



2020 Annual Report

Juneau County

Department of Human Services

PREPARED BY:
ALISON BROWN, ADMINISTRATIVE SUPPORT SPECIALIST

Table of Contents

| | |
|--|----|
| ADULT PROTECTIVE SERVICES | 2 |
| BEHAVIORAL HEALTH SERVICES | 3 |
| CHILD SUPPORT | 6 |
| CHILDREN, YOUTH, AND FAMILIES | 7 |
| COMMUNITY SUPPORT PROGRAM | 10 |
| DRUG COURT | 12 |
| ECONOMIC SUPPORT | 13 |
| SUPPORT SERVICES | 15 |

To say that 2020 was a challenging year would be a gross understatement. In March, our whole world stopped in its tracks. The COVID-19 pandemic took its toll on our families and communities and literally took the lives of several of our Human Services consumers and extended family members. At the very time people all around the world were shaken to the core, Human Services had no choice but to hold strong. The citizens of Juneau County rely on us as their safety net, and throughout the pandemic I am extremely proud our staff continued to provide life-saving programs to our communities. While it looked different, with consumers being served via telehealth as much as possible and utilizing social distancing practices, as you can see from the following report, our services did not falter. And although the pandemic had crushing results, Human Services still was able to thrive. With the help of the Juneau County Financial Director and team, we were able to take advantage of several COVID related funding sources as we shifted our focus to assisting our clients through the pandemic. We became more efficient at serving our consumers, resulting in a decrease in travel and other expenses, while maintaining, and even enhancing, revenue streams. These efforts, in conjunction with various staff openings throughout the year, and a reduction in child and vulnerable adult placements, resulted in Human Services **paying back nearly \$1 million to our nonlapsing fund in 2020!!** This truly is an amazing accomplishment in any given year, not to mention one that was chuck-full of new challenges, barriers, and disappointments. Congratulations to our Human Services staff and management team on making this a reality while serving the citizens of Juneau County with impeccable care and compassion.

Special thanks also to our Human Services Board for your ongoing guidance and support:

Chair, Tim Cottingham
James Ryczek
Carrie Buss

Vice Chair, Mike Kelley
Carl Wildes

Joe Lally
Peg Saylor

Finally, thank you to the whole County Board of Supervisors, all the Board Committees, and my fellow Department Heads. Every day I feel truly blessed to be working with and for you and the fine citizens of Juneau County.

Sincerely,
Dawn Buchholz, Director

ADULT PROTECTIVE SERVICES

Supervised by Dawn Buchholz, Director, and Kevin Lunog, Clinic Manager

Staff: Erin Kobylski, CSW
Christine Brueggeman

The Adult Protective Service (APS) team works in collaboration with:

- 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
- Inclusa and Care Wisconsin (Family Care Managed Care Organizations)
- IRIS Family Care Program, 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

The APS staff complete 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 an APS worker. Specifically, they are looking to determine whether the person is competent and if not, are they 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 requests evaluations from medical doctors, psychiatrists, and/or psychologists to assess the individual's competency level as set by Wisconsin Statute. In some cases, there may be a recommendation for a person to be protectively placed in a nursing home, group home, assisted living, etc. These cases require an Annual Protective Placement Court Review, also known as WATTs Review Hearings. The reports completed by the workers update the court on the appropriateness of placement and ensure the individual is living in the least restrictive, most integrated place possible.

In 2020, 143 unduplicated reports were made and 90 annual WATTs Review Hearings occurred.

APS Reports Received



WATTs Review Hearings



BEHAVIORAL HEALTH SERVICES

Kevin Lunog, LCSW, CSAC, ICS, Clinic Manager (started November 2020)

Staff: Alivia Lensing, BS, CCS Facilitator, on-call Crisis staff
Brooke Schluter, LPC, SAC, Clinical Therapist
Chelsy Haaseth, BA, CST Facilitator
Erika Roberts, BS, CCS Facilitator, On-call Crisis staff
Katherine Andrews, MS, Outpatient Therapist (started November 2020)
Leanna Hagen, BS, CCS Facilitator, On-call Crisis staff
Lynne Jindrick, SAC, AODA Counselor
Paige Odegard, MS, Day Time Crisis Worker/Chapter 51 Coordinator
Rebecca Solchenberger, RN, Behavioral Health and Clinic Nurse

Dr. Linda DiRaimondo, Psychiatrist (contracted)

Dr. Joel Rooney, Psychologist (contracted)

In 2020, the Behavioral Health Clinic offered an array of programs and services for individuals who reside in Juneau County, including Comprehensive Community Services, Coordinated Services Team, Crisis counseling/services/treatment, Individual, family, and couples therapy, Intoxicated Driver Program Assessments, Medication management, OWI Assessments, Psychiatric evaluations and treatment for adults, Psychological testing/evaluations for youth and adults, and Substance Abuse Counseling.

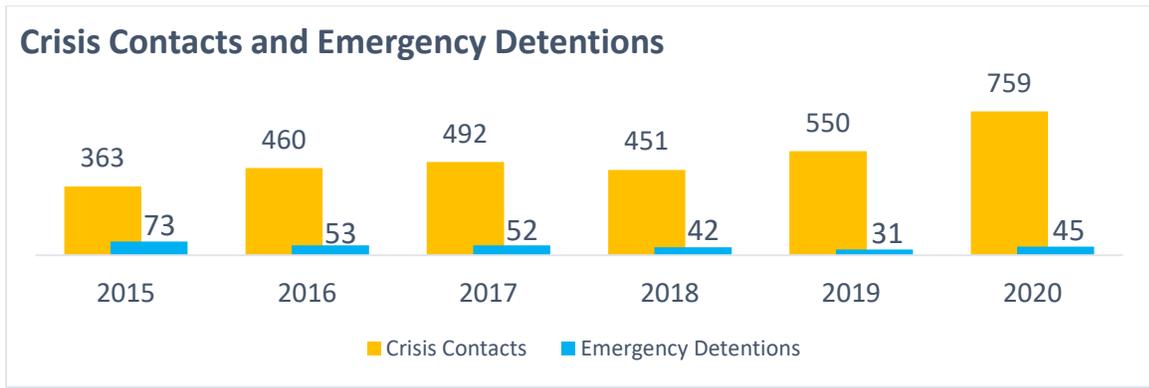
These programs/services are primarily funded by medical assistance, private insurance, private pay, and grants. Juneau County Department of Human Service is certified to provide Mental Health and Alcohol and Other Drug Abuse (AODA) Services, Crisis Services (including mobile crisis), CCS and the Community Support Program.

Mental Health

In 2020 our mental health clinic completed 82 mental health initial assessments, 16 initial psychiatric assessments and saw 103 individuals for therapy. Our psychiatrist saw 152 individual clients over the course of 2020. Referrals for our Behavioral Health Services come from a variety of sources, including schools, families, community providers, law enforcement, and other agencies/individuals.

Crisis

Agency staff continue to provide crisis services during business hours, while Innervisions Counseling Services provide after hour and weekend crisis services through a contract with our Department. In 2020, there were 759 crisis contacts, an increase of over 200 referrals from 2019. We believe the stress and isolation related to the COVID-19 pandemic was a major contributing factor to this large increase. We experienced 45 emergency detentions, while 714 (94%, same as 2019) were diverted from the hospital by utilizing family supports and implementing clinic services immediately. It is amazing that our staff were still able to utilize their skills and other supports to maintain a high percentage of crisis diversion, despite the lack of resources caused by COVID-19 closures and standstills in community services.



Comprehensive Community Services

The Comprehensive Community Services (CCS) program is a community-based psychosocial rehabilitation Service that provides or arranges for psychosocial rehabilitation services for eligible adult or child consumers. It is designed to assist individuals of all age groups who have a psychiatric illness, a serious emotional disorder, or a substance abuse problem and who need ongoing, comprehensive services to help them manage, and ultimately recover from, that disabling condition.

The CCS vision is based on hope and empowerment. The CCS team provides access to supportive services while being family and consumer centered. Our hope is to have meaningful participation by consumers, their chosen supports, and advocates while collaborating across systems in order to meet the needs of the consumers. Each consumer establishes a team consisting of a service facilitator and a mental health professional (MHP), as well as natural/community supports and other providers as needed/appropriate. The primary goal of the service facilitator is to ensure that the consumer’s recovery plan is coordinated, monitored, and designed to support the consumer in a manner that helps the consumer achieve the highest possible level of independent functioning. The role of the MHP is to review and have oversight of all CCS related documentation and work completed by the service facilitator, ensure that there is a clinical, medical need for all approved services, and confirm that the mental health and recovery needs of the consumers are being met.

In 2020, Juneau County received approximately 59 referrals for the CCS program. A total of 51 consumers were served. Over the past few years, there has been a steady increase in the amount of CCS referrals made. However in 2020, that number fell, which is most likely due to the COVID-19 pandemic as schools and many other organizations within the community were shut down. Additionally, our CCS program experienced some staff turnover in 2020, which resulted in some CCS positions being open for part of 2020. Despite these open positions and a decrease in the number of consumers served, staff were still able to directly bill Medical Assistance \$1,271,864.88 in 2020.

CCS Revenue Comparisons



Coordinated Services Team

The Coordinated Services Team (CST) program is a family-centered, strength-based wraparound approach to help address the complex needs of children and youth involved in multiple systems of care. CST utilizes 13 core values to develop a plan which builds from the unique and holistic needs of children, youth and their families. The CST program became an allocation from the State in 2015 to serve children struggling in several areas of functioning. Members within DHS 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 2020, 20 youth were enrolled, three of which were dually enrolled in CST and CCS. Dual enrollment allows for a vast increase of services 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.

Enrolled CST Consumers



Substance Abuse

In 2020, we completed 130 Intoxicated Driver Program (IDP) assessments. IDP assessments are cash only assessments and we charge \$275 per assessment. This brought in revenue of \$35,750 for Juneau County. In 2020 we assessed 105 adults with substance use disorders for traditional outpatient AODA counseling and had 81 ongoing adults in AODA treatment.

Intoxicated Driver Program Assessments



CHILD SUPPORT

Nancy Knickelbein, Child Support Manager

Staff: Amanda Board, Lead Worker
Amber Newlun, CS Specialist

Anne Schotten, Financial/Assistant CS Specialist
Danielle Roberts, CS Specialist

The child support agency serves families that are on public assistance, such as W-2, Badger Care, Child Care, Foster care, Kinship Care, and Food Share, through a referral being made from the Economic Support Unit. We also serve families that are not on assistance through divorce or maintenance court cases or customers self-referring for Child Support services. Child Support services include support establishment, paternity establishment, location efforts, income withholdings, and contempt collection services.

In February 2020, the newest staff member, Chelsea Hayes, resigned from her position as Child Support Specialist. Danielle Roberts was hired as the new Child Support Specialist and began her new position on May 4, 2020.

Due to COVID-19, the child support staff were unable to present the “What’s the Rush” program to any of the schools in Juneau County. It is our hope that we can continue with this program in the near future. “What’s the Rush” teaches high school students the true costs and responsibilities related to having children, thereby encouraging them to consider holding off on becoming a parent until financially and emotionally stable.

Since 2017, the child support specialists have been referring delinquent cases to our District Attorney, Kenneth Hamm, to file criminal charges. These cases have very large arrearages and the workers have taken all possible actions with no payments being made by the payer. We have referred 24 cases since 2017 that have resulted in a variety of outcomes including plea deals, probation, a case being paid in full, and a felony warrant.

In 2020, the Juneau County Child Support Unit collected over \$17 million from current child support orders. In 2020, the total cash collections at our office in cash were approximately \$60,721.21 in addition to \$12,592.89 credit card payments, compared to \$112,171.52 and \$18,523.22 respectively in 2019. Collections from cash and credit cards are normally accepted at the agency for both convenience of the customers and to improve our performance. However, due to COVID, we requested that our non-custodial parents pay by credit card via telephone or send money orders or checks directly to the Trust Fund. Coupons were also mailed to help make sure that non-custodial parents received the correct mailing address to send in their child support.

Our agency continues to collaborate with Workforce Connections and Forward Service Corporation. Referrals are made by workers, to staff in the above agencies, for non-custodial parents that are seeking employment. Both agencies help non-custodial parents find employment and provide many other program benefits.

2019 vs 2020 Performance



Child support is funded based on performance. The graph above shows three of the Federal performance standards; current support, paternity, and establishment of child support (court order rate). As you can see, they all are near or well above the eighty percentile. The Federal requirement is that the target of 80% is met for each performance standard in order for agencies to receive 100% of the available funding. As of December 2020, this unit had a total caseload of approximately 2265, with each specialist carrying a caseload of approximately 613.

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 to meet the requirements of the performance standards to receive the highest level of incentive monies.

CHILDREN, YOUTH, AND FAMILIES

Kelly Firlus, CYF Manager, and Coralie Burrows, CYF Supervisor

Staff: Alexis Artuso, Initial Assessment Worker (effective July 2020)
Amanda Bures, CLTS Service Coordinator
Ashley Olsen, Birth to 3 Coordinator
Bailey Ward, Ongoing Case Manager (effective August 2020)
Carla Plantz, Family Support Worker
Dana Heavner, CLTS Service Coordinator (effective Mar 2020)
Denise Filter, Initial Assessment Worker (resigned June 2020)
Jennifer Sageser, Ongoing Case Manager (effective January 2020)
Kasey Banker, Youth Justice
Kassandra Murphy, Foster Care and Kinship Coordinator, Ongoing Case Management
Kersten McChesney, Family Support Worker
Michaela Vinz, Initial Assessment Worker
Michelle Lee, Foster Care and Kinship Coordinator (resigned May 2020)
Paris Thurber, Access/Intake, Ongoing Case Management
Sara Bodendein, Ongoing Case Manager

Child Protective Services (CPS)

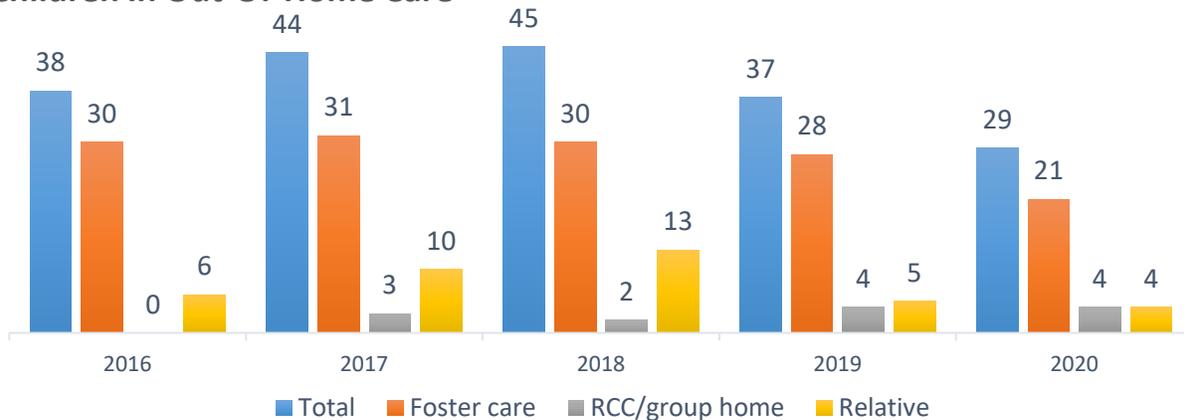
The year of 2020 was definitely one of ups and downs. Despite the pandemic, CPS remained busy throughout the lockdown and beyond. The unit continues to focus on moving children to permanence, preferably by reunification with parents. However we also had children find permanence through placement with relatives, guardianships, Termination of Parental Rights, and adoption. In 2020 we moved 30 children to permanence both through reunification and relative placement/adoption/guardianship. This is less than 2019, however, we also saw less kids coming into out of home care. 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 Targeted Safety Services Funding (which replaced the In Home Safety Services program) and Promoting Safe and Stable Families funding to support families with additional supports and case management. The Targeted Safety Services Funding provides additional funding to cover costs of safety related services.

We have continued to see the benefits of the additional Family Support worker that was added in 2018. We have been able to utilize the workers to do more prevention work and keep children in their parental home instead of placing them out of home. 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 13 foster homes. We also licensed 1 new foster home and 2 relative foster homes. We had 10 children placed outside the county at the end of 2020, 6 in treatment level foster homes, 2 in group homes and 2 in a Residential Care Center. These out of county placements are managed by private agencies at an increased administrative 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, extended families, and communities. The majority of our county licensed foster homes are full or unable to accommodate children with more complex needs.

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 substance use or don't recognize their mental health issues and how they impact their ability to parent and keep their children safe.

Children In Out-Of-Home Care



Youth Justice (YJ)

Referrals to the youth justice program were down in 2020. We received 30 referrals and of these, 10 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 2020 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)

The Children with Disabilities Programs 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 families with infants and toddlers from ages birth up to 3 years old who have developmental delays and disabilities. This program assists families in supporting their child’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 Department of Health Services in Wisconsin and is run by the individual counties. The Juneau County Birth to 3 programs has had no findings of non-compliance for the most recent review period. In 2020 the Birth to 3 programs served 54 children. In addition, 30 other children were screened for eligibility for services.

In 2020, a second Children’s Waiver and Community Options Program service coordinator position was added. There continues to be a mandate from State of Wisconsin that all waiting lists be eliminated and there continued to be a large number of children on our waiting list. Worker capacity and the belief that quality services should be provided led to the decision to

continue working on enrolling kids from the wait list but elimination was not possible without an additional worker.

Children's Community Options Program (CCOP) is a state funded program which provides individual services and supports to families that include a child with severe disabilities. The program offers information and help 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 (CLTS), is the third program for children with disabilities. 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 and is supported by federal and state dollars. This program serves children who are physically disabled, developmentally disabled, autistic, 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 2020 the total number of children enrolled in CLTS was 47 children. There were still 14 children on the waiting list and more new referrals being received. In addition to ongoing case management, the workers had to complete the assessment of any new referrals within 45 days of receiving it and work on enrolling children off the waitlist. 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 2021.

COMMUNITY SUPPORT PROGRAM

Mary Jo Onsager, LCSW, CSP Manager

Staff: Ed Merz, LPC
Jolene Marquart
Judy Bronson, MSW
Kaleena Hanson, Mental Health Tech
Kathy Hannagan, MS, MFT
Kim Reigard, MSSW
Larry Walls, LPC (splits time between CCS and CSP)
Rebecca Solchenberger, RN
Tara Herritz, RN

Dr. Linda DiRaimondo, Psychiatrist (contracted)

In 2020, the Community Support Program (CSP) served 59 consumers with a severe and persistent mental illness. Severe and persistent mental illnesses includes schizophrenia, bi-polar disorder, schizoaffective disorder and severe mood disorder.

The purpose of CSP is to assist the consumer to live independently and focus on their recovery. Recovery focus is person centered with each individual functioning at a different level. CSP assists the consumer in reaching their own identified goals. This includes providing transportation, psychosocial rehabilitation, medication management, symptom management and case management. People with severe mental illness can be very costly to the county levy with placements 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 present we have three consumers in placement. These three individuals also receive Community Recovery Services (CRS) at their placements, which funds approximately sixty percent of the cost of care and supervision. Each individual pays for their own room and board. One consumer has actively applied for housing and is working towards independent living. She is waiting for an apartment to become available, which has been significantly delayed due to COVID. One client has expressed a desire to work towards independent living and is working with group home staff to fill out housing applications, while staff continue to discuss independent living with the third client.

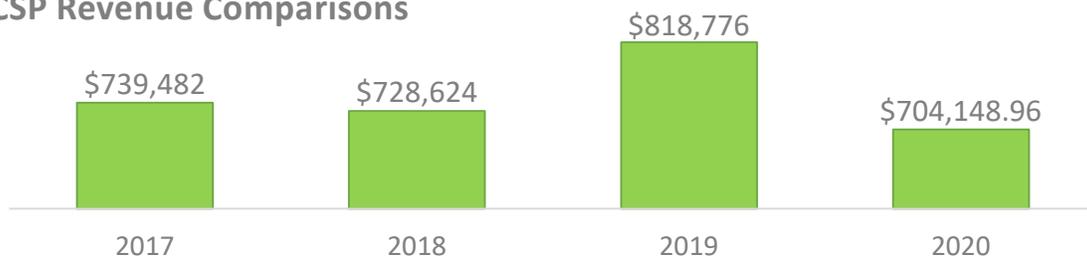
Currently 19 CSP consumers are also enrolled in Family Care, which covers 100% of our CSP costs, as opposed to only 60% for our non-Family Care CSP consumers. As individuals age and their needs for medical services increase, they will be referred to the ADRC to be screened for Family Care eligibility.

Case managers are responsible for maintaining treatment plans, monitoring symptoms and case managing. If a consumer is hospitalized case managers consult with the hospital and help develop discharge plans. If court proceedings are involved the case manager is responsible to follow through with any necessary legal proceedings and consulting with the Corporation Counsel.

CSP nurses Rebecca Solchenberger and Tara Herritz are responsible for injectables (currently 24), setting up medication boxes (24), and coordinating our psychiatrist's schedule. Case Managers also observe consumers set up medications and monitor for symptoms and side effects.

CSP continues to assist consumers to live as independently as possible and utilize additional funding sources to help offset county costs. Consumers are encouraged to take an active role in their recovery and learn to manage their illness. CSP staff bill the majority of their services to Medical Assistance for reimbursement. CSP's revenue for 2020 was \$704,148.96. Please note that in 2019, a staff member left CSP and we did not fill her position until October of 2020. When the position was filled in October, we changed it to a half CSP, half Clinic Mental Health Technician (Grade 9 as opposed to a Grade 17). Thus, there were less staff costs in 2020 and therefore, less revenue produced.

CSP Revenue Comparisons



DRUG COURT

Supervised by Dawn Buchholz, Director DHS

Team: Honorable Judge Stacy A. Smith
District Attorney Kenneth Hamm
Attorney Gene Cisewski
Captain Colleen Beier
Human Services Director Dawn Buchholz
Probation Agent Krista Hoepner
Coordinator Jo Havlik
Substance Abuse Counselor Lynne Jindrick
Recovery Coach Danielle Melby

The goals of drug courts are to reduce recidivism, reduce substance use, reduce the costs of drug-involved crimes, and decrease prison crowding. During the last few months of 2019, the team was able to finalize policies and procedures and begin reviewing individuals to be admitted to our Drug Court. The first drug court participant was admitted in February of 2020.

The objectives of Drug Court include:

- Utilize evidence-based practices and principles as set by the National Association of Drug Court Professionals (NADCP).
- Build and maximize our capacity to ensure that all potential participants are identified and assessed for risk and need.
- Ensure all participants receive targeted, evidenced-based services.
- Enhance the provisions of recovery support services, including transitional, clean and sober housing assistance in order to reduce recidivism.
- Reduce obstacles to successful recovery, including the provision of specified civil legal assistance.

Nationally, Drug Courts combat opioid and methamphetamine addiction, help restore families, ensure rule compliance, and reduce recidivism by 7.5% - 10% (Lowenkamp et al., 2005; Mitchel et al., 2012). For every \$1 invested in drug courts, taxpayers save as much as \$3.36 in criminal justice costs alone.



ECONOMIC SUPPORT

Diana Wood, Economic Support Manager

Staff: April Lee, Lead Worker

Kelly Coughlin, EBD

Rachel Baisden, FAM

Cindy Ravenscroft, EBD

Melanie Stickney, FAM (transferred from Clerical Unit)

The Economic Support (ES) unit currently consists of the manager, a lead worker, and 4 caseload carrying workers. The unit saw turnover in 2020 when Amy Stuetgen resigned from her position 6/05/20. Melanie Stickney began on 7/20/20 to fill that vacancy.

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.

Each worker spends a high percentage of their time on the call/change center and the rest of their time is dedicated to caseload management. In 2020, the Capital Consortium Call Change Center answered 221,998 calls and was open 250 days, for an average of 888 calls per day.

The consortium periodically levels the caseloads across all of the workers in the consortium and splits them into family related cases and elderly, blind & disabled (EBD) cases. 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.

The clerical unit continues to be a highly valued asset to the ES unit, providing administrative support, which includes scanning and indexing of all client documents into the electronic case file (ECF). Their continued assistance will always be greatly appreciated.

Wisconsin Shares Child Care:

In 2020 our unit served a monthly average of 28 Wisconsin Shares Child Care families in Juneau County, which consisted of an average of 48 children per month.

| 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 | 46 | 0 | 0 | 3 | | 1 | 0 | 0 | 50 |
| Families (Unduplicated Count) | 25 | 0 | 0 | 3 | | 0 | 0 | 0 | 28 |
| Children (Unduplicated Count) | 44 | 0 | 0 | 3 | | 1 | 0 | 0 | 48 |

Child Age Range
Average for 2020

| | | | | | | | | | |
|----------------------------|-----------|----------|----------|----------|--|----------|----------|----------|-----------|
| Under 1 Year | 3 | 0 | 0 | 0 | | 0 | 0 | 0 | 3 |
| 01 - <02 Years | 5 | 0 | 0 | 0 | | 0 | 0 | 0 | 5 |
| 02 - <06 Years | 18 | 0 | 0 | 3 | | 0 | 0 | 0 | 21 |
| 6+ Years | 19 | 0 | 0 | 1 | | 0 | 0 | 0 | 20 |
| Total Children: | 45 | 0 | 0 | 4 | | 0 | 0 | 0 | 49 |
| Provider Locations: | 7 | 0 | 0 | 2 | | 0 | 0 | 0 | 9 |

Medical Assistance Program:

In 2020, Juneau County served 3727 Medical Assistance program recipients, with an average of 2376 in family cases per month and 1351 Elderly, Blind and Disabled cases per month.

FoodShare Program:

We served 5796 FoodShare program recipients (3779 adults and 2060 children). Please note that adults and children do not sum to recipient total because children becoming adults during the year are counted in both categories. The numbers have increased some from 2019 due to COVID-19 economic circumstances.

| WISCONSIN CAPITAL CONSORTIUM FOOD STAMP/FOOD SHARE BENEFITS AND PARTICIPATION DATA BENEFITS | | | | | | | | | | | | | |
|--|--------------|--------------|--------------|---------------|--|-------------|-------------|--------------|-------------|-------------|--------------------------------------|-------------------------------|---------------|
| County/Tribe | Jan 2020 | Feb 2020 | Mar 2020 | Apr 2020 | May 2020 | Jun 2020 | Jul 2020 | Aug 2020 | Sep 2020 | Oct 2020 | Nov 2020 | Dec 2020 | |
| Adams | \$ 272,888 | \$ 268,821 | \$ 285,948 | \$ 737,655 | \$ 556,002 | \$320,559 | \$331,759 | \$778,232 | \$564,055 | \$593,058 | \$611,049 | \$624,147 | |
| Columbia | \$ 413,531 | \$ 416,507 | \$ 396,062 | \$ 1,058,897 | \$ 832,948 | \$505,476 | \$499,043 | \$1,196,450 | \$879,285 | \$948,028 | \$1,024,902 | \$1,020,419 | |
| Dane | \$ 4,056,670 | \$ 4,037,705 | \$ 4,318,501 | \$ 10,015,198 | \$ 7,878,340 | \$5,388,776 | \$5,303,991 | \$10,656,262 | \$8,142,923 | \$8,465,922 | \$8,676,275 | \$8,790,154 | |
| Dodge | \$ 630,562 | \$ 633,820 | \$ 652,295 | \$ 1,654,959 | \$ 1,257,404 | \$777,590 | \$781,748 | \$1,813,468 | \$1,348,016 | \$1,419,558 | \$1,470,537 | \$1,493,996 | |
| Juneau | \$ 328,933 | \$ 338,753 | \$ 347,719 | \$ 963,767 | \$ 706,171 | \$405,057 | \$402,246 | \$1,002,944 | \$724,719 | \$768,120 | \$797,584 | \$798,612 | |
| Richland | \$ 184,512 | \$ 182,578 | \$ 188,694 | \$ 531,796 | \$ 388,382 | \$225,352 | \$230,690 | \$580,198 | \$417,009 | \$428,352 | \$441,192 | \$447,596 | |
| Sauk | \$ 582,525 | \$ 581,668 | \$ 624,081 | \$ 1,665,239 | \$ 1,286,365 | \$770,412 | \$749,940 | \$1,706,622 | \$1,266,616 | \$1,310,355 | \$1,374,182 | \$1,394,224 | |
| Sheboygan | \$ 989,534 | \$ 999,234 | \$ 1,038,735 | \$ 2,527,277 | \$ 1,986,608 | \$1,262,803 | \$1,243,602 | \$2,755,141 | \$2,050,803 | \$2,136,175 | \$2,215,209 | \$2,241,648 | |
| Note: During the COVID-19 Public Health Emergency, emergency FoodShare allotments have been issued. These emergency allotments take FoodShare household to their maximum allowable amount, and can increase the statewide monthly issuance of FoodShare benefits by more than 50%. | | | | | | | | | | | Calendar YTD Monthly Avg. 2020 | Calendar YTD Total 2020 | |
| | | | | | | | | | | | \$ 495,348 | \$ 5,944,173 | |
| WISCONSIN UNDUPLICATED FOOD STAMP/FOOD SHARE RECIPIENTS SERVED BY COUNTY - CY 2020 | | | | | | | | | | | \$ 765,962 | \$ 9,191,548 | |
| | | | | | | | | | | | \$ 7,144,226 | \$ 85,730,717 | |
| | | | | | | | | | | | \$ 1,161,163 | \$ 13,933,953 | |
| | | | | | | | | | | | \$ 632,052 | \$ 7,584,625 | |
| | | | | | | | | | | | \$ 353,863 | \$ 4,246,351 | |
| CAPITAL CONSORTIA | 120,552 | 75,547 | 46,182 | 64,593 | * County counts do no sum to State total because clients/cases served in two counties are counted in both counties but only once in state total. | | | | | | | \$ 1,109,352 | \$ 13,312,229 |
| ADAMS | 4467 | 3157 | 1,341 | 2505 | | | | | | | | \$ 1,787,231 | \$ 21,446,769 |
| COLUMBIA | 7789 | 5045 | 2,794 | 4194 | | | | | | | | | |
| DANE | 61414 | 38320 | 23,734 | 34263 | ** Adults and Children do not sum to Recipient Total because children becoming adults during year are counted in both | | | | | | | | |
| DODGE | 11137 | 6954 | 4,299 | 5719 | | | | | | | | | |
| JUNEAU | 5796 | 3779 | 2,060 | 2942 | | | | | | | | | |
| RICHLAND | 3319 | 2124 | 1,216 | 1692 | ***Tribal members are counted in the county that administers services regardless of their county of residence | | | | | | | | |
| SAUK | 10336 | 6434 | 3,996 | 5225 | | | | | | | | | |
| SHEBOYGAN | 16294 | 9734 | 6,742 | 8053 | | | | | | | | | |
| UNDUPLICATED STATE TOTALS | 908,396 | 558,247 | 359,840 | 473,918 | | | | | | | | | |

Fraud Referrals:

There was a total of 94 Fraud Referrals made, 123 completed investigations, and 23 completed overpayments. Completed overpayments produced \$109,403.16 in overpayment dollars. Recoverable dollars for individual counties continues to be 15% of the YTD OP dollars.

| | Created Referrals-YTD | Completed Investigations-YTD | Completed Overpayments-YTD | OP dollars-YTD |
|--|-----------------------|------------------------------|----------------------------|----------------|
| Adams | 88 | 131 | 17 | \$ 88,759.49 |
| Columbia | 180 | 230 | 38 | \$ 114,775.14 |
| Juneau | 94 | 123 | 23 | \$ 109,403.16 |
| Sauk | 202 | 363 | 43 | \$ 432,457.12 |
| Total | 564 | 847 | 121 | \$ 745,394.91 |
| * Note: 15% of total recoverable funds return to the individual counties | | | | \$16,410.47 |

SUPPORT SERVICES

Supervised by Dawn Buchholz, Director

Staff: Alison Brown, Administrative Support Specialist
Brittany Jacobson, Receptionist
Courtne Clark, Receptionist (started September 2020)
Pat Morris, Intake/Records Clerk
Paula Forsythe, Intake/Records Clerk

The Services Support staff have an extensive knowledge of all services and programs within Human Services, other Juneau County departments, and other services in the area.

Receptionists, Brittany and Courtne Clark, are cross-trained for each floor to handle incoming calls, walk-ins, retrieving and distributing mail, making reminder calls, preparing and sending client communications, creating and distributing program brochures, ordering and stocking office supplies, scanning paperwork for multiple programs into electronic systems, scheduling appointments for therapists, counselors, and the psychiatrist, purchase ordering for staff, conference and hotel registration, and assisting staff with miscellaneous tasks.

Intake and Records Clerks, Pat and Paula, are responsible for incoming and outgoing record requests, Mental Health and AODA Intake packets and calls, scheduling appointments, Crisis reports and calls, APS reports and calls, scanning paperwork for multiple programs into electronic systems, dictation and transcription for the psychiatrist and psychologist, and processing Salvation Army referrals.

Alison, as the Administrative Support Specialist, is responsible for preparing Purchase of Services contracts and agreements and has implemented DocuSign for a faster and more efficient process, takes Human Services Board minutes, maintaining MyEvolv (Electronic Health Records) and other computer systems/programs, completing Background Checks, making required referrals, scheduling Zoom meetings, posting to social media accounts, keeping the County website up-to-date, streamlining DHS forms, and backing up other support staff as needed.

36 Salvation Army Calls

28 Dr. Rooney Dictations

43 CYF Record Requests

782 Dr. DiRaimondo Dictations

40 DocuSign Contracts