

CHIPPEWA COUNTY
DEPARTMENT OF HUMAN SERVICES

2003 ANNUAL REPORT

Here is the 2003 Annual Report for the Department of Human Services (DHS). Included is information regarding the year's service activity, budget, as well as issues affecting the Department.

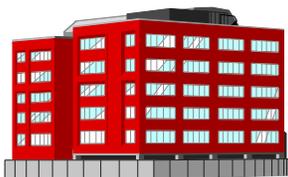
The State budget deficit again dominated DHS service planning. In order to address the further decline in State funding of human services, DHS eliminated one receptionist and two economic support specialist positions effective January 1, 2004. DHS also gave consideration to the cost savings measure of outsourcing mental health outpatient services; this proposal was tabled for a year so that it could continue to be studied. Internal analysis along with an independent study conducted by Springsted, Inc. identified the need for increased county funding in order to adequately fund mandated human services. The County Board addressed this structural deficit by increasing county funding of DHS during the budgeting process for 2004.

Cost savings efforts by ALL staff over the course of 2003, lower expenditures in some key mandated service areas along with increased revenue capture, particularly in Long Term Support, resulted in a \$278,166 budget surplus at the end of 2003 (for fiscal summary information, please see the back page of this report).

Our Department continues to provide a wide range a quality services. Even with the increase for 2004, the county appropriation component of the DHS budget continues to be around 10 percent, while other counties of similar size have county appropriations of 20 percent or more. The number of individuals and families eligible for mandated services continued to increase and will increase in the foreseeable future. DHS will continue its effort along with other counties advocating for state government to fund its fair share of the steadily increasing costs associated with providing effective human services to more clients. DHS will deal with this challenge and others that come along while maintaining its mission to protect and serve the youth, the elderly, the disabled, and the poor of our county.

Welcome

Our door is always open during regular courthouse hours. Come and visit your Department of Human Services.



**QUESTIONS EXPECTED AND
COMMENTS ALWAYS WELCOME
715-726-7799**

HUMAN SERVICES BOARD

**Supporting the Human
Services Department's mission:**

- * Evelyn Maloney, Chair
- * Jerilyn Brost
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- * Vernon Kellen
- * Reginald Conley
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- * Shirley Sippel
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- * Gary Frederick

The Components of the Department of Human Services:

- 1 Long Term Support Services
- 2 Short Term Support Services
- 3 Children and Family Services
- 4 Economic Support
- 5 Fiscal Services
- 6 Transportation
- 7 Chippewa River Industries
- 8 Guidance Clinic & CSP



Long Term Support Services

Community Options Program



In existence since 1983, this program has served as the foundation of the community effort to reduce the reliance on nursing home care through the development of an array of in-home supports and services. Consisting entirely of state dollars, this program funds the assessment and service plan development for potential consumers. Formerly, it also was the primary source of funding for the provision of ongoing case management and service provision. However, with the advent and growth of the federally funded Medicaid Waivers, Community Options Program funds have been utilized primarily as a source of local match funding for those federal dollars. As a result, the Community Options Program currently provides ongoing service funding only to those who are not eligible for a Medicaid waiver program.

During calendar year 2003 we had completed 127 COP assessments and 67 service plans. This compares to 147 and 67, respectively, for 2002.

Alzheimer Family and Caregiver Support Program

This is a state funded program to address the needs of caregivers of those with Alzheimer's disease. This modest allocation of \$25,149 served 14 consumers in 2003. This compares to 14 consumers served in 2002. The primary service need funded by these dollars is respite and day care services.



Family Support Program

This is a state funded program to address the needs of families with children with severe disabilities. This is a highly flexible program that is able to fund a wide variety of goods and services with the goal of reducing the family stress that is inevitably a bi-product of raising children with severe challenges. There is a \$3000 annual authorization limit per child. The Family Support budget for 2003 was \$55,842.00. This budget was overspent by \$753.00. DHS served 46 children during 2003. Eight children were removed from the Family Support waiting list to receive services in 2003 and two children were converted to CIP IBL funding due to intense level of need. In 2003 45 children were served.

Supportive Home Care Program

In 2002 DHS converted persons participating in the Supportive Home Care Program to waiver programs, thus capturing federal monies for services provided. Two consumers received services through this Community Aids funded program in 2003.

Medicaid (MA) Waivers

Medicaid waivers are a source of federal funding for Long Term Support services for persons whose care needs are at a level that makes them eligible for MA funded institutional services. By utilizing various county funding sources (COP, Community Aids, Family Support), DHS can provide match dollars to draw down federal revenue. This combination of local and federal funding takes the form of various programs that provide comprehensive services for consumers who wish to remain in non-institutional, community settings.

In calendar year 2003, the CIP 1A and 1B programs served 161 consumers with developmental disabilities, with a budget of \$3,811,517, of which \$2,956,402 was state/federal revenue.

In 2003, the Brain Injury Waiver served three consumers with a budget of \$209,060. This was overspent by \$22,584 due to intensive need of consumers.

In calendar year 2003, the COP Waiver and CIP II Programs, which serve the frail/elderly and consumers with physical disabilities, served 150 consumers with a budget of \$1,410,001, with \$1,359,056 being state/federal revenue.





Birth to Three Program

The Birth to Three Program is an entitlement program for eligible infants and toddlers with developmental delays or disabilities. The budget for 2003 was \$228,000, of which \$111,248 came from the Department's Community Aids budget.

The Birth to Three Program is an entitlement (waiting lists are not permitted) for those eligible children and families, and is Wisconsin's answer to the federal mandates of the Individuals with Disabilities Act. This program, originally begun in Chippewa County in 1979 with 2 children enrolled. During 2003 Chippewa County Birth to Three served 74 children. DHS staff (certified teachers), not only provide special instruction but also provide Service Coordination to these children. This involves assessment services, and the identification, location, arrangement for, and access to needed services. These services include specialty medical services, speech/physical/occupational therapies, audiology and nutrition services, and family education.

Long Term Support -

Community Options Program Committee Members

Barbara Krass, Chair

Gary Garton Marilyn Holte
Wynne Cook Sue Berry
Mary Hendricks Evelyn Maloney
Delores Price Lila McConville
Howard Schroeder/Richard Hutton

Family Support/Birth To Three Advisory Committee Members

Stephen Byrd, Chair

Peggy Crank, Co-Chair

Sharon Starr Wynne Cook
Sally Anderson Jane Cooper
Penny Holzwarth Rose Marsh
Susan Peggarr Denise Buckli
Patty Rood Amy Bohl
Patty LeMay/Keri Wilson



Short Term Support Services

Kinship Care Program

Kinship Care is a funded program for a child who resides outside of his/her home, either temporarily or long term, with an adult relative. The relative can receive \$215.00 per month for caring for a child until age 18 or until age 19 if the child is enrolled in a secondary school and working toward a high school or high school equivalency diploma. Eligibility requirements for both the child and the adult relative must be met and a referral is made to Child Support who place a support order against the child's parents to offset state funding. Placements can be self-arranged by the family with no services provided other than funding, or placements can be court ordered as an alternative to foster care. There are currently 30 children enrolled in the Kinship Program.

Due to the state's cutback in Kinship funding allocations, Chippewa County has been forced to implement a waiting list for Kinship benefits. Individuals interested in receiving Kinship Care Benefits are encouraged to contact the Department of Human Services to get their names on the waiting list. Those individuals will be contacted as funding becomes available.

Intake

The intake unit is responsible for responding to the public's questions, referrals, and requests for services in the area of both children and adults. The intake responsibilities have been expanded in the areas of both adult and child protective services, which include a more extensive information gathering process and was previously the responsibility of the assigned investigator. This was implemented not only to give the investigating social worker more complete information, but also to decrease the amount of preparation time the investigator had to spend in information gathering before initiating the investigation.

The intake process changed in 2003 when the Long Term Support staff began conducting all intakes requesting long term support services. The 144 LTS referrals from April 21 to December 31 are included in the 2003 intake totals.

Yearly Intake Statistics

Year	Total Intakes	Monthly Average
1999	1392	116
2000	1692	141
2001	1627	136
2002	1803	150
2003	1651	138



Mental Health/Alcohol/Drug Services

The Human Services Department has statutory responsibility to provide a full range of mental health and alcohol/drug services. Alcohol/drug services are purchased through L.E. Phillips Libertas Center, Council on Alcohol and Other Drug Abuse, and other AODA providers in the community and surrounding areas.

Mental health services are provided through the Chippewa County Guidance Clinic and the Chippewa County Community Support Program. Additional mental health services for children and families are purchased from L.E. Phillips Libertas Center and Maki family based services as well as psychiatric inpatient hospital units, and community based residential facilities. These services are complemented with services purchased from other mental health service providers.

Intoxicated Driver Assessments

Date	Assessments	Completed Inpatient	Completed Outpatient	Completed Group Dynamics	Referred Completed Traffic Safety
2003	226	0	125	131	41
2002	263	1	162	129	19
2001	194	5	124	76	14
2000	207	0	149	108	25
1999	175	4	113	111	18

Emergency Detentions

Date	Total Detentions/Petitions	Commitment/Recommitment	Court Approved Settlement	Convert to 55	Dismissals/Transfers
2003	272	66	11	0	195
2002	280	54	19	1	214
2001	290	55	16	1	218
2000	265	36	19	2	198
1999	248	38	26	1	183

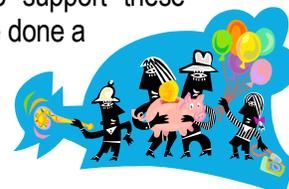
Foster Care Summary

The children's foster care program in Chippewa County remains strong. We have continued to offer the 36 hour PACE training to new and existing foster parents. To date, approximately 75% of our parents have completed the training. Most importantly almost all of the children we currently have in foster placement are in homes where at least one parent has completed the training.

We are also in a unique position compared to other counties in the state. There are more foster families waiting for placements than children needing placement. There are forty two foster families currently licensed in the county and only fifteen homes currently have placements. The number of foster children needing placement can fluctuate from month to month, but over the past few years there are typically about 24-40 children in foster care at any given time. We have done a much better job of keeping siblings together, keeping children in their same school and allowing kids to have more contact with their parents. The success in these areas is a result of having a large pool of well trained foster parents throughout the county.

We continue to train and license new families. We are always in need of families who can take children with very demanding behaviors, severe developmental delays or medical conditions, and adolescents who are referred because of drug, truancy and delinquent behaviors. At times foster families have adopted children in their care if the parents' rights are terminated. This is great for the children because they can then remain in the same home and not have to endure the trauma of moving to another family. However, when this occurs, a family sometimes decides to not take any other foster children into their home.

Overall, the foster families in the county have done an excellent job of providing care to very needy and demanding children. We are fortunate to have these dedicated people in our communities. We have learned as an agency, how critical it is to support these families. The social workers have done a good job of including foster families in decision making and responding quickly during crisis situations.



Children Come First Project

In 2003, Chippewa County Department of Human Services contracted with St. Joseph's Hospital- LE Phillips Libertas Center to carry out Chippewa County's Children Come First (CCF) project. Throughout 2003, an average of 19 children a month continued to receive the benefits of this service.

The Children Come First (CCF) project works through an integrated service team approach to meet the needs of severely emotionally disturbed children and to sustain their service intervention at the community level. Chippewa County's CCF has been successful at managing children in their homes, schools and communities. Client's family members, Chippewa County school districts, CESA #10, outpatient treatment providers and Human Services staff continue to be primary team members. The services provided include comprehensive plan of care, facilitation of treatment team meetings, in-home family and individual therapy, referrals to appropriate community resources, advocacy, education on a child's mental health diagnosis, and support and service coordination. An intensive wraparound approach has worked with different service providers creating one plan of care and sharing responsibility for managing the child in the community. Chippewa County's CCF program is now operating in its 11th year.

Adult Family Care Program

Chippewa County Department of Human Services continues to certify Adult Family Homes for the care of one or two adult residents. The Adult Family Home provides for the care and supervision of an adult resident in a family setting that promotes a warm and nurturing environment best suited to meet the needs of the resident. Chippewa County currently has 24 certified Adult Family Homes and 24 residents placed within those homes.

The Adult Family Homes also provide respite care services for families who are providing for the care of their friends or relatives who suffer from the infirmities of aging, mental illness, developmental disabilities, and/or medical concerns. This is a greatly valued service for the families who are providing for the ongoing care of their relatives. There are currently 26 residents receiving respite care services on a monthly basis.

The demand for respite care services is steadily increasing due to the level of care residents are requiring and the economic costs of other respite programs. Additional adult family homes are being sought to assist in giving both family and other care providers a time of relief from the intensities and pressures that day-to-day care creates.

DHS is also looking into the possibility of establishing an emergency adult family home whose function would be to provide emergency short-term placement services for adult who require the least restrictive form of placement conducive to their needs until permanent placement can be established.



Children and Family Services

Mandated Children's Services

Chippewa County Department of Human Services is mandated to provide services to children under what is commonly called the Children's Code, or Chapter 48, of Wisconsin Statutes. Briefly, the legislative purpose of this Chapter is to:

1. Provide for what is in the best interest of children.
2. Protect children, preserve families when appropriate, and not reunite children and families when it is not in the best interest of children. We also are required to find permanence for children who cannot live with their families and/or parents. This may mean a termination of parental rights and adoption.
3. Our Department is required to assure fair hearings, recognizing that individuals' constitutional and legal rights are observed and enforced while protecting the public's safety.
4. It is our role to make sure that children have their basic needs met – adequate food, clothing and shelter, and to make sure they are free from physical, sexual or emotional injury OR exploitation.
5. We are required to provide services to unborn children in cases where a mother may be using alcohol or drugs which may cause harm to the unborn fetus.
6. DHS is required to provide innovative and effective strategies for prevention, intervention, and treatment approaches, including collaborative community efforts and the use of community based programs as we serve children and families.

Abuse Defined

Physical neglect is defined in the Statutes as "failure, refusal or inability on the part of a parent, guardian, legal custodian or other person exercising temporary or permanent control over a child, for reasons other than poverty, to provide necessary care, food, clothing, medical or dental care or shelter, so as to seriously endanger the physical health of the child"

Physical abuse is defined as “physical injury inflicted on a child by other than accidental means.” This includes non-accidental injury inflicted by any other person. Physical injury “includes, but is not limited to lacerations, fractured bones, burns, internal injuries, severe or frequent bruising or great bodily harm, as defined in s.939.22(14).

Sexual abuse is defined by cross-referencing several crimes in the Wisconsin Criminal Code section of the Statutes. Briefly, sexual abuse includes the following:

1. Sexual intercourse or sexual contact with a child 15 years of age or less.
2. Sexual intercourse with a 16 or 17 year old child without his or her consent.
3. Inducement of a child to engage in sexually explicit conduct in order to videotape, photograph, etc. that child, or videotaping, photographing, etc. a child for such purposes, or producing, distributing, selling or otherwise profiting from such a videotape, photograph, etc.
4. Encouragement by or permission of a person responsible for a child’s welfare for a child to engage in sexually explicit conduct for the purpose of videotaping, photographing, etc.
5. Causing a child to view or listen to sexual activity.
6. Exposing genitals to a child.
7. Permitting or encouraging a child to engage in prostitution.

Emotional abuse is defined as “emotional damage for which the child’s parent, guardian or legal custodian has neglected, refused or been unable for reasons other than poverty, to obtain the necessary treatment or to take steps to ameliorate the symptoms.”

Investigation Standards

In the state of Wisconsin we are required to provide assessment and intervention where abuse has occurred, both within a child’s family of origin and outside of their family of origin. Thus, in the state of Wisconsin, we are still required to assess and involve law enforcement in all cases of abuse to children, not just cases which occur within a family setting. It would then follow the one of the largest categories that is investigated includes sexual abuse cases which are non-familial. Sexual abuse also includes mutual sexual activity between minors if one of the minors is under the age of 16. The fact that there was no coercion, exploitation or assault involved, is irrelevant under Wisconsin Statutes. The number of cases of mutual sexual activity involving a minor under the age of 16 is an area in which the Department of Human Services spends a great deal of time in assessment and investigation. Lastly, the state of Wisconsin also requires us to determine if a child has been threatened harm to the extent that we believe the child may be in imminent risk of maltreatment. All of these child abuse investigation assessments must begin within 24 hours after the receipt of

the report, and completed in 60 days. The investigation assessment begins with a supervisor determining response time needed from a child protection worker. Child abuse investigations follow the Wisconsin Department of Health and Family Services 1994 Publication Child Protective Service Investigation Standards.

Statistics

The most current statistics we have on maltreatment reports by counties are from 2001. We received these reports from the Wisconsin Department of Health & Family Services and have not yet received our 2002 data. It was estimated that the child population in Chippewa County was 14,602 as of 2001. There were a total of 183 child abuse reports made during that year. Of those 183 reports, 56 were substantiated maltreatment to children which would have resulted in a referral to the District Attorney’s office. Chippewa County’s maltreatment substantiation rate is 30.6%, while the state average is 24.4%. This indicates that we do a thorough intake on the front end, assessing which cases meet the criteria for investigation.

Allegations By Type

Total reports received: 183

Physical Abuse				Sexual Abuse				Neglect			
S	U	N	Total	S	U	N	Total	S	U	N	Total
6	47	2	55	43	51	7	101	7	19	2	28

Emotional Abuse				Abuse Likely To Occur			
S	U	N	Total	S	NF	N	Total
0	1	0	1	1	0	0	1

Staff to Case Ratio

There are currently five staff members in the protective service unit. This staff is responsible for conducting child abuse and neglect assessments and investigation, as well as ongoing case management services. These investigations can take from a few hours to weeks to complete. These individuals are also responsible for adult protective service investigations, as well as, voluntary child welfare services which will likely prevent out of home placement. Such services would include services to children with mental illness, physical and emotional disabilities, parents with alcohol and drug dependency, parents who are low functioning intellectually, and families with low socioeconomic status who have few support systems to assist them. There are currently 87 cases in this unit, or an average of 17.4 cases per worker. These are family cases, so there are 2 or more individuals in each case.

Mandated Delinquency and Status Offenders

The Chippewa County Department of Human Services is mandated to provide services via the Wisconsin Legislature to promote a juvenile justice system capable of dealing with the problem of juvenile delinquency, a system which will protect the community, impose accountability for violations of law, and equip juvenile offenders with competencies to live responsibly and productively. It is the responsibility of this Department under what is commonly called "The Juvenile Justice Code" or Chapter 938 of the Wisconsin Statutes to provide the following:

1. To protect citizens.
2. To hold juvenile offenders directly accountable.
3. To provide individualized assessments for each juvenile in order to prevent further delinquent behavior.
4. To provide due process to each juvenile offender and assure fair hearings and legal rights are recognized and enforced.
5. To divert juveniles from the Juvenile Justice system through early intervention.
6. To provide juvenile offenders care and treatment, using effective intervention.
7. To ensure victim rights.

Populations Served

A delinquent is a juvenile who is over 10 years of age who has violated any state or federal criminal, which if committed by an adult would lead to criminal prosecution. The Department of Human Services is also required to serve juveniles alleged in need to be in need of protection or services, or JIPS cases. These are children whose parents or guardians have signed a petition requesting jurisdiction of the Court, indicating that these children are

uncontrollable. The same hold true for students who are referred from the school district as truants. Children who are under the age of 10 at the time they commit a delinquent act are also considered a JIPS case, as well as children who have committed a delinquent act and are found not guilty by reason of mental disease or defect, and therefore are not competent to proceed in a criminal court of law. Along with these types of cases, the delinquency unit will also serve juveniles who have committed delinquent acts who also have mental illness, physical and emotional disabilities, alcohol and drug problems, and children who need to stay in alternate care because their parents cannot care for them until the age of 18.

The state of Wisconsin also requires us to provide what is called independent living services to any juvenile over the age of 15 who is in foster care. This program is designed to give juveniles the tools necessary to move into adult living situations.

It is important to note that all referrals to the delinquency unit come to the Department of Human Services from court-attached Juvenile Intake.

Staff to Client Ratio

There are four social workers in the delinquency unit. There are currently 177 cases in the unit, with most of these juveniles under a court order for up to one year. The ability to extend an order is at the discretion of the delinquency case manager, and must have final approval via court order. This leaves the four workers with an average of 44.25 cases, at this time. Statistically, when you look at other departments providing the same service, we continue to rank one of the highest case counts of juveniles under court supervision per worker.

Juvenile Court Referrals to DHS and Other Services

	2001			2002			2003		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Delinquency	128	35	163	146	54	200	110	32	142
JIPS	16	13	29	13	23	36	10	16	26
CHIPS	w/JIPS	w/JIPS	w/JIPS	5	7	12	3	5	8
72 holds secure	57	39	96	33	28	61	78	25	103
72 holds non-secure Delinquency	78	43	121	55	47	102	77	18	95
JIPS/CHIPS	14	15	29	33	35	68	19	41	60
Home Detention Delinquency	42	17	59	31	14	45	16	7	23
JIPS	4	16	20	2	2	4	1	10	11
Electronic Monitoring	6	2	8	11	8	19	13	2	15



Economic Support

As is usual in the Economic Support Unit, 2003 saw a tremendous amount in changes in programs and in processes associated in maintaining compliance with those changes.

The State of Wisconsin Department of Health and Family Services and the Federal Department of Nutritional Food Services efforts at increasing Food Stamp program participation by eliminating asset limits in late 2002 were felt with a 25% increase of Food Stamp cases being handled by Economic Support compared to the previous year. In fact 2003 Food Stamp cases were up 200% from 1999 and continue to increase. Although the state has taken some steps in regards to reducing the workload associated with such an increase in participation, the staff still worked very hard to ensure proper service delivery, program compliance as well as having received a 0% error rate for 2003.

The Department of Health and Family Services as well as the Department of Workforce Development announced that 2004 contracts were to be considerably smaller forcing the Economic Support Unit to take proactive measures during 2003 in able to continue to deliver services within the fiscal restraints for the upcoming year. Fortunately two staff member retired and another resigned, eliminating the unpleasant task of having to lay off two people. Two positions were not filled resulting in the need to distribute their work/cases among the remainder of the staff.

The state initiated the Random Moment Time Study procedure in an attempt to appease Federal government requirements and to better capture funding. Fortunately it was decided that this would not effect how the counties would be able to capture funding. The downside is that it adds yet another task the staff must complete in order to maintain program compliance.

The W2 Contract Request for Proposal was completed and accepted for contract years 2004-2005 however at a substantially reduced amount.

Long time employees Jeanne Hintz (Economic Support Specialist) and Deloris Slowiak (Energy Assistance Coordinator) retired after over 60 years of combined service to Chippewa County.



Fiscal Services

The Health Insurance Portability and Accountability Act (HIPAA) changed the way we do billing for the Guidance Clinic, CSP, and case management. Medicaid mandated that all of our claims be filed electronically. Effective October 1, 2003, all of our claims were filed electronically through ProServices PHeDi software. This change required the Guidance Clinic and CSP programs to use new procedure codes and modifiers (an added description to the procedure code). Time increments varied depending on the procedure code, resulting in billing in increments of hours and/or units. Electronically filing claims has prompted quicker response times in the payment and denial of claims.

In February a conversion was made for children's placement from HSRS (Human Services Reporting System) to EWISACWIS (Electronic Wisconsin Statewide Automated Child Welfare Information System). WISACWIS documents and tracks children in out-of-home placement and allows better management of children's cases per Wisconsin statutes and standards. Both the State of Wisconsin and the Federal government use WISACWIS for tracking financial costs of the foster care system. Financial data, entered by the case managers, is imported into our accounting system and payments to the foster parents are automatically generated.



Transportation

In 2003 medical transportation increased substantially with the transfer of riders and additional riders going to Day Break for adult daycare services at Lakeside Nursing & Rehabilitation. Sixteen persons were transported to this new facility in 2003. The potential exists for an increasing number of riders using the Chippewa County Transportation Program for this purpose in the future. Social recreational transportation needs continue to show a steady increase while employment transportation needs dropped slightly.

The Transportation Program is also seeing an increasing number of persons needing lift-equipped vehicles as shown below:

NON-AMBULATORY TRIPS

	2001	2002	2003
Elderly	620	939	1059
Non-Elderly	2375	2335	2335
Total	2995	3274	3414

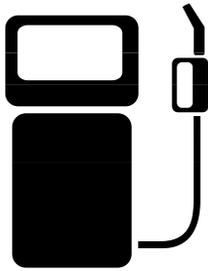


Demand for services and mileage are shown in the charts below:

TRIPS

	MED	EMP	NUTR/ AGING	SOC/ REC	EDUC TRNG	TOTAL TRIPS
1996	595	43,365	1,676	235		45,871
1997	421	46,847	1,564	56	109	48,997
1998	384	47,420	1,354	101	113	49,372
1999	407	48,621	1,118	205	133	50,484
2000	653	48,316	802	872		50,643
2001	789	49,046	266	954		51,055
2002	1086	51,869	358	1039		54,352
2003	2889	49,965	314	1103		54,271

MILES



1996	209,253 trip miles
1997	205,928 trip miles
1998	220,966 trip miles
1999	224,540 trip miles
2000	231,065 trip miles
2001	219,469 trip miles
2002	236,945 trip miles
2003	241,355 trip miles



Chippewa River Industries

2003 marked the 35th year of operation for Chippewa River Industries (CRI). CRI put much effort in developing a strong work program. After developing a Strategic Plan in mid-2001, CRI is experiencing the benefits of implementing the plan through improved service delivery and increased growth. Due to this growth, efforts started at the end of 2003 to address critical space issues at CRI. These efforts will continue throughout 2004. Downtime was significantly decreased in 2003 as CRI procured more work from more customers. A major services redesign was developed and fully implemented August 1, 2003. This redesign addressed unmet needs of clients and also provided for a cost savings to the DHS. CRI also became a DVR vendor for the first time in CRI's history. The CRI Supported Employment program, started in 8/03, continues to grow as referrals remain steady and more individuals are placed in the community.

2003 Client Demographics

A total of 142 unduplicated clients received services in 2003; 21 more than 2002. Of those individuals, 75 were male (53%) and 67 (47%) were female. Age demographics of the individuals served in 2002 are as follows:

Age Range	Number of Clients	Percentage of Clients
80-89	1	1%
70-79	3	2%
60-69	9	6%
50-59	21	15%
40-49	38	27%
30-39	38	27%
18-29	32	22%

The following is geographic information for the 142 individuals who received services in 2003. All individuals maintained county residency while receiving services.

Residence Area	Number of Clients	Percentage of Clients
Chippewa	81	57%
Holcombe	11	8%
Bloomer	11	8%
Cadott	10	7%
Cornell	9	6%
Stanley	7	5%
Eau Claire	4	3%
Boyd	3	2%
New Auburn	3	2%
Jim Falls	1	1%
Elk Mound	1	1%
Colfax	1	1%

2003 CRI Work Services

1. Average productivity: 27%
2. Satisfaction Percentage: 93%
3. Units of service provided: 129,671
4. Percentage of terminees with a positive outcome: 57%
5. Percentage of time spent on paid work: 52%

Supplemental Measures

1. Number of new referrals: 25
2. Number of new starts: 16
3. Number of individuals placed in SE from CRI through CVSE: 5

2003 CRI Community Employment

1. Number who experience community employment: 2
2. Average percentage of job coaching required to maintain employment: 37%
3. Total number employed (ytd): 23

Supplemental Measures

1. Average number of hours worked per week per client: 14.5
2. Average starting wage: \$6.13
3. Units of service provided (direct job coaching): 801.25

CHIPPEWA RIVER INDUSTRIES STATISTICS (1999-2003)

YEAR →	2003	2002	2001	2000	1999
MEASURE ↓					
Clients placed in supported employment	5	1	4	7	4
Total earnings by CRI clients	\$134,614	\$111,634	\$121,013	\$161,659	\$148,465



Guidance Clinic & CSP

The Chippewa County Guidance Clinic continues to provide low cost, effective, and efficient outpatient mental health care services to residents of Chippewa County.



New Admissions	319
Emergency On-call Contacts	204
Jail Inmates Seen	91
Court Ordered Assessments	24
ATA Assessments	18
Indigent Drug Program Clients	68

Emergency on-call contacts increased by 49 percent and the number of Jail inmates seen increased by 54 percent from 2002.

Andrea Popko, therapist, left the Guidance Clinic on November 24, 2003, to begin employment with another agency. Her position remained vacant through the end of 2003.

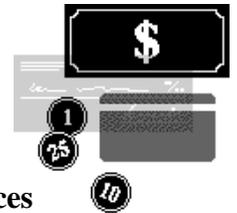
The Guidance Clinic provides assessment and treatment for a wide range of mental health problems. In addition, the Clinic supports other Department of Human Services program areas, other County services, and the community at large by providing services to:

- Individuals who are on court commitment or settlement agreements;
- Individuals requiring follow-up to hospitalization, including medication monitoring from state hospitals, psychiatric hospitals, and other hospitals;
- Individuals requiring follow-up from emergency care, Department of Human Services on-call system(s), physicians, police, and other urgent referrals;
- Chippewa County patients placed outside the county or referred from other institutions outside the county;
- Adults, adolescents, and children requiring court ordered assessments and treatment;
- Chippewa County jail inmates requiring crisis assessment and treatment;
- Chippewa County Employee Assistance Program services;
- Department of Human Services' program areas, other Chippewa County programs, and the community providing mental health consultation, education, and training.

The Guidance Clinic continues the Patient Assistance Drug Program and continues to provide sample medication for patients who demonstrate financial need and cannot afford the cost of their medication. In 2003, this program provided \$132,344 worth of medications to patients in need.

The Guidance Clinic continues to network with diverse community agencies as an important link with the community. Community education is also a vital component of our work at the Clinic.

The CSP program continues to serve adults in the community who have chronic mental illness. It is a comprehensive and coordinated treatment system which provides an array of services to clients for the purpose of reducing the disabling effect of their mental illness. In 2003, 20 new clients were admitted to the program under a wait list grant for Medicaid eligible persons. Overall, the program served 71 clients in 2003. A multidisciplinary team approach is utilized representing various disciplines including: psychiatry, nursing, social work, and other CSP professionals.



2003 Chippewa County Department of Human Services Expenses

Administration	568,691
Alcohol & Other Drug Abuse Services	437,780
Intoxicated Driver Program	54,972
Mental Health Services	2,064,633
General Relief Program	23,924
Wisconsin Home Energy Assistance	66,872
Income Maintenance	865,299
W-2	621,241
Adult, Children & Family Services	631
Abused & Neglected Children Services	790,815
Children & Family	102,034
Delinquency Services	1,309,439
Kinship Care Program	77,900
Adults & Elderly Services	1,144,125
Birth to Three Program	238,937
Developmentally Disabled Services	4,740,684
Physically & Sensory Disabled Services	498,429
Ram Project	35,708
Transportation Program	327,102
TOTAL	13,969,216