2024 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 2024. 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

2024 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
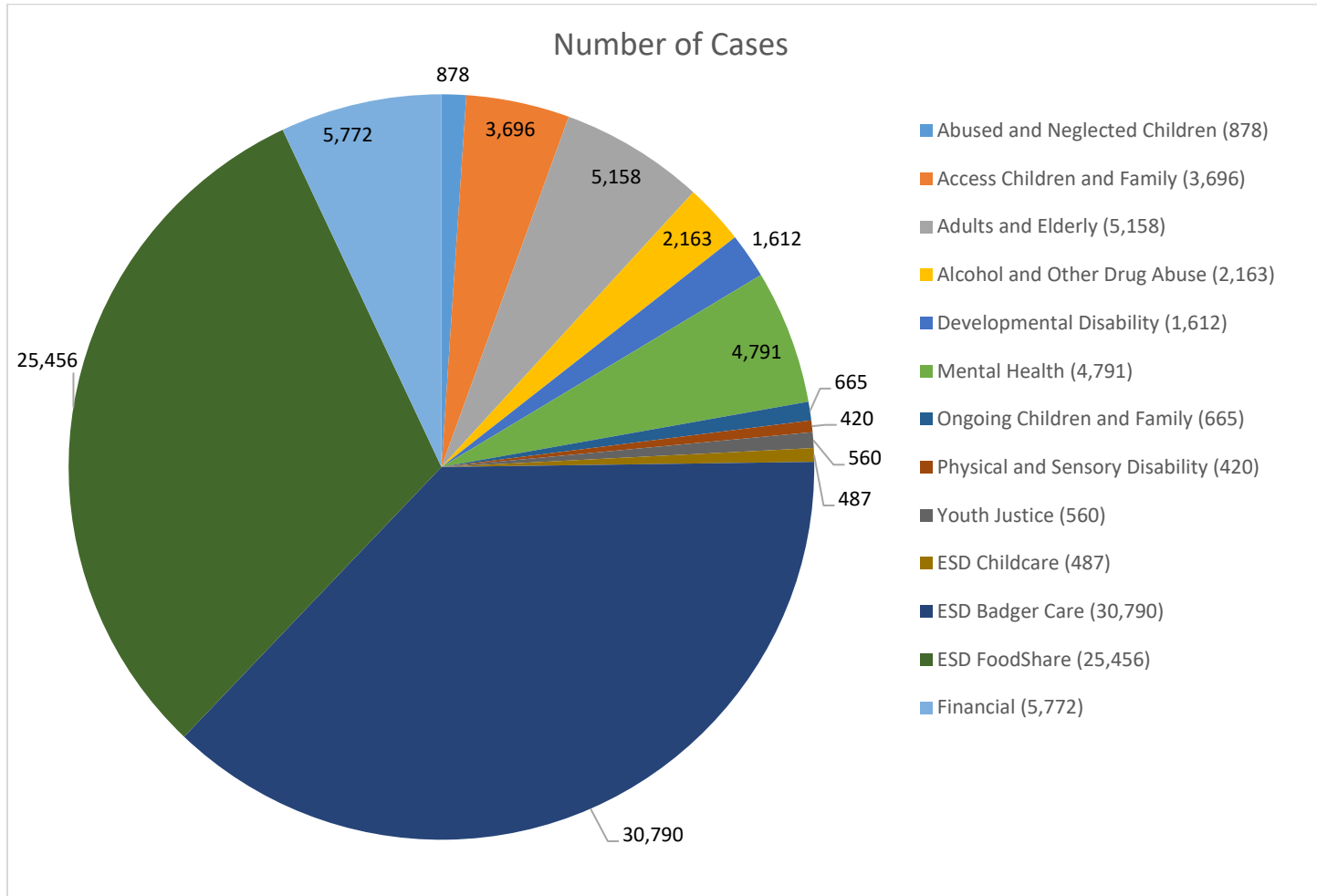
Outcomes

- 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

Personnel and Locations

DIVISION	Oshkosh Human Services	Neenah Human Services	Neenah Water Street	Orrin King	Shelter Care	Crisis Center	Oshkosh Police Dept	Sheriff's Dept	Total
Administrative	32	5		2					39
Behavioral Health	48	19		14		25	1	1	108
Child Welfare	52	32			15				99
Economic Support	25	21							46
Long Term Support	24	9	16						49
Total	181	86	16	16	15	25	1	1	**341**

Cases by Target Group

Number of Cases

- 878
- 3,696
- 5,158
- 2,163
- 1,612
- 5,772
- 25,456
- 4,791
- 665
- 420
- 560
- 487
- 30,790

Legend:
- Abused and Neglected Children (878)
- Access Children and Family (3,696)
- Adults and Elderly (5,158)
- Alcohol and Other Drug Abuse (2,163)
- Developmental Disability (1,612)
- Mental Health (4,791)
- Ongoing Children and Family (665)
- Physical and Sensory Disability (420)
- Youth Justice (560)
- ESD Childcare (487)
- ESD Badger Care (30,790)
- ESD FoodShare (25,456)
- Financial (5,772)

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.
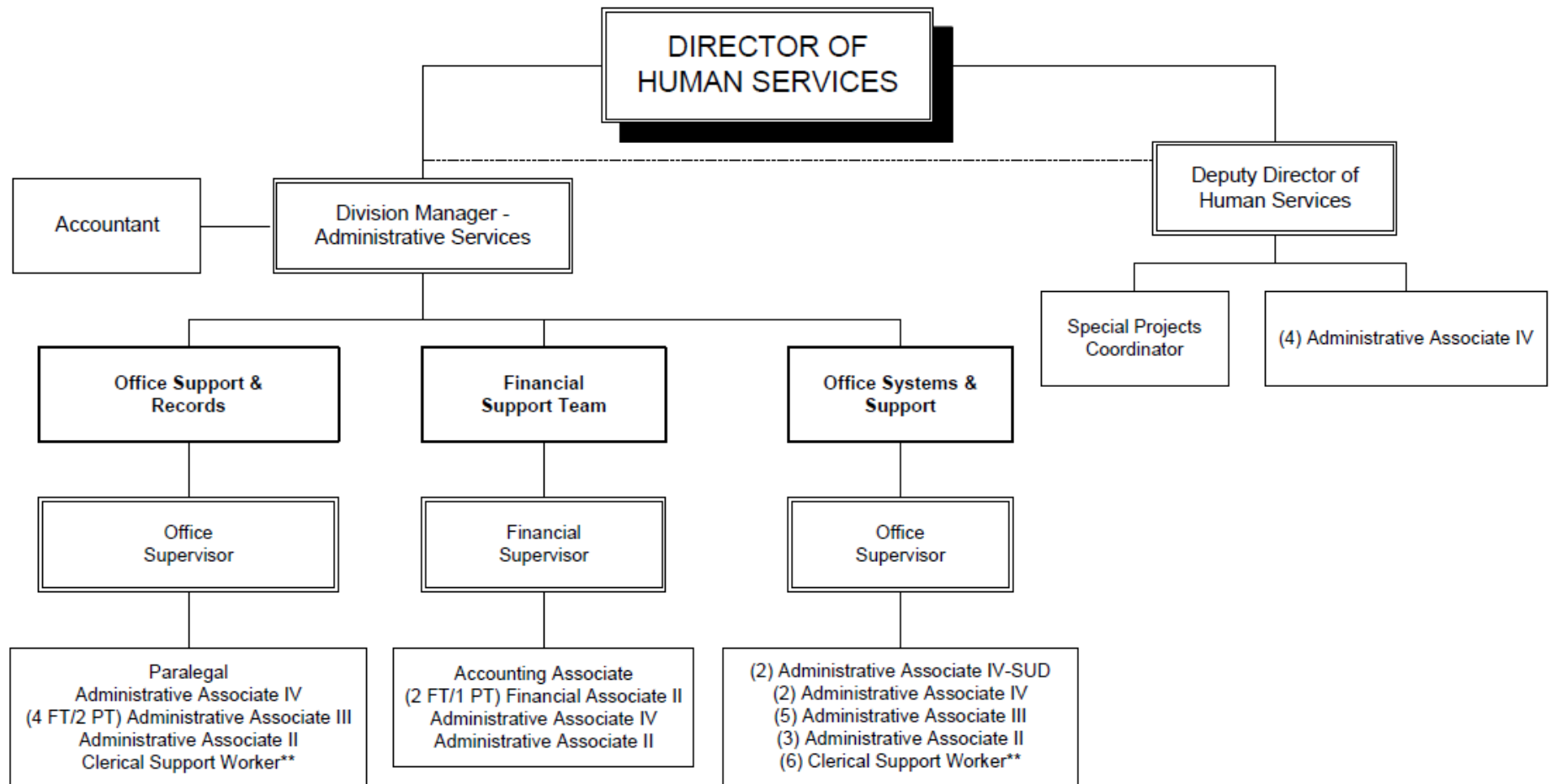
Administrative Services

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, Purchasing and Grants Management
- Provide transcription services
- Develop and manage annual budget
- Ensure HIPAA compliance and training

HUMAN SERVICES
Administrative Services

DIRECTOR OF HUMAN SERVICES

Deputy Director of Human Services

Accountant

Division Manager - Administrative Services

Special Projects Coordinator

(4) Administrative Associate IV

Office Support & Records

Financial Support Team

Office Systems & Support

Office Supervisor

Financial Supervisor

Office Supervisor

Paralegal
Administrative Associate IV
(4 FT/2 PT) Administrative Associate III
Administrative Associate II
Clerical Support Worker**

Accounting Associate
(2 FT/1 PT) Financial Associate II
Administrative Associate IV
Administrative Associate II

(2) Administrative Associate IV-SUD
(2) Administrative Associate IV
(5) Administrative Associate III
(3) Administrative Associate II
(6) Clerical Support Worker**

Accomplishments for 2024

Administrative Services Division

- Completed an accounts payable component in the department's electronic health record in support of Long Term Support financial activities.
- Developed a system to track the department's vehicle maintenance needs.
- Created a streamlined process for the department's internship program including a system to track the status of required documents.
- Updated Uniform Grant Guidelines policies and procedures to comply with Federal requirements.
- Implemented an Administrative "floater" position to enhance customer service at various department reception areas.

Goals for 2025

Administrative Services Division

- Launch a secure client portal allowing clients to view upcoming appointments, current medications, and key documents.
- Conduct an analysis of administrative reporting needs and develop a system to document these needs.
- Conduct a review of staff security for Luna to ensure access meets requirements of each position and complies with HIPAA and departmental security policies.
- Improve system alerts to ensure staff receive timely notifications and take appropriate action. Determine what alert features are required.
- Implement electronic signature pads for client paperwork and train staff on usage protocols.
- Successfully transition to SharePoint in conjunction with IT requirements.

Administrative Services
Insurance Claims Processed
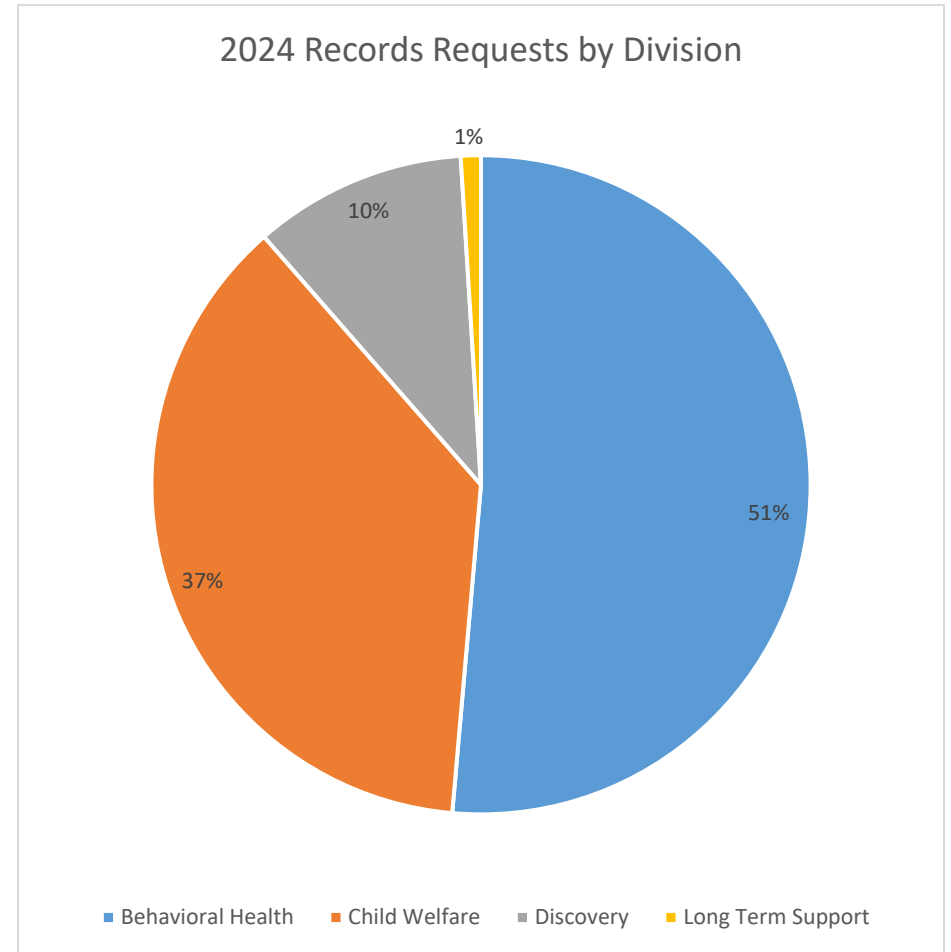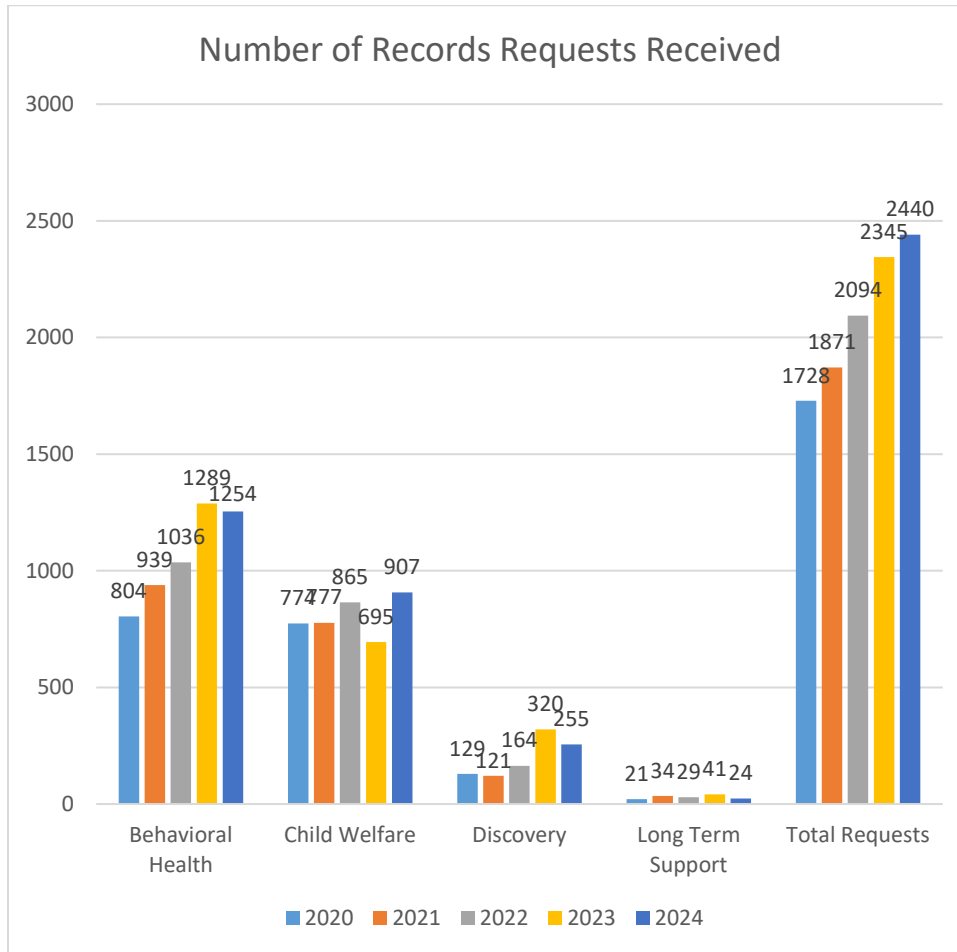

Number of Insurance Claims Processed
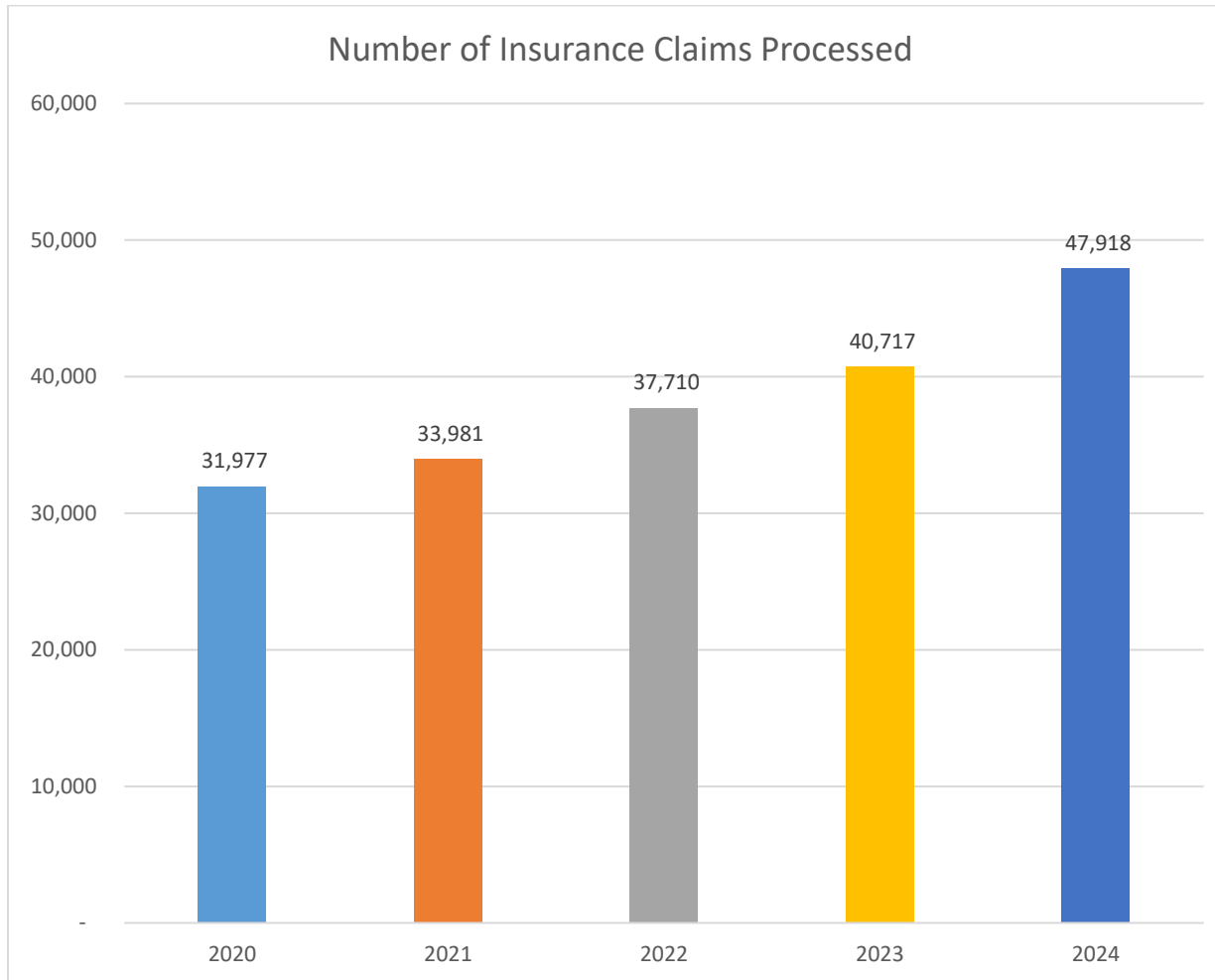
The number of claims processed annually includes:

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

Administrative Services

Records Requests

Number of Records Requests Received

Division	2020	2021	2022	2023	2024
Behavioral Health	804	939	1036	1289	1254
Child Welfare	774	777	865	695	907
Discovery	129	121	164	320	255
Long Term Support	21	34	29	41	24
Total Requests	1728	1871	2094	2345	2440

2024 Records Requests by Division

- Behavioral Health 51%
- Child Welfare 37%
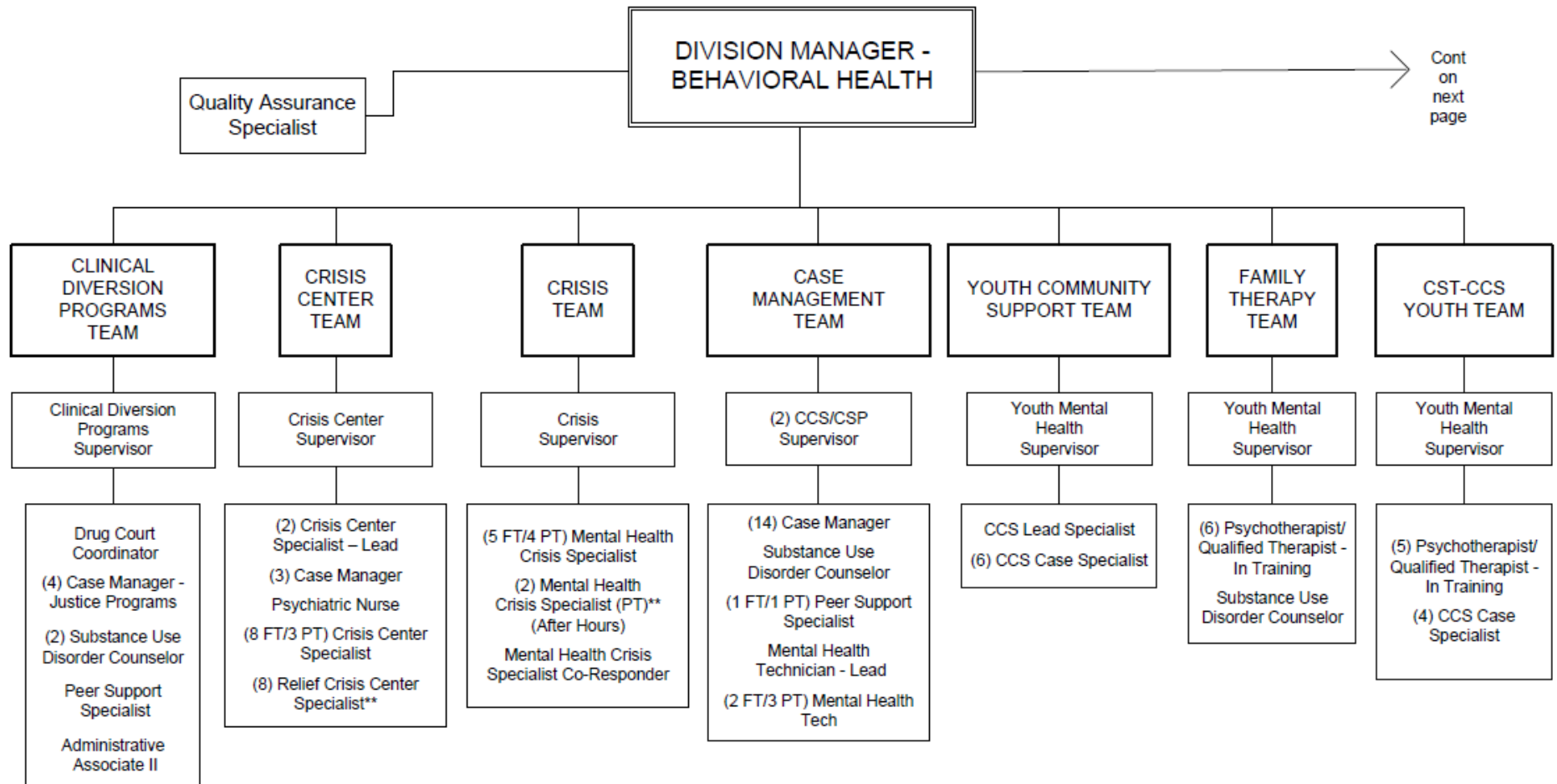- Discovery 10%
- Long Term Support 1%

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)
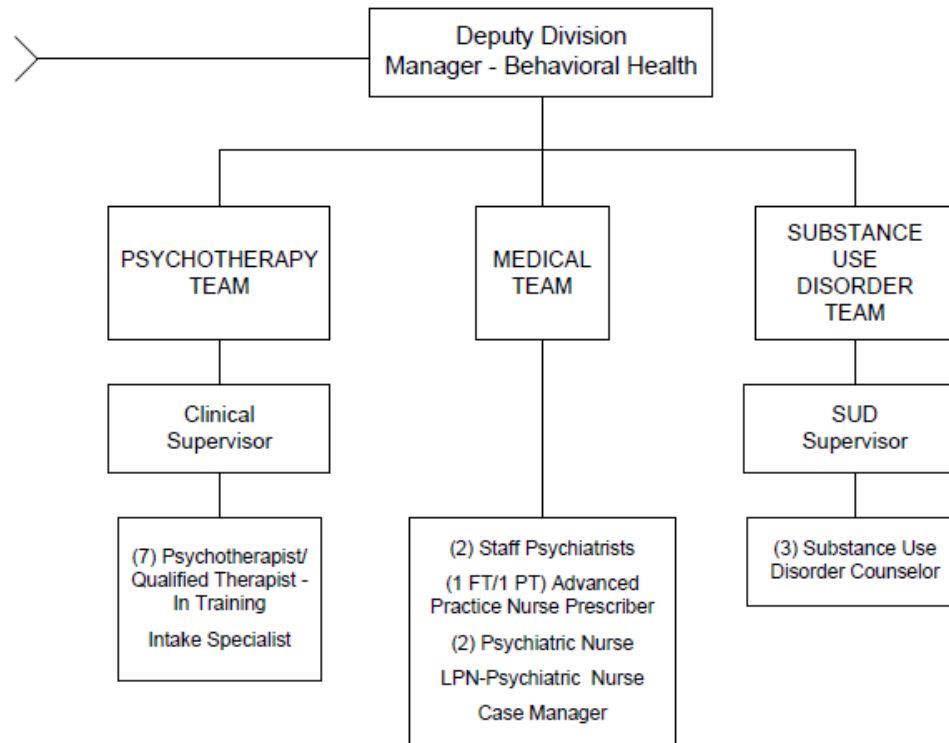
HUMAN SERVICES
Behavioral Health Services

DIVISION MANAGER - BEHAVIORAL HEALTH

Quality Assurance Specialist

CLINICAL DIVERSION PROGRAMS TEAM

Clinical Diversion Programs Supervisor

Drug Court Coordinator

(4) Case Manager - Justice Programs

(2) Substance Use Disorder Counselor

Peer Support Specialist

Administrative Associate II

CRISIS CENTER TEAM

Crisis Center Supervisor

(2) Crisis Center Specialist – Lead

(3) Case Manager

Psychiatric Nurse

(8 FT/3 PT) Crisis Center Specialist

(8) Relief Crisis Center Specialist**

CRISIS TEAM

Crisis Supervisor

(5 FT/4 PT) Mental Health Crisis Specialist

(2) Mental Health Crisis Specialist (PT)** (After Hours)

Mental Health Crisis Specialist Co-Responder

CASE MANAGEMENT TEAM

(2) CCS/CSP Supervisor

(14) Case Manager

Substance Use Disorder Counselor

(1 FT/1 PT) Peer Support Specialist

Mental Health Technician - Lead

(2 FT/3 PT) Mental Health Tech

YOUTH COMMUNITY SUPPORT TEAM

Youth Mental Health Supervisor

CCS Lead Specialist

(6) CCS Case Specialist

FAMILY THERAPY TEAM

Youth Mental Health Supervisor

(6) Psychotherapist/ Qualified Therapist - In Training

Substance Use Disorder Counselor

CST-CCS YOUTH TEAM

Youth Mental Health Supervisor

(5) Psychotherapist/ Qualified Therapist - In Training

(4) CCS Case Specialist

14

HUMAN SERVICES
Behavioral Health Services

Deputy Division Manager - Behavioral Health

- **PSYCHOTHERAPY TEAM**
  - Clinical Supervisor
    - (7) Psychotherapist/ Qualified Therapist - In Training

      Intake Specialist

- **MEDICAL TEAM**
  - (2) Staff Psychiatrists

    (1 FT/1 PT) Advanced Practice Nurse Prescriber

    (2) Psychiatric Nurse

    LPN-Psychiatric Nurse

    Case Manager

- **SUBSTANCE USE DISORDER TEAM**
  - SUD Supervisor
    - (3) Substance Use Disorder Counselor

Accomplishments for 2024

Behavioral Health Division

- A Dialectal Behavioral Therapy (DBT) group was started for adolescents. This is an evidence-based psychotherapy that helps individuals reach emotional and cognitive regulation.
- Created a system to ensure families were able to get hooked up with services quicker and expanded the continuum of care to best meet their individual needs.
- Trained the division staff on substance use concerns and different ways to work with individuals that have a dual diagnosis.
- Expanded the collaboration between the Comprehensive Community Services (CCS) and substance use treatment teams to provide psychosocial rehabilitation to a large group.
- Created a Mental Health Court program as an alternative to incarceration that will assist with treatment and support for those with a low level offense related to their mental health concerns.

Goals for 2025

Behavioral Health Division

- We will train all the Youth and Family Psychotherapists on utilizing the evidence-based treatment, Eye Movement Desensitization and Reprocessing (EMDR).
- Work with community partners to enhance the housing options that are available for the individuals and families that we work with.
- We will continue to look at evidence-based practices that meet the needs of our community.
- Continue to educate and strengthen relationships within our community partners, agency, and our teams within the division.
- We will start utilizing the CCS recovery model at the State Street Center.
- Working with internal and external partners to expand resources and services to those that we work with at the Crisis Center and in the Winnebago County Jail.

Behavioral Health Division

Adult Community Services Program Clients

Number of People Served

Year	Crisis	Community Based Services	Diversion	Crisis Stabilization and Group Home
2020	1273	1096		569
2021	1260	1130		507
2022	1064	1247	634	683
2023	994	1232	891	1083
2024	1200	1367	1234	735
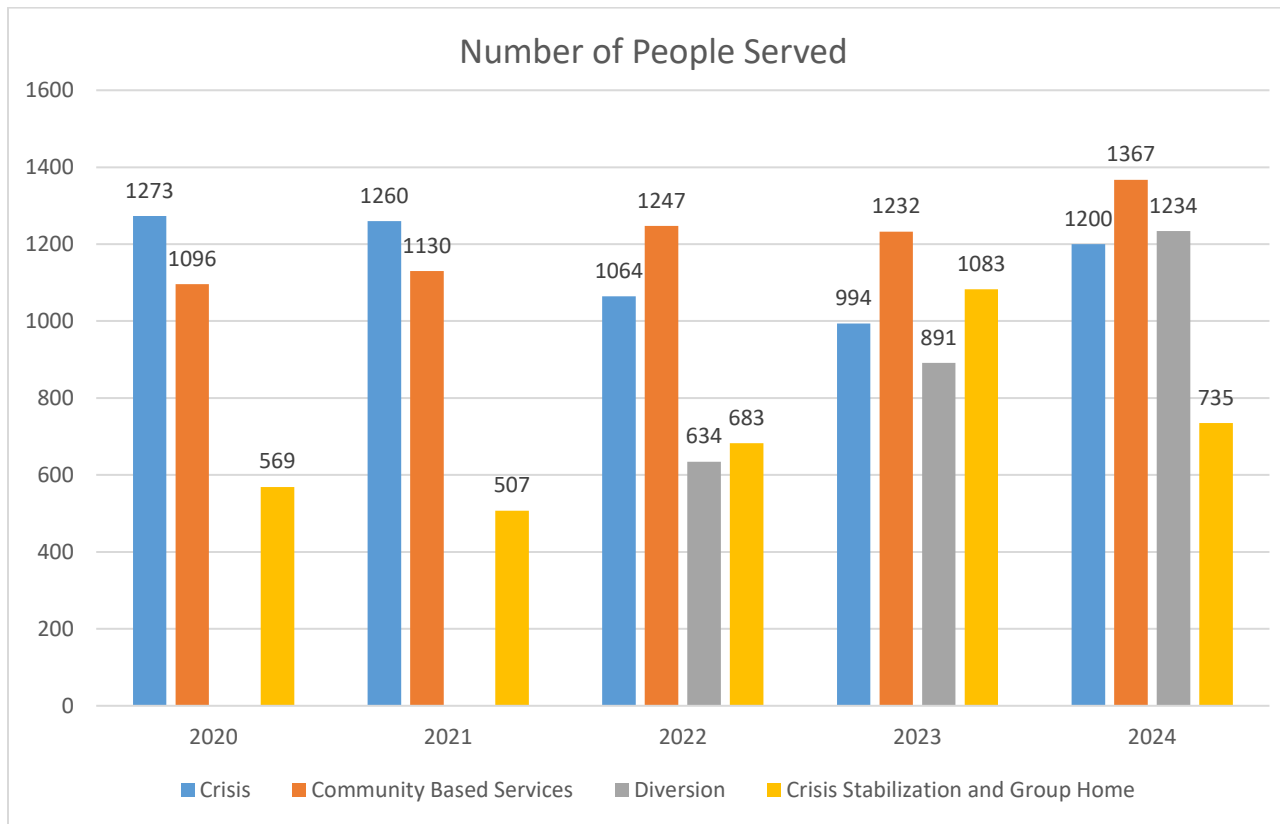
- Serves people of all ages with mental health and or substance use disorders
- Assist individuals with recovery and rehabilitation services
- Improves day to day functioning and quality of life
- Community-based care in the least restrictive environment possible
- Consumer driven care with the individual determining goals and treatment planning
- Crisis Stabilization Facility (Adult)

18

Behavioral Health Division
Child and Family Clinical Services

Number of Families Served
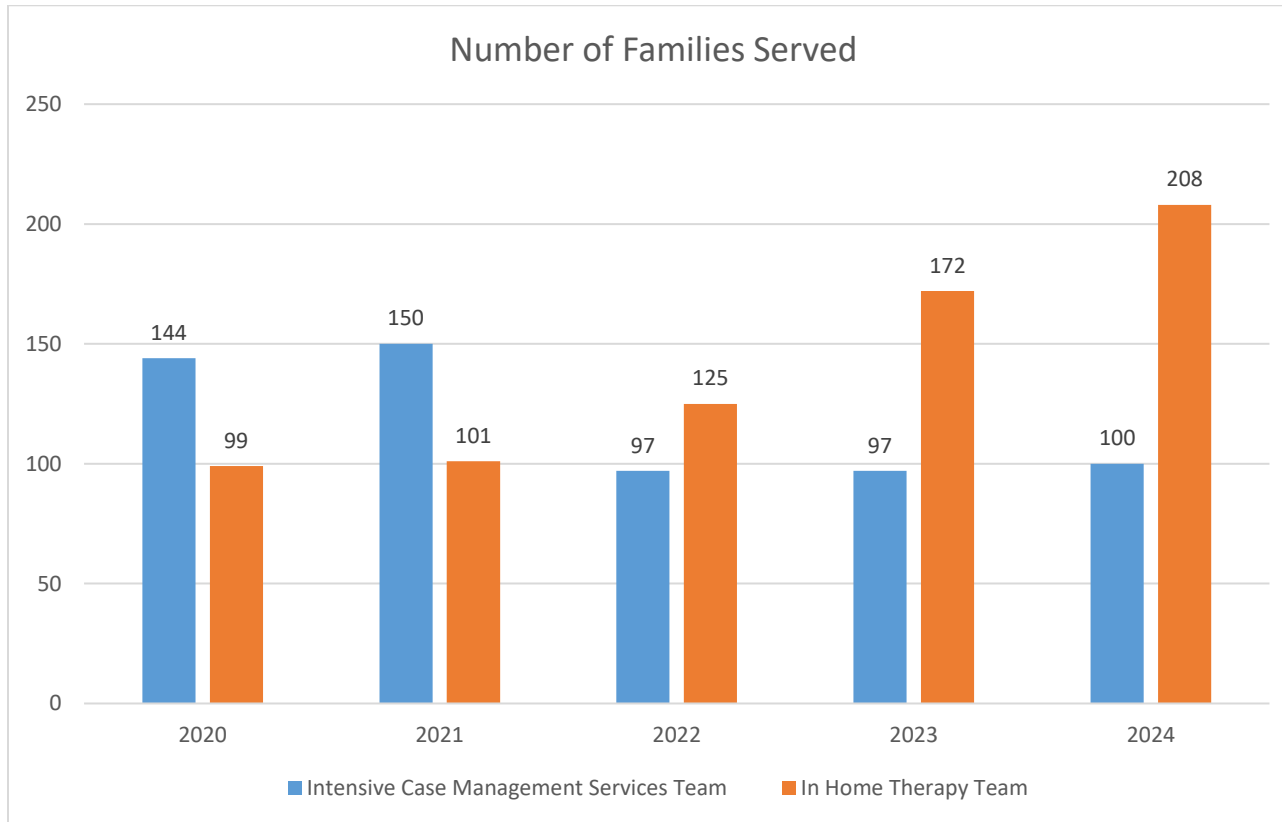
- Providers meet with families in their homes instead of coming to the office
- Serves children and youth at risk of being placed outside of the home and/or in efforts to return children from out of home care
- Promotes families staying together and family driven goals (the consumer decides on their 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
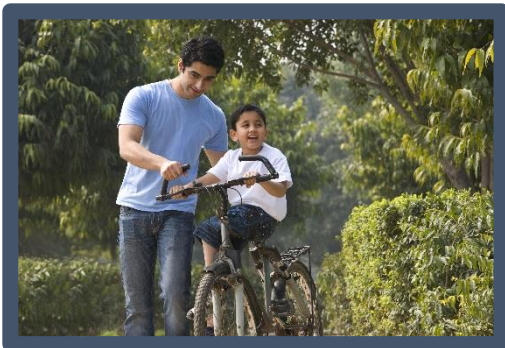

Outpatient Clients Served
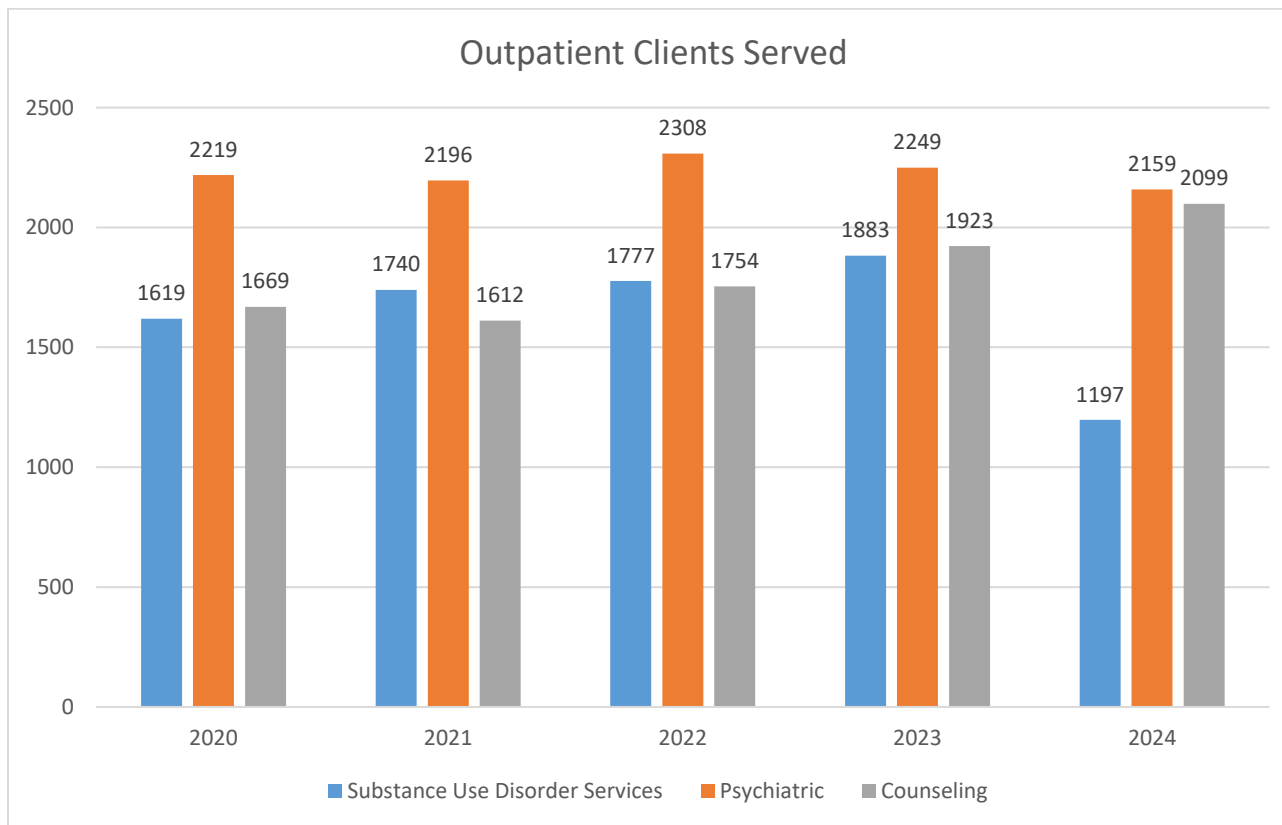
- Information/Referral (consumers turn to us for "where to start")
- Psychiatric Evaluation and Assessment
- Medication Management
- Group Counseling
- Individual Counseling
- Substance Use Disorder Counseling
- 24/7 Crisis Services
- Clinic offers "same day" services with ability to talk with a licensed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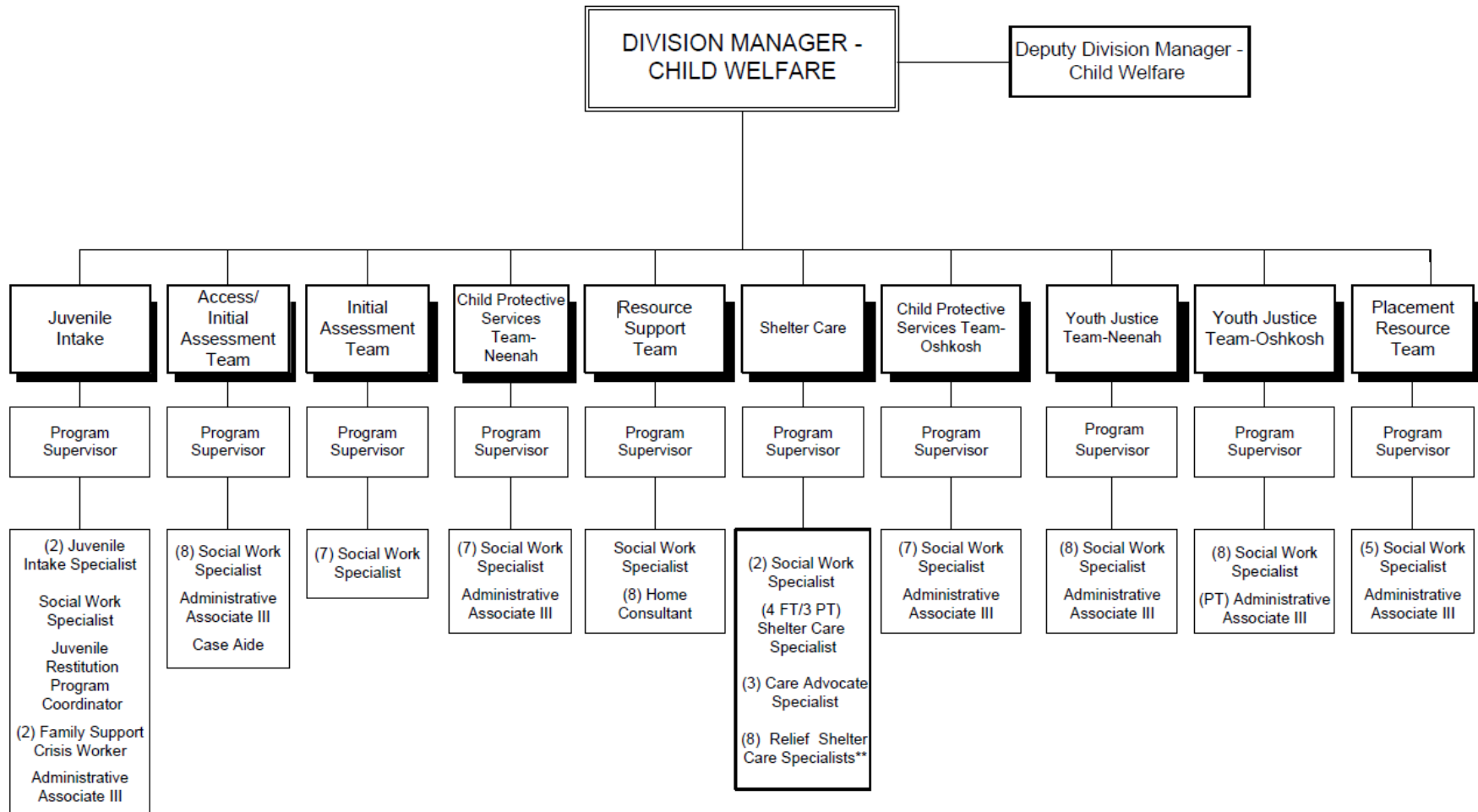
Child Welfare

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
- Juvenile Intake Services
- Placement Resource Services
- Shelter Care program

- Child Protective Services
- Youth Justice Services
- Resource Support Services
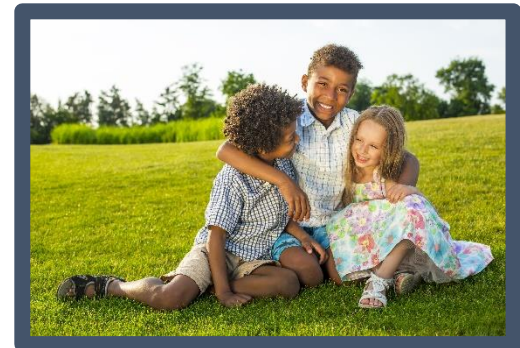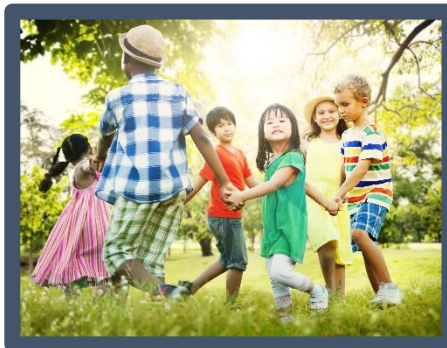
HUMAN SERVICES
Child Welfare Services

DIVISION MANAGER - CHILD WELFARE

Deputy Division Manager - Child Welfare

Juvenile Intake

Program Supervisor

(2) Juvenile Intake Specialist

Social Work Specialist

Juvenile Restitution Program Coordinator

(2) Family Support Crisis Worker

Administrative Associate III

Access/Initial Assessment Team

Program Supervisor

(8) Social Work Specialist

Administrative Associate III

Case Aide

Initial Assessment Team

Program Supervisor

(7) Social Work Specialist

Child Protective Services Team-Neenah

Program Supervisor

(7) Social Work Specialist

Administrative Associate III

Resource Support Team

Program Supervisor

Social Work Specialist

(8) Home Consultant

Shelter Care

Program Supervisor

(2) Social Work Specialist

(4 FT/3 PT) Shelter Care Specialist

(3) Care Advocate Specialist

(8) Relief Shelter Care Specialists**

Child Protective Services Team-Oshkosh

Program Supervisor

(7) Social Work Specialist

Administrative Associate III

Youth Justice Team-Neenah

Program Supervisor

(8) Social Work Specialist

Administrative Associate III

Youth Justice Team-Oshkosh

Program Supervisor

(8) Social Work Specialist

(PT) Administrative Associate III

Placement Resource Team

Program Supervisor

(5) Social Work Specialist

Administrative Associate III

22

**Unclassified Position

Accomplishments for 2024

Child Welfare Division

- As of December 2024, 45.59% of children placed out of home were placed with relatives and like-kin.
- Developed a more robust Independent Living program to better support the youth who are at risk of aging out of care and age out of care.
- Created a Crown Closet to help address the health care needs of youth who are in-home and in placement.
- Established a contract for a co-ed, trauma-informed group home in Neenah.
- Strengthened our county-run Shelter Care program and services.
- Strengthened our Family Mobile Team services to best assist families and keep children/youth safely in their home.
- Built up collaborations with other human services divisions and other county departments to best support families being served.
- Continued to implement new ideas to reduce staff turnover, with some success in reducing the number of open positions.

Goals for 2025

Child Welfare Division

- Continue to increase our use of relatives and informal natural supports for assistance and support for children, youth, and families.
- Continue to increase the number of children/youths placed with relatives and like-kin.
- Evaluate and develop parenting programs for parents of children and older youth. Introduce a new evidence-based parenting program to strengthen family relationships.
- Continue to strengthen our engagement with families and offer opportunities for families to take the lead in their own plans and goals.
- Strengthen our Youth Justice Community Service and Restitution Program.
- Utilize mentors with lived experience to support youth.
- Create a workgroup and implement different practices to encourage staff voice.
- Continue to strengthen collaborations with human services divisions, county departments, and community stakeholders.
- Enhance our Independent Living programming and planning.
- Continue to support and strengthen shelter care staff and services.
- Continue to partner with group home provider and strengthen the program and relationships between staff.

Child Welfare Division Referrals

Total Number of Calls and Referrals for Services

Year	Child Protection	Delinquency
2020	3193	791
2021	3693	894
2022	3678	794
2023	3842	845
2024	3696	700

■ Child Protection   ■ Delinquency
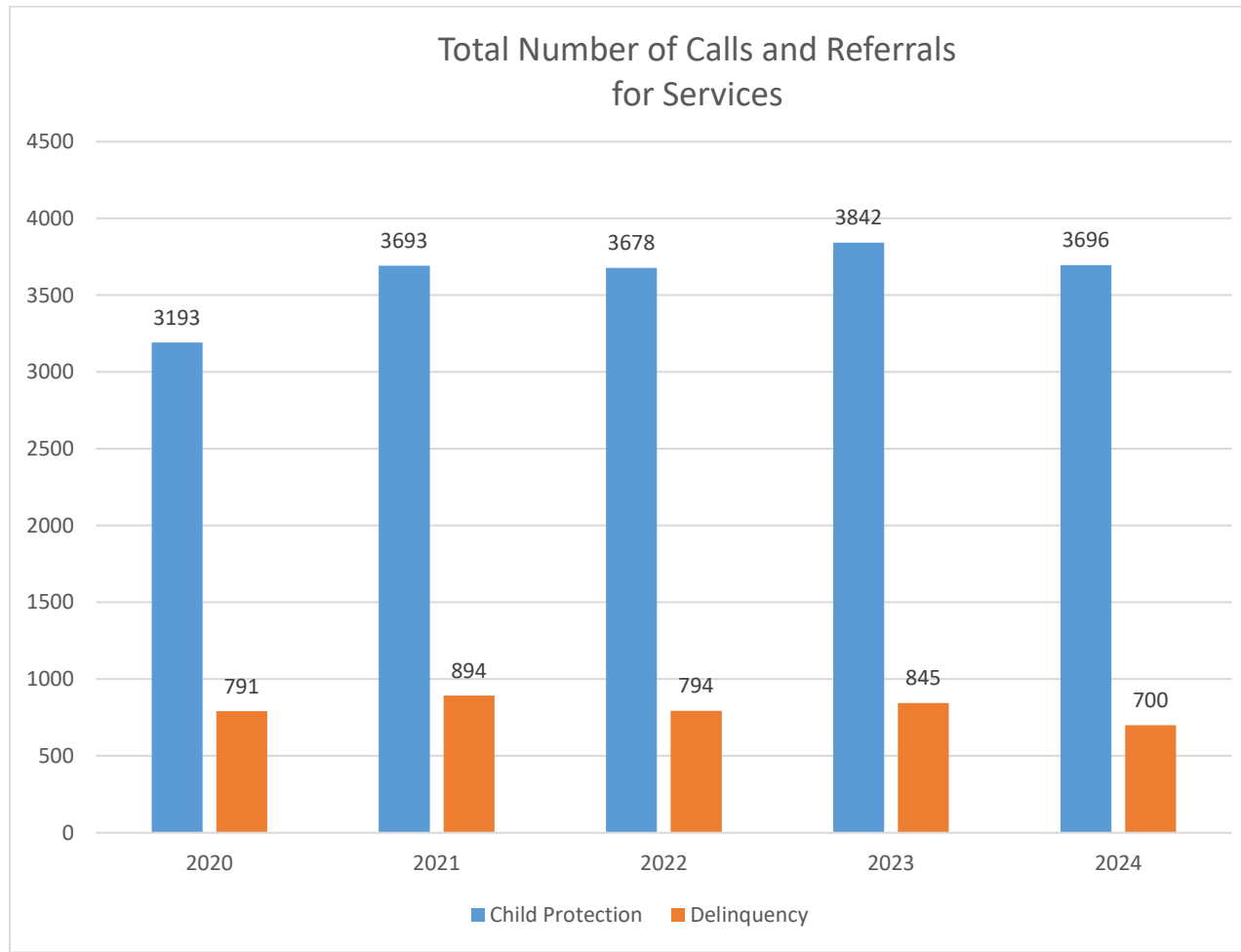
Total number of phone calls from the community and referrals for child welfare services

- 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

Total Number of Children in Out-of-Home Care - CPS & YJ
2019 - 2023
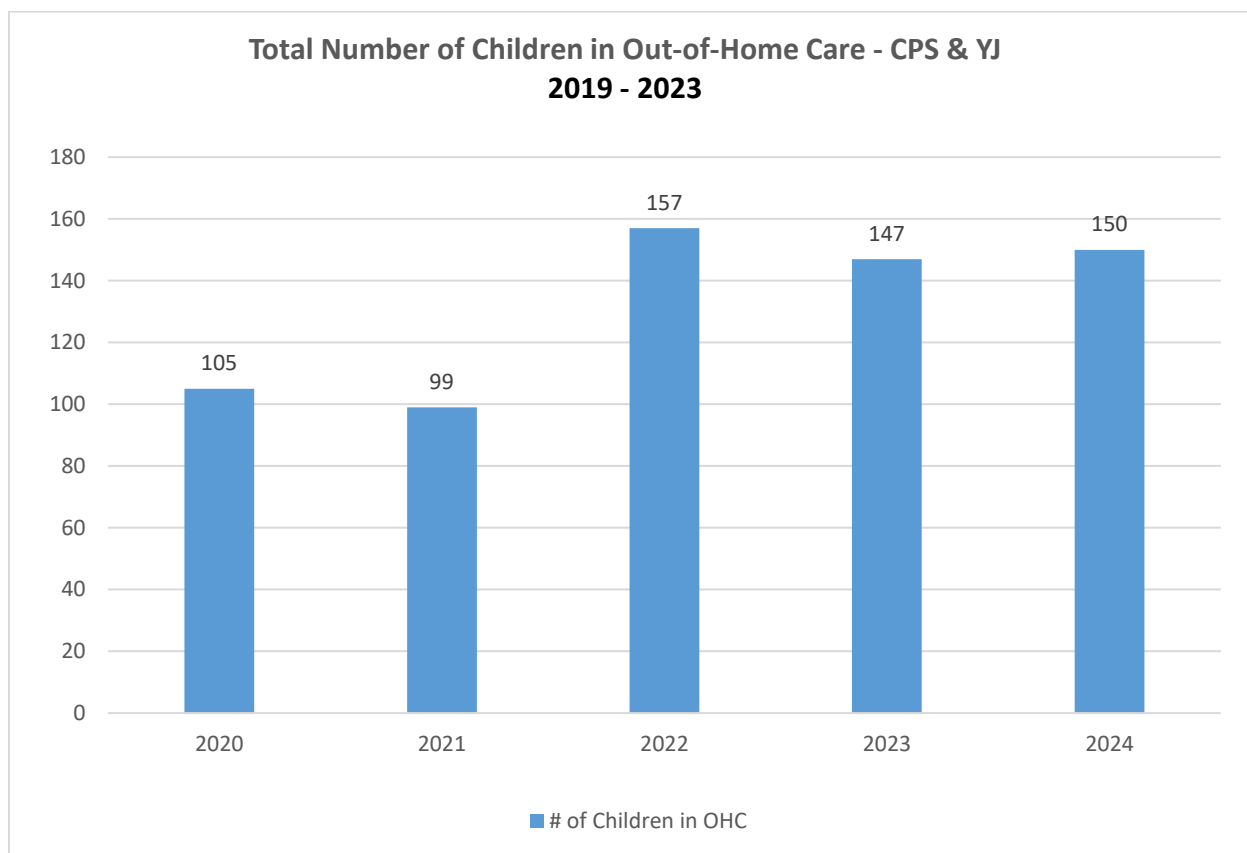
Yearly total number of children and youth in court-ordered out of home care. Children and youth are placed by juvenile court due to safety concerns for the child or youth and/or the community. Placements under CPS (Child Protective Services) orders are made due to child abuse or neglect safety concerns. Placements under YJ (Youth Justice) orders are due to safety concerns for the youth and the community.

Child Welfare Division Placement Types

Placement Types: Monthly Average 2024

- Foster Home — 27%
- Group Home — 4%
- Residential — 3%
- Relative — 48%
- Trial Reunification — 1%
- Other — 17%
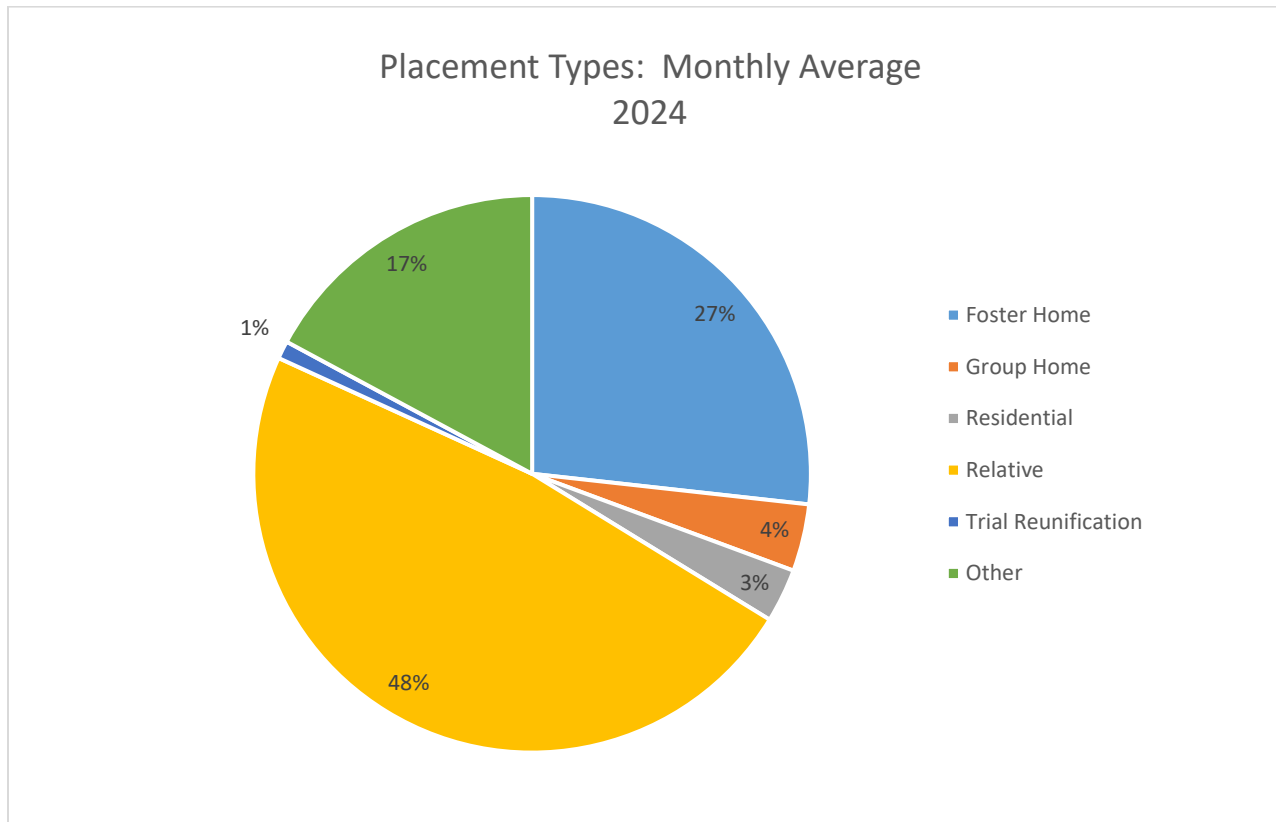
Winnebago County continues to work with families and the community to decrease the number of children in out of home placements, in order to reduce the trauma children, youth, and families may experience. If placement is needed, we prioritize children being with relatives or someone they know (like-kin).

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/Like-kin
- 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

DIVISON MANAGER –
ECONOMIC SUPPORT

Staff Development

Long Term Support

Quality Assurance

Family Team

Staff Development
Specialist

Economic Support
Supervisor

Problem Resolution
Specialist

Economic Support
Supervisor

Economic Support Specialist-Lead

(10 FT/2 PT) Economic Support Specialist I/II

Economic Support Specialist-Lead

(23 FT/2 PT) Economic Support Specialist I/II

(2) Administrative Associate II

Accomplishments for 2024

Economic Support Division

- Provided several trainings to staff to guide them through the return to normal for rules and guidelines including an in person all consortium training.
- Met or exceeded timeliness measures for applications renewals, six month reports processed, and for answer rate in call center.
- Accuracy rates were higher overall than balance of state.
- Surveys taken during our Federal Management Evaluation Review indicate that 95% of our customers feel that staff is helpful, and that they are treated fairly and with respect.
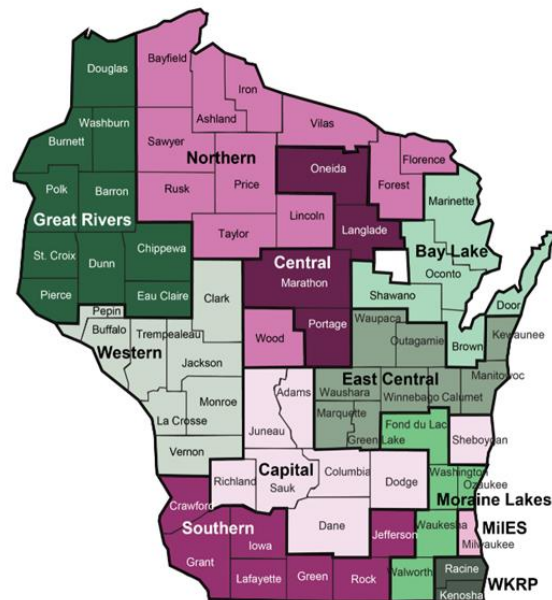
Goals for 2025

Economic Support Division

- Investigate implementing a mutual mentoring program for staff to enable them to help and support each other in a meaningful way.
- Continue to provide outreach and support to community partners who work with the same population.
- Continue to meet or exceed all performance measures for accuracy and timeliness of case processing and call center calls, while maintaining excellent customer services.

Economic Support
Total Healthcare Recipients

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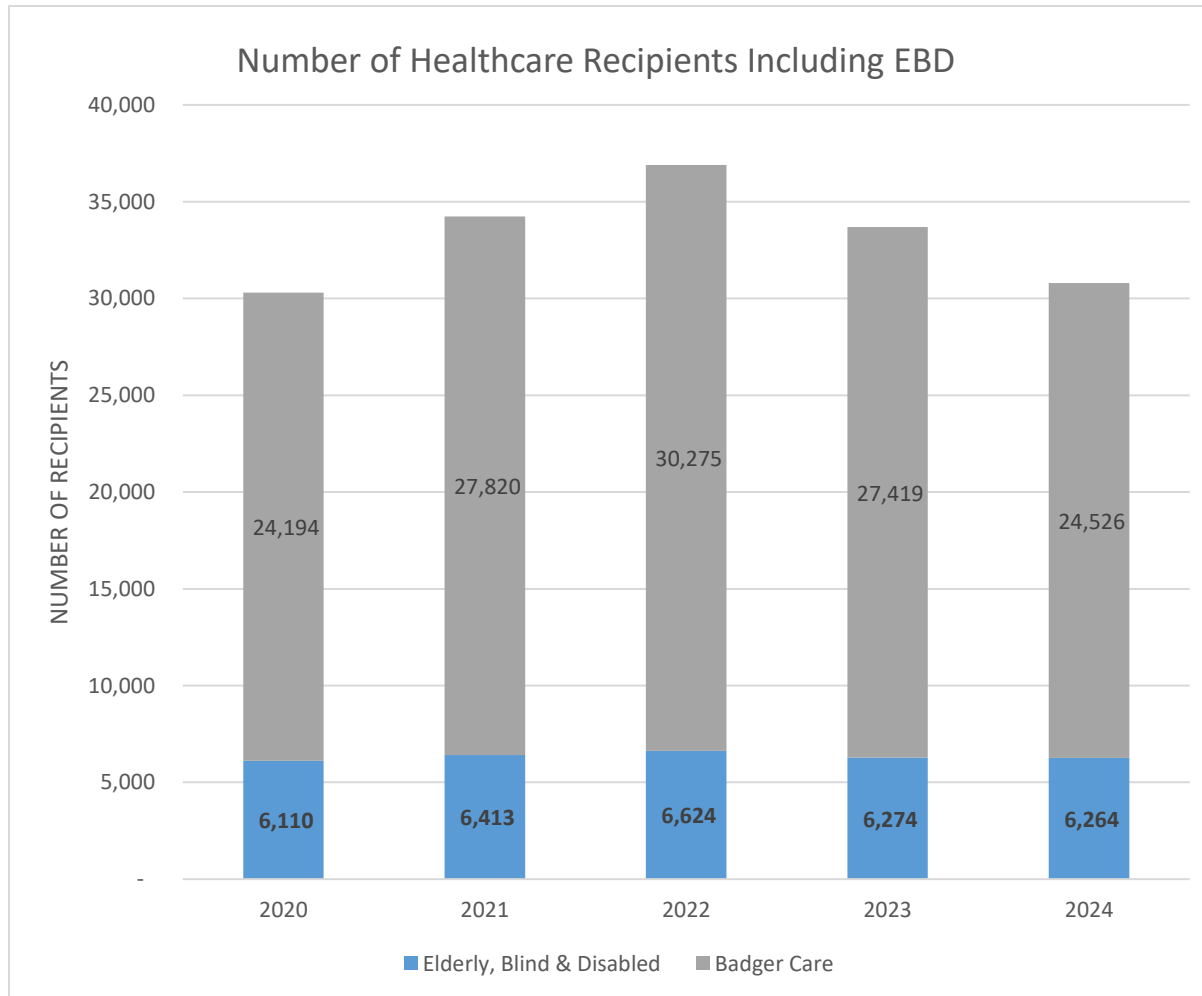
Wisconsin Medicaid is a joint federal and state program that provides high-quality health care coverage, long term care, and other services to Wisconsin residents. There are many types of Medicaid programs. Each program has different rules, such as age and income, that must be met to be eligible for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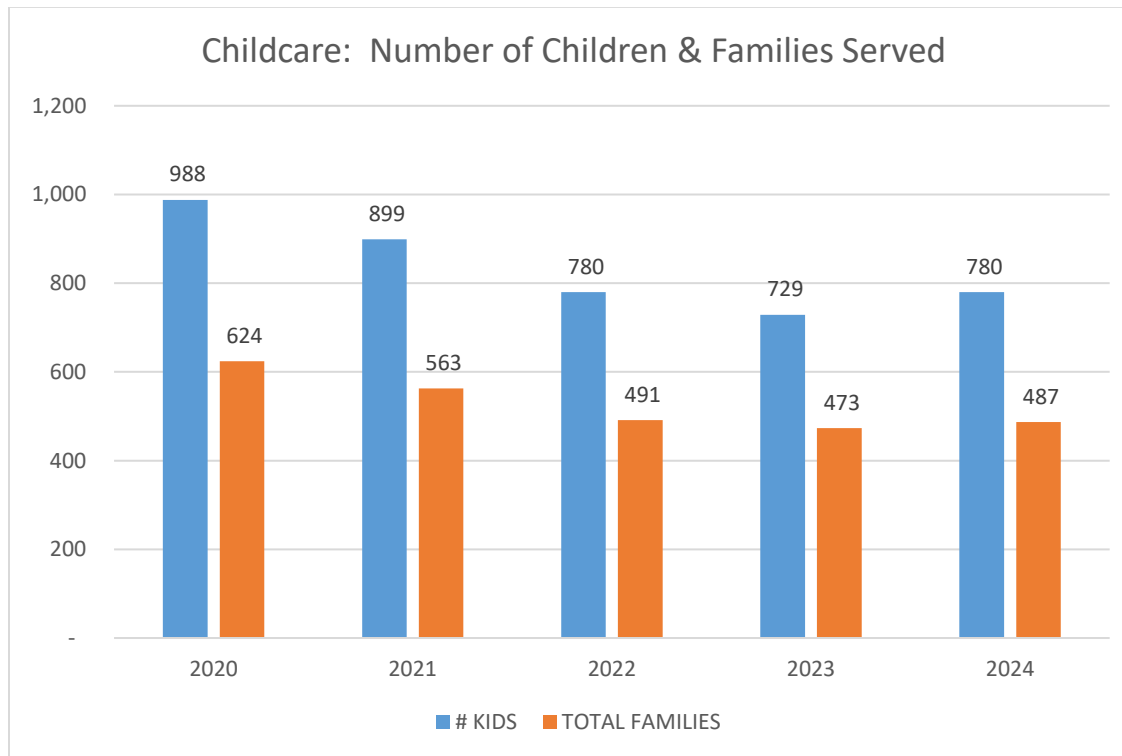# Total FoodShare Program Recipients

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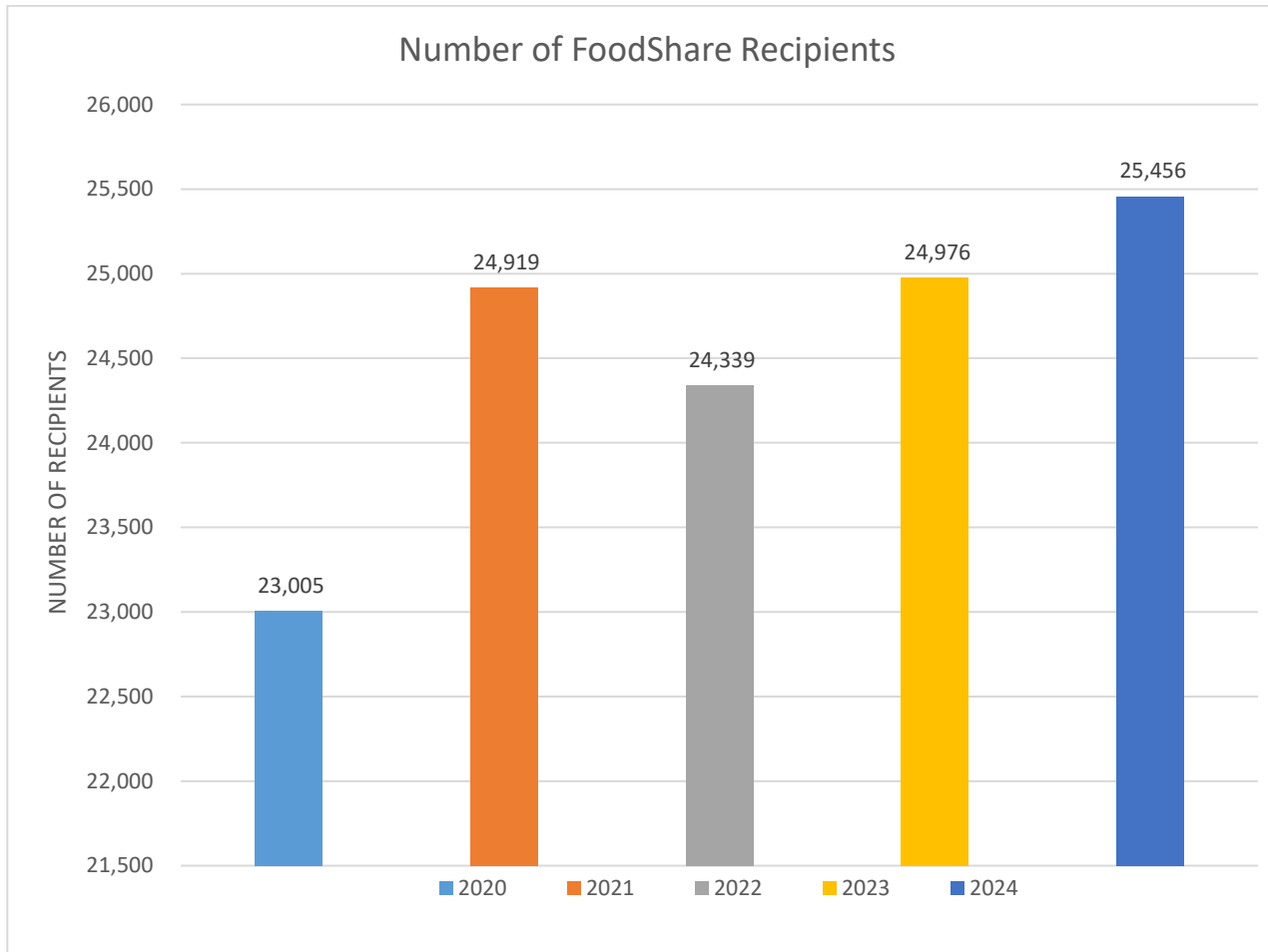
FoodShare, formerly known as FoodStamps, is part of the Federal SNAP program to improve nutrition and health. Income guidelines and work requirements for certain populations are required.

- 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

Childcare: Number of Children & Families Served

Year	# KIDS	TOTAL FAMILIES
2020	988	624
2021	899	563
2022	780	491
2023	729	473
2024	780	487

Legend: ■ # KIDS ■ TOTAL FAMILIES

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.
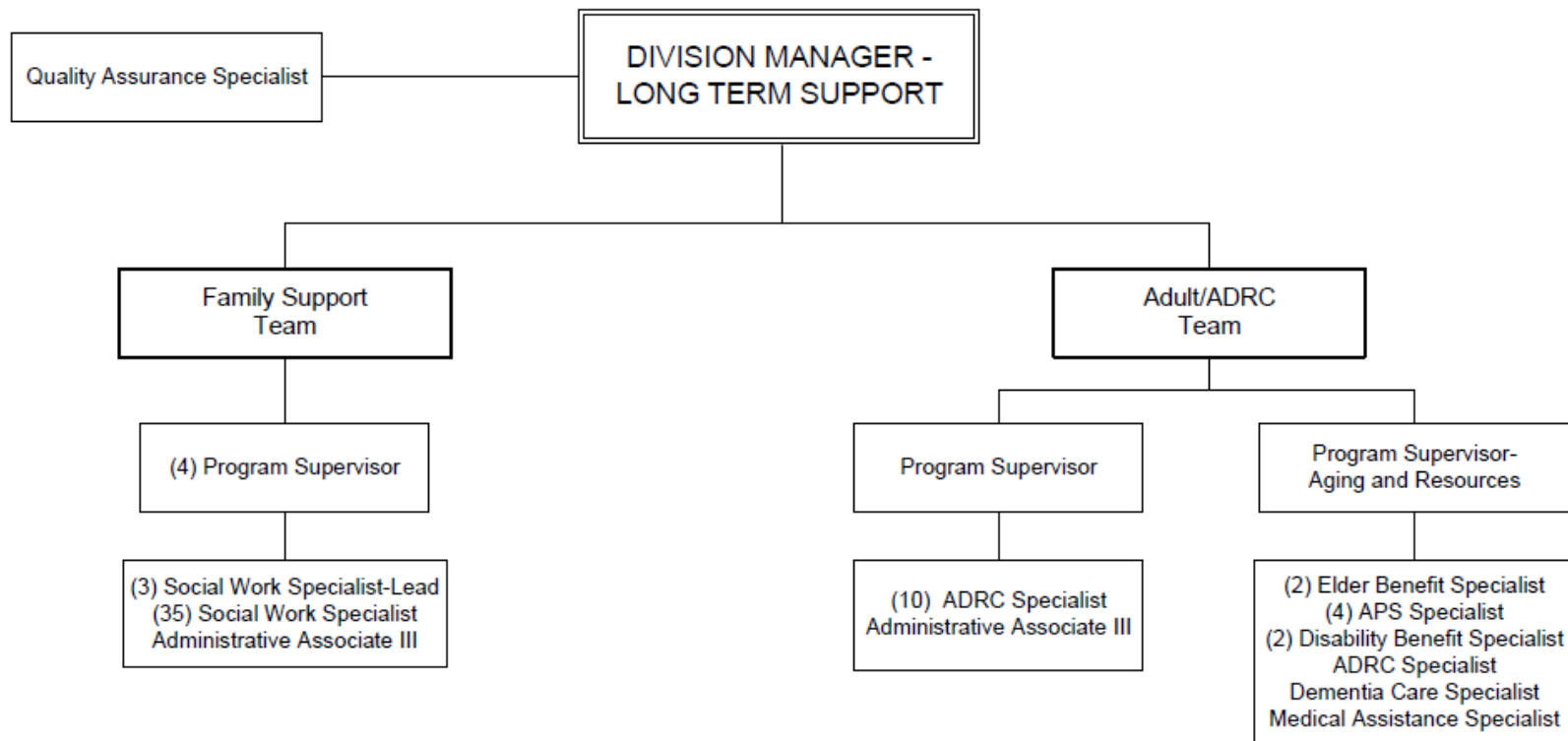
AGING & DISABILITY RESOURCE CENTER (ADRC)

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

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│ Quality Assurance Specialist │──────────│     DIVISION MANAGER -       │
└─────────────────────────────┘          │    LONG TERM SUPPORT         │
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Family Support Team

- (4) Program Supervisor
  - (3) Social Work Specialist-Lead
  - (35) Social Work Specialist
  - Administrative Associate III

Adult/ADRC Team

- Program Supervisor
  - (10) ADRC Specialist
  - Administrative Associate III

- Program Supervisor- Aging and Resources
  - (2) Elder Benefit Specialist
  - (4) APS Specialist
  - (2) Disability Benefit Specialist
  - ADRC Specialist
  - Dementia Care Specialist
  - Medical Assistance Specialist

Accomplishments for 2024

Long Term Support Division

- Children's Long Term Services (CLTS), and Aging and Disability Resource Center (ADRC) staff began using DocuSign for form signatures in 2024 which greatly increased response time. DocuSign is also used for CLTS referrals. The CLTS website was revamped and now includes an online referral form.
- A CLTS staff started a formal outreach committee to educate members of the community and partner organizations about the program. Outreach included local libraries, school resource fairs, and Parent Connection Fair. CLTS increased touring provider locations to further build on relationships and toured community organizations such as the domestic abuse shelter. CLTS has also invited community providers to attend team meetings such as the Mental Health officer through Neenah Police Department. ADRC, Adult Protective Services (APS), CLTS and Homelessness, Eviction, Loss, Prevention program (HELP) attended each other's team meetings to present on their programs and services. Information shared included Medicaid for youth in transition, Powers of Attorney, and housing supports. CLTS attended a Child Protective Services (CPS) meeting to share about CLTS. The ADRC and Aging division attending four outreach events and promoted Powers of Attorney. The ADRC Supervisor saw an increase in data regarding Power of Attorney (POA) completion. The HELP team has a table at local food pantries twice a month. HELP offered Lunch N Learns, attends community collaboration meetings on housing efforts and emailed resources on housing to Department of Human Services (DHS) staff.
- Three staff between APS (Shelly Swanson) and ADRC (Amanda Runge and Nicole Zemlock) supported Virtual Dementia tours. Sandy Hurtado, is now designated as a co-facilitator for Dementia outreach and events to support the Dementia Care Specialist. Sandy will also assist with caregiver support, including the Trualta caregiver app and supporting ADRC Specialists with National Family Caregiver Support Program (NFCSP), and Alzheimer Family Caregiver Support Program (AFCSP). Dementia resources are also promoted in the ADRC Newsletter.
- APS and crisis staff attend monthly meetings to discuss how best to support clients they serve. Long Term Support (LTS) staff and Crisis staff regularly attend the CIT meetings held with local and state partners. APS and Behavioral Health supervisors collaborate monthly with law enforcement and OFI to discuss how to better serve clients that use our resources regularly. These connections have increased APS and crisis collaboration.

Goals for 2025

Long Term Support Division

- HELP will increase awareness and engagement with the development and distribution of educational materials, and hosting community events. Within the next six months, we will foster community support and engagement, while creating public awareness to housing stability and homelessness prevention.
- Provide targeted outreach to childcare centers to share how CLTS funding can support staff training and support to youth they serve. Increase the connection between CLTS and Birth to 3 to share knowledge and resources that can improve service provision to families served.
- Implement peer to peer observation with ADRC staff to observe home visits and provide feedback. Implement a PeerPlace Champion and provide open communication via the TEAMS app to support answering staff questions in real time.
- Support increased collaboration for APS and ADRC staff with the implementation of PeerPlace. Create a PowerPoint to provide education on Guardianship for internal staff. The Benefit Specialists will engage in more outreach opportunities by attending two expo or fair events in 2025.

Long Term Support
Birth to Three Program Referrals
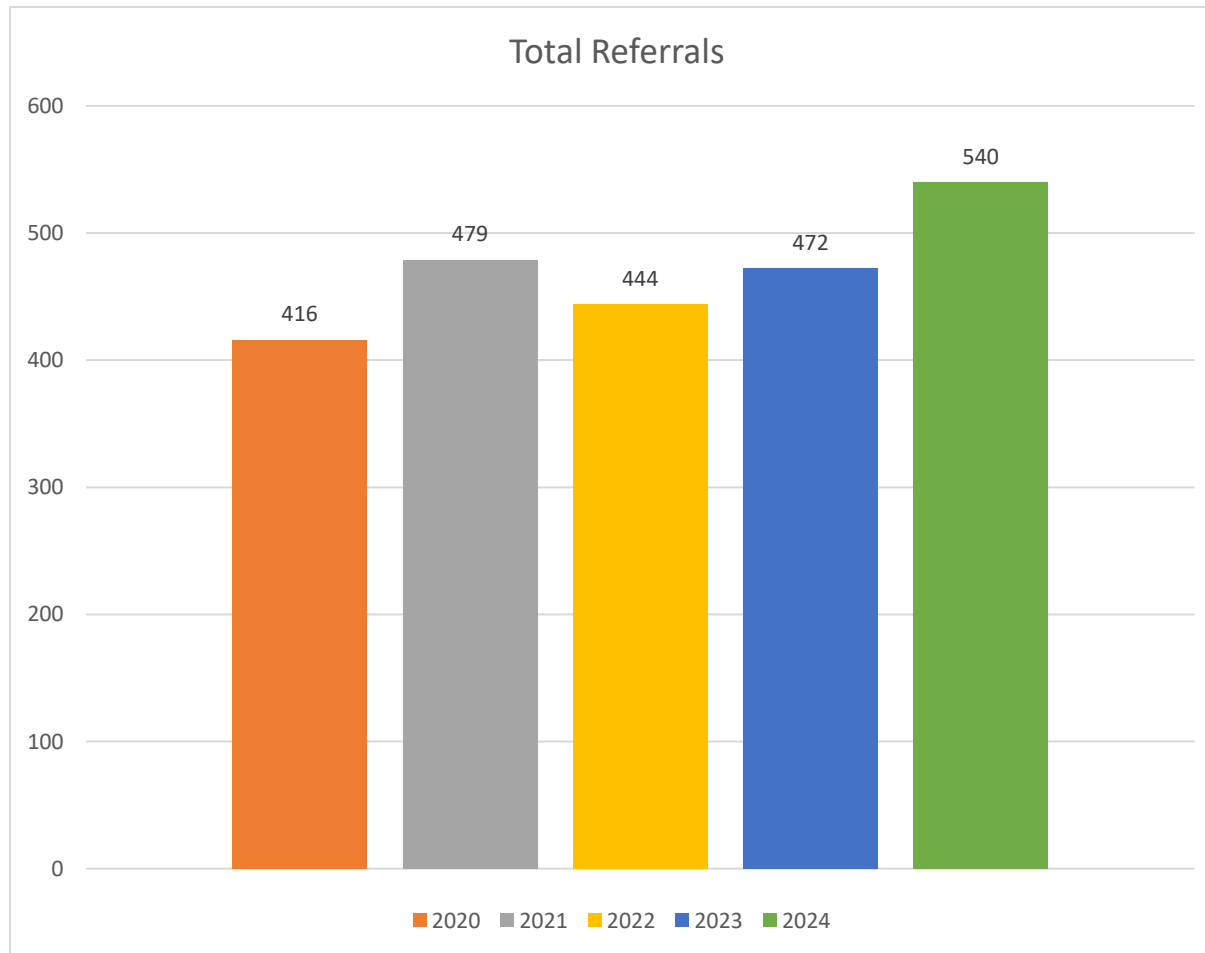
Total Referrals

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

2024

- Adults and Elderly (15,858)
- Dementia (2,427)
- Developmental Disability (1,586)
- Mental Health (1,980)
- Physical Disability (3,256)
- Substance Use (271)
- Unknown (1,181)

Total = 26,559

2023

- Adults and Elderly (13,393)
- Dementia (2,444)
- Developmental Disability (1,528)
- Mental Health (2,385)
- Physical Disability (3,102)
- Substance Use (224)
- Unknown (1,430)

Total = 24,547

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.
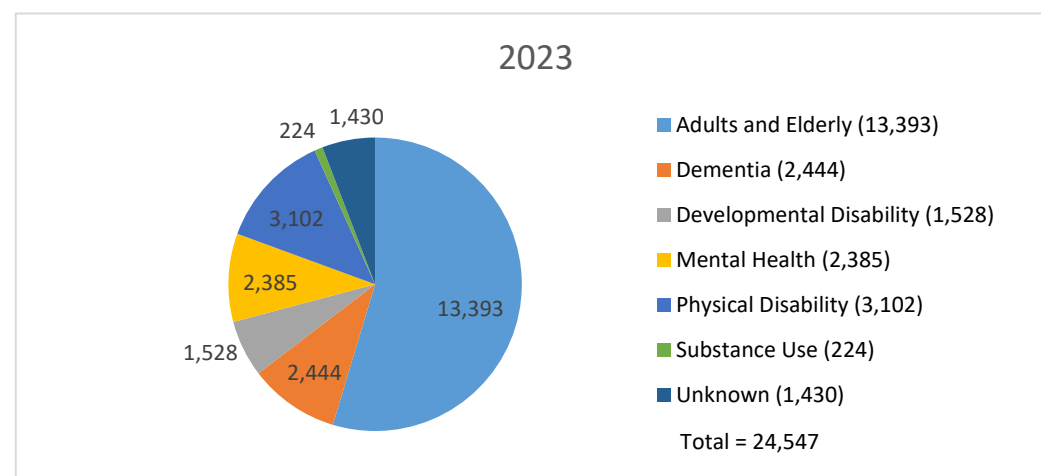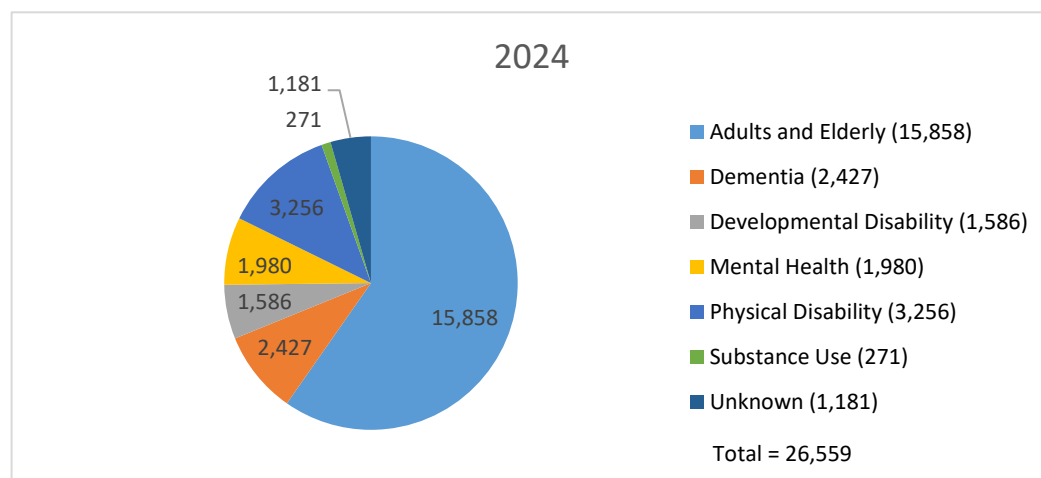
Long Term Support
Number of Children Served by Family Support

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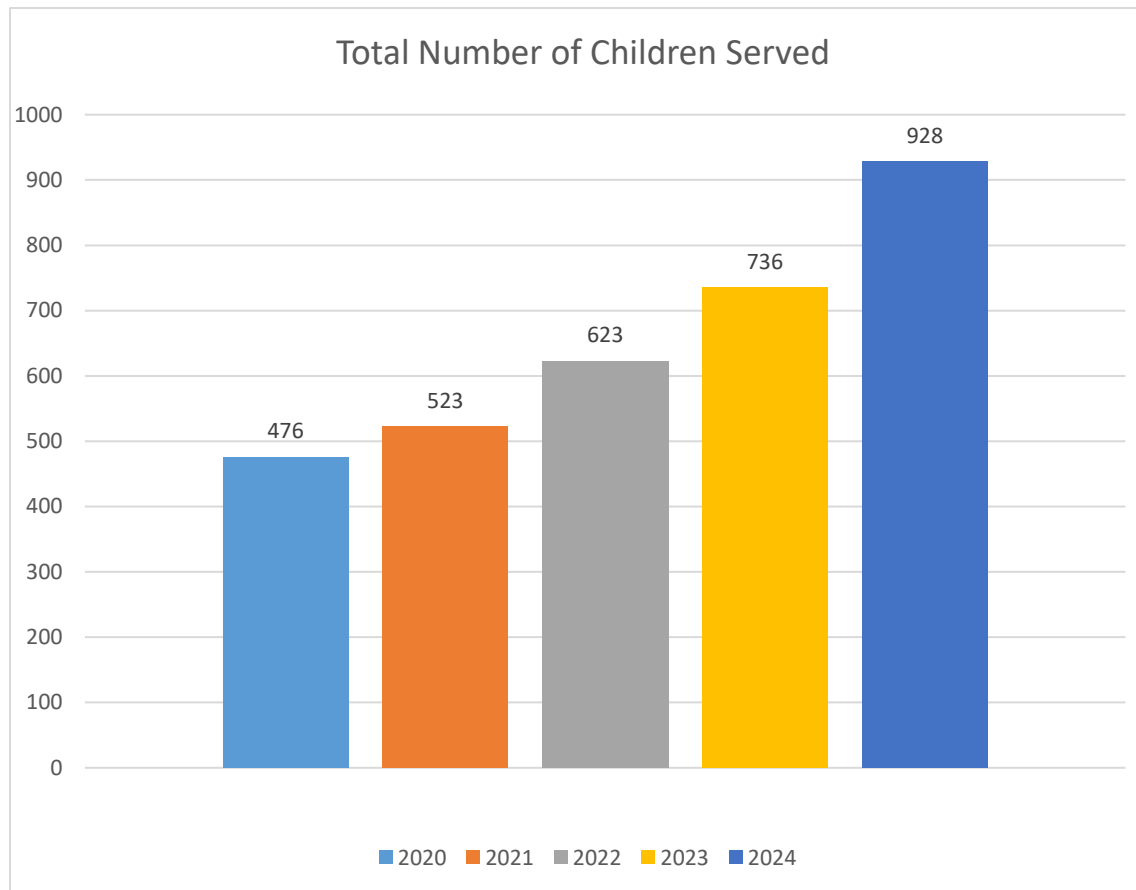
This graph shows the number of children supported with Children's Long-Term Support funding. Children may also be supported by other programs. Some started and ended during the year, so not necessarily served the entire year.

- 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

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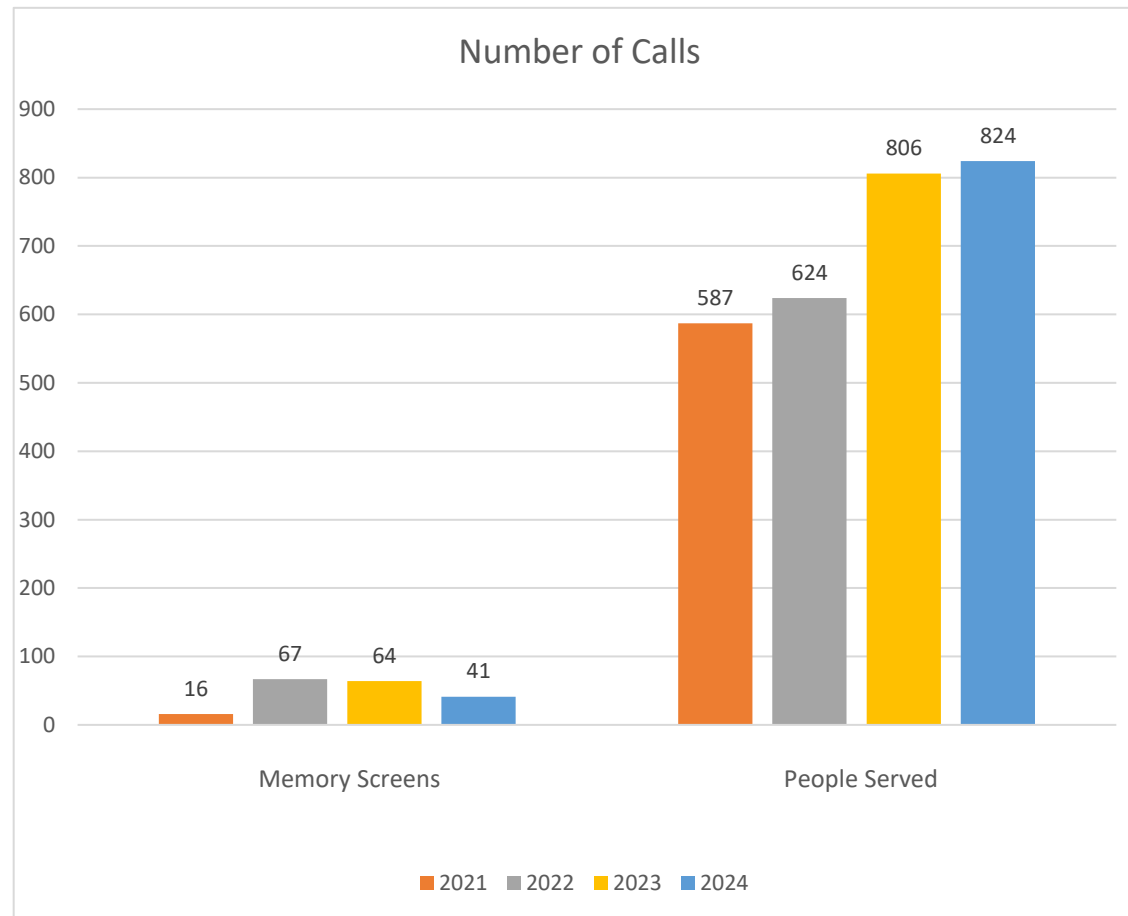
This chart shows the type of services offered to people with dementia and their families or caregivers.

- 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

2024 FUNDING SOURCES

County Tax Levy 31%

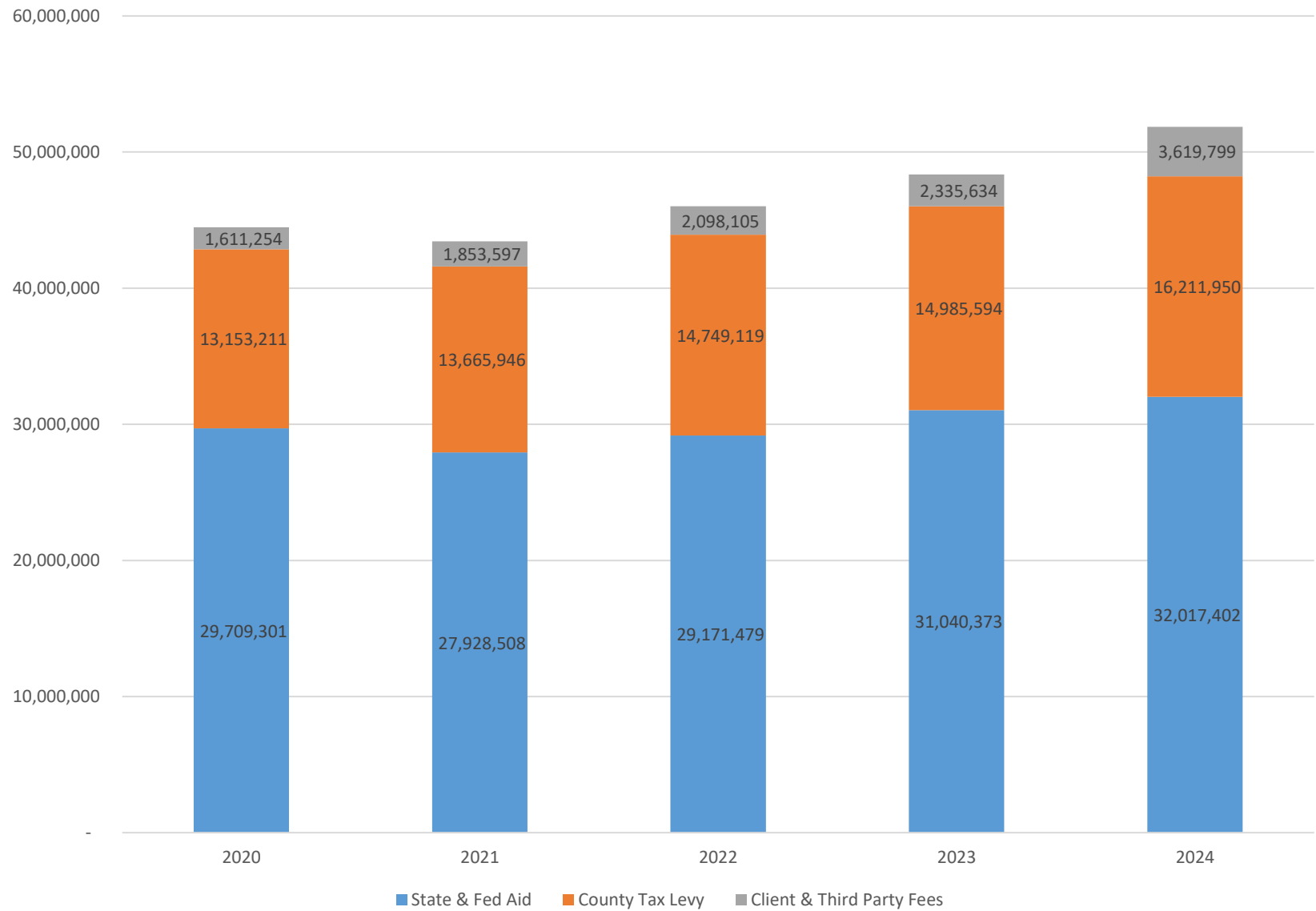State & Federal Aid 62%

Client & Third Party Fees 7%
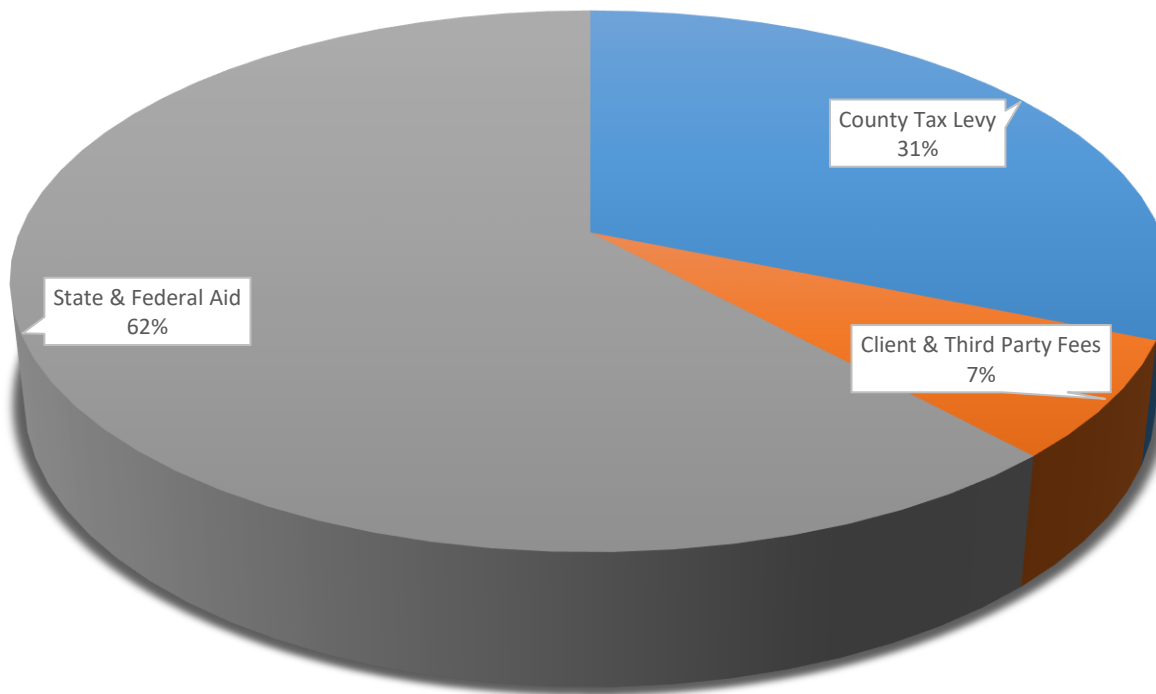
STATE & FEDERAL AID INCLUDES:
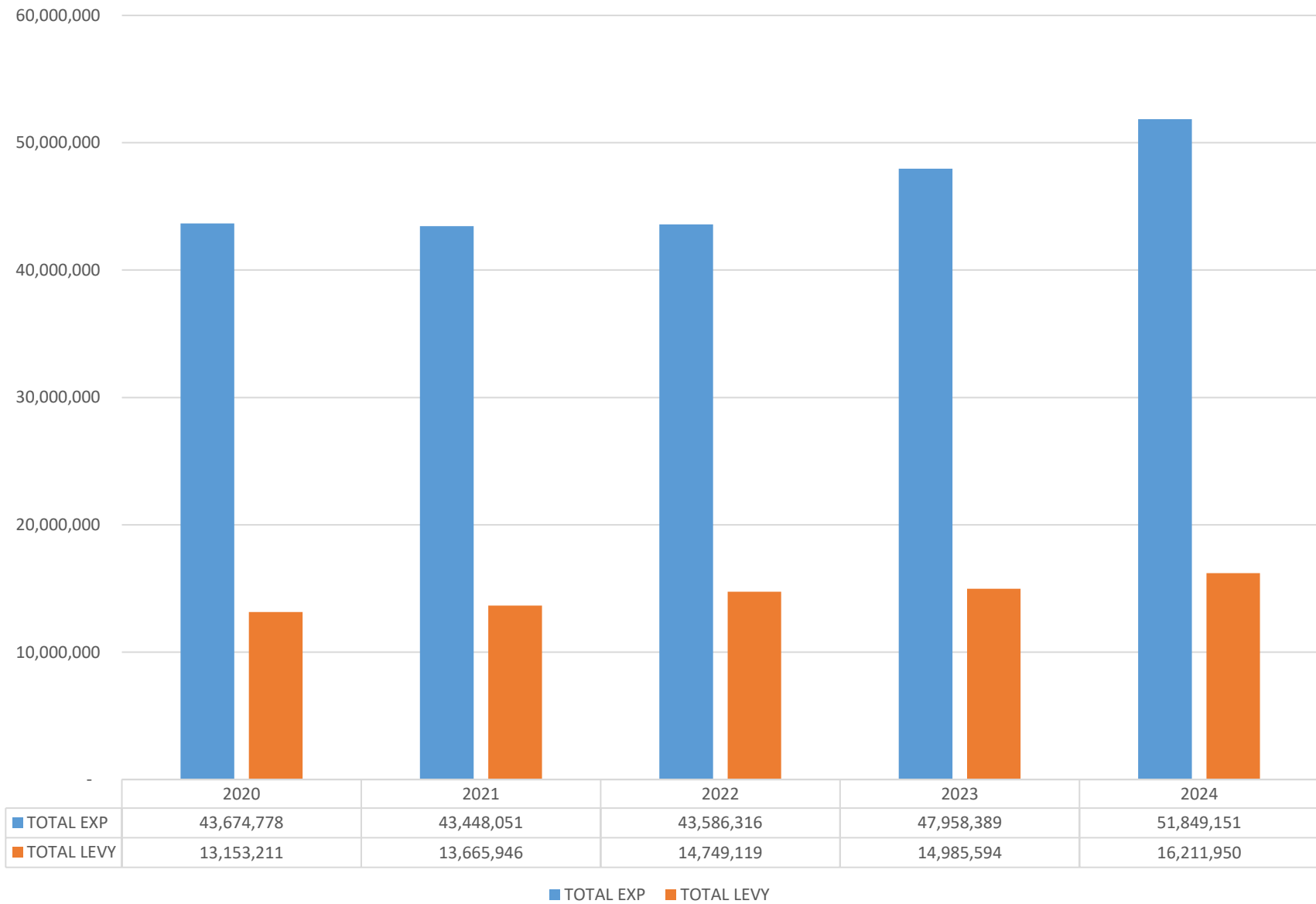
- Grants
- Medical Assistance
- Income Maintenance

CLIENT & THIRD PARTY FEES INCLUDES:

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

FUNDING SOURCE COMPARISON

Year	State & Fed Aid	County Tax Levy	Client & Third Party Fees
2020	29,709,301	13,153,211	1,611,254
2021	27,928,508	13,665,946	1,853,597
2022	29,171,479	14,749,119	2,098,105
2023	31,040,373	14,985,594	2,335,634
2024	32,017,402	16,211,950	3,619,799

TOTAL EXPENSE TO TAX LEVY COMPARISON

	2020	2021	2022	2023	2024
TOTAL EXP	43,674,778	43,448,051	43,586,316	47,958,389	51,849,151
TOTAL LEVY	13,153,211	13,665,946	14,749,119	14,985,594	16,211,950

2024
EXPENDITURES BY DIVISION

- Admin 7%
- Behavioral Health 33%
- Child Welfare 30%
- Economic Support 7%
- Long Term Support 23%