



**DEPARTMENT OF
HEALTH AND HUMAN SERVICES
2018 ANNUAL REPORT**



JUNE 2019

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HEALTH AND HUMAN SERVICES-Administration

Agency Vision Statement: Quality Health and Human Services; for Everyone, by Everyone.

Agency Mission Statement: St Croix County Health and Human Services (HHS) promotes quality services and heightens safety, health, and independence for our citizens by providing a continuum of services enhanced by community collaboration.

Summary of Responsibilities:

- Administration Division-6.5 Full Time Employees (FTE's)
- Aging and Disability Resource Center Division(ADRC)-23.725 FTE's
- Behavioral Health Division (BH)-37.5 FTE's
- Children Services Division (CS)-48.95 FTE's
- Economic Support Division (ES)-14 FTE's
- Records Division-6 FTE'S
- Public Health Division (PH) -16.07 FTE's
- Health and Rehab Center Campus- 84.17 FTE's
 - ❖ Health and Rehab Center
 - ❖ Kitty Rhoades Memorial Memory Care Center
 - ❖ Orchard View Terrace

Program Summary: The Department of Health and Human Services (DHHS) promotes individual and family self-sufficiency by providing a coordinated continuum of services for eligible county residents. We operate in compliance with the equal opportunity policies, all applicable state and federal statutes, and regulations relating to nondiscrimination in employment and service delivery. Persons seeking or receiving services will NOT be excluded from participation, denied benefits or otherwise be subject to discrimination in any manner on the basis of race, color, national origin, sex, religion, age or disability. Listed above are the divisions administered within Health and Human Services.

DHHS Revenue

Program	2017 (Audited)	2018 Budget	2019 Budget
Administration	\$582,343	\$400,410	\$500,490
Behavioral Health	3,076,520	2,934,817	3,052,961
Economic Support	1,139,037	1,058,059	1,029,235
Comprehensive Community Services (CCS)	1,900,461	3,170,266	4,142,633
Children Services	2,632,052	2,481,878	2,672,704
Public Health	844,211	846,423	822,198
ADRC	1,730,172	1,712,865	1,791,309
Revenue (Grants and Local Collections)	\$11,904,796	\$12,604,718	\$14,011,530
Budget Tax Levy	6,052,424	6,100,758	6,482,648
Surplus Applied (CCS)	157,026	141,631	375,457
Total Revenue	\$18,114,246	\$18,847,107	\$20,869,635

DHHS Expenses

Program	2017 (Audited)	2018 Budget	2019 Budget
Administration	\$1,908,226	\$1,562,171	\$1,524,200
Behavioral Health	4,995,846	4,742,752	4,834,516
Economic Support	1,128,207	1,181,367	1,197,373
Comprehensive Community Services (CCS)	1,894,238	3,311,892	4,518,090
Children Services	4,655,556	4,424,192	5,110,647
Public Health	1,492,531	1,558,035	1,578,674
ADRC	1,964,292	2,066,698	2,106,135
Total	\$18,038,897	\$18,847,107	\$20,869,635

2018 year-end projection report (unaudited) provided to the Health and Human Services Board on March 13, 2019 forecasts revenues to exceed expenses by \$2,960,976. This projection reflects increased purchase of services, primarily in the Children's Services Division, as was regularly reported to the board.

Health and Rehab Center Campus Revenue			
Program	2017 (Audited)	2018 Budget	2019 Budget
Health & Rehab Center	\$4,898,330	\$5,110,754	\$5,399,448
Kitty Rhoades Memorial Memory Care Center	205,503	354,000	647,833
Orchard View Terrace	77,076	836,592	1,739,800
Revenue (Grants and Local Collections)	5,180,909	6,301,346	7,787,081
Budget Tax Levy	0	0	0
Health Center Fund Balance Applied*	(39,033)	(141,558)	(475,185)
Total Revenue	\$5,141,876	\$6,159,788	\$7,311,896

* Operating budget reflects excess revenues over expenses. This is reflected as a reduction in revenues to balance operating expenses. Operating budget excludes depreciation and debt service.

Health and Rehab Center Campus Expenses			
Program	2017 (Audited)	2018 Budget	2019 Budget
Health & Rehab Center	\$5,243,218	\$4,741,682	\$5,317,091
Kitty Rhoades Memorial Memory Care Center	329,707	582,374	602,467
Orchard View Terrace	198,494	835,732	1,392,338
Total	\$5,771,419**	\$6,159,788	\$7,311,896

** 2017 audited financial report for the Health and Rehab Center Campus includes depreciation in expenses of \$533,649. Operating budget for the Health and Rehab Center Campus does not include these expenses.

2018 year-end projection report (unaudited) provided to the Health and Human Services Board On March 13, 2019 forecasts revenues to exceed expenses by \$506,976.

HEALTH AND HUMAN SERVICES - Records

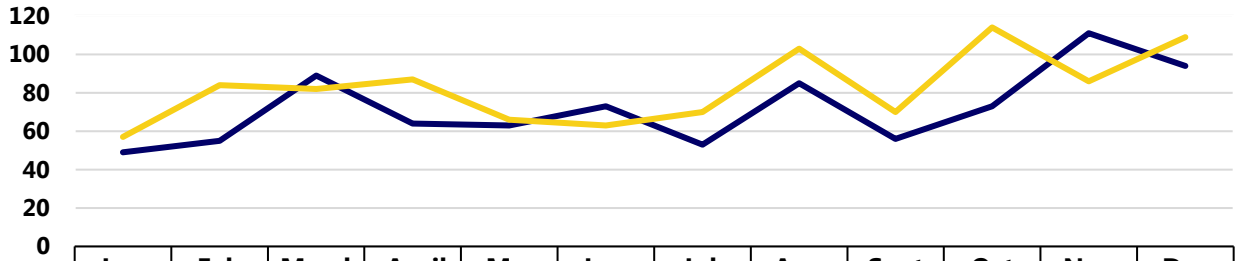
Mission Statement: The Records Division mission is to provide and maintain a high standard of medical and agency record that is an efficient, productive, and cost effective information system which is conveniently accessible to appropriate and authorized service providers and meet all applicable and administrative, legal, and regulatory requirements governing the Department of Health and Human Services.

Summary of Responsibilities: The Records Division is responsible for maintaining records in a standardized and professional manner in order to protect patient confidentiality while allowing adequate access to providers in order to promote quality patient care. Records are released in accordance with state and federal laws. The Records Division also maintains and updates the Risk Analysis and Operational Policies and Procedures as well as training all Health and Human Services (HHS) staff on the Health Insurance Portability and Accountability Act (HIPAA) compliance.

Program Summary:

- **File Management:** Records are released and destroyed in accordance with state and federal laws.
 - ✓ Chart Assembly, Analysis, and Auditing/Quality Assurance
 - ✓ Record Set Management
 - ✓ Filing (Paper and Electronic Health Records EHR)
 - ✓ Release of Information (ROI)
 - ✓ Records Retention and Records Destruction
- **Health and Human Services Staff Training and Onboarding**
- **Transcription:**
 - ✓ Physicians Only
- **Billing:**
 - ✓ Current Procedural Terminology (CPT)
 - ✓ International Classification Disease (ICD) -10 Coding

2017 to 2018 Release of Information (ROI) Comparisons



	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
2017 ROI's	49	55	89	64	63	73	53	85	56	73	111	94
2018 ROI's	57	84	82	87	66	63	70	103	70	114	86	109

— 2017 ROI's — 2018 ROI's

Regulations protect the Release of Information in the areas of Mental Health, Alcohol and Drug Treatment, and Child Protection. Records of this nature often require patient consent or a court order for their release. Clients, Attorney's, Courts and other providers make the majority of requests.

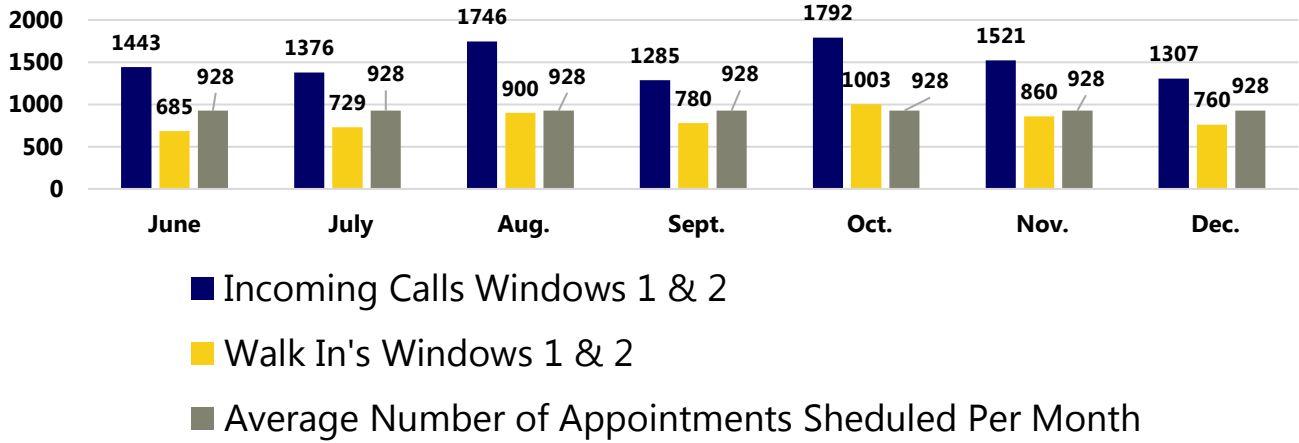
HEALTH AND HUMAN SERVICES – Office Support Staff

Mission Statement: HHS Office Support Staff will interface with consumers and staff in a positive, courteous, and timely manner while assisting/directing them to resources to help meet their needs.

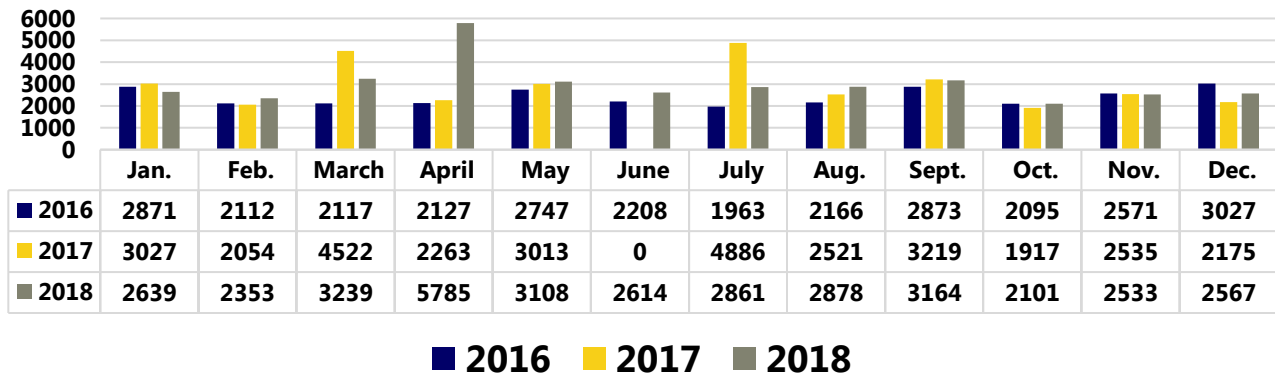
Summary of Responsibilities:

- Appropriately answer and transfer phone calls, as well as distribute messages
- Monitor front lobby and assist with walk-ins
- Distribute and or collect consumer and staff documents/packages/mail for all divisions
- Collect payments from consumers and provide receipt
- Send faxes and distribute incoming faxes and important documents via scanning and email
- Make copies/packets/files
- Type letters, labels, and envelopes, check and monitor supplies
- Be familiar with emergency procedures
- Contact and locate staff as needed
- Accurate and timely data entry within various data bases

2018 June - Dec. Front Reception Activity



2016 - 2018 Outgoing Mail Comparison



June 2017 data is reflected in the July 2017 numbers.

HEALTH AND HUMAN SERVICES – Aging and Disability Resource Center (ADRC)

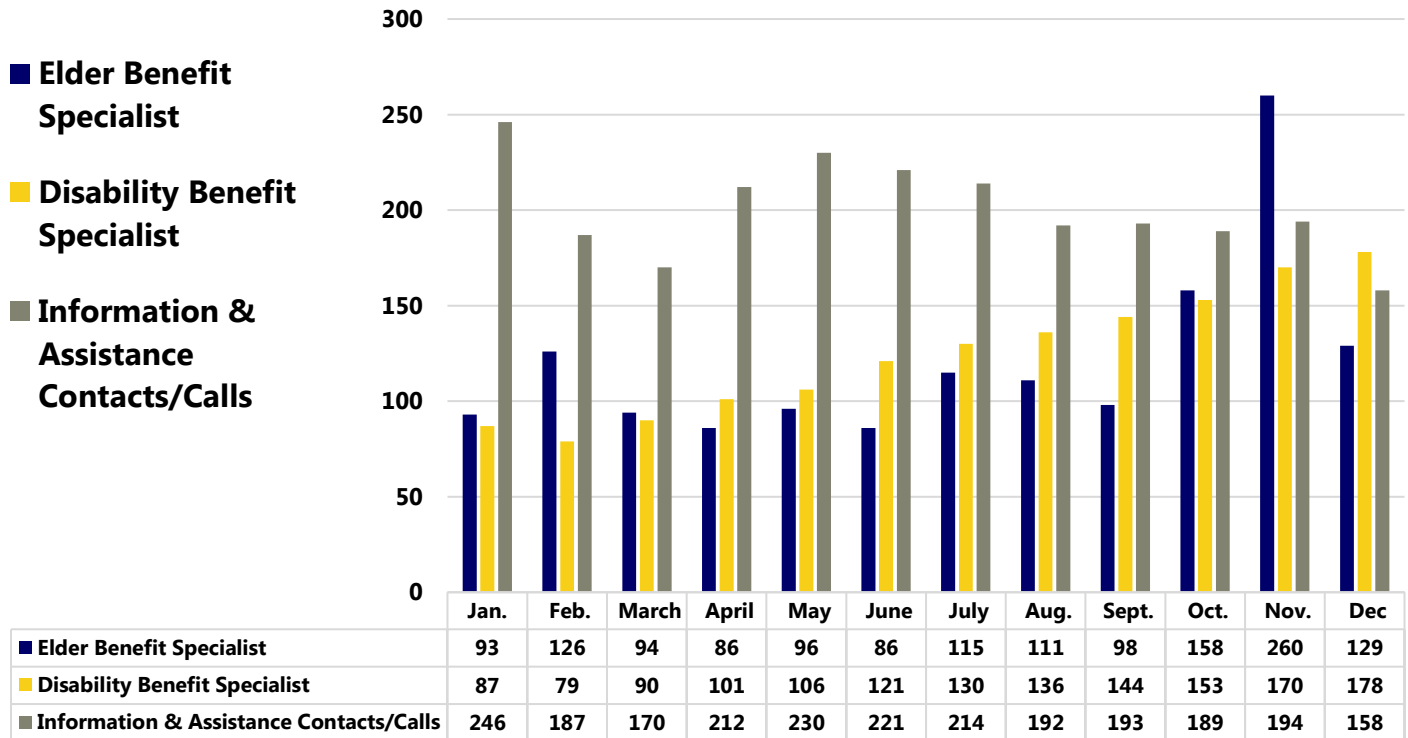
Mission Statement: The purpose of the Aging and Disability Resource Center Division (ADRC) is to empower and support older adults, people who have a disability and their families by serving as a central source of information, assistance, support and access to community resources.

Summary of Responsibilities: The Aging and Disability Resource Center of St. Croix County provides services to individuals over age 60 and individuals age 18-59 who have a disability, as well as their families.

Program Summary:

- **Information and Assistance:** Provides assistance to the public in planning for long and short term care needs and provides current information about local, regional, and state resources. Helps eligible persons enroll in long term care programs available through the State of Wisconsin.
- **Elder Benefit Specialist Program:** Provides information to St. Croix County residents 60 years and older about Medicare, Medicaid, supplemental insurance and all other public benefits. The Elderly Benefit Specialist provides assistance with grievances and appeals when necessary under the supervision of the Greater Wisconsin Agency on Aging Resources, Inc. Elder Law Center.
- **Disability Benefit Specialist Program:** Provides services to persons ages 18 to 59 with physical disabilities, developmental disabilities, and mental illness and substance abuse disorders under the direction of the program attorneys at Disability Rights Wisconsin Coalition. Provides information about public and private benefit programs including assistance with application and appeal procedures.
- **Dementia Care Specialist Program:** Support for individuals with dementia, support for family caregivers, and provides community education.
- **Senior Nutrition Services:** Provides a nutritionally balanced hot meal and place to socialize for persons 60 and older and spouses regardless of age through the nine senior dining nutrition sites throughout St. Croix County.
- **Home-Delivered Meals:** Provides a hot, nutritious meal to persons who are: age 60 and over who are unable to prepare adequate meals on their own, caregivers or spouses, disabled co-resident of an individual aged 60 or over who receives meals.
- **Volunteer Medical Transportation Program:** The Center for Independent Living manages this contracted service, providing door-to-door transportation to medical appointments for persons who are age 60 and older or persons with a temporary or permanent disability.
- **Specialized Van Transportation Program:** Provides transportation to persons 60 and older and to persons with disabilities.
- **Family Caregiver Support Program:** Provides information and assistance, caregiver support, education, support groups, respite care services, peer-to-peer support, and an annual Caregiver Conference.
- **DayAway Club/Adult Day Respite:** Provides a 6 hour structured day with activities, morning snack, and noon meal for those who are frail or have cognitive problems related to dementia.
- **Outreach Services:** Provides education and affirmation through support groups, monthly newsletter, and adaptive technology kit.
- **Healthy Aging Classes:** Provides education on Living Well with Chronic Conditions and Stepping On.

2018 ADRC Numbers



Elder Benefit Specialist (EBS) and Disability Benefit Specialist (DBS) numbers include consumer calls for general information and questions, which could be duplicated. The Elderly Benefit Specialist (EBS) numbers for Oct. – Dec. reflect the open enrollment period for Medicare Part D

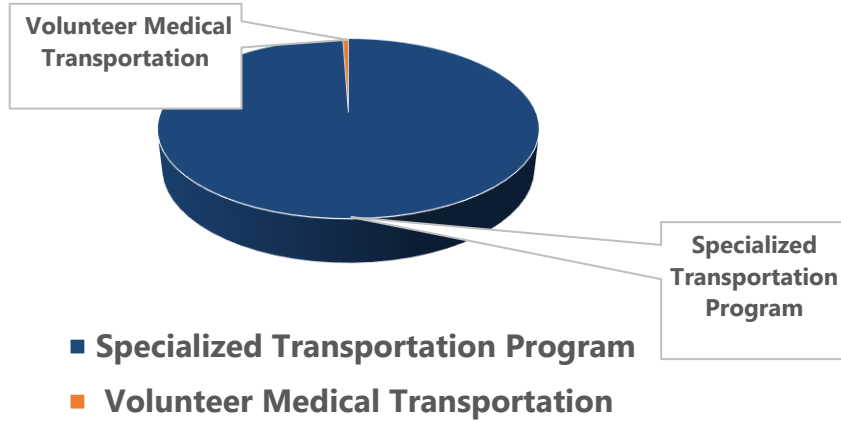
Program	2018	2017
Elder Benefit Totals	1,452	1,324
Disability Benefit Totals	1,495	700
Information & Assistance Totals	2,406	2,914

Dementia Care Program	2018 Totals	2017 Totals
Memory Café Attendance	282 (4 sites)	212
Clients Served	500	455
Memory Screens*	15	65
Business and Group Trainings	20 (346 people)	43

* Not as many group events held in 2018.

Some special events to raise awareness and do outreach included; Hot Air Affair in Hudson, Music By Heart and two new classes were offered, DICE (Describe, Investigate, Create and Evaluate) and Healthy Literacy that provide education and support to caregivers and their families.

2018 Transportation Services



Transportation Services	2018 Totals	2017 Totals
Specialized Transportation (85.21)	26,895 Rides	29,776 Rides
Volunteer Medical Transports	150 Rides*	518 Rides

Specialized Transportation (85.21) This number includes rides by Nutrition Site transportation vans, RF Ride Share; Center for Independent Living for Western Wisconsin (CILWW), dialysis, and weekend transportation program.

Volunteer Medical Transportation: Round trip rides to/from medical related appointments (therapy, dialysis, eye, dental, specialty clinics, etc.). * This program transitioned to the Center for Independent Living Western Wisconsin (CILWW) in June of 2018.

2017-2018 Meal Site Data				
Site	Congregate		Home-Delivered Meals	
	2017	2018	2017	2018
	Total # of meals	Total # of meals	Total # of meals	Total # of meals
Baldwin	3,953	3,740	20,74	1,759
Deer Park	4,717	4,213	1,009	998
Glenwood City	4,063	3,365	1,787	1,144
Hammond	NA	NA	753	782
Hudson	6,450	5,896	4,372	4,635
New Richmond	3,515	3,215	6,404	6,068
River Falls	524	320	2,335	3,632
Roberts	684	594	905	838
Somerset	1,682	1,768	821	750
Woodville	2,955	2,725	1,559	1,819
Total Meals	28,543	25,836	22,019	22,425
Difference	-2707		406	

HEALTH AND HUMAN SERVICES - Behavioral Health

Mission Statement: Provide high quality, timely alcohol/drug abuse and mental health services to residents of St. Croix County. These services are offered in collaboration with our community in an effort to promote the health and wellbeing of individuals, families and children.

Summary of Responsibilities: Provide county residents a comprehensive range of services, offering continuity of care, including: Mental Health and Alcohol and Other Drug Abuse (AODA) outpatient treatment, Community Support Services, Targeted Case Management, Adult Protection, Emergency/Crisis Services and Comprehensive Community Services. The above services include assessment, case planning and coordination, on-going monitoring, discharge planning and referral services. Residential and inpatient care is provided through contracted facilities to mental health and AODA clients who need a higher level of care. Outpatient treatment services are provided based on the client's ability to pay or through their insurance. Inpatient treatment costs are billed to the client at our contracted rate. Court-ordered evaluations and Intoxicated Driver Program assessments are charged at full cost and required to be paid in full for before they are scheduled. Comprehensive Community Services is a Medicaid funded only program.

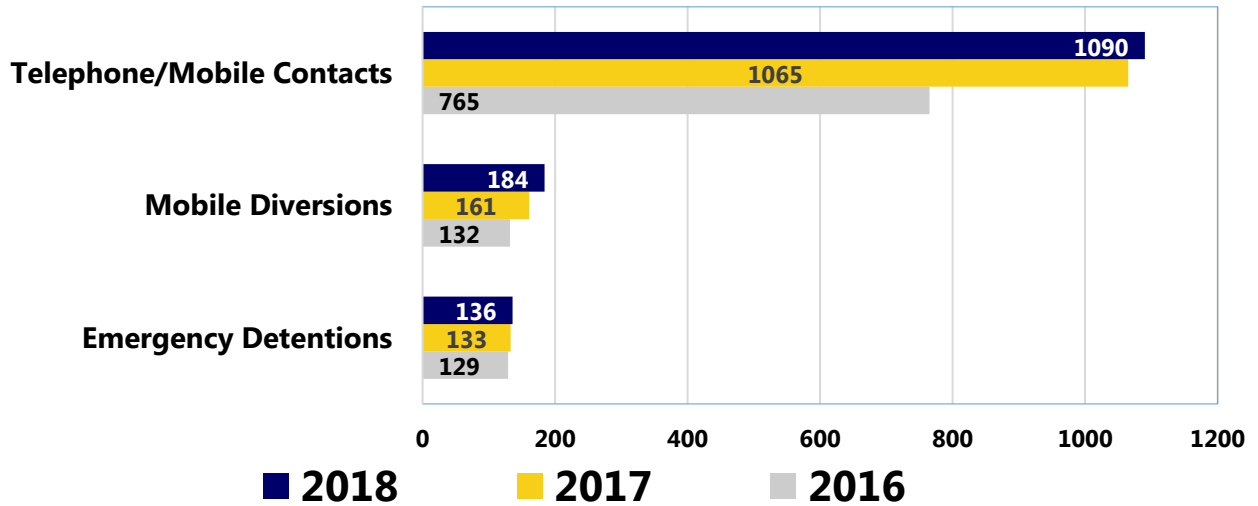
Program Summary:

- **Alcohol and Other Drug Abuse (AODA) Outpatient Services:** Assessment and diagnostic services, chemical dependency counseling, prevention services, crisis intervention, case management, referral and advocacy services, and discharge planning.
- **AODA Intoxicated Driver Program (IDP):** Provide Intoxicated Driver Program assessments, develop and monitor driver safety plans, and provide required reports to the Department of Transportation for county residents convicted of driving while intoxicated.
- **AODA Inpatient/Residential Services:** Cost associated with AODA detoxification, AODA medical inpatient and AODA residential contracted services.
- **Adult Protection Services:** Provides protection and advocacy to St. Croix County residents who are elderly or adults at risk.
- **Mental Health (MH) Outpatient Services:** Provide assessment and diagnostic services, psychotherapy, emergency therapy, medication management, case management, referral and advocacy services, and discharge planning.
- **Behavioral Health Emergency Services:** Staff and contracted services providing emergency services to all individuals within the county. These services include, but are not limited to, mobile on-site response to provide a crisis mental health assessment, telephone crisis interventions, short-term stabilization services, and coordination of crisis placements. In September of 2018, Health Partners Crisis Telehealth was added to these services.
- **Adult Community Support Services (ACSS):** Provide assessment, diagnosis, identification of persons in need of behavioral health community support services, case management,

crisis intervention, psychiatric treatment including medication supervision, counseling and psychotherapy, employment, activities of daily living, psychosocial rehabilitation, client advocacy and recreational activities.

- **Comprehensive Community Services (CCS):** Comprehensive Community Services (CCS) is a program within Children Services and Behavioral Health for individuals of all ages who need ongoing services for a mental illness, substance use disorder, or a dual diagnosis beyond occasional outpatient care, but less than the intensive care provided in an inpatient setting. The individual works with a dedicated team of service providers to develop a treatment and recovery plan to meet the individual's unique needs and goals. The goal of this community-based approach is to promote better overall health and life satisfaction for the individual.
- **Institution for Mental Disease (IMD) Relocation Services:** Contracted mental health residential services. These services are designed to maintain clients with chronic mental illness in their communities and avoid institutionalization.
- **Acute Psychiatric Hospitalization:** Acute psychiatric hospitalization contracted costs and costs associated with providing acute psychiatric hospital care.
- **Mental Health Residential Services:** Contracted costs and costs associated with providing MH residential care.
- **Institution for Mental Disease (IMD):** Contracted costs and costs associated with providing IMD care. These clients require long-term psychiatric inpatient services on a locked unit.
- **State Mental Health Institute Services:** Contract costs and costs associated with providing acute and long-term institutional care. These services are used when there are no available beds at acute psychiatric hospitals or at other IMDs.
- **Crisis Mental Health Residential Services:** Short-term/crisis residential contracted costs and costs associated with providing crisis residential care.
- **Psychiatric Services:** Psychiatrist and psychologist contracted costs.

Emergency Services



Telephone Crisis: 24/7 telephone staff available through a contract with Northwest Connections to triage and manage crises that are not life-threatening that occur in St. Croix County. These contacts result in a safety or response plan to address situation until additional professional services can be arranged.

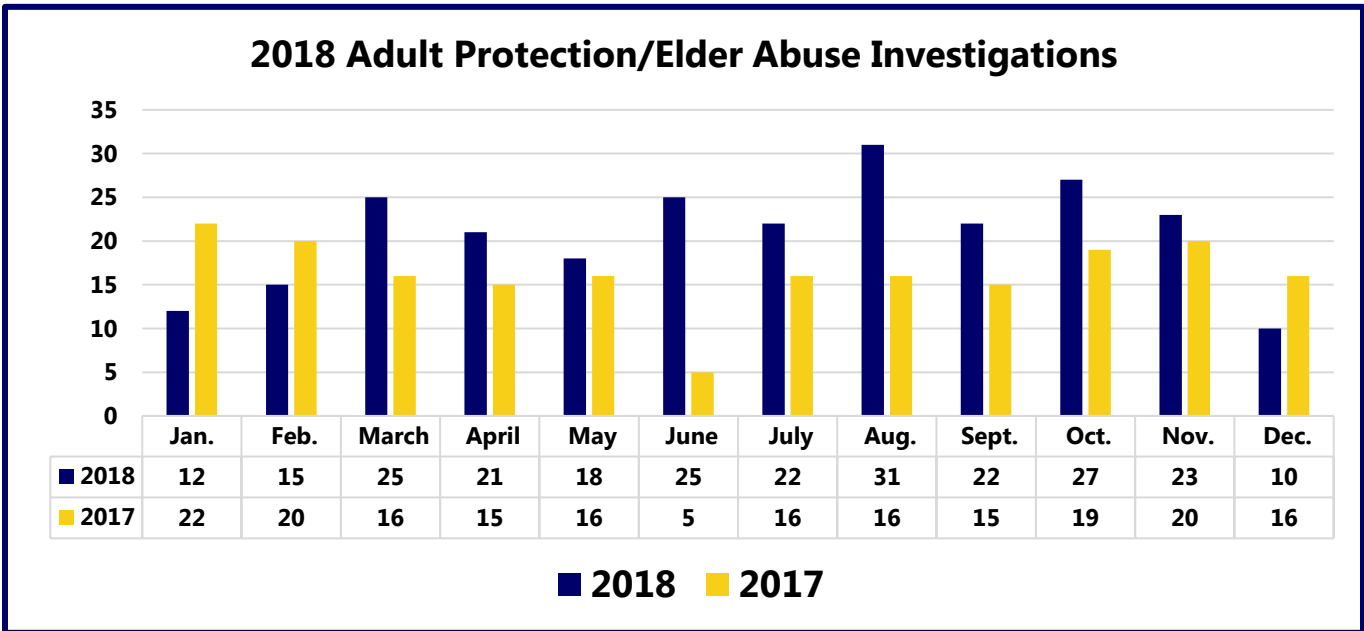
Mobile Response: 24/7 hour staff available to assess crisis that are life-threatening to determine whether an emergency detention is necessary or whether another plan (response plan) can be developed to meeting consumer's needs.

Mobile Diversion Rate of the Calls to Mobile Crisis The percentage of consumers that were diverted from hospital due to interventions by a mobile worker.	2018*	2017	2016
	88%	77%	78%

* 2018 is somewhat inflated due to Northwest Connections (NWC) sending mobile on less of the crisis events that result in Emergency Detentions. Emergency Department Telehealth pilot began in September of 2018, but data related to this service has not been separated in this report.

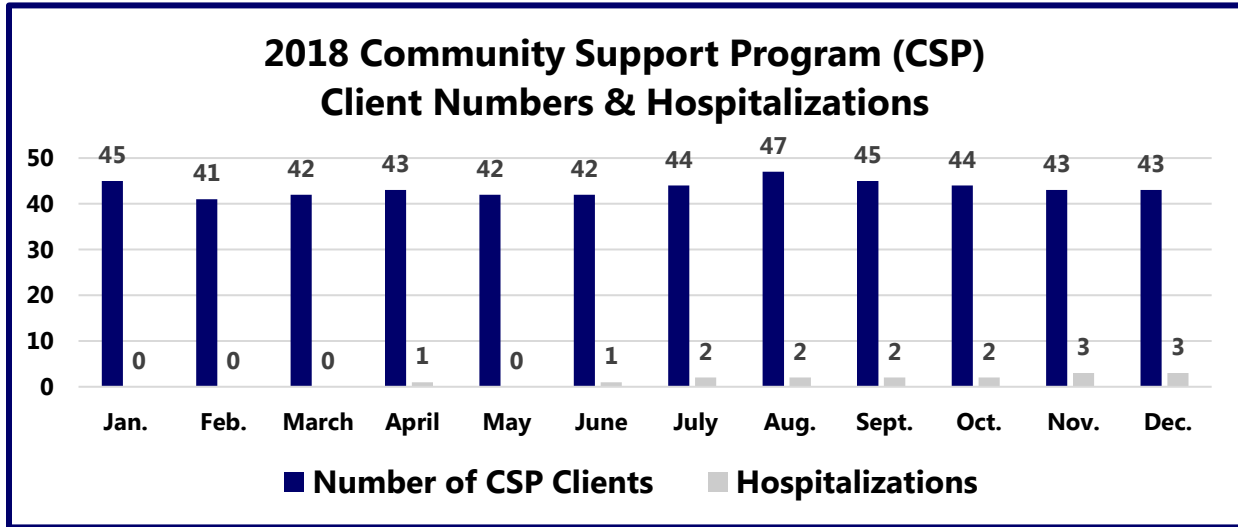
2018 Mental Health Outpatient Service (OPS) - Waitlists													
Average Days on Waitlist	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Average
2018 Average	14	16	19	18	21	28	23	19	20	22	20	27	20.58
2017 Average	15	9	13	13	13	19	20	11	27	11	23	20	16.17
2016 Average	34	28	39	39	7	5	22	17	24	23	16	30	23.67

2018 Alcohol and Other Drug Abuse (AODA) Outpatient Services (OPS) - Waitlists													
Average Days on Waitlist	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Average
2018 Average	71	145	123	77	94	68	68	55	90	50	23	19	73.58
2017 Average	42	40	23	23	32	52	46	40	59	68	87	89	50.08
2016 Average	93	63	104	96	17	21	7	27	75	69	36	35	53.58

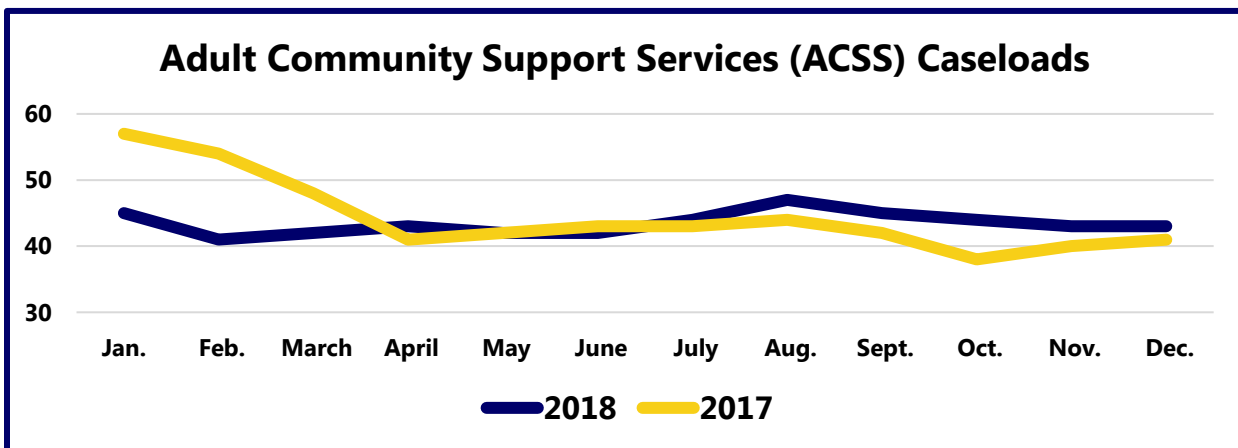


Total Number	2017	2018
Adult Protection/Elder Abuse Investigations (graph above)	196	251
Adult Protection Service Referrals	337	390

Community Support Program: (CSP) for adults living with a serious and persistent mental illness. CSP's provide coordinated professional care and treatment in the community that includes a broad range of services to meet individual's unique personal needs, reduce symptoms, and promote recovery.



Adult Community Support Services (ACSS): Provide assessment, diagnosis, identification of persons in need of behavioral health community support services, case management, crisis intervention, psychiatric treatment including medication supervision, counseling and psychotherapy, employment, activities of daily living, psychosocial rehabilitation, client advocacy and recreations activities.



Adult Community Support Services (ACSS) Average Caseloads	
2018	43
2017	44

Comprehensive Community Services (CCS): Is a program within Behavioral Health and Children Services for individuals of all ages who need ongoing services for a mental illness, substance abuse disorder, or a dual diagnosis beyond occasional outpatient care, but less than the intensive care provided in an inpatient setting.

2018 <i>Adult</i> CCS Ongoing Caseloads	Jan	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
Comprehensive Community Services (CCS)	23	22	21	25	23	24	26	27	29	31	34	33
CCS Admissions	3	0	0	4	0	2	3	2	2	1	3	0
CCS Discharges	1	0	1	1	2	0	2	0	1	0	0	1

HEALTH AND HUMAN SERVICES – Children Services

Mission Statement: The mission of the Children Services Division is to utilize a community-oriented approach to assist families in remaining together while promoting health and safety for all family members.

Summary of Responsibilities: Alternate Care, Birth to Three, Child Protection Access, Initial Assessment and Ongoing Services, Children’s Long Term Support, Comprehensive Community Services, Coordinated Family Services, Juvenile Intake, Juvenile Supervision, Family Centered Treatment, and Targeted Case Management.

Program Summary:

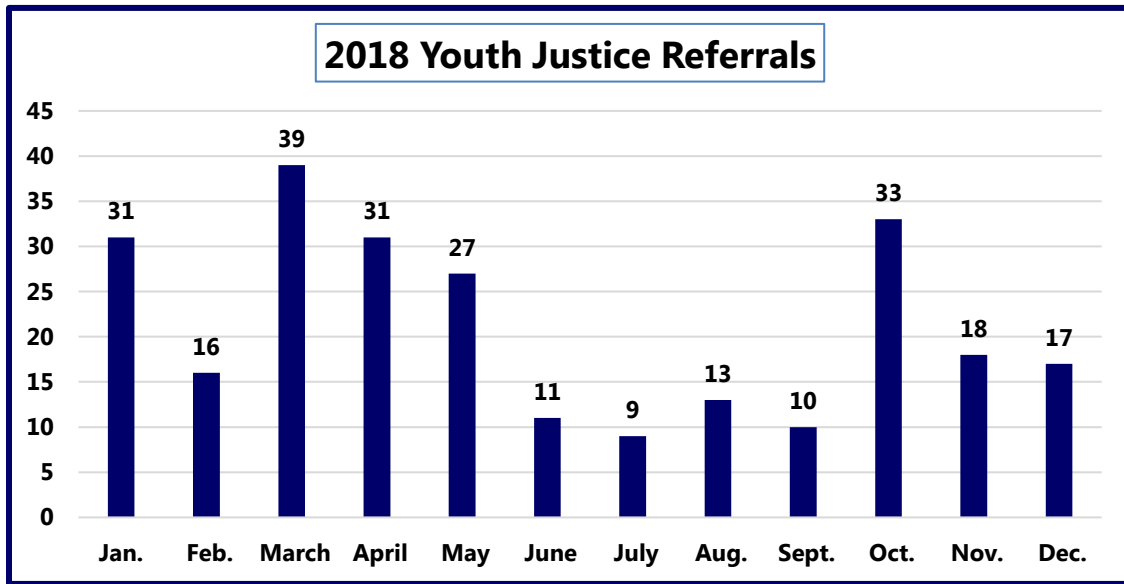
- **Birth to Three:** An early intervention program for infants and toddlers ages birth to 36 months with a diagnosed disability or developmental delay of 25 percent in one or more areas of development.
- **Children Services Access:** The process for receiving, analyzing, and documenting reports of alleged child maltreatment, referrals for Birth to Three, and Youth Community Support Services.

- **Child Protection Assessment:** Daily screening meetings occur to review reports of alleged child maltreatment and determine which cases will receive a comprehensive assessment of individual and family conditions, functioning, and dynamics as well as determine which cases will be referred for ongoing services.
- **Child Protection Ongoing:** Case management services provided to Children in Need of Protection and Services (CHIPS) resolved through Voluntary Service Agreements, Informal Disposition Agreements, Consent Decrees, or Adjudications.
- **Resource Aide Services:** Provides parent education/training, transportation, and court-ordered supervised visitation for open ongoing CHIPS or Delinquency cases.
- **Juvenile Intake:** Receives referrals from parents, schools, child protection assessment and law enforcement concerning uncontrollability, truancy, delinquency, and child abuse/neglect matters. Analyzes the information and assesses each referral making recommendations to the District Attorney and Juvenile Court regarding a resolution for those cases.
- **On-Call Services:** Responsible for providing Juvenile Intake services 24 hours a day (includes evenings, weekends, and holidays).
- **Youth Justice Ongoing:** Case management services of uncontrollable youth, truants, and delinquents via Voluntary Service Agreements, Deferred Prosecution Agreements, Consent Decrees (Juvenile Court), or Adjudications (Juvenile Court). Services provided using an evidence-based model.
- **Independent Living Skills (ILS):** A federally required program which requires implementation of an assessment and specialized services for eligible youth between ages of 14 and 21 who have been placed out of the home for a minimum of 6 months.
- **Community Tracking and Electronic Monitoring:** Provides evening and weekend accountability for ongoing youth justice youth.
- **Alternate Care Services:** The recruitment, training, licensing/certification, and retention of St. Croix County foster homes, shelter homes, and respite homes. This also includes the use of other licensed facilities such as treatment foster homes, group homes, residential care and corrections.
- **Kinship Care:** Process applications and oversee both court-ordered and voluntary cases when relatives care for family members' children and receive a state entitlement stipend and Medicaid for the child.
- **Step-parent adoption:** Complete step-parent home/adoption studies and make recommendations at the direction of the county judiciary.
- **Day Care Certification:** Complete the evaluation and certification process for certified daycare homes.
- **Coordinated Family Services:** A team approach to respond to children and families with multiple service needs. Each team develops an individualized plan that incorporates individual strengths and needs. Team members are comprised of family members, informal supports, service providers, school staff, and various other community members.

- **Children’s Long Term Support Waivers (CLTS):** Provides Medicaid funding to support eligible children meet health and safety needs as a means for them to continue to live at home or in the community and who have substantial limitations in multiple daily activities as a result of one or more of the following disabilities: developmental disabilities, severe emotional disturbances, and physical disabilities.
- **Children’s Community Options Program:** Provides individual services and supports to families that include a child with severe disabilities. The program offers information and help in finding services and maximizing community resources, limited funding to buy needed services or goods that can’t be bought through other sources, and help in linking families with other families to strengthen natural supports.
- **Target Case Management:** A Medicaid program that funds case management for children and their families to assist them in providing support and service coordination.
- **Family Centered Treatment (FCT):** An evidenced-based model of intensive in-home treatment that services high-risk and high need families.
- **Comprehensive Community Services (CCS):** Comprehensive Community Services (CCS) is a program within Children Services and Behavioral Health for individuals of all ages who need ongoing services for a mental illness, substance use disorder, or a dual diagnosis beyond occasional outpatient care, but less than the intensive care provided in an inpatient setting. The individual works with a dedicated team of service providers to develop a treatment and recovery plan to meet the individual's unique needs and goals. The goal of this community-based approach is to promote better overall health and life satisfaction for the individual.

2018 Birth to 3 Totals		2017 Birth to 3 Totals	
Avg. Monthly Enrollment	99	Avg. Monthly Enrollment	100
Total New Referrals	217	Total New Referrals	209

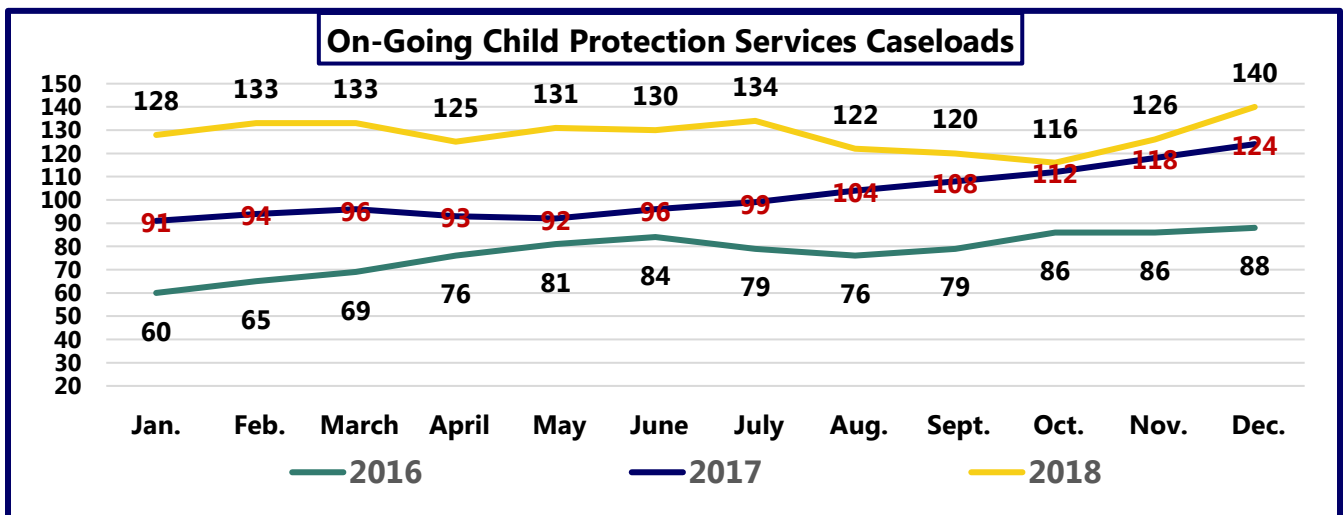
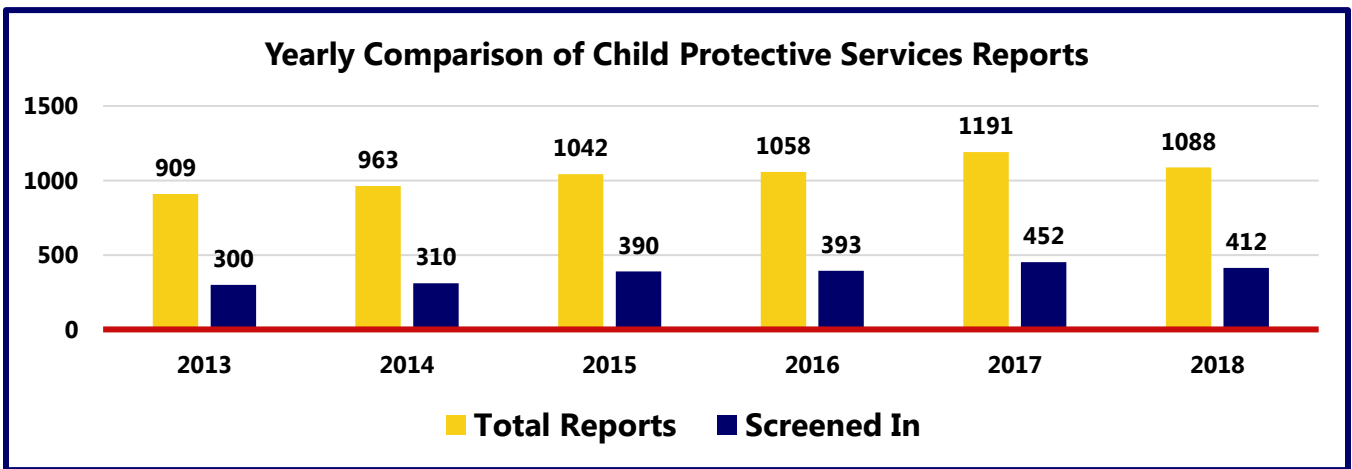
Birth to 3 2018	January	Feb.	March	April	May	June	July	August	Sept.	October	Nov.	Dec.
Total Enrollment	98	101	97	103	97	100	99	95	98	90	103	105



Youth Justice Monthly Caseloads	January	Feb.	March	April	May	June	July	August	Sept.	October	Nov.	Dec.
2018	122	122	126	131	130	122	117	113	113	100	105	101
2017	101	105	109	108	114	116	117	115	116	119	118	121

2018 Ongoing Caseloads	Jan	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Total Admits	Total Discharges	2018 Total Youth Served
Coordinated Family Services (CFS)	53	60	60	65	72	73	78	78	77	78	78	83	51	24	104
Target Case Management (TCM)	10	9	11	11	9	8	7	8	9	7	6	6	5	9	15
Comprehensive Community Services (CCS)	54	53	57	68	67	72	71	71	71	72	76	82	59	23	113
Children's Long Term Support (CLTS)	126	130	129	133	137	139	141	139	140	142	150	152	52	27	178
New Referrals for Any Services	16	9	19	15	21	10	8	5	14	19	11	6	NA	NA	Year Total 153

Placement	2014	2015	2016	2017	2018
Foster Home, Non Relative	12	11	17	21	17
Foster Home, Relative	2	3	8	23	37
Kinship	1	3	10	13	11
Residential Care Center	1	2	0	5	3
Shelter	4	0	0	5	5
Detention	0	0	1	2	1
Group Home	3	2	1	0	2
Corrections	0	1	0	0	0
Trial Reunification	0	2	0	2	1
Missing From Care	0	0	1	0	0
Totals	23	24	38	71	77



HEALTH AND HUMAN SERVICES - Economic Support



Mission Statement: St. Croix County's Economic Support Division provides direct services to the most vulnerable and needy residents of St. Croix County who meet the financial and non-financial eligibility guidelines for access to health care, food, childcare, home energy and heat resources funded through public programs.

Summary of Responsibilities: Saint Croix County is one of 10 counties to make up the Great Rivers Income Maintenance Consortium (GRC) with Barron, Burnett, Chippewa, Douglas, Dunn, Eau Claire, Pierce, Polk, and Washburn. The primary programs for Income Maintenance (IM) include: FoodShare (FS) program; Medicaid (MA) and BadgerCare Plus (BC+) programs. In addition, St. Croix County administers the SSI Caretaker Supplement program (CTS), Wisconsin Home Energy Assistance Program (WHEAP), Wisconsin Shares Child Care (CC) Subsidy, and determines financial eligibility for various long term care programs. Lastly, Income Maintenance performs program integrity functions including benefit recovery, fraud detection and prevention.

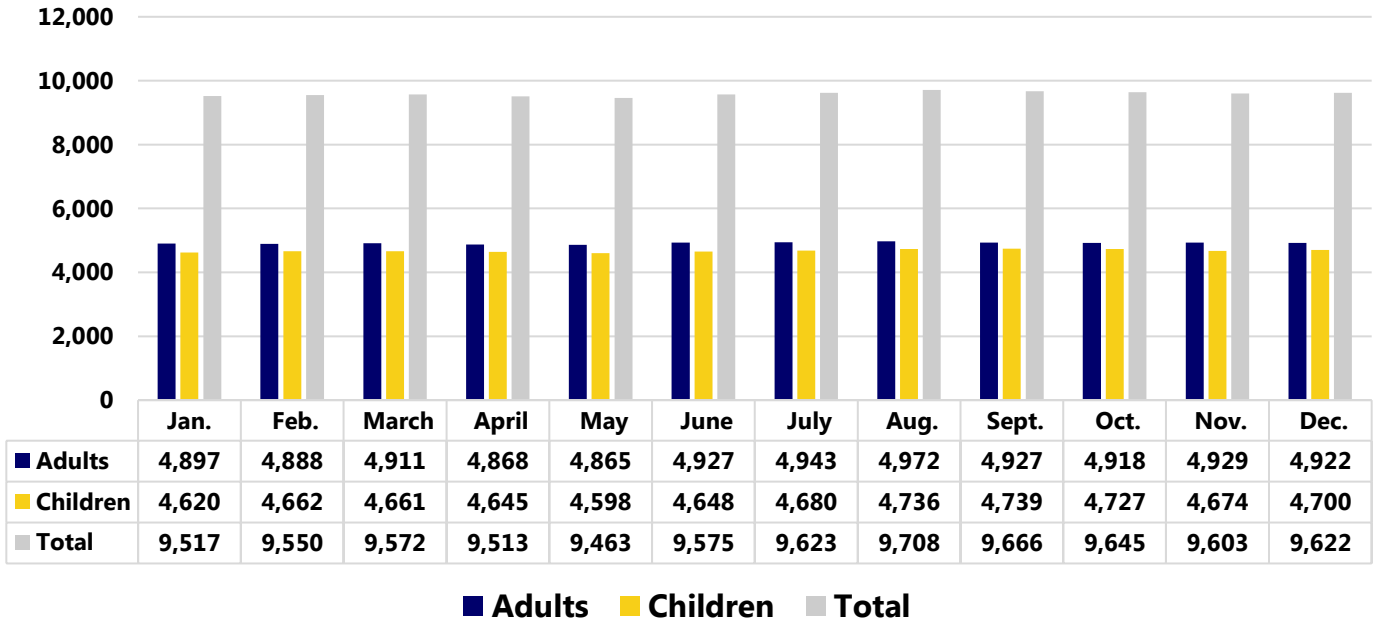
Program Summary:

- **FoodShare (FS):** FoodShare Wisconsin was created to help stop hunger and to improve nutrition and health. FoodShare helps people with limited resources buy the food they need for good health.
- **BadgerCare Plus (BC+):** BadgerCare Plus is a program for children under 19 years of age, adults without dependent children, pregnant women, and parents & caretakers in Wisconsin who need and want health insurance. BadgerCare Plus is designed for people who do not currently have access to private health insurance.
- **Medicaid (MA):** Wisconsin's ForwardHealth Medicaid plans for Elderly, Blind or Disabled provide health care for those who are: age 65 or older, blind or disabled. Clients can also enroll in a Medicare Savings Program, and Medicaid may pay their required premiums,

coinsurance and deductibles for both Part A (hospital-related costs) and Part B (physician-related costs), depending on the program.

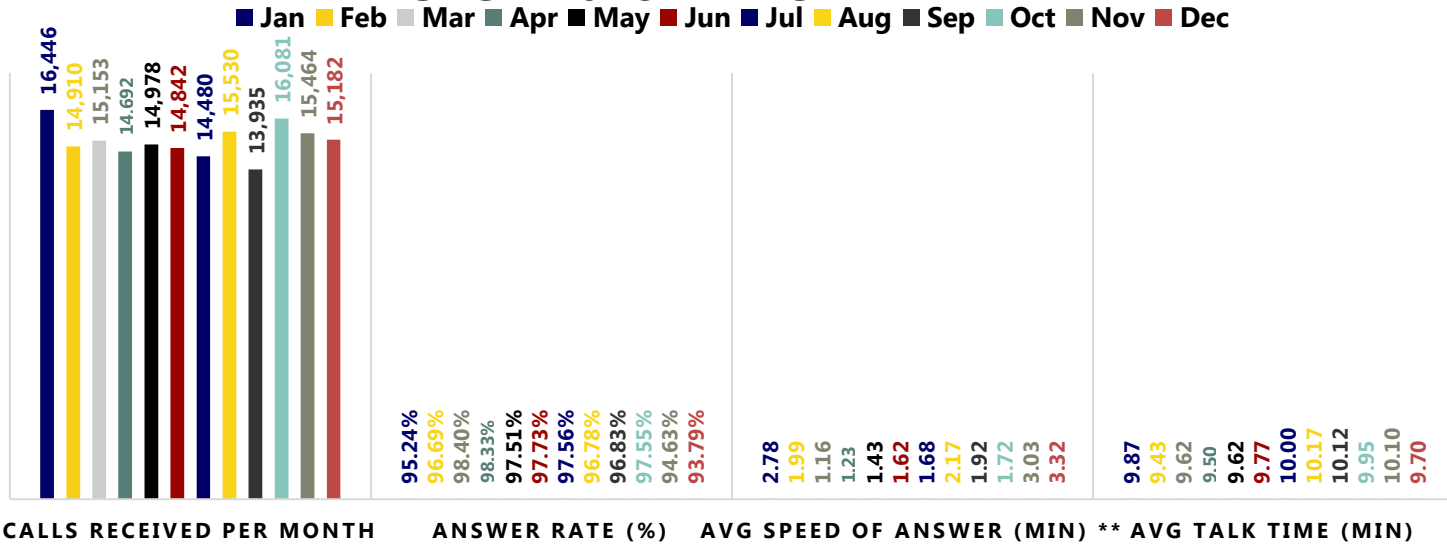
- **Long Term Care (LTC):** Long Term Care (LTC) includes any service or support that a person needs due to age, disability or chronic illness which limits his/her ability to perform everyday tasks. LTC services are beyond, and usually in addition to Medicaid covered services and are designed to meet special needs for elderly/disabled individuals who have LTC needs. LTC programs include Institutional Medicaid, Home and Community Based Waivers (HCBW), Family Care (FC), Partnership and IRIS (Include, Respect, I Self Direct).
- **Caretaker Supplement (CTS):** Wisconsin's Caretaker Supplement (CTS) is a cash benefit available to parents who are eligible for Supplemental Security Income (SSI) payments. Caretaker Supplement is not a Medicaid benefit; it pays cash only to eligible parents. Caretaker Supplement benefits are \$250 per month for the first eligible child and \$150 per month for each additional eligible child.
- **WHEAP/LIHEAP:** The Wisconsin Home Energy Assistance Program (WHEAP) manages the subcontract for the federally funded Low Income Home Energy Assistance Program (LIHEAP) and Public Benefits Energy Assistance Program. In addition to regular heating and electric assistance, specialized services include: emergency fuel assistance, counseling for energy conservation and energy budgets, pro-active co-payment plans, targeted outreach services, emergency furnace repair and replacement.
- **Wisconsin Shares Child Care Subsidy:** This program provides financial child care assistance to low-income parents who are working or preparing to enter the workforce. Administered by the State Department of Children and Families (DCF), the program aims to provide access to affordable, high-quality child care and early education experiences, to enhance children's development and to support their families in work and parenting roles. In addition, state law requires counties and tribes to certify providers who receive public funding but are exempt from the licensing law. Children Services currently manages the certification piece for St. Croix County DHHS.

2018 Service Recipients - St. Croix County



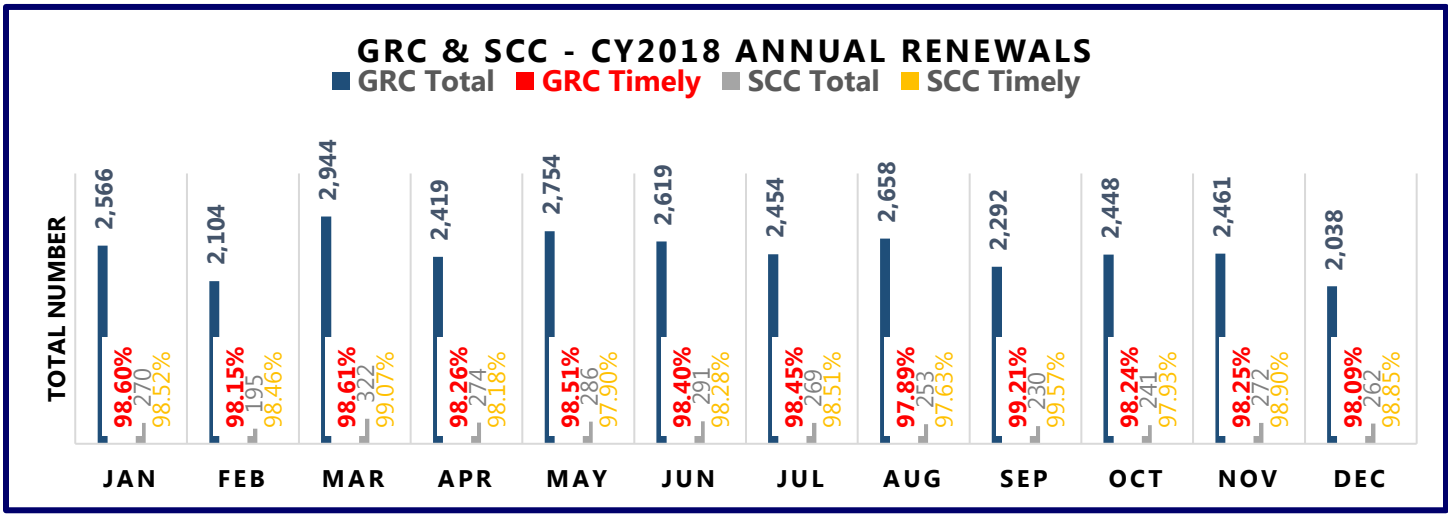
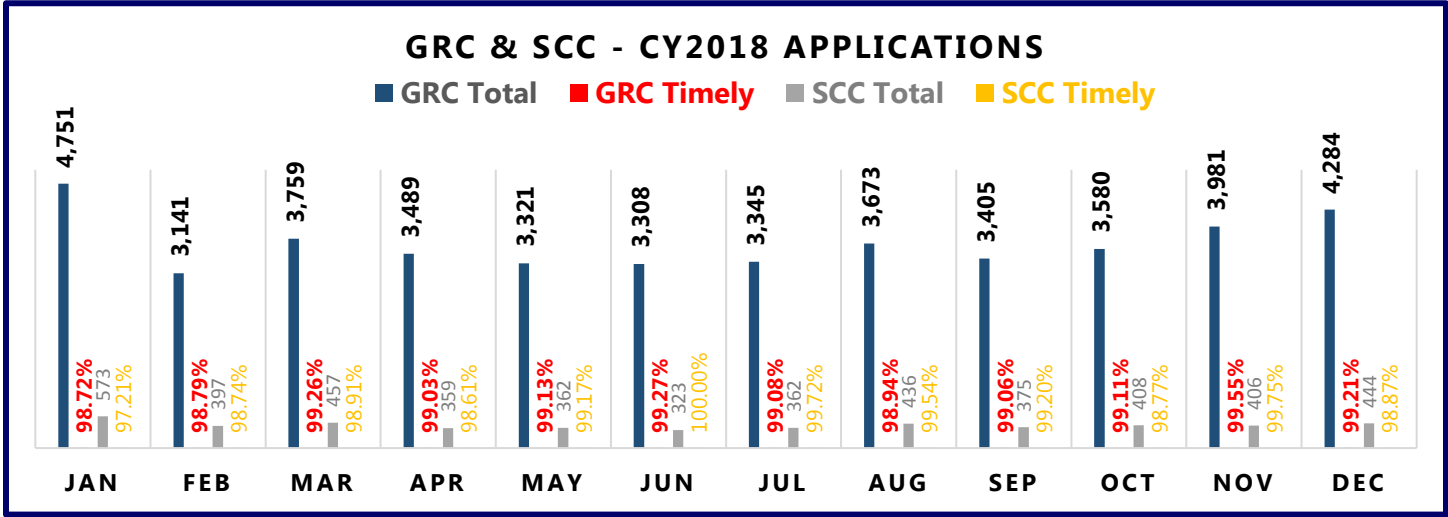
Data in graph represents number of recipients rather than number of cases and illustrates Economic Support (ES) serves approximately 11% of Saint Croix County's population using the U.S. Census Bureau census (84,345 from April 1, 2010).

GRC - 2018 YTD CALL DATA

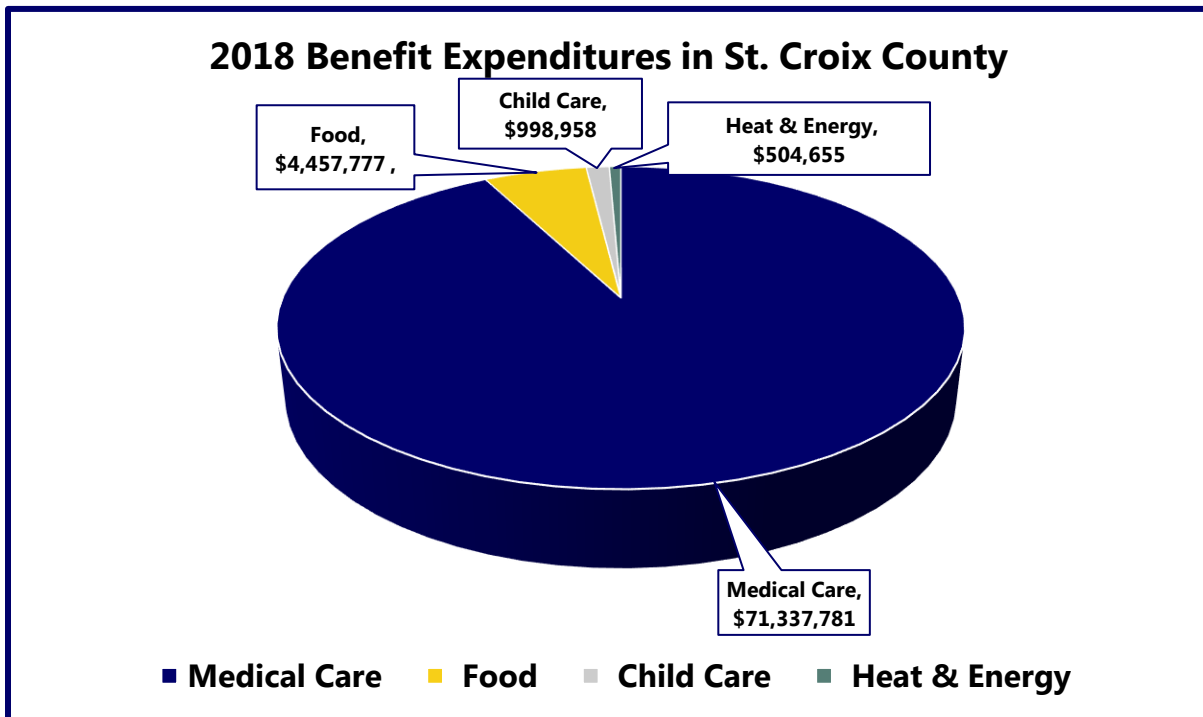


** Denotes contractual requirement—in this instance monthly speed of answer cannot exceed 10 min.

Data below includes applications and renewals for FoodShare & Medical Assistance, although may also include a Child Care request. Federal performance standard is 95% or more of applications and renewals are processed timely. Consumers for both Great Rivers Consortium (GRC) and St. Croix County consistently received response times that exceeded the standard.



St. Croix Co. & Great Rivers Consortium (GRC) data reflects benefits expended from the eligibility determinations based on financial and non-financial guidelines, and the work performed by our local Economic Support (ES) Division as well as by other consortium staff thru our regional Call Center services covering consumers in 10 counties. In other words, benefits are expended thru local and regional efforts. The benefits expended through our division/consortium not only help vulnerable and low-income residents, but also help support local and area businesses, including grocery and convenience stores, hospitals and clinics, child care providers, and electric and heat vendors.



Programs	Child Care	Heat and Energy	Food	Medical Care
SCC Expenditures	\$998,958	\$504,655	\$4,457,777	\$71,337,781
Great Rivers Consortium Expenditures	\$7,306,670	\$8,333,543	\$48,632,768	\$649,908,173

HEALTH AND HUMAN SERVICES - Public Health



Mission Statement: St. Croix County Public Health Division protects and promotes health, prevents disease and injury and empowers communities to live healthier lifestyles.

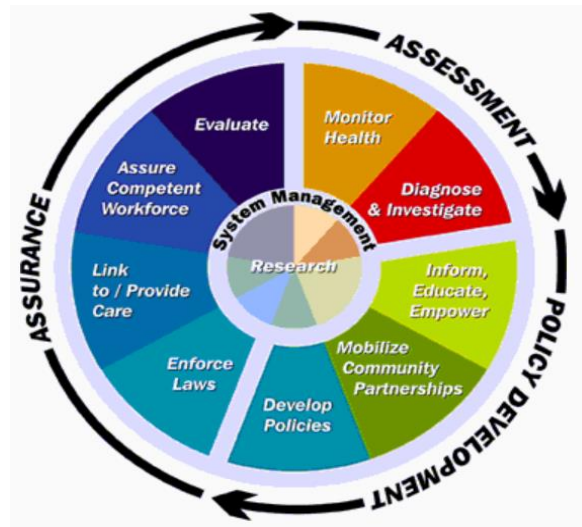
Vision Statement: Healthy People Creating Healthy Communities.

Summary of Responsibilities: St. Croix County Public Health is a level III health department as defined by Wisconsin Administrative Rule Department of [Health Services \(DHS\) 140.06](#). Level designation of the health department is determined by a review of operational services by the Wisconsin Department of Health Services-Division of Public Health, every five years.

In 2014, the Public Health Accreditation Board (PHAB) designated St. Croix County Public Health as an accredited health department. PHAB's mission is; Improve and protect the health of the public by advancing and ultimately transforming the quality and performance of state, tribal, local and territorial public health departments. Roughly, seventy-three percent of the United States population is now served by a health department that meets PHAB's national standards for delivering quality programs and services to its community.

In Wisconsin St. Croix County is one of fourteen local health departments that have received the designation, along with one tribal health clinic and the state Division of Public Health. PHAB standards and measures fall into twelve different domains and ten of these domains are the ten essential services of public health. The other two domains focus on Management of the organization and Board Governance. The essential services are outlined by the colored blocks within the wheel of figure 1.

Figure 1.



Public Health is responsible for assessing the health and safety of its jurisdiction. Below are program summaries of how the health department assures the health and safety of the public.

Program Summary:

- **Communicable Disease Prevention and Control:** Public Health provides immunizations to children and adults. Communicable diseases are entered into the Wisconsin Electronic Disease Surveillance System (WEDSS) and public health investigates and follows up on all communicable diseases.
- **Maternal Child Health:** Provides Prenatal Care Coordination (PNCC) for high-risk pregnant women, postpartum and newborn home visit assessments, infant safety classes for low-income parents, breastfeeding support and education. Reproductive health services including screening and treatment of sexually transmitted infections, referral and follow-up for children and youth with special health care needs. Active involvement in the Pierce-St. Croix CARES (Creating a Responsive and Effective System for promoting and protecting our children's wellbeing) coalition that is focused on improving the social-emotional wellbeing of children, youth and their families.
- **Public Health Nutrition/Women Infants and Children (WIC):** Public health nutritionists provide education at the systems level and are involved in community coalitions whose mission is to increase physical activity, increase healthy food access, and work towards decreasing food insecurity for everyone living in our communities. 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 program provides support, nutrition education, resource and referral to assure clients and family's needs are met and stay healthy.

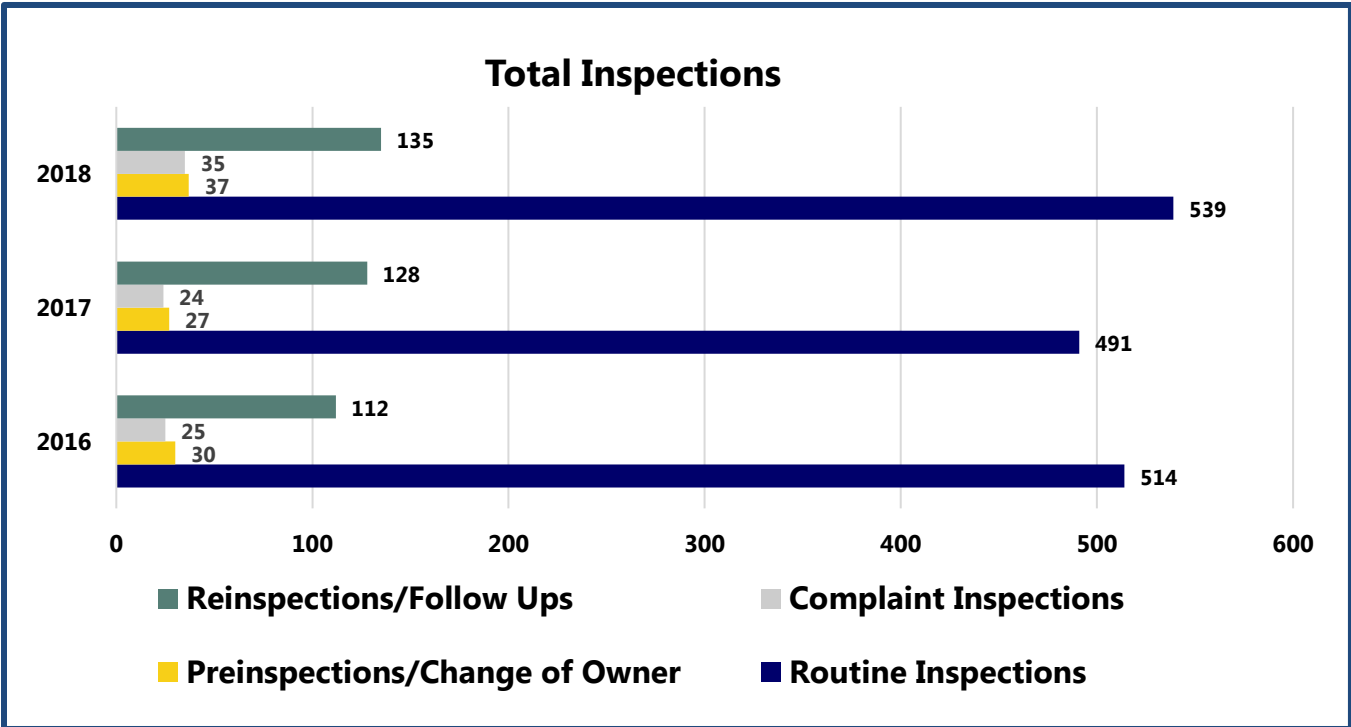
- **Environmental Health:** Environmental Health includes childhood lead poisoning screening and prevention, animal-borne and vector-borne disease control, human health hazards and nuisance investigation, home radon testing and education, household mold complaints investigation, indoor air quality monitoring, and monitoring of public beaches, water testing and well inspections of transient, non-community wells.
- **Licensing and Inspections:** Public Health has contracts with Department of Agriculture, Trade, and Consumer Protection (DATCP), Department of Safety and Professional Services (DSPS), and the Department of Natural Resources (DNR). Contract services include licensing and inspections of restaurants, retail food establishments, hotels, bed & breakfast establishments, tattoo/body piercing establishments, recreational education camps, manufactured home parks, public swimming pools, and campgrounds.
- **Community Health Improvement/Community Coalitions:** The Healthier Together Coalition between Pierce and St. Croix counties is starting its sixth year of partnership in 2019. The Pierce County Health Department and St. Croix Health and Human Service Department along with hospital partners make up the Healthier Together Executive Committee. Hospitals include Allina: River Falls Hospital, Hudson Hospital, Westfield Hospital in New Richmond, and Western Wisconsin Health in Baldwin. Many other stakeholders are involved in the Healthier Together Coalition. At the end of 2018 a stakeholder meeting was held in River Falls with 58 attendees from various organizations. Priorities that were identified by a feasibility/impact activity and Drug Abuse, Mental Health and Obesity were identified.
- **Emergency Preparedness:** The Public Health Emergency Preparedness Program focuses on preparing for, and responding to, incidents that pose a significant risk to the health of the county's population. The program involves planning, exercising, responding, and training. School flu immunization clinics are an annual exercise.
- **Chronic Disease and Injury:** St. Croix County Public Health is a member of the Western Wisconsin Working for Tobacco-Free Living (W3TFL) Coalition. W3TFL conducts compliance checks regarding sale of tobacco to minors (WI WINS program). Public health nurses continue to provide tobacco cessation counseling, support, and resource information to PNCC clients with the First Breath program. First breath is a smoking cessation program. A Million hearts grant was revived in 2018, and allowed one PHN to work at risk populations regarding heart health. WISEWOMAN is a Center for Disease Control and Prevention (CDC) program that seeks to help women reduce the risk for heart disease and improve overall health through screening and services and 1:1 lifestyle coaching, in 2018 roughly 25 women were served. A partnership with Health Partners allows identified women to obtain additional medical care such as mammograms, and visits with a primary care provider.
- **Quality Improvement:** St. Croix County Public Health recognizes the importance of Quality Improvement (QI). We have a QI core team that meets quarterly, reviews QI project proposals, provides QI training, and fosters a culture of QI in the department. The following projects were initiated and/or continued in 2018:

1. A statewide QI project related to breastfeeding in the workplace started in 2018, and St. Croix County Public Health participated. A Public Health Nurse (PHN) is involved in a Collaborative Improvement and Innovation Networks (CoIINs). CoIINs are multidisciplinary teams of federal, state, and local leaders working together to tackle a common problem. The group identified funding as a need across the state. The project was able to fund 10 mini grants of \$250.00 to business. A St. Croix County daycare was one of the ten recipients.
 2. Environmental Health and Licensing and Inspections realized follow up with facilities were falling behind and in an effort to provide the best customer service a different process was needed to ensure timely reviews. Through the project, the team adopted a new way to assign tasks using the Outlook Webmail system. Follow up continues with audits of time between application submission and response time.
- **Other Achievements:**
 - 747 inspections were conducted in the Licensing and Inspections program for the 534 facilities in the Licensing and Inspections program during 2018.
 - In November of 2018, Licensing and Inspections received an Association of Food and Drug Officials (AFDO) training grant to work toward meeting the Food and Drug Administration (FDA)'s Voluntary National Retail Food Regulatory Program Standards. This will allow the department to conduct a quality improvement project related to the common violations cited by SCC staff and work with our customers to improve practice related to the top food violations.
 - Our family planning clinic received a one-time grant in the amount of \$15, 000 to continue technical assistance with health departments who are new services providers of family planning services.
 - Our Breastfeeding Peer Counselor became certified as a lactation consultant and also received a national award for Exemplary Breastfeeding Support and Practices. Only three awards were given out in Wisconsin.
 - Nearly 400 flu shots were given in the fall of 2018 in local schools.
 - A public health nurse holds Infant Safety Classes four times per year. A variety of health and safety topics are covered. In 2018, 49 parents attended.

Environmental Health			
	2016	2017	2018
Human Health Hazard Complaints	169	180	138
Animal Bites	90	60	55

Human Health Hazard Complaints include indoor air quality concerns such as mold and radon, water quality questions, bed bugs and other types of infestation, property complaints such as the presence of unsafe structures, landlord complaints, and housing issues. The Environmental Health Specialist or other public health staff member responds to all complaints. Some complaints require investigation that may include a field visit and testing.

Animal Bites include dog, cat and bat bites. Each case requires specialized follow-up to prevent human rabies.



Licensing and Inspections: Public Health has contracts with the Wisconsin Department of Health Services (DHS), Department of Agriculture, Trade, and Consumer Protection (DATCP), Department of Safety and Professional Services (DPS), and the Department of Natural Resources (DNR). Contract services include licensing and inspections of restaurants, retail food establishments, hotels, bed & breakfast establishments, tattoo/body piercing establishments, recreational education camps, manufactured home parks, public swimming pools, and campgrounds.

Communicable Disease Type	2016	2017	2018
Total Number of Reportable Communicable Diseases	436	672	731
*Chlamydia, ** Gonorrhea	165	222	194 * 173 Chlamydia ** 21 Gonorrhea
Hepatitis C	45	57	65
Lyme Disease	62	81	56
Ehrlichiosis/other tick-borne diseases	36	47	40
Latent TB Infection (LTBI)***	5	5	7***
Tuberculosis – Active Disease	3	0	0
Foodborne Disease Outbreaks/Investigations	2	14	8
Other- Hepatitis B, Influenza, Ebola, Mumps, Pertussis, Salmonellosis, and Varicella	121	236	250

*** 24 Investigations

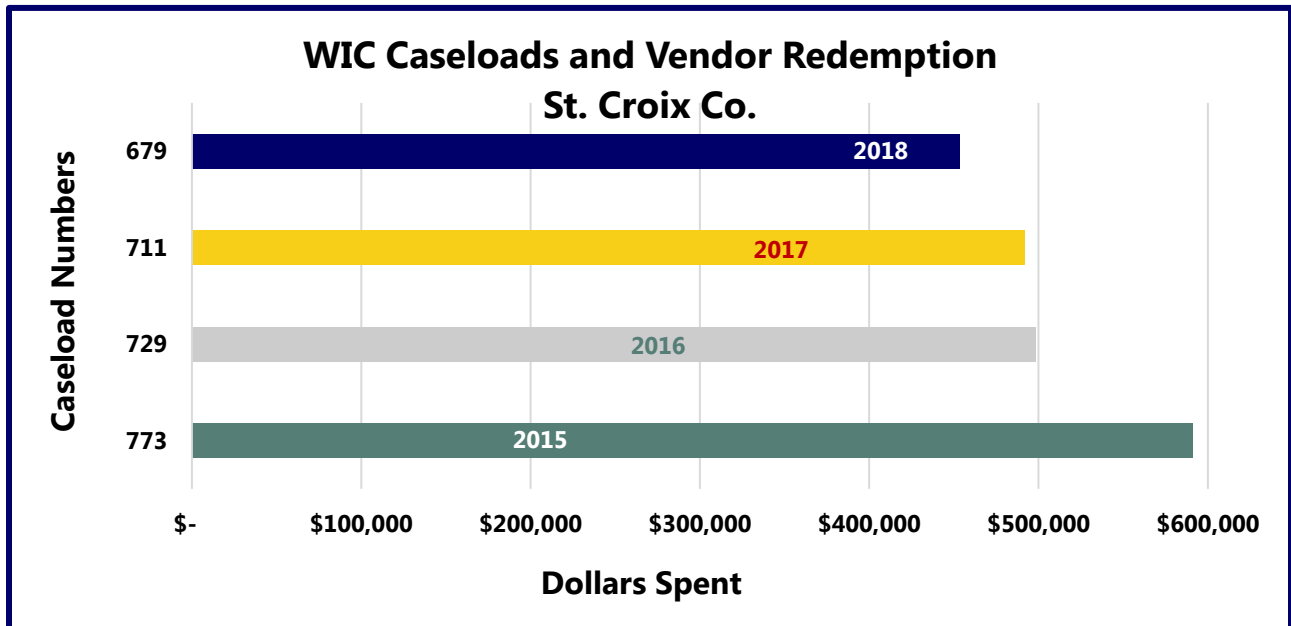
Public Health is required by statute to do communicable disease surveillance and control. All of the cases listed above would have at least required a phone call and education by a public health nurse. For Chlamydia and Gonorrhea, contact investigation is required. Note the increase in Hepatitis C is likely related to Intravenous Heroin use.

Active Tuberculosis investigation and follow-up is very time and staff intensive as it includes directly observed therapy for at least 6 months. Treating people with LTBI so they do not get active disease is very cost-effective.

Reproductive Health	2016	2017	2018
Unduplicated Clients	523	500	439
Client Visits	1,449	1,260	1,110
Sexually Transmitted Disease Cases	174	217	196

The decrease in the number of unduplicated clients is due in part to the Affordable Care Act (ACA) as clients with new coverage are seeking care with private providers, and the increased use of Long Acting Reversible Contraceptives (LARC) which require fewer office visits.

We continue to provide Reproductive Health services to St. Croix County residents who lack health care coverage and want quality, confidential services.



HEALTH AND HUMAN SERVICES – Health and Rehab Center Campus

Mission Statement: “Our residents don’t live in a facility; we work in their home”.

Summary of Responsibilities: The philosophy at the Health Center states that staff will at all times provide care and services to the residents necessary to attain the highest practical physical, mental and psychosocial well-being in accordance with the comprehensive assessment and plan of care.

The Health and Rehab Center Campus: The St. Croix County Health & Rehab Center is dedicated to upholding high standards of quality care while providing our residents with dignity, respect, and a sense of security. Our 100-bed campus offers a variety of care options sure to meet the needs of you or your loved one. From short rehabilitation stays to making this your home, our friendly and highly skilled staff are here to help you make the transition smoothly. The Health and Rehab Center Campus is made up of three distinct units, each offering a different level of service to meet the needs of our residents.

- **Skilled Nursing-** Short term care is designed to help individuals recover from surgery, injury, or an illness and reclaim their independence. Our team provides all the tools necessary to get you back on your feet and to a level where you are able to return home. While long-term care provides a warm and inviting space to ensure our residents and visitors feel right at home. Small neighborhoods create a family like atmosphere allowing

residents to build relationships while promoting community integration and socialization. Our skilled team of Nurses and Certified Nursing Assistants are available around the clock to provide individualized care to each of our residents.

- **Kitty Rhoades Memorial Memory Care Center-** Provides services to seniors with Alzheimer’s disease and related conditions. This facility is designed to enhance the quality of life through meaningful activities while promoting independence. Our warm, neighborly setting along with compassionate staff creates a calm and inviting environment giving our residents a sense of peace.
- **Orchard View Terrace-** Combines independent living with the comfort of knowing support is available around the clock. This facility is made up of an assisted living and memory care unit allowing us to serve individuals with dementia and other forms of memory loss as well as elderly adults in need of some assistance with daily living skills. Our goal is to help you and your family reach your goals and maintain your level of independence while providing you with a sense of community in our warm, home like environment.
- **Outpatient and Inpatient Therapy-** Our therapy department is able to provide services to both the residents within our community and the residents in the surrounding area, providing Physical, Occupational and Speech therapy as needed. We are able to provide pool therapy that assists in building strength and relieving pain. In addition, we provide Lymphedema therapy, and Accelerated Care Plus therapy providing evidence based clinical programs in; dysphagia, fall prevention & balance, cardiopulmonary, continence improvement, Neuro Rehab, orthopedics, pain management and wound management with state of the art equipment.

CMS 5 Star Rating	1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	Target Rating
2016	5	5	5	5	5
2017	5	5	5	5	5
2018	5	5	5	5	5

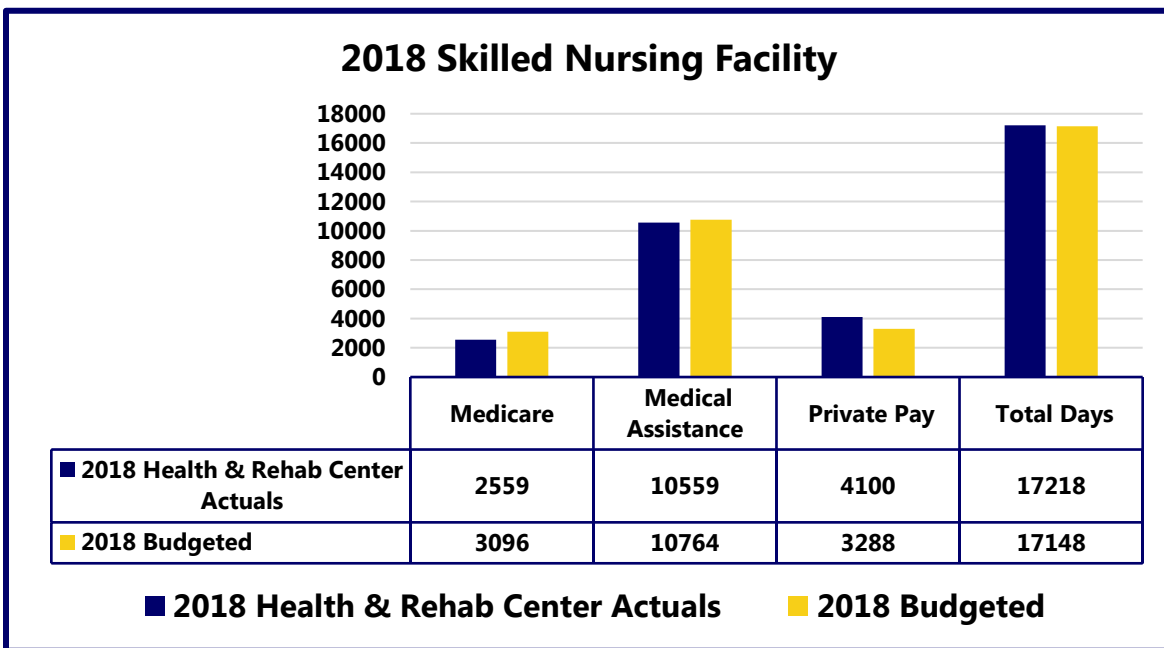
Skilled Nursing Statistics		
	*Annual Number of Admissions	Average Daily Census
2015	48	48.17
2016	57	46.28
2017	82	44.82
2018	70	46.99

*New Admissions are labor intensive, as they require thorough review of medical records, insurance status and nursing assessments.

Health and Rehab Center Campus Outpatient Rehabilitation Statistics

	Outpatient Clients Served	*Units Billed
2015	6	Unavailable
2016	8	Unavailable
2017	25	1,038
2018	33	3,204

* Unit equals 15 min. of billable time



Facility	2018 Budgeted Days	2018 Actuals- Private Pay	2017 Budgeted Days	2017 Actuals- Private Pay
Kitty Rhoades Memorial Memory Care Center *	2,004	2,363	2,740	1,120
Orchard View Terrace *	5,292	3,704	1,896	458

* Facilities Home and Community Base Waiver heightened scrutiny request is still pending and private pay remains the only funding source available. Heightened scrutiny requests for both facilities were submitted on November 15, 2017.