



Human Services

Empowering people to help themselves.


2020 Annual Performance Report

Director Message:

As I think about 2020, I have to steal a line from the Grateful Dead's classic song Truckin - "What a long strange trip its been." The year was unlike any I and most others had ever experienced. Simply put, we lived through a global pandemic sandwiched between social and political unrest like we had not seen for decades, if ever. Terms such as "safer at home," "social distancing," and "masking" became a part of our daily lexicon. Many lost their livelihood, some their lives. There was also a pervasive overall loss of our sense of security. Social distancing separated us physically, beliefs separated us ideologically. There were those who feared the virus and those who did not believe it existed. The political aisle that separated parties seemed to grow wider. Social justice issues were thrust to the forefront that just seemed to widen the chasm.


This was the world we found ourselves navigating all though in 2020. After the initial shock of the pandemic and ensuing lockdown, we began to see the toll it was taking on our community. This all contributed to an increased demand for services. This increase occurred as we navigated the forced exodus from our places of work to the new world of telecommuting. If you had school age children at home, an extra layer of complexity was added as you tried your hand at being a professional educator.

While we were not planning for a pandemic, our department was positioned well for the telecommuting transition. Economic Support had been telecommuting on a rotating basis along with others sprinkled throughout other divisions. We had also provided staff situational opportunities for occasional work from home. While it was not a perfect fit for everyone, people did what they had to do to reduce risk to themselves, their families, and our consumers.



Did a lot of bad things happen in 2020? Absolutely, and if you lost a loved one, it was a year of heartbreak. However, plenty of good things happened in 2020 as well. People coming together, supporting those in need, working harder, and giving more. The information contained in this report is a shining example of how when the chips are down, there are those who will always rise to the occasion. We continue to evolve for the better as a department. This does not mean there is not room for improvement.

I have never seen a group of people come together to meet a challenge like ours did. There were plenty of other folks involved who made this happen: Department of Administration, County Board, our Health and Human Services Board, and others who provided logistical backing as well as caring, trust, and support of our staff - countywide. To each and everyone one of you – THANK YOU. It will be a year we will never forget!



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** – encouraging and supporting people as they 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.

ORGANIZATIONAL GOALS 2020



1. Utilize effective and efficient data driven decision-making to unlock human potential.
2. Provide staff with the tools, support and training to perform their job at the highest level and encourage a work/life balance.
3. Provide adaptable and flexible services and resources to consumers.
4. Create a culture of continuous quality improvement to improve outcomes for consumers.



Economic Support

The Economic Support Division administers programs and services that assist eligible Chippewa County consumers, empowering them to achieve positive outcomes when they face economic challenges. The Economic Support Division helps families in need to become self-sufficient and independent from public assistance. This is done by assessing each family's financial situation to determine eligibility for public assistance programs. Chippewa County Economic Support is part of the Great Rivers ten-county consortium (GRC).

Achievements of 2020:

Successfully Responded to COVID

- ♦ **Telework:** All counties rolled out telework and at some point during the past year, counties worked 100 percent telework. Staff and agencies worked quickly to set up home offices, navigate technology needs, learn how to work remotely, and use new technology. Agencies found new ways to facilitate mail/fax while working remote. Some agencies installed drop boxes and all counties had to create internal processes for meeting customer requests for vault cards, mail, and other face-to-face interactions. The Hub (Great Rivers SharePoint site) was used as a tool to communicate to staff each individual agency direction related to open/close/lobby and face-to-face requests and used to highlight other operational changes. Agencies found new ways to onboard staff based on available technology and local office availability/restrictions.
- ♦ **No Loss of Service:** Since the onset of the pandemic, there has been no loss of service to our customers. Answer rates in the call center remain high and processing continues to exceed timeliness expectations.
- ♦ **Assisting with Local COVID Operations:** Within GRC, some counties needed to deploy staff to help with local COVID operations, other GRC counties assisted to manage workload needs.
- ♦ **Virtual Meetings:** Virtual meetings for all teams have improvised and teams found new efficiencies in using technology to meet and share information. Necessary meetings occurred more easily as travel/inclement weather was not an issue.

Successful MER and Child Care Subsidy Review

- ♦ 2020 FoodShare MER (Management Evaluation Review) had minimal case corrections and policy review areas for staff. GRC staff were complimented for their excellent customer service, going above and beyond in providing customers with additional resource and referrals, and explaining income maintenance (IM) programs. The 2020 Child Care Subsidy review had no findings or recommendations. The Department of Children and Families continues to identify GRC's Child Care Team model as a best practice.

Benefit Recovery (BR)

- ♦ **Invalidation Project:** During the initial stages of the pandemic, BR staff spent reviewed a backlog of claims to determine which ones were still valid. This project resulted in being able to invalidate more than 4500 referrals from backlog.
- ♦ **Onboarded** two new BR Team members.
- ♦ **Fraud Investigators:** Due to being unable to do surveillance and home visits, fraud investigators were utilized differently. They assisted BR staff with case reviews/notices/mailings/Medical Assistance overpayments. Desk investigations continued to be completed with minimal travel to jails and retailers.
- ♦ **Wage Verification Project:** To take advantage of a reduced IM workload, IM staff assisted the Benefit Recovery Team with a wage verification project. Staff were trained to review referrals and identify time periods of the overpayment and send requests to the employer. Gathering wages has allowed BR staff to work more efficiently when processing claims.
- ♦ **Increase in Dollars:** BR Team shifted tasks a couple of times during the pandemic. Despite processing fewer claims, there was an increase in the amount dollars processed in 2020.

ECONOMIC SUPPORT (Continued)

- ◆ **Child Care Expungement Report:** Staff began a new process of working the Expungement Report, which takes a proactive approach in helping to prevent overpayments.
- ◆ **Child Care** referrals are being assigned in real-time.

Quality Control & Consistency

- ◆ **Targeted Care Review (TCR):** Leads and staff participated in TCR project focusing on the Absent Parent Screen.
- ◆ **LTC Intake Process:** LTC (Long Term Care) Intake process was reviewed early in 2020. Gaps in the initial process were identified and EBD Leads worked to strengthen the Intake Process by giving direction on gaps identified and added into the Program, Policy, Process Manual (PPPM).
- ◆ **Local Agency Quality Control (QC) Projects:** To take advantage of reduced workload, local agencies looked for various ways to keep staff tasked with QC projects. One example of this was to have staff conduct their own independent reviews on their cases with emphasis on high error prone elements.
- ◆ **Balance Child Care Caseloads:** Managers developed parameters for IM cases to backfill caseload composition for child care workers. This was done because of the variance in childcare cases assigned to team members and an effort to equal out the workload.
- ◆ **Lead Teams:** Virtual meetings continued throughout the year to discuss error prone policies and offer consistent clarification for staff.
- ◆ **EBD/LTC All Staff Meeting:** EBD (Elderly, Blind, and Disabled) leads held a GRC staff meeting where leads presented on tips, reminders and policy/process clarifications.

Program, Policy, Process Manual (PPPM)

- ◆ PPPM was developed and released to staff in 2020. The content in the PPPM incorporates years of GRC and State of Wisconsin policy/process clarifications and resources. The goal is to be a fluid tool that fills in the gaps where state resources fall short and staff can refer to one consistent place on The Hub.

Onboarding/Reassignment

- ◆ GRC hired 14 new staff and onboarded three new lead workers; reassigned seven family case workers to EBD; two family case workers to BR.

Challenges of 2020:

- ◆ Assisting/preparing staff (various levels - new to veteran staff) to go back to pre-COVID policy/processes.
- ◆ Caseload sizes - what is realistic for staff to handle; questions on future workload (not knowing what will come back after COVID-19 and when).
- ◆ Keeping other partner agencies informed of changes when rollback occurs, letting them know how GRC will respond, and impacts to partner agencies.
- ◆ P-EBT - Potential (Pandemic FoodShare).
- ◆ CCA (Call Center Anywhere) replacement in the fourth quarter.
- ◆ The New Worker Training project - learning our role in guiding new staff through training.
- ◆ Potential increase in applications, calls as pandemic continues, and when rollback occurs.
- ◆ Reopening our agencies, how to best serve face-to-face customers and meet lobby service expectations.

Service/Program	Consumer Data for 2020
FoodShare	8,989
Medical Assistance	10,180
Child Care	220
Energy Assistance	2,473 (households)
Total	21,862



The simplest version of the ADRC mission is to say that we are here to help older people and people with disabilities remain as independent as possible in the setting of their choosing. Aging and Disability Resource Centers (ADRCs) are the first place to go to get accurate, unbiased, and timely information on all aspects of life related to aging or living with a disability. ADRCs are friendly,

welcoming places where anyone - individuals, concerned families or friends, or professionals working with issues related to aging or disabilities - can go for information tailored to their situation. It isn't about what we feel is best for the individual, but rather it's about presenting options so they can make an informed choice.

All Human Service divisions are unique in some way. ADRCs are unique in that 100 percent of our services are 100 percent voluntary.

We also recognize that people don't always know what they need...that's okay too because ADRC staff have extensive training at asking the right questions. The questions not only help people figure out what they need or want, but also help identify their strengths. When help is requested with applying or connecting to programs or services, ADRC staff will assist.

The ADRC of Chippewa County provides more than information and assistance. We also have programs that can help people remain in their home. Meals on Wheels, Senior Dining, Transportation Coordination, Caregiver Respite, In-Home Support, Healthy Living workshops, Memory Screening, Dementia-related programs, and Brain Health education are just some of the programs our agency offers. Our Options Counselors present customers with an array of choices that can help their situation along with assistance in accessing if needed. We also have highly trained Benefit Specialists that assist with Medicare, Social Security, Consumerism, Housing, Medical Assistance, and other private and public benefit questions. Complicated issues require extensive training and our Benefit Specialists work directly with attorneys who specialize in all of these areas as they relate to older people and people with disabilities.

One thing that sets ADRCs apart from other governmental agencies is the fact that we are legislatively required to provide advocacy on behalf of the people we serve. Sometimes that means talking to local businesses and sometimes that means connecting with legislators. But most importantly, it means providing people with information so they are empowered to advocate on their own behalf.

Achievements of 2020:

- ◆ Expanded Meals on Wheels delivery to several rural areas previously not served.
- ◆ Implemented the Dementia Care Specialist program with many new services.
- ◆ Bridging Chippewa County newsletter available online with sign up for e-newsletter.
- ◆ Expanded Healthy Living Workshops offered to Chippewa County residents.
- ◆ Created an online orientation and training for Meals on Wheels volunteers that was great because we increased our volunteer pool by 17 percent.
- ◆ Developed new partnerships throughout the county.
- ◆ Implemented Grab and Go meals when COVID required closure of group dining sites.



AGING & DISABILITY RESOURCE CENTER (Continued)

Challenges of 2020:

- ◆ Delivery of Meals on Wheels changed to ensure safety of volunteers and participants.
- ◆ Staff had to change their processes and create a space to work from home.
- ◆ Communication with consumers limited to phone and an occasional virtual meeting.
- ◆ Maintaining staff engagement with most staff working from home.
- ◆ Healthy Living workshops, Memory Cafés, Caregiver programs, and other workshops moved to virtual format.
- ◆ Meals on Wheels requested at faster rate than our volunteer pool could accommodate.

Many people would say that everything about 2020 presented challenges. From an ADRC standpoint, it was also a year that demonstrated the resilience of our customers. We know that most people age 60 - 75 years old have some experience with computers and technology even if they weren't doing it often. In 2020, we met people in their 80's and 90's who decided to start using their smart phones in new ways and added other forms of technology. They connected with families and friends through email. Our customers demonstrated to the world what we've always known...that they've never lacked the ability to learn new technology ... they just needed a good reason!

Service/Program	Consumer Data for 2020
Bridging Chippewa County	18,800 copies distributed
Caregiver respite	31 consumers 1981 hours respite service
Dementia Related Services	40 consumers 10 new services/programs
Disability Benefits	112 consumers 139 cases closed
Elder Benefits	458 consumers 625 cases/contacts
Healthy Living Workshop Sessions	17 consumers 273 classes/sessions
Information and Assistance/Options Counseling	5,695 consumer contacts
*In-home Supports (housekeeping and snow removal)	45 consumers 518 service units
Nutrition Program	624 consumers 40,701 meals
Transportation	4,719 rides 239,785 miles

Aging & Disability Resource Center Board

Kari Ives (Chair), Vern Weeks (Vice-chair)
Janet Mayer, Glen Howell, Mary Quinlan, Dave Alley
John Spaeth (term expired April 2020), Patricia German

CHILDREN, YOUTH & FAMILIES DIVISION



The Children, Youth & Families (CYF) Division is comprised of four units:

- ◆ Birth to Three Program
- ◆ Child Protective Services
- ◆ Children with Differing Abilities Services
- ◆ Youth Justice Services

Birth to Three

Birth to 3 is Wisconsin's early intervention program for infants and toddlers with developmental delays and disabilities and their families. Opportunities are provided for a child to increase skills and abilities. The goal is to help children participate in their communities. In addition to the skills the child develops, Birth to Three programs are committed to providing services in a way that makes sense for each family. This "family centered" program recognizes the importance of parents, family, and friends in a young child's life. The early intervention team will provide ideas and techniques to help a family enhance their child's development and learning potential.

Achievements of 2020

- ◆ Chippewa and Eau Claire Counties were awarded almost \$100,000 for a social emotional grant through the Wisconsin Department of Human Services. The money was spent on training Birth to Three staff, contracted therapists that are part of the Birth to Three team through Prevea, and Child Protective Services. The training consisted of improving the ability of Chippewa County Staff and Prevea therapists knowledge of the Devereux Early Childhood Assessment (DECA) and Your Journey Together (a parenting program). Child Protective Services staff were trained on Your Journey Together in order to improve their knowledge of social emotional development and increase their ability to assist the families they work with.
- ◆ In 2019, the system that Child Protective Services uses for documentation and the system that Birth to Three uses for documentation were connected in order to streamline referrals for children that are affected by the Child Abuse Prevention and Treatment Act (CAPTA) due to maltreatment. Because of this change, referrals now go directly from Child Protective Services staff to Birth to Three. This has lead to an increase of referrals of children that have been served by Child Protect Services staff.
- ◆ Because of COVID, the number of referrals that Birth to Three received during the second quarter of the year was significantly lower than it had been in previous years. Once doctor offices and schools opened again, Birth to Three staff were inundated with referrals. They worked hard to reach out and support all of these families to ensure that children's needs were being met.

Challenges of 2020

- ◆ Keri Milbrandt retired after 30 years of service to Chippewa County. She is greatly missed, although we are very thankful for all of her years of service.
- ◆ COVID-19 changed the way that services were delivered to families. Some families elected to put services on hold, others embraced virtual visits, and some others struggled through technology issues in order to ensure their children were receiving services that benefited them. As 2020 continued on and the challenges associated with COVID increased, Birth to Three staff continued to struggle to meet family's needs virtually. Staff reached out to families more frequently in order to support families, which became very taxing as the number of referrals increased.

CHILDREN, YOUTH & FAMILIES (Continued)

Child Protective Services

The Child Protective Services (CPS) unit assesses families whose children may have been abused or neglected. When an intensive approach is necessary, ongoing services are provided to families. Services may include foster care, parenting support, or other resources to keep children safe. CPS works closely with law enforcement, community organizations, courts, schools, and other community providers to keep children safe and empower families. CPS also provides foster care licensing, foster care placement, and the Kinship program. When safety cannot be reached with a family, the unit works with the court system to find alternative permanency for a child, such as adoption or guardianship.

Achievements of 2020

- ◆ Staff attended trainings through the state in Applied Learning Communities (ALCs) and often brought information back to the team regarding new/inventive ways to assess safety virtually as well as how to engage clients through virtual contact. This was an ongoing process that was put together by the state soon after the COVID pandemic began in order to support frontline Child Protective Services staff.
- ◆ Chippewa County wrote for and was awarded the Targeted Safety Supports Funds (TSSF) Grant of almost \$80,000. Social Workers worked diligently to use the money in creative ways as a number of resources that would have typically been used had reduced their staff or closed all together. Eight kids were served through 2020 using TSSF funds.
- ◆ During the second quarter of the year, there was a lull in the number of cases that were being called in as children began attending school virtually. The cases that were screened in seemed to be more severe in nature. As the state began to open back up and children returned to school in the fall, the number of referrals increased significantly. We removed 84 children in 2020 and had a total of 186 children in out-of-home care during 2020. Staff came together to support each other throughout this difficult time. They worked diligently to ensure safety of the children in the community despite the COVID pandemic and the risks associated with seeing clients in person due to COVID.
- ◆ A new foster care coordinator was hired at the end of 2020. She has previous Child Protective Service work experience and brings a new perspective to the position.
- ◆ The access function of Child Protective Services moved back in-house November 23, 2020. So far, this continues to run smoothly. We have been rebuilding relationships with community members and have reached out to some community organizations with offers to provide mandated reporter training. Erica, Lead Access Worker, continues to be in touch with some of the community organizations that showed interest to schedule trainings. We have held one training already, which was very successful. The feedback received was very positive.

Challenges of 2020

- ◆ Three social workers (one Initial Assessment and two ongoing) moved to different positions within Human Services. Two new Child Protective Services were hired to replace these staff. An additional worker will be hired in 2021.
- ◆ COVID made assessing for safety very difficult as the Department of Children and Families provided guidance that contact should be virtual with the exception of Initial Assessment's initial visit with families and families with an active safety plan with children in the home. Staff attended trainings through the state and brought information to the team regarding new/inventive ways to assess safety virtually as well as how to engage clients through virtual contact.
- ◆ There continues to be a need for new foster homes throughout Chippewa County in order to keep children in their preferred school district and near their friends/family in order to minimize trauma. Because so many children were removed toward the end of the year, many of our county foster homes are full.



CHILDREN, YOUTH & FAMILIES (Continued)

Children with Differing Abilities

Children with Differing Abilities (CWDA) is the unit that provides services and support to children who have been diagnosed with a physical, developmental, or mental health disability and determined to be functionally eligible in accordance with federal and state standards. Services within the Children with Differing Abilities Unit are voluntary and designed to assist families to maintain their children safely in the community and at home.

The Children with Differing Abilities Unit is comprised of three Children's Long Term Support Waiver (CLTS-Waiver) social workers and six Children's Comprehensive Community Services (CCS) social workers.

Achievements of 2020

- ◆ The State notified counties at the end of the third quarter that they are switching to a statewide managed waitlist for Children's Long Term Support-Waiver. They outlined guidance on expectations. Our staff rose to the challenge to set ourselves up to be in the best position possible at the end of the year, in preparation for the statewide implementation set for January 1, 2021.
- ◆ All staff were trained in a wrap-around model of care.
- ◆ Staff were very resilient, learning to work from home during the pandemic.
- ◆ The state recognized the ability to serve consumers via telehealth, which was forced by the pandemic.
- ◆ Due to the pandemic, staff became fluent in virtual communication formats to meet with consumers and service providers.
- ◆ Because of our ability to provide services virtually, we were able to meet the needs of more consumers, getting them off waitlists.

Challenges of 2020

- ◇ To no one's surprise, learning to deliver services during the middle of a pandemic, shut-downs, and social distancing was challenging but staff rose to the challenge and were able to meet the needs of consumer and requirements of the programs.
- ◇ Missing the human connection has been difficult for staff in the ability to build relationships with consumers as well as colleagues.



CHILDREN, YOUTH & FAMILIES (Continued)

Youth Justice

Youth Justice is the unit that works with youth referred to court under Wisconsin Statutes 938. Those youth have either committed a delinquent act, are habitually truant from school, or have uncontrollable behavioral issues. Youth Justice social workers work in conjunction with the legal system, the youth, and parents by developing a plan to reduce risk factors such as substance abuse, negative peer associations, truancy, and other risk factors that negatively influence youth behavior and provide the youth with competencies for a successful future. The Youth Justice Unit is comprised of one Juvenile Court Intake social worker and three and a half social workers providing ongoing services.

Achievements of 2020

- ◆ We were awarded the Community Intervention grant again, continuing and enhancing our ability to deliver Aggression Replacement Training (ART) for medium to high risk youth.
- ◆ Staff continued to be able to attend trainings via virtual formats.
- ◆ Staff learned to work remotely and with virtual formats to continue to meet the needs of the youth and their families during the pandemic.
- ◆ Staff are being trained in UNITY modules in preparation to Wisconsin's enrollment in the national juvenile interstate compact data system.
- ◆ We continue to work with the State in the Phase 1 rollout of the YASI, a risk assessment tool for juvenile youth entering the system.

Challenges of 2020

- ◆ We had some staff turnover in 2020, with new staff being onboarded during a pandemic, while working remotely. It is not optimal to onboard new staff in this manner, but everyone persevered and we have been fully staffed since July.
- ◆ We hoped to partner with Chippewa Valley High School to expand our ART program; however, this has been put on hold due to the pandemic.
- ◆ The state has continued to roll out new data entry requirements for all juvenile referrals under Chapter 938. This has substantially increased the work of the Juvenile Intake Worker and we were not able to partner with support staff to assist with this due to the nature of the work flow and remote work status of staff.
- ◆ We have seen a substantial increase in disrupted and/or failed adoptions and guardianships, resulting in court intervention. We do our best to help support and provide services to these families to keep their kids in their home, and prevent further trauma and instability in these children's lives.
- ◆ We continue to see a lack of resources in the State of Wisconsin to serve some of our high needs youth ultimately resulting in out-of-state placements. These youth's primary need is mental health and since the mental health statute doesn't allow for placement outside of a hospital or their parental home, these kids are opened in Youth Justice under JIPS (Juvenile in Need of Protection and/or Services) for uncontrollable when placement is necessary.

CYF Service/Program	Consumer Data for 2019
Birth to Three Program	289
Child Protective Services	874
Children's Crisis Services	236
Children's Waiver Services	208
Children's Comprehensive Community Services	86
Children's Community Options Program	8
Juvenile Court Intake Referrals	243
Youth Justice Ongoing Court Supervision	61
Total	2,005



Chippewa County Recovery Wellness Consortium (RWC) is a part of the nine county Western Region Consortium. The RWC is a resource hub for individuals experiencing mental health emergency (crisis), mental illness and/or substance use disorders. Programs available for participation are Crisis Services (including case management of mental health commitments), Community Support Program (CSP), and Comprehensive Community Services (CCS). A service facilitator is assigned to each consumer who becomes their advocate and helps the individual navigate the mental health service in their community. Functional and financial criteria determine program eligibility. Service array in all programs include psychiatry, mental health and substance abuse counseling, supported employment and individual skill development; allowing the individual to achieve human connection within their community. Chippewa County maintains a collaborative relationship with Buffalo and Pepin Counties. Referred to as regionalization, this collaboration means we all act as one entity with Chippewa (Lead County) providing administrative and clinical oversight of the Medicaid certified programs (CSP and Crisis). This relationship allows citizens in Buffalo and Pepin counties access to these certified programs.

Comprehensive Community Services

Chippewa is the lead county in the nine county consortium for Comprehensive Community Services (CCS). CCS is a self-directed program that looks to the consumer to identify their goals in recovery. The consumer is given choices of psychosocial services they can engage in and who they want to be part of the recovery team (providers, family members, friends, and other natural supports). Participating counties act independently of each other; however, the consortium's structure creates efficiencies in terms of administration, information technology, and fiscal management. Operations Manager Jessica Barrickman oversees the adherence and interpretation of the state codes and federal Medicaid rules that guide CCS.

Community Support Program

The Community Support Program (CSP) serves adults with a serious mental illness. This wraparound program includes a variety of psychosocial services designed to support and maintain the individual in the community. Services may include assistance in developing community living skills, individual and group therapy, education about mental illness and substance use disorders, supported employment, and social/recreational skill development.

Emergency Mental Health Services (Crisis)

Emergency Mental Health (EMH) is referred to as crisis services. Crisis means a situation caused by an individual's mental disorder that results in high levels of stress and anxiety for the individual or person providing care for the individual, which cannot be resolved by available coping methods of the individual or by the persons supporting the person. Chippewa County provides a coordinated system of crisis services that provides immediate response to assist the person experiencing the crisis episode. Chippewa County contracts with Northwest Connections to provide crisis call center, mobile and case management services. The EMH program works with individuals who poses a risk of harm to self or others or display probability of physical impairment due to impaired judgment caused by their mental illness and/or substance use disorder. The team triages crisis phone calls daily and provides linkage and follow-up services to individuals that have reached out to the crisis line that are in our county.

Adult Protective Services (APS)

Adult Protective Services (APS) investigates allegations of abuse, neglect, or financial exploitation to adults and elder adults at risk. Adults at Risk is defined as any adult who has a physical or mental condition that impairs the ability to care for their needs and who has experienced, is experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation. Elder Adult at Risk is defined as any person age 60 or older.

RECOVERY & WELLNESS CONSORTIUM (Continued)

APS staff help with the completion of power of attorney documents, supported decision-making agreements, and the petitioning of legal guardianship for Chippewa County residents. Financial guidelines apply to receive assistance with guardianships and protective placements. Substitute decision-making is necessary if someone is unable to effectively communicate their decisions or lacks the capacity to evaluate and receive necessary information to make informed decisions regarding healthcare and basic living needs. Supported decision making is a way for people with disabilities to get help from trusted family members, friends, and professionals to help ensure an individual understands situations and potential outcomes so they can make their own decisions. The APS team values the right for all competent adults to be their own decision-maker.

Achievements and Challenges of 2020

- ◆ In spite of the COVID 19 pandemic, RWC team has managed to step up and not only adapt to a remote work environment, but also get creative to engage with consumers when face-to-face meetings have not been an option. Staff has worked very hard to maintain relationships with our consumers. The pandemic has created an opportunity to engage consumers through virtual platforms. Medicaid has approved the use of telehealth services to consumers.
- ◆ In 2020, we saw a 10 percent decrease in the use of mental health crisis services for adults. This correlated to 30 percent decrease in emergency detentions. It is unclear how COVID 19 played a role in this downward trend. Twenty-one percent of all emergency detentions resulted in placement at Winnebago Mental Health Institute. Sixteen percent of all emergency detentions were consumers placed into facilities (group homes and Adult Family Homes) by our neighboring counties outside of Chippewa County. Our challenge is to create inter-county agreements with our partnering counties to assume financial responsibility for their residents.
- ◆ In 2020, Adult Protective Services (APS) was brought back under RWC Division. This resulted in stronger collaboration with the mental health team improving timely outcomes to those served in APS and Emergency Mental Health Services (crisis).
- ◆ During 2020, we experienced significant growth in the ability to serve adults in the Comprehensive Community Services program.
- ◆ To expand the efforts to address substance use disorders in Chippewa County, the RWC team participated in a collaboration with Chippewa Area Recovery Resources (CARR). CARR is Chippewa County's contracted substance abuse outpatient provider. Starting in 2021, CARR will offer several additional evidence-based programs such as basic AODA education, mindfulness, relapse prevention, family education, and Trauma Recovery and Empowerment (TREM) for woman and men.

Service/Program	Consumer Data for 2020
Adult Crisis Services	843
Adult Emergency Detentions/Petitions	112
Adult Protective Services	187
Comprehensive Community Services (Adults)	155
Community Support Program	39
New Guardianships	47
Protective Placements	14
Substance Abuse Services	22
Total	1419

Fiscal & Contracts Division

The Fiscal & Contracts Division supports the Department with the a variety of activities including:

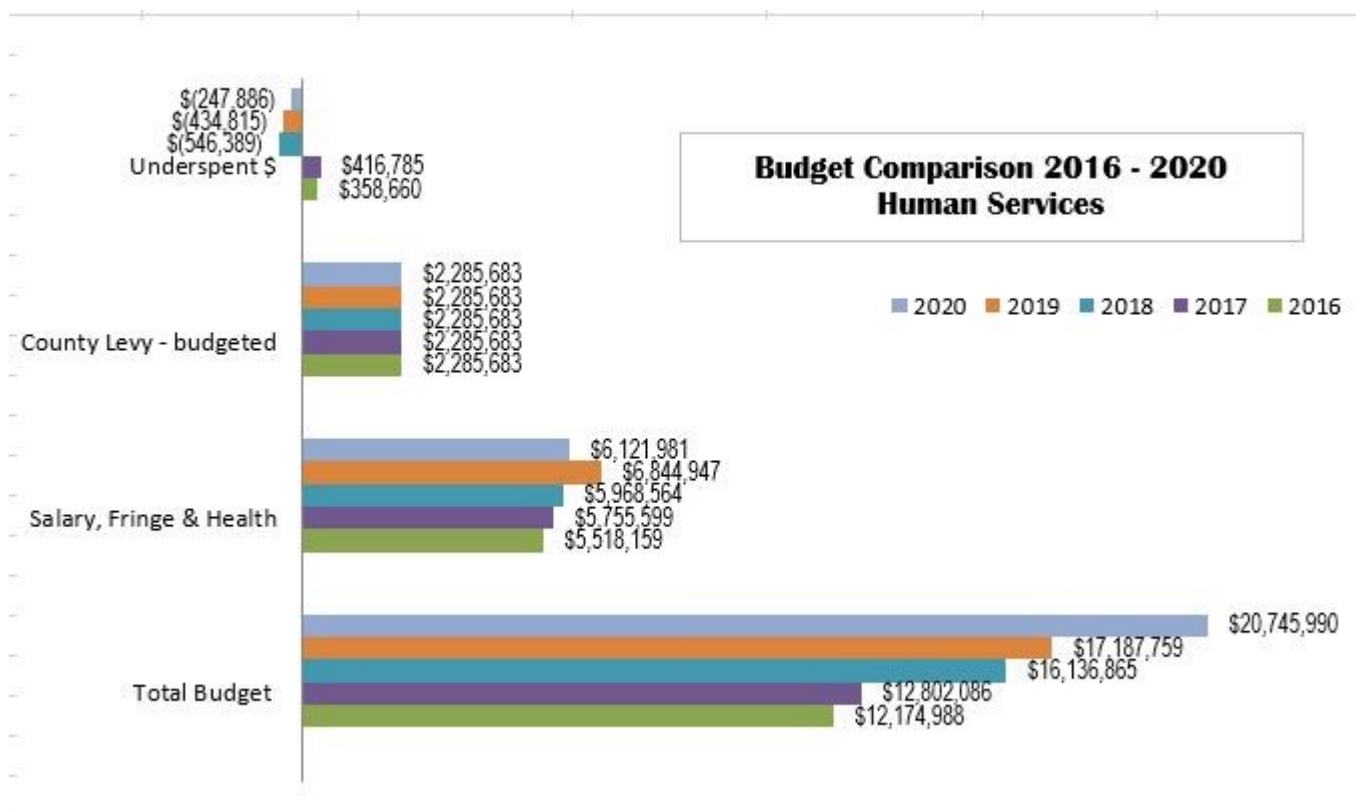
- ◆ Medicaid and consumer billing.
- ◆ Vendor contracting and payments.
- ◆ Budget planning and analysis.
- ◆ Grant claiming and reconciliation reporting.
- ◆ Financial accounting and reporting.

The pandemic created numerous challenges for the Fiscal Division in 2020. As the department transitioned to tele-delivery of services, numerous changes impacted our processes and systems. Medicaid quickly approved changing what were formerly face-to-face services to tele-medicine. That resulted in the need to make numerous changes to our billing systems and documentation requirements, both with our workers and our contracted providers. The entire Fiscal team stepped up to help with the changes and we were able to support the delivery of services to our consumers.

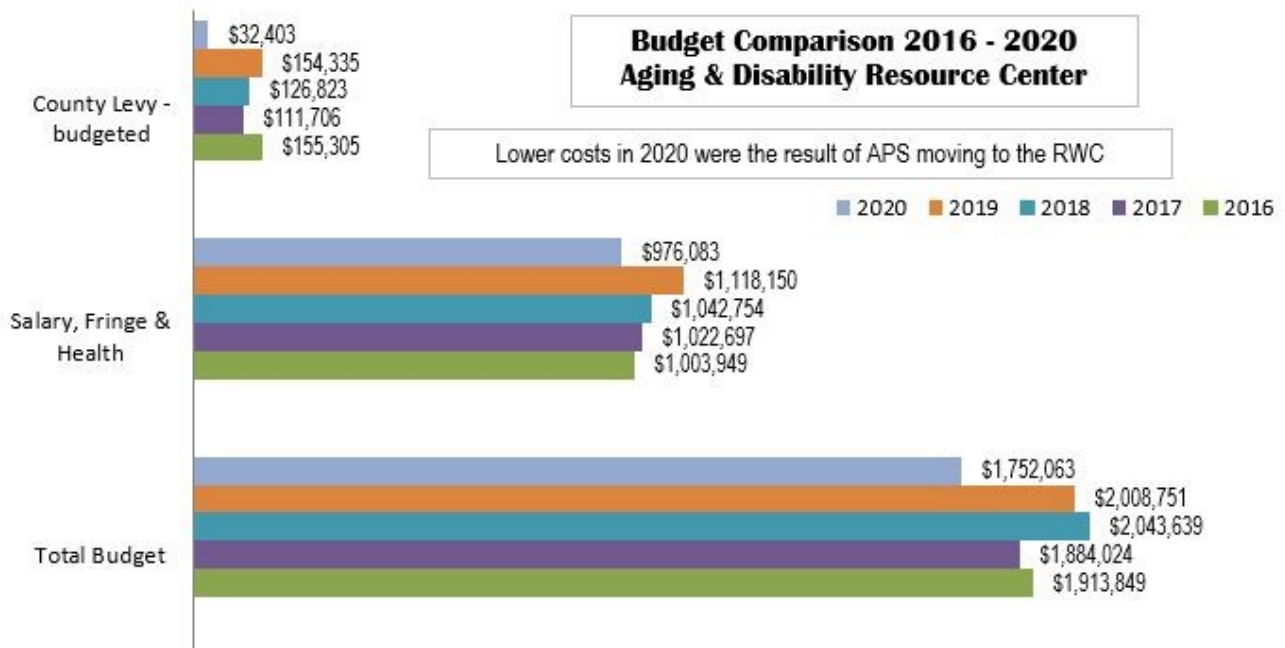
Financially, youth placement costs and the Institute for Mental Disease (Winnebago) costs drove a deficit of \$247,886 (unaudited) for the year. This was an improvement from 2019.

As noted to the right, total 2020 expenses were \$24,592,981 and our budget total was \$20,745,990. The difference of \$3,846,991 consists of the deficit of \$247,886 and the remaining \$3,599,105 consists of Comprehensive Community Services (CCS) costs incurred by the Regional Recovery Wellness Consortium. The \$3,599,105 will be paid by Medicaid early 2021 or through the CCS Reconciliation process December 2021.

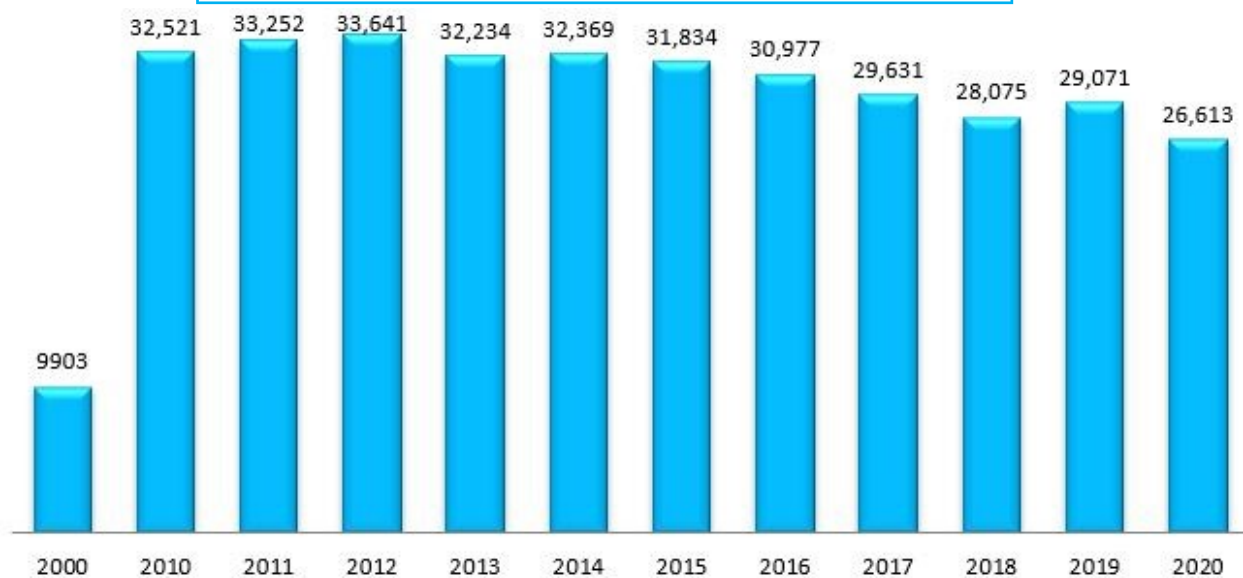
2020 REVENUE	\$24,345,095
2020 EXPENSE	\$24,592,981
2020 DEFICIT	(\$247,886)



Fiscal & Contracts Division (Continued)



Consumers Served 2010 - 2020



Thank you to our Health & Human Services 2020 Board Members

John (Jack) Halbleib (Chair), Don Hauser (Vice-chair)
 Kari Ives, Stacey Sperlingas, Tom Thornton, Jenny Happel,
 Charlene Kervina, Harold (Buck) Steele, Keith Tompkins
 Steve Gerrish, Annette Hunt, Larry Marquardt (terms expired April 2020)

**We also extend appreciation to the many community entities
 who partnered with us throughout 2020.**

**A BIG THANK YOU for valuing community
 and service to others.**

