

OCONTO COUNTY  
DEPARTMENT OF HEALTH  
& HUMAN SERVICES

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ANNUAL  
**REPORT**

...promoting healthy and responsible families

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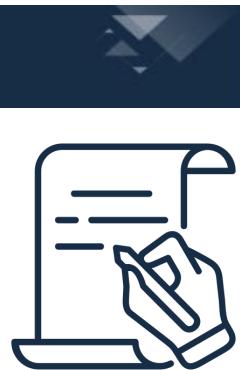
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## VISION

Our Vision is to provide or arrange social, financial, medical and emotional support to the people of Oconto County. Individuals and families will be treated with respect and dignity, and ensured the right to privacy.

## MISSION

Oconto County Department of Health and Human Services  
... promoting healthy and responsible families.



Dear Health and Human Services Board Members:

Our 2022 Annual Report submitted here highlights the accomplishments of the Oconto County Health and Human Services Department in partnership with the Oconto County Health and Human Services Board over the past year.

The Administrative Support Division is the backbone of support to agency operations including our administrative assistants who coordinate clinic consumer appointments, manage flow of calls, and inquiries into the agency. Billing and tracking of client services to insurance and other complex systems is another core function of this division. Accountants ultimately oversee all flow of funding received and claiming of grants. The staff have done an exceptional job in 2022. The financial summary highlights a positive year at Health and Human Services of meeting client and consumer needs within budget.

The Public Health Division has been active in the community with core programs including communicable disease monitoring, immunizations, providing WIC (Women, Infants, and Children) services, and Birth to 3 supports. 2022 new initiatives include the Health Loving Environments program that brought together 9 daycare centers with an education curriculum focused on health and environmental safety. This was co-facilitated by Public Health and our Child Care Coordinator. A second highlight was promoting senior falls reduction and prevention programming as this was a priority need identified by the Oconto County EMS (Emergency Medical Services) Council. Lastly, Public Health has begun to look at substance use needs with youth and adults in the community that may be supported by a coordinated plan for prevention, treatment, and support of those in recovery.

The Economic Support Division continued to have an active year with some changes made. At mid-year, the WHEAP (Wisconsin Home Energy Assistance program) transitioned to Energy Services Inc. for administration of the energy assistance program due to decline in fully funding this program and other options that run this program around the State. The fraud investigations continue with active efforts to monitor appropriate use of benefits administered and claim back those that are misused. Our daycare centers have received excellent support this past year with communications on programs, education, and financial support. Our Economic Support staff had some turnover in the year; however, we were able to stabilize by hiring experienced staff and solidify our lead position. This team has covered an increase in caseload size and covered additional Call Center shifts for other counties that experience turnover.

The Family Services Division experienced over 50% turnover in 2022 due to job promotions and other factors that placed coverage mandates on existing staff, supervisors, and managers. Those staff must be thanked and recognized for their excellent work and performance during this time. In fact, the department received a letter from the State indicating that staff exceeded the federal requirement that at least 95% of children are seen monthly by a caseworker in out of home care. Oconto Child Protection results were 99.35% which is at the top of all 72 counties in Wisconsin! Child neglect coupled with drug/alcohol use by caregivers continues to be the highest type of maltreatment which supports our continued work in our DEC (Drug Endangered Children) protocol and collaborative work with law enforcement partners. Our foster care program has continued to meet the needs for when children are in out of home care, and they plan a summer picnic and a Christmas party annually to bring joy to the children and important foster parents who provide care to our children. Child Protection and Youth Justice case managers and management have done an outstanding job again this year with monitoring placements in

## DIRECTOR'S LETTER (continued)

out of home care and reducing high cost placements at group home, residential, and State correction levels.

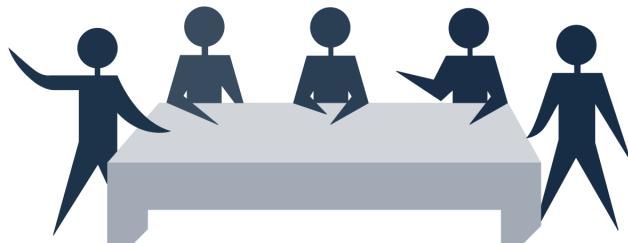
The Community Services Division provides an array of important clinical and case management services. The crisis services respond 24/7 to inquiries for assessment and support of crisis calls and have done an excellent job this year. Our Children's Long Term Support (CLTS) team has served many children with a disability or assessed need that meet screening requirements. We have bolstered efforts to increase our Comprehensive Community Service (CCS) workforce to meet needs of those referred. Our clinic team provides therapy, substance use, and medication management services along with weekly consultation with a licensed psychiatrist.

Our Vocational Services Division otherwise known as New View Industries breathed a sigh of relief with the grand opening of the New Beginnings Re-Sale Store and New Heights Program serving our youth in the summer program. A lot of work was done by the manager, maintenance, and staff to ready this building for operation in early June. Improvements continue to be made to the New View facility to deliver vital services to adults with disabilities while providing meaningful work opportunities that are needed by corporate partners. The joy and pride of our staff and those served certainly radiate on the work floor, during their break times, and at various holiday celebrations planned during the year.

As you will see in the details of our annual report, an impressive amount of purposeful work was accomplished in 2022 by each division. Vital services continued to be delivered to our community while continuing to evaluate and look for ways to do the work better or more efficiently. We have an excellent team of staff at Health and Human Services and have great pride in their accomplishments in 2022. We will be ready to face new opportunities and challenges in collaboration with our Health and Human Services Board partners in 2023.

Sincerely,

Scott Shackelford Director  
Oconto County Department of Health and Human Services



### Health and Human Services Board

Tom Bitters, Chair  
6509 Sprise Road  
Lena, WI 54139

Stephanie Holman  
127 S Oakland Avenue  
Oconto Falls, WI 54154

Barton Schindel, Vice Chair  
235 S Franklin Street  
Oconto Falls, WI 54154

Carolyn Barke  
6048 State Highway 32  
Gillett, WI 54124

Jolene Barkhaus  
7122 County Road E  
Abrams, WI 54101

Kathy Gohr  
8811 Gohr Road  
Krakow, WI 54137

Judith Buhrandt  
13440 State Highway 32-64  
Mountain, WI 54149

Karl Ballestad  
5585 Elm Avenue  
Oconto, WI 54153

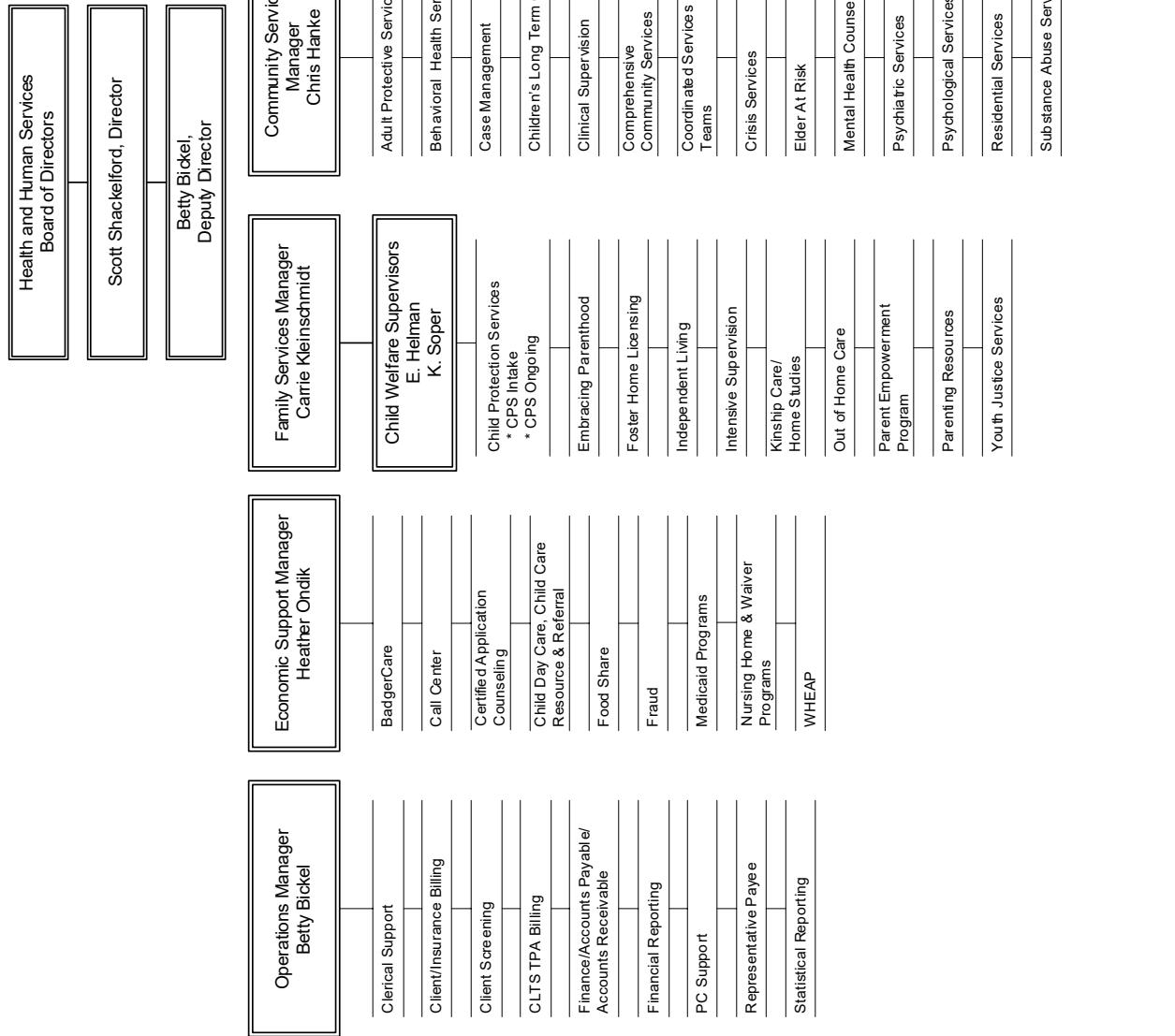
Carol Heise  
13488 Pine Road  
Suring, WI 54174

### Aging and Disability Resource Center Governing Board Representatives

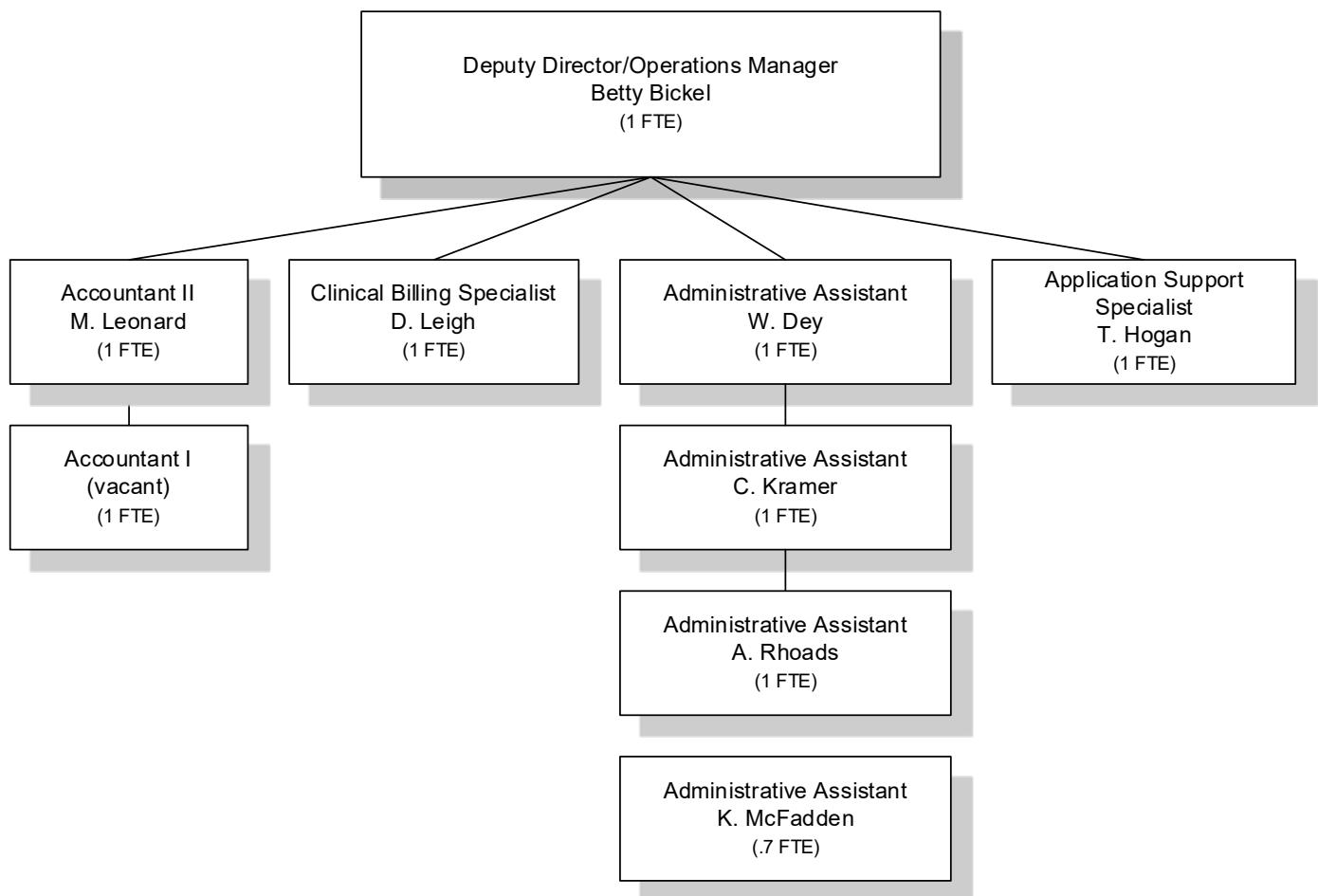
Kathy Gohr  
Stephanie Holman

## PROGRAM ORGANIZATIONAL CHART

## HEALTH & HUMAN SERVICES PROGRAM ORGANIZATIONAL CHART



## HEALTH & HUMAN SERVICES ADMINISTRATIVE SUPPORT

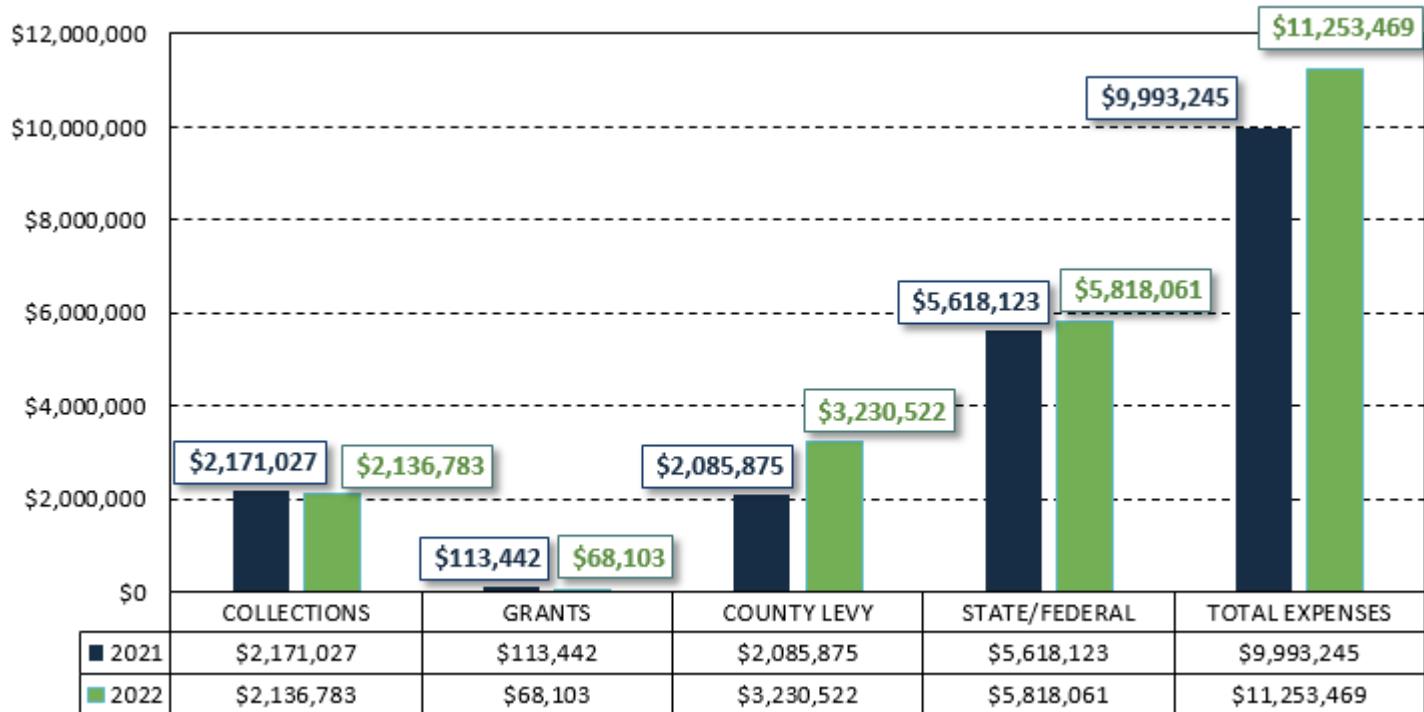


AUTHORIZED COUNTY POSITIONS: 9  
COUNTY FTE: 8.7

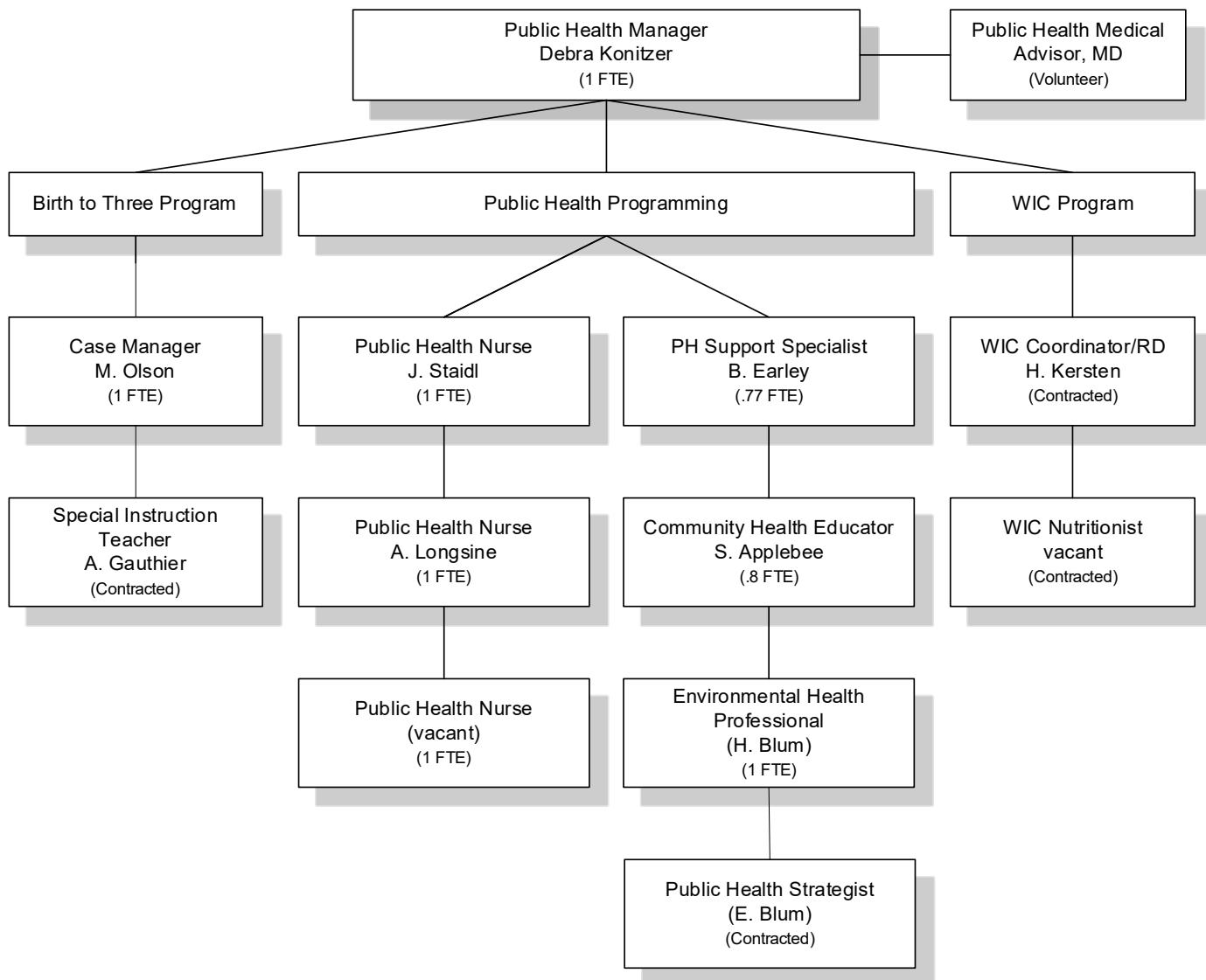
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# 2022 Financial Summary

## Oconto County Department of Health and Human Services



**HEALTH & HUMAN SERVICES  
PUBLIC HEALTH**



AUTHORIZED COUNTY POSITIONS: 8  
COUNTY FTE: 7.57  
CONTRACTED POSITIONS: 4

As of 12/31/2022

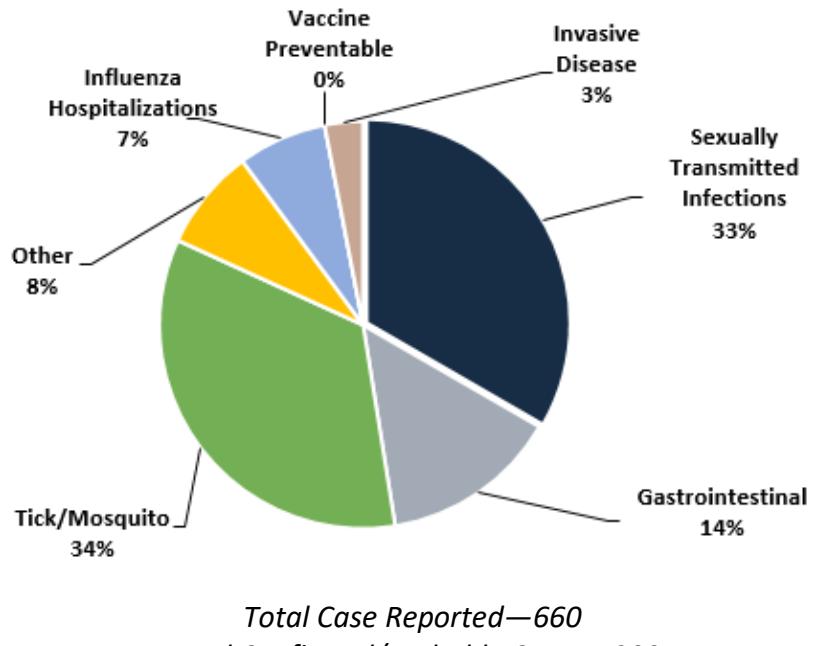


### Communicable and Vaccine Preventable Disease Prevention and Control

#### Communicable Disease Cases by Category



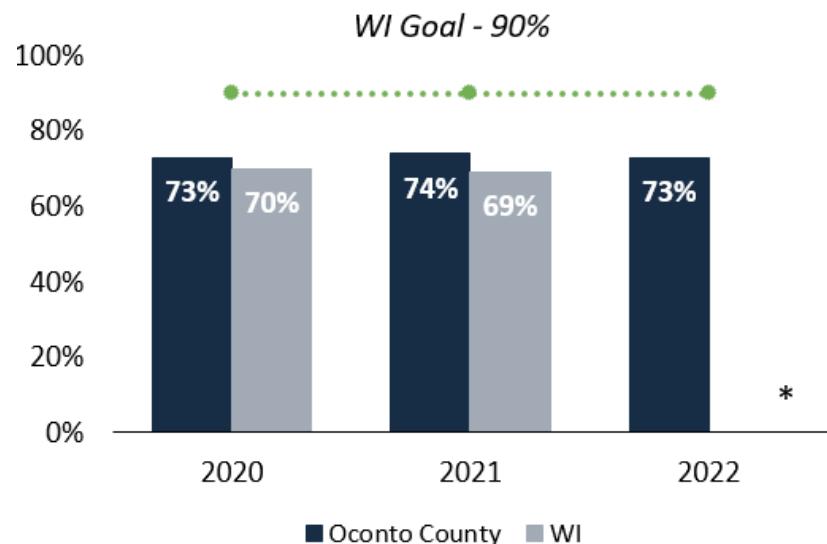
Communicable Disease Prevention and Control is the investigation and implementation of measures to contain communicable diseases.



\*See Appendix for disease by category.

#### % of Oconto County 2 Year Olds Fully Immunized \*

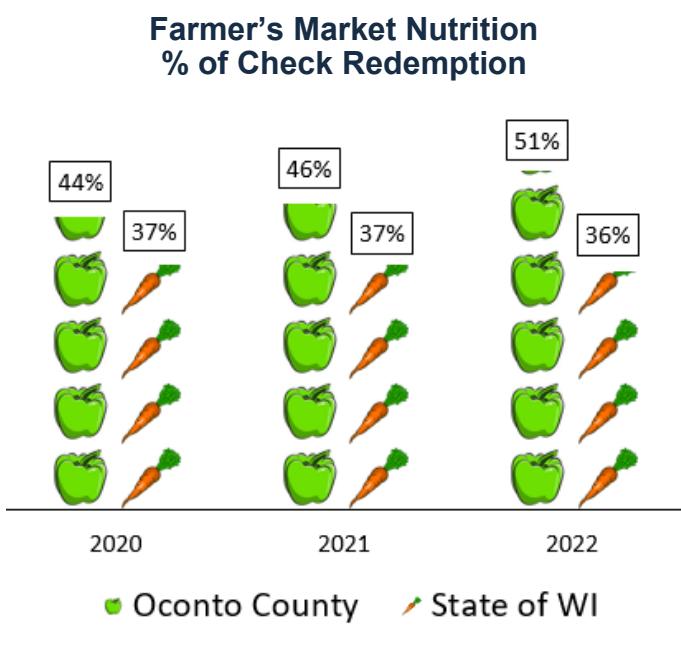
Immunization rates remain lower than pre-pandemic levels. Strategies implemented thus far have not reached the intended impact. The department goal continues to be increasing immunization rates.



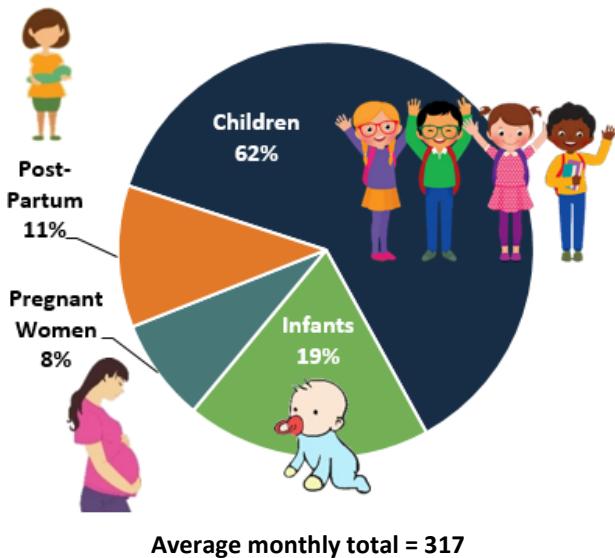
\* 2022 data for WI was not available at time of print

## Woman, Infants & Children (WIC) Program

The WIC Program provides supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.

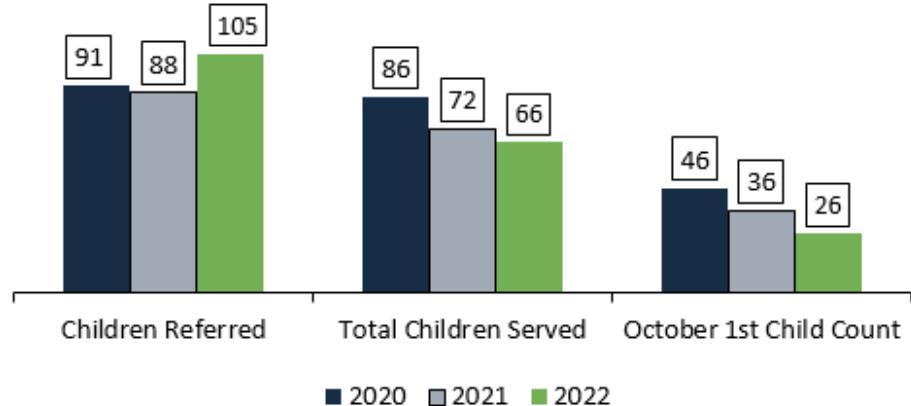


### WIC Participants by Group



## Birth to 3 Program

Birth to 3 Program is an early intervention program for infants and toddlers with developmental disabilities.



*In September 2022 the State of Wisconsin notified Oconto County that its program performance met all the required Federal Indicators for FFY 2020 and reflected the expected child outcomes.*

### Healthy Oconto County



The Healthy Oconto County Steering Committee continued oversight of the implementation of the Community Health Improvement Plan. The purpose of Healthy Oconto is to mobilize people, organizations and stakeholders in our county to collaboratively address issues that impact health. Partners include—Bellin Health Oconto Hospital, CESA #8, HSHS St. Clare Memorial Hospital, NorthLakes Community Clinic, Sheriff Department, Public Health & Tri-County United Way. Highlights of the activity in the three workgroups included:

#### **Alcohol & Other Drug Misuse**

- Harm reduction kits were made available to the community. The kits included doses of Narcan and Fentanyl test strips along with treatment information.
- Became a member of the Alliance of Wisconsin Youth whose focus is to bring together coalitions, individuals, and resources to promote positive youth development, including the prevention of substance use and behavioral health concerns.
- Partnered with the NEW HOPE Coalition to hold a community event, “The Real Cost of Addiction in Our Community” It was a presentation on local drug trends, recovery stories, harm reduction, and treatment options.

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#### **Mental Health**

- Coordinated meetings with the five school districts in Oconto County, Healthcare Systems, Public Health and Child Protective Services to make systemic change around mental health and build consistencies in school. Currently mapping out what entities are doing for school age children with respect to Mental Health Support and also discussing the implementation of the Handle With Care Program in the school districts.
- Coordinated the 1st Annual Out of the Darkness Suicide Prevention Walk

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#### **Nutrition & Physical Activity**

- Weekend meals were provided to families in the northern school districts to provide healthy and nutritious meals. UW-Extension and Nurse’s Nook partnered with the Oconto County Farmers Market to include fresh produce and locally grown meat and dairy in each recipe. Recipes cards were created to assist families in cooking their meals together, which allowed for an educational experience as well as time spent together as a family. Students learned different ways to cook meals and found they enjoyed produce they otherwise would not have tried.
- Planning of a community garden by members of local organizations started in 2022. The plans include natural fencing of fruit trees and vines, dedicated plots for local food pantries, handicapped-accessible plots, and general plots. A watering system is being engineered by the local FFA group. Students will have a large part of the success of the garden as they will assist with maintenance, planting, sustainability efforts. Funding sources are being determined, with plans to open to the community in spring 2023.

### New Initiatives



#### Healthy Loving Environment Education Series

This educational program was developed through collaboration between the Economic Support Child Care Program and Public Health Environmental Health Program for child care providers in Oconto County. Purpose of the program included:



- To create health environments for some of Oconto County's most vulnerable populations—children in childcare.
- To encourage low toxicity environments.
- To foster collaboration and enduring partnerships among providers, HHS and the broader community

#### Program Outcomes

- 9 out of the 11 (**82%**) child care centers participated, along with **21** additional centers' staff. All completed the program.
- **100%** of childcare centers made changes in all 5 topic areas in their facilities.
- All **9** providers, after participating in the HLE program, voiced being more comfortable reaching out to us for resources as measured by customer satisfaction on surveys and feedback and new participation in programs.

Based upon these outcomes, another education series is planned for 2023.



#### Senior Fall Reduction and Prevention Program

The Senior Fall Reduction and Prevention Program was developed in response to a need identified by the Oconto County EMS (Emergency Medical Services) Council. Falls are the number one cause of traumatic injury in Oconto County for adults. The goals of the program are:

- To keep Oconto County residents safe in their homes as long as possible.
- Reduce the need for EMS and law enforcement intervention for those who fall frequently.

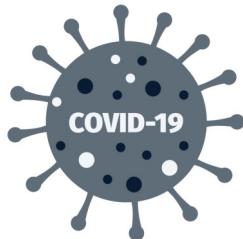
The program began July 1, 2022. From July—December 2022, the following outcomes were achieved:

- **18** referrals were made to the program
- **9** participants had equipment needs such as raised toilet seat, wheeled walker, bed cane, recliner handle extender, and grab bars
- Referrals were made to primary care providers, Commission on Aging, ADRD and physical therapy
- A goal of the program is of the participants served, 50% will have 50% less falls in 30 days, 90 days and 1 year. Of those who received at least one visit from the program (11), no one had experienced another fall at 30 or 90 days.

Thank you to Bellin Health and HSHS St. Claire Memorial Hospital for financially supporting the equipment provided to the program participants.



## Coronavirus (COVID-19) Response



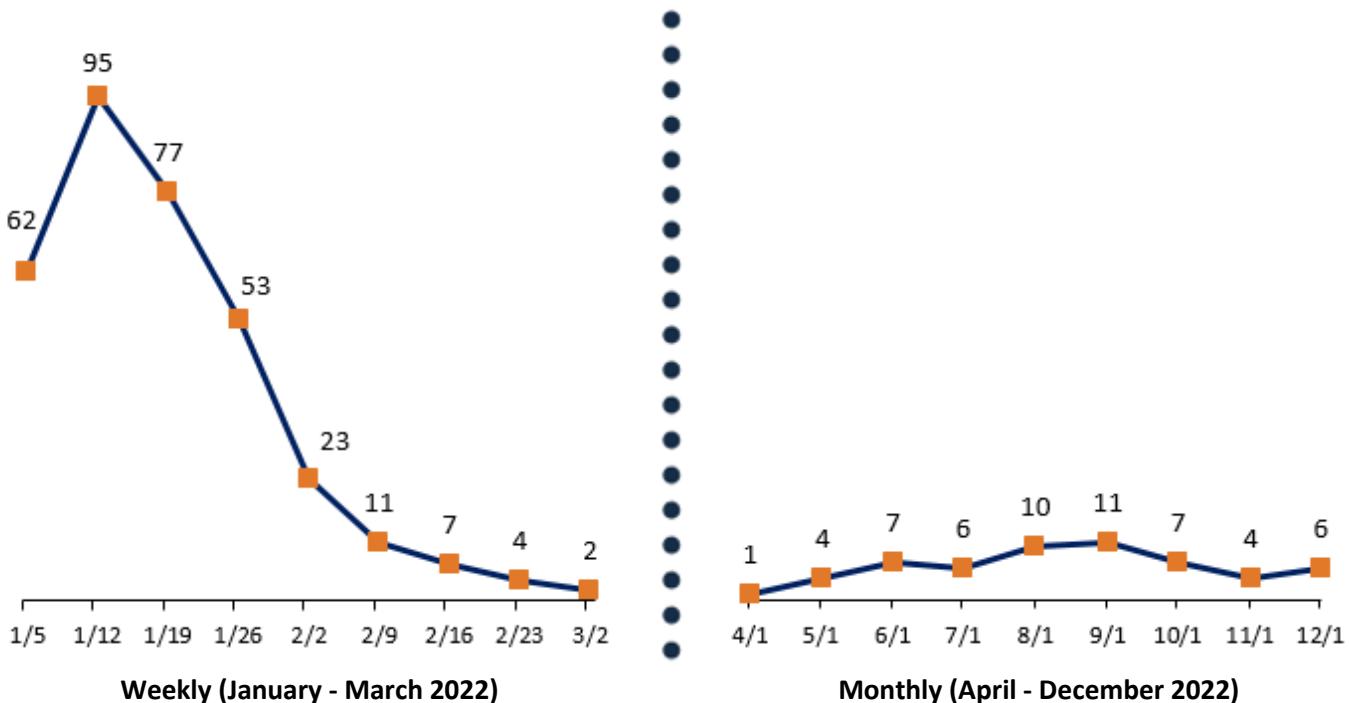
The Coronavirus pandemic continued with Public Health leading the response. Through the year as disease activity decreased, the emergency response was scaled back. COVID-19 became a communicable disease that is one of the many diseases that we are responsible for surveillance and disease investigation. As with other communicable diseases, we assure access to testing and vaccination. We engage with community partners to assure they have the resources to provide an environment and services as safe and healthy as possible. We also continue to provide residents with actions to take for them to remain safe and healthy.

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## COVID-19 Morbidity and Mortality

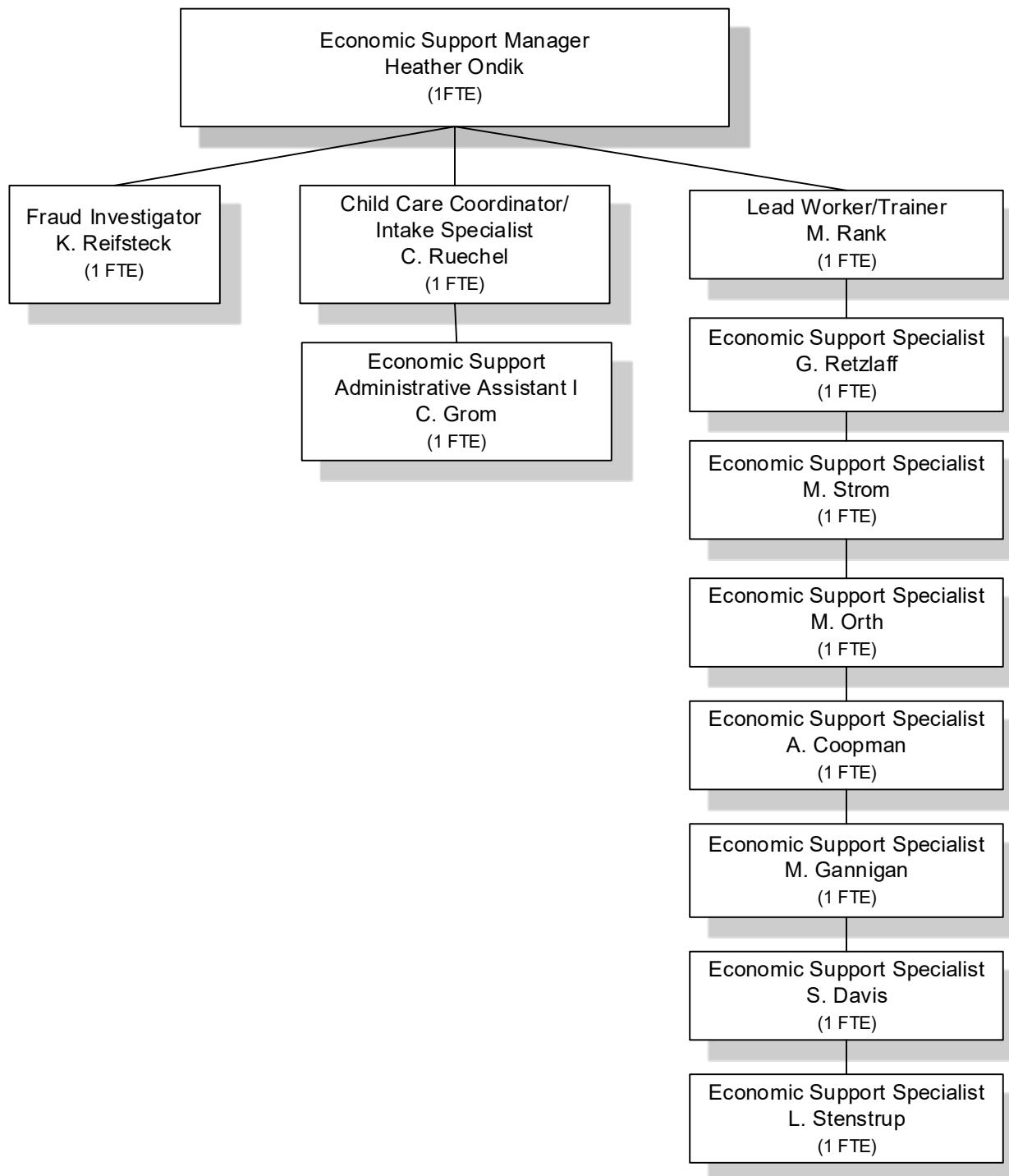
During 2022, COVID-19 Community Level was high throughout January, then fluctuated between medium and low for the rest of the year, according to the CDC COVID Data Tracker. Oconto County experienced 25 deaths due to COVID-19 in 2022, in comparison to 48 and 32 deaths in 2020 and 2021 respectively.

### Daily Number of New Confirmed & Probable COVID-19 Cases (7-Day Average)



Source: WI Department of Health Services

## HEALTH & HUMAN SERVICES ECONOMIC SUPPORT



AUTHORIZED COUNTY POSITIONS: 12  
COUNTY FTE: 12  
CONTRACTED POSITIONS: 0

As of 12/31/2022



### WHEAP (Wisconsin Home Energy Assistance Program)

-  As of 6/15/2022, Energy Services Inc. (ESI) began administering the Energy Assistance Program for Oconto County residents.
-  In a measure of being noble stewards of public funding, Oconto County transitioned from in-house Home Energy Assistance to Energy Services Inc. for all Home Energy Assistance needs.
-  Following suit within our consortium, Shawano and Marinette Counties also transitioned the Energy Assistance Program to ESI in 2022. Door County had already made the transition to ESI previously as well.
-  In response to declining resources and other uncertainties, ESI broadened its mission to not only increase existing public awareness of the growing energy plight faced by Wisconsin's elderly and low-income households, but also focused successfully on fundraising initiatives on a grassroots level throughout Wisconsin.
-  This past heating season alone, in its 22-county service centers, ESI provided more than 90,000 households with energy-related assistance/grants/services to support the household's long-term self-sufficiency.

### Fraud Investigations

#### 2022 Trends



- Client reporting mother or father of child in the home, but after requesting and obtaining income, and they are over for benefits, they report them out of the home
- Claiming children in the home when they did not reside there
- Submitting false employer verifications
- While clients were able to self-declare income, many were underreporting their income by thousands of dollars.

#### How We Investigate



Social media, surveillance, the community, correspondence with jail, probation and parole, and police logs (a vehicle log created by our department that is sent to a Police Department so that when their officers are on duty they can inform us when certain vehicles are at the residence, and the times they were there. This is used for cases when a client reports father or mother out of the home, and we believe, and all other evidence shows they are in the home).

### Fraud Investigations (continued)

#### Foodshare Trafficking



- Received several tips from the Jail regarding incarcerated people giving their Foodshare cards to others to use. Most of the situations they would have a friend or girlfriend/boyfriend pick up their personal property from the jail, which included their Foodshare Cards. They gave the person the PIN during visits and during phone calls. Jail would notify the Fraud Investigator to obtain the items purchased and the video to show it was an authorized person using the card.
- Multiple Foodshare Transactions made in a row due to client paying for their own groceries, then walking to other registers and paying for the other people in their group. These are done on self-checkouts.
- Retailers email regularly regarding people having or using multiple Foodshare Cards during a transaction. EX: Client owes \$20.00 on their purchase but only has \$10.00 on their own Foodshare Card, so they pull out, and use another Foodshare Card to pay for the rest of the purchase.
- Clients skip scanning for non-eligible items. EX: Client uses self-checkout and has a Kool-Aid packet under a package of toilet paper. Now they just paid \$.59 for a \$15.00 pack of toilet paper. It is not a loss to the county, but is a loss to the store. This is how a lot of fraud cases are being found, as when Loss Prevention reviews the video, they are seeing the multiple cards being used. This brings attention to their Foodshare usage more to see if they are committing Foodshare fraud.

#### Fraud and Investigation Statistics

##### Medical Assistance

**84** Investigations

Only **8** pursued due to the COVID pandemic

##### Food Share Trafficking

**28** Investigations

##### FoodShare

**177** Investigations

**89** resulted in overpayments

**9** were under the \$500 income threshold

**79** could not be pursued due to new policies

**4** citations

**4** criminally prosecuted (2 new, 2 concluded in court system)

**11** Intentional Program Violations

**142** open investigations

**MA Overpayments \$63,586.00 + Foodshare Overpayments \$137,292.21 = \$203,540.92**

### Child Care/Wisconsin Shares

#### Child Care/Wisconsin Shares Subsidy

	Total Families	Children Served	Total Benefits Utilized	Average Utilized Per Child	Provider Locations Paid
Licensed Group	57	77*	\$275,206	\$3,574	25
Public School Program	2	3	\$6,200	\$2,067	1
Certified School Age Program	0	0	\$0	\$0	0
Licensed Family	1	2	\$2,811	\$1,405	1
Regular Certified	2	4	\$4,302	\$1,075	1
In-Home Regular Certified	0	0	\$0	\$0	0
Provisional Certified	0	0	\$0	\$0	0
In-Home Provisional Ceterfied	0	0	\$0	\$0	0
<b>Total</b>	<b>62</b>	<b>86</b>	<b>\$288,519</b>	<b>\$8,121</b>	<b>28</b>

#### Child Age Range

	Under 1 Year	1 - <2 Years	2 - <6 Years	6+ Years	Total Children
Licensed Group	5	12	47	25	<b>77* (89)</b>
Public School Program	1	1	2	0	<b>3* (4)</b>
Certified School Age Program	0	0	0	0	<b>0</b>
Licensed Family	0	0	2	0	<b>2</b>
Regular Certified	1	1	1	2	<b>4* (5)</b>
In-Home Regular Certified	0	0	0	0	<b>0</b>
Provisional Certified	0	0	0	0	<b>0</b>
In-Home Provisional Certified	0	0	0	0	<b>0</b>
<b>Total</b>	<b>7</b>	<b>14</b>	<b>52</b>	<b>27</b>	<b>86*</b> (see *note below— totals add up to 100)

**\*Note:** Some columns may not add up due to duplication from the "Child Age Range" where the child age crossed over from one age to the next during the year. The Total column is duplicated by Provider Category if a child attended more than one providers during the year. The Unduplicated Total column is the number of children served for the year.

### 2022 Child Care Program Highlights



#### Healthy Loving Environment Education Series

Post-Covid efforts to connect and re-establish contact within our Oconto County child care communities was brought forth by the implementation of our 2022 pilot program Healthy Loving Environment (HLE) Series. This was a collaborative effort created and developed between the Economic Support Division and the Public Health Division. The six monthly Zoom sessions for Oconto County Child Care providers and their staff provided continued education in health, safety and environmental subjects geared specifically towards child care. Incentives were given for each months' completion of the subject and a Final Assessment done with Face-to-Face Visits at all 9 provider locations interviewing all participants for series retention and assessed changes made to facilities.



- Collaboration with Oconto County Fire Departments, Newcap, Oconto County Economic Development, State Department of Children and Families and State Department of Human Services assisted with monthly incentives.
- The HLE program was a success with overall **30** participants successfully completed the HLE program. All **9** centers were endorsed with a Healthy Loving Environment sign to put on display at their facility. All **30** staff earned continued education credits.
- Due to the success of the pilot, HLE will continue for our Oconto County child care providers with another series of continued education subjects in 2023.



#### Child Care Counts Payment Program

The Department of Children and Families (DCF) has allocated \$351 million in funds for the **Child Care Counts: Stabilization Payment Program** to support Wisconsin's early care and education community.

The *Stabilization Payment Program Round 2* is a nine-month payment program that runs August 2022 through April 2023. It will be followed by an additional nine-month payment program, with the renewal application opening in May 2023. Once approved for payments, eligible providers may continue to receive ongoing monthly payments, providing the financial stability they need to stay open, to recruit and retain qualified staff, and to continue providing high-quality care for children.

- These funds will be distributed through two programs targeting the challenges early care and education providers are facing:
  - Payment Program A – Increasing Access to High-Quality Care
  - Payment Program B – Funding Workforce Recruitment and Retention
  - To date, Statewide, **\$308,614,765** was paid to **4,248** child care providers.
  - and of that amount, **\$695,770.00** was paid to **15** child care providers in Oconto County.

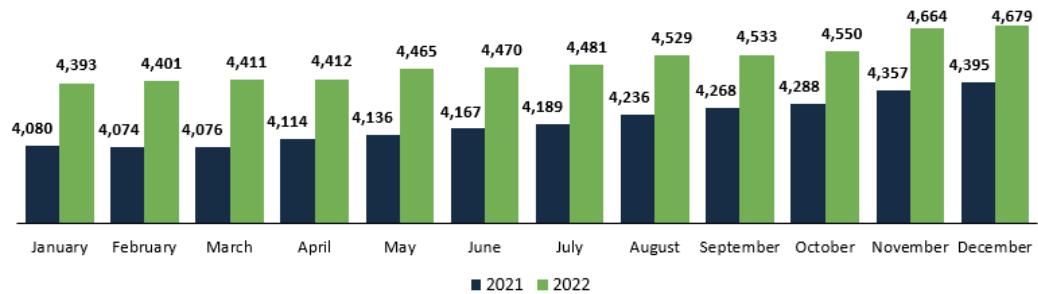


#### Child Care Provider Statistics

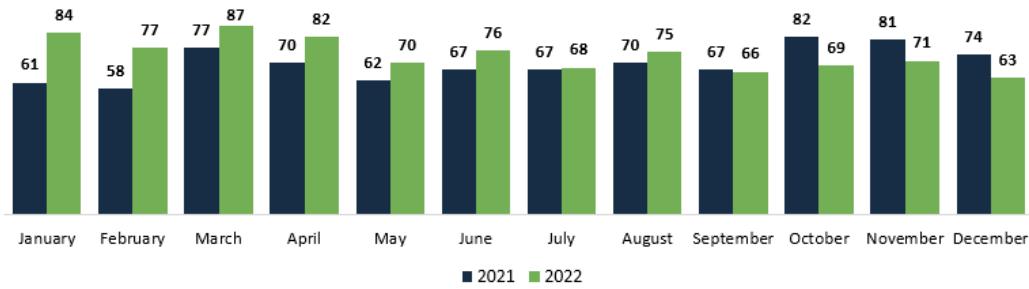
- Oconto County has **7** licensed families, **6** licensed groups, and **1** certified provider for a total of **14** providers.
- In 2022, approximately **7** people inquired about becoming a certified child care provider. **4** child care provider application packets were handed out. Currently working with **2** to complete their pre-service training and applications, **1** application expired and will need to re-apply and **1** decided to become licensed.

## ECONOMIC SUPPORT DIVISION (cont.)

### Economic Support Caseload Quantities



### Economic Support Call Center Coverage Shifts

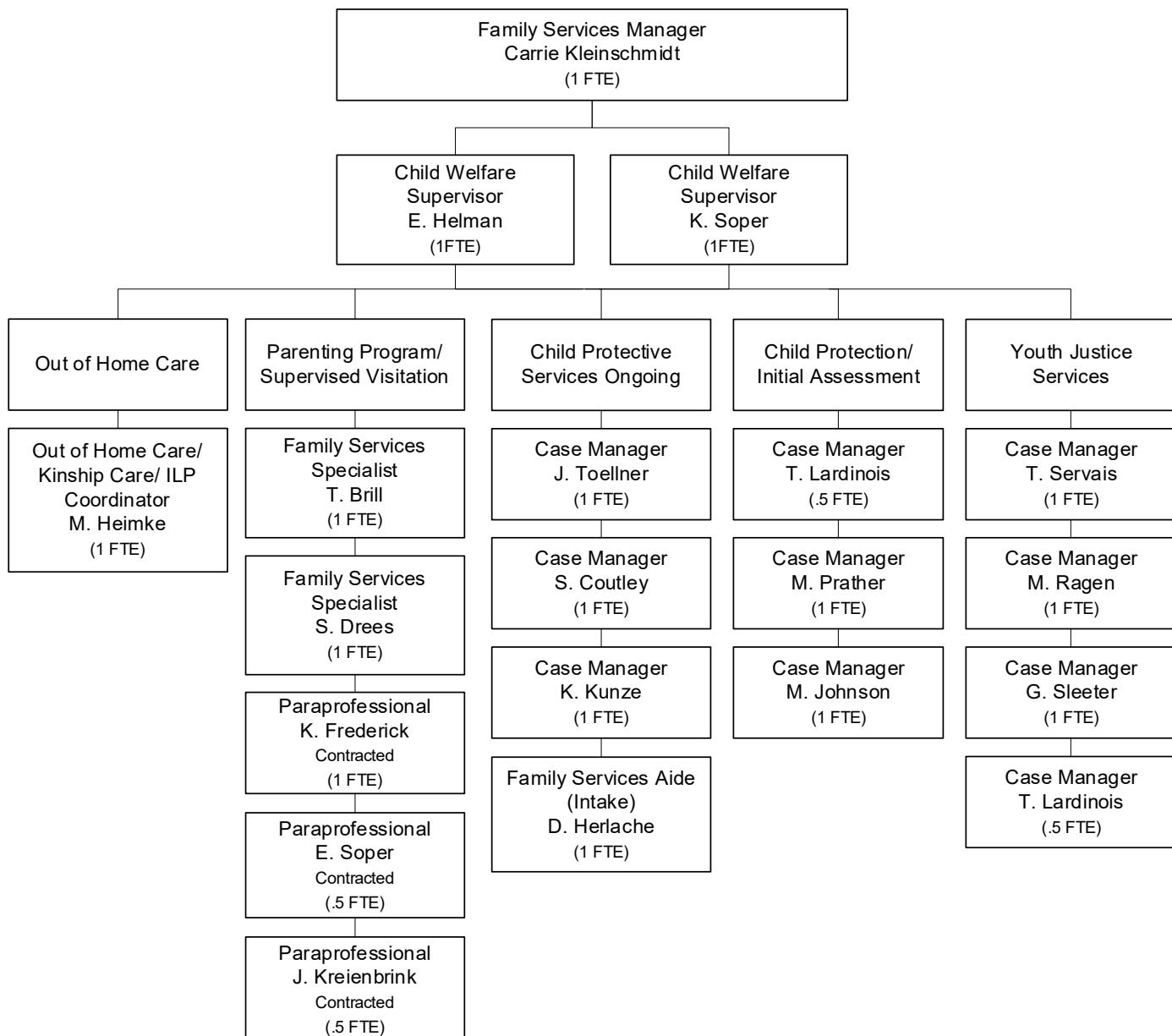


\*Caseloads include servicing: Badger Care, Medicaid, Long-Term Care Medicaid, Caretaker Supplement, Medicare Premium Savings, Family Planning Supplement, Child Care and Food Share programs.

- Case load size from the beginning of 2021 to the end of 2022 was up by 601 cases. This would be the equivalent having of an additional full time Economic Support Specialist caseload. As a result, caseloads continue to be much higher than the max caseloads of 500 pre-COVID for each Economic Support Specialist. The team continues to support one another and work through the high volumes with quality being a primary value.
- The call center line services all current members as well as those interested in applying to receive services within our consortium – Bay Lake Consortium Call Center. The consortium call center services Brown, Shawano, Door and Oconto counties. Services offered via the call center are: Badger Care, Medicaid, Long-Term Care Medicaid, Caretaker Supplement, Medicare Premium Savings, Family Planning Supplement, Child Care and Food Share programs.
- Call Center coverage shifts are 4 hours in duration and vary by day as well as mornings or afternoons. Economic Support currently has 7 Economic Support Specialists and 1 Lead Worker. The Lead Worker does have reduced call center shifts to supplement other duties assigned. On average, an Economic Support Specialist will have 10+ shifts monthly.
- There was a large influx in call center shifts in 2022 as well, with 52 more shifts than in 2021. This would also warrant the equivalent of having an additional full time Economic Support Specialist. However, this increase was primarily the result of a county within our consortium losing over half of its staff in a short period of time. Additionally, we made numerous switches with counties within the consortium to cover their scheduled Elderly, Blind and Disabled call center line. This was a result of turn over of trained staff in this call center area from a county within our consortium.
- In 2022, Economic Support has grown into a very solid and knowledgeable team that is sought after by our partners within the consortium for assistance and guidance. The team is very affluent within the principals and practices that often change at the state level, all while maintaining great quality and customer service.



## HEALTH & HUMAN SERVICES FAMILY SERVICES



AUTHORIZED COUNTY POSITIONS: 16

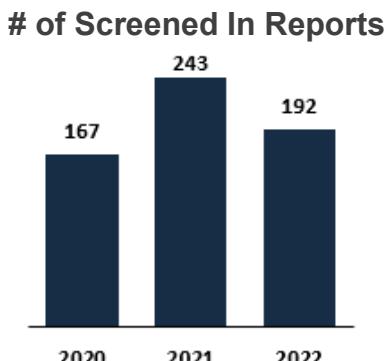
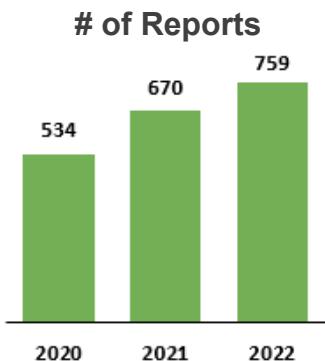
COUNTY FTE: 16

CONTRACTED POSITIONS: 2

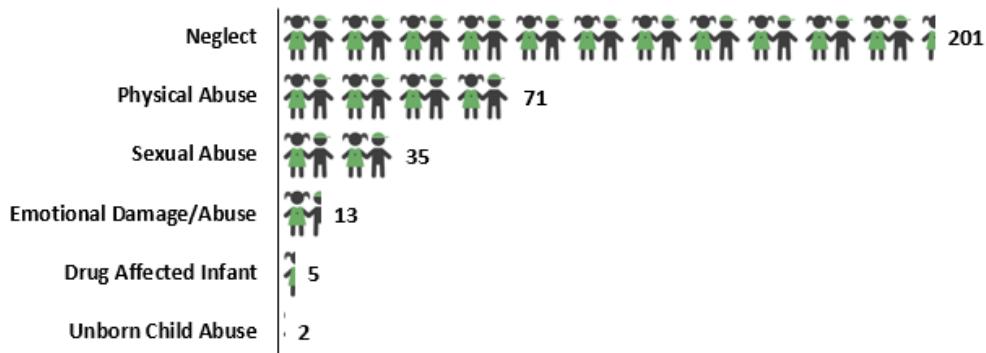
12/31/2022

### Child Abuse and Neglect/Service Reports

A child abuse and/or neglect report is assessed by the division to determine the course of action. The types of abuse and/or neglect and the investigation results are tracked. At times, case managers offer voluntary services to families where there are concerns in the home that do not rise to the level of requiring a Child Protective Services investigation.

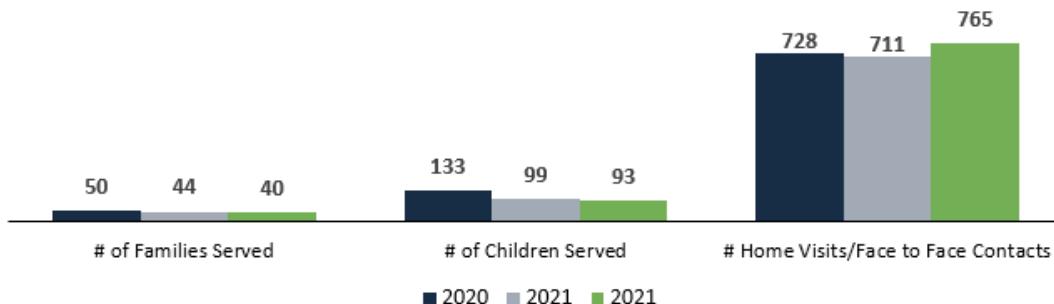


#### Child Abuse and Neglect Investigations in 2022 (Children Affected)



When a report is received by the Department and screened in, the assigned case manager has 60 days to complete the investigation and write the initial assessment report. Oconto County case managers are completing initial assessments **100%** timely as compared to the state rate of 72.5%.

### 2022 Parent Education and Supervised Visitation



### Out of Home Placements

<b>Foster Homes</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
# of Children	25	31	35
Cost	\$157,036.08	\$166,032.83	\$208,486.29
<b>Treatment Foster Homes</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
# of Children	14	10	5
Cost	\$367,427.43	\$256,068.88	\$82,756.88
<b>Group Homes</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
# of Children	0	0	2
Cost	\$0.00	\$0.00	\$37,680.40
<b>Shelter Care</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
# of Children	2	2	0
Cost	\$2,080.00	\$7,500.00	\$0.00
<b>Secure Detention</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
# of Children	15	8	10
Cost	\$18,940.00	\$18,920.00	\$25,290.00
<b>Respite</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
# of Children	20	15	12
Cost	\$24,765.00	\$8,480.00	\$13,760.00
<b>Correctional Facilities</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
# of Children	0	0	0
Cost	\$0.00	\$0.00	\$0.00
<b>Residential Care Centers</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
# of Children	6	2	2
Cost	\$469,196.14	\$57,972.77	\$115,019.70
<b>Subsidized Guardianships</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
# of Children	13	13	18
Cost	\$85,164.26	\$67,064.93	\$82,391.24
<b>Kinship</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
# of Children Voluntary	53	53	49
# of Children Court Ordered	26	33	22
Cost	\$165,816.91	\$185,100.24	\$204,035.49

The Department of Children and Families recognized Oconto County's successful efforts at completing and documenting casework contacts for children in out-of-home care. The efforts of staff have directly contributed to Wisconsin exceeding the federal requirement that at least 95% of children in out-of-home care have face-to face contact with a caseworker at least once a month.



As one of the highest performing counties statewide, Oconto County demonstrated the exceptional performance of **99.35%**. The state average is 96.9%.

#### 2022 Licensed Foster Homes

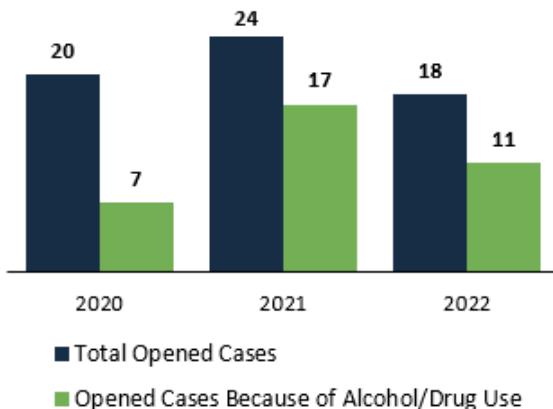


- Throughout 2022, Oconto County had a total of **22** foster homes.
- 8** of these homes were licensed for child specific placements.
- 14** of the homes were licensed to accept any children placed in out of home care.

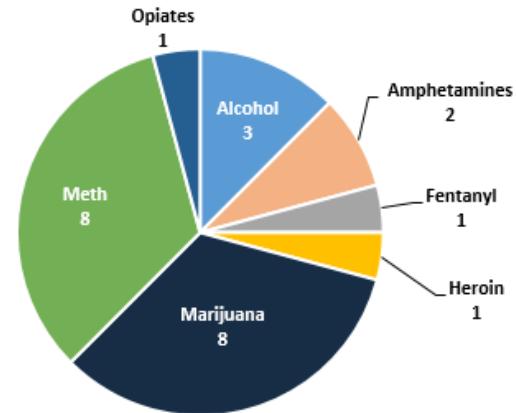
### Oconto County CPS Drug Endangered Children (DEC) Data

The Drug Endangered Children (DEC) Program is a multi-disciplinary team to enhance the response to Child Protective Services cases and criminal cases involving drug endangered children. Drug endangered children are children who are exposed to caregiver drug use or lack of protection from their caregiver from other people's drug use. The program has a national level, a state level, and county level. Oconto County's program includes child protection, law enforcement, probation and parole, and public health.

#### CPS Cases Opened for Ongoing Services

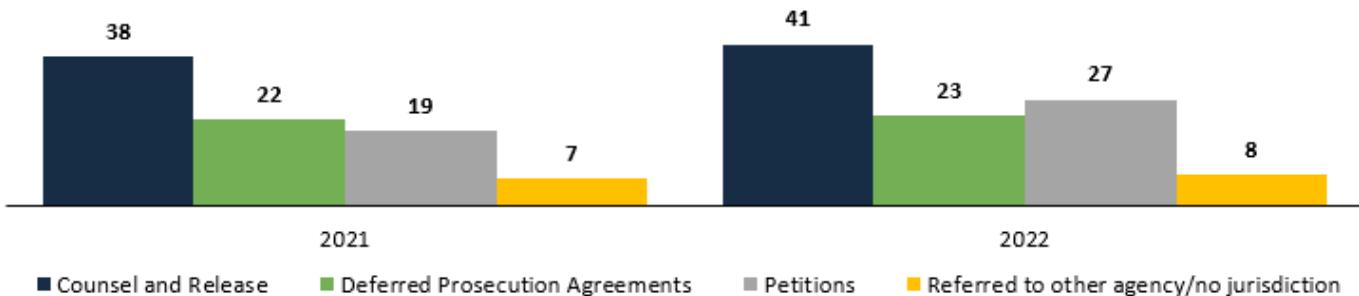


#### Types of Drug Use Found in Removal Cases

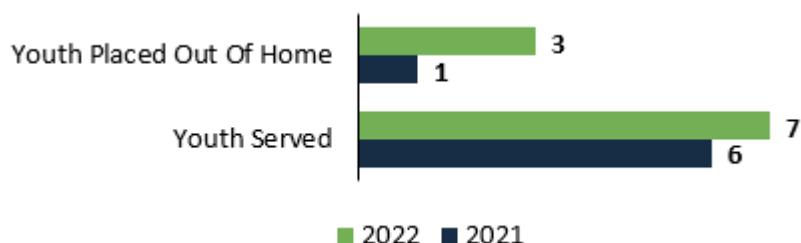


\* Of the cases that were opened due to alcohol/drug use, 73% of the children were removed from their home.

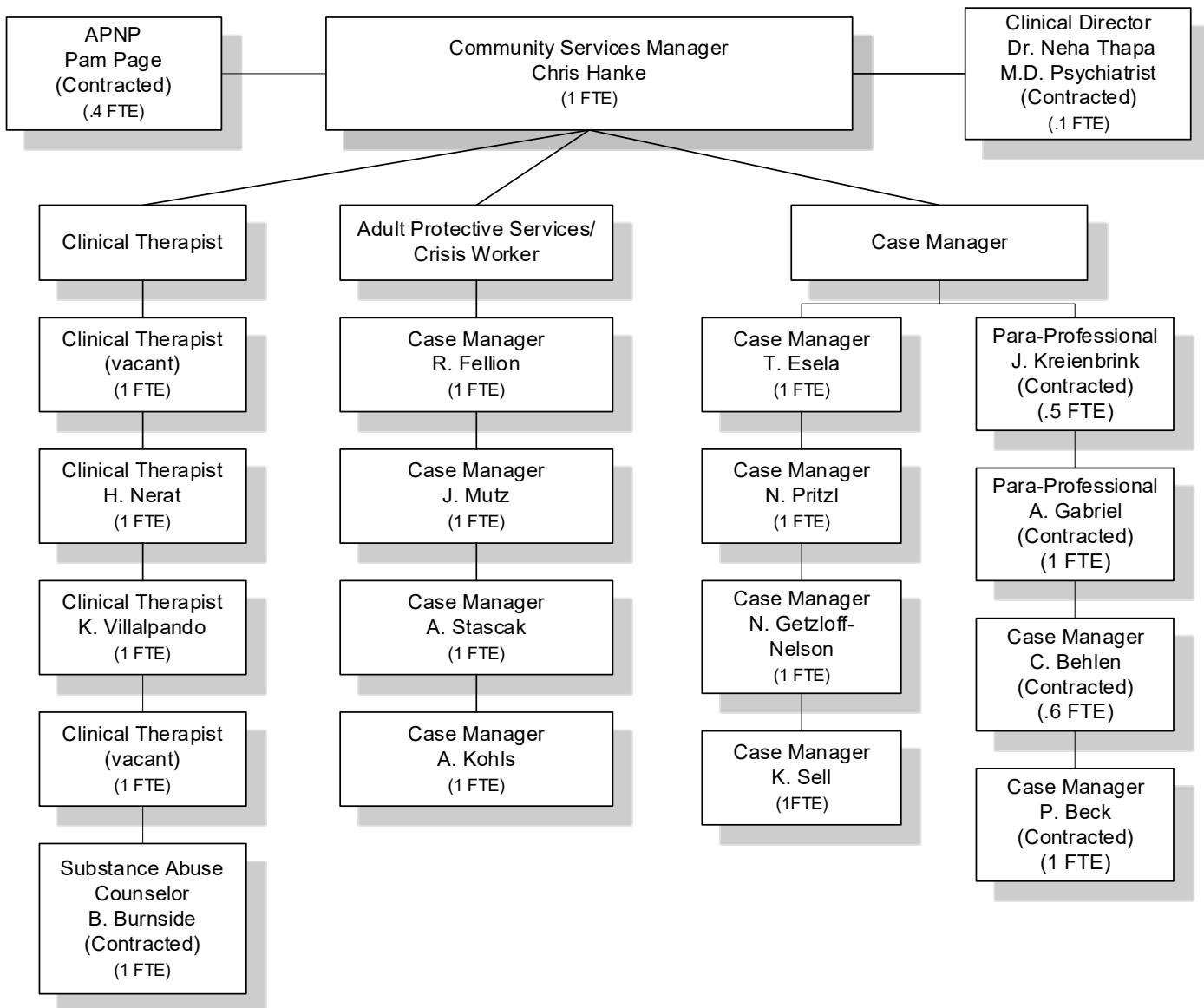
### Youth Justice Services



### Intensive Supervision Program



## HEALTH & HUMAN SERVICES COMMUNITY SERVICES



AUTHORIZED COUNTY POSITIONS: 14

COUNTY FTE: 11

CONTRACTED FTE: 4.6

12/31/2022

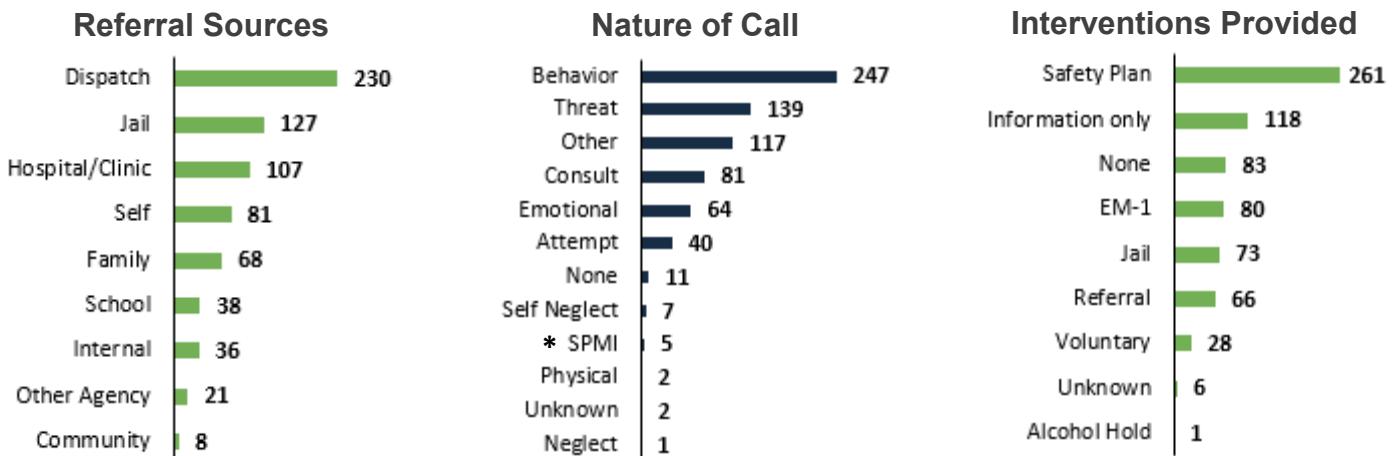
## 2022 Crisis Services/Adult Protective Services (APS)/ Elder At Risk Programs

Program	Adolescent Contacts	Adult Contacts	Elder* Contacts	Unknown	Total
Crisis Services	108	568	39	1	716
Adult Protective Services	3	54	14	1	72
Elder At Risk	0	5	138	0	143
<b>Total</b>	<b>111</b>	<b>627</b>	<b>191</b>	<b>2</b>	<b>931</b>

\* Elder is defined as any adult over the age of 60

### Crisis Services

A mental health crisis can take many forms. Crisis Workers assess for safety risks and attempt to provide urgent assistance. A mental health crisis does not always mean someone is a danger to themselves or others.



\* Serious and Persistent Mental Illness

#### Gender

 190 Females

 205 Males

#### Calls By Time of Day

 391 Daytime

 325 After hours

#### Age

 83 Adolescents

 288 Adults

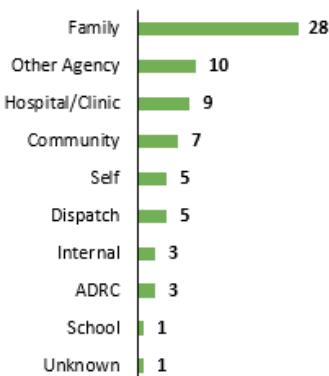
 30 Elder

## COMMUNITY SERVICES DIVISION (cont.)

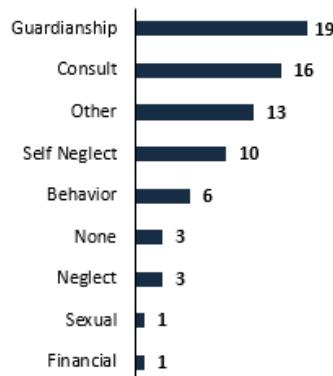
### Adult Protective Services

Adult protective services help elder adults and adults at risk who have been abused, neglected, or financially exploited.

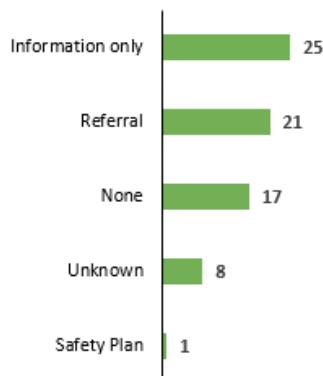
#### Referral Sources



#### Nature of Call



#### Interventions Provided



Gender:



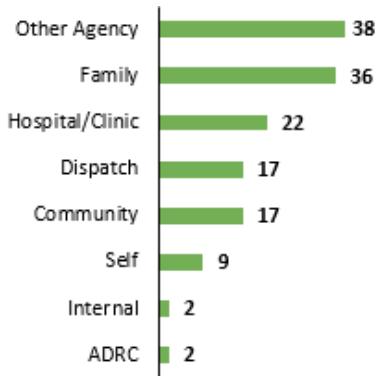
21 Females



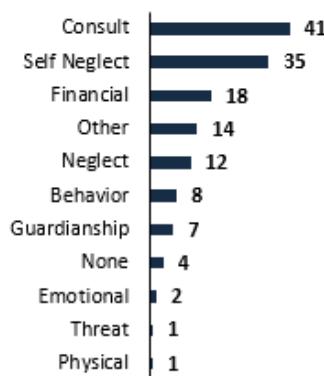
37 Males

### Elder At Risk Program

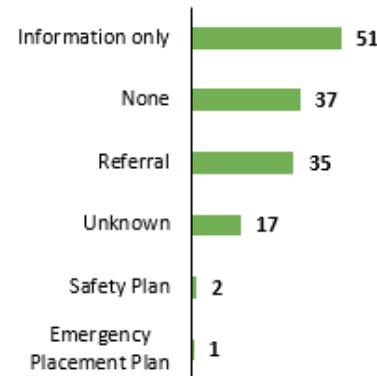
#### Referral Sources



#### Nature of Call



#### Interventions Provided



Gender:



48 Females



45 Males

### Children's Long Term Support Program (CLTS)

The Children's Long Term Support Program helps children with disabilities and their families. The services help children live their best lives at home and in the community. The program provides case management and funding for support services, skill development, physical aids and home modifications to help meet the children's needs.

In 2022, the CLTS Program served **138** children



### Outpatient Clinic

Our outpatient clinic offers counseling services for Youth and Adults who are experiencing mental health challenges and/or substance abuse issues.

#### ■ MENTAL HEALTH COUNSELING

A mental illness is a condition that disrupts a person's thoughts, feelings, social skills, and/or daily living.

	<u>2021</u>	<u>2022</u>
• Number of Mental Health Clients	281	163 *

\* 2022 is the first year that medication management was reported separately from mental health counseling.

#### ■ SUBSTANCE ABUSE COUNSELING

A substance use disorder is a pattern of use of an intoxicating substance leading to significant impairment or distress. The substance is often taken in larger amounts or over a longer period than was intended.

	<u>2021</u>	<u>2022</u>
• Number of Substance Abuse Clients	188	171
• Number of OWI (Operating While Intoxicated) Assessments	107	68*
• Number of AODA Assessments	5	78

\* Assessments were referred out due to staff vacancy.

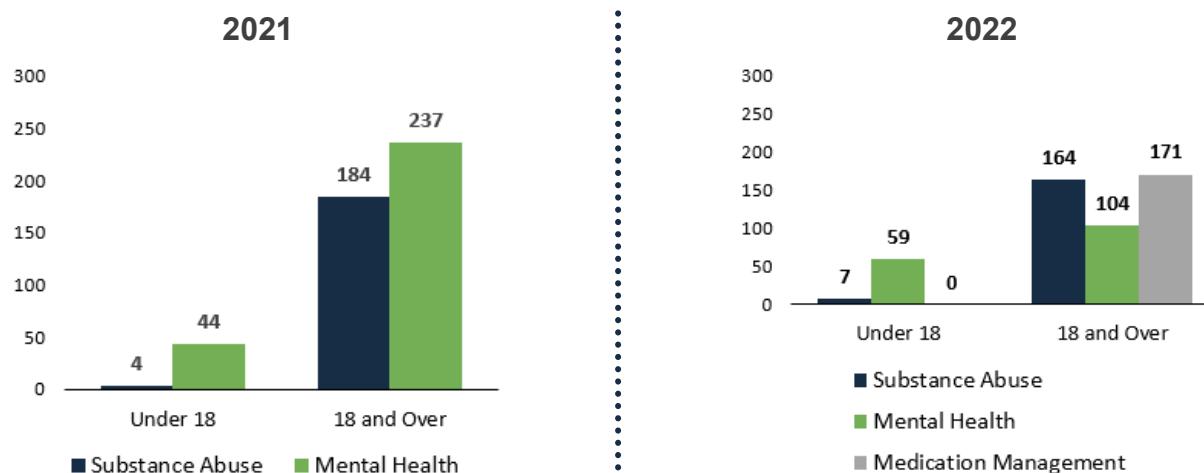
#### ■ MEDICATION MANAGEMENT

The clinic offers medication management for individuals who require medication to manage their mental health symptoms

	<u>2021</u>	<u>2022</u>
• Number of Medication Management Clients	*	171

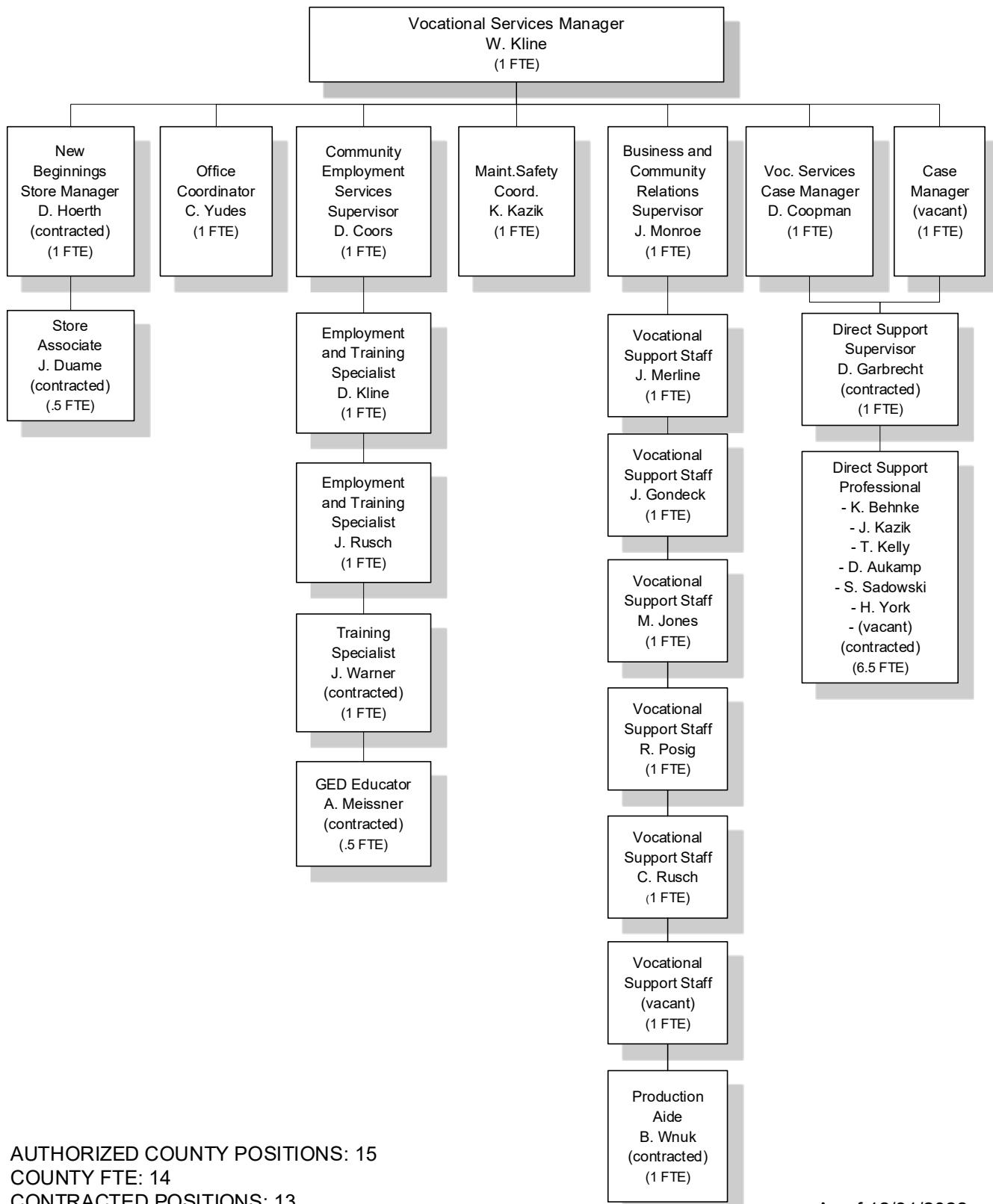
\* 2022 is the first year that medication management was reported separately from mental health counseling.

### Age of Clients Served by Clinic





## HEALTH & HUMAN SERVICES VOCATIONAL SERVICES



As of 12/31/2022

### New View Industries

#### New View Industries

New View Industries is a community rehabilitation program (CRP) that is a County operated division of Health and Human Services. New View serves disabled adults and youth from our County as well as some from surrounding Counties with the mission of developing greater independence within this population. New View has operated in Oconto County since 1974.



#### Highlights of 2022

- New View completed year 2 of a 3-year grant operating vocational and educational services at the Oconto County jail. This grant was obtained through the Greater Green Bay Community Foundation.
- Received rate increases for all Family Care (Medicaid) services provided at New View in 2022. This was the first rate increase since Family Care started in our County in 2015.
- Developed a new logo for New View.
- Completed the construction of the New Heights training Center and New Beginnings Store. The new building was opened up in June, just in time for the Children's summer program. Funding for the building was provided through a Federal Economic Development Close-out Grant as well as additional County ARPA funds.
- Received \$106,000 in federal provider relief funds from the Department of Health and Human Services. Funds will be used in 2023 for equipment and other needs.
- Applied for and received a \$10,000 grant from Oconto Electric Cooperative. Monies received were used to improve the facility and outdoor areas including the purchases of: New outdoor picnic tables, outdoor basketball hoops, interior activity tables and work tables, and the purchase of couches to create a "relaxation" space for clients.





### Program Areas

#### Pre-Vocational Services

Pre-Vocational Services are designed as a training for client's whose goal is to work in the community. The program is set up to be able to pay clients for work completed but also as an opportunity to learn other work skills such as soft skills, interacting appropriately with others, and other job readiness skills. Successful clients are referred to Supported Employment/DVR, if deemed appropriate by the care team and/or guardian.

- ◊ Continued to serve non-funded County residents as needed based on disability or mental health needs.
- ◊ Continued training clients, based on their disability, to design ideas to improve their production, train on new jobs, and increase work skills.
- ◊ Continued a janitorial placement at the Oconto Falls ADRC for cleaning.
- ◊ Continued to job develop in the surrounding communities to maximize workload for clients at New View.
- ◊ New View has increased the amount of jobs that pay minimum wage vs. piece rated.
- ◊ Increased safety trainings with our clients in coordination with our safety / maintenance staff.
- ◊ Maintained presence on LinkedIn for New View Industries procurement development.
- ◊ Retained membership and participated with Chambers of Commerce for Oconto, Oconto Falls, and Shawano, leading to future perspective work partnerships. New View is also a member of DSPN (Direct Support provider network)
- ◊ Continued partnerships with the following business entities:
  - ◊ Deluxe Plastics
  - ◊ Endries International
  - ◊ Midwest Textiles
  - ◊ Nicolet Plastics, Inc.
  - ◊ Diversified Wood Craft
  - ◊ Velocity Machine
  - ◊ Modern Plastics / Wisconsin Plastics
  - ◊ Wisconsin Bench

56



2021

52



2022

**Wages paid out to disabled workers in 2022:**

**\$98,729**

**(\$103,563 in 2021)**

**Overall production revenues in 2022 were**

**\$236,000**

**(\$249,000 in 2021)**

**Created a  
1:4**

**Staff ratio group to work on emotional regulation, which has led to increased production for several clients**

### Discovery Day Services

#### (1:8 staff ratio)

Discovery Day Services is programming for adult clients that promotes independence, daily living skills, life skills, social skills, volunteering, and recreation. Programming is completed in groups and changes throughout the year based on input from our clientele. Highlights of 2022 are as follows:

- Working with Oconto County Veteran's office, providing gifts and thank you's to vets
- Working with area nursing homes to provide cards to residents
- Iditarod dog sled education program
- Severe weather safety programs
- Healthy Eating food and nutrition classes
- Hiking outings
- ADRC Memory Cafe outings
- Library outings
- Volunteering at various locations
- Daily living skills programming
- Wheel Hike Together – adaptive all-terrain wheel chairs (Marinette County – Thunder Mountain)
- Max Wagner Baseball Camp (Max was drafted by the Oriole's in the 2nd round of 2022 MLB draft)
- Scholastic Reading Program
- Kingdom Come food pantry
- New Beginnings store training
- And MUCH more.....

48



2021

51



2022

### Intensive Day Services

#### (1:4 and 1:1 staff ratio)

Intensive Day Services programming is designed for adult clients who need extra supervision and support throughout the day. Programming is focused on learning basic living skills, social skills, communication skills, as well as maintaining skills. Emphasis is put on developing fine and large motor skills, daily living skills, awareness, social integration, sensory integration and independent living skills. Each client has individual goals to work on to increase their skills. Community Integration is also encouraged in this program.

21



2021

20



2022



#### Clients were able to participate in the following community outings:

- Swimming at the Bond Center
- Berryland Pumpkin Patch
- Boat outing
- Dairy Barn (Lena)
- Music in the Park
- New Beginnings Store
- New Heights Training Center – utilize the gym
- Various lunch outings
- Utilization of parks in Oconto, Brown, and Shawano Counties

## VOCATIONAL SERVICES DIVISION (cont.)

### Supported Employment

Supported Employment works with the State of Wisconsin Division of Vocational Rehabilitation (DVR). New View offers a variety of services depending on the referred client's needs. Some of these services include soft skill training, setting up temporary work experiences, job placement, job shadows, customized employment, career profiles, Explore Work, benefit analysis, job coaching, and job prep plans (assisting with resumes, interviews, etc.)



Services continued to be offered for clients in Oconto, Shawano, Menominee, and Marinette counties.



<b>Explore Work completed:</b> <b>2</b> (* not offered in 2021)	<b>Benefit Analysis completed:</b> <b>4</b> (8 in 2021)	<b>Job Shadows completed:</b> <b>27</b> (16 in 2021)
<b>Temporary work experiences set up:</b> <b>7</b> (7 in 2021)	<b>Clients placed in permanent jobs:</b> <b>9</b> (9 in 2021)	<b>Total job coaching hours in the community</b> <b>1,520</b> (1,562 hours in 2021)

Local supportive businesses where clients were hired, attended job shadows, or used temp work experiences include:

- Culver's (Marinette), Piggly Wiggly (Crivitz), Iverson's Piggly Wiggly (Oconto Falls), McDonald's (Oconto), The Brother's Three (Oconto), The Good Place / Clean Rite Services (Oconto), Preferred Cabinet Solutions (Oconto Falls), Goodwill (Shawano), Thompson's County Market (Oconto), Menominee Casino/Resort, Kwik Trip (Pulaski, Bonduel & Marinette), Twigs/Sundrop (Shawano), Charlie's Market (Shawano), SmartStyle Hair Salon (Shawano), Northport Marine (Gillett), Gillett Public Library, Associated Bank (Shawano), Super Ron's (Pulaski), Unlimited Services (Oconto), Bond Community Center (Oconto), Robert's Hardware (Oconto), Krist Food Mart (Oconto), Oconto Floral, Bonduel Public Library, Dollar General (Bonduel), Omni-Ray Lighting (Oconto)



### Youth Services

New View provides youth services in the form of Daily Living Skills Training to Children enrolled in the Children's Waiver program, part of the Community Services Division of Oconto County. Eighteen youth, ages 8-17, participated in the fourth year of this program. Services were provided at the New Heights Training Center. The program focused on:

- Daily Living Skills Training/Independent Living Skills
- Social Skills/Communication Skills
- Leisure Skills



18  
2021



18  
2022

- Community Integration

#### Visited:

- Title Town
- Splash Pads in Shawano and Green Bay
- Joannes Water Park
- Wildlife Sanctuary
- Walter Wacky World Petting Zoo
- Dairy Barn
- Children's Museum
- Oconto Fire Station
- Lunch outings
- Area parks

### New Beginnings Resale Store

The New Beginnings Store was first established in 2001 in Gillett, WI. The purpose of this re-sale store is to provide support to low-income families in the community as well as provide training opportunities for individuals in need. New Beginnings moved to Oconto Falls in 2012, but returned to Gillett in 2022 with the completion of our new building. Within New Beginnings, employment and training programs operate to provide needed assistance to the community. Current programming includes the Community Resource Empowerment Program and the Offender Education and Workforce Training Program.



### Employment and Training Programs

#### Offender Education and Workforce Training Program

The Offender Education and Workforce Training Program is a grant-funded program that began in 2020. The purpose of this program is to connect with pre and post release offenders at the Oconto Law Enforcement Center to help them develop educational and employment goals as well as assist with needs upon release. Services include the following:

- Financial literacy education
- Housing needs
- GED education
- Health insurance assistance
- Job preparation skills
- Work placement/work release

This program was also able to supply bikes at the jail to allow for transportation options for inmates on Huber privilege.

In addition to working with offenders, the Employment and Training Program also receives referrals to work with other at-risk individuals in the County. Assistance can include:

- Youth Employment – helping with education and employment skills
- Adult Employment and education
- Providing referral assistance for those in need of housing, health insurance, etc.
- Comprehensive Community Services (CCS)



In 2022,  
**45**  
individuals were  
referred to this  
program  
including pre and  
post release  
offenders.  
**(27 in 2021)**



### COMMUNICABLE DISEASE (REPORTABLE) BY CATEGORY



#### Tickborn/Mosquito

- Anaplasmosis
- Babesiosis
- Ehrlichiosis
- Lyme Disease
- Malaria
- West Nile



#### Vaccine Preventable Disease

- Hemophilus Influenza
- Mumps
- Measles
- Rubella
- Pertussis (Whooping Cough)
- Parapertussis
- Varicella (Chicken Pox)



#### Gastrointestinal Disease

- Campylobacteriosis
- Cyclosporiasis
- Cryptosporidiosis
- E-Coli
- Giardiasis
- Salmonellosis
- Shigellosis
- Trichinosis
- Yersiniosis



#### Other

- Blastomycosis
- Carbon Monoxide
- Coccidioidomycosis
- Hepatitis A, B, C, E
- Histoplasmosis
- Latent Tuberculosis/Tuberculosis
- Legionellosis
- Metal Poisoning (Non-Lead)
- Mycobacterial Disease
- Toxoplasmosis
- Tularemia
- Vibriosis



#### Sexually Transmitted Infection

- Chlamydia
- Gonorrhea
- Pelvic Inflammatory Disease
- Syphilis



#### Invasive Disease

- Bacterial Meningitis
- Streptococcal Disease



#### Influenza—Associated Hospitalizations

- Influenza—Associated Hospitalizations

