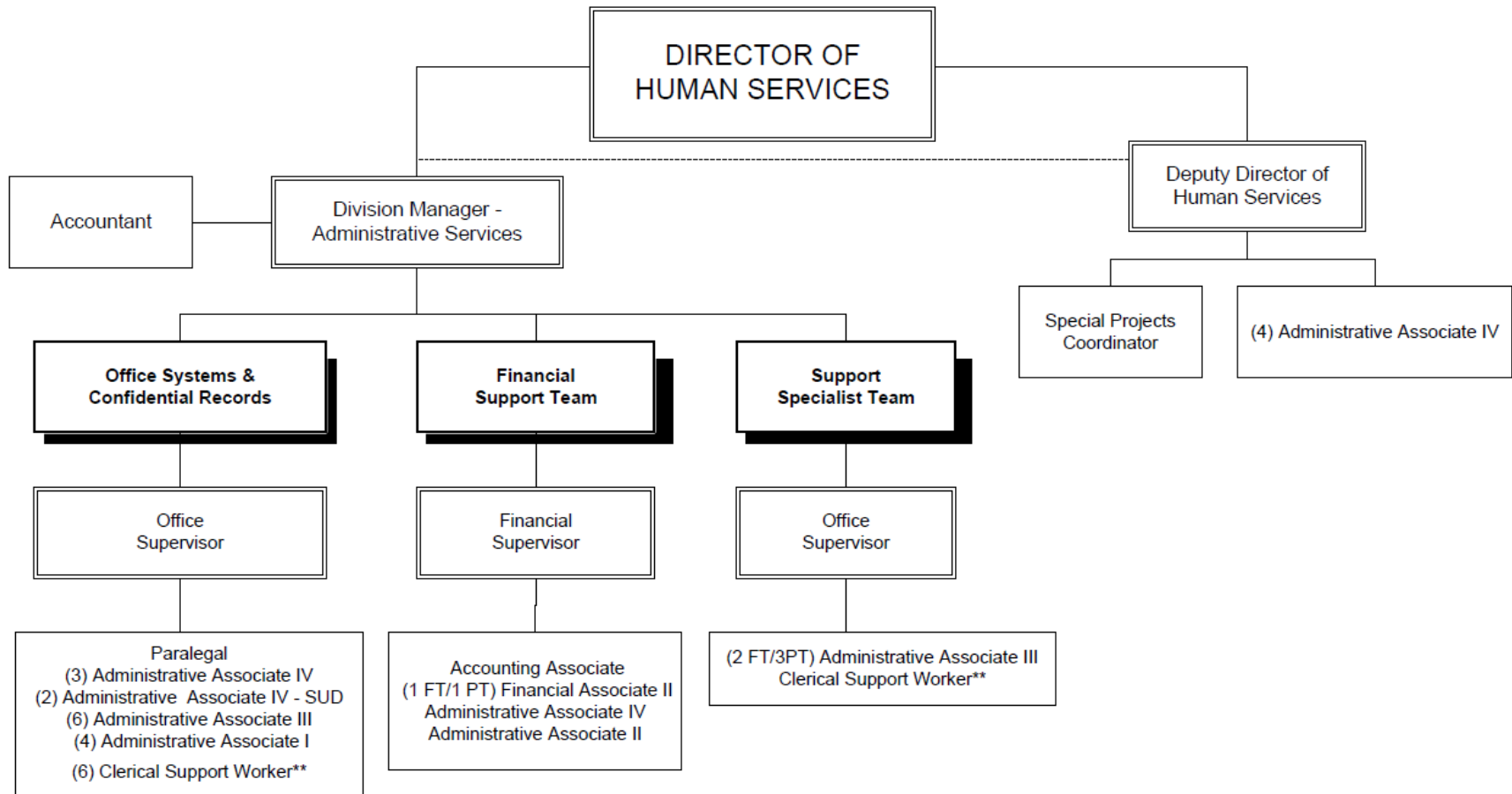
Administrative Services

To provide Department-wide leadership and sustained sound advances including, budgeting, contractual, financial, electronic and data processing systems, strategic planning and quality service delivery. Our goal is to organize human services information and systems, making it accessible and useful to unlock human potential, empowering every person to achieve more. Ensure that services delivered by the Department are in accordance with established requirements, while being good stewards of taxpayer dollars.

- Provide leadership, support and guidance within the department, regionally and statewide
- Manage and maintain electronic health record system
- Provide clerical and managerial support to departmental programs
- Create and manage annual contracts with service providers
- Maintain staff database to include trainings and staff updates
- Facilitate ongoing development of information technology systems to increase efficiency
- Provide for current and ongoing employee training
- Address Client Rights and Complaint & Grievances
- Fulfill record requests
- Provide timely and accurate state, federal and internal reporting
- Facilitate internal employee workgroups
- Image paper and electronic documents
- Provide receptionist activities
- Responsible for Accounts Payable, Accounts Receivable and Purchasing
- Provide transcription services
- Develop and manage annual budget
- Ensure HIPAA compliance and training

HUMAN SERVICES

Administrative Services



** Unclassified Position

Accomplishments for 2023

Administrative Services Division

- Implemented the accounts payable component in electronic health record for Behavioral Health records
- Reviewed and updated Release of Information (ROI) policies and trained staff on updated requirements
- Developed strategies to recruit and retain quality employees
- Implemented a software system to allow for better and more streamlined grants management
- Implemented changes to the appointments window in Luna to enhance customer service
- Introduced a new virtual training series on homeless issues for staff to access
- Restructured office systems teams for enhanced efficiencies and client service
- Reduced imaging audit time to improve productivity and decrease turnaround time from paper to electronic files
- Created an electronic manual to document common fleet vehicle issues and how to resolve them

Goals for 2024

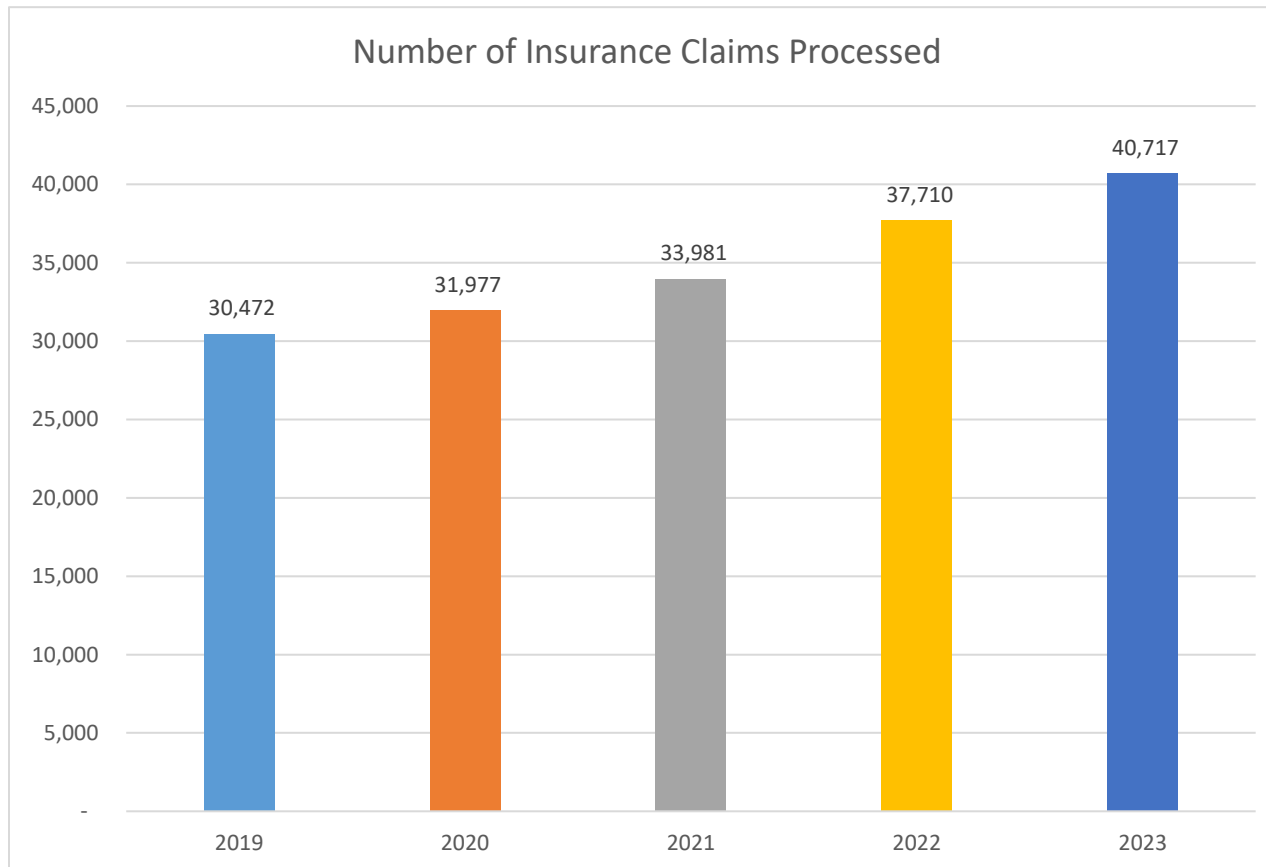
Administrative Services Division

- Develop an accounts payable component in electronic health record for Long Term Support
- Develop a streamlined time reporting system for Economic Support staff per State requirements
- Create and implement a new productivity report for use by Supervisory staff
- Develop systems to support priority based budgeting within the department
- Establish and implement safety protocols for the Neenah Human Services building
- Ensure a smooth transition to paid time off (PTO) staff leave benefits
- Ensure compliance with updated Uniform Grant Guidelines per Federal requirements



Administrative Services

Insurance Claims Processed

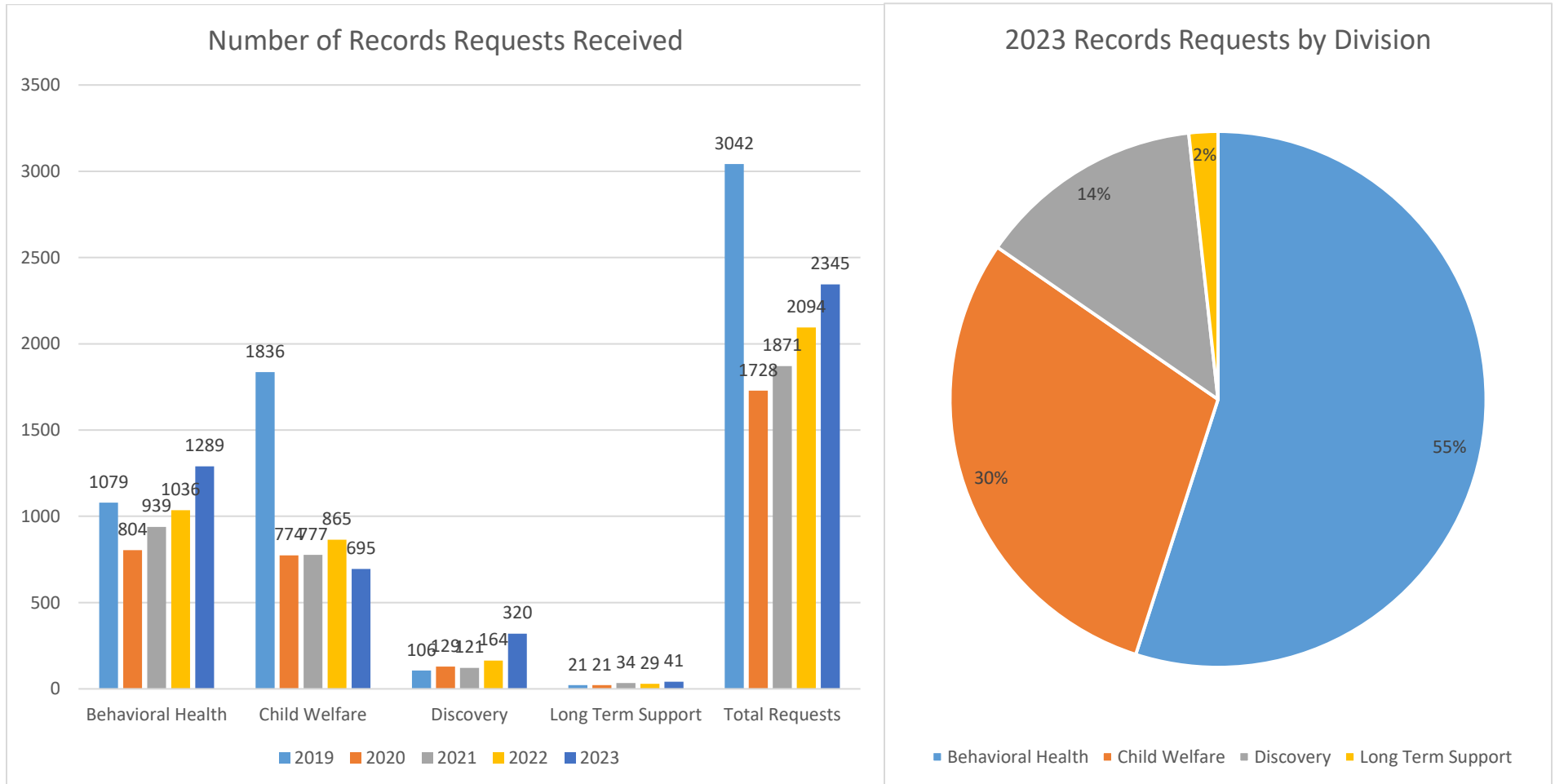


The number of claims processed annually includes:

- Medical Assistance (Medicaid)
- Medicare
- Commercial (Private) Insurance

Administrative Services

Records Requests



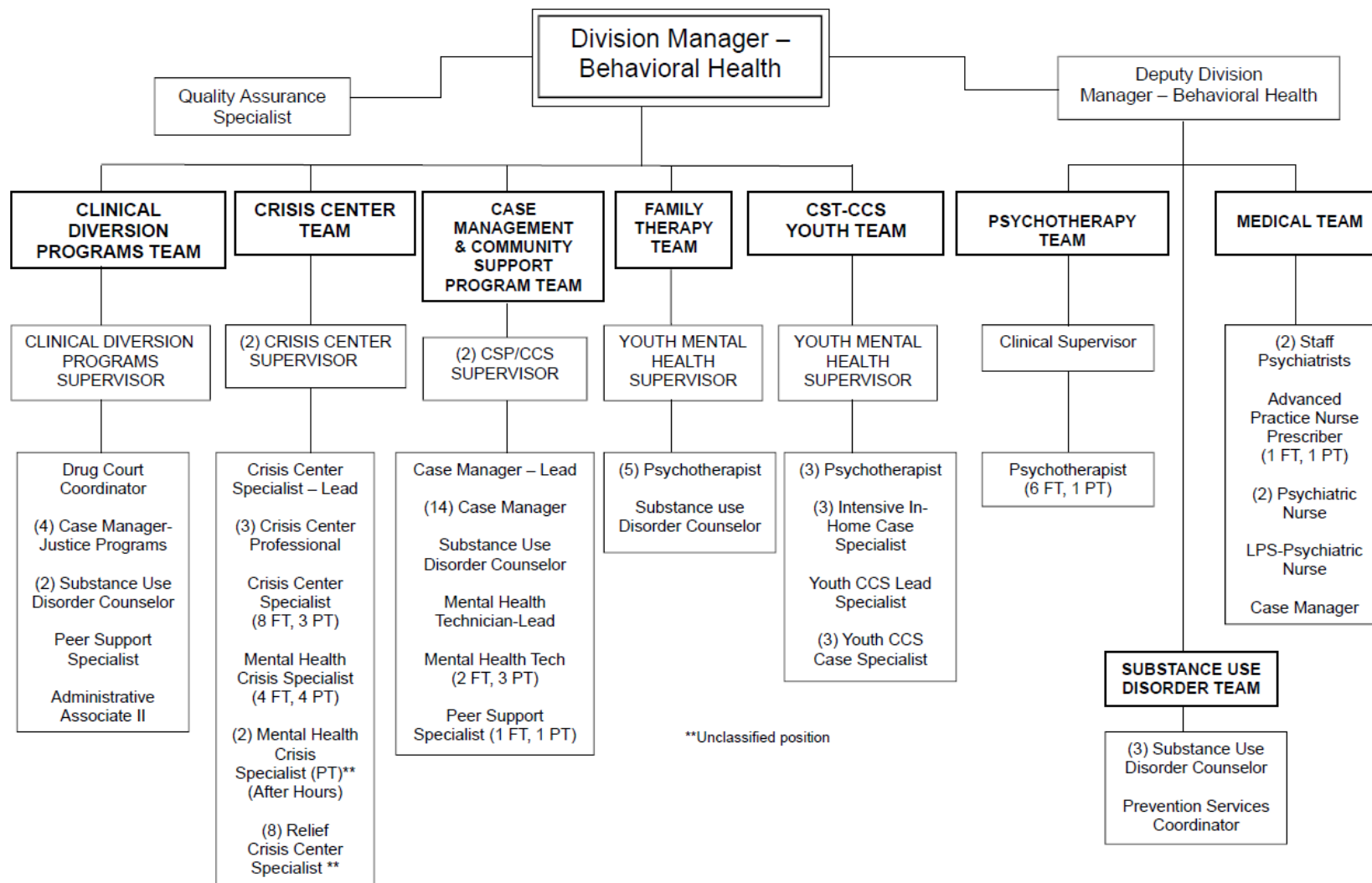
Behavioral Health Services

To develop a comprehensive range of services offering continuity of care for persons with substance use disorder and/or mental illness. These services shall focus upon prevention, community-based treatment and shall strive to enhance the individual's independence and recovery. Services are provided based on individual needs, utilizing the most normalized, cost efficient and least restrictive settings whenever possible.

- Alcohol and other Drug Abuse Services
 - Prevention (Education and Connection to Services)
 - Assessment and Intervention
 - Outpatient Therapy/Counseling
 - Treatment Diversion Court (reduces incarceration with alternative programs)
- 16 bed Crisis Stabilization Center
 - 24/7 Group Home
 - Reduces emergency hospitalization
 - Provides a transition for those discharging from the hospital
 - On-site psychiatric assessment and medication management
- Mental Health Services
 - Community Support (services aimed for the individual to remain in their homes or a community setting)
 - Family Therapy based in the consumer's home
 - Psychotherapy/Counseling
 - Case Management (assistance to improve functioning and quality of life)
 - Medication Management
 - Crisis Services (emergency mental health assessment and service connection)

HUMAN SERVICES

Behavioral Health Services



**Unclassified position

Accomplishments for 2023

Behavioral Health Division

- We utilized the State Street Center to serve more individuals and offer more supportive and educational group options.
- We developed an evidence-based practice Dialectal Behavioral Therapy (DBT) group for youth.
- We continue to educate and strengthen relationships agency-wide, within the division, and with community partners.
- We have continued to train staff in Dialectal Behavioral Therapy (DBT), and evidence-based psychotherapy that helps individuals reach emotional and cognitive regulation.
- We developed evidence-based groups that are facilitated on both the north and south end of the county to provide an additional level of treatment for substance use.
- We have expanded groups provided related to substance use at the county run crisis center.
- We have enhanced our outreach and support for individuals involved in the criminal justice system to assist with obtaining access to any unmet needs that they may have.

Goals for 2024

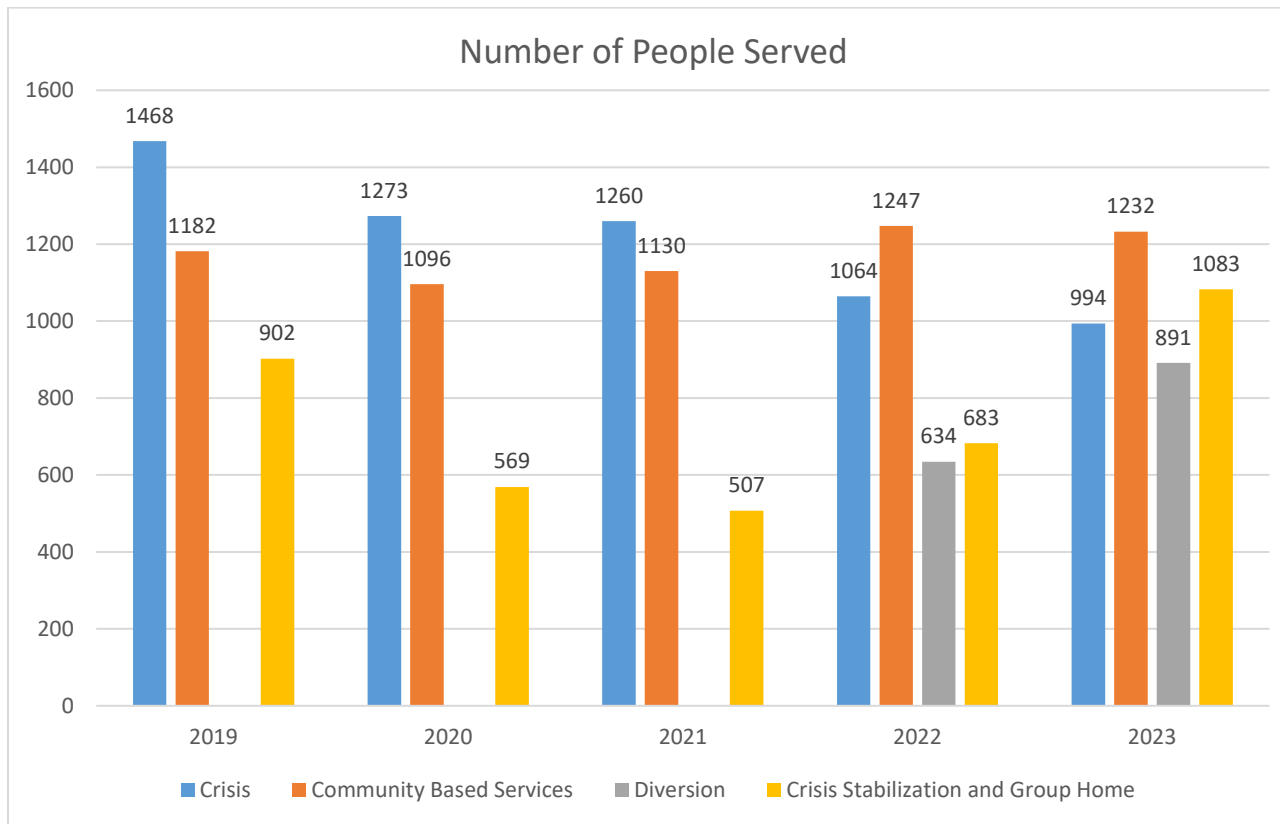
Behavioral Health Division

- We will train staff in Dialectical Behavioral Therapy (DBT), Eye Movement Desensitization and Reprocessing therapy (EMDR), and additional evidence-based practices as deemed appropriate by the needs of the community.
- We will continue to evaluate and assess our practice to recruit and retain staff.
- We will continue to divert more individuals from psychiatric hospital settings to our county run crisis center or other appropriate and lesser restrictive settings.
- We will add or enhance evidence-based programming as deemed appropriate and needed for the community.
- We will continue to enhance our working relationships with community partners, other departments, and divisions.



Behavioral Health Division

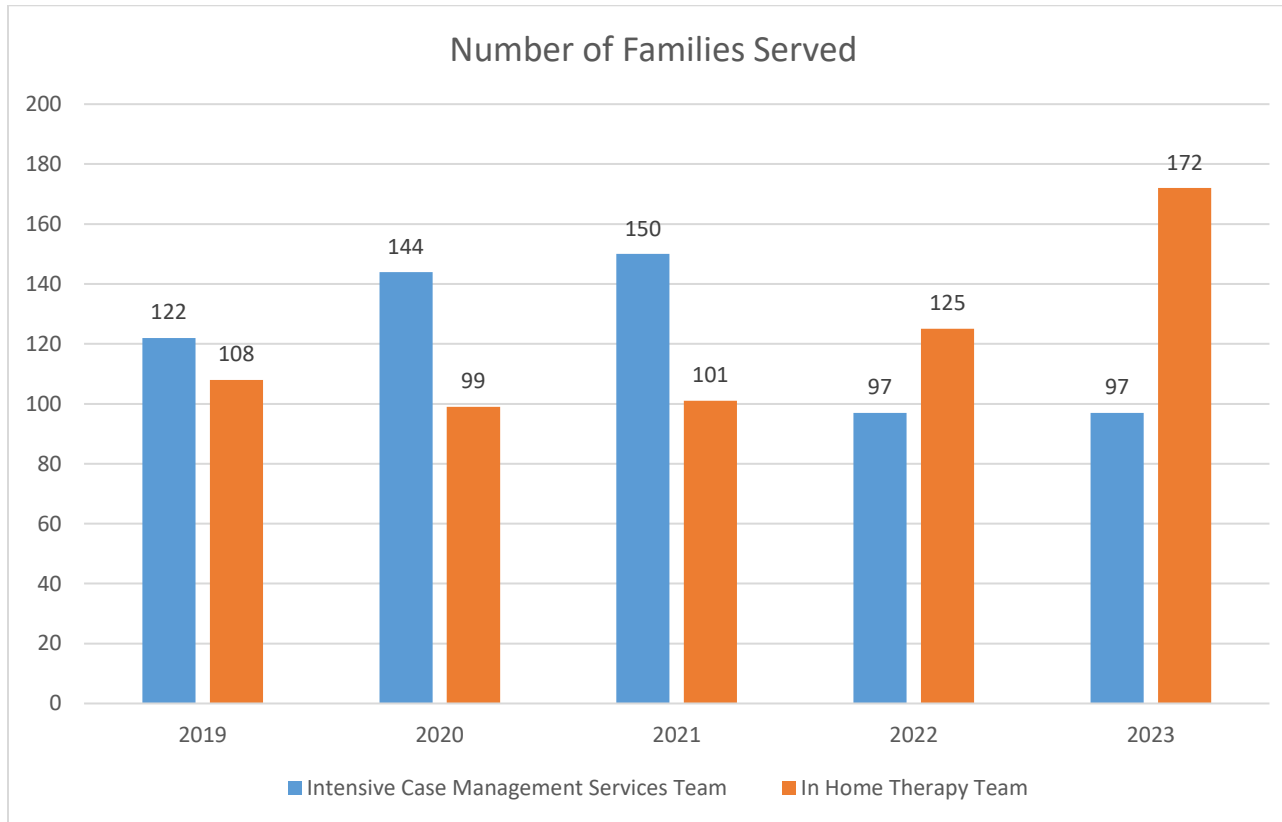
Adult Community Services Program Clients



- Serves people of all ages with mental health and or substance use disorders
- Assist individuals with recovery and rehabilitation services
- Improves day to day functioning and quality of life
- Community-based care in the least restrictive environment possible
- Consumer driven care with the individual determining goals and treatment planning
- Crisis Stabilization Facility (Adult)

Behavioral Health Division

Child and Family Clinical Services

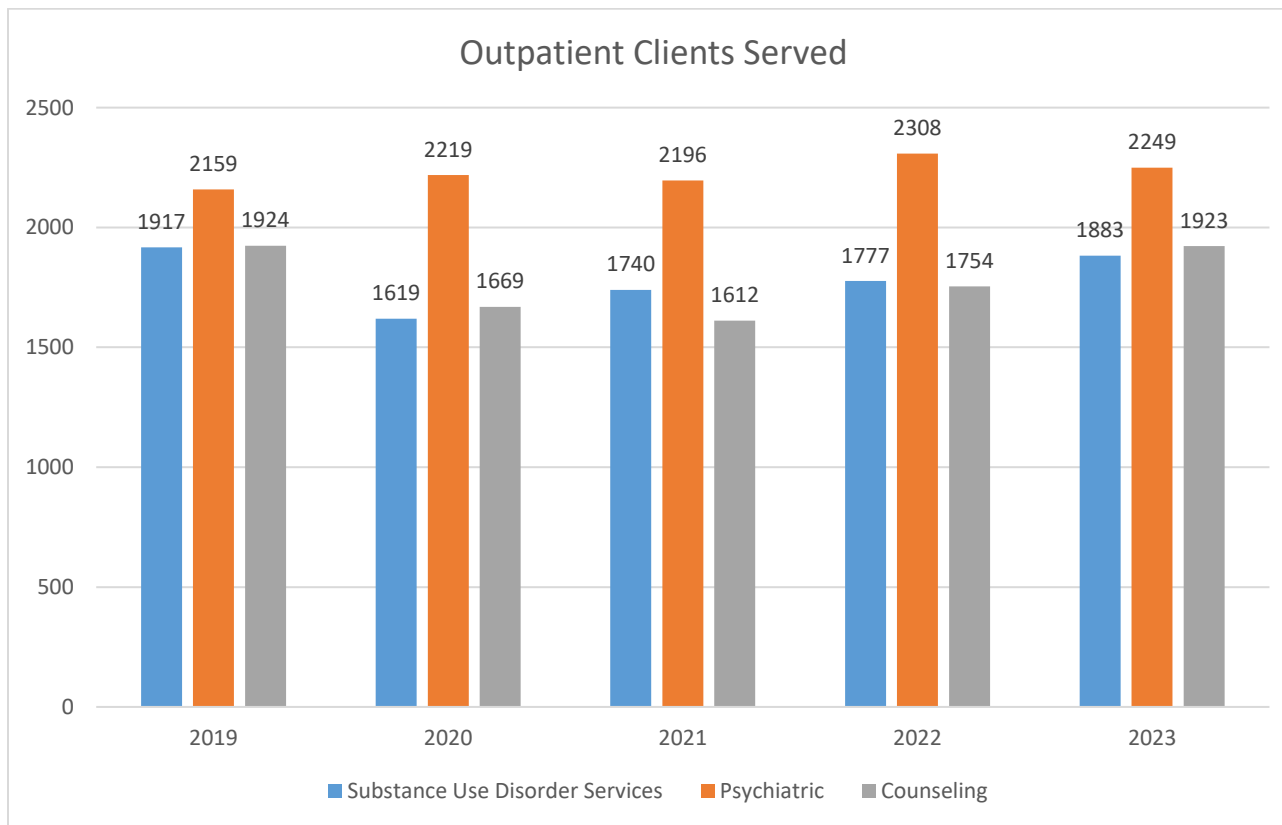


- Providers meet with families in their homes instead of coming to the office
- Serves children and youth at risk of being placed outside of the home and/or in efforts to return children from out of home care
- Promotes families staying together and family driven goals (the consumer decides on their goals and treatment planning)
- Builds on natural and community supports with the family identifying people in their lives rather than agency staff
- Improves self-sufficiency to rely less on agency staff and services
- Builds on family's strengths
- Outcome-oriented as defined what the family considers success and/or improvement

Behavioral Health Division

Outpatient Mental Health & Alcohol/Drug

Services



- Information/Referral (consumers turn to us for “where to start”)
- Psychiatric Evaluation and Assessment
- Medication Management
- Group Counseling
- Individual Counseling
- Substance Use Disorder Counseling
- 24/7 Crisis Services
- Clinic offers “same day” services with ability to talk with a licensed professional within that business day

Child Welfare

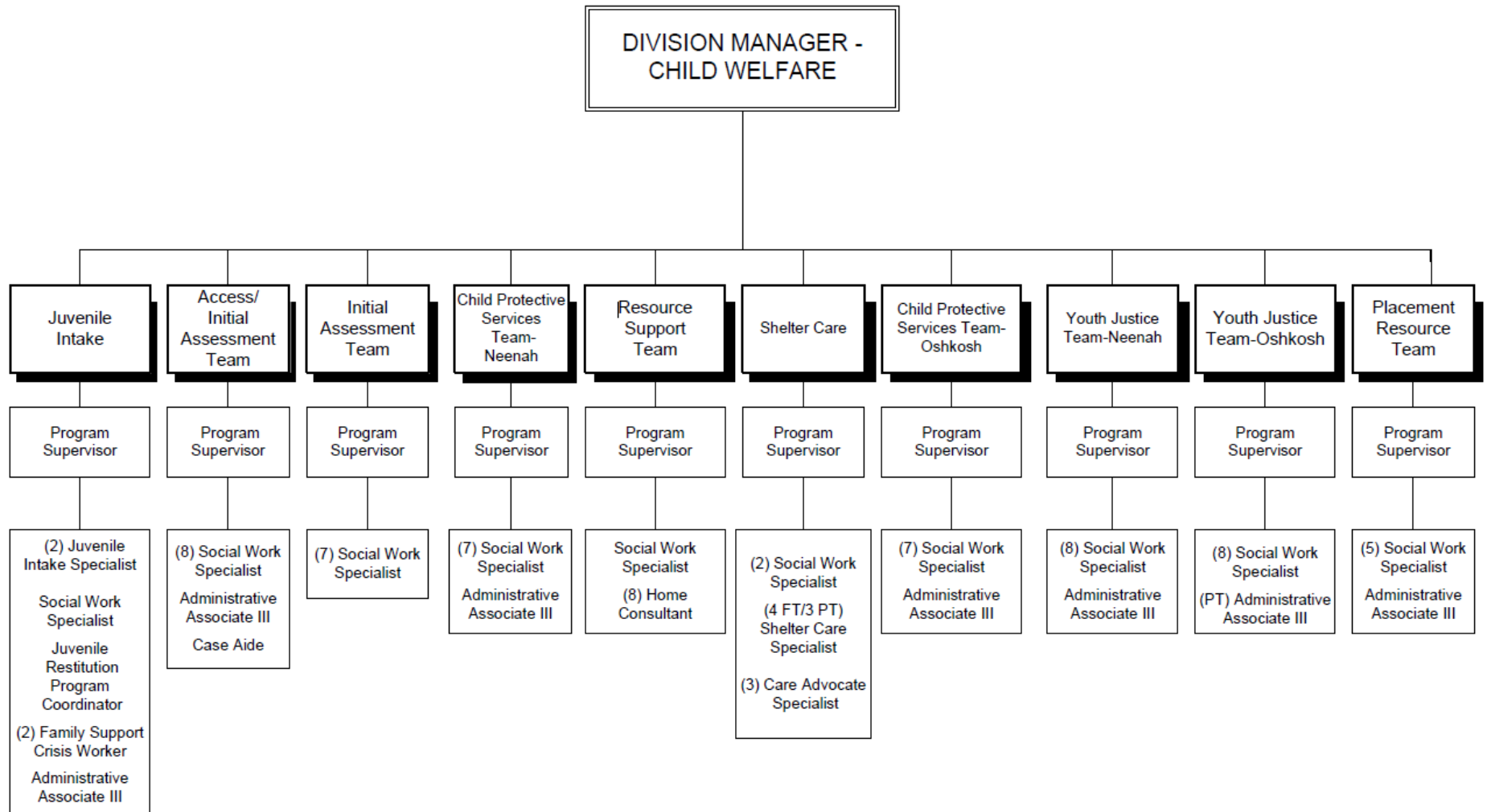
Through active partnering and respectful trauma sensitive interactions, Child Welfare empowers families to utilize their strengths and overcome barriers to achieve enhanced safety, well-being, resiliency, and self-sufficiency. Child Welfare works together with families to heal and grow through the development of positive, effective skills and healthy interpersonal connections, and to provide safe and supportive care for their children.

- Access/Initial Assessment Services
- Child Protective Services
- Juvenile Intake Services
- Youth Justice Services
- Placement Resource Services
- Resource Support Services
- Shelter Care program



HUMAN SERVICES

Child Welfare Services



Accomplishments for 2023

Child Welfare Division

- We continue to assess and evaluate relatives and informal natural supports for assistance and support for children, youth, and families. We continue to monitor and work to improve the number of children/youths placed with relatives and like-kin.
- We have developed trainings and different supportive programming to encourage co-parenting between the placement provider and parents.
- We continue to work on program changes to strengthen the Mental Health and Substance Use Disorder services available to parents, youth, and families involved with Child Welfare.
- We have focused on taking care of our workforce, including different self-care activities and professional development opportunities.
- We have made significant improvements working with the Office of Corporation Counsel (OCC) to move TPR's (Termination of Parental Rights) through the legal process timely.
- The Family Mobile Team services are well-utilized and provide valuable assistance to families and keep youth/children safely in their home.
- Our county-run Shelter care programming and services are available for youth in our community.

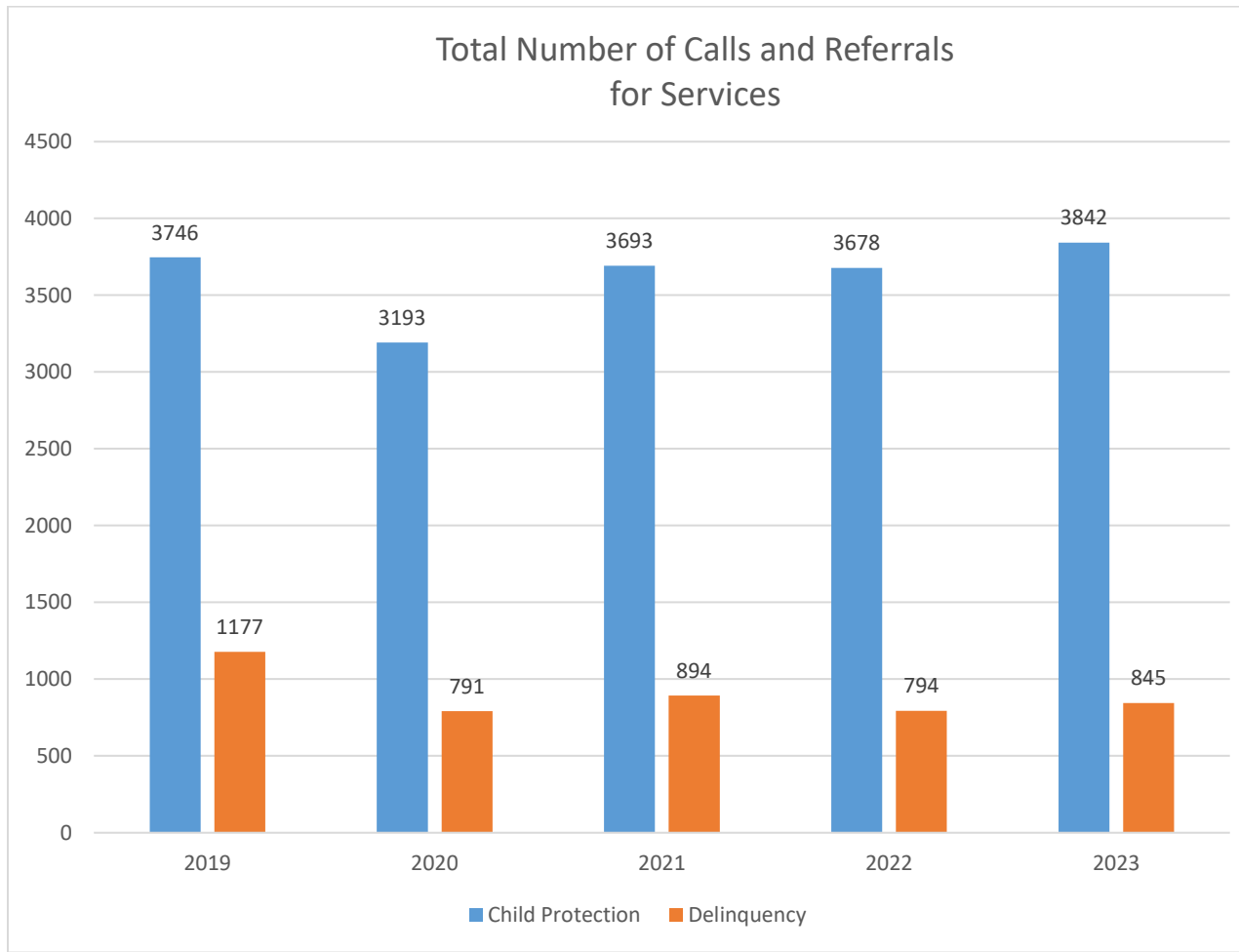
Goals for 2024

Child Welfare Division

- Build relationships in the community so families are more comfortable asking for services and supports when needed. Support families prior to formal intervention when possible.
- Continue to increase our use of relatives and informal natural supports for assistance and support for children, youth, and families. Increase the number of children/youths placed with relatives and like-kin.
- When children and youth are placed in a foster home, continue to support co-parenting between the placement provider and parents.
- Appropriate and necessary mental health and substance use disorder services will be readily available to parent, youth, and families involved with Child Welfare
- Continue to assess housing and transportation needs and options and develop plans to address the needs.
- Our contracted county Group home will be up and running and provide effective, appropriate, trauma-informed services to male and female youth in our community.
- Continue to strengthen and support our county-run Shelter care programming and services and bridge the connection between shelter care staff and other division staff.
- Continue to be innovative, creative and use a variety of supports and services to safely keep children/youth in their homes.
- Determine and implement effective solutions to address racial disparity within child welfare.
- Continue to collaborate with all divisions in the agency serving children, youth, and families.

Child Welfare Division

Referrals

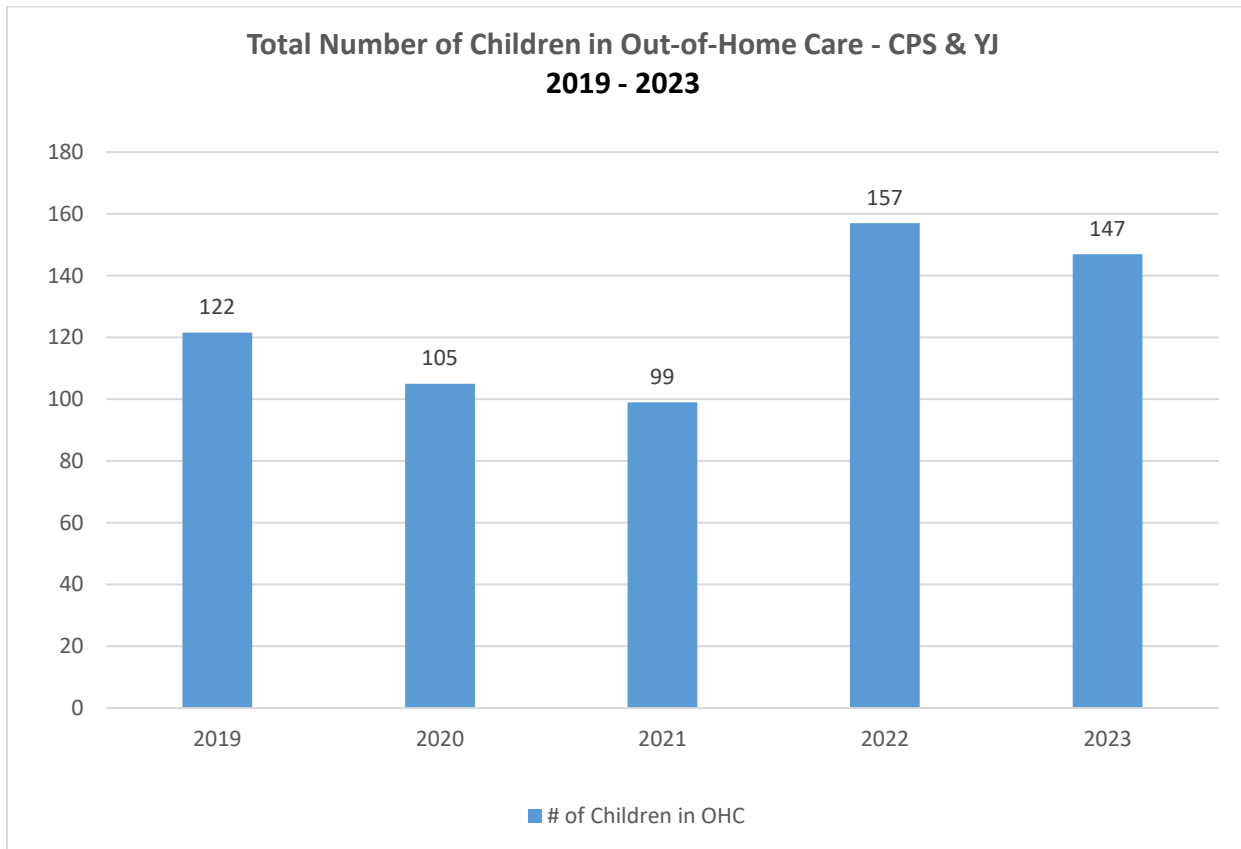


Total number of phone calls from the community and referrals for child welfare services

- Child Abuse and Neglect reports (Child Protection)
- Youth justice law enforcement and non-law enforcement referrals (Delinquency)

Child Welfare Division

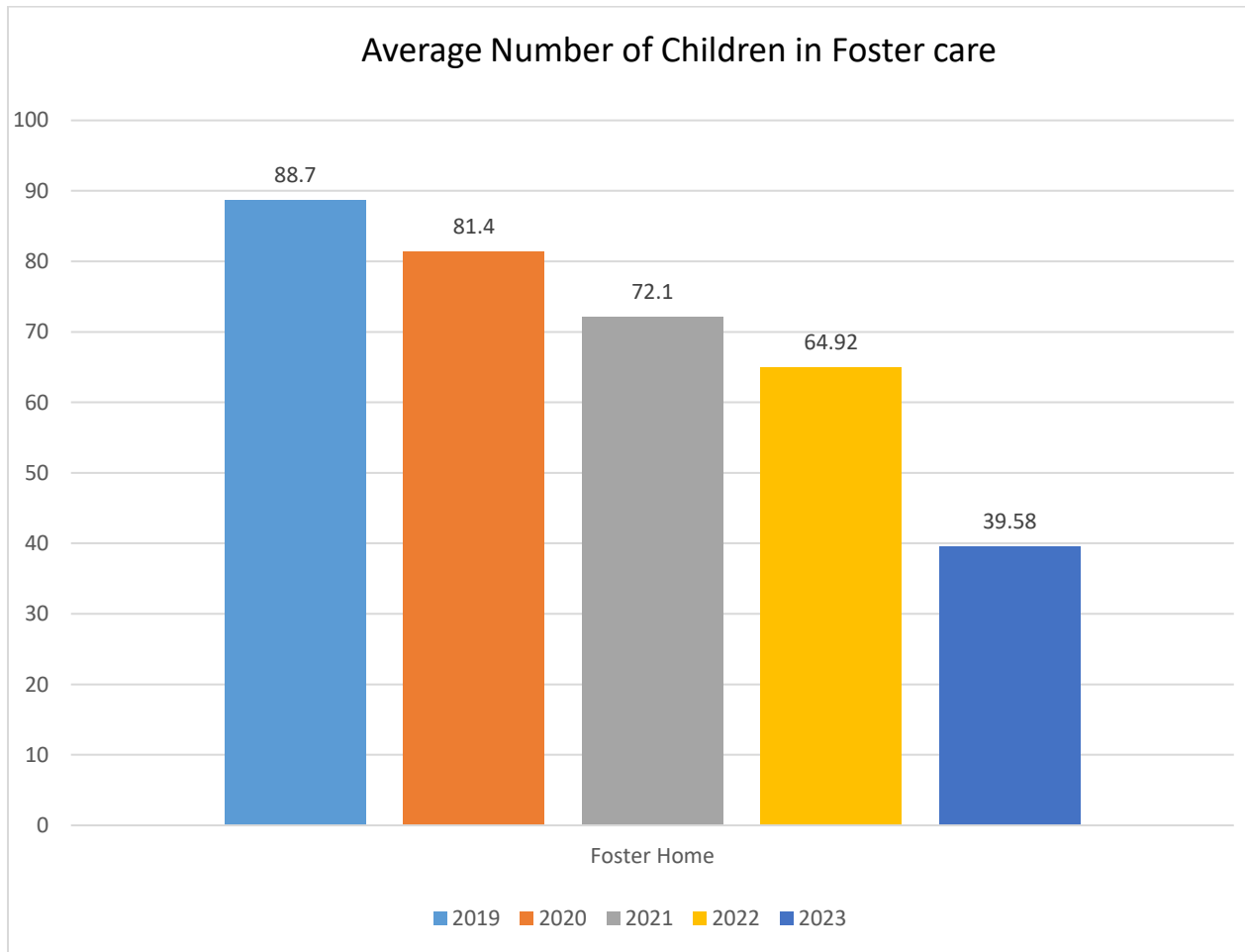
Out of Home Care Total



Yearly total number of children and youth in out of home care. Children and youth are placed by juvenile court due to safety concerns for the child or youth and/or the community. Placements under CPS (Child Protective Services) orders are made due to child abuse or neglect safety concerns. Placements under YJ (Youth Justice) orders are due to safety concerns for the youth and the community.

Child Welfare Division

Foster Care Placements

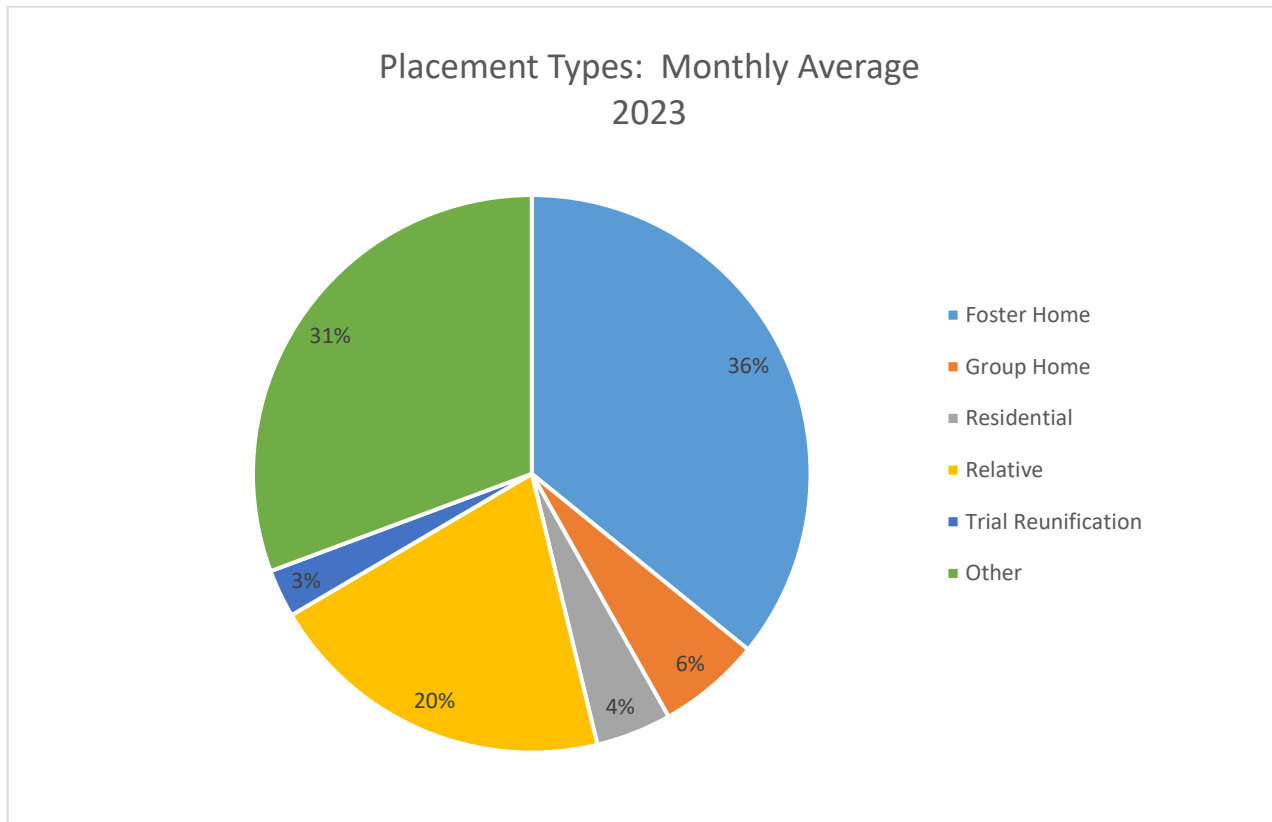


Foster homes are utilized for most out of home placements. This graph depicts the average number of children in a foster home on any given day during each year.

Winnebago County continues to work with families and the community to decrease the number of children in foster care, as well as all out of home placements, in order to reduce the trauma children, youth and families may experience.

Child Welfare Division

Placement Types



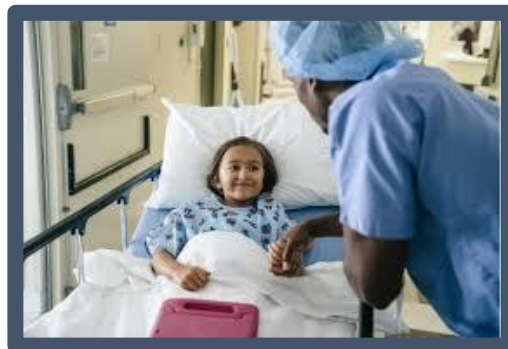
Winnebago County uses several different settings for out of home care for children and youth. The graph depicts the percentages for each of the different out-of-home settings used

- Foster homes
- Group homes
- Residential Care Centers
- Relative care
- Trial reunification
- Other (i.e., secure detention, shelter care, hospitals, etc.)

Economic Support

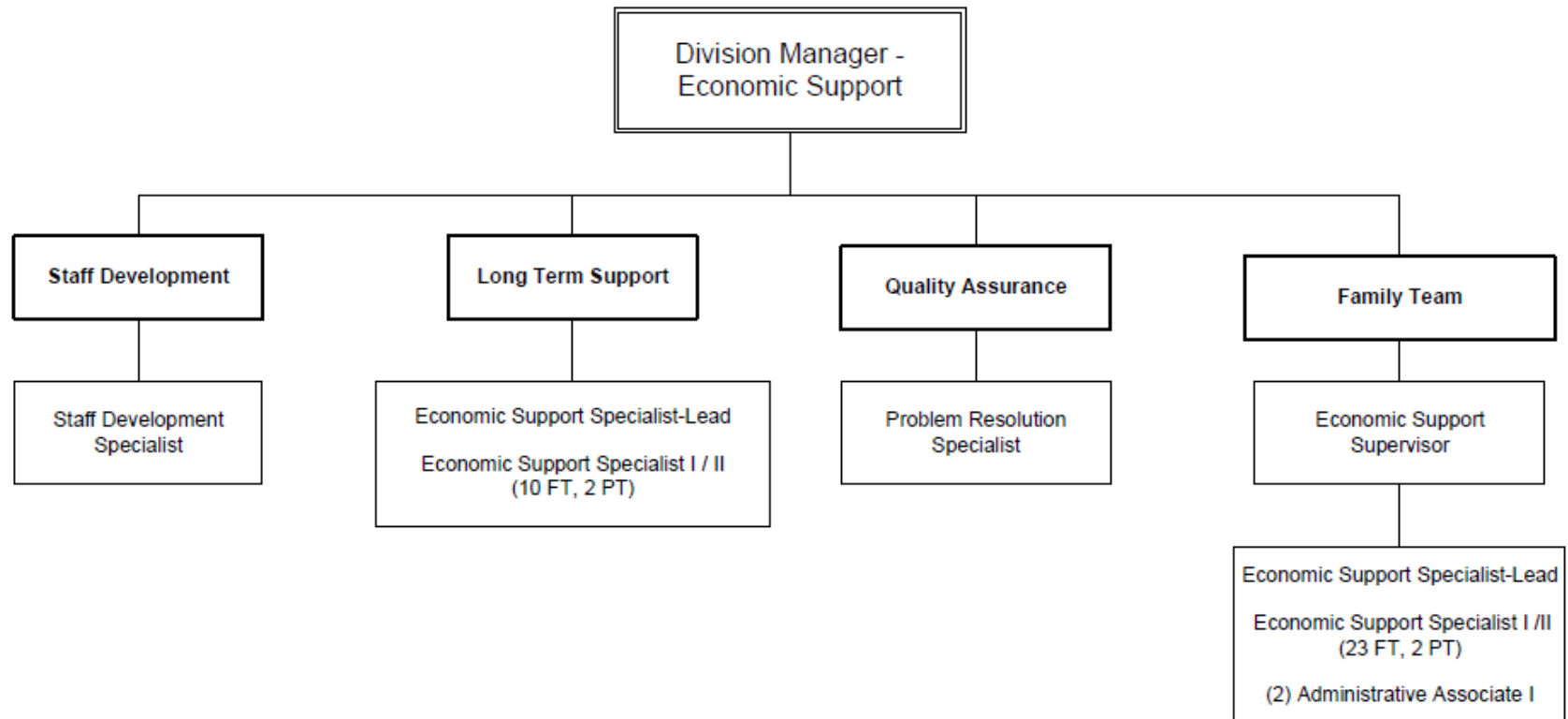
To provide services and benefits with compassion to all residents of Winnebago County as part of the East Central Income Maintenance Partnership (ECIMP) as promptly, accurately, and as efficiently as possible. ECIMP is comprised of Calumet, Green Lake, Kewaunee, Manitowoc, Marquette, Outagamie, Waupaca, Waushara, and Winnebago Counties.

- Childcare Assistance (Wisconsin Shares Program) – pays part of the cost for regulated day care providers while the parents work or participate in job search activities. Determined by income.
- FoodShare – A supplement for low-income households used to purchase food.
- Medicaid/Badger Care – Health insurance for low-income individuals and families.



HUMAN SERVICES

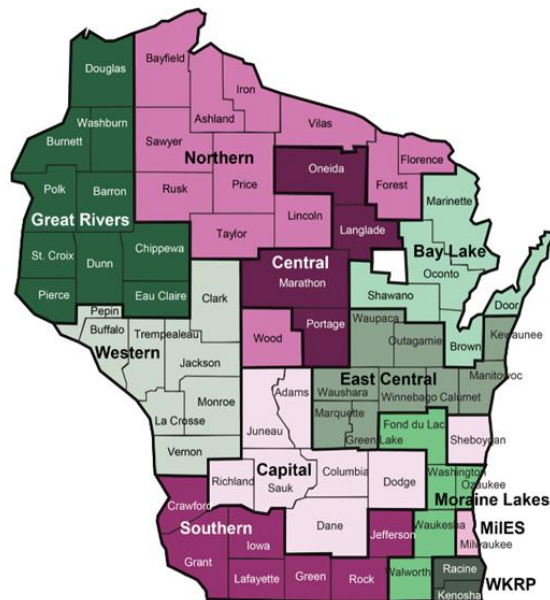
Economic Support Services



Accomplishments for 2023

Economic Support Division

- Provided opportunities for the Economic Support team to gather virtually or in person to receive training and support each other as a team while working remotely.
- Successfully managed the workload associated with Medicaid Unwinding following the Public Health Emergency.
- Increased internal Quality Control efforts to ensure customers receive correct benefits and that staff are receiving the training and support they need.



Goals for 2024

Economic Support Division

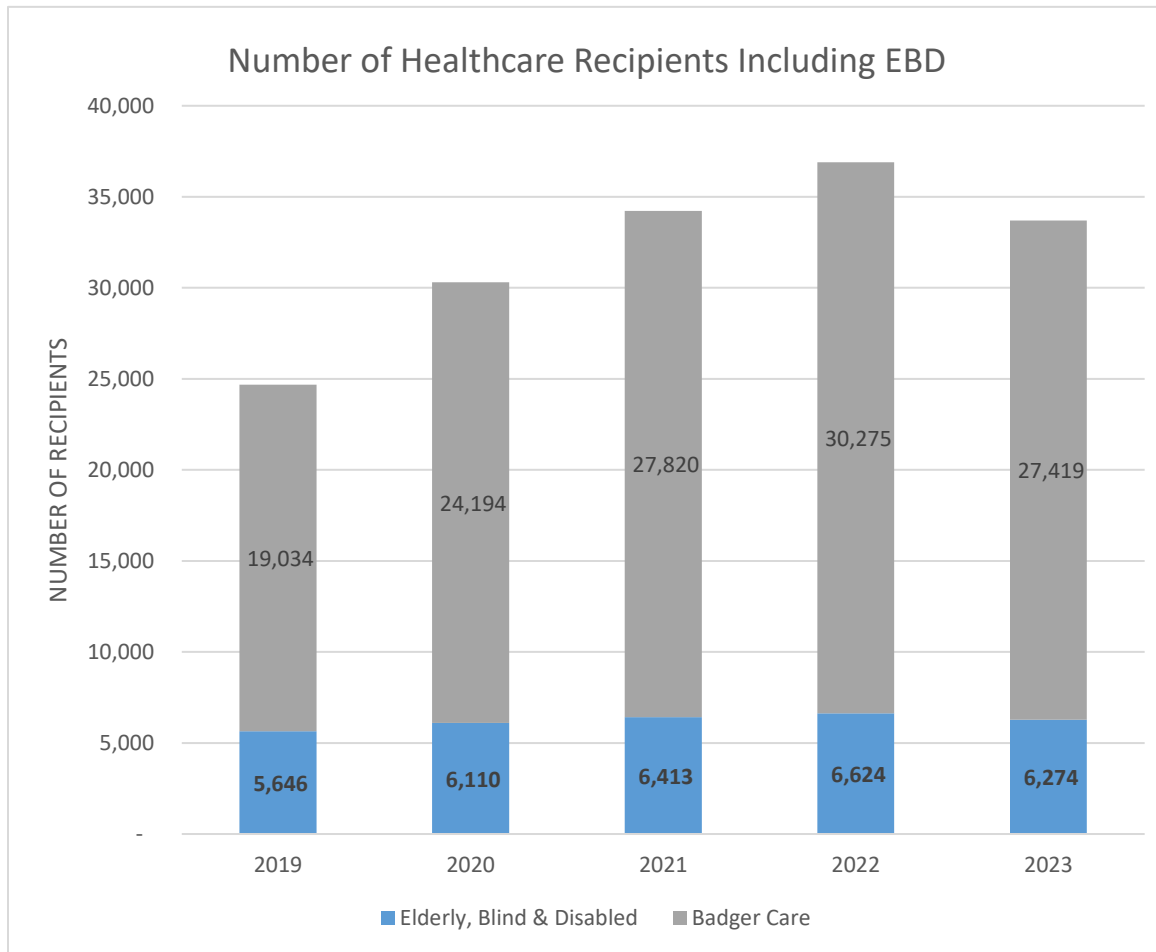
- Resume outreach efforts stalled during the pandemic and subsequent unwinding period.
- Continue to provide meaningful ways for staff to stay connected to each other and the agency while working remotely.
- Continue to collaborate with all divisions in Human Services to ensure that everyone is receiving the benefits they are entitled to.
- Provide necessary support for staff as changes occur in staffing, leadership, policy, equipment and software.



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Economic Support

Total Healthcare Recipients

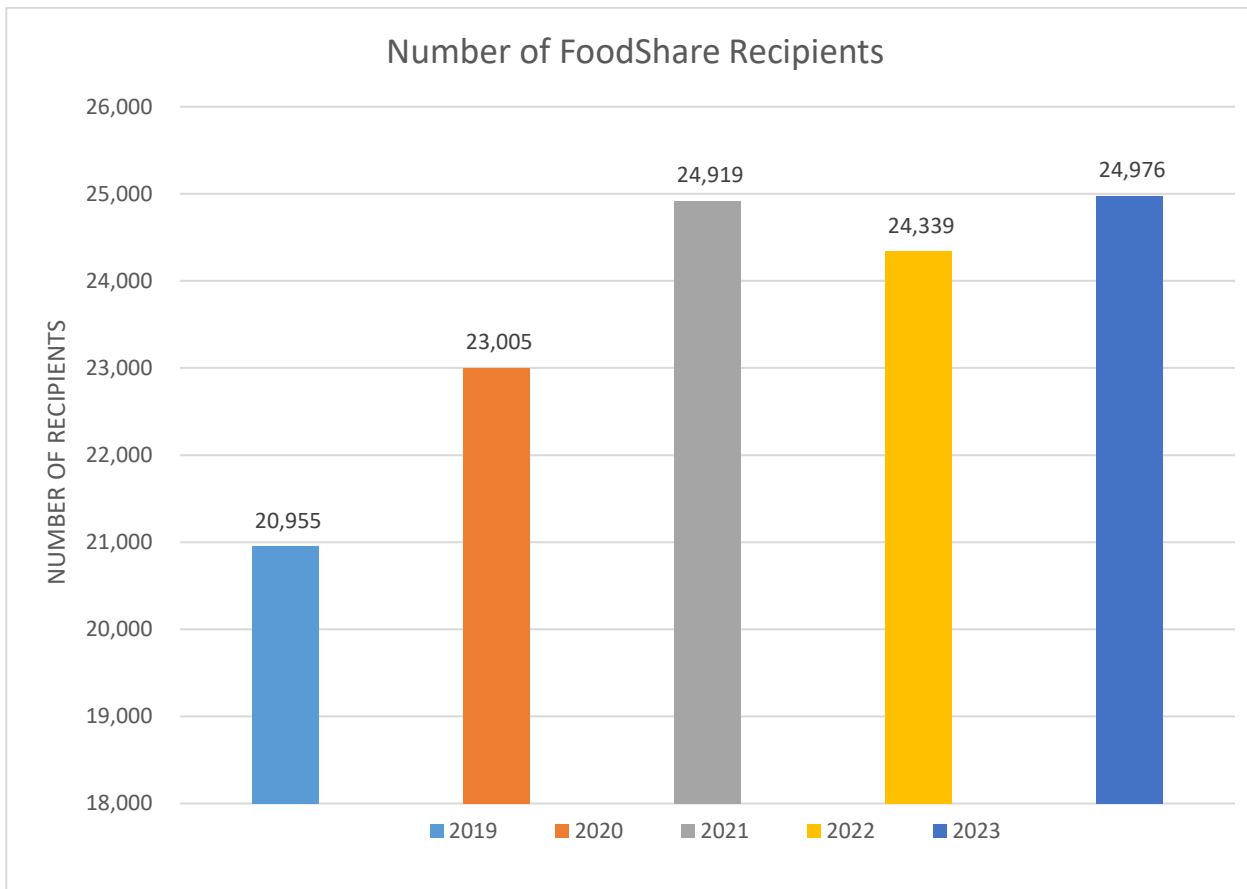


Wisconsin Medicaid is a joint federal and state program that provides high-quality health care coverage, long term care, and other services to Wisconsin residents. There are many types of Medicaid programs. Each program has different rules, such as age and income, that must be met to be eligible for the program.

- Badger Care Plus is for families with children and pregnant women.
- Badger Care Plus for Childless Adults is for adults with no dependents, who are not disabled.
- Long term care programs like Family Care and IRIS strive to keep people in their homes.

Economic Support

Total FoodShare Program Recipients

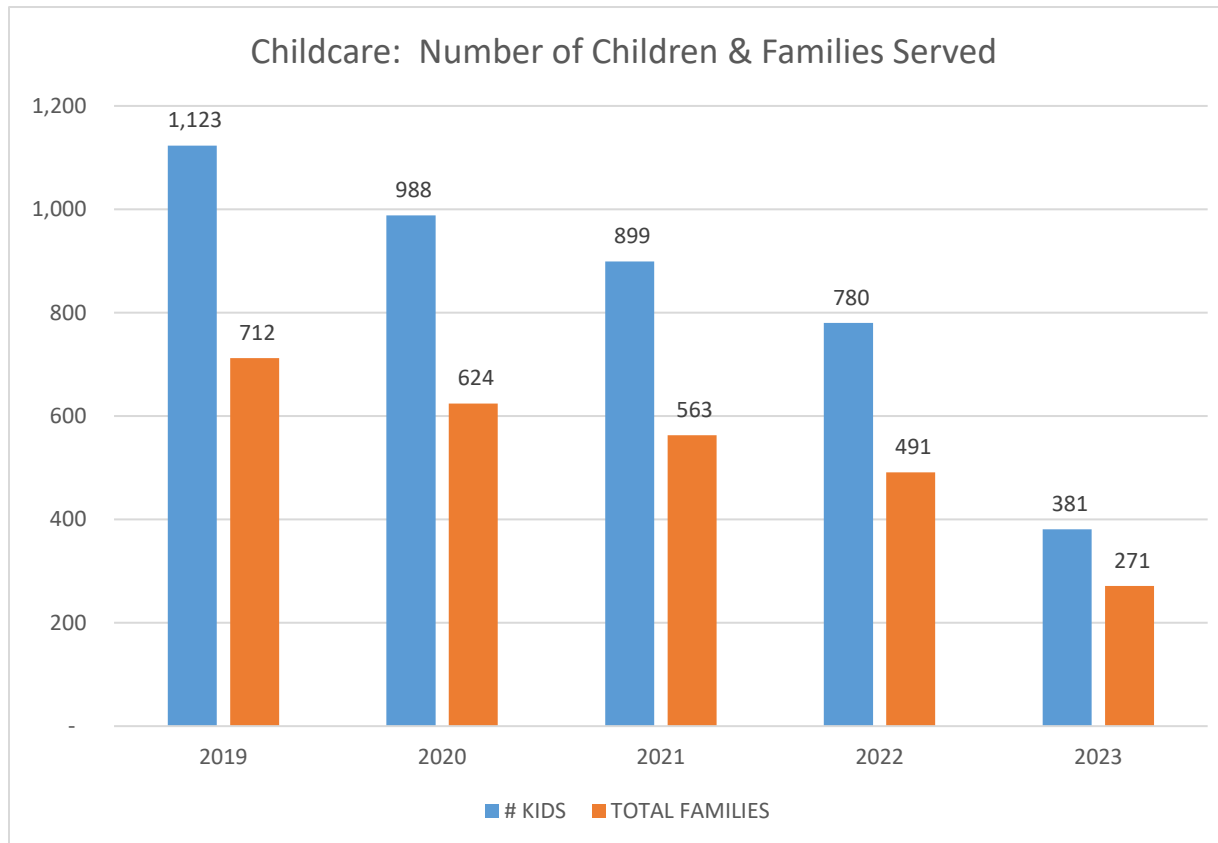


FoodShare, formerly known as FoodStamps, is part of the Federal SNAP program to improve nutrition and health. Income guidelines and work requirements for certain populations are required.

- Each month benefits are placed on a debit card.
- Only food can be purchased with the benefit.
- Recipients are of all ages who have a job but have low incomes, are living on small or fixed incomes, have lost their job, and are retired or disabled and not able to work.

Economic Support

Total Childcare Program Recipients



The Wisconsin Shares Child Care Subsidy Program supports low-income working families by subsidizing a portion of the cost of quality childcare so that parents may go to work, school, or participate in approved work training programs.

- For families with children under 13, or under 19 if special needs.
- Parents must be working or in an approved activity.
- Providers must be licensed or certified.
- Parents must pay a copayment.

Long Term Support

To develop, promote and provide for supports and services that meet identified outcomes for Winnebago County citizens with long term support needs.

AGING & DISABILITY RESOURCE CENTER (ADRC)

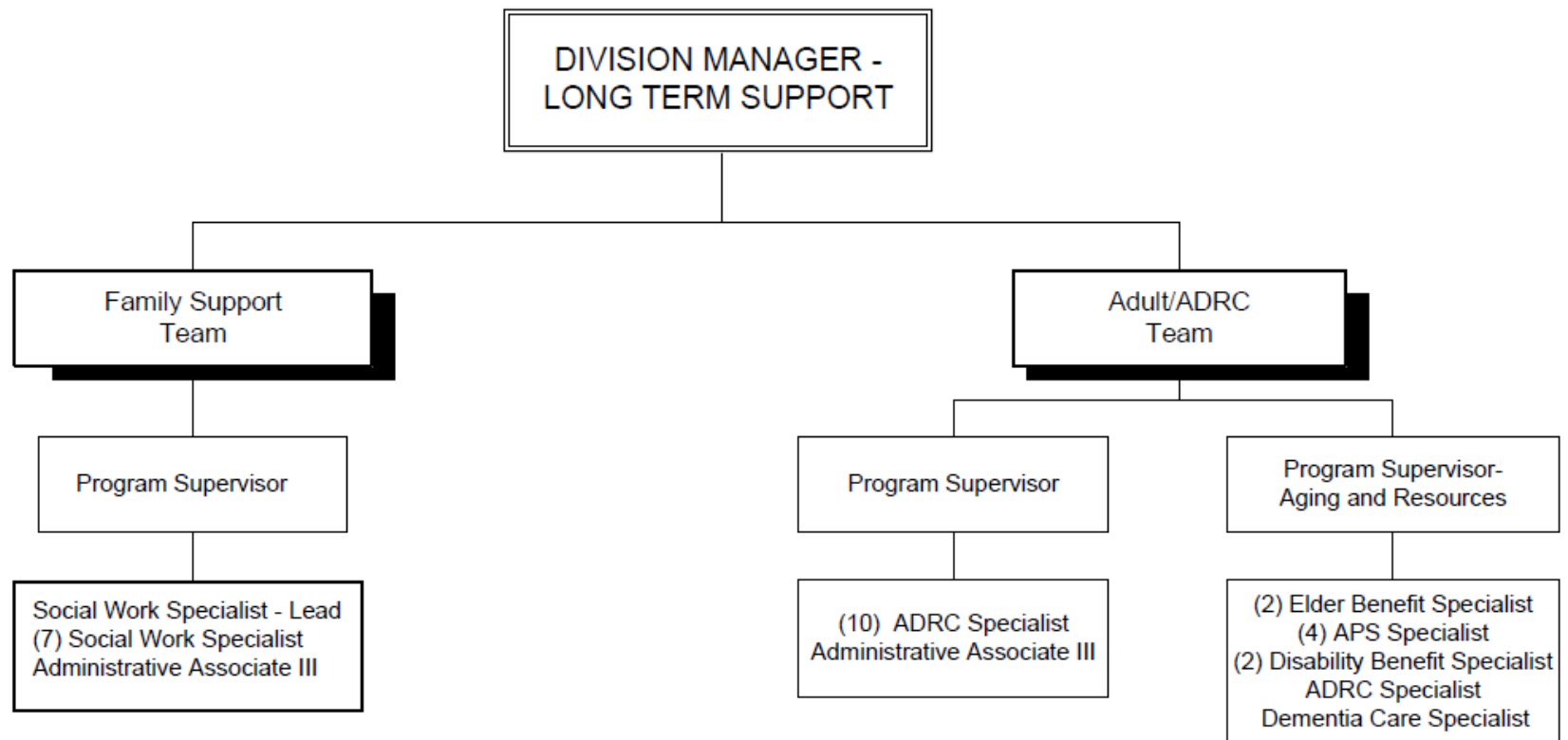
The mission of the Aging & Disability Resource Center of Winnebago County is to empower and support seniors, people with disabilities and their families, by providing useful information and finding the help people seek so they may live with dignity and security and achieve maximum independence and quality of life.

Long Term Support Services

- Family Support Services
- Long Term Care Options Counseling
- Prevention and Early Intervention
- Benefit Services Counseling
- Access to the Family Care Benefit Assessment and Eligibility
- Information and Assistance
- Elder and Adult at Risk investigations
- Dementia Care Services
- Adult Protective Services such as guardianship and protective placement

HUMAN SERVICES

Long Term Support Services



Accomplishments for 2023

Long Term Support Division

- Provided outreach at several community events/engagement with community partners including "a day at the park for the young at heart", caregiver conference, senior center "wellness" fair, YMCA "wellness fair", UW Oshkosh, Wisconsin Gerontology conference, stroke support group, widows group, and senior fair. We also provided outreach regarding the importance of Power of Attorney documents to several facilities and hospitals. APS has also connected with several home health companies and facilities educating them on how to engage in dementia crisis planning. The virtual dementia tour has also paired with Winnebago Mental Health Institute and Behavioral Health to provide education and training to their staff and reduce crisis with patients with dementia. We expanded involvement with Back to School Fairs to Menasha.
- Engaged more interns to fill in the gaps and provide additional supports/resources to families that need more intensive short-term case management, and to help achieve division goals. Not only did the internship program increase to include an intern specializing in dementia, APS, Children's Long-Term Support and benefits/Medicare open enrollment, but we connected with UWO to engage in a "Senior Friends" mentoring program, using college students to provide engagement and mitigate social isolation.
- There were over 2000 contacts with people experiencing housing instability with about an 80% success rate in keeping people in stable housing.
- The division had a meeting regarding empowerment and being our best. All staff participated in Mental Health First Aid. Teams also did activities to promote wellness and self-care. One of the offices does a weekly meeting to check in with each other and provide support to each other.

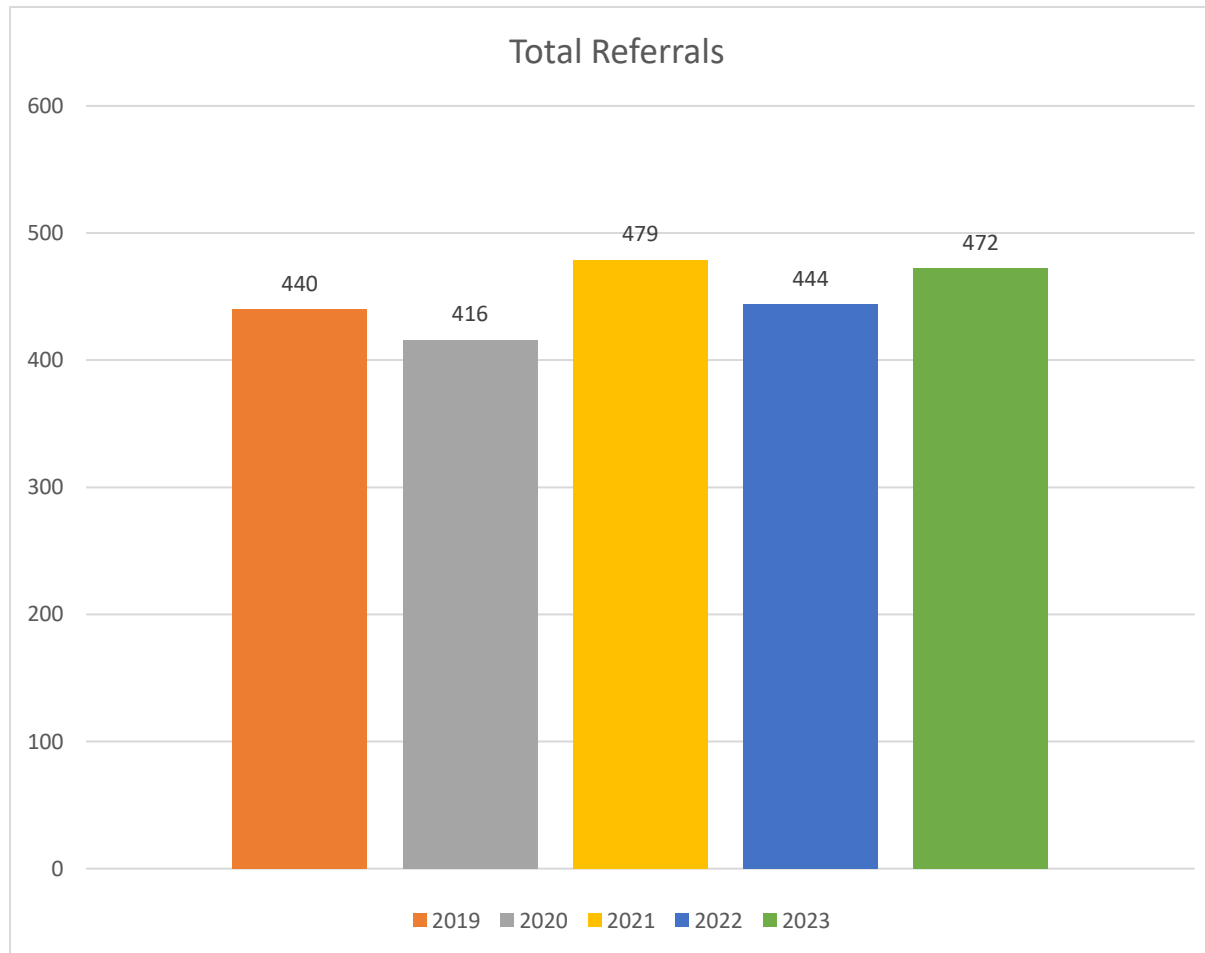
Goals for 2024

Long Term Support Division

- As a Division, to provide new staff a training manual and regular Supervisor check-ins as a means of supporting staff and building a base level of competence in the job quicker. This allows the staff member to more quickly feel a level of proficiency in the position while also providing the employee the confidence and resilience they need to sustain in the job tenure. Resiliency will also be promoted by highlighting achievements.
- To look at our procedures and staffing structures to ensure we are operating at our best as an agency. When there is a change in staff, we look at our present procedures for that position to identify if changes to assigned work may be needed or if we are at optimal functioning. We also look at the actual work tasks to see if anything can be changed to make our work as thorough, helpful, and easy to use to the customer. This includes utilizing technology to improve efficiency and effectiveness.
- To provide services that are proactive vs reactive. This involves encouraging Power of Attorneys, preventing evictions, and empowering people to make more informed decisions.
- To coordinate and collaborate with resources in the community so they are more accessible to staff and customers in need of assistance. We will update the information provided to make sure it is most up to date and accurate. We will also work with the new state resource directory in Peer Place.

Long Term Support

Birth to Three Program Referrals



This report includes all referrals for Early Intervention Services in Winnebago County.

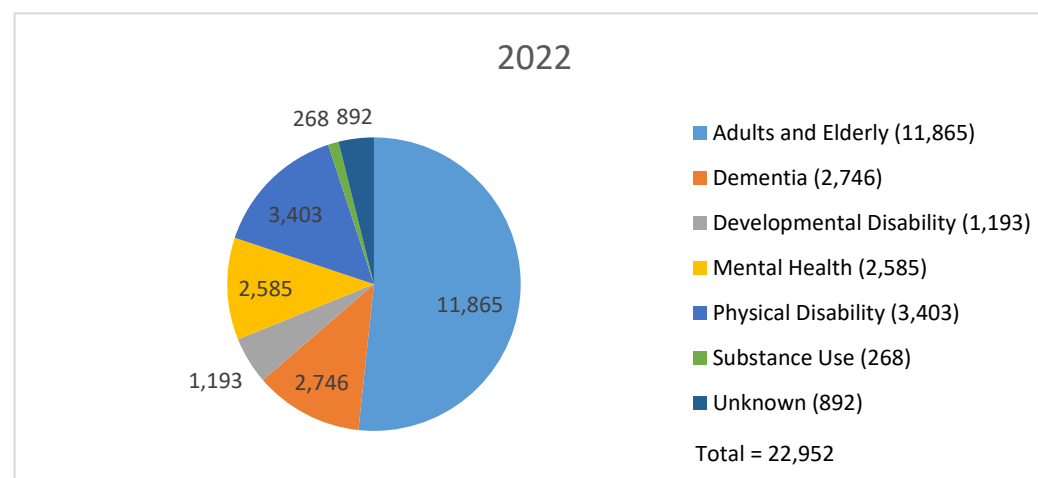
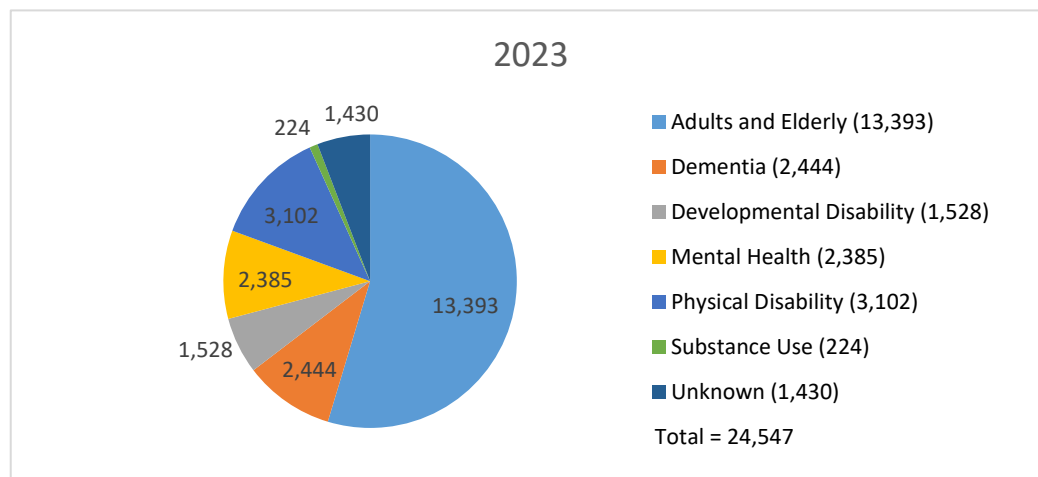
- Not all children referred were eligible and some chose not to participate and develop an Individual Family Support Plan.
- Some children were referred more than once due to closing services and then having additional needs, moving, or not responding to correspondence.
- Most referrals were initiated by a doctor or hospital.

Long Term Support

Aging and Disability Resource Center Contacts

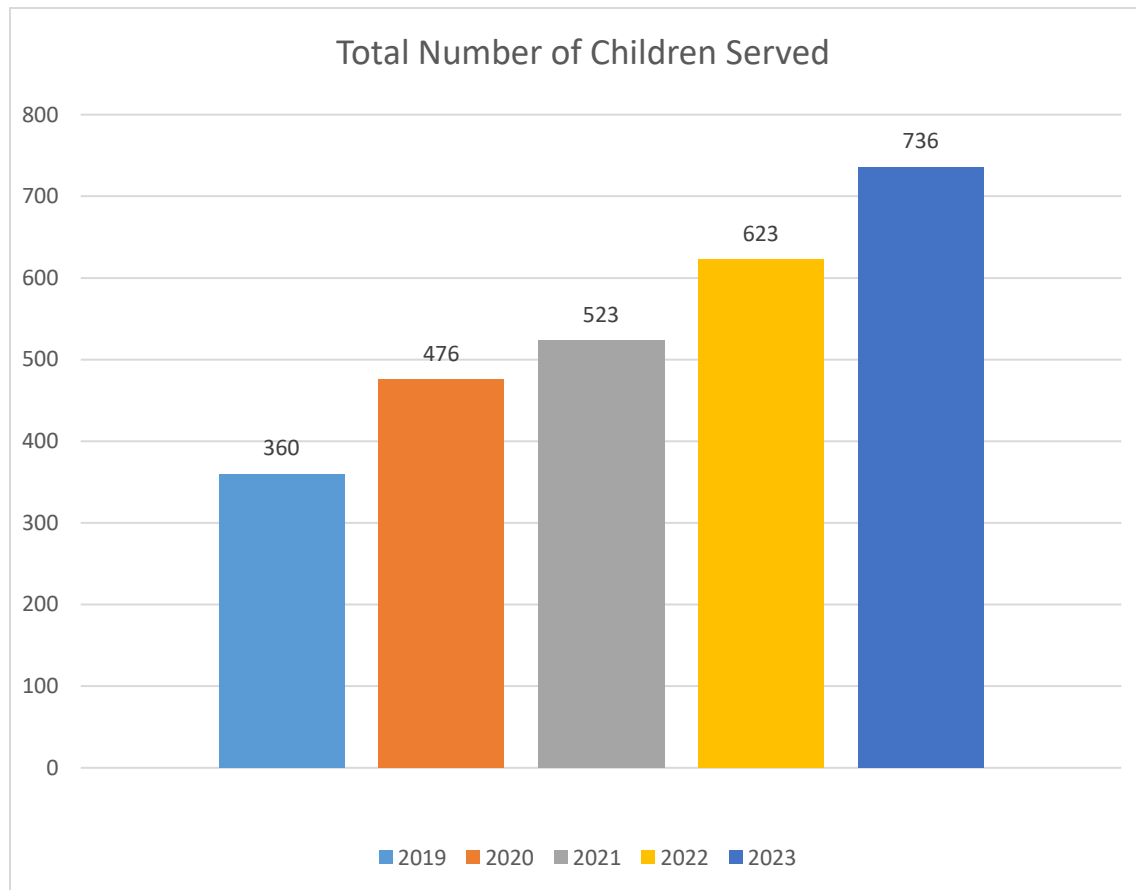
This includes phone calls, email and direct contacts with people.

- There is often more than one contact for each person being referred.
- Contacts are often much longer than they used to be due to complexities such as homelessness, more than one person in the family needing help, and financial difficulties.
- There was approximately a 7% increase in the total number of contacts provided last year.
- The increase in people with developmental disabilities is likely due to the increased number of children with disabilities served who have turned 18.



Long Term Support

Number of Children Served by Family Support

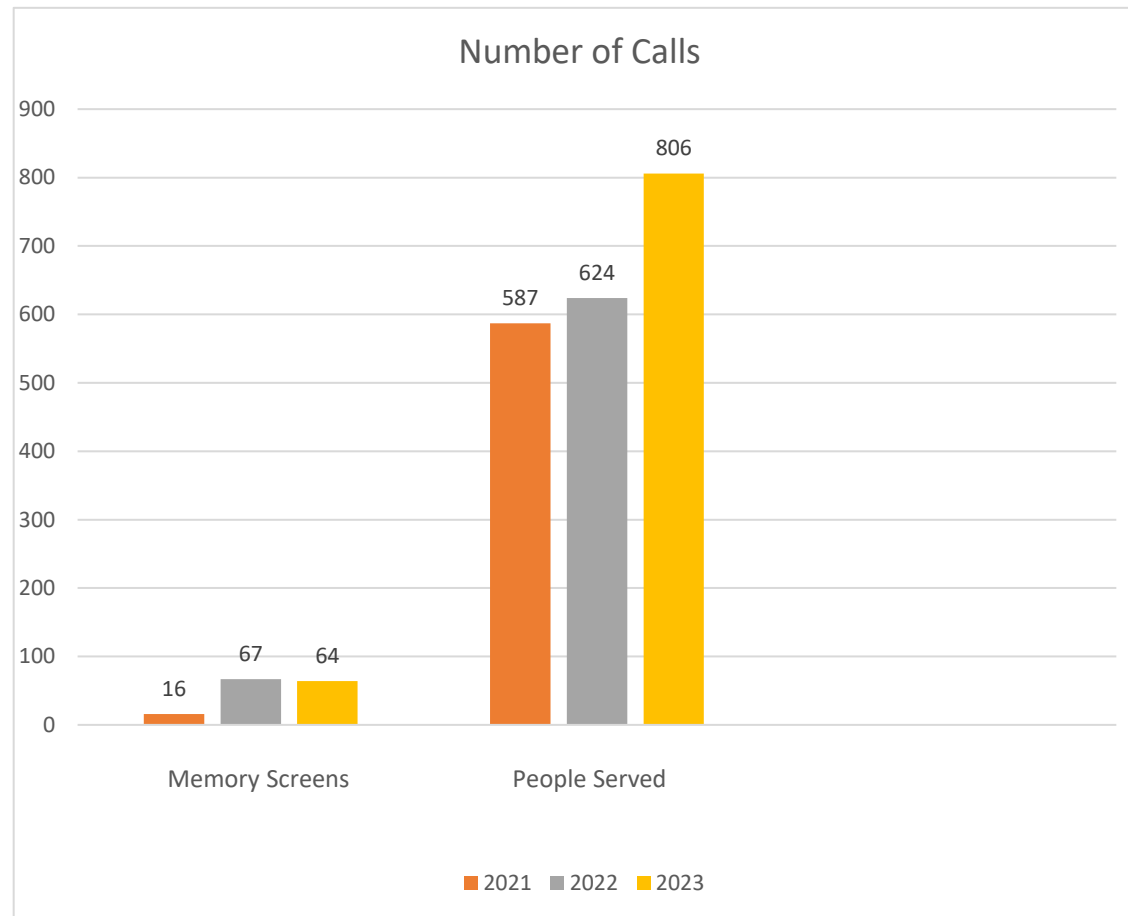


This graph shows the number of children supported with Children's Long-Term Support funding. Children may also be supported by other programs. Some started and ended during the year, so not necessarily served the entire year.

- There should not be a waiting list for children's long-term support services.
- Approximately 18% increase in children served which is twice the increase from last year.
- Supporting Parents and Unpaid Caregivers is a newer service and is now the largest service, making up about 12% of authorizations.
- The number of children served continues to rise and is expected to continue due to state policy changes.

Long Term Support

Dementia Care Program and Caregivers Support

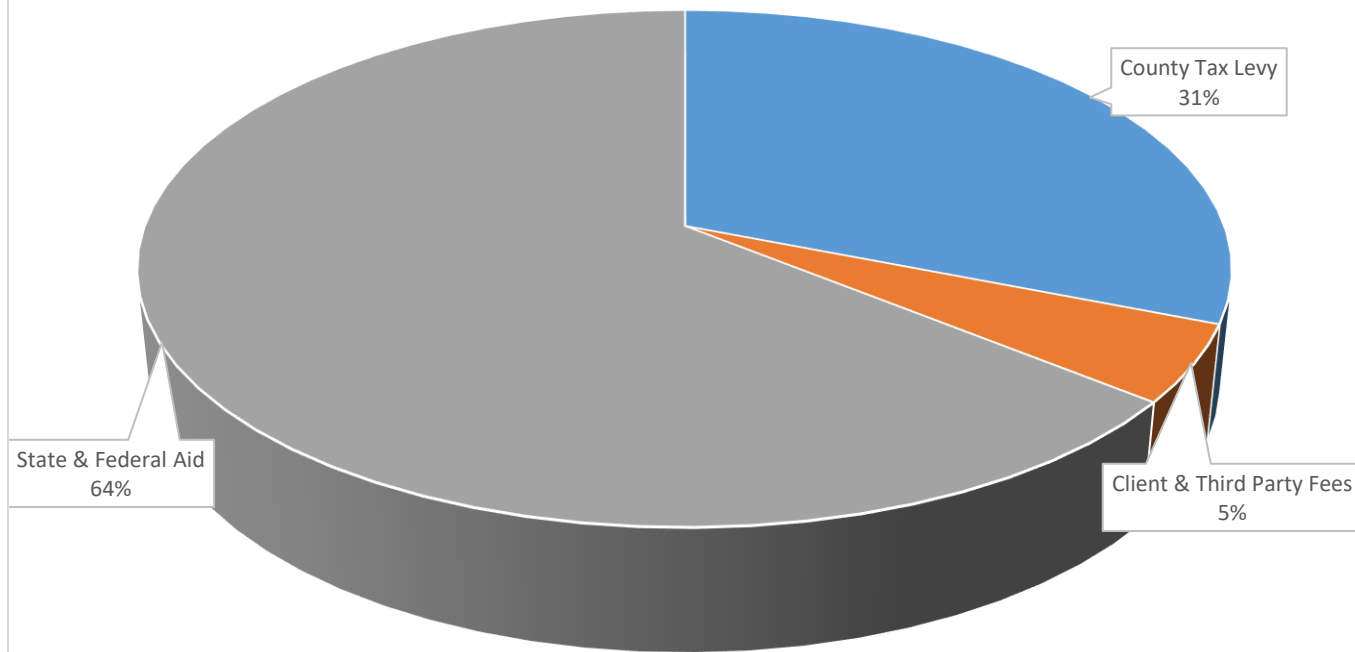


This chart shows the type of services offered to people with dementia and their families or caregivers.

- COVID still affected the number of people requesting support but the numbers continue to increase.
- Memory screens are offered regularly at the Oshkosh and Menasha Senior Centers.
- There is a partnership with the Fox Valley Memory Project to offer many programs throughout the region and increase awareness of programs and support.
- There was also a dementia awareness campaign, which likely caused the increase in number of contacts.
- Not all of the memory screens were reported.

Financial

2023
FUNDING SOURCES

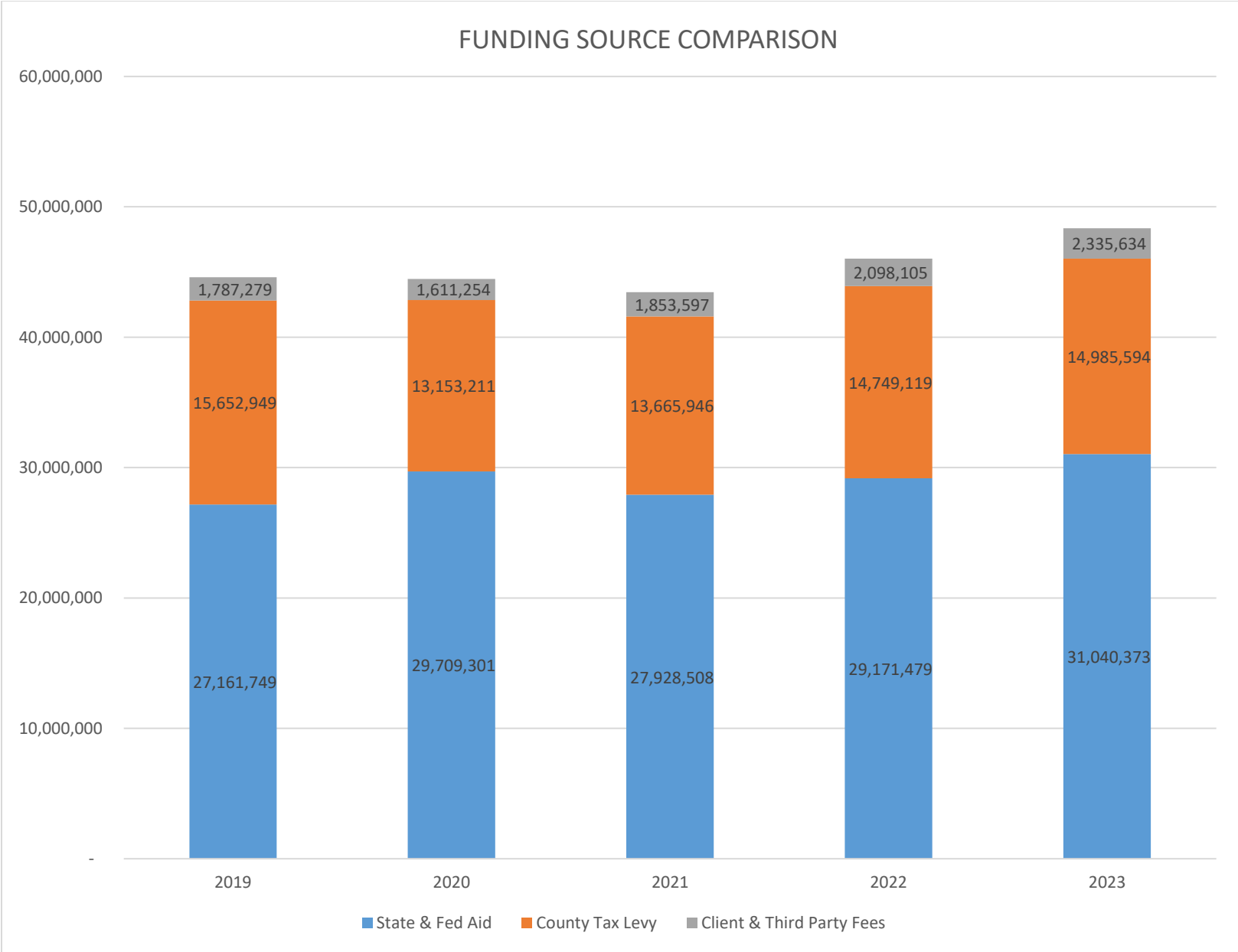


STATE & FEDERAL AID INCLUDES:

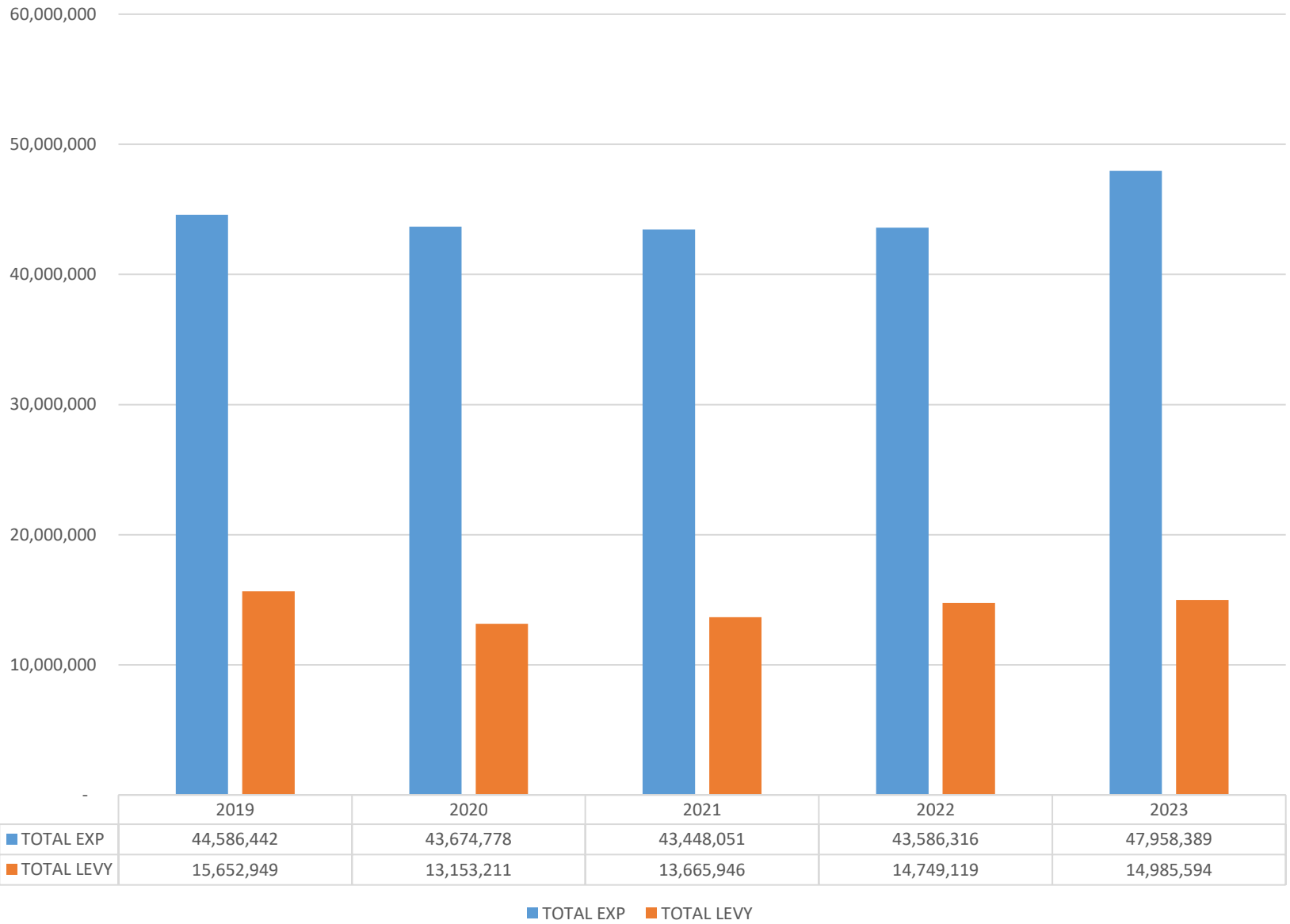
- Grants
- Medical Assistance
- Income Maintenance

CLIENT & THIRD PARTY FEES INCLUDES:

- Third Party Insurance
- Client Cost Shares
- Child Support
- Collections



TOTAL EXPENSE TO TAX LEVY COMPARISON



2023
EXPENDITURES BY DIVISION

