

2019 Annual Report



Juneau County
Department of Human Services

PREPARED BY:
ALISON BROWN, ADMINISTRATIVE SUPPORT SPECIALIST

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Welcome to the Juneau County Department of Human Services' 2019 Annual Report! I joined the Juneau County team on April 1, 2019 and am grateful and blessed to be here! The people I work with around the county are truly amazing. I am honored to work alongside you and our dedicated, compassionate staff in service to our citizens.

Some of the 2019 accomplishments we are most proud of include:

- Setting up the process to bill for Targeted Case Management Services (began billing in 2020)
- Billing for Dr. Rooney evaluations which were already being provided
- Bringing the Supporting Others to Win program to Juneau County (and becoming Salvation Army Voucher writers in early 2020)
- Obtaining Treatment Court grant
- Assisting Sheriff Department in obtaining a therapist and case manager for jail inmates
- Starting the process of tracking and fully utilizing grant funding
- Reducing the number of children in out of home care while keeping them safe
- Starting the In-home Youth Diversion Program in Juneau County
- Striving to meet all performance measures on a consistent basis
- Working with Finance to solidify our billing processes

As a result of all these efforts and more, Human Services was able to come in under budget by approximately \$73,000 in 2019! ☺ Special thanks to the Finance Department for all their assistance with these endeavors!

Human Services programs truly provide win-win-win scenarios. First and foremost, it is a win for Juneau County citizens when they can safely remain in their homes, with or near their families, friends, and communities. Secondly, it is a win for staff, who generally enter the Human Services field to help people, which cannot easily be done when their clients are located outside the county. Finally, it is a win for tax payers, as in-county and preventative services cost much less than high end services which generally are located at a distance. Thank you for your ongoing collaboration as we continue our mission of providing quality services for individuals and families in a safe, supportive, respectful

partnership by promoting health, well-being and self-sufficiency. Special thanks to our Human Services Board for their support and welcoming me to Juneau County:

Mike Kelley (2019 Chair)

Joe Lally

Tim Cottingham (2020 Chair)

Carrie Buss

Orville Robinson (2019)

Peg Saylor

James Ryczek (2020)

Carl Wildes

Without you, we would not be able to serve in the manner in which we are called. Thank you for this opportunity.

Sincerely,

Dawn Buchholz, MSSW CISW

Director of Juneau County Department of Human Services

Child Support

Nancy Knickelbein, Child Support Manager

Staff: Ami Board, Lead Worker

Anne Schotten, Financial/Assistant Specialist

Amber Newlun, Specialist

Cindy Ravenscroft, Specialist (transferred to Economic Support September 2019)

The Child Support agency serves families who are on public assistance such as W-2, Badger Care, Child Care, Foster care, Kinship Care, and Food Share by referral from the Economic Support Unit to the Child Support Unit. We also serve families who are not on assistance but are involved in a divorce or maintenance case.

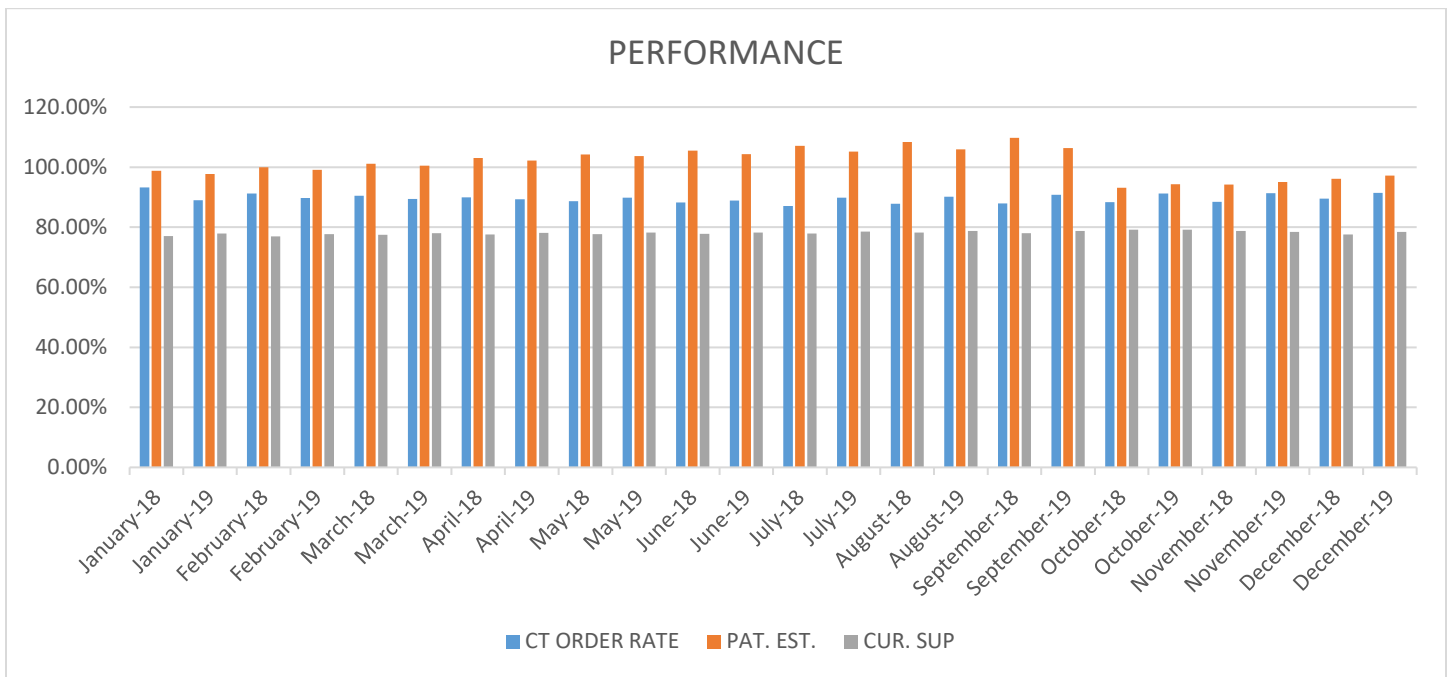
Our agency provides many services such as child support establishment, paternity establishment, location efforts, income withholding, and contempt collection services.

For the year 2019, the Juneau County Child Support Unit obtained over \$18 million in collections for current child support orders, which was a million dollars more than in 2018. This unit continued to perform in the top tier of the State in collections, paternity establishment, and court orders established.

The child support staff has continued to present our “What’s the Rush” PowerPoint at the Mauston High School and the program is very well received by students and staff alike. The kids have been engaged and ask great, insightful questions.

In 2019, the total collections at our office in cash were approximately \$112,171.52, compared to \$60,530.34 in 2018. In 2019, there were collections from credit cards at our office in the amount of \$18,523.22. Collections from cash and credit cards are accepted at the agency for both convenience of the customers and to improve our performance.

Our agency continues to collaborate with Workforce Connections and Forward Service Corporation. Referrals are made by workers for non-custodial parents who are seeking employment. Both agencies help non-custodial parents find employment and provide other benefits.



Child Support is funded based on performance. The graph above shows three Federal performance standards: current child support paid, establishment of paternity, and establishment of court ordered child support. As you can see, they all are near or well above the eightieth percentile, which is the target set by the Federal government.

In September of 2019, the Lead Worker position was approved by the County Board and subsequently was accepted by Ami Board.

As of December 2019, this unit had a caseload of approximately 2398 cases. Each specialist carries a caseload of approximately 664.

The unit continues to attend the required training provided by the State of Wisconsin, which is essential in keeping abreast of new policies to assist our families in Juneau County in collecting their child support and meeting the requirements of the performance standards in order to receive the highest level of incentive monies.

Economic Support

Diana Wood, Economic Support Manager

Staff: April Lee, Lead Worker

Kelly Coughlin, Specialist

Rachel Mehne, Specialist

Amy Stuetgen, Specialist

Cindy Ravenscroft, Specialist (transferred from Child Support September 2019)

The Economic Support (ES) Unit currently consists of the manager, a lead worker, and 4 Specialists. We continue to administer the Medicaid, FoodShare, and Wisconsin Shares Child Care programs as a partner agency in the Capital Consortium along with Dane, Sauk, Columbia, Richland, Adams, Dodge and Sheboygan counties.

The unit saw turnover in 2019 when Bill Blank retired from his position as ES Manager on 7/19/19. Diana Wood was promoted from Lead Worker to ES Manager on 7/22/19. April Lee was promoted from Economic Support Specialist to Lead Worker also on 7/22/19.

Each worker spends a high percentage of her time on the call center while remaining time is dedicated to caseload management. The consortium periodically levels the caseloads across all of the workers in the consortium and splits them into family related workers and elderly, blind & disabled (EBD) workers.

Wisconsin Shares Child Care

In 2019 our unit served a monthly average of 20 Wisconsin Shares Child Care families in Juneau County, which consisted of an average of 35 children per month.

Average Number of Authorizations & Average Number of Families Served by Age Range & Provider Type

Provider Category Types:	LICENSED GROUP	PUBLIC SCHOOL PROGRAM	CERT SCHOOL AGE PROGRAM	LICENSED FAMILY	REGULAR CERTIFIED	INHOME REGULAR CERTIFIED	PROVISIONAL CERTIFIED	UNREGULATED	Average TOTAL:
Total Authorizations	31	0	0	5	0	0	0	0	36
Families (Unduplicated Count)	16	0	0	4	0	0	0	0	20
Children (Unduplicated Count)	30	0	0	5	1	0	0	0	36

Child Age Range

Average for 2019

Under 1 Year	2	0	0	0	0	0	0	0	2
01 - <02 Years	5	0	0	0	1	0	0	0	6
02 - <06 Years	13	0	0	3	0	0	0	0	16
6+ Years	11	0	0	1	0	0	0	0	12
Total Children:	31	0	0	4	1	0	0	0	36
Provider Locations:	5	0	0	3	0	0	0	0	8

Medical Assistance Program

In 2019, Juneau County served 3602 Medical Assistance program recipients, with an average of 2287 family cases per month and 1315 elderly, blind and disabled cases per month.

FoodShare Program

In 2019, we served 5,366 FoodShare program recipients (3,457 adults and 1,954 children).

WISCONSIN CAPITAL CONSORTIUM FOOD STAMP/FOOD SHARE BENEFITS AND PARTICIPATION DATA BENEFITS														
County/Tribe	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Calendar YTD Monthly Avg	Calendar YTD Total
Adams	\$ 542,926	\$ 30,505	\$ 290,415	\$ 286,983	\$ 281,993	\$287,481	\$281,587	\$281,788	\$275,962	\$275,638	\$256,929	\$264,701	\$ 279,742	\$ 3,356,908
Columbia	\$ 779,047	\$ 41,942	\$ 407,184	\$ 415,404	\$ 410,440	\$406,825	\$401,496	\$416,480	\$416,559	\$416,268	\$403,879	\$409,982	\$ 410,459	\$ 4,925,506
Dane	\$ 7,779,769	\$491,767	\$4,114,880	\$ 4,110,563	\$4,089,006	\$4,078,075	\$4,093,661	\$4,170,341	\$4,100,858	\$4,144,601	\$4,062,407	\$4,075,152	\$4,109,257	\$49,311,080
Dodge	\$ 1,194,028	\$ 75,771	\$ 619,344	\$ 623,759	\$ 610,997	\$625,679	\$627,099	\$628,316	\$635,842	\$641,018	\$630,651	\$625,512	\$ 628,168	\$ 7,538,016
Juneau	\$ 628,494	\$ 41,524	\$ 347,799	\$ 333,963	\$ 333,366	\$327,973	\$340,159	\$342,952	\$337,473	\$338,560	\$331,220	\$325,715	\$ 335,767	\$ 4,029,198
Richland	\$ 366,872	\$ 18,958	\$ 189,814	\$ 191,284	\$ 191,432	\$193,058	\$182,874	\$187,009	\$184,344	\$188,314	\$191,726	\$185,660	\$ 189,279	\$ 2,271,345
Sauk	\$ 1,103,981	\$ 70,491	\$ 589,384	\$ 595,045	\$ 595,170	\$578,720	\$574,419	\$586,230	\$570,341	\$589,785	\$576,568	\$580,238	\$ 584,198	\$ 7,010,372
Sheboygan	\$ 1,889,212	\$111,722	\$ 995,998	\$ 1,000,593	\$ 987,543	\$987,047	\$989,322	\$1,016,861	\$995,965	\$1,010,837	\$988,011	\$994,420	\$ 997,294	\$11,967,531

WISCONSIN UNDUPLICATED FOOD STAMP/FOOD SHARE RECIPIENTS SERVED BY COUNTY - CY 2019				
	ALL RECIPIENTS	ELIGIBLE ADULTS	ELIGIBLE CHILDREN	ASSISTANCE GROUPS
CAPITAL CONSORTIA				
ADAMS	4301	2994	1,336	2385
COLUMBIA	6511	4132	2,428	3489
DANE	54874	33350	22,114	30307
DODGE	10101	6142	4,047	5108
JUNEAU	5366	3457	1,954	2704
RICHLAND	3019	1896	1,150	1534
SAUK	9102	5596	3,585	4622
SHEBOYGAN	14745	8520	6,347	7222
UNDUPLICATED STATE TOTALS	840,111	504,568	344,690	432,470

Note: January 2019 includes January benefit issuance and a majority of February's benefit issuance due to the federal government shutdown.

Fraud Referrals

183 Juneau County Fraud Referrals were made in 2019, 58 completed investigations, and 30 completed overpayments. Completed overpayments produced \$93,753.16 in overpayment dollars collected, with Juneau County receiving 15% (\$14,062.97).

Capital Consortium Call Center

In 2019, our consortium call center saw a total of 293,053 calls. Capital Consortium Call Center was open 246 days in 2019, giving our consortium an average of 1,191 calls per day.

Economic Support Caseload

Capital Consortium uses a case leveling process to keep the caseloads as even as possible amongst all case bearing Economic Support Agents. Case numbers are driven by consumer needs. Caseload size for Family staff usually fall between 500 and 600 cases per worker and Elderly Blind Disabled staff cases lie between 800 and 900 cases per worker.

Adult Protective Services

Supervised by Dawn Buchholz, Director, and JoAnn Geiger, Deputy Director

Staff: Christine Brueggeman

Jolene Marquart (transferred to Community Support Program June 2019)

Alyssa Sherwood (resigned October 2019)

Erin Kobylski, CSW (transferred from Community Support Program October 2019)

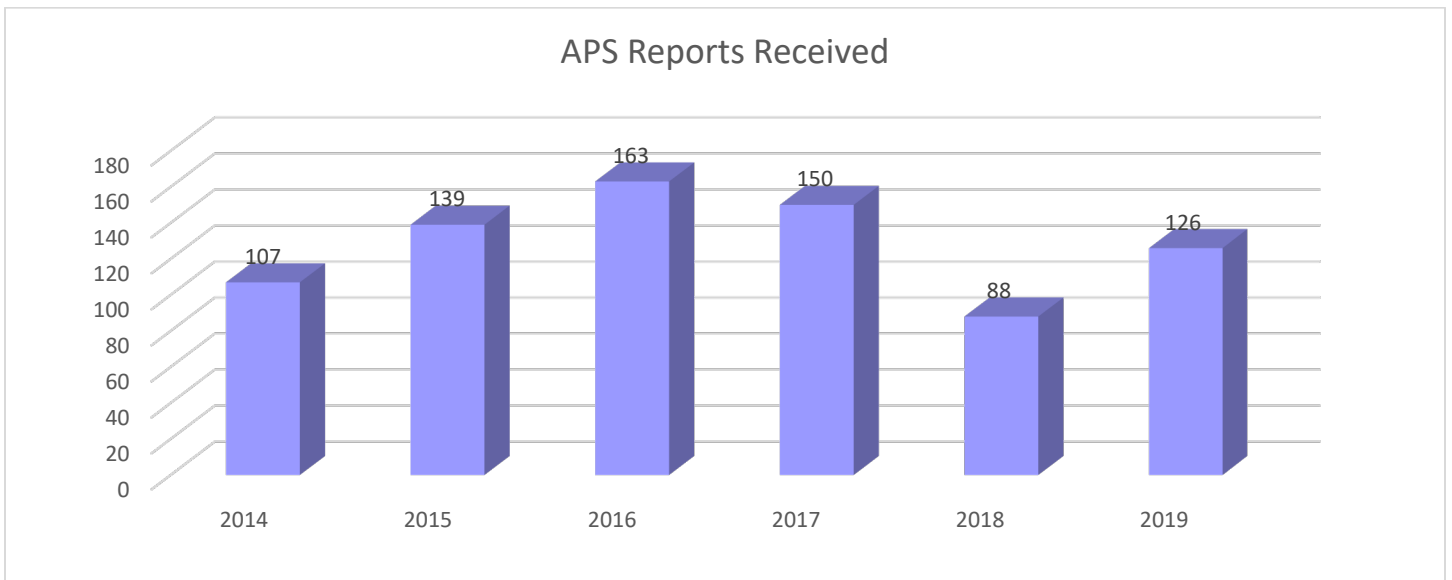
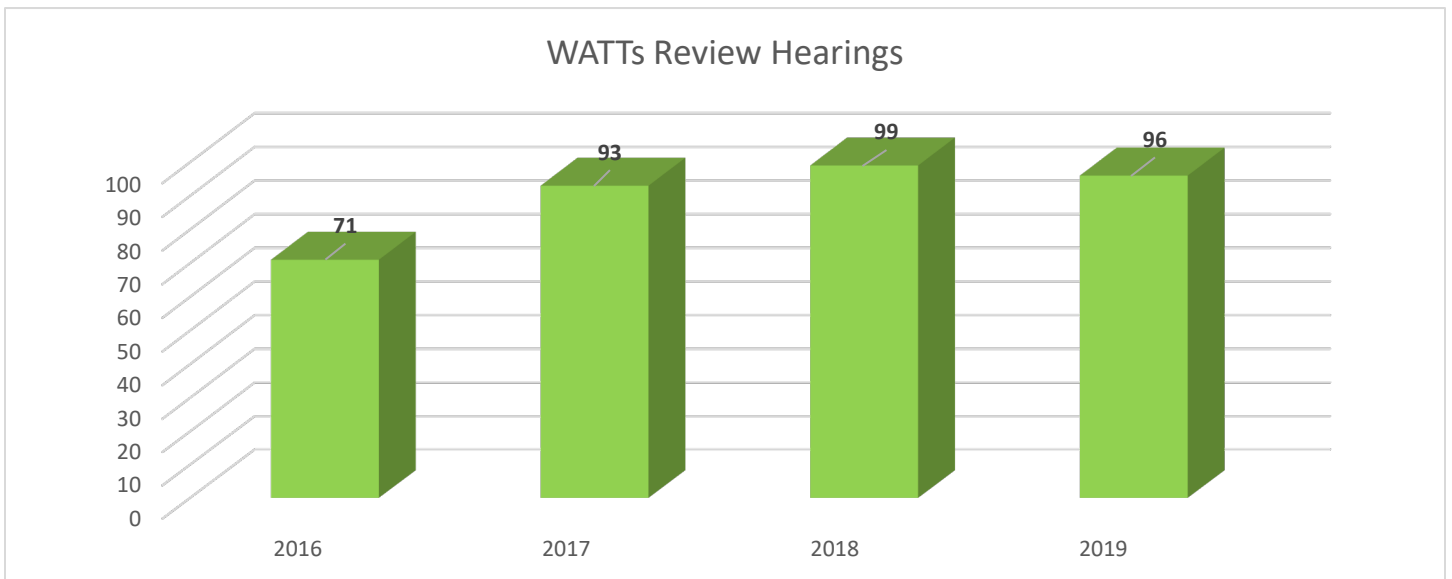
The Adult Protective Service (APS) team works in collaboration and has positive working relationships with multiple agencies:

- Juneau County's Corporation Counsel, Sheriff's Office and local Police Departments, Aging and Disability Resources (ADRC), Community Support Program, Outpatient Mental Health, Economic Support, and Veterans' Office
- Inlusa and Care Wisconsin (Family Care Managed Care Organizations)
- IRIS Family Care program and Social Security Administration (SSA)
- Financial institutions in the area as well as throughout WI and other states
- Mile Bluff Medical Center, Medical Centers in Madison, Lacrosse, and Marshfield
- Wisconsin Veterans Hospitals
- Area Home Health Agencies
- Local and out of county law offices
- Central Wisconsin Community Action Council
- Local and out of county nursing homes, adult family homes, assisted living facilities and group homes
- Vernon Area Rehabilitation Center (VARC) and Handishop Programs
- Law Enforcement Agencies from other counties within the state

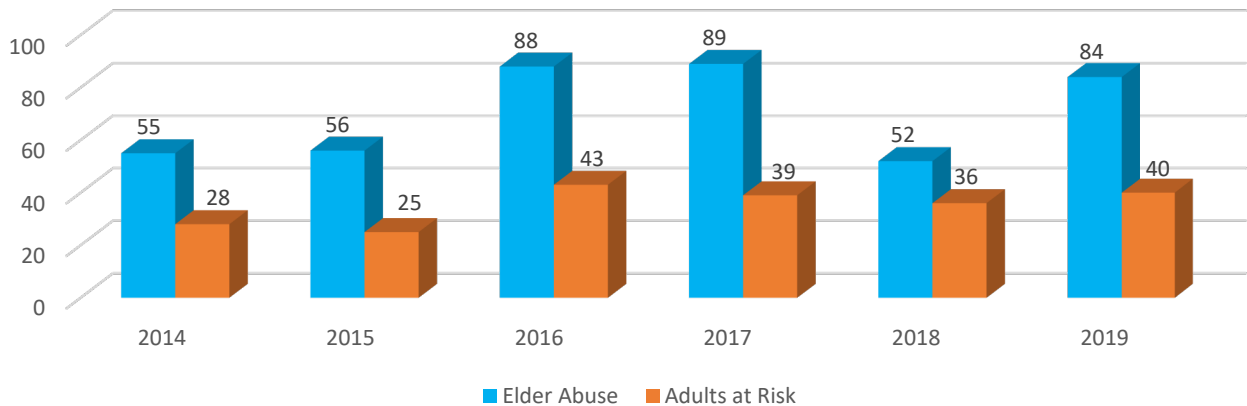
This unit completes adult guardianship studies and reports for the Juneau County Circuit Court. Juneau County residents who meet financial eligibility standards and may be in need of an adult guardianship have their situations reviewed by one of our Adult Protective Service workers. Specifically, they are looking to determine whether the person is competent and if not, is he/she in need of a protective placement and/or a court appointed guardian. Information is gathered from the individual, family members and collaterals. The assigned worker then seeks out evaluations from medical doctors,

psychiatrists and/or psychologists to assess the individual’s competency level as set forth by Wisconsin Statute. In some cases, there may be a recommendation for a person to be protectively placed, such as in a nursing home, group home, assisted living, etc. These cases require an annual protective placement court review (i.e. WATTs Review Hearings). The reports completed by the workers update the court on the appropriateness of the placement and ensure the individual is living in the least restrictive/most integrated place possible.

Over the last few years, there has been an increase in annual WATTs Review Hearings. In 2016 there were 71, 2017 there were 93, 2018 there were 99, and in 2019 there were 96. Also in 2019, the APS team conducted 84 Elder Abuse investigations and 40 Adults at Risk investigations for a total of 124 investigations completed. A total of 126 reports were made to our agency, with two reports being screened out as inappropriate referrals.



ElderAbuse and Adults at Risk Reports



Behavioral Health Services

JoAnn Geiger, LPC, Behavioral Health and Clinic Manager (January 1-July 2019)

Staci Glynn, LPC, SAC-IT, Behavioral Health and Clinic Manager (July 29-December 2019)

Danielle Moore, LPC, Behavioral Health and Clinic Supervisor

Staff: Natasha Jones, BS, Day Time Crisis Worker/Chapter 51 Coordinator
 Christina McCassey, LPC, Outpatient Therapist (resigned August 2019)
 Staci Glynn LPC, SAC-IT, Outpatient Therapist (transitioned roles July 2019)
 Mariah Soderling, BS, SAC-IT, Outpatient Therapist (effective August 2019)
 Lisa “Ruthie” Gregar, RN, Behavioral Health and Clinic Nurse (resigned October 2019)
 Rebecca Solchenberger, RN, Behavioral Health and Clinic Nurse (started October 2019)
 Lynne Jindrick, SAC, AODA Counselor
 Nicole Schwier, LPC, CSAC, Dual Diagnosis Therapist
 Erika Roberts, BS, CCS Facilitator
 Mariah Soderling, SAC-IT, CCS Facilitator (transitioned to Outpatient Clinician)
 Kayla Thomas, CSW, CCS Facilitator (resigned July 2019)
 Samantha Clark, CSW, CCS Facilitator (resigned September 2019)
 Leanna Hagen, BS, CCS Facilitator
 Brooke Schluter, LPC-IT SAC-IT, Clinical Therapist
 Larry Walls, LPC, CCS Facilitator (splits time between CCS and CSP)
 Traci Navis, CSW, CCS Facilitator (effective September 2019)
 Alivia Lensing, BS, CCS Facilitator (effective September 2019)
 Jenna Anderson, BS, CCS Facilitator (effective October 2019)
 Linda Calloway, RN, CCS Psychosocial Rehabilitation Workers (LTE)
 Chelsy Haaseth, BA, CST Facilitator

Dr. Linda DiRaimondo, Psychiatrist (contracted)

Dr. Joel Rooney, Psychologist (contracted)

The Behavioral Health Clinic offers an array of programs and services for individuals who reside in Juneau County. Programs or services that are offered include:

- Psychiatric evaluation and treatment for adults
- Psychological testing/evaluations for youth and adults
- Individual, family, and couples therapy
- Medication management
- Crisis counseling/services/treatment
- Jail Mental Health (contract)
- Substance Abuse Counseling
- Intoxicated Driver Program (IDP)
- OWI assessments
- Comprehensive Community Services (CCS) program
- Coordinated Services Team (CST)

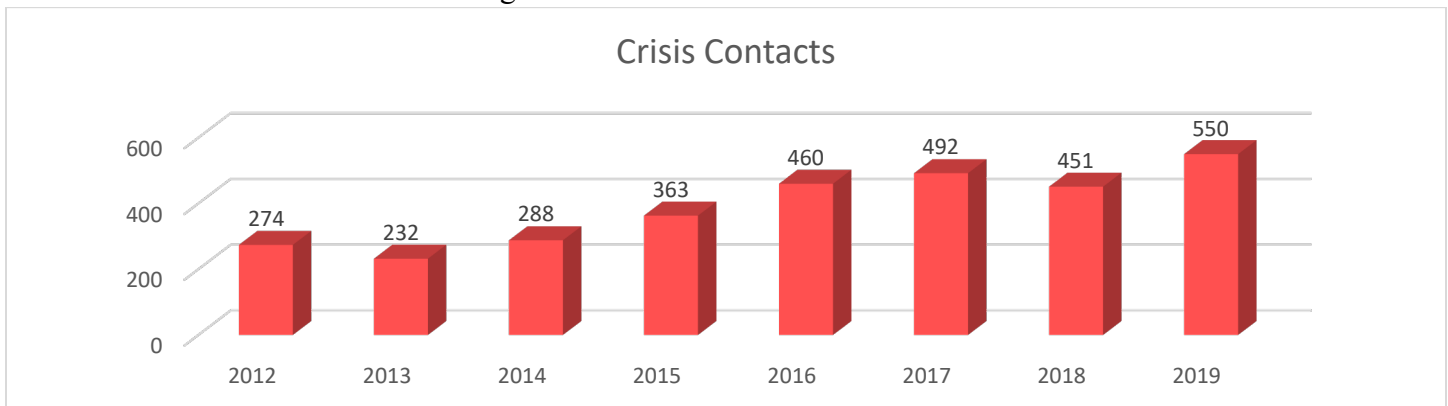
These services/programs are primarily funded by medical assistance, private insurance, private pay, and grants. Juneau County Department of Human Service is certified to provide mental health and Alcohol and Other Drug Abuse (AODA) services, crisis services (including mobile crisis) and CCS.

Mental Health

In 2019 our mental health clinic completed 139 mental health initial assessments, 30 initial psychiatric assessments and saw 216 individuals for therapy. Our psychiatrist saw 152 individual clients over the course of 2019.

Crisis

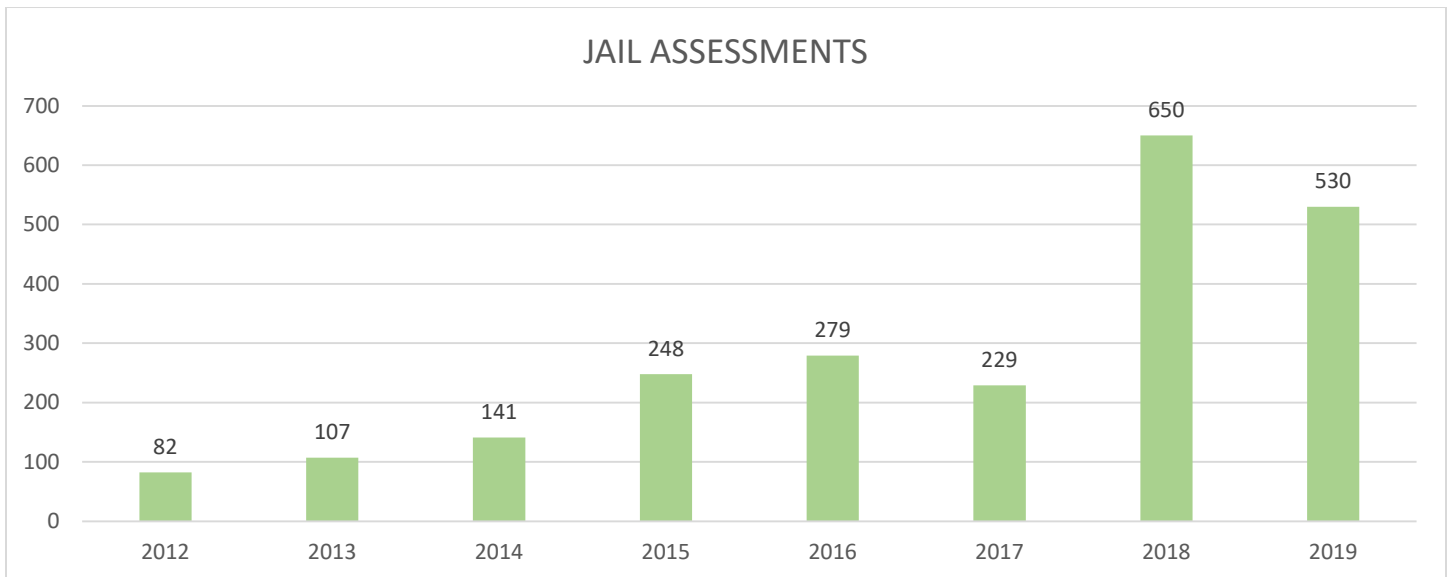
Agency staff continue to provide crisis services during business hours and Colleen James and her staff from Innervisions provide after hour and weekend contracted crisis services. In 2019, there were 550 crisis contacts. We experienced 31 emergency detentions (4 were for youth under the age of 18), while 492 were diverted from the hospital by utilizing family supports and implementing clinic services immediately. The program appears to better meet the needs of people in the community and is saving considerable dollars for all of the agencies involved.





Jail Mental Health

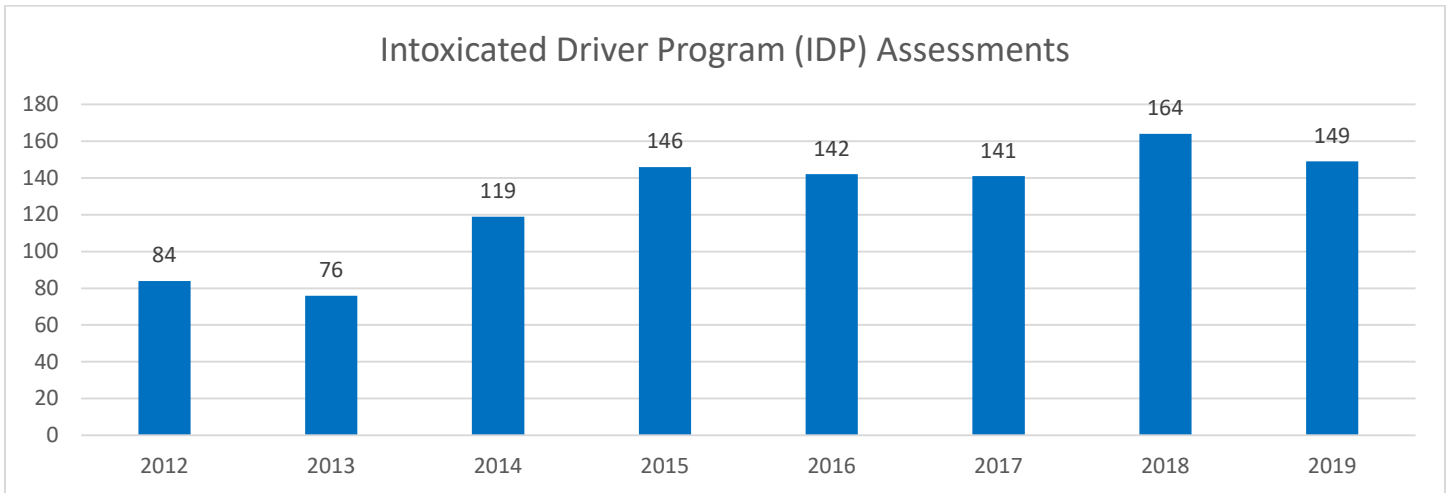
Human Services continued to provide Mental Health consultation for the Juneau County Jail in 2019. Several individuals from the Behavioral Health Unit worked with jail staff to provide suicide risk assessments for 530 inmates. Also in 2019, JoAnn Geiger and Captain Gary Pederson collaborated to write a grant to begin mental health services in the jail. The grant was submitted in May of 2019 and approved in October of 2019.



Substance Abuse

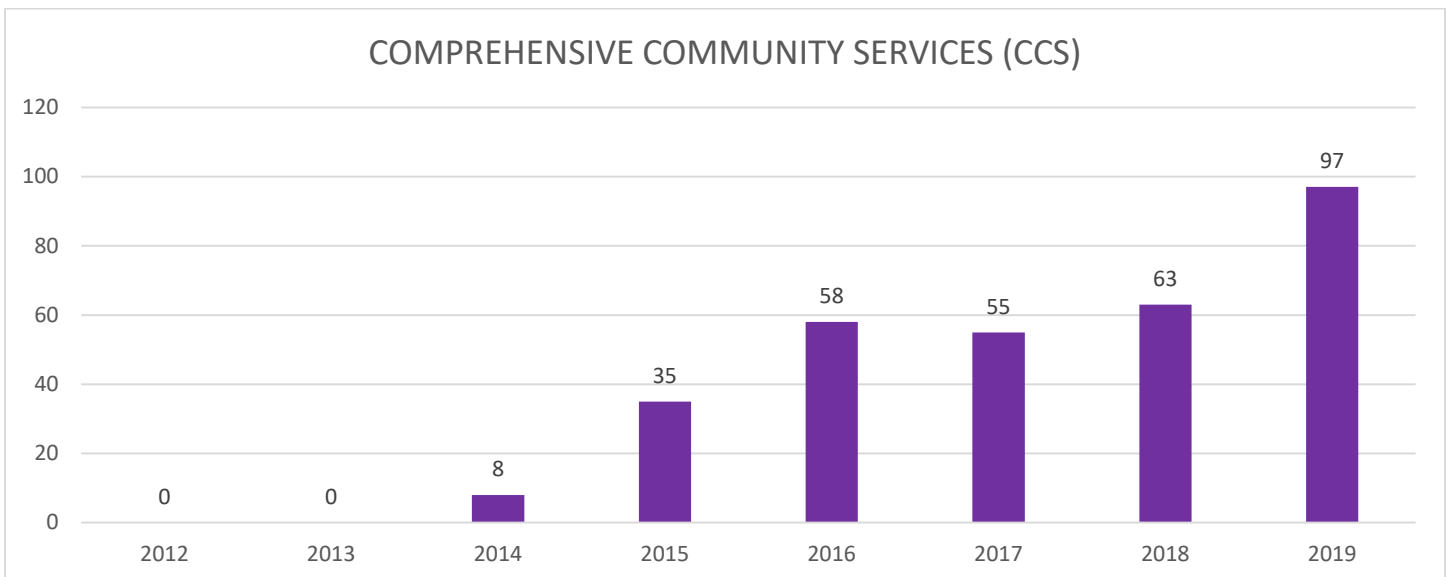
Human Services currently employs one AODA counselor, one dual diagnosis counselor, and four substance abuse counselors in training who provide all the outpatient services for this population. In 2019 we completed 149 Intoxicated Driver Program (IDP) assessments. IDP assessments are cash only assessments and we charge \$275 per assessment. This brought in revenue of \$40,975 for Juneau County. Seven clients went to detox in 2019. We also had seven individuals go to AODA Treatment

facilities. In 2019 we served 70 adults with substance use disorders for traditional outpatient AODA counseling; this number has decreased from years past due to the increase in our clinic’s capabilities to provide dual diagnosis therapy within our clinic.



Comprehensive Community Services

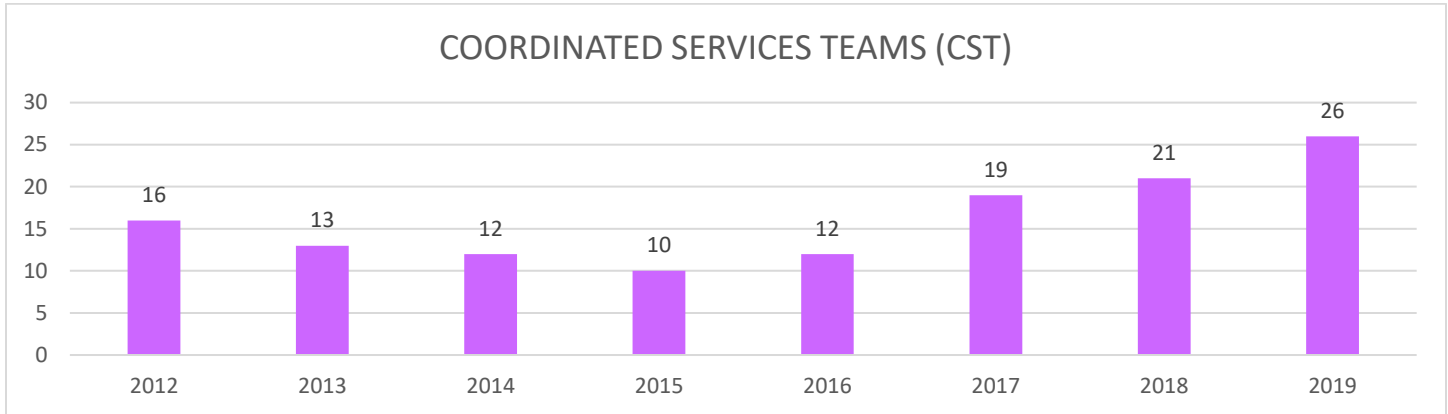
In 2019 we served 97 consumers in our CCS program. We brought in approximately \$1,410,982.88 in CCS dollars for 2019, \$162,782.07 of which was allocated to Juneau County for administrative, support and overhead costs. The referrals for this program have continued to increase with CCS receiving 76 referrals in 2019.



Coordinated Services Team (CST)

The CST program became an allocation from the State in 2015 to serve children struggling in several areas of functioning. This is a shared program between Child Protective Services and the Behavioral Health unit. Members of these units all have the ability to make CST referrals and be members of CST teams. Juneau County schools, Law Enforcement and other professionals, as well as parents themselves, also have the ability to make CST referrals and are often team participants.

In 2019, CST served 26 youth. Outreaching efforts with community partners has continued to greatly improve the number of referrals for this program. In addition, 2 of the youth served were also enrolled in the CCS program, allowing a vast increase of services being available to the families. We continue to provide services within all Juneau County school districts and work collaboratively with the schools and other community partners. In 2019, our CST and CCS Coordinating Committee continued collaboration efforts between the two programs, sharing resources and knowledge from community members.



Children, Youth, and Families (CYF) Services

Kelly Firlus, CYF Manager
 Coralie Burrows, CYF Supervisor

Staff: Access Worker (LTE)-1 Family Support Worker-2
 CLTS/Birth to 3-1 CLTS-1
 Foster Care Coordinator-1 Youth Justice-1
 Initial Assessment-2 Ongoing Case Managers-3

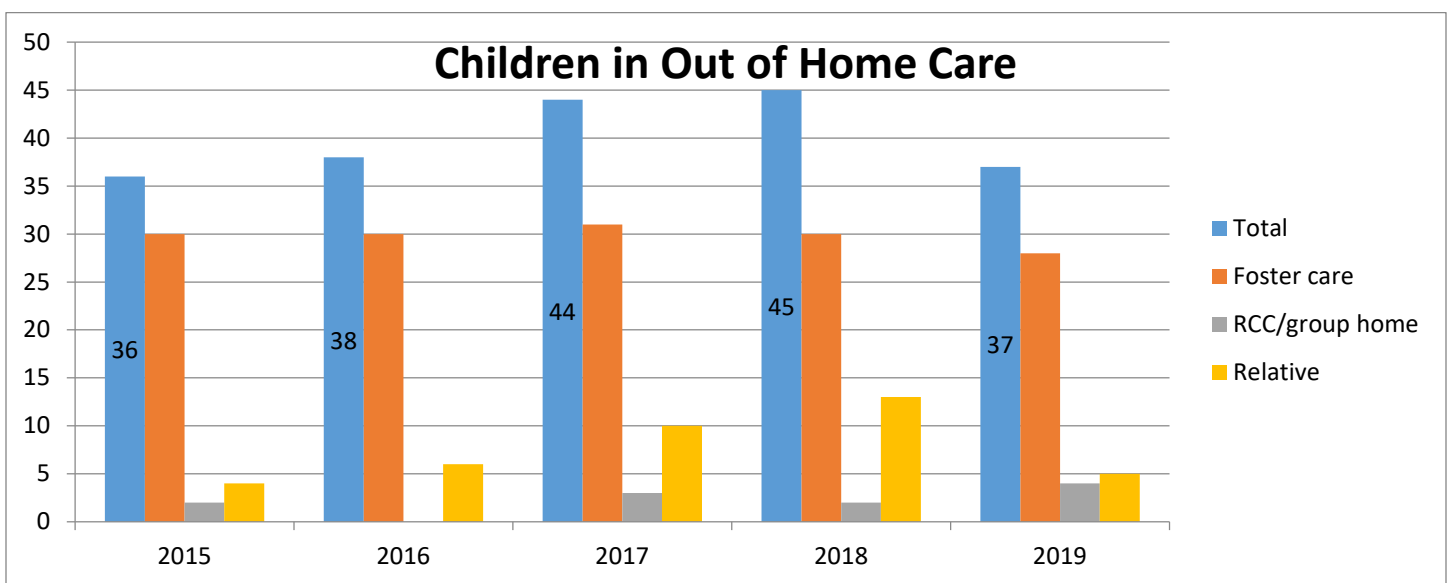
Child Protective Services (CPS)

2019 continued to be a busy, active year for CPS. The unit remains focused on safely moving children to permanence, preferably through reunification with their parents. However, when this cannot be accomplished, we also had children find permanence through Terminations of Parental Rights and adoptions. In 2019 we moved 36 children to permanence both through reunification and adoption/guardianship. This is 6 more children than in 2018. We continue to work with families after reunification to provide services to decrease the likelihood that these families reenter the foster care system in the future. Juneau County CPS utilized the In Home Safety Services program in 2019 to support families with additional resources and case management. The In Home Safety Services program provides Juneau County with additional State funding to cover the costs of these services.

We have continued to see the benefits of the additional Family Support worker that was added in 2018. Due to this increased support, we have been able to utilize staff to do more prevention work and keep children in their parental homes. The Family Support Workers also provide supervision for visitations between CPS families and children at the department and in the community, including transporting children to and/or from visits. They also provide parenting education and assistance with housing, jobs, etc. They conduct home visits and are an extension of case managers in supporting families.

The Juneau County Foster Care Program has been able to maintain 9 foster homes. We also licensed 3 new foster homes and 2 relative foster homes in 2019. The complexity of care required for several children has led to the need to place in homes out of the county or in Residential Care Centers. We had 10 children placed outside the county at the end of 2019, 6 in treatment level foster homes, 1 in a group home and 3 in a Residential Care Center. These out of county placements are managed by private agencies at an increased cost to Juneau County. Placement in Juneau County Foster Homes is preferred for cost savings as well as allowing children to have more frequent contact with their families, assisting with quicker reunification, and keeping children in their school districts and near their friends and communities. The majority of our county licensed foster homes are full or unable to accommodate the high needs of these children.

There continues to be a high number of reports made to Child Protection Services. The most significant trends in cases continue to be ongoing drug use/abuse, mental health of parents, and children being exposed to significant trauma. These trends lead to children not being able to remain safe in their homes and the department is forced to place the children outside of their homes. It is challenging to persuade parents to engage when they are often not accepting responsibility for their drug use or don't recognize their mental health issues and how they impact their ability to parent and keep their children safe.



The below letter from a CPS consumer exemplifies the quality, compassionate, dedicated Juneau County staff who complete this complicated, often traumatizing, work each and every day:

“To whom it may concern,

Kassandra Murphy and her team at CPS were absolutely amazing for our family. They were able to do everything our family needed from transportation for our kiddos to just a phone call once a week if it was needed. The structure and organization is fantastic. We were able to participate in classes for our family because the team did childcare for the families to make things easier. The countless things that these very special people did for our family was unconditional. They did it all with wanting nothing in return but our families to be happy, healthy, and safe. We could not have asked for a better team. We have them to thank for having our family all together and the kiddos coping with the things they have

been through. Thank you so much for everything, and to the board members, please know how much these people mean to our families in our time of need for them and how much we have accomplished because of them.”

Youth Justice (YJ)

Referrals to the youth justice program have remained steady in 2019. We received 57 referrals and of these, 13 resulted in some form of formal supervision, including court orders.

The ability to utilize the Family Support Worker has allowed us to provide additional support to our youth and their families. This has greatly increased positive outcomes. We continue to utilize the State’s Youth Aids and Community Intervention Program grants to help offset costs. We also continue to work closely with the District Attorney’s Office. YJ did utilize secure detention in 2019 for short term detentions only. Youth Justice has 1 juvenile in an extended out of home placement in a group home.

Children with Disabilities Programs (Birth to 3, Children’s Long Term Support Waiver)

Several CYF staff are responsible for the three programs that serve Children and Youth with Disabilities in Juneau County. The programs are Birth to 3, Children’s Community Options Program, and Children’s Long Term Support Waivers. It is the belief of this unit that if children can be served at younger ages, we will prevent/decrease the need for services as they get older and become adults. Children served by these programs range in age from birth to age 22.

Birth to 3 is Wisconsin’s early intervention program for infants and toddlers from ages birth up to 3 years old who have developmental delays and disabilities. The service assists families in supporting their children’s development. Birth to 3 is an entitlement program, meaning that eligibility is not affected by income, however some parents may need to contribute to the cost of services based on their income. Birth to 3 is a federally mandated program that is overseen by the Wisconsin Department of Health Services and is run by counties. The Juneau County Birth to 3 program had no findings of non-compliance during the most recent review period. In 2019, the Birth to 3 program served 61 children, with 41 additional children screened for eligibility. The Birth to 3 Program worker carries an average caseload of 35-40 families.

Children’s Community Options Program (CCOP) is a state funded program which provides individual services and supports to families with children diagnosed with severe disabilities. The program offers information and assistance in finding services and maximizing community resources. It also offers limited funding to buy needed services and goods that can’t be bought through other sources, and links families with other families to strengthen natural supports. Most children are served using this program in conjunction with CLTS waiver program.

Children’s Long Term Support Home and Community Based waivers (CLTS), is the third program in the unit. This program is designed to serve children under the age of 22 who have long term needs. The program is intended to increase total resources available to serve participants. The program is supported by Federal and State dollars. This program serves children who are physically disabled, developmentally disabled, autistic, and/or have a severe emotional disturbance. Through the CLTS program the cost to the county for some foster care and other services has been off set. At the end of 2019, the total number of children enrolled in this program was 47. There were still 16 children on the waiting list and more new referrals being received. In addition to ongoing case management, the

workers are required to complete assessments for any new referrals within 45 days of receipt. The State has provided additional funding to counties to eliminate the CLTS waitlist, resulting in a new CLTS position being approved by the Juneau County Board for 2020.

Community Support Program (CSP)

Mary Jo Onsager, CSP Manager

Staff: Ed Merz

Kathy Hannagan

Kim Reigard

Judy Bronson

Larry Walls (splits time between CCS and CSP)

Tara Herritz

Rebecca Solchenberger (splits time between BHU and CSP, began October 2019)

Jolene Marquart (transferred from APS June 2019)

Dr. Linda DiRaimondo, Psychiatrist (contracted)

In 2019, CSP served 60 consumers with severe and persistent mental illnesses. Severe and persistent mental illnesses include schizophrenia, bi-polar disorder, schizoaffective disorder and severe mood disorder.

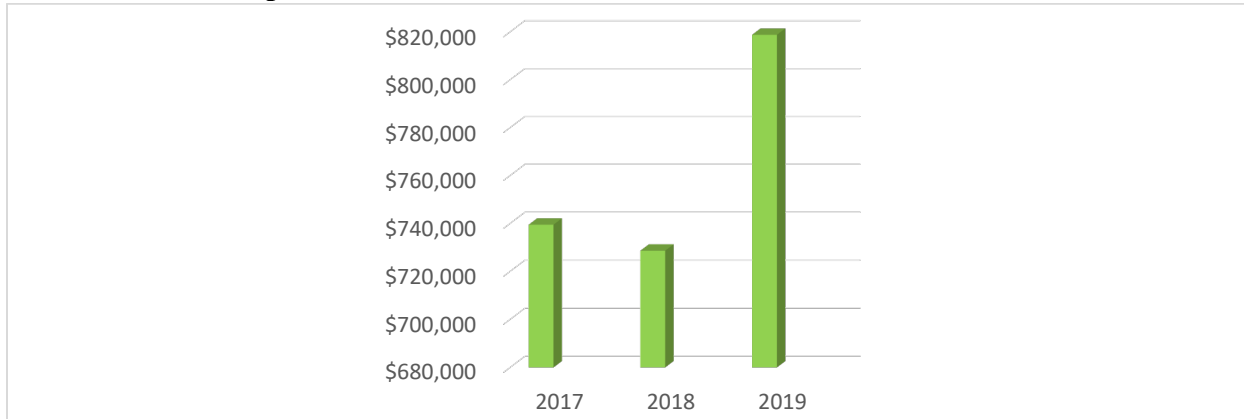
The purpose of CSP is to assist the consumer in living independently and focus on their recovery. Recovery focus is a person centered approach which acknowledges that each individual functions at a different level. CSP assists the consumer in reaching his or her own identified goals. This includes providing transportation, psychosocial rehabilitation, medication management, symptom management and case management. People with severe mental illnesses can be very costly to the County if placed in hospitals, institutions or group homes. Juneau County CSP strives to keep consumers in the least expensive and least restrictive living arrangement as possible. At the end of 2019 we had three consumers in placement. These three individuals receive Community Recovery Services funding, which pays for sixty percent of the cost of care, in addition to each individual paying for their own room and board. One consumer is actively applying for housing and is working towards independent living. One client has expressed a desire to live independently and is working with group home staff on identifying and achieving goals to become independent (i.e. taking medications without reminders, completing daily living skills without prompts or reminders, etc.). The third client is awaiting a Family Care evaluation. Currently, thirteen CSP consumers also receive Family Care services, which covers 100% of the Medicaid reimbursement rate for services, instead of 60% for non-Family Care consumers. As individuals age and their needs for medical services increase, CSP staff refer them to the Aging and Disability Recourse Center for Family Care eligibility screening.

Case managers are responsible for maintaining treatment plans, monitoring symptoms and completing case documentation. If a consumer is hospitalized, case managers consult with the hospital and help develop discharge plans. The case manager is also responsible for consulting with Corporation Counsel to coordinate any necessary legal proceedings. Two nurses set up medications for CSP consumers and coordinate Dr. DiRaimondo's schedule. Case Managers also observe consumers, help set up

medications, and monitor for symptoms and side effects. Consumers are encouraged to take an active role in their recovery and learn to manage their illnesses.

CSP staff bill the majority of their services to Medical Assistance for reimbursement. CSP's revenue for 2019 was \$818,776.

CSP Revenue Comparisons



Support Services

Penny Janecek, Support Services Manager (resigned May 2019)

Supervised by Dawn Buchholz, Director (April 2019) and JoAnn Geiger, Deputy Director (July 2019)

Staff: Brittany Jacobson, Receptionist
Paula Forsythe, Receptionist
Pat Morris, Intake/Records Clerk
Melanie Stickney, Intake/Records Clerk
Alison Brown, Administrative Support Specialist

The Support Services Unit saw many changes in 2019. Penny Janecek resigned from her position as the Support Services Manager and with her resignation, it opened an opportunity to look at the needs of the unit and the department as a whole. After much discussion, the Support Services Manager position was eliminated, along with a receptionist position. With the elimination of those positions, our department created positions for a Deputy Director and an Administrative Support Specialist.

With other staff changes throughout the year, we began training each staff for backup of job duties and coverage purposes. Many tasks can be done by any of the support staff workers to ensure quick completion. Each support staff worker has an understanding of all Human Services programs within the agency and familiarity of our local communities.

1st and 2nd Floor Reception

Receptionists handle the administrative responsibilities of incoming calls and walk-ins, scheduling/rescheduling appointments for Behavioral Health staff, creating new client accounts for

Intoxicated Driver Program (IDP) assessments, distribute incoming mail, sending and receiving faxes, transcribing assessments/evaluations and progress notes for our psychiatrist and psychologist, maintaining and updating agency and program brochures, ordering office supplies through the County Clerk's office, keeping office supply areas stocked, assisting with staff projects, scanning and indexing Economic Support client documents into the electronic case file (ECF), and activating Emergency FoodShare cards.

Intake/Records

Intake and Records Clerks not only ensure client records are being kept up-to-date and accurate, they also receive intake calls and in-person contacts for Mental Health, Substance Abuse, and Crisis services. They receive information over the phone, by fax, via confidential email, or in-person regarding safety concerns for people with substance abuse or dependency and mental health concerns. They distribute the information to the appropriate staff in a timely manner, prepare intake packets, transcribe assessments/evaluations and progress notes for our psychiatrist and psychologist and help out with daily coverage of the front reception areas.

Administrative Support Specialist

This position is integral for the Director and Deputy Director, as well as the agency as a whole. The Administrative Support Specialist has a myriad of responsibilities for the department including acting as the help desk for our electronic health records system (myEvolv), maintaining the agency's website and Facebook page, completing special projects for management and staff, preparing committee agendas/minutes/resolutions with the Director, handling Purchase of Services Contracts/Agreements and all corresponding paperwork, troubleshooting and assisting users with our computer software systems and copy/fax machines, performing back-up duties for receptionists and intake/records clerks, keeping CYF Ongoing, Initial Assessment, Foster Care, and Youth Justice records up-to-date, and assisting in the new hire orientation and onboarding processes.