



2024 ANNUAL REPORT

CRAWFORD COUNTY
Health & Human Services



OUR VISION

Building hope for
a lifetime

OUR MISSION

Promote and strengthen
the safety and wellbeing of
Crawford County residents



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Milestones of 2024

News +++ Information +++ News +++ Information +++ News +++ Information +++ News

Dear Supervisors,

In 2024, our department experienced several staff changes. Sadly, we lost Mary Sprosty, a therapist who was a valuable part of our team. She will be missed by coworkers and consumers alike. We also experienced unusual turnover in our Family and Children's Services Unit. We saw four positions in that unit of eight turnover. We created a CPS stipend to encourage future longevity and now prefer social work certification instead of requiring it. We were also trying to fill the public health support position created by a staff retirement discussed in last year's letter. We changed that position to be support with an emphasis on marketing and communications. We recruited heavily and the open positions were all filled. We will always experience turnover as a Health and Human services agency, but hopefully not in the number we saw in late 2024.

Our agency started working on suicide prevention in 2023. With events that took place in our agency and the community, we continued to put efforts into addressing this important topic. Our agency created a suicide prevention group and worked to bring awareness to suicide in our

community. The Health Department continued their efforts in this area as well as convening stakeholders to push forward a postvention program to support the community when a tragic event occurs. We will continue to work on postvention in 2025. Mental health continues to be an important topic in our community and Health worked on finding new ways to destigmatize mental health and encourage access to services in ways that were not available before. Those efforts are highlighted later in this report.

Other parts of our agency also worked to find new ways for individuals to access mental health services. For the first time our agency created a branch mental health clinic in a school. North Crawford Schools approached us to help address mental health issues in children they were seeing in school. We collaborated with them on creating a cooperative agreement to allow this to occur. Now we provide one day of therapy services a week within the school. This does stretch our services a little thin, but we already had a case load that supported services in this area while eliminating a barrier to

treatment. Individuals did not have to leave school and travel to Prairie du Chien to see their counselor.

The Adult Protective Services Unit created a public service campaign for our community against financial exploitation and scams. We created a packet of information to educate people in our community about the dangers of financial scams that are becoming more prevalent. Local businesses and organizations helped us blanket our community with this information. Our hope is to prevent instances of financial abuse through this effort.

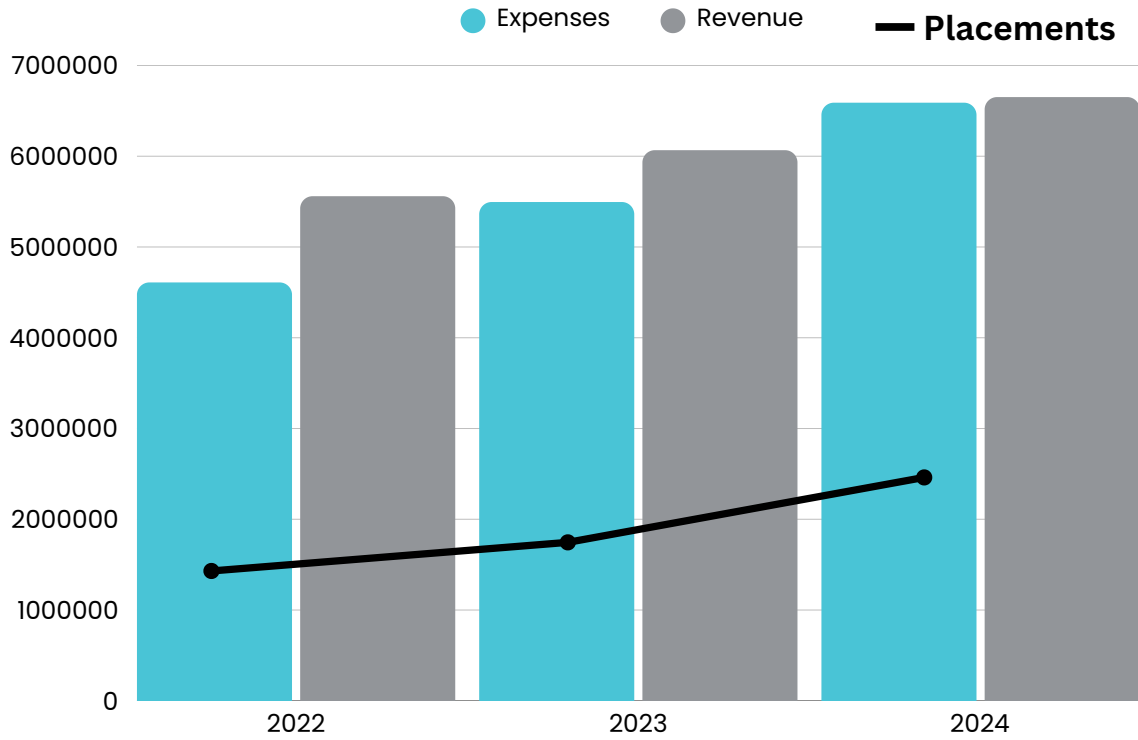
We also are finally seeing the final unwinding from covid policies years after the public health emergency was declared. While most of life went back to pre-covid, policies remained in place to make it easier to get economic support services, continue in children's long-term support and have ease of access to mental health providers. Some changes became permanent, which is a good thing. Telehealth has expanded and helps individuals access services that they were not able to before. Other programs like children's long-term support and economic support relaxed certain rules that allowed eligibility to be extended. Staff in those programs worked with families to

explain changes and transfer back to pre-covid processes and rules. Our agency experienced out of home placement costs levels that we have not seen in the 15 years I have been director.

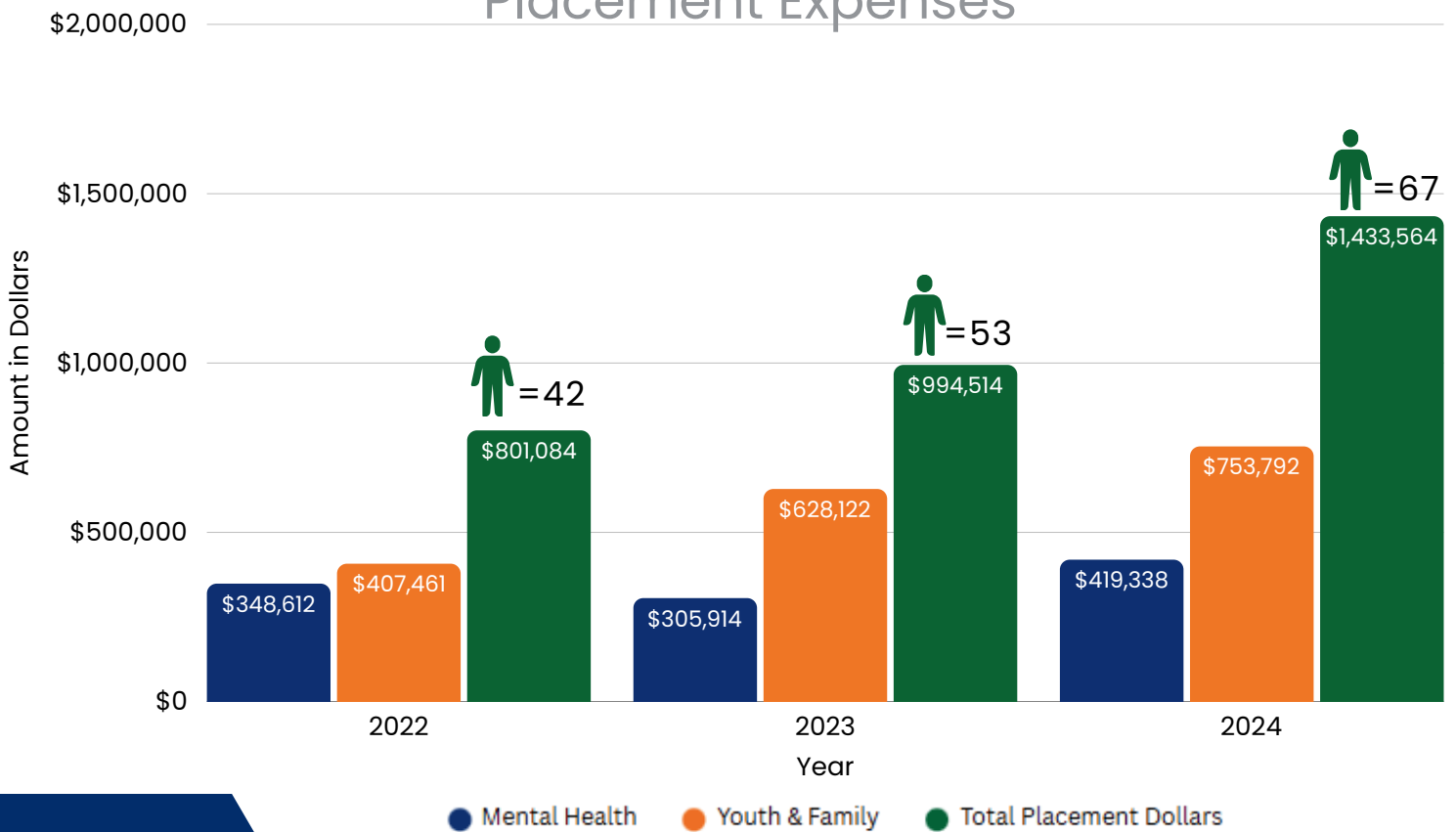
Our agency paid for \$1.4 million dollars in placements for youth and adults. This was approximately \$600,000 over our placement budget. We try very hard to keep individuals in the community and families together whenever we can do that safely. Circumstances were such that we were not able to do that in instances that resulted in costly out of home care to help keep individuals and the community safe. We will continue to try and improve those circumstances in the upcoming year. With that being said, we were fortunate to finish with a small net gain.

Lastly, I would like to thank all the people who work at this agency. I appreciate their work and dedication to the people we serve.

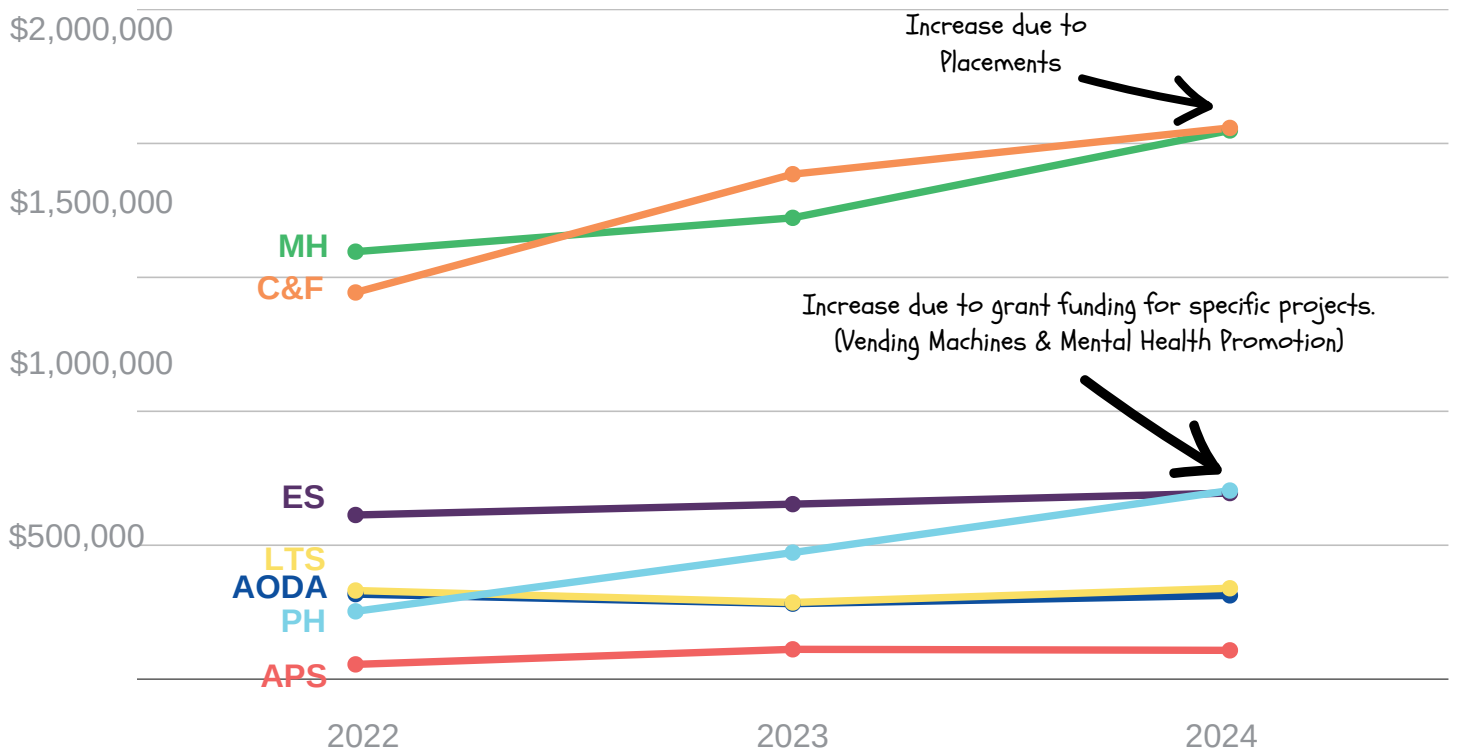
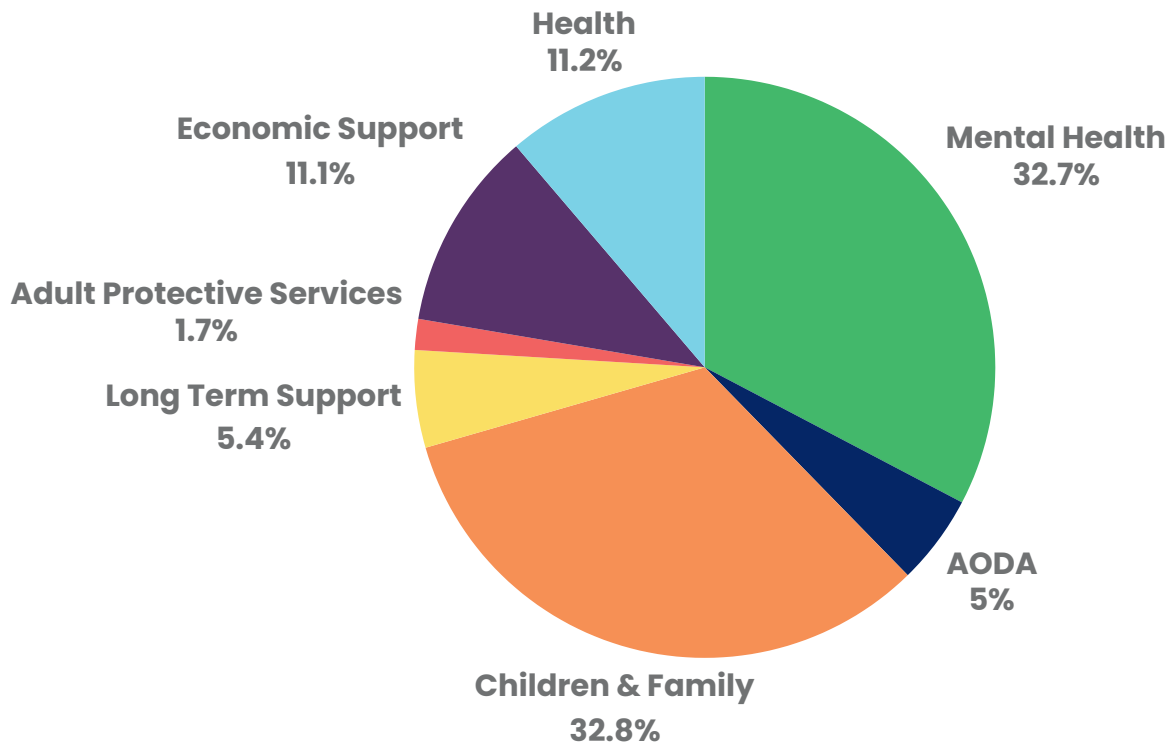
Sincerely,
Dan McWilliams, Director



Placement Expenses



EXPENSES BY PROGRAM AREA

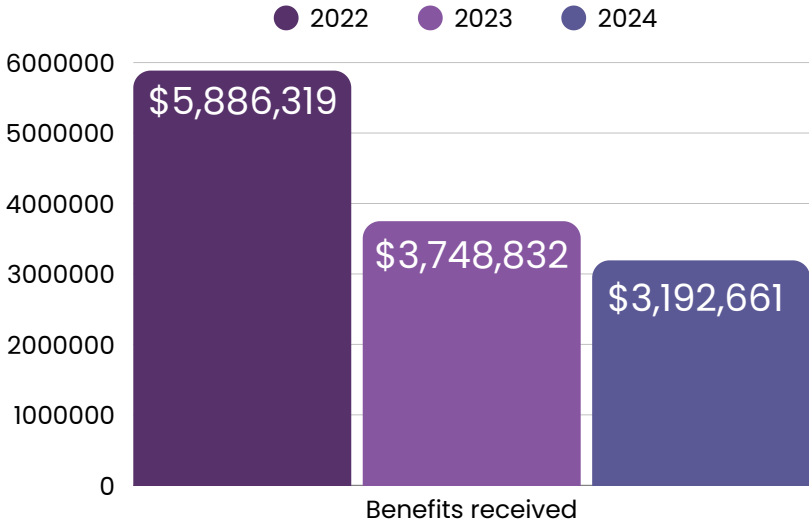
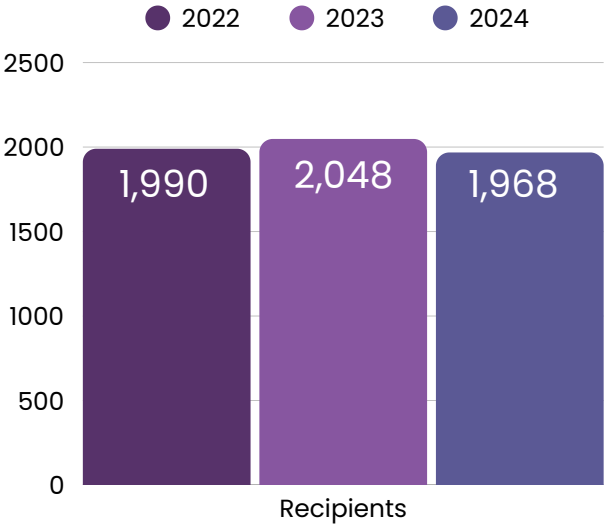


2024 ANNUAL EXPENSES

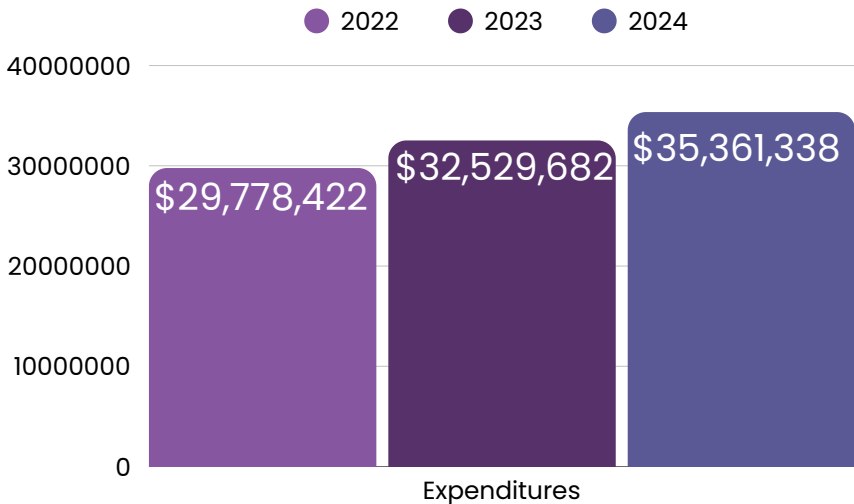
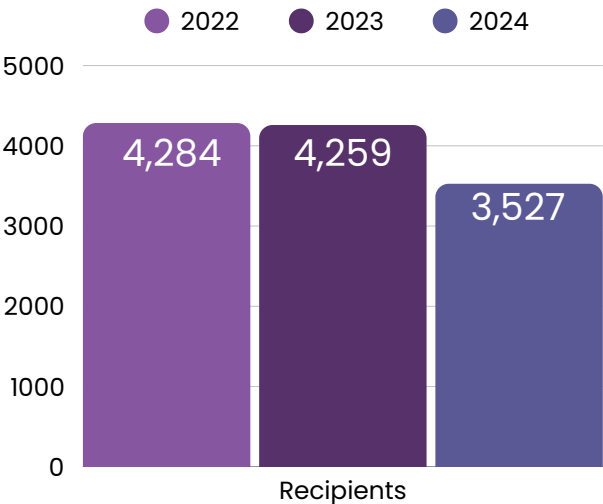
DEPARTMENT OF HEALTH SERVICES: SOCIAL SERVICE PROGRAMS	
1) ADULT PROTECTIVE SERVICES	90,494.29
2) CHILDRENS COMMUNITY OPTIONS PROGRAM	10,742.48
3) CHILDREN LONG TERM SUPPORT	-
4) COMMUNITY MENTAL HEALTH	343,470.03
5) NON-RESIDENT	-
6) BIRTH-3 PROGRAM	226,598.32
7) DHS BASE FUNDED SERVICES	1,321,535.31
8) IDP EMERGENCY FUNDS	35,830.79
9) MENTAL HEALTH BLOCK GRANT	27,939.00
10) AODA BLOCK GRANT	273,877.83
11) FEDERAL/COUNTY MATCH	98,811.00
12) WIMCR/STATE	-
13) HEALTH CHECK INITIATIVE	
14) COORDINATED SERVICES TEAM (CST)	98,755.12
15) CLTS TPA	102,058.99
TOTAL DEPARTMENT OF HEALTH SERVICES: SOCIAL SERVICE PROGRAMS	2,630,113.16
DEPARTMENT OF HEALTH SERVICES: INCOME MAINTENANCE PROGRAMS	
	591,978.31
DEPARTMENT OF HEALTH SERVICES: PUBLIC HEALTH PROGRAMS	
	704,186.46
DEPARTMENT OF CHILDREN AND FAMILIES: SOCIAL SERVICE PROGRAMS	
16) SAFE AND STABLE FAMILY PROGRAM	112,171.21
17) FOSTER PARENT COMPETENCY BASED TRAINING	4,484.65
18) RELATIVE CAREGIVER SUPPORT GRANT	4,834.02
19) KINSHIP CARE PROGRAM	69,150.00
20) KINSHIP CARE PROGRAM/ASSESS	4,189.68
21) TARGETED SAFETY SUPPORT FUNDS	51,612.44
22) YOUTH JUSTICE INNOVATION GRANT	25,334.52
23) FAMILY FIRST	6,000.00
24) DCF BASE ALLOCATION	1,169,415.75
25) FEDERAL/COUNTY MATCH	49,178.00
TOTAL DEPARTMENT OF CHILDREN AND FAMILIES: SOCIAL SERVICE PROGRAMS	1,496,370.27
COUNTY FUNDED FOSTER CARE	56,046.16
	-
DEPARTMENT OF CHILDREN AND FAMILIES: W-2 PROGRAMS	
	-
DEPARTMENT OF CHILDREN AND FAMILIES: CHILD CARE PROGRAMS	30,047.47
DEPARTMENT OF CORRECTIONS: YOUTH AID PROGRAMS	407,621.22
DEPARTMENT OF ADMINISTRATION: WHEAP PROGRAM	72,708.86
GREATER WI AGENCY ON AGING RESOURCES, INC: ELDER ABUSE PROGRAM	22,421.45
FAMILY CARE PROGRAM	316,077.23
OPIOID SETTLEMENT EXPENSES	-
COUNTY FUNDED EXPENSES	
Winnebago MHI	251,377.00
Miscellaneous	1,167.54
eWISACWIS User Fee	2,340.00
PDS Partnership Fee (DCF) & Behavioral Health Training Partnership Fee	1,146.00
Fleet Vehicles	6,146.69
TOTAL COUNTY FUNDED EXPENSES	262,177.23
TOTAL EXPENSES	6,589,747.82

COUNTY APPROPRIATIONS	1,841,183.00
DEPARTMENT OF HEALTH SERVICES: SOCIAL SERVICE PROGRAMS	
1) ADULT PROTECTIVE SERVICES	40,734.00
2) CHILDRENS COMMUNITY OPTIONS PROGRAM	9,965.00
3) CHILDREN IN LONG TERM SUPPORT	-
4) COMMUNITY MENTAL HEALTH	167,216.00
5) NON-RESIDENT	24,667.00
6) BIRTH TO THREE	49,348.00
7) DHS BASE FUNDED SERVICES	898,379.27
8) IDP EMERGENCY FUNDS	-
9) MENTAL HEALTH BLOCK GRANT	27,939.00
10) AODA BLOCK GRANT	52,643.00
11) FEDERAL/COUNTY MATCH	98,811.00
12) WIMCR/STATE	128,914.27
13) HEALTH CHECK INITIATIVE	-
14) COORDINATED SERVICES TEAM (CST)	63,913.00
15) CLTS TPA	99,627.93
16) ROOM / BOARD RSUD MCKINSEY	-
17) OPIOID SETTLEMENT	145,225.66
TOTAL DEPARTMENT OF HEALTH SERVICES: SOCIAL SERVICE PROGRAMS	1,807,383.13
DEPARTMENT OF HEALTH SERVICES: INCOME MAINTENANCE PROGRAMS	437,965.54
DEPARTMENT OF HEALTH SERVICES: PUBLIC HEALTH PROGRAMS	393,531.00
DEPARTMENT OF CHILDREN AND FAMILIES: SOCIAL SERVICE PROGRAMS	
16) SAFE AND STABLE FAMILY PROGRAM	33,310.00
17) FOSTER PARENT COMPETENCY BASED TRAINING	117.00
18) FOSTER PARENT GRANT	4,184.65
19) RELATIVE CAREGIVER GRANT	5,000.00
20) KINSHIP CARE PROGRAM	76,960.99
21) KINSHIP CARE PROGRAM/ASSESS	2,894.25
22) TARGETED SAFETY SUPPORTS	43,803.73
23) YOUTH JUSTICE INNOVATION GRANT	25,000.00
24) FAMILY FIRST	6,000.00
25) SEX TRAFFICKED YOUTH	1,992.36
26) DCF BASE ALLOCATION	615,510.00
27) FEDERAL/COUNTY MATCH	49,178.00
TOTAL DEPARTMENT OF CHILDREN AND FAMILIES: SOCIAL SERVICE PROGRAMS	863,950.98
MISCELLANEOUS REVENUE/INDIRECT COSTS	464,699.58
DEPARTMENT OF CHILDREN AND FAMILIES: W-2 PROGRAMS	3,142.00
DEPARTMENT OF CHILDREN AND FAMILIES: CHILD CARE PROGRAMS	36,349.94
DEPARTMENT OF CHILDREN AND FAMILIES: YOUTH AIDS PROGRAMS	166,087.00
DEPARTMENT OF ADMINISTRATION: WHEAP PROGRAMS	51,818.99
GREATER WI AGENCY ON AGING RESOURCES, INC: ELDER ABUSE PROGRAM	13,633.00
OTHER REVENUE	
MEDICAID REVENUE	181,674.52
THIRD PARTY COLLECTIONS	210,095.93
CLIENT COLLECTIONS	159,242.21
COURT ASSESSED FEES	23,758.59
SAVINGS ACCOUNT INTEREST	44.11
TOTAL OTHER REVENUE	574,815.36
TOTAL REVENUE	6,654,559.52

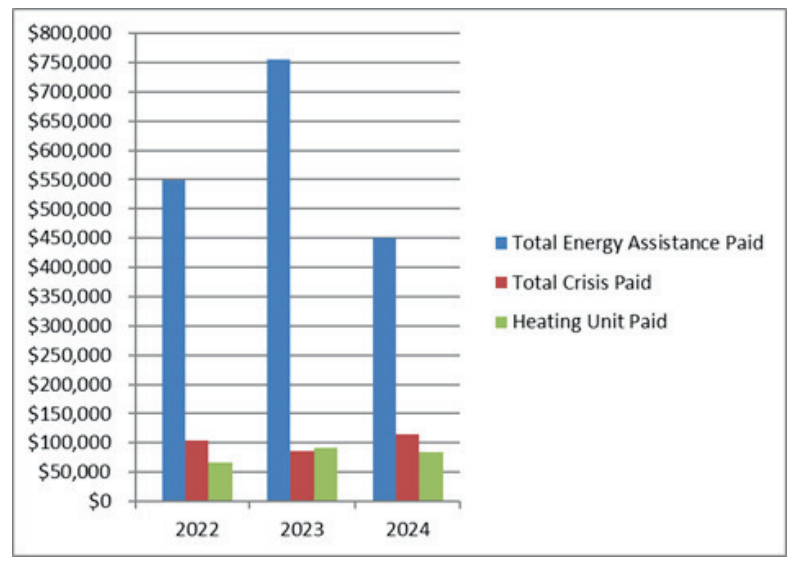
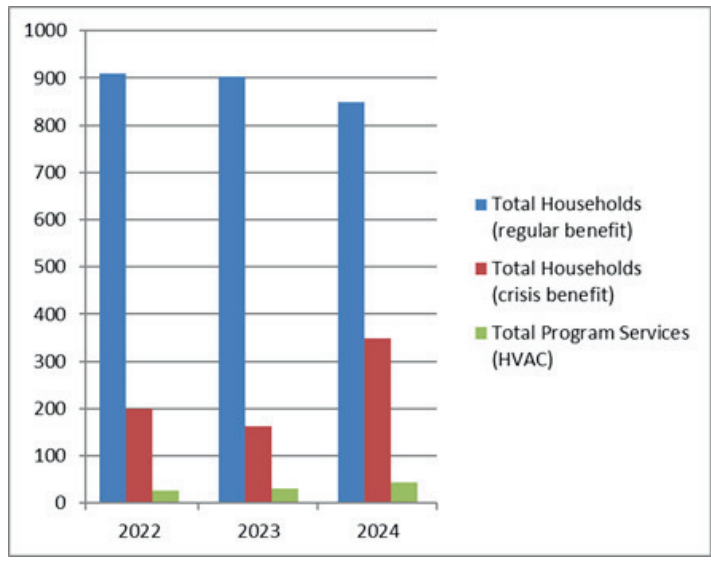
During the COVID-19 pandemic, additional benefits were issued to help recipients with food insecurity and economic hardship. These emergency allotments ended after the February 2023 issuance.



3-year comparison of number of Medicaid recipients and total expenditures.

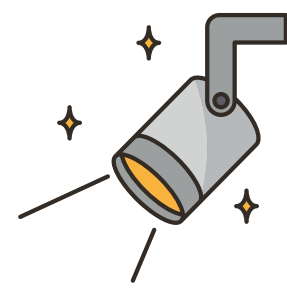


Number of Recipients and Total Payments



WISCONSIN SHARES PROGRAM

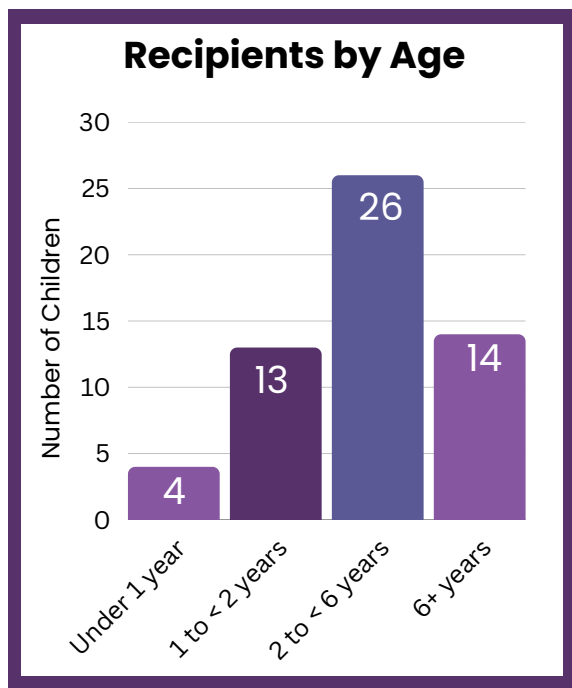
The Wisconsin Shares **child care** subsidy program help make quality child care more accessible and affordable. The majority of recipients were 2- <6 years old.



28 Families



48 Children



TOTAL BENEFITS
\$190,000.80

AVERAGE COST PER CHILD
\$3,958.35

2024 brought about continued treatment in the area of Integrated Services. The integrated behavioral health clinic continues to work hard at serving individuals in the community who are challenged with mental health and/or substance use concerns. The freedom to treat mental health and substance use collectively has been an opportunity of great benefit.

The Integrated Behavioral Health Clinic is composed of outpatient services including: Integrated Behavioral Health Therapy (Mental Health and/or Substance Use), Medication Management, Crisis Programming, Intoxicated Driver Programming, Community Support Programming, Case Management, and Involuntary Court Commitment/Settlement Orders. The Integrated Behavioral Health Clinic has four full-time therapists, one part-time therapist, and one psychiatric nurse practitioner, treating both mental health and substance use.

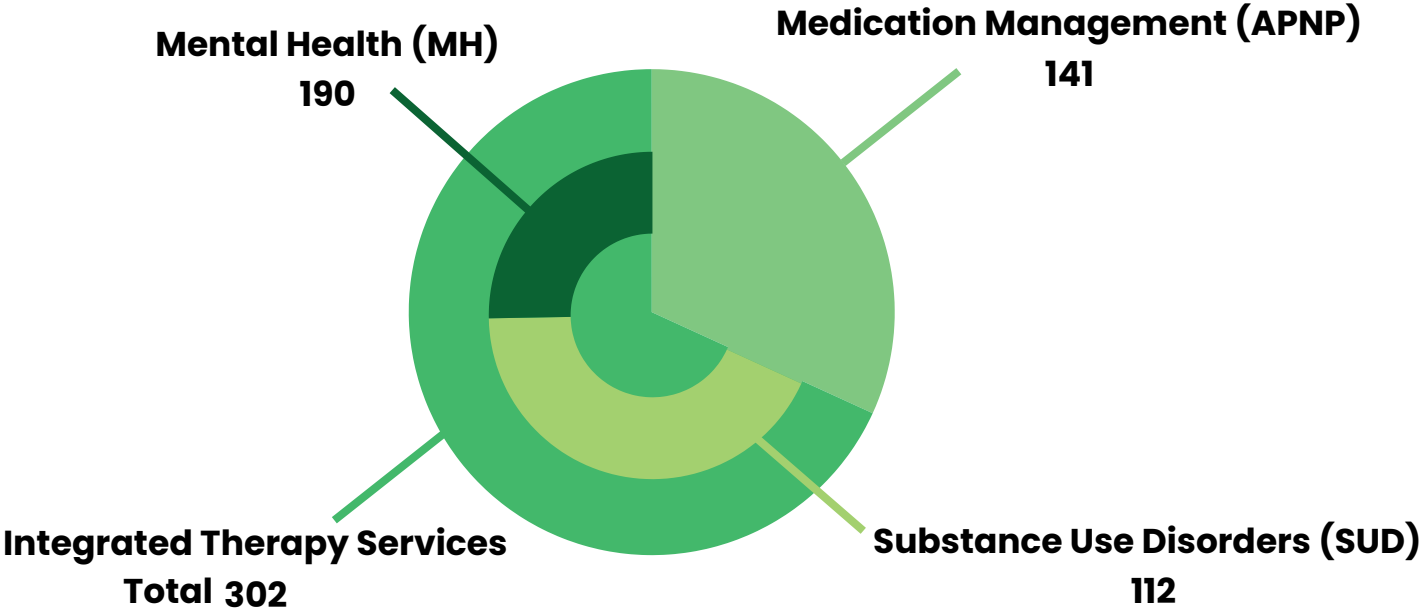
The clinic continues to offer case management to clients enrolled in the clinic. Individuals that do not meet criteria

for intensive mental health services but are needing support in completing one or more daily tasks that impact their day-to-day functioning. Case management was identified to enhance therapy services, implement/teach skills in the community, and assist individuals in completing tasks that may be difficult to do independently. Therapists have identified individuals that may need short-term assistance and coordinate with case management. The therapist and case manager work together closely to develop a plan that will meet the needs of the client. This additional community-based service continues to be a positive support to the clients in our agency.

As an Integrated Behavioral Health Unit, staff continue to assist individuals in identifying their own unique treatment plan. Staff use evidence-based methods to develop and enhance skills while building on the strengths that the individual presents with. Creating a relationship with each individual allows for the implementation of a plan that is right for the individual to achieve his/her/their personal goals.



INTEGRATED BEHAVIORAL HEALTH CLINIC



Integrated Behavioral Health Services is defined as a direct contact with an individual.

MENTAL HEALTH SERVICES

1,605



= 8.4
AVERAGE SERVICES

SUBSTANCE USE DISORDER SERVICES

827



= 7.4
AVERAGE SERVICES

APNP* SERVICES

575



= 4.1
AVERAGE SERVICES

*APNP: Advanced Practice Nurse Prescriber

In 2024, we continued implementing an Integrated Behavioral Health Clinic. Treating substance use and mental health simultaneously.

Community Support Program (CSP)



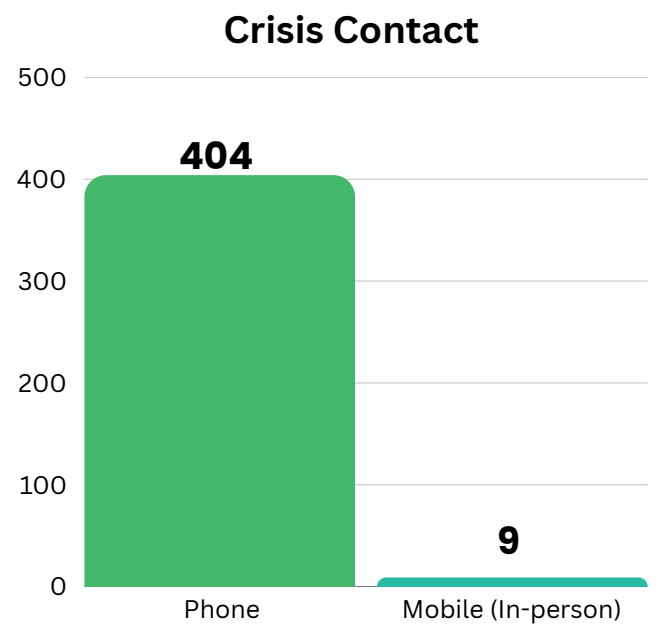
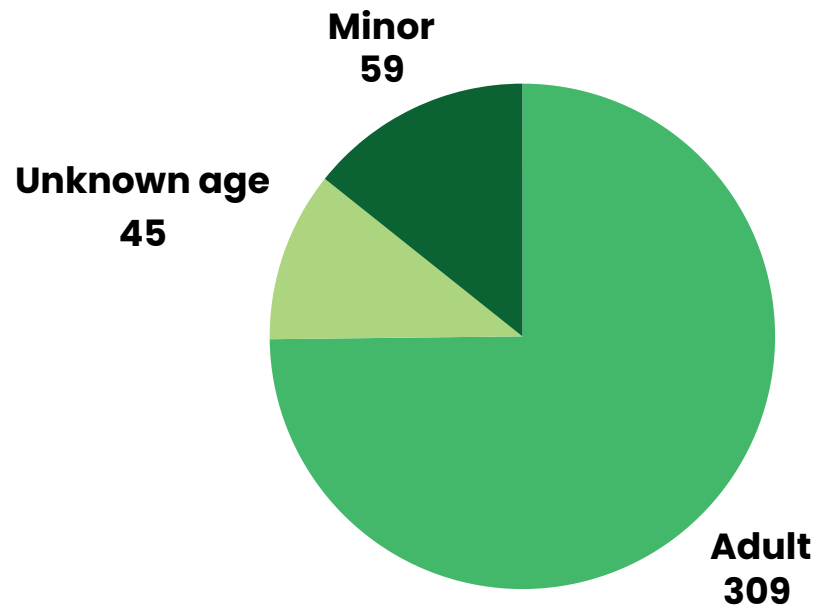
Community Support Program (CSP) is a program serving the needs of individuals who have symptoms consistent with that of a persistent mental illness. This program was developed to have available services that would mimic an inpatient behavioral health unit and allow individuals to remain in the community with support.

This program is supported by 1 full time CSP Staff, 1 half time CSP staff, 1 CSP Registered Nurse, and 1 Mental Health Technician.

TOTAL NUMBER OF CSP SERVICES



Crisis Program via Crisis Line



Total 413 Contacts

***1 full time Crisis Social Worker**

**EMERGENCY
DETENTION**

15

**VOLUNTARY
HOSPITALIZATIONS**

41

Comprehensive Community Services (CCS) is a program that helps people of all ages live their best lives. It focuses on unique needs that relate to mental health and substance use.

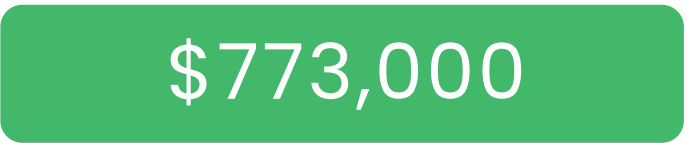
We provide this service in partnership with Vernon County under the name STRIVE. It is a Medicaid Waiver Program, waiver lets states use Medicaid to fund additional non-medical services and supports not normally offered to individuals who qualify.



**REIMBURSEMENTS
FOR SERVICES**

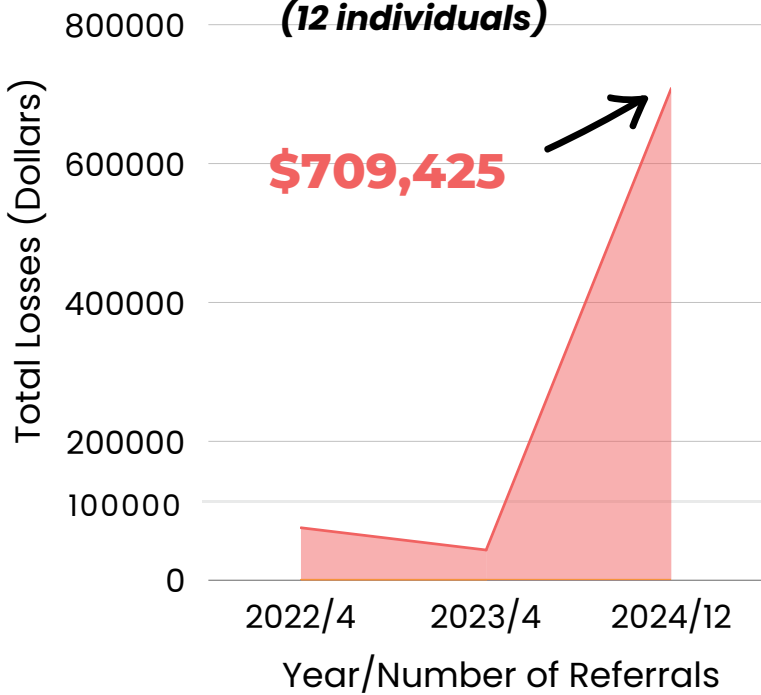


**AMOUNT PAID TO
PROVIDERS FOR SERVICES**

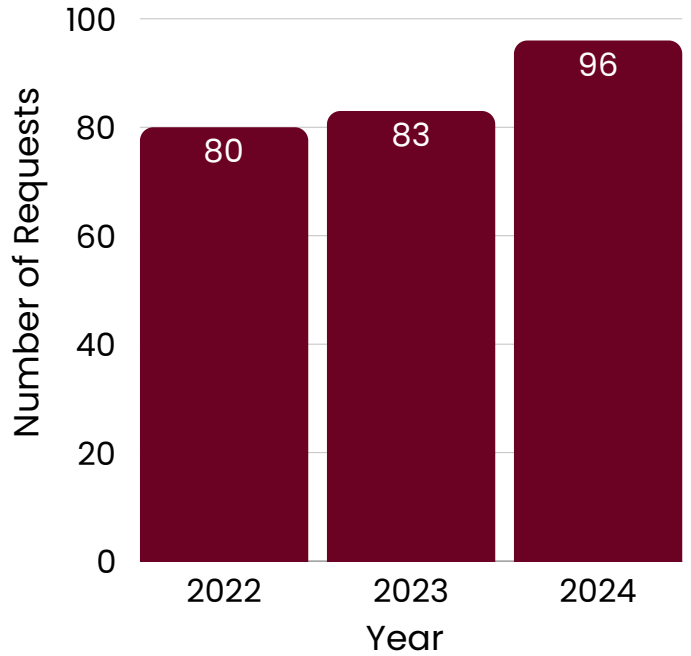


Financial Losses

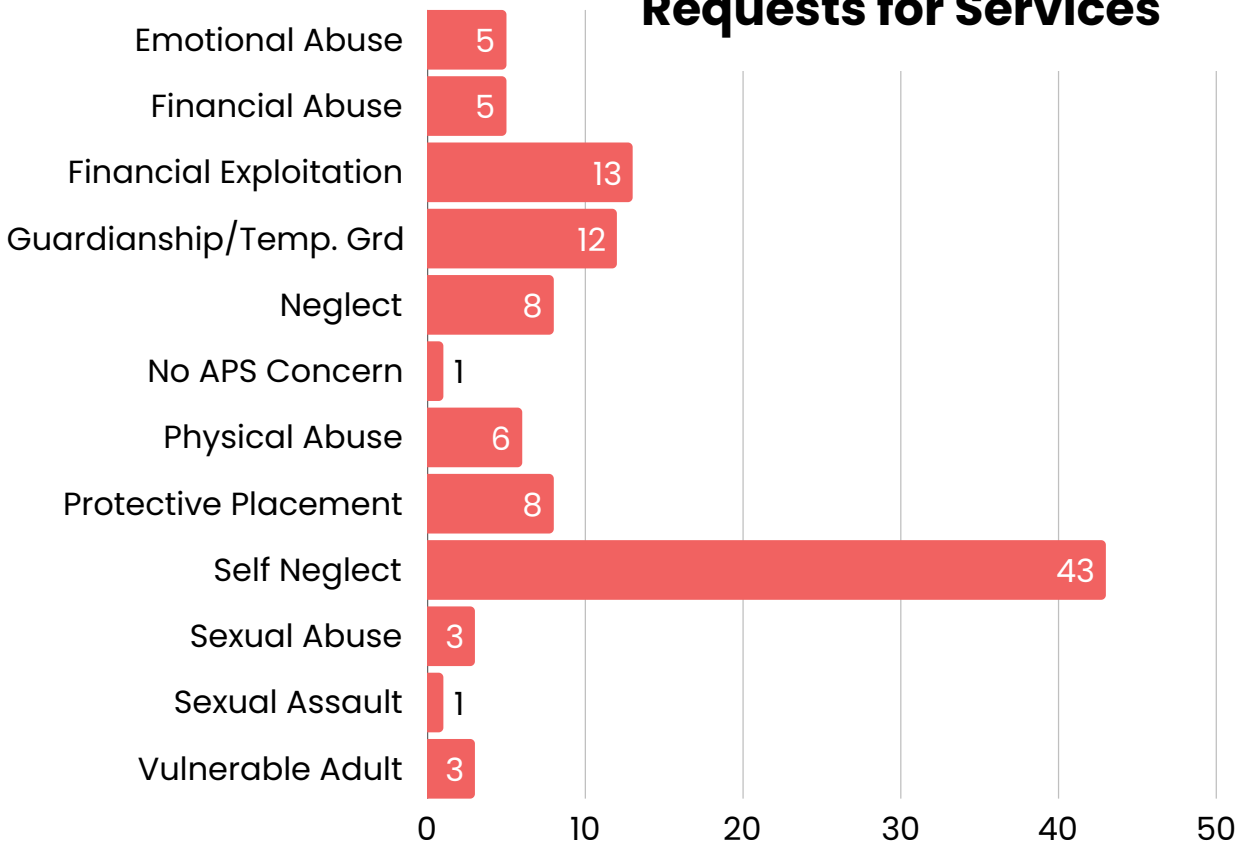
(12 individuals)



Requests for APS



Requests for Services



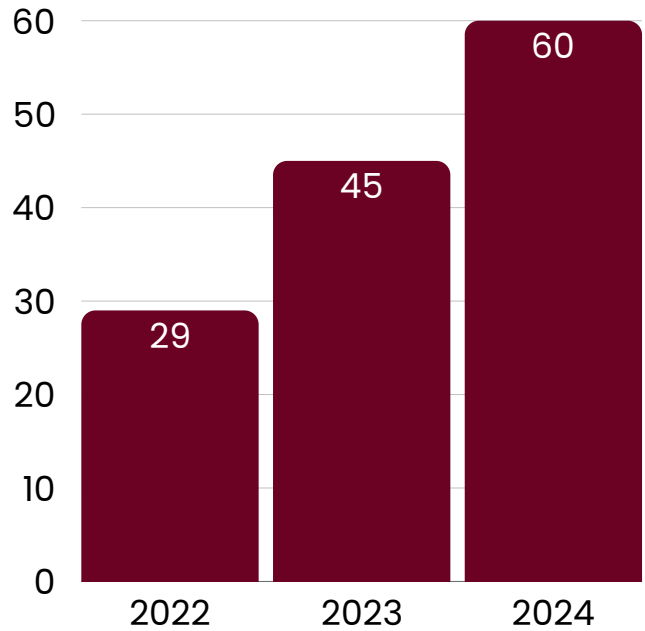
APS Referral Breakdown of requests

*Elder abuse and financial exploitation is under reported.

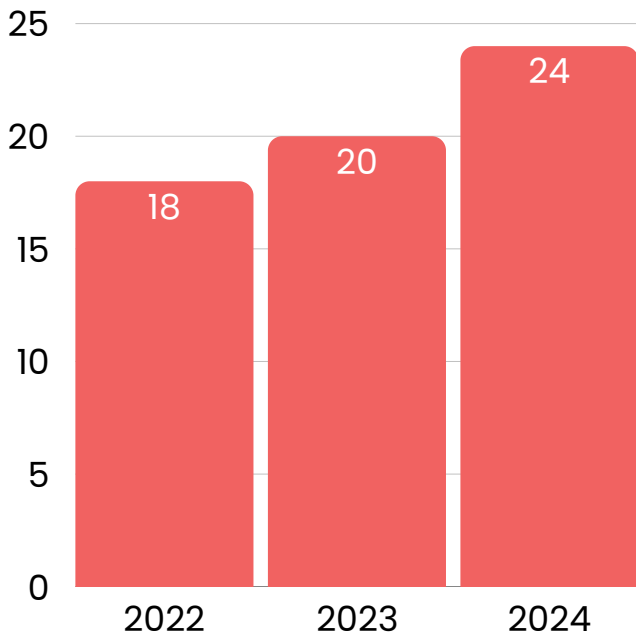
Special Education Program

The first three years are the most important building blocks of a child's future. Wisconsin Birth to 3 program helps children under the age of 3 who have delays or disabilities.

New Referrals



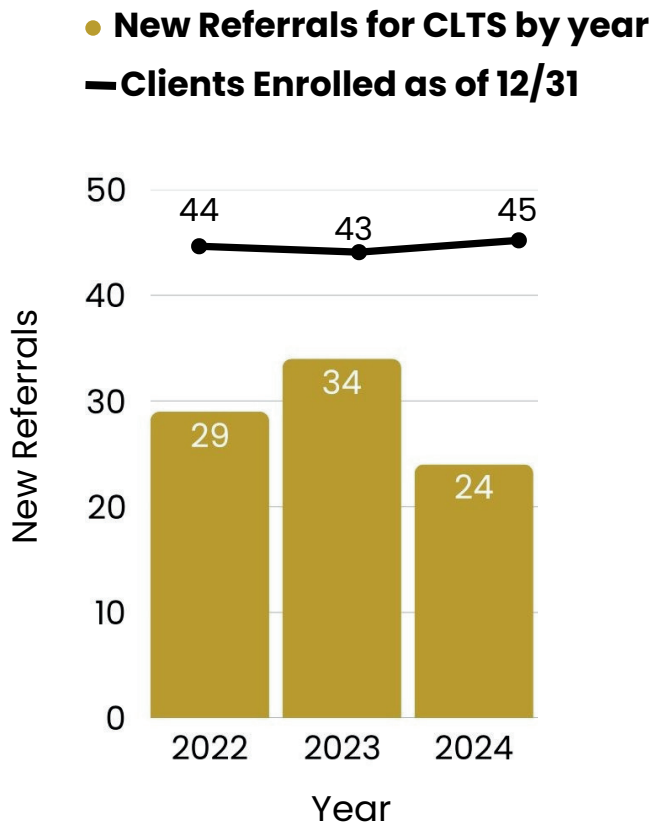
Clients Enrolled



Early Intervention

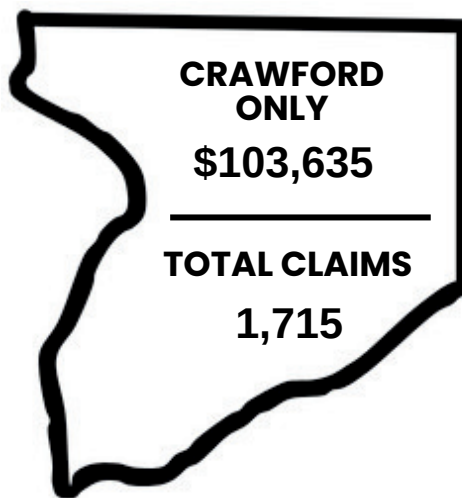
“Early intervention” is the term used for the services and supports for babies and young children and their families.

The Children's Long-Term Support (CLTS) Program helps children with disabilities and their families through supports and services that help children grow and live their best lives. The CLTS Program aims to keep kids at home instead of at an institution.



ALL PROVIDERS
\$599,087

TOTAL CLAIMS
6,060



Understanding Children's Long-Term Support Waiver

CLTS is a home and community-based service waiver. It uses a Medicaid waiver to fund services for kids with disabilities. A waiver lets states use Medicaid to fund additional non-medical services and supports not normally offered.

*If a child remains functionally eligible they may stay on the program until age 18.

CPS received 135 reports which is actually a decrease compared to prior years.

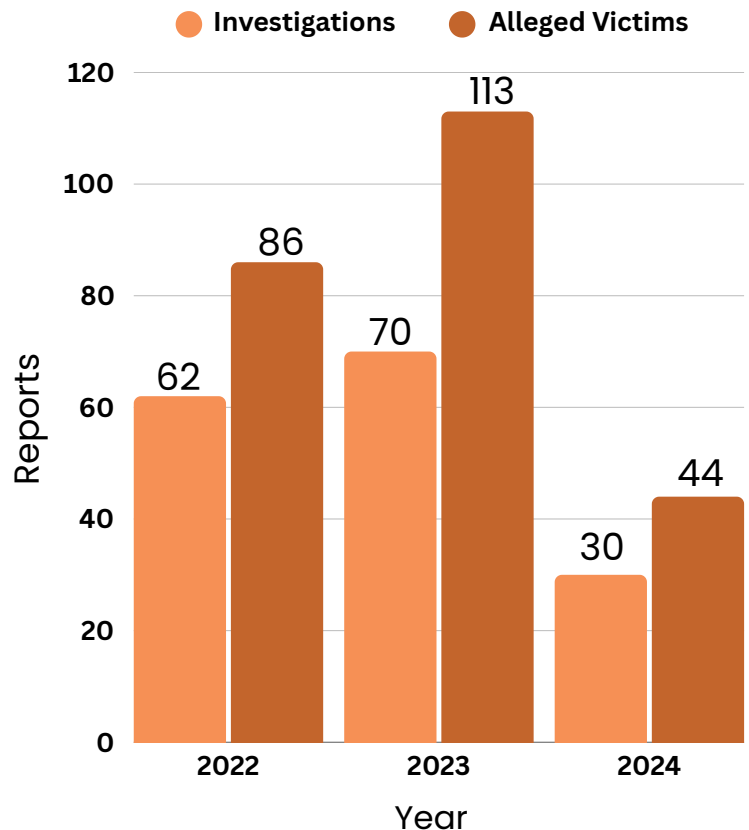
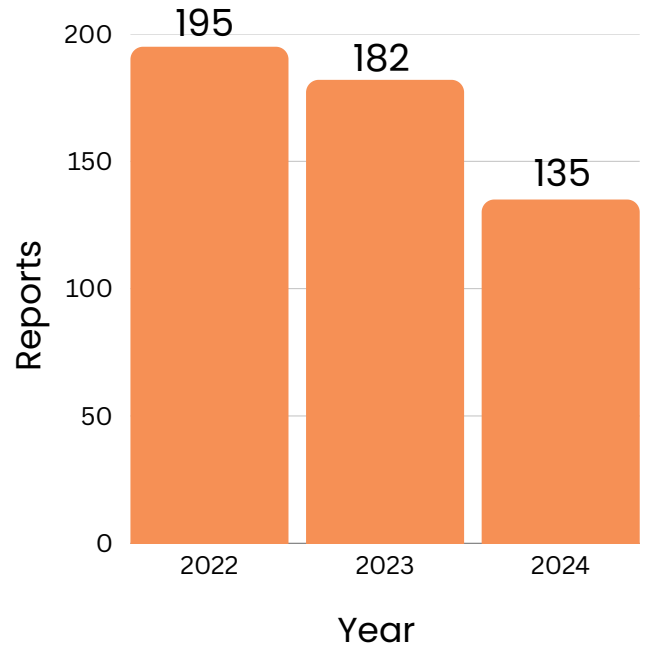
Neglect and physical abuse remain the primary type of maltreatment investigated. 27 alleged victims of neglect were identified, as well as 11 alleged victims of physical abuse, and 10 alleged victims of sexual abuse.

Thirty of these reported allegations of maltreatment were screened in and investigated. There were a total of 44 identified victims within those 30 assessments. This is also a decrease compared to prior years.

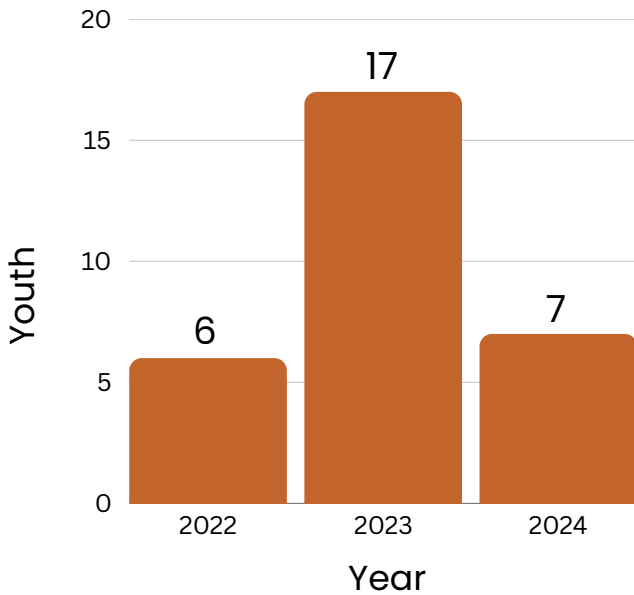
It is unclear what has contributed to the decrease in screen-in reports, however, Crawford County does continue to prioritize prevention efforts as the Unit reached out to 71 additional families to discuss concerns that did not rise to a level of child abuse or neglect, but rather provided education and connection to community resources when deemed appropriate.

In addition to the new cases shown on the following pages, youth and family services staff carry ongoing caseloads with youth and their families from previous years.

Child Protective Services Reports



Youth Under Formal Petition

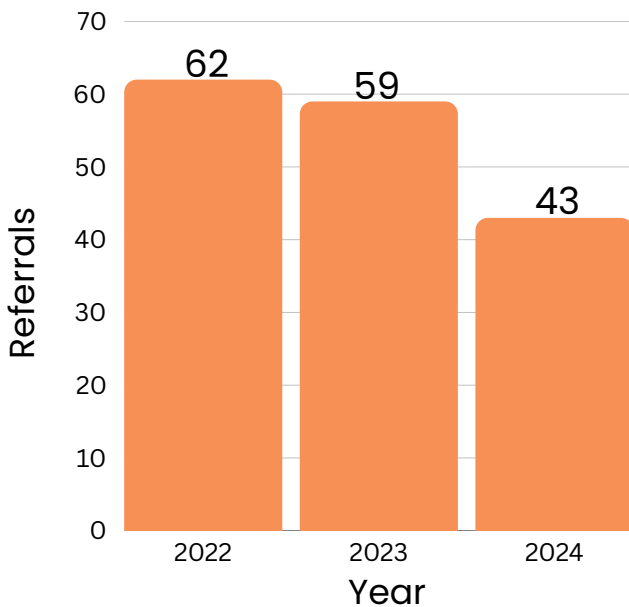


The department has been implementing an evidence-based risk assessment tool with youth called the YASI, which has assisted with decision-making and recommendations regarding when a Formal Petition is necessary and how to best intervene with youth referred to the Youth Justice (YJ) system.

Truancy reform is also occurring as the Youth Justice Staff have partnered with CESA, DCF, and County School Districts to implement the best practice collaborative approach to truancy.

In 2024, 32% of referrals to YJ were for truancy, but the department anticipates a downward trend in referral numbers next year.

Youth Justice Referrals



43 YJ Referrals

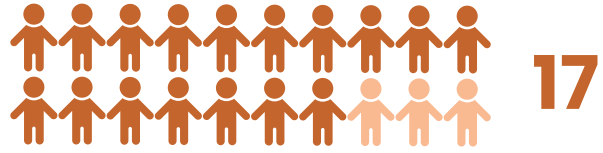
24 Delinquency Related

19 Truancy Issues

Removals: 7 children were removed from the home during the 2024 reporting period. Out of those, 5 were removed due to child abuse & neglect concerns, and 2 were removed due to being juveniles in need of protection or services.

Crawford County continues to prioritize keeping children with family when removal is necessary. During the course of 2024 (excluding children placed in kinship care) 29 children were in voluntarily or court ordered placement. Only 12 children remained open in OHC at the end of 2024. Of the 12 children open in OHC at the end of the 2024, 8 of these children were with relatives (66.67%). 2 were placed in a County Foster Home, 1 in a group home, and the last child was in a Residential Care Center (RCC).

Crawford County was also successful in keeping children with family when children were discharged from care as 17 children were discharged from placement in 2024 with the majority (12 children) obtaining permanency via guardianship with a relative. The remaining 5 children were reunified with a parent/caregiver.

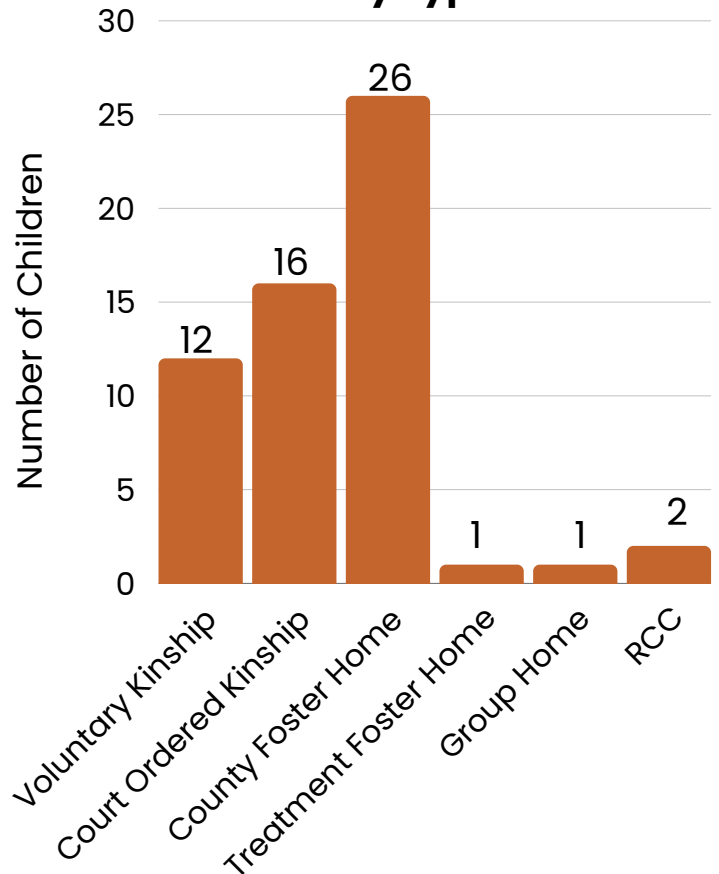


Discharged from Placement

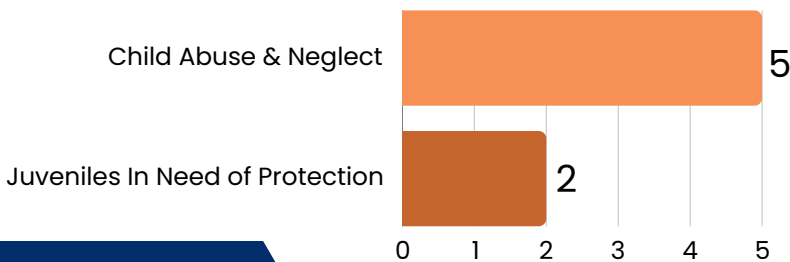
12 Guardianship with Relative

5 Reunified with a Parent/Caregiver

Children Placed for Any Portion of 2024 by Type



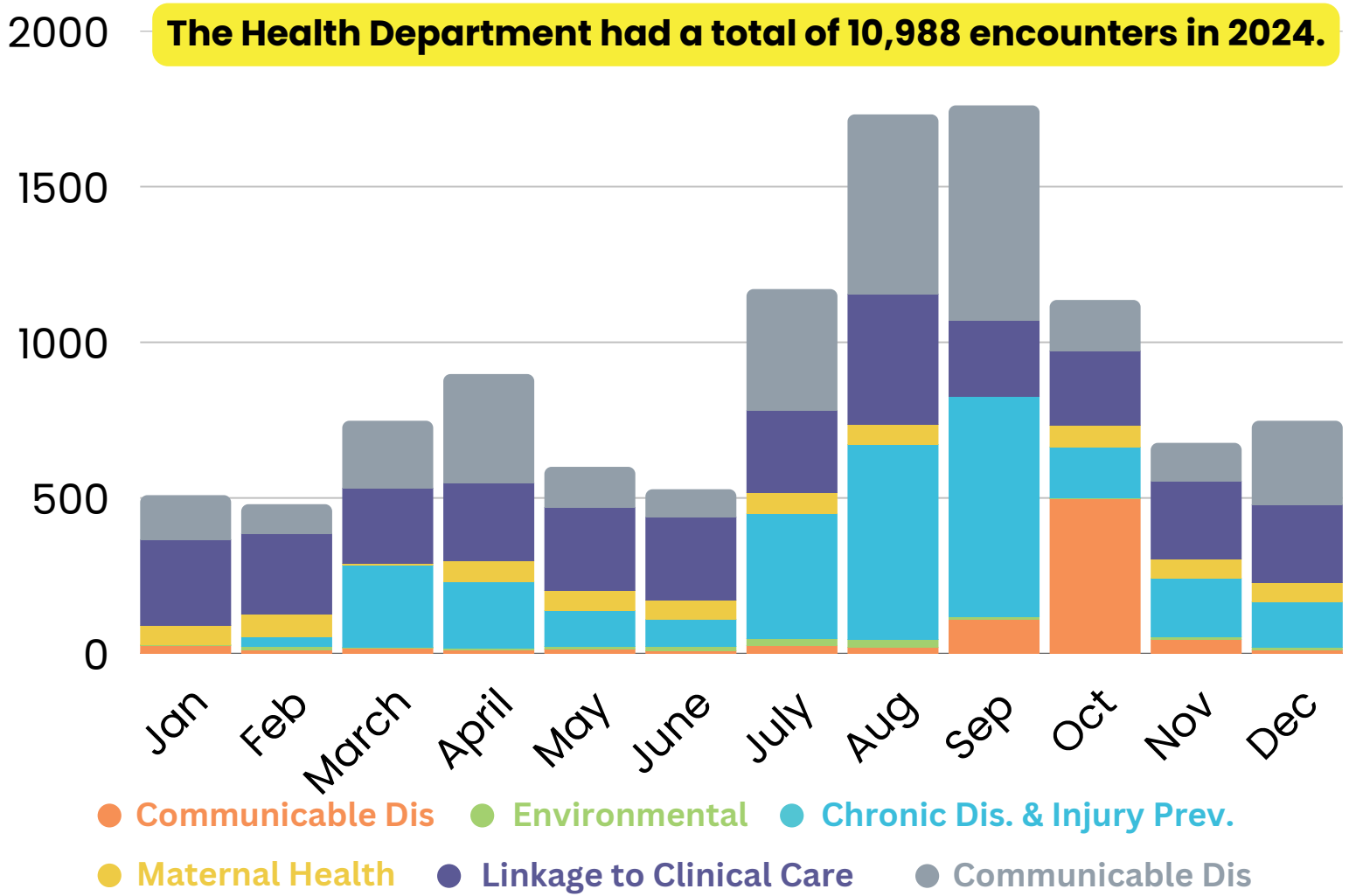
Children Removed from Home in 2024



The Foundational Public Health Services (FPHS) framework outlines the unique responsibilities of public health and defines a minimum set of Foundational Areas that must be available in every community.

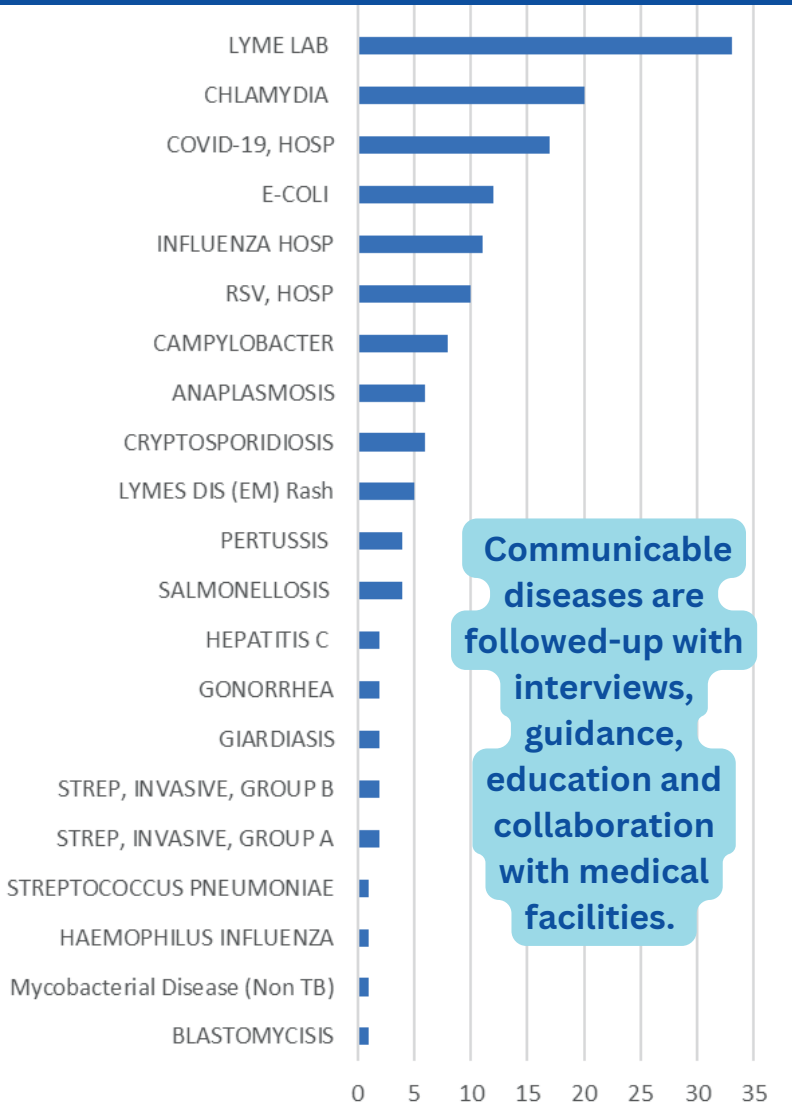


The Health Department had a total of 10,988 encounters in 2024.



Protects the health of the community by controlling disease spread through prevention and mitigation of disease outbreaks.

2024 Reportable Diseases

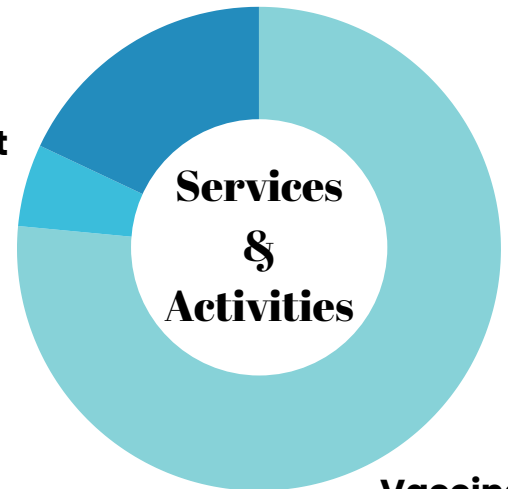


Communicable diseases are followed-up with interviews, guidance, education and collaboration with medical facilities.

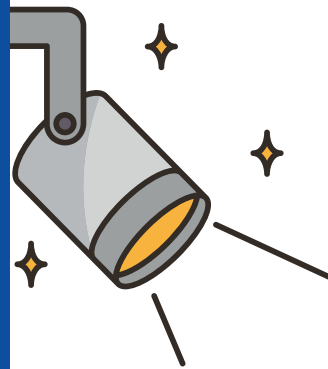
Disease Investigation

144

TB Test
44



Vaccinations
612



Flu Vaccine to students increased 29% from 2023.

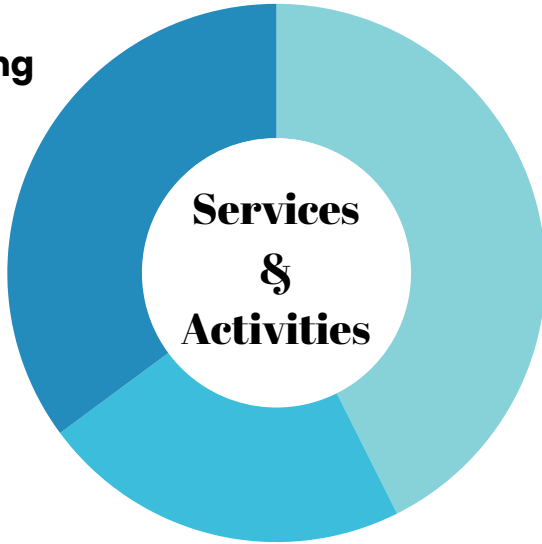
370 students received a Flu vaccine at school clinics in 2024



CHRONIC DISEASE & INJURY PREVENTION

Education, intervention and collaboration with community organizations to promote healthy living and prevent chronic diseases and injury.

Healthy Living
461



Substance Misuse
559



The Health Department implemented this online tool for Mental Health Resources in February



1,629 Users

Mental Health
292

Promoting 988 & Mental Health Resources

A HHS Workgroup was formed to provide Suicide Prevention Efforts

Promoted 988 with local businesses during Mental Health Month



Shared mental health & suicide prevention material at Culvers during Suicide Prevention Month

Partnered with Hwy Dept to make 988 signs and placed 22 signs at waysides and boat landings around the county.



Other efforts included: 988 ball field signs, 988 yard signs, t-shirt design contest, radio ads, and You Matter Campaign.

Prevent, respond and mitigate environmental factors that affect individual and community health.

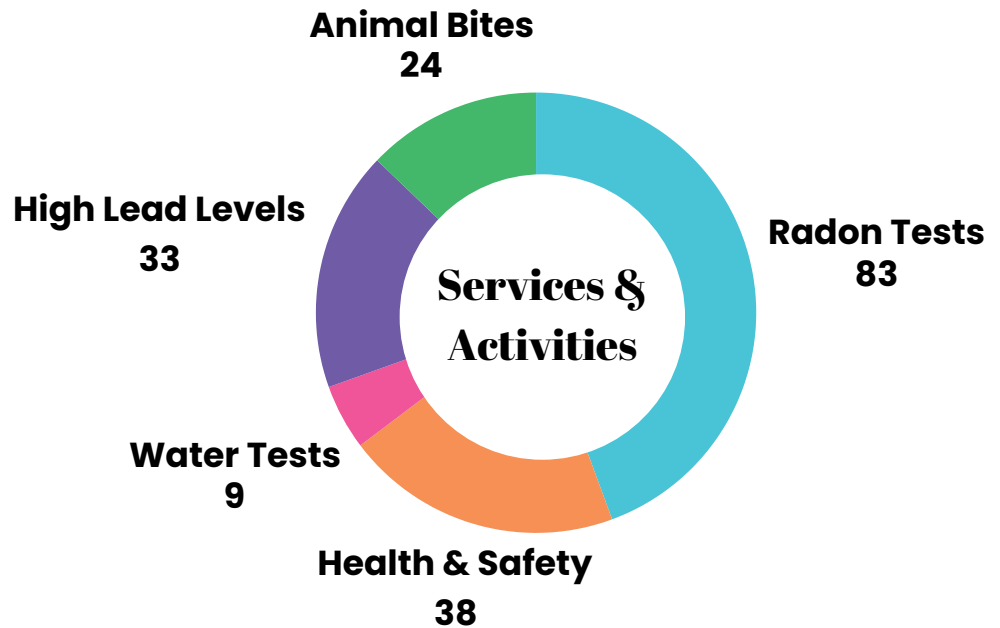


Lead-in-Water Testing & Remediation

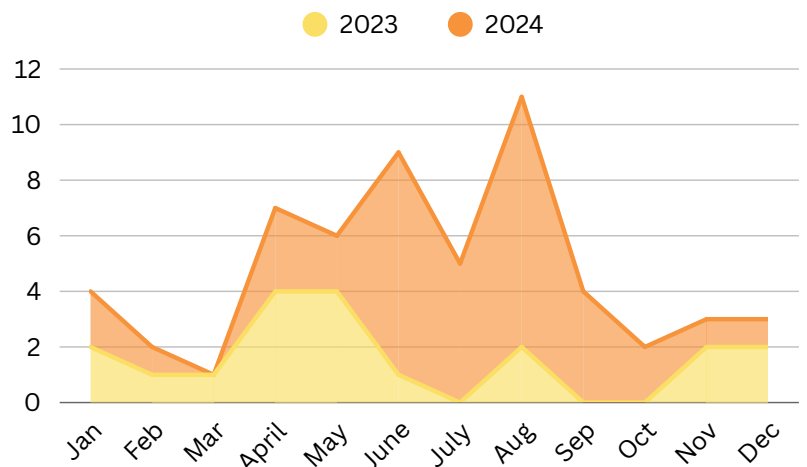
Partnered with DHS to offer free lead-in-water testing to licensed group childcare centers in the county.

All three licensed centers in Crawford County took advantage of this opportunity, and 31 water outlets in total were tested.

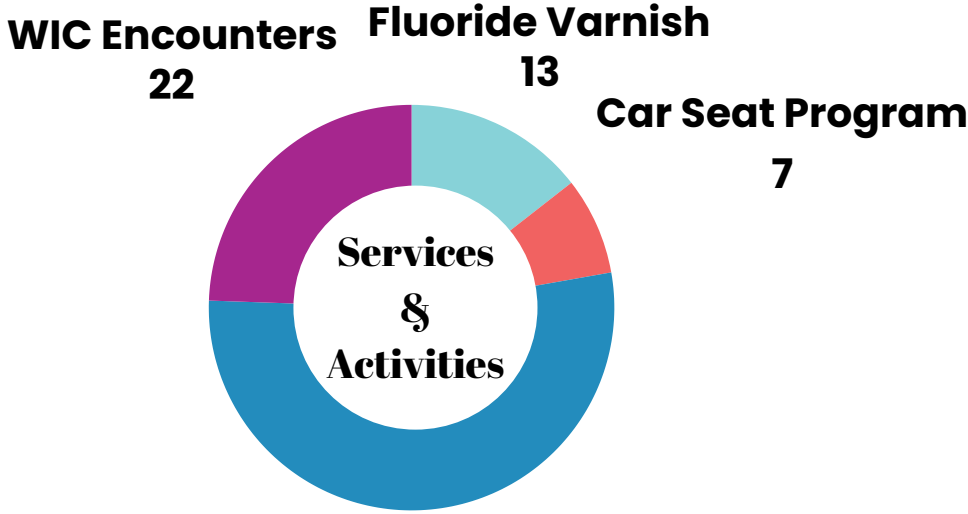
No initial samples exceeded the program guidelines, ensuring safe drinking water at each facility.



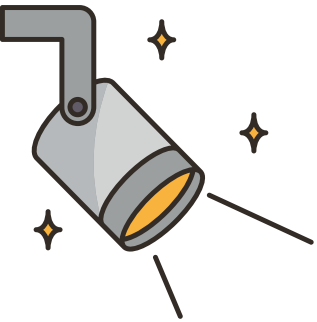
Human Health & Safety Complaints Increased



Education and intervention to help ensure mothers and families are healthy and safe.



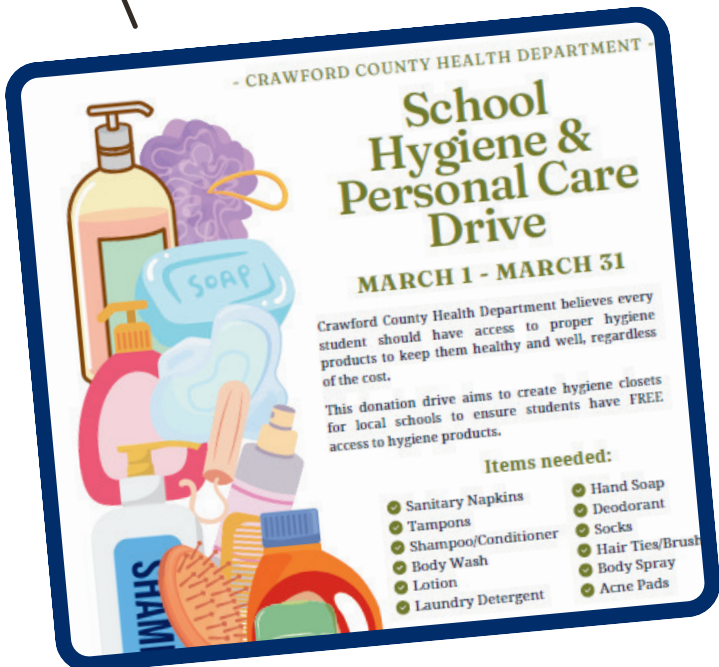
Maternal Infant Outreach
48



Good hygiene practices help reduce illness and improve attendance.

The Health Department recognized a need for better access to hygiene products in the community and coordinated with local schools to create a school hygiene closet to support school-age youth.

We organized a school hygiene & personal care drive and donated all items to schools in Crawford County.

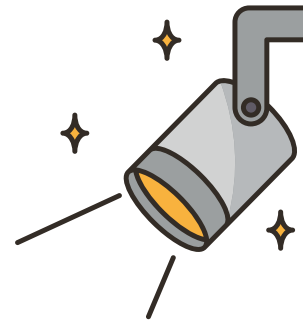
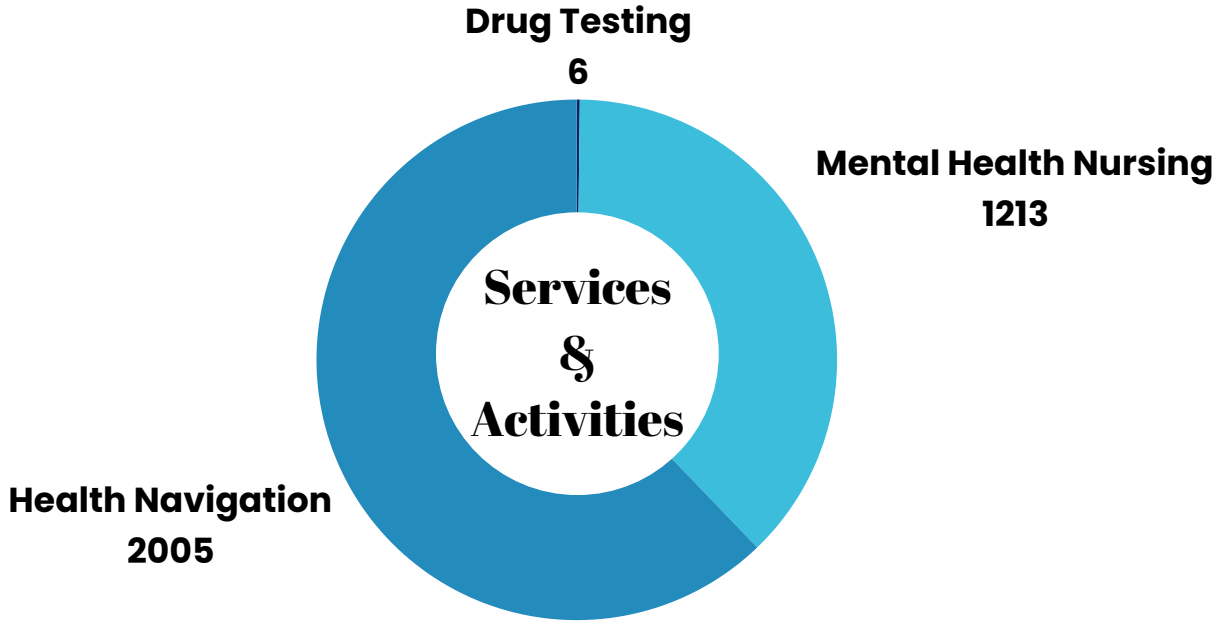


5 SCHOOL DISTRICTS

TOTAL ITEMS
994

ACCESS TO & LINKAGE WITH CLINICAL CARE

Connecting individuals to health resources and link them to clinical care services to benefit their overall health.



HEALTH & WELLNESS RESOURCES FAIR 2024



Total Vendors
35

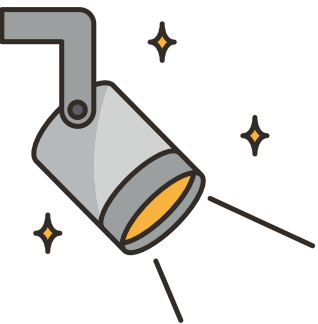
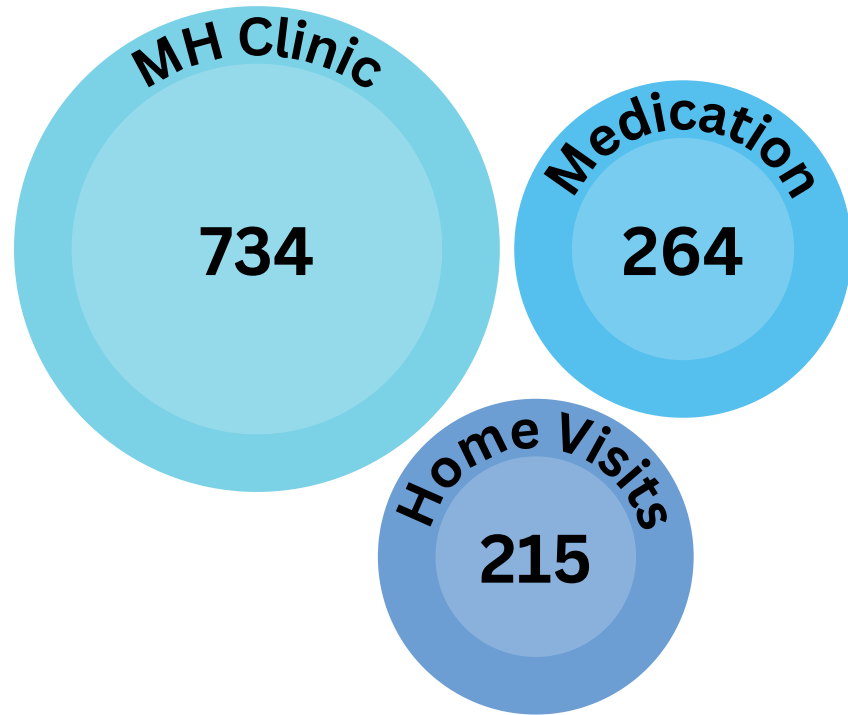


Total Attendees
128



Mental Health Nursing provides wrap around care to improve overall health for individuals with mental health diagnoses.

MENTAL HEALTH NURSING



“

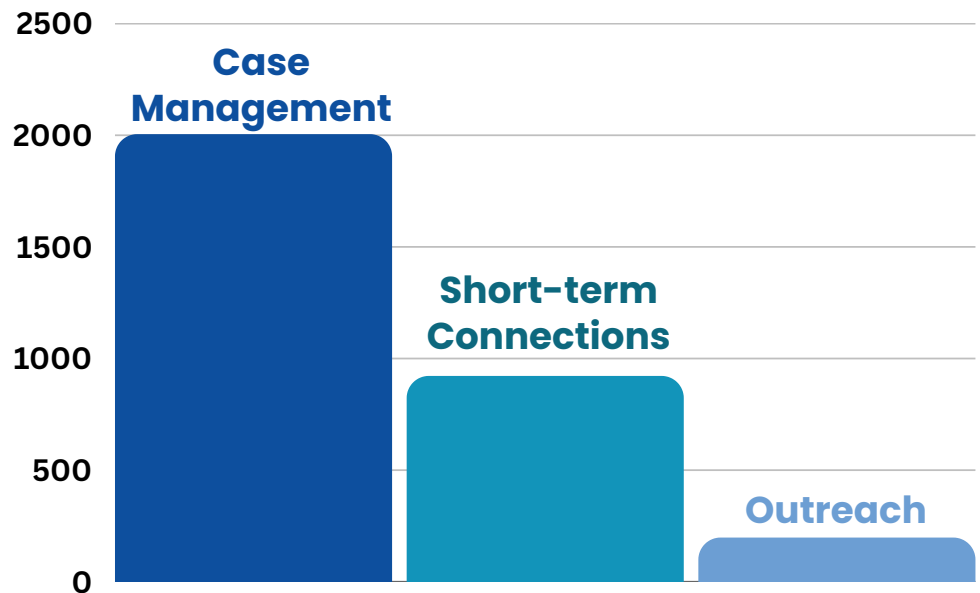
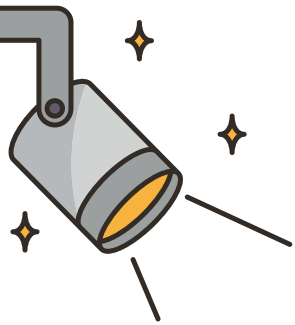
My journey of maintaining good mental health involves a team – a team made up of Hailey, Lisa, Tricia, & Julie at the front desk. Each has helped me in a positive way to feel welcome and accepted on this journey toward a mentally healthy lifestyle.

Professionalism mixed with kindness and compassion are what my team offers me.

– Grateful Patient

The Health Navigator Program helps individuals find, connect and use community resources to improve overall health.

HEALTH NAVIGATOR



Success Story

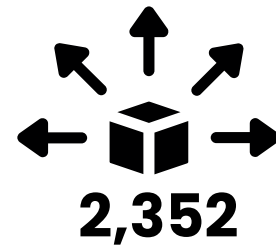
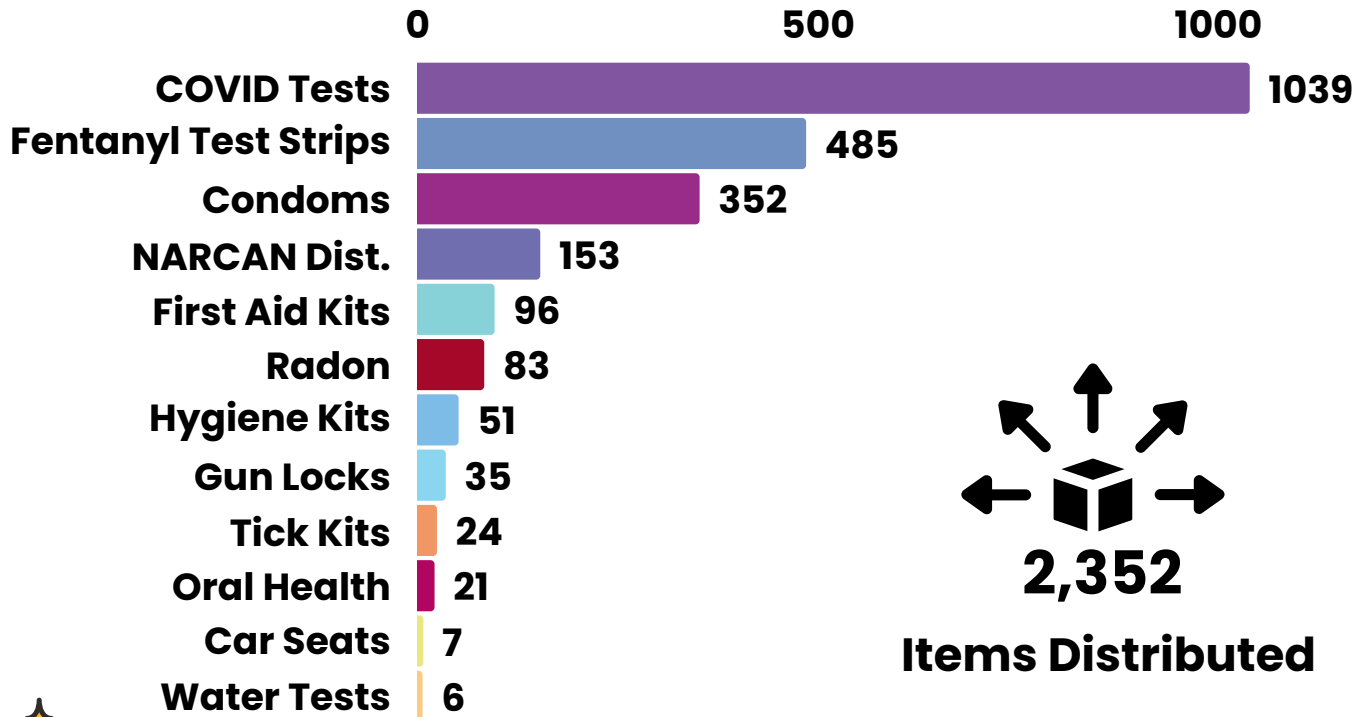
In September 2023, a 53 year old female presented to CCHHS in need of housing and was struggling to find a path forward in her life. Her husband had passed away a year earlier and she had no family support. She had difficulty obtaining and retaining employment due to significant medical and mental health conditions, which she was being treated for. She had previously had emergent surgery to remove toes due to her uncontrolled and untreated diabetes.

The individual connected with the Health Navigator and officially enrolled in the HUB program with obtaining housing and employment as the primary goals. Throughout 2024, she was able to get her diabetes under control, find housing and was connected to DVR employment services and obtained a job that met her physical abilities and could be sustained over time. The navigator helped connect her with ADRC and be approved for disability which helped her be able to get secure housing. She continues to see her therapist and doctors to manage her ongoing conditions.

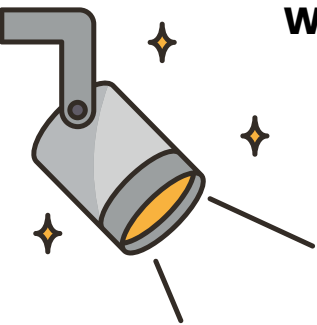
At the end of 2024, her outlook on life is much more positive, she enjoys doing things with others and she sees light at the end of the tunnel. She completed all her goals and was discharged from the program in February 2025.

Improving health access by connecting individuals to health items that improve and save lives.

In 2024, health items were available to the community at the Health and Human Services Department, in the Health Boxes and at a variety of community events.



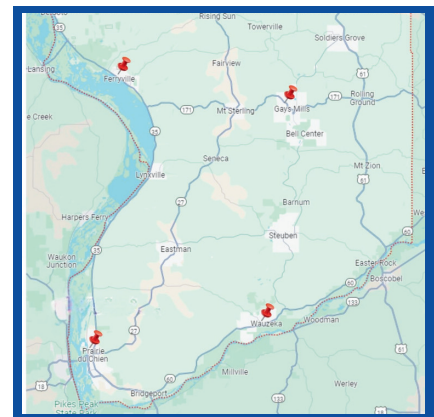
Items Distributed



The Health Department partnered with Emergency Management, local first responders and municipalities to place harm reduction vending machines throughout the county in November 2024.



This project offers 24/7 access in four locations to essential health products like Narcan. This initiative aims to reduce health risks, prevent disease, and save lives.



Vending Machine Locations

SUMMARY

I hope that you have found this report to be informative and easy to read. We hope that the details in this report are easy to understand and demonstrate the effort our agency makes to provide services to the people of our county and prevention efforts on important issues. We exist to serve the community in all the ways listed in this report. We appreciate all our partners who help in this effort. I hope that the details given on client encounters and different programs help people to understand how important our agency is for those who need the valuable services.

In 2024 we saw a large increase in our placement expenses for our youth and emergency mental health placements at Winnebago state hospital. In the youth services, while we budget for placements to occur, it only takes one residential placement to make a significant impact on our budget. We also saw several adults who needed emergency mental health placements at the state hospital that required a longer stay due to the acute nature of their symptoms. It is important to know, we provide services in the community whenever we can do that safely. When individuals can't be kept safe in the community or the community is not safe, we then need to look to a placement which are expensive. We were fortunate to do better on several of our revenue lines which resulted in a small net gain financially for our department.

Going into 2025, we are presented with uncertainty. There are changes occurring at a federal level that may affect us or may not. As we think about the importance of the services that are demonstrated in this report, we will stay committed to adapting to any potential changes to continue to provide for our community.

WHAT'S NEXT?



Looking Forward, our department is always looking for ways to improve the services we provide to the residents of Crawford County. We will continue to invest in preventative services where we can and offer effective interventions when they are needed. We will continue to work with the great partners in our community to accomplish this. This work can be challenging but we move forward to make a difference. We are continuously researching and exploring new technologies and trends that will help us stay ahead of the curve and provide our clients with the most innovative solutions.

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