

cccdhs 2014

CHIPPEWA COUNTY DEPARTMENT OF HUMAN SERVICES

PERFORMANCE
REPORT



Human Services



Aging & Disability Resource Center



MESSAGE FROM
LARRY WINTER
DIRECTOR

"They bring their hearts to work – honoring our everyday heroes" is the theme of the 2014 Performance Report. The unsung heroes of Chippewa County Department of Human Services are our staff. Each morning they arrive at work at 8:00 a.m. sharp (sometimes earlier). Each day their caring hearts serve consumers who are vulnerable, full of anxiety, and often facing seemingly hopeless situations.

Our staff are people of character, beginning with the little things they do to help consumers. Some examples include:

- ♥ *A consumer exits the elevator and is not sure where to go to receive assistance from a particular department. A staff member who is running late for an appointment nevertheless stops to direct the consumer to the right location.*
- ♥ *A consumer is experiencing an increase in anxiety as a result of clinical depression. A staff member listens compassionately and within minutes the consumer has been empowered to believe that everything will be okay.*
- ♥ *A consumer with an elderly parent is in distress because his mother can no longer stay at home due to declining health and few financial resources remain. After listening attentively, the staff member is able to calm the consumer's fears.*

These are just a few of the numerous situations staff encounter each day. Their heroic deeds don't make national news, and they do not receive a huge financial bonus. In some cases, their kindness is not repaid by expressions of gratitude. But they know what it means to serve and are inspired and motivated by the chance to improve the lives of others.

Presently, public sentiment toward individuals who dedicate their lives to public service is not as favorable as it once was. I am both proud and humbled that at Chippewa County Department of Human Services (CCDHS), staff are not deterred by this attitude. On the contrary, they continue to bring joy, peace, patience, gentleness, goodness, kindness, and hope to the work they do and to the people they serve. They teach by example as they assist and empower others to achieve positive outcomes.

The next time you are out and about in our beautiful county and recognize CCDHS staff members – or if you already have the occasion to interact with staff members – thank them for their exemplary dedication and service. Human service work is not an affair of the head, but an affair of the heart. I have over 80 staff who demonstrate this every business day from 8:00 a.m. to 4:30 p.m. (sometimes longer).

Larry Winter

“
We bring our heart
to our work,
honoring our
everyday heroes ...
The unsung heroes
are our staff.
”

COUNTY STRATEGIC GOALS

Our department accomplishments during 2014, in addition to continued planning and goal setting, complement 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 2013 TO 2015

1	<p>STRATEGIC INITIATIVE Increase community engagement.</p>
2	<p>STRATEGIC INITIATIVE Increase community awareness of the value of Chippewa County Department of Human Services.</p>
3	<p>STRATEGIC INITIATIVE Provide a coordinated response in the event of a natural disaster or other county-wide emergency.</p>
4	<p>STRATEGIC INITIATIVE Create opportunities for leadership development.</p>

The 2014 Performance Report serves three purposes. First, it reviews the department's performance in 2014; second, it is a tool that informs citizens in Chippewa County about the inner workings of the Department of Human Services; and third, it informs taxpayers how we invest their financial resources in order to empower children, youth, families, and individuals to achieve positive and lasting results.

6
2014 Fiscal & Contracts Division
Linda Hebert, Senior Fiscal Manager
Mary Zachau, Fiscal & Contracts Manager

8
Aging & Disability Resource Center Division
Jessica Barrickman, Manager

10
Children with Differing Abilities Division
Tim Easker, Manager
Melissa Christopherson, Lead Worker

12
Community Mental Health & Recovery Services Division
Tim Easker, Manager
Tom Diel, Lead Worker
Melissa Christopherson, Lead Worker

14
Economic Support Division
Bobbie Jaeger, Manager
Elizabeth Makar, Lead Worker

16
Children, Youth & Families Division
Children & Families Services Unit
Michelle Brown, Manager
Ann Holm, Lead Worker
Youth Support & Services Unit
Rose Baier, Manager
Ann Holm, Lead Worker

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Results & Customer Stories

24
Community Partners

25
Challenges Ahead and Barriers That Require Attention

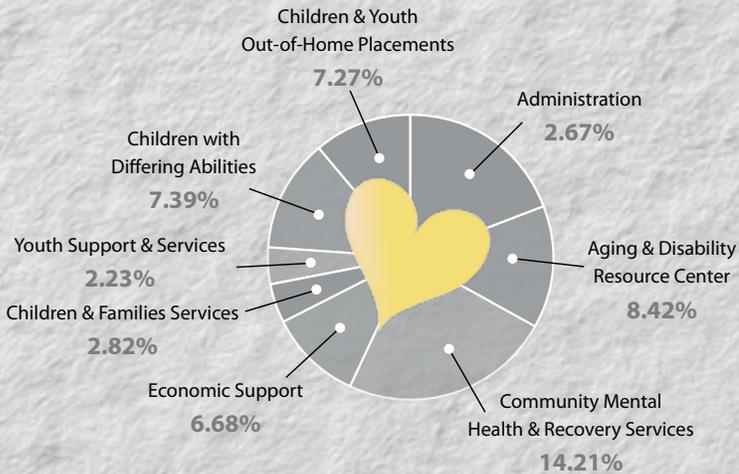
26
Leadership Team & Board Members



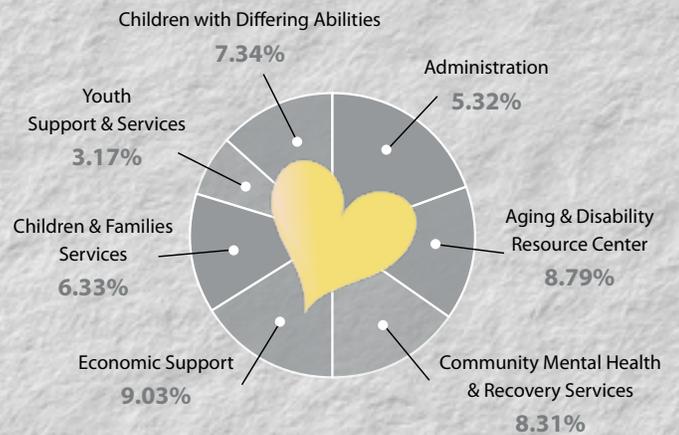
2014 FISCAL REPORT

REVENUE	\$11,611,802
EXPENSE	\$11,107,453
SURPLUS	\$504,349

PROGRAM COST = 51.71%



STAFF COST* = 48.29%



EXPENSES

	PROGRAM COST	STAFF COST*	TOTAL COST
Administration	\$296,647	\$590,423	\$887,070
Aging & Disability Resource Center	\$935,793	\$976,233	\$1,912,026
Children & Families Services	\$313,289	\$703,098	\$1,016,388
Children with Differing Abilities	\$820,817	\$815,513	\$1,636,330
Community Mental Health & Recovery Services	\$1,578,893	\$923,326	\$2,502,219
Economic Support	\$742,444	\$1,003,440	\$1,745,884
Youth Support & Services	\$247,979	\$351,754	\$599,733
Children & Youth Out-of-Home Placements	\$807,803	N/A	\$807,803
TOTAL	\$5,743,666	\$5,363,787	\$11,107,453

*Salary, Fringe Benefits and Health Insurance

PHILOSOPHY & PRACTICE

RESULTS THAT LAST

How do human services empower others to help themselves?

- 1** **FIRST**, we must understand what consumers need to take care of themselves. Then we must provide our exceptional staff with the tools to meet the priorities that have been set.
- 2** **SECOND**, we must utilize evidence-based programs or best practices that provide consumers the opportunities to meet their needs and, in some situations, change their behavior.
- 3** **THIRD**, we must establish outcomes, and plan, implement, and monitor results to evaluate whether programs are helping consumers achieve positive and lasting results.

HOW WILL HUMAN SERVICES ACHIEVE POSITIVE AND LASTING RESULTS?

By increasing collaboration . . . with the entire county community.

By implementing . . . the Community Outreach Plan.

By creating opportunities . . . for shared learning.

By implementing . . . an Emergency Response Plan.

VISION To Achieve Positive and Lasting Results.

MISSION Empowering People to Help Themselves.

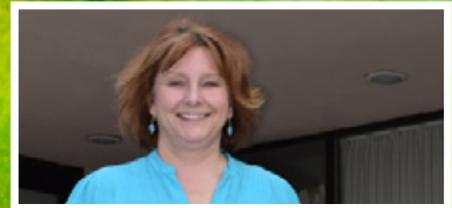
VALUES **COLLABORATION:** Building relationships with others to maximize resources and achieve results.

LEADERSHIP: Encouraging and supporting people as they develop their full potential and abilities.

EMPOWERMENT: Assisting consumers to identify and attain goals by utilizing their strengths.

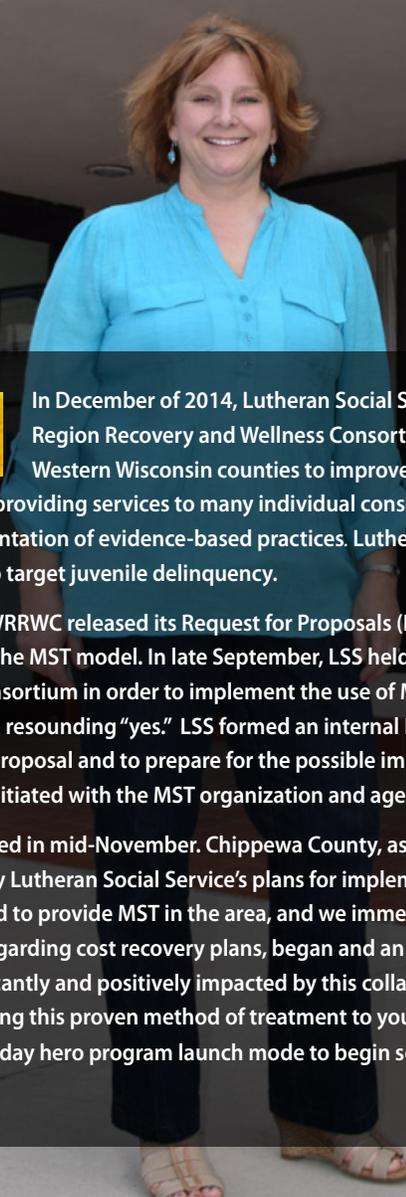
ACCOUNTABILITY: Providing timely, accurate, and fiscally responsible services with a focus on continuous quality improvement.

RESPECT: Always considering the dignity and worth of the person.





LSS
Lutheran
Social Services
of Wisconsin and Upper Michigan, Inc.



*Ann Larsen,
Permanence Program Manager,
Lutheran Social Services (LSS)*

PARTNER

In December of 2014, Lutheran Social Services (LSS) received a grant from the Western Region Recovery and Wellness Consortium (WRRWC), a collaborative effort of eight Western Wisconsin counties to improve mental health and substance abuse delivery services in the region. LSS had been providing services to many individual consortium member counties for years, but the WRRWC grant will allow for the implementation of evidence-based practices. Lutheran Social Services has chosen to use the Multi-Systemic Therapy Program (MST) to target juvenile delinquency.

On September 18, 2014, WRRWC released its Request for Proposals (RFP), and an initial LSS group began to examine the RFP and to explore, in-depth, the MST model. In late September, LSS held the first of many meetings to determine the viability of collaborating with the consortium in order to implement the use of MST to positively impact juvenile delinquents and their families. The answer was a resounding “yes.” LSS formed an internal Program Launch Team, tapping the expertise of various staff members to write a proposal and to prepare for the possible implementation of MST. Significant research was done, and many connections were initiated with the MST organization and agencies currently providing the service.

Our proposal was submitted in mid-November. Chippewa County, as the lead county of the consortium, followed up with questions to further clarify Lutheran Social Service’s plans for implementation of the program. We were notified in December that LSS had been selected to provide MST in the area, and we immediately began collaborating with Chippewa County. Negotiations, primarily regarding cost recovery plans, began and an initial meeting between LSS and Chippewa County was held. LSS has been significantly and positively impacted by this collaboration. We have been impressed by WRRWC’s goal of working together to bring this proven method of treatment to youth and their families. By the end of 2014, LSS and the WRRWC moved into everyday hero program launch mode to begin serving families as quickly as possible in 2015. ■

FISCAL & CONTRACTS DIVISION

POLICY INITIATIVES, UPDATES, AND CHANGES

FEDERAL | STATE | LOCAL

♥ **Western Region Recovery and Wellness Consortium (WRRWC):**

Collaborated with eight counties for Rate Setting Process that was approved by the State of Wisconsin. The State of Wisconsin distributed the WRRWC Rate Setting Sheet to all Wisconsin counties as an example of an approved process.

♥ **Department of Human Services (DHS):**

Participated in the Post Reunification Grant in the Children and Families Division.

ACHIEVEMENTS

- ♥ Completed Medicaid billing using Netsmart Avatar software.
- ♥ Refined Avatar software to assist staff in serving consumers.
- ♥ Successfully launched WRRWC partner counties on Chippewa County Department of Human Services Netsmart Avatar system.
- ♥ A Limited Term Employee trained, tested, and became a Certified Application Counselor to assist the residents of Chippewa County in applying for health insurance through the Federal Marketplace.
- ♥ Assisted Criminal Justice Collaborating Council with Consumer Financial Services.
- ♥ Successful grant reporting for Drug Court Grant and Criminal Justice Collaborating Committee Grant.

COLLABORATION

- ♥ Jill Chaffee, WRRWC Operations Administrator.
- ♥ WRRWC counties – Barron, Buffalo, Dunn, Pepin, Pierce, Polk, and Rusk.
- ♥ Comprehensive Community Services (CCS) providers across the CCS region of eight counties (Barron, Buffalo, Chippewa, Dunn, Pierce, Pepin, Polk, and Rusk).
- ♥ State of Wisconsin Fiscal Management Bureau and Medicaid Division.



2014 GOALS/DIVISION SCORECARD:

1. Provide excellent customer service to our WRRWC partner counties and providers.
2. Increase revenue (Medicaid billing) for the Department of Human Services and the Western Region Recovery and Wellness Consortium.
3. Continued collaboration at state and local levels.





*Katie Matott,
Referral Manager for the
Cornell Area Care Center*

PARTNER

Cornell Area Care Center has partnered with the Chippewa County Aging & Disability Resource Center (ADRC) on several projects. As a result of this collaboration, we were able to reopen the Cornell Senior Center, which had been closed for several years. Reopening this space, along with funding from the ADRC, has allowed us to host educational speakers, exercise programs, social events, and more! We have joined the Dementia Coalition and have had a great response from Cornell businesses about becoming a Dementia Friendly Community. In addition, we have partnered with the ADRC to help provide community education courses such as Stepping On and Powerful Tools for Caregivers.

Keys to our successful partnership with Chippewa County's ADRC are our facility's involvement with our local community and the programs through the ADRC. Combining these two strengths has been a huge part of the successful implementation of programs at Cornell Area Care Center over the past year.

Chippewa County is very unique. It is a fairly large county, and its population is very spread out. Cornell, for instance, is a 25-minute drive to the county seat Chippewa Falls. Yet the ADRC ensures that its services are widely known and readily available to everyone throughout the county. It is a great asset to the aging and disabled residents in our community, especially when transportation is an issue. As a transitional care facility, Cornell Area Care Center regularly refers our patients to the ADRC for answers to questions; for information on nutrition, finances, benefits, services; and for other resources.

The team at Chippewa County ADRC is great. Their responses are timely and we know we can rely on them to assist our patients after they return home. All of their Options Counselors are well versed and dependable. Our partnership blends everyday heroes into a great team that is always looking for ways to improve the health and well-being of community members with whatever means are available. ■

AGING & DISABILITY RESOURCE CENTER

INTRODUCTION

Aging and Disability Resource Centers (ADRCs) are the first place to go to get accurate, unbiased information on all aspects of life related to aging or living with a disability. ADRCs are friendly, welcoming places where anyone – individuals, concerned families or friends, or professionals working with issues related to aging or disabilities – can go for information tailored to their situation. The ADRC provides information on a broad range of programs and services, helps people understand the various long term care options available to them, helps people apply for programs and benefits, and serves as the access point for publicly-funded long term care.

POLICY INITIATIVES, UPDATES, AND CHANGES FEDERAL | STATE | LOCAL

♥ The State Department of Health Services continues to push for increase in ADRC efforts surrounding nursing home relocations in order to ensure individuals are residing in the least restrictive environment possible. Efforts increase quality of life and decrease state and federal dollars spent in long term care facilities.

♥ The Wisconsin Department of Health Services continues to move forward with its Wisconsin Dementia Care System Redesign Plan, which addresses the increasing aging population affected by dementia and outlines a plan to improve the system within Wisconsin to support these individuals, families, and caregivers. The five key areas being addressed are:

✔ **Community Awareness and Services:**

Increase awareness and education, expand early intervention and detection, and provide caregiver support.

✔ **Facility-Based Long-Term Care:** Address barriers for nursing homes to support individuals with behaviors, improve quality of dementia care within facilities, and promote dementia friendly facility designs.

✔ **Care for People with Significant**

Challenging Behaviors: Expand crisis response capacity, clarify emergency protective placement procedures, and address shortage of facilities that accept emergency placements.

✔ **Dementia Care Standards and Training:**

Publicize existing dementia training, develop care standards, provide additional training, and create incentives for training compliance.

✔ **Research and Data Collection:** Develop and implement a data collection plan to facilitate quality measurement, and inventory dementia care providers.

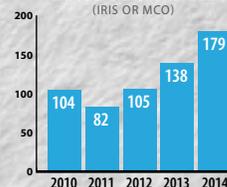
ACHIEVEMENTS

- ♥ Time reporting goal of 39 percent was met and exceeded, resulting in additional funding.
- ♥ Increased community outreach aimed at educating the community about the ADRC.
- ♥ Fifteen Medicare presentations provided throughout the community.
- ♥ Increased health promotion activities provided throughout the county in collaboration with community providers and stakeholders:
 - ✔ Stepping On – three workshops offered.
 - ✔ Powerful Tools for Caregivers – first workshop offered in Chippewa County.
 - ✔ Living Well with Chronic Conditions – began planning to begin offering this workshop in 2015.
 - ✔ Memory Screening – began offering Memory Screens (ten completed).
 - ✔ Increased community education about Power of Attorney (POA) documents and began assisting consumers with POA health care forms.
- ♥ Established a Nutrition Advisory Council for Chippewa County.
- ♥ ADRC Board members attended statewide Alzheimer's and Aging Conferences.
- ♥ Focus on increasing volunteer recruitment.
- ♥ Creation of the Dementia Coalition of Chippewa County – kick off to Dementia Friendly Business initiative – community collaboration at its best!

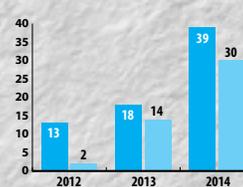
2014 GOALS/DIVISION SCORECARD:

- 1. Increased health promotion and prevention programming:** Stepping On, Powerful Tools for Caregivers, and Living Well workshops. Memory screening offered at local Senior Center.
- 2. Increased volunteer impact:** 11 volunteers trained to provide Dementia Friendly Business training. Ten individuals have become Health Promotion Leaders for workshops, one of whom has provided her time weekly to assist ADRC's Benefit Specialist.
- 3. Increased and diversified ADRC funding:** Greater Wisconsin Agency on Aging Resources (GWAAR) Stepping On Grant, Regional Trauma Advisory Council (RTAC) Stepping On Grant, awarded ADRC contract amendment to support coordination of Dementia Friendly Business initiative, and increased federal match funding by providing additional training to staff on time reporting.
- 4. Increased collaboration with the three area Senior Centers:** Senior Wellness programs, provided Memory Screens, and held Health Promotion workshops in Senior Centers.
- 5. Nutrition Program revitalization efforts:** relocated three Senior Dining meal sites (two of which moved to restaurants).
- 6. Increased nursing home outreach by providing information and assistance for individuals who wish to move to a community-based setting.**
- 7. Community Outreach Committee:** increased tracking of outreach, created a new customer resource guide, and aired statewide ADRC commercials.
- 8. Continued work on establishing an emergency**

ENROLLMENTS INTO LONG TERM CARE (IRIS OR MCO)



GUARDIANSHIPS AND PROTECTIVE PLACEMENTS

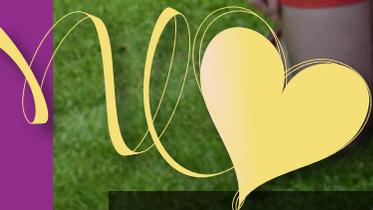


PROGRAMS AND SERVICES

- ♥ Disability Benefit Program
- ♥ Elder Benefit Program
- ♥ Senior Dining
- ♥ Meals on Wheels
- ♥ Adult Protective Services
- ♥ Guardianship/Protective Placements
- ♥ National Family Care Giver Support Program

- ♥ Alzheimer Family Caregiver Support Program
- ♥ Chore Program
- ♥ Ensure Program
- ♥ Memory Screening
- ♥ Power of Attorney Education and Assistance
- ♥ Information and Assistance/Options Counseling
- ♥ Stepping On – 7-week Senior Fall Prevention Workshop
- ♥ Powerful Tools for Caregivers – 6-week Workshop

- ♥ Living Well with Chronic Conditions – 6-week Workshop
- ♥ Senior Center Wellness Programs (provide financial support to local Senior Centers)
- ♥ Protective Placement Reviews (contracted with Eau Claire County)
- ♥ Transportation Program (contracted with New Freedom, Patients' Express, Tender Care, and Shared Ride)
- ♥ Volunteer Coordination and Caregiver Program (Contracted with Chippewa River Industries; funded by United Way; located within the ADRC)



BACK
Christina Schaffer and Jason Fleming
with children Autumn Dembowski,
Jesse Eberhardt and Kaitlyn Eberhardt

FRONT
Tina and Mike Buhrow
with their daughter Mykle

PARTNER

Tina Buhrow is an everyday hero. Through her work as a foster parent and crisis stabilization provider, she has many opportunities to collaborate with Chippewa County Department of Human Services (CCDHS) for the good of people in the community who need assistance.

Every person experiences difficulties in life to varying degrees; growing from these experiences requires a connection or connections with a kind, caring, and compassionate community. The goal of CCDHS is to create these vital connections between those in need and those who can help them. For example, when CCDHS calls Tina about a child or teen and family in crisis, a connection is made. Tina begins by listening to the person who is experiencing difficulties with an empathetic, non-judgmental ear. She listens to the family with that same empathy. This helps her to understand their fears, hopes, and dreams. It helps her understand their past, present, and current life situation; and their hopes for the future. Seeing through their eyes gives Tina the perspective she needs to offer them encouragement and to accompany them on a journey of hope, healing, and health.

Tina is currently foster parent to a boy whose family is experiencing generational trials (when difficult/challenging issues occur in multiple generations within a family). The connections CCDHS has helped to create between the family, Tina, and other important resources established a support team for this family which, in turn, is helping them to achieve positive results. The kind of human connection promoted by the Department of Human Services brings people together to work hard on behalf of others; it helps to create a strong and healthy community for everyone in Chippewa County.

There is no greater value than human life, and there is no greater service than service to others. Living in a strong, healthy, and well-connected community is at the core of what it is to be human. "We've learned so very much through our experiences as foster parents and crisis stabilization providers," says Tina. "We have been blessed with opportunities to see life through the eyes of others, and these experiences have strengthened our hope in the human spirit, in our community, and in humanity." ■

"Character cannot be developed in ease and quiet. Only through experience of trial and suffering can the soul be strengthened, ambition inspired, and success achieved." – Helen Keller

CHILDREN WITH DIFFERING ABILITIES

OVERVIEW

In 2014, the Children with Differing Abilities (CWDA) Division continued to be Chippewa County's primary source of information, assessment, and service coordination for children with special needs. However, 2014 was also a year of preparation as we prepared to implement a new program known as Comprehensive Community Services (CCS) for children with a mental health and or substance use diagnosis. Our partnership with the Western Regional Center for Children and Youth with Special Health Care Needs continued as they are the single-point of access for Birth to 3, Family Support, and the Children's Long Term Support (CLTS Waiver) Programs.

The preparation involved laying the groundwork for the implementation of Comprehensive Community Services (CCS). Staff as well as providers have undergone a plethora of training. We wanted to be sure folks not only understand what the program is about, but also build skills to ensure that the program is administered as effectively as possible.

CWDA staff and providers are excited as we gear up to implement this new program in 2015. We look forward to serving our community via the existing programs mentioned above (including Emergency Mental Health Services) but also through our newest endeavor, Comprehensive Community Services. This is a recovery-based program that will assist consumers and their families to achieve their best. As always, the needs may vary, but the theme remains the same: kindness and compassion for those who are need of a helping hand.

POLICY INITIATIVES, UPDATES, AND CHANGES

FEDERAL | STATE | LOCAL

♥ In July 2014, the federal government issued guidance requiring states to provide coverage of Autism Spectrum Disorder (ASD) treatment services as a regular statewide Medicaid benefit through BadgerCare Plus, Medicaid for the Elderly, Blind or Disabled, and the Katie Beckett program. This means that, in the future, coverage of ASD treatment services will be provided through one of these programs instead of through Children's Long-Term Support (CLTS Waivers). CLTS Waivers will continue to provide support services to meet children's assessed needs.

♥ Wisconsin's Birth to 3 Program continues to work with the Centers for Medicaid Services (CMS) as it works toward implementation of a waiver program for Birth to 3. This would allow counties to receive reimbursement from Medicaid for certain services rendered in the Birth to 3 program. The specifics have not yet been ironed out. This would potentially allow county programs to stretch their allocated dollars and potentially provide additional services.

ACHIEVEMENTS

♥ **Budgeted Goals:** Once again CWDA has remained within our budgeted goals. This is due in large part to our service coordinators, who understand the programmatic parameters without compromising health and safety issues. We work hard to be good stewards of the funding with which we have been entrusted.

♥ **Productivity:** Service coordinators continue to meet or exceed monthly/annual productivity standards with hours spent working directly on consumer related activities. Staff understand the connection between meeting productivity standards and maximizing our ability to serve children and families.

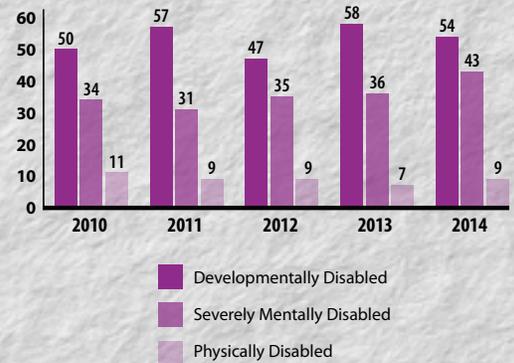
♥ **Multi-Systemic Therapy (MST):** Chippewa County applied for and received a grant to implement Multi-Systemic Therapy. The grant was needed due to the program's high start-up costs that involves the recruitment and training of a provider. Through the Request for Proposal process, Lutheran Social Services received the contract to provide this service. MST is an evidence-based, waiver allowable, intensive family and community-based treatment program. It focuses on addressing all environmental systems that impact the child. St. Croix County has had this program in place for about four years and has experienced great success.

♥ **Birth to 3 Primary Coach Approach to Teaming:** While this approach has been in use for several years, the last year saw our teams (consisting of SPOTS House therapists as well as CWDA staff) really push to achieve model fidelity. This is an evidence-based practice that requires intensive attention to process during implementation to ensure the best outcomes for our families. As such, our teams have set aside specific time to attend to these practice issues that will allow our program to rise to a new level.

2014 GOALS/DIVISION SCORECARD:

1. Create a healthy work environment.
2. Increase revenue generated from consumers.
3. Increase billable hours.
4. Achieve division's budget goal.
5. Continuous quality improvement as it pertains to consumer satisfaction.
6. Serve children and youth in the community whenever possible.
7. Improve compliance rate on all case reviews.
8. Improve service to consumers.

CHILDREN'S WAIVER BY DISABILITY 2010-2014



PROGRAMS AND SERVICES

- ♥ Children's Foster Care
- ♥ Birth to 3 Early Intervention Services for Children with Developmental Needs
- ♥ Independent Living Services
- ♥ Children's Long Term Support Waivers – Physical, Developmental, and Mental Health Disabilities; Autism
- ♥ Family Support Program
- ♥ Children's Emergency Mental Health Services



LEFT TO RIGHT
Dave Lemanski, President / CEO
Becky Albricht, Regional Services Manager
Angela Stearns, Employment Support Specialist

PARTNER

Chippewa River Industries (CRI), Inc. has collaborated with the Chippewa County Department of Human Services (DHS) to provide employment services to individuals enrolled in the Community Support Program (CSP) and the Individual Placement and Support Program (IPS).

This partnership is a model of everyday heroes placing the needs of others first, just as it is a model of coordinating services to ensure consumers are properly supported in their community.

CSP is a community-focused program designed to assist individuals with severe and persistent mental illness coping with their symptoms while living in the community. It is essential to avoiding alternative services. Services and consumer plans are developed using a person-centered, community-based approach. The Individual Placement and Support (IPS) Program is structured to help individuals experiencing mental health symptoms to find employment within the community.

In 2014, CRI helped individuals begin 18 new jobs in the CSP and IPS programs. These placements averaged 21 hours of work per week at \$9 per hour. The support of the Department of Human Services is necessary for IPS services to be successful.

The collaboration between DHS and CRI has been successful. Chippewa River Industries, Inc. attends weekly CSP Unit meetings to share information among the agencies involved in order to ensure that services are provided according to the participants' needs. Ensuring open lines of communication is extremely important in the human service industry; DHS and CRI understand this and communicate openly with each other to ensure that the goals of the persons served are properly addressed and/or achieved. Part of maintaining an IPS Employment Program requires obtaining and maintaining fidelity. CRI and DHS consistently receive high fidelity scores in independent reviews from the State Department of Health Services, Division of Vocational Rehabilitation, and Stout Vocational Rehabilitation Institute – UW-Stout.

CRI also collaborates with the Mental Health & Substance Abuse Advisory Committee meeting that is held every three months. This committee is comprised of local businesses and organizations that come together to discuss new and improved services that are being offered in Chippewa County.

Chippewa River Industries has built a great rapport with the Chippewa County Department of Human Services. Because of that rapport, CRI has succeeded in achieving positive employment outcomes. Chippewa County has led all the agencies in the IPS consortium in the State of Wisconsin in having the highest job placement outcomes. ■

COMMUNITY MENTAL HEALTH & RECOVERY SERVICES

OVERVIEW

2014 was a year of preparation for Community Mental Health and Recovery Services (CMHRS). In 2009 our division's area of service delivery focused on serving those adult consumers who are experiencing a mental health crisis. This continued throughout 2014, and we touched many lives. The focus has been on safety and, in a nutshell, assisting the consumer in resolving factors leading to the crisis. This could be providing ongoing support and linkage to providers, as well as referral to more intensive, ongoing services such as the Community Support Program (CSP) or Community Recovery Services (CRS).

The preparation involved laying the groundwork for the implementation of Comprehensive Community Services (CCS). CCS is a recovery-based program for those individuals who have a diagnosed mental health and/or substance use disorder. Staff as well as providers have undergone a plethora of trainings. We wanted to be sure folks not only understand what the program is about, but also build skills to ensure that the program is administered as effectively as possible.

CMHRS staff as well as providers are excited as we prepare to implement this new program in 2015. We look forward to serving our community via the steadfast programs, Emergency Mental Health Services (crisis), Community Support Program (CSP), and Community Recovery Services (CRS), but also through the "new kid on the block," CCS.

This recovery-based program will assist consumers to live full, rich, productive lives in spite of their diagnosis. Hope, a word which is so important in recovery, will become a reality in many lives.

POLICY INITIATIVES, UPDATES, AND CHANGES

FEDERAL | STATE | LOCAL

The state offered grants to those counties not already implementing a certified Emergency Mental Health Program. Buffalo and Pepin Counties were recipients of those grants. Chippewa County became involved as discussion revolved around "regionalizing" crisis services. Due to their size, Buffalo and Pepin did not have a qualified mental health professional to provide the clinical supervision necessary to be a certified provider. Plans were made for Chippewa to provide the clinical consultants for the other two counties effective January 1, 2015. Chippewa will also be responsible for billing Medicaid for all three counties. This benefits Pepin and Buffalo Counties because of reduced hospitalizations and emergency detentions. Chippewa is compensated for our work by the other two entities, making it a win-win for all parties involved, with the biggest winner being consumers.

ACHIEVEMENTS

♥ **Perfect Depression Care Grant:** In April of 2014, CMHRS Community Support Program received a grant that is part of a larger initiative known as Zero Suicides in Health Care. Ann Globensky and Jon Snider, Ph.D. of the L.E. Phillips Libertas Center attended this training last June. Zero Suicide is a key concept of the 2012 National Strategy for Suicide Prevention. The foundational belief is that suicide deaths for individuals under care within health and behavioral health systems are preventable. It provides both a bold goal and inspirational challenge. Zero Suicide requires a system-wide approach to improve outcomes and close gaps.

♥ **Recovery House:** The Recovery House is the result of a partnership between the Chippewa County Housing Authority and CMHRS. This is a home where individuals who are in recovery from a mental illness and/or substance use disorder are able to stay while in transition between living semi-independently and on their own. The house had been operating for several years, but we were not seeing the positive outcomes that we had anticipated. The Division came together as a whole and revamped not only the intake procedure, but expectations of consumers during their stay. The change in outcomes were noticeable from the beginning. We are very proud of this resource and the positive impact it has had on the community.

♥ **SMART Recovery:** During the past year CMHRS facilitated a new recovery group known as SMART Recovery for those recovering from an addiction. It is an alternative for those not interested in 12-step groups such as Narcotics or Alcoholics Anonymous. Participants learn tools for addiction recovery based on the latest scientific research. The meetings are open to the public and are held every Friday at 2:00 p.m. at Central Lutheran Church.

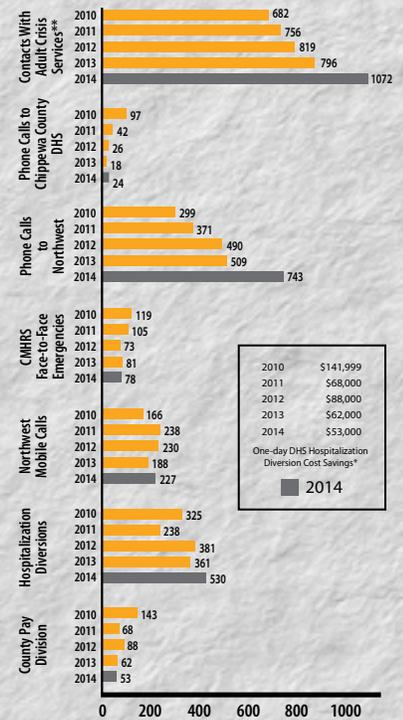
♥ **Productivity:** In 2014 the division made a concerted effort to accurately record the time that service coordinators spend working directly on consumer related activities. We need to make sure we are asking the question, "Is this work benefitting consumers and if not, why are we doing it?" As a secondary benefit, Medical Assistance revenue increased over the budgeted amount. We will continue to work on this as we want to make sure we are focusing on activities that matter.

♥ **Budgeted Goals:** Once again CMHRS has remained within our budgeted goals. This is due in large part to our staff, who understand the programmatic parameters without compromising health and safety issues. We work hard to be good stewards of the funding with which we have been entrusted.

2014 GOALS/DIVISION SCORECARD:

1. Maintain a healthy work environment.
2. Increase revenue generated from consumers.
3. Increase billable hours.
4. Achieve budget goal of the division.
5. Continuous Quality Improvement as it pertains to consumer satisfaction.
6. Serve consumers in the community whenever possible.
7. Improve compliance rate on all case reviews.
8. Sustain evidence-based practices in the Community Support Program.

EMERGENCY CRISIS SERVICES SUMMARY 2010 - 2014



* Only includes customers without a third-party payer source such as Medicare, Medicaid, or private insurance.

** Amounts differ from previous reports due to discovery of duplication of consumers served.

PROGRAMS AND SERVICES

- ♥ Adult Out-of-Home Placements
- ♥ Chapter 51 Case Management & Residential Services – Adults
- ♥ Community Options Program – Adults
- ♥ Community Support Program (CSP) for the Chronically Mentally Ill
- ♥ Mental Health Inpatient Services – Acute and Long Term Care
- ♥ Emergency Mental Health Services
- ♥ Emergency Mental Health Services to Chippewa County Jail
- ♥ Outpatient Mental Health Services
- ♥ Outpatient Substance Abuse Services
- ♥ Work Related Services



LEFT TO RIGHT
Marlys Daniels, Med Tech Volunteer
Mary Meyers, Open Door Clinic Coordinator
Roberta Rasmus, Volunteer for Patient Assistance

PARTNER

The Economic Support (ES) Division of Chippewa County's Department of Human Services (DHS) provides essential services and referrals for residents of all ages who need help connecting with health services, insurance, housing, food, and other resources.

The Department of Human Services partnered with many community organizations to coordinate the county Affordable Care Act Task Force. The Task Force members worked together to help educate and enroll Chippewa County residents in the Affordable Care Act. Now DHS collaborates with the Open Door Clinic in Chippewa Falls. Using flextime in order to work at the clinic, Economic Support staff are able to assist patients with BadgerCare and Affordable Care Act (ACA) enrollment. Having DHS workers on-site at the clinic has been and continues to be tremendously helpful. Their service is key to enrolling patients who might otherwise have gone without the comprehensive care offered by BadgerCare and ACA.

Mary Meyers, Open Door Clinic Coordinator, states, "The DHS workers who help here have been wonderful. They work well with both our patients and volunteers. This type of coordination increases the effectiveness of all of our organizations."

These employees and all the Open Door Clinic volunteers add new meaning to the term "everyday heroes," and we commend them all for their service to the citizens of Chippewa County. ■

ECONOMIC SUPPORT

OVERVIEW

The Economic Support (ES) Division administers programs and services that provide assistance to eligible Chippewa County consumers to assist and empower them to achieve positive outcomes when facing economic challenges. The ES Division helps families in need become self-sufficient and independent of the public assistance system. This is done by assessing the family's financial situation to determine eligibility for interim public assistance programs.

POLICY INITIATIVES, UPDATES, AND CHANGES

FEDERAL | STATE | LOCAL

♥ The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 limits the receipt of SNAP benefits (FoodShare) to three months in a three-year period for able-bodied adults without dependents (ABAWDs) who are not working, participating in, and complying with requirements of a work program for 20 or more hours each week. Wisconsin previously received a waiver of this requirement, but it expired in 2014. Beginning April 1, 2015, ABAWDs (aged 18-49) who do not meet the individual exemption provisions will be subject to the rule and limited to FoodShare benefits not to exceed three months in a three-year period.

♥ 2014 saw the end of the BadgerCare Plus Core waiting list. As of April 1, 2014, BadgerCare Plus was expanded to include childless adults age 19-64 with household incomes under 100 percent of the federal poverty level.

♥ As a result of the 2013-2015 biennial budget, changes were made to the Estate Recovery Program, effective August 1, 2014. Through the Estate Recovery Program, the state seeks repayment for certain long term care services paid for by Medicaid and BadgerCare Plus. Beginning August 1, 2014, certain new assets and services became part of the Estate Recovery Program.

♥ Propane supplies in the Midwest were limited in 2014 due to many unexpected factors including extreme cold, loss of pipeline supply, and higher demand due to a late corn harvest coupled with heavy rains. These factors resulted in rising costs to consumers and a shortfall in the available supply. The Division of Energy

Services announced the availability of the Summer Propane Fill Program in June of 2014. The program encouraged eligible participants to utilize Summer Fill dollars to purchase propane during summer months when costs are lower in order to decrease the strain on supplies during the winter months.

ACHIEVEMENTS

Chippewa County Economic Support Division is part of the Great Rivers Income Maintenance Consortium, along with nine other counties (Barron, Burnett, Douglas, Dunn, Eau Claire, Pierce, Polk, St. Croix, and Washburn). The 2014 Great Rivers Consortium (GRC) accomplishments include:

- ♥ Exceeded contracted performance measure for application timeliness. The state-contracted standard is 95 percent application timeliness. In 2014, the Consortium maintained a 97.66 percent.
- ♥ Contracted performance measure for the average speed of answering calls for the Consortium Call Center also exceeded the performance standard established by the State of Wisconsin. The state standard is 15 minutes and the Consortium's average was 3.76 minutes.
- ♥ Merged fraud services and centralized overpayment processing creating efficiencies through the formation of a specialized discrepancy and overpayment team.
- ♥ Expanded call center services in 2014 to include program renewals and program additions. Moved call center services to a "one-touch" model.
- ♥ Expanded outreach efforts to reach the most vulnerable consumers. Economic Support has partnered with Open Door Clinic to provide information and complete on-the-spot applications for BadgerCare one night a month during the clinic's open hours. Economic Support also conducted outreach stations in several communities throughout Chippewa County to assist elderly, blind, or disabled consumers with applying for Energy Assistance. Finally, Economic Support participated in many resource fairs targeting at-risk young adults, the homeless, and prisoners approaching their release dates.



2014 GOALS/DIVISION SCORECARD:

1. Create and sustain a healthy work environment.
2. Improve the efficiency of the WHEAP application process through utilization of the interactive application.
3. Achieve the division's budget goal.
4. Ensure application timeliness of 95 percent.
5. Remain within the federal FoodShare negative error rate of 1 percent.
6. Remain within the Medicaid and BadgerCare active error rate of 3 percent.
7. Maintain overpayment/future savings for FoodShare and Medicaid.
8. Increase awareness of the Energy Assistance Program through marketing and partnerships, resulting in increased applications.
9. Improve the quality of service for the Child Care Program by reducing state targeted review error rates.



PROGRAMS AND SERVICES

- ♥ Income Maintenance
 - ✓ BadgerCare Plus
 - ✓ FoodShare
- ♥ Wisconsin Home Energy Assistance Program (WHEAP)
- ♥ Wisconsin Shares Child Care
- ♥ Wisconsin Medicaid



YOUTH COURT

Teen volunteers, drawn from high schools throughout Chippewa County, sit on the Youth Court



PARTNER

In dealing with Chippewa County adolescents who commit a crime, a number of options exist to help get them back on track. Serious cases are referred to Juvenile Court and the Children, Youth & Families Division, where social workers within the Youth Support and Services Unit may become involved. For less serious cases, the Chippewa County Juvenile Court Intake Worker can make referrals to the Chippewa County Youth Court. Such cases involve first time offenders, age 10 –16 years, who have committed a misdemeanor such as shoplifting or fighting.

Upon receiving a referral, the Youth Court Coordinator convenes a panel of teen volunteers drawn from high schools around Chippewa County. At an evening session, the panel reads the facts of each case, questions the offender and his or her parents, and then determines appropriate sanctions or consequences. Sanctions can include apology letters to the victim of the crime and to the youth's parents, community service, essays related to the offense, paying restitution, and serving on a future Youth Court panel. Serving on a future Youth Court panel allows youth to see the process from the "other side" and helps them feel more truly part of their community. Some offenders choose to become regular Youth Court volunteers.

The philosophy guiding Youth Court is that of "restorative justice," the idea that when youth break the law, they need to take responsibility for their actions and be given the means to make up for what they did. Most offenders who have gone through Youth Court appreciate this opportunity and through it, learn important things about themselves, their families, and their community.

Valuable court time is freed up when juveniles are sent to Youth Court, but Youth Court really benefits everyone involved. When offenders fulfill all their sanctions, the charges against them are dismissed, giving them a chance to start over – a chance to make better choices. Youth Court volunteers learn about the justice system, grow in poise and confidence, and can take pride in taking on such a great responsibility. Communities benefit, as offenders are assigned community service projects in their home towns.

Chippewa County's Youth Court was created in 2002 by then-District Attorney Rachel Anderson and 4-H Agent Jim Winkler. They brought together interested people from law enforcement, schools, the legal system, social service agencies, and the county to work out the details. Since then, 457 cases have been heard and 6,945 hours of community service have been assigned.

Youth Court relies on the collaboration of agencies and organizations around the county, including the Chippewa County Department of Human Services (DHS). Through the years, employees of DHS have been strong supporters of Youth Court and have helped the program by serving on its governing Board and by collaborating with community partners to set up community service opportunities for offenders. Thank you to DHS and Youth Court for their role as everyday heroes. ■

CHILDREN, YOUTH & FAMILIES

OVERVIEW

The Children, Youth and Families (CYF) Division is comprised of two units: Youth Support and Services (YSS) and Children and Families Services (CFS). The YSS unit is responsible for youth referred to court for delinquency, uncontrollability, or truancy. The CFS unit assesses families whose children may have been abused or neglected, and provides ongoing services to families who are in need of parenting support or other resources to keep their children safe.

Both units provide services to the community through a variety of functions. Prevention programs such as Prime for Life and Strengthening Families help to build value systems within families, and as evidence-based programs, demonstrate a decrease in maladaptive behaviors such as alcohol or drug abuse. Through ongoing case management, both units provide parents with support and community referrals.

POLICY INITIATIVES, UPDATES, AND CHANGES

FEDERAL | STATE | LOCAL

♥ **Post-Reunification Support Program (PS Program):** Wisconsin received federal waiver authority to operate a demonstration project. The project goal is to reduce the number of children re-entering foster care following reunification with their family by enhancing post-reunification support services utilizing Title IV-A funding. The Wisconsin Department of Children and Families is partnering with participating county agencies over five years to test whether existing federal, state, and local dollars could be better spent to keep reunifying families together. Through the PS Program, families and case workers will collaborate to design individualized 12-month support agreements aimed at realizing the following goals: promoting family stability; empowering parents to strengthen their caregiving, problem-solving, and coping skills; reducing the likelihood of maltreatment recurrence and subsequent re-entry into care; and improving the short and longer term well-being of the child and his other family members. Families who qualify (based on the Re-Entry Prevention Model) agree to work with the county for one full year after reunification. By teaming with families, we bolster engagement and strengthen families for long-term safety and stability. (See *Customer Story on page 22.*)

♥ **Chippewa County receives Title IV-B money through the Promoting Safe and Stable Families (PSSF) Grant that is allocated in three areas:** Child Abuse and Neglect Prevention, Family Preservation, and Family Reunification. In 2014 the State of Wisconsin considered making major changes to the distribution of these funds. The changes would have taken away each county's ability to allocate funding to specific areas of need and move to a state-wide plan. Following an in-depth survey completed by most Wisconsin counties, the decision was made to maintain the funding at the

local level while utilizing data to determine community needs and outcomes and improve the state's ability to monitor, track, and report outcomes to the federal government. Chippewa County participated in the statewide PSSF Committee and used the knowledge gained to create a three-year plan, allocating dollars to each of the three areas while supporting local needs. While this three-year plan commits Chippewa County to spending dollars in each of the identified areas (prevention, preservation, and reunification), Chippewa County will be able to modify the plan based on the fluctuation of local needs over the course of the three years, or based on new resources becoming available.

ACHIEVEMENTS

♥ **Prevention Programs:** Chippewa County continues to support prevention programs including Prime for Life, Strengthening Families, Parents as Teachers, and Positive Solutions parenting programs. Arbor Place receives funding to bring the Prime for Life program into Chippewa County schools. Strengthening Families Program is provided by Positive Alternatives and is funded through the Alcohol and Drug Abuse Grant. Parents as Teachers and Positive Solutions prevention programs are funded through the prevention portion of the Safe and Stable Families Grant. By continuing to track outcomes, we are able to determine the effectiveness of programs and responsibly allocate funding.

♥ **Mapping Project:** The CFS unit continued to track all access calls on our mapping system throughout 2014. This information was used to identify pockets or areas within the county from which a high volume of child abuse or neglect calls are received. Information tracked included the type of allegation (physical, sexual, or neglect), caretaker address without family specific identifying information, and if the report was screened in or screened out. Only calls with household members under the age of five years are mapped.

♥ **Kinship:** The Kinship Care program is a state-funded out-of-home care resource that supports extended family members in providing a safe and stable home for their related children. The grandparents are often the care providers who provide support while the children's parents are either unavailable or suffering from alcohol or drug addictions, mental health concerns, or other challenges that cause them to be unable to safely provide for their children's care. In 2014 there were seven families with a total of 15 children on the waiting list for the Kinship Program. Workers from Chippewa County assessed the families to determine their eligibility for Kinship Care; they determined that four of the families with a total of nine children were eligible for Kinship Care. Chippewa County applied for additional state funding in order to remove the four families from the wait list and provide services for them.

- continued on page 19

PROGRAMS AND SERVICES

CHILDREN & FAMILIES SERVICES UNIT

- ♥ Child Protective Services
 - ✓ Child Abuse and Neglect Access Calls
 - ✓ Initial Assessment/Alternative Response
 - ✓ Ongoing Services
- ♥ Voluntary Child Welfare Services
- ♥ Kinship Care Program
- ♥ Prime for Life Prevention Program
- ♥ Strengthening Families Prevention Program
- ♥ Safe and Stable Families Grant
- ♥ Drug Endangered Children Program



YOUTH SUPPORT & SERVICES UNIT

- ♥ Delinquency Ongoing Services
- ♥ Correctional Offender Management Profiling for Alternative Sanctions (COMPAS) Assessment
- ♥ Prime For Life Prevention Program
- ♥ Restitution
- ♥ Strengthening Families Prevention Program
- ♥ Juvenile Cognitive Intervention Program
- ♥ Daily Living Skills
- ♥ Mentoring



Karen Hayhoe, creator of Operation Backpack, checks the DEC storeroom located at the Chippewa County courthouse.

PARTNER

The Chippewa County Drug Endangered Children (DEC) Program began in 2005 to address the needs of children in dangerous drug environments. It focuses on the formation of community-based partnerships that encourage agency personnel from across multiple disciplines to coordinate their mutual interests, resources, and responsibilities for the good of endangered children. Together, program members develop efficient and effective strategies and tools that better leverage existing resources for children living in drug environments. Program members are Chippewa County Department of Human Services, Chippewa Falls Police Department, Chippewa County Sheriff's Department, Chippewa County District Attorney's Office, Chippewa County Department of Corrections Probation and Parole, L.E. Phillips Libertas Center, Chippewa Falls Unified School District, Chippewa Falls Fire Department, Chippewa County Corporation Counsel, and Chippewa County Department of Public Health.

Deb Brettingen of the Chippewa Falls Police Department coordinates the DEC Program.

Realtor Karen Hayhoe has developed a special relationship with DEC and Human Services through her creation of Operation Backpack, a collaborative project that provides filled backpacks for endangered children in Chippewa County who have been removed from their homes. The contents of the backpacks vary depending upon the child's age, but they include such items as diapers, toys, clothing, formula, bottles, and blankets. The program also includes car seats when needed. The backpacks are distributed to the children by the Chippewa County Sheriff's Department, Chippewa Falls Police Department, and/or Human Services.

Karen describes the Human Services team's involvement with the community as very caring and supportive. They are huge advocates of Operation Backpack and the DEC Program which, in turn, help children.

The Drug Endangered Children Program's members and Operation Backpack's Karen Hayhoe are everyday heroes making a difference in the lives of endangered children in our community. ■

♥ **Drug Endangered Children (DEC):** On July 30 and 31, the eighth Statewide Drug Endangered Children conference was held in Eau Claire. Chippewa Falls Police Investigator Deb Brettingen considered this an opportunity to revitalize Chippewa County's DEC program that was founded in 2007. Participation in the DEC program offers a team approach to addressing cases concerning children exposed to illegal drugs in the community in order to protect children and ensure their ongoing safety. (See *Partner Story* on page 20.)

♥ **YSS Presentations:** The YSS unit presented an overview of the services and programs offered to the Partnership and Public Health Department in an effort to expand collaboration between stakeholders in regards to working with youth in their program.

♥ **Multi-Systemic Therapy (MST) Grant Awarded:** Chippewa County served as the lead agency in writing a grant to provide MST in a six-county area. Multi-Systemic Therapy (MST) is a family and community-based treatment for youth with complex clinical, social, and educational problems (e.g. violence, drug abuse, school expulsion). Over a period of three to six months, MST is delivered in homes, neighborhoods, schools, and communities by master level professionals with low caseloads. Identified problems throughout the family are explicitly targeted for change, and the strengths of each system are used to facilitate such change. (See *Partner Story* on page 6.)

♥ **YSS Unit Trained in Evidence-Based Briefcase Practices:** The unit completed training related to using evidence-based practices within our day-to-day case management and decision making. Evidence-based practices are a progressive, organizational use of direct, current scientific evidence to guide and inform efficient and effective services. Evidence-based practices lead to positive outcomes.

♥ **Family Finding Training:** Members of the CYF Division participated in a state pilot for Family Finding, which is a process and an intervention designed to identify people who can provide physical, relational, and legal permanency for youth. The training provided a deeper understanding of the impact of foster care and out-of-home placement on children, youth, and families and the urgency of this work. It emphasized that youth want, need, and require all types of "family connections." Finally, it recommended stepping up to increase successful outcomes for youth by finding "family connections" for them.

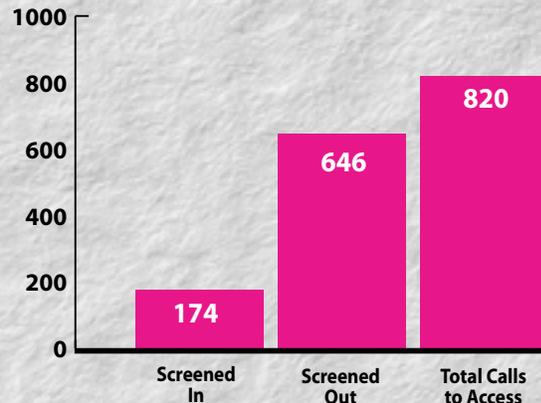
♥ **Merging of Juvenile Court and the Department of Human Services on-call systems:** Until recently, there have been two on-call systems for after-hour emergencies (one for juveniles and one for child protection related calls). The staff in DHS were on-call for child protection issues and the Juvenile Court Intake Worker was on-call for juvenile related matters. In January 2014, the two systems merged and both are now under DHS. Training was provided in an attempt to make this transition smooth for the Law Enforcement officers and the community as a whole.

2014 GOALS/DIVISION SCORECARD:

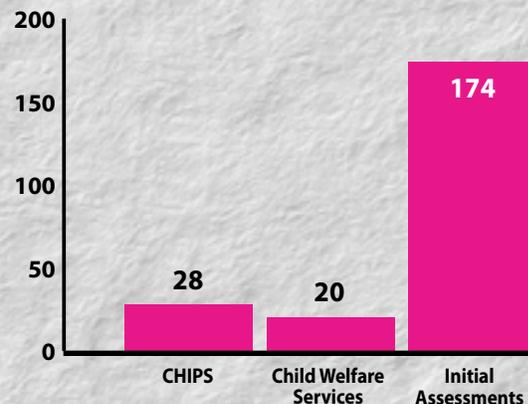
We worked to achieve nine outcomes in 2014. The CYF Division was able to achieve seven outcomes completely and one outcome was partially achieved. A final outcome was carried over to the 2015 scorecard.

1. No client grievances will be filed against the CYF Division in 2014.
2. The division will review one policy or procedure each month in order to ensure compliance with federal, state and local mandates.
3. We will complete two strategic initiatives in 2014.
4. Demographic mapping will be used to establish service areas for child abuse and neglect prevention programs.
5. Map YSS ongoing cases heard through Chippewa County court by crime or referral.
6. All families open to ongoing services will be referred to client financial services.
7. Monthly monitoring of the CFS Unit budget to ensure the budget is balanced.
8. Monthly monitoring of the YSS Unit budget to ensure budget is balanced.
9. Monitor out-of-home care placements to ensure a balanced budget.

CHILDREN & FAMILIES SERVICES (CFS) UNIT CALLS TO ACCESS IN 2014



CHILDREN & FAMILIES SERVICES (CFS) UNIT CASES BY TYPE 2014



AGING & DISABILITY RESOURCE CENTER CUSTOMER STORY

I would like to take a moment to thank the ADRC for the amazing help they have given my 18-year-old son Samuel. I advocated as much as I could when Samuel was young; it was a struggle. Samuel was diagnosed with Asperger's and Social Disability about the age of seven. He was a very happy child and a hard worker on many levels. I had a rough time at most of his school's Individualized Education Plans. I was afraid he would fall through the cracks, as he was high functioning with his autism.

What a breath of fresh air when I went to my first ADRC meeting! I thought it would be like others from his childhood, but I was given so many resources and wonderful guidance. Samuel will now be getting the extra help he needs to develop his skills and independence. They have helped so much with follow-up questions also. As a mother, I am so thankful for the ADRC program. ■

CHILDREN WITH DIFFERING ABILITIES CUSTOMER STORY

We are the proud parents of a special young man named Devin. He has an infectious laugh and a smile that will brighten your day. Devin was diagnosed with agenesis of the corpus callosum at approximately three months of age. His disability causes him to have both mental and physical delays.

Currently at age 16, he functions at approximately the level of an 18-month-old.

Devin started with Birth to 3 programming after his diagnosis. He then transitioned to the Early Childhood Program. We have been blessed with amazing staff for Devin throughout his school years. He continues to love going to school and seeing his teachers and friends.

We have also been lucky enough to receive funding from Children's Miracle Network and the Children's Waiver Program. Both have helped us with everything from adaptive recreational items to a remodeled bathroom to better serve Devin's needs. We are incredibly grateful to all the wonderful people we have met on this journey. ■

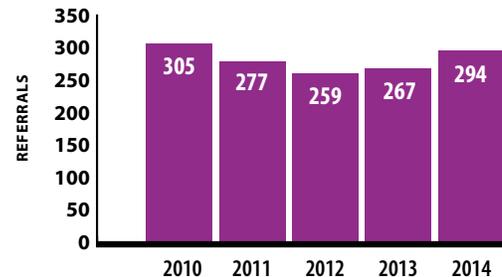
CHILDREN, YOUTH & FAMILIES DIVISION CHILDREN, YOUTH & FAMILIES (CFF) UNIT CUSTOMER STORY

After receiving an initial report, Child Protective Services began working with a family due to concerns about an unsafe home for the family's three small children. Upon arriving at the home, the assessment worker determined that the children needed to be removed until conditions in the home improved. Since the parents did not have informal supports who could care for the children, they were placed in foster care. The parents then utilized community resources, including mental health and parenting services, to help them complete a portion of the conditions that needed to be met before the children could return to their care. The parents also secured a safe and appropriate apartment so their children could be returned to them. In this situation, the biological and foster parents built such a strong relationship that they remain connected and continue to be a support for each other. This family qualified for the Post-Reunification Support Program, a voluntary 12-month program intended to facilitate the return of children to their homes after being placed in out-of-home care. Through this program, the family received services and items to help them organize their home. ■

CHILDREN WITH DIFFERING ABILITIES DIVISION:

TOTAL REFERRALS TO SINGLE POINT OF ENTRY

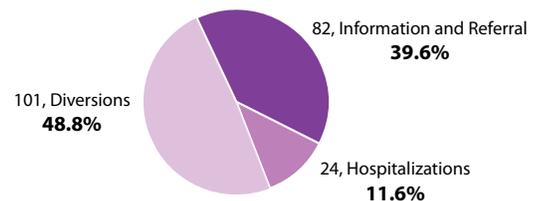
We continue to partner with the Chippewa County Department of Public Health for our single point of entry.



CHILDREN'S EMERGENCY MENTAL HEALTH OUTCOMES

Chippewa County Department of Human Services continues to collaborate with Northwest Connections for the provision of Children's Emergency Mental Health Services. Services provided by Northwest include both phone and mobile crisis. Specially trained staff are available 24 hours per day, 7 days a week. The goal is to avoid hospitalization when it's safe and appropriate for the consumer.

The pie chart below illustrates the breakdown of diversions from hospitals, hospitalizations, and other outcomes for Children's Emergency Mental Health Services.



In 2014 there were 101 hospital diversions out of a total of 207 emergency mental health calls, which means these children avoided a hospitalization (emergency detention) and were safely maintained in their homes.

There were 24 hospitalizations, a significant increase from 2013. The majority of children remained in the community and were offered information and referrals.

The bar chart below illustrates the breakdown of diversions from hospitals, hospitalizations, and other outcomes for Children's Emergency Mental Health Services from 2011 – 2014.



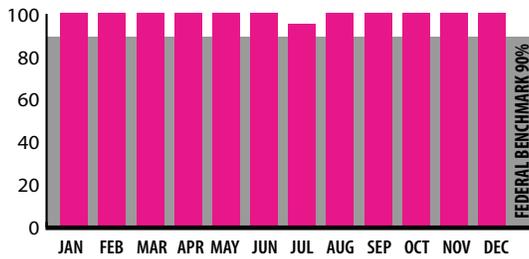
CHILDREN, YOUTH & FAMILIES DIVISION:

CHILDREN & FAMILIES SERVICES UNIT

The Children, Youth and Families (CYF) Division continues to provide prevention dollars on a contract basis for prevention programming throughout the county. Prevention dollars are used to facilitate evidence-based programming. Programs are considered to be evidence-based when the approach to treatment, prevention, or training is validated by a scientific method. By utilizing evidence-based programming, the CFS Unit is able to ascertain that the programs are effective.

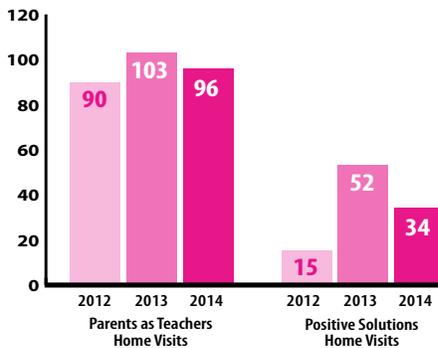
FEDERAL BENCHMARK

The federal government continues to hold states to a high standard in regard to how often children who are placed in out-of-home care see and meet with their social worker. For 2014 the federal benchmark was set where 95 percent of the children in out-of-home care are to be seen by the social worker, face-to-face, on at least a monthly basis. The federal reporting year is October 1 through September 30 of each year. In 2014 Chippewa County again met this benchmark at 100 percent.



PROMOTING SAFE AND STABLE FAMILIES GRANT PROGRAMS OUTCOMES

Prevention dollars from the Promoting Safe and Stable Families (PSSF) Grant were awarded in 2013 to River Source Family Center with an initial outcome of increasing the number of families served through the Parents as Teachers and Positive Solutions for Families programs. The Parents as Teachers is an approved home visiting model that meets the evidence-based criteria of the Maternal, Infant, Early Childhood Home Visiting Program (MIECHV). Parents as Teachers Program has four components: personal visits, group connections, screenings, and resource networks. The model emphasizes parent-child interaction, development-centered parenting, and overall family well-being. Positive Solutions for Families is an evidence-based program of home visits that assists families and professionals working together to promote behaviors that improve children’s social and emotional development and well-being. River Source Family Center was able to focus their prevention dollars in areas of high need based on the data gathered through our mapping project (described under the Children, Youth, and Families Division achievements section). The initial outcome of the PSSF grant – to increase the number home visits that occurred in 2012 prior to these programs – was reached.



– CYF continued on next page

COMMUNITY MENTAL HEALTH & RECOVERY SERVICES

CUSTOMER STORY

I am a survivor. Here I am sitting in my apartment, thinking about the diagnosis I received at 38 years old. I was diagnosed with Bipolar Disorder. Since that time I have went on a long journey of ups and downs! I was able to receive a degree in Elementary Education at the University of Wisconsin – Eau Claire and a Master’s Degree at the University of Minnesota (accomplished before being diagnosed). I was able to teach school for 36 years. I was able to raise three daughters and send them out into this world as productive adults.

Just recently my bipolar found me on a downside as I relapsed. Living in Chippewa County, I found myself in dire need of support. I was at Sacred Heart Hospital after ingesting a bottle of sleeping pills that I don’t remember taking. My life was wavering between life and death. I pulled through that event in my life where I met Brenda from Chippewa County Department of Human Services (DHS). She reassured me that DHS would stand by my side and help me “climb out” of this life shattering event. Along with Brenda (CMHRS social worker), I was given a new psychiatrist, Dr. Hanson, who has been by my side through an extensive medical change. He helped me get rid of the voices I was hearing by an excellent group of medications that made the voices go away, and to this day has made me stable even though I’m afraid I will break through again and go back into my “darkside” of bipolar. His support has given me my stability back.

As I was going downhill, I was overwhelmed with my finances and DHS introduced me to Ann. She is now my financial guide who helps me with my finances. I don’t have to be overwhelmed with my money issues with Ann on my side. She is only a phone call away! She stops by every month to answer my questions and help me to understand my money issues.

Human Services has helped to support me through a social worker, psychiatrist, and financial advisor. I also have a family doctor (for my health issues) and a therapist (ongoing therapy). All in all, I have lots of caring professionals who “have my back.” On a personal note, I have a very supportive family who loves and cares for all my bipolar ups and downs. They have been with me every step of the way and loving me! We have laughed and cried together.

So here I sit, writing this story of my journey since age 38. I thank God for my family, the Chippewa County Department of Human Services, and many supportive professionals who have got me this far in my life and support me in my day-to-day existence. Our goal is to live a “normal life” (whatever that means) and to live the most stable life I can as bipolar. ■

CUSTOMER STORY

Gary is a 16-year old boy who was heavily involved in drugs and alcohol. He was referred to Juvenile Court for stealing a friend's parents' car. He and his friends got into an accident with the car and caused significant damage. (None of the boys were hurt.) Gary was aware that his peer group was a negative influence; however, he struggled to separate from them. He was also credit deficient and struggling to stay clean/sober, so his social worker recommended he attend the Challenge Academy, a program run by the Wisconsin National Guard at Fort McCoy. Challenge Academy is an alternative education program designed to reclaim the lives of at-risk youth and produce graduates with the values, skills, education, and self-discipline necessary to succeed as adults. Gary agreed to attend the program, which meant he would spend five and a half months at Fort McCoy. Gary graduated last December with honors and came back to his hometown, where he immediately got a job and paid off his restitution. ■

ECONOMIC SUPPORT

CUSTOMER STORY

Four years ago my mother-in-law was diagnosed with Vascular Dementia, which included mental health issues. She was in and out of the hospital frequently and needed assistance with most aspects of daily living. Members of our family (mainly myself and my brother-in-law) were not able to be her primary caregivers due to our work schedules and the many challenges of caring for the elderly with dementia, for which we lacked the necessary skills and training. The family had just sold her house, and we needed to use those funds for her care. When the funds were almost exhausted, I applied for Family Care on behalf of my mother-in-law.

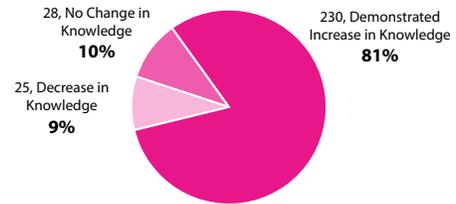
After struggling with the Family Care/Medical Assistance application, I reached out to the Chippewa County Department of Human Services Economic Support Division. I scheduled an appointment with the Elderly, Blind, and Disabled Team, whose staff is knowledgeable and friendly. They worked with me, and the application process was quickly completed with their assistance.

My mother-in-law now resides in a memory care facility where she feels safe and secure, and where she has 24-hour care. She would not be doing so well physically or mentally without the services she receives there. This would not be possible without the continued assistance of the staff of the Economic Support Division and Family Care, who have assisted me with the annual application renewal and are available to answer any questions we have. Our family is so grateful for the assistance we have received from the Chippewa County Economic Support Division! ■

PRIME FOR LIFE (P4L) OUTCOMES

Another prevention program being funded by the CYF Division is Prime for Life (P4L), an evidence-based program designed to help teens improve their decision-making skills regarding drug and alcohol use. The program empowers youths to challenge previous beliefs and attitudes about drug and alcohol use and places an emphasis on changing their perceptions that lead to high-risk behaviors. A combination of logical reasoning, empathetic listening skills, and emotional experience are used to change risk perceptions. The intended result of changing these perceptions is giving youths the skills they need to protect what they value in life. Federal funds for this prevention program come from a Alcohol and Other Drug Abuse Block Grant and must be used to provide evidence-based prevention programs specifically demonstrated to target alcohol and other drug abuse. P4L is recognized by the Substance Abuse and Mental Health Services Administration as an evidenced-based prevention program targeting alcohol and other drug abuse. A contract through Arbor Place has been in place for the past three years to provide this program throughout the county. In 2014, 285 youths participated in one of 14 P4L sessions conducted throughout Chippewa County. Of the eight school districts serving Chippewa County, four received P4L programming in 2014.

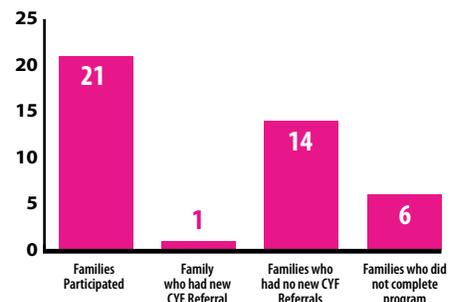
OUTCOMES OF PARTICIPATION IN P4L



STRENGTHENING FAMILIES PROGRAM (SFP) OUTCOMES

The Strengthening Families Program (SFP) has been facilitated by Positive Alternatives throughout Chippewa County for the past four years. SFP is an evidence-based program intended to support parental decision-making within families and demonstrate a positive impact on youth's ability to increase communication skills, enhance problem-solving skills, and further develop their ability to identify and articulate feelings appropriately. The program is open to families with children between the ages of 7-16, and families do not have to be receiving services through Chippewa County Department of Human Services to participate. In 2014, 21 families participated in the program. Fourteen successfully completed all elements of the program, and one had a subsequent child abuse or neglect referral.

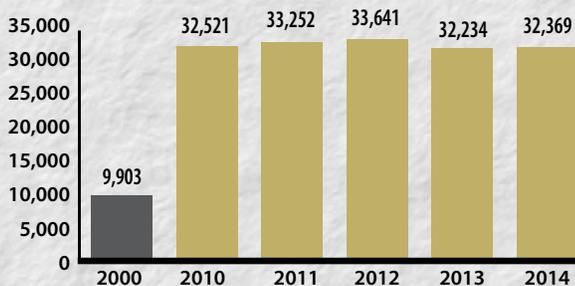
OUTCOME OF PARTICIPATION IN SFP



CONSUMERS AND PROGRAMS / SERVICES BY DIVISION (2010 - 2014)

PROGRAMS / SERVICES	2010	2011	2012	2013	2014
Aging & Disability Resource Center (ADRC)**					
Adult Protective Services**				116	121
Disability Benefits	216	240	211	249	288
Elder Benefits	884	1,390	1,218	1,255	893
Ensure Program	N/R	N/R	150	205	180
Information and Assistance / Options Counseling	1,266	1,169	1,319	1,023	1,213
New Guardianship / Protective Placement Services**				34	69
Nutrition Program	969	872	867	868	938
Protective Placement Reviews**				102	112
Children with Differing Abilities (CWDA)					
Birth to 3 Program	174	178	172	187	191
Children's Crisis Services		120	135	126	207
Children's Waiver Services	95	97	91	101	106
Family Support Program	36	32	35	32	35
Community Mental Health & Recovery Services (CMHRS)					
Adult Crisis Services	544	636	684	670	865
Adult Emergency Detentions / Petitions	138	112	109	132	132
Adult Protective Services (2010 – 2012)*	101	85	106		
Community Options Program	4	5	4	2	1
Community Recovery Services		4	5	4	8
Community Support Program	50	45	43	39	38
New Guardianship / Protective Placement Services (2010 – 2012)*	32	39	16		
Outpatient Mental Health Services	57	5	5	7	1
Protective Placement Reviews (2010 – 2012)*	116	104	107		
Substance Abuse Services	126	292	65	99	91
Children, Youth & Families (CYF)					
Child Protective Services	609	652	723	708	820
Juvenile Justice Services	88	108	56	64	69
Economic Support (ES)					
FoodShare Program	10,895	11,130	12,062	11,580	11,485
Medical Assistance Program	13,290	13,098	12,810	12,202	11,799
Wisconsin Home Energy Assistance Program - WHEAP***	2,831	2,839	2,648	2,445	2,707
TOTAL PROGRAMS / SERVICES	32,521	33,252	33,641	32,234	32,369

TOTAL CONSUMERS SERVED (2010 - 2014)



* Prior to 2012, Adult Protective Services, Guardianship, and Protective Placement was within other divisions within Human Services and is included in the CMHRS 2010-2012 totals. These programs were within CMHRS the first three quarters of 2012 and transitioned to the ADRC the last quarter.

** Aging & Disability Resource Center became a division within the Chippewa County Department of Human Services in 2012.

*** WHEAP reported by household, not individuals.

N/R = Not Recorded

COMMUNITY PARTNERS

We recognize the following Chippewa Valley entities who have partnered with us throughout 2014. Thank you for valuing community and service to others.

- A & J Mobility
- Abby Vans
- Advocating for Autism
- Aging & Disability Resource Center of Eau Claire County
- Aging & Disability Resource Center Board
- Alberta May's Restaurant (*ADRC Senior Dining Meal Site*)
- Almost Home Again
- Alzheimer's and Other Memory Loss Support Group – Grace Adult Day Services
- Alzheimer's Association
- American Sign Language Interpreters
- Anu Family Services, Inc.
- Applied Behavioral Intervention Services (ABIS)
- Aramark
- Arbor Place, Inc.
- At Home Care
- Aurora Community Services
- Autism Society – Chippewa Valley Chapter
- Beaver Creek Reserve
- Behavior Reach
- Beyond Abilities
- Bloomer Senior Center (*ADRC Senior Dining Meal Site*)
- Boys and Girls Club
- Boys Town
- Brotoloc
- Burkwood Treatment Center
- Burzynski's Adult Family Home
- Callier Clinic
- Camp Kenwood
- Care Partners Assisted Living (*Bloomer*)
- Carroll's Friendship Farm
- Catalyst for Change Consultants
- Center for Independent Living
- CESA 10
- Children with Differing Abilities Advisory Committee
- Chippewa County Corporation Counsel
- Chippewa County Criminal Justice Collaborating Council
- Chippewa County Department of Public Health
- Chippewa County Food Pantries
- Chippewa County Housing Authority
- Chippewa County Jail
- Chippewa County Job Center
- Chippewa County Juvenile Court
- Chippewa County Mental Health & Substance Abuse Recovery Committee
- Chippewa County Nutrition Program Dining Rooms
- Chippewa County Parks & Recreation Department
- Chippewa County Schools
- Chippewa County Senior Centers (*Bloomer, Cornell, Chippewa Falls*)
- Chippewa County Veterans Office
- Chippewa County Workforce Resource
- Chippewa Health Improvement Partnership (CHIP)
- Chippewa Manor Nursing Home
- Chippewa Manor Residential Living Center
- Chippewa River Industries (CRI)
- Chippewa Valley YMCA
- Clark County
- Clearview
- Clinicare Corporation
- Comforts of Home Assisted Living
- Community Cares Resources
- Community Counseling Services
- Connie Wagner (*Spanish Interpreter*)
- ContinuUs
- Coordinated Community Response to Domestic Violence and Sexual Assault
- Cornell Area Care Center
- Cornell Our Savior Lutheran Church (*ADRC Senior Dining Meal Site*)
- Country Terrace Assisted Living (*Bloomer and Stanley*)
- Cumberland Memorial Hospital
- Dementia Coalition of Chippewa County
- Department of Children and Families Regional Office
- Department of Vocational Rehabilitation (DVR)
- Disability Right Wisconsin
- Dodge County
- Dove Health Care
- Easter Seals Camp
- Eau Claire County Human Services
- Eau Claire Schools
- Educational Solutions
- Fahrman Center
- Family & Children's Center
- Family Support Center
- Family Works Programs, Inc.
- Gemini Cares
- Grace Adult Day Services
- Great River Consortium Partner Counties (*Barron, Burnett, Douglas, Dunn, Eau Claire, Pierce, Polk, St. Croix, Washburn*)
- GWAAR (*Greater Wisconsin Agency on Aging Resources*)
- Headstart
- Health & Human Services Board
- Hetzel Care Center
- Home Instead
- Home Suite Home Assisted Living
- Homestead Village (*ADRC Senior Dining Meal Site*)
- Hopes & Dreams Adult Daycare
- Impact Advertising
- Integrated Development Services, Inc.
- J and B Medical
- James Peterson, PhD
- Kathy's Diner (*ADRC Senior Dining Meal Site*)
- Kids USA
- L.E. Phillips Career Development Center
- L.E. Phillips Libertas Center
- Lad Lake
- Lake Hallie Memory Care
- Lakeview Health Center
- Lifenet Inc.
- Lion's Camp
- Local and County Law Enforcement
- Lutheran Social Services
- Maple Street Adult Family Home
- Marathon County
- Marriage & Family Health Services
- Marshfield Clinic
- Mayo Clinic Health System
- Medicine Shoppe
- Medigap Hotline
- Midwest Monitoring & Surveillance, Inc.
- Mississippi Valley Health Care Consortium
- Mobile Meals, Inc.
- Musical Medicine
- Nancy Bose Sign Language
- Nature's Edge
- New Beginnings of Barron County, Inc.
- New Day Yoga & Wellness
- New Freedom Transportation Program
- New Hope CBRF
- New Vision Wilderness
- New Visions
- North Central Health Care
- North County Independent Living
- Northwest Counseling and Guidance Center
- Northwest Journey – Menomonie
- Northwest Passage I & II
- Northwest Regional Detention Center
- Nutrition Advisory Council
- Open Door Clinic
- Opportunity Development Centers
- ORCD (*Office for Resource Center Development*)
- Our House Assisted Living

– continued on next page

– **COMMUNITY PARTNERS, continued**

Our House Memory Care Assisted Living
Parents 4 Learning
Patients Express
Pine Ridge Adult Family Home
Positive Alternatives
Prentice House Inc.
Rachel's Place Early Learning Center
Rawhide
Reach Out Wireless
Reaching Your Potential
Reliant Rehab
REM Wisconsin, Inc.
ResCare Homecare
River Source Family Center
RiverEdge Design / Des Sikowski-Nelson
Romeis Millstream Apartments
Rose Garden Assisted Living
Rosebud and Friends
Rutledge Charities
Rutledge Home Assisted Living
Sacred Heart Behavioral Health

Safe Link Wireless
Salvation Army
Shared Ride Taxi Program
Shoe Factory Apartments
Sober Living Rentals
Social Security Administration – Eau Claire Office
Soft Landing Transitional Service
Southridge Apartments (ADRC Senior Dining Site)
Southwest Family Care Alliance
Special Friends
Spirit of Christmas
SPOTS House – St. Joseph's Hospital
St. Joseph's Hospital
Starting Points
Strategic Communications, Inc. / Linda Pophal
Tender Care Transport
The Healing Place
The Home Place Assisted Living
The Master Plan, LLC
The Thole House, LLC
Think and Say Publications
Thunder Creek Adult Family Home
Trempeleau County Health Care Center
Triniteam

Trinity Equestrian
United Cerebral Palsy (UCP)
UW-Stout Vocational Rehabilitation Institute
Vantage Point Clinic & Assessment Center
Visiting Angels Living Assistance
Volunteer Caregiver Program
Western Region Recovery and Wellness Consortium
Western Regional Center for Children and Youth with Special Health Care Needs
Wisconsin Bureau for Hard of Hearing
Wisconsin Bureau for the Blind
Wisconsin Department of Corrections – Community Corrections Division
Wisconsin Department of Transportation
Wisconsin Early Autism Project (WEAP)
Wisconsin Health Services / Aging & Long Term
Wisconsin Medicaid / Medicare
Wisconsin VA / Veterans Assistance Center
Wisconsin Health and Regional Vent Center
Wisconsin Springs Assisted Living
Workforce Resources (FSET)
Women's Way
Woodland Enhanced Health Services Commission
YMCA Early Learning Community

CHALLENGES AHEAD

1. Lacking resources to meet the expectations of professionals and citizens in Chippewa County.
2. Ongoing and pervasive concerns about the impact of alcohol and drug culture within Chippewa County.
3. Focusing on employment skills, individuals willing to learn the skills that match the needs of business and industry.
4. Improving communication between human services and external partners due to constant changes occurring at federal, state, and local levels.
5. Increasing needs of citizens, both in terms of number and severity.
6. Increasing aging population.
7. Increasing need for mental health services.

EXISTING BARRIERS THAT REQUIRE ATTENTION IN CHIPPEWA COUNTY

1. Involve consumers with mental health and alcohol and drug issues into regular community activities.
2. Overlap of services and conflicting information by the department and other agencies offering services to consumers.
3. Funds in most areas of human services remain flat or are decreasing.
4. Poverty rate is 24 percent in Chippewa County based on households at or below 200 percent of the poverty level.
5. Leaders making decisions based on self-interest rather than providing opportunities for adults to grow into productive and healthy citizens.
6. Service providers seem to be operating in silos, independent of and (in some cases) seemingly competing with each other.

HUMAN SERVICES LEADERSHIP TEAM



LEADERSHIP TEAM (through May 2015):

Rose Baier, Jessica Barrickman, Michelle Brown, Melissa Christopherson, Tom Diel, Tim Easker, Linda Hebert, Ann Holm, Bobbie Jaeger, Elizabeth Makar, Pauline Spiegel, Larry Winter, Mary Zachau

HEALTH & HUMAN SERVICES BOARD MEMBERS



Anson Albarado
(2018)



Douglas Ellis
(2018)



James Fenno, Rph
(2016)



John C. 'Jack' Halbleib
(Vice Chairperson 2016)



Dr. Laura Isaacson, D.O.
(2017)



Mike Leisz
(2018)



Larry Marquardt
(2017)



Bill Stimeling
(2016)



Larry Willkom
(Chairperson 2018)

AGING & DISABILITY RESOURCE CENTER BOARD MEMBERS



Anson Albarado
(Chairperson 2016)



David Alley
(2016)



Katherine Hartman
(2015)



Tony Kvapil
(2015)



Wanda LeCleir
(Vice Chairperson 2015)



Donna Loew
(2015)



Paul Nicolai
(2017)



Susan Peggarr
(2018)



Mary Quinlan
(2018)



John Spaeth
(2017)



Vern Weeks
(2018)

Parenthesis denotes the year of term expiration.



“Put your heart, mind, and soul
into even your smallest acts.
This is the secret of success.”

*Swami Sivananda, Indian Philosopher
1887 – 1963*



HUMAN SERVICES



ADRC



CHIPPEWA COUNTY
DEPARTMENT OF HUMAN SERVICES

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