

Everything you need to know about



Administrative Services

Fiscal Services

- is responsible for budgeting, processing of payroll, A/P, billing and financial eligibility for child welfare and juvenile justice programs, collections, grant managements, and contracts

Centralized Records

- is responsible for scanning, release of information, health information management (HIM), and electronic health record (EHR) compliance.

Business Application Support

- is responsible for application support, implementation of systems (i.e. Avatar, MyInsight, EHR), setup and access of division-specific software, custom SharePoint and Power BI sites, and maintenance and support of audio/visual equipment at all HHS locations.

Administrative Support

- is responsible for providing administrative support at the front desk and mailroom, as well as embedded support in all seven HHS divisions. This includes building logistics, facilities management, and special projects.

Highlighted Accomplishments

Revenue Cycle Management

- Implementation of MyInsight, Waystar, and AR console (Claims Management)
- New billing initiatives
- 2021 Revenue Cycle Audit and Remediation plan
- Enhance General Ledger Set-up
- Developed/Revised more than 20 P&P
- Process over 80,000 claims per year
- \$9,200,000 in Charges for Services 2022 Budget

Economic Support Services

- During COVID-19, still able to provide high level of service while working remotely with a 25% increase in customers
- 2020: \$338 million in MA benefits & \$30 million in Foodshare benefits
- # of county residents that receive services
 - Current as of 10/19/2021 = 41,810
 - March of 2020 (start of Emergency period) = 31,250
 - Includes almost 4,000 more children



Adolescent & Family Division

Comprehensive Community Services (CCS)

& Coordinated Services Team (CST)

Youth Expansion



Key Program Factors

- ✓ Voluntary
- ✓ Person-centered
- ✓ Across Lifespan
- ✓ Recovery Oriented
- ✓ Strengths-based

Workforce Expansion

- | | |
|-------------------------------|------------------------------------|
| 2021 | 2022 |
| 1 Supervisor | 1 Coordinator |
| 2 Mental Health Professionals | 2 Mental Health Professionals |
| 0.5 CST facilitator | 5 Service Facilitators |
| | 1.0 CST Facilitator |
| | 1 Quality Assurance Staff |
| | 1 Human Service Support Specialist |

Coordinating Committees

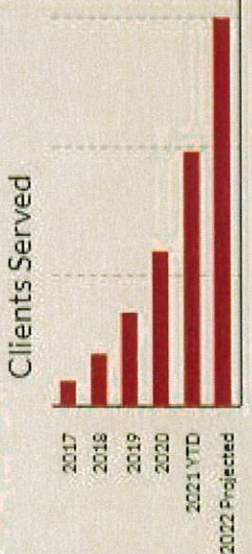
CST CCS

CCS
CST

The CCS Coordinating Committee is comprised of consumers and their family members, county personnel, and advocates/providers.

The CST Coordinating Committee meets to provide feedback to continue development of the CST program and other county-based program services for youth.

Clients



Expansion is our goal

Early intervention will decrease the number of youth involved in youth justice programming.

Revenue



Increased Medicaid revenue reduces local tax burden to serve clients in other program areas

Cross Divisional Partnerships

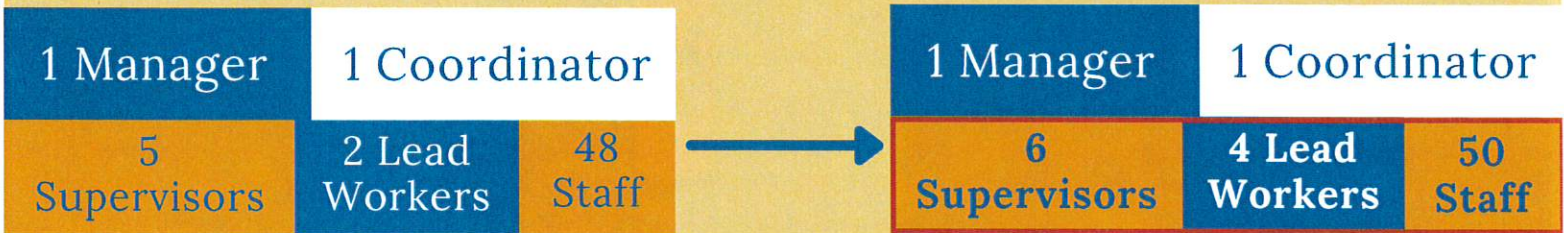
- A&F** Service Provision
- Clinical** License / Oversight
- C&F** CCS Intake
- Fiscal** Revenue Cycle
- Admin Support** Vendor Processing



**EMPOWERING INDIVIDUALS TO
MAKE INFORMED CHOICES
AND STREAMLINING ACCESS
TO SERVICES AND SUPPORTS**

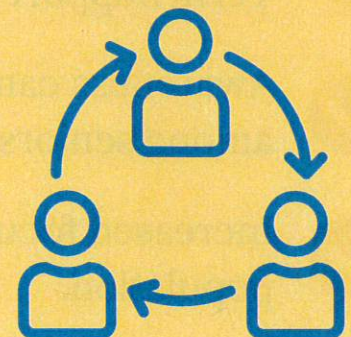
2021 DIVISION HIGHLIGHTS

Division Reorganization



REORGANIZATION HAS ALLOWED FOR:

- Supervisors assigned specialty area based on strengths and experience.
- Addition of Lead Workers allows Supervisors to conduct improved QA and audits.
- Lead Workers triage calls to assist staff on difficult contacts.
- Distinct Adult Protective Services call intake model to provide efficient and timely report review and assignment.
- Focus on consumers at high risk of abuse or neglect.
- Supervisors are more accessible to staff for consulting on cases.
- Staff have the ability to be more specialized in focus areas.
- HHS/ADRC volunteer collaboration and consistency.
- Additional internal workgroups:
 - Disability Information Group
 - Diversity, Equity & Inclusion
 - Trauma Informed Care
- Enhanced outreach to seniors to address social isolation.

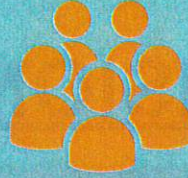


Dementia Care Services

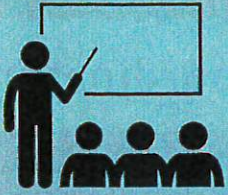
To address an increase in need, the ADRC has:



Hired additional .5 FTE
Dementia Care Specialist



Leadership role in Dementia
Challenging Behavior Initiative
(DCBI).



Increased partnerships with
local businesses and law
enforcement to provide
appropriate trainings.



Produced materials to educate
families and caregivers who
love someone with dementia.

Additional highlights related to Dementia Care Services

- Calls for dementia services rank fifth among the reasons people contact the ADRC.
- 175% increase in dementia referrals and consults.
- Trained 115 law enforcement officers and other first responders.
- Held numerous Dementia Friendly Business Trainings and community Memory Screen events.

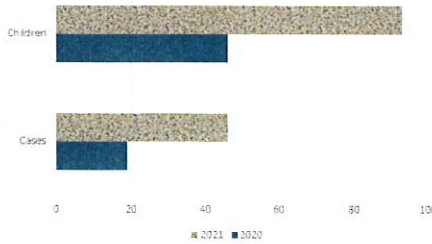
Additional ADRC Notes

- ✓ Congregate Dining reopened at four locations.
- ✓ Increased partnership/collaboration with HHS Children with Long Term Support unit.
- ✓ Awareness campaign to increase COVID-19 vaccination rates among seniors.
- ✓ Increased focus on providing resources and services to a diverse population.



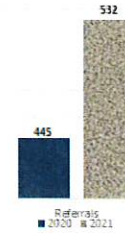
Strengthening Families

Child Protective Services had a 133% increase in the number of children served in-home through the Targeted Safety Support Funds



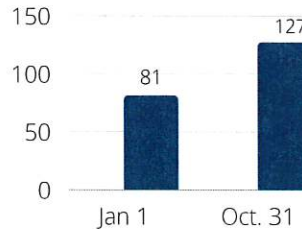
22% DECREASE IN CHILDREN IN OUT OF HOME CARE

When out of home placement is necessary, Waukesha County utilized relative placements at a rate of 45% which exceeded the statewide average of 38%



Birth to Three responded to 23% more referrals

CHILDREN WITH SPECIAL NEEDS EXCEEDED CONSUMER EXPECTATIONS
★★★★★
"My service coordinator assists in meeting the needs of my child and family."
(Average score of 4.3 on 149 surveys)



Children with Special Needs increased the service provider pool by 56.8%



Community Collaborations

GRANDPARENT AND RELATIVE GROUP

2020-2021 grant-based partnership with a non-profit served 127 grandparents and 40 children through 11 groups.

Over 150 relative care packages were distributed!



Children with Special Needs partnered with a local non-profit that provided 40 children with adaptive swim lessons. This was a generous donation valued at \$17,682.50!

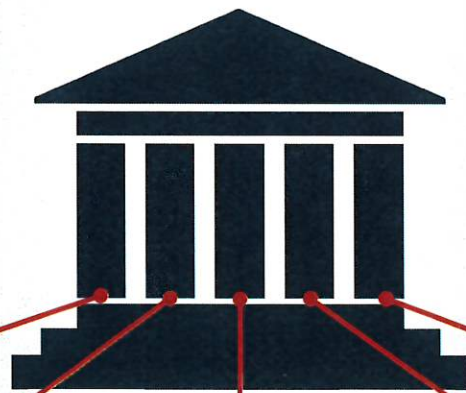
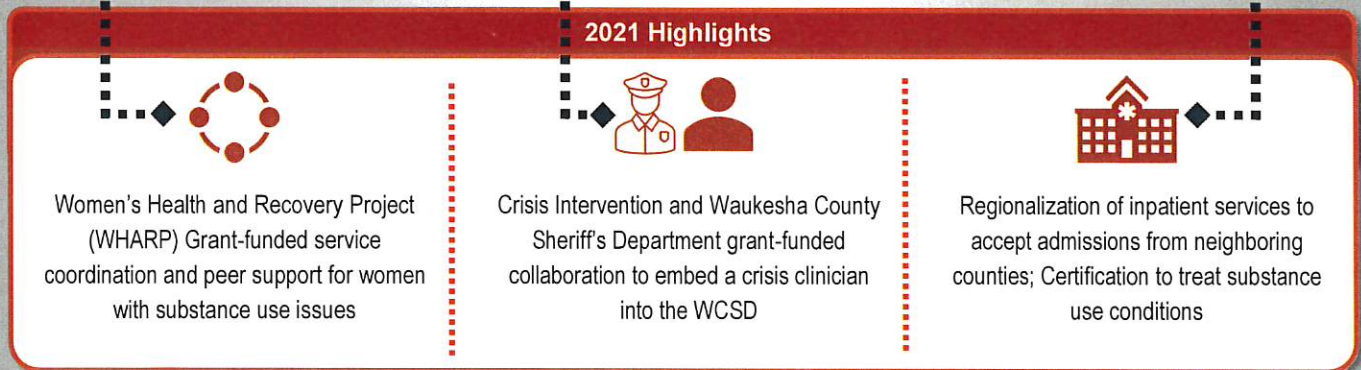
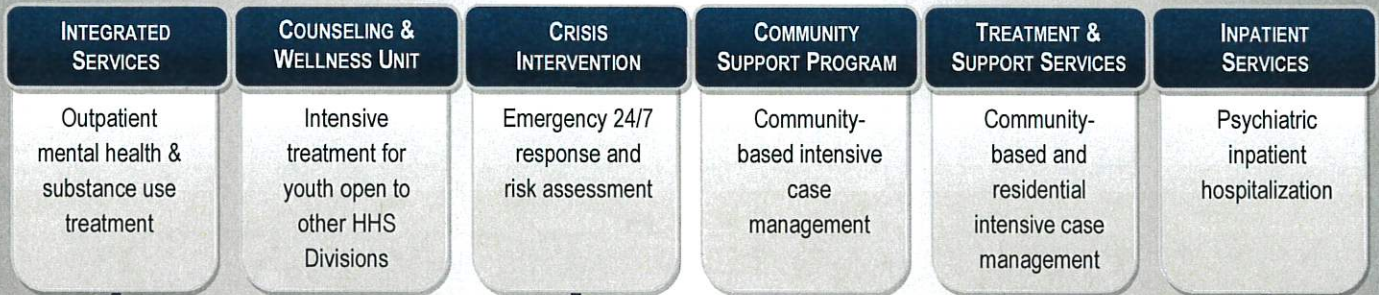


IN A COLLABORATIVE EFFORT WITH A LOCAL BUSINESS, OVER 150 MEMBERS OF FOSTER CARE AND KINSHIP FAMILIES WILL BE ATTENDING BREAKFAST WITH SANTA

Clinical Services Division

The mission of Waukesha County Health and Human Services Clinical Services Division is to support the citizens of Waukesha County, including vulnerable and underserved individuals, by providing comprehensive evidence-based, client centered substance use and mental health services in a safe, trauma-responsive environment.

All Programs Certified by State of Wisconsin DHS



Customer Service

3,525 unduplicated clients served in 2021 (through November).

Quality

2 Lean projects; Over **20 monthly reports** to monitor compliance related to service integrity

Team

213 workforce members, (37% of HHS workforce)

Health & Safety

10 clinical providers on telehealth platform ensuring continuity of care and treatment

Finance

64 business contracts with community agencies for ancillary services

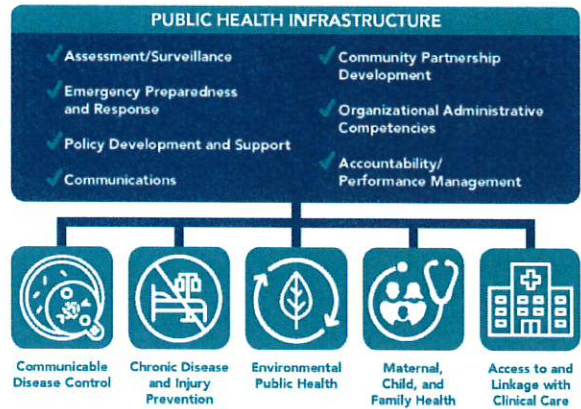
Waukesha County Public Health Division

2021 Year in Review

Updated mission and embracing PH 3.0

The mission of Waukesha County Public Health Division is to *champion innovative programs and partnerships to foster optimal health and well-being for all community members.*

Public health has spent considerable time planning to implement Public Health 3.0, which will modernize the public health approach and will position the division for the future. The Division will serve as the chief health strategist and will “lead the way” by identifying public health issues facing the community, convening community leaders and advocates, analyzing data and facilitating discussion that allows for a collective impact to address the issues. A critical review of programs and services is being conducted, and the division is preparing to add additional positions that were approved through the 2022 budget process.



COVID-19

For most of 2021, the majority of public health capacity was directed at responding to COVID-19. Through the end of October, the contact tracing team has managed 24,719 cases, which puts the county on an annual pace for 30,000 cases (as compared to 38,560 in 2020).

The county was able to significantly decrease the contact tracing staffing numbers in 2021 due to the implementation of an innovative software to reach people electronically. The Patient Education Genius (PEG) system contacts cases via text message, which allows individuals to respond with all the necessary information without having to talk with a person. This solution has reduced cases needing assignment to a contact tracer by over 50%.

	Vaccines Administered	# of clinics at Expo
January	104	
February	4,652	6
March	17,563	15
April	12,853	11
May	2,916	3
TOTAL	38,088	35

The availability of a COVID-19 vaccine significantly shifted resources in the county’s response efforts. Waukesha County Public Health was approved to give vaccine at the end of January and quickly ramped up efforts to run large-scale community clinics at the Waukesha County Expo. Over 38,000 vaccines were administered over a four-month period.

The partnerships strengthened during COVID-19 response are critically important to public health efforts and will continue to be leveraged as we work to strengthen the public health system.

CHIPP

This year saw the culmination of our 5-year Community Health Improvement Plan and Process (CHIPP), which focused on the key health priority areas of Mental Health, Opiates, and Physical Activity and Nutrition. Community Health Action Teams were formed and implemented initiatives over the past 3 years to effect change in those areas. Additional information and outcomes are available at <https://www.waukeshacounty.gov/chipp>. Public Health is excited to launch a new CHIPP process in early 2022.

