



2018 Annual Report

Vision

Trempealeau County Department of Human Services is the innovative leader working with our partners to build a future in Trempealeau County where all individuals, families, and communities thrive.

Mission

Our mission is to motivate positive CHANGE that strengthens individuals and families by moving them toward Independence as we value Compassion, Respect, Dignity, Teamwork, Openness, and Acceptance.

The 2018 Annual Report includes highlights from the units within Trempealeau County Department of Human Services. This agency is committed to quality services and continues to work hard in 2018 to prepare for the future needs of Trempealeau County citizens.

In April 2018 the 2018-2021 Strategic Plan was approved by the Human Services Board. This was the culmination of a number of months of work drafting the plan. The plan identified 10 priorities for the Human Services Department including:

- Address Current and Emerging Needs
- Develop Agency Culture to embrace Mission and Vision
- Embrace Diversity
- Support and Develop the Workforce
- Build Support from Elected Officials
- Develop Financial Resources to meet Mission
- Develop Operational Resources to meet Mission
- Communicate Services, Needs and Successes
- Build Healthy Partnerships and retain local identity
- Promote adequate space to house Human Services and meet Mission

Each of these priorities included objectives to fulfill these priorities.

Strategic Successes in 2018:

- Improved hiring retention and reduced staff turnover from previous year. 2018 turnover was 12% as compared to nearly 30% in previous years
- Developed Performance Tool to cultivate culture of high performance in the department. All staff set individual goals that are tied to the Strategic Plan
- Created an additional office space by reconfiguring the Administrative Area
- Increased Department revenues by over 20% between 2015 and 2018 or \$1.2 million
- Purchased Data System to provide the technology to manage client data

The one issue that continues to have the greatest impact on our department is the drug epidemic. This one issue has increased the number of children in protection, increased the demand for treatment services, and has been the source of the expulsions from Recovery Court. In the future we also anticipate that this issue will increase the number of residents affected by dementia due to the drug impact on the brain.

Here are some examples of Human Services' success stories in terms of how they made a difference for those we serve.

"I wouldn't be where I am today (Supervisory position) without the Recovery Court program. I have traveled extensively with my wife to such places as Mexico and Greece. I am proud of my seven years of sobriety and thankful for the opportunity to have been in Recovery Court.

~Testimony of a Recovery Court graduate~

Our Benefits Specialist assisted a retired Trempealeau County farmer with increasing his very limited income by 38%. This particular farmer was struggling with only receiving \$500 per month in retirement income. Rita determined he was eligible for public assistance programs. She assisted him with completing the applications and raised his income from \$500 to \$800 each month providing him with an additional \$3,600 annually to live off of.

Our Elder Benefits Specialist (EBS) Rita, assisted a Trempealeau County resident remain living in his own home by advocating and assisting him with the paperwork needed to get a cost share eliminated. This particular resident was struggling with paying all of his bills, the costs of maintaining a home, food, clothing, other basic needs, and the expensive cost share. Rita figured out he was eligible to apply for a financial hardship and helped him do this. The request was approved, and the cost savings allowed him to maintain independence and dignity by remaining in

his own home and being a contributing member to his community.

During my last doctor visit with my heart doctor at Eau Claire Heart Institute my doctor took me off Metformin (a diabetic pill). My diabetes scores have dropped, my heart is good, and I feel much better since I am eating Dove's meals. Thanks to you!"
~Home Delivered Meal Participant

One local Whitehall resident has been utilizing the bus service for over 7 years. She doesn't drive so riding the bus is her next best option. She states, "It's so handy. I don't have to worry about parking and such." She rides the bus to both La Crosse and Eau Claire and also rides to the Sunflower Café on Fridays to participate in the congregate meal program.

In this particular situation, one of our Trempealeau County ES workers completed an application for benefits with a member who was going through a very difficult time in her life. Below is the feedback that was received by the agency:

The member was very emotional about her current life situation and stated that she had the most positive experience with our agency in applying for benefits. She never thought she would find herself in a situation where she would need to apply for benefits. She felt that she was assisted through the process with great respect, dignity and compassion. The member stated that this worker brought her tears to a smile.

For more information regarding the Department of Human Services, please review our web page at http://www.trempealeau.com/tchome/human_services/home.aspx

- 1477 days of service
- Cost: \$151,566

BEHAVIORAL HEALTH SERVICES

The Behavioral Health Unit provides

- Community based services (CCS, CSP, Outpatient) to adults with mental health and/or substance abuse
- Coordinates crisis services, commitments, inpatient or residential services for individuals with mental health and/or substance abuse
- Service Coordination for children with disabilities (Birth to Three, CLTS, CCOP and CCS)

Comprehensive Community Services (CCS)

2018 CCS Enrollments	20
2018 CCS Discharges	9

12/31/18 CCS Enrollments	
▪ Adults	9
▪ Children	18

Community Support Program (CSP)

- 7 CSP Enrollments in 2018
- 6 CSP Discharges in 2018
- 30 Enrolled as of 12/31/18

Outpatient Services (Contract with Mayo)

Mental Health	12 individuals served
Substance Abuse	21 individuals served

Cost: \$8,634.88

Crisis Services (Contract with Northwest Connections)

- 486 Crisis Contacts (up from 412 in 2017)
- 62 Emergency Mental Health Detentions (Down from 70 in 2017)

Residential Treatment

Mental Health Residential Treatment:

- 7 individuals served

Inpatient Services

- 21 individuals served for Mental Health Treatment
- 1 individual served for Substance Abuse Treatment
- 163 total days of service
- Cost: \$91,009

Birth to Three Services

- 134 Referrals (Up from 116 in 2017)
- 37 New Enrollments
- 34 Discharges
- 33 Total enrolled as of 12/31/18

Children's Long Term Support Program (CLTS)

- In 2018 the CLTS Program received funding to eliminate the wait list.
- During that time we enrolled an additional 37 children
- 67 CLTS Total children enrolled as of 12/31/18

ECONOMIC SUPPORT

The Economic Support Unit is operated in collaboration with 7 other counties as part of the Western Region for Economic Assistance (WREA). In addition to La Crosse County, the lead administrative agency for the multi-county consortium, WREA includes Buffalo, Clark, Jackson, Monroe, Pepin, Trempealeau and Vernon Counties. WREA provides assistance to vulnerable and low-income households in meeting their basic needs. Programs administered by the WREA Consortium include FoodShare, BadgerCare, Medicaid, Caretaker Supplement, and the Wisconsin Shares Child Care Subsidy program.

The total average caseload for the eight-county WREA Consortium in 2018 was 32,000. WREA's Call Center service, which

gives customers the option to apply or complete an annual renewal for most programs in a single phone call, continued to be a popular option for customers. WREA's Call Center answered a total of 114,769 calls in 2018, with an average speed of answer of 5.87 minutes

In an effort to enhance and simplify benefits management, the Department of Health Services (DHS) and the Department of Children and Families (DCF) launched the MyACCESS mobile app in 2018. The MyACCESS mobile app allows customers to check their benefits, receive reminders of actions they need to take or proof they need to submit to the consortium, take photos and submit required verification documents, and check the real-time status of documents they've submitted to the consortium

- In 2018 6,758 individuals in Trempealeau County received Medical Assistance Benefits. That is 23% of the county population
- There were 3,268 Medical Assistance (MA) recipients on 12/31/2018
- Economic Support workers must remain current on a variety of Medical Assistance (MA) Programs each with different regulations for eligibility and training requirements. The following MA Programs are administered through Human Services and WREA:

MA Program	Number of Recipients as of 12/31/18
Family MA	2,122
BC Childless Adults	292
Medicare Beneficiaries	258
MAPP	83
Nursing Home	168
SSI-Related	24
Waiver	136
IRIS	25
Family Planning Waiver	1560
2018 Medicaid Benefit	\$42,452,899

FoodShare Program

- Approximately 6,758 Trempealeau County residents received Food Share benefits in 2018 – approximately 21% of the county population.
- \$2,557,112 of FoodShare benefits were provided to Trempealeau County residents in 2018

Child Care

- 30 families including 46 children received child care assistance in 2018
- The 2018 Child Care Benefit to Trempealeau County families was \$21,965.

FAMILY & CHILDREN SERVICES

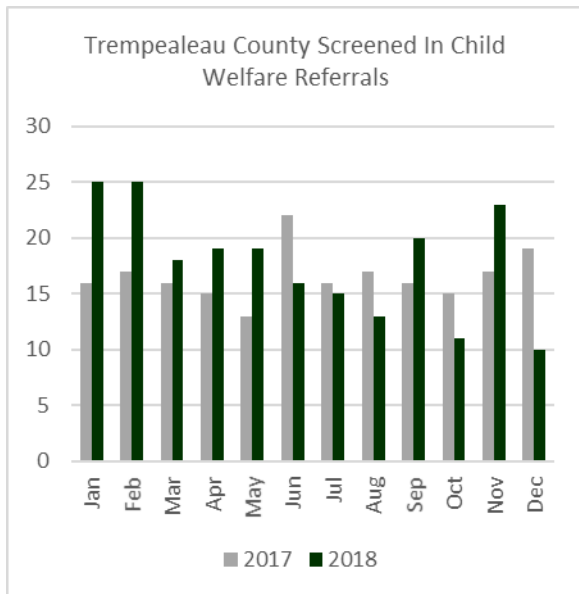
Child Protective Services

- Provide access for referral information related to possible maltreatment of a child.
- Investigate allegations of abuse and neglect.
- Perform family assessments addressing critical issues to child safety.
- Coordinate service plans including collaboration with service providers.
- Re-assess safety at designated intervals, evaluate case plans measuring progress toward child safety.
- Facilitate placements in a least restrictive and permanent manner when necessary.
- Submit recommendations to the court by way of reports and testimony.
- Child abuse/neglect cases must meet the statutory definition of abuse/neglect to be investigated. Other reports may lack sufficient information to act or may be handled in an informal or voluntary manner. The first point of contact for Child Protection is through the intake worker who takes calls, walk-in reports or written reports regarding concerns for children in Trempealeau County.

- Other services in this unit include: Drug Endangered Children's Programming, ongoing case management services, foster care licensing, voluntary kinship care, and Coordinated Services Teams (Families First of Trempealeau County), and afterhours on-call coverage.

In 2018 we received 412 referrals as shown on the chart below. Approximately 90% of the referrals were received during business hours and the remaining 10% were received after hours through law enforcement.

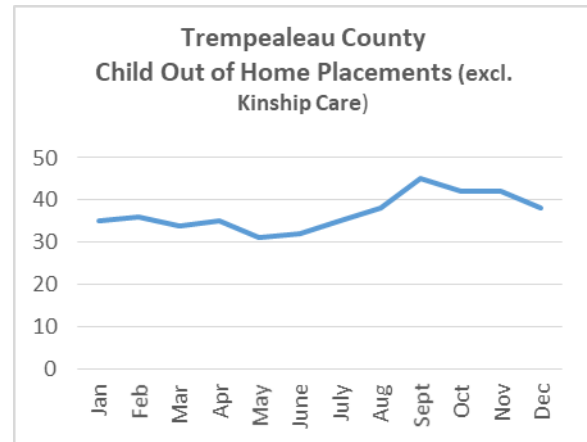
Of the 412 referrals 214 were screened in for investigation. Although the number of total referrals was down in 2018, the number screened in for investigation went up.



Depending on the safety concerns indicated in the referral the response time may vary based on state standards. In 2018 there were 67 same day investigations. Another 32 investigations occurred within 24-48 hours. The remaining 115 were conducted within the 2 to 5 day time range. The

number of same day investigations doubled between 2017 and 2018.

In very serious situations investigations can result in the removal of the children from their family home. In 2018, the average number of children in Court Ordered out-of-home (OOH) care was 37



There were also 17 children that received voluntary kinship care services throughout 2018.

When a child is placed in Out of Home care, Human Services works with the families towards reunification. In 2018, there were 27 children reunified into their parental home. Unfortunately reunification efforts may not be successful for some families. In 2017, there were 2 termination of parental rights. There was one guardianship. Overall reunification was successful for the majority of the children that returned home.

Unfortunately 2018 proved to be a very busy year for FCS staff in regards to child safety. The number of CHIPS cases filed was has the highest number filed in Trempealeau County ending the year with 67 new CHIPS petitions. This was up from 47 cases filed in 2017, 34 cases filed in 2016, and 18 cases filed in 2013.

In 2018, TCDHS was awarded a grant for In-Home Safety Services. The Wisconsin In-Home Safety Services (IHSS) Program serves families when children are assessed unsafe and at-risk of removal from their home. Intensive and short-term services are

provided to the family to keep children safe while keeping the family together. A young family with a newborn infant struggling with drug addiction is just one example of how this grant was utilized and successful in Trempealeau County. There were safety concerns surrounding the parents' ability to maintain their sobriety and care for a newborn child. Through IHSS, the Department was able to provide additional services and supports to maintain the child in the home, monitor the parents' sobriety, and identify natural supports for the family. The family agreed to work with the family on a voluntary basis for a period of 6 months. The case closed successfully with the infant remaining in her parental home, the parents' maintaining their sobriety as well as addressing underlying mental health concerns, maintaining a safe and appropriate family home, while at the same time repairing broken family relationships. The family also developed a trusting relationship with the workers in the FCS until and to this day still stop in to give updates and to show off their healthy baby girl.

JUSTICE SERVICES

The Justice unit provides Juvenile Justice Services, Recovery Court coordination and Diversions

Juvenile Justice Services

The Juvenile Court Intake services cover services for youth under Wisconsin Statue 938 including delinquency and habitual truancy. Early in the Court Intake process the intake worker will conduct a validated offender risk and needs assessment. The tool used for both juveniles and adults in Trempealeau County is COMPAS (Corrections Offender Management Profiling for Alternative Sanctions) utilizing evidence-based practices.

Juvenile Court Intake received 68 juvenile court referrals (JCR) and 30 truancy referrals in 2017. The JCR number is rather high compared to the past few years.

Juvenile Court Referrals:				
2014	2015	2016	2017	2018
38	29	58	75	68

Of the 68 referrals 80% were diverted from court. The majority of them were handled with a Deferred Prosecution Agreement (DPA) and some were counseled and the case was closed. The District Attorney's office file 13 juvenile delinquency petitions. The juvenile worker follows the case throughout the court process making recommendations for placement and disposition. Once the youth is placed on supervision that youth will be supervised by the juvenile justice social worker for compliance of his or hers obligations. Supervision ranges from 6-12 months.

83% percent of the referrals were males. The average age of the juveniles referred is 13.5 years old. The average age of males was closer to 14 years old, while the female population was 13 years old.

Of all the offenses referred

- 16 % were property offenses (theft, burglary etc.) compared to 45% in 2017
- 26% were assaultive (battery, sexual assaults etc.) compared to 21% in 2017
- 40% were public disturbance (disorderly conduct, etc.) compared to 31% in 2017
- 16% were drug related compared to only 2% in 2017

Of the 68 referrals, 7 re-offended with in the year (10%).

Recovery Court

. In 2018 we were able to provide Case Management Services to Recovery Court clients due to a realignment of a position. With a greater number of Recovery Court participants dealing with drug issues, the need for a case manager became

increasing evident. The Case Manager position helps support the participants fulfill their many obligations of random testing, attending support groups, employment and taking courses in recovery. The Case Manager also carried a small caseload of Juvenile Justice Cases as well due to the growth in that program.

In 2018, the Trempealeau County Recovery Court served 22 participants. The gender break down was 6 female and 16 male participants. Our program is a hybrid court in which 15 of the participants were involved with “drug” related offenses, as well as 7 OWI (all alcohol related.) participants. And like 2017- all of the OWI participants were males.

In 2018 we had 3 graduates from Recovery Court; 1 from the Drug component and 2 from our OWI track. Unfortunately we had 5 expulsions during the year for failure to follow our program rules or new offenses that warranted removal from the Recovery Court. That is up from 4 expulsions in 2017.

A new component added to help the participants in Recovery Court was MRT classes offered by the Case Manager. MRT addresses criminogenic needs in a group based treatment setting. MRT is an open ended class which means that once the classes get started we could bring anyone in at any time throughout the classes. To complete the program participants would have to attend 24 to 36 sessions. Substance Abuse MRT Training looks at addressing criminal thinking/needs and substance abuse.

Diversion Program

Diversion referrals are comprised of non-assaultive Misdemeanors such as Criminal Damage to Property, Possession of THC, Possession of Paraphernalia, Disorderly Conduct and Operating Motor Vehicle After Revocation. If there is a victim in the case they are notified by the Victim/Witness Coordinator that a Diversion Agreement may be offered. Conditions of the agreements may include Community Service, AODA Treatment referrals and

Anger Management counseling as well as the payment of restitution if ordered.

The duration for most agreements are for 6-12 months, with a few exceptions, such as cases where there is a large amount of restitution. These cases are longer to allow the Coordinator to collect the full restitution for the victims.

2018 Diversions Supervised:

- 17 Pre-Charge
- 51 Post Plea
- \$24,305 Restitution collected compared to \$20,147 in 2017
- \$10,771 Diversion fees collected

AGING AND DISABILITY RESOURCE

Total Number of Information & Assistance Calls Coming in to the ADRC

2017	2018
4,986	5,205

Call Topics	# Calls
Public Benefits LTC Programs	2,628
Other Public Benefits	2,010
Home Services	686
Nursing Home	286
Housing	230
Adaptive Equipment	228
Assisted Living	140
Abuse and Neglect	142
ADRC Printed Material	106
Food	171
Transportation	216
Legal Services	163
Insurance	211
Alzheimer’s and Other Dementia	71
End of Life	39

Elder Benefits

- Served 435 individuals in 2018 as compared to 395 in 2017
- 33% At or below Federal Poverty Limit
- 67% over 100% Federal Poverty Limit
- 71% of closed cases were seeking Health Insurance Benefit information

- 17.% of closed cases were seeking Income Benefits
- 74% of those served were between the ages of 60 and 79 years of age

Disability Benefits

The Disability Benefit Specialist opened 34 cases in 2018.

Adult Protective Services

82 Total Referrals in 2018 down from 106 in 2017.

Referral Topic	# Cases	%
Self-Neglect	42	51%
Financial Exploitation	9	11%
Emotional Abuse	1	1%
Physical Abuse	2	2%
Sexual Abuse	1	1%
Neglect by Others	6	7%
Other	21	26%

Guardianship/Protective Placement

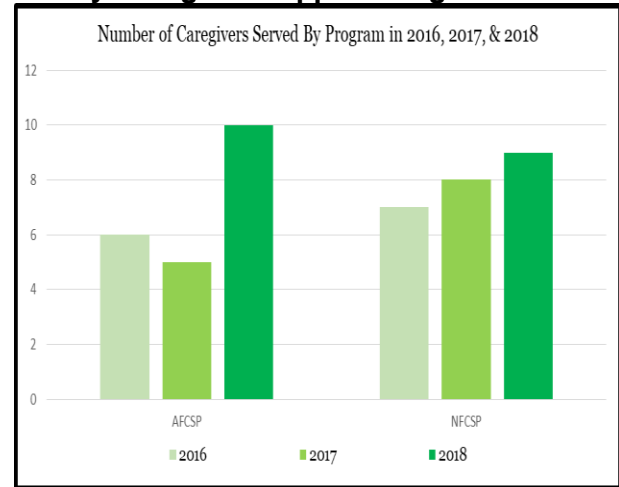
Guardianship Referrals: 46

Protective Placement Referrals: 20

Conservatorships: 1

Age Group	Client Count	%
0-17	9	16%
18-29	5	9%
30-39	1	2%
40-49	1	2%
50-59	9	16%
60-69	9	16%
70-79	8	14%
80-89	14	25%
90-99	1	2%

Family Caregiver Support Programs



Senior Nutrition Program

23,527 Home Delivered Meals were delivered to home bound seniors to maintain good health and nutrition. That number is 29% higher than from the previous year which had 18,274 meals delivered. Home Delivered Meals were distributed 5 days a weeks in 2018 with frozen meals distributed for days without meal delivery. The biggest reason for the big increase in the number of meals was that the number of days of delivery went from 4 days per week to 5 days per week in 2018.

Based Upon A 2018 Survey of Trempealeau County Home Delivered Meal Program Participants:

- 1) Nearly 92% of respondents reported their quality of life is improved by receiving home delivered meals.
- 2) Nearly 75% of respondents stated having a meal delivered provides them with someone to talk to on a daily basis.

The Congregate Senior Dining Program served 19,759 meals in 2018 which is up 16% from 16,963 in 2017

Meal Site	Days Served	# of Meals Served
Boondocks (Galesville)	T, W, R (3)	3,955
Rainbow Restaurant (Blair)	M-F (5)	7,129
Sunflower Cafe (Whitehall)	M-F (5)	4,636
Pine Creek/Dodge	T,R (2)	2,197
DOVE (Osseo)	M-F (5)	133
Pammy K's Dining @ 5 (Eleva)	R Evening (1)	1,709
Total Hot Meals Served in 2018		19,759

Transportation Program

The ADRC offers three types of transportation services:

- Bus Services to La Crosse, Eau Claire and Black River Falls
- Local van Transportation
- Volunteer Driver Program

Transportation Program	One-Way Trips
Bus Service to La Crosse, Eau Claire, & Black River Falls	1,132
Local Transportation	600
Volunteer Driver	5,052
Total Trips in 2018	6,784

The total number of trips of 6,784 was up 20% from 5,644 in 2017.

FISCAL/ADMINISTRATIVE SERVICES

	2016	2017	2018
Telephone Calls	5,784	7,048	6,170
Window Service	3,334	3,407	2,963
Provider Contracts	59	60	45
Fiscal Receipts	N/A	N/A	1,653

Unaudited Revenues and Expenses For 2018

Projected Revenues:	
Levy & Fund Balance	\$1,828,199
DCF/DHS State Aids	\$1,682,008
Elder/Disab. State Aid	\$ 857,296
Payments & Fees	\$1,517,720
Ongoing State Grants	\$1,092,278
WIMCR/CCS Settle.	\$ 18,200

TOTAL REVENUES \$6,995,702

Projected Expenses:	
Payroll Expenses	\$3,442,682
Operation & Contracts	\$3,358,453
State Placements	\$ 52,144
CCS Adjustment Prior Year	\$ 77,706
TOTAL EXPENSES	\$6,930,985

Projected Net \$ 64,717

FUND 202	\$ 79,891
FUND 203	\$ -15,174

FUND 202 Reserve

12/31/17 Balance	\$ 240,835
2018 Balance	\$ <u>79,891</u>

Projected 12/31/18 Bal. \$ \$320,726

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