Oconto County Department of Health and Human Services

2011 Annual Report

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

This past year was one filled with uncertainty, planning for change, and change itself. With the demise of collective bargaining came employee fear of what was going to happen to their work world. Will pay and fringe benefits remain the same? How will the work environment be different and will we all have jobs? Fortunately, the Oconto County Board of Supervisors recognized the importance of retaining good employees and chose not to make any drastic changes.

The Aging and Disability Resource Center of the Wolf River Region Consortium entered its final phase of a multi-year planning process that resulted in the lease of a building in Oconto Falls, where it became operational in January of 2012. On the other hand, the planning and development of the Bay Lake Income Maintenance Consortium with the counties of Oconto, Brown, Door, Marinette, and Shawano took less than six months and it too became operational in January of 2012. As for Family Care, waiting and wondering became the main activity for the seven counties involved due to the implementation of enrollment caps and the freeze on expansion. We also had the unusual occurrence of a mid-year change in Board composition with the resignation of long term member Claire Trepanier and the appointment of Supervisor Guy Gooding.

The year of 2011 was emotionally charged, filled with the unknown and the unexpected. I want to recognize the employees of the Department for not losing sight of their responsibilities, remaining professional and working very hard during difficult times. In addition, I want to thank the Health and Human Services Board members for their support and understanding.

Sincerely,

Craig Johnson, Director
Oconto County Health and Human Services Director

VISION

Our Vision is to provide or arrange social, financial, medical and emotional support to the people of Oconto County.

Individuals and families will be treated with respect and dignity, and ensured the right to privacy.

MISSION

Oconto County Department of Health and Human Services

... promoting healthy and responsible families.
# Board of Directors and Committees 2011

<table>
<thead>
<tr>
<th>Lois Trever, Chair</th>
<th>Rose Stellmacher</th>
<th>Marie Bartz</th>
</tr>
</thead>
<tbody>
<tr>
<td>P.O. Box 225</td>
<td>P O Box 122</td>
<td>3009 Chandler Street</td>
</tr>
<tr>
<td>Mountain, WI 54149</td>
<td>Oconto, WI 54153</td>
<td>Abrams, WI 54101</td>
</tr>
<tr>
<td>Loretta Shellman, Vice Chair</td>
<td>Carolyn Barke</td>
<td>Barb Smith</td>
</tr>
<tr>
<td>P.O. Box 128</td>
<td>6048 Highway 32</td>
<td>P O Box 375</td>
</tr>
<tr>
<td>Oconto Falls, WI 54154</td>
<td>Gillett, WI 54124</td>
<td>Gillett, WI 54124</td>
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<tr>
<td>Kathy Gohr</td>
<td>Jim Lacourciere</td>
<td>Guy Gooding</td>
</tr>
<tr>
<td>8811 Gohr Road</td>
<td>317 Madison Street</td>
<td>6381 Nero Lane</td>
</tr>
<tr>
<td>Krakow, WI 54137</td>
<td>Oconto, WI 54153</td>
<td>Sobieski, WI 54171</td>
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## LONG TERM SUPPORT COMMITTEE
- Randy Anderson
- Gerald Beekman
- Michele Braski
- Ruth Carriveau
- Sue Kota
- Kathy Gohr
- Jon Hanchett
- Debra Konitzer
- Doug Kurek
- Mike Reimer
- Alane Roberts
- Oliver Shallow Jr.
- Lois Trever

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

## PERSONNEL COMMITTEE
- Carolyn Barke
- Loretta Shellman
- Barb Smith

## W2 COMMUNITY STEERING COMMITTEE
- Carolyn Barke
- Marie Bartz
- Kathy Gohr
- Penny Helmle
- Craig Johnson
- Jim Lacourciere
- Loretta Shellman
- Barb Smith
- Rose Stellmacher
- Lois Trever
## 2011 Financial Summary

### FINANCIAL SUMMARY

Oconto County Department of Health and Human Services

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2011</th>
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<tbody>
<tr>
<td>COLLECTIONS/FUND</td>
<td>$1,568,964</td>
<td>$1,834,778</td>
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<tr>
<td></td>
<td>$427,542</td>
<td>$436,005</td>
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<td></td>
<td>$4,386,268</td>
<td>$4,398,435</td>
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<tr>
<td></td>
<td>$9,651,472</td>
<td>$9,822,862</td>
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<tr>
<td>TOTAL EXPENSES</td>
<td>$16,034,246</td>
<td>$16,492,080</td>
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</tbody>
</table>

**Graphical Representation:**

- **2010:**
  - Collections/Fund Balance: $1,568,964
  - Grants: $427,542
  - County Levy: $4,386,268
  - State/Federal: $9,651,472
  - Total Expenses: $16,034,246

- **2011:**
  - Collections/Fund Balance: $1,834,778
  - Grants: $436,005
  - County Levy: $4,398,435
  - State/Federal: $9,822,862
  - Total Expenses: $16,492,080
Administrative Support Division

HEALTH & HUMAN SERVICES
ADMINISTRATIVE SUPPORT

Business Manager
Lisa Sherman
(1 FTE)

Asst. Accountant
D. Weber
(1 FTE)

Accountant (contracted)
(0.5 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: 9
COUNTY FTE: 9
CONTRACTED POSITIONS: 0.5

12/31/2011
Seal-A-Smile is a partnership between Public Health and Northern Health Centers. It is a school-based program that offers preventative dental care to children enrolled in 1 of the 5 participating school districts. The program is offered at no cost to the child and is open to all second-grade children with or without a family dentist or dental insurance. In the program’s first year, 171 (60% of those eligible) received services.

Birth to 3 Program is an early intervention program for infants and toddlers with developmental disabilities.

In December 2011, the State of Wisconsin notified Oconto County that it’s program performance met all the required Federal Indicators for FFY 2009 (July 1, 2009—June 30, 2010). See www.OCB3.info for details.
**Public Health Division (cont.)**

## DIVISION SUMMARY

### Fluoride Varnish Program

Topical application of fluoride to surface of teeth. Program targets children 5 years and under, participating in group settings such as WIC and playgroup.

- 143 children served. 24 had more than 1 application.
- Of the children served:
  - 74% were covered by Badgercare
  - 72% did not have a dentist

### Immunization Program

The immunization program began a new initiative; increasing the number of adolescents vaccinated for the recommended vaccines. In Fall 2011, school based clinics offered influenza vaccination in 5 school districts. 1,276 children were immunized which was approximately 30% of the enrolled children who were offered the vaccine. Based upon this success, influenza vaccine will continue to be offered in the schools.

### Women, Infant and Children (WIC) Program

- The WIC Program served an average of 630 clients per month.
- WIC participants redeemed 51% of their Farmers Market vouchers for locally grown fruits and vegetables, consistent with 2010.

### Oconto County SAFE Kids Chapter

- Child Passenger Safety
  - 150 seats were inspected;
  - 8% arrived installed correctly
  - 56 seats destroyed; no longer safe for use
  - 114 seats were distributed to families
  - 77% distributed to low income families
- Delivering Fire Prevention
  - Partnerships with local fire departments in 8 communities
  - Served 39 families, 157 people
  - Smoke and CO detectors
    - 145 detectors were present in homes visited
    - 12% were not working
    - 20 smoke and 17 CO detectors 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.

- 71 women received screenings
- 21 women required additional tests
- 1 woman was diagnosed with cancer

### Communicable Disease Prevention and Control

The investigation and measures to contain a communicable disease. Examples include: Salmonella, E. Coli, Pertussis, Blastomycosis, Lymes Disease and Chlamydia.

- Reported Cases: 2010—275  2011—248
- Suspect/Confirmed Cases: 2010—226  2011—200

### Medication Disposal Program

The medication disposal program offered the first permanent option in Oconto County to safely dispose of excess/unused medications from homes and the community. This reduces the potential for drug abuse and environmental impact to ground water. To successfully implement this program, Public Health partnered with the Oconto County Sheriff’s Department, Gillett Police Department, and Oconto Falls Pharmacy. Permanent medication drop boxes were installed at the Oconto County Sheriff’s Department and Gillett Police Department. 121 pounds of controlled and non-controlled medications were collected in the program’s first year.
Economic Support Division

HEALTH & HUMAN SERVICES
ECONOMIC SUPPORT

W2/Economic Support Manager
Penny Helmle
(1FTE)

Child Care Specialist
B. Meck
(1FTE)

Fraud Investigator
(Contracted)

Clerk Typist II
M. Yoder
(1FTE)

Economic Support Specialist
G. Reitzlaff
(1FTE)

Accountant
(Contracted)
(5 FTE)

Energy Assistance
Child Day Care
(Vacant)
(1 FTE)

FEPRS
J. Patenaude
(1FTE)

Energy Assistance Intake
(Contracted)

Employment and Training Specialist
(Contracted)

Economic Support Specialist
C. Hermann
(1FTE)

Economic Support Specialist
D. Schultz
(1FTE)

Economic Support Specialist
B. Schaut
(1FTE)

Economic Support Specialist
L. Stodola
(1FTE)

Economic Support Assistant
M. Lemke
(1FTE)

AUTHORIZED COUNTY POSITIONS: 11
COUNTY FTE: 11
CONTRACTED POSITIONS: 3.5

As of 12/31/2011
HEALTH & HUMAN SERVICES
ECONOMIC SUPPORT
W2 JOB CENTER & NEW BEGINNINGS

Economic Support Manager
Penny Helmle

Vocational Services Manager
Jody Pristel

W2 Job Center

New Beginnings Store

Store Manager
(contract)

Store Associate
(contract)
part-time

Store Associate
(contract)
part-time

Job Coach
(contract)
part-time

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

As of 12/31/2011
## WISCONSIN HOME ENERGY ASSISTANCE PROGRAM—2011

<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>1,881</td>
<td></td>
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<tr>
<td>Total Households Paid Energy Assistance</td>
<td>1,770</td>
<td>$812,043</td>
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<tr>
<td>Total Households Paid Public Benefit Funded Benefits</td>
<td>1,754</td>
<td>$237,923</td>
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<tr>
<td>Total Crisis Assistance Applications (Excluding Furnace)</td>
<td>279</td>
<td></td>
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<tr>
<td>Total Households Paid Crisis Assistance (Excluding Furnace)</td>
<td>262</td>
<td>$98,358</td>
</tr>
<tr>
<td>Total Households Paid Public Benefit Funded Crisis Applications</td>
<td>41</td>
<td>$16,353</td>
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<tr>
<td>Total Heating Unit Repairs Paid</td>
<td>32</td>
<td>$9,783</td>
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<tr>
<td>Total Heating Unit Replacements Paid</td>
<td>23</td>
<td>$65,662</td>
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<tr>
<td>Total Heating Unit Repairs and Replacements Paid</td>
<td>55</td>
<td>$75,445</td>
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</table>

### 2011 FRAUD STATISTICS

- Medical Assistance Overpayments = $59,060.49
- Food Stamp Overpayments = $29,904.00
- Child Daycare Overpayments = $35,280.44
- Energy Assistance Overpayments = $0.00 *
- Total = $124,244.93

- 6 cases were criminally prosecuted
- 13 IPV’s were issued
- 14 case adjustments were made
- 2 citations were issued

* (this amount does not include benefits that we pulled back before they were issued.)
NEW BEGINNINGS TRAINING SERVICES
Statistics for 2011

Forty-three individuals were referred for training at the store.

- 20 individuals were New View clients
  - 3 have successfully completed the training and have been referred for Supported Employment
  - 15 are continuing their training at the store
  - 2 are employed in the community

- 9 individuals were FSET clients
  - 4 are in job search
  - 2 are employed in the community
  - 3 are at the recycling center
  - 62 FSET individuals utilized the job center at New Beginnings for job club and various services

- 14 individuals were DVR clients
  - 6 are employed in the community
  - 8 are in job search
SUMMARY OF W2/FSET WORKSHOPS

■ Money for Food Workshop

This workshop is a group workshop that is facilitated by W-2 staff and UW-Extension staff. This workshop covers different strategies on budgeting, nutrition, smart shopping, healthy eating, stress, as well as a general overview of job search strategies. This workshop is presented once a month alternating between Health and Human Services and New View Industries.

■ Resume’ and Applications

Resume’ and application help is conducted in both group and in individual settings depending on the consumer situation. A consumer is giving a practice application to complete. When complete, the application is reviewed and critiqued with the consumer. Any necessary changes and corrections are made so the consumer has an accurate and more marketable application he or she can use as a reference when filling out applications. The resume’ is typically completed one on one with the consumer using WISCareers and/or the Wisconsin Job Center site.

■ Interviewing

Interviewing workshops and practices are held in both group and individual settings depending on the consumer situation. The interview process is broken down with the consumers and they are instructed what to do before, during, and after the interview. This includes proper hygiene, proper dress, interview questions to prepare for, questions to ask, how to research a company, follow up and more. We have formed a relationship with a local company and have been able to send some individuals for a mock application and an actual interview conducted by the company human resource manager. The consumer is evaluated on the application and interview and able to address any necessary changes.

■ Job Club

Our job club is conducted twice a week, once at Health and Human Services Resource Room in Oconto and again at New Beginnings Store Learning Center in Gillett. Job Club provides a great opportunity to work with individuals in a group setting. During job club, individuals receive assistance in any employment search issues. Such activities include resume’ creation, application help, online employment search help, and more.

■ Goal Setting and Problem Solving

These are currently done one on one. As part of goal setting, we work with the consumer to conduct a self-assessment to identify strengths, skills, aptitudes and weaknesses. Through this, we are able to help the consumer set a more thought out goal and the consumer better knows what their strengths and skills are. Our plan is to offer workshops several times throughout the year in larger group workshops.

■ Upcoming

Different workshops and one on one work are added and held throughout the year. We have found a definite need for workshops on basic computer use along with how to use various online resources such WISCareers, Wisconsin Job Center, typing courses and GCF LearnFree Online.
Family Services Division

HEALTH & HUMAN SERVICES
FAMILY SERVICES

Deputy Director/Family Services Manager
Greg Beresh
(1 FTE)

CST/CPS Supervisor
C. Krajewski
(1 FTE)

Child Protection Intake Team

Child Protective Services Ongoing

Child Protection Intake Worker
T. Servais
(1 FTE)

Child Protection Intake Worker
C. Burke
(1 FTE)

Family Services Aide (Intake)
M. Beschta
(5 FTE)

Substitute Care ILP

Substitute Care ILP Coordinator
B. Anderson
(1 FTE)

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

Case Manager, LSP
C. Kleinschmidt
(1 FTE)

Juvenile Court Services

Home Visitor Program

Home Visitor
D. Preman
(1 FTE)

Parenting Resource Center

Home Visitor
PRC Educator (contracted)

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

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

Family Services Aide (Intake)
A. Rymer
(5 FTE)

AUTHORIZED COUNTY POSITIONS: 14
COUNTY FTE: 13
CONTRACTED POSITIONS: 1

12/31/2011
### OUT OF HOME PLACEMENTS—MEDIAN LENGTH OF STAY

<table>
<thead>
<tr>
<th></th>
<th>Median Length of Stay (months)</th>
<th>Median Length of Stay (months)</th>
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<tbody>
<tr>
<td></td>
<td>2010</td>
<td>2011</td>
</tr>
<tr>
<td>Child Protective Services (CPS) Family Ongoing—Oconto County</td>
<td>14.5</td>
<td>10.05</td>
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<tr>
<td>Child Protective Services (CPS) Family Ongoing—State of Wisconsin</td>
<td>13.9</td>
<td>12.7</td>
</tr>
<tr>
<td>Juvenile Justice—Oconto County</td>
<td></td>
<td></td>
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<tr>
<td>Juvenile Justice—State of Wisconsin</td>
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### OUT OF HOME PLACEMENTS—PLACEMENT STABILITY

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<tr>
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<th>2010</th>
<th>2011</th>
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<tr>
<td></td>
<td>(WI)</td>
<td>(WI)</td>
</tr>
<tr>
<td>Child Protective Services (CPS) Family Ongoing:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 or 2 Placement Settings</td>
<td>97.5% (39) (WI 86.62%)</td>
<td>97% (29) (WI 87%)</td>
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<td>3 Placement Settings</td>
<td>2.5% (1) (WI 8.43%)</td>
<td>3% (1) (WI 8%)</td>
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<td>4 Placement Settings</td>
<td>0% (0) (WI 2.88%)</td>
<td>0% (0) (WI 3%)</td>
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<td>5 or More Placement Settings</td>
<td>0% (0) (WI 2.07%)</td>
<td>0% (0) (WI 2%)</td>
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<tr>
<td>Total Children</td>
<td>40 (WI 6,900)</td>
<td>30 (WI 7,053)</td>
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<td>Juvenile Justice:</td>
<td></td>
<td></td>
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<tr>
<td>1 or 2 Placement Settings</td>
<td>75% (6) (WI 75.86%)</td>
<td>90% (9) (WI 76.4%)</td>
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<td>3 Placement Settings</td>
<td>25% (2) (WI 11.34%)</td>
<td>10% (1) (WI 12.33%)</td>
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<tr>
<td>4 Placement Settings</td>
<td>0% (0) (WI 4.81%)</td>
<td>0% (0) (WI 5.59%)</td>
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<td>5 or More Placement Settings</td>
<td>0% (0) (WI 7.99%)</td>
<td>0% (0) (WI 5.68%)</td>
</tr>
<tr>
<td>Total Children</td>
<td>8 (WI 1,226)</td>
<td>10 (WI 1,038)</td>
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### Family Services Division Summary

#### Juvenile Court
- Number of Referrals: 157, 116
- Counsel and Release: 67, 52
- Formal Supervision: 34, 20
- Other Dispositions: 56, 44
- Average Caseload Size: 25, 20

#### Intensive Supervision Program
- Number Served: 15, 16
- Placed Out of Home: 2, 3

#### Kinship Care
- Number Served: 37, 45
- Waiting List: 0, 0

#### Home Visitor Program
- Number of Families: 36, 30
- Individuals Served: 114, 86
- Home Visits: 500, 384
- Co-Parenting Sessions: 30, 25
- Love & Logic Sessions: 18, 18

---

#### Child Abuse and Neglect Reports 2007-2011

<table>
<thead>
<tr>
<th>Year</th>
<th>Reports</th>
<th>Screen In Reports</th>
<th>Substantiations</th>
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<tr>
<td>2007</td>
<td>491</td>
<td>214</td>
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<tr>
<td>2008</td>
<td>481</td>
<td>329</td>
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<td>2009</td>
<td>549</td>
<td>160</td>
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<td>2010</td>
<td>560</td>
<td>125</td>
<td>25</td>
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<tr>
<td>2011</td>
<td>521</td>
<td>99</td>
<td>23</td>
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**FAMILY SERVICES DIVISION SUMMARY**

**JUVENILE COURT**
- Number of Referrals: 157, 116
- Counsel and Release: 67, 52
- Formal Supervision: 34, 20
- Other Dispositions: 56, 44
- Average Caseload Size: 25, 20

**INTENSIVE SUPERVISION PROGRAM**
- Number Served: 15, 16
- Placed Out of Home: 2, 3

**KINSHIP CARE**
- Number Served: 37, 45
- Waiting List: 0, 0

**HOME VISITOR PROGRAM**
- Number of Families: 36, 30
- Individuals Served: 114, 86
- Home Visits: 500, 384
- Co-Parenting Sessions: 30, 25
- Love & Logic Sessions: 18, 18
Community Services Division (cont.)

LONG TERM SUPPORT
ADULT RESIDENTIAL SERVICES - # OF RESIDENTS

- Supervised Living: 30 (2010) to 28 (2011)

2011 CHILDREN’S LONG TERM SUPPORT
- Autism: 31 children
- Non-Autism: 6 children
- Child Wait List: 49 children

FAMILY SUPPORT PROGRAM
- Children Served: 24
- Family Support Wait List: 26
### Community Services Division Summary

<table>
<thead>
<tr>
<th>Service</th>
<th>2010 Number</th>
<th>2011 Number</th>
<th>2010 Average Stay</th>
<th>2011 Average Stay</th>
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<tbody>
<tr>
<td><strong>OUTPATIENT CLINIC</strong></td>
<td></td>
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</tr>
<tr>
<td>Number of Clients</td>
<td>708</td>
<td>642</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>OWL (Operating While Intoxicated)</strong></td>
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<tr>
<td>Number of Assessments</td>
<td>194</td>
<td>165</td>
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<tr>
<td><strong>AODA INTENSIVE OUTPATIENT</strong></td>
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<tr>
<td>Number of County Paid Clients</td>
<td>12</td>
<td>10</td>
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<tr>
<td><strong>FAMILY COURT MEDIATION</strong></td>
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<tr>
<td>Number of Referrals</td>
<td>34</td>
<td>25</td>
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<td></td>
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<tr>
<td>Sessions (excluding orientation)</td>
<td>46</td>
<td>46</td>
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<td></td>
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<tr>
<td><strong>COMMUNITY OPTIONS PROGRAM AND MEDICAID WAIVER FUNDING</strong></td>
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<td></td>
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<tr>
<td>Number of Elderly and Disabled Individuals Funded</td>
<td>164</td>
<td>156</td>
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Vocational Services Manager
Jody Prestel
(1 FTE)

Office Coordinator
C. Yudes
(1 FTE)

Support Employ. Spec
B. Vanderwyst
(1 FTE)

Production Supervisor
D. Jewell
(1 FTE)

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

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

New Beginnings/ Satellite Job Center

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

Behavioral Consultant
( contracted)

One on One Aide
(7 contracted)

Comm. Aide
P. Preman
(1 FTE)

Job Coach
(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. Gudwes
(1 FTE)

AUTHORIZED COUNTY POSITIONS: 15
COUNTY FTE: 14.5
CONTRACTED POSITIONS: 9

As of 12/31/2011
Vocational Services Division (cont.)

NEW VIEW INDUSTRIES
Transitional Programming
Client Participation

<table>
<thead>
<tr>
<th>Category</th>
<th>2010</th>
<th>2011</th>
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</thead>
<tbody>
<tr>
<td>Developmental Activities</td>
<td>88</td>
<td>94</td>
</tr>
<tr>
<td>Supported Employment</td>
<td>17</td>
<td>28</td>
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<tr>
<td>FSET</td>
<td>347</td>
<td>357</td>
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<tr>
<td>Valpar Vocational Testing &amp; Assessments</td>
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<td>6</td>
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<tr>
<td>Prevocational Services</td>
<td>120</td>
<td>150</td>
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<tr>
<td>Intensive Day Services</td>
<td>23</td>
<td></td>
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<tr>
<td>Benefits Analysis</td>
<td>81</td>
<td>85</td>
</tr>
</tbody>
</table>

UNDUPLICATED Client Count

DIVISION SUMMARY

- Developmental Activities/Prevocational Services Program:
  - Planned and implemented the New View garden
  - Incorporated Special Olympics training into our discovery program
  - Sign language group taught at 2011 National Volunteer Outreach Network (NVON) Conference in Green Bay
  - Expanded Community Service Program:
    - Performed play “The Mitten” to Oconto Head Start Programs
    - Visited area nursing homes (caroling, making Christmas cards)
    - Volunteered at Oconto Humane Society, walking and socializing animals

- Sheltered Employment:
  - Subcontracted with 30 businesses
  - Continued to implement Lean Manufacturing Principles to all jobs
  - Continue to expand new product line

- Supported Employment:
  - 17 Division of Vocational Rehabilitation participants placed in jobs in the community
  - 56 FSET participants gained employment
  - Provided benefits analysis to 85 clients
  - Continued partnership with UW-Extension in offering workshops, served 28 participants

- Marketing Efforts:
  - Held first annual Fun Fest at New View Industries
  - Conducted tours of NVI for businesses, teachers and visitors
  - Exhibited at the Oconto Business Expo
  - Continued to develop current business relationships, which led to new bids and additional jobs being moved to NVI