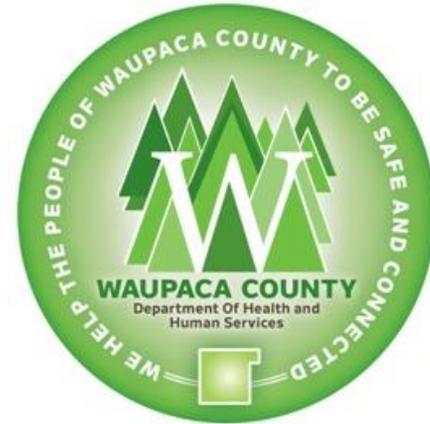


Waupaca County
Department of
Health and
Human Services

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Annual Report

*We help the people of Waupaca
County to be safe and connected.*

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VISION

We help the people of Waupaca County to be safe and connected.

We ensure people's safety by attending to their basic needs.

*We engage and build people's natural support networks
in the helping process, because together we are stronger.*

VALUES

*The services and engagement we provide meet the standard
of compassion we would want for our own families.*

*We understand many of the needs experienced by our community are the result of adversities people have experienced, and so we ask,
"What happened to you?" not "What's wrong with you?"*

We believe people who hurt others are in pain and need help, not punishment.

*We meet the needs of those we serve in a way that is meaningful to each person,
by responding in a trauma-informed way.*

TIC PRINCIPLES

*The Waupaca County Department of Health and Human Services Vows
to practice the following Trauma Informed Care Principles:*

**~ PARTNER with Clients ~ Be WELCOMING ~ RESPECT Human Rights ~ Be STRENGTH BASED ~ Earn TRUST ~ Offer a
HELPING HAND ~ Promote SAFETY ~ Be PERSON CENTERED ~ SHARE Power ~**

2017 Health and Human Services Board Members

Gerald Murphy, Chair

County Board Supervisor

David Neumann, Vice Chair

County Board Supervisor

Dona Gabert, Secretary

County Board Supervisor

Patricia Craig

County Board Supervisor

Carl Kietzmann

County Board Supervisor

David Johnson

County Board Supervisor

Dr. Steven Goedderz

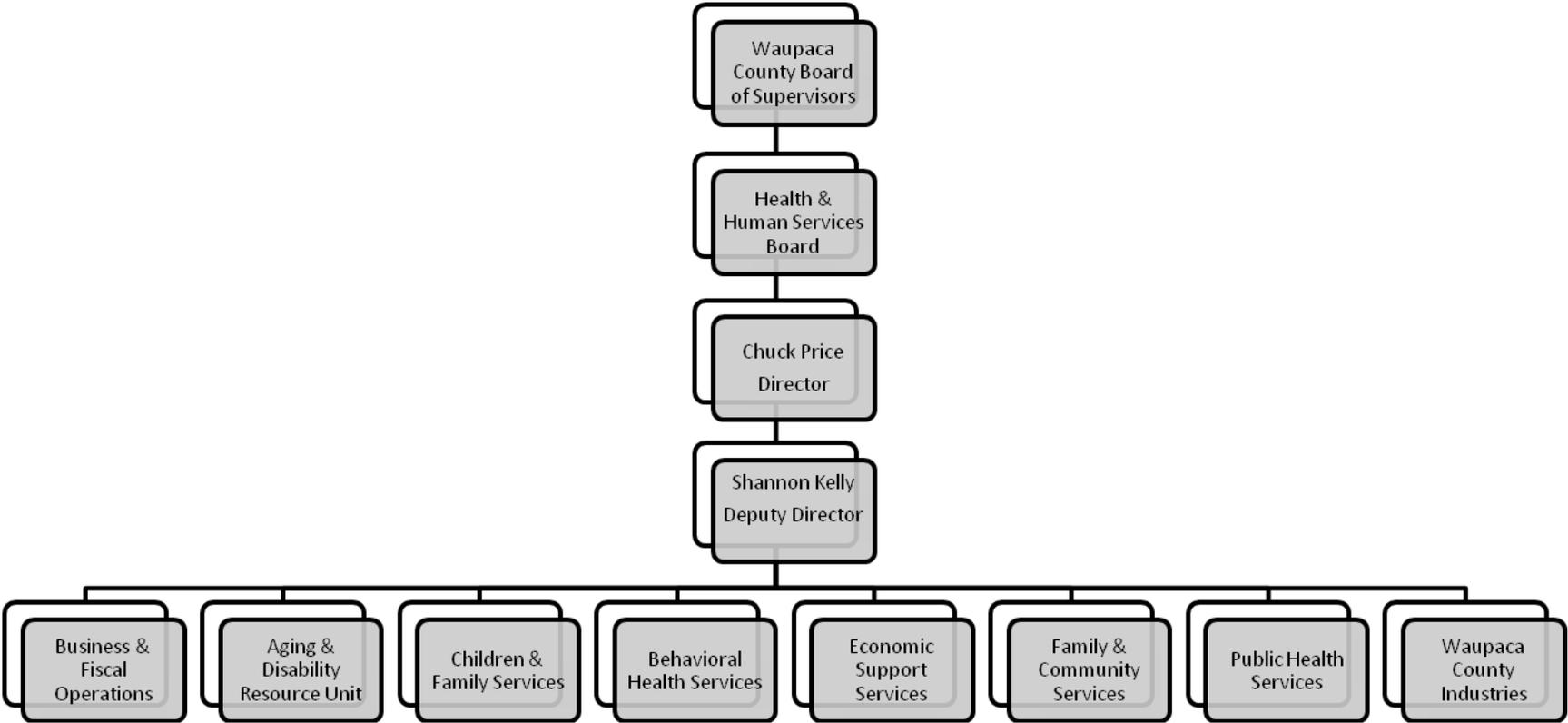
Citizen Member

Jan Lehrer

Citizen Member

Jody Muck

Citizen Member



Aging and Disability Resource Unit

The Aging & Disability Resource Unit (ADRU) team saw great areas of growth and stability as well as a few areas of improvement. The 2017 calendar year for the ADRU team welcomed the introduction of the Aging Programs Supervisor position. This position was developed to specifically oversee and manage the Waupaca County Elderly Nutrition Program and Family Caregiver Programs. The Aging Programs Supervisor, Melissa Anderson, has been able to provide consistency, increased support to Nutrition Program staff as well as crucial focus to the Family Caregiver Programs. With the dedicated attention of the Aging Programs Supervisor position, Melissa has been influential in the identification of room for growth in the Nutrition Program. Congregate Dining participation has decreased at two locations, Weyauwega and Manawa, while New London and Waupaca sites have seen an increase in congregate dining participation. Regarding the decreased Congregate Dining participation, the ADRU team has made the following observations during 2017 with plans for continued research and investigation for 2018:

- Individuals 60+ years of age are more active than they have ever been. Many individuals are continuing to work full-time, well into their 60's and sometimes into their 70's.
- Individuals 60+ years of age are not identifying with the terms "elderly", "senior", and "aging."
- Individuals 60+ years of age are heavily participating, if not taking the lead role, in caring for grandchildren.

The Home Delivered Meal (Meals on Wheels) program saw great success in 2017 with 430 individuals served over 46,000 meals.

The Aging & Disability Resource Center (ADRC) Information & Assistance Specialists (I&A) were busy assessing for long-term care eligibility. I&A completed 129 Adult Long Term Care Functional Screens for seniors & individuals with disabilities. Adding to long-term care eligibility assistance, the Waupaca County ADRC employs two Community Living Specialists (CLS) who focus on assisting individuals who wish to relocate from the nursing home with supports. The two CLS staff met with over 165 individuals who were ready to leave the nursing home with in-home services and supports.

Waupaca County DHHS' Volunteer Driver Transportation Program purchased a new ride tracking database. This purchase was largely due to the unreliability of the previous tracking database. The new database was exclusively used beginning December 2017. The ADRU team is looking forward to 2018 when an entire year's worth of reliable Transportation data can be harvested.

The Adult Protective Services team was busy in 2017. The team made contact with 258 individuals who had instances of suspected or confirmed neglect, abuse, self-neglect or financial exploitation. That number is up from 207 contacts in 2016. The most common report types for individuals 18-59 years of age were Neglect by Others (8) and Financial Exploitation (7). The most common report types for individuals 60+ years of age were Self-Neglect (51), Financial Exploitation (26) and Neglect by Others (21).

BUSINESS OFFICE AND FISCAL OPERATIONS

Business Operations staff is responsible for the front-line operations of DHHS. These are the first staff that greet visitors, whether over the phone or in person at the reception counter of DHHS. The Unit of 2 full-time and 1 part-time staff member, plus a Manager, has been continuously working on customer service skills using TIC principles to better serve our County customers and our co-workers. The staff is the first impression in helping to develop relationships with our customers to help meet our Department's mission of helping people feel Safe and Connected.

- In addition to being the first contact for DHHS, staff in this area work with various units for client registration for service eligibility, service data entry, purchasing, daily mail, scheduling, typing, filing, photocopying, and various other clerical needs of Department staff.
- The Unit works closely with the County's Finance Department, with one position working part-time for the Finance Department in daily mail operations. This employee also serves as liaison between DHHS and the Finance Department in DHHS purchasing needs.
- The Unit is supervised by the Department's Office Manager. The Office Manager is also Assistant to the Director and Deputy Director, Secretary to the Health and Human Services Board, Contract Administrator, and Client Rights Specialist.

Fiscal Operations staff handle all financial transactions for the Department. The 5 full-time fiscal staff and Fiscal Administrator have been actively training themselves to become more trauma informed when communicating fiscal payment responsibilities with our customers.

- The Fiscal staff works closely with the County's Finance Director and Assistant Finance Director.
- The Unit is supervised by the Department's Fiscal Administrator.

**WAUPACA COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES
2017 FINANCIAL OPERATING SUMMARY**

With focus on the Agency's vision to help the people of Waupaca County be safe and connected, through the course of the budget process and expenditure decision-making during the 2017 fiscal year, emphasis was placed on the utilization of resources which provide preventive services. In 2017 the average cost of placement for a Waupaca County child in foster care was \$1,120/month. While protecting the safety and connection of a family, Waupaca County DHHS has the ability to alternatively contract for intensive permanence services for \$1,650/month. The latter option, while initially more costly, encourages the natural supports of clients, builds family resiliency for the future, and avoids the trauma induced by placement in foster care. This singular scenario provides an example of the lens with which fiscal decisions are made in alignment with Waupaca County DHHS's Vision and Values statement, and considers service options outside traditional responses.

EXPENSES

Contractual Services	\$3,081,609.49
Placement Costs (Out of Home Care/Hospitalizations)	\$763,930.45
Administrative/Indirect Costs	\$368,235.38
Personal Services	\$7,761,029.61
Supplies and Expense	\$2,087,626.16
	\$14,062,431.09

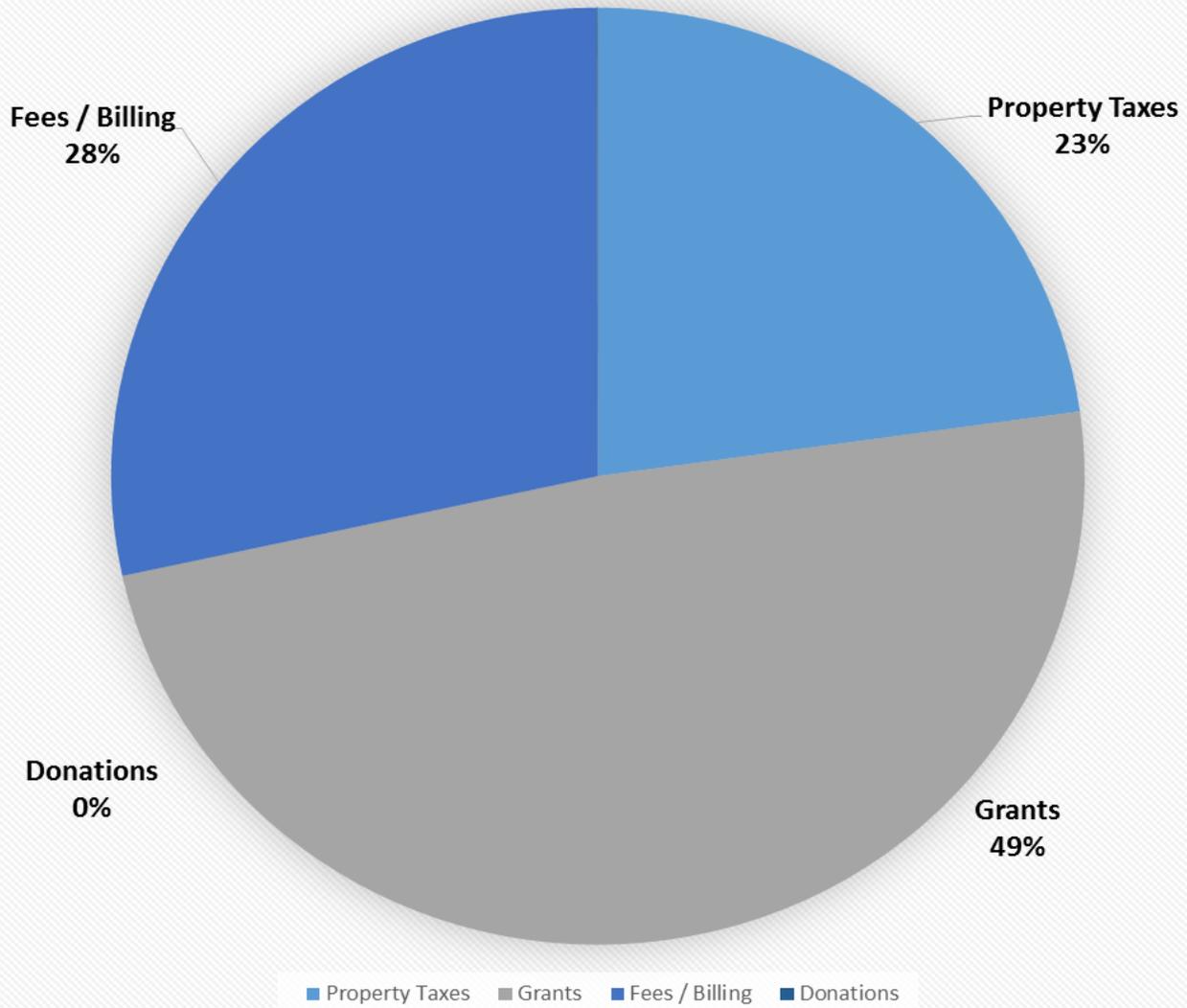
REVENUES

Property Taxes	\$3,291,349.00
Grants	\$7,044,870.96
Fees / Billing	\$4,096,178.25
Donations	\$6,993.00
	\$14,439,391.21

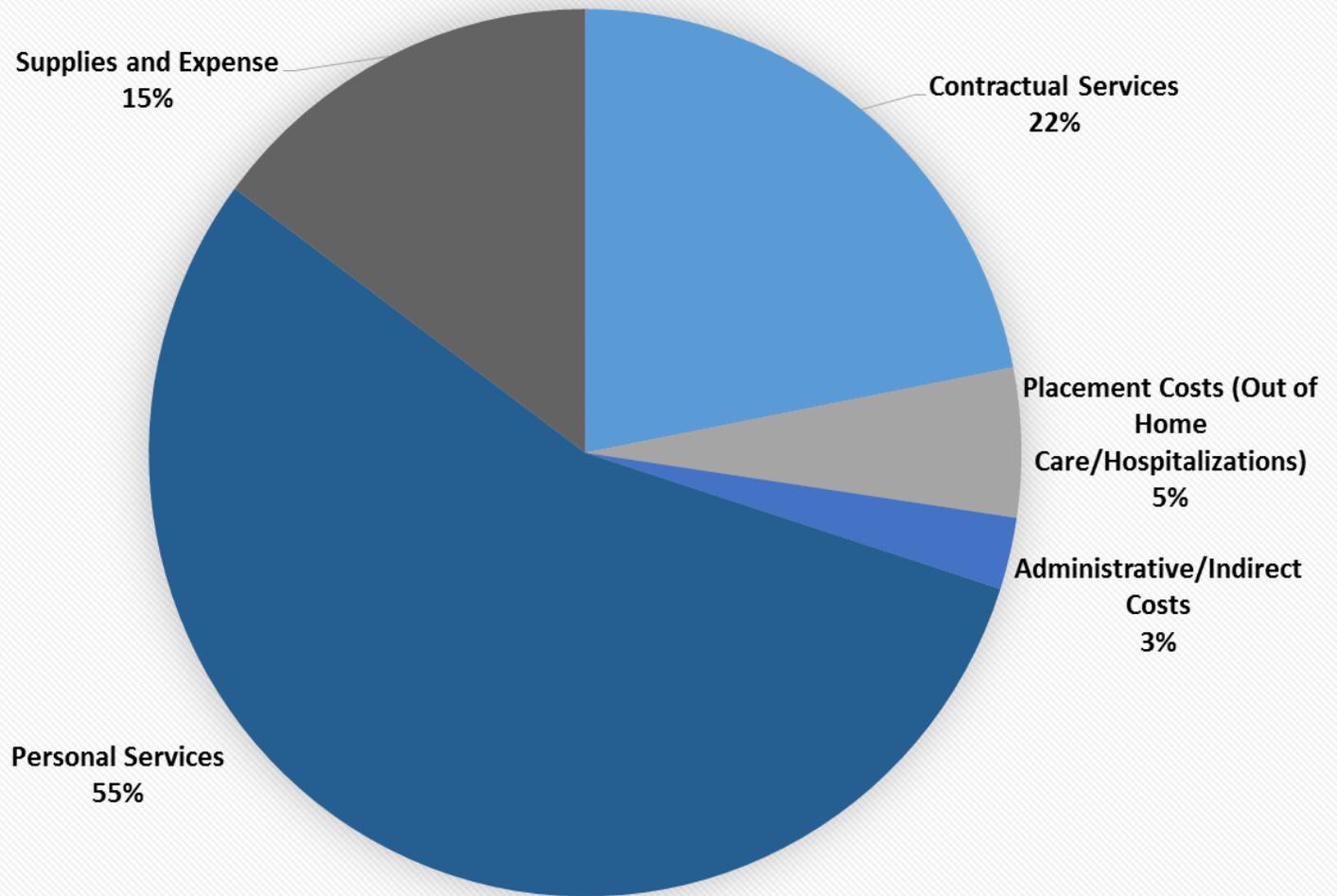
2017 NET BALANCE	(\$376,960.12)
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WCDHHS GENERAL COMMITTED FUND BALANCE 12/31/17	\$2,912,953.00
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2017 REVENUE SOURCES



2017 EXPENSE CLASSIFICATIONS



■ Contractual Services ■ Placement Costs (Out of Home Care/Hospitalizations) ■ Administrative/Indirect Costs ■ Personal Services ■ Supplies and Expense

Children and Family Services

The children and Family Services Unit is comprised of the Foster Care/Kinship Care Program, Child Protective Services (CPS) and Youth Justice Services. The unit also provides outreach to families with concerns about children and family functioning.

The unit has two supervisors, Season Westphal and Alisha Haase. Season is responsible for supervising the CPS Access/Initial Assessment and Foster Care Program. Alisha is responsible for supervising the CPS On-going, Youth Justice On-going and Parent Aide Program.

This year the Children and Family Services Unit successfully recruited and filled an Initial Assessment Social Worker position welcoming Brooke Peterson to the unit.

In 2017 the children and families unit continued to implement Alternative Response as an alternative pathway to assigning child protective services reports. The Initial Assessment team were leaders at the table in Madison working on Alternative Response policy with several other county departments.

Statistics and Data:

- DHHS received **686 CPS Reports** through the Access Line in 2017, a minor decrease from the 707 CPS reports received in 2016.
- DHHS conducted **173 initial assessments**, a minor decrease from the 202 initial assessments completed in 2016.
- **103 alternative response** initial assessments were completed and **70 traditional response** initial assessments were completed. The Department also completed **20 child welfare services reports** in 2017.
- **Juvenile intake received 202 referrals**, a minor increase from 186 intakes received in 2016.
- There were **3 new foster homes licensed** in 2017. Three new Kinship homes began the licensing process in 2017. An additional 10 foster homes were relicensed in 2017.
- 5 families were served using Post Reunification Support Program funding. This program allowed all three families to remain intact after reunification. The program allows for flexible services and funding for reunited families whose children are at risk of re-entering out of home placements.
- 95 families were served by Ongoing Social Workers in Youth Justice and Child Protection.
- 51 families were served by a Parent Aide.
- 30 children were removed in 2017. As 2017 closed, there were 32 children placed in out of home care with nearly 50 % being placed with relatives. 49 children were served by the foster care/kinship care system. 17 children were discharged from out of home placements with 82% being reunified with their parents.

Family and Community Services

There are four programs within the Family and Community Services Unit designed to support families and children with varying needs. All of the programs served by this unit are voluntary.

The Children's Long Term Support (CLTS) and Children's Community Options Programs (CCOP) are designed to support children who have significant disabilities and their families. The areas of disability include physical disabilities, developmental disabilities, and severe emotional disturbances. These two programs provide assistance by finding and funding supports needed to address the child and family's unique needs. Waupaca County has three full-time and one part-time Service Coordinators who assure that all needs are being met over time and under changing circumstances. Depending on the disability, children may transition to Family Care at age 18 or continue in these programs up to the age of 22. CLTS was established by the state and federal government in 2003. CCOP replaced the Family Support Program in 2016. 59 children and their families were served through the CLTS program in 2017.

The Coordinated Services Team (CST) Program, provides a wraparound teaming process which brings together formal and informal supports that will assist a family in creating and achieving their family's goals. To be eligible, a child must meet the following qualifications: have a mental health diagnosis; are in, or are at risk for, out of home placement; are involved in two or more service programs (special education, juvenile justice, mental health therapy and medication monitoring, etc.); current or past services are not working; and most importantly, the family is willing to be involved in the team process. Waupaca County has a long standing history of investing in the CST program and it has paid off in lower out of home placements and increased partnership in the community. The CST program includes the equivalent of three full-time Case Managers, one part-time Case Manager, and one full-time Mentor. 47 children and their families were served through the CST program in 2017.

The B-3 Program serviced families with children ages birth to 3 who have developmental disabilities or delays. The B-3 Program teamed with families to provide a variety of services, including: evaluation, assessment, physical therapy, occupational therapy, speech therapy, special education, social work, and service coordination. Services were provided using individualized, family centered intervention. Our vision guided our work and reads as follows:

Families are supported in achieving their goals for their infants and toddlers through safe and connected relationships that occur during daily routines and activities.

In addition to the 102 families served, 36 additional families received screens, and /or were connected to resources. Child Find efforts were completed in collaboration with Waupaca, Manawa, Clintonville, Weyauwega-Fremont, and New London school districts.

Behavioral Health Services

Behavioral Health Outpatient served 365 client in 2017 through 4 contracted Psychiatrists, 2 full time Psychotherapists and 1 Registered Nurse.

The AODA program continues to partner with Waupaca County Courts and District Attorney's Office for Safe Streets Treatment Option Program (SSTOP). The program works with second and third OWI offenders over a one year time frame to support successful completion of AODA treatment. The SSTOP program served 35 individuals in 2016. The Operating with Intoxicated (OWI) Program assessor(s) completed 259 assessments in 2017. The AODA program contracts and refers to local clinics to provide on-going substance abuse services at this time.

Comprehensive Community Services (CCS) is a wrap-around program that supports consumers of all ages who have mental health and/or AODA diagnosis who needs are more than outpatient treatment can provide. In 2017, WCDHHS served 26 consumers in CCS program and continue to receive regular referrals.

Community Support Program (CSP) served 38 clients during 2017. The majority of CSP staff time is spent directly in the community with members and creating a wraparound program to allow for clients struggling with severe and persistent mental illness to remain in the community. CSP Staff consists of 2 social workers and 1 Nurse. The team is supported by contracted Psychiatric care along with mental health techs.

Crisis Intervention received and responded to 580 call in 2017. For the majority of the year, all the Behavioral Health staff served on the crisis rotation. However starting in 2018, the crisis team design changed to a dedicated 4 person team therefore decreasing Behavioral Health staff from serving on rotation as often. Emergency detentions/involuntary inpatient psychiatric hospitals admissions occurred 71 times out of the 580 contacts. Voluntary admissions totaled 73 during 2017 while 312 crisis calls were diverted to allow for continued stabilization within the community. Diversions can including safety planning with natural supports in the community or by using Waupaca County DHHS' Gateway Stabilization facility. Gateway, located in Weyauwega, provides a safe place with 24/7 support. Gateway supported 25 of these clients while 287 were able to use other diversion options. Through 2017, Gateway provided care for 52 clients total often as preventative means to avoid a crisis situation occurring.

Economic Support Services

Economic Support serves low-income individuals and families in Waupaca County by helping them have access to healthcare, food and quality child care while they work or attend school. We also subcontract with other agencies to offer Child Care Provider Certification, Energy Assistance, and Fraud Investigation services. ES services are provided using a Call Center as part of a 9-county consortium.

9-County Consortium statistics

- ECIMP received **21,3527** calls, a decrease of **20,535** calls from 2017
- Had an answer rate of **86.56%**
- The average wait time was **6.5 mins.**

Counties are expected to meet Performance Standards set by the state. The primary standard is for Timeliness. Agencies are expected to have 95% of all applications completed within 30 calendar days of the filing date. Waupaca County had the following results:

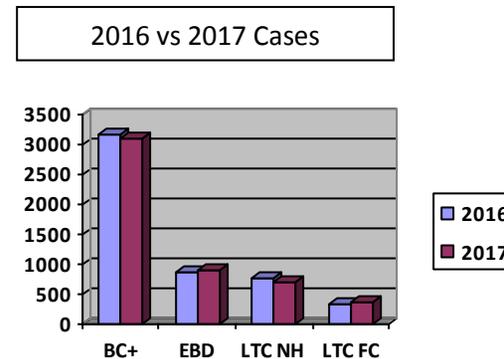
- Overall timeliness - **98.13%**
- A total of **4,369** applications were processed in 2017.

Waupaca County Economic support served an average of 5,958 cases per month.

Waupaca county statistics:

An average of 5,320 cases of healthcare served in Waupaca County per month

	2016	2017	change
BadgerCare Plus	3170	3087	-83
Elderly, Blind or Disabled living in their own homes	856	891	+35
Long Term Care – Total	1097	1059	- 38
Nursing Home residents	762	702	-60
Family Care, including IRIS and Partnership	347	356	+9



FoodShare – An average of 2,316 households were served in 2017 with 7,150 unduplicated recipients. The total FS issued was \$5,369.311 a decrease of \$640.434 from 2016.

Overall enrollment in Waupaca County for Medical assistance in December 2017 was 5,263 cases. There were 983 childless adults on BadgerCare Plus in December 2017.

Each county also receives many applications from the Marketplace when people who are below 100% of the Federal Poverty Level apply. The county needs to process these to determine if they are eligible for BC+. Waupaca received 480 such applications from the Marketplace in 2017.

Child care assistance is available to families below 185% FPL at initial eligibility for employment, or for schooling and employment if the parent is employed at least 20 hours/month. \$392.58 was issued in childcare subsidy payments to child care providers.

Waupaca County uses O'Brien and Associates to investigate welfare fraud.

- 11 cases were referred for Investigation in 2017
- 1 case is still waiting to have to have an overpayment completed
- \$58214.54 was total in overpayments from fraud investigations in 2017

Waupaca county also identified 27 cases of overpayments through a data exchange of wage information from the state of Wisconsin, these overpayments amounted to \$84,668.51. Whatever amount of overpayments are paid back, Waupaca County will receive 15% for incentive funding. If the entire amount is paid back, we would get \$12,700.28. O'Brien cost was \$3640.00.

In house

- 483 cases were reviewed with a total of 1152 SWICA's and overpayments found amounted to \$13,083.86.

Energy Assistance: Low Income Home Energy Assistance Program (LIHEAP)

The LIHEAP Program in Waupaca County is subcontracted to Energy Services Inc. This program assists households who meet the income guidelines with payments for heating fuel, furnace repair or replacement and energy conservation and energy budget counseling. In Program Year October 1, 2016 – September 30, 2017, they served the following:

2,263 total LIHEAP applications

2,334 Households received Energy assistance totaling \$1,195,345

415 Households received LIHEAP Crisis assistance totaling \$112,686

34 Households received furnace repairs totaling \$9,561

21 Households received furnace replacements totaling \$64,852

Public Health Services

Environmental Health

Environmental health focuses on the protection and promotion of a healthy environment by preventing, assessing, correcting, and controlling agents in the environment, which could have adverse effects on the health and well-being of individuals and communities of Waupaca County. Core activities within the unit including licensing & inspection retail food and recreational facilities, public drinking water surveillance, and human health hazard investigation.

Licensing & Inspection:

- In 2017, 525 facilities were licensed (facilities include restaurants, retail food operations, lodging facilities, mobile home parks, public swimming pools/spas/water attractions, campgrounds, tattoo/piercing establishments, and recreational camps)
- 532 retail food and recreational facility inspections were conducted
- Received and responded to 29 complaints related to licensed facilities.

Public Drinking Water:

- Collected 585 water samples for public water systems that were analyzed for bacteria, nitrate, or nitrite.
- Performed 34 public water system well inspections.
- Performed 135 level one well assessments and 8 level two assessments.
- Coordinated corrective actions for 21 public water systems with Maximum Contaminant Level (MCL) bacterial violations and 1 that had continuing MCL nitrate violations.

Water Laboratory:

- Processed 731 water samples.
 - Analyzed 403 water samples for bacteria from public drinking water systems.
 - Analyzed 149 water samples for bacteria from private well water systems.

Health Hazards:

- EH staff responded to 35 environmental health hazard complaints/situations.

FIT Families

Fit Families is a successful behavior change program for families with children ages 2-4 years. Families are recruited through the Waupaca County WIC Program. Family progress toward a nutritional or physical activity goal is supported and documented via monthly contacts with a nutrition educator. 100% of families enrolled in Waupaca Fit Families during 2017 either showed improvement in one or more areas of nutrition/physical activity or remained constant at 100% maintaining expected goals.

The participant satisfaction survey was completed by 84% of the parents completing the program, showing a high level of satisfaction with the program. Emphasis was placed on making Policy, Systems, and Environmental changes in our communities as well as forming partnerships with other organizations, to enhance the Fit Families messages for our participants.

Waupaca County Fit Families staff is also a member of the Wisconsin Fit Families mentor team, mentoring five other WIC projects participating in the program.

Living the Waupaca Way Coalition, former NuACT

Members helped participate in community events during 2017:

- A Healthy Wisconsin Leadership Institute Community Teams Program grant was applied for and received to work on coalition building. This is a 10 month commitment that will help provide leadership and structure for the group.
- The Coalition established Vision and Mission statements as well as objectives which will help provide direction for the group, help with recruitment of new members, and aid in grant writing.
- Focused on enhancing the Waupaca Saturday morning Farmers Market by: applying for grants to finance a Farmers Market Manager position and offering three physical activity events in conjunction with the market and the Waupaca Public Library.
- Developed and/or enhanced four school/community gardens in Waupaca County with the goal of increasing access to more fresh vegetables.
- Partnered with the Farm to School program through UWEX which connects schools to local growers and offers nutrition lessons and samples of local fruits and vegetables to the students.
- Offered the second annual Farm to Table Dinner in Waupaca promoting local growers and fresh foods. Attendance increased from 60-100 participants.
- Sponsored county-wide activities to highlight “Food Day”– a national celebration to promote healthy, affordable, and sustainable food. In 2017, NuAct partnered with local school districts for an “Apple Crunch” event with all seven school districts in Waupaca participating. Local apples were also used in a display at the Waupaca County Courthouse and at the Waupaca Park & Rec Halloween Event.

Healthy Beginnings

Waupaca County Healthy Beginnings is a comprehensive home-visitation program that utilizes the *Partners in Parenting Education (PIPE)* a research-based curriculum. Children and their families are provided services prenatally through age five. According to the Wisconsin Department of Health Services, comprehensive home visiting is a strategy to improve family functioning, to promote child health, safety and development, and to prevent child abuse and neglect. In 2017 Healthy Beginnings activities included:

- Healthy Beginnings served 79 families.
- Families received comprehensive targeted case management services that included the following assessments and screenings: developmental and social-emotional, home safety, resiliency questionnaire, health care utilization, and prenatal and post-partum depression.
- Healthy Beginnings provided 1933.60 hours of face-to-face contact with enrolled families.
- Less than 4% of families enrolled in Healthy Beginnings had a substantiated case of abuse or neglect.
- 133 individuals attended 6 Healthy Beginnings group events.

Nursing Services

Communicable diseases:

Also known as infectious diseases or transmissible diseases, are illnesses that result from the infection, presence and growth of pathogenic (capable of causing disease) biologic agents in an individual human or other animal host. Public Health Nurses work closely with the WI Department of Health Services to prevent and control communicable diseases. Each reported communicable disease case is investigated by a PHN.

- PHNs responded to 441 communicable disease cases in 2017
- 340 cases were confirmed illnesses with the top five being chlamydia trachomatis infection, hepatitis C, lyme disease, hospitalizations related to influenza, and campylobacteriosis.
- In 2017 staff provided extensive communicable investigation and follow-up during a nation-wide hanta-virus outbreak investigation.

First Breath:

Under the premise of "ASK everyone, EVERY time," the mission of First Breath is to improve maternal and child health in Wisconsin through perinatal tobacco-cessation programming. Pregnant women and teens who participate in the WIC program, Healthy Connections, and Healthy Beginnings are screened for tobacco use during pregnancy and postpartum. In 2017, six clients agreed to on-going services. Although 20-22 percent of women in Waupaca County continue to smoke during pregnancy, an estimated 86 percent of First Breath participants quit or cut back smoking.

Healthy Connections:

Healthy Connections is Waupaca County's Reproductive Health and Testing Clinic.

As a community-based, primary reproductive health care clinic, Healthy Connections provided services to 116 clients in 2017; including 68 sexual assault screenings, 84 sexually transmitted risk assessments, 173 supply visits and dispensed over 1,000 condoms. Nursing staff gave five community presentations on reproductive life planning and served as a consultant to jurisdictions developing and implementing reproductive health programs.

Immunizations:

- Public health nurses provided 96 immunizations to 52 children and 168 immunizations to 116 adults.
- A Mass Flu Clinic Exercise was performed at New London School District. 70 flu vaccines were administered to school age children. A second flu clinic was held at Public Health and 14 school age children were immunized.
- In an effort to make it more convenient to receive services for those who are eligible, an increase in appointment availability was implemented for 2017 and there was a slight increase in immunization rates.

Lead:

Public Health Nurses performed 72 case investigations on children with blood lead levels ≥ 5 mcg/dL. Investigations included telephone follow-up and health education. Targeted case management was initiated on 2 children with significantly elevated levels which required a home assessment, testing and on-going monitoring by the public health nurse, sanitarian and contracted lead inspector.

Maternal Child Health (MCH):

The mission of the Title V MCH is to improve the health and well-being of the nation's mothers, infants, children, and youth, including children and youth with special health care needs, and their families.

- In 2017, the primary focus for Waupaca County Health Services was to support childcare sites to becoming breastfeeding friendly.
- Overall, 54 staff at the childcare sites were successfully trained in the breastfeeding friendly childcare center initiative.
- Six centers completed all 10 steps to becoming a certified breastfeeding friendly childcare center in Waupaca County. The initiative has the potential to impact 247 children under the age of 3.
- Waupaca County DHHS completed the requirements to become a breastfeeding friendly worksite which employs 195 women out of 377 employees.

My Baby And Me:

My Baby and Me helps Wisconsin women stop or reduce their alcohol use during pregnancy and postpartum. Pregnancy women are routinely screened as part of the Prenatal Care Coordination Program. In 2017, 15 pregnant women were screened and 10 were referred to My Baby & Me for education, phone counseling and text message support. My Baby and Me increases women's knowledge on the risks of alcohol use during pregnancy and helps them reduce or abstain from alcohol during pregnancy and postpartum.

Prenatal Care Coordination Program (PNCC):

The Prenatal Care Coordination program provides pregnant women support, education and referrals to help them have a healthy birth outcome. Women who are BadgerCare eligible are offered the benefit. PNCC provides assessments, case plans, continuous care coordination and monitoring, and referral services during pregnancy and until two months post-partum. In 2017, 61 women were outreached for the program and 23 clients were assessed.

Public Health Emergency Preparedness (PHEP)

Waupaca County's Public Health Emergency Preparedness Program focuses on preparing for, and responding to, events that pose a substantial risk to the health of the county's residents. Our purpose is to provide information, resources, and expertise to our partners to ready Waupaca County for health threats, emergencies, and disasters.

- With State sponsored scholarships, 3 Public Health staff attended the National Preparedness Summit in Atlanta in April. In addition, several staff were able to attend the Governor's and Wisconsin Public Health Association (WPHA) conferences.
- PHEP funded HSEEP (Homeland Security Exercise and Evaluation Program) compliant *Immunization Program Functional Exercises* were performed at New London School District in October. Public Health staff used their ICS (Incident Command System) training and skills to conduct well organized exercises. Seasonal influenza vaccine was administered to 70 New London School District students.
- Public Health staff participated in Waupaca County long-term care preparedness workgroups and functional exercise planning.
- Staff participated in a Fox Valley Area HealthCare Coalition weather event exercise.

Seal-A-Smile (SAS)

Wisconsin Seal-A-Smile is a statewide program created in collaboration with the Children's Health Alliance of Wisconsin. As a part of this program, children may receive oral health education, dental screenings (without x-rays), cleanings, sealants (applied to permanent molars), and 2-3 topical applications of fluoride varnish all provided by a registered dental hygienist free of charge.

In the 2016-17 School Year the Waupaca County SAS program:

- Provided a dental screening and education to 2259 children
- Provided sealants to 1092 children
- Provided fluoride treatments to 2251 children
- Referred 329 children to dental care
- Referred 25 children to urgent care

WIC/Breastfeeding/Breastfeeding Peer Counselor

The purpose of the Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is to promote and maintain the health and well-being of nutritionally at-risk pregnant, breastfeeding and postpartum women, infants and children.

WIC provides nutrition education, breastfeeding education and support, supplemental nutritious foods, and referrals to other health and nutrition services.

- 1027 women and children, included 293 women, 204 infants, and 530 children under the age of 5 participated in the Waupaca WIC program in 2017
- Over 271 families participated in the Farmers Market Nutrition Program; \$3,114 in drafts were redeemed for fresh fruits, vegetables, and herbs at local farm markets.
- WIC performed 144 blood lead screenings through the 2017 year, with 33 of those being above the 3.3 mcg per deciliter level and 11 being above 5.0 mcg per deciliter level and needing further follow-up and referral to public health nursing and primary care physicians.

A breastfeeding peer counselor is contracted through the WIC program to promote breastfeeding as the norm for infant feeding. The counselor promotes breastfeeding by providing education and support to women contemplating breastfeeding and to WIC breastfeeding mothers.

- Infants' breastfed for the duration of one month was at 81.6%. Out of 158 women, 121 initiated breastfeeding, showing a 76.6% breastfeeding incidence rate.
- Out of all infants enrolled in WIC 37.0% were exclusively breastfed for 1 month. At six months of age 13.0% of all infants were exclusively breastfed which is above the state average of 12.0%.

Waupaca County Industries (WCI)

2017 was a year of evaluation and self-reflection as the County realized a continued deficit in continuing to operate WCI. Costs to operating WCI continued to exceed revenue being generated. The Management Team vowed to follow Trauma Informed Care Principles while carrying out the mission to continue to ensure the members were safe and connected. 2017 started out with the retirement of long-term employee, Gene Ruppert. Gene began working at WCI in January of 1977 and retired as its Coordinator 40 years later. WCI and Waupaca County are thankful for his leadership and dedication to the members and staff over the years. Highlights of the year included:

- WCI continued working with Division of Vocational Rehabilitation (DVR) in assisting consumers to obtain employment.
- WCI continued to partner with Community Care, Care Wisconsin, Lakeland Care District, ContinuUs, and IRIS for programming that included day services and prevocational services.
- WCI developed many long-standing relationships with Pacon Corporation, Creative Converting, Churny, Sturm Foods, and the Wisconsin Department of Transportation, in addition to staffing contracts with DEN Services and IQ Resources.
- WCI continued to have third party inspections and audits to ensure we are following industry standards for food quality and safety, passing all inspections with high audit scores.
- WCI's Food Defense Team continued to meet to ensure FDA and AIB expectations were met.
- The company store, The Stepping Stone, continued to provide skills to members in the areas of money handling, stocking, and customer service. The store was registered with FDA & Wisconsin DHTCP.
- WCI continued its janitorial trainee program for members.

Though WCI continued to provide high-quality programming and work skills training to the members, Waupaca County worked throughout 2017 with the family care programs on sustainability of WCI. When the Family Care program started in Waupaca County, all members of WCI became family care clients, and they decided to place an RFP for service programming for its members at WCI. Community Care made a decision to change its programming to the members, away from the workshop model, offering choices to the members, such as other work locations, training, and programming. With WCI being a service provider, the DHHS Board elected not to submit an RFP for services and made the decision to close WCI as of December 31, 2017.

A celebration was held with all the members at the end of December. All WCI staff were presented a plaque, honoring them for their years of service dedicated to the members.

WAUPACA COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES

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MENTAL HEALTH CRISIS AFTER HOURS:

(800) 719-4418

COMMUNITY SUPPORT PROGRAM (715) 258-6300

BEHAVIORAL HEALTH (715) 258-6304

AODA SERVICES (715) 258-6305

BIRTH-3/EARLY INTERVENTION PROGRAM

(715) 258-6388

CHILDREN'S SERVICES (715) 258-6300

ECONOMIC SUPPORT SERVICES

(715) 258-6368

AGING AND DISABILITY RESOURCE CENTER

(715) 258-6400 * Toll-Free (866) 739-2372**

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PUBLIC HEALTH (715) 258-6323

Waupaca County Public Health Services:

<https://www.facebook.com/WaupacaCountyHealthServices>

Waupaca County Aging & Disability Resource Center:

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