

Waupaca County  
Department of  
Health and  
Human Services

2015

*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 ~**

Gerald Murphy, Chairperson

*County Board Supervisor*

Donald Aasen

*County Board Supervisor*

Carl Kietzmann

*County Board Supervisor*

Dona Gabert

*County Board Supervisor*

David Neumann

*County Board Supervisor*

Mary Kay Poehlman

*County Board Supervisor*

Dr. Steven Goedderz

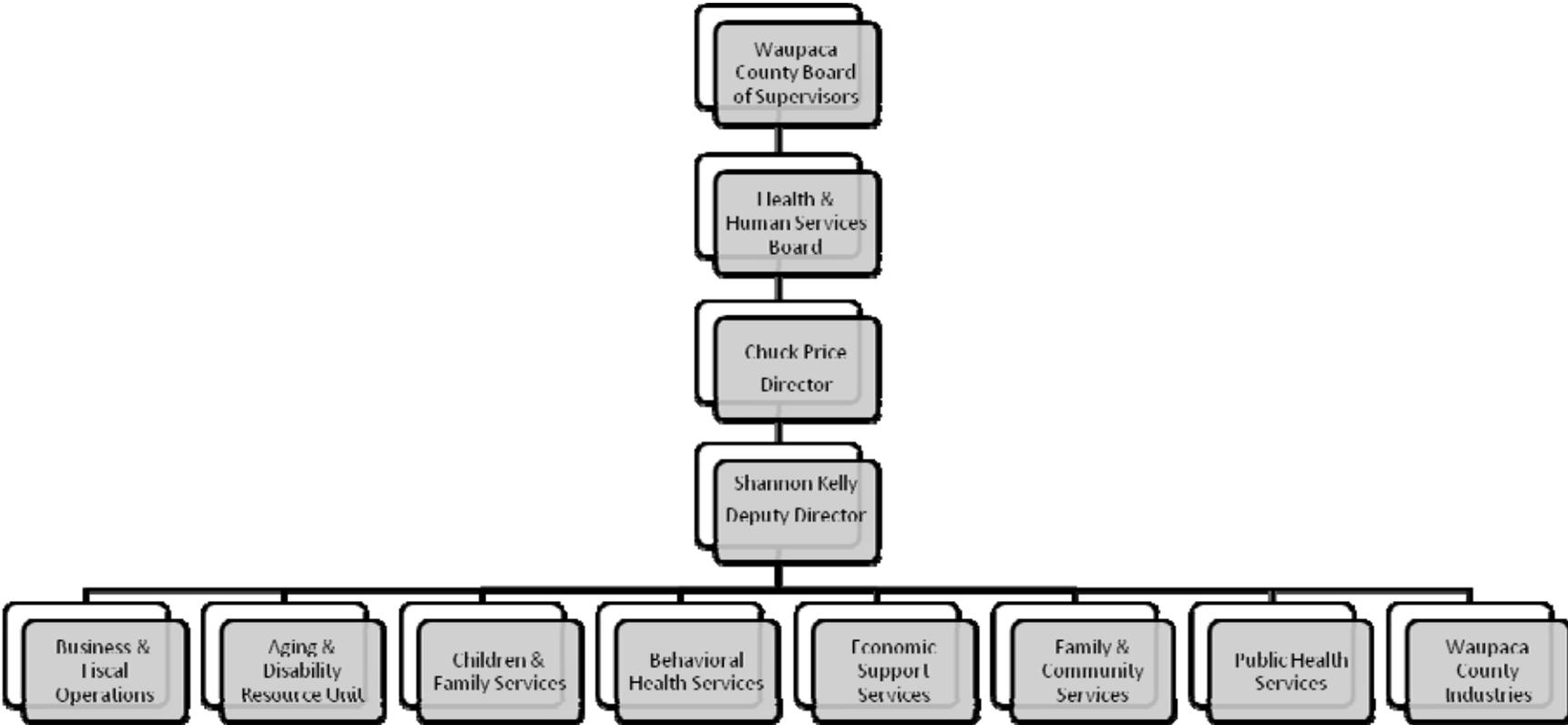
*Citizen Member*

Jody Muck

*Citizen Member*

Jan Lehrer

*Citizen Member*



## Aging & Disability Resource Unit

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DHHS is working to serve individuals and their families with compassionate and supportive care. Service areas focus on Waupaca County's aging & disabled individual population and their families but our doors are open to anyone who may be interested and benefit from our services. Primary service areas are Adult Protective Services, Elderly Benefits, Disability Benefits, Information and Assistance, Volunteer Coordination, Health Promotion and Prevention, Nursing Home Relocation Services, Volunteer Driver Transportation Program, Elderly Nutrition Program and Caregiver Support Services.

Staff's focus is on providing quality, unbiased information and assistance to individuals and their families on their long-term care options and other needs of the aging & disabled individuals. It is important to us that individuals and their families are treated with dignity and respect. Earning trust is paramount to providing meaningful services to every individual we meet. We are working hard to build relationships with the individuals we assist and the greater community as a whole.

Listed below are some important facts about the number of individuals served in 2015 as well as personal statements from individuals we've worked with.

- **Our Aging & Disability Resource Center had over 5,200 separate contacts with individuals, caregivers and community agencies.** Those contacts include people who are looking for information and assistance with services and supports in Waupaca County. Our Aging & Disability Resource Center staff assists individuals who are applying for long-term care services, looking at options for futures planning and so much more. Visit our website for even more details about what our ADRC can do! [www.yourADRCresource.org](http://www.yourADRCresource.org)
- Waupaca County is fortunate to have two Community Living Specialists who focus on providing Nursing Home Relocation services to residents living in any of Waupaca County's 14 nursing homes which includes the 4 distinct units within the Wisconsin Veterans Home at King, WI. The **Community Living Specialists in Waupaca County assisted over 307 individuals** in 2015; educating them on their options for less restrictive living arrangements and services and supports in the community to help them move out of the nursing home.
- The largest program in our Aging & Disability Resource Unit is our Elderly Nutrition Program. The Program provides meals at Nutrition sites and Home Delivered Meal services in 7 communities in Waupaca County (including Waupaca, New London, Marion, Manawa, Iola, Clintonville and Weyauwega/Fremont), as well as Home Delivered meals throughout Waupaca County. Eligible persons receive 1 hot, delicious and nutritious meal 5 days per week. **Dedicated Nutrition Program staff and Volunteers served 72,423 meals and covered almost 69,000 miles.** The hours put in and the miles driven by Volunteers are a total in-kind donation of approximately \$500,000.00!

- We have **over 490 volunteers county-wide who volunteered over 12,000 hours** through activities such as Advisory Committee members, drivers who transport elderly and disabled individuals for medical appointments, assisting with health clinics and office projects, meals on wheels drivers, and guardians for vulnerable persons.
- Our Transportation Coordinator worked with **over 30 Volunteer Drivers to assist over 300 individuals to 6,717 rides for their medical transportation needs.**

**Personal Statements:** The following are comments provided from individuals the Aging & Disability Resource Unit has worked with in 2015:

- ❖ From an individual who utilizes our Volunteer Driver Transportation Program: *“I can’t drive and all of my family work during the day. I couldn’t go to the doctor without it (Volunteer Driver Transportation Program). There are no taxis where I live and I can’t drive. This works out great for me and is affordable. I don’t know what I would do without it. It’s a wonderful program. Very professional. The drivers and the program are very helpful. I really enjoy it and enjoy the driver’s company”.*
- ❖ From a Volunteer Home Delivered Meal Driver: *“It is rewarding to do something for other people. It is so beneficial for the people to provide nutrition and a daily contact. A nice feeling to know you are doing good and are appreciated. Someday I may need the same help and hope that others will do the same for me”.*

## Business Office Operations

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Business Office Operations is made up of two Units – Business Operations and Fiscal Operations. Office Manager oversees Business Operations, while the Fiscal Administrator oversees all Fiscal Operations of the Department.

### Business Operations –

- Business Operations staff is responsible for the front-line operations of DHHS. There are four staff and one supervisor in this Unit. These are the first staff that greet visitors, whether over the phone or in person at the reception counter of DHHS.
- 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 position was also revised to take on duties of DHHS purchasing, serving as liaison between DHHS and the Finance Department in DHHS purchasing needs.
- A part-time Receptionist position was increased to full-time as of January 1, 2015.
- The Unit is supervised by the Department 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 –

- Fiscal Operations staff is responsible for all fiscal aspects of DHHS, including client billing, accounts payable, statistical gathering and analysis, State required fiscal reporting, budget preparation and monitoring, and maintenance of our electronic billing program, The Clinical Manager (TCM). While operating in a customer service focused environment, there is continuous cooperation with the County's Accounting Department and DHHS program staff to accomplish these functions.
- An Accountant position was eliminated in 2015 to create a full time IS Support Technician position within DHHS. The primary focus of this position is the continued building and maintenance of The Clinical Manager (TCM). Secondly, this individual provides additional information systems support to all DHHS staff.
- Beginning in January 2015 the Fiscal Operations unit implemented 100% Time Reporting for all DHHS to improve the following:
  - Accuracy in year-end revenue and expense reports
  - Accuracy in Wisconsin Medicaid Cost Reporting (all programs billing Medicaid)
  - Setting billing rates
  - Appropriate claiming of grant dollars and meeting the audit requirements of these funding sources
  - Determining employees' payroll distributions when working in multiple programs
- The Financial Report on the next page details the budget maintained by Fiscal Operations.

# WAUPACA COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES

## 2015 FINANCIAL OPERATING SUMMARY

	<u>Expenses</u>	<u>Revenues</u>	<u>Tax Levy / DHHS Dedicated Fund Applied</u>
Health Services	\$1,501,170	\$1,157,365	\$343,805
Human Services	\$8,035,701	\$5,960,716	\$2,074,984
Waupaca County Industries Economic/Employment Support	\$3,491,728	\$3,472,301	\$19,427
Elderly Services	\$1,621,393	\$1,169,401	\$451,992
	<u>\$1,451,332</u>	<u>\$1,341,763</u>	<u>\$109,569</u>
<b>Totals</b>	\$16,101,324	\$13,101,547	\$2,999,777
County Tax Levy Allocated to WCDHHS			\$3,272,545
<b>2015 NET BALANCE (Cost to County)</b>			<u><u>(\$272,768)</u></u>

## 2015 WCDHHS FUND BALANCE SUMMARY

WCDHHS Dedicated Fund Balance 01/01/2015	\$2,238,229
2015 Operating Net Balance (Increase to WCHDDS Dedicated Fund)	\$272,768
<b>WCDHHS DEDICATED FUND BALANCE 12/31/15</b>	<u><u>\$2,510,998</u></u>

## Children and Family Services

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

In 2015 Season Westphal was promoted from an Initial Assessment Social Worker to the Unit's Access/Initial Assessment and Foster Care Manager. This left an initial assessment position vacant, which was successfully recruited and filled by social worker Cristin Bauch, MSW.

On June 1, 2015 Waupaca County **began implementation of the Alternative Response pilot program**. Alternative Response is an alternative pathway to assign child protective service reports; allowing for a more trauma informed approach in meeting the families, conducting initial assessments and partnering alongside families to engage in services.

### Statistics & Data

- DHHS received **728 CPS Reports** through the Access Line in 2015, a minor increase from the 722 CPS reports received in 2014.
- DHHS conducted **229 initial assessments**, a minor decrease from the 234 initial assessments completed in 2014.
- From 6/1/2015-12/31/2015 we conducted **47 alternative response initial assessments and 79 traditional response initial assessments**.
- **Juvenile intake received 172 referrals**, a minor increase from the 170 intakes received in 2014.
- There were **10 new foster homes licensed** in 2015, 8 of which were kinship homes.

**The new motto for the Unit: "No child placed with a stranger."**

WCDHHS served **4 families using the Post Reunification Support Program** funding. This **program allowed all 4 families to remain intact**. The program allows for flexible services and funding for reunited families whose children are at risk of reentering out-of-home care placements.

- **194 families were served by either Ongoing Child Protection or Ongoing Juvenile Justice Social Workers.**
- **61 families received services through our Parent Aide Program.**
- **19 children were removed from their homes in 2015 which is a 40% reduction from 2014.** As 2015 closed, 26 children remained in out of home care and of those children 38% were placed with a relative.
- **49 children were served by the foster care system.** Over half of children discharged from out of home placements were reunified with their parents with all but one of the remaining children finding permanence through guardianship with a relative.

## Behavioral Health Services

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Behavioral Health staff served 125 clients in 2015. This includes contracted psychotherapy and psychiatric services provided by 3 Psychotherapists, 1 Psychologist, and 4 contracted Psychiatrists.

The **Operating while Intoxicated (OWI) Program Assessor(s) completed 269 assessments** in 2015. The AODA program continues to partner with the Courts and District Attorney's office for Safe Streets Treatment Option Program (SSTOP). The program works with second and third time OWI offenders over a one- year time frame to support successful completion of AODA treatment. The **SSTOP program served 18 individuals**.

**Community Support Program (CSP) staff served 38 clients** with 3 new enrollments last year. The majority of CSP staff time is spent directly in the community with members. Staff consists of 2 social workers and 1 CSP Nurse. The team is supported by contracted Psychiatric and Psychological services and mental health techs.

**Crisis Intervention served 493 clients** in 2015. All Behavioral Health staff serve on crisis rotation. Emergency Detentions/ inpatient psychiatric hospital admissions occurred 163 times while **212 crisis call diversions were completed**. Diversions can include safety planning with natural supports in the community or using Gateway Stabilization facility. Gateway, located in Weyauwega, provides a safe place with consistent support. **Gateway provided support to 16 clients** while 196 were able to use other diversion options.

During 2015, the **Behavioral Health Unit embarked on a new program called Comprehensive Community Services (CCS)**. CCS is a wrap-around program that supports consumer of all ages who have a mental health and/or AODA diagnosis. Program application was submitted in the Fall of 2015, with Certification planned for 2016.

## Economic Support Services

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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 Call Center received 276,332 calls, an increase of 7539 calls from 2014,
- had an answer rate of 90.55% over the course of the year,
- The average wait time was 4.42 minutes.

### Performance Standards

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 was 96.84%
- A total of 4772 applications were processed in 2015.

Call Center must have at least an 85% answer rate of calls received. The ECIMP answer rate for 2015 was 90.55%. The Call Center must also have an average wait time no longer than 15 minutes. The average wait time in the Call Center was 4.42 minutes, much lower than the State standard of 15 minutes.

### Services Provided in the Call Center

Call Center functions under a philosophy known as “One Touch”, whereby staff try to do everything needed on a case when a customer calls. This could be to handle a new application, make changes on an existing case services, add new programs or answer any questions the customer may have.

***Waupaca County Economic Support served an average of 6250 cases per month.***

### Waupaca County Statistics

- ***An average of 5,455 cases of Healthcare served in Waupaca County per month.***

	2014	2015	Change
BadgerCare Plus	2904	3143	+239
Elderly, Blind or Disabled living in their own homes	885	863	-22
Long Term Care--Total	1309	1157	-152
Nursing Home residents	803	797	-6
Family Care, including IRIS and Partnership	507	360	-201

***FoodShare – 2,717 FoodShare Households, covering 5,671 Individuals were issued \$6,566,830 in FoodShare Benefits, a decrease of \$421,920 from 2014.***

#### **Impact of PPACA (Patient Protection and Affordable Care Act)**

The heightened awareness, the requirement by law for people to have health insurance, and increasing medical costs caused an increase in enrollment in healthcare programs of Medical Assistance and BadgerCare Plus at local levels across the state. Overall enrollment in Waupaca County for Medical Assistance and BC+ went from 4,365 cases in December 2013 to 5,421 cases in December 2015, for a gain of 1,056 cases. Because Childless Adults who are not disabled were now eligible for BC+, there were 986 Childless Adults on BC+ in December 2015, making up most of the increase since PPACA began.

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 County received 486 such applications from the Marketplace in 2015.

#### **Child Care Assistance**

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. Waupaca County served an average of 92 families per month for the Wisconsin Shares Child Care Subsidy Program. ***A total of \$484,156 was issued in child care subsidy payments to child care providers.***

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

- ***14 cases were referred for investigation in 2015***
- \$14,514 in Overpayments were identified on these cases in 2015

Waupaca County also identified 71 cases of overpayments through a data exchange of wage information from the state of Wisconsin. These overpayments amounted to \$84,490.79. 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 \$12,673.62.

#### **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 Oct. 2014 – Sept. 2015, they served the following:

- 2797 total LIHEAP applications
- 2,608 Households, received Energy Assistance totaling \$1,125,273
- 901 Households received LIHEAP Crisis Assistance totaling \$287,986
- 20 Households received furnace repairs totaling \$8245
- 48 Households received furnace replacements totaling \$154,161

## Public Health Services

Public Health Nurses (PHNs) integrate community involvement and knowledge about the entire population with personal, clinical understandings of the health and illness experiences of individuals and families within the population. Programs that Waupaca County PHN's provide services include:

- **Communicable Diseases**  
 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 communicable disease case is investigated by PHN's
  - **PHN's responded to 525 communicable disease cases** in 2015
    - **294 cases were confirmed illnesses**
- **Immunizations**
  - Public Health **provided 84 vaccinations to 51 children** at clinics held at the courthouse and in Clintonville.
  - **101 vaccinations were also provided to adults age 19 and over.** Eighty-four percent of those were Tdap (Tetanus, Diphtheria, Pertussis) vaccine.
  - **343 employees of Waupaca County and two school districts received a seasonal influenza vaccination.**
- **Healthy Connections**  
 Healthy Connections is Waupaca County's community-based primary reproductive health care clinic. **Healthy Connections provided services to 187** clients in 2015 and temporarily enrolled 90 clients in Badger-Care Family Planning Only Services.

Disease Name	Confirmed Cases
BABESIOSIS	1
BLASTOMYCOSIS	2
CAMPYLOBACTERIOSIS	19
CHLAMYDIA TRACHOMATIS INFECTION	130
CRYPTOSPORIDIOSIS	14
E-COLI, SHIGA TOXIN-PRODUCING (STEC)	2
EHRlichiosis/ANAPLASMOSIS, A. phagocytophilum	7
GIARDIASIS	7
GONORRHEA	3
HAEMOPHILUS INFLUENZAE, INVASIVE DISEASE	1
HEPATITIS B, CHRONIC	2
HEPATITIS C	33
INFLUENZA-ASSOCIATED HOSPITALIZATION	15
LYME DISEASE	20
METHICILLIN- or OXICILLIN RESISTANT S. AUREUS	1
MYCOBACTERIAL DISEASE (NON-TUBERCULOUS)	8
PERTUSSIS (WHOOPING COUGH)	3
SALMONELLOSIS	7
STREPTOCOCCAL DISEASE, INVASIVE, GROUP A	2
STREPTOCOCCAL DISEASE, INVASIVE, GROUP B	10
STREPTOCOCCUS PNEUMONIAE, INVASIVE DISEASE	4
TUBERCULOSIS	1
TUBERCULOSIS, LATENT INFECTION (LTBI)	1
VARICELLA (CHICKENPOX)	1
<b>TOTAL</b>	<b>294</b>

- **Prenatal Care Coordination Program (PNCC)**

The Prenatal Care Coordination program screens women of child-bearing years who are at risk of adverse health outcomes. Clients are assessed for this BadgerCare benefit as they apply for WIC or other Public Health programs. PNCC provides assessments, case plans, continuous care coordination and monitoring, and referral services during pregnancy and until two months post-partum. **Nine clients received on-going services 2015.**

- **First Breath**

First Breath's mission is to improve maternal and child health in Wisconsin through perinatal tobacco-cessation programming. All 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 2015, **three clients agreed to receive ongoing services.** Although 20-25 percent of women in Waupaca County continue to smoke during pregnancy, an estimated 85 percent of participants abstain, quit or cut down on tobacco by enrolling in the First Breath Program.

- **My Baby and Me**

My Baby and Me helps Wisconsin women stop or reduce their alcohol use during pregnancy and postpartum. Pregnant women are routinely screened as part of the Prenatal Care Coordination Program. The WIC programs also routinely screens for alcohol use during pregnancy. My Baby and Me increases women's knowledge on the risks of alcohol use during pregnancy and helps them reduce/abstain from alcohol use during pregnancy and postpartum.

- **Lead Program**

**Public Health Nurses performed 21 case investigations on children with elevated blood lead levels,** one of which required two on-site investigations at two different locations. Investigations can include telephone follow-up, home assessment(s), testing and on-going monitoring by the public health nurse, sanitarian and contracted lead inspector.

## Healthy Beginnings

Waupaca County Healthy Beginnings is a comprehensive home-visitation program that utilizes the *Parents as Teachers (PAT)* evidenced-based curriculum. Children and their families are provided services prenatally until 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, development, and prevent child abuse and neglect. In 2015 Healthy Beginnings activities included:

- Healthy Beginnings **served sixty families**
- Healthy Beginnings **provided 858.2 hours of face to face contact** with enrolled families
- **0% of families enrolled in Healthy Beginnings had substantiate case of abuse and neglect**
- 253 individuals attended 11 group events
  - Educational topics covered at group events covered; brain development, music, literacy, nutrition, and physical activity, and financial well-being.
  - 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, prenatal and post partum depression, hearing, and vision.
- *Funding from Waupaca Area Community Foundation* enabled the Healthy Beginnings Waupaca County program to purchase supplies needed for the PAT curriculum.
- *Anthony Family Foundation* provided funds to enhance and augment monthly group events by providing a warm, nutritious meal, nutrition information, parent-child learning activities and materials.
- *Thedacare* provided funding to help families meet their basic needs and provide identified safety items found during the Home Safety Assessment.

## Maternal Child Health (MCH) Grant

The mission of 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 2015, the primary focus for Waupaca County Health Services was to increase the number of women, children and families who have optimal mental health and healthy relationships. Community collaboration was used to help achieve this objective. Collaboration that took place in 2015 included:

- **Waupaca County Child Death Review (CDR) team met four times and reviewed three suicides** in 2015, to identify gaps in mental health services.
- **Two families were provided Trauma Informed Child-Parent Psychotherapy** in 2015. Providing this therapy for families brings a needed understanding of how trauma impacts the parent child relationship.
- **80 professionals in Waupaca County were trained in the impact of Adverse Childhood Experiences (ACEs)** on individuals took place in 2015. Adverse Childhood Experiences (ACEs) trainings raise awareness to the impact of trauma has on individual; mental, physical and social emotional well-being.

## **Environmental Health**

Environmental Health is a branch within public health that addresses all the physical, chemical, and biological factors external to a person, and all the related factors impacting behaviors. It encompasses the assessment and control of those environmental factors that can potentially affect health. It is targeted towards preventing disease and creating health-supportive environments. Waupaca County DHHS is an agent of the state for multiple state agencies to administer programs that encompass environmental health. Programs included within our Environmental Health unit provide licensing & inspection services, public drinking water services, health hazard investigation services, and the unit operates a certified drinking water laboratory.

- **Food Safety & Recreational Licensing (FSRL)**
  - **Licensed 536 facilities** including: restaurants, retail food stores, hotels, motels, tourist rooming houses, bed & breakfast establishments, campgrounds, mobile home parks, public swimming pools, and recreational & educational camps
  - **Conducted 613 inspections**
  - **Inspections of 325 food establishments resulted in 371 high-risk CDC violations and 437 good retail violations.**
  - **Received and responded to 21 complaints** related to licensed facilities
- **Transient Non-Community (TN) Drinking Water Program**
  - **Collected 550 water samples** for public water systems that were analyzed for bacteria, nitrate, or nitrite
  - **Performed 41 public water system well inspections**
  - Coordinated corrective actions for 10 public water systems that had Maximum Contaminate Level (MCL) bacterial violations and 2 that had continuing MCL nitrate violations
- **Waupaca County Environmental Microbiology Laboratory (WCEML)**
  - **Processed 693 water samples**
    - Analyzed 379 water samples for bacteria from public drinking water systems
    - Analyzed 143 water samples for bacteria from private well water systems
- **The Environmental Health Hazards**
  - **EH staff responded to 38 environmental health complaints/situations** including:
    - 1 elevated child blood lead case investigation that concluded with lead abatement orders for 2 separate homes
    - 1 rental home that was issued orders as a human health hazard and determined to be unfit for human occupation
    - Investigation and response to a large norovirus outbreak
    - Investigation and response to a large blastomycosis outbreak

## Public Health Emergency Preparedness

- Preparedness staff participated in the Northeast Wisconsin Public Health Preparedness Partnership inter-jurisdictional workgroup facilitated by the City of Appleton. This planning services agreement was terminated on October 31<sup>st</sup> based on fiscal accountability and the Preparedness Program Specialist's experience.
- Trainings and exercises were completed to close gaps in Fatality Management, Mass Care and Volunteer Management capabilities. Coordination with the Coroner, Emergency Management and a consulting agency resulted in Waupaca County's inclusion in the comprehensive *Northeast Region – State of Wisconsin Mass Fatality Plan*.
- In April, **two public health nurses took part in the National Preparedness Summit in Atlanta.**
- The Fox Valley Area Healthcare Coalition (FVAHCC) was established in July to assist healthcare partners and providers in responding effectively to emergency events, and remain viable through recovery. Staff attended coalition events. Visit <http://www.fvahcc.org>.
- **“Go Kits” were created for each public health nurse**, the health officer and opening a shelter. A “winter weather car kit” was assembled and an educational presentation was given to 96 staff during an all agency meeting in December.
- All grant objectives and contract deliverables were successfully completed. Evaluation was conducted during a mid-year and year-end review with the Wisconsin Office of Public Health Emergency Preparedness.

## WIC (Women, Infants, Children)

### WIC/Breastfeeding/Breastfeeding Peer Counselor

- Total participation in the Women, Infants, & Children Program (WIC) program was 1,109, which included 329 women, 268 infants, and 512 children under the age of 5.
- WIC staff continues to administer and coordinate the Blood Lead Screening Program.
- **Over 302 families participated in the Farmers Market Nutrition Program;** \$2,734 in drafts were redeemed for fresh fruits, vegetables, and herbs at local farm markets.
- 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 79.6%, which was above the statewide average of 73.0%. Out of 176 women 124 initiated breastfeeding.
- Out of all infants enrolled in WIC 46.8% were exclusively breastfed for 1 month, which is above the state average of 38.7%. At three months of age 34.3% of all infants were exclusively breastfed with the state average being 27.2%. At 6 months 13.4% of all infants were exclusively breastfed, with the state average being 12.4%.
- To further support women who are breastfeeding, a lactation room is available giving moms the ability to breastfeed during WIC clinics.
- The goals/interventions of the Fit Families Program parallel those of WIC and the findings of the Waupaca County Community Needs Assessment, which are to decrease obesity and increase activity within the community. Fit Families targets income eligible families with children ages 2-4 years. 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 2015 showed improvement** in one or more areas of nutrition/physical activity. The participant satisfaction survey was completed by >90% of the parents completing the program. Waupaca County Fit Families is also a member of the Wisconsin Fit Families mentor team, mentoring 7 other WIC projects participating in the program.

**NuAct** members helped participate in community events during 2015:

- Mission of Hope in Waupaca, offering educational resources and outreach at this community services event
- Partnered more closely 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.
- Assisted with the Central Wisconsin Food System Assessment, a multi-county group that developed a toolkit with resources for communities including: growers, food pantries, free community dinners, backpack program, and community gardens.
- **Sponsored county-wide activities to highlight “Food Day”**-- a nationwide celebration to promote healthy, affordable, and sustainable food. In 2015, NuAct partnered with local school districts for an “Apple Crunch” event with 6 of the 7 school districts in Waupaca County participating featuring apples from local growers.
- **Developed and/or enhanced 3 school/community gardens** in Waupaca County with the goal of increasing access to more fresh vegetables.
- Continued to maintain the Waupaca Eating Smart (WES) Program. WES’s goal is to improve the nutrition environment in Waupaca restaurants and food stores through promotion of meals with increased fruits and vegetables and decreased calories. 1 new restaurant was added in 2015 for a total of 6 Waupaca restaurants and 1 food store that participated. NuAct partners with Waupaca ThedaCare Wellness Department to sustain and expand this program.
- NuAct partners have supported the CHANGE grant to improve environmental health, completing year 3 of a 5 year grant, with years 4 & 5 focusing on how to incorporate what we have been working on into the health care system. Currently, CHANGE grant works with one corner stores implementing marketing pieces to highlight “Feel Better Foods” (healthy options) for customers.

## Waupaca County Industries ( WCI)

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### **WCI Embraces the 9 Tools of Civility, Positive Work Atmosphere and Trauma Informed Approach**

WCI has **embraced the 9 Tools of Civility** when interacting with one another. The tools are part of the journey at WCI to move from good to great. To use the 9 tools successfully, one must practice active listening, be respectful, shut down gossip when talking with others, be mindful when speaking, take responsibility of your actions, try to see other's point of view and include others in decision and projects. We have the 9 tools of civility posted in each conference room and throughout the building as daily reminders.

The entire DHHS Management team has vowed to follow Trauma Informed Care Principles. When we apply this at WCI it means that we are person centered and partner with our members to ensure that they feel safe. WCI has made several changes of the year to guarantee that we are following these principles. The most notable change was the **development of the sensory room**. The room was created with the intent to provide our members with the opportunity to use the space should they become over-stimulated or emotionally triggered while at WCI. The goal of the space is to provide members with a safe place to work through their emotions and to become regulated so that they can return to work. The entire **project was funded by a grant through the Anthony Family Foundation** and completed by WCI staff members.

In order to be more welcoming to the public and our members, WCI has changed the entryway as well. There used to be an off-white wall and vending machines in this area and it was transformed to be a café style seating area. We have **created a member-run company store called "The Stepping Stone"** named by our members, where they sell items that would have been sold in our vending machines. This provides our members with the opportunity to gain some work skills as a cashier, which would be difficult to do in a community setting. There is also a quote on the wall about stumbling blocks and stepping stones. This quote was chosen by our WCI members to represent a movement from WCI's prevocational services into a community work site. Our goal at WCI is that all members have the opportunity to work in the community when they are ready.

Implementing these changes has positively impacted WCI members and staff.

- WCI's **Community Employment program serviced 115 individuals** referred by the Division of Vocational Rehabilitation. The **program assisted 33 DVR consumers with obtaining employment** in 2015.
- WCI is a Family Care Provider, receiving services from Community Care, Care Wisconsin, Lakeland Care District, ContinuUs, and IRIS. Programs include Day Services and Prevocational Services.
- WCI is proud of long relationships developed with many local companies. **117 members earned \$309,224.00** working for: Pacon Corporation, Creative Converting, Churny, Sturm Foods, Waupaca County and Wisconsin Department of Transportation.
- **WCI production revenue exceeded \$2,079,000.00**
- WCI contracts with DEN Services and IQ Resources for Extra Help employees.
- As a customer requirement, WCI must have regular third party inspections and audits to ensure we are following industry standards for food quality and safety. **WCI prepared for its second scored third party audit with the American Institute of Bakers (AIB)** to be held the first week of January 2015. The AIB standards reflect benchmarked industry standards that WCI must meet to be considered a producer that follows food safe practices. The first scored audit, on January 8, 2015, **WCI scored 970 points out of a possible 1000 points.**
- To meet the industry and FDA standards for Food Safety and Food Defense, WCI must now have annual training on Food Defense and Food Allergens. Sturm Foods has a certified Food Defense trainer who trains WCI staff annually. In addition to staff, WCI Extra Workers and members are trained in this area. The allergen training is done in house by a staff person at WCI. WCI has also **created a Food Defense team** that meets monthly to ensure FDA and AIB expectations are met.
- WCI had a successful annual customer audit with Churny- Kraft Foods. A successful audit allows WCI to be approved as a repacker.
- WCI is registered with the FDA for warehouse operations. This is part of the newly rolled out Food Safety Modernization Act (FSMA). WCI is licensed by Wis. DHTCP.
- WCI established a member operated company store called The Stepping Stone which allows members to learn skills in the areas of: using a cash register, money handling, stocking, and customer service. The store is registered with the FDA & Wis. DHTCP.
- **More than 56 members are involved in Job Club** where job seeking and job keeping skills are learned. **Fifteen members were involved in Cooking Club** where they learned basic cooking skills to promote independent living. Three successfully completed the program.
- **WCI developed a 6 month janitorial trainee program for members** interested in gaining cleaning skills. Members also have the option of cleaning at the Manawa Nutrition sites.

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