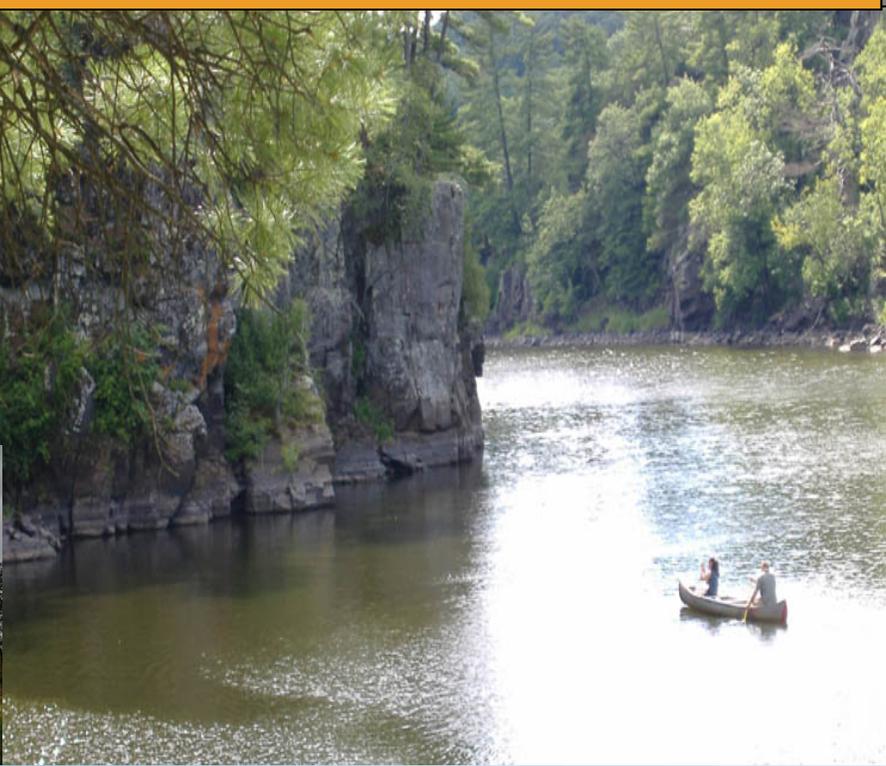


Community Services Division

*Behavioral Health Department
Department of Children and Families*





July, 2017

To Administrator Frey, the Board of Health and Human Services, the County Board of Supervisors and to the Citizens of Polk County:

I am pleased to present the 2016 Annual Report for the Behavioral Health (BH) Department and the Department of Children and Families (DCF). This report, in combination with the Health Department Annual Report, demonstrates the progress Polk County is making as a combined Community Services Division. It has been a year and a half since the restructure and the following achievements have been realized:



- All management positions are now filled with highly qualified and experienced leaders who bring creativity and passion for human services work to their posts
- The Behavioral Health Department is working on implementation of an electronic health record that should be fully implemented by the end of 2017
- The Behavioral Health and DCF now have distinct budgets for all programs to assure better tracking and monitoring of program expenditures and revenue streams as well as to align with the county general ledger
- The Departments have implemented the county electronic invoice system
- A three year strategic plan was developed and adopted by the Division to include implementation of recommendations made by consultants from Diamond Healthcare Corporation and the Springstead firm
- A Social Worker was placed at the Unity School District halftime in a pilot project

We are appreciative for the support of county administration and the governing boards during the transition to the Division structure. We believe the infrastructure in place will lead to improvements and efficiencies in service delivery as well as stronger partnerships with allied agencies in Polk County. We continue to strive for ongoing quality service provision to the public.

Sincerely,

A handwritten signature in black ink that reads "Gretchen Sampson".

Gretchen Sampson RN MPH
Community Services Division Director

Snapshot

Polk County Community Services works to strengthen families by administering programs that have a positive impact on key community priorities including food insecurity, access to health care and insurance, child and elder abuse and neglect, juvenile delinquency, substance use and mental health.

2016 By the Numbers

2,562	Badger Care applications processed for healthcare insurance coverage
2,131	Foodshare applications processed for supplemental food benefits
5,000	Contacts logged by Child Protection Staff workers and parent aides
734	Reports of alleged child abuse and neglect screened
30	Individuals with chronic mental health conditions who were assisted to remain safe and functioning in the community
2,033	Mental health crisis contacts/encounters with stabilization and support services given
741	Individuals served with mental health with counseling, medication management and group therapy.
164	Number of driver safety plans facilitated for persons cited for driving under the influence

Behavioral Health Department- Program Highlights

Community Support Program (CSP)

The Community Support program provides client-focused individualized community based services to people diagnosed with a severe and persistent mental illness. Treatment is provided by a multi-disciplinary team in collaboration with the consumer, family and the community where the client resides. The goal of the program is to reduce the disabling effects of the consumer's psychiatric symptoms through evidence based practice, education and supportive resources. Services emphasize community based treatment to reduce the need for hospital and institutional care and allow consumers to achieve the highest level of functioning and quality of life to which they are capable.



2016 Outcomes

- 30 consumers were served. There were 6 new admissions and 7 discharges.
- CSP consumers had a combined total of 14 or 0.18% days placed in a psychiatric hospital and 0 days in an Institute for Mental Disease (IMD). This is a decrease from 2015 which was 17 days or 0.2%.
- According to the CSP Treatment Evaluation Profile Summary for 2016, 70.8% of the CSP Consumers demonstrated a major to stabilizing improvement in their psychiatric symptoms.

Comprehensive Community Services (CCS)



Polk County continues to partner with the Western Region Wellness and Recovery Consortium to administer the Comprehensive Community Services (CCS) program. During this second year of CCS implementation, there was increased focus on quality assurance and quality improvement. Comprehensive Community Services provides a flexible array of individualized community based psychosocial rehabilitation services authorized by a mental health professional to consumers with mental health or substance use issues across the lifespan. CCS uses a recovery and wellness oriented model for assessment and approach to service planning. CCS is generally provided for individuals who are in need of a higher intensity level of services than outpatient mental health services and less intensity than Community Support Program services.

Outpatient Mental Health Clinic

The Polk County Outpatient Mental Health Clinic provides an array of services including outpatient therapy for individuals and groups. Two therapy groups are offered: Women's Group for women with both Mental Health and Substance Use Disorders and Dialectical Behavioral Therapy (DBT) Group for individuals addressing Borderline Personality Disorder.

Psychiatric Services are offered two days per week. The Psychiatric Team includes a Psychiatrist who completes assessments and prescribes and a Registered Nurse who monitors medication side effects, provides injections, and works with clients to obtain their medications. Polk County Mental Health Therapists utilize multiple therapeutic techniques while providing services. These include, but are not limited to, Trauma-Focused Cognitive Behavioral Therapy, Cognitive Behavioral Therapy, Dialectical Behavioral Therapy, Eye Movement Desensitization and Reprocessing, and Motivational Interviewing.



2016 Outcomes

- Psychiatric Services- 438 clients were served with 1696 visits
- Outpatient Therapy - 303 clients were served with 1,227 visits
- 123 of 130 (95%) of all clients seen in the Outpatient Clinic identified, through Customer Satisfaction Surveys, as either very or somewhat satisfied with the services they received
- 125 of 130 (96%) clients identified as much better or somewhat better after beginning services in the Outpatient Clinic
- Polk County Mental Health Therapist worked with Amery School District to provide free depression screening to identify youth in the community who are at risk, but may not yet be connected to providers

Targeted Case Management (TCM)

Behavioral Health Social Workers assist a variety of clients in managing their Mental Health and Substance Use needs. This includes clients on Settlement Agreements, Stipulations, and Commitments following crisis involvement. Behavioral Health Social Workers also assist clients with long term mental health needs who are not able to function independently, but do not meet criteria for other programs such as the Community Support Program or Comprehensive Community Services. This includes individuals receiving Community Mental Health (CMH) funding as well as individuals with mental health needs in protective placements.

2016 Outcomes

- Sixty six (66) clients were served: 56 on settlement agreements, stipulations, and/or commitments; 5 voluntary clients; 4 CMH clients; 1 client in protective placement
- BH Social Workers completed 939 hours of services in 2016
- Nine (9) individuals were recommitted compared to 7 in 2015
- Behavioral Health Social Workers increased their education regarding suicide assessment, prevention and management by attending the annual Crisis Intervention Conference

Substance Abuse Services (SAS)



Operating While Intoxicated (OWI) Driver Safety Plan Assessment Program

An Intoxicated Driver Program (IDP) Assessor meets with any Polk County resident that receives an OWI, or nonresident that receives an OWI in Polk County to determine required programming for the driver to maintain driving privileges. Based on the assessment, a plan is coordinated with the Wisconsin

Department of Motor Vehicles (DMV).

Intoxicated Driver Intervention Program (IDIP) - A case management service to initiate and affirm program completion of driver safety plan requirements to the courts within 6 months of initial court date.

Adult and Adolescent Substance Use Assessment - A licensed counselor meets with individuals to determine what level of professional treatment support may be beneficial for improving the success of managing or abstaining from substance use. If detoxification or residential services are needed, the counselor will assist in the transfer of those services to another agency.

Individual and Group Counseling Services - A licensed counselor meets with clients individually or group sessions, delivering treatment planning and evidenced based programming or support as clients develop and improve their skills in early recovery and relapse prevention.

2016 Outcomes

- 268 new clients served in 2016
- 164 OWI assessments/driver safety plans completed
- Five Smart Start Breathalyzer units in use by clients
- 14 IDIP clients served
- 898 drug screens collected; 22.4% screens positive while client in treatment

Department of Children and Families Program Highlights

Adult Protective Services (APS)

(Elder) Adults-At-Risk Agency



This program provides investigation, follow up and linkages to services for adults at risk of or experiencing abuse. There are many types of abuse. The most obvious is physical abuse. There are other types that do not involve any physical violence, such as verbal or emotional abuse, financial exploitation, sexual assault, or neglect or self-neglect. Descriptions of the two populations protected in the (Elder) Adults-At-Risk Agency are: Adult-at-Risk. An "adult-at-risk" is any adult who has a physical or mental condition that substantially impairs his or her ability to care for his or her needs and who has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation [s.55.01(1e)]. An "elder adult-at-risk" is any person age 60 or older who has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation [s.46.90(1)(br)].

Guardianships/Protective Placements

This program consists of paperwork petitioning the court for guardianship/protective placement, comprehensive evaluations, possibly appearing in court, and conducting yearly WATTS protective placement reviews. The social worker makes a determination as to whether the current placement is the least restrictive placement for the client. This report is forwarded to the court for review. Polk County's Corporation Counsel is involved in guardianship cases where the client meets eligibility guidelines for income and assets. In cases where the client's income is above our guidelines for eligibility, the family must employ a private attorney to do the guardianship and protective placement.

2016 Outcomes

- 248 intakes were reviewed and screened for services
- 120 intakes resulted in information and referrals to the appropriate resources
- 33 elder/vulnerable adult clients were offered services directly
- 25 guardianships were filed
- 49 investigations for abuse or neglect were conducted
- 16 comprehensive evaluations were conducted
- 77 annual WATTS reviews of protective placements were completed at the request of Polk County Circuit Court

Child Protective Services (CPS)

The goal of Child Protective Services (CPS system) is to support parents/caregivers in making necessary changes so children are safe and protected in their homes. Polk County Department of Children and Families receives and responds to reports of alleged abuse and/or neglect of children. The agency decides if the information in the report is potential child abuse or neglect according to Wisconsin



law. A timeframe for response is assigned and a trained CPS worker responds to assess for safety of the child. An Initial Assessment is completed within 60 days. The assessment must be conducted in accordance with Wisconsin Access and Initial Assessment Standards. After the Initial Assessment period, a decision is made whether or not to continue to work with the family. If it is decided that additional services are needed, the family will engage in Ongoing Services with a trained CPS worker. Wisconsin has Ongoing Standards that guides the Ongoing Services Practice. The focus of the CPS assessment is not to establish legal responsibility or make criminal determinations. CPS focuses on child safety and engaging with families to keep children safely in their homes whenever possible.

2016 Outcomes

- 734 total CPS reports were received in 2016 - a 13.6% decrease from 2015
- 227 of the total reports were screened in - a 17% increase from 2016
- 507 of the total reports were screened out - a 22.7% decrease from 2016
- 381 children were assessed in the 227 screened in reports - a 13.7% increase from 2015
- Alleged physical abuse dropped by 4.7% from 2015
- Alleged neglect (covers, among other, drug use by parents) increased by 21.6% from 2015
- Alleged sexual abuse increased by 29% from 2015
- Alleged emotional damage decreased by 22.2% from 2015
- Response time to screened in reports
 - Same day responses increased by 76.5% from 2015
 - 24-48 hour responses increased by 104.5% from 2015
 - 5 day responses dropped by 1.9% from 2015
- Child welfare responses
 - 5,000 case contacts (e.g., phone calls, face to face, home visits, court appearances, etc.) were logged by CPS workers and parent aides in 2016.

- 44 reports of abuse/neglect were accepted as a child welfare response which allows CPS to offer to voluntarily work with a family when criteria for an initial assessment is not met. There was a 51.6% decrease in child welfare responses from 2015.
- Removal from parent/caregiver
 - 14 children were removed for physical abuse in the home
 - 5 children removed due to sexual abuse
 - 72 children removed due to neglect
 - 3 children removed due to caretaker alcohol abuse
 - 68 children removed due to caretaker drug use
- Ongoing cases
 - 77 families and 259 children were served by Ongoing workers
 - 114 children were served by CPS Parent Aides (family support workers)

Children's Long Term Support (CLTS)

Children's Long Term Support



The Children's Long Term Support Home and Community Based Medicaid Waivers provides Medicaid funding to support children who are living 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. Funding can be used to support a range of different services that are identified based on an individual assessment of the child and his or her

needs. In order to be eligible for the program, children/young adults must be under 22 years of age, be eligible for Wisconsin Medicaid, live at home or in a foster care setting, have a level of care need that is typically provided in an institutional setting such as a hospital, a nursing home, or an institution for people with developmental disabilities and be able to receive safe and appropriate care at home and/or in the community. Eligibility is established by completing an assessment of the child's needs at a home visit, acquiring records related to the child's care and determining level of care based upon an online functional screening tool that the county service coordinator completes.

Children's Community Options Program

Effective January 1, 2016, the Children's Community Options Program (CCOP) was formed by the Wisconsin Division of Medicaid Services by merging the Family Support Program with the portion of the Community Options Program (COP) allocated to children. The intent of merging the two programs was to simplify the oversight of multiple program requirements and eliminate administrative redundancies while increasing the flexibility for administering agencies' use of

this funding. The purpose of CCOP is to provide a coordinated approach to supporting families who have a child with a long-term disability. Through a collaborative relationship with the family, supports and services aimed at achieving desired outcomes are identified, prioritized, and implemented. CCOP funds are designated for the purpose of purchasing goods and services that respond to assessed need and desired outcomes, as identified in each participant's child and family-centered individual support plan (ISP).

2016 Outcomes

- 15 Children were served through CCOP Funds and 48 Children were served through Children's Long Term Support Waiver funds
- There were 116 face to face visits
- 10 referrals were screened for eligibility
- 3 children were removed from the waitlist and served through the programs
- 94% of the children served were able to stay in their home/community
- The Family Support Unit navigated the transition from Family Support Program to Children's Community Options Program
- Began cross-training and implementation of Family Support Unit working with and supporting children and youth who also qualify for Comprehensive Community Services (CCS) program

Economic Support – Great Rivers Consortium

The staff of the Polk County Economic Support unit are partnered with the Great Rivers Income Maintenance Consortium, which is responsible for the administration of public assistance programs in ten counties in Northwestern Wisconsin: Barron, Burnett, Chippewa, Douglas, Dunn, Eau Claire, Pierce, Polk, St. Croix, and Washburn. Through this collaboration, the Great Rivers Call Center assists callers with the following services:



- Set eligibility filing date for BadgerCare, Medicaid, Food Share and Child Care
- Process interactive interviews for FoodShare and Childcare or schedule intake interview appointments
- Process eligibility renewals for on-going BadgerCare, Medicaid, Food Share and Child Care
- Process "add program" requests to open BadgerCare, Medicaid, and Food Share and Child Care
- Answer questions about benefits and process reported changes

2016 Outcomes

- 4,706 applications for economic assistance were processed; 98.75% timely
- 2,131 applications for Food Share were processed; 98.26% timely
- 2,562 healthcare applications were processed; 99.14% timely

Juvenile Justice (JJ)



The Juvenile Justice unit supports the needs of adolescents, families and the community by providing supervision, resources and opportunities to help prevent recidivism through advocacy, education, and accountability. Juvenile Justice social workers supervise youth that are delinquent, truant and uncontrollable through both court ordered and voluntary services. Court ordered supervision is often the result of either delinquent or habitually truant behaviors. Voluntary services are generally offered after a request by parents or from the community in order to prevent future criminal justice involvement. Juvenile Justice social workers have a comprehensive understanding of the complex challenges/issues youth face that can often lead to contact with the criminal justice system. Social workers use evidence-based practice to identify those issues that are the biggest impediment to the family's success. Through collaboration with community partners and natural family supports, social workers empower clients in order to reduce the likelihood of future involvement with the justice system.

2016 Outcomes

- 181 referrals received by JJ intake; Case management and supervision provided to 81 juveniles and their respective families
- 66% of supervised youth were male; 34% of supervised youth were female
- 15 juveniles were placed outside of their homes; 6 were reunified with their families
- 13.5% of supervised juveniles were adjudicated for a new crime
- 14 juveniles were referred to and supervised under the Intensive Supervision Program
- Polk County held two Trauma Informed Parenting (TIP) training sessions in 2016. Social workers and community partners trained 34 participants that consisted of service providers, parents, foster parents, etc on the effects of trauma and appropriate ways to support youth that have been impacted by trauma
- Juvenile Justice, in partnership with the Polk County District Attorney's Office offered the second round of Stop Abusive Messaging (SAM) Project presentations to local School Districts. Polk County youth are informed of the seriousness of abusive social media messaging. They are also made aware these behaviors can result in a law enforcement referral and court ordered supervision.

Foster Care, Kinship Care and Daycare Certification

The Polk County Foster Care Program consists of the Foster Care, Kinship and Daycare Certification programs.

The **Foster Care Program** helps to provide safe and stable out-of-home care for children until they are reunified with their parents or an alternative plan for permanence is developed. The

Foster Care Coordinator is responsible for the recruitment of local foster homes, processing and approving foster care applications, completing home studies, re-licensing foster homes, providing ongoing training and support. A foster care license is valid for two years; at this point the home applies to be re-licensed or allows their license to expire. Polk County currently has 27 licensed foster homes.



The Polk County **Kinship Care Program** is designed to provide financial support to a child that resides with a relative. Kinship Care supports the concept of children residing with a relative as an alternative to entering foster care or another type of out-of-home placement. The Kinship Care Program consists of three varying types of Kinship homes: voluntary, court ordered, and long term. The Foster Care Coordinator is responsible for processing and approving Kinship Care applications, monitoring placements for compliance, and managing the waitlist.

The Polk County **Daycare Certification Program** certifies Polk County daycare providers. The certification process requires prospective providers to follow specific quality of care and safety guidelines. These include strict rules on the number of children under their care and supervision. The Foster Care Coordinator is responsible for processing and approving daycare certification applications, daycare recertification, providing ongoing support and guidance to ensure that each provider is following state laws and requirements.

2016 Outcomes

- An average of 34 children per month were in foster care in 2016
- 4 new foster homes were licensed; 8 renewed their licenses
- 100% of all foster parents completed the required training hours
- 42% of children removed from their primary homes were placed with relatives
- 42 children received Kinship Care funding; waiting list was reduced by 8 children
- 1 new daycare was certified; 5 were recertified
- An annual appreciation banquet for foster parents was held at the local park in Balsam Lake
- Increased staff time dedicated to supporting foster parents, meeting with and assessing new inquiry homes, and strengthening ties to foster providers and the community.



STAFF 2016

Behavioral Health Department Staff

Archibald, Alicia	Medical Records
Bagley, Deb	Accounts Receivable
Berg, Michelle	Intermediate Support Specialist
Boland, Kristin MA LPC	Interim Co-Director
Buck, Norma CSW	Case Management Worker
Buhler, Diane SW	CCS Social Worker/Service Facilitator
Carlson, Roberta MS CSW LMFT	Mental Health Therapist
Carter, Kathy RN CEN	Registered Nurse/Psychiatric Nurse
Chapman, Amber	Receptionist
Coil, Christy	Case Management Worker
Ehrich, Gary ICS CSAC	Clinical Substance Abuse Coord. & Counselor
Eichelt, Tonya CSW MPA	Business and Operations Manager
Hazen, Samantha	Emergency Services Worker
Hering, Amy MSW LCSW	CSP Case Manager/Therapist
Johnson, Jackie	Substance Abuse Specialist
Kallevang, Felecia	Fiscal Specialist
Mills-Krebsbach, Linda LCSW	CSP Coordinator/Case Manager/Therapist
Leisering, Becky	Transcriptionist
Molls, Angie	Behavioral Health Specialist
Montague, Kevin MS CSAC LPC CSW IDP-AT	Substance Abuse Counselor/OPMH Therapist
Peer, Cynthia SAC MS LSCW PC-TL	Substance Abuse Counselor/OPMH Therapist
Reeves, Nancy	Receptionist
Ruetz, Nicole CSW	Case Management Worker
Rugowski, James MD	Psychiatrist
Stark, Corby MA LPC NCC	Interim Co-Manager
Vacant	Intake Specialist
Vacant	Mental Health Therapist
Williams, Jennifer SW	CCS Social Worker/Service Facilitator

Department of Children and Families Staff

ECONOMIC SUPPORT (ES) STAFF

Adams, Connie	Economic Support Specialist
Anderson, Nancy	Economic Support Specialist
Burstad, Kristen	Economic Support Specialist
Clausen, Michelle	Economic Support Specialist
Hacker, Mary Jo	Economic Support Specialist
Kobs, Kristina	Economic Support Specialist
Lutz, Miranda	Economic Support Specialist
McQuay, Melissa	Economic Support Specialist
Nelson, Ameer	Energy Assistance Specialist
Peterson, Diana	Economic Support Unit Manager
Randall, Nancy	Economic Support Specialist
Swanson, McKayla	Economic Support Specialist
Stage, Robin	Economic Support Specialist

BUSINESS AND OPERATIONS -DCF

Bagley, Deb	Accounts Receivable
Berg, Michelle	Intermediate Support Specialist
Eichelt, Tonya	Business and Operations Manager
Evenson, Sabrina	Fiscal Specialist
Kallevang, Felecia	Fiscal Specialist
Sandra Severson	Intermediate Support Specialist
Trumble, Bonnie	Fiscal Specialist

SOCIAL WORKERS, PARAPROFESSIONAL STAFF

Anderson, Rachel	Juvenile Justice Social Worker
Appelquist, Marsha	Family Support Worker
Baasch, Meghan	CLTS Social Worker
Baldwin, Judi	Child Protection Social Worker
Bauermeister, Kelly	Child Protection Social Worker

SOCIAL WORKERS, PARAPROFESSIONAL STAFF

Dagestad, Tiffanie	Intake/Assessment Child Protection
Fader, Shelby	Child Protection Social Worker
Gilbertson, Peggy	Child Protection Social Worker
Hale, John	Adult Protection Social Worker
Hexum, Jim	Juvenile Justice Social Worker
Jacobson, Terri	Child Protection Social Worker
Johnson, Jamie	Child Protection Social Worker
Knutson, Chad	Juvenile Justice Lead Social Worker
Lindsay, Marisa	CLTS Social Worker
Lundgren, Sasha	Family Support Worker
McGurran, Kathy	Adult Protection Social Worker
Meyer, Tiffany	Child Protection Social Worker
Ramis, Tarisa	Foster Care/Kinship Care Coordinator
Russo, Heather	Child Protection Social Worker
Wahlen, Leigh	Juvenile Justice Social Worker
Weness, Jaime	DCF Director
Whitley, Brooke	Juvenile Justice Social Worker



2016 Brief Budget Summary

Total Expenses \$9,245,745.16

Total Revenues \$9,211,909.00

Net Income (\$33,836.16)