



Human Services

2021 Annual Performance Report

Director Message:

Where 2021 will end up fitting into the grand scheme of history has yet to be determined. We are through the second year of a global pandemic and all that comes with it. To a certain extent we are modern day pioneers navigating through unknown territory. Terms such as the great resignation, endemic, etc. have become this year's additions to our vocabulary. As strange as the year started off, it also ended on an equally strange and rare event, a tornado in December. To steal a phrase commonly used to describe the month of March, "2021 came in like a lion and left like a lion."

Bringing it back to issues under the purview of Human Services, the need for services remains high. Based on the latest Community Health Assessment (CHA), substance use, mental health, and alcohol misuse are the top three concerns, followed closely by obesity. These concerns were duly noted and commonly represented in the issues we found ourselves tackling throughout the year. While not listed as a concern of the CHA, a growing aging population continues to stress an already stressed system.

There were also many issues that needed to be addressed on the larger state level that impact us on the local as well as regional basis. We worked with legislators, state partners, and others to find solutions. Children with complex needs and the lack of in-state resources is one of those issues that has garnered an all hands-on deck call to action, which remains a work in progress. We also saw our work with legislators and others bear fruit in the form of a \$15 million dollar state award to HSHS (St Joseph's and Sacred Heart) to expand acute psychiatric services for children and adults. This was a huge win that will benefit law enforcement, families, and our community as a whole.

We understand that government cannot solve all of society's woes, it takes an entire community working together to help address the root cause of the issues previously noted. Human Services for the most part is charged with intervention. We typically become involved after a situation has developed and assistance is needed. This is why we appreciate and nurture the collaborations and partnerships with the dozens of non-profits, churches, schools, other government agencies, medical professionals, etc. It is through all working together that we can hit those root cause issues, which in turn impacts our community for the better.

The year has been one of planning, preparation, and continuing to work towards an environment where folks want to work. The "Stay Survey" (county-wide employee survey) was a great tool and gave us insight where we were doing well and other areas that needed attention. During the time of the stay survey, the strategic planning process was also occurring within Human Services. Interestingly, some of the items noted in individual units and division strategic plans addressed some of those same concerns brought up in the Stay Survey.

As previously noted, the great resignation has been a phenomenon, which for the most part was a 2021 event. While we still saw some resignations, we did not have as much difficulty filling these positions as others. There are several counties within the western region, and for that matter throughout the state of Wisconsin, who have really struggled to fill open positions. I believe this can be attributed to the work of the department of administration, our leadership team, and of course our staff - who set the tone and create the culture. We know we are not perfect and are humble enough to admit mistakes, correct course, and move on.

You have probably heard me say before that working in the Department of Human Services is not for the faint of heart. It takes dedication, courage, resiliency, and an undying resolve to want to leave things better than we found them. As I mentioned earlier, we are all pioneers and in a sense, finding our way daily, trying to do the next right thing. Please take a moment to read through this annual report and celebrate the successes. We have changed lives and improved circumstances, which will hopefully make a generational impact.

I would like to especially thank all of our dedicated employees, the Department of Administration, ADRC and Health & Human Services Boards, as well as the full County Board for their dedication, support, and understanding.



MISSION

Strengthening our community through partnerships and services to promote dignity, increase resilience, and provide hope.

VISION

Everyone reaching their full potential to live their best life.

VALUES

Advocacy

Compassion

Empowerment

Partnership

Respect



ORGANIZATIONAL GOALS



- ⇒ **Build a culture of community engagement.**
- ⇒ **Utilize data driven decision making.**
- ⇒ **Demonstrate fiscal responsibility.**
- ⇒ **Build a culture of service.**
- ⇒ **Continue to build and maintain a healthy workplace.**



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/Successes of 2021:

Operations

- ◆ GRC lead teams work together in updating the policy and process manual they developed to fill in the gaps of state and federal policies, plus it defines the case management and administrative process. This provides the consistency to better meet contract measurement and performance in targeted case reviews. It also improves GRC quality control and creates assistive tools for staff.
- ◆ Successful roll back of some COVID policies (C-9 ending, FoodShare renewals and interviews, SWICA processing).
- ◆ Successful transition to Cornerstone. (New Web based learning tool)
- ◆ GRC agency lobbies opened with restrictions and found ways to serve customers safely.

Staffing

- ◆ Vacancies: (The consortium-wide) GRC had only four IM (General Income Maintenance) resignations in 2021 and one EBD (Elderly, Blind, Disabled) lead retirement. Chippewa County had no vacancies or turnover.
- ◆ New Staff: One EBD Lead, one BR (Benefit Recovery) staff, four Family, and one EBD.

Benefit Recovery (BR)

- ◆ Began fraud home visits again and have seen an increase in FoodShare trafficking referrals. FoodShare trafficking is the sale of FoodShare cards or benefits in violation of program rules. Our Benefit Recovery staff investigate these and impose sanctions or repayments when violation issues occur.
- ◆ BR Team worked through all childcare backlogged referrals and is now working in real time.
- ◆ BR Team worked through most backlogged IM referrals until policy changes in December.

Child Care

- ◆ 2021 Child Care TCR: 35 Cases Reviewed/5 Cases in Error – 14 percent error rate.
- ◆ Annual Child Care Subsidy Review- no findings or recommendations.

IM Programs

- ◆ MER (Management Evaluation Review): No corrective actions. GRC staff were praised for being patient, encouraging, knowledgeable, helpful, friendly, courteous, and offering very good customer service and information. It was also mentioned that it was very hard to discover any findings for GRC due to our improved error rate and excellent work by staff.
- ◆ MER: AER Rate (Active Error) 6.59 percent and CAPER (Case and Procedural Error Rate) Rate 13.89 percent.

Challenges of 2021:

- ◆ COVID related policy changes and workload implications.
- ◆ Systems transition from internet explorer.
- ◆ Transition to new web-based training platform.
- ◆ State systems not able to integrate new federal rules leading to state errors in case and procedural case processing.

Service/Program	Consumer Data for 2021
FoodShare	7,093
Medical Assistance	12,233
Child Care	224
Total	19,550



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.

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/Successes of 2021:

- ♦ Went live on Facebook resulting in more program participation, volunteers and candidates for position vacancies.
- ♦ Started offering Mind Over Matter health promotion program.
- ♦ Developed Three-Year Plan with public, staff, and board input.
- ♦ Created a Strategic Plan with staff input.
- ♦ Collaborated with six counties to create television ads that promote COVID vaccination.
- ♦ Held our first ADRC 101 session for ADRC Board, Human Services staff, and public.
- ♦ Hosted virtual Aging Advocacy Day for advocates to connect with legislators.
- ♦ Identified cost savings with restructuring of programs/staff/services.



AGING & DISABILITY RESOURCE CENTER (Continued)

Challenges of 2021:

- ◆ Continued funding gaps for most programs and services.
- ◆ Increase in the number of consumers with complex needs.
- ◆ Maintaining staff engagement with most staff working from home.
- ◆ The meal provider in Cadott sold the business so we had to restructure the program to ensure continued Meals on Wheels delivery in the area.
- ◆ Two retirements with combined longevity of nearly 50 years.
- ◆ Numerous changes to Greater Wisconsin Agency on Aging Resources (GWAAR) fiscal claims requiring additional staff time each month.
- ◆ Juggling of everyone's responsibilities with six employee personal leaves during the year (also an achievement and evidence of staff teamwork!).



Aging & Disability Resource Center Board

thank you

Kari Ives (Chair), Vern Weeks (Vice-chair—Term Expired April 2021)
Larry Marquardt (Vice-chair—Term began May 2021), Janet Mayer
Glen Howell, Mary Quinlan (Term expired May 2021), Dave Alley
Patricia German, Mary Frasier (Term began July 2021)

Service/Program	Consumer Data for 2021
Bridging Chippewa County	18,000 copies distributed
Caregiver Respite	35 consumers 2430 hours respite service
Dementia Related Services	81 consumers 10 programs/services
Disability Benefits	87 consumers* 123 cases*
Elder Benefits	367 consumers 500 cases/contacts
Healthy Living Workshop Sessions	21 consumers 398 classes/sessions
Information and Assistance/Options Counseling	5,838 consumer contacts
*In-home Supports (housekeeping)	25 consumers 460 service units
Nutrition Program	438 consumers 42,611 meals
Transportation	5,063 rides 254,062 miles

*2021 Data entry is not complete at the time of this report.



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/Successes of 2021

- ◆ Chippewa and Eau Claire Counties were awarded almost \$100,000 for a social emotional grant through the Wisconsin Department of Health Services. This grant cycle went through the end of 2021. After being trained in late 2020, the service coordinators and contracted therapists that are part of the Birth to Three team through Prevea put their knowledge of the Devereux Early Childhood Assessment (DECA) and Your Journey Together (a parenting program) into use with the families they serve. The team continues to build on their knowledge with technical assistance, and feel comfortable utilizing the skills they have learned in order to increase social emotional development of children. During the year, the team added reflective practice into their team meetings. This is something that is sustainable throughout 2022.
- ◆ One of the service coordinators began in the Infant, Early Childhood and Family Mental Health Capstone Certificate Program through the University of Wisconsin – Madison. She has been bringing information back to the team that had led to improved coordination of services and improved the knowledge of other members of the Birth to Three team.

Challenges of 2021

- ◆ COVID-19 continued to impact the way that services were delivered to families. Throughout 2021, there were a number of times that services could only be held virtually due to the spike in COVID cases in our region. Due to this, some families elected to put services on hold or end services early and some others struggled through technology issues in order to ensure their children were receiving services that benefited them. Service Coordinators and Therapists continued to be supportive and ensure that their families had what they needed in order to be successful.



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/Successes of 2021

- ◆ Child Protective Services served 191 children. Eighty-two children were removed in 2021. Forty-four children achieved permanency; of those, 31 achieved permanency through reunification and 13 children achieved permanency through guardianship.
- ◆ Chippewa County wrote for and was awarded the Targeted Safety Supports Funds (TSSF) Grant for \$76,100. 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. Nineteen children were served through 2021 using TSSF funds.
- ◆ Staff finished trainings through the state in Applied Learning Communities (ALCs) and created several guides to incorporate safety standards. This allows for staff to be more engaged and efficient in their work with families.
- ◆ Staff continued collaboration with Comprehensive Community Services to offer additional services to clients with mental health and substance addictions.
- ◆ Manager Kari Kerber and Foster Care Coordinator Abby Smasal joined the Take a Stand Against Meth Coalition and are collaborating with the faith-based group to increase foster care recruitment. The hope is to continue to coordinate with the Take a Stand Against Meth Coalition and present at Town Hall meetings when they start up again.
- ◆ Child Protective Services was able to give all children in Foster Care Christmas gifts due to generous donations from the community.



Challenges of 2021

- ◆ Three social workers (two Initial Assessment and one Ongoing) left the Child Protective Services Unit. One moved to a different position within Human Services and two sought employment elsewhere. Three new Child Protective Services staff were hired to replace these staff.
- ◆ 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.
- ◆ Parents are struggling to meet their court ordered conditions. Housing has been a tremendous hurdle. Parents are having a difficult time being seen for mental health, alcohol, and other substance abuse treatment; many providers are full or have a waitlist.



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 one manager, one supervisor, three Children's Long-Term Support Waiver (CLTS-Waiver) Support and Service Coordinators, and nine Children's Comprehensive Community Services (CCS) Service Facilitators.

Achievements/Successes of 2021

- ◆ Staff continued to show resilience working through a pandemic and meeting the needs of their consumers, while maintaining a strong team bond within the CWDA Unit.
- ◆ CWDA staff successfully implemented the statewide waitlist elimination project and operated waitlist free for three months in the first half of the year.
- ◆ CWDA Unit received County Board approval to add an additional four CWDA staff (one CLTS Waiver, three CCS) to combat our growing waitlist.
- ◆ A CWDA Unit Supervisor was also added in 2021 to help build more infrastructure within the growing unit.
- ◆ By providing CCS services to youth in the community, we had a cost savings of \$1.7 million by delaying out-of-home placements for seven youth, who required out-of-home placement in 2021. Additional placements were completely prevented.
- ◆ The CLTS Waiver program staff hosted the first family event in December 2021 to allow enrolled consumers to meet others and network, while providing a fun, inclusive activity.

Challenges of 2021

- ◆ To no one's surprise, learning to deliver services during the middle of a pandemic, shutdowns, 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.
- ◆ Staff turnover and maternity leaves were a challenge to manage and impacted staff caseload sizes, as well as the waitlist.
- ◆ The number of referrals to the CLTS and CCS program remained at a high average throughout the year, resulting in a growing waitlist.



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.



Chapter 938 or 48 are the only statutes that allow for placing children out of the home in foster care, group home, or residential treatment level of care. When complex needs youth require one of these out-of-home placements, they typically come through the court system in our unit via Chapter 938-Juvenile in Need of Protection and/or Services-Uncontrollable. Ongoing Youth Justice workers work diligently with families and service providers to keep youth in the community.

The Youth Justice Unit is comprised of one Juvenile Court Intake social worker and three and a half social workers providing ongoing services.

Achievements/Successes of 2021

- ◆ 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. It was great returning to providing this service in person versus a virtual format.
- ◆ Staff continue to be able to attend trainings via virtual formats.
- ◆ We continue to work with the State of Wisconsin in their statewide rollout of the YASI, a risk assessment tool for juvenile youth entering the system.
- ◆ Youth justice staff continue to be active in Wisconsin Juvenile Court Intake Association (WJCIA). Our Juvenile Intake Worker, Kerry Krista, has been an active board member for several years. This year, she holds the President's position. WJCIA is active in supporting Youth Justice practice and policy on a state and local level, including but not limited to trainings, networking, advocating for legislative change, etc.
- ◆ Total Youth Justice youth out-of-home placements decreased by 15 percent from 2020.

Challenges of 2021

- ◆ The State continues to implement new data entry requirements for all juvenile referrals under Chapter 938. This has substantially increased the work of the Juvenile Intake Worker and we are not able to partner with support staff to assist with this due to the nature of the workflow and required timeframes.
- ◆ Increased eWISACWIS (Wisconsin's web access management system) requirements for Youth Justice ongoing staff and increase cost of placements due to the Qualified Residential Treatment Programs (QRTF) certification implemented by the State to capture IV-E dollars from the federal government.
- ◆ 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.
- ◆ There is a lack of county level foster homes and treatment foster homes in the state that will accept adolescent youth, thus forcing us to place in higher level of care facilities at a significantly higher cost.
- ◆ Lack of affordable and accessible mental health services for youth.

CYF Service/Program	Consumer Data for 2021
Birth to Three Program	252
Child Protective Services	1258
Children's Crisis Services	238
Children's Waiver Services	146
Children's Comprehensive Community Services	103
Juvenile Court Intake Referrals	236
Youth Justice Ongoing Court Supervision	84
Total	2,317



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.

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.

RECOVERY & WELLNESS CONSORTIUM (Continued)

Achievements/Successes and Challenges of 2021

- ◆ This was a year in which we were challenged to navigate through the ongoing pandemic. Resilience became the strength of RWC staff. The toll that the pandemic has taken on in our community became evident in the higher level of acuity in the symptoms present during a crisis event.
- ◆ In 2021, we saw a 4 percent decrease in the use of mental health crisis services for adults, 7 percent decrease in emergency detentions, with 49 percent of all emergency detentions being dismissed. Of the 104 emergency detentions, 27 of the individuals were placed in state IMD (Winnebago Mental Health Institute). A number of the admissions to WMHI were the result of the individual testing positive to COVID and local behavioral health providers being unwilling to accept COVID positive individuals. Of the 27 placements at WMHI, 37 percent were consumers placed into facilities (group homes and Adult Family Homes) by our neighboring counties outside of Chippewa County. Several of our neighboring counties have been willing to accept financial responsibility for their residents. There continues to be a need at the state level to address financial responsibility for consumers involuntarily placed in a residential setting outside their county of residency.
- ◆ In 2020, Adult Protective Services (APS) was brought back under RWC Division. The challenge we are faced with is to improve efficiencies and collaboration between APS and Crisis Services resulting in outcomes that preserve dignity and protect the individual's right to remain their own decision-maker. The National Center for Victims of Crime notes a trend during the pandemic in which one in five adults self-reported being a victim of some type of abuse, neglect, or financial exploitation. This a rather large jump from pre-pandemic years.
- ◆ In 2022, RWC will explore having APS workers become certified crisis workers to ensure a seamless continuity of care to all residents..
- ◆ 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 offered 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. This collaboration resulted in CARR increasing services to more residents of Chippewa County.

Service/Program	Consumer Data for 2021
Adult Crisis Services	818
Adult Emergency Detentions/Petitions	104
Adult Protective Services	290
Comprehensive Community Services (Adults)	80
Community Support Program	43
New Guardianships	49
Protective Placements	5
Substance Abuse Services	60
Total	1,449



Fiscal & Contracts Division

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

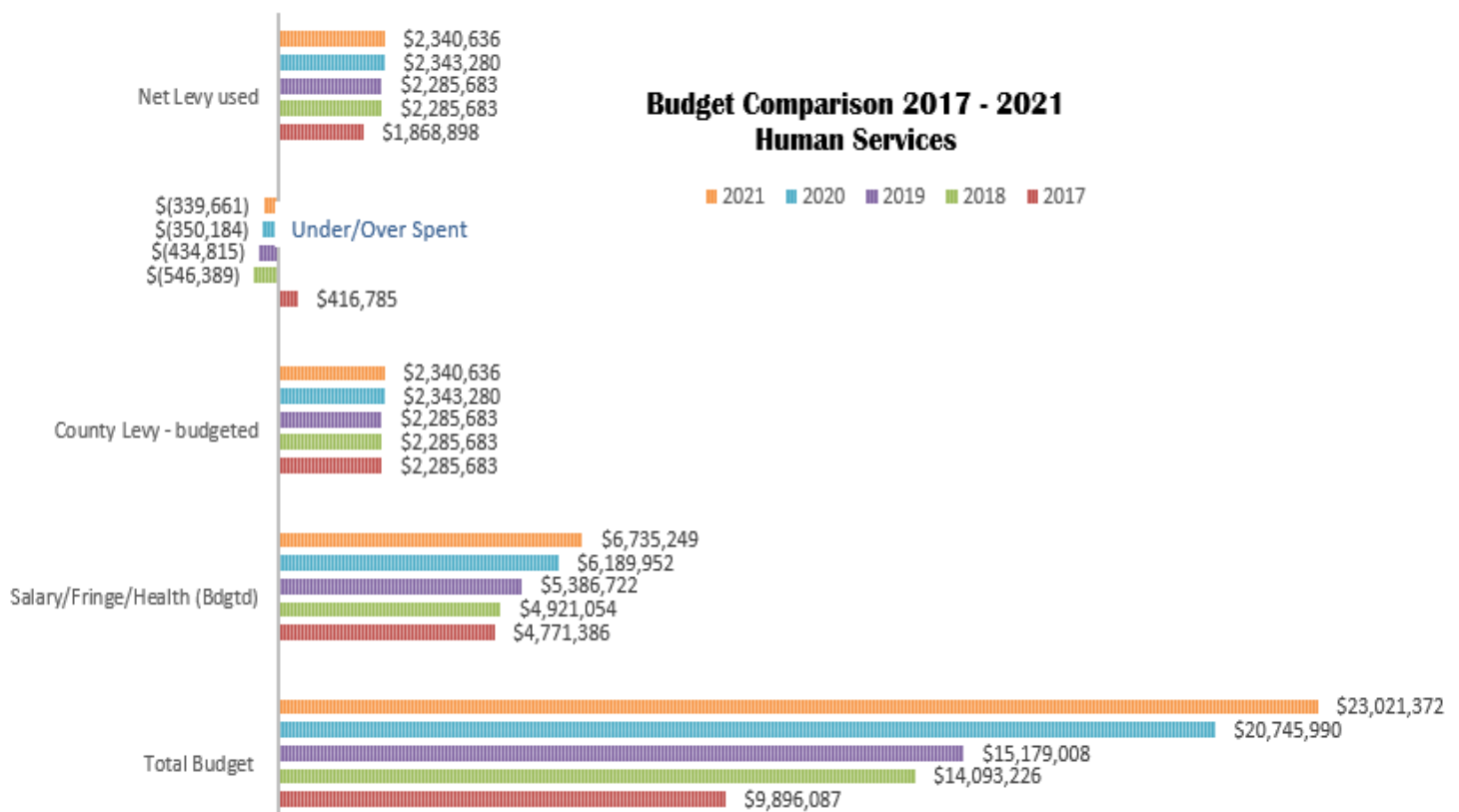
- ♦ Medicaid and consumer billing.
- ♦ Vendor contracting and payments.
- ♦ Budget planning and analysis.
- ♦ Grant claiming and reconciliation reporting.
- ♦ Financial accounting and reporting.

In 2021, we continued to operate in a COVID environment. Medicaid approved temporary tele-medicine service delivery at the start of the pandemic and most of those procedures were made permanent in 2021. Fortunately, we had already made numerous changes to our billing systems and documentation so making these services permanent was relatively seamless.

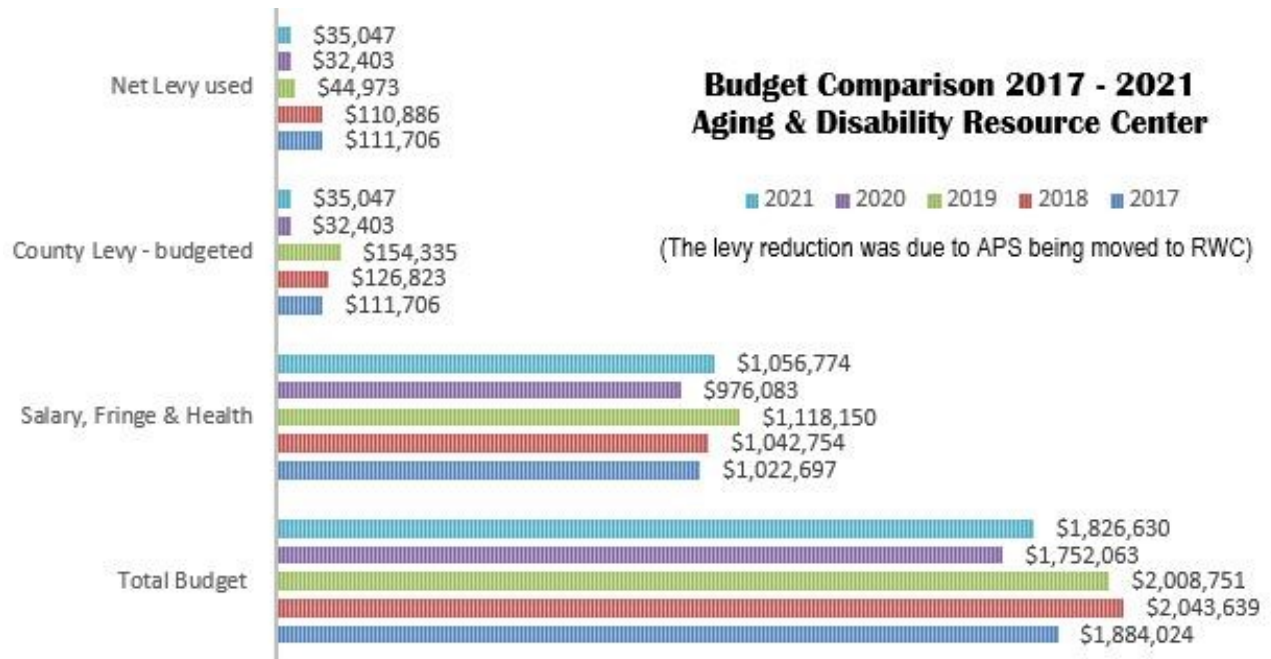
Financially, acute child and youth placement costs and Institute for Mental Disease (Winnebago) costs drove a deficit of \$339,661 (unaudited) for the year. This deficit was comparable to the deficit amount we experienced in 2020.

As noted below, total 2021 expenses were \$29,442,166 and our budget total was \$23,021,372. The difference of \$6,420,794 consists of the deficit of \$339,661 and the remaining \$6,081,133 consists of Comprehensive Community Services (CCS) costs incurred by the Regional Wellness Consortium. The \$6,081,133 will be paid by Medicaid and through the CCS Reconciliation that takes place December 2022.

2021 REVENUE	\$29,102,505
2021 EXPENSE	\$29,442,166
2021 DEFICIT	(\$339,661)



Fiscal & Contracts Division (Continued)



Thank you to our Health & Human Services 2021 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, Nichole Wallsch
(Remembrance of Tom Thornton who passed away 11-23-21)



**We also extend appreciation to the many community entities
 who partnered with us throughout 2021.**

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



Special Remembrance of DHS Social Worker
Michael (Tony) Hudson
1974 - 2022