



VALUING
COMMUNITY

VALUING
SERVICE



PERFORMANCE
REPORT

2013

cccdhs

CHIPPEWA COUNTY DEPARTMENT OF HUMAN SERVICES



MESSAGE FROM

LARRY WINTER, DIRECTOR

Valuing Community and Valuing Service is the theme of our 2013 Performance Report. Community and service lead us to engage with others in an effort to grow, support, and change individual behavior. The motivation for us is to serve the common good and to leave this earth better than we inherited it from our ancestors.

So how are we doing? Poverty continues to rise in Chippewa County, suicide rates are one of the highest in the state, older people are seeking more public assistance programs, and substance abuse is closely enmeshed with criminal behavior. This doesn't need to be depressing or hopeless; in fact, finding solutions to these challenges can bring purpose and happiness to our lives. The key to finding solutions lies within each one of us. This involves taking more time to look within and less time for 'doing' or trying to keep up with the fast-paced world in which we live. Getting to know ourselves will help us discover our talents, igniting the commitment necessary to sustain focus in the face of challenges. Wisdom, clear thinking, and willingness to assist other human beings regardless of their circumstances are the essential ingredients for a healthy and vibrant Chippewa County. Another key to discovering solutions to our community's problems is building supportive relationships that encourage honest reflection, thoughtful planning, and being clear on the results to be achieved. Paid services and programs from government agencies and non-profits is not the only answer. By volunteering our time and energy to support such things as community improvement, assisting those that have a specific need, social networking, and civic engagement, we can empower others to help themselves. I believe this is the logical pathway for us as a county to best serve the common good. This will deepen our compassion for others, sustain change resulting in a decrease for government services, produce a decline in poverty, and create overall community wellness.

COUNTY STRATEGIC GOALS

Our department accomplishments during 2013, in addition to continued planning and goal setting, complement the strategic goals and objectives of the Chippewa County Board of Supervisors:

- Coordinate and collaborate with other government entities at all levels to ensure effective and efficient government services.
- Strive to enhance our internal operations to better address future needs.
- Address the fiscal challenges of Chippewa County government while providing the right mix and level of public service.
- Provide a safe, healthy, and prosperous environment for Chippewa County employees, clientele, and citizens.

ORGANIZATIONAL STRATEGIC INITIATIVES FOR 2013 TO 2015

| | |
|---|--|
| 1 | STRATEGIC INITIATIVE Increase community engagement. |
| 2 | STRATEGIC INITIATIVE Increase community awareness of the value of Chippewa County Department of Human Services. |
| 3 | STRATEGIC INITIATIVE Provide a coordinated response in the event of a natural disaster or other county-wide emergency. |
| 4 | STRATEGIC INITIATIVE Create opportunities for leadership development. |

The 2013 Performance Report serves three purposes. First, it reviews the department's performance in 2013; second, it is a tool that informs citizens in Chippewa County about the inner workings of the Department of Human Services; and third, it informs taxpayers how we invest their financial resources in order to empower children, youth, families, and individuals to achieve positive and lasting results.

PHILOSOPHY & PRACTICE

RESULTS THAT LAST

How does Human Services empower others to help themselves?

1

FIRST, we work to understand and prioritize what customers need to take care of themselves, and then we provide our exceptional staff with the tools to meet these priorities.

2

SECOND, we provide evidence-based programs or best practices that meet customer needs.

3

THIRD, we establish outcomes, and plan, implement, and monitor results to evaluate whether customers are achieving positive and lasting results.

HOW WILL HUMAN SERVICES ACHIEVE POSITIVE AND LASTING RESULTS?

By increasing collaboration . . . with the entire county community.

By implementing . . . the Community Outreach Plan.

By creating opportunities . . . for shared learning.

By implementing . . . an Emergency Response Plan.

VISION To Achieve Positive and Lasting Results

MISSION Empowering People to Help Themselves.

VALUES **COLLABORATION:** Building relationships with others to maximize resources and achieve results.

LEADERSHIP: Encourage and support people to develop their full potential and abilities.

EMPOWERMENT: Assisting consumers to identify and attain goals by utilizing their strengths.

ACCOUNTABILITY: Providing timely, accurate, and fiscally responsible services with a focus on continuous quality improvement.

RESPECT: Always considering the dignity and worth of the person.

DIVISIONS & TABLE OF CONTENTS



2013 Fiscal Report



Aging & Disability Resource Center Division

Jessica Barrickman, Manager



Children with Differing Abilities Division

Tim Easker, Manager

Melissa Christopherson, Lead Worker



Community Mental Health & Recovery Services Division

Tim Easker, Manager

Tom Diel, Lead Worker

Melissa Christopherson, Lead Worker



Economic Support Division

Bobbie Jaeger, Manager

Elizabeth Makar, Lead Worker



Children, Youth & Families Division

Children & Families Services Unit

Michelle Brown, Manager

Ann Holm, Lead Worker

Youth Support & Services Unit

Rose Baier, Manager

Ann Holm, Lead Worker



Results and Customer Stories



Community Partners



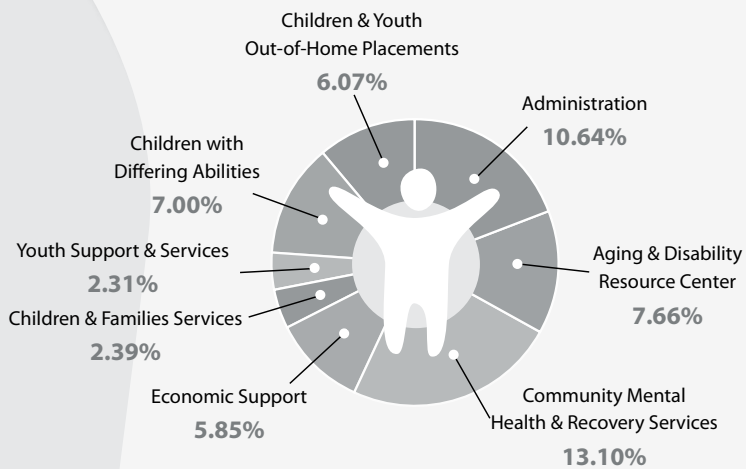
Challenges and Barriers



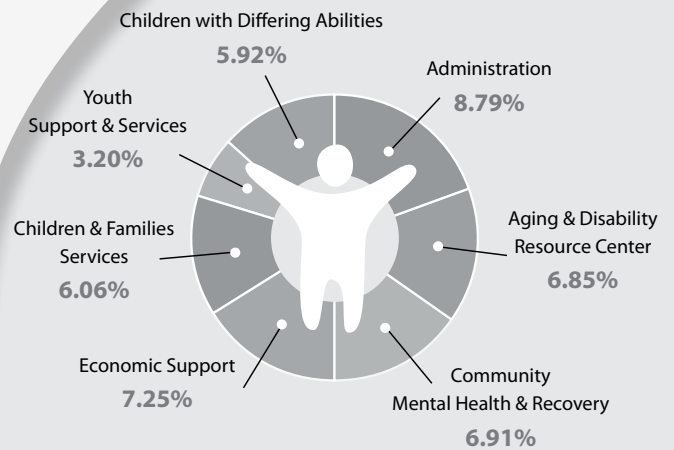
2013 FISCAL REPORT

| | |
|----------------|---------------------|
| REVENUE | \$12,129,297 |
| EXPENSE | \$11,437,922 |
| SURPLUS | \$691,375 |

PROGRAM COST = 55.02%



STAFF COST* = 44.98%



EXPENSES

| | PROGRAM COST | STAFF COST* | TOTAL COST |
|---|--------------|-------------|-------------|
| Administration | \$1,216,716 | \$1,005,863 | \$2,222,579 |
| Aging & Disability Resource Center | \$876,605 | \$783,291 | \$1,659,896 |
| Children & Families Services | \$273,721 | \$693,607 | \$967,328 |
| Children with Differing Abilities | \$801,081 | \$677,080 | \$1,478,161 |
| Community Mental Health & Recovery Services | \$1,497,972 | \$789,841 | \$2,287,813 |
| Economic Support | \$668,632 | \$829,326 | \$1,497,958 |
| Youth Support & Services | \$264,032 | \$365,841 | \$629,873 |
| Children & Youth Out-of-Home Placements | \$694,314 | N/A | \$694,314 |

*Salary, Fringe Benefits and Health Insurance

FISCAL & CONTRACTS DIVISION

POLICY INITIATIVES, UPDATES, AND CHANGES

FEDERAL | STATE | LOCAL

- State Financial Reporting Systems received software updates. The systems updated include:
 - ✓ Wisconsin Medicaid Cost Reporting (WIMCR)
 - ✓ Program Participation Services (PPS)
 - ✓ Waiver – Third Party Administrator/Wisconsin Physicians Services (TPA/WPS)
- Western Region Recovery and Wellness Consortium (WRRWC)
 - ✓ Collaboration with three counties to provide 30 core mental health and substance abuse services.
 - ✓ Collaboration with eight counties to provide Comprehensive Community Services (CCS) – a new Medicaid mental health and substance abuse benefit.
 - ✓ Chippewa County Department of Human Services is the lead county on the project. Lead responsibilities include billing Medicaid, executing contracts with providers, and overall operations.

ACHIEVEMENTS

- Implementation of Netsmart Avatar software that includes design, conversion, and implementation. This is the system that will document customer information and Medicaid billing.
- Affordable Care Act (ACA) – one fiscal staff team member trained, tested and became a Certified Application Counselor to assist the residents of Chippewa County in applying for health insurance through the Federal Marketplace.
- Customer Financial Services (CFS) educated customers on the actual cost of care and determined customer ability to pay for services received. CFS also worked with managers to improve the process in reaching every customer served.
- Office of Justice Assistance
 - ✓ Successful grant reporting for Drug Court Grant and Criminal Justice Collaborating Council (CJCC) Grant.

FISCAL & CONTRACTS DIVISION 2013 GOALS/DIVISION SCORECARD:

1. Increase the revenue generated by educating customers through the Customer Financial Services process.
2. Complete the Netsmart Avatar software implementation for the department and the Western Region Recovery and Wellness Consortium (WRRWC).

GOVERNMENT COLLABORATION



JILL CHAFFEE

Operations Administrator for the Western Region Recovery and Wellness Consortium (WRRWC)

I have collaborated with Chippewa County in the development of a consortium model to better address mental health and substance abuse service needs. The model aims to provide access to high-quality mental health and substance abuse services. The consortium recognizes that as a team of counties, we can achieve more for our citizens than we can as individual counties.

The consortium is working to be as efficient as possible by utilizing one infrastructure to complete billing and administrative duties while keeping service delivery on a local level. Because Chippewa County is the lead county of the consortium, the Fiscal and Contracts Division will handle all the financial aspects for Western Region Recovery and Wellness Consortium (WRRWC) including policies, private insurance, Medicare/Medicaid billing, accounts payable, accounts receivable, and state reporting. We are in the process of developing services that are reimbursed by payers. In the recent past, more consideration has been given to the needs of people challenged by mental illness and substance abuse. The attention has provided some positive opportunity for change in our service delivery systems to incorporate evidence-based practices to ensure that dollars are spent on the services that are proven effective. Chippewa County Department of Human Services (CCDHS) is there for citizens when and where they need it the most.

Service without judgment is a critical component of empowering people to help themselves. Although we don't often think about it, we are all vulnerable to needing the help of others; yet it is difficult to ask for help. Yet it is difficult to ask for help. Many times, the people being served by the CCDHS don't want to be vulnerable. Being treated with respect and dignity helps citizens realize that asking for help is not a sign of weakness but of strength. Supporting citizens as they become healthier creates stronger families and communities.

The Fiscal and Contracts Division and CCDHS work to support people through many types of services but at the core, they are helping to make our communities stronger. Human Services is progressive and open to change for the benefit of citizens. ■



AGING & DISABILITY RESOURCE CENTER DIVISION

INTRODUCTION

Aging and Disability Resource Centers (ADRCs) are the first place to go for accurate, unbiased information on all aspects of life related to aging or living with a disability. ADRCs are friendly, welcoming places where anyone – individuals, concerned families and friends, or professionals working with issues related to aging or disabilities – can go for information tailored to a variety of situations. The ADRC of Chippewa County provides information on a broad range of programs and services, helps people understand the various long-term care options available to them, assist customers in applying for programs and benefits, and serve as the access point for publicly-funded long-term care. The ADRC was introduced as a State initiative in 1998. This initiative became a reality for Chippewa County in 2008, providing one single point entry for individuals with disabilities and individuals 60 and over to receive services and supports.

POLICY INITIATIVES, UPDATES, AND CHANGES FEDERAL | STATE | LOCAL

- Community Health Partnership (Managed Care Organization for Chippewa County) closed. Southwest Family Care took over as the County's Managed Care Organization and then changed their name to ContinuUs.
- State Department of Health Services continues to push for increase in ADRC efforts surrounding nursing home relocations in order to ensure that individuals are residing in the least restrictive environment possible. Efforts increase quality of life and decrease state and federal dollars spent in long-term care facilities.
- The Wisconsin Department of Health Services released the Wisconsin Dementia Care System Redesign Plan that addresses the increasing aging population affected by dementia and outlines a plan to better the system within Wisconsin to support these individuals, families, and caregivers. The following are the five key areas being addressed:
 - ✓ **Community Awareness and Services:** Increase awareness and education, expand early intervention and detection, and provide caregiver support.
 - ✓ **Facility-Based Long-Term Care:** Address barriers for nursing home to support individuals with problematic behaviors, improve quality of dementia care within facilities, and promote dementia friendly facility designs.
 - ✓ **Care for People with Significant Challenging Behaviors:** Expand crisis response capacity, clarify emergency protective placement procedures, and address shortage of facilities that accept emergency placements.
 - ✓ **Dementia Care Standards and Training:** Publicize existing dementia training, develop care standards, provide additional training, and create incentives for training compliance.
 - ✓ **Research and Data Collection:** Develop and implement a data collection plan to facilitate quality measurement, and inventory dementia care providers.

ACHIEVEMENTS

- Staff time reporting goal of 39 percent was met and exceeded, resulting in additional funding.
- Increased community outreach to educate the community about the ADRC.
- Twenty-eight Medicare presentations provided throughout the community.
- Stepping On (seven-week fall prevention class) implemented; ADRC was awarded a competitive grant to support this.
- Established a Nutrition Advisory Council for Chippewa County.
- Added 20 hours per week of Options Counseling staff time to focus on nursing home outreach efforts.
- Human Services Director, ADRC Manager, and ADRC Board Member attended State Human Service Advocacy Day in Madison. Focus on advocacy efforts addressing nutrition and transportation funding cuts.
- Community Outreach planning began with the contracted support of Strategic Communications.
- Focus on increasing volunteer recruitment.
- Received Enhanced Options Counseling Grant of \$87,000 to support Care Transitions (hospital admission program) in 2013.
- Received Human Services System Enhancement funds that allowed the ADRC to fund the following: purchase of leg weights for seniors in Stepping On, printing of *Youth Transition Resource Guide*, purchase of community outreach display boards, and support an ADRC Organizational Work Day.
- Began nutrition program revitalization planning.

Jessica Barickman



AGING & DISABILITY RESOURCE CENTER

- Disability Benefit Program
- Elder Benefit Program
- Senior Dining
- Meals on Wheels
- Adult Protective Services
- Guardianship/Protective Placements
- National Family Care Giver Support Program
- Alzheimer Family Caregiver Support Program
- Chore Program
- Ensure Program
- Information and Assistance/Options Counseling
- Stepping On – Senior Fall Prevention Program
- Senior Center Wellness Programs (provide financial support)
- Care Transitions (contracted with Eau Claire County)
- WATTS Reviews (contracted with Eau Claire County)
- Transportation Program (contracted with New Freedom, Patients' Express, Tender Care, and Shared Ride)
- Volunteer Caregiver Program (Volunteer program of St. Joseph's Hospital, funded by United Way, located within the ADRC)

GOVERNMENT COLLABORATION

AGING & DISABILITIES RESOURCE CENTER 2013 GOALS/DIVISION SCORECARD:

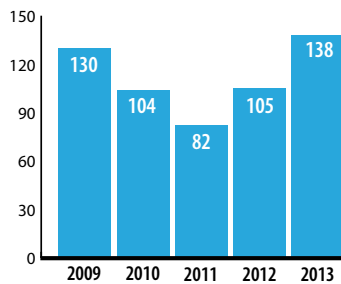
1. Increase health and wellness resources.
2. Continue supporting volunteer programming and increase number of individuals served.
3. Provide supplemental services for caregivers (e.g., respite, adaptive aids).
4. Successful integration of ADRC into Department of Human Services.
5. Transfer of Adult Protective Services from Community Mental Health and Recovery Services to the ADRC.



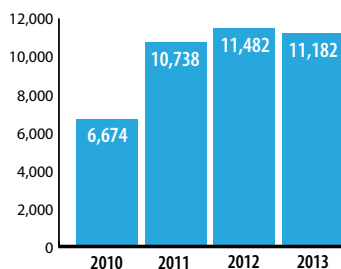
KATHY SOLBERG

*Regional ADRC Quality Specialist,
Department of Human Services Office
for Resource Center Development*

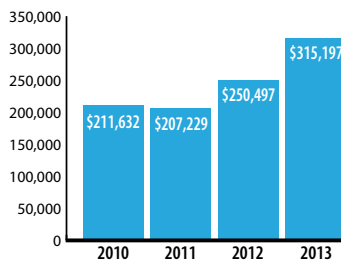
ENROLLMENTS INTO LONG TERM CARE (IRIS OR MCO)



TRANSPORTATION PROGRAM (NUMBER OF RIDES PROVIDED)



FEDERAL MATCH* (FUNDS ARE BASED ON ADRC TIME REPORTING)



*The State of Wisconsin uses Federal Medicaid Administrative Funding along with General Purpose Revenue (GPR) to support the operation of the Aging and Disability Resource Centers (ADRCs). When the State identified all of the activities that were to be accomplished by the ADRCs, it was recognized that many of these tasks fit the criteria for Federal Medicaid Administrative Funding (Federal Match); therefore, resulting in ADRCs receiving Federal Match statewide. The ADRC of Chippewa County has been working on ensuring that they are capturing as much federal funding as possible to support service delivery costs and expansion of services.

The Aging and Disability Resource Center (ADRC) of Chippewa County, an agency within the Department of Human Services, provides valuable services to citizens of Chippewa County.

In my role as a Regional Quality Specialist for the State of Wisconsin, Office for Resource Center Development (ORCD), I provide oversight, guidance, and technical assistance to the ADRC of Chippewa County and six other ADRCs in Northwest Wisconsin.

ADRCs are friendly, welcoming places where anyone – individuals, concerned families and friends, or professionals working with issues related to aging or disabilities – can go for information tailored to a variety of situations. They provide information on a broad range of services via telephone or through a home visit, whichever is more convenient to the individual seeking help.

While I am responsible for assuring compliance with the ADRC contract and approving various reports and policies submitted to the Office for Resource Center Development, I use a collaborative approach in working with the ADRC manager and staff. I want to make sure that each ADRC has the information and guidance they need to provide a wide array of high-quality services to the customers they serve while adhering to the standards specified in the ADRC contract.

The manager and staff of the Chippewa County ADRC are dedicated professionals who are committed to assisting members of the community who are in need of information and assistance related to aging or living with a disability. They provide a valuable service to the citizens of the county. ■

CHILDREN WITH DIFFERING ABILITIES DIVISION

OVERVIEW

The Children with Differing Abilities (CWDA) Division continues to be Chippewa County's primary source of information, assessment, and service coordination for children with special needs. In 2013 our partnership with the Western Regional Center for Children and Youth with Special Health Care Needs continued providing a single point of access for families of children with special needs. This ongoing partnership continues to simplify the process for those seeking information and possible services. We can help find answers to questions such as, "Is this normal?", "Should I be worried?", and more importantly, "What can be done about it?"

Families with a child open to Birth to 3, Family Support, Children's Long Term Support, or Emergency Mental Health (crisis) will find that services are based on the child and family's individual needs. We also continue to work with many community providers/partners to assist families in achieving positive and lasting results. Our ultimate goal is to provide the support and services necessary to keep children where they belong – with their family. The needs may vary, but the theme remains the same: kindness and compassion for those who need a helping hand.

POLICY INITIATIVES, UPDATES, AND CHANGES

FEDERAL | STATE | LOCAL

- In 2013 the State of Wisconsin increased funding for mental health services. The initiatives being funded in the budget plan build on proven, evidence-based strategies including Coordinated Services Teams (CST) and the Comprehensive Community Services (CCS). We are currently working collaboratively with eight other counties as part of the Western Region Recovery and Wellness Consortium (WRRWC) for implementation of CCS in 2015.
- The State of Wisconsin increased the flexibility of waiver spending per county between target groups (developmental disability, physical disability, or severe emotional disturbance), allowing counties to more efficiently serve families who need assistance regardless of their specific need.
- As a part of our continuous quality improvement process, a documentation procedure was developed to clearly outline the expectations to ensure compliance with medical assistance regulations.

ACHIEVEMENTS

- **Birth to 3:** Full implementation of Primary Approach to Coaching evidence-based practice occurred in Chippewa County. Our primary provider, SPOTS Pediatric Therapy Services of St. Joseph's Hospital, an integral part of the successful roll-out. Chippewa County is viewed as a leader in the state regarding this program.
- **Community Resource Guide:** This important information resource was revised and updated through our ongoing partnership with community members, families of children with special needs, the Chippewa County Department of Public Health, the Chippewa Falls Area Unified School District, and other community agencies. The resource guide continues to be a valuable resource for providers and families across our county. To access the resource guide visit: www.co.chippewa.wi.us/government/human-services and click on the *Community Resource Guide*.
- **Budget Goals:** CWDA continues to meet our annual budget goals. This is in part a credit to our staff, which understands the parameters of their programs as well as their roles as support and service facilitators. We work hard to be good stewards of the funding with which we have been entrusted.
- **Productivity:** Service Coordinators continue to meet or exceed monthly productivity standards with hours spent working directly on customer-related activities. Staff understand the connection between meeting productivity standards and maximizing our ability to serve children and families.
- **Software Implementation:** Human Services planned and implemented a new electronic health record system. The new system will keep us compliant with federal guidelines as well as more efficiently track program effectiveness.
- **Chippewa County Suicide Prevention Manual:** This manual was created through our collaborative partnerships with the Chippewa Falls Area Unified School District, Northwest Connections, Prevent Suicide Chippewa County Coalition, and local law enforcement. The manual provides a framework for understanding the warning signs and risk factors of suicide and how to get help. Five thousand copies were printed and distributed across the county with the belief that there is help and hope when individuals, communities, and businesses join forces to prevent suicide.



PROGRAMS AND SERVICES

CHILDREN WITH DIFFERING ABILITIES

- Children's Foster Care
- Children's Long Term Support Waivers – Physical, Developmental, and Mental Health Disabilities; Autism
- Early Intervention Services for Children from Birth to 3 with Developmental Needs
- Family Support Program
- Independent Living Services
- Children's Emergency Mental Health Services

– CWDA Division continued from previous page

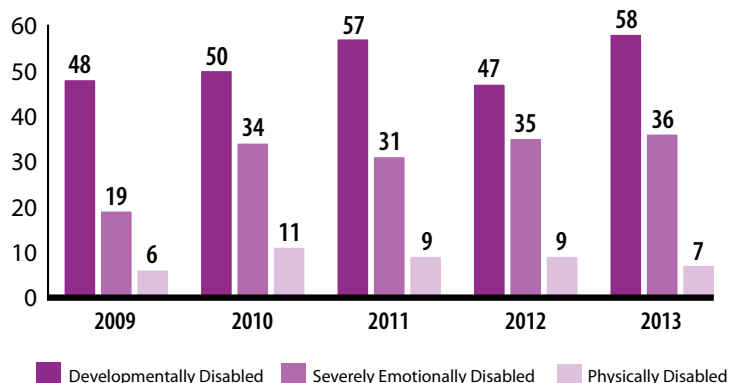
● **Chippewa County Infant Mental Health Action Team:** Staff from Birth to 3 and Children's Long Term Support participated/assisted in the creation of the Chippewa County Infant Mental Health action team, a collaborative effort between public and private agencies in Chippewa County. The effort is housed under the Chippewa Health Improvement Partnership (CHIP). The common goal is to improve the social and emotional well-being of children ages zero to five years. The infant mental health team held a summit on September 26, 2013, in Chippewa Falls that was open to all.

Amokey Sesher

CHILDREN WITH DIFFERING ABILITIES 2013 GOALS/DIVISION SCORECARD:

1. Increase revenue generated by customers to \$6,000.
2. Increase billable hours by service facilitators (target 6,630 hours).
3. Achieve Division budget goal of \$2,353,403.
4. Conduct customer satisfaction survey.
5. Serve children and youth in the community whenever possible.
6. Improve compliance rate on case reviews.
7. A maximum of one 'find' of non-compliance per review in Birth to 3.
8. Increase use of family-centered teaming approach in Birth to 3.
9. Improve outcomes of families, which will be measured via use of Child and Adolescent Needs and Strengths (CANS) Assessment.
10. Increase employee satisfaction communication survey score to 5.34.

CHILDREN'S WAIVER BY DISABILITY 2009-2013



GOVERNMENT COLLABORATION



WYNNE COOK

*Program and Service Coordination Director,
Western Regional Center (WRC)
Children and Youth with Special Health Care Needs*

The Western Regional Center (WRC) has provided intake for several Human Services programs for children and families including Children with Differing Abilities, Birth to 3, and the Children's Long Term Care Waivers. We also provide transition planning information and assistance for parents and their teens about adult disability services including guardianship, SSI (Supplemental Security Income), and timely referral to the Aging and Disability Resource Center. In short, we offer care coordination and advocacy to support the family in whatever way we can, while they wait for long-term care services from Human Services.

Human Services provides an array of resources and information that eligible citizens of all ages who need assistance can access. Through the partnership between WRC and Children with Differing Abilities (CWDA) Division within Human Services, we have been able to provide a single point of information and referral for Chippewa County families who have children with special needs. This has simplified the process for families and built the expertise of the staff serving those families. In the past, families would often be referred back and forth between WRC and CWDA. This made the process complex and confusing. At this time, families start with WRC, which provides support, advocacy, referrals to services, and if necessary, determines eligibility and provides enrollment for the services offered through CWDA. While waiting for the services offered through CWDA, WRC is able to provide ongoing support. Families now have a single path to services, rather than having to navigate a complex system of diverse resources with varying access points. ■

COMMUNITY MENTAL HEALTH & RECOVERY SERVICES DIVISION

OVERVIEW

Community Mental Health and Recovery Services (CMHRS) provides community-based mental health services to adult citizens who are at risk of or currently experiencing a mental health crisis. Person-centered planning guides staff to ensure sustainability and community integration when supporting an individual experiencing a mental health crisis. Staff addresses health, safety, and functional development as a collaborative effort between individuals, their natural supports, and community providers. Support and treatment services are designed to strengthen a person's desire to make a positive change by eliciting and exploring the individual's own reason(s) for change within an atmosphere of acceptance and compassion.

POLICY INITIATIVES, UPDATES, AND CHANGES

FEDERAL | STATE | LOCAL

- The State of Wisconsin, in the 2013-2015 biennial budget, set aside additional funding for mental health services over the lifespan of an individual.
- The State of Wisconsin Department of Health Services approved the Western Region Recovery and Wellness Consortium (WRRWC) as a regional entity. The Consortium moved forward with applications to become certified in Comprehensive Community Services (CCS) to increase services to customers with mental health and substance abuse issues.
- Medical Assistance and private health insurances will demand successful measurable outcomes for reimbursement of services rendered.
- Evidence-based services will be the norm in the future.

- Chippewa County is assigned "Lead County" status within WRRWC.

ACHIEVEMENTS

- **Increased Prevention Services:** Of the 796 emergency mental health events in 2013, 32 percent involved the abuse of alcohol, illicit drugs, or prescription medications. To address the barriers associated with getting help, the Community Health Improvement Partnership (CHIP) was awarded funds to reduce the stigma of mental illness and promote the inclusion of individuals with mental illness and substance abuse into our communities.
- **Recovery Support Groups:** Chippewa Area Recovery Resources (CARR) utilizes "New Freedom," an evidence-based program, to facilitate recovery from substance use disorders. The program also incorporates motivational interviewing, which is proven to be one of the more effective methods in treating substance use disorders. As a result, 73 percent of customers referred for services remain engaged with an average length of stay of 85 days. One hundred percent of the customers who successfully completed treatment were sober at the time of discharge and had a detailed continuity care plan and stated intentions to remain sober.
- **Diligent Access of all Income Sources:** CMHRS staff are strong advocates and good stewards of all funding streams. Wisconsin Medicaid (MA) has a number of MA community mental health benefits for which the County receives federal reimbursement. Chippewa County is committed to providing the non-federal share of the MA-allowable service cost. These programs include the following:
 - ✓ **Community Recovery Services:** Mental health through community residential services,

evidence-based supported employment services, and peer support services.

- ✓ **Emergency Mental Health Services:** For individuals experiencing psychiatric emergencies.
- ✓ **Community Support Services:** For those with the most severe and persistent mental illness.
- **New Software (Netsmart Avatar):** All staff successfully transitioned to a new electronic health record system. This system will increase efficiencies, including the tracking of outcomes to determine effectiveness of interventions and programs.
- **Collaboration with Community Providers:** Of the 796 emergency mental health calls in 2013, 57 percent were identified as having a current provider. Providers are informed of their customer's use of emergency mental health services and are encouraged to create crisis plans allowing their customer to remain safely in the community.
- **Community Support Program (CSP):** Emphasis is placed on providing person-centered, evidence-based practices to achieve positive lasting changes.
 - ✓ **Motivational Interviewing:** CSP staff completed initial training on the evidence-based practice of motivational interviewing.
 - ✓ **Supported Employment:** Individual Placement Services (IPS) is a partnership with Chippewa River Industries (CRI) and the Department of Vocational Rehabilitation (DVR). In 2013 the fidelity review (which measures how closely we are following the prescribed model) placed our IPS Program in "good fidelity."



PROGRAMS AND SERVICES

COMMUNITY MENTAL HEALTH & RECOVERY SERVICES

- Adult Out-of-Home Placements
- Chapter 51 Case Management & Residential Services – Adults
- Community Options Program – Adults
- Community Support Program (CSP) for the Chronically Mentally Ill
- Mental Health Inpatient Services Acute and Long Term Care
- Emergency Mental Health Services
- Emergency Mental Health Services to Chippewa County Jail
- Outpatient Mental Health Services
- Outpatient Substance Abuse Services
- Work Related Services

COMMUNITY MENTAL HEALTH & RECOVERY SERVICES

2013 GOALS/DIVISION SCORECARD:

1. Implement and maintain a healthy work environment.
2. Diligently access all sources of revenue.
3. Consistently implement effective rotating recovery support groups.
4. Utilize data provided by new software (Netsmart Avatar) to determine outcome-based matrix.
5. Increase prevention services.
6. Collaborate with community providers embracing the importance of continuity of care to their customers who have been recipients of Chippewa County Mental Health Recovery Services (CMHRS).

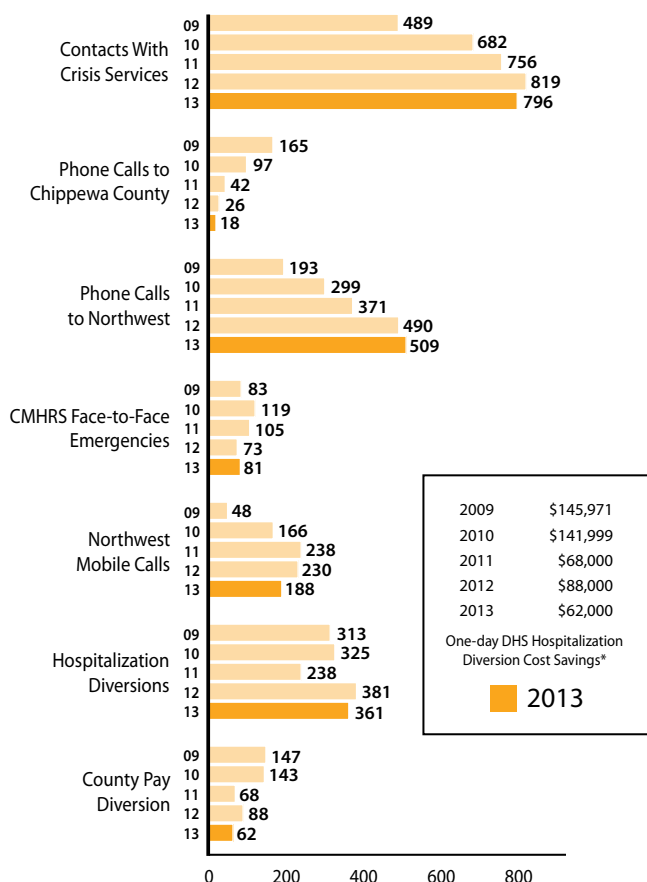
GOVERNMENT COLLABORATION



MITCH GIBSON

Deputy, Chippewa County Sheriff's Department

EMERGENCY CRISIS SERVICES SUMMARY 2009 - 2013



Over the past several years, the Chippewa County Mental Health Recovery Services (CMHRS), a division within the Department of Human Services, has worked diligently to meet the needs of the citizens of Chippewa County. CMHRS currently provides those in need of mental health services with a face-to-face contact when needed. More importantly, those in need receive follow-up contact with representatives, making sure that their needs are being met. The citizens are truly getting their money's worth with the current system. The citizens of Chippewa County benefit when CMHRS utilizes the beds available in mental health facilities for those who need help and redirects or plans alternatives for those who do not.

Our agency has a very good working relationship with CMHRS. Our officers communicate and work together with them to make sure that the citizens in need receive the best possible care. With the teamwork that takes place between our officers, Northwest Counseling, and Human Services, our officers are not left worrying if the patients are getting the services they need. The benefit of patients in need being able to speak with trained professionals at the front end of our initial contact with them is priceless.

With the increase in communication between our departments, it is easy to see the care and concern that the staff have for the customers. There are several times that we have contact with those in need, and they also express their appreciation for the way in which they were treated and connected to resources.

From a supervisor's position, the level of communication and teamwork that we have established with representatives from CMHRS is remarkable. On numerous occasions, they have dropped what they were doing to come to our office or correctional facility and meet with those in need, which results in less down time and the patient receiving treatment in a timely fashion. Both our officers on the street and our supervisors have a sense that we are working toward a common goal and that the patient is receiving these valuable and much-needed services. ■

ECONOMIC SUPPORT DIVISION

OVERVIEW

The Economic Support (ES) Division administers programs and services that provide assistance to eligible Chippewa County customers to assist and empower them in facing economic challenges in order to achieve positive outcomes. The ES Division helps families in need become self-sufficient and independent of the public assistance system. This is done by assessing the family's financial situation to determine eligibility for interim public assistance programs.

POLICY INITIATIVES, UPDATES, AND CHANGES

FEDERAL | STATE | LOCAL

- The American Recovery and Reinvestment Act (ARRA) of 2009 provided a temporary increase to the Supplemental Nutrition Assistance Program (SNAP) benefit received by participating households as a way to ease the hardship of the economic downturn. It was thought that yearly cost of living increases to this program would catch up to the levels put in place by the stimulus legislation. Food price inflation turned out to be lower than expected over the 2009 to 2013 period. The ARRA Act expired on October 31, 2013, resulting in a reduction in FoodShare benefits to participating households beginning November 1, 2013. For a family of four, this resulted in a monthly benefit reduction of \$36.
- The Affordable Care Act was signed into law in 2010 with the goal of increasing the quality and affordability of health insurance. With Wisconsin's decision to turn down federal health care reform money and expand Medicaid to cover households with incomes under 133 percent of the federal poverty level, Wisconsin estimated that 62,776 individuals would lose BadgerCare Plus and transition to the Health Insurance Marketplace. The BadgerCare Core Plan and waiting list for childless adults ended as BadgerCare Plus was expanded to include childless adults age 19-64 with household

incomes under 100 percent of the federal poverty level.

- Looking forward, the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 limits the receipt of SNAP benefits to three months in a 3-year period for able-bodied adults without dependents who are not working, participating in, and complying with requirements of a work program for 20 or more hours each week. Wisconsin has been granted a waiver with an expiration date. Beginning January 1, 2015, Able Bodied Adults Without Dependents (ABAWD) aged 18-49, who do not meet the individual exemption provisions, will be subject to the rule and limited to FoodShare benefits not to exceed three months in a 3-year period.

ACHIEVEMENTS

- Chippewa County Economic Support Division is part of the Great Rivers Consortium, along with nine other counties (Barron, Burnett, Douglas, Dunn, Eau Claire, Pierce, Polk, St. Croix, and Washburn). The 2013 Great Rivers Consortium accomplishments include:
 - ✓ Exceeded contracted performance measures for application timeliness. The state-contracted standard is a 95 percent application timeliness, and in 2013 the Consortium maintained 95.83 percent.
 - ✓ Contracted performance measure for the average speed of answer for the Consortium Call Center also exceeded the performance standard established by the state. The state standard is 15 minutes and the Consortium's average speed of answer was 3.49 minutes.
 - ✓ Merged fraud services, creating a standard fraud process and working toward the centralization of overpayments.
 - ✓ Ranked third in the state for overpayments and future savings for Medical Assistance and FoodShare totaling \$1,871,617.

- ✓ Expanded call center services in 2013 to include Elderly, Blind, Disabled, and Long Term Care call center agents in an effort to efficiently serve customers across the consortium region.

- The Economic Support Division also worked to streamline and create efficiencies by:

- ✓ Increasing the accessibility of the Wisconsin Home Energy Assistance Program (WHEAP). Intake days were increased to three days a week in 2013. Also, interactive applications that allow applicants to know their eligibility status and the amount of their benefits instantly were marketed to customers. Interactive applications increased to account for 73 percent of the 2013 applications.

- Conducting outreach stations in eight Chippewa County communities for the WHEAP to increase the accessibility of the program for elderly and disabled customers.

- Educating the public. In preparation for the implementation of the Affordable Care Act, the ES Division worked in collaboration with other departments and community partners to educate the public about the changes to BadgerCare and how to access affordable health care through the Healthcare Insurance Marketplace.

- Improving customer service. In an effort to improve customer service, the Great Rivers Call Change Center number was marketed through its inclusion in all customer notices as well as on the Economic Support website. Also, Chippewa County Economic Support team phone lines were changed from voice mail only to allow for an option to either speak with a worker or leave a message. Customer service standards adopted by the Division ensure that customers will be contacted within two business days of their call.



PROGRAMS AND SERVICES

ECONOMIC SUPPORT

- Income Maintenance

- ✓ BadgerCare Plus
- ✓ FoodShare

- Wisconsin Home Energy Assistance Program (WHEAP)

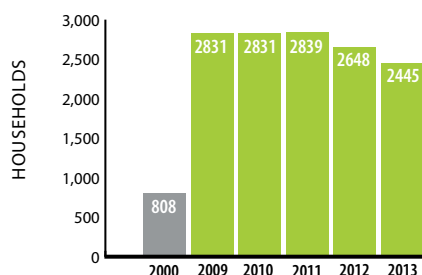
- Wisconsin Shares Child Care
- Wisconsin Medicaid

ECONOMIC SUPPORT

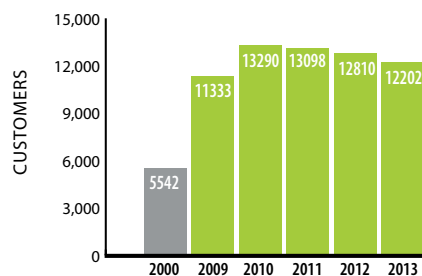
2013 GOALS/DIVISION SCORECARD:

1. Increase education and public awareness of the Great Rivers Consortium.
2. Improve the quality and service delivery of the Wisconsin Home Energy Assistance Program (WHEAP).
3. Ensure customer applications for services are done in a timely manner.
4. Complete all work activities with as few errors as possible.
5. Improve the quality of service for the Child Care Program.

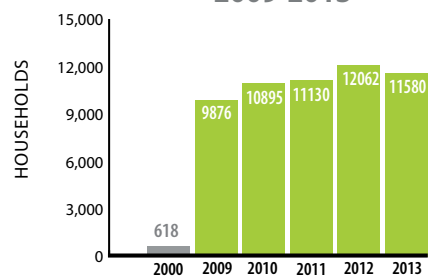
WISCONSIN HOME ENERGY ASSISTANCE PROGRAM (WHEAP) APPLICATIONS 2009-2013



MEDICAL ASSISTANCE RECIPIENTS 2009-2013



FOODSHARE CASES 2009-2013



GOVERNMENT COLLABORATION



ROSE MARSH

*ForwardHealth Project Coordinator,
Chippewa County Department
of Public Health*

Through the ForwardHealth Project, Chippewa County Department of Public Health staff provide support and guidance for the application and renewal process of ForwardHealth.

Public Health staff provide applicants ongoing support navigating the managed care system. When a barrier arises, Public Health staff collaborate with Economic Support staff to solve problems. Some applicants struggle with literacy. Some do not have access to computers or have computer skills. Others have difficulty navigating the application process. The support we give in the application process and navigating the system is an invaluable resource to citizens of Chippewa County and increases eligibility for applicants.

We are fortunate to have the Public Health Department and Economic Support Division in the same building so applicants and staff can more readily collaborate. With both entities working together, we have been very successful in the application process. ■

CHILDREN, YOUTH & FAMILIES DIVISION

OVERVIEW

The Children, Youth and Families (CYF) Division is comprised of two units: Youth Support and Services (YSS) and Children and Families Services (CFS). The YSS Unit is responsible for youth referred to court for delinquency, uncontrollability, or truancy. The CFS Unit assesses families whose children may have been abused or neglected and provides ongoing services to families who are in need of parenting support or other resources to keep their children safe. Chapter 938 and Chapter 48 of Wisconsin State Statutes govern the actions and responsibilities of the social workers within this division.

POLICY INITIATIVES, UPDATES, AND CHANGES FEDERAL | STATE | LOCAL

Several changes took effect in 2013 on a federal, state, and local level that impact how we do business. The most significant are highlighted in the following paragraphs.

- Under the provisions of 1995 Wisconsin Act 27, 17-year-olds alleged to have violated criminal law are subject to prosecution as adults, and juveniles under the age of 17 can be tried as adults when they are alleged to have committed certain serious crimes. Before the law's enactment, 17-year-olds were subject to juvenile court jurisdiction. There is current legislation to make changes to the placement of 17-year-olds in the adult criminal justice system. Wisconsin is currently 1 of 13 states that automatically place 17-year-olds in the adult criminal justice system. Legislative Reference Bureau (LRB) 1065/2 changes the manner in which 17-year-old offenders are treated for purposes of criminal prosecution. The bill draft treats some 17-year-old offenders as "juveniles" rather than "adults." Under the bill draft, a 17-year old offender who has a prior record or who is charged with specified violent crimes is treated as an adult and faces prosecution and penalties in the adult criminal justice system. First-time 17-year-old non-violent offenders will be treated as juveniles.
- In 2013 the YSS Unit transitioned from the Juvenile Assessment and Intervention System (JAIS) to the Correctional Offender Management Profiling for Alternative Sanctions (COMPAS) assessment. The COMPAS is a research-based risk and needs assessment tool used to assist workers with case planning and case management.

Evidence-based practices clearly state that having a sound assessment that accurately identifies an offender's risk to re-offend is the cornerstone of effective supervision. Without a proper assessment, appropriate interventions and services cannot be delivered. The limited dollars available for such services should be reserved for moderate to high-risk offenders who are likely to re-offend if appropriate interventions are not taken. Research shows low-risk offenders are less likely to commit new crimes and should be given minimal services and be excluded from intensive treatment and supervision. The Wisconsin Department of Corrections is offering the COMPAS at no cost to counties.

- The Child and Family Services Review (CFSR) is the evaluation of a state's child welfare system by the federal government. The CFSR focuses on program outcomes for child safety, permanency, and child and family well-being. The Program Improvement Plan (PIP) was submitted by the State of Wisconsin in order to address areas of concern highlighted in our CFSR. While Wisconsin's PIP was fully implemented by December of 2010, some elements continue to be rolled out statewide.
- One such initiative is Permanency Roundtables (PRTs). As part of the PIP, the Department of Children and Families (DCF) developed a plan with the assistance of Casey Family Programs to implement PRTs statewide by June 30, 2013. The PRT process is a professional consultation designed to expedite permanency for children and youth in out-of-home care through innovative thinking, the application of best practice, and the "busting" of systemic barriers. The overarching goal of the statewide implementation is to expedite safe and legal permanency for children in Wisconsin's child welfare system, particularly those children who have spent longer times in care, including juvenile justice cases. Chippewa County held its first PRT June 2013. By the end of 2013, we had completed PRTs on nine individual families and ten children.
- In October 2012 Wisconsin received federal waiver authority to operate a demonstration project to reduce re-entry in out-of-home care. Chippewa County applied for funding under this competitive application process and was selected in 2013. The program began implementation in January 2014. Under the Post Reunification Program (PRP), the

PROGRAMS AND SERVICES

CHILDREN, YOUTH & FAMILIES

CHILDREN & FAMILY SERVICES UNIT

- Child Protective Services
 - ✓ Child Abuse and Neglect Access Calls
 - ✓ Initial Assessment/Alternative Response
 - ✓ Ongoing Services
- Voluntary Child Welfare Services
- Kinship Care Program
- Prime for Life Prevention Program
- Strengthening Families Prevention Program
- Safe and Stable Families Grant
- Drug Endangered Children Program

YOUTH SUPPORT & SERVICES UNIT

- Community Service Program
- Delinquency Ongoing Services
- Correctional Offender Management Profiling for Alternative Sanctions (COMPAS) Assessment
- Prime For Life Prevention Program
- Restitution
- Strengthening Families Prevention Program
- Juvenile Cognitive Intervention Program
- Daily Living Skills
- Mentoring

– CYF Division continued from previous page

CFS unit will work voluntarily with children and their families during the initial 12 months after reunification. Services and supports will be tailored to meet the child and family unique needs, guided by their case plan. PRP is intended to help the family remain stable, promote positive outcomes for the child and family, and prevent the recurrence of abuse or neglect. Because Wisconsin's re-entry rate is above the federal benchmark, this program will assist Wisconsin in meeting federal standards. A goal of the post-reunification support period is to connect the family to community and natural supports. Empowering families in this way prevents the likelihood that children will return to out-of-home care.

- An initiative impacting youth in foster care is the Identity Theft and Credit Preservation Requirement for Youth in Out-of-Home Care created as the result of the federal Child and Family Services Improvement and Innovation Act. This act requires that each child in foster care under the responsibility of the state or tribal child welfare agencies (who have attained 16 years of age) receive a copy of any customer report pertaining to the child each year until the child is discharged from out-of-home care (Credit Reports for Youth in Foster Care: PL 112-34). Building and maintaining credit is vital for a successful transition from foster care to adulthood. Children and youth in out-of-home placement are particularly vulnerable to identity theft because their identifying information is frequently shared, making it less protected and more readily accessible to identity thieves.

- New in the State of Wisconsin's 2013-2015 budget is a provision to allow counties to fund youth in out-of-home care until age 21 if the youth has a current Individualized Educational Plan (IEP). Previous to this bill, all youth who reach the age of 18 (19 if enrolled full-time in primary education) would become ineligible for out-of-home care funding. Many of these children return to families who may not be equipped to provide the necessary care and supervision these youth need due to their special needs. Youth who have a current IEP qualify for schooling to age 21. The implementation date of this budget provision will likely take place in 2014.

- Act 20 changed how substantiation appeal hearings are conducted at the local level. When an individual is substantiated as a maltreater in child abuse or neglect cases, they have the right to appeal the substantiation decision. The director of Human Services in a county will conduct a review and either uphold the substantiation decision made by child welfare or overturn the decision. When the substantiation decision is upheld, an individual can request the State of Wisconsin Division of Hearings and Appeals review the substantiation decision.

- The Child Welfare Ongoing Services Standards were finalized and implemented in 2013. The Ongoing Services Standards provide a framework for the ongoing case process, focusing on safety, permanence, and well-being for children and their families served under Wisconsin Statute Chapters 48 and 938. When conditions exist to warrant the opening of a family case for Ongoing Services on a voluntarily basis or by a court order, the purpose of agency intervention must be clearly communicated to all involved parties so

– CYF continued on next page

GOVERNMENT COLLABORATION



JIM SHERMAN

Chippewa County Corporation Counsel

I have been the Chippewa County Corporation Counsel since 1998. In that capacity, I represent the Children and Families Services (CFS) Unit for Children in Need of Protection and Services (CHIPS) cases involving children who have either been abused or neglected. I also represent the CFS Unit in Termination of Parental Rights (TPR) cases.

The mission of the CFS is to ensure the safety and well-being of the children of Chippewa County. My role is to advise the unit and to ensure that the best interests of both the children and the public are met. Without this unit, children would not be protected from abuse and neglect and not experience permanence in their lives.

I prosecute CHIPS actions to ensure the safety and well-being of the children and have prosecuted TPR cases to provide permanence for many children. When the circumstances warrant it, we have also filed for and obtained guardianships for children.

Our office personnel collaborate on a daily basis, staff cases, and determine how to proceed. We have open lines of communication and work well as a team. I am always available to meet and discuss cases with the Human Services personnel. Being involved in some cases on the front end provides us a better opportunity to strategize and ultimately prosecute the CHIPS cases.

When a CHIPS case evolves into a possible TPR, we staff the case and I am able to determine whether we have sufficient grounds to terminate parental rights. Because of the close working relationship I have with CFS, we are always able to come to a consensus as when and how best to proceed.

The CFS Unit has a very difficult job of balancing safety of children with an overall goal of maintaining family units. Sometimes it is necessary to remove children from their home to ensure their safety. When those children are removed, the goal is to eventually reunify them with their parents. The CFS works hard to meet the goal of reunification, as evidence shows that children do better if they remain with their parents. However, sometimes that simply cannot happen due to abuse or neglect or because the parents are unable to parent. When that happens, CFS looks for all possible alternatives for permanence for the children.

The job of CFS is stressful and offers few rewards, but we do our best to protect children and provide families with the services necessary to meet their needs. ■

CHILDREN, YOUTH & FAMILIES DIVISION *CONTINUED*

it is clear to families, children, and care providers what to expect during the ongoing case. Throughout the provision of Ongoing Services, the primary role of the agency caseworker is to engage families in a positive working relationship to achieve a safe, stable living environment and permanence for children.

- An important element of the Ongoing Standards is to ensure the safety of children when they are placed in out-of-home care. The Confirming a Safe Environment when Children are Placed in Out-of-Home Care (CSE) procedure was implemented in 2013 and all staff in the CYF Division attended training in 2013. The CSE procedure outlines specific requirements to confirm the safety of a child in a specific out-of-home care environment. The Chippewa County Department of Human Services is responsible for determining safety in the placement setting prior to placement and at regularly established intervals.

ACHIEVEMENTS

- **"Day in the Life" Event:** The CYF Division participated in "Day in the Life," an event for journalists, Health & Human Services and County Board members, legislators, and community partners. The event gave participants the opportunity to meet with children, families, and community partners to observe firsthand the services provided by the CYF Division.

- **Alternative Response:** Chippewa County continues to utilize Alternative Response (AR) as an option for assessing allegations of abuse or neglect along with our traditional assessment process. AR is less investigative in nature and focuses on identifying family strengths and stressors and using this information to guide change and growth in the family. A recent survey completed by families who experienced AR indicated a higher level of interaction with their worker and a feeling of benefiting from the AR process.

- **Prevention Programs:** Chippewa County continues to support prevention and parenting programs, including Prime for Life, Strengthening Families Program (new in 2013), Parents as Teachers, and Positive Solutions. A Request for Proposal (RFP) process was completed in January and funds were awarded to River Source Family Center to increase their capacity to serve families through the Parents as Teachers and Positive Solutions parenting programs. River Source Family Center utilizes information gathered through our mapping process to target areas within the county with a higher number of child protective services incidents. By continuing to track outcomes, we are able to determine the effectiveness of programs and target resources accordingly.

- **Mapping Project:** The CFS Unit continued to track all access calls on our mapping system throughout 2013. This information was used to identify areas within the county where high volume of child abuse or neglect calls are received.

Only calls with household members under the age of five years are mapped. This information was used to establish areas of focus in the contract with River Source Family Center for prevention parenting services. This information will also be used in conjunction with the United Way to provide prevention programming in Chippewa County.

- **Strategic Planning:** The CYF Division strives to achieve the agency mission by continuously reviewing and working toward strategic initiatives. The goals of the division include: increasing awareness, education, collaboration, visibility in the community, and improving efficiencies within the division. In 2013 we completed the first full year of our newest strategic initiatives. Over the course of the year, we had many opportunities to participate in community awareness functions and to provide presentations, thus increasing collaboration with community partners.

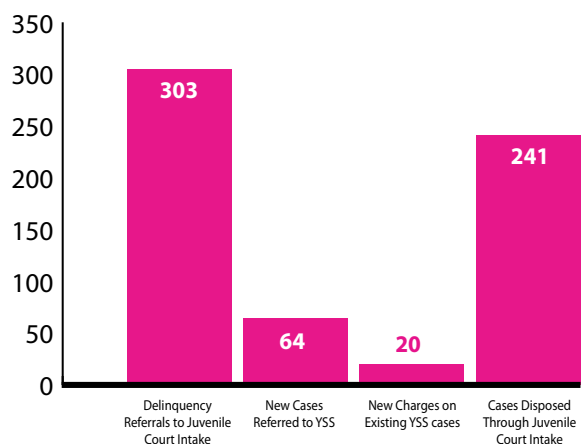
- **Division Scorecard:** CYF Division accomplished six of the seven outcomes listed on our 2013 Division Scorecard (see below).



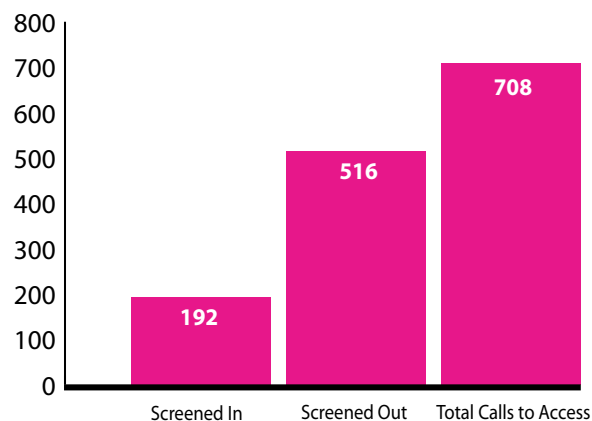
CHILDREN, YOUTH & FAMILIES 2013 GOALS/DIVISION SCORECARD:

1. CYF Division will have no client rights grievances in 2013.
2. Improve service to customers by increasing knowledge of policy/procedures.
3. Permanency Roundtables will be fully implemented by the end of 2013.
4. Demographic mapping will be used to implement prevention programming.
5. Continue to create and maintain a healthy work environment.
6. Consistently refer customers to the Fiscal Services Division.
7. The Division will stay within budget in all program areas.

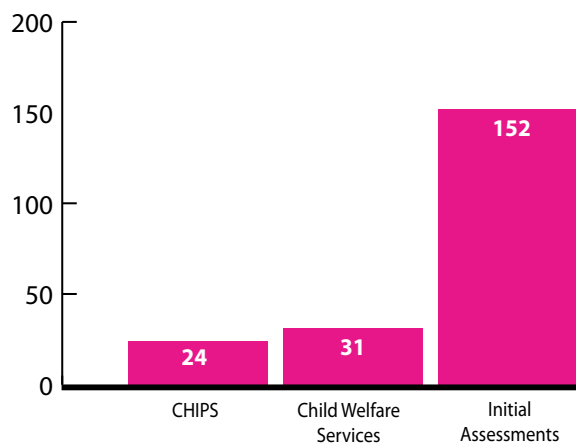
YOUTH SUPPORT & SERVICES (YSS) UNIT FAMILIES SERVED IN 2013



CHILDREN & FAMILY SERVICES (CFS) UNIT CALLS TO ACCESS IN 2013



CHILDREN & FAMILY SERVICES (CFS) UNIT CASES BY TYPE 2013



GOVERNMENT COLLABORATION



CASEY VELIE
*180 Program Coordinator,
Northwest Regional Juvenile Detention Center*

The Northwest Regional Juvenile Detention Center's 180 Program was developed in response to a state statute passed in 2012 allowing for at-risk youth to be placed in long term detention facilities for up to 180 days. With the passing of this statute and others like it (now allowing for placement up to 365 days), Eau Claire County was inspired to create a program that would best utilize the lengthy stay that many at-risk youth in the northwest region would undoubtedly be facing.

Led by a team of dedicated and hardworking professionals, the 180 Program seeks to provide at-risk youth with the services necessary to help them work towards "doing a 180" during the time they find themselves incarcerated. A supportive team provides transportation for youth to all necessary appointments, conducts regular weekly one-on-one mentoring sessions with each participant, builds rapport through their day-to-day interactions, and are available for crisis intervention when necessary. As anticipated, many juveniles have reported that as a result of staff taking the time to build a genuine relationship with them, they have found it easier to find success in other areas.

I have worked closely with the social workers from Chippewa County, collaborating with them as a team on the numerous cases of delinquent youth who have been served both by the Northwest Regional Juvenile Detention Center as well as by our 180 Program. By means of regular contact and active participation in providing case management services to the juveniles in our care, we collaborate in order to form the best treatment plan possible for youth residing in Chippewa County who are participating in treatment options/programming available in Eau Claire County.

The Chippewa County Department of Human Services is a valuable asset to the citizens of Chippewa County as, in my professional experience, its service providers have proven to be a very open-minded and progressive. The employees of the Department of Human Services genuinely care about and are actively involved in the lives of the Chippewa County juveniles they serve. ■

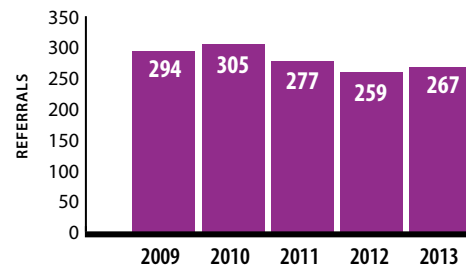
AGING & DISABILITY RESOURCE CENTER CUSTOMER **SUCCESS** STORY

Kay shared her story about how the Disability Benefit Specialist (DBS) Program had a positive impact in her life, enabling her to remain independent in her home and be employed in the community. Kay has a genetic disorder called Phenylketonuria (PKU). Since the disorder was not diagnosed at birth, she has developmental delays and was experiencing symptoms which she thought could be Alzheimer's Disease. Despite her medical conditions, Kay continues to work part-time. The DBS assisted Kay with a variety of services. The initial contact was for assistance with filing for disability benefits. The DBS was an advocate for Kay during this process, assisting with obtaining the medical records required by Social Security. Soon she requested assistance with interpreting letters from the state about her health insurance, and for help figuring out the puzzling options for Medicare A, B, C, and D. Kay receives her health insurance through the Medicaid Purchase Plan (MAPP). One of the requirements of the MAPP Program is that she works at least one hour a month. Recently Kay had surgery requiring her to be off work for a short period of time, and the DBS assisted her with receiving a work exemption for MAPP so she can continue to receive her health insurance. ■

CHILDREN WITH DIFFERING ABILITIES DIVISION:

TOTAL REFERRALS TO SINGLE POINT OF ENTRY

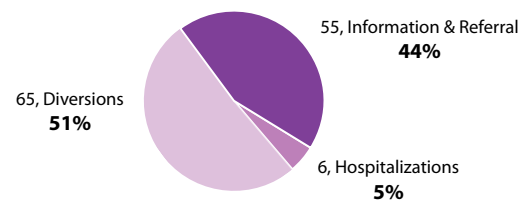
We continue to partner with the Chippewa County Department of Public Health for our single point of entry.



CHILDREN'S EMERGENCY MENTAL HEALTH OUTCOMES

Chippewa County Department of Human Services continues to collaborate with Northwest Connections for the provision of Children's Emergency Mental health Services. Services provided by Northwest include both phone and mobile crisis. Specially trained staff are available 24 hours per day, 7 days a week. The goal is to avoid hospitalization when it's safe and appropriate.

The pie chart below illustrates the breakdown of diversions from hospitals, hospitalizations, and other outcomes for Children's Emergency Mental Health Services.



In 2013 there were 65 hospital diversions out of a total of 126 emergency mental health calls, which means these children avoided a hospitalization (emergency detention) and were safely maintained in their home.

There were six hospitalizations, which is a decrease from 2012. The majority of children remained in the community and were offered information and referrals.

CHILDREN WITH DIFFERING ABILITIES CUSTOMER **SUCCESS** STORY

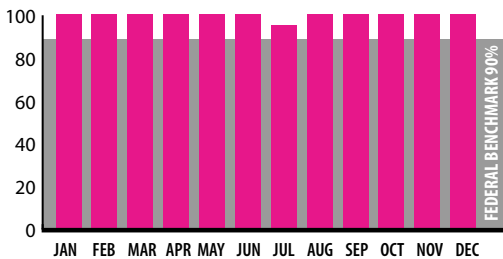
Debbie said her family has worked with the Children with Differing Abilities (CWDA) Division for nine years now. The support they offer is so important to families of special needs kids. They provide support and assistance, from helping me find resources and service providers to attending IEPs. It's very hard to navigate the special needs system alone and having people who are there to help is so valuable. My son has autism with behavioral issues. He needs a lot of one-on-one attention in dealing with day-to-day situations. Through CWDA, my son has been involved in the intensive autism program. He is now in the post-intensive program, where we utilize respite care, which is invaluable to me. My husband is an over-the-road truck driver and is only home a couple days a month, so I don't know how I would manage without the respite that provides me time to refresh. Through the program, we have been able to access an iPad where my son uses apps that improve his skills and development. The iPad has also made appointments and car travel time so much, much easier, as he can better cope with his surroundings while having something to keep him occupied. In addition, our worker referred us to get a pool pass and a YMCA pass that are really helping with both his social skills and weight problem. ■

CHILDREN, YOUTH & FAMILIES DIVISION:
CHILDREN & FAMILIES SERVICES UNIT

The Children, Youth and Families (CYF) Division continues to provide prevention dollars on a contract basis for prevention programming throughout the county. Prevention dollars are used to facilitate evidence-based programming. Programs are considered to be evidence-based when the approach to treatment, prevention, or training is validated by a scientific method. By utilizing evidence-based programming, the CFS Unit is able to ascertain that the programs are effective.

FEDERAL BENCHMARK

The federal government continues to hold states to a standard in regard to how often children who are placed in out-of-home care see and meet with a social worker. In 2013 the federal benchmark was set for 90 percent of the children in out-of-home care to be seen face-to-face by a social worker on at least a monthly basis. The federal reporting year is October 1 through September 30 of each year. Prior to 2013, Chippewa County met this benchmark 100 percent each month, each year. In 2013 Chippewa County missed documentation of one case note, resulting on a 95 percent for the 2013 reporting year.



PARENTS AS TEACHERS PROGRAM OUTCOMES

Prevention dollars from the Promoting Safe and Stable Families (PSSF) grant were awarded in 2013 to River Source Family Center with an initial goal to increase the number of families served through the Parents as Teachers Program. Parents as Teachers is an approved home visiting model meeting the evidence-based criteria of the Maternal, Infant, Early Childhood Home Visiting program (MIECHV). The Parents as Teachers program has four components: personal visits, group connections, screenings, and resource networking. The

– CYF continued on next page

COMMUNITY MENTAL HEALTH & RECOVERY SERVICES
CUSTOMER SUCCESS STORY

Jennifer needed help from the Chippewa County Department of Human Services after her coping mechanism, alcohol, turned on her. Her downward spiral included three convictions for operating a motor vehicle while intoxicated and a deepening depression, all of which culminated in a suicide attempt.

Services Jennifer received included funding for inpatient and outpatient Alcohol and Other Drug Abuse services, psychiatric assessment and medication management services, Recovery House sober living, and case coordination with Family Resource Center and Women’s Way.

Her journey in recovery has just started; however, Jennifer recently moved into her own housing and is financially self-supporting. She enjoys a renewed relationship with her family. Jennifer indicated, “All my treatment providers believed in me. They provided support and encouragement. They followed through with what they promised they would do. I accomplished a lot and nobody can take that away from me.” ■

ECONOMIC SUPPORT
CUSTOMER SUCCESS STORY

Alex became aware of Economic Support (ES) Services after becoming seriously ill. Alex was working full-time as a mechanic. He had a good paying job with benefits, owns his own home, and has always been able to provide for himself. Alex went to the doctor because he hadn’t been feeling well for several months. He was immediately taken to the hospital and told he had congestive heart failure and would need a new heart. Alex was hospitalized for a month but was able to go home after several surgeries. However, the doctors told him he could not return to work because his heart is not strong enough. He is now waiting to receive a heart transplant. Alex feared he would lose his home and life without the income and health insurance from his job.

ES programs were able to assist Alex and eased several of his worries. Alex received assistance paying for his groceries through the FoodShare program. He also received assistance with his heating and electric bill through the Wisconsin Home Energy Assistance Program (WHEAP). Alex was able to get health insurance coverage through the new BadgerCare for Childless Adults Program.

Alex was also referred to the Aging and Disability Resource Center (ADRC) where he received assistance applying for Social Security Disability and getting Ensure at a discounted rate. He is thankful he was referred to the ADRC by Economic Support, as he was unaware of their programs.

Alex is grateful for the assistance he has received through the ES Division. He states, “I would not be alive without their help.” ■

CHILDREN, YOUTH & FAMILIES DIVISION YOUTH SUPPORT & SERVICES (YSS) UNIT

CUSTOMER **SUCCESS** STORY

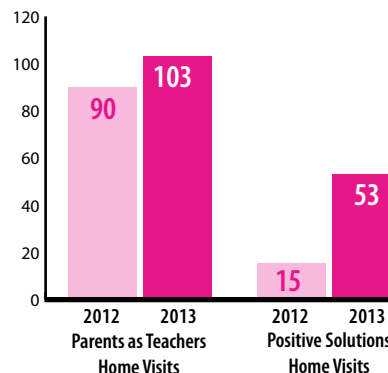
Henry received services from the Chippewa County Department of Human Services after being referred by law enforcement for criminal damage to property. While under the influence, Henry destroyed public property. He was placed on Supervision and the following programs and supports were utilized by the Youth Support and Services Social Worker to assist Henry in reaching his goals while providing restorative justice to the community:

- Alcohol and Other Drug Abuse (AODA) outpatient services
- Frequent check-ins with Social Worker
- Drug Screens
- Community Service (arranged at the site of the property damage)
- Restitution
- Victim/Offender Conferencing referral

Henry has done quite well while on Supervision and has not had any further referrals to Juvenile Court. He has a summer job and is expected to graduate June 2015. ■

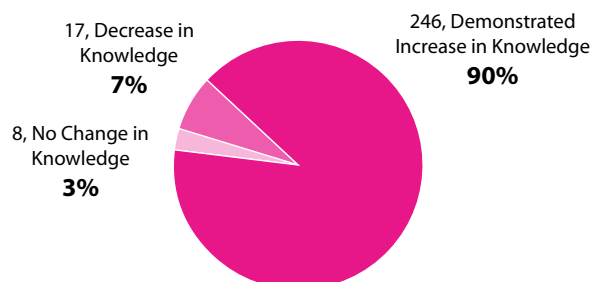
CHILDREN & FAMILIES SERVICES UNIT *CONTINUED*

model emphasizes parent-child interaction, family-centered parenting, and impacting overall family functionality. River Source was able to focus prevention dollars in areas of high need based on the data gathered through the mapping project. The outcome below demonstrates that River Source exceeded the established goal.



PRIME FOR LIFE (P4L) OUTCOMES

Another prevention program funded by the Children, Youth and Families Division is Prime for Life (P4L). P4L is an evidence-based program designed to help teens improve their decision-making choices around drug and alcohol use. The program empowers youths to challenge their previous beliefs and attitudes about drug and alcohol use and places an emphasis on changing perceptions that lead to high-risk behaviors. A combination of logical reasoning, empathetic listening skills, and emotional experience is used to change risk perceptions. The intended result of changing these perceptions is giving youth the skills they need to protect what they value in life. Federal funds for this prevention program come from the Alcohol and Other Drug Abuse (AODA) Block Grant and must be used to provide evidence-based prevention program specifically demonstrated to target alcohol and other drug abuse. P4L is recognized by the Substance Abuse and Mental Health Services Administration (SAMHSA) as an evidence-based prevention program targeting AODA. A contract through Arbor Place in Menomonie, Wisconsin, has been in place for the past two years to provide this program throughout the county. In 2013 273 youth participated in one of 14 P4L sessions conducted throughout Chippewa County. Of the eight school districts serving Chippewa County youth, five received P4L programming in 2013.



CHILDREN, YOUTH & FAMILIES DIVISION CHILDREN, YOUTH & FAMILIES (CYF) UNIT

CUSTOMER **SUCCESS** STORY

Mary had been struggling with drug addiction for many years. In November 2012 she was struggling to manage her life while providing adequate care to her two sons. Her children were placed in foster care, and Mary worked very hard to meet the criteria to bring them home. Mary received a variety of services to help her meet her goals and conditions for reunification. This included support and therapy with her counselor at L.E. Phillips through the Intensive Outpatient Program, case management by her Human Services social worker, and the support of her family and friends.

Currently Mary and her sons are doing well. Mary was able to bring her sons home May 2013, as she is now able to provide a safe, stable environment. Mary continues to be an active participant in her recovery by continuing to work with her community supports, family, and friends. Mary and her sons share a significant bond and are happy to be together again. ■

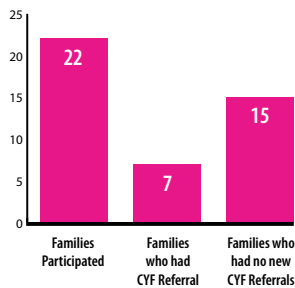
– CYF continued on next page

YOUTH SUPPORT & SERVICES UNIT

STRENGTHENING FAMILIES PROGRAM (SFP) OUTCOMES

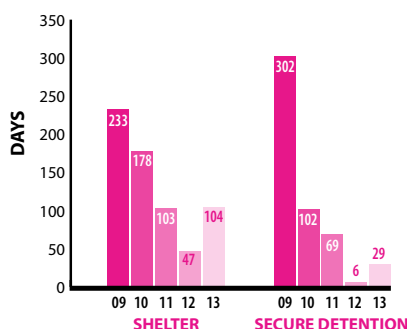
The Strengthening Families Program (SFP) has been facilitated by Positive Alternatives throughout Chippewa County for the past three years. SFP is an evidence-based program intended to support parental decision-making within families and demonstrate a positive impact on youth ability to increase communication skills, enhance problem-solving skills, and further develop their ability to identify and articulate feelings appropriately. The program is open to families with children between the ages of 7-16. Families do not have to be receiving services through Chippewa County Department of Human Services to participate. Data from the past three years indicates 68 percent of families who complete the SFP do not experience a referral to the CYF Division.

OUTCOME OF PARTICIPATION IN SFP 2011 – 2013



YOUTH SUPPORT & SERVICES UNIT

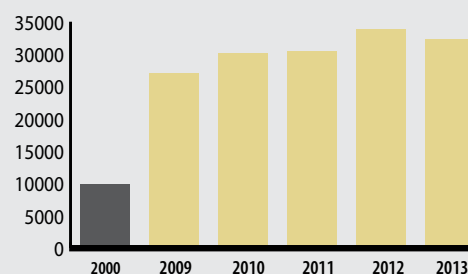
The YSS Unit has incorporated evidence-based practices into their case management techniques over the past several years. In 2013 the YSS Unit began training on the Evidence-Based Briefcase Series from the Carey Group. Evidence shows that one of the ways to reduce recidivism is by delivering services in natural environments whenever possible. Based on these criteria, the Unit has shifted the focus from placing youth in secure detention and shelter whenever possible in order to deliver services in their natural setting. This does not mean the youth are not held accountable for negative behaviors; however, it means if the situation does not create a safety issue, alternative consequences are used such as more frequent reporting requirements or a decrease in curfew or electronic monitoring. The bar chart below shows the decline in placements at secure detention and shelter since 2009. Services are provided based on a case plan individually created for each youth.



CUSTOMERS AND PROGRAMS / SERVICES BY DIVISION (2009 - 2013)

| PROGRAMS / SERVICES | 2009 | 2010 | 2011 | 2012 | 2013 |
|---|---------------|---------------|---------------|---------------|---------------|
| Aging & Disability Resource Center (ADRC)** | | | | | |
| Adult Protective Services* (screened in cases) | | | | | 51 |
| Disability Benefits | 210 | 216 | 240 | 211 | 249 |
| Elder Benefits | 894 | 884 | 1,390 | 1,218 | 1,255 |
| Ensure Program | N/R | N/R | N/R | 150 | 205 |
| Information & Assistance / Options Counseling | 1,174 | 1,266 | 1,169 | 1,319 | 1,023 |
| New Guardianship / Protective Placement Services* | | | | | 34 |
| Nutrition Program | 1,052 | 969 | 872 | 867 | 868 |
| Protective Placement Reviews* | | | | | 102 |
| Children with Differing Abilities (CWDA) | | | | | |
| Birth to 3 Program | 189 | 174 | 178 | 172 | 187 |
| Children's Crisis Services | | | 120 | 135 | 126 |
| Children's Waiver Services | 73 | 95 | 97 | 91 | 101 |
| Family Support Program | 32 | 36 | 32 | 35 | 32 |
| Community Mental Health & Recovery Services (CMHRS) | | | | | |
| Adult Protective Services (2009 – 2012)* | 84 | 97 | 89 | 57 | |
| Community Options Program | | 4 | 5 | 4 | 2 |
| Community Recovery Services | | | 4 | 5 | 4 |
| Community Support Program | 56 | 50 | 45 | 43 | 39 |
| Crisis Services | 489 | 682 | 756 | 819 | 796 |
| Emergency Detentions / Petitions | 133 | 138 | 121 | 124 | 138 |
| New Guardianship / Protective Placement Services (2009 – 2012)* | 33 | 32 | 39 | 16 | |
| Outpatient Mental Health Services | 390 | 57 | 5 | 5 | 7 |
| Protective Placement Reviews (2009 – 2012)* | 109 | 116 | 104 | 107 | |
| Substance Abuse Services | 291 | 126 | 292 | 65 | 99 |
| Children, Youth & Families (CYF) | | | | | |
| Juvenile Justice Services | 108 | 88 | 108 | 56 | 64 |
| Child Protective Services | 1,195 | 1,374 | 1,407 | 723 | 708 |
| Economic Support (ES) | | | | | |
| FoodShare Program*** | 9,876 | 10,895 | 11,130 | 12,062 | 11,580 |
| Medical Assistance Program | 11,333 | 13,290 | 13,098 | 12,810 | 12,202 |
| Wisconsin Home Energy Assistance Program - WHEAP | 2,640 | 2,831 | 2,839 | 2,648 | 2,445 |
| TOTAL | 26,990 | 30,053 | 30,430 | 33,726 | 32,317 |

TOTAL CUSTOMERS SERVED (2009 - 2013)



*Prior to 2012, Adult Protective Services, Guardianship, and Protective Placement was within other divisions within Human Services and is included in the CMHRS 2009-2012 totals. These programs were within CMHRS the first three quarters of 2012 and transitioned to the ADRC the last quarter.

** Aging & Disability Resource Center became a division within the Chippewa County Department of Human Services in 2012.

***In previous reports, FoodShare numbers were calculated by household. Customers served in FoodShare are now being calculated by number of individuals (unduplicated).

N/R = Not Recorded

N/A = Not Applicable

COMMUNITY PARTNERS

We recognize the following Chippewa Valley entities we have partnered with throughout 2013. Thank you for valuing community and valuing service to others.

| | | | |
|--|--|--|---|
| A & J Mobility | Chippewa County Workforce Resource | Hopes & Dreams Adult Daycare | Prentice House Inc. |
| Abby Vans | Chippewa Health Improvement Partnership (CHIP) | Impact Advertising | Rachel's Place Early Learning Center |
| Advocating for Autism | Chippewa Manor Nursing Home | Integrated Development Services, Inc. | Rawhide |
| Aging & Disability Resource Center of Eau Claire County | Chippewa Manor Residential Living Center | J and B Medical | Reaching Your Potential |
| Aging and Disability Resource Center Board | Chippewa River Industries (CRI) | James Peterson, PhD | Reliant Rehab |
| Alberta May's Restaurant <i>(ADRC Senior Dining Meal Site)</i> | Chippewa Valley YMCA | Kathy's Diner <i>(ADRC Senior Dining Meal Site)</i> | ResCare Homecare |
| Almost Home Again | Clark County | Kids USA | River Source Family Center |
| Alzheimer's and Other Memory Loss Support Group – Grace Adult Day Services | Clearview | L.E. Phillips Libertas Center | RiverEdge Design |
| Alzheimer's Association | Clinicare Corporation | Lad Lake | Romeis Millstream Apartments |
| American Sign Language Interpreters | Comforts of Home Assisted Living | Lake Hallie Memory Care | Rose Garden Assisted Living |
| Anu Family Services, Inc. | Community Cares Resources | Lakeview Health Center | Rosebud and Friends |
| Applied Behavioral Intervention Services (ABIS) | Community Counseling Services | Lifenet Inc. | Rutledge Charities |
| Aramark | Connie Wagner <i>(Spanish Interpreter)</i> | Lion's Camp | Rutledge Home Assisted Living |
| Arbor Place Inc. | ContinuUs <i>(formerly Southwest Family Care)</i> | Local and County Law Enforcement | Sacred Heart Behavioral Health |
| At Home Care | Coordinated Community Response to Domestic Violence and Sexual Assault | Lutheran Social Services | Shared Ride Taxi Program |
| Aurora Community Services | Cornell Area Care Center | Maple Street Adult Family Home | Shoe Factory Apartments |
| Autism Society – Chippewa Valley Chapter | Cornell Our Savior Lutheran Church <i>(ADRC Senior Dining Meal Site)</i> | Marathon County | Sober Living Rentals |
| Beaver Creek Reserve | Country Terrace <i>(Bloomer and Stanley)</i> Assisted Living | Marriage & Family Health Services | Social Security Administration – Eau Claire Office |
| Behavior Reach | Cumberland Memorial Hospital | Marshfield Clinic | Soft Landing Transitional Service |
| Beyond Abilities | Dementia Capable Community Committee | Mayo Clinic Health System | Southwest Family Care Alliance |
| Bloomer Senior Center <i>(ADRC Senior Dining Meal Site)</i> | Department of Children and Families Regional Office | Medicine Shoppe | Special Friends |
| Boys and Girls Club | Department of Corrections | Medigap Hotline | SPOTS House – St. Joseph's Hospital |
| Boys Town | Department of Vocational Rehabilitation (DVR) | Midwest Monitoring & Surveillance, Inc. | St. Joseph's Hospital |
| Brotoloc | Disability Right Wisconsin | Mississippi Valley Health Care Consortium | Starting Points |
| Burkwood Treatment Center | Dodge County | Mobile Meals, Inc. | Tender Care Transport |
| Burzynski's Adult Family Home | Dove Health Care | Musical Medicine | The Healing Place |
| Callier Clinic | Easter Seals Camp | Nancy Bose Sign Language | The Home Place Assisted Living |
| Camp Kenwood | Eau Claire County Human Services | Nature's Edge | The Master Plan, LLC |
| Care Partners (Bloomer) Assisted Living | Eau Claire Schools | New Beginnings of Barron County, Inc. | The Thole House, LLC |
| Carroll's Friendship Farm | Educational Solutions | New Day Yoga & Wellness | Think and Say Publications |
| Catalyst for Change Consultants | Fahrman Center | New Freedom Transportation Program | Thunder Creek Adult Family Home |
| Center for Independent Living | Family & Children's Center | New Hope CBRF | Trempeleau County Health Care Center |
| CESA 10 | Family Support Center | New Vision Wilderness | Trinity Equestrian |
| Children with Differing Abilities Advisory Committee | Family Works Programs Inc. | New Visions | United Cerebral Palsy (UCP) |
| Chippewa County Corporation Counsel | Fuhrer Psychological Services | North Central Health Care | UW-Stout Vocational Rehabilitation Institute |
| Chippewa County Department of Public Health | Gemini Cares | North County Independent Living | Volunteer Caregiver Program |
| Chippewa County Food Pantries | Grace Adult Day Services | Northwest Counseling & Guidance Center | Western Region Recovery and Wellness Consortium |
| Chippewa County Housing Authority | Great River Consortium Partner Counties <i>(Barron, Burnett, Douglas, Dunn, Eau Claire, Pierce, Polk, St. Croix, Washburn)</i> | Northwest Journey – Menomonie | Western Regional Center for Children and Youth with Special Health Care Needs |
| Chippewa County Jail | GWAAR <i>(Greater Wisconsin Agency on Aging Resources)</i> | Northwest Passage I & II | Wisconsin Bureau for Hard of Hearing |
| Chippewa County Job Center | Headstart | Northwest Regional Detention Center | Wisconsin Bureau for the Blind |
| Chippewa County Mental Health & Substance Abuse Recovery Committee | Health & Human Services Board | Nutrition Advisory Council | Wisconsin Early Autism Project (WEAP) |
| Chippewa County Nutrition Program Dining Rooms | Hetzel Care Center | Open Door Clinic | Wisconsin VA/Veterans Assistance Center |
| Chippewa County Parks & Recreation Department | Holy Family Hall <i>(ADRC Senior Dining Meal Site)</i> | Opportunity Development Centers | Wisconsin VA/Veterans Assistance Center |
| Chippewa County Probation and Parole | Home Instead | ORCD <i>(Office for Resource Center Development)</i> | Wisconsin VA/Veterans Assistance Center |
| Chippewa County Schools | Home Suite Home Assisted Living | Our House Assisted Living | Wisconsin VA/Veterans Assistance Center |
| Chippewa County Senior Centers <i>(Bloomer, Cornell, Chippewa Falls)</i> | Homestead Village <i>(ADRC Senior Dining Meal Site)</i> | Our House Memory Care Assisted Living | Wisconsin VA/Veterans Assistance Center |
| Chippewa County Veterans Office | | Parents 4 Learning | Wisconsin VA/Veterans Assistance Center |
| | | Patients Express | Wisconsin VA/Veterans Assistance Center |
| | | Pine Ridge Adult Family Home | Wisconsin VA/Veterans Assistance Center |
| | | Positive Alternatives | Wisconsin VA/Veterans Assistance Center |

CHALLENGES AHEAD

1. Implementing the Affordable Care Act.
2. Increasing aging population.
3. Increasing number of children and youth accessing emergency mental health services.
4. Rising suicide rate – Chippewa County is in the upper one third of all counties in Wisconsin.
5. Integrating individuals with mental health and alcohol and drug issues into regular community activities.
6. Informing Chippewa County citizens about the value of human services and the contribution customers make in the county because of receiving services.
7. Focusing on results, which require government and providers of service to move from sustaining current service delivery systems toward finding new innovations, deeper collaboration, and consolidation.

EXISTING BARRIERS THAT REQUIRE ATTENTION IN CHIPPEWA COUNTY

1. Educate citizens of Chippewa County and those that provide services to customers on the necessity of using evidence-based programs to improve results.
2. Meet the service level expectations of the community when resources are limited.
3. A system-wide program that can identify customers who are abusing prescription medications and a mechanism in place that prevents further abuse.
4. Opportunities for citizens to acquire employment with an adequate wage to meet basic needs.
5. Affordable and safe housing for low-income individuals and families.
6. Citizen apathy towards excessive use and abuse of alcohol.
7. Flat and decreasing county, state, and federal funding.



HUMAN SERVICES LEADERSHIP TEAM

Rose Baier, Jessica Barrickman, Michelle Brown, Melissa Christopherson, Tom Diel, Tim Easker, Linda Hebert, Ann Holm, Bobbie Jaeger, Elizabeth Makar, Pauline Spiegel, Larry Winter, Mary Zachau

HEALTH & HUMAN SERVICES BOARD MEMBERS



TOP (l to r): Anson Albarado, Douglas Ellis, and James Fenno, Rph

MIDDLE: John C. 'Jack' Halbleib (Vice Chairperson), Dr. Laura Isaacson, M.D., and Mike Leisz

BOTTOM: Larry Marquardt, Bill Stimeling, and Larry Willkom (Board Chairperson)

AGING & DISABILITY RESOURCE CENTER BOARD MEMBERS



TOP (l to r): Anson Albarado (Board Chairperson), Gene Anderson, and Katherine Hartman

MIDDLE: Tony Kvapil, Wanda LeCleir (Vice Chairperson), and Donna Loew

BOTTOM: Paul Nicolai and John Spaeth

CLOSING REFLECTION

Dr. Kent M. Keith, author

People are illogical, unreasonable and self-centered.

Love them anyway.

If you do good, people will accuse you of selfish, ulterior motives.

Do good anyway.

If you are successful, you win false friends and true enemies.

Succeed anyway.

The good you do today will be forgotten tomorrow.

Do good anyway.

Honesty and frankness make you vulnerable.

Be honest and frank anyway.

The biggest men and woman with the biggest ideas can be shot down by the smallest men and women with the smallest minds.

Think big anyway.

People favor underdogs, but follow only top dogs.

Fight for a few underdogs anyway.

What you spend years building may be destroyed overnight.

Build anyway.

People really need help, but may attack you if you do help them.

Help them anyway.

Give the world the best you have and you will get kicked in the teeth.

Give the best you have anyway.



CHIPPEWA COUNTY

Human Services

Empowering people to help themselves.

SCAN FOR
CHIPPEWA COUNTY DEPT.
OF HUMAN SERVICES



SCAN FOR
AGING & DISABILITY
RESOURCE CENTER



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