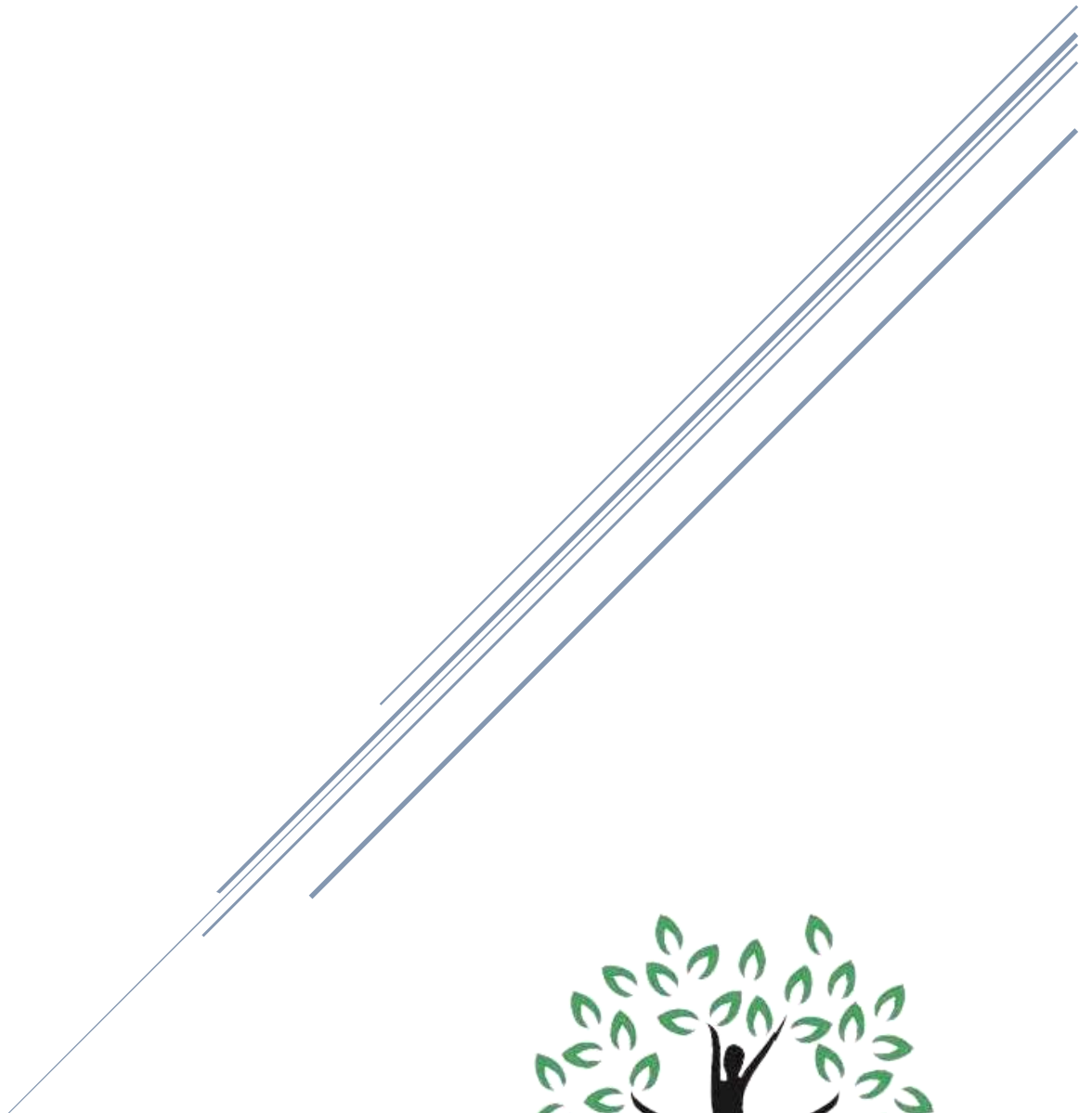


2021 ANNUAL REPORT

Juneau County Department of Human Services



Prepared by:
Alison Brown, Administrative Support Specialist

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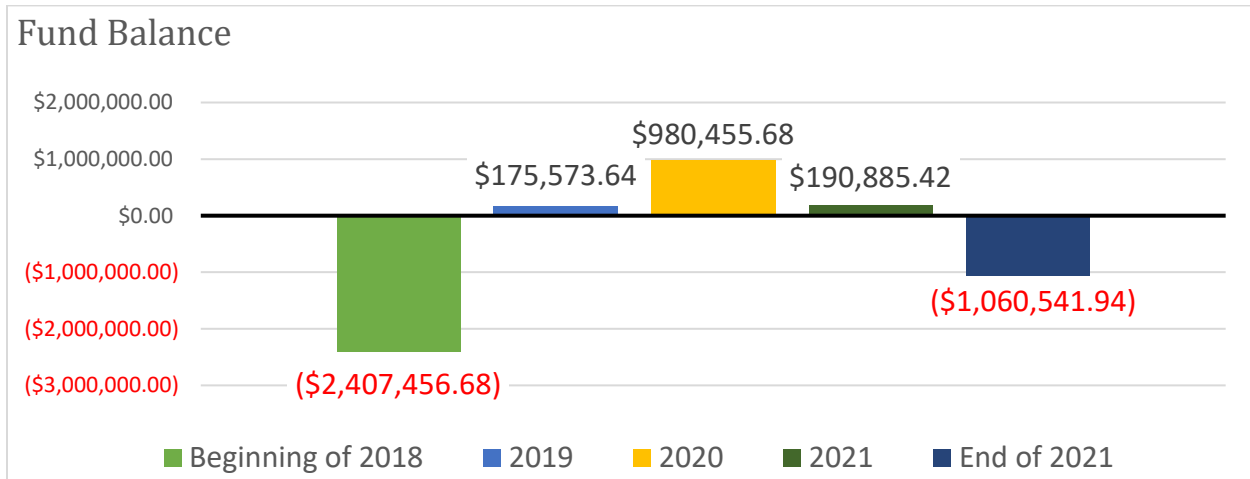
Welcome to the Department of Human Services 2021 Annual Report!

2021 was certainly a challenge, with most of our efforts focused on staying afloat amidst the ongoing pandemic. It is such a blessing to now finally go back to proactively serving and striving to implement best practices, as opposed to merely surviving.

To that end, our 2021 highlights include:

- Developing and implementing our Continuity Of Operations and Continuity of Government plan, specialized staff & leadership trainings, and various department specific policies
- Continuing and expanding Salvation Army and Supporting Others to Win foundation emergency assistance
- Collaborating with other Juneau County departments in regards to many issues and initiatives, including COVID response, personnel matters, updated technology, and development and implementation of HIPAA assessment, forms, and policies

- Outreaching to Juneau County schools and communities to offer mental health services, Birth-to-Three services, Children's Long Term Support, Community Support, Comprehensive Community Services, school attendance and academic progress assistance and encouragement, assistance with transitioning students and adults to independent living, and prevention services
- Applying for, obtaining and maintaining grants and working closely with Finance Department to increase revenue. These efforts, along with a tight oversight on spending, resulted in Juneau County Department of Human Services returning \$190,885 to our fund balance in 2021.



Special thanks to those who served on the Human Services Board in 2021:

- Chairperson, Tim Cottingham
- James Ryczek
- Joe Lally
- Peg Saylor
- Carl Wildes
- Carrie Buss (replaced by Julie Quist in 2021)
- And of course, the late, great, sorely missed, Vice Chair, Mike Kelley

We wouldn't be able to serve the wonderful people of Juneau County without all your support and assistance.

Thank you also to the County Board of Supervisors, fellow Department Heads, and to the best Human Services staff around. Your care, compassion, and dedication make all things possible.

Here's to a healing 2021, an advancing 2022, and a promising 2023.

Dawn Buchholz, MSSW CISW

Proud Director of Juneau County Department of Human Services

Providing quality services for individuals and families in a safe, supportive, respectful partnership by promoting health, well-being and self-sufficiency.

Adult Protective Services

Manager: Kevin Lunog, LCSW, CSAC, ICS

Staff: Erin Kobylski, CSW
Courtney Kruse, MS, SAC-IT
Paige Odegard, MA
Kalie Lingl, MS

The Adult Protective Service (APS) team works in collaboration with:

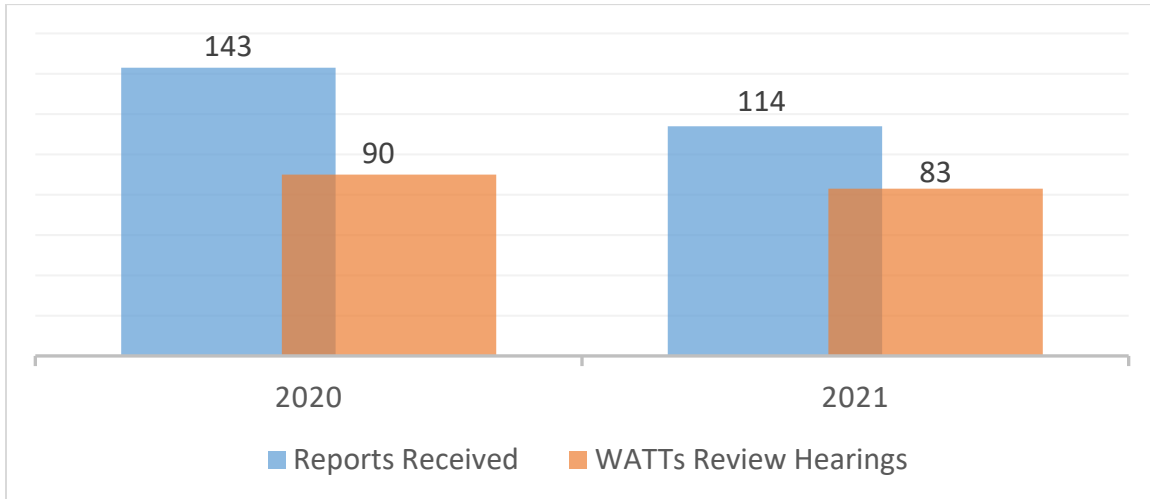
- Corporation Counsel
- Sheriff's Department and local police departments
- Aging and Disability Resource Center (ADRC)
- Other Human Services programs
- Veteran's Office
- Inklusia and My Choice Wisconsin (Long Term Support Managed Care Organizations)
- IRIS Family Care Program
- Social Security Administration (SSA)
- Financial institutions in the area as well as throughout Wisconsin
- Mile Bluff Medical Center
- Medical Centers in Madison, La Crosse, and Marshfield
- Wisconsin Veterans Hospitals
- Area Home-Health Agencies
- Local and out of county law offices
- Central Wisconsin Community Action Council
- Local and out of county nursing homes, adult family homes, assisted living facilities and group homes
- Vernon Area Rehabilitation Center (VARC) and Handishop Programs
- Law enforcement agencies from other counties within Wisconsin

APS staff complete adult guardianship studies and reports for the Juneau County Circuit Court. Juneau County residents who meet financial eligibility standards and may be in need of an adult guardianship have their situations reviewed by an APS worker. Specifically, they are looking to determine whether the person is competent and if not, are they in need of a protective placement and/or a court appointed guardian.

Information is gathered from the individual, family members, and collaterals. The assigned worker then requests evaluations from medical doctors, psychiatrists, and/or psychologists to assess the individual's competency level as set by Wisconsin State Statute.

In some cases, there may be a recommendation for a person to be protectively placed in a nursing home, group home, assisted living facility, etc. These cases require Annual Protective Placement Court Reviews, also known as WATTs Review Hearings. The reports completed by the workers update the court on the appropriateness of placement and ensure the individual is living in the least restrictive, most integrated place possible.

In 2021, 114 unduplicated APS reports were made and 83 annual WATTs Review Hearings occurred.



Behavioral Health Clinic

Fiscal note: 2021 Budgeted Expenses: \$1,081,391
2021 Budgeted Revenue: \$831,042

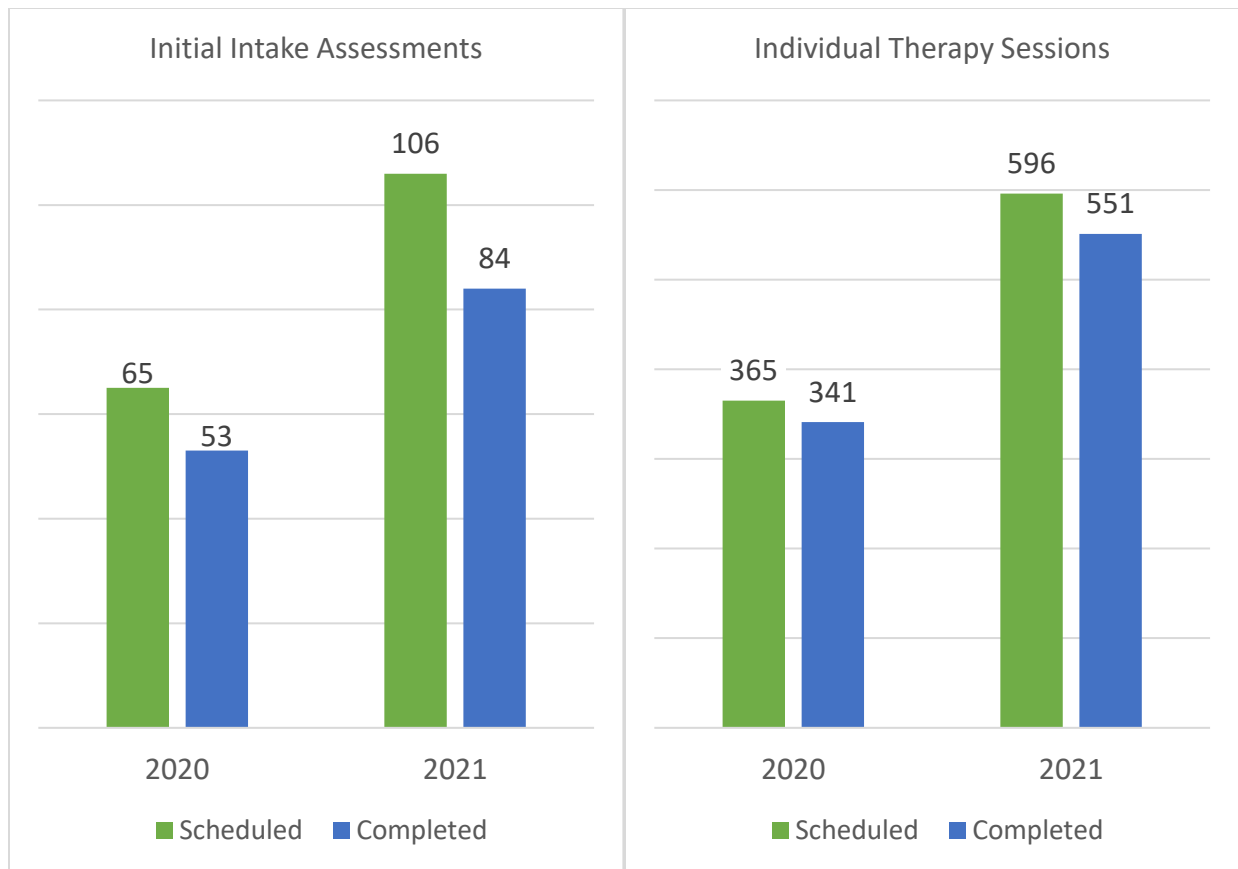
2021 Actual Expenses: \$1,250,681
2021 Actual Revenue: \$1,142,963
2021 County Levy: \$107,718

Manager: Kevin Lunog, LCSW, CSAC, ICS

Staff: Lynne Jindrick, SAC, Substance Abuse Counselor
Katherine Andrews, LPC, Outpatient Therapist
Joyce McConnell, MSW, LCSW, Outpatient Therapist
Katie Werren, LPC, SAC-IT, Outpatient Therapist
Kalie Lingl, MS, Outpatient Therapist

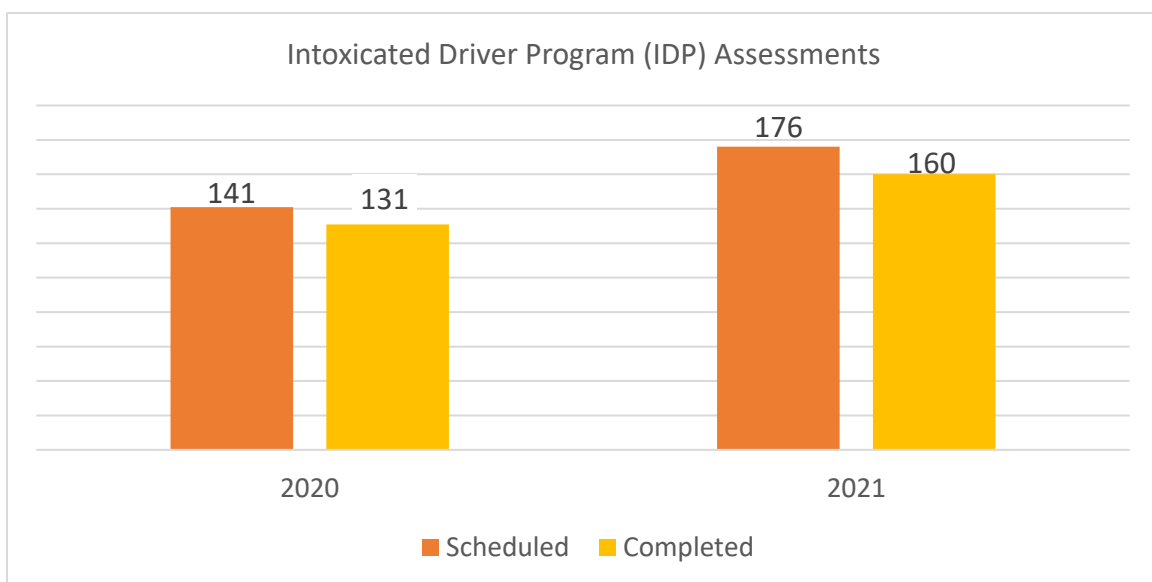
Mental Health

In 2021, our mental health clinic completed 84 initial assessments and 551 individual therapy sessions. Referrals for our Behavioral Health Services come from a variety of sources, including schools, families, community providers, law enforcement, and other agencies/individuals.

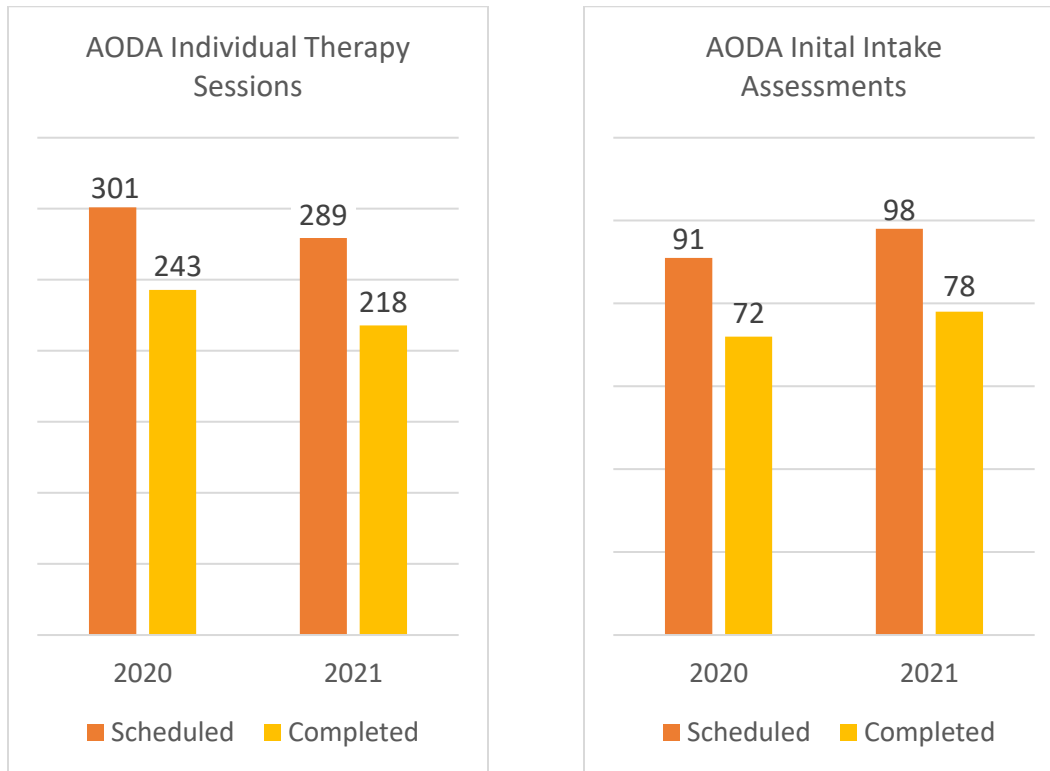


Substance Abuse

In 2021, we completed 160 Intoxicated Driver Program (IDP) assessments; of those, 4 assessments were for individuals age 16 to 20. IDP assessments are cash only assessments and we charge \$275 per assessment. This brought in revenue of \$44,000 for Juneau County; an increase of \$8,250 from 2020.



In 2021, we assessed 78 adults with substance use disorders for traditional outpatient Alcohol and Other Drug Abuse (AODA) counseling. 218 individual AODA therapy sessions were completed in 2021. Please note that our Substance Abuse Counselor worked closely with the Juneau County Adult Drug Court program in 2021 and completed the majority of IDP assessments, leaving less time for traditional AODA sessions.

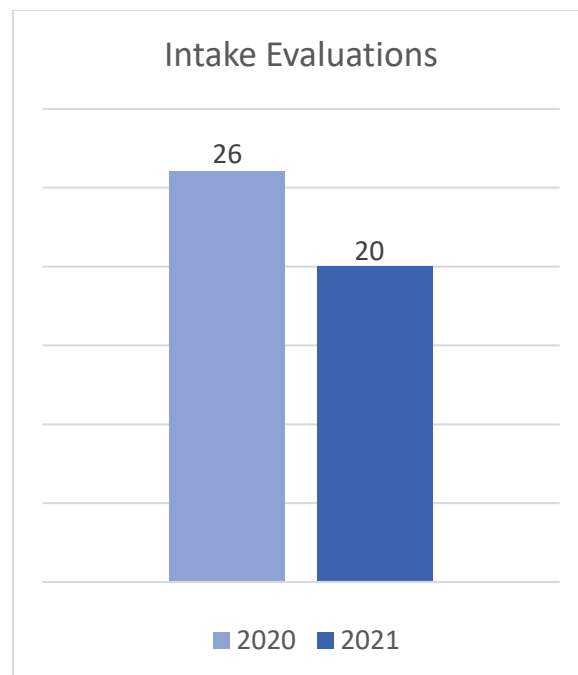
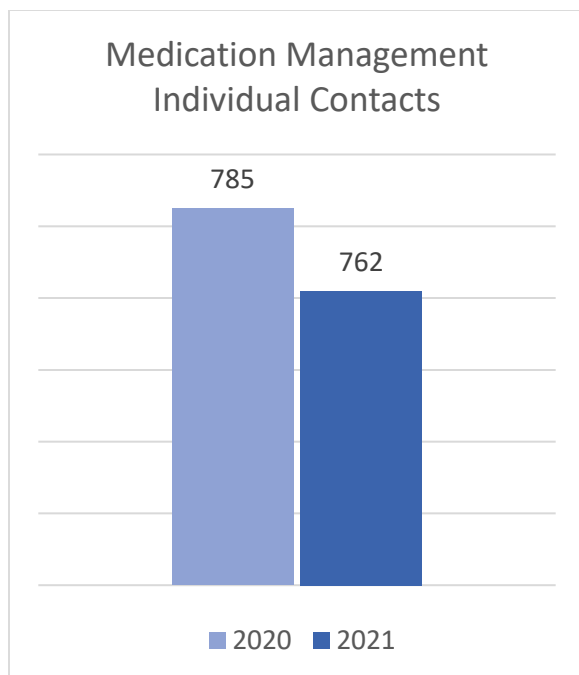


Psychiatric and Nursing

Psychiatrist: Dr. Linda DiRaimondo (Contracted)

Staff: Rebecca Solchenberger, RN
Tara Herritz, RN
Mackenzie Sullivan, SRN
Kaleena Ready, Targeted Case Manager

In 2021, our mental health clinic psychiatrist completed 20 intake evaluations. The psychiatrist and nursing team completed 762 client contacts for medication and case management. Nursing gives the injections for our consumers and preps them for the office visit, collecting vitals and other needed information, before seeing the doctor. They also do the prior authorizations for medications and work with the pharmacies to make sure the consumers are able to get their medications.



When a person is no longer involved in another program or seeing a therapist, but continues to see the psychiatrist, they are followed by Kaleena Ready as their contact person under Case Management. Kaleena case managed 112 people in 2021.

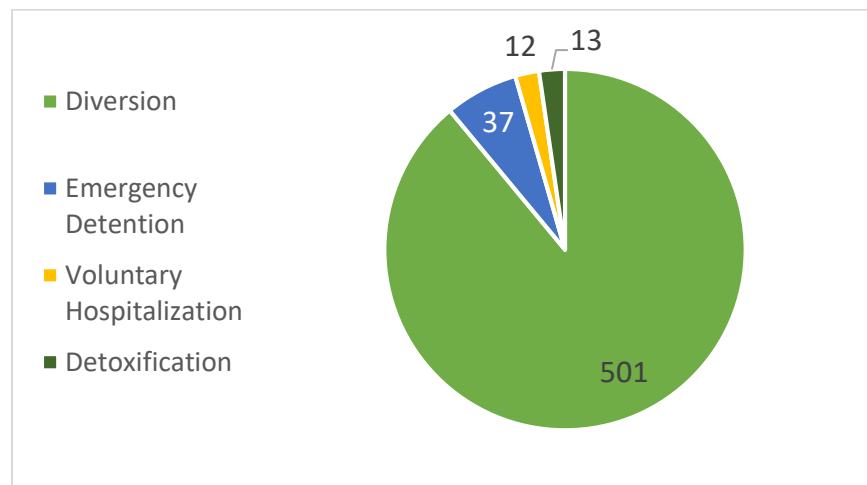
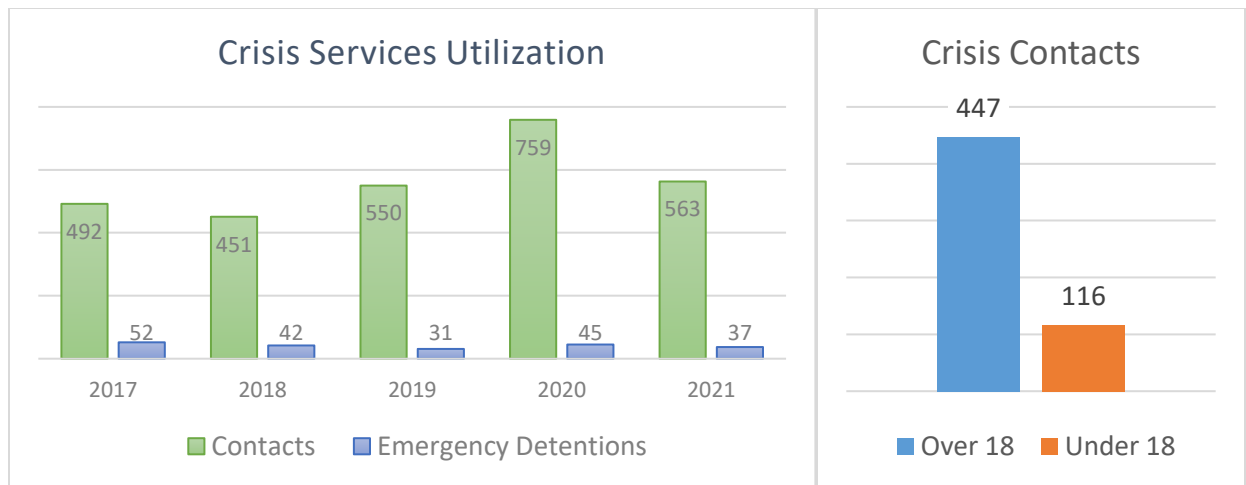
Crisis Services

Manager: Kevin Lunog, LCSW, CSAC, ICS

Staff: Paige Odegard, MA
Courtney Kruse, MS, SAC-IT
Erin Kobylski, CSW

The Crisis team works in collaboration with Juneau County's Corporation Counsel, Sheriff's Department and local Police Departments, local and out of county medical facilities, local and out of county law offices, and law enforcement agencies from other counties within Wisconsin. Agency staff continue to provide crisis services during business hours; Innervisions Counseling Services provide after hours and weekend contracted crisis services. Our staff continued to utilize their skills and supports to maintain a high level of crisis diversions, despite the continued lack of resources caused by COVID-19 closures and capacity levels.

In 2021, there were 563 crisis contacts. We experienced 37 emergency detentions, while 501 were diverted from inpatient stays by utilizing family supports and implementing clinic services immediately.



Child Support

Fiscal Note: 2021 Budgeted Expenses: \$548,981
2021 Budgeted Revenue: \$445,345

2021 Actual Expenses: \$539,264
2021 Actual Revenue: \$445,940
2021 County Levy: \$93,324

Manager: Nancy Knickelbein

Staff: Amanda Board, Lead Worker
Anne Schotten, Financial/Assistant CS Specialist
Amber Newlun, CS Specialist
Danielle Roberts, CS Specialist (resigned May 2021)
Jessica Miller, CS Specialist
Holly Bennet, CS Specialist (resigned October 2021)

Child Support serves families that are on public assistance, such as W-2, Badger Care, Child Care, Foster care, Kinship Care, and Food Share, by a referral from the Economic Support Unit. We also serve families that are not on assistance, but have an open divorce or maintenance case, through a referral by the Clerk of Courts office or customer application. Examples of services

provided include: support establishment, paternity establishment, location of absent parent, income withholding, and judicial enforcement of orders.

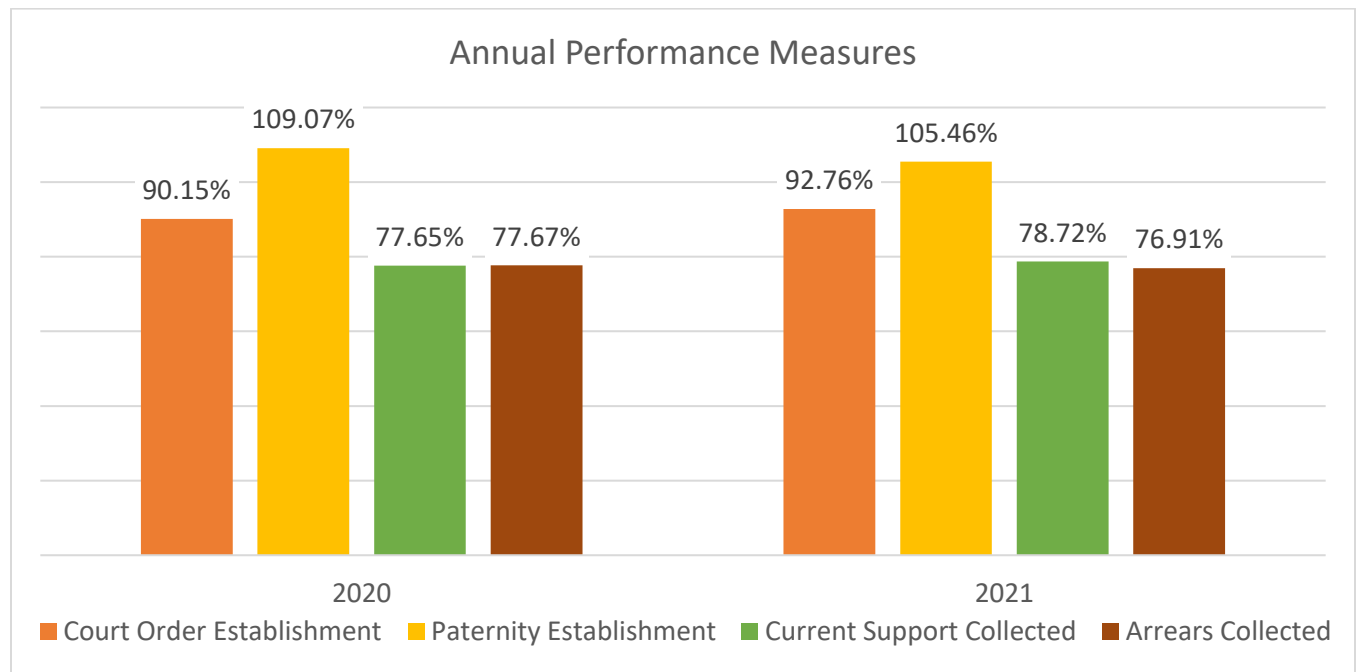
The Child Support team continues to present the current “What’s the Rush” program to some of the schools in Juneau County. This program reveals the true costs involved in raising a child and encourages teenagers to wait to become parents until they are financially and emotionally stable. It is our hope that we can continue with this program in the future and present to all schools in Juneau County. The Bureau of Child Support currently has a committee working to modernize the program and we are excited to have updated statistics.

The team continues to meet with and refer cases of unpaid child support for criminal charges to the District Attorney’s office. These meetings take place quarterly and the D.A. typically files on three cases per quarter. The outcome is generally three years of probation for the offending parent, and has proven to be effective in obtaining child support payments for most cases.

For the year 2021, the Juneau County Child Support Unit had collections of current child support of over \$17.2 million dollars.

In 2021, the total collections at our office were approximately \$117,787, compared to \$60,721 in 2020. In 2021, there were collections from credit cards at our office in the amount of approximately \$47,549, compared to \$12,592 in 2020.

Our agency continues to collaborate with Workforce Connections, Northwest Business CEP, Forward Service Corporation, and the State Child Support Liaisons to assist consumers in obtaining vocational services. Referrals are made by workers, to these agencies, for non-custodial parents who are seeking employment. These agencies help non-custodial parents find employment and provide many other program benefits, such as skills training, interview prep, educational services, etc.



Child support is funded based on performance. The graph above shows the four Federal performance standards; court order establishment rate, current support collected, paternity establishment and arrears collected. As you can see, they all are near or well above the eighty percentile, on which Federal and State funding is based.

For the Federal Fiscal Year 2021, the Juneau County Child Support Agency received an Outstanding Achievement Award for:

- Paternity Establishment Rate: 90% or greater
- Court Order Establishment Rate: 80% and a .5% increase from FFY 2020
- Collection Rate on Current Support: a percentage increase from FFY 2020

Out of the 72 counties in Wisconsin, only 17 child support agencies received this award.

As of December 2021, this unit had a caseload of approximately 2200 cases. Each specialist carries a caseload of approximately 600 cases.

The Child Support team continues to attend the required training provided by the State of Wisconsin, which is essential in keeping abreast of new policies to assist our families in Juneau County in collecting their child support and in meeting the requirements of the performance standards to receive the highest level of incentive monies possible.

Children, Youth, and Family Services

Fiscal Note: 2021 Budgeted Expenses: \$2,826,714
2021 Budgeted Revenue: \$1,452,787

2021 Actual Expenses: \$3,007,721
2021 Actual Revenue: \$1,953,496
2021 County Levy: \$1,054,225

Manager: Kelly Firlus

Supervisor: Coralie Burrows

Staff: Paris Thurber, Access/Intake, Ongoing Case Management

Michaela Vinz, Initial Assessment Worker

Alexis Artuso, Initial Assessment Worker

Sara Bodendein, Ongoing Case Manager

Jennifer Sageser, Ongoing Case Manager

Bailey Ward, Ongoing Case Manager

Carla Plantz, Family Support Worker

Kersten McChesney, Family Support Worker

Kassandra Murphy, Foster Care and Kinship Coordinator, Ongoing Case Management

Kasey Banker, Youth Justice

Ashley Olsen, Birth to 3 Coordinator

Amanda Bures, Children's Long Term Support (CLTS) Service Coordinator

Dana Heavner, Children's Long Term Support (CLTS) Service Coordinator (resigned Dec 2021)

Amy Betcher, Children's Long Term Support (CLTS) Service Coordinator (effective August 2021)

Child Protective Services (CPS)

The continuing pandemic did not have any major impacts on CPS. The unit continues to focus on moving children to permanence, preferably reunification with parents, however we also had children find permanence through placement with relatives, guardianship, Termination of Parental Rights, and adoption. In 2021 we moved 23 children to permanence, both through reunification and relative placement/adoption/guardianship. We continue to work with families after reunification to provide services to decrease the likelihood that these families reenter the foster care system in the future. Juneau County CPS utilized Targeted Safety Services Funding and Promoting Safe and Stable Families funding to assist families with additional supports and case management. The Targeted Safety Services Funding provides additional funding to cover costs of services.

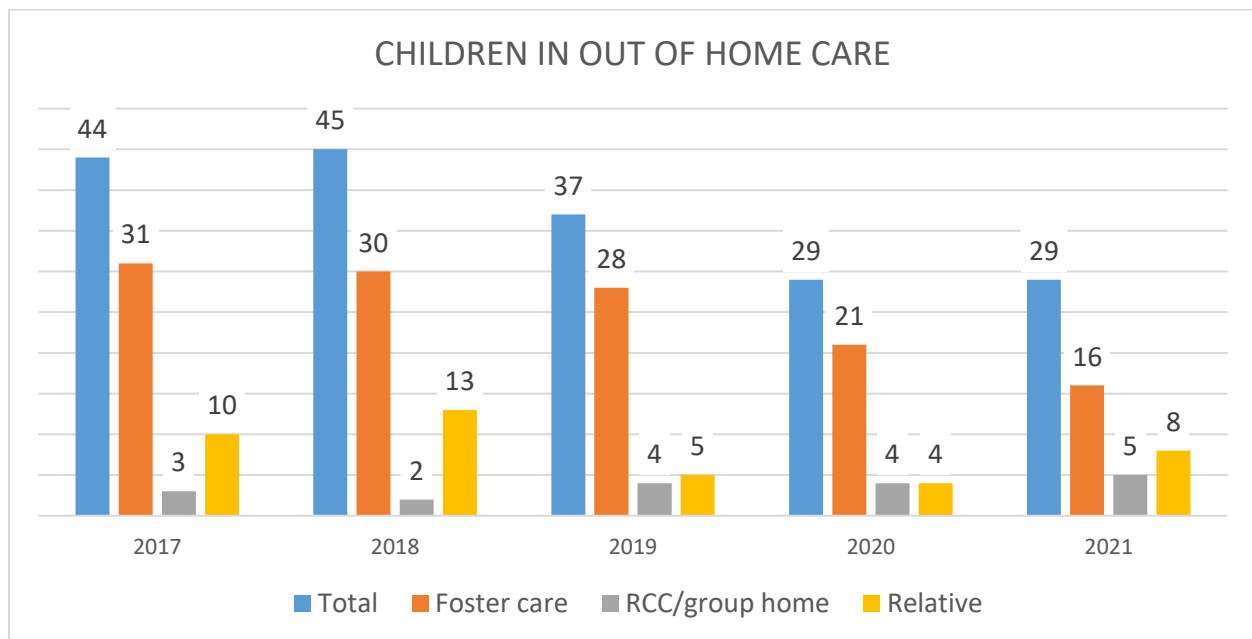
We have continued to benefit from having two Family Support workers. We have been able to utilize them to do more prevention work and keep children in their parental home instead of placing them out of home. The Family Support Workers also provide supervision for visitations between CPS families and children at the department and in the community, including transporting children to and/or from visits. They also provide parenting education and assistance with housing, jobs, etc. They conduct home visits and are an extension of case managers in supporting families.

There continues to be a high number of reports made to Child Protection Services. The most significant trends in cases continue to be ongoing drug use/abuse, mental health of parents, and children being exposed to significant trauma. These trends lead to children not being able to remain safe in their homes and the department is forced to place the children outside of their homes. It is challenging to persuade parents to engage when they are often not accepting responsibility for their drug use or do not recognize their mental health issues and how they impact their ability to parent and keep their children safe. Approximately 42% of CPS involved parents are employed, 13% are disabled, and 30% are not working and not receiving disability benefits.

Foster Care/Kinship Care

The Juneau County Foster Care Program has been able to maintain 18 foster homes. We also licensed 6 new foster homes. The complexity of care required for some children has led to the need to place several children in out of county facilities. We had 12 children placed outside the county at the end of 2021, 7 in treatment level foster homes, 2 in group homes and 4 in a Residential Care Center. These out of county placements are managed by private agencies at an increased cost to Juneau County. Placement in Juneau County Foster Homes is preferred for cost savings as well as allowing children to have more frequent contact with their families, assisting with quicker reunification, and keeping children in their school districts and near their friends and communities. The majority of our county licensed foster homes are full or unable to accommodate the high needs of these children.

We have seen an increase in licensed relative foster homes in the last year, as well as an increase in the Kinship Care program (which provides a monthly stipend to relatives caring for children outside of the court system). The Kinship Care program is funded by the state and administered by counties.



Children with Disabilities Programs (Birth to 3, Child's Long Term Support Waiver)

The Children with Disabilities Programs are responsible for the three programs that serve Children and Youth with Disabilities in Juneau County. The programs are Birth to 3, Children's Community Options Program, and Children's Long Term Support Waivers. It is the belief of this unit that if children can be served at younger ages we will prevent/decrease the need for services as they get older and become adults. Children served by these programs range in age from birth to age 22.

Birth to 3 is Wisconsin's early intervention program for infants and toddlers, ages birth up to 3 years old who have significant developmental delays/disabilities. The service assists families in supporting their child's development. Birth to 3 is an entitlement program, meaning that eligibility is not affected by income, however some parents may need to contribute to the cost of services based on their income. Birth to 3 is a federally mandated program that is overseen by the Department of Health Services in Wisconsin and is run by individual counties. The Juneau County Birth to 3 program has had no findings of non-compliance for the most recent review period. In 2021 the Birth to 3 program served 62 children. In addition, 44 other children were screened for eligibility for services. Birth to 3 is paid for by a combination of grant dollars, Medicaid, and county levy. County contribution to support this program is approximately \$70,000 annually. Approximately 64% of Birth to 3 parents are employed, 4% are disabled, and 32% are not working and not receiving disability benefits.

Children's Community Options Program (CCOP) is a state funded program which provides individual services and supports to families with a child with severe disabilities. The program offers information and help finding services and maximizing community resources. It also offers limited funding to buy needed services and goods that can't be bought through other sources, and links families with other families to strengthen natural supports. Most children are served using this program in conjunction with the CLTS waiver program.

Children's Long Term Support Home and Community Based waivers (CLTS), is the third program in the unit. This program is also state funded and designed to serve children under the age of 22 who have long term needs. The program is intended to increase total resources available to serve participants. The program is supported by federal and state dollars. This program serves children who are physically disabled, developmentally disabled, autistic, and/or have a severe emotional disturbance. Through the CLTS program, the cost to the county for some foster care and other services has been off set.

In 2021 a third CLTS service coordinator position was added. This was hired at part-time in mid-2021 and moved to full time at the end of the year due to the State of Wisconsin now requiring that counties not have waiting lists for services and that all eligible children be enrolled within 30 days of being eligible.

At the end of 2021, the total number of children enrolled in CLTS was 63 children. In addition to ongoing case management, workers are required to complete the assessment of any new referrals within 45 days of receipt. Approximately 60% of CLTS parents are employed, 5% are disabled, and 35% are not working and not receiving disability benefits.

Youth Justice (YJ)

While law enforcement referrals to the Youth Justice program in 2021 were similar to 2020, the amount resulting in open, ongoing cases increased from 33% to 55%. The Youth Justice program continues to have just one worker administering the program, which is difficult with the increased number of cases that are resulting in court orders. We continue to utilize the State's Youth Aids and Community Intervention Program grants to help offset costs. We also continue to work closely with the District Attorney's Office. YJ did utilize secure detention in 2021 for short term detentions only. Youth Justice has 3 juveniles in an extended out of home placement in a group home or residential care center, which is traumatic to youth and their families while simultaneously being very costly to Juneau County tax payers.

Since 1/1/2020, the criminal recidivism rate is approximately 25%, with 75% of juveniles not reoffending after being involved in our Youth Justice program. Approximately 80% of Youth Justice involved kids have had previous involvement with Child Protection Services via an access report or open case.

In the last 12 -18 months we have seen an increase in violent youth offenses, such as sexual assaults, terrorist/school threats, arson, major physical assault, etc. In general, Youth Justice referrals do not involve major theft, burglary, or drug charges. Disorderly conduct and property damage (often in their own home) are frequent charges.

Community Support Program

Fiscal Note: 2021 Budgeted Expenses: \$1,213,530

2021 Budgeted Revenue: \$844,762

2021 Actual Expenses: \$1,175,404

2021 Actual Revenue: \$841,253

2021 County Levy: \$334,150

Manager: Kim Reigard, MSW (Started 7/01/21)

Psychiatrist: Dr. Linda DiRaimondo (Contracted)

Nurses: Rebecca Solchenberger, RN, and Tara Herritz, RN

Mental Health Therapists/Case Managers:

Christine Brueggeman, MA (started in March)

Ed Merz, LPC

Elizabeth Mulderink (started in October)

Jolene Marquart, MSW

Judy Bronson, MSW (retired in January)

Kaleena Ready, Mental Health Tech (splits time between CSP and BHU)

Kathy Hannagan, MS, MFT (retired in March)

Larry Walls, LPC (splits time between CCS and CSP)

In 2021, the Community Support Program (CSP) served 59 consumers with a severe and persistent mental illness. Severe and persistent mental illnesses include schizophrenia, bi-polar disorder, schizoaffective disorder and severe mood disorder.

The purpose of CSP is to assist consumers in independent living and focusing on their recovery, assisting each consumer in reaching their own identified goals. This includes providing transportation, psychosocial rehabilitation, medication management, symptom management and case management. If left untreated, people with severe mental illnesses can be very costly to the county levy with placements in hospitals, institutions or group homes. Juneau County CSP strives to keep consumers in the least expensive and least restrictive living arrangement as possible.

At the beginning of 2021, we had three consumers in placement. All three of these individuals also received Community Recovery Services (CRS), a separate Medicaid program which funds approximately sixty percent of the cost of their care and supervision. Each individual pays for their own room and board. With the aid and support of CSP, one consumer has since transitioned to independent living in August 2021 and another did so in 2022.

In December of 2021, we had a consumer placed in an Institution for Mental Disease (IMD), which is very restrictive and costly. Since that time, this consumer transitioned to a less restrictive placement and CRS will be applied for to offer additional services to the consumer and offset costs.

In 2021, 14 CSP consumers are also enrolled in the Family Care program, which covers 100% of their related costs (as opposed to Medicaid paying 60% for our non-Family Care CSP consumers). As individuals age and their needs for medical services increase, they will be

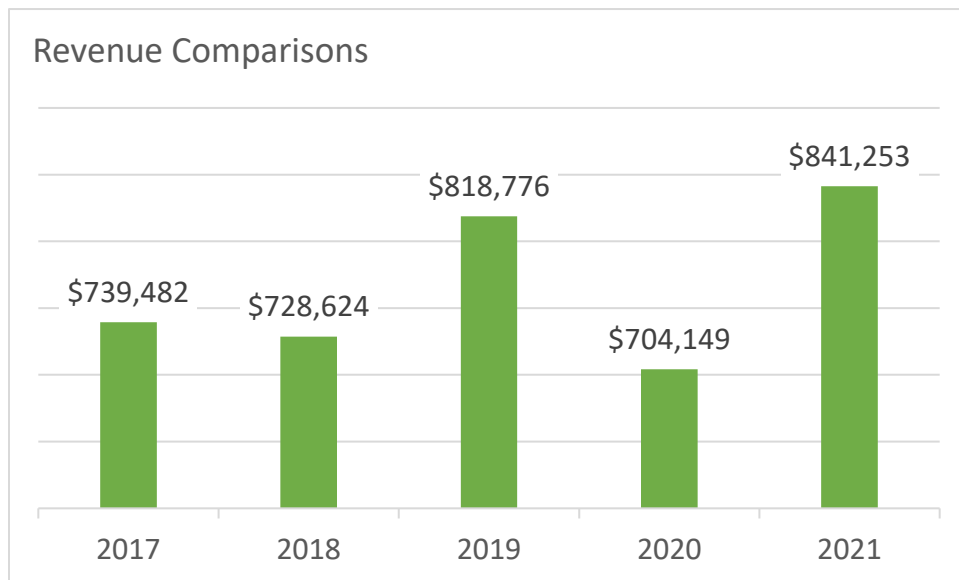
referred to the Aging and Disability Resource Center (ADRC) to be screened for Family Care eligibility.

CSP staff are responsible for maintaining treatment plans, monitoring symptoms and providing case management. If a consumer is hospitalized, they consult with the hospital and help develop discharge plans. If court proceedings are involved, they are responsible to follow through with any necessary legal documentation and consult with Corporation Counsel.

CSP nurses, Rebecca Solchenberger and Tara Herritz, are responsible for administering injections (currently 24), setting up medication boxes (currently 30), and coordinating our psychiatrist's schedule. Therapists/Case Managers also observe consumers set up medications and monitor for symptoms and side effects.

CSP continues to assist consumers to live as independently as possible and utilize additional funding sources to help offset county costs. Consumers are encouraged to take an active role in their recovery and learn to manage their illnesses. Of our current 51 CSP consumers, 14 are retired, 11 are employed (9 of which also receive disability benefits), 25 receive disability benefits, and 1 is currently in jail but eligible for disability benefits upon release.

CSP staff bill the majority of their services to Medicaid for reimbursement. CSP's revenue for 2021 was \$837,074.88, which is an increase from previous years.



Comprehensive Community Services & Coordinated Services Team

Fiscal Note: 2021 Budgeted Expenses: \$1,867,961 2021 Actual Expenses: \$1,107,021
2021 Budgeted Revenue: \$1,860,256 2021 Actual Revenue: \$1,331,197
2021 County Levy: (\$224,176 utilized to offset overhead/indirect costs)

Manager: Brooke Schluter, LPC, SAC, IDP-AT

Psychiatrist: Dr. Linda DiRaimondo (Contracted)

Nurses: Rebecca Solchenberger, RN, and Mackenzie Sullivan, GN

Therapist: Angeline Winchel, LPC

Service Facilitators: Alivia Lensing

Ashlee Schanke (CST Coordinator)

Christine Gabay-Hess (Individual Skill Development (ISD))

Erika Roberts

James Kurtz

Larry Walls (splits time between CCS and CSP)

Leanna Denu

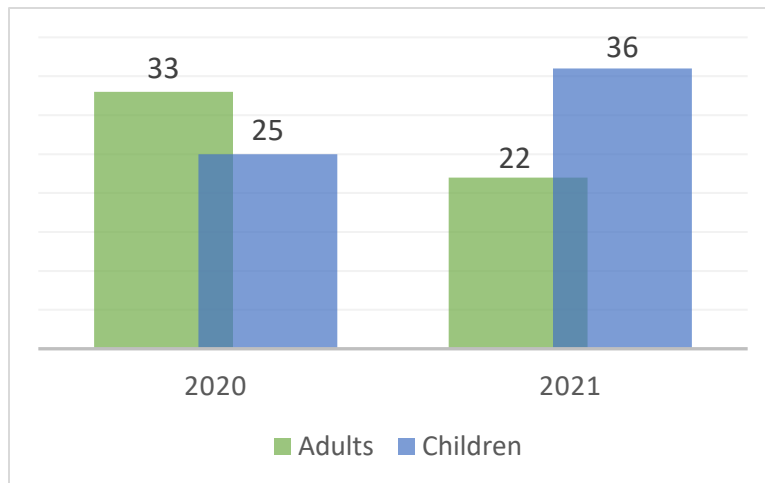
Leanna Hagen

Linda Calaway (Individual Skill Development (ISD))

Comprehensive Community Services (CCS) is a community-based program that provides or arranges for psychosocial rehabilitation services for eligible adult and child consumers. It is designed to assist individuals of all age groups who have a psychiatric illness, a serious emotional disorder, or a substance abuse problem and who need ongoing, comprehensive services to help them manage and ultimately recover from that disabling condition.

The CCS vision is based on hope and empowerment. The CCS team provides access to supportive services while being family and consumer centered. Our hope is to have meaningful participation by consumers, utilizing their chosen supports and advocates, while collaborating across systems in order to meet the needs of the consumers.

Each consumer establishes a team consisting of a service facilitator and a mental health professional (MHP), as well as natural/community supports and other providers as needed/appropriate. The primary goal of the service facilitator is to ensure that the consumer's recovery plan is coordinated, monitored, and designed to support the consumer in a manner that helps the consumer achieve the highest possible level of independent functioning. The role of the MHP is to review and have oversight of all CCS related documentation and work completed by the service facilitators, ensure that there is a clinical, medical need for all approved services, and confirm that the mental health and recovery needs of the consumers are being met.



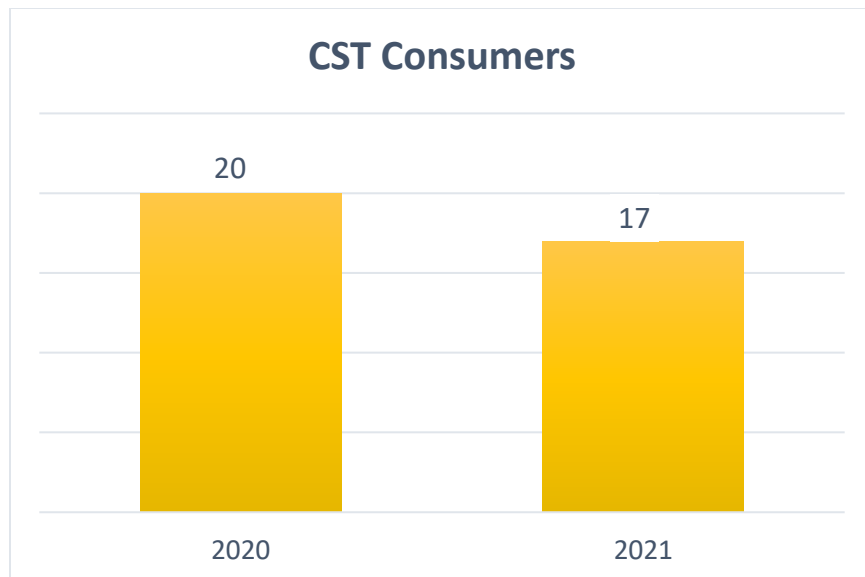
In 2021, Juneau County received approximately 76 referrals for the CCS program, compared to 59 referrals in 2020. A total of 90 consumers were either screened and/or served. Over the past several years, Juneau County has seen an increase in the number of children served. In 2021, staff were able to directly bill Medical Assistance in the amount of \$1,268,882.59.

As of September of 2022, there are 28 adults receiving CCS services. Of those individuals:

- 7 are working
- 5 are working and receive disability benefits
- 10 are solely receiving disability benefits
- 3 are not working and are awaiting disability benefits
- 1 is retired
- 1 is not currently working and has not applied for benefits
- 1 just turned 18 and is seeking employment

The Coordinated Services Team (CST) program is a family-centered, strength-based, wraparound approach to help address the complex needs of children and youth involved in multiple systems of care. CST utilizes 13 core values to develop a plan which builds from the unique and holistic needs of children, youth and their families. The CST program became an allocation from the State in 2015 to serve children struggling in several areas of functioning. Staff within DHS all have the ability to make CST referrals and be members of CST teams. Juneau County schools, Law Enforcement and other professionals, as well as parents themselves, also have the ability to make CST referrals and are often team participants.

In 2021, 17 youth were enrolled, 5 of which were dually enrolled in CST and CCS. Dual enrollment allows for a vast increase of services available to the families. We continue to provide services within all Juneau County school districts and work collaboratively with the schools and other community partners.



Drug Court

Supervised by Dawn Buchholz, Director of Human Services

Team: Honorable Judge Stacy A. Smith

District Attorney Kenneth Hamm

Attorney Gene Cisewski

Captain Colleen Beier

Human Services Director Dawn Buchholz

Probation Agent Krista Hoepner & Kianna Brown

Coordinator Jo Havlik

Substance Abuse Counselor Lynne Jindrick

Recovery Coach Danielle Melby

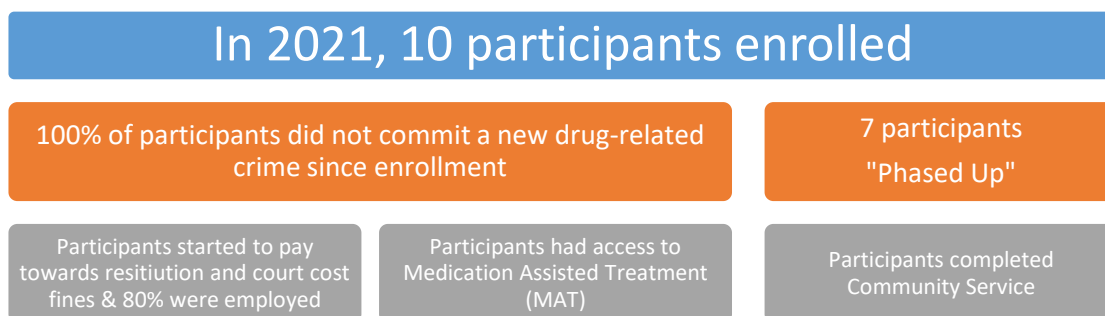
Juneau County Adult Drug Court is fully funded by a federal grant. The required match for the grant is obtained by capturing the time above team members (minus the Coordinator and Supervisor) spend collaborating to run the court. The goals of drug courts are to reduce recidivism, reduce substance use, reduce the costs of drug-involved crimes, and decrease prison crowding.

The objectives of Drug Court include:

- Utilize evidence-based practices and principles as set by the National Association of Drug Court Professionals (NADCP).
- Build and maximize our capacity to ensure that all potential participants are identified and assessed for risk and need.
- Ensure all participants receive targeted, evidenced-based services.
- Enhance the provisions of recovery support services, including transitional, clean and sober housing assistance, in order to reduce recidivism.
- Reduce obstacles to successful recovery.

Drug Courts combat opioid and methamphetamine addiction, help restore families, and ensure rule compliance. Wisconsin's Treatment Alternatives and Diversion (TAD) court program

reduced arrest recidivism by 8.2% from 2014-2018, in addition to saving the Wisconsin criminal justice system \$4.17 for every \$1 spent on the program (see “Wisconsin Treatment Courts; Producing Results and Saving Money” in the August, 2022 edition of Wisconsin Counties magazine).



Economic Support

| | | | | |
|---------------------|--------------------------------|------------------|------------------------------|------------------|
| Fiscal Note: | 2021 Budgeted Expenses: | \$549,858 | 2021 Actual Expenses: | \$531,432 |
| | 2021 Budgeted Revenue: | \$432,011 | 2021 Actual Revenue: | \$491,974 |
| | | | 2021 County Levy: | \$39,458 |

Manager: Diana Wood

Staff: April Lee, Lead Worker

Kelly Coughlin, Economic Support Specialist (EBD)

Rachel Baisden, Economic Support Specialist (FAM)

Cindy Ravenscroft, Economic Support Specialist (EBD)

Melanie Stickney, Economic Support Specialist (FAM)

The Economic Support Unit currently consists of the manager, a lead worker, and 4 caseload carrying workers. The unit saw no turnover in 2021.

We continue to administer the Federal and State Medicaid, FoodShare, and Wisconsin Shares Child Care benefit programs as a partner agency in the Capital Consortium along with Dane, Sauk, Columbia, Richland, Adams, Dodge and Sheboygan counties.

Each worker spends a high percentage of their time on the call/change center and the rest of their time is dedicated to caseload management. In 2021, the Capital Consortium Call Change Center answered 208,660 calls and was open 250 days, for an average of 835 calls per day.

The consortium periodically levels the caseloads across all of the workers in the consortium and splits to family (FAM) workers and elderly, blind & disabled (EBD) workers. Case numbers are driven by consumer needs. Caseload sizes usually fall between 700 and 800 cases per worker.

Wisconsin Shares Child Care:

In 2021 our unit served a total of 67 Wisconsin Shares Child Care families in Juneau County, which consisted of 121 children.

Children and Families Who Utilized Benefits by Age and Provider Type- 2021

| <i>Provider Category Types:</i> | LICENSED GROUP | PUBLIC SCHOOL PROGRAM | CERTIFIED SCHOOL AGE PROGRAM | LICENSED FAMILY | REGULAR CERTIFIED | INHOME REGULAR CERTIFIED | PROVISIONAL CERTIFIED | INHOME PROVISIONAL CERTIFIED | Total | UnDuplicated Total Not Based on Category |
|------------------------------------|----------------|-----------------------|------------------------------|-----------------|-------------------|--------------------------|-----------------------|------------------------------|--------------|--|
| <u>UnDuplicated Counts:</u> | | | | | | | | | | |
| Total Families: | 60 | 0 | 0 | 7 | 0 | 1 | 0 | 0 | 68 | 67 |
| Children Served: | 110 | 0 | 0 | 10 | 0 | 2 | 0 | 0 | 122 | 121 |
| Total Benefits Utilized: | \$326,683 | \$0 | \$0 | \$39,044 | \$0 | \$5,887 | \$0 | \$0 | \$371,614.04 | \$371,614.04 |
| Avg Utilized Per Child: | \$2,970 | \$0 | \$0 | \$3,904 | \$0 | \$2,944 | \$0 | \$0 | \$3,046.02 | \$3,071.19 |
| Provider Locations Paid: | 13 | 0 | 0 | 4 | 0 | 1 | 0 | 0 | 18 | 18 |
| <u>Child Age Range</u> | | | | | | | | | | |
| Under 1 Year | 14 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 15 | 14 |
| 01 - < 02 Years | 22 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 23 | 23 |
| 02 - < 06 Years | 55 | 0 | 0 | 8 | 0 | 2 | 0 | 0 | 65 | 65 |
| 6+ Years | 38 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 39 | 39 |
| Total Children: | 110 | 0 | 0 | 10 | 0 | 2 | 0 | 0 | 122 | 121 |

Medical Assistance Program:

In 2021, we served 4,308 Juneau County Medical Assistance program recipients, with an average of 2,839 in family cases per month and 1,469 Elderly, Blind and Disabled cases per month.

FoodShare Program:

In 2021, we served 6,254 Juneau County FoodShare program recipients (4,177 adults and 2,147 children). Our monthly average percentage of Juneau County residents receiving FoodShare in 2021 was 9%, compared to the 2021 monthly average of approximately 7% of Wisconsin residents receiving FoodShare. Please note that adults and children do not sum to recipient total because children becoming adults during the year are counted in both categories.

CAPITAL CONSORTIUM FOODSHARE BENEFITS AND PARTICIPATION DATA - 2021

| County/Tribe | Jan 2021 | Feb 2021 | Mar 2021 | Apr 2021 | May 2021 | Jun 2021 | Jul 2021 | Aug 2021 | Sep 2021 | Oct 2021 | Nov 2021 | Dec 2021 | Calendar YTD Monthly Avg. 2021 | Calendar YTD Total 2021 |
|-------------------------|----------------------|----------------------|----------------------|---------------------|----------------------|---------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|--------------------------------|-------------------------|
| Adams | \$ 745,609 | \$ 764,899 | \$ 775,361 | \$ 849,610 | \$ 838,872 | \$852,083 | \$852,017 | \$860,058 | \$856,836 | \$885,762 | \$874,922 | \$877,213 | \$ 836,103 | \$ 10,033,242 |
| Columbia | \$ 1,196,318 | \$ 1,210,862 | \$ 1,219,748 | \$ 1,349,743 | \$ 1,335,874 | \$1,314,427 | \$1,321,297 | \$1,304,852 | \$1,264,746 | \$1,296,237 | \$1,256,245 | \$1,276,723 | \$ 1,278,923 | \$ 15,347,072 |
| Dane | \$ 10,437,054 | \$ 10,596,189 | \$ 10,802,620 | \$12,141,895 | \$ 12,094,802 | \$12,081,206 | \$12,136,500 | \$12,070,068 | \$11,811,470 | \$12,138,685 | \$11,979,537 | \$11,984,675 | \$11,689,558 | \$ 140,274,701 |
| Dodge | \$ 1,759,935 | \$ 1,792,454 | \$ 1,816,140 | \$ 2,000,406 | \$ 1,996,765 | \$2,017,863 | \$2,054,056 | \$2,034,753 | \$1,971,695 | \$2,009,114 | \$1,991,800 | \$1,982,695 | \$ 1,952,306 | \$ 23,427,674 |
| Juneau | \$ 942,388 | \$ 960,214 | \$ 973,554 | \$ 1,078,296 | \$ 1,069,912 | \$1,069,736 | \$1,079,448 | \$1,060,704 | \$1,038,716 | \$1,091,109 | \$1,096,583 | \$1,110,988 | \$ 1,047,637 | \$ 12,571,647 |
| Richland | \$ 528,097 | \$ 528,647 | \$ 535,219 | \$ 586,967 | \$ 574,699 | \$573,979 | \$580,208 | \$573,982 | \$563,743 | \$587,183 | \$565,575 | \$569,968 | \$ 564,022 | \$ 6,768,267 |
| Sauk | \$ 1,655,103 | \$ 1,692,802 | \$ 1,703,630 | \$ 1,864,161 | \$ 1,851,324 | \$1,865,421 | \$1,882,501 | \$1,858,471 | \$1,812,462 | \$1,852,041 | \$1,827,946 | \$1,856,297 | \$ 1,810,180 | \$ 21,722,159 |
| Sheboygan | \$ 2,669,971 | \$ 2,735,304 | \$ 2,806,229 | \$ 3,104,327 | \$ 3,103,713 | \$3,120,931 | \$3,146,736 | \$3,115,117 | \$3,061,629 | \$3,160,483 | \$3,106,184 | \$3,134,121 | \$ 3,022,062 | \$ 36,264,746 |
| Consortium Total | \$ 19,934,475 | \$ 20,281,371 | \$ 20,632,500 | \$22,975,404 | \$ 22,865,961 | \$22,895,646 | \$ 23,052,762 | \$ 22,878,005 | \$ 22,381,298 | \$ 23,020,614 | \$ 22,698,792 | \$ 22,792,681 | \$ 2,775,099 | \$ 266,409,507 |

* During the COVID-19 Public Health Emergency, emergency FoodShare allotments have been issued. These emergency allotments take FoodShare households to their maximum allowable amount, and can increase the statewide monthly issuance of FoodShare benefits by more than 50%.

| WISCONSIN UNDUPLICATED FOOD STAMP/FOOD SHARE RECIPIENTS SERVED BY COUNTY - CY 2021 | | | | |
|--|-------------------|--------------------|----------------------|----------------------|
| | ALL RECIPIENTS | ELIGIBLE ADULTS | ELIGIBLE CHILDREN | ASSISTANCE GROUPS |
| CAPITAL CONSORTIA | 127,659 | 81,702 | 47,297 | 69,595 |
| ADAMS | 4983 | 3538 | 1,483 | 2802 |
| COLUMBIA | 7880 | 5205 | 2,741 | 4278 |
| DANE | 64659 | 41343 | 24,021 | 36822 |
| DODGE | 12049 | 7682 | 4,481 | 6279 |
| JUNEAU | 6254 | 4177 | 2,147 | 3253 |
| RICHLAND | 3369 | 2202 | 1,200 | 1761 |
| SAUK | 10732 | 6809 | 4,026 | 5570 |
| SHEBOYGAN | 17733 | 10746 | 7,198 | 8830 |
| UNDUPLICATED STATE TOTALS | 951,233 | 595,099 | 367,567 | 501,612 |

* County counts do not sum to State total because clients/cases served in two counties are counted in both counties but only once in State total.

** Adults and Children do not sum to Recipient Total because children becoming adults during year are counted in both.

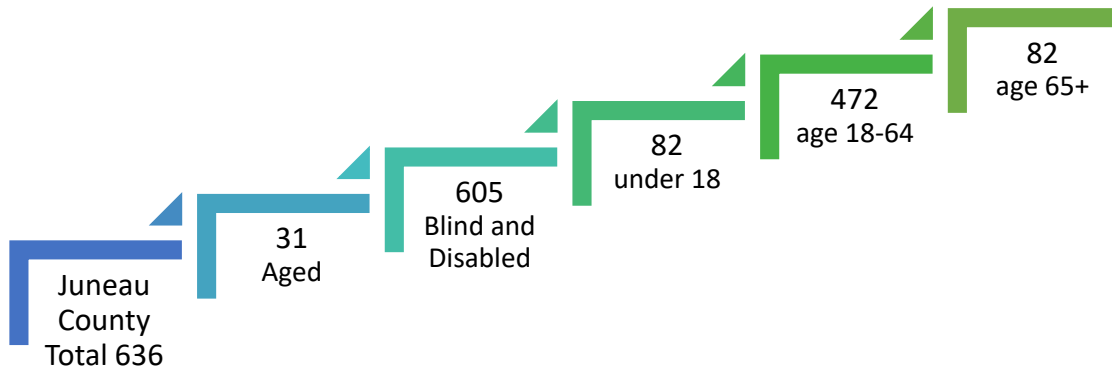
*** Tribal members are counted in the county that administers services regardless of their county of residence.

Other Benefits:

Juneau County Department of Human Services is not involved in administering Supplemental Security Income (SSI) or Social Security benefit payments of any type. However, we do often assist these consumers in obtaining FoodShare or other resources.

Wisconsin SSI

Number of SSI recipients (by eligibility category and age) and amount of payments, December 2020

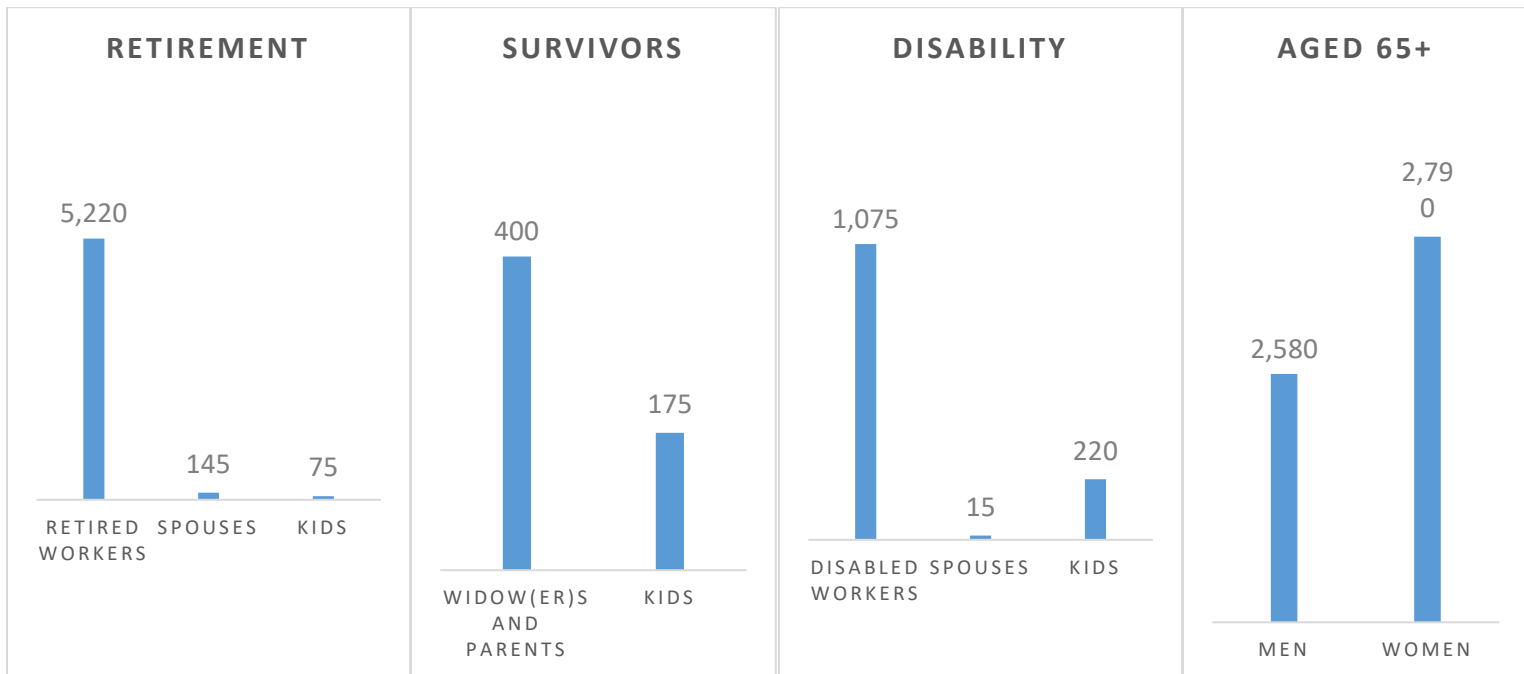


Amount of payments \$386,000*

*\$386,000 x 12 = approximately \$4,632,000 in SSI benefits for Juneau County citizens in 2020

Wisconsin Social Security

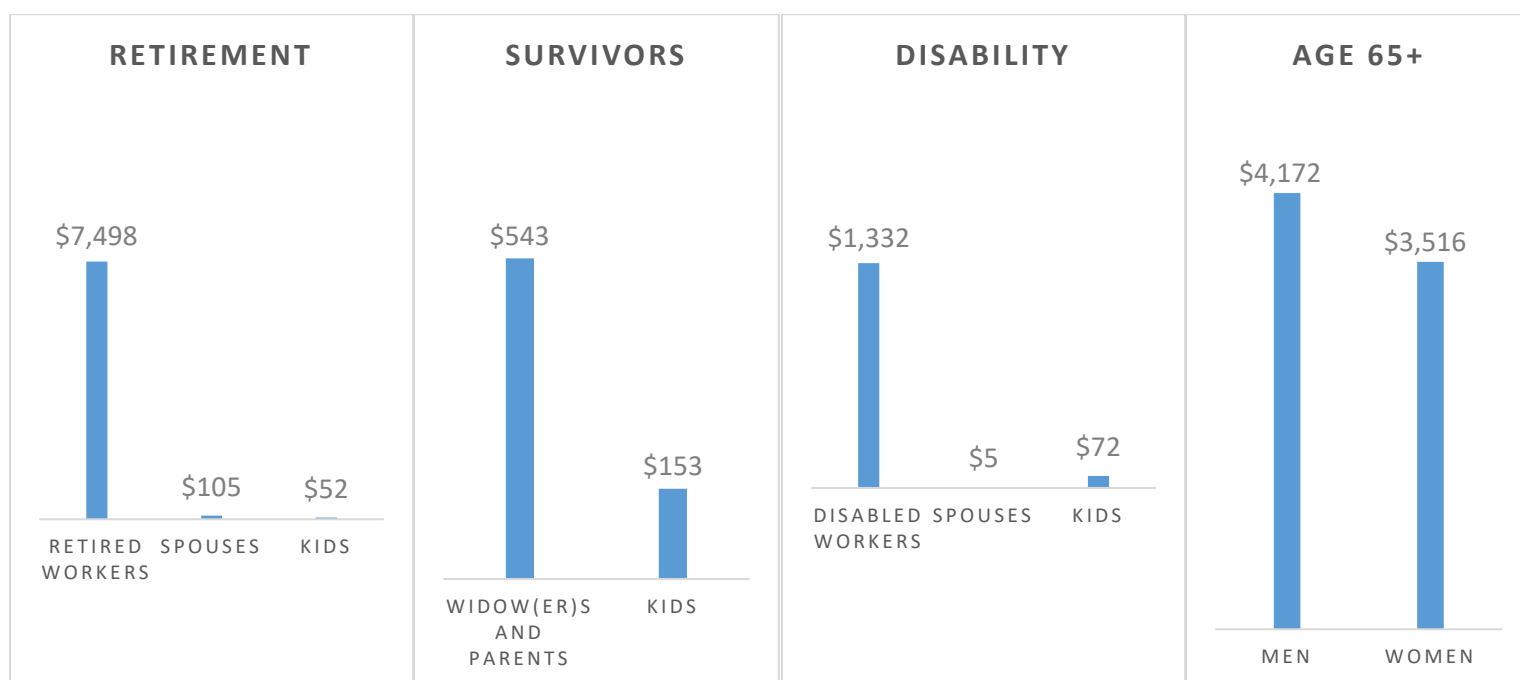
Number of beneficiaries by type of benefits and sex of beneficiaries aged 65 or older, December 2020



Juneau County Total 7,325

Wisconsin Social Security

Amount of benefits by type of benefit and sex of beneficiaries aged 65 or older,
December 2020 (in thousands of dollars)



Juneau County Total \$9,760*

*9,760,000 x 12 = approximately \$117.12 million in Social Security benefits for Juneau County citizens in 2020

Fraud Referrals:

In 2021 there was a total of 160 completed fraud investigations and 11 completed overpayments. Completed overpayments produced \$52,469 in overpayment dollars. Individual counties continue to receive 15% of the total recovered funds.

| 2021 CAPITAL CONSORTIUM PARTNER COUNTIES FRAUD REFERRALS AND OVERPAYMENT DOLLARS YTD MEDICAL ASSISTANCE AND FOODSHARE PROGRAMS | | | | |
|--|-----------------------|------------------------------|----------------------------|----------------|
| | Created Referrals-YTD | Completed Investigations-YTD | Completed Overpayments-YTD | OP dollars-YTD |
| Adams | 95 | 168 | 19 | \$ 120,362.39 |
| Columbia | 152 | 349 | 34 | \$ 131,615.19 |
| Juneau | 58 | 160 | 11 | \$ 52,469.93 |
| Sauk | 198 | 420 | 46 | \$ 209,563.11 |
| Total | 503 | 1097 | 110 | \$ 745,394.91 |
| * Note: 15% of total recoverable funds return to the individual counties | | | | |
| | | | | \$7,870.48 |

Support Staff

Fiscal note: **2021 Budgeted Expenses: \$1,379,619** **2021 Actual Expenses: \$1,218,046**
 2021 Budgeted Revenue: \$189,919 **2021 Actual Revenue: \$206,670**
 2021 County Levy: \$1,011,376 - \$789,253 Indirect Costs = \$222,123

Supervised by Mary Jo Onsager, Deputy Director

Staff: Alison Brown, Administrative Support Specialist
 Brittany Jacobson, Receptionist
 Courtne Clark, Receptionist
 Pat Morris, Intake/Records Clerk
 Paula Forsythe, Intake/Records Clerk

The Support Staff team consists of two receptionists, two intake and records workers, and one administrative support specialist. With cross-training, each support staff worker has a wide-range of knowledge for all Human Services programs and other services around our community.

Receptionists perform a variety of tasks, ranging from scheduling appointments, updating brochures and business cards to submitting conference and hotel registrations. They also distribute the mail, reserve county vehicles and meeting rooms, upload documents to our electronic systems, and order office supplies.

In 2021, eGoldFax has helped tremendously with following HIPAA laws, which require the confidential handling and organizing of all records.

The Intake and Records workers are the hub for our electronic health record system as they receive and field initial requests for Mental Health Treatment, Substance Abuse Treatment, and Crisis services, and take APS Reports. They also complete the transcription of evaluations and progress notes for the psychiatrist and psychologist, as well as receive and manage all daytime emergency Salvation Army referrals.

Admin Support Specialist is responsible for:

- Administering electronic health records system
- Purchase of Services Contracts and Agreements
- Updating agency's website, Facebook page, and View Sonic
- Preparing mailed correspondences and taking Human Services Board minutes
- Troubleshooting and assisting staff with internal computer system issues
- Helping orient and onboard new staff

In 2021, DocuSign was implemented to help streamline contracts and other time-sensitive paperwork, which has been a huge benefit to the Human Services department.

