



Green County Human Services Department

GCHSD

Annual Report

2023

- Aging & Disability Resource Center
- Behavioral Health Services
- Children, Youth & Families
- Community Support Program
- Comprehensive Community Services
- Economic Support
- Regional Aging & Disability Resource Center

The Mission of GCHSD

It is the mission of the Green County Human Services Department, a governmental agency authorized by Wisconsin State Statutes, to evaluate eligibility and administer a wide variety of social service programs in the most effective and efficient manner possible in order to enhance individual and family independence and promote self sufficiency and personal responsibility for all Green County residents.



Green County Human Services Department

<https://www.gchsd.org/>

N3152 State Rd. 81

Monroe, WI 53566

(608)328-9393

Fax (608)328-9480

Email gchsd@gchsd.org

Aging & Disability Resource Center

<https://www.ADRCGreenCounty.org>

Phone: (608)328-9499

Toll Free: (800)514-0066

Email: resourcecenter@gchsd.org

Children, Youth & Families

Phone: (608)328-9384

To Report Child Abuse and/or Neglect:

Business Hours: (608)328-9393

After-Hours & Holidays: (888)552-6642

Behavioral Health

Phone: (608)328-9383

24 Hour Crisis Line: 1-888-552-6642

Economic Support

Southern Consortium Call Center: (888)794-5780

Online Application: <https://access.wisconsin.gov/>

Community Support Program

Phone: (608)328-9376

Comprehensive Community Services

Phone: (608)328-9310

Green County Human Services Department:

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

TABLE OF CONTENTS

03	Human Services Board
04	Message from the Director
05	Revenue/Expenses Snapshot
06	Aging and Disability Resource Center
08	Behavioral Health Services
11	Children, Youth & Families
16	Community Support Program
20	Comprehensive Community Services
21	Economic Support
24	Regional Aging & Disability Resource Center
28	Organization Chart



Green County Human Services Board:

- Michael Furgal, **Chair** (*Board Supervisor - District 6*)
- Russ Torkelson, **Vice-Chair** (*Board Supervisor - District 21*)
- Linda Boll (*Board Supervisor - District 1*)
- David Bristow (*Board Supervisor - District 23*)
- Todd Larson (*Board Supervisor - District 25*)
- Will Oemichen (*Board Supervisor - District 28*)
- Sarah Endicott (*Citizen Representative*)
- Anita Huffman (*Citizen Representative*)
- Sandy Horn (*Citizen Representative*) - *Term Ended 4/18/2023*

GREEN COUNTY HUMAN SERVICES

PLEASANT VIEW COMPLEX

N3152 STATE ROAD 81
MONROE, WI. 53566-9397
PHONE (608) 328 – 9393

July 31st, 2024

To: Green County Board Chair Guth & Green County Board of Supervisors
Human Services Board Chair Furgal & Members of the Green County Human Services Board
Green County Citizens and Other Interested Parties

It is my pleasure to present the 2023 Human Services Annual Report. The work our agency continues to do on a daily basis is only possible through the dedication and perseverance of our employees, volunteers, and providers.

A main focus of the year continued to be the COVID-19 unwinding. At the Federal and State level policies continued to shift as we transitioned away from the pandemic policies and funding. While most supplemental and emergency funding was still available in 2023, we expect most will not renew into 2024. Leadership and staff have done a great job staying on top of the changing requirements, policies, and funding limitations as we exited the pandemic.

Our Human Services Leadership Team saw some new faces in 2023. Betsy Atwell started as our new Mental Health Supervisor in November after the departure of long-time supervisor Rob Miles at the end of 2022. Laci Bainbridge was promoted to Economic Support Supervisor in November after the retirement of Supervisor Mark Nelson. A big thank you to all of our staff and partners that made the transition as smooth as it could be, especially with the 11-month vacancy of the Mental Health Supervisor position.

We continue to face challenges around increased need for services with limited resources and funding. You will see demand for some of our programs, like Birth to Three and Children's Long-Term Support, continue on an upward trajectory. As we identify community need, we will advocate for the necessary resources and funding to help meet that need, while being responsible to our local taxpayers. This will take increased advocacy at the state level by staff, clients, and our elected officials

As always, our work was only possible with the support of the Human Services Board, Green County Board of Supervisors, and Green County Community. Thank you for your support!

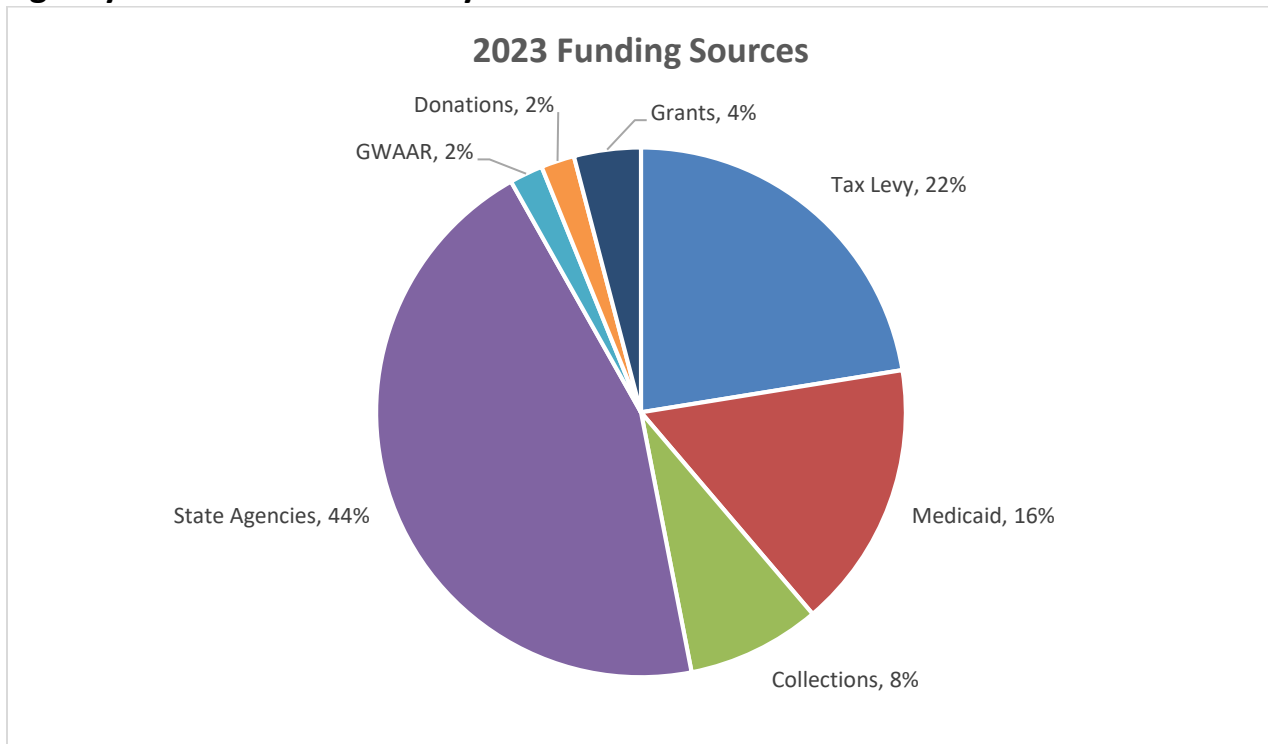
Respectfully Submitted,



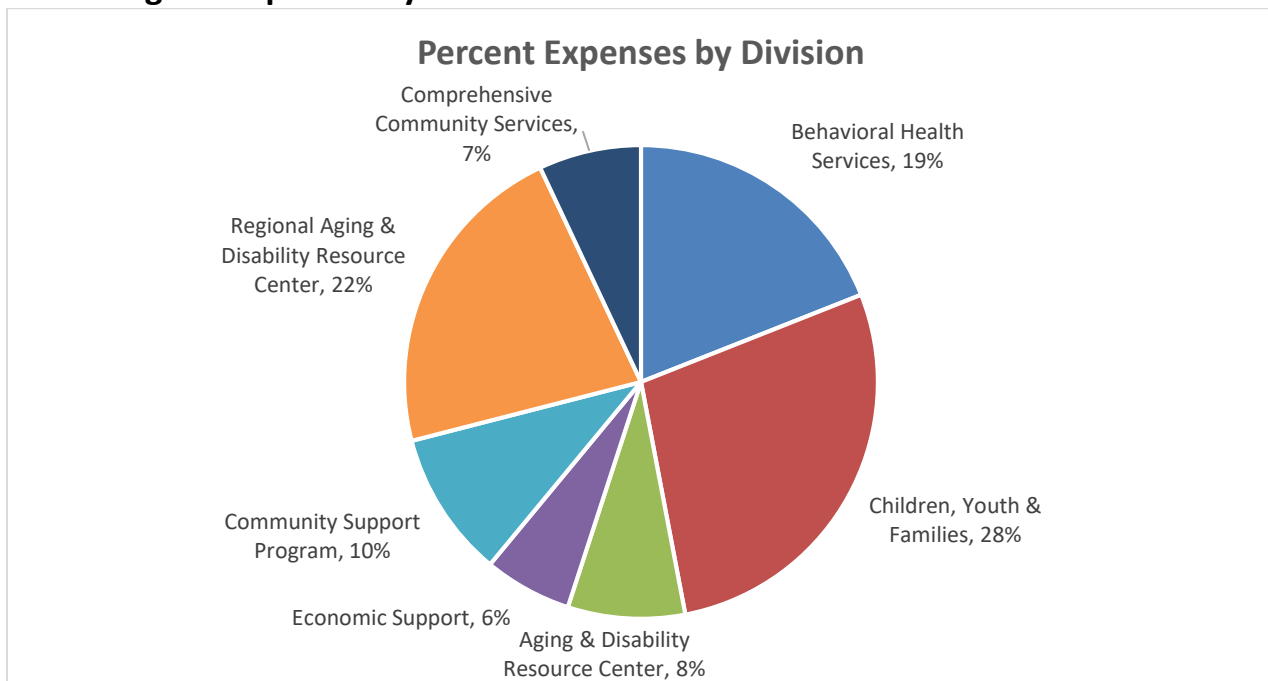
Dan Williams, CAPSW
Human Services Director

Revenue/Expenses Snapshot

Agency Percent of Revenue by Source:



Percentage of Expenses by Division:



Aging & Disability Resource Center of Southwest Wisconsin - Green County Office

Adult Day Center

Hand in Hand Adult Day Center served eleven (11) different participants in 2023. Volunteers at Hand in Hand donated 69.5 hours of their time to support this program.

Adult Protective Services

Adult Protective Services (APS) opened 95 cases. Of these cases, 3 were scams cases, 15 were for financial abuse, 47 were self-neglect cases, 16 were guardianship and/or protective placement cases, 1 for emotional abuse, 4 were neglect by others and 9 were physical abuse cases. In addition to these referrals that were open cases there were many cases where APS consulted and provided input and guidance on cases for Managed Care Organizations (MCO) care managers and other social workers but were not open cases. Main referral sources continue to be law enforcement, financial institutions, MCO's and informal supports. In 2023 we saw a total of \$95,000 lost to scams and other financial abuse in the cases that were referred to the ADRC.

Caregiver Support

The ADRC continues to put efforts into reaching and supporting caregiver and provided needed support. We continued hosting both our nighttime and daytime caregiver support groups as well as our grief support group.

In Home Support

The Information & Assistance Specialists also identify and enroll eligible consumers in small in-home support programs. Consumers placed on these programs are not eligible for publicly funded long-term care programs. These funding sources help provide a little bit of assistance to prolong the need for long-term care programs. Between the National Family Caregiver Support Program (NFCSP), Alzheimer's Family Caregiver Support Program (AFCSP), and Supportive Home Care Program we served 38 people with in-home supports or supports at the adult day center.

Nutrition Programs

The Green County Nutrition Program served 33,057 home-delivered meals to 260 different participants, a 13% increase from 2022. The congregate lunch and breakfast programs served 2,760 meals to 102 participants; an 5% increase from 2022. Volunteers in the nutrition program donated 2,629 of their time; saving the county/taxpayers \$47,322. The Nutrition Program received financial support and donations from local organizations which included St. John's

UCC, United Way of Green County, Woodford State Bank, Monroe Fund, the Sathoff Family Fund and other private donors.

Representative Payee

In 2023, there were 50 consumers that were assisted through the representative payee program.

Specialists

Between the 3 ADRC Specialists, Disability Benefit Specialist and Elder Benefit Specialist they had over 5,000 contacts with over 3,000 consumers, family members or other professionals to provide information on services available to them.

Transportation Programs

The volunteer driver escort program drove 47,300 miles. The Aging & Disability Resource Center vehicles drove 25,105 miles which included trips to and from the Adult Day Center, in and out of county shuttle trips, wheelchair transportation and special trips. Volunteers in the transportation program donated 1,959 hours of their time; saving the county/taxpayers \$35,262. A 2023 Chrysler Voyager van was purchased with funds through a federal Rural Health Grant. This new wheelchair accessible vehicle allowed for the increased ability to provide handicap accessible rides to Green County residents.

Wellness Programs

In 2023, the ADRC was able to successfully hold 11 evidence-based prevention programs. We held 3 Stepping On (Falls Prevention) workshops, 3 Mind Over Matter: Healthy Bowels, Healthy Bladder (Women's Incontinence) workshops, 2 Healthy Living with Diabetes (Diabetes Self-Management) workshops, 2 Walk with Ease (Arthritis Self-Management) workshops, and 1 Powerful Tools for Caregivers (Caregiver Wellness) workshop. In total, 107 consumers participated in the prevention programs.



Behavioral Health Services



Outpatient Behavioral Health Clinic

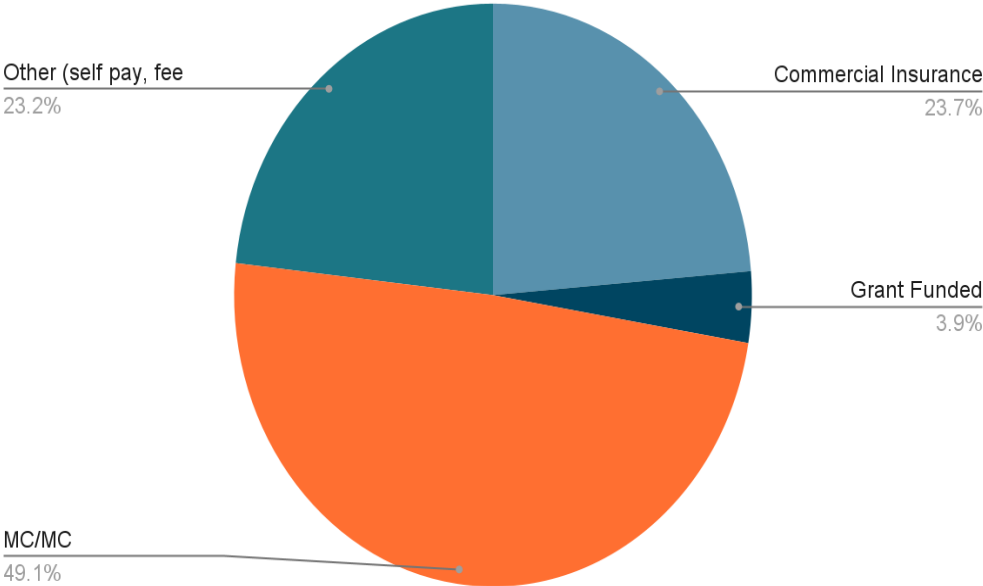
The Outpatient Behavioral Health (OBH) Clinic is licensed as a DHS 75.50 Outpatient Integrated Behavioral Health Treatment Service. OBH provides individual, group, and family services for minors and adults with mental health (MH) and substance use disorders (SUDs). OBH is jointly supervised by Bob Gibson and Betsy Atwell.

With the new state license of 75.50, SUD and MH programs began integrating services. Supervisor Betsy Atwell was hired in November 2023. The program also wrote a grant and added a Public Health Vending Machine distributing Narcan, Fentanyl Test Strips and other Life Saving Supplies.



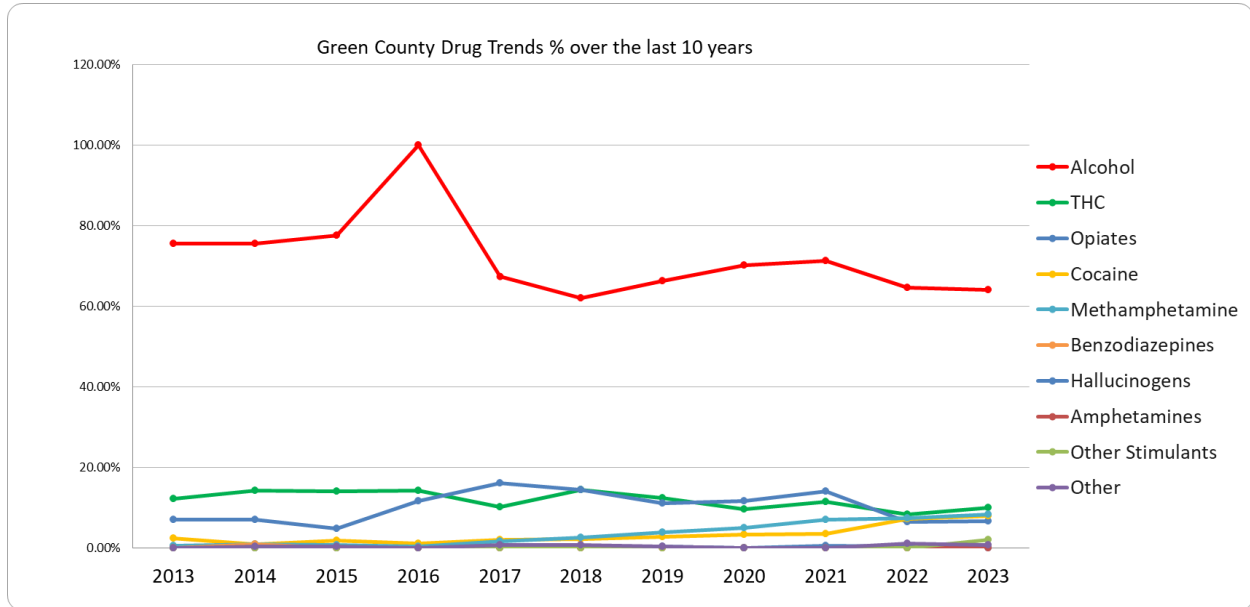
- 4747 Services Delivered
- 416 Distinct Clients
- 216 new admissions
- 48 were 18 or under
- 133 clients met with a Prescriber

2023 OBH Payer Mix

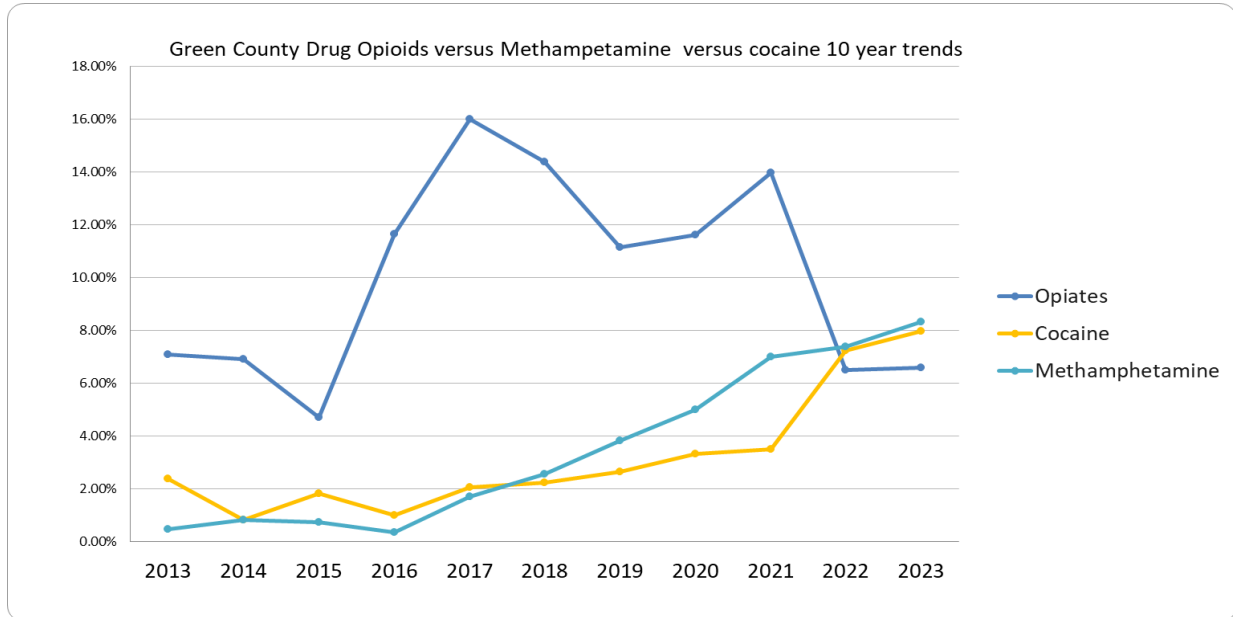


Substance Use in Green County

Alcohol, while declining lightly, remains the most used substance in Green County by a significant margin.



Most significantly, though, opioid use continues to drop off in Green County while methamphetamine and cocaine continue to rise.



Plans for 2024:

- Complete integration of SUD and MH services with the goals of
 - Allowing clients to move freely between the services best suited to their needs
 - Ensuring all documentation is in line with DHS 75 requirements
- Collaborate with Fiscal Service with goals of
 - Updating financial policies and practices in accordance with DHS 1 while ensuring funding is not a barrier to treatment
 - Credentialing clinical staff and improving documentation to increase capture of revenue from insurance companies for OBH services provided.
- Work with SSM Health on Suboxone Initiative and Residency program with the goal of
 - Improving access to psychiatric and substance use medications

Behavioral Health Prevention

The prevention program continues to engage the community through prevention related programs such as Teen Intervene and to go out into the public with Booths at community nights out, the Green County Fair and other events.

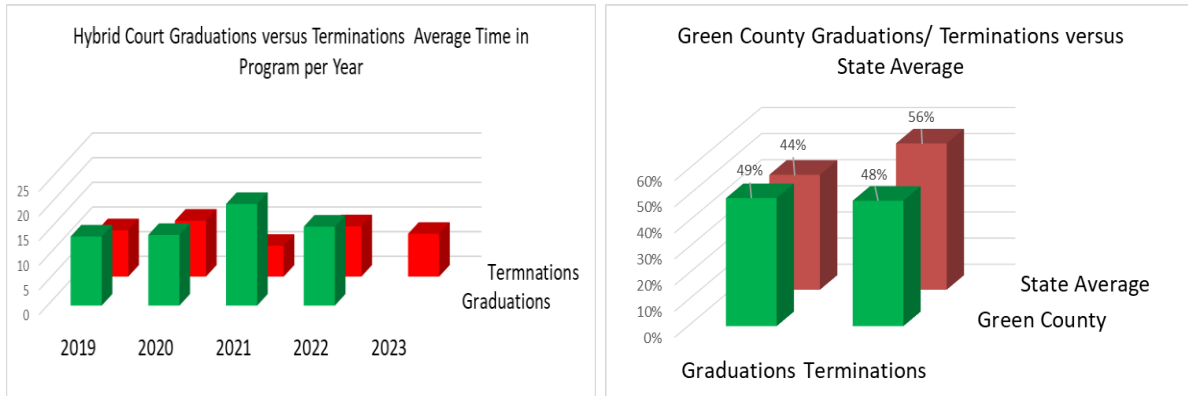


Hybrid Court

The Green County Hybrid Court is a treatment court that serves clients from Green and Lafayette Counties with both alcohol and other drug problems providing them with substance use treatment and court supervision. Agencies involved in the program include the Circuit Court Judges Office for Green and Lafayette Counties, Green County Human Services Department, Green County District Attorney's Office, State Public Defender's Office, WI Division of Community Corrections, Green and Lafayette County Sheriff's Offices, and the Monroe Police Department. The Hybrid Court is funded by a combination of State of Wisconsin Department of Justice money, Federal SAMHSA money, State Opioid Response money and tax levy.

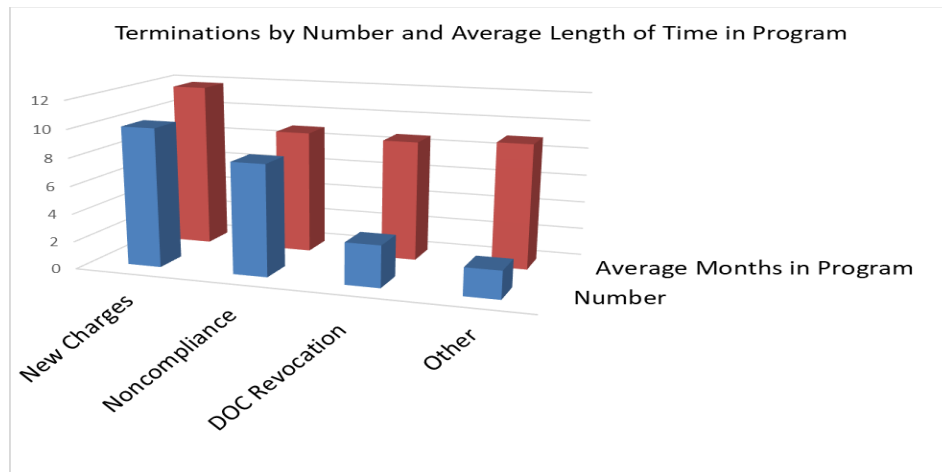
Looking at the numbers for the last 4 years for Hybrid Court we find that we've had 24 total graduations each staying in the program an average of 16 months and 23 total terminations each staying in the program an average of 10 months.

We've graduated more clients than we've terminated by contrast to the state average from 2019, the most recent number we could find.



Tracked over the last 4 years we've consistently graduated more than we've terminated. (Note while we did not graduate any clients in 2023 that is because those we did not terminate have remained in the program into 2024.)

Looking at those terminations, most have resulted from new charges followed by noncompliance, Department of Corrections (DOC) revocation and other.



Plans for 2024:

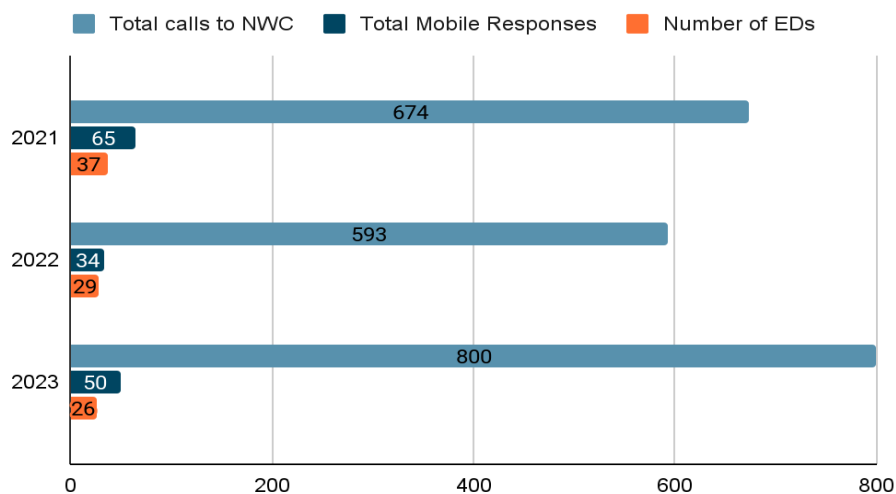
The Hybrid Court has been working on updating its policies and procedures to stay current with changing guidance and practice and is beginning to move funding away from the SAMHSA grant which will end in 2024.

Emergency Mental Health

Emergency Mental Health services at Green County Human Services are licensed under DHS 34. This unit provides 24/7 response services for community members experiencing a mental health crisis. GCHSD contracts with Northwest Connections (NWC) to staff the 24/7 call line and provide crisis response in most situations. When a mobile response is needed, NWC will connect the call with GCHSD staff who go out into the community to help resolve the crisis. Staff in this program are cross trained with the Outpatient Behavioral Health unit.

Changes in 2023: GCHSD hired a new Mental Health Supervisor in November 2023. Nationwide promotion of the federally funded 988 Crisis Line started in July 2022 with use of this resource increasing in 2023.

Crisis Responses



2023 saw a 25% increase in the number of calls to NWC, with the largest increase in calls coming from consumers and law enforcement. Despite the increase in calls to NWC in 2023, there was a decrease in Emergency Detentions.

Plans for 2024:

- Hire and train for a new position: Crisis Case Manager with the goals of
 - freeing up other crisis staff to provide Outpatient Behavioral Health
 - Increase and improve crisis postvention efforts.
- Increase efforts around Crisis Stabilization/ crisis postvention for high risk individuals with goals of
 - Preventing deaths by suicide
 - helping them be successful in the community
 - Helping to avoid the criminal justice system.
- Engage crisis staff in quality improvement efforts with the goal of
 - improving job satisfaction and retention.
- Update documentation and EHR with goals of
 - better aligning with best practices in Emergency Mental Health
 - Capturing untapped insurance reimbursement for Emergency Mental Health services provided

Children, Youth and Families

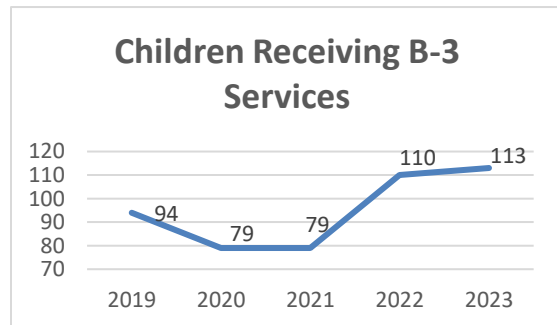
The Children, Youth and Families Division is responsible for the investigation of all allegations of child abuse and neglect, recruiting and licensing foster homes for children, custody studies and step-parent adoption screens, dispositional reports for the court, arranging and supervising alternate living placements for juveniles, and providing Juvenile Intake and supervision and support services to all youth under court jurisdiction in Green County. The CYF Unit also is responsible for the oversight of Children’s Long-Term Support (CLTS) and Birth to Three (B-3) programs.

Birth to Three

The Birth to Three Program (B-3) provides early intervention services to children from birth to age 3 with developmental delays and/or disabilities and their families. The Birth to Three team works in partnership with the family to enhance the child’s development and support the family’s knowledge, skills and abilities as they interact with their child.

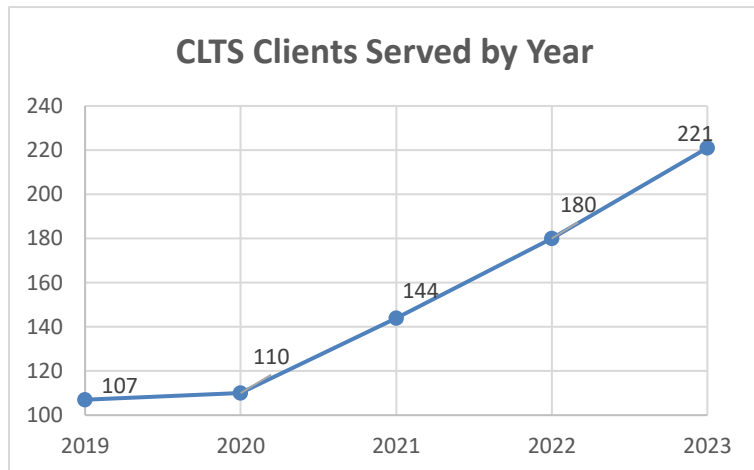


In 2023, Birth to Three provided services to 113 children and their families. In addition to the children receiving services, an additional 45 children were referred to Birth to Three and the parent(s) either declined services or the child did not qualify.



Children’s Long-Term Support-Wavier (CLTS)

The Children’s Long-Term Support Program (CLTS Waiver) coordinates and manages an array of comprehensive services for eligible children from birth thru age 21 with a variety of disabilities. Services are individually designed to help support the child and families. This support consists of services, respite, adaptive aids, and other items that help meet the child’s needs.



In 2023, the CLTS Waiver program served 221 children. This is up from 180 in 2021.

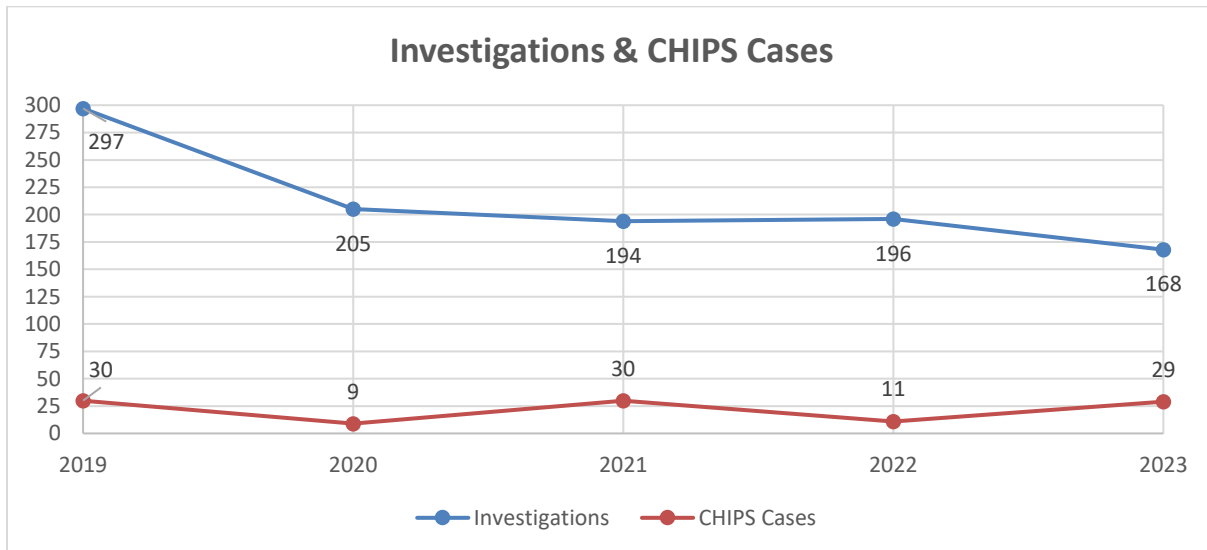
Children’s Community Options Program (CCOP)

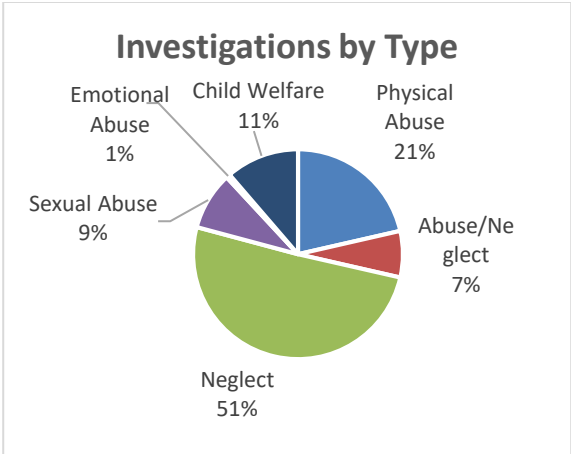
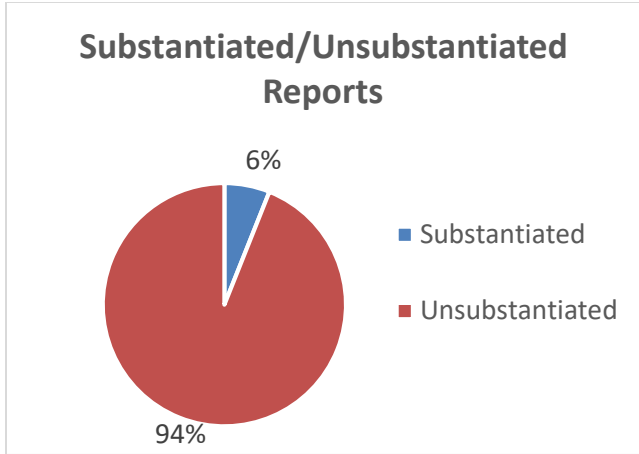
The Children’s Community Options Program (CCOP) provides funding for children when their needs cannot be met with Children’s Long-Term Support (CLTS) Waiver funding. CCOP funds can be used to assist children and families with one-time costs and to provide CLTS children and their families with items not covered by the CLTS program. This includes recreational programs and some adaptive aids. CCOP is a limited funding source but it fills an important gap meeting the needs of our children and families.

In 2023, CCOP served 86 children. This is an increase from 58 in 2022. This increase was made possible by the YMCA of Green County becoming a contracted provider for CLTS. This was able to free up over half of our CCOP money that was then able to help a larger number of children.

Child Abuse and Neglect

The number of child abuse and neglect investigations decreased from the previous year, with the CYF Unit investigating 168 cases in 2023. CHIPS cases (Children in Need of Protection and Services) increased significantly from the previous year indicating an increase in serious cases. We started a drug endangered children (DEC) program in 2020 to address some of the growing issues related to the impact of parental drug addiction on children. Approximately 7% (10 cases) of cases were alcohol or drug related. Additionally, 13% (19 cases) of cases were related to domestic violence.





Child Advocacy Center



Green County Child Advocacy Center

The Green County Child Advocacy Center (CAC) conducted seventy-six (76) forensic interviews in 2023. We continue to be a member of the National Children’s Alliance (NCA) and are recognized as one of only 15 Child Advocacy Centers in the state. Our CAC was nationally accredited in 2016, and we passed our re-accreditation in May 2021 and remain accredited for another five years.

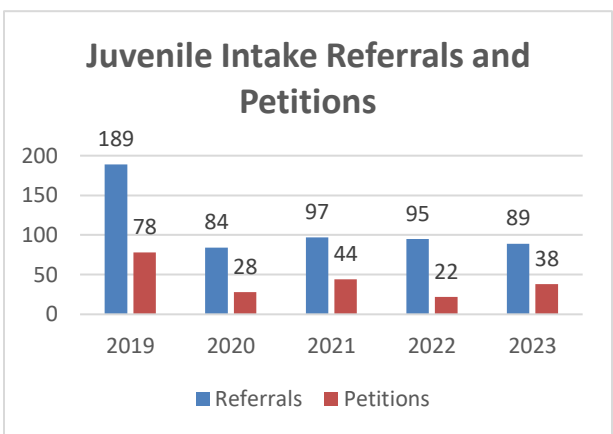
Our Therapist provides onsite support to all children seen for a forensic interview at the CAC as well as providing Trauma-Informed Cognitive Behavioral Therapy (TF-CBT) to children and youth served by the CAC. Ninety-four (94) children were served by the TF-CBT therapist in 2023 including children seen for therapy as well as crisis intervention post interview. We

are proud of mental health response to victims of trauma which has also prevented children from having to be placed outside our community.

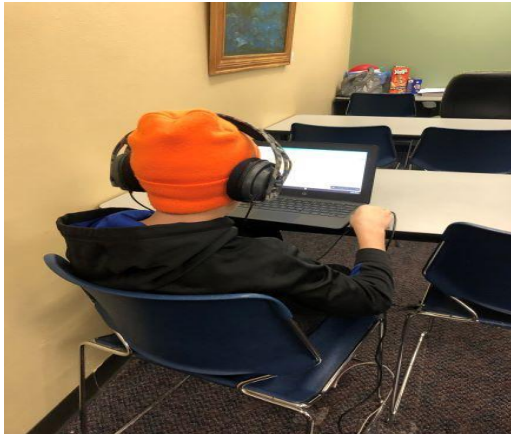
Juvenile Intake

Juvenile Court Intake performs assessments on law enforcement referrals to determine whether the youth referred are appropriate for diversion from court intervention and recommends delinquency petitions when necessary to hold youth accountable in a more formal way.

Eighty-nine (89) intakes were received in 2023 with thirty-eight (38) cases resulting in court action.



Truancy Prevention



The CYF Unit received a Youth Innovation Grant from the Department of Children and Families in September 2018 to support a youth justice and school partnership. This grant supported the startup of a Truancy Prevention program. The components of the program include regular monthly face to face interaction with every school in Green County, providing support to youth and their parent/s to include service referral, parenting education, transportation, homework support and advocacy for changing IEPs and schedules, mentoring, Dollars for Days (alternatives to truancy fines) and onsite

education for youth who have been expelled and/or completing online education.

Thirty-five (35) youth were served by the program in 2023. The program has been extremely well received by the school districts and successful in reducing truancy. Continuing to find funding is a challenge but we received additional United Way funds in 2023 and another Youth Innovation Grant in 2022 to support the mentoring portion of the program through 2025. Twenty-five (25) youth received mentoring in 2023.

Alternative Care



The CYF Unit had twenty-two (22) children in alternate care by the close of 2023 with ten (10) of those children placed in foster homes, one (1) with a licensed relative eight (8) in court-ordered relative (kin) placements, one (1) in group care, and two (2) in Residential Placement (QRTP). Green County had twelve (12) licensed foster homes in 2023. We are always looking to recruit new homes and make active efforts to recruit and support our current homes throughout the year.

Green County Foster Care has had a long-standing relationship with the Apparitions Motorcycle Club dating back to the 1990's. This group has long supported and raised money to support our foster children, foster parents and other needy families served by the CYF Unit. They also participate in our annual foster care picnic and Holiday party. In 2023, they raised \$26,575 which was the second highest year to date, second only to 2018 when the Apparitions raised over \$30,000. The support that we are able to give our foster youth and parents would not be possible without the monies raised by the Apparitions.

Wrap- Around Initiatives



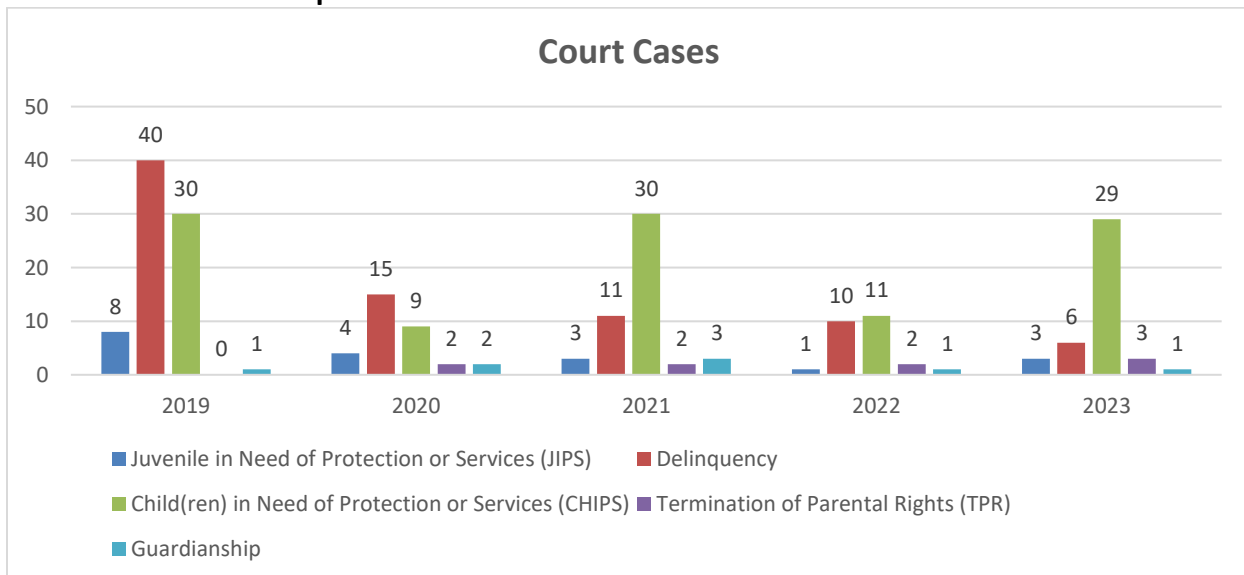
The CYF Unit continued one wrap-around initiative in 2023. The unit received funding in 2009 to start a Coordinated Services Team (CST) in Green County which is now titled Wrap-Around of Green County. The program served 17 families in 2023. There continues to be very good participation from the community and school systems in Green County helping to support families and keeping children in the home.

Addressing Challenges

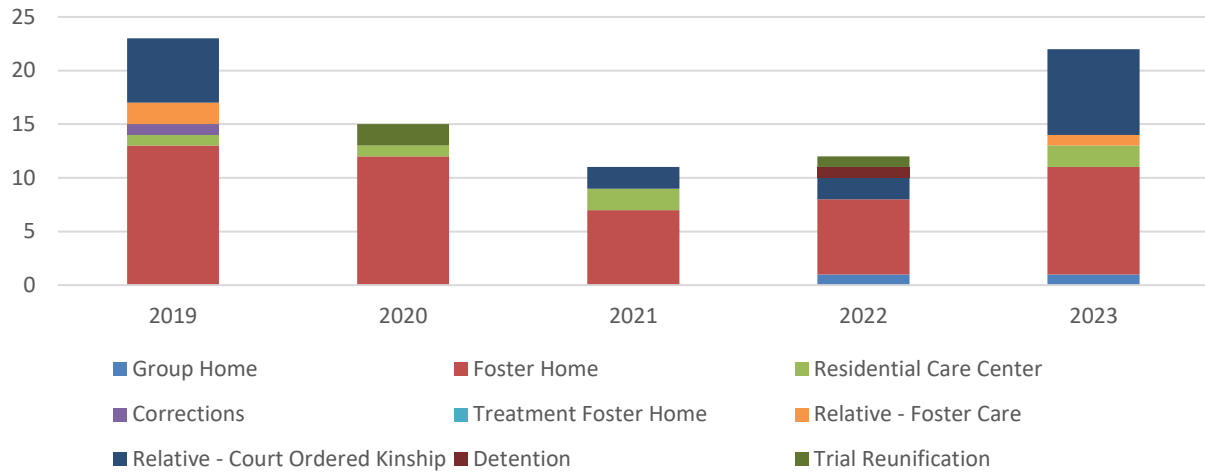
Locating placements for children and youth, especially those with complex needs, has been a challenge in 2023 for Green County as well as state-wide. There was an increase in placements in 2023 but finding appropriate facilities was difficult to impossible for some youth. The CYF Manager joined the CYF PAC of the Wisconsin County Human Services Association (WCHSA) in 2022 in order to keep abreast of this and other issues impacting children in Green County. CYF Manager co-chaired a WCHSA/WAFCA workgroup in 2023 for Youth in Higher Levels of Care to partner with placing agencies to address the issues finding placement for high needs youth.

The Green County Child Advocacy Center is experiencing growing pains since 2022. We are seeing a significant increase in forensic interviews as well the need for increased TF-CBT therapy. Funding cuts were anticipated in 2023 for CAC's all over Wisconsin. We did receive ARPA funds and began a capital campaign to support the expansion of the CAC. We anticipate a completed addition and the hire of an additional TF-CBT therapist in 2024. We are hopefully the Wisconsin Legislature addresses the funding concerns.

Historical Data for Comparison



Alternative Care by Year (Dec 31st)



Community Support Program

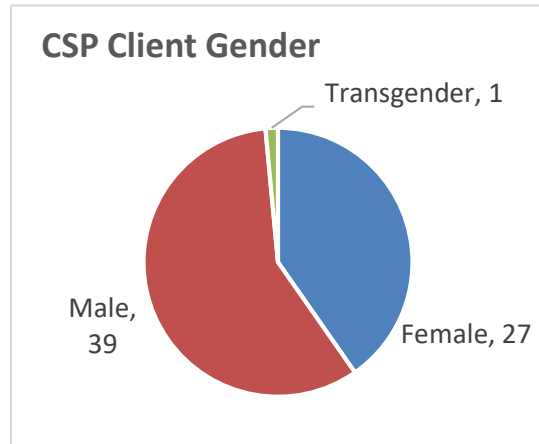
In 2023, a key focus in CSP treatment delivery was to see consumers in the community and create opportunities for socialization to help break the cycle of self-isolation our consumers face. Isolation is common among the chronically mentally ill and this leads to an increase of symptoms. The CSP staff attempt to enhance our consumer's lives by being involved in their day to day activities, adding additional support when needed.

- Increased activities and socialization for clients breaking the cycle of self-isolation.
- CSP staff adds additional support for our consumers when needed, especially face to face contacts.

Who We Serve

CSP provides services to Green County adult consumers who have a serious and persistent mental illness and whose symptoms impact their ability to function in their activities of daily living (e.g. maintain housing, employment, relationships, managing finances, medication management, navigating health care).

In 2023, CSP served a total 67 clients. This consisted of 39 males, 27 females and 1 transgender.



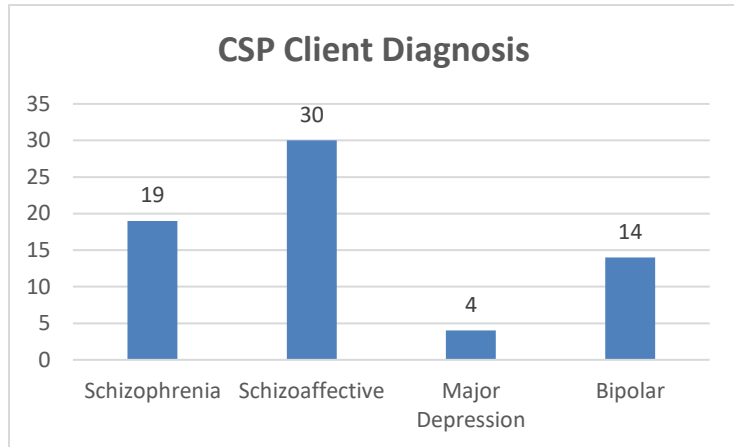
The age range of our consumers was 24 to 78 years of age.

Examples of symptoms CSP consumers might experience are auditory and/or visual hallucinations, delusions (false beliefs, persecutory, religious), paranoia; cognitive disorganization, pressured speech, grandiosity, depression, mania and sleep disturbances to name a few.

Mental illness symptoms at times hinder our consumers ability to fully function in their homes or in the community. CSP staff through medication and practical strategies help consumers deal with symptoms in order to overcome these obstacles.

Clients enrolled in CSP have at least one of four major mental illnesses:

- Schizophrenia
- Schizoaffective
- Major Depression
- Bipolar



The CSP Team

Green County CSP team is made up of nine case managers, a nurse, a psychiatrist, an office associate and a clinical coordinator. CSP staff provide symptom management, medication management and when needed medication observation, psychosocial rehabilitation, intensive case management services, job readiness training and representative payee services. The level of care provided to a consumer is based on their individual needs. When symptom instability is noted with a consumer, the team strategizes a new plan to assist in stabilizing that consumer. CSP offers services 365 days per year. CSP hours of operation are Monday-Friday 8 a.m.-7 p.m., weekends 10 a.m.-7 p.m., holidays 8 a.m.-6 p.m. and after hours on-call.

- Green County CSP offers services 365 days a year.
- Our Crisis line is available 24-hours a day through Northwest Connections plus a CSP staff person is on call and available if needed.
- Observe medications for compliance and consistency

The PACT/ACT Model

The CSP program follows the guidelines of the PACT/ACT model. "The manual for ACT Start-up" published by NAMI states that ACT is "a team which has a multidisciplinary mental health staff organized as an accountable, mobile mental health agency or group of treaters who function interchangeably to provide the treatment, rehabilitation and support services that person with severe mental illness need to live successfully in the community." Goals of the ACT treatment team are to lessen or eliminate symptoms of mental illness for the enrolled clients and to prevent acute recurrent episodes of their illness. In addition, consumer goals include: enhancing the quality of life, meeting basic needs, improving social functioning and reducing the burdens on families providing care for their loved ones.

- CSP utilizes the researched-based ACT model to treat the chronically mentally ill in the program.
- Staff work to help reduce and eliminate mental health symptoms to improve consumers abilities to function in their home and in the community.

Aging Consumer Population

As our consumer population continues to age (26-over 60, 9-over 70) and are diagnosed with chronic physical health ailments, the need for intensive case management provided by CSP staff has increased. The symptoms related to a major mental illness are often one of the barriers to accessing preventative healthcare and managing symptoms related to physical ailments. This requires additional support by the CSP staff in coordinating, transporting and attending health care appointments as well as consulting with consumer's medical treatment team.

- CSP staff provide intensive case management to assist consumers in navigating their physical health care.
- CSP lost a number of consumers in 2023 due to terminal illness and undetected physical health issues.

Housing

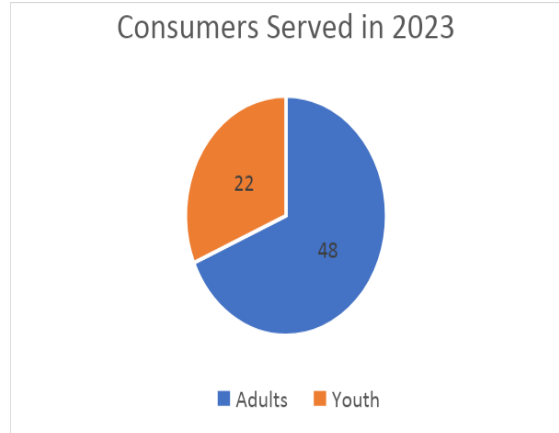
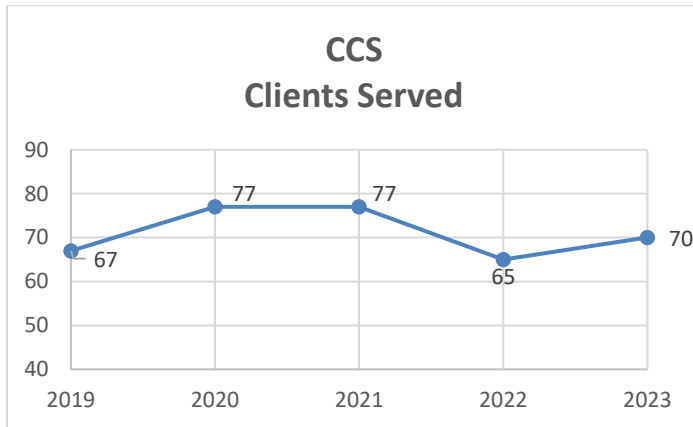
Housing continued to be a struggle for CSP consumers due to the lack of availability of low income or subsidized housing. In 2023, we had nine consumers due to various circumstances find themselves without permanent housing. The majority of those consumers had been able to temporarily stay with friends or relatives until independent housing was obtained with one consumer needing to utilize an out of county homeless shelter.

- In 2023 CSP saw an increase in homelessness among consumers.
- A lack of availability of low income or subsidized housing is an issue in Green County.

Comprehensive Community Services

Green County continues to partner with Lafayette County to provide Comprehensive Community Services (CCS) under a Shared Services Model. Participating in a regional model for CCS is required in order to draw down 100% Medicaid Assistance funding.

In 2023, CCS served 48 adults and 22 youth.



Staffing

Throughout 2023, most of the current staff were maintained since significant staff turnover in 2021. A new CLTS/CCS Service Facilitator was onboarded. Green County CCS has been fully staffed since spring of 2023.

Contracted Providers

Our contracted Psychiatrist Dr. Knuppel departed our agency; however, we were fortunate to have Dr. Kapell join us without a lapse in psychiatric services. We were also able to contract with a provider for Skill Development that provides organizational services.

Consumer Satisfaction Survey

Consumer survey responses increased by over 20% in 2023. The CCS Coordination Committee uses the results to influence the programs Quality Improvement Plan.

Consumer Highlight

A consumer enrolled in CCS Services in 2016 needing assistance with his mental health along with connecting with community resources. When he was enrolled, he was processing the death of a loved one and trying to manage mental health symptoms. During that time, he was socially isolated, could not perform activities of daily living (ADLs) on his own without prompting, including taking medications and being aware of in-home immediate dangers, and living in unsanitary conditions (drinking old milk, trash everywhere, no sheets on bed, etc.). Due to his physical health being at the forefront of his needs, he was not able to work on his mental

health. It was apparent that he needed further assistance with everyday tasks before he could work on improving his mental health.

CCS staff referred him to the ADRC where he was screened for long-term care services and was eventually enrolled in a managed care organization and was willing to move to a group home. He thrived in the structured environment once he moved to the group home. He became more social with others and would go out into the community, which he rarely did before. His physical health improved due to maintaining and attending scheduled appointments. Since his basic needs were being taken care of he was ready to start working with a therapist. He started therapy and was able to process grief, trauma, and learn healthy coping tools. Once he was at a place where he felt he was able to manage his mental health symptoms, he felt he was ready to discharge from CCS in August of 2023. He continues to be in therapy even after his discharge with CCS.

Economic Support

The Economic Support (ES) Unit continues to provide an integrated service delivery system for public assistance programs. The unit's overall goal is to enhance and maintain a successful income maintenance agency and meet mandated performance standards. ES offers financial assistance programs to help residents to sustain and improve their quality of life and meet basic living and health care needs. The primary services offered include:

- Wisconsin Shares - Childcare subsidy
- Health Care – Medicaid and BadgerCare Plus
- FoodShare
- Caretaker Supplement (CTS)

The Economic Support (ES) Unit employs seven ES Specialists and one office associate who collaborate with our consortium partners to staff the Southern Consortium Call Center. The counties include Lafayette, Grant, Iowa, Crawford, Jefferson, Iowa and Rock County. The ability to share the work across these seven counties through this continued partnership provides for increased efficiencies and better customer service for the citizens of Green County. Residents are able to call the Southern Consortium Call Center to ask general questions/inquiries, complete renewals, apply for benefits, or report changes. ES specialists in Green County continue to see clients via appointments or on a walk-in basis. They process applications, renewals and documents on a local, county level and spend approximately 40% of their time on the call center. The key indicators of our success are measured by our ability to meet timeliness, our accuracy, and customer satisfaction performance standards established by the State of Wisconsin. Daily workload dashboards in coordination with quarterly, monthly, and weekly reports specifically address each aspect of these key indicators and are reviewed and monitored continuously.

In addition, ES works with the other units in Human Services as well as various partners in the community such as Green County Child Support offices, Southwest Cap, Family Promise, Men's Resource Center, St. Vincent DePaul, Salvation Army, Energy Services Inc., Green Haven, Veterans Service Office, Green County Public Health, local food pantries and local law enforcement.

Challenges

The past year was a challenging year for ES staff as Covid 19 era policies continued to end and pre-pandemic policies began to return. Beginning in 2020, additional Foodshare benefits were issued to everyone receiving the benefit, this extra Foodshare ended in February 2023. Medicaid renewals (conducted annually) resumed. During the Covid 19 pandemic, members did not lose Medicaid coverage for any reason other than moving out of state or death. Beginning in June of 2023, Medicaid renewals resumed for members. The Department of Human Services spread out renewals over a 12-month period to even out the workload but most ES units across

the state were mandating overtime in order to maintain processing timelines. Green County ES workers completed overtime in November and December to maintain processing timeliness for Medicaid renewals. Last year Green County processed 99.45% of applications timely. The state’s goal is for agencies to process 95% of applications timely so we exceed the state’s goal with processing applications for BadgerCare, FoodShare, Long Term Care, Community Waivers, Caretaker Supplement and Child Care Subsidy.

Green County 2023 Annual Benefit Issuance Summary

Program	Benefit Dollars Issued	Comments
FoodShare	\$5,032,338.00	3,053 Recipients average/month
Medicaid	\$59,711,402.00	7,415 Recipients average/month
ETAP (Housing & Gas Cards)	\$45,545.00	68 Households served total annually
Total	\$64,789,285.00	

Foodshare Program

There are approximately 1,601 families (assistance groups) in Green County receiving Foodshare benefits. The average assistance group contains 1.9 people. The average monthly allotment (benefit amount) is \$262 per month, per assistance group.



- 54% of assistance groups contain a member that is elderly (60 years old or older), blind or disabled.
- 33% of assistance groups contain minor children (18 years or younger).

Medical Assistance

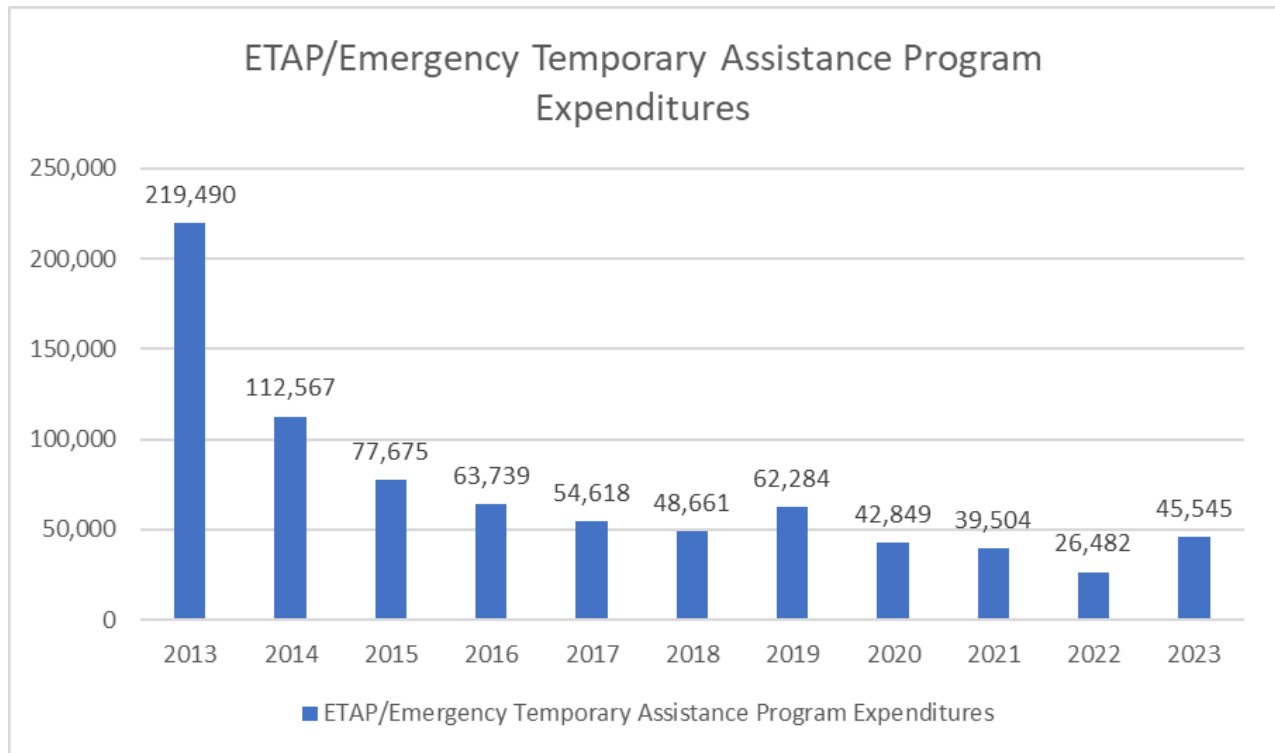
In 2023, annual medical costs paid on behalf of Green County residents through the various Medical Assistance Programs was \$59,711,402. There are approximately 7,415 Green County residents that are enrolled in a Medicaid benefit program. This accounts for 20.14 percent of Green County residents.

Emergency Temporary Housing Assistance Program

In 2023, we provided \$45,545 in Emergency Temporary Housing Assistance to 41 households/families. These funds provide assistance to Green County residents in danger of being evicted due to short term emergencies like an unpaid medical leave or job loss.

Emergency Temporary Assistance dollars were also used to purchase \$2,500 in Kwik Trip gas cards to assist transient individuals, job seekers, and residents with transportation to and from medical/mental health appointments or job interviews. Steps have been taken over the last 10

years to redesign program policy to ensure that funds benefit county residents that need the most help.



Wisconsin Shares Childcare Subsidy Program

The Wisconsin Shares childcare subsidy program invests in eligible working families to help make quality child care more accessible and affordable by covering a portion of their monthly child care costs. In Green County, approximately 78 children (monthly on average) receive subsidized care, allowing their parents to continue to work or attend school.

Caretaker Supplement

Wisconsin 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. CTS benefits are \$275 per month for the first eligible child and \$165 per month for each additional eligible child. CTS benefits are paid to SSI members as part of their monthly state SSI benefit.

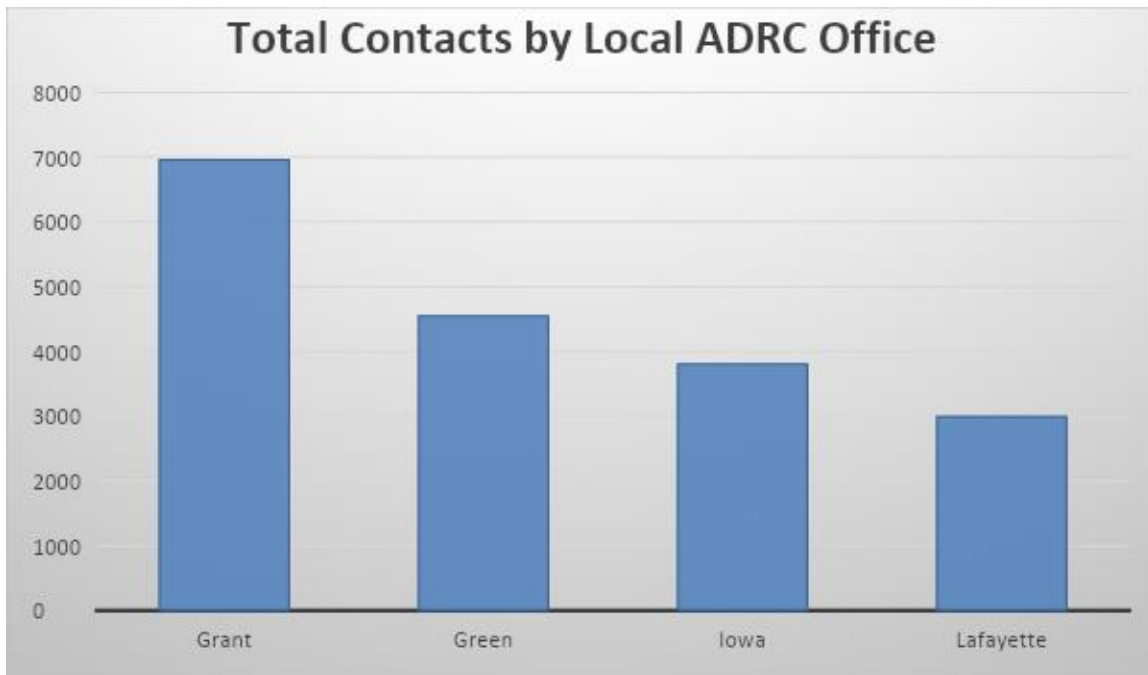
Regional Aging & Disability Resource Center

Serving Grant, Green, Iowa and Lafayette Counties

The Regional Aging and Disability Resource Center Office works with the local ADRC offices in Grant, Green, Iowa and Lafayette Counties. The regional office is responsible for overseeing the contract with the Wisconsin Department of Health Services, Division of Public Health, for managing the ADRC budget and working with local offices in providing outreach, information and assistance and connection to resources pertaining to aging and disabilities.

Total Contacts:

The local ADRC offices in the region had a total of 18,311 contacts, of these contacts 6,381 were unduplicated callers.



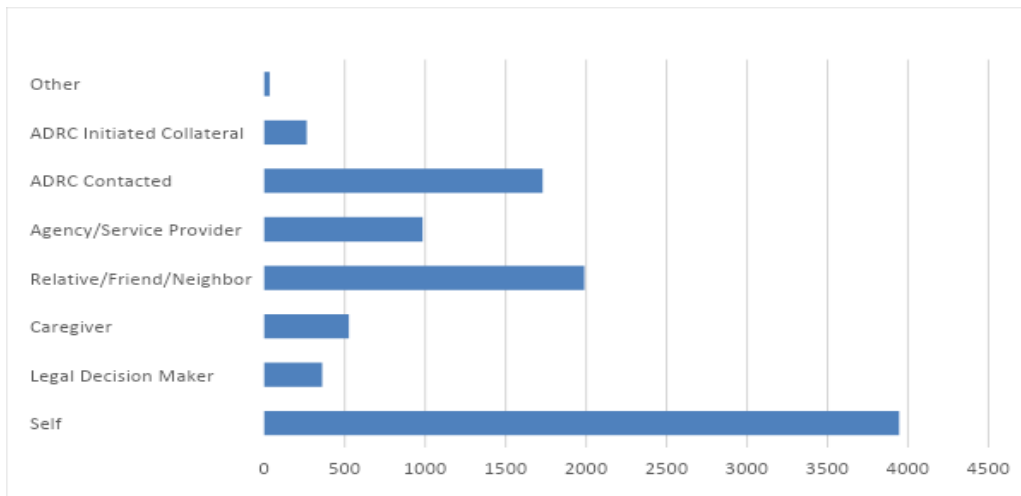
Grant	Green	Iowa	Lafayette
6960	4548	3806	2997

ADRC Activities:

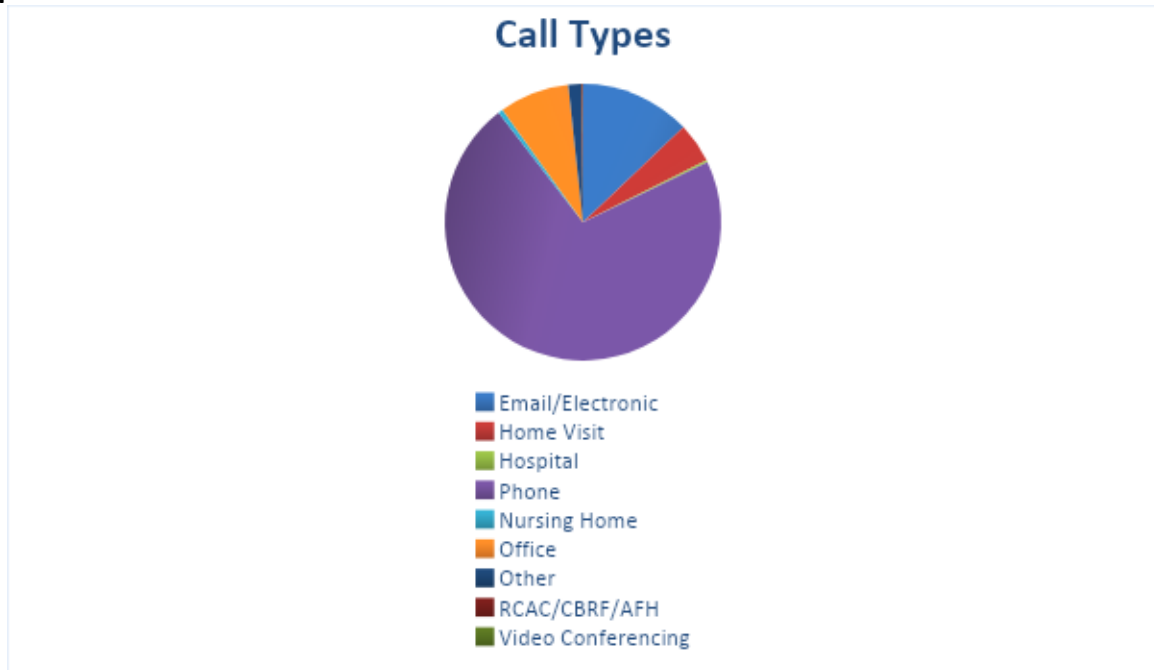
- 7% of the people that contacted the ADRC were assisted with information and/or enrollment into specific public long-term care programs.
- 63% of the people that contacted the ADRC were assisted with information for a variety of programs including, prevention classes, caregiver resources, legal services, in-home services, private pay service options, transportation, nutrition programs, etc.
- 16% were administrative calls made by ADRC Staff to customers and/or professionals, family/friends relevant to the customer's need for services

Caller Type: The person contacting the ADRC.

- 40% were people calling for information/services for themselves
- 4% were the legal decision makers for individuals
- 5% were family caregivers
- 20% were a relative/friend or neighbor
- 18% were calls made to consumers or providers from the ADRC staff
- 3% were collateral calls made to other agencies, family, doctors, etc.
- 10% were calls from agencies or service providers to the ADRC



Call Type: Method used to contact the ADRC



Disability Benefits Specialist Program: Disability benefit specialists (DBS) help answer questions and solve problems related to Social Security, Medicare, health insurance, and other public and private benefits for people with disabilities. They serve people ages 18-59 who have a disability. Services are free and confidential

There are four Disability Benefit Specialists in the region. They assisted 420 people, which brought in a combined \$2,203,514 of Federal and State benefits to customers in Grant, Green, Iowa and Lafayette Counties in 2023.

Elder Benefit Specialist Program: Elder benefit specialists (EBS) help answer questions and solve problems related to Social Security, Medicare, health insurance and other public and private benefits for people age 60 and older.

There are four Elder Benefit Specialists in the region. They assisted 2,268 people, which brought in a combined \$15,525,706 of Federal and State benefits to customers in Grant, Green, Iowa and Lafayette Counties in 2023.

Regional Dementia Care Specialist: The Dementia Care Specialist (DCS) program has three main goals: 1. Create a Dementia Capable ADRC, 2. Collaborate with community partners to create Dementia Friendly Communities, and 3. Provide support to individuals living with dementia and their families to help them remain in their homes for as long as they choose.

1. Dementia Capable ADRC:

- All ADRC Specialists have been trained to facilitate Memory Screens. The screens are a tool to help identify cognitive changes that may warrant a need to follow up with a physician. ADRC Specialists have discussions with customers about potential next steps and make appropriate referrals.
- All ADRC employees have participated in the Dementia Live a simulation experience to see what it may be like to have dementia. The objective of Dementia Live™ is to increase empathy and awareness. New ADRC Staff will participate in the Dementia Live™ simulation exercise as a part of their orientation.
- All ADRC staff have been trained in dementia basics, communication and interactions techniques, and resources available. The Dementia Care Specialists provide staff with updates on resources, programs, and education.

2. Outreach & Dementia Friendly Communities:

- Outreach continued via Facebook and other virtual platforms as well as the local newsletters.
- Dementia Friendly Community events and meetings, included Dementia Live Community Events in all four counties

3. Support to individuals living with dementia and their families to remain in their homes

- DCS had 119 customer consultations in 2023 – The consultations are thorough conversations to work alongside individuals living with dementia and/or their families to help them better understand the condition, caregiving strategies, coping techniques, long-term plans, and resources. Boost Your Brain and Memory Classes were held in person and virtually across the region
- Facilitated Caregiver virtual and in person support groups throughout the region.

Green County Human Services Organizational Chart

