2023 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



HEALTH & HUMAN SERVICES BOARD

Linda Munson, Chairperson
Mary Kuhn, Vice Chair
Brad Steiner
Gari Lorenz
Harrison Heilman
Ellen Brooks
Joyce Roth
Amanda Schultz, RN
Dr. Joel Greenya



This year, you will see a change to our report format. This is a project that we have been working on to increase the meaningfulness and understandability of the report. I hope that the format and information helps you understand the important services we provide to the community.

In 2023, our department experienced 4 changes to staffing. The first to mention is the retirement of Sharon Steele. Sharon was employed by the county for 22 years. We appreciate the years of service and congratulations to Sharon. Two case management positions turned over as well, one in youth justice and one in mental health. We wish the staff who left well and welcome the staff who have come on board. We added a Navigator position to our department. This position helps individuals connect to counseling services, dental services, housing and other areas that address their basic needs to help them be as healthy as possible.

A change was made in the Health Department to address the environmental health need. Previously we had budgeted for a part time position or dollars to join a consortium to provide this important service. In the end, we reorganized and absorbed the duties into the public health specialist position and moved other duties to the part time RN position resulting in an increase of 10 hours/week to that RN position. I feel this will help us meet the environmental investigation needs now and in the future for our county.

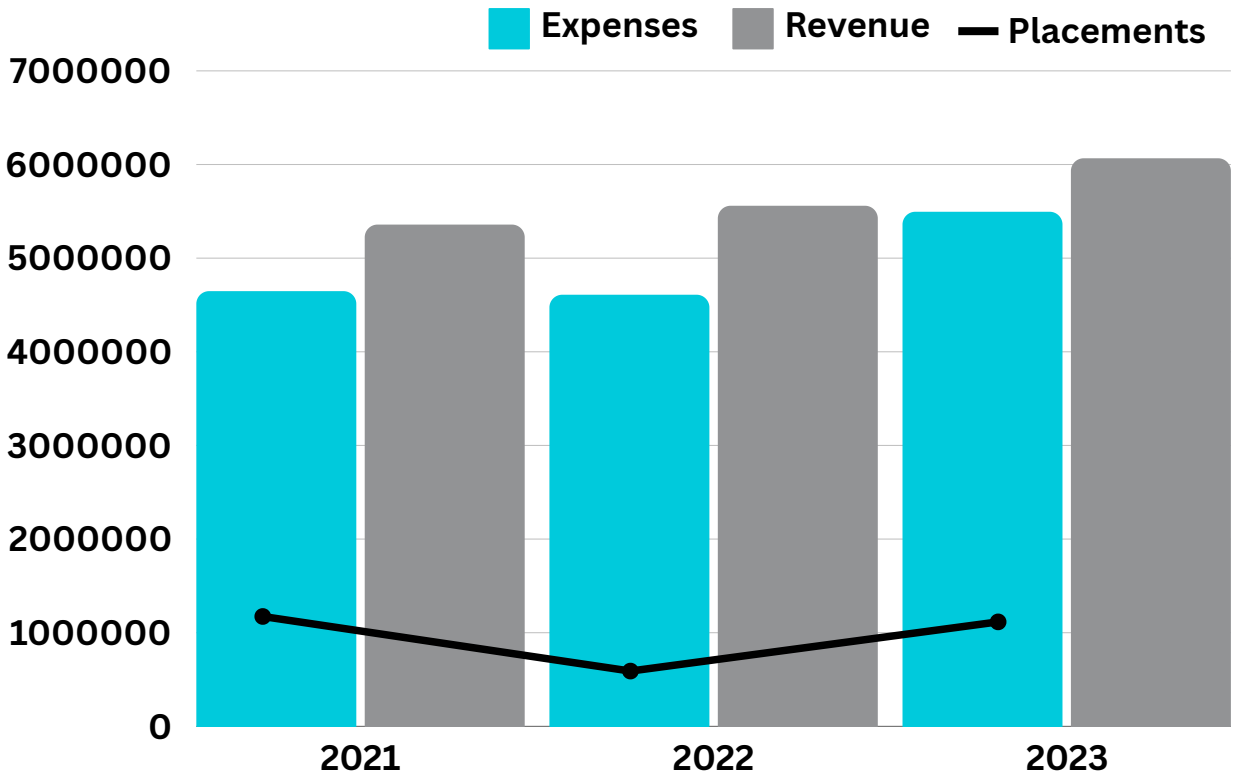
I would like to mention the efforts our agency has made in the last year to address the mental health needs of the community. In addition to therapy and prescribing services, we wanted to address suicide. Our county experiences higher numbers of suicides than counties around us. Several prevention strategies have been implemented. Our agency and other partners in the community participated in "Zero Suicide" an initiative to help behavioral health systems reduce suicide risk for individual in their care. The "Make it OK" campaign, which encourages people to have conversations with individuals when they see them struggling. Question Persuade Refer (QPR) has been trained by our department to help individuals recognize when someone is in a suicide crisis and help them get the help they need. In addition, the board authorized our department to purchase Credible Minds. Credible Minds is a population-based mental wellbeing, prevention, early intervention, and navigation approach that is now available to our whole county. We will continue to address this serious issue.

From a financial perspective, our agency is finishing in a good place. While we saw higher than budgeted youth placements, we did see savings in payroll and contracts that help offset that average. The other fortunate expense savings was an unexpected reprieve from paying our yearly Family Care Contribution that saved the department over $230,000. You will find further details in the financial section of this report.

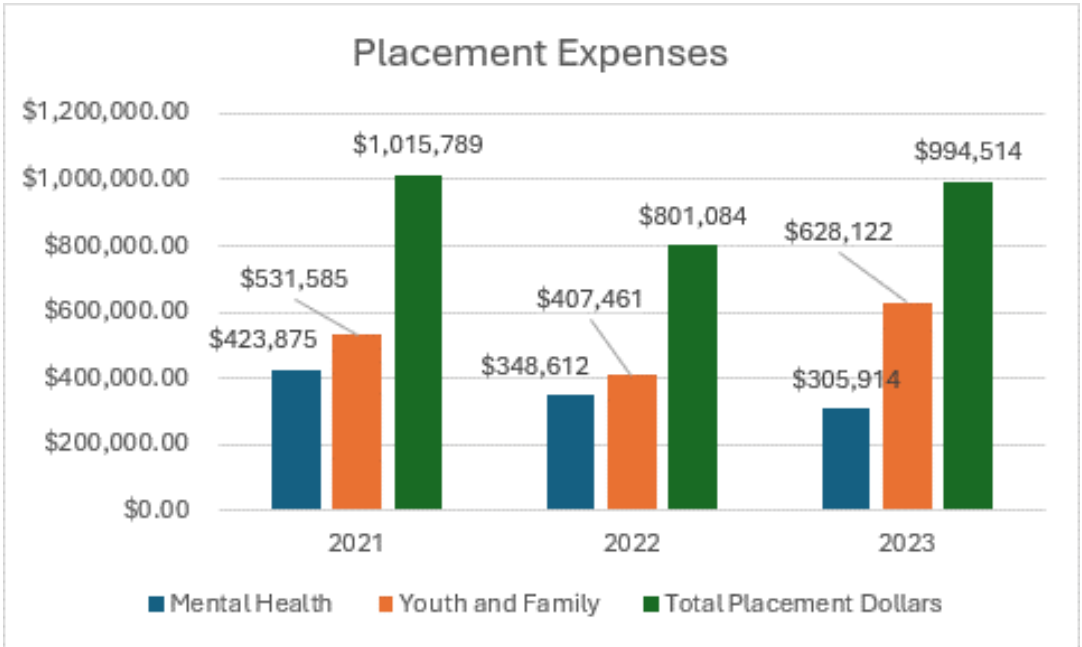
I thank our staff for their dedication to serving Crawford County in the past year and staying committed to the work we do.

Sincerely,
Dan McWilliams, Director

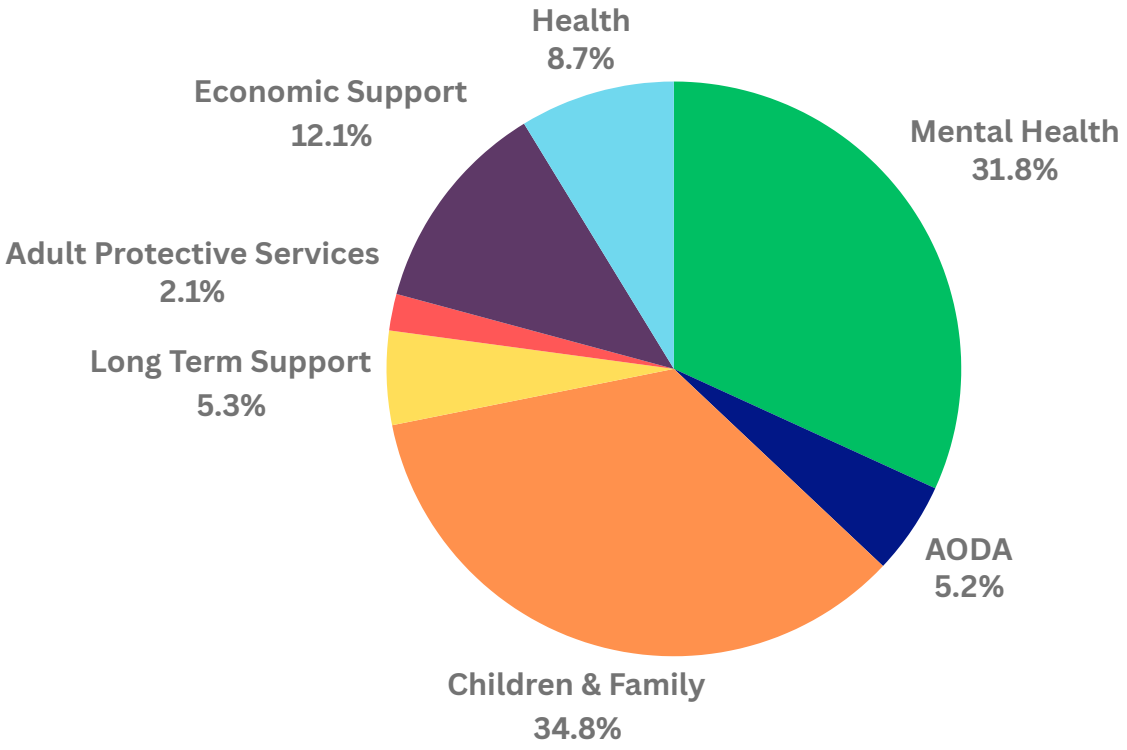
FINANCIAL
3 YEAR COMPARISON

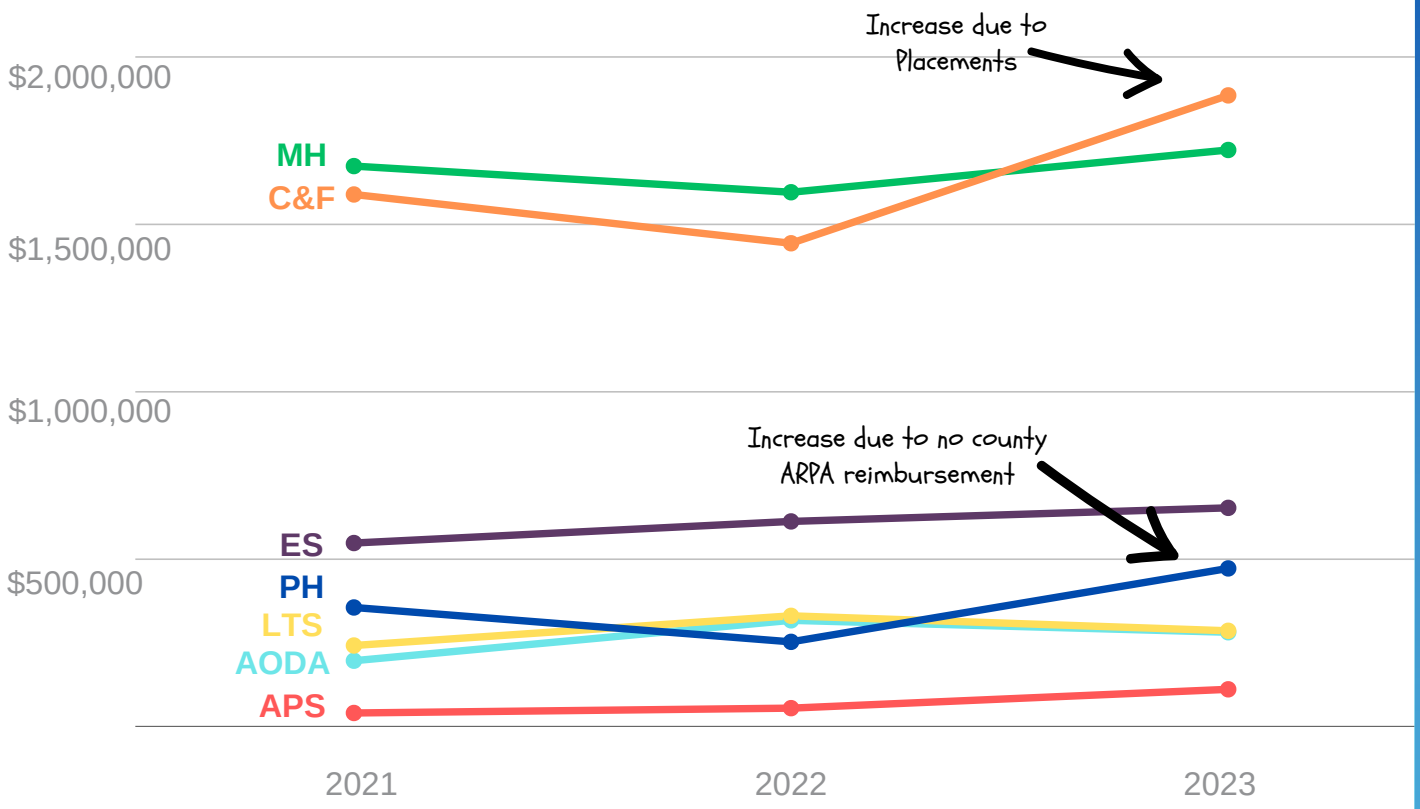


Expenses were up in 2023, however in 2021 & 2022 expenses look lower than actual due to payroll expenses being offset by National ARPA funds.



EXPENSES BY PROGRAM AREA





2023 ANNUAL EXPENSES

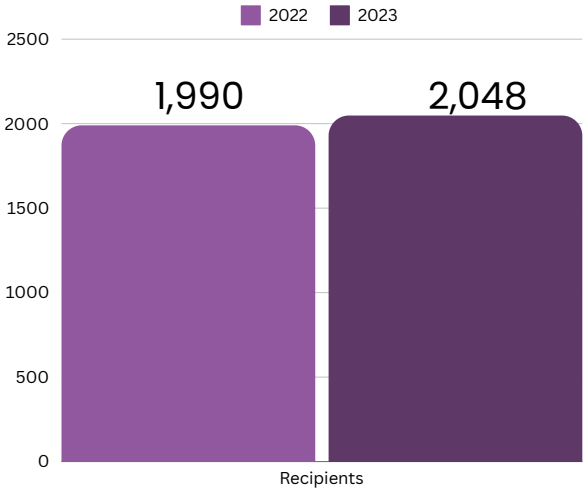
DEPARTMENT OF HEALTH SERVICES: SOCIAL SERVICE PROGRAMS	
1) ADULT PROTECTIVE SERVICES	94,427.79
2) CHILDRENS COMMUNITY OPTIONS PROGRAM	11,229.68
3) CHILDREN LONG TERM SUPPORT	-
4) COMMUNITY MENTAL HEALTH	248,446.11
5) NON-RESIDENT	-
6) BIRTH-3 PROGRAM	158,335.28
7) DHS BASE FUNDED SERVICES	1,281,587.07
8) IDP EMERGENCY FUNDS	20,937.99
9) MENTAL HEALTH BLOCK GRANT	32,939.00
10) AODA BLOCK GRANT	256,031.06
11) FEDERAL/COUNTY MATCH	98,811.00
12) WIMCR/STATE	-
13) HEALTH CHECK INITIATIVE	
14) COORDINATED SERVICES TEAM (CST)	121,229.76
15) CLTS TPA	116,697.74
TOTAL DEPARTMENT OF HEALTH SERVICES: SOCIAL SERVICE PROGRAMS	2,440,672.48
DEPARTMENT OF HEALTH SERVICES: INCOME MAINTENANCE PROGRAMS	555,884.75
DEPARTMENT OF HEALTH SERVICES: PUBLIC HEALTH PROGRAMS	472,550.82
DEPARTMENT OF CHILDREN AND FAMILIES: SOCIAL SERVICE PROGRAMS	
16) SAFE AND STABLE FAMILY PROGRAM	65,946.80
17) FOSTER PARENT COMPETENCY BASED TRAINING	1,223.91
18) RELATIVE CAREGIVER SUPPORT GRANT	442.50
19) KINSHIP CARE PROGRAM	48,000.00
20) KINSHIP CARE PROGRAM/ASSESS	3,528.67
21) TARGETED SAFETY SUPPORT FUNDS	59,710.44
22) YOUTH JUSTICE INNOVATION GRANT	25,404.48
23) DCF BASE ALLOCATION	1,266,043.78
24) FEDERAL/COUNTY MATCH	48,900.00
TOTAL DEPARTMENT OF CHILDREN AND FAMILIES: SOCIAL SERVICE PROGRAMS	1,519,200.58
COUNTY FUNDED FOSTER CARE	7,256.80
	-
DEPARTMENT OF CHILDREN AND FAMILIES: W-2 PROGRAMS	-
DEPARTMENT OF CHILDREN AND FAMILIES: CHILD CARE PROGRAMS	31,100.23
DEPARTMENT OF CORRECTIONS: YOUTH AID PROGRAMS	240,076.73
DEPARTMENT OF ADMINISTRATION: WHEAP PROGRAM	66,425.29
GREATER WI AGENCY ON AGING RESOURCES, INC: ELDER ABUSE PROGRAM	20,407.37
FAMILY CARE PROGRAM	79,019.31
OPIOID SETTLEMENT EXPENSES	2,128.00
COUNTY FUNDED EXPENSES	
Winnebago MHI	56,192.00
Miscellaneous	946.26
eWISACWIS User Fee	2,340.00
PDS Partnership Fee (DCF) & Behavioral Health Training Partnership Fee	1,146.00
TOTAL COUNTY FUNDED EXPENSES	60,624.26
TOTAL EXPENSES	5,495,346.62

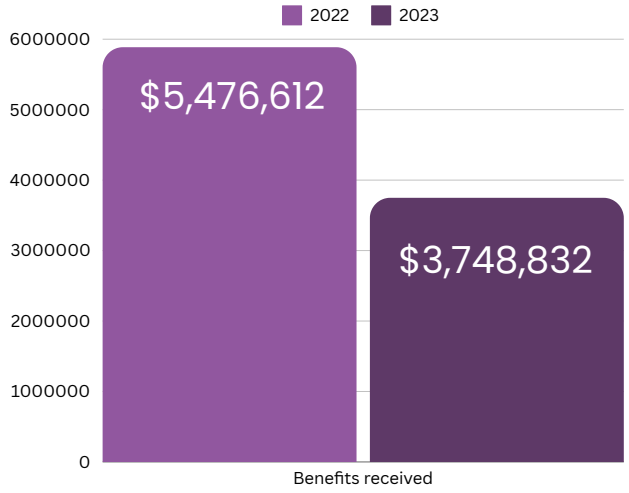
2023 ANNUAL REVENUE

COUNTY APPROPRIATIONS	1,728,159.00
DEPARTMENT OF HEALTH SERVICES: SOCIAL SERVICE PROGRAMS	
1) ADULT PROTECTIVE SERVICES	34,133.00
2) CHILDRENS COMMUNITY OPTIONS PROGRAM	10,689.00
3) CHILDREN IN LONG TERM SUPPORT	-
4) COMMUNITY MENTAL HEALTH	167,216.00
5) NON-RESIDENT	44,290.00
6) BIRTH TO THREE	47,412.00
7) DHS BASE FUNDED SERVICES	899,619.00
8) IDP EMERGENCY FUNDS	-
9) MENTAL HEALTH BLOCK GRANT	32,939.00
10) AODA BLOCK GRANT	59,696.00
11) FEDERAL/COUNTY MATCH	98,811.00
12) WIMCR/STATE	126,623.75
13) HEALTH CHECK INITIATIVE	-
14) COORDINATED SERVICES TEAM (CST)	60,000.00
15) CLTS TPA	115,290.47
16) ROOM / BOARD RSUD MCKINSEY	640.00
17) OPIOID SETTLEMENT	23,985.75
TOTAL DEPARTMENT OF HEALTH SERVICES: SOCIAL SERVICE PROGRAMS	1,721,344.97
DEPARTMENT OF HEALTH SERVICES: INCOME MAINTENANCE PROGRAMS	417,546.23
DEPARTMENT OF HEALTH SERVICES: PUBLIC HEALTH PROGRAMS	174,962.00
DEPARTMENT OF CHILDREN AND FAMILIES: SOCIAL SERVICE PROGRAMS	
16) SAFE AND STABLE FAMILY PROGRAM	33,310.00
17) FOSTER PARENT COMPETENCY BASED TRAINING	397.60
18) FOSTER PARENT GRANT	125.00
19) KINSHIP CARE PROGRAM	35,400.00
20) KINSHIP CARE PROGRAM/ASSESS	3,501.95
21) TARGETED SAFETY SUPPORTS	53,805.71
22) YOUTH JUSTICE INNOVATION GRANT	25,000.00
23) DCF BASE ALLOCATION	610,356.00
24) FEDERAL/COUNTY MATCH	48,900.00
TOTAL DEPARTMENT OF CHILDREN AND FAMILIES: SOCIAL SERVICE PROGRAMS	810,796.26
MISCELLANEOUS REVENUE/INDIRECT COSTS	472,364.04
DEPARTMENT OF CHILDREN AND FAMILIES: W-2 PROGRAMS	1,992.17
DEPARTMENT OF CHILDREN AND FAMILIES: CHILD CARE PROGRAMS	39,516.67
DEPARTMENT OF CHILDREN AND FAMILIES: YOUTH AIDS PROGRAMS	150,948.79
DEPARTMENT OF ADMINISTRATION: WHEAP PROGRAMS	42,574.96
GREATER WI AGENCY ON AGING RESOURCES, INC: ELDER ABUSE PROGRAM	10,890.00
OTHER REVENUE	
MEDICAID REVENUE	201,824.61
THIRD PARTY COLLECTIONS	148,970.79
CLIENT COLLECTIONS	123,978.21
COURT ASSESSED FEES	20,549.58
SAVINGS ACCOUNT INTEREST	48.52
TOTAL OTHER REVENUE	495,371.71
TOTAL REVENUE	6,066,466.80

FoodShare WISCONSIN

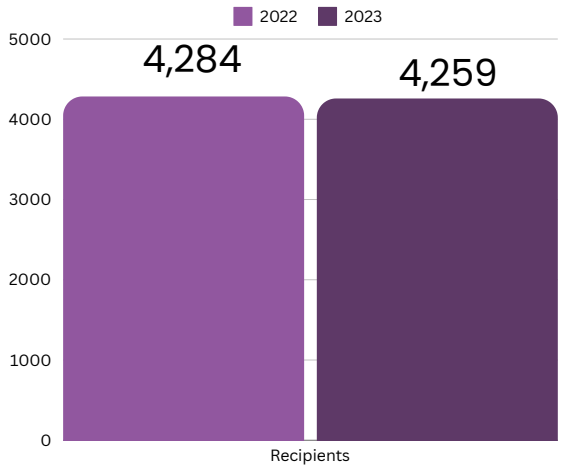
During the COVID-19 Public Health Emergency, emergency FoodShare allotments were issued. These emergency allotments took FoodShare households to their maximum allowable amount.

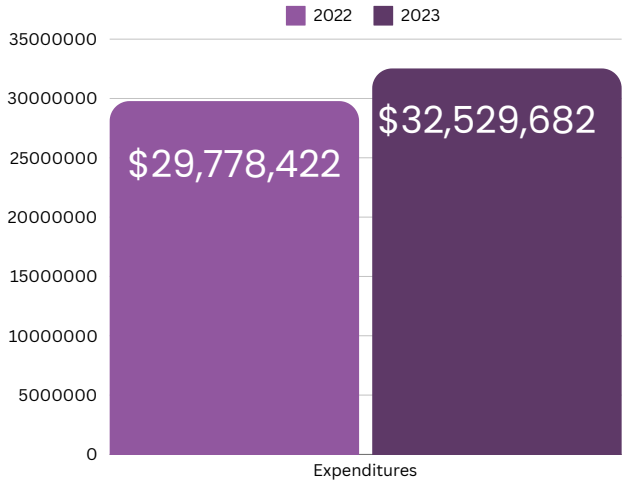




BadgerCare+ ForwardHealth Wisconsin serving you

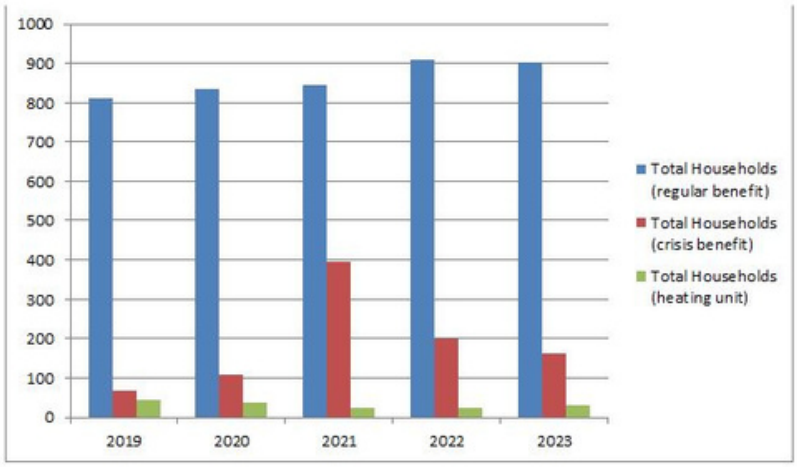
2-year comparison of number of Medicaid recipients and total expenditures.

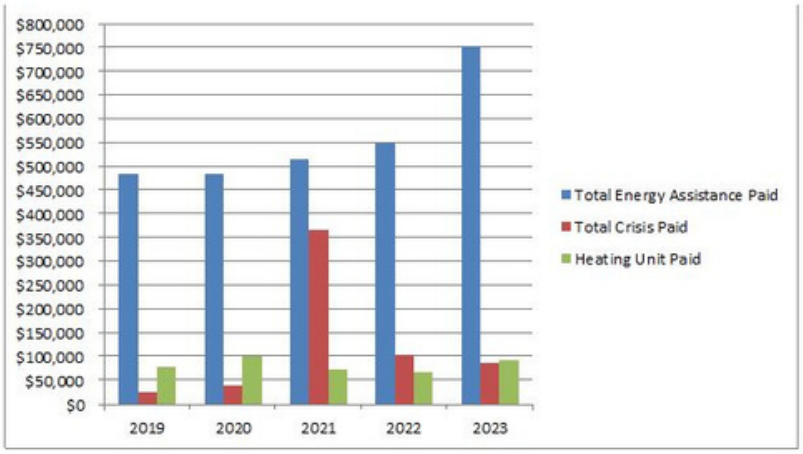




WHEAP PROGRAM

5-year comparison of number of recipients and total payments.





WISCONSIN SHARES PROGRAM

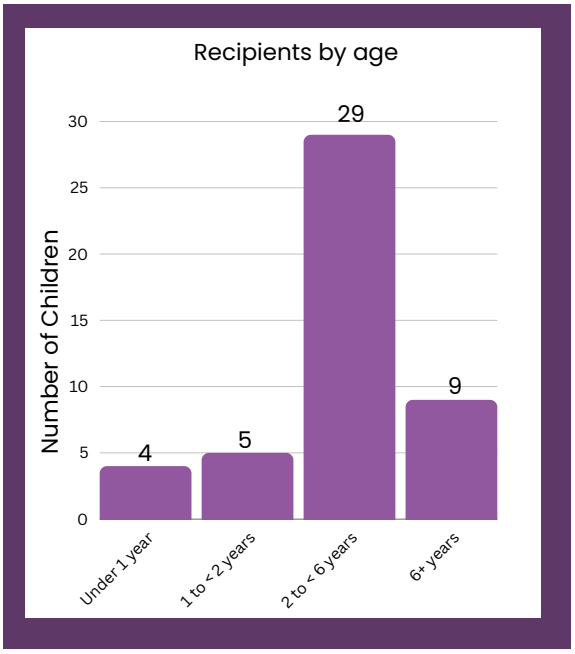
The Wisconsin Shares **child care** subsidy program help make quality child care more accessible and affordable. The majority of recipients were 2- <6 years old.

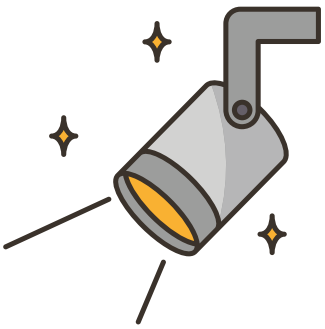


30 Families



41 Children





Total Benefits
$149,491.70

Average cost per Child
$3,646.14

INTEGRATED BEHAVIORAL HEALTH CLINIC



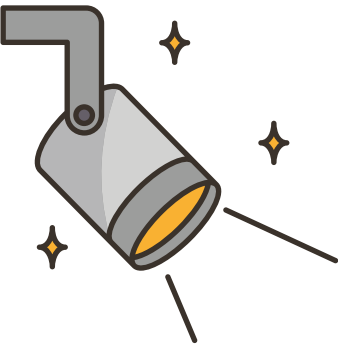
2023 brought about exciting changes in Mental Health and Substance Use. This was the first full year in which Crawford County served clients in an **Integrated Behavioral Health Clinic**. Although clinicians previously treated mental health and substance use, a transition to treating substance use and mental health simultaneously was implemented within our agency. This gives the clinician and client freedom and flexibility to develop goals and work concurrently on both mental health and substance use concerns. This also means that there was policy development and an opportunity for staff to be a part of implementing this new and exciting program.

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.

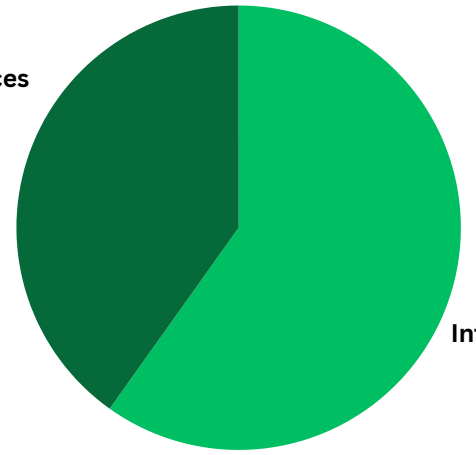
The clinic examines barriers, needs, client success, and opportunities for improvement. One opportunity identified was case management – offering short term support to clients enrolled in the clinic. Individuals that do not meet criteria for intensive mental health services but are needing support in 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 has been 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



NEW this year, we have implemented an Integrated Behavioral Health Clinic. Treating substance use and mental health simultaneously.



Total 251 individuals *as of Dec 31, 2023

Community Support Program (CSP)

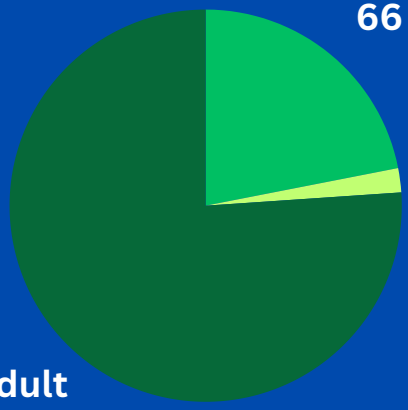


14 Individuals

Community Support Program (CSP) is a program serving the needs of individuals whom 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.

Crisis Program (Contacted via Crisis Line)

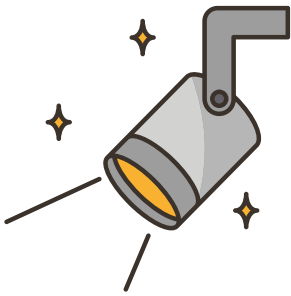


Total 301 Contacts

*1 full time Crisis Social Worker

COMPREHENSIVE COMMUNITY SERVICES

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.

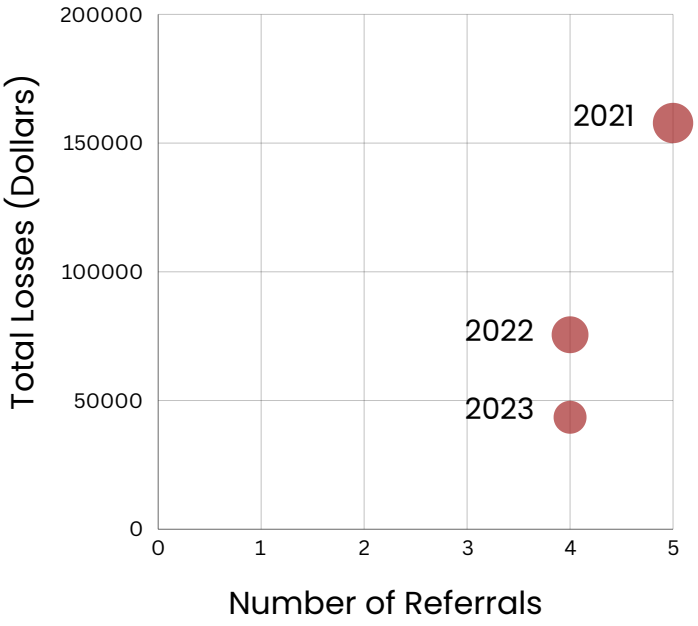


STRIVE provided CCS funded services in Crawford County in 2023

$491,823

ADULT PROTECTIVE SERVICES

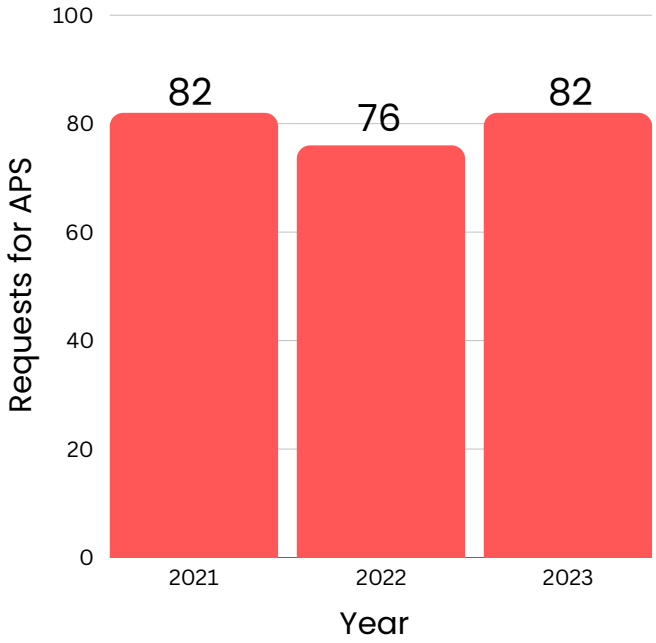
In 2023, 4 individuals were referred to our department being victims of financial scams with a total loss of **$43,500**.



**Elder abuse and financial exploitation is under reported.*

Total number of requests for Adult Protective Services including:

- Adult at risk investigations
- Elder Adult Investigations
  Guardianships
- Protective Placements



They need your help, if you know an adult who is being abused, neglected, or financially exploited, please call (608) 326-0248 and make a report.

The first three years are the most important building blocks of a child's future. The Wisconsin **Birth to 3 Program** is an early intervention special education program. It helps children under the age of 3 who have delays or disabilities. "Early intervention" is the term used for the services and supports for babies and young children and their families.



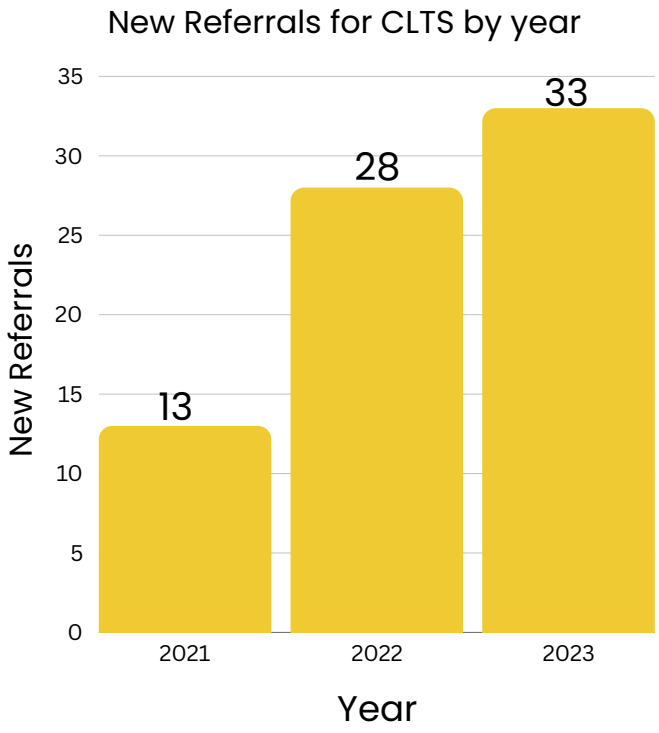
Wisconsin Birth to 3 Program

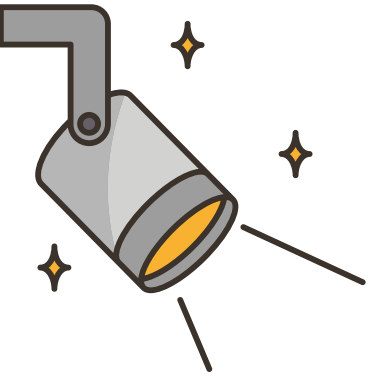
2023

45 Referrals

CHILDREN'S LONG-TERM SUPPORT

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. It 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. The CLTS Program aims to keep kids at home instead of at an institution.





2023 CLTS CLAIMS

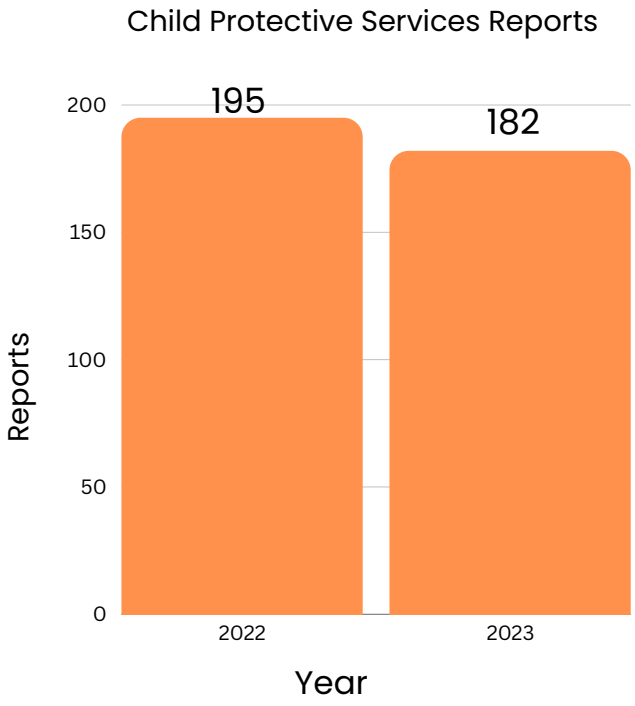
Total 6,566 Authorized

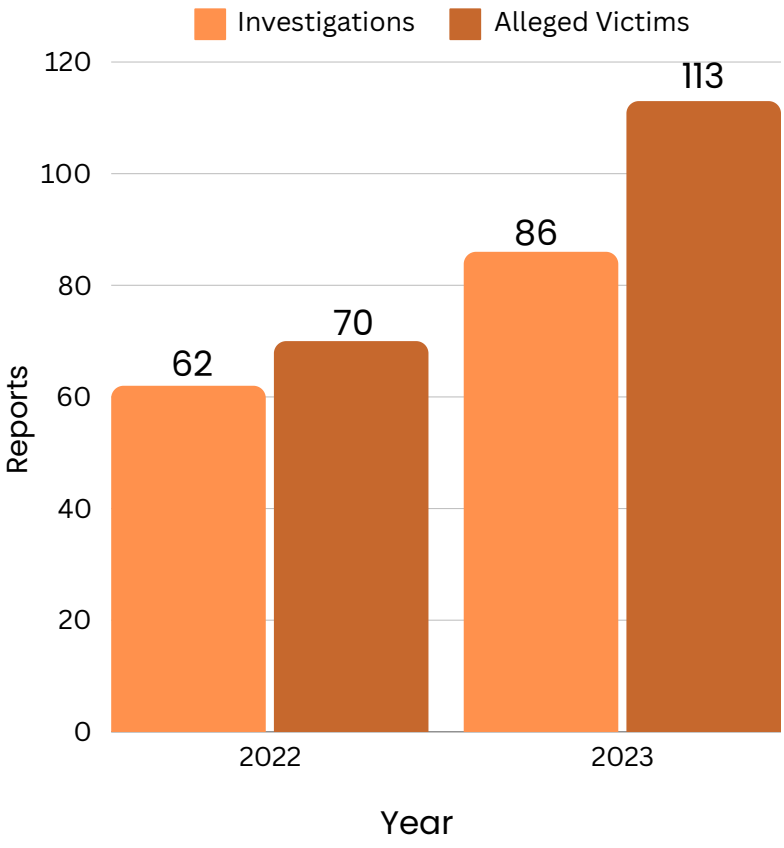
$616,934

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

CHILD PROTECTIVE SERVICES (CPS)

Crawford County CPS did see an increase in Screened-In CPS reports in 2023 with 70 reports assigned for investigation compared to 62 reports assigned in 2022. Another area in which an increase was seen, was the number of identified alleged victims; in 2022, 86 alleged victims were identified in screen-in reports, and 113 alleged victims were identified in 2023.

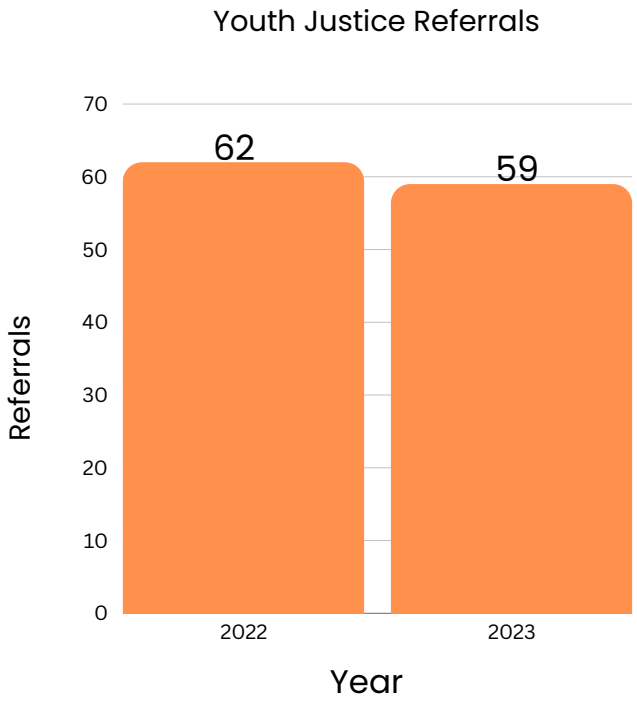




Trends continue in that neglect and physical abuse are the primary types of maltreatment investigated. An increase in neglect concerns have been seen as there were 79 alleged victims of neglect in 2023 compared to 47 in 2022. The Unit continues to prioritize prevention efforts as 100 families were also offered voluntary services by our Child Welfare Unit in 2023.

YOUTH JUSTICE (YJ)

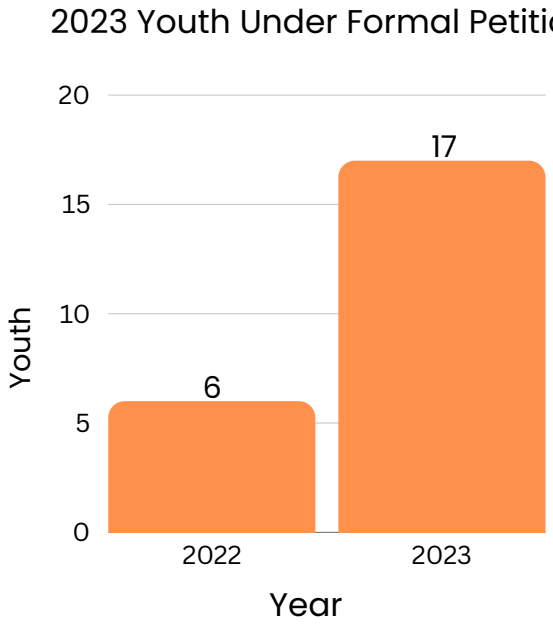
Youth Justice (YJ) Referral numbers also have comparable trends with 59 YJ Referrals in 2023 and 62 in 2022. 75.6% of the YJ referrals in 2023 were for Delinquency related offences, and 18.6% were for Truancy issues. The Unit did see an increase in the seriousness of offences based on disposition data as 17 youth entered the YJ system under a Formal Petition in 2023 compared to only 6 in 2022.



2023 YJ Referrals

75.6% Delinquency Related

18.6% Truancy Issues



The Unit continues to utilize evidence-informed assessments and resources to guide decision making while putting efforts in prevention by supporting “at risk” youth and families through our Youth Justice Innovation Grant. With this initiative, we were able to implement impactful treatment services, and saw an increase in options surrounding community-based support such as mentoring. We were able to serve 8 youth under this grant during the last reporting period.

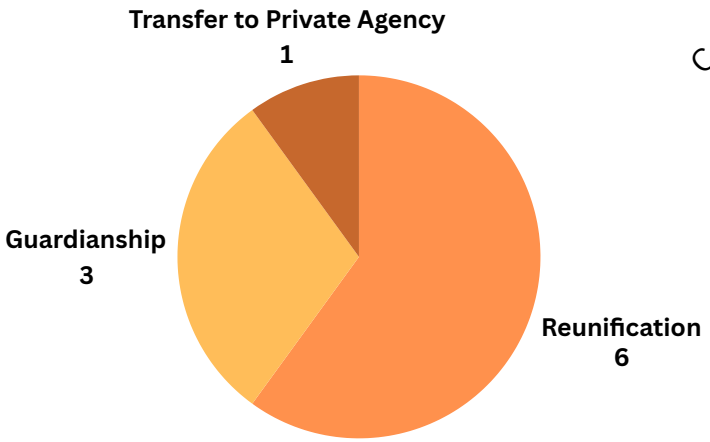
OUT OF HOME CARE (OHC)

Out of Home Care (OHC) numbers have increased compared to other years; however, we have been able to keep sibling groups together and have found success in engaging family members (15 Court Ordered Kinship) to assist with care when out-of-home placement is necessary.

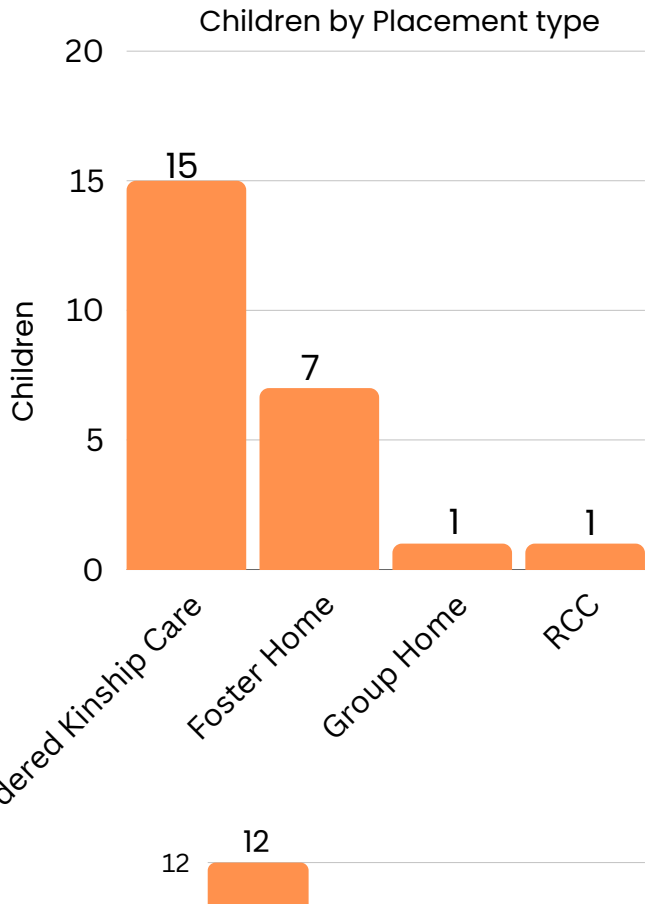
Case Types:

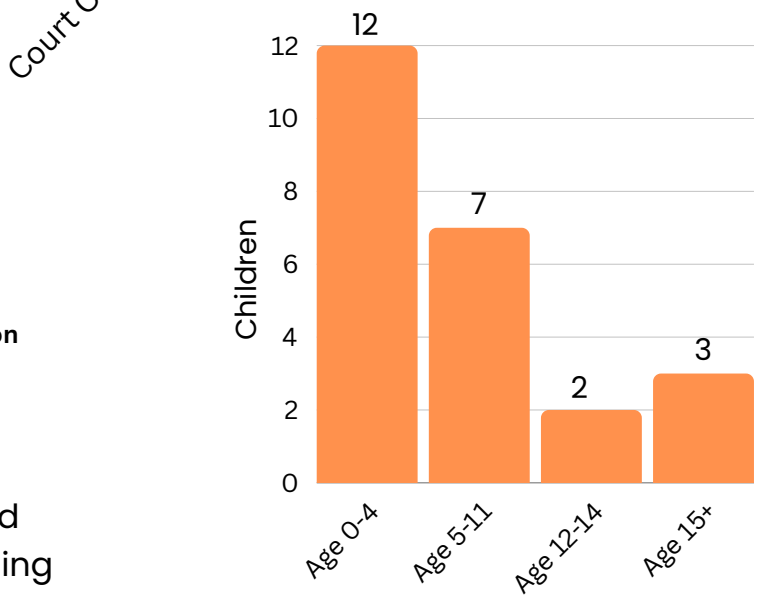
22 CPS Family - Ongoing

2 Youth Justice



Reunification/Discharge: 10 children found permanency in 2023 with the majority being reunified with their parent/primary caregivers (6). The other children remained with family under a guardianship (3), and 1 child found permanence through adoption with a county foster family.





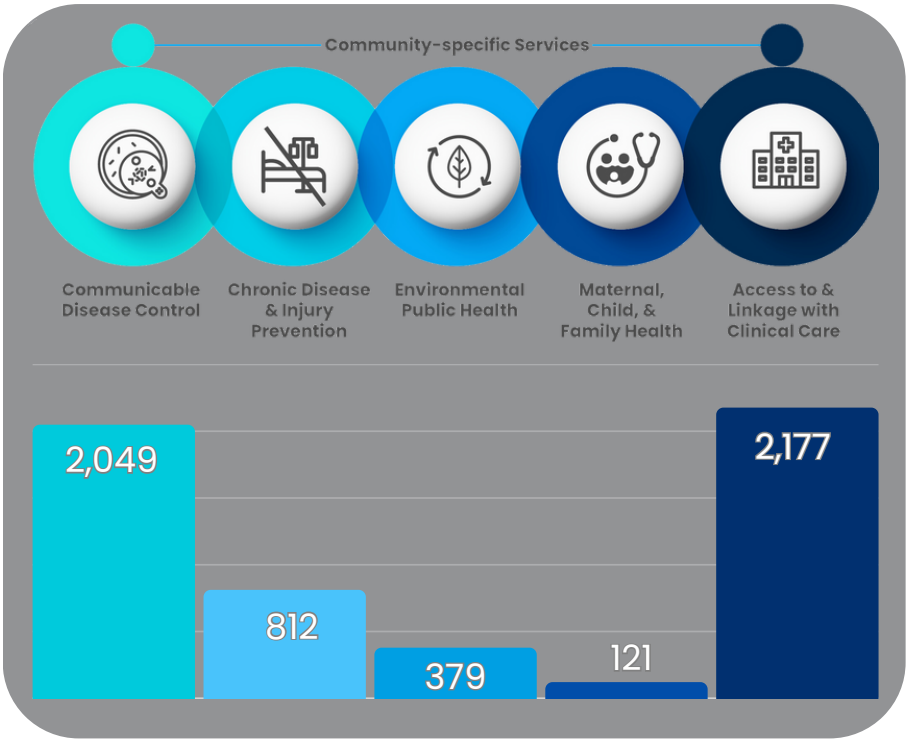
Discharges *as of 10/19/2023

Children Discharged	Total Discharged	Median Length of Stay
9	10	21.00 Months

CRAWFORD COUNTY HEALTH DEPARTMENT

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

FOUNDATIONAL AREAS



The Health Department had a total of 5,970 encounters in 2023.

Every contact between staff and an individual.

FOUNDATIONAL CAPABILITIES

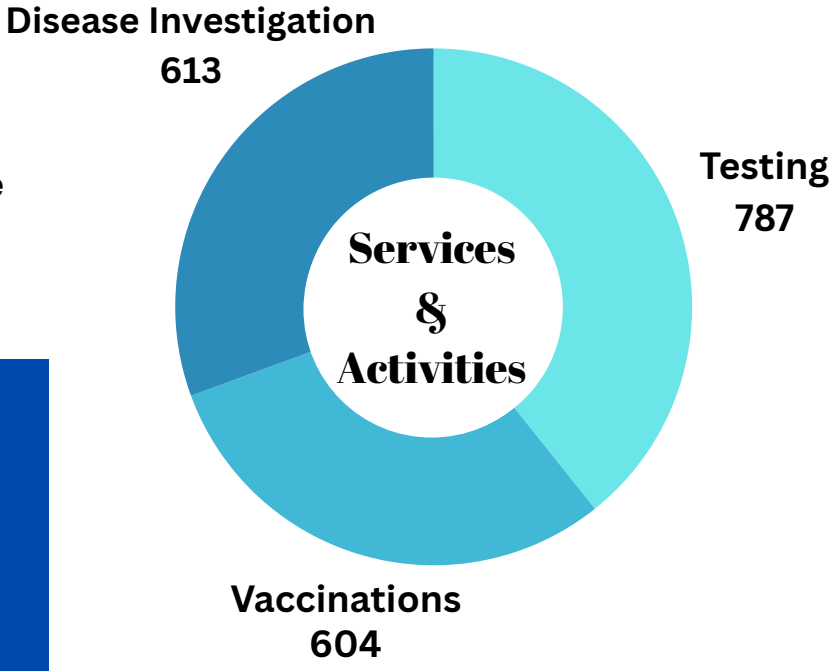
Assessment & Surveillance	Community Partnership Development	Equity	Organizational Competencies
Policy Development & Support	Accountability & Performance Management	Emergency Preparedness & Response	Communications

Efforts beyond services take place at the Health Department and those efforts are based in the Foundational Capabilities. which are needed to ensure community health and well-being.

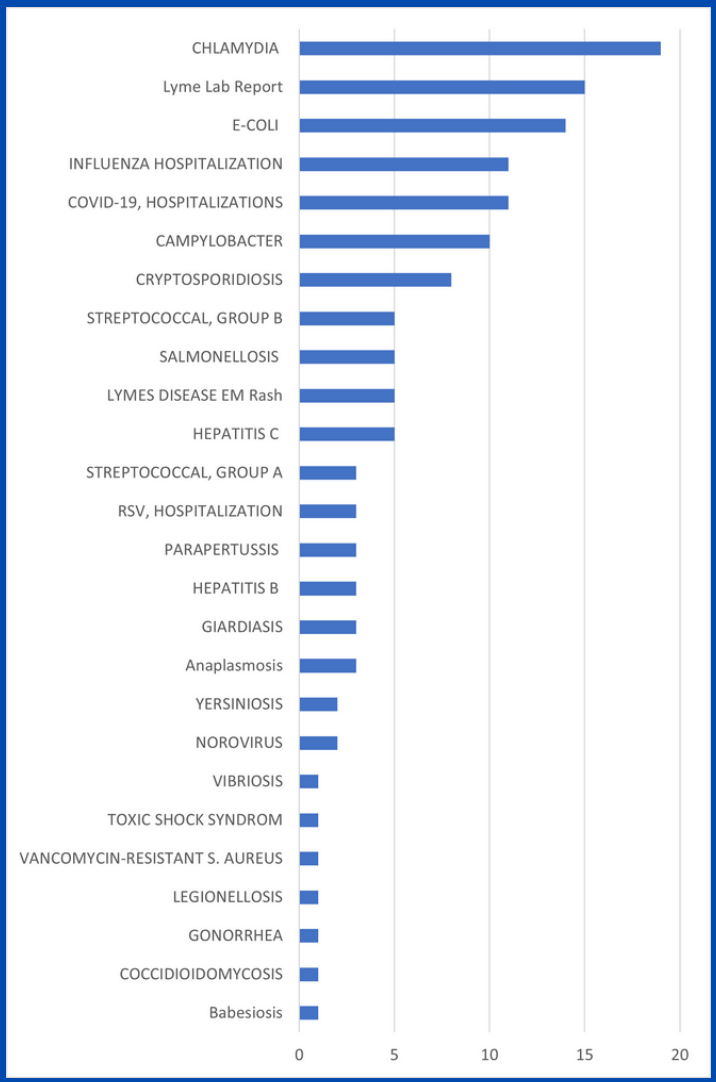
COMMUNICABLE DISEASE CONTROL

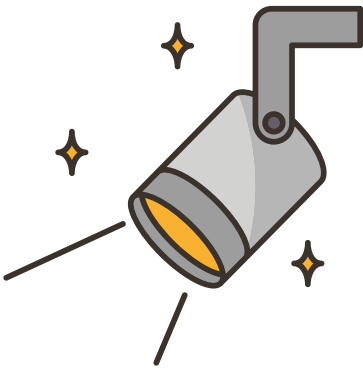
Health plays an important role in detecting, preventing, and controlling communicable diseases in the community.

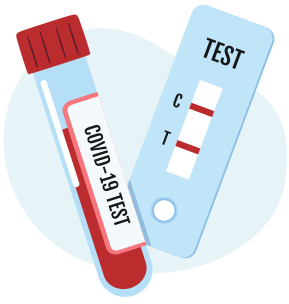
The goal is to mitigate and prevent disease outbreaks and protect the health of the community by controlling disease spead.



2023 Communicable Disease



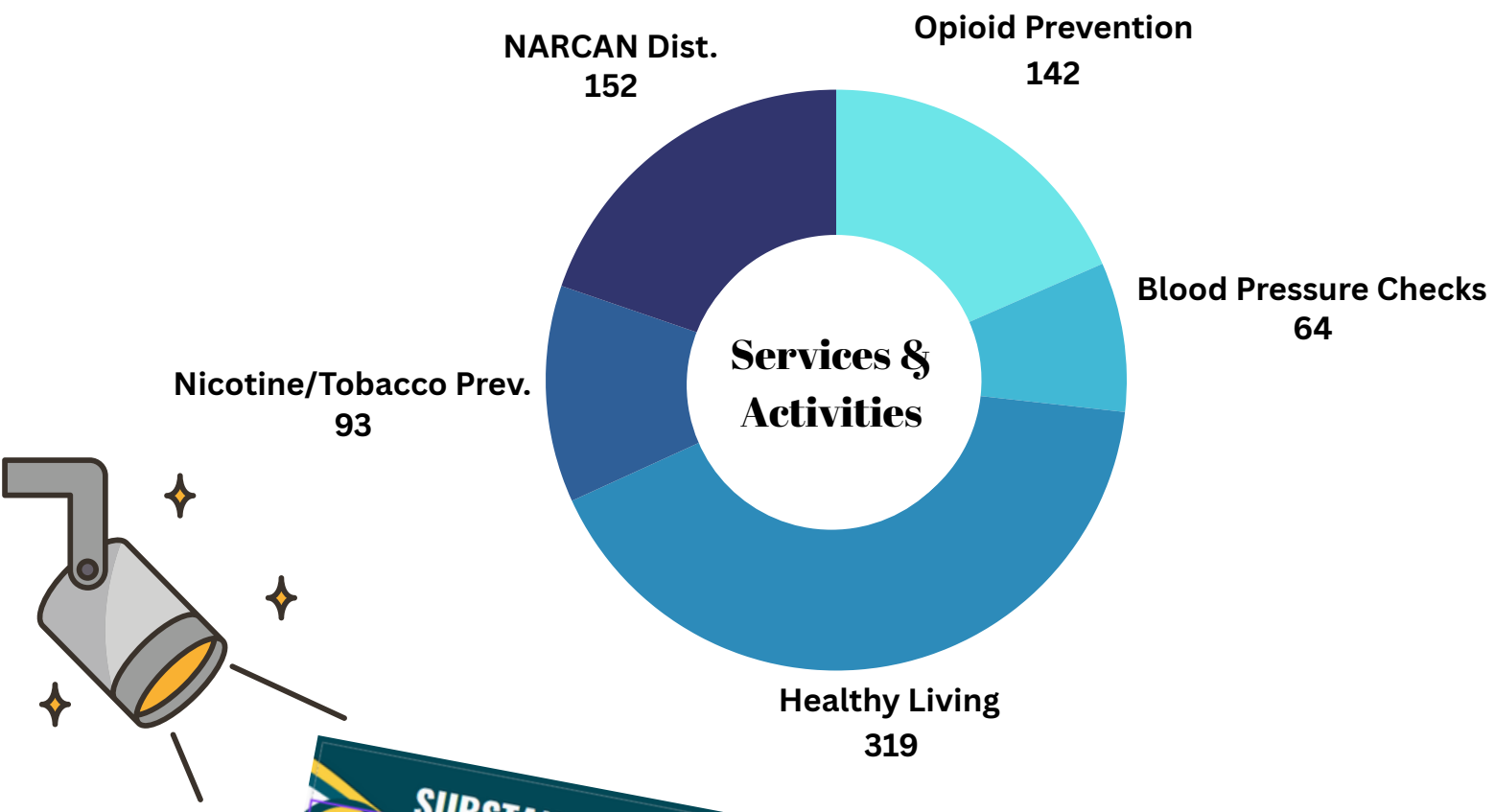




Provided 765 Home COVID-19 Test to the Community

CHRONIC DISEASE & INJURY PREVENTION

These programs aim to promote health and eliminate preventable chronic disease and injury through education, intervention and collaboration with community organizations.



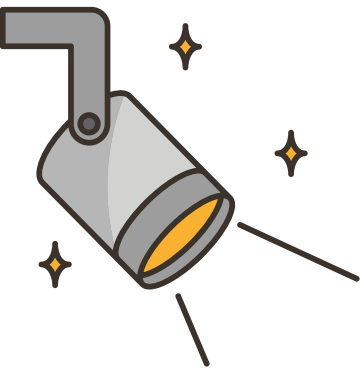


3 Substance Use Community Meetings were held in partnership with Health & Human Services, law enforcement and healthcare facilities.

Over 50 community members attended these events.

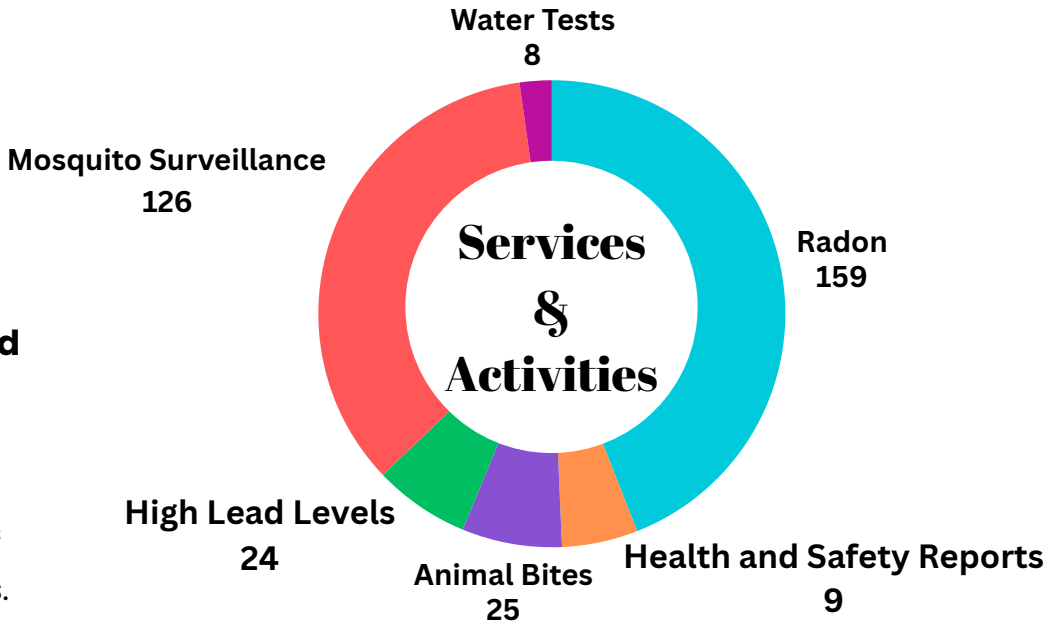
ENVIRONMENTAL HEALTH

Prevent, respond and mitigate environmental factors that affect health.

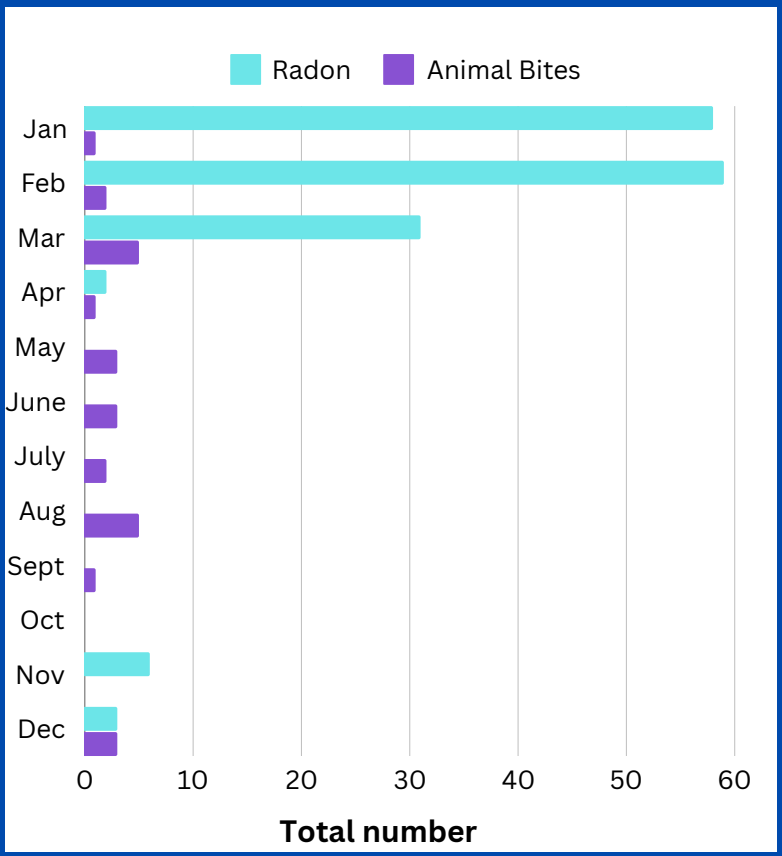


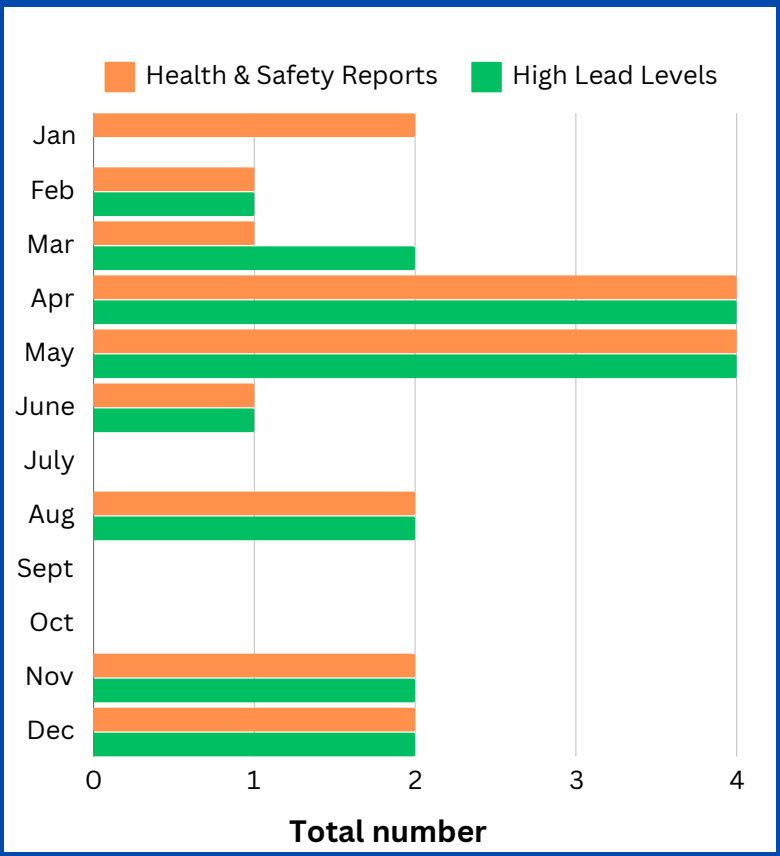
130 radon test were distributed and used with high levels being detected in 61%.

We partnered with the Village of Gays Mills to help distribute tests.



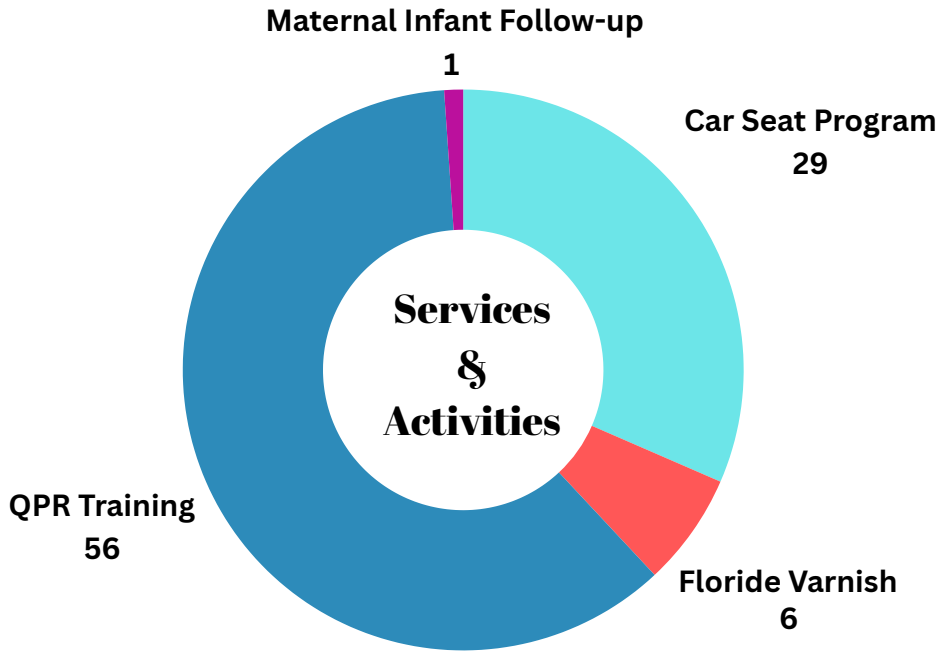
2023 MONTHLY NUMBERS

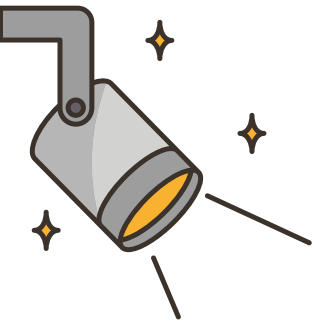




MATERNAL, CHILD, & FAMILY HEALTH

Programming helps ensure mothers and families are healthy.





Q Question

P Persuade

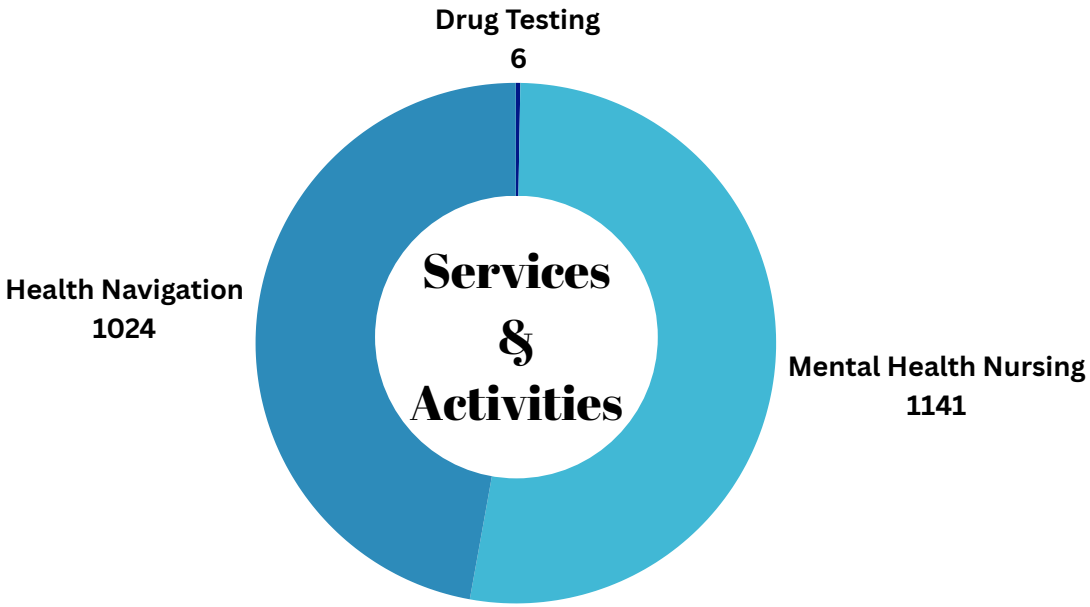
R Refer

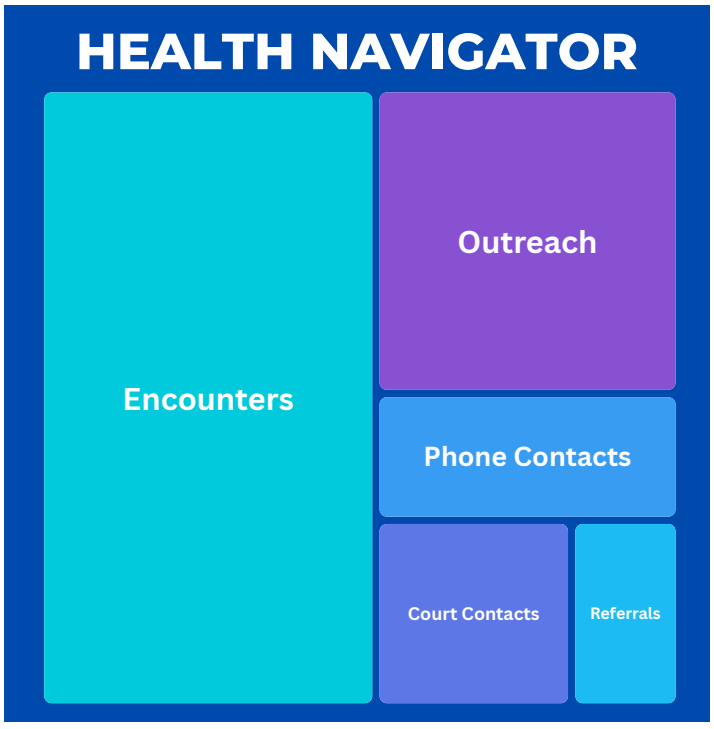
The Health Department joined a team of community partners to offer QPR training in the community. QPR is a suicide prevention program that teaches individuals the warning signs of suicide and how to help someone in crisis.

We co-facilitated 5 events with a total of 56 individuals in attendance.

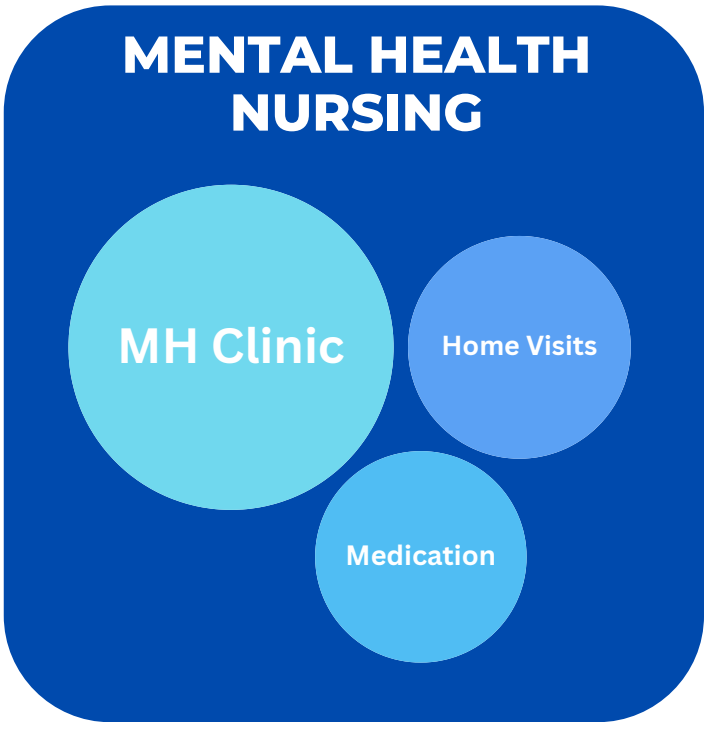
ACCESS TO & LINKAGE WITH CLINICAL CARE

The Health Department's goal is to help individuals get the resources they need to be healthy. This includes connecting people to our services as well as the services offered by other agencies.





The Health Navigator Program connects individuals to what they need to live a healthy life.



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

STRATEGIC PLAN

A strategic plan was developed in 2023 for the Health Department. The areas of focus for the next three years was determined to be the following:

- Substance Use & Mental Health
- Emergency Response
- Reproductive Health
- Environmental Health
- Communication
- Outreach

EMERGENCY PREPAREDNESS

After multiple years of being in the COVID-19 response, this year we were able to go back to the planning and preparing phases of emergency response. The focus of this year was to understand the health departments role in an emergency and identify areas to train and educate staff.

COMMUNITY OUTREACH

Being a part of our community and responding to the needs is the main goal of the health department. We do this through building and maintaining partnerships with community organization and by sharing health information with the public.

The Health Department participated in 15 different local coalitions and groups with a total of 94 meetings attended. These meetings range in topics but all have impact the health of our community in some way.

The department promoted our programs and services by attending 10 local fairs and events as well as through social media, newspaper and radio.

SUMMARY

This report shows all the different ways we assist the citizens of Crawford County. The bulk of the report gives you details on programs that provide prevention and intervention services. That is the reason this department exists. You can see multitude of encounters we have with individuals, families, the community, and community partners through the work that we do.

I hope you also were able to see the details on the spending for these programs and services. During 2023, we saw lower expenses than budgeted in all our key areas. While we saw higher than budgeted youth placements, we realized savings in adult placements. Our payroll was lower than budgeted as well as our overhead line. We also had an unexpected reprieve from our yearly Family Care payment that resulted in savings on our contract and services lines. We did not hit the contract funding amount, mostly due to changes in how COVID was responded to. We did surpass our estimates for Medicaid and insurance revenue. Overall, our year finished with a positive variance of $571,120. After investing in fleet vehicles to save on future mileage expenses, we will be returning the unspent funds to the county for future budgeting.



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.

- crawfordcountywi.gov
- Phone: (608) 326-0229
- 225 N. Beaumont Rd
  Prairie du Chien, WI 53821