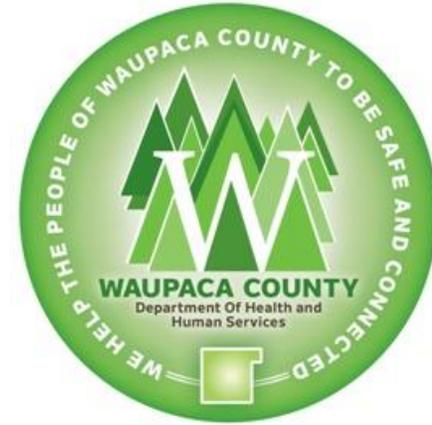


Waupaca County
Department of
Health and
Human Services

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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 ~**

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

Michael Whitman

County Board Supervisor

Dr. Steven Goedderz

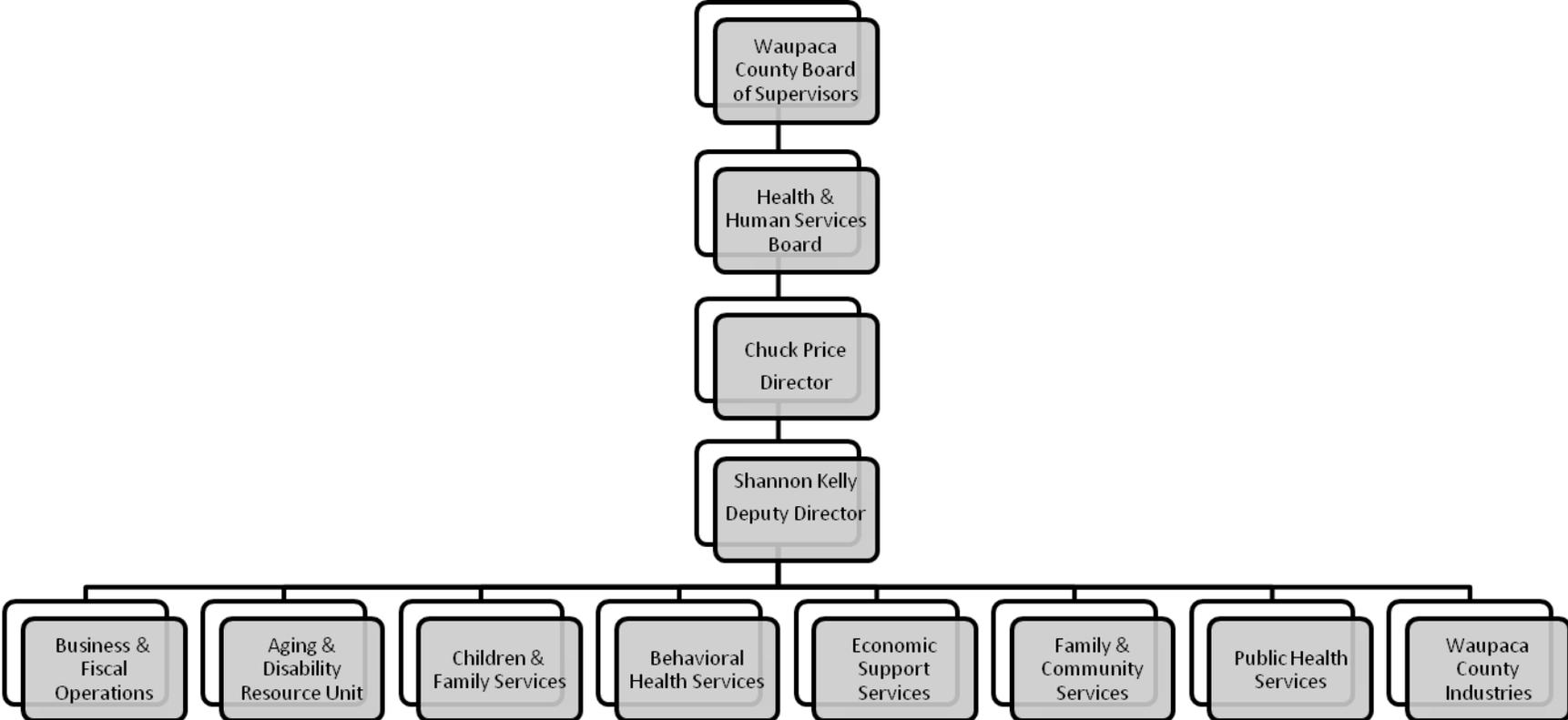
Citizen Member

Jody Muck

Citizen Member

Jan Lehrer

Citizen Member



Message from the Director

The following pages are being presented as the 2016 Annual Report of the Waupaca County Department of Health and Human Services (DHHS). The information found throughout this document is the result of the incredible work being done by our staff on a daily basis, they should be very proud.

The statistics and information found throughout the pages of this document are a compilation of what occurred throughout 2016. We have a very committed group of staff who want to serve our community to the best of their ability. We have continued to push an ambitious practice and systems change throughout the Health and Human Service Department. Staff and Supervisors have responded tremendously with incredibly positive outcomes. One of the positive outcome areas is that we continue to see great recruitment and retention of outstanding staff. Part of the retaining quality staff has been a focus on staff health and well-being, as well as clear department principles, vision and values. The latter, Vision and Values, was solidified in the spring of 2016. The goal was to create a living/breathing Vision Statement that staff can easily recall and apply to their work. So, the Vision “We help the people of Waupaca County to be safe and connected” is something all of our service areas can apply to their respective areas of practice. The vision and values were well received by our staff, but we do not do this work in isolation. We have stakeholders and partners that we rely on for support as well. So in the timeframe between May and August of 2016, the management team conducted 100 interviews in 100 days with key influencers and stakeholders throughout Waupaca County. The purpose of the interviews was to introduce our vision and values to our partners, provide some education on how our agency was going to use these statements in practice (hopefully they had already seen them being used in action), and continue to open the door of communication. Communication will be key, as we are not done with our systems change. There are many more ways our practice can, and will, continue to change to better serve the citizens of Waupaca County.

I thank you, again, for the opportunity to lead this Department, I’m very proud of what we have accomplished in a short period of time – more to come. Please take the time to review the following pages. If there are any questions, comments or concerns – please feel free to contact me.

Respectfully Submitted,

Chuck Price, Director
Waupaca County Department of Health and Human Services

Aging and Disability Resource Unit

The Aging & Disability Resource Unit (ADRU) had a healthfully busy 2016. Our team was focused on improving services to better serve the community and to move toward realizing the vision of helping the people of Waupaca County to be safe and connected. Through such services as Volunteer Driver Transportation, Senior Nutrition, Elder Benefits and Information & Assistance, our team members linked seniors and people with disabilities directly to the services and supports they need. Programs such as Adult Protection, Health Promotion classes and Caregiver Support worked to promote a safe and healthy living environment for the customers we serve.

In 2016 alone, our ADRU staff had contact with over 2,000 individuals through community presentations and health fairs. When the ADRU hosts a vendor booth at a local health fair, we make available information on services we provide in an effort to educate the greater public. We want community members to know the services of the ADRU before they need us.

Our dedicated and invaluable Volunteer Drivers provided essential transportation for Waupaca County seniors and people with disabilities; to the tune of 7,111 individual rides. Our Volunteer Driver fleet is close to 30 volunteers. In 2016 we served over 300 individual riders.

The Waupaca Elderly Nutrition Program serves the greatest amount of persons for the services they provide. Providing essential, delicious nutrition to over 945 people; our compassionate staff and volunteers served a total of 69,713 meals in 2016. For all programs and services where Waupaca County volunteers support, the total in-kind contribution of time and resources saved Waupaca County \$705,714 in 2016 alone!

As part of a Regional Aging & Disability Resource Center, our ADRU staff contributed to having provided information and assistance to over 130,000 individuals across Calumet, Outagamie and Waupaca Counties. On average, individuals who contacted our Aging & Disability Resource Center did so close to 4 times. What we know is that the world of aging and long-term care services is complicated and sometimes frustrating. Often, the individuals who contact us are going through a personal crisis or have a loved one in need of assistance. During times of stress it can be hard to learn and process new information. We are glad to help individuals as they continue to call us, sometimes multiple times, to get them the information and services they need.

Business and Fiscal Operations

- **Business Operations** staff is responsible for the front-line operations of DHHS. There were four staff and one supervisor in this Unit in 2015, with plans to move one position to Public Health Services in 2016. 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 employee also serves as liaison between DHHS and the Finance Department in DHHS purchasing needs.
- One employee works as part-time Receptionist at DHHS Courthouse and part-time Receptionist at WCI in Manawa.
- The Unit worked on customer service and using TIC principles to better serve our County customers and our co-workers.
- 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** staff is responsible for all fiscal aspects of the Agency, including client billing, accounts payable, statistical gathering and analysis, State required fiscal reporting, budget preparation and monitoring, and maintenance of 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.
- In 2016 the Fiscal Operations unit continued to focus on the building and maintenance of The Clinical Manager (TCM), as we ended entry of client billing into the old software system; now used for archival of information.
- The Fiscal Operations unit navigated numerous changes in software when billing outside entities, along with the addition of internally adding the Lytec software for Healthy Connections billing.
- In pursuit of maximizing revenues and continue service of those in need, the Fiscal Operations unit worked in coordination with the Behavioral Health unit to research and apply for preferred provider status with private insurance companies.
- Erica Becker, Fiscal Services Administrator, was appointed to the Wisconsin Human Services Financial Managers Association Board.
- In 2016 the Fiscal Operations unit continued to make adjustments and utilize 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

2016 FINANCIAL OPERATING SUMMARY

	<u>Expenses</u>	<u>Revenues</u>	<u>Tax Levy / DHHS Dedicated Fund Applied</u>
Health Services	\$1,382,479	\$1,060,140	\$322,339
Human Services	\$7,661,025	\$5,453,181	\$2,207,844
Waupaca County Industries Economic/Employment Support	\$2,642,861	\$2,756,589	(\$113,728)
Elderly Services	\$1,704,189	\$1,264,425	\$439,764
	\$1,589,751	\$1,385,055	\$204,695
Totals	\$14,980,304	\$11,919,391	\$3,060,914
County Tax Levy Allocated to WCDHHS			\$3,272,545
2016 NET BALANCE (Cost to County)			(\$211,631)

2016 WCDHHS FUND BALANCE SUMMARY

WCDHHS Dedicated Fund Balances 01/01/2016	\$2,510,998
2016 Operating Net Balance (Increase to WCDHHS Dedicated Funds)	\$211,631
WCDHHS DEDICATED FUND BALANCE 12/31/16	\$2,722,629

**See next page for Fund Balance
Breakdown

FUND BALANCE BREAKDOWN
AS of 12/31/16

<u>Fund Balance Description</u>	<u>Amount</u>
WCDHHS General Committed Fund Balance	\$2,544,388
B-3 Donation	\$979
Caucus For Progress Donation	\$150
Walleye's Donation	\$797
Barrington Donation	\$11,944
General Donation	\$3,186
Hospice	\$27,895
ThedaCare Donation (Healthy Beginnings)	\$111
Little Libraries Donation	\$1,913
Journey's Donation	\$28
Teachable Moments Donation	\$426
WI Well Woman Donation	\$8,994
CDC Preparedness Funds	\$20,984
Car Seat Donation	\$145
Seal A Smile Restricted Funds	\$24,126
Family Planning Restricted Funds	\$11,239
85.21 Transportation Trust	\$46,365
Elderly Service Special Donation	\$18,958
	\$2,722,629

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 a Youth Justice Social Worker position and one of our vacant initial assessment positions; welcoming Crystal Farrell (Youth Justice) Colby Mehne (Initial Assessment) to the unit.

In 2016 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 **707 CPS Reports** through the Access Line in 2016, a minor decrease from the 728 CPS reports received in 2015.
- DHHS conducted **202 initial assessments**, a minor decrease from the 229 initial assessments completed in 2015.
- **103 alternative response** initial assessments were completed and **99 traditional response** initial assessments were completed. The Department also completed **25 child welfare services reports** in 2016.
- **Juvenile intake received 186 referrals**, a minor increase from 172 intakes received in 2015.
- There were **5 new foster homes licensed** in 2016, 1 of which was a kinship home. An additional 9 foster homes were relicensed in 2016.
- 3 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.
- 138 families were served by Ongoing Social Workers in Youth Justice and Child Protection.
- 52 families were served by a Parent Aide.
- 20 children were removed in 2016. As 2016 closed, there were 23 children placed in out of home care with nearly 61% being placed with relatives.
- 49 children were served by the foster care/kinship care system. 25 children were discharged from out of home placements with 80% 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 are voluntary in this unit. In 2016 these programs served over 175 children, youth and families.

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 whose role it is to 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 is new as of 2016 and replaces the former Family Support Program.

Quotes from families: *How have these programs helped you?*

- "The financial help greatly helps to provide my son everything he may need. Also it helps to point us in the right direction when we may need other support for our son."
- "I, as a mom, have felt listened to. And, as a family in the past and present we have benefited as a whole and individually for the child."
- "The program has helped us by giving us support with materials that have helped our daughter regulate and grow in sensory ways."
- "The program has given our son valuable help with social development through the help of a peer mentor. It's a great learning opportunity."

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 four full time Case Managers and one full time Mentor.

Quotes from team members: *In what ways did the team experience benefit you?*

- Youth - "I liked knowing that I had a team of support."
"Talk makes you better."
- Parent – "To show me that I can do things and stand up for things I believe."
"It was good to know there was a plan in place so it wasn't chaos when issues arose. The case manager was very helpful and facilitated instead of trying to take over which was best for our family."
"Helped me to understand my child's weaknesses and strengths better. I appreciated suggestions on what to do when things were really bad, especially when we felt like we had tried about everything!"

The **Birth to 3/Early Intervention Program (B-3/EIP)** Program created an updated Vision and Values statement to reflect current practice:

Vision

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

Values

- The parent/child relationship is the foundation of the child's health, growth and success
 - Each family has a unique story.
 - Parent confidence increases as their knowledge of child development increases.
 - Children learn best through play and every day routines and activities.
 - Families, alongside a primary coach, team to explore options that support childhood growth and development.
 - Families know their children best.
 - Family values and priorities are respected.
 - Family's hopes and dreams for their children are honored.
- The B-3 Program serviced 109 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. All services were provided utilizing a primary provider who is supported by the B-3 team.
 - In addition to the 109 families served, 30 additional families received screens, and /or were connected to resources. Child Find efforts were completed in collaboration with Manawa, Clintonville, Weyauwega-Fremont, and New London school districts.
 - B-3 from a family point of view:
"I was scared when it began. I felt like I failed my son. They made sure to let me know I was doing great."
"The B-3 team made me feel proud of child and parenting. They gave me confidence and praised me."

Behavioral Health Services

Behavioral Health **Outpatient** served 421 clients in 2016 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 37 individuals in 2016. The **Operating with Intoxicated (OWI) Program** assessor(s) completed 435 assessments in 2016. The AODA program contracts and refers to

Community Support Program (CSP) served 40 clients during 2016. The majority of CSP staff time is spent directly in the community with members. CSP Staff consists of 2 social workers and 1 Nurse. The team is supported by contracted Psychiatric and Psychological services along with mental health techs.

Crisis Intervention served 716 clients in 2016. All Behavioral Health staff serve on the crisis rotation. However starting in 2017, the crisis team design will change 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 100 times while 275 crisis calls were diverted to allow for continued stabilization within the community. Diversions can include 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 15 client while 260 were able to use other diversion options.

Comprehensive Community Services (CCS) is a wrap-around program that supports consumers of all ages who have mental health and/or AODA diagnosis. CCS certification began in 2016 with the infrastructure of the program being set by late 2016. This allowed for 3 consumers to start being served. There have now been over 20 referrals to CCS in 2017.

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 234,062 calls, a decrease of 42,270 calls from 2015
- Had an answer rate of 90.11%
- The average wait time was 5 minutes

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 - 97.85%
- A total of 4,144 applications were processed in 2016.

Waupaca County Economic support served an average of 6,161 cases per month.

Waupaca county statistics:

An average of 5,419 cases of healthcare served in Waupaca County per month

	2015	2016	Change
BadgerCare Plus	3,143	3,170	+28
Elderly, Blind or Disabled living in their own homes	863	856	-7
Long Term Care – Total	1,157	1,097	-60
Nursing Home residents	797	762	-35
Family Care, including IRIS and Partnership	360	347	-13

FoodShare – 2,551 households, covering 5,279 recipients. Individuals were issued \$5,994,943.00 in Foodshare benefits, a decrease of \$571,887 from 2015.

Overall enrollment in Waupaca County for Medical assistance in December 2016 was **5,376** cases. There were **1,050** childless adults on BadgerCare Plus in December 2016.

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 **437** such applications from the Marketplace in 2016.

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. \$448,714 was issued in childcare subsidy payments to child care providers.

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

- 16 cases were referred for investigation in 2016
- 2 cases are waiting overpayment to be processed
- \$64,149.32 in overpayments were identified on these cases in 2016

Waupaca County also identified 102 cases of overpayments through a data exchange of wage information from the state of Wisconsin, these overpayments amounted to \$213,738.60. 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 \$32,060.79.

In house

- 218 cases were reviewed with a total of 485 SWICA's and overpayments found amounted to \$12,870.94.

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, 2015 – September 30, 2016, they served the following:

2,578 total LIHEAP applications

2,412 Households received Energy assistance totaling \$1,265,400

590 Households received LIHEAP Crisis Assistance totaling \$175,090

28 households received furnace repairs totaling \$7,623

27 households received furnace replacements totaling \$82,870

Public Health Services

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 545 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 652 inspections.
 - Inspections of 395 food establishments resulted in 254 high-risk CDC violations and 525 good retail violations.
 - Received and responded to 37 complaints related to licensed facilities.
- Transient Non-Community (TN) Drinking Water Program
 - Collected 456 water samples for public water systems that were analyzed for bacteria, nitrate, or nitrite.
 - Performed 31 public water system well inspections.
 - Performed 134 level one well assessments and 8 level two assessments.
 - Coordinated corrective actions for 8 public water systems with Maximum Contaminate Level (MCL) bacterial violations and 1 that had continuing MCL nitrate violations.
- Waupaca County Environmental Microbiology Laboratory (WCEML)
 - Processed 617 water samples.
 - Analyzed 289 water samples for bacteria from public drinking water systems.
 - Analyzed 118 water samples for bacteria from private well water systems.
- The Environmental Health Hazards
 - EH staff responded to 37 environmental health complaints/situations.

FIT Families

Fit Families is a successful behavior change program for-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 2016 showed improvement in one or more areas of nutrition/physical activity. The

participant satisfaction survey was completed by 100% of the parents completing the program, showing a high level of satisfaction with the program. Waupaca County Fit Families is also a member of the Wisconsin Fit Families mentor team, mentoring five other WIC projects participating in the program.

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 2016 Healthy Beginnings activities included:

- Healthy Beginnings served 58 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 1671.45 hours of face-to-face contact with enrolled families.
- Less than 2% of families enrolled in Healthy Beginnings had a substantiated case of abuse or neglect.
- 294 individuals attended 11 Healthy Beginnings group events.

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 2016, the primary focus for Waupaca County Health Services was to support childcare sites to becoming breastfeeding friendly. Overall, 67 staff at 4 childcare sites were successfully trained in the breastfeeding friendly childcare center initiative, with one center completing all 10 steps to becoming a certified breastfeeding friendly childcare center in Waupaca County.

NuACT

Members helped participate in community events during 2016.

- Merged with ThedaCare CHAT obesity group to form "Living the Waupaca Way" to expand healthy nutrition and physical activity efforts in to the community.
- Mission of Hope in Waupaca, offering educational resources and outreach at this community services event to 435 participants.
- 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.
- Sponsored county-wide activities to highlight "Food Day"— a national celebration to promote healthy, affordable, and sustainable food. In 2016, NuAct partnered with local school districts for an "Apple Crunch" event with six of the seven school districts in

Waupaca County participating featuring apples from local growers. Also provided healthy snacks, apple tasting, and educational materials at the Waupaca Park & Rec Halloween Event.

- Developed and/or enhanced five school/community gardens in Waupaca County with the goal of increasing access to more fresh vegetables.
- Two physical activity events were offered in conjunction with the Saturday Waupaca Farmers Market and the Waupaca Public Library
- Offered a Farm to Table Dinner in Waupaca promoting local growers and fresh foods.
- NuAct partners have supported the CHANGE grant to improve environmental health. Currently, CHANGE grant has been working with the downtown city Farmer Market implementing “Healthy food access through the downtown farmer market” to all individuals of Waupaca County.

Public Health Emergency Preparedness (PHEP)

- In March, Public Health staff attended a hands-on training sponsored by Region 6 Fox Valley Area Healthcare Coalition (FVAHCC) on use of PPE (Personal Protective Equipment) and PAPRs (Powered Air Purifying Respirator) if working with Ebola or other pathogen/infectious disease outbreaks. The training was held at the Fox Valley Technical College Public Safety Training Center. Participation in FVAHCC meetings and exercises continued throughout the year.
- With State sponsored scholarships, the Health Officer, Preparedness Program Specialist, and a Public Health Nurse attended the National Preparedness Summit in Dallas in April. In addition, several staff were able to attend the Governor’s and Wisconsin Public Health Association (WPHA) conferences.
- Public Health staff, DHHS managers, Emergency Management staff, EMS and area jurisdiction partners were included in a Bio-Threat Tabletop Exercise that was held in August. The purpose was to improve Operational Coordination, Operational Communications and Planning core capabilities by involving response partners in a simulated bio-threat incident that impacts the county. Strengths and areas for improvement were identified. An IP (Improvement Plan) was implemented.
- PHEP funded HSEEP (Homeland Security Exercise and Evaluation Program) compliant *Immunization Program Functional Exercises* were piloted at Marion Elementary School in October and November. Public Health staff used their ICS (Incident Command System) training and skills to conduct well organized exercises. Partnering occurred with UW-Oshkosh College of Nursing and others. Seasonal influenza vaccine was administered to 88 Marion elementary students (1/3 of the elementary school’s population).
- In November, personal emergency preparedness information and tube kits were provided to seniors at nutrition sites throughout the county.

Public Health Nursing

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 PHNs provide services for 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 a PHN.

- PHNs responded to 585 communicable disease cases in 2016.

- 299 cases were confirmed illnesses with the top five being Chlamydia Trachomatis Infection, Hepatitis C, Lyme Disease, Campylobacteriosis, and Giardiasis. In addition, extensive follow-up occurred for two incidents of Tuberculosis.

- **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 2016, five 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.

- **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 151 clients in 2016 and temporarily enrolled 118 clients in Badger-Care Family Planning Only Services.

- **Immunizations**

- A VFC (Vaccine for Children) audit completed in July resulted in no violations found.
- An AFIX (Assessment, Feedback, Incentives, and eXchange) Program was provided in July to help improve immunization rates. Strategies were implemented. A follow-up data report run in December showed improvement in both childhood and adolescent immunization rates.
- During clinics held at the courthouse, public health nurses provided 97 immunizations to 44 children and 60 immunizations to adults.
- Clintonville clinics were discontinued due to a significant decline in usage.
- A contracted public health nurse position was eliminated at the end of the year due to a decrease in numbers of residents seeking immunizations.

- In an effort to make it more convenient to receive services for those who are eligible, an increase in appointment availability is planned for 2017.
- **Lead Program**
Public Health Nurses performed 25 case investigations on children with elevated blood lead levels. Investigations can include telephone follow-up, health education, home assessment(s), testing and on-going monitoring by the public health nurse, sanitarian and contracted lead inspector.
- **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.
- **Prenatal Care Coordination Program (PNCC)**
The Prenatal Care Coordination program screens women of child-bearing age 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. Eight clients received on-going services in 2016.

Seal-A-Smile

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. The Seal-A-Smile in Waupaca County program was started in 2010.

In 2016 the Smile-A-Smile Program accomplished the following:

- 25 schools participated in the program.
- 2,267 children were screened.
- 244 children were referred back to dentists for follow-up/restorative care, and of those, 60 were found to have urgent needs (swelling, pain, abscess/infection and needing to be seen within 24 hours), 131 children were able to schedule and be seen by a dentist from the referrals.
- 5,815 sealants were placed on 1,094 children.

WIC/Breastfeeding/Breastfeeding Peer Counselor

- Total participation in the Women, Infants, & Children Program (WIC) program was 1,020 which included 293 women, 210 infants, and 517 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; \$3,055 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 72.9%. Out of 137 women 103 initiated breastfeeding.
- Out of all infants enrolled in WIC 42.7% were exclusively breastfed for 1 month, which is above the state average of 39.2%. At six months of age 12.1% of all infants were exclusively breastfed with the state average being 11.6%. To further support women who are breastfeeding, a lactation room is available giving moms the ability to breastfeed during WIC clinics.

Waupaca County Industries (WCI)

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. WCI Members continue to utilize the sensory room. 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.

Members and visitors continue to wait for meetings, or take break or lunch in our nook. The member-run company store called “The Stepping Stone” named by our members, continues to be a success. This provides our members with the opportunity to gain experience as a cashier, which would be difficult to do in a community setting. WCI members continue to work 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.

- WCI’s Community Employment program serviced individuals referred by the Division of Vocational Rehabilitation. The program assisted DVR consumers with obtaining employment in 2016.
- 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 a long relationship developed with many local companies. Members earned pay working for: Pacon Corporation, Creative Converting, Churny, Sturm Foods, and Wisconsin Department of Transportation.
- WCI contracts with DEN Services and IQ Resources for Extra Help employees and certain staff positions.
- 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 third scored third party audit with the American Institute of Bakers (AIB) held the first in January 2016. The AIB standards reflect benchmarked industry standards that WCI must meet to be considered a producer that follows food safe practices. The audit scored 910 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. 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 for retail food sales and warehouse operations
- 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.
- 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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BIRTH-3/EARLY INTERVENTION PROGRAM
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ECONOMIC SUPPORT SERVICES
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Waupaca County Public Health Services:

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

Waupaca County Aging & Disability Resource Center:

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