

CHIPPEWA COUNTY
DEPARTMENT OF HUMAN SERVICES
2009 PERFORMANCE REPORT



ACHIEVEMENTS, INITIATIVES & GOALS



Message from
LARRY WINTER, DIRECTOR

2009 was a year of planning for the Chippewa County Department of Human Services. In their book titled *The Leadership Challenge*, James Kouzes and Barry Posner state, "In this dynamic global environment, only adaptive individuals and organizations will thrive." As an organization we know our consumers' needs change on a daily basis and how we deliver services to consumers is always evolving. Therefore, we are committed to living out our mission, which is "to assist, empower, and build upon the strengths of children, youth, and adults facing challenges to achieve positive outcomes." Each of our different perspectives exposes us to a world full of possibilities and will allow us to adapt even during these difficult economic times.

Larry Winter

ACHIEVEMENTS

In 2009 our Human Service Board and entire staff worked collaboratively to accomplish several important initiatives. These initiatives included:

- Program Priority Review - 35 human service programs were reviewed and ranked.
- New organizational vision, mission, and value statements.
- Three year strategic plan - 2010 to 2012.
- New organizational structure for the department.
- Approval of the 2010 budget.
- Approval of 15 new policies and procedures for the organization.
- Communicating with the communities of Chippewa County the role of the Human Service Department.

LESSONS LEARNED

- Within our organization there are strengths and weaknesses.
- Outside our organization there are new opportunities but threats still loom.
- There are counties willing to collaborate and share the administration of services.
- The State's fiscal challenge is emerging for 2011-2013, and it is essential to be pro-active and look for opportunities to ensure consumers' needs are supported.
- It is essential for Human Services to increase our partnerships and collaborative activities with the communities in Chippewa County in order to sustain consumer gains after they no longer require services.
- The importance of coordinating with communities in Chippewa County on prevention and early intervention programming with a focus on results.
- The necessity to increase community based programming for all program target areas with a special emphasis on juvenile and adult offender populations.

COUNTY STRATEGIC GOALS

Our department accomplishments during 2009, plus continued planning and goal setting, complements the Strategic Goals and Objectives of the Chippewa County Board of Supervisors:

- Coordinate and collaborate with other government entities at all levels to ensure effective and efficient government services.
- Strive to enhance our internal operations to better address future needs.
- Address the fiscal challenges of Chippewa County Government while providing the right mix and level of public service.
- Provide a safe, healthy, and prosperous environment for Chippewa County employees, clientele, and citizens.

ORGANIZATIONAL STRATEGIC INITIATIVES FOR 2010 TO 2012



STRATEGIC INITIATIVE 1

All divisions within the department will define safety, functional skills, and quality of life and the types of consumers the organization will serve.



STRATEGIC INITIATIVE 2

Increase intra/inter-departmental, regional, and community participation in meeting needs of consumers.



STRATEGIC INITIATIVE 3

Maximize all available sources of revenue.



STRATEGIC INITIATIVE 4

Promote a healthy work environment.



STRATEGIC INITIATIVE 5

Engage in continuous quality improvement in all programs within the organization.

The 2009 annual performance report serves two purposes. First, as a review and evaluation of the department's performance in 2009; and second, as a tool to build relationships with citizens in Chippewa County by working together and sharing ideas together in order to maximize resources to assist children, youth, and adults in achieving positive outcomes.



VISION

Through community partnerships and collaboration, Chippewa County Human Services will be considered a leader and innovator – creating opportunities and changing lives.



MISSION

Our mission is to assist, empower, and build upon the strengths of children, youth, and adults facing challenges to achieve positive outcomes.



VALUES

- Accountability
- Collaboration
- Commitment
- Continuous Quality Improvement
- Respect
- Teamwork

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Human Services Board and Leadership Team

PHILOSOPHY & PRACTICE

FAMILY AND CHILD CENTERED:

This process is based on family and community values and is unconditional in its commitment to create a support system for each child and his/her family. The emphasis is on forming an integrated team which includes families, community, and providers. In this process parents are an intergral partner on the team. The intent of the team process is to identify the strengths of the family and work through the challenges the family is experiencing with their child. The family is included at every level and their input is considered in the plan of support for their child. This allows for the family to assume ownership for the plan and leads to results that are sustainable and lasting.

PERSON CENTERED:

Person Centered Planning is a collaborative process resulting in a recovery orientated treatment plan for adults with mental health challenges. The process is directed by consumers and produced in partnership with care providers for treatment and recovery. The practice supports consumer strengths, preferences, and recovery principles. There is agreement on goals, tasks, and participation roles. The relationship with the provider is respectful, understanding, encouraging, empathic, trusting, hopeful, and empowering. Emphasis is placed on working with the whole person rather than solely on the individual's illness.

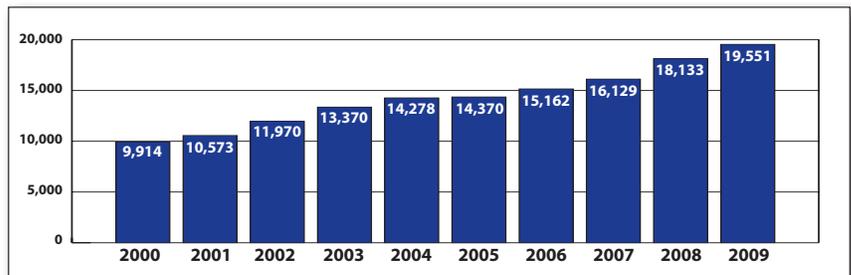
CONSUMERS SERVED

CONSUMERS SERVED BY PROGRAM, 2000-2009

PROGRAMS / SERVICES	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Children & Families	1,692	1,627	1,803	1,651	1,634	1,591	1,413	1,170	940	1,195
Juvenile Justice	205	163	200	142	181	165	178	125	141	108
Substance Abuse (CMH&RS)	0	0	0	0	0	0	0	0	85	291
Mental Health (CMH&RS)	640	576	539	724	515	457	582	556	551	390
Crisis (CMH&RS)	0	0	0	0	0	0	234	397	430	489
EDs / Petitions (CMH&RS)	265	290	280	272	294	223	179	154	169	133
Community Support (CMH&RS)	40	41	50	66	74	79	72	61	46	56
Drug Court (CMH&RS)	0	0	0	0	0	0	0	4	8	5
Adult Protective Services	0	0	0	0	0	0	27	29	36	43
Birth-3 (CWDA)	59	72	72	74	83	97	108	221	188	189
Family Support (CWDA)	34	34	46	46	32	29	26	34	32	32
Children's Waiver (CWDA)	0	0	0	0	4	23	32	66	67	73
Alzheimer's Program	11	11	13	14	9	14	9	9	10	11
Guardianship / Protective Placement	0	0	0	0	0	0	20	25	35	33
Watts Reviews	0	0	0	0	0	0	130	132	134	109
WHEAP (Economic Support)	808	938	1,149	1,390	1,497	1,590	1,755	2,144	2,428	2,641
Food Share (Economic Support)	618	721	895	1,078	1,265	1,440	1,581	1,755	2,056	2,420
Medical Assistance (Economic Support)	5,542	6,100	6,923	7,913	1,651	8,662	8,816	9,247	10,777	11,333
TOTAL	9,914	10,573	11,970	13,370	14,278	14,370	15,162	16,129	18,133	19,551

NOTE: CMH&RS is Community Mental Health & Recovery Services. EDs is Emergency Detentions. CWDA is Children With Differing Abilities. WHEAP is Wisconsin Home Energy Assistance Program.

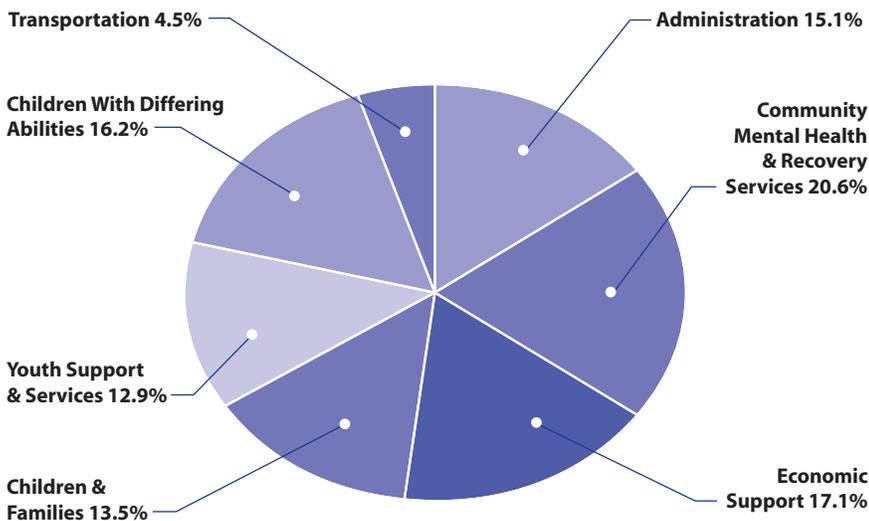
TOTAL CONSUMERS SERVED, 2000-2009



2009 FISCAL REPORT

Human Services 2009 DIVISIONS

EXPENSE	\$10,271,465.
REVENUE	\$11,550,805.
SURPLUS	\$1,279,340.



EXPENSE BY DIVISION

Administration	\$1,547,232.
Community Mental Health & Recovery Services	\$2,115,412.
Economic Support	\$1,758,363.
Children & Families	\$1,390,951.
Youth Support & Services	\$1,329,934.
Children With Differing Abilities	\$1,665,513.
Transportation	\$464,060.



Children With Differing Abilities Division
 Larry Winter, *Interim Manager*
 Melissa Christopherson, *Lead Worker*



Children & Families Division
 Michelle Brown, *Manager*
 Ann Holm, *Lead Worker*



Economic Support Division
 Mark Nelson, *Manager*



Community Mental Health & Recovery Services Division
 Sue Klinger, *Manager*
 Tom Diel, *Lead Worker*



Youth Support & Services Division
 Michelle Brown, *Manager*
 Rose Baier, *Lead Worker*



Transportation Division

YOUTH SUPPORT & SERVICES

Programs & Services YOUTH SUPPORT & SERVICES

- Community Service Program
- Delinquency Ongoing
- Electronic Monitoring
- Home Detention Service
- Shelter & Secure Detention



The Youth Support and Services workers provide case management and service coordination to youth who have been adjudicated delinquent and their families. The workers strive to meet the objectives of Wisconsin Chapter 938 – protect the community, impose accountability for violations of law and equip juvenile offenders with competencies to live responsibly and productively.

ACHIEVEMENTS

- The delinquency workers attended a three day Evidence-Based Practice Training in order to prepare the division in providing evidence-based practice.
- Participated in policy, practice, people, and procedure by introducing a family to the Human Services Board and explaining services that were utilized to help achieve positive results with youth on supervision. The family talked about their experiences with service provision.
- Completed our Strategic Plan and have been using this plan to guide our practice and give direction to our division.
- With fewer referrals in 2009, we were able to provide more comprehensive case management services, resulting in a lower number of out-of-home care cases.
- Staff completed Crisis Training in order to better utilize the Crisis Program in de-escalating youth and providing an alternative to detainment.
- Implemented the lead worker role that gave the opportunity for staff development and shared responsibilities within the division.

LESSONS LEARNED

- Our division benefits from the process of Strategic Planning, which is giving us a direction and a process to evaluate our work.
- Collaboration with other counties provides us the opportunity to bring in services or tools that will support our work with families through the YES program.

■ The process of completing policies such as Administrative Policy Number 7 that better protects Chippewa County from risk and limits our liability.

■ In order to continue the current trend of lower numbers of out-of-home care cases, it will be important for us to utilize evidence-based practice and provide the highest quality service possible with increasingly limited resources.



STRATEGIC INITIATIVES FOR 2010 TO 2012



STRATEGIC INITIATIVE 1

Provide adequate supervision and accountability with less resources.



STRATEGIC INITIATIVE 2

All Youth Support and Services case workers will use a validated risk assessment tool to determine the best method of case planning and resource allocation.



STRATEGIC INITIATIVE 3

Incorporate evidence-based practices in Division work.

ACHIEVING POSITIVE OUTCOMES:

A Success Story



A young man was on his second episode of supervision through the Human Services Department, struggling significantly to follow the rules of his Court Order. Some of his challenges included but were not limited to: choices in friends, school attendance, poor academic performance, following the rules and expectations of his parents, drug use, and other criminal activity that put himself and the community at risk. This young man did not demonstrate respect for authority and acted as if rules did not apply to him. The Human Services Department made a recommendation for out-of-home placement and the youth was placed

in a boys group home in Northern Wisconsin. At the group home, this young man was challenged to acknowledge his poor choices and examine his behaviors. He was encouraged to explore his strengths and was given the opportunity to be successful and experience feelings of accomplishment. He learned to live cooperatively and respectfully with others in the group home setting and eventually became a positive leader and role model for his peers at the group home. He gave back to the community through various volunteer opportunities. He participated in educational groups and attended individual out patient counseling. His parents visited him regularly during his placement. He has a supportive family that encouraged and acknowledged his

positive changes in behavior. Upon his discharge from the group home, he returned home and was able to go back to his local high school because of the positive behaviors and academic success he demonstrated during his placement. This young man maintained success at home with his parents and also with following the expectations and rules of his supervision with the Court. He had weekly contact with his social worker upon his return home for a period of time and shared with his worker how great it felt not to have to worry about his drug screens being positive for use. Everyone that knows this young man and who works with him is very proud of all his hard work, positive choices, and accomplishments. 📌

CHILDREN & FAMILY SERVICES

Programs & Services CHILDREN & FAMILY SERVICES

- Child & Family Specialist
- Child Protective Services
- Kinship



The Children and Family Services Division is responsible for ensuring the safety of the children of Chippewa County. Operating under Chapter 48, commonly referred to as the “Children’s Code,” workers assess situations brought to the attention of the County and determine if children are safe, make determinations around maltreatment in cases where children are found to be unsafe either through abuse or neglect, and refer families to community resources with the intent of empowering families to meet their needs and the needs of their children. In construing the Children’s Code, the best interests of the child or unborn child shall always be of paramount consideration.

ACHIEVEMENTS

- Implemented the Lead Worker process that allowed for more sharing of responsibility within the division.
- Continued to form community partnerships and collaboration with community resources that allowed for ease of referrals for families in need of services.
- Completion of the Strategic Plan identified areas in need of guidance or resources within the division.
- Staff completed Crisis Training with the purpose of utilizing the Crisis Program for children who are experiencing significant behavioral challenges in order to avoid hospitalization.
- Participated in the Policy, Practice, and People Program by introducing a family to the Human Services Board who were able to talk about their experiences working with the Child and Family Services Division.
- Completion of Coordinated Service Team training provided staff with tools to form larger support networks for families in order to empower families in meeting their needs.

LESSONS LEARNED

- Development of Policies and Procedures provides us with clear guidelines for serving families and meeting agency standards.
- Engaging families on the front-end of service provision results in case plan objectives being met quickly and cases closing faster.
- Coordinated Service Teams support families and workers in bringing more players to the table, which results in families becoming self-sufficient and independent of the need for county services.

STRATEGIC INITIATIVES FOR 2010 TO 2012



STRATEGIC INITIATIVE 1

Implementation of Coordinated Service Teams.



STRATEGIC INITIATIVE 2

Improve training to be more efficient and less duplicative.



STRATEGIC INITIATIVE 3

Define Community Response and Alternative Response and how this fits with Children and Families Division.

Michelle Bow

ACHIEVING POSITIVE OUTCOMES:

A Success Story



In early 2009, the Child and Family Services Division (CFSD) received an access report indicating a mother had given birth to an infant who tested positive for drugs and was experiencing withdrawal symptoms. A CFSD worker conducted a child protective services assessment and determined the infant and the toddler sibling were unsafe in the parents' care. As a result of this determination, Human Services placed the children in a Chippewa County licensed foster home and filed a Child in Need of Protection

or Services (CHIPS) petition in Chippewa County Court. The CHIPS petition required the parents to follow through with services recommended by Human Services. These services included alcohol and drug abuse treatment as well as individual and group counseling through LE Phillips, team meetings through Human Services, frequent drug screens, and AA/NA meetings in the community. The mother also received services at Women's Way, another community program that serves women in Chippewa County. Other services the family received included visits supervised by Human Services and later by the foster parents. The parents

received parenting support in their home from a Chippewa County Child and Family Specialist. After approximately nine months in placement, the children returned home. To support their reunification, Human Services implemented respite care for the children in their previous foster home. The foster parents have become an informal support to the children's parents and continue to have a positive relationship with both them and the children. The Human Services CFSD allowed the CHIPS order to expire at the end of one year and there have been no further reports of abuse or neglect. ▣

COMMUNITY MENTAL HEALTH & RECOVERY SERVICES

Programs & Services COMMUNITY MENTAL HEALTH & RECOVERY SERVICES

- Adult Family Home
- Adult Protective Services
- Alzheimer's Program
- Chapter 51 Case Management & Residential Services – Adults
- Chippewa County Drug Court
- Community Support Program for the Chronically Mentally Ill
- COP Program – Adults
- Guardianships
- Indigent Medication Program
- Mental Health Emergency Services
- Mental Health Inpatient Services Acute and Long Term Care
- Mental Health Services to Chippewa County Jail
- Nursing Services
- Outpatient Mental Health Services
- Outpatient Substance Abuse Services
- Protective Placements / Watts Reviews
- Work Related Services



In 2009 Community Mental Health and Recovery Services (CMH&RS) Division became the central point of entry for all adult services. We provide consumers a continuum of care, creating opportunities, and changing lives. This is done through partnership and collaboration with community resources. Program areas stress continuity of care by empowering individuals to solve their own challenges by building on their strengths.

The CMH&RS holds Wisconsin Department of Health and Family Services certification for Level III Emergency Mental Health Services, Community Support Program, and outpatient mental health services. Evidence-based best practices are utilized in all three programs, which enables the individual to learn strategies to manage their mental health issues and make progress toward recovery. Core values in recovery emphasize the use of personal choice, hope, collaboration, and respect of the person as the expert in their own experiences.

CONSUMERS SERVED

Community Mental Health & Recovery Services

PROGRAM/SERVICE	SERVED	PROGRAM/SERVICE	SERVED
Adult Protective Services	43	Emergency Crisis	489
Community Options Program	6	Guardianships / Protective Placements	33
Community Support Program	56	Outpatient Mental Health	390
Drug Court	5	Protective Placement (WATTS) Reviews	109
Emergency Detentions / Petitions	133	Substance Abuse	291

ACHIEVEMENTS

■ Emergency Mental Health Services provided assistance to law enforcement who were in contact with a consumer experiencing a mental health crisis. There were 313 hospital diversions with estimated cost savings of \$145,971 – a 22 percent reduction of emergency detentions (taking into account one night of hospitalization at the expense of the Department of Human Services).

■ Collaborative effort with Northwest Connections in providing crisis services allowed for effective community based treatment, which lead to keeping families together during stressful situations.

- The Mental Health professional staff, comprised of psychiatrists, psychologists, master level clinicians, nurses, bachelor level case managers, substance abuse counselors, and a mental health technician, all responded to Adult Protective Service inquiries, substance abuse services, and mental health crisis funding requests as well as working in their assigned program areas. Cross training allows numerous staff to be available if a crisis arises.

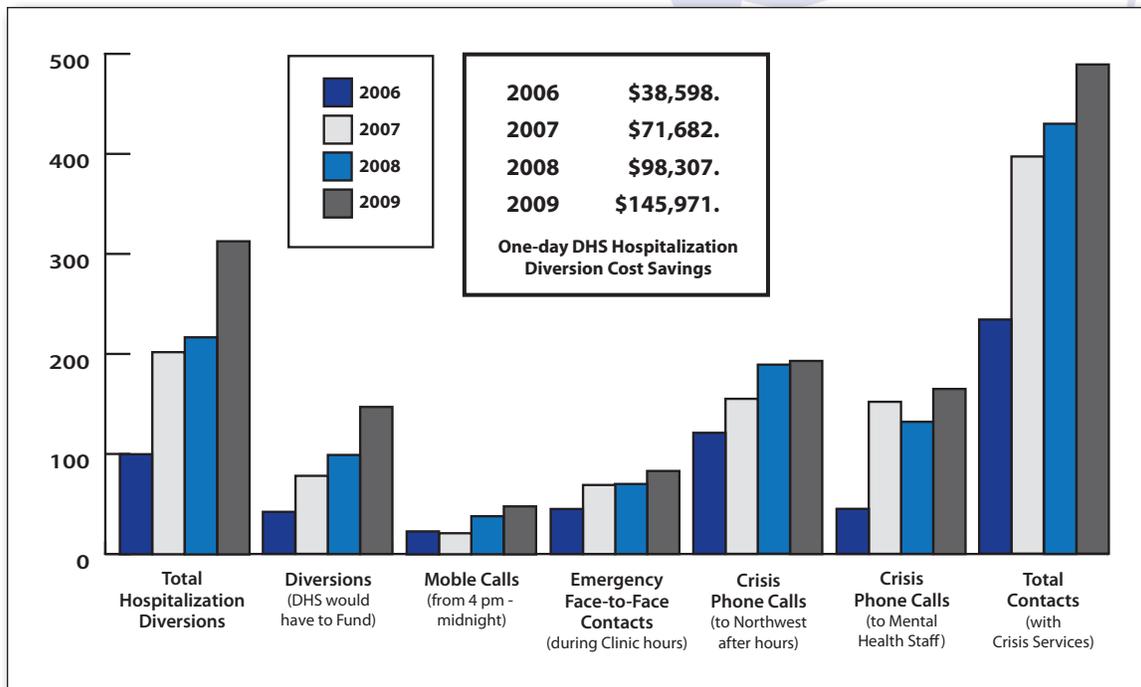
- Continued to move forward with reorganization in 2009.

- Routine mental health services are now provided on a short-term basis to those who are internal Human Services referrals or who enter through crisis services. Individual plans are established to reduce risk of harm, impaired functioning due to symptoms, and relapses that would result in a more restrictive placement. The Community Access to Services and Supports Policy was approved by the Human Services Board in August 2009. This policy clearly indicates the manner in which mental health services will be provided. This policy resulted in 134 routine mental health consumers being identified to be transitioned to other service providers. The community met the challenge but continues to struggle with timely access to mental health services. This is a statewide issue.

- Community Support Program (CSP) utilizes a team approach to promote recovery for the most severe mentally ill adults in the community. Consumers learn strategies to manage their illness and make progress towards recovery through individual and group symptom management skill development. CSP uses the evidence-based program “Illness Management and Recovery Program” from Substance Abuse Mental Health Services Administration Center for Mental Health Services.

- Incorporated substance abuse treatment in the division provided opportunities for extensive collaboration between all treatment providers of the consumer. The ability to coordinate all recovery services provided for efficient and expedient administration of services and promoted accountability of the consumer in their treatment recovery program.

Chippewa County
EMERGENCY CRISIS SERVICES SUMMARY
 2009



■ In November we became the access point to investigate reports of Elder Adults at Risk (age 60 +) and Adults at Risk (age 18-59). Chippewa County experienced a dramatic increase in the number of investigations – 43 in 2009 compared to 24 in 2008.

■ Processed 33 requests for guardianship of, which 13 included protective placement orders that necessitated comprehensive evaluations. A total of 109 protective placement reviews (Watts) were completed in 2009. A future challenge is to meet the demands of our aging population in collaboration with community service providers.

LESSONS LEARNED

■ Consumers requesting routine mental health care (psychiatry) from private community providers have in some cases waited up to six months to be served. Children have waited up to twelve months. Providers also require that the consumer first be seen by a primary health care provider within their system prior to scheduling with psychiatry.

■ Data collected regionally has shown that Chippewa County has experienced a 56 percent increase in Adult Protective Service (APS) referrals. Elderly or disabled

individuals make up 32 percent of the County's population. This trend identifies the need to increase staff time allocated to APS cases.

■ Adult Disability Resource Center is a valuable community resource and good collaboration results in numerous benefits to the consumer.

■ A single point of entry in Adult Services provides for efficient access to services.

■ Consumers of Community Support Program can independently manage their recovery program when given the appropriate tools and supports.

Sue Klinger

STRATEGIC INITIATIVES FOR 2010 TO 2012



Build upon the strengths of the dedicated staff and the utilization of all resources private and public to empower consumers to achieve positive outcomes.

- Utilization of all funding sources.
- Work effectively with consumers in crisis.

ACHIEVING POSITIVE OUTCOMES: *A Success Story*

Chris is a young man who was dealing with poly-substance abuse and depression, complicated by numerous unmet healthcare needs. He had a sense of hopelessness that led to frequent suicidal thoughts. Through his coordinated recovery plan that he designed in collaboration with his case manager, he was able to reduce his suicidal thoughts. He learned appropriate coping strategies to manage his life. As Chris would like to say, "I got my head screwed on a little more straighter." Chris learned to transfer his support needs from professional to natural supports in the community. He now is enrolled at the Chippewa Valley Technical College, taking courses to prepare himself to enter the Substance Abuse Counselor Training program in Fall 2010. ▀

TRANSPORTATION

2009 was the final year for the Department of Human Services Transportation Program. With a need for budget cuts, the elimination of the Transportation Program is in line with Chippewa County's move to become an administrator of services rather than a provider of services.

The transition began with a Request for Proposal (RFP) resulting in a five year contract with Tender Care providing transportation to those remaining Chippewa County clients. The Transportation Program worked with Community Health Partnership (CHP) and Tender Care to begin a gradual transition in November of both CHP riders and Chippewa County riders.

Administration of the 85.21 state grant was allocated to the Aging & Disability Resource Center (ADRC) in anticipation of serving disabled and elderly Chippewa County residents without funding sources, thus reaching an additional segment of the disabled and elderly population not previously served.



CHIPPEWA COUNTY RESIDENTS SERVED, TRIPS AND MILES 2009

YEAR	MEDICAL	EMPLOY- MENT	NUTRITION & AGING	SOCIAL & RECREATION	TOTAL TRIPS	TOTAL TRIP MILES
2001	789	49,046	266	954	51,055	219,469
2002	1,086	51,869	358	1,039	54,352	236,945
2003	2,889	49,965	314	1,103	54,271	241,355
2004	6,041	49,098	32	1,213	56,384	244,873
2005	6,808	46,549	0	1,233	54,590	259,315
2006	7,227	46,723	0	2,958	56,908	286,996
2007	8,420	46,869	0	3,673	58,962	300,500
2008	9,809	45,909	0	3,656	59,374	282,884
2009	4,851	22,106	0	1,819	28,776	155,965

NOTE: There were no residents served for Education/Training.

NON-AMBULATORY TRIPS 2002-2009

	2002	2003	2004	2005	2006	2007	2008	2009
ELDERLY	939	1,059	1,137	1,172	1,168	702	443	233
NON-ELDERLY	2,335	2,335	2,757	2,904	2,927	3,694	4,388	3,594
TOTAL	3,274	3,414	3,894	4,076	4,095	4,396	4,831	3,827

ECONOMIC SUPPORT

Programs & Services ECONOMIC SUPPORT

- Income Maintenance
- Temporary Assistance Program / General Relief
- Wheels for Work
- Wisconsin Home Energy Assistance Program (WHEAP)
- Wisconsin Shares Child Care



Using the Department of Human Service's Strategic Plan as guidance, the Economic Support (ES) Division not only completed its divisional plan for 2010-2012 but initiated many of the objectives in 2009.

ACHIEVEMENTS

- Planning and collaboration of a Regional Change Center occurred late in 2009 and was ready for implementation on January 4, 2010.
- The Economic Support Quality Improvement Work Group was formed and began addressing issues noted in the strategic plan as well as enhancing day-to-day operations of the ES Division.
- Re-negotiated the contract with Workforce Resource and as a result, was able to more than double the contract revenue it had received from them in 2008 without additional requirements or liabilities.
- Ability to deliver timely services while demand is at record levels is an achievement in itself, especially in light of the continual changes in programs and policies/procedures initiated at the state and federal level.
- Adapted and will continue to adapt to multiple changes and challenges in administering public assistance programs in Chippewa County.

LESSONS LEARNED

Exploring opportunities to collaborate with other Economic Support Agencies in the region may lead to additional funding for supporting such efforts as we expect to see with the Regional Change Center. However, one should always consider the very real possibility that sustaining a collaboration or program could eventually rely on local support.

STRATEGIC INITIATIVES FOR 2010 TO 2012



STRATEGIC INITIATIVE 1

Education and raise public awareness.



STRATEGIC INITIATIVE 2

Improve efficiency.



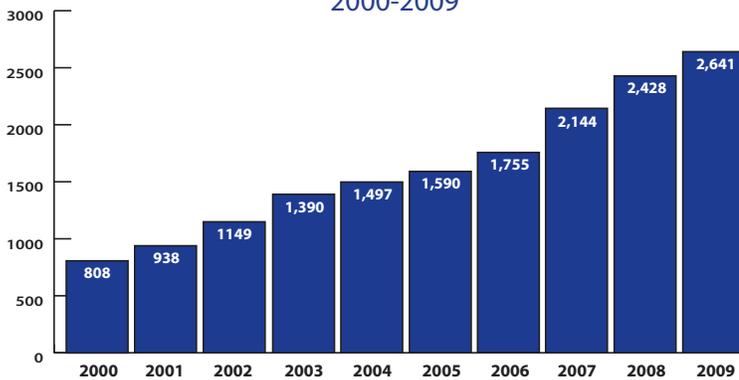
STRATEGIC INITIATIVE 3

Improve morale.

Changing Lives... A Success Story

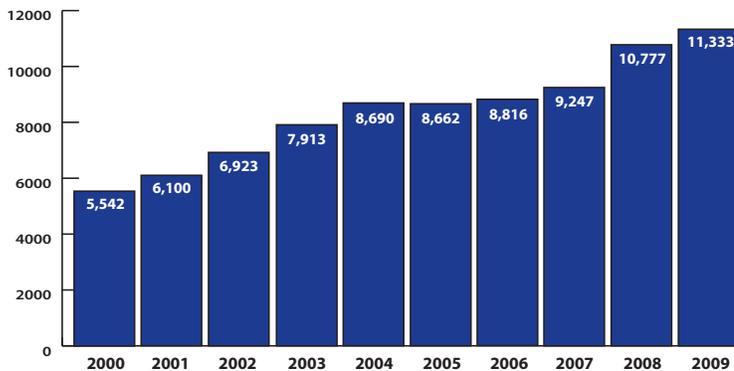
WISCONSIN HOME ENERGY ASSISTANCE PROGRAM (WHEAP) APPLICATIONS

2000-2009



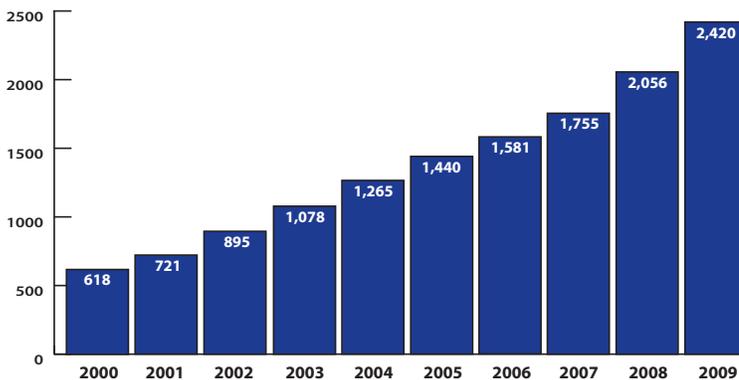
MEDICAL ASSISTANT RECIPIENTS

2000-2009



FOOD SHARE CASES

2000-2009



Marge was a single adult who had been reliant upon the Chippewa County Human Services Temporary Assistance Program (General Relief) for both her shelter and medical needs, as well as utilizing the Food Share and Wisconsin Home Energy Programs.

Marge had applied for Social Security Disability benefits a number of times in the past but was continually denied due to lack of information or follow-through, even though she had assistance from friends and other agencies with the process.

With the Temporary Assistance Program scheduled to be eliminated January 1, 2010, it was imperative that she be found eligible for Social Security benefits, as she would have no other way to meet her needs. (Although it is not required that we assist consumers in applying for Social Security benefits, it was in both her interest and the agency's that we assist her.)

Beginning in September, a staff member assisted Marge with completing the Social Security Disability application, gathering the information needed (no easy task in itself), and submitting the application to the Social Security Administration (SSA). In addition, the staff member acted as the point of contact with the SSA on Marge's behalf and followed up with additional information required. They advocated for her during the entire process, not only with the SSA but also with the Mental Health professionals assigned to assess her abilities. The staff member personally drove Marge to her appointments to ensure she would attend them.

Marge was found eligible for Social Security Disability benefits on December 1, 2009, and with additional advocating by the Economic Support staff member, Marge was able to receive payments dating back to February 2008. (With her back payments, Marge repaid Chippewa County DHS for the assistance she had previously received.) Marge now has a regular income, Medical Assistance, and is no longer reliant on Chippewa County to meet her every need. ■

CHILDREN WITH DIFFERING ABILITIES

Programs & Services CHILDREN WITH DIFFERING ABILITIES

- Chapter 51 Case Management & Residential Services
- Children's Foster Care
- Children Come First
- Children's Long Term Support Waivers – Physical, Developmental, and Mental Health Disability; Autism
- COP Program – Children
- Early Intervention Services for Children from Birth-3 with Developmental Needs
- Family Support Program
- Independent Living Services
- Medicaid Personal Care
- Adult Protective Services



In 2009, the Children With Differing Abilities Division (CWDAD) was responsible for adult and child waiver services, adult and minor guardianship/protective placements, Watts reviews, Birth-3, Family Support Program, adult protection services, Alzheimer's Program, Children Come First, Foster Care, and payee services.

ACHIEVEMENTS

■ Transition of all adult services from CWDAD to the Community Mental Health and Recovery Services Division in late 2009. This transition coincided with the CWDAD's strategic planning process and resulted in a redesign of the CWDAD. The redesign:

- ▲ prepared the Division to specialize in providing services specifically for children with special needs and to enhance collaboration within Human Services, the division, and the community;
- ▲ included a new organization of service coordinator positions based on service coordinator strengths, combined with the needs and trends of the target groups within the populations served;
- ▲ will result in the maximization of available dollars so more opportunities are created for our consumers; and
- ▲ developed a process for new referrals coming into the Division.

■ Awarded \$204,000 in state dollars through the waiver programs to serve new children from the waiting list. The Division began serving new children with these dollars in October. It is anticipated that this money will serve at least 12 new children from the waiting list.

■ Successfully combined several oversight committees into the CWDAD Advisory Committee. One goal of the Committee is to have at least 50 percent participation by parents whose children have or are receiving services. The Committee provides oversight to the entire Division and provides a bridge to the enhancement of relationships within the community.

■ The Foster Care Program successfully planned for implementation of a new training curriculum and the requirement that all court ordered relative (Kinship Program) providers be licensed as foster parents. The CWDAD worked closely with the Children and Families Division to prepare the procedure for implementation at the end of 2009. The CWDA Division took over the responsibility working with court ordered Kinship Program providers.

- The Birth-3 staff worked to develop a plan to improve the ability of staff to increase the quality of services to families. This plan was based on Federal ARRA Stimulus dollars allocated to county Birth-3 programs.

- The plan, from 2009-2011, includes: technological updates to improve service coordinator efficiencies and consistency, additional support staff to allow service coordinators to respond to families in a timely manner, and an increase in tools available for use by families.

LESSONS LEARNED

- Faced numerous changes with the 2008 rollout of Long Term Care Redesign, specialization of the Division in 2009, and changes in needs of those being served – including an increase in the number of children waiting for waiver services with significant mental health needs.

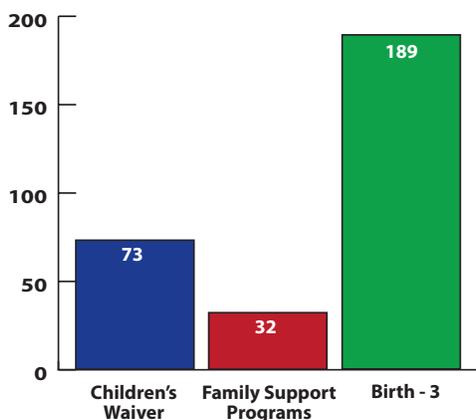
- Learned to pay close attention to state and local trends in order to consistently monitor quality of services and to provide innovation in collaborating with the community and serving consumers.

- Continued to explore opportunities to further collaborate with other county Human Service agencies to provide services in a more fiscally responsible and consistent manner across regions.

- Learned to be flexible and adaptive in its design and application in order to fulfill the vision, mission, and values of the Human Services Department.

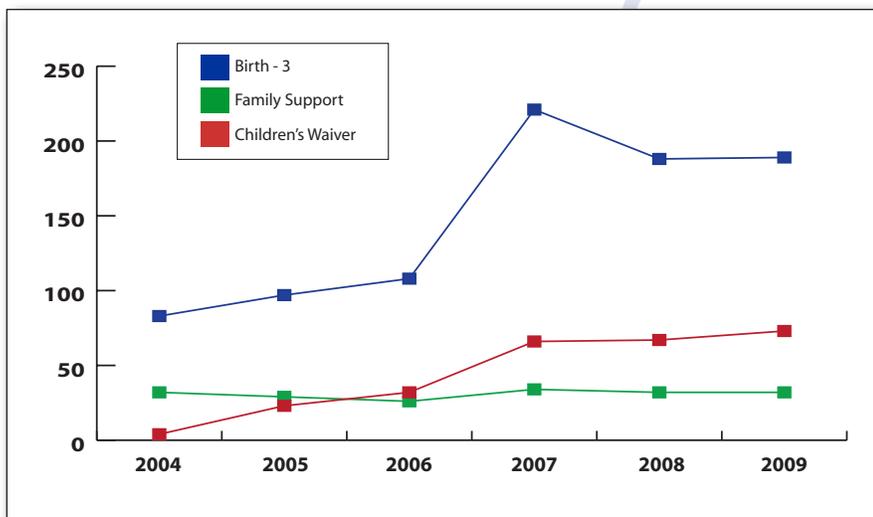
CHILDREN SERVED BY PROGRAM

2009



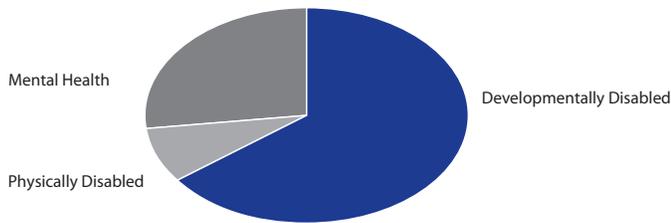
SPECIAL NEEDS CHILDREN SERVED BY PROGRAM

2004-2009



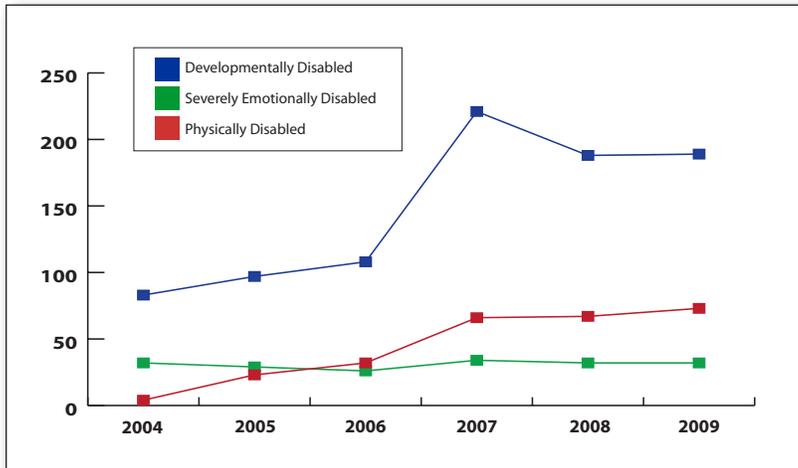
CHILDREN'S WAIVER – SPECIAL NEEDS

2009



CHILDREN'S WAIVER BY DISABILITY

2004-2009



STRATEGIC INITIATIVES FOR 2010 TO 2012



STRATEGIC INITIATIVE 1

Division Development.



STRATEGIC INITIATIVE 2

Policy, Program, and Practice Changes.



STRATEGIC INITIATIVE 3

Increased intra/inter departmental, community, and regional outreach.



STRATEGIC INITIATIVE 4

Staff Development.

Melina Christopher

ACHIEVING POSITIVE OUTCOMES: *A Success Story*



Ariel was diagnosed at age three with an autism spectrum disorder. She was delayed in all areas of development and a challenge to care for because of her behavior. After her

family began working with a Human Services case manager from Chippewa County and special education staff at school, Ariel was able to benefit from the expertise and support of many different professionals and other experienced parents. This team has helped to guide Ariel and her family along the way so that Ariel could become the happy and outgoing young adult she is today.

During her high school years, planning for transition to life as an adult became a reality. Her parents worked with both formal and informal supportive resources to help develop a plan for Ariel's future.

Ariel received funding through the Medicaid Waiver Program to pursue her love of horseback riding and receive regular massages to help reduce her anxiety and increase her sensory integration skills. An array of respite providers increased her social experiences and ability to separate from her family for longer periods of time. She explored a range of potential vocational opportunities with help from her parents, school staff and community resources such as the Department of Vocational Rehabilitation. Ariel has always been interested in cooking and loves animals, so she combined those two interests and started her own business baking organic animal treats specifically for dogs and horses. She plans to work in the community and has found a part time job in a small take-out restaurant where she is gaining valuable experience as an employee working with the public.

Ariel wanted to graduate with her classmates, so she began planning to finish

her senior year in 2010. "TEAM ARIEL" buttons were designed and created by her mom so each of the people in Ariel's life could proudly wear them and show their support of her future plans. Her parents have helped her to become eligible for SSI and she has been accepted into the long term care IRIS program.

Ariel has dreamed of living on her own and due to an amazing turn of circumstances, was able to rent the small home next door to her parents and sister. The home is just the right size for her to learn more skills that will be needed for living independently and yet be near her family who are helping to teach her those skills. So far it's a great success and Ariel's grown in her confidence and willingness to try new things.

With the help and support of many good people along the way, Ariel is definitely launched!!



PARTNERING & COLLABORATING WITH THE COMMUNITY

Our vision is that through community partnerships and collaboration, Chippewa County Human Services will be considered a leader and innovator – creating opportunities and changing lives. We recognize the following Chippewa Valley entities we have partnered with throughout 2009. Thank you for your service and support.

- | | |
|--|---|
| A New View Adult Family Home | Gazda Crisis Home |
| Arbor Place Inc. | Gemini Cares |
| Autism Society – Chippewa Valley Chapter | Grace Adult Day Services |
| Badgerland Youth Services | Heinz Psychological Services |
| Brotoloc North | Human Services Board |
| Burzynski Adult Family Home | L.E. Phillips Libertas Center |
| Callier Clinic | Lifenet Inc. |
| CESA 10 | Local and County Law Enforcement |
| Child Abuse and Neglect Committee | Luther Midelfort Behavioral Health |
| Children with Differing Abilities Advisory Committee | Lutheran Social Services |
| Children's Service Society of Wisconsin | Marriage & Family Health Services |
| Chippewa County Aging & Disabilities Resource Center (ADRC) | Marshfield Clinic Behavioral Health |
| Chippewa County Department of Public Health | New Hope Group Home |
| Chippewa County Jail | Northwest Counseling & Guidance Center |
| Chippewa County Job Center | Northwest Regional Detention Center |
| Chippewa County Schools | Pathways |
| Chippewa County Workforce Resource | Positive Alternatives |
| Chippewa Health Improvement Partnership (CHIP) | Rachel's Place Early Learning Center |
| Clinicare Corporation | REM Wisconsin Homes |
| Community Counseling Services | ResCare Homecare |
| Community Health Partnership (CHP) | River Source Family Center |
| Coordinated Community Response to Domestic Violence and Sexual Assault | Rutledge Charities (Wheels for Work Program) |
| Department of Corrections | Sacred Heart Behavioral Health |
| Dr. Nino Vidic | Serenity House |
| Eau Claire Schools | SPOTS House – St. Joseph's Hospital |
| Fahrman Center | St. Joseph's Hospital Emergency Room |
| Family Support Center | Starting Points (Emergency Housing) |
| Fuhrer Psychological Services | Think and Say Tutoring |
| | Thunder Creek Adult Family Home |
| | United Cerebral Palsy (UCP) |
| | Western Regional Center for Children and Youth with Special Health Care Needs |
| | Women's Way |

Human Services BOARD MEMBERS

- Don Hable
 John 'Jack' C. Halbleib, *Vice-Chair*
 Robert Hoekstra
 Vernon Kellen
 Evelyn Maloney, *Chair*
 Larry Marquardt
 Christine Maslonkowski
 Paul Michaels
 Gary Misfeldt



Front row (l to r): Paul Michels, Vernon Kellen, Evelyn Maloney and Christine Maslonkowski. Back: Larry Marquardt, Robert Hoekstra, John C. 'Jack' Halbleib, Gary Misfeldt and Don Hable.

Leadership TEAM

- Rose Baier
 Melissa Christopherson
 Tom Diel
 Michelle Brown
 Linda Hebert
 Ann Holm
 Sue Klinger
 Mark Nelson
 Pauline Spiegel
 Larry Winter
 Mary Zachau

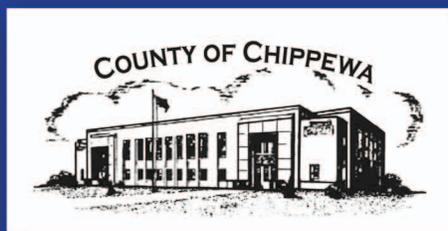


Front row (l to r): Michelle Brown, Mark Nelson, Tom Diel, and Ann Holm. Middle: Linda Hebert, Rose Baier, and Sue Klinger. Back: Larry Winter, Melissa Christopherson, Pauline Spiegel, and Mary Zachau.



Consciously or unconsciously,
everyone of us does render some service or another.
If we cultivate the habit of doing this service deliberately,
our desire for service will steadily grow stronger,
and it will make not only for our own happiness,
but that of the world at large.

Mahatma Gandhi
Indian Philosopher, 1869-1948



Chippewa County
Department of Human Services

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