2009 Annual Report

...Promoting healthy and responsible families
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Dear Health and Human Services Board Members:

This is the first year we have had to submit our annual report to County Board by their April meeting, which is about two months earlier than in the past. Therefore, our financial records have not yet been completely reconciled with the State, so the figures presented are preliminary. However, the statistical and activity reporting are based on year end totals.

Simply stated, the year 2009 seemed to be consumed by H1N1 based activities, Family Care planning, a continued depressed economy and the never ending demands on our service delivery system. As in the past, the agency persevered, the staff performed their duties admirably and we survived to fight the fight another year for the residents of Oconto County.

Thank you for your support.

Craig Johnson, Director
Oconto County Health and Human Services Director

<table>
<thead>
<tr>
<th>VISION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our Vision is to provide or arrange social, financial, medical and emotional support to the people of Oconto County.</td>
</tr>
<tr>
<td>Individuals and families will be treated with respect and dignity, and ensured the right to privacy.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MISSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oconto County Department of Health and Human Services</td>
</tr>
<tr>
<td>... promoting healthy and responsible families.</td>
</tr>
</tbody>
</table>
### Board of Directors and Committees 2009

<table>
<thead>
<tr>
<th>Lois Trever, Chair</th>
<th>Claire Trepanier</th>
<th>Jim Lacourciere</th>
</tr>
</thead>
<tbody>
<tr>
<td>P.O. Box 225</td>
<td>323 Brazeau</td>
<td>317 Madison Street</td>
</tr>
<tr>
<td>Mountain, WI 54149</td>
<td>Oconto, WI 54153</td>
<td>Oconto, WI 54153</td>
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</table>

<table>
<thead>
<tr>
<th>Loretta Shellman, Vice Chair</th>
<th>Rose Stellmacher</th>
<th>Marie Bartz</th>
</tr>
</thead>
<tbody>
<tr>
<td>P.O. Box 128</td>
<td>P O Box 122</td>
<td>3009 Chandler Street</td>
</tr>
<tr>
<td>Oconto Falls, WI 54154</td>
<td>Oconto, WI 54153</td>
<td>Abrams, WI 54101</td>
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<table>
<thead>
<tr>
<th>Kathy Gohr</th>
<th>Carolyn Barke</th>
<th>Barb Smith</th>
</tr>
</thead>
<tbody>
<tr>
<td>8811 Gohr Road</td>
<td>6048 Highway 32</td>
<td>146 Wallis Street</td>
</tr>
<tr>
<td>Krakow, WI 54137</td>
<td>Gillett, WI 54124</td>
<td>Gillett, WI 54124</td>
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</tbody>
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#### LONG TERM SUPPORT COMMITTEE
- Randy Anderson
- Gerald Beekman
- Michele Braski
- Ruth Carriveau
- Sue Kota
- Kathy Gohr
- William Greasby
- Jon Hanchett
- Debra Konitzer
- Doug Kurek
- Mike Reimer
- Alane Roberts
- Oliver Shallow Jr.
- Claire Trepanier
- Lois Trever

#### CLIENT RIGHTS COMMITTEE
- Marie Bartz
- Jim Lacourciere
- Rose Stellmacher

#### W2 COMMUNITY STEERING COMMITTEE
- Carolyn Barke
- Marie Bartz
- Kathy Gohr
- Penny Helmle
- Craig Johnson
- Jim Lacourciere
- Loretta Shellman
- Barb Smith
- Rose Stellmacher
- Claire Trepanier
- Lois Trever

#### PERSONNEL COMMITTEE
- Carolyn Barke
- Loretta Shellman
- Barb Smith
Oconto County Department of Health and Human Services

2009 Financial Summary

FINANCIAL SUMMARY
Oconto County Department of Health and Human Services

<table>
<thead>
<tr>
<th>Year</th>
<th>Collections/Fund Balance</th>
<th>Grants</th>
<th>County Levy</th>
<th>State/Federal</th>
<th>Total Expenses</th>
</tr>
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<tbody>
<tr>
<td>2008</td>
<td>$1,784,367</td>
<td>$346,864</td>
<td>$4,298,398</td>
<td>$9,141,546</td>
<td>$15,571,175</td>
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<tr>
<td>2009</td>
<td>$1,596,169</td>
<td>$489,659</td>
<td>$4,207,990</td>
<td>$9,561,801</td>
<td>$15,855,619</td>
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</table>
HEALTH & HUMAN SERVICES
PUBLIC HEALTH

Public Health Manager
Debra Konitzer

Public Health Programming

WIC Program

Public Health Nurse
C. Luebeck
(1 FTE)

Community Health Educator
S. Applebee
(8 FTE)

WIC Coordinator RD
(Contracted)

Public Health Nurse
K. Pranica
(1 FTE)

Public Health Technician
J. Drews
(8 FTE)

WIC Nutritionist
(Contracted)

Public Health Nurse
M. Rosner
(1 FTE)

Healthy Babies
(Contracted)

Public Health Nurse
(Contracted)

Public Health Preparedness Coordinator
L. Mahoney
(1 FTE)

Authorized County Positions: 7
County FTE: 6.6
Contracted Positions: 5

As of 12/31/2009
Birth to 3 Program is an early intervention program for infants and toddlers with developmental disabilities.

In June 2009, the State of Wisconsin notified Oconto County that their program had met performance requirements on each of the Federal Indicators for FFY2007 (July 1, 2007—June 30, 2008). See [www.northcentralrrc.org/wisconsin](http://www.northcentralrrc.org/wisconsin) for details.

---

**Wisconsin Wins**

**Tobacco Vendor Compliance Check Activity**

**Comparison of Percent of Illegal Tobacco Sales to Minors in Oconto County vs. Wisconsin, 2004-2009**

<table>
<thead>
<tr>
<th>Year</th>
<th>Oconto County</th>
<th>Wisconsin</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>40% 8%</td>
<td>36% 8%</td>
</tr>
<tr>
<td>2005</td>
<td>33% 5%</td>
<td>26% 4%</td>
</tr>
<tr>
<td>2006</td>
<td>15% 8%</td>
<td>14% 6%</td>
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</tbody>
</table>
PUBLIC HEALTH EMERGENCY RESPONSE TO 2009 H1N1 INFLUENZA

In April, the first 2009 H1N1 Influenza cases were confirmed in Wisconsin. This triggered the activation of Oconto County’s Public Health Emergency Plan. Components activated:

- Establishment of incident command system
- Public Information for community partners and general public
- Implementation of mass clinic plan
  - Distribution of vaccine in the community to prevent the spread of disease
  - Vaccine offered at community sites, schools, day cares, etc.
- Disease Surveillance (monitor prevalence of disease in the community)
  - Two Oconto County resident deaths were related to 2009 H1N1 Influenza

### H1N1 Vaccine Distribution by Age Range - Oconto County Public Health 9/1/09 to 12/31/09

![H1N1 Vaccine Distribution Graph](image)

### School-Based Disease Surveillance (9/8/09 - 11/17/09)

Comparison of % of Absenteeism in 3 Schools

- Oconto Middle School
- Suring Junior/High
- Washington Middle School

![School-Based Disease Surveillance Graph](image)
DIVISION SUMMARY

Community Health Improvement Plan (CHIP)

CHIP was developed by a committee, representative of the community, and was adopted by the Health and Human Services Board in February. The top priorities in the plan are:

- Access to primary and preventive health care—specifically oral health care
- Adequate and appropriate nutrition
- Overweight, obesity and lack of physical activity

Responding to the identified priorities:

- Community Wellness Partnership of Marinette and Oconto Counties focused on good nutrition and physical activity. Accomplishments:
  - Establishment of an on-site farmers market which increased availability of fruits and vegetables
  - Provided low income families with container garden kits, seeds/plants and education on the subject of small scale gardening
  - Demonstrated use of container gardening at wellness workshop sponsored by Bellin Health

- A Fluoride Varnish Program was implemented in May
  - Targets children, 5 years and under, enrolled in the WIC Program
  - Offered in Mountain, Oconto Falls and Oconto on WIC Program clinic days
  - Served 40 children during the initial 7 months

Women, Infant and Children (WIC) Program

The WIC Program served an average of 693 clients per month, an 18% increase from last year. Farmers Market Nutrition Program was available again this year. WIC participants are given $15 in WIC checks to purchase fresh fruits, vegetables and herbs grown in Wisconsin from local Farmers Markets and farm stands. 48% of checks were redeemed. (same as 2008)

Oconto County SAFE Kids Chapter

- Child Passenger Safety
  - 258 seats were inspected;
    - 14% arrived installed correctly (same as 2008)
    - 62 seats destroyed, as no longer safe for use
  - 157 seats were distributed to families
  - 83% distributed to low income families

- Delivering Fire Prevention
  - Partnerships with local firefighters in 7 communities
  - Served 81 families
  - Smoke detectors
    - 153 were present in homes visited
    - 18% were not working
    - 23 were given out

Wisconsin Well Woman Program (WWWP)

WWWP is a breast and cervical cancer screening program for limited income, uninsured or underinsured Wisconsin women ages 45-64.

- 82 women received screenings
- 19 women required additional tests
- 1 woman diagnosed with cancer
Economic Support Division

HEALTH & HUMAN SERVICES
ECONOMIC SUPPORT

Economic Support Manager
Penny Helnie

Child Care Specialist
M. Lemke
(1 FTE)

Fraud Investigator
M. Yoder
(1 FTE)

Clerk Typist II
G. Retzlaff
(1 FTE)

Administrative Assistant
K. Langhoff
(1 FTE)

Energy Assistance
Child Day Care
B. Meck
(1 FTE)

FEP/RS
J. Patenaude
(1 FTE)

Energy Assistance Intake
(Contracted)

Economic Support Specialist
C. Herrmann
(1 FTE)

Economic Support Specialist
D. Schultz
(1 FTE)

Economic Support Specialist
B. Schaut
(1 FTE)

Economic Support Specialist
L. Stodola
(1 FTE)

AUTHORIZED COUNTY POSITIONS: 11
COUNTY FTE: 10.5
CONTRACTED POSITIONS: 2

As of 12/31/2009
HEALTH & HUMAN SERVICES
ECONOMIC SUPPORT
W2 JOB CENTER & NEW BEGINNINGS

Economic Support Manager
Penny Helmlle

Vocational Services Manager
Jody Pristel

W2 Job Center

New Beginnings Store

Store Manager (contracted)

Store Associate (contracted) part-time

Store Associate (contracted) part-time

Job Coach (contracted) part-time

AUTHORIZED COUNTY POSITIONS: 0
COUNTY FTE: 0
CONTRACTED POSITIONS: 4

As of 12/31/2009
### WISCONSIN HOME ENERGY ASSISTANCE PROGRAM—2009

<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
<th>Expenditures</th>
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<tbody>
<tr>
<td>Total Households Applied for Energy Assistance</td>
<td>1,736</td>
<td></td>
</tr>
<tr>
<td>Total Households Paid Energy Assistance</td>
<td>1,465</td>
<td>$975,921</td>
</tr>
<tr>
<td>Total Households Paid Public Benefit Funded Benefits</td>
<td>1,180</td>
<td>$228,762</td>
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<tr>
<td><strong>Total Crisis Assistance Applications (Excluding Furnace)</strong></td>
<td>401</td>
<td></td>
</tr>
<tr>
<td>Total Households Paid Crisis Assistance (Excluding Furnace)</td>
<td>322</td>
<td>$198,467</td>
</tr>
<tr>
<td>Total Households Paid Public Benefit Funded Crisis Applications</td>
<td>30</td>
<td>$12,307</td>
</tr>
<tr>
<td>Total Heating Unit Repairs Paid</td>
<td>24</td>
<td>$8,755</td>
</tr>
<tr>
<td>Total Heating Unit Replacements Paid</td>
<td>26</td>
<td>$67,380</td>
</tr>
<tr>
<td>Total Heating Unit Repairs and Replacements Paid</td>
<td>50</td>
<td>$76,135</td>
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</tbody>
</table>

### 2009 FRAUD STATISTICS

- Medical Assistance Overpayments = $61,156.34
- Food Stamp Overpayments = $29,094.00
- Child Daycare Overpayments = $10,508.91
- Energy Assistance Overpayments = $379.00 *
- Total = $101,138.25

- Number of Fraud Referrals—100
- Number of Error Prone—1
- Number of Citations Issued—4
- Prosecution Referrals—12
- Contract Began—January 1999 (approximately)

* (this amount does not include benefits that we pulled back before they were issued.)
NEW BEGINNINGS TRAINING SERVICES
Statistics for 2009

Thirty-eight individuals were referred for training at the store.

- 27 individuals were New View Clients
  - 4 have successfully completed the training and have been referred for Supported Employment
  - 21 are continuing their training at the store
  - 2 are employed in the community

- 5 individuals were FSET clients
  - 4 are in job search
  - 1 is employed in the community
  - 67 FSET individuals utilized the job center at New Beginnings for job club and various services

- 6 individuals were DVR clients
  - 5 are employed in the community
  - 3 are in job search (2 individuals are back in job search due to job layoffs)

NEW BEGINNINGS REFERRALS—2009

<table>
<thead>
<tr>
<th>MONTH</th>
<th>NUMBER OF PEOPLE</th>
<th>DOLLAR AMOUNT</th>
</tr>
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<tbody>
<tr>
<td>January</td>
<td>8</td>
<td>11.99</td>
</tr>
<tr>
<td>February</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>March</td>
<td>3</td>
<td>43.18</td>
</tr>
<tr>
<td>April</td>
<td>7</td>
<td>45.86</td>
</tr>
<tr>
<td>May</td>
<td>9</td>
<td>70.87</td>
</tr>
<tr>
<td>June</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>July</td>
<td>4</td>
<td>25.00</td>
</tr>
<tr>
<td>August</td>
<td>3</td>
<td>69.11</td>
</tr>
<tr>
<td>September</td>
<td>11</td>
<td>119.77</td>
</tr>
<tr>
<td>October</td>
<td>8</td>
<td>80.61</td>
</tr>
<tr>
<td>November</td>
<td>8</td>
<td>50.69</td>
</tr>
<tr>
<td>December</td>
<td>1</td>
<td>7.59</td>
</tr>
<tr>
<td>TOTAL 2009</td>
<td>62</td>
<td>$524.67</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>May 2001—Dec 2009</th>
<th>NUMBER OF PEOPLE</th>
<th>DOLLAR AMOUNT</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>693</td>
<td>$8,381.68</td>
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</tbody>
</table>
DIVISION SUMMARY

■ Automated Phone System Implementation

Due to the economic state of Oconto, requests for information and requests for assistance were far above what current staff could handle. As there was no increased funding to add staff, we implemented an automated phone system to help alleviate constant phone calls and also assist customers. The phone system was automated on 9/21/09.

Currently our intake worker receives an average of 30-45 access (computer generated) new requests for assistance per week.

■ Fraud Program Changes Implemented

The decision was made to issue more IPV’s (Intentional Program Violations) and Prosecution Diversion Agreements due to the fact that when these agreements are signed, customers waive their rights to a fair hearing and it automatically disqualifies them from Foodshare for 1-2 years, depending on previous sanctions. If on their 3rd sanction, it is permanent disqualification. This also automatically gives 15% back to the County from the State.

■ Energy Assistance

Oconto County provided 24 outreach clinics to cover the 2009-2010 heating season. In the 2008-2009 season, we provided 21 outreach clinics. Due to the state of the economy and the increased costs of energy, we made the effort to be more accessible to our county residents. A total of 361 customers were seen at these clinics.
HEALTH & HUMAN SERVICES
FAMILY SERVICES

Deputy Director: Family Services Manager
Greg Benesh

CPS/CST Supervisor
C. VanEvera
(1 FTE)

Child Protection/Intake Team

Child Protection/Intake Worker
T. Servais
(1 FTE)

Child Protection/Intake Worker
C. Burke
(1 FTE)

Family Services Aide
K. Damp
(5 FTE)

Family Services Aide
S. Coutley
(5 FTE)

Child Protective Services Ongoing

Case Manager (Protective Services Ongoing)
N. Prizl
(1 FTE)

Case Manager
(Protective Services Ongoing)
J. Siewert
(1 FTE)

Substitute Care Coordinator
B. Anderson
(1 FTE)

Substitute Care

Juvenile Court Services

Case Manager (Juvenile Court Services)
M. Schultz
(1 FTE)

Case Manager (Juvenile Court Services)
M. Hommerding
(1 FTE)

Case Manager (Juvenile Court Services)
C. Kleinschmidt
(1 FTE)

Case Manager (Juvenile Court Services)
S. Diehlmann
(1 FTE)

Home Visitor Program

Homemaker
D. Preman
(1 FTE)

AUTHORIZED COUNTY POSITIONS: 13
COUNTY FTE: 12 (11 - FTE, 2 - .5 FTE)

As of 12/31/2009
## OUT OF HOME PLACEMENTS—MEDIAN LENGTH OF STAY

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Median Length of Stay (months) 2008</th>
<th>Median Length of Stay (months) 2009</th>
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</thead>
<tbody>
<tr>
<td>Child Protective Services (CPS) Family Ongoing—Oconto County</td>
<td>9.4</td>
<td>15.1</td>
</tr>
<tr>
<td>Child Protective Services (CPS) Family Ongoing—State of Wisconsin</td>
<td>15.4</td>
<td>15.6</td>
</tr>
<tr>
<td>Juvenile Justice—Oconto County</td>
<td>13.3</td>
<td>10.3</td>
</tr>
<tr>
<td>Juvenile Justice—State of Wisconsin</td>
<td>7.8</td>
<td>8.2</td>
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</table>

## OUT OF HOME PLACEMENTS—PLACEMENT STABILITY

<table>
<thead>
<tr>
<th>Service Type</th>
<th>2008</th>
<th>2009</th>
</tr>
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<tbody>
<tr>
<td>Child Protective Services (CPS) Family Ongoing:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 or 2 Placement Settings</td>
<td>88.88% (16) (WI 84.66%)</td>
<td>100% (20) (WI 86.18%)</td>
</tr>
<tr>
<td>3 Placement Settings</td>
<td>5.56% (1) (WI 8.98%)</td>
<td>0% (0) (WI 8.17%)</td>
</tr>
<tr>
<td>4 Placement Settings</td>
<td>5.56% (1) (WI 3.31%)</td>
<td>0% (0) (WI 3.25%)</td>
</tr>
<tr>
<td>5 or More Placement Settings</td>
<td>0% (0) (WI 3.05%)</td>
<td>0% (0) (WI 2.40%)</td>
</tr>
<tr>
<td>Total Children</td>
<td>18 (WI 7,464)</td>
<td>20 (WI 6,868)</td>
</tr>
<tr>
<td>Juvenile Justice:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 or 2 Placement Settings</td>
<td>75.00% (9) (WI 76.39%)</td>
<td>88.89% (8) (WI 76.03%)</td>
</tr>
<tr>
<td>3 Placement Settings</td>
<td>8.33% (1) (WI 10.50%)</td>
<td>11.11% (1) (WI 11.42%)</td>
</tr>
<tr>
<td>4 Placement Settings</td>
<td>8.33% (1) (WI 5.35%)</td>
<td>0% (0) (WI 5.25%)</td>
</tr>
<tr>
<td>5 or More Placement Settings</td>
<td>8.33% (1) (WI 7.76%)</td>
<td>0% (0) (WI 7.31%)</td>
</tr>
<tr>
<td>Total Children</td>
<td>12 (WI 1,495)</td>
<td>9 (WI 1,314)</td>
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Family Services Division (cont.)

CHILD ABUSE AND NEGLECT REPORTS
2006 - 2009

<table>
<thead>
<tr>
<th>Reports</th>
<th>Screen In Reports</th>
<th>Substantiations</th>
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<tbody>
<tr>
<td>2006</td>
<td>347</td>
<td>211</td>
</tr>
<tr>
<td>2007</td>
<td>491</td>
<td>214</td>
</tr>
<tr>
<td>2008</td>
<td>481</td>
<td>173</td>
</tr>
<tr>
<td>2009</td>
<td>549</td>
<td>160</td>
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FAMILY SERVICES DIVISION SUMMARY

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<thead>
<tr>
<th></th>
<th>2008</th>
<th>2009</th>
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<tbody>
<tr>
<td><strong>JUVENILE COURT</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Referrals</td>
<td>168</td>
<td>175</td>
</tr>
<tr>
<td>Counsel and Release</td>
<td>55</td>
<td>60</td>
</tr>
<tr>
<td>Formal Supervision</td>
<td>51</td>
<td>33</td>
</tr>
<tr>
<td>Other Dispositions</td>
<td>62</td>
<td>82</td>
</tr>
<tr>
<td>Average Caseload Size</td>
<td>35</td>
<td>35</td>
</tr>
<tr>
<td><strong>INTENSIVE SUPERVISION PROGRAM</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number Served</td>
<td>19</td>
<td>19</td>
</tr>
<tr>
<td>Placed Out of Home</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td><strong>KINSHIP CARE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number Served</td>
<td>47</td>
<td>38</td>
</tr>
<tr>
<td>Waiting List</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td><strong>HOME VISITOR PROGRAM</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Families</td>
<td>35</td>
<td>32</td>
</tr>
<tr>
<td>Individuals Served</td>
<td>125</td>
<td>99</td>
</tr>
<tr>
<td>Home Visits</td>
<td>448</td>
<td>446</td>
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</table>
Community Services Division (cont.)

LONG TERM SUPPORT
ADULT RESIDENTIAL SERVICES - # OF RESIDENTS

INPATIENT CARE

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Average Stay</th>
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<tbody>
<tr>
<td></td>
<td>2008</td>
<td>2009</td>
</tr>
<tr>
<td>Mental Health Short Term*</td>
<td>96</td>
<td>53</td>
</tr>
<tr>
<td>Mental Health Long Term</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Total</td>
<td>97</td>
<td>57</td>
</tr>
<tr>
<td>Alcohol and Other Drugs (AODA)</td>
<td>19</td>
<td>7</td>
</tr>
</tbody>
</table>

* Short term inpatient—under 30 days
## Community Services Division (cont.)

### 2009 Children’s Long Term Support

<table>
<thead>
<tr>
<th>Service</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autism</td>
<td>25 children</td>
<td></td>
</tr>
<tr>
<td>Non-Autism</td>
<td>8 children</td>
<td></td>
</tr>
<tr>
<td>Child Wait List</td>
<td>54 children</td>
<td></td>
</tr>
</tbody>
</table>

### Family Support Program

<table>
<thead>
<tr>
<th>Service</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children Served</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td>Family Support Wait List</td>
<td>23</td>
<td></td>
</tr>
</tbody>
</table>

### Community Services Division Summary

<table>
<thead>
<tr>
<th>Service</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outpatient Clinic</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Number of Clients</td>
<td>531</td>
<td>513</td>
</tr>
<tr>
<td><strong>OWI (Operating While Intoxicated)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Number of Assessments</td>
<td>184</td>
<td>180</td>
</tr>
<tr>
<td><strong>AODA Intensive Outpatient</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Number of County Paid Clients</td>
<td>12</td>
<td>29</td>
</tr>
<tr>
<td><strong>Family Court Mediation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Number of Referrals</td>
<td>26</td>
<td>38</td>
</tr>
<tr>
<td>• Sessions (excluding orientation)</td>
<td>31</td>
<td>49</td>
</tr>
<tr>
<td><strong>Community Options Program and Medicaid Waiver Funding</strong></td>
<td>173</td>
<td>167</td>
</tr>
</tbody>
</table>
Vocational Services Division

HEALTH & HUMAN SERVICES
VOCATIONAL SERVICES

Vocational Services Manager
Jody Pristel

Office Coordinator
C. Yudes (1 FTE)

Support Employ. Spec
B. Vanderwyst (1 FTE)

Adm. Asst.
K. Langhoff (0.5 FTE)

Production Supervisor
D. Jewell (1 FTE)

Case Mgr
(Voc. Services)
W. Kline (1 FTE)

Case Mgr
(Voc. Services)
D. Coors (1 FTE)

Procurement & Marketing coord.
J. Monroe (1 FTE)

New Beginnings/
Satellite Job Center

Behavioral Consultant
(contractled)

One on One Aide
(8 contracted)

Production Aide
J. Merline (1 FTE)

Production Aide
C. Rusch (1 FTE)

Production Aide
K. Jackson (1 FTE)

Production Aide
M. Jones (1 FTE)

Production Aide
R. Posig (1 FTE)

Production Aide
D. Gudewell (1 FTE)

Comm. Aide
P. Preman (1 FTE)

Job Coach
(contractled)

AUTHORIZED COUNTY POSITIONS: 14
COUNTY FTE: 135
CONTRACTED POSITIONS: 9

As of 12/31/2009
Vocational Services Division (cont.)

NEW VIEW INDUSTRIES
TRANSITIONAL PROGRAMMING
CLIENT PARTICIPATION

<table>
<thead>
<tr>
<th>Division</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dev. Activities</td>
<td>74</td>
<td>76</td>
</tr>
<tr>
<td>Supported Employment</td>
<td>48</td>
<td>25</td>
</tr>
<tr>
<td>FSET</td>
<td>247</td>
<td>223</td>
</tr>
<tr>
<td>Valpar Vocational Testing &amp; Assessments</td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>Sheltered Employment</td>
<td>115</td>
<td>117</td>
</tr>
<tr>
<td>Benefits Analysis</td>
<td>38</td>
<td>88</td>
</tr>
</tbody>
</table>

DIVISION SUMMARY

**Developmental Activities/Prevocational Services Program**
- Started annual quilt camp, presented quilt made by clients to Health and Human Services Board
- Implemented a twelve week healthy choices program
- Partnered with Oconto Falls P.A.C. to host the New View Industries talent show
- Started hiking club, utilizing area trails
- Implemented five week stress management program
- Restructured programs to incorporate more clients
- In response to the H1N1 virus, UW-Extension did an educational presentation to the clients and staff on precautions to prevent the spread of germs

**Sheltered Employment**
- Subcontracted with 25 businesses
- Continued to implement Lean Manufacturing Principles to all jobs
- Worked with Algoma Net on plans to build park benches.
- Produced new products, which are being sold at various businesses and craft fairs

**Supported Employment**
- 7 Division of Vocational Rehabilitation participants placed in jobs in the community
- 62 FSET participants gained employment
- Provided benefits analysis to 88 clients.
- Continued partnership with UW-Extension in offering workshops, served 21 participants

**Marketing Efforts**
- Continuing network efforts, including in person and on-line networking
- Conducted tours of NVI for six businesses
- Held New View Open House, celebrating National Disability Awareness Month
- Hosted local Red Hatters and Lioness Groups
- Held various fundraising events
HEALTH & HUMAN SERVICES
ADMINISTRATIVE SUPPORT

Business Manager
Lisa Sherman

Asst. Accountant
T. Peterson
(1 FTE)

Clerk Typist II
M. Strom
(1 FTE)

App. Support/DE Operator
T. Hogan
(1 FTE)

Computer/Stat Data
B. Eagle
(1 FTE)

Clerk Typist II (Clin. Sec.)
B. Rasmussen
(1 FTE)

Clerk Typist II (File Clerk)
N. Gilles
(1 FTE)

Clerk Typist II (Main Receptionist)
C. Ruechel
(1 FTE)

Clerk Typist II (Collection)
D. Garrigan
(1 FTE)

AUTHORIZED COUNTY POSITIONS: 8
COUNTY FTE: 8
CONTRACTED POSITIONS: 0

12/31/2009
DIVISION SUMMARY

- **Reorganization**

The division downsized by one full-time position, resulting in annual savings of approximately $65,000. Job duties and responsibilities were distributed among existing staff. Job flow and procedures were reviewed resulting in increased efficiencies.

- **Collections**

Agency collections increased by approximately $150,000. This represents an increase of 10% from 2008. Provider audit refunds, Medical Assistance billing, tax-intercept collections, and timely billing cycles are the primary reasons for the increase.

- **Go Green**

Clean-up and clean-out efforts are underway throughout the agency, as much clutter and out-dated equipment have accumulated for many years. Broken items were disposed of with the help of the Maintenance Department. Many unwanted and outdated items have found homes in other county departments. The remainder of these items now resides at New Beginnings Store in Gillett. These efforts will continue throughout 2010.