



2019 Annual Report

Vision

Trempealeau County Department of Human Services is the innovative leader working with our partners to build a future in Trempealeau County where all individuals, families, and communities thrive.

Mission

Our mission is to motivate positive CHANGE that strengthens individuals and families by moving them toward Independence as we value Compassion, Respect, Dignity, Teamwork, Openness, and Acceptance.

The 2019 Annual Report includes highlights from the units within Trempealeau County Department of Human Services. This agency is committed to quality services and continues to work hard in 2019 to prepare for the future needs of Trempealeau County citizens.

2019 was a year of building and re-building for Human Services in a number of different ways.

As 2018 was drawing to a close Human Services implemented the Staff Performance Tool. This Performance Tool was based upon research by Quinn Studer in his book "Results that Last". The purpose of this Performance Tool is to help build staff into high performers and to address issues resulting in poor performance. The Performance Tool has five categories including Professionalism, Teamwork, Competence, Communication and Customer Service. In each of these categories the Human Services Leadership Team outlined indicators of high performance and low performance. Conversations were held with each staff person to discuss strengths, areas of improvement and goal setting for the following year.

An unexpected outcome of the Staff Performance Tool was increased staff turnover. Several staff that were struggling opted to leave the County and find a better employment fit. Although the turnover rate was well within industry averages, it was higher than usual. Therefore the department conducted a staff satisfaction survey to determine if other factors were contributing to the turnover rate.

The anonymous agency wide staff survey had an excellent response rate over 90%. The majority of staff said that what they liked best about working in the Human Services Department was helping others. 80% of staff were happy or very happy with the leadership, the department training, and the positive work environment. When asked "what we could do to make you more satisfied in your work" nearly 50% of the respondents said "Nothing. I am happy." There were a number of comments from staff throughout the survey asking for a more flexible work schedule and/or the opportunity to work from home. There were also comments about wanting better communication between staff and management and for more team building between units. So despite the turnover issue, the existing staff were very satisfied and

provided good feedback for continuous improvement.

Perhaps not coincidentally the Leadership team spent several months in early 2019 drafting a Remote Work Policy. Looking at doing work remotely was a natural next step for Human Services since much of the work that the department does is not in the office currently. Home visits, school visits and client transport are a large part of what staff in Human Services does. In May 2019 the Remote Work policy that was drafted by the Human Services Leadership team was reviewed by a group of County Department Heads and served as the basis for a County-wide Remote Work policy. In November 2019 the Human Services Department was allowed to pilot a Remote Work program. Because of this successful pilot, Trempealeau County was able to roll out a Remote Work policy county-wide in 2020 during the COVID-19 health crisis.

Besides the building and rebuilding of staff and the Remote Work Policy, Human Services also had some actual building happening in 2019. Due to continual space constraints, the Human Services waiting area was remodeled into an office. With that construction, Human Services has maxed out space options for staff. A number of staff currently share small offices. Therefore the move to Remote Work will help alleviate some of the pressure for office space.

Another change in the Human Services Department in 2019 was the adoption of a new logo. The last two strategic plans called for updating the agency logo. The previous logo had no visual representation of the work of Human Services or the county. With the county adopting a new logo in 2019, the Human Services Board chose to use that same logo and provide continuity for the County's brand and imaging.

Coming full circle in late 2019, staff and supervisors held the annual Performance Tool conversations for a second time. There was a marked improvement in overall staff performance between the two years. More staff had achieved or moved closer toward becoming high performers. Staff said that

they clearly knew what their supervisors expected of them and it was easier to improve performance in 2019.

Financially 2019 was a great year for Human Services. Part of the success is a result of increased focus on billing and revenues. Billing was done more accurately and more timely which resulted in increased revenues – especially for the CCS program. Adult placement costs were below budget which helped contribute to the net margin as well.

Unaudited Revenues and Expenses For 2019

Projected Revenues:	
Levy & Fund Balance	\$1,918,474
DCF/DHS State Aids	\$1,751,900
Elder/Disab. State Aid	\$ 764,402
Payments & Fees	\$1,684,062
Ongoing State Grants	\$1,230,962
WIMCR/CCS Settle.	\$ 18,200

TOTAL REVENUES \$7,368,309

Projected Expenses:	
Payroll Expenses	\$3,334,401
Operation & Contracts	\$3,408,345
State Placements	\$ 112,920
Adjust Prior Year CCS/DHS	\$ 159,005

TOTAL EXPENSES \$7,014,671

Projected Net \$ 353,638

FUND 202	\$ 315,719
FUND 203	\$ 37,918

FUND 202 Reserve

12/31/17 Balance	\$ 240,835
12/31/18 Balance	\$ 500,000

For more information regarding the Department of Human Services, please review our web page at

https://co.trempealeau.wi.us/departments/service_departments/human_services/index.php

BEHAVIORAL HEALTH SERVICES

The Behavioral Health Unit provides:

- Community based services (CCS, CSP, Outpatient) to adults with mental health and/or substance abuse
- Coordinates crisis services, commitments, inpatient or residential services for individuals with mental health and/or substance abuse
- Service Coordination for children with disabilities (Birth to Three, CLTS, CCOP and CCS)

Comprehensive Community Services (CCS)

2019 CCS Enrollments: 15
2019 CCS Discharges: 11

12/31/19 CCS Enrollments: 30

- Adults: 7
- Children: 23

Community Support Program (CSP)

- 1 CSP Enrollment in 2019
- 17 CSP Discharges in 2019
- 13 Enrolled as of 12/31/19

Outpatient Services (Contract with Mayo)

Mental Health 12 individuals served
Substance Abuse 21 individuals served

Cost: \$10,894

Crisis Services (Contract with Northwest Connections)

- 387 Crisis Contacts (Down from 486 in 2018)
- 51 Emergency Mental Health Detentions (Down from 62 in 2018)

Residential Treatment

Mental Health Residential Treatment:

- 5 individuals served
- Cost: \$85,321

ADOA Residential Treatment:

- 14 individuals served
- 4 from Recovery Court funds
- Cost: \$67,925

Inpatient Services

- 20 individuals served for Mental Health Treatment
- 3 individual served for Substance Abuse Treatment
- Cost: \$198,845

Birth to Three Services

- 44 New Enrollments (Up from 37 in 2018)
- 40 Discharges (Up from 34 in 2018)
- 37 Total enrolled as of 12/31/19

Children's Long Term Support Program (CLTS)

- 75 CLTS Total children enrolled as of 12/31/19

ECONOMIC SUPPORT

The Economic Support Unit is operated in collaboration with 7 other counties as part of the Western Region for Economic Assistance (WREA). In addition to La Crosse County, the lead administrative agency for the multi-county consortium, WREA includes Buffalo, Clark, Jackson, Monroe, Pepin, Trempealeau and Vernon Counties. WREA provides assistance to vulnerable and low-income households in meeting their basic needs. Programs administered by the WREA Consortium include FoodShare, BadgerCare, Medicaid, Caretaker Supplement, and the Wisconsin Shares Child Care Subsidy program.

Economic Support workers must remain current on a variety of programs of assistance including Foodshare, Badgercare, Medicaid, Caretaker Supplement, and Child Care.

The total average caseload for the eight county WREA Consortium in 2019 was 31,210 cases. The MyACCESS Mobile App was launched in late 2018. This has become a popular option for customers to submit required verification to our consortium. WREA's Call Center service, which gives customers the option to apply or complete an annual renewal for most programs in a single phone call, continued to be widely utilized across the Consortium. WREA's Call Center answered a total of 107,318 phone calls in 2019 with an average speed of answer of 6.76 minutes.

Medical Assistance Programs

- In 2019 6,777 individuals in Trempealeau County received Medical Assistance Benefits. That is 23% of the county population
- The total Medicaid Expenditures to recipients in Trempealeau County was \$44,168,993 in 2019 which increased by \$2 million from the prior year

MA Program	Number of Recipients as of 12/31/19
Family MA	2,300
BC Childless Adults	313
Medicare Beneficiaries	257
MAPP	76
Nursing Home	163
SSI-Related	46
Waiver	140
IRIS	24
Family Planning Waiver	145

FoodShare Program

- \$2,314,423 of FoodShare benefits were provided to Trempealeau County residents in 2019 which is down slightly from 2019
- On average 2,079 Trempealeau County residents received Foodshare each month

Child Care

- 27 families including 45 children received child care assistance in 2019
- The 2019 Child Care Benefit to Trempealeau County families was \$20,756 which is down very slightly from 2018.
- WREA was the only Economic Support Consortium in the state to receive the Child Care Award in 2019. This award was received as all counties in the WREA Consortium successfully met all of the state performance standards for the program.

FAMILY & CHILDREN SERVICES

Child Protective Services

- Provide access for referral information related to possible maltreatment of a child.
- Investigate allegations of abuse and neglect.
- Perform family assessments addressing critical issues to child safety.
- Coordinate service plans including collaboration with service providers.
- Re-assess safety at designated intervals, evaluate case plans measuring progress toward child safety.
- Facilitate placements in a least restrictive and permanent manner when necessary.
- Submit recommendations to the court by way of reports and testimony.
- Child abuse/neglect cases must meet the statutory definition of abuse/neglect to be investigated. Other reports may lack sufficient

information to act or may be handled in an informal or voluntary manner.

- Other services in the Children and Families unit include:
 - Drug Endangered Children's programming
 - Ongoing Case Management services
 - Foster Care Licensing
 - Voluntary Kinship Care
 - Coordinated Services Teams (Families First of Trempealeau County)
 - Afterhours On-Call Coverage

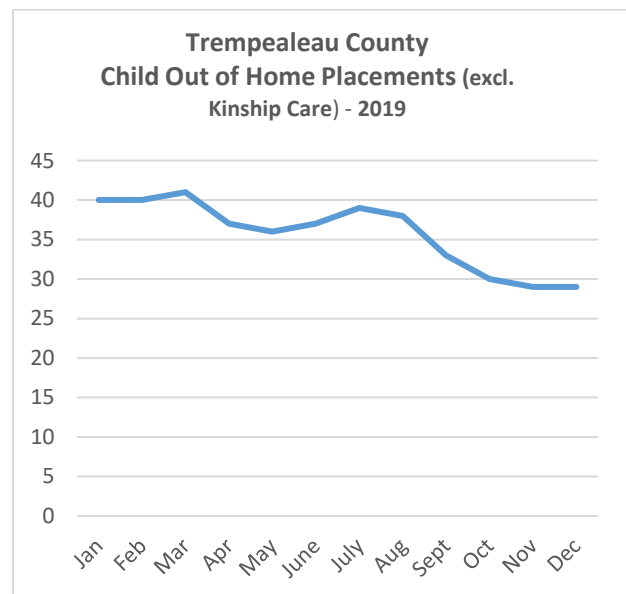
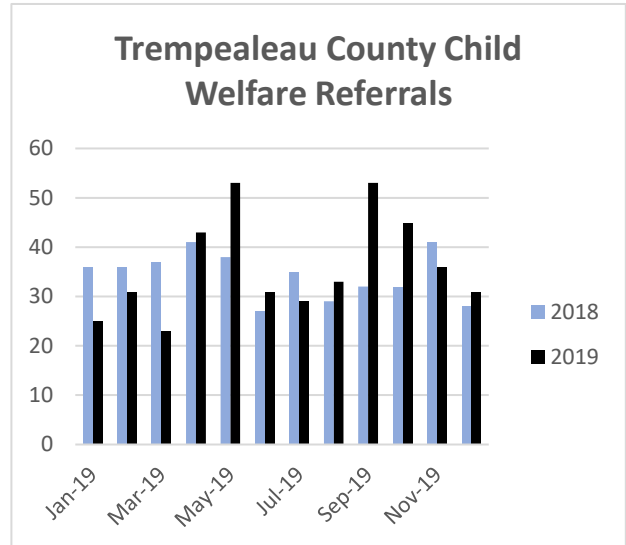
In 2019 we received 440 referrals as shown on the chart below. Approximately 85% of the referrals were received during business hours and the remaining 15% were received after hours through law enforcement.

The busiest time of the month for reports to Child Protection was between the 16th and 18th of each month. May and October were the two busiest months for child protection reports being received with 53 reports each of those months. March received the least number of referrals for the year with 23 referrals that month.

Of the 440 referrals 159 were screened in for investigation. This number is down from 2018 when 214 referrals were open for investigation.

Depending on the safety concerns indicated in the referral the response time may vary based on state standards. Of the screened in referrals 40 of those were same day investigations or roughly 25% of the screened in referrals. Another 23 or roughly 15% required an investigation to be initiated within 24-48 hours. The remaining 96 or roughly 60% of the screened in referrals required an investigation to be initiated within the 2 to 5 days.

In very serious situations investigations can result in the removal of the children from their family home. In 2019, the average was 37 children. From January 2019 through November 2019, in total 56 children were removed from their parental home in Trempealeau County.



There were also 13 children that received voluntary kinship care services in 2019.

When a child is placed in Out of Home care, Human Services works with the families towards reunification. In 2019, there were 24 children reunified into their parental home. Unfortunately reunification efforts may not be successful for some families. In 2019, there

were 4 termination of parental rights (TPR) that went through the Courts with 5 additional TPR cases pending in the Court. These numbers are up from just 2 in 2018. There were 5 guardianship cases up from one in 2018. Overall reunification was successful for the majority of the children that returned home.

FCS staff remained busy in regards to child safety involvement with the Court system. The number of CHIPS cases filed in 2019 was 28 which was down significantly from 67 filed in 2018. FCS staff was able to keep many families out of the Court system by working with the family on a voluntary basis to ensure child safety. In-home safety planning services were implemented with many families which allowed for safety measures to be provided in-home. FCS has two program aides that provided a great deal of support for families to maintain their children in their homes and keep their children safe.

In 2019, outside of normal business, FCS were busy building relationships with community partners and families. With a great amount of support from many community businesses FCS provided a wonderful Foster Care appreciation event in May to say thank you to our foster families. The event was held at Champions Resort outside of Galesville, WI. Although the weather did not work in our favor, we had a great turn out.

FCS also participated in the Osseo K-9 fundraiser event in May. Partnerships were formed with many local churches to help meet the needs of families in Trempealeau County. We also worked closely with local schools to participate in Wellness Events as well as orientation and training days. As always we continue to work very closely with Trempealeau County Sheriff's Office and local Law enforcement agencies for collaboration with Drug Endangered Children (DEC) cases and community education.

JUSTICE SERVICES

The Justice Services Unit consist of the Youth Justice Social Worker and Recovery Court Case Manager. Wayne Opichka is the unit supervisor, he also maintains a Diversion Agreement caseload. Services provided include juvenile court intake and on-going services, Recovery Court and Adult Diversion program.

Trempealeau County Recovery Court hired a new case manager in May 2019 who had experience in addictions/corrections and is a Wisconsin Certified Social Worker and Clinical Substance Abuse Counselor. The Recovery Court Case Manager allows Recovery Court to better monitor participants, assist them with progressing through the program through an evidence based effective approach. The Case manager meets with participants a weekly basis. This allows for more accurate monitoring and immediate response to participant needs.

The Juvenile Court Intake worker is responsible for services for youth under Wis Statue 938. This includes delinquency and habitual truancy from school. Early in the Court Intake process the intake worker will conduct a validated offender risk and needs assessment. The tool used for both juveniles and adults in Trempealeau County is COMPAS (Corrections Offender Management Profiling for Alternative Sanctions) utilizing evidence-based practices.

In 2019 Juvenile Court Intake received 67 juvenile court referrals (JCR) compared to 68 in 2018 and 29 truancy referrals compared to 33 in 2018. Each truancy referral is reviewed by the Supervisor to determine if Human Services intervention is needed. The majority (90%) were issued an ordinance citation. Two parents were also cited for contributing to their child's truancy. The last couple years JCR numbers have been higher compared to the past few years. In 2013 40 referrals were received, 2014- 38, 2015-29, and 2016-58. Of the 67 referrals 80% were diverted from court. The majority of them were handled with a Deferred

Prosecution Agreement (DPA) and some were counseled and the case was closed. The District Attorney's office file 33 juvenile delinquency petitions compared to 9 in 2018. The juvenile worker follows the case throughout the court process making recommendations for placement and disposition.

Once the youth is placed on supervision that youth will be supervised by the juvenile justice social worker for compliance of his or hers obligations. Supervision ranges from 6-12 months.

Ninety percent of the referrals were males. The average age of the juveniles referred is 13.5 years old. The average age of males was closer to 14 years old, while the female population was 13 years old.

Of all the offenses referred, 12% were property offenses (theft, burglary etc.) 27% were assaultive (battery, sexual assaults etc.), 36% were public disturbance (disorderly conduct, etc.), and 25% were drug related. What is to be noted is that in 2017 drug related offenses were only 2 %; in 2018 the rate was 26% and in 2019 it went up to 25 %.

Of the 67 referrals 7 re-offended with in the year (10%).

In 2019, the Trempealeau County Recovery Court served 21 participants (22 in 2018). The gender break down was 4 female and 17 male participants.

Our program is a hybrid court in which 15 of the participants were involved with "drug" related offenses (15 in 2018), as well as 6 OWI (all alcohol related.) participants (7 in 2018). Interestingly all of the OWI participants were males.

Recovery Court had 7 graduates in 2019 (3 in 2018); 4 from the Drug component and 3 from our OWI track. Recovery Court also had 1 expulsions during the year (5 in 2018) for failure to follow the program rules or new offenses that warranted removal from the Recovery Court.

"I wouldn't be where I am today (Supervisory position) without the Recovery Court program. I have traveled extensively with my wife to such places as Mexico and Greece. I am proud of my seven years of sobriety and thankful for the opportunity to have been in Recovery Court.

~Testimony of a Recovery Court graduate~

The Trempealeau County Diversion agreement program averaged 10 Pre-charge Diversion Agreements and 40.25 Post plea Agreements on-going cases per month. The referrals are comprised of non-assaultive Misdemeanors such as Criminal Damage to Property, Possession of THC, Possession of Paraphernalia, Disorderly Conduct and Operating Motor Vehicle After Revocation. If there is a victim in the case they are notified by the Victim/Witness Coordinator that a Diversion Agreement may be offered. Conditions of the agreements may include Community Service, AODA Treatment referrals and Anger Management counseling as well as the payment of restitution if ordered. In addition, the Justice Coordinator makes referrals to supportive service agencies such as the Housing Authority, the Technical College, and the Trempealeau County Mental Health agency.

The duration for most agreements are for 6-12 months, with a few exceptions, such as cases where there is a large amount of restitution. These cases are longer to allow the Coordinator to collect the full restitution for the victims. In 2019 \$ 40,633 was collected for the victims. Occasionally there will be a Post plea agreement involving a Felony charge, with the Misdemeanor case being placed on probation. These are rare, but allows an individual with no criminal history to avoid a Felony.

Fees, for the Diversion Agreements, collected in 2019 amounted to \$7,531 in Trempealeau Co. In some cases the full amount of fees is not collected due to early discharge from the program or revocation of the agreement.

AGING AND DISABILITY RESOURCE

Total Number of Information & Assistance Calls Coming in to the ADRC

2018	2019
5,205	5,084

Call Topics	# Calls
Public Benefits LTC Programs	2,649
Other Public Benefits	1,848
Home Services	547
Nursing Home	157
Housing	198
Adaptive Equipment	164
Assisted Living	137
Abuse and Neglect	140
ADRC Printed Material	25
Food	154
Transportation	226
Legal Services	189
Insurance	187
Alzheimer's and Other Dementia	70
End of Life	44

Elder Benefits

- Served 525 individuals in 2019 as compared to 435 in 2018
- 34% At or below Federal Poverty Limit
- 66% over 100% Federal Poverty Limit
- 72% of closed cases were seeking Health Insurance Benefit information
- 20 % of closed cases were seeking Income Benefits
- 68.8 % of those served were between the ages of 60 and 79 years of age

Disability Benefits

The Disability Benefit Specialist opened 30 cases in the beginning of 2019. We have not had a DBS since June of 2019.

Adult Protective Services

126 Total Referrals in 2019 up from 82 in 2018.

Referral Topic	# Cases	%
Self-Neglect	53	62%
Financial Exploitation	10	12%
Emotional Abuse	3	3%
Physical Abuse	1	1%
Sexual Abuse	1	1%
Neglect by Others	11	13%
Other	7	8%

Guardianship/Protective Placement

Guardianship Referrals: 40

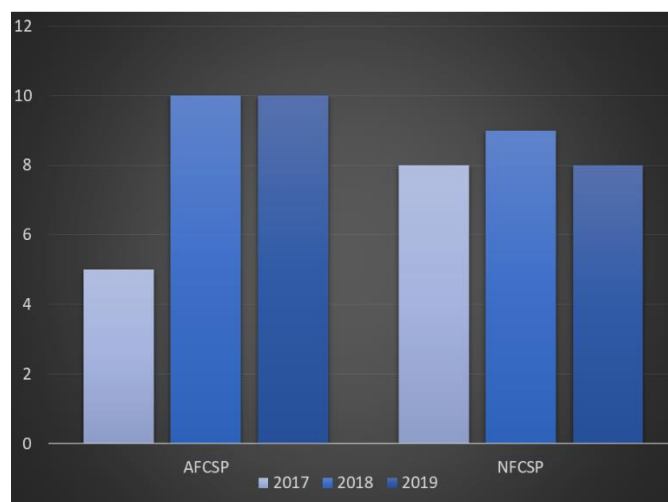
Protective Placement Referrals: 12

Conservatorships: 1

Age Group	Client Count	%
0-17	11	27.5%
18-29	1	2.5%
30-39	0	0%
40-49	3	7.5%
50-59	1	2.5%
60-69	2	5%
70-79	5	12.5%
80-89	17	42.5%
90-99	0	0%

Family Caregiver Support Programs

Number of Caregivers Served by Program 2017-2019



Senior Nutrition Program

17,984 Home Delivered Meals were delivered to home bound seniors to maintain good health and nutrition. That number is 27% lower than from the previous year which had 25,527 meals delivered. Home Delivered Meals were distributed 5 days a weeks in 2019 with frozen meals distributed for days without meal delivery. The biggest reason for the decrease was that there was an assessment implemented to deliver meals based on needs of the home bound.

The Congregate Senior Dining Program served 18,672 meals in 2019 which is down from 19,759 in 2018.

Meal Site	Days Served	# of Meals Served
Boondocks (Galesville)	T, W, R (3)	3,683
Rainbow Restaurant (Blair)	M-F (5)	7,058
Sunflower Cafe (Whitehall)	M-F (5)	4,175
Pine Creek/Dodge	T,R (2)	1,850
DOVE (Osseo)	M-F (5)	371
Pammy K's Dining @ 5 (Eleva)	R Evening (1)	1,535
Total Hot Meals Served in 2019		18,672

Transportation Program

The ADRC offers three types of transportation services:

- Bus Services to La Crosse, Eau Claire and Black River Falls
- Local van Transportation
- Volunteer Driver Program

Transportation Program	One-Way Trips
Bus Service to La Crosse, Eau Claire, & Black River Falls	1,132
Local Transportation	1,308
Volunteer Driver	2,972
Total Trips in 2019	5,412

The total number of trips of 5,412 was down from 6,784 in 2018.

HUMAN SERVICES BOARD

Dick Frey, Chair
 Jeanne Nutter, Vice-Chair
 Karen Sepich, Secretary
 Sally Miller
 Michelle Haines
 John Aasen
 Dora Jean Blaha
 Diane Schroeder

ADRC ADVISORY COMMITTEE:

Jacque Hogan, Chair
 Virginia Ciszewski, Vice Chair
 Dora Jean Blaha
 Olin Fimreite
 Scott Brown
 Mary Lou Beck
 Richard Staff
 William Suttie
 Jeanne Nutter
 Linda Schaefer
 Nancy Hovell

STAFF

Deb Suchla, Director

Behavioral Health Services

- Erica Anderson, Supervisor
- Dee Ann Anderson
- Melissa Frank
- Brenda Thompson
- Dana Conrad
- Julie White
- Melissa Youngbauer
- Heather Laehn
- Jennifer Ward
- Megan Kallmann
- Shelby Wuebker

Economic Support

- Sandy Palkowski, Supervisor
- Dana Lee, Supervisor
- Christina Szalecki
- Maria Rivera
- Ana Rivero
- Alissia Kreibich
- Jodi Mishun
- Brittany Hernandez
- Ashley Brekke

Family & Children Services

- Erin Herber, Supervisor
- Mark Ryskoski
- Kaylene Windjue
- Teah Waldera
- Chrissy Miller
- Jessica Lisowski
- Kendra Schaaf
- Lynn Bechel
- Krisana Zorowski
- Sheila Kersten
- Peggy Kneifl

Fiscal/Administrative

- Diane Prenot, Supervisor
- Samantha Tetzlaff
- Mary Anderson
- Heather Severson

Justice Services

- Wayne Opichka, Supervisor
- Michelle Gleeson
- Marva Bailey

ADRC

- Anna Simmons, Supervisor
- Shelly Rue
- Jacky Helgeson
- Laura Boyer
- Rita Skroch
- Katrina Longmire
- Kristine Servais
- Michelle Brown
- Tamara Monson
- Dean Servais