



MINUTES

Health and Human Services Board
 Government Center, Conf. Room A&B
 Balsam Lake, WI 54810
 10:00 a.m. Tuesday, April 9th, 2019

Meeting called to order by Chair Bonneprise @ 10:00 a.m.
 Members present

Attendee Name	Title	Status
John Bonneprise	Chair	Present
Joe Demulling	Vice Chair	Present
Jim Edgell	Supervisor	Present
Michael Larsen	Supervisor	Absent
Mike Prichard	Supervisor	Present
William Alleva	Citizen	Present
Pete Raye	Citizen	Present
Sabrina Meddaugh	Citizen	Present
Dr. Arne Lagus	Citizen	Present

Also present: Lisa Ross, Deputy County Clerk, Tonya Eichelt, Community Services Director; Kathy Gingras, Community Services Business Operations Manager; Lisa Lavasseur, Behavioral Health Director; Brian Kaczmariski, Public Health Director; Nick Osborne, County Administrator; Honorable Jeff Anderson, Judge Circuit Court Branch 1; Maggie Wickre, Finance Director; Member of the Press.

Approval of Agenda- Chair Bonneprise called for a motion to approve agenda. **Motion** (Demulling/Alleva) to approve agenda. Motion carried by unanimous voice vote.

Approval of Minutes- Chair Bonneprise called for a motion to approve the minutes of the March 5th, 2019 meeting. **Motion** (Raye/Demulling) to approve the minutes. **Motion** carried by unanimous voice vote.

Public Comment - None

Announcements and Committee Information – New Community Services Business Operations Manager, Kathy Gingras was introduced to Health and Human Services Board.

Tonya Eichelt distributed the Department 2018 Annual Report and the 2018 Preliminary (unaudited) Financial Statement. Tonya and Maggie Wickre presented reviewed the Annual Report and Financial Statement and answered questions from the board. Motion to accept the Department 2018 Annual Report (Meddaugh/Alleva). Motion carried by unanimous voice vote.

Committee received information from Administrator Osborne regarding the committee agenda process and deadlines for agenda items.

Brian Kaczmariski provided update and summary on the Division Strategic Plan and displayed the CHD PH Department Dashboard software program they use to summarize a snapshot of the Strategic Plan objectives, goals and activities.

The Health & Human Services 2019 Work Plan was reviewed and updated. The Legislative Event Report scheduled for May will now be moved to June.

Tonya Eichelt informed the board that the Drug Free Community Grant is not yet available and that the department is working on the Child Abuse and Prevention Grant.

Brian Kaczmariski provided handouts and discussed the Social Determinants of Health results. He displayed the Top 10 Focus Areas from the 2019 Community Health Needs Assessment Survey taken from a survey of 1,000 people. The Polk United Coalition will focus on the top 3 areas: Substance Use, Mental Health, Chronic Disease (Nutrition and Physical Activity).

Resolution 11-19 – Resolution in Support of a Comprehensive Response to Methamphetamine and Opioid Addiction. Judge Jeff Anderson provided information about the types of substance use related cases frequently seen in Polk County.

Motion (Demulling/Prichard) to reject Resolution 11-19, Resolution in Support of a Comprehensive Response to Methamphetamine and Opioid Addiction passed by unanimous voice vote.

Future Agenda Items for the Next meeting on May 14th, 2019 @ 10:00 a.m. were identified.

- Program Evaluation – Behavioral Health-Comprehensive Community Services, Lisa Lavasseur
- Electronic Health Record Demonstration, Lisa Lavasseur and Kathy Gingras.

Motion (Prichard/Demulling) to adjourn. Meeting adjourned 11:40 a.m.

Respectfully submitted,

Lisa Ross, Deputy County Clerk



POLK COUNTY, WISCONSIN

WWW.CO.POLK.WI.US

Sharon Jorgenson, County Clerk
100 Polk Plaza, Suite 110, Balsam Lake, WI 54810
Phone (715) 485-9226 Email Sharon.Jorgenson@co.polk.wi.us

AGENDA AND NOTICE OF MEETING

HEALTH AND HUMAN SERVICES BOARD

Government Center, 100 Polk County Plaza, Balsam Lake, WI 54810

Conference Room A&B

Tuesday, April 9, 2019 at 10:00 a.m.

A quorum of the County Board may be present

Packet: Agenda/Notice of Meeting; Minutes of March 12, 2019, 2019 Workplan, Meeting; Resolution 11-19, 2018 Community Services Division Annual Report

1. Call to Order-Chairman Bonneprise
2. Approval of Agenda
3. Approval of Minutes for the March 12, 2019 Meeting
4. Public Comment
5. Announcements and Committee information
6. Reports and Presentations
 - A. Department 2018 Annual Report
 - B. Preliminary End of Year Financial Report
7. Discussion Items
 - A. Review of Agenda Process for Health & Human Services Board
 - B. Update Health & Human Services 2019 Work Plan
 - C. Division Strategic Plan Update
 - D. Social Determinants of Health
8. Action Items
 - A. Resolution 11-19 – Resolution in Support of a Comprehensive Response to Methamphetamine and Opioid Addiction.
9. Identify Subject Matters for next meeting on May 14.
10. Adjourn

Items on the agenda not necessarily presented in the order listed. This meeting is open to the public according to Wisconsin State Statute 19.83. Persons with disabilities wishing to attend and/or participate are asked to notify the County Clerk's office (715-485-9226) at least 24 hours in advance of the scheduled meeting time so all reasonable accommodations can be made. Requests are confidential.

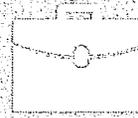
Top 10 Focus Areas

From the 2019 Community Health Needs Assessment Survey

1 Substance Use and Abuse



Environmental / Occupational Health **6**



Mental Health **2**



7 Oral Health



3 Chronic Disease (Nutrition and Physical Activity)



Access to Care **8**



Injury and Violence **4**



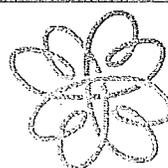
9 Sexual and Reproductive Health



5 Tobacco Use and Exposure



Healthy Growth and Development **10**



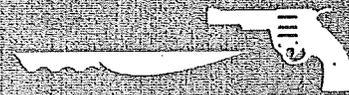
Poek United
healthier together

Top 10 Focus Area

From the 2019 Community Health Needs Assessment Forums

1

Mental Health



Injury and Violence

6

Substance Use and Abuse



2

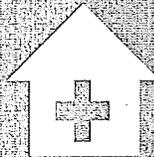
7

Tobacco Use and Exposure



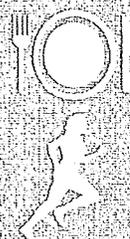
3

Access to Care



Sexual and Reproductive Health

8



Chronic Disease (Nutrition and Physical Activity)

4

9

Oral Health

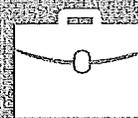


5

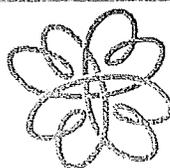
Healthy Growth and Development



Environmental / Occupational Health



10



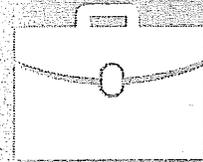
PolkUnited
healthier together

Social Determinants of Health (SDOH)

From the 2019 Community Health Needs Assessment Survey

1 Economic Stability

Employment, Food Insecurity, Housing instability, Poverty



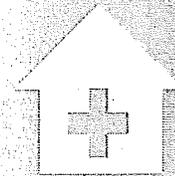
2 Neighborhood and Built Environment

Access to Foods that Support Healthy Eating, Crime and Violence, Environmental Conditions, Quality of Housing.



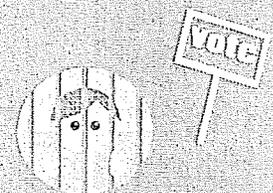
3 Health and Health Care

Access to Health Care, Access to Primary Care, Health Literacy



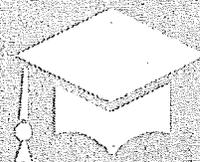
4 Social and Community Context

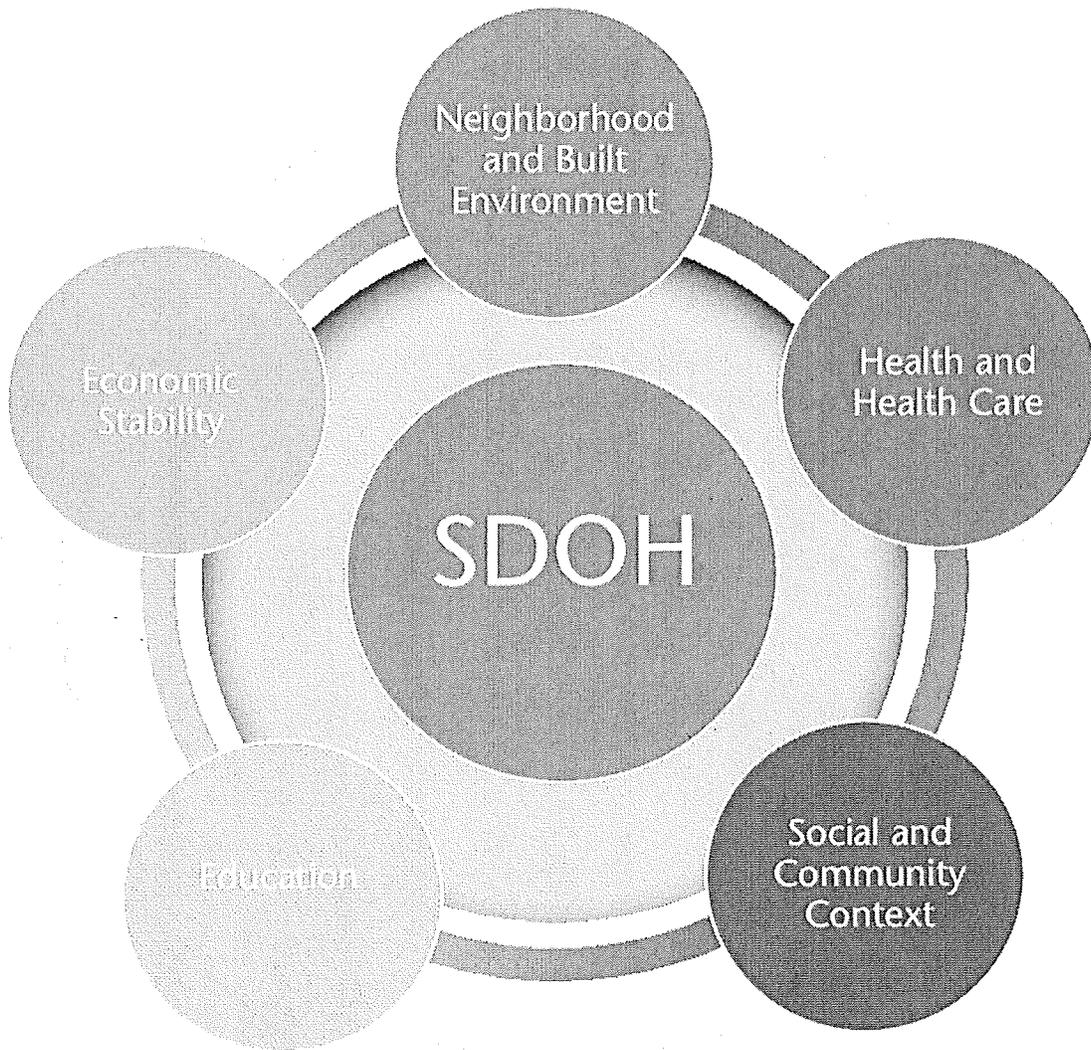
Civic Participation, Discrimination, Incarceration, Social Cohesion

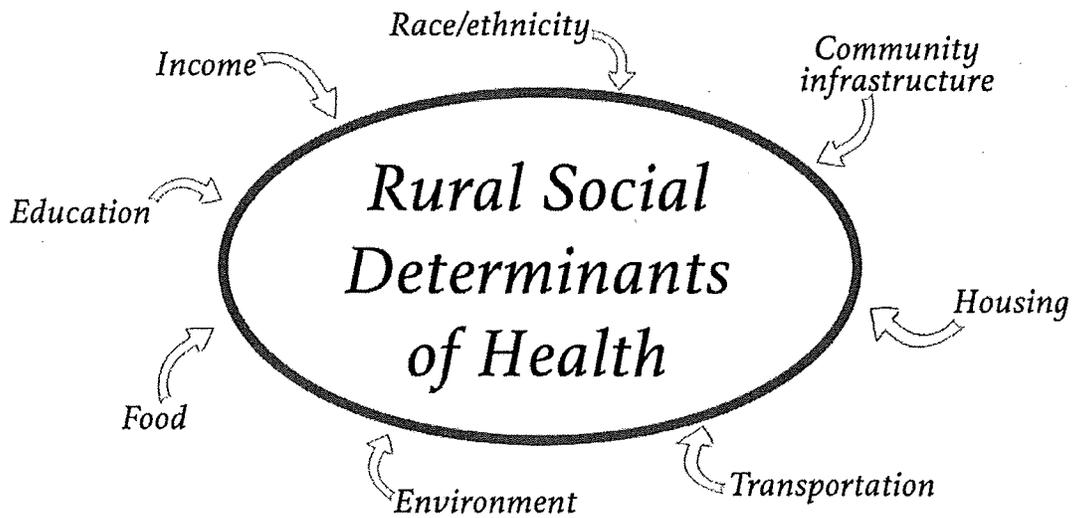
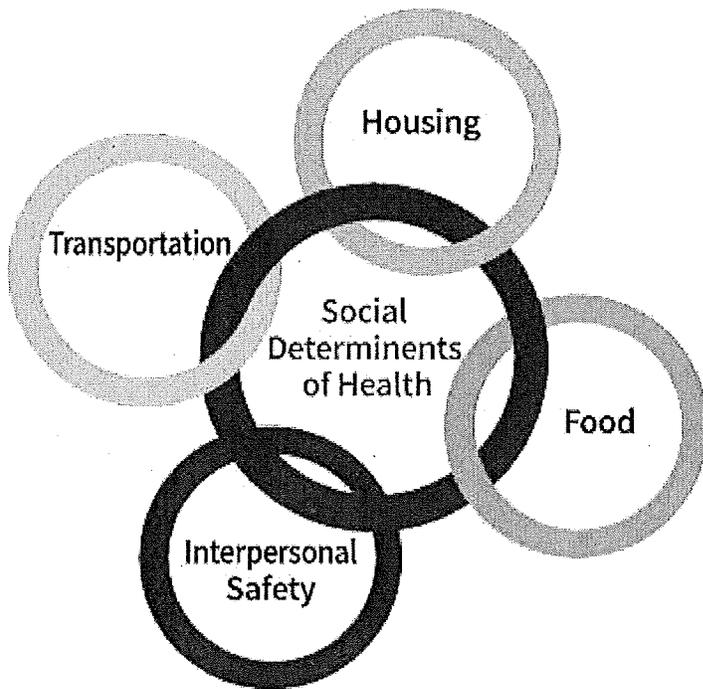


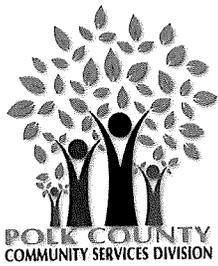
5 Education

Early Childhood Education and Development, Enrollment in Higher Education, High School Graduation, Language and Literacy









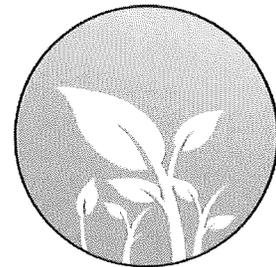
Polk County

Community Services Division - Annual Report

2018



Polk
County
Health
Department



POLK COUNTY
BEHAVIORAL HEALTH DEPARTMENT



Dear Administrator Osborne, County Board Members, Board of Health and Human Services Members, Colleagues, Partners, and Citizens:

It is with pleasure that I to present the Community Services Division 2018 Annual Report on behalf of all Community Services employees as it is a reflection of the hard work and dedication each of us brings as we serve the community with integrity and respect.

Significant Division activities in 2018 included:

- Continued work on the Community Health Improvement Plan with partners, focusing on the priorities of mental health, alcohol use/abuse, and nutrition/physical activity/obesity prevention
- Began work from a divisional perspective to address County Board resolution 61-18 which deals with the methamphetamine epidemic in Polk County. Our approach is three-pronged utilizing the Health Department for prevention, the Behavioral Health Department for recovery and the Department of Children and Families for enforcement (in regards to keeping children safe)
- A successful Public Health 140 review
- Treatment Court and had five successful graduates from the program
- Continued the Coordinated Services Team (CST) grant
- Completed a Dementia Crisis Innovation grant to improve services to persons with dementia who are in crisis
- Continued collaboration with the District Attorney's office on school-based education in all eight county school districts on abusive electronic messaging through the SAM (Stop Abusive Messaging) project
- Implementation of an electronic health record, Epitomax, in the Behavioral Health Department.

The work of the Community Services Division continues to require current scientific knowledge and collaboration with diverse partners and full engagement of the community. We are committed to following those principles in serving our community with progressive leadership, cutting edge technology and a well-trained workforce to assure Polk county is a healthy place to live, work and play.

Sincerely,

A handwritten signature in cursive script that reads "Tonya Eichelt".

Tonya Eichelt, CSW, MPA
Division Director

Table of Contents

Table of Contents	1
Mission, Vision, and Core Values.....	2
Department Staff – March 2019	3
Essential Service 1: Monitor Health Status	5
Essential Service 2: Diagnose and Investigate Health Problems and Health Hazards	8
Essential Service 3: Inform, Educate and Empower People about Health Issues.....	11
Essential Service 4: Mobilize Community Partnerships to Identify and Solve Health Problems...	112
Essential Service 5: Develop Policies and Plans that Support Community Health Efforts	16
Essential Service 6: Enforce Laws and Regulations That Protect Health and Safety	18
Essential Service 7: Link People to Health Services	21
Essential Service 8: Assure a Competent Public and Personal Health Care Workforce	40
Essential Service 9: Evaluate Effectiveness, Accessibility & Quality of Personal and Population-Based Health Services	41
Essential Service 10: Research for New Insights & Innovative Solutions to Health Problems.....	42
Financial Statement.....	44

Mission, Vision, and Core Values

Our Vision

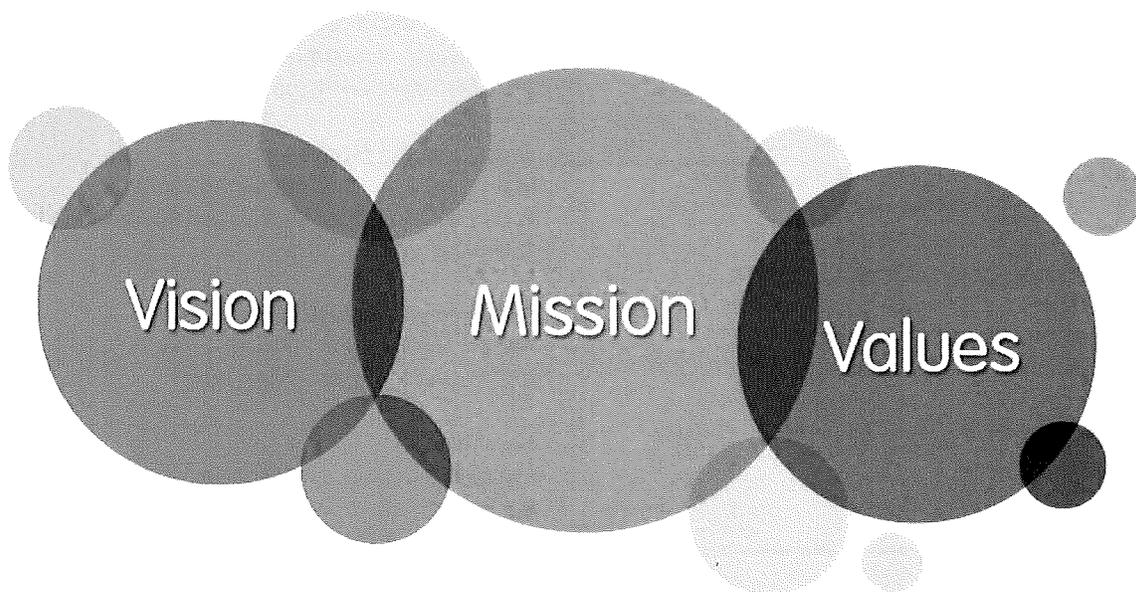
A Safe and Healthy Community

Our Mission

Partnering With Communities to Protect and Improve Health and Well-Being

Our Core Values

Compassion	Caring about people
Prevention	Stopping problems before they start
Collaboration	Teamwork and partnership
Health Equity	Serving everyone equally
Evidence-Based	Implementing strategies that are proven to work
Excellence	High-quality service provided with integrity and accountability



Division Staff – March, 2019

Managers

Tonya Eichelt, CSW, MPA – Division Director
Brian Kaczmarek, BS – Public Health Director
Lisa Lavoie, MS – Behavioral Health (BH) Dept. Director
Corby Stark, MA, LPC, NCC – BH Clinical Manager
Kristin Boland, MA, LPC – BH Clinical Manager
Vacant – Dept. of Children & Families Director
Chad Knutson, CSW – Dept. of Children & Families Supervisor
Diana Peterson, – Economic Support Manager
Vacant – Business and Operations Manager

Adult Protection

John Hale, CSW – Social Worker
Kathy McGurran, CSW – Social Worker

Behavioral Health

James Rugowski, MD - Psychiatrist
Donna Johnson, APNP – Nurse Practitioner
Kathy Carter, RN, CEN - Registered Nurse
Roberta Carlson, MS CSW LMFT – Therapist
Maddie Kortess, LPC, – Therapist
Kevin Montague, MS, CSAC, LPC, CSW, Therapist
Cynthia Peer, SAC, MS, LSCW, PC T–Therapist
Gary Ehrlich, ICS, CSAC-Substance Use Counselor
Joe Clymer, LCSW – CSP Case Manager
Heather Bonetti, LPC – CSP Case Manager
Samantha Hazen, CSW –Social Worker – Crisis
Emily Ovik, CSW –Social Worker
Christy Coil, CSW – Social Worker
Diane Jorgensen, CSW – CCS Social Worker
Jennifer Williams, CSW – CCS Social Worker
Dylan Schulte, CSW – CCS Social Worker
Juanita Rogney, CSW – CCS Social Worker
Frankie Torres, CSW-IT – Social Worker
Sharon Foss, BA – Treatment Court Case Manager

Birth to 3

Dawn Larson, BA – Program Coordinator
Helen Swanson, SLP – Speech Therapist

Children's Waiver

Marisa Lindsay, CSW – Social Worker
Meghan Baasch, CSW – Social Worker
Cherissa Vollendorf, CSW – Social Worker

Child Protection

Sue Sopiwnik – Family Support Worker
Jennifer Vlasnik, BS – Family Support Worker

Sasha Lundgren – Family Support Worker
Tiffanie Dagestad – Access/Intake
Tarisa Ramis, CSW – Foster Care/Kinship Care Coordinator
Kelly Bauermeister, CSW – Social Worker
Shelby Fader, CSW – Social Worker
Peggy Gilbertson, CSW – Social Worker
Terri Jacobson, CSW – Social Worker
Jamie Johnson, CSW-IT – Social Worker
Heather Russo, CSW – Social Worker
Ashley Shanks, CSW – Social Worker
Tiffany Osumi, CSW - Social Worker

Economic Support

Marsha Appelquist – Economic Support Specialist
Nancy Anderson - Economic Support Specialist
Kristen Burstad - Economic Support Specialist
Michelle Clausen - Economic Support Specialist
Mary Jo Hacker - Economic Support Specialist
Kristi Kobs - Economic Support Specialist
Miranda Lutz – ESS Lead worker
Melissa McQuay - Economic Support Specialist
Ameer Nelson – Energy Assistance Program Specialist
Nancy Randall - Economic Support Specialist
Robin Stage - Economic Support Specialist
McKayla Swanson - Economic Support Specialist

Environmental Health

Brian Hobbs, RS, Environmental Health
Patty Lombardo, Certified Environmental Health Technician

Family Health Benefits Counseling

ABC for Rural Health – Patty Turner
ABC for Rural Health – Mike Rust

Youth Justice

Rachael Anderson, CAPSW – Social Worker
Jim Hexum, MS, CSW – Social Worker
Cody Moore, CSWIT – Social Worker
Leigh Wahlen, CAPSW – Social Worker
Brooke Whitley, CSW – Social Worker

Public Health Nursing

Therese Armour, RN - Population Health Program Manager
Michelle Fontanille, RN, - Clinical Program Manager
Jamie Anderson, RN, Public Health Nurse-Jail
Gail Peterson, RN, Public Health Nurse

Elaina Rivard, RN – Public Health Nurse

Reproductive Health

Debbie Leschisin, RN-C, Nurse Practitioner

Jill Johnson, RN, Public Health Nurse

Support Staff

Amber Chapman – Records Room Clerk

Paula Burton – Records Room Clerk

Rita Bohn – Intake Specialist

Jackie Johnson – Program Assistant

Felecia Kallevang – Fiscal Lead

Laurie Whitehead – Fiscal Manager

Bonnie Trumble – Fiscal Specialist

Sabrina Evenson – Fiscal Specialist

Kathy Gingras – Billing Specialist

Karen Fjorden – Support Specialist

Linda Moore – Support Specialist

Rachel Kusmider – Receptionist

Jessica Olby – Receptionist

Vacant – Receptionist

Medical Examiner

Jonn Dinnies, ABMDI

Western WI Public Health Readiness Consortium

Brittany Fry, MPH - Director

WIC/Public Health Nutrition

Andrea Seifert, RD, CD, CLE, WIC Director

Karli Solum, RD, CD, Public Health Nutritionist

Jaime Ehlers, Peer Counselor

Linda O'Donnell, WIC Aide

Lisa Simon, WIC Clerk

Multi-Jurisdiction Tobacco Coalition/Health Education

Mary Boe, BS, Program Coordinator

Elizabeth Hagen, BS, Public Health Specialist

Board of Health and Human Services (BHHS)

John Bonneprise, Chair, County Board Supervisor

Joe Demulling, County Board Supervisor

Jim Edgell, County Board Supervisor

Mike Prichard, County Board Supervisor

Doug Route, County Board Supervisor

Sabrina Meddaugh, Appointed member

Dr. Arne Lagus MD, Appointed member

Bill Alleva, Appointed member

Peter Raye, Appointed member



Essential Service 1: Monitor Health Status to Identify and Solve Community Health Problems

Introduction: *Essential Service 1 activities include assessing the health status of the community through formal and informal needs assessments and data analysis. PCHD collaborates with a diverse group of community partners to address community health problems. In this section, community health improvement planning and leading health indicators are featured.*

Leading Health Indicators in Polk County



Birth Data		
Health Indicator	2017	2018
Number of Live Births	457	400
Percent Low Birth Weight	6.6	8.75
Percent of Teen Births	6.3	2.5
Percent of Mothers Receiving 1 st Trimester Care	85.6	79
Percent of Mothers with Less Than High School Education	6.3	8.75
Percent of Unmarried Mothers	33.7	36.75
Percent of Women Smoking While Pregnant	19	15.5
Leading Underlying Causes of Polk County Deaths		
	2017	2018
Malignant Neoplasms	19%	25%
Heart Disease	24%	20%
Cerebrovascular Disease	5%	4%
Accidents	4%	3%
Chronic Lower Respiratory Disease	6%	7%
Total Deaths	399	389

(*Wisconsin SPHERE and Vital Records, 2017)

Community Health Improvement Planning

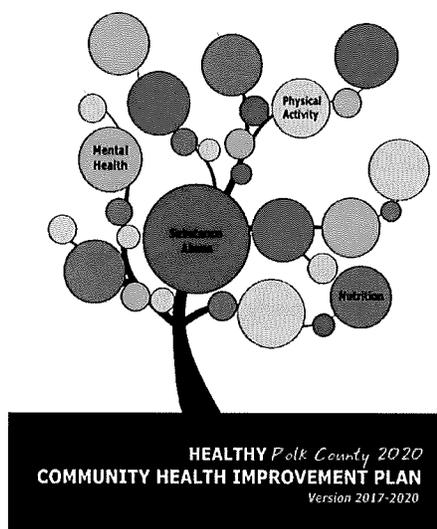
In 2015, the Health Department, in collaboration with Polk County’s three local medical centers and many other partners, began work on completing a Community Health Needs Assessment (CHA). A community survey was distributed and other county-specific health data examined to assess priority health issues in Polk County. The previous CHA identified: 1) Mental Health, 2) Obesity Prevention, and 3) Unhealthy Alcohol Use as the top three health priorities. The 2015 CHA results reaffirmed these priorities and broadened Unhealthy Alcohol Use to Substance Use. Access to care was also identified as a priority and strategies to address this issue will be woven in throughout the top three health priority areas. These significant health issues require continued community partnerships to implement evidence-based strategies to produce health improvement. The latest version of Healthy Polk County 2020 vs. 2017-2020 was released to the public in May of 2017. The CHIP Indicator Tracker displayed summarizes the progress of various focus area indicators as of year-end, 2017.

Healthy Polk County 2020: CHIP Indicator Tracker 2018 Update

+ Improvement ↓ Decline ○ No change

Progress Toward Target	Health Focus Area and Indicator	<u>Baseline</u> (Year)	<u>Most Recent</u> (Year)	Target
Mental Health				
↓	Percentage of high school students who seriously considered attempting suicide during the past 12 months	14.3% (2015)	14.8% (2017)	10%
+	Percentage of high school students who felt so sad or hopeless almost every day for two weeks or more in a row that they stopped doing some usual activities.	26.8% (2015)	24.2% (2017)	20%
+	Percentage of students who attempted suicide once in the past 12 months.	4.5% (2015)	2.0% (2017)	4%
↓	The Polk County mortality rate from suicide will decrease (rate/100,000).	32.1 (2015) N=14	39 (2017)	
+	Percentage of high school students who agree that harassment and bullying is a problem at their school.	41.8% (2015)	37.9% (2017)	33%
○	Number of QPR trainings	NEW		
○	Number of People Trained in QPR	NEW		
○	Number of Make It Ok Events held	NEW		
○	Number of people trained as ambassadors for Make It Ok	NEW		
○	Number of Zero Suicide trainings	NEW		
○	Number of people that attended Zero Suicide trainings	NEW		
+	Percentage of high school students who have been bullied on school property in the past 12 months.	30.2% (2015)	27.9% (2017)	21%
Obesity				
+	Percentage of exclusively breastfed at three months	29.7% (2016)	32.2% (2017)	WI WIC goal is 44%

+	Percentage of WIC infants breastfed at three months	64.6% (2016)	66.0% (2017)	WI WIC goal is 65%
+	Percentage of WIC children at a healthy BMI	69.2% (2016)	71.7% (2017)	
+	Percent of high school students who are active at least 60 minutes a day on 5 or more days of the week	55.5% (2015)	62.7% (2017)	58%
+	Percent of Polk County WIC participants redeeming allotted Famers Market Vouchers	26% (2016)	30% (2017)	
Progress Toward Target	Health Focus Area and Indicator	Baseline (Year)	Most Recent (Year)	Target
	Substance Abuse			
○	Number of prescription drug take-back program/events held annually in Polk County	NEW	2 (2018)	
○	Number of community events to raise awareness about Polk County substance abuse issues	NEW	4 (2018)	
○	Number of Media Outreaches regarding Substance abuse	NEW	2 (2018)	
+	Percent of High School Students who drank alcohol (other than a few sips) for the first time before age 13.	18.2% (2015)	15% (2017)	15%
+	Percent of High School students who report using prescription drugs without a doctor's prescription	14.0% (2015)	8.2% (2017)	10%
+	Percentage of High School students who report trying marijuana in the last 30 days	12.8% (2015)	9.9% (2017)	



Essential Service 2: Diagnose and Investigate Health Problems and Health Hazards in the Community

Introduction: *Essential Service 2 includes the provision of epidemiological identification of emerging health threats, active investigation of infectious disease and human health hazards and prevention of vaccine-preventable disease through immunization. The following programs/activities are highlighted in this section: seasonal influenza, communicable disease control, immunization program, lead poisoning prevention, human health hazard control and the multi-county Radon Information Center (RIC), and Medical Examiner.*

Seasonal Influenza

In 2018, the Polk County Health Department offered a quadrivalent seasonal influenza vaccine that included A/Michigan/45/2015 (H1N1) pdm09-like virus; A/Singapore/INFIMH-16-0019/2016 (H3N2)-like virus; B/Colorado/06/2017-like (B/Victoria lineage) virus; and B/Phuket/3073/2013-like (B/Yamagata lineage) virus components. The Health Department also offered a trivalent, high-dose vaccine that is formulated to enhance the immune response of individuals over 65 years of age. PCHD continued to focus vaccination efforts on children and staff in Polk’s eight public school districts.

2018 Outcomes

- 1,826 doses of seasonal flu vaccine were administered; 1,384 of those doses were given in the school setting

Communicable Disease Control

Surveillance, investigation, and follow-up of reportable communicable diseases are the statutory responsibilities of local health departments. Also, animal bites are reported to the health department, and monitoring is conducted to assure that measures are taken to prevent potential rabies transmission.

2018 Outcomes

- Public Health Nurses conducted follow-up of 373 reports of communicable diseases and outbreaks classified by the State Health Department as either confirmed, probable or suspect. Seven hundred sixty-three (763) hours were spent on communicable disease surveillance, follow-up, and control activities. Of this, 155 hours (does not include administrative time) were dedicated to the investigation of cases of Pertussis centered in one of the county schools. Many cases initially reported as suspect were deemed to not be cases after testing and/or public health investigation.

Confirmed/Probable/Suspect Reported Diseases 2018	Cases
Campylobacteriosis	13
Chlamydia	99
Cryptosporidiosis	10
E-Coli, (EPEC)	3
E-Coli, (STEC)	6
Ehrlichiosis/Anaplasmosis – All Types	12
Giardiasis	10
Gonorrhea	8
Hepatitis B – All Types	1
Hepatitis C – All Types	16
Histoplasmosis	3
Influenza-Associated Hospitalizations	37
Legionellosis	0
LTBI (latent tuberculosis)	7
Lyme Disease	38
Mumps	1
Mycobacterial Disease (non- Tuberculosis)	5
Pertussis	65
Rocky Mountain Spotted Fever	2
Salmonellosis	4
Shigellosis	0
Invasive Streptococcal Disease	11
Varicella (chickenpox)	0
Outbreaks (GI & Respiratory)	4
Other Reported Diseases	18
Total Disease Reports Investigated	373
Total Reports Deemed “not a case”	336

Immunization Program

The Health Department strives to reduce or eliminate indigenous cases of vaccine preventable diseases through the administration of vaccines. In 2018, vaccines to prevent infectious diseases were given to 1916 persons with a total of 1957 shots given. Tuberculosis (TB) skin tests were administered to 46 walk-in clients and nine inmates in the Polk County jail. Health Department staff work annually with all Polk County school districts to assure children comply with the Wisconsin Student Immunization Law.

2018 Outcomes

- o 99.06% of the school-aged children in Polk County complied with the immunization law
- o 60% of Polk's two-year-olds met Wisconsin's benchmark immunization standards
- o One childhood vaccine preventable disease outbreak of Pertussis occurred in Polk County
- o Fifty-six (56) animal bite investigations were conducted involving human exposure to 40 dogs, seven cats, four bats, and one mink, one skunk, one bear, one chipmunk, and one beaver. 134 hours were spent on animal bite investigations



Lead Poisoning Prevention

Children participating in the Health Department WIC program receive capillary blood lead screenings at age 1 and again at age two years or older. Test results from private medical providers are also recorded in the child's WIC record to assure appropriate follow-up and testing is completed. Children with elevated capillary lead levels are referred to their physician for a confirmatory venous blood lead test. Families receive lead source and prevention education materials with this referral. This program provides education on the prevention of lead exposure to families of children whose confirmed lead levels are five mcg/dl or higher, as well as offering home inspections and case management services. Lead risk assessments are completed of the homes of children with confirmed blood levels ≥ 10 mcg/dl. These assessments not only look for the source of the lead exposure but also provide direction for corrective action. Pregnant women enrolled in the PNCC program receive information on lead and other environmental hazards.



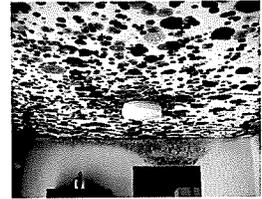
2018 Outcomes

In 2018, 518 children received blood lead testing from the PCHD or their local medical providers. Two hundred fifty-seven of these tests were completed during a WIC certification visit. The program Public Health Nurse offered education, home assessment, and ongoing testing to families of children referred for testing and/or lead interventions. One lead clearance was completed for 2018.

Blood Lead Testing Referral and Follow Up	
Elevated Capillary—Referred For Venous Test	5
Venous <5 mcg/dl—no further intervention	1
Venous ≥ 5mcg/dl but ≤ 10 mcg/dl-PHN follow up	2
Venous ≥10 mcg/dl—lead risk assessment completed	1-moved to Burnett County
No venous test—continue outreach	1
Clients from 2017 receiving ongoing services	2

Human Health Hazard Control

The Health Department investigates complaints subject to provisions of the County Human Health Hazard Ordinance. The goal of this program is to protect the health of the public from illness and disease from health hazards. Unsafe housing issues are frequently reported.



2018 Outcomes

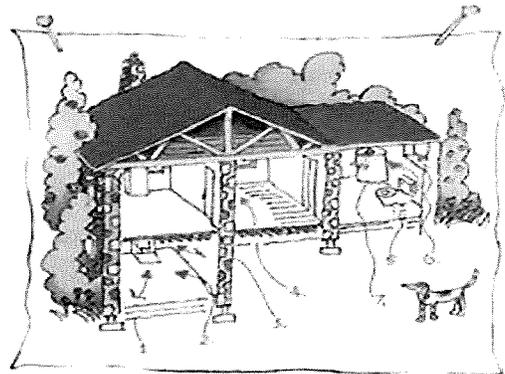
- PCHD investigated 19 housing complaints, 20 water quality issues, 12 air quality problems, and 1 animal control situation.
- Two compliance orders were issued for housing violations and were resolved by property owner compliance via education and information about the county ordinance.

Radon Information Center

PCHD is the Radon Information Center (RIC) for four counties – Polk, Burnett, Washburn, and Douglas. Cooperative agency efforts include distribution of test kits, assistance in analysis of test results, and mitigation information and referrals.

2018 Outcomes

- Published radon information to area media outlets, the agency website, and agency Facebook page during January for National Radon Awareness month
- Conducted a radio interview focused on testing and mitigation during Radon Action Month
- Gave radon presentation to Polk County Health & Human Services Board and provided them with radon test kits
- Participated in Polk County Employee Wellness Fair with radon information and test kit sales
- Delivered letter with radon booklet to Polk County medical facilities for medical staff and radon brochures for distribution to the general public



- Logged requests for information and/or radon kits, resulting in over 200 opportunities to educate the public on radon
- County-specific radon test result information was sent to each RIC member
- 207 kits were sold in 2018, and 123 test results were added to the RIC database. 39% of results were above the EPA suggested action level (4.0 pCi/L or higher)
- Percentage of elevated tests per county: Polk (35 of 77 for 45%), Burnett (5 of 7 for 71%), Washburn (4 of 14 for 29%), Douglas (3 of 12 for 25%)
- Radon information is available on the agency website and Facebook page
- Attended statewide radon conference and participated in the statewide radon conference call regarding ideas to improve dissemination of radon information

Medical Examiner

The Polk County Medical Examiner provides death investigation services for deaths falling under WI Statute 979. This office also issues necessary permits for final disposition including cremation, embalming or disinterment permits.

2018 Outcomes

- 402 deaths were handled; 373 were natural, 21 accidental
- 7 deaths were classified as suicides
- 81 deaths were attributed to dementia complications
- 303 cremation permits were issued

Essential Service 3: Inform, Educate and Empower People about Health Issues

Introduction: *Essential Service 3 includes social marketing, targeted media public communication and providing accessible health information resources to reinforce health promotion messages and programs. The following activities are highlighted in this section: general health education and the PCHD website.*

General Health Education



Polk County Health Department staff provides outreach and education to community groups, school districts, key stakeholders, legislators, and the general public. Topics are diverse and include: Environmental health topics, such as radon and food handling/serving, information and assistance with BadgerCare, the Affordable Care Act, living with chronic disease, immunizations, prenatal and postpartum care, healthy nutrition and physical activity recommendations, infectious disease and STI prevention, blood borne pathogens, first aid, contraceptive methods, use of epi-pens in the school setting, mental health, breast

cancer awareness and other general public health topics.

The PCHD strives to use technology to enhance health education and public awareness about public health issues. The PCHD website www.polkcountyhealthdept.org has become a clearinghouse for a multitude of health-related topics and programs. The PCHD Facebook page provides education, information, and awareness about a variety of health topics throughout the year.

2018 Outcomes

- Health Department staff conducted 161 educational sessions reaching over 3,200 persons
- The Health Department provides local papers with press releases on public health topics; 19 press releases were sent to be published
- The Health Department attended 7 open house events at local schools to provide information on public health services and public health topics
- Health Department staff participated in health fairs at Hazelden, Osceola, St. Croix Tribal Clinic, Balsam Lake, and the St. Croix Regional Medical Center. At these fairs, PCHD promotes agency services, women's health, nutrition, physical activity and other public health issues of importance
- Division staff participated in 30 radio interviews on topics related to public health and behavioral health
- Health Department staff participated in 30 community events collaborating with our partners on the importance of public health issues
- Division staff and Board Members participated in three legislative events providing important up-to-date public health and human services information to our local legislators and community partners
- The Community Services Division staffed a booth the Polk County Fair to educate the public on the various services offered and provided by the Division.

Essential Service 4: Mobilize Community Partnerships and Action to Identify and Solve Health Problems

Introduction: *Essential Service 4 involves convening and facilitating community groups in undertaking defined preventive and population-focused activities to capture the full range of potential resources to solve community health problems. Highlighted in this section are: Polk United Healthier Together; the Tobacco-Free Coalition; the Western Wisconsin Public Health Readiness Consortium and the Polk County I Team*

Polk United – Healthier Together

The Polk United – Healthier Together **mission** is: To cultivate new and existing relationships that will take collaborative action

to create a healthier Polk County for all. The **vision** is Everyone Living Better Longer. Polk United envisions a vital, healthy Polk County in 2020 where resources and collaboration are maximized. Polk United - Healthier Together efforts will be centralized, sustainable, and secure because of diverse community involvement. Access to care and resources will be readily



accessible. Individual and family efforts to seek proper health will be fully supported and will be an accepted part of daily life.

2018 Outcomes

- Held three coalition meetings with local organizations to foster collaboration and awareness about the actions around Healthy Polk County 2020 goals, other health initiatives, and to seek volunteers for operation based activities that promote population health
- Started the process of restructuring to provide stability and sustainability for the excellent work happening.
- Provided updates to organizations to share with their extended circles on the actions and outcomes of Healthy Polk County 2020 health focus area workgroups
- New member and organizations have regularly been joining – membership includes over 60 individuals and six plus partner organizations
- www.polkunited.org website continues to expand

Western Wisconsin Working for Tobacco-Free Living (W3TFL)



The mission of W3TFL coalition is to prevent, reduce exposure to, and eliminate the use of tobacco products in Barron, Burnett, Pierce, Polk, Rusk and St. Croix counties through policy work, education and informational/service efforts. This multi-jurisdictional coalition (MJC) strives to create a healthier, tobacco-free culture where people live and work. The focus is on increased public awareness of the health risks of tobacco to spur increased personal involvement of community members to create a better place for everyone to live.

2018 Outcomes

- W3TFL had impactful meetings with five state legislative candidates and three personal meetings with current state legislators to educate them on the current issues surrounding the tobacco culture among youth and adults
- Conducted 14 electronic cigarette/other tobacco product presentations throughout the W3TFL geographic area
- Conducted an environmental policy assessment on tobacco-free outdoor spaces that included the Racial and Equity Social Justice Initiative Tool (Health Disparities) and an action plan
- Six written communications were shared with state leaders and four with local grasstop leaders on tobacco prevention and control happenings
- Two community events with 30 and 60 attendees were held on the vaping epidemic
- 30 Tobacco Retail Environmental Scans were conducted in the W3TFL area
- W3TFL FACT youth conducted nine “Factivisms” spreading the word about the dangers of tobacco use to their peers and communities. Twelve new FACT members were recruited.
- Assisted businesses and schools in updating or including language on electronic delivery devices into current tobacco-free policies
- Eleven press releases were shared with W3TFL area media
- Radio Interviews were conducted to inform the public on various related issues
- Aided local Housing Authorities (HUD) with the implementation of the federally mandated Smoke-Free Housing Law for HUD housing

Western Wisconsin Public Health Readiness Consortium

The Polk County Health Department is the lead agency and fiscal agent for the Western Wisconsin Public Health Readiness Consortium (WWPHRC). This consortium successfully weathered the dissolution of the statewide consortia model mainly due to the active collaboration and partnerships that have been developed regionally since 2003. Currently, there are eleven county health departments and one tribal health agency as members. The purpose of the WWPHRC is to help prepare local public health agencies' staff for acts of bioterrorism, infectious disease outbreaks, and other public health threats. The WWPHRC accomplishes this through networking, coordinating, standardizing, and centralizing resources and planning efforts.



Our Partners

Barron County Health and Human Services Department
Burnett County Department of Health and Human Services
Chippewa County Department of Public Health
Douglas County Department of Health and Human Services
Dunn County Health Department
Eau Claire City-County Health Department
Pepin County Health Department
Pierce County Health Department
Polk County Community Services-Health Department
Rusk County Department of Health and Human Services
St. Croix Tribal Health Department
Washburn County Health and Human Services Department

2018 Outcomes

- WWPHRC maintains a strong presence in the arena of preparedness. WWPHRC is the only consortium about public health emergency preparedness in the State of Wisconsin and continues to be a model for the state.
- WWPHRC continues to improve and strengthen local Public Health Emergency Plans per Centers for Disease Control and Prevention (CDC) guidance.
- WWPHRC acted as a collaborative leader in public health representation on the Northwest WI Healthcare Emergency Readiness Coalition (NWWIHERC). The consortium Director serves on the board of directors for the NWWIHERC.
- WWPHRC co-facilitated three statewide Family Assistance Center Trainings and one Functional Assistance Services Team Training in collaboration with WI DPH and Northwest WI Healthcare Emergency Readiness Coalition.
- WWPHRC and NWWIHERC co-facilitated three local Family Assistance Center Trainings for WWPHRC Members.
- WWPHRC co-sponsored the following trainings and exercises: one regional exercise, ICS 300, ICS 400, CERC, Fusion Center Liaison Officer Training, Medical Management of CBRNE Events, Public

- Information Officer Training, and one Closed POD Exercise in coordination with Eau Claire County Health Department, Emergency Management and UW Eau Claire Nursing Department.
- WWPHRC received a grant totaling over \$100,000 to address the opioid epidemic.
- WWPHRC ran 3 exercises consortium wide exercises.

Local Preparedness Planning

Public health preparedness follows a five-year funding and planning cycle as provided by the CDC. Each cycle year, running from July to June is referred to as a Budget Period (BP). Some focused local preparedness activities are coordinated with WWPHRC campaigns and guidance.

Key achievements in the calendar year 2018 included:

- Completed a revision of the Polk County Public Health Emergency Plan (PHEP) in a format based on the preparedness capabilities and submitted for partner review and approval. Ongoing work continues to update and maintain the current Polk County Public Health Emergency Plan (PHEP) as well as working on a new plan in a format based on the CDC preparedness domains.
- Participated in the Regional Exercise focused on planning and responding to the variety of impacts of an ice storm causing a long-term power outage and the need to evacuate health care facilities.
- Continued ongoing work on maintenance of stand-alone preparedness plans including the Mass Care (sheltering) plan with a focus on reaching at-risk populations, Mass Clinic (Medical Countermeasure Dispensing) plan, Isolation and Quarantine Plan, and Fatality Management plan.
- The local planner has worked with the Community Division to maintain the current roster of shelter staff in the PCA portal to provide a notification option in the event a shelter is opened.
- WWPHRC conducted testing of the WEAVR and RAVE notification systems on behalf of Polk County.
- Health department staff received ICS training based on anticipated assignments in a public health emergency and per grant requirements.
- Facilitated final meeting with representatives of the county long-term care facilities and Emergency Management on how to develop plans, train and exercise to meet the new CMS preparedness requirements. Provided resources for facilities and facilitated completion of an HVA (Hazard Vulnerability Assessment).
- Continued ongoing engagement and work with preparedness partners in planning, training, and exercising of emergency plans. The local planner is a member of the Amery Hospital Preparedness and Safety committee. The local planner served as an evaluator for the Amery Hospital full-scale evacuation exercise based on a power outage.
- Participated in PHEP Q&A webinars for guidance and resource sharing regarding planning, training, and exercising of the PHEP.
- Designated health department staff received fit-testing for use of the N-95 respirators.
- Exercised the mass clinic plan by providing influenza vaccine at all 8 Polk County school districts within a 30-day time-frame. The AAR/IP from this exercise was completed per grant requirements and posted to the PCA portal. Identified actions from the improvement plan were instituted.
- Provided trainings and preparedness updates to health department staff.
- Continued participation in WWPHRC for assistance and guidance in meeting contract objectives and development of the consortia-based response to emergencies.
- Revised ICS command structure to reflect personnel changes.
- Maintained after-hours notification plan for use by Dispatch to reach department staff for

emergencies.

- Maintained Health department profiles in PCA portal as part of an emergency notification system.
- Local planner continues to serve on the LEPC (Local Emergency Planning Committee) and provides public health preparedness information to the membership.
- Polk County participated in the Fight the Bite campaign and personal preparedness planning by distributing information and supplies to prevent Lyme and other tick-borne diseases at the County Fair. Weather radios were also distributed. A handwashing campaign with signage and supplies was conducted during the influenza clinic season.

Polk Co. Elder Adults/Adults at Risk Interdisciplinary Team (I-Team)

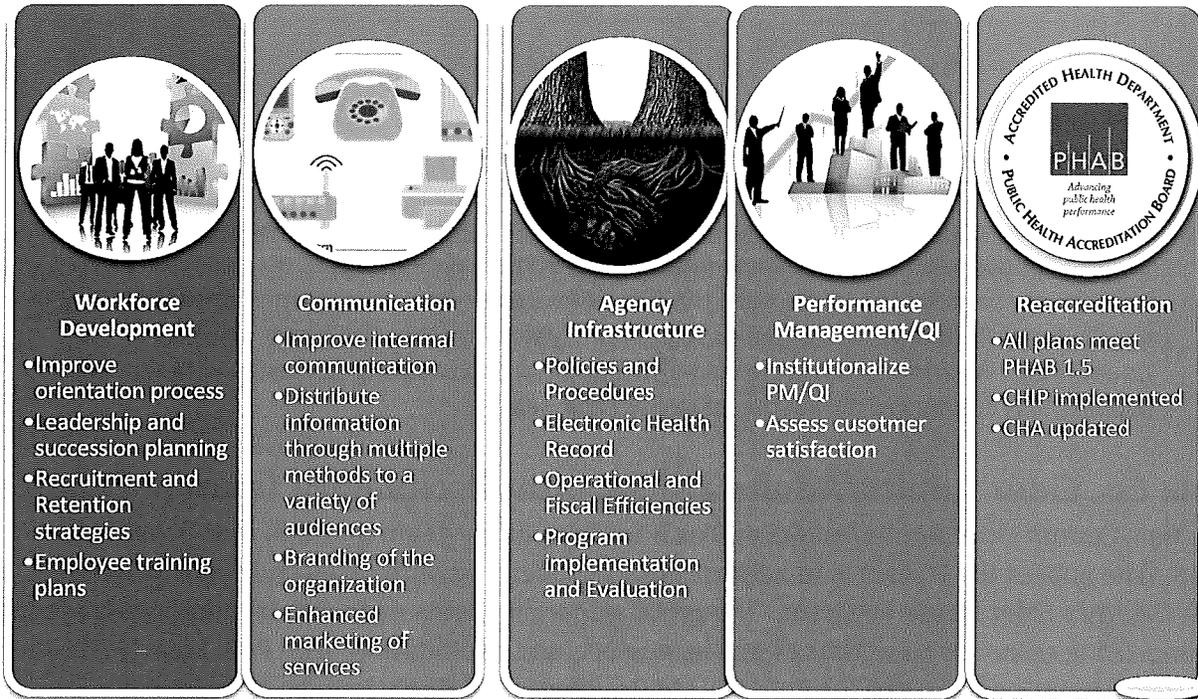
The Polk County Elder Adults/Adults at Risk Interdisciplinary Team (I-Team) met five times in 2018. The goal of the I-Team is to address issues concerning both cases and systems within Polk County's Elder Abuse Program. The group generally meets every other month with a focus on improving response to victims of abuse, neglect, and exploitation. The Polk County I-Team has representation from various Polk County Governmental Departments, local banks, hospitals, along with other community stakeholders.

Essential Service 5: Develop Policies and Plans that Support Individual and Community Health Efforts

***Introduction:** Essential Service 5 involves providing leadership for systematic community and state level planning for health improvement; development and tracking of measurable health objectives as a part of continuous quality improvement strategies and development of codes, regulations and legislation to guide the practice of public health. Highlighted in this section are the Division's strategic plan and the Polk County Community Health Improvement Plan.*

Division Strategic Plan

The Community Services Division began implementation of the 2017-20 strategic plan in 2017. Division-wide priorities are 1) Workforce Development and Communication/Branding/Marketing. A preference for Behavioral Health and the Department of Children and Families is strengthening Agency Infrastructure. Additional priorities for the Health Department are Performance Management/Quality Improvement and Public Health Reaccreditation.



The Division began implementation of the agency 2017-20 strategic plan in 2017. The four priority areas in the 2017-20 plan for public health include 1) Workforce Development, 2) Communication, Marketing, and Branding, 3) Performance Management/Quality Improvement, 4) Public Health Reaccreditation.

2018 Outcomes

All staff participated in one of the four strategic plan or CHIP workgroups. These committees are comprised of a cross-sector of staff following established work plans with objectives and strategies addressing the goals of the strategic plan. Major accomplishments were:

- o Successful completion of the requirements of re-applying for national voluntary accreditation (PHAB)
- o Competency assessment of all professional staff with improvement shown in the core competency domains
- o Continuation of lunch and learns for all staff with implementing web-based options
- o Review and revision of Friend of Public Health Award Policy and Procedure
- o Educational/Training videos uploaded to YouTube page
- o Evaluated and implemented changes to program and staff meeting structures
- o All programs on VSMG Dashboard
- o Communication Plans updated to meet PHAB 1.5 requirements
- o Held Ethics Training
- o Annual customer satisfaction survey and compiled data
- o Refinement of the agency performance management plan and communications plan
- o Training for staff conducted on "Performance Management vs. Quality Improvement"

Community Health Improvement Plan (CHIP)

Agency staff worked with the three local medical centers and other community partners including the Mental Health Task Force of Polk County (MHTF) to continue the implementation phase of the CHIP process where the community takes action on the health focus areas by executing the plan and periodically measuring progress. CHIP workgroups worked to assure

that Polk County can achieve the Healthier Wisconsin 2020 vision of "Everyone Living Better, Longer."

2018 Outcomes

Substance Abuse:

- In collaboration with the Polk County Behavioral Health Department, we were able to utilize their Substance Use Block Grant dollars to create and distribute a curriculum around Meth for 6-12 graders. Also, funds were used to put up a billboard and run an ad in the St. Croix Falls movie theater.
- Expanded the Hidden in Plain Sight Mock Room to include a second room to increase our capacity to meet the needs of the community
- Applied for and was granted State Targeted Response Grant to address Opioid Abuse through the use of the Dose of Reality Campaign

Obesity Prevention:

- Creation of a new website "Polk County on the Move" that identifies and provides information on trails in Polk County.
- Piloted Harvest of the Month Campaign in Osceola
- Created and released a social media campaign to promote farmer's markets
- Polk County WIC has implemented Co-effective Breastfeeding Practices
- Trained St. Croix Regional Medical Center and Osceola Medical Center on the Co-Effective Breastfeeding Program

Mental Health:

- Further solidified the collaboration between the Mental Health Task Force of Polk County and the Polk County Community Health Improvement Plan's Mental Health Workgroup
- The Health Department began a partnership with the Department of Child and Families and the District Attorney's office on the Stop Abusive Messaging (SAM) Campaign
- The Mental Health Task Force was trained on the Health Department VMSG Dashboard Performance Management System to assist in further data collection and outcomes
- The Mental Health Task Force continued Y-screen, an emotional health screening program, in seven of the eight Polk County School
- One staff member was trained to teach the Mental Health First Aid Class. She taught two community classes as well and educated the public health staff.
- Fourteen Staff were trained in Mental Health First Aid

Essential Service 6: Enforce Laws and Regulations That Protect Health and Safety

Introduction: *Essential Service 6 involves full enforcement of sanitary codes, especially in the food industry; full protection of drinking water supplies; enforcement of clean air standards and timely follow-up of hazards. Highlighted in this section are: the Agent Programs with the State Department of Health Services (DHS) and the Department of Natural Resources (DNR), Human Health Hazard Control, Beach Water Testing, and Youth Tobacco Compliance Investigations.*

Agent Program

Since 2002, the PCHD has been an agent for the DHS to license and inspect hotels, motels, restaurants, swimming pools, campgrounds, bed and breakfasts, tourist rooming houses, tattoo and body art establishments, schools, grocery stores, deli's, bakeries and convenience stores. The goal of this program is to assure food safety as well as clean and safe establishments for the public.



2018 Outcomes

- 510 establishments were licensed with 533 inspections occurring
- ServSafe *Certified Food Manager* training was provided to 75 individuals
- Food safety information provided to 44 community group participants

DNR Well Water Program

Since 2007, the PCHD has been an agent for the DNR to investigate and test transient wells in Polk County. The program requires an annual test for bacteria and nitrate for any well that has public access to water for at least 25 individuals at least 60 days of the year. In 2010, PCHD assumed agent for the DNR in Burnett County.

2018 Outcomes

- Polk: 169 establishments completed water testing; 5 had bacteria present; 5 Level 2 Assessments were completed, and 31 follow up tests were conducted to assure a return to safe levels after treatment. Nitrite samples were taken on three establishments. Nitrate samples were taken on all 169 establishments. Two (2) establishment are posting for elevated nitrate levels. Forty-one (41) sanitary surveys and 128 annual site visits were completed. Thirteen (13) systems were on quarterly or monthly testing.
- Burnett: 169 establishments completed water testing; 12 had bacteria present; 6 Level 2 Assessments were completed, and 44 follow up tests were conducted to assure a return to safe levels after treatment. Nitrite samples were taken on five establishments. Nitrate samples were taken on all 169 establishments. One (1) establishment is posting for elevated nitrate levels. Fifty-two (52) sanitary surveys and 117 annual site visits were completed. Twenty-six (26) systems were on quarterly or monthly testing.

Recreational Beach Testing Program

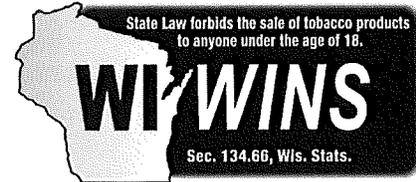
The purpose of this program is to conduct bacteriological water testing of selected public recreational beaches in Polk County to assure water safety. Eight (8) beaches were monitored for fecal bacteria in 2018. They include Lotus Lake, Lake O' the Dalles, Bone Lake, Half Moon Lake, Big Butternut, Balsam Lake, Antler Lake, and North Twin Lake. Weekly sampling of these lakes was completed from May 30 through August 29, 2018. Ninety-eight (98) samples were collected during this period.

2018 Outcomes

- It can be concluded that the microbiological levels at all Polk County swimming beaches were relatively normal and below the recommended limits for the 2018 season when considering the fecal coliform results.

Youth Tobacco Compliance Investigations

The Multi-Jurisdictional Tobacco Control Program (W3TFL) contracts with DHS to conduct tobacco compliance investigations. The goal of this program is to prevent sales of tobacco products to minors by educating retailers on not selling tobacco to minors. A specific online training tool is provided at www.witobaccocheck.org. The state goal is to reduce sales rates to fewer than 10 percent.



Western Wisconsin Working for Tobacco-Free Living completed the compliance checks in Barron County, Burnett County, Pierce County, Polk County, Rusk County, and St. Croix County. Overall between the six counties, 48 retailers sold to minors during our checks this year, which means 81.4% of the establishments checked within the six counties comply with the law which prohibits sales of tobacco to anyone under the age of 18!

2018 WI Wins Results				
County	# of Sales	Sale Rate	% in Compliance	2017 Sale Rate
Barron	8	↑ 20%	80%	4.1%
Burnett	9	↑ 33.3%	67%	8.3%
Pierce	4	↓ 11.8%	88.2%	20%
Polk	14	↑ 23%	77%	8.5%
Rusk	5	↑ 25%	75%	0%
St. Croix	8	↑ 10.5%	89.5%	11.7%

*For More information visit the WI Wins website at <http://www.wisconsinwins.com/>

Essential Service 7: Link People to Needed Personal Health Services

Introduction: *Essential Service 7 involves assuring effective entry for disadvantaged people into a coordinated system of clinical care; linkage to services for special population groups; ongoing care coordination; targeted health information to high-risk population groups and technical assistance for effective worksite health promotion/disease prevention*

programs. Highlighted in his section are the Division's clinical, public health, behavioral health, and child welfare programs.

Birth to 3

The Birth to 3 Program is for children ages birth to 36 months. Eligibility is based on a diagnosed disability or significant delay in one or more areas of development. Services may begin before the child leaves the hospital after birth and may continue until the child is transitioned into other services when they turn three years old. Birth to 3 services includes family services coordination, special instruction, parent education, vision instruction, hearing services, assistive technology, referral to community resources and therapy services, which may include physical therapy, occupational therapy, and speech/language therapy.



2018 Outcomes

- One hundred twenty-six (126) referrals to the program were received due to concerns about child development. Of the 126 referrals, 99 children were screened or evaluated by the Birth to 3 Program and 38 children qualified and enrolled.
- A total of 86 children were enrolled in the program in 2018; 48 children remained in the program from 2017.
- Of the 86 enrollees, 43 children transitioned out of the program in 2018. These children met their goals, moved, or aged out of the program and were referred to other services including 15 children who were referred to local school districts for special education.

Family Health Benefits Counseling/Badger Care Outreach



Family Health Benefits Counseling (FHBC) assists individuals and families who seek help getting and keeping public or private health care coverage. FHBC also helps people use their coverage and benefits for specific treatment services. The FHBC program at the Polk County Health Department provides technical assistance to health care providers and offers health benefits-related training to the Department and other community health providers and service organizations –

including regular presentations to the Mental Health Task Force of Polk County.

2018 was the first full year for the FHBC program to be integrated into the client intake procedures for the Polk County Behavioral Health Clinic. This innovative effort seeks to assure that every uninsured Behavioral Health client gets the assistance and advocacy they need to become eligible for Medicaid, BadgerCare Plus or an Affordable Care Act plan through the Federal Marketplace. The effort provides coverage not only for their Behavioral Health Clinic bills, but can also cover their health care costs at hospitals, clinics, and other health care providers. Obtaining coverage for these clients helps Polk County stretch its tax levy dollars to serve more people with mental health and substance use treatment needs. The Polk County FHBC team met with 75 Behavioral Health clients during 2018 and

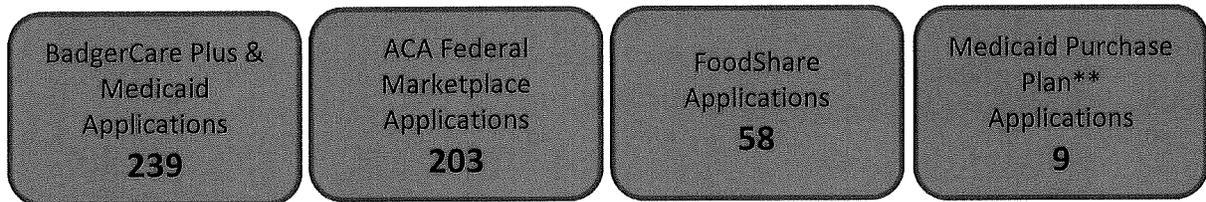
significantly reduced the number of individuals signing up for county financial assistance.

The Health Department and the FHBC team continued to make sure that each inmate at the Polk County jail has health care coverage immediately upon their release from jail as well as for any hospitalizations needed during incarceration. This effort helps assure that inmates can obtain needed prescription medications or see treatment providers as soon as they are released. The FHBC team worked with 24 inmates in 2018 and plans to meet with even more in 2019. This effort also helps Polk County avoid paying unnecessarily for health care treatment costs.

2018 Outcomes



Our goal for every patient is to establish pathways for clients to maintain health care coverage and supportive resources into the future, not merely to identify one-time solutions for a single encounter. These pathways reduce the financial burden for patients, providers, the Department, and more. In CY 2018, FHBC reported over 500 Application Outcomes:



- *Training Topics included:
- Current and future implications of proposed federal rules changes regarding “Public Charge” designation for immigrants
 - The impact of a Texas Federal Court decision on the Affordable Care Act Marketplace Plan enrollment for 2019

**Medicaid Purchase Plan allows disabled individuals to obtain Medicaid coverage at much higher asset limits and income limits that are more than twice the normal limits. The individual must engage in at least one work activity each month for which he or she receives something of value in return.

Jail Health

The Jail Health Program is a cooperative and coordinated effort by the PCHD, a physician representing the Polk County Medical Society, the Polk County Sheriff, and the jail staff. The goal is to assure that each inmate has access to adequate medical care.



2018 Outcomes

- Nursing staff conducted 2,550 sick call visits and 343 inmate health histories
- Inmates were referred for 127 emergency room visits; 157 psychiatry visits (in-house), 60 medical visits, three dental visits
- Nursing consultation included 210 physician contacts, 117 mental health provider contacts, and 17 contacts with other ancillary health care providers
- On average, 47 inmates each week received medication setup services involving an average of 161 medications
- 342 inmates were symptomatically screened for tuberculosis, and 14 inmates received tuberculosis skin testing
- Jail staff were given 52 immunizations and provided 40 health-related trainings

Oral Health Services



Healthy teeth are essential to a child's overall health. Early childhood caries preventive services include anticipatory guidance for parents and other caregivers and distribution of fluoride supplements. Five Polk county school districts participate in a weekly fluoride mouth rinse program: Luck, Unity, St. Croix Falls, Clayton, and Frederic. The Northlakes Community Clinic expanded dental services onsite at the Health Department to low income families in July 2016.

2018 Outcomes

- Ninety-nine (99) children ages six months through 17 years participated in the agency fluoride supplement program
- Six hundred (600) school-aged children rinsed weekly with fluoride in the 2017-2018 school year
- 55.15% of Polk County students served through Northlakes Community Clinic-Superior Smiles Dental Program had either untreated or treated decay
- 10.68% of the total enrollment of Polk County students grades Pre-K through 8 served by Northlakes Dental at their school(1534 children enrolled in our program in all schools in Polk County)
- 18.51% of Polk County students grades Pre-K through 8 served by Northlakes Community Clinic-Superior Smiles Dental Program at their school that showed untreated tooth decay

Prenatal Care Coordination (PNCC)



Prenatal Care Coordination (PNCC) Services are available to Medicaid-eligible pregnant women with a high risk of adverse pregnancy outcomes. High-risk pregnancies require additional prenatal care services, coordination, and follow up because of medical or non-medical factors that include psychosocial, behavioral, environmental and nutritional factors. PCHD incorporates PNCC services with WIC to maximize convenience and service for clients.

2018 Outcomes

- Seventy-nine (79) risk assessments were completed; 70 women were eligible for the program and 63 enrolled; 38 women continued in the program from 2017
- The 101 women enrolled in PNCC received 1040 public health nursing visits and 92 dietician visits

Reproductive Health

The goal of the agency Reproductive Health Program is to increase the proportion of women at risk of unintended pregnancy who use contraception. Also, the program offers pregnancy testing, sexually transmitted infection testing and treatment and access to Medicaid “Family Planning Only” services.

2018 Outcomes

- 332 unduplicated clients were served with 734 visits; 15% of clients were teens. Client volume decreased in 2018
- 53% of clients were at or below 100% of the federal poverty level; 1% of clients were at or above 250% of the federal poverty level
- 171 women (57%) were enrolled in Family Planning Only Services (BadgerCare) program; 83 women(27%) were enrolled in BadgerCare Plus
- 384 doses of emergency contraception were provided in advance of actual need
- 86 doses of emergency contraception were provided on an emergency basis
- 59% of unduplicated clients received a supply of condoms at least once in 2018
- Risk assessment for Chlamydia was done for every client; 17 cases of Chlamydia were identified; 17 were appropriately treated using CDC STD Treatment Guidelines; 4 cases of Gonorrhea were identified; 4 were appropriately treated using CDC STD Treatment Guidelines; 1 case was dual infected with Chlamydia and Gonorrhea; 2 cases of Trichomoniasis were identified and both appropriately treated using CDC STD Treatment Guidelines

School Nursing Program

The Health Department provides school nursing consultation to the eight Polk County school districts, one private school, and the CESA 11 Head Start Center. Services include education and consultation regarding medications, consultation with teachers on children with special health care needs, and classroom assistance with health education presentations.

2018 Outcomes

- 122 hours of nursing service were provided to Polk County schools. Coordination of health screening programs occurred upon request of the school districts
- 240 individual health conferences were conducted with students, parents, and staff. 601 health screenings were conducted; 5 treatment was administered

School-Based Social Work

The Polk County Department of Children and Families has entered into a partnership with the Unity School District to provide a school-based social worker at Unity Schools. The provision of school-based social work is a component of a more significant initiative to provide trauma-informed care and pupil services within Unity Schools. The school-based social worker acts as a liaison between the County and Unity Schools and provides trauma-informed services/interventions.

2018 Outcomes (2017-18 school year)

- Assisted 66 students and their families with navigating and accessing program areas/services in the County's Community Services Division (Economic Support, Behavioral Health, Substance Abuse, Public Health, Children's Long Term Support, Child Protective Services, and Youth Justice)
- Assisted families with accessing and utilizing other community resources to meet identified needs (such as mental health services, child care, housing assistance, transportation, health insurance coverage, etc.)
- Facilitated communication and coordination between the school, county services, and other community service providers
- Participated in staffing/consultation with school staff related to student behavioral and truancy concerns
- Assisted with truancy interventions

Women, Infant, and Children (WIC) Nutrition Program



The purpose of the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is to promote and maintain the health and well-being of nutritionally at-risk pregnant, breastfeeding and postpartum women, infants and children up to age 5. WIC provides supplemental nutritious foods, nutrition and breastfeeding information, and referrals to other health and nutrition services. Income eligibility requirements for WIC extend to 185% of poverty. The WIC foods align with the Dietary Guidelines for Americans and infant feeding practice guidelines of the American Academy of Pediatrics. It promotes WIC as the premier public health nutrition program with a strong focus on breastfeeding as the normal way to feed babies. Foods provided include fruits and vegetables; whole grains such as 100% whole wheat bread, tortillas, cereal or brown rice, cereal; protein foods such as peanut butter, beans, peas, eggs, and canned fish; low-fat milk, yogurt, and cheese; baby foods and formula. The WIC Farmer's Market Nutrition Program provides vouchers for families to purchase fresh produce from local farmers.

2018 Outcomes

- WIC staff enrolled 1033 unduplicated WIC participants, a decrease of 26 participants from 2017; the
- average monthly caseload was 637 – a decrease in participation from 2017 of approximately 14 participants monthly from 2017
- 840 WIC certifications were completed; 1283 individual nutrition visits with a WIC RD; 680 participants received secondary nutrition education through WIC, with some education in coordination with the Nutrition Educator from UW Extension’s FoodWise Program
- 288 families were issued Farmers’ Market drafts (2 more families than in 2017) with a 39% redemption rate (an increase from 30% in 2017). The value of the Farmers’ Market drafts increased from \$24.00/family in 2017 to \$30.00/family in 2018. Total redemption dollars increased from \$2,040 in 2017 to \$3,330 in 2018
- \$408,071.87 food dollars were spent in Polk County for WIC foods (increase of \$8,210.26 from 2017)

WIC Breastfeeding Peer Counseling Program

The WIC Breastfeeding Peer Counseling Program provides frequent contacts to pregnant and breastfeeding mothers for breastfeeding promotion and support. A Peer fills a unique niche in providing support to WIC participants when they need it most, which often includes evenings and weekends. Peers have basic breastfeeding knowledge to assist mothers with common concerns. She also can relate well to the WIC mothers through her own experience with WIC and breastfeeding. The WIC Breastfeeding Coordinator has specialized training to assist mothers with more complex problems.



2018 Outcomes

- 94 support calls made to pregnant and breastfeeding mothers
- 17 women attended breastfeeding classes
- Four home or individual visits were made to mothers for breastfeeding support
- 16 breast pumps were provided to women

2018 Breastfeeding Quality Measures

<i>Breastfeeding Incidence and Duration Statistics</i>	State WIC Goal	Statewide Comparison	Polk County
Breastfeeding incidence (mom on WIC prenatally)	>82%	72.6%	83.3%
1-month duration (all infants on WIC)	>77%	72.8%	78.1%
3 months duration (all infants on WIC)	>65%	56.7%	61.3%
6 months duration (all infants on WIC)	>60%	35.1%	51.2%
12 months duration (all infants on WIC)	>34%	16.3%	24.8%
Exclusively Breastfed – 1-month duration	>57%	37.1%	46.1%
Exclusively Breastfed - 3 months duration	>44%	26.8%	40.9%
Exclusively Breastfed - 6 months duration	>24%	11.4%	9.7%

Polk County Breastfeeding Coalition

The PCHD is an active and engaged member of the breastfeeding coalition. The mission of the coalition is to increase the initiation, duration, and exclusivity of breastfeeding in Polk County, by supporting, protecting, and promoting practices that are helpful to breastfeeding mothers and babies.

2018 Outcomes

- Provided training to local OB nurses and WIC nutrition staff on best maternity care practices for establishing breastfeeding. The training also included St. Croix Regional Medical Center's (SCRMC) protocols for the use of human milk in place of formula supplementation
- They have provided financial support of \$240.00 to SCRMC's OB Department to purchase their initial supply of human milk for implementing their policy and procedures for its use
- Financial and educational support offered to Amery Hospital and Clinic and Osceola Medical Center to implement a similar policy for the use of human milk, but neither was ready to pursue in 2018
- Designed and printed a promotional postcard to accompany the Nursing Is Normal display
- Nursing Is Normal display rotated to 11 locations throughout Polk County
- Interacted weekly with the community on the PCBC Facebook site
- Maintained the Mother Baby Comfort Room at the Polk County Fair
- In celebration of World Breastfeeding Week, a letter was sent to all OB and primary care providers in Polk County informing them of the Coalition's work over the past year
- Participated in the 8th Annual Mom and Baby Expo
- Updated and disseminated the coalition support flyer throughout Polk County

Fit Families Program

Fit Families is a public health nutrition program funded under the USDA's Supplemental Nutrition Assistance Program for families with children ages 2 to 4 years old. It strives to prevent childhood overweight/obesity by providing individual coaching to empower families to adopt healthy eating and physical activity behaviors. In addition to engaging families, the program also encourages a healthy lifestyle for agency staff and partnering with community groups to reinforce Fit Families health messages and to promote and protect the health of all children in the community. Community partnership exists with Polk County Head Start and Early Head Start and Family Resource Center.



fit families

Eat healthy • Be active • Your kids are watching

2018 Outcomes

- 52 families (58 children) enrolled in the program
- 44 completed the full year participation
- 84% of families who completed their year received 10 or more contacts out of a possible 13
- Fruit and vegetable consumption of ≥ 4 servings/day (1/2 cup serving size) improved from 23% at enrollment to 32% after one year
- Juice consumption of ≤ 6 oz./day improved from 61% at enrollment to 68% after one year

- Sweetened beverage consumption of ≤ 1 8 ounce serving/week improved from 75% at enrollment to 86% after one year
- Screen time of ≤ 2 hours/day improved from 66% at enrollment to 82% after one year
- Physical activity of ≥ 60 minutes/day remained the same at 95%

Wisconsin Well Woman Program (WWWP)

The Wisconsin Women's Cancer Control Program is a statewide program funded by the Center for Disease Control that provides free health services to low income, uninsured or underinsured women age 45-64. Services include breast and cervical cancer screening, yearly breast exam, pelvic exam, pap test, and mammogram. The Well Women Program transitioned to a regional model of service provision in July 2015. PCHD is a regional coordinating agency for Barron, Burnett, Douglas, Polk, Rusk, and Washburn counties.



2018 Outcomes

- 56 women were enrolled in WWWP
- 14 women were enrolled in Wisconsin Well Woman Medicaid to receive treatment
- Program coordinator made 282 technical support contacts with partner medical clinics

Child Protective Services (CPS)

The goal of Child Protective Services (CPS system) is to support parents/caregivers in making necessary changes, so children are safe and protected in their homes. Polk County Department of Children and Families receives and responds to reports of alleged abuse and neglect of children. The agency decides if the information in the report is potential child abuse or neglect according to Wisconsin law. A timeframe for response is assigned, and a trained CPS worker responds to assess for the safety of the child. An Initial Assessment is completed within 60 days. The assessment must be conducted by the Wisconsin Access and Initial Assessment Standards. After the Initial Assessment period, a decision is made whether or not to continue to work with the family. If it is decided that additional services are needed, the family will engage in Ongoing Services with a trained CPS worker. Wisconsin has Ongoing Standards that guide the Ongoing Services Practice. The focus of the CPS assessment is not to establish legal responsibility or make criminal determinations. CPS focuses on child safety and engaging with families to keep children safely in their homes whenever possible.

2018 Outcomes

- 828 total CPS reports were received in 2018
- 303 of the total reports were screened in
- 525 of the total reports were screened out
- Response time to screened in reports
 - Same day responses - 61
 - 24-48 hour responses - 42
 - 5-day responses - 173
- Child welfare responses

- 32 reports of abuse/neglect were accepted as a child welfare response which allows CPS to offer to voluntarily work with a family when criteria for an initial assessment is not met
- Ongoing cases-88 families served

Family Support Program

The Family Support Program is staffed by two Family Support Workers who provide services to clients at both the investigative and ongoing stages of Child Protection. The Family Support Workers are essential members of the Child Protective Services team and work directly with families, children and social workers to strengthen and support families while offering the following services: parenting skills, supervised visitation, communication skills, safety services, nutritional information, housing, money management, and personal hygiene. Family Support Workers often act as liaisons between the family and providers, assist parents in achieving necessary outcomes, and are instrumental in strengthening family bonds and connections. The Family Support Program served 34 families in 2018.

Children’s Long Term Support (CLTS)

The Children's Long Term Support Home and Community Based Medicaid Waivers provides Medicaid funding to support children who are living at home or in the community and who have substantial limitations in multiple daily activities as a result of one or more of the following disabilities: developmental disabilities, severe emotional disturbances, and physical disabilities. Funding can be used to support a range of different services that are identified based on an individual assessment of the child and his or her needs. In order to be eligible for the program, children/young adults must be under 22 years of age, be eligible for Wisconsin Medicaid, live at home or in a foster care setting, have a level of care need that is typically provided in an institutional setting such as a hospital, a nursing home, or an institution for people with developmental disabilities and be able to receive safe and appropriate care at home and/or in the community. Eligibility is established by completing an assessment of the child's needs at a home visit, acquiring records related to the child's care and determining the level of care based upon an online functional screening tool that the county service coordinator completes.

Children’s Community Options Program

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

2018 Outcomes

- 47 Children served through CCOP and CLTS (of those 47, 8 were dually eligible- CCS/CLTS)

- 26 referrals screened for eligibility
- 14 children removed from the waitlist and served
- There were over 190 face to face visits
- The Family Support Unit continues to navigate multiple service and technology changes initiated by the state to meet federal programming requirements. This includes the elimination of the waitlist in 2019

Foster Care, Kinship Care, and Daycare Certification

The Polk County Foster Care Program consists of one Foster Care Coordinator, who oversees the Foster Care and Kinship programs.

The **Foster Care Program** helps to provide safe and stable out-of-home care for children until they are reunified with their parents or an alternative plan for permanence is developed. The Foster Care Coordinator is responsible for the recruitment of local foster homes, processing and approving foster care applications, completing home studies, re-licensing foster homes, providing ongoing training and support. A foster care license is valid for two years; at this point, the home applies to be re-licensed or allows their license to expire. On average the foster care coordinator has face-to-face contact with foster parents approximately 6 times annually through training sessions, support groups and re-licensing visits. During the initial licensing process, the Foster Care Coordinator visits the prospective homes an average of 8 times to gather background information and determine if the home is appropriate to be licensed.

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

2018 Outcomes

Foster Care:

- Polk County currently has 26 licensed foster homes
- 5 homes are in the licensing process (3 of which are general foster homes)
- 20 general foster homes (accept a variety of placements, ages, and needs)
- 6 child-specific homes
- Number of foster homes licensed in 2018: 9
- Number of foster homes who renewed their foster care license in 2018: 6
- Foster parents were in 84% compliance of required ongoing training hours in 2018
- 1 contracted shelter care home (there are typically at least 2 shelter care homes contracted to rotate as mentioned below)

- On-call rotation is an every other month basis
- These homes are used for temporary and emergency placements

Kinship:

- Polk County currently has 55 children actively receiving kinship funding
- 19 are voluntary kinship cases
- 14 are court ordered kinship cases
- 22 are long term kinship cases
- There are currently no children on the voluntary kinship waitlist

Other program data

Foster Care:

- Number of expressed interest in doing foster care from January 2018 - Dec 2018: 21 inquiries
- Number of support groups and trainings offered in 2018: 6
 - Average Attendance: 10 foster parents
 - Foster parents report enjoying the foster care trainings and support groups. The trainings and support groups are an opportunity for Polk County foster parents to form supportive relationships with their peers. The support groups also provide foster families with a safe place to talk about both their experiences and receive constructive feedback

Kinship:

- In 2018 Polk County was able to maintain most of the year without a waitlist. The year began with 2 children already on the waitlist. Throughout 2018 there was only 1 child added to the waitlist. All 3 of those children were taken off the waitlist in 2018

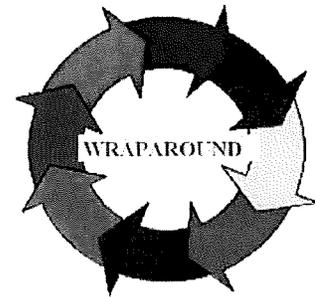
Accomplishments

- Foster Care Banquet and holiday celebration – Polk County Department of Children and Families hosts two annual banquets for foster parents to express our appreciation for the challenging work they do. The banquets are well attended by both foster families and county employees.
- Foster Parent Association – In late 2018, Polk County joined in with Saint Croix County and Pierce County to form a multi-county Foster Parent Association. The kick-off dinner for this was held in January 2019 at Faith Community Church in New Richmond, WI. All foster parents from Polk County were invited to attend and learn more about what a Foster Parent Association might look like and how it can benefit them as foster parents. A presentation was given by Kristin Fowler, who is a foster parent for Kenosha County and President of the Kenosha County Foster Parent Association. Kristin gave an excellent presentation on how they formed their Foster Parent Association in Kenosha County and some of the projects they have completed to benefit foster children/foster families. For example, they have completed some community fundraisers to raise money for certain causes related to foster

care. One of the main goals in joining this group is to provide our Polk County foster parents with further support and connection to one another. More to come in 2019...

Coordinated Services Team (CST)

CST is a wraparound model of care for children with multiple needs. The wraparound process is committed to creatively addressing child and family needs using community-based supports. Support teams are developed in collaboration with the family and include the child, parents, and any other individuals who are important in the life of the child and family. Teams work together to identify goals and to develop strategies to achieve them.



2018 Outcomes

Continued development of the foundation for establishing a CST program in Polk County, including creating policies and procedures for referrals, intake, assessment, and individualized goal planning

- Presented information about CST program goals and philosophy to community partners, including local school districts and service providers
- Partnered with the County's existing Coordinating Committee for COP, CLTS, and Birth-3 to provide program oversight and quality assurance
- Enrolled 5 youth and their families in CST

Youth Justice (YJ)

The Youth Justice unit supports the needs of adolescents, families and the community by providing supervision, resources, and opportunities to help prevent recidivism through advocacy, education, and accountability. Polk County Youth Justice is comprised of a .5 Intake Worker and three on-going Social Workers. Youth Justice social workers supervise youth that are delinquent, truant and uncontrollable through both court-ordered and voluntary services. Court ordered supervision is often the result of either delinquent or habitually truant behaviors. Voluntary services are generally offered after a request by parents or from the community to prevent future criminal justice involvement. Youth Justice social workers have a comprehensive understanding of the complex challenges/issues youth face that can often lead to contact with the criminal justice system. Social workers use evidence-based practice to identify those issues that are the biggest impediment to the family's success. Through collaboration with community partners and natural family supports, social workers empower clients to reduce the likelihood of future involvement with the justice system.

2018 Outcomes

- 214 intake referrals of which 85 youth and their families received case management and supervision
- 65% of supervised youth are male
- 35% of supervised youth are female
- 75% of supervised youth have experienced significant trauma in their lifetime

- Supervised youth are presenting with more mental health needs than years prior. The severity of mental health symptoms are also increasing. Youth Justice Staff work hard to determine the appropriate intervention strategies while balancing mental health versus behavioral needs
- Youth Justice has seen an increase in the number of youth with cognitive disabilities who have been referred for delinquent behaviors. This presents a challenge as traditional juvenile sanctions/interventions may not be appropriate and actually may be counterproductive with this population. Social Workers are carefully balancing the safety concerns of the community while being sensitive to this population's needs and best interest

The SAM Project

Youth Justice, in partnership with the Polk County District Attorney's Office, continues offering SAM presentations to local School Districts. Polk County youth are informed of the seriousness of abusive social media messaging. They are also made aware these behaviors can result in a law enforcement referral, and court-ordered supervision.

Trauma Informed Care Initiative

Polk County held two Trauma Informed Parenting (TIP) training sessions in 2018. The TIP trainers consisted of a DCF Social worker, a licensed Polk County Foster Parent and trauma certified therapist trained 52 participants that consisted of service providers, parents, foster parents, etc. on the effects of trauma and appropriate ways to support youth that have been impacted by trauma.

Adult Protective Services (APS) (Elder) Adults-At-Risk Agency



This program provides investigation and information and referral to services for adults at risk of or experiencing abuse. Forms of abuse would include: physical, emotional, financial, sexual, neglect or self-neglect. Descriptions of the two populations protected in the (Elder) Adults-At-Risk Agency are: An "adult-at-risk" is an adult who has a physical or mental condition that substantially impairs his or her ability to care for his or her needs and who has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation [s.55.01(1e)]. An "elder adult-at-risk" is any person age 60 or older who has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation [s.46.90(1)(br)].

AFCSP

The Alzheimer's Family and Caregiver Support Program (AFCSP) was a program created by the Wisconsin legislature in 1985 in response to the stress and service needs of families caring at home for someone with irreversible dementia. To be eligible, a person must have a diagnosis of Alzheimer's disease or a related disorder, and be financially eligible. The program is coordinated by the Wisconsin Bureau of Aging and Disability Resources and is available in every county and tribe throughout the state.

Guardianships/Protective Placements

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

2018 Outcomes

- 313 total intakes were reviewed and screened for services, an increase of 1.3%
- 161 intakes resulted in information and referrals to the appropriate resources, a decrease of 3.6%
- 72 elder/vulnerable/adult at risk clients were offered services directly, an increase of 53%
- 33 guardianship petitions were filed, an increase of 37.5%
- 31 investigations for abuse or neglect were conducted, a decrease of 41%
- 21 comprehensive evaluations were conducted, an increase of 75%
- 67 annual WATTS reviews of protective placements were completed at the request of Polk County Circuit Court, an increase of 6%
- Six (6) individuals were served through AFCPS
- I-Team continues to meet every other month to address local concerns



Community Support Program (CSP)

The Community Support program provides client-focused individualized community-based services to people diagnosed with a severe and persistent mental illness. Treatment is provided by a multi-disciplinary team in collaboration with the consumer, their family and the community where the consumer resides. The goal of the program is to reduce the disabling effects of the consumer's psychiatric symptoms

through evidence-based practices, education, and supportive resources. Services emphasize community-based treatment to reduce the need for hospitalization and institutional care and allow consumers to achieve the highest level of functioning and quality of life to which they are capable of living.

2018 Outcomes

- The CSP team had 100% staff turnover in 2018; however, continued to provide quality care to consumers in the program during this period of transition
- Beginning in May 2018 the CSP team transitioned all documentation from paper records to the electronic health record
- 29 consumers were served in 2018. There were 5 admissions and 4 discharges. At year-end, the CSP Team was providing services to 21 Consumers

assessments at Amery Hospital and Clinic, Osceola Medical Center, and St. Croix Regional Medical Center. The goals of this service are to provide callers with information, support, assessment, intervention and response planning. In addition to NWC telephone, NWC mobile services provide onsite intervention, assessment and response planning. All documentation from NWC and Telehealth is sent to the county for follow-up and linkage the next business day. Also, PCBHD provides follow up and linkage for the individuals in crisis that includes: walk-in services, crisis planning, crisis stabilization (out-of-home short term placement), three party petition screenings, and jail assessments for suicide watch. Emergency Mental Health Services collaborates with law enforcement, jail, Corporation Counsel, emergency rooms, schools, inpatient units, outpatient mental health/substance use providers, peer supports and homeless shelters to provide coordination of care in the least restrictive environment.

2018 Outcomes

- 1040 unduplicated clients were served-an increase of 70%
- There were 2247 emergency mental health services contacts- an increase of 21%
- There were 84 total emergency detentions- an increase of 13%
- We continue to use Winnebago Mental Health Inpatient (WMHI) when all other inpatient options have been ruled out-out of 84 hospitalizations 22 (or 26%) resulted in detention to WMHI
- Twenty one (21) assessments for suicide risk were completed at the Polk County jail-an increase of 90%
- In collaboration with Corporation Counsel, thirty (30) Three Party Petitions screened and twenty-two (22) were implemented-a 100% increase
- Completed Zero Suicide Training
- Completed CALM Training-a lethal means training
- Seventy-Nine (79) mobile assessments were completed in the field-an increase of 58%
- Completed Crisis Innovation Dementia Grant Project

Outpatient Behavioral Health Clinic

The Polk County Outpatient Clinic encompasses Mental Health and Substance Use providers along with an array of services including outpatient therapy for individuals and groups. Three therapy groups: Women Initiating New Growth & Self-Discovery (WINGS) a group specific to women with Mental Health and Substance Use Disorders who are learning to manage, cope with and recover from a mental illness and addiction while building trust and support with other women. Dialectical Behavioral Therapy (DBT) Group focuses on fun and easy way for individuals addressing Anger, Anxiety, Depression, and Suicidal Thoughts to learn new coping skills and get support from others. Psychiatric Services are offered two days per week. The Psychiatry Team includes a Psychiatrist who completes assessments and prescribes medications and a Registered Nurse who monitors medication side effects, provides injections, and works with clients to maintain medication compliance. Polk County Providers utilize multiple therapeutic techniques while providing



services. These include Trauma-Focused Cognitive Behavioral Therapy, Cognitive Behavioral Therapy, Dialectical Behavioral Therapy, and Motivational Interviewing.

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

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



Operating While Intoxicated (OWI) Driver Safety Plan Assessment Program

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

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

2018 Outcomes

- Psychiatric Services- 787 unique clients were served resulting in a 79% increase from 2017. A total of 2638 visits occurred in 2018 equating to a 19% increase in visits over 2017
- Mental Health Services –411 unique clients were served which was a 78% increase from 2017. There were 1946 client visits resulting in a 38% increase over 2017
- Substance Use Services
 - 268 new clients served in 2016
 - 185 OWI assessments/driver safety plans completed
 - 6 Smart Start Breathalyzer units in use by clients
 - 11 IDIP clients served
- PCBHD continues to measure customer satisfaction. Overall, 362, surveys were completed in 2018, an 11% decrease from 2017. 59% of all clients seen in Behavioral Health identifying themselves as being very satisfied with the services they received and 12% reported as being somewhat satisfied with the services they received

- 73% of clients reported that they felt they had received services promptly
- 68% of respondents endorsed that they were treated with respect by PCBH staff all of the time
- 6% of respondents that they were treated with respect by PCBH staff most of the time
- 47% of clients identified themselves as feeling much better than when they entered services, and 20% of clients identified feeling somewhat better after beginning services

Targeted Case Management (TCM)

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

2018 Outcomes

- Sixty Three (63) clients were served: 59 on settlement agreements, stipulations, and commitments; 3 voluntary clients; 3 CMH clients; 1 client in protective placement. A total of Sixty Seven (67) clients were served at a decrease of 16%
- BH Social Workers completed 1678 hours of service a decrease of 8% over 2017
- Seven (7) individuals were recommitted compared to ten (10) in 2017
- Behavioral Health Social Workers continue to attend Crisis Intervention Conference for ongoing training in suicide prevention and treatment
- Social workers in this program serve as the main back up to Emergency Services

Treatment Court

Treatment Court provides services for Polk County residents who are high risk, high need individuals struggling with substance use, mental health needs, and legal issues. Using evidence-based practices; the program focuses on mental health and substance use recovery. Participants have weekly meetings with their case manager, probation officer, and the court, in addition to multiple drug screenings each week. Participants also attend Mental Health and Substance Use Counseling appointments several times per week and self-help group meetings four times per week. Some areas that may be addressed in addition to substance use and mental health counseling include education, housing, poverty, transportation, budgeting, payment of fees and fines, child support, parenting, family dynamics, and employment.

2018 Outcomes

- 47 applicants -12 admissions. Of the thirty-five who were not accepted, 19 were exempt due to violent offender status, 7 did not meet residency criteria, 4 were exempt due to meeting definition of dealer status, 2 did not have the capacity to benefit, 2 absconded immediately upon release from jail, and 1 did not meet the high risk/high need criteria
- Five individuals graduated from the treatment court in 2018, one female and four males.
- There were 5 terminations. 2 individuals absconded, 2 committed new crimes putting the community at risk, and we were not able to meet the needs of 1 participant

- Treatment court reached its goal of 17 participants in 2018
- In 2018 treatment options expanded, including the creation of an aftercare group for alumni.
- In 2018 a stabilization phase was added to the beginning, and a transition stage was added to the end of the stage advancement to allow for more focused skills development before graduation
- In 2018 the Treatment Court hosted a Treatment, Alternatives, and Diversion (TAD) Site visit by the TAD grant funding source with excellent feedback from the on-site team

Economic Support – Great Rivers Consortium

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



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

2018 Outcomes

- 4,104 applications for health care, Food Share and caretaker supplement were processed; 98.81% timely
- 2,257 healthcare applications were processed; 99.30% timely
- Food Share average case count from January to December 2018 was 1901 with 3768 people receiving benefits/month. Total benefit issuance for Polk County in 2018 was \$4,103,381

Wisconsin Home Energy Assistance Program (WHEAP)

The Wisconsin Home Energy Assistance Program (WHEAP) assists with heating costs, electric costs, and energy crises. The program provides financial assistance to households across the state to help lower the burden incurred with monthly energy costs with the use of federal and state funding. Most types of fuel are eligible to receive assistance. Whether the source of heat is wood, propane, natural gas, electricity, or fuel oil, energy assistance is available if to qualified applicants.

2018 Outcomes

- 1,688 households received paid energy assistance; total payments = \$893,926
- 213 households received paid crisis assistance; total payments = \$53,383

- 13 households had heating unit repairs paid; total payments = \$18,951
- 20 households had heating unit replacements paid; total payments = \$62,111

Essential Service 8: Assure a Competent Public and Personal Health Care Workforce

Introduction: *Essential Service 8 involves educating and training personnel to meet the needs for public and personal health service; adoption of continuous quality improvement and life-long learning; active partnership with academic institutions. To provide the highest quality services, the Division strives to ensure that all our staff possesses the knowledge, skills, and abilities necessary to perform their jobs effectively and efficiently. Highlighted in this section are the Workforce Development Team and Linkages with Academia.*



Workforce Development Team (WDT)

2018 Outcomes

- Provided instructions to staff to help complete competency assessment
- In December, all professional staff completed their fifth annual public health core competency assessment. Training plans for staff have been moved to an electronic format. Agency-wide gaps have been identified, and trainings will be provided in the department's monthly newsletters
- The WDT sponsored four lunch and learn sessions for staff
- Created Succession Planning and process mapping for 5 programs
- Analyzed employee satisfaction surveys and used coaching sessions to identify specific staff issues/ideas
- Competency language added to all position descriptions
- Development of Onboarding and Orientation Manual
- Leadership activities were based on PHAB 1.5 requirement
- Converted 4 trainings for staff into web-based trainings
- Provided trainings based on the lowest three domains identified from competency assessment in 2017
- Staff attended trainings covering various common training topics such as food safety, early childhood system training, brain development, contraceptive care, incident command, breastfeeding, quality improvement strategies, PNCC regional workgroup, communicable disease surveillance and control, radon, Trauma-Informed Care and ethics and boundaries
- The department also supported staff attendance at professional organization annual conferences such as WPHA, WFPRHA, WIC, WEHA and Wisconsin Healthwatch
- The Environmental Health Specialist and Environmental Health Technician serve on the Wisconsin Environmental Health Association (WEHA) Joint Education Council which plans an annual conference for Environmental Health Professionals

Linkages with Academia



The Division continues to have a strong relationship with institutions of higher learning and strives to provide students with internships or other opportunities that will enhance their learning about the discipline of Public Health and Social Work.

2018 Outcomes

- PCHD worked with an AHEC intern out of UW-LaCrosse who assisted with WI WINS tobacco compliance checks
- PCHD hosted a Dietetic Intern with Priority Nutrition Care out of Boston, MA
- PCHD hosted a Dietetic Intern with Stout Dietetic Internship program

Essential Service 9: Evaluate Effectiveness, Accessibility & Quality of Personal and Population Based Health Services

Introduction: *Essential Service 9 calls for ongoing evaluation of health programs to assess program effectiveness and to provide information necessary for allocating resources and shaping programs. Measures for assessing this essential service indicate a need for strengthening PCHD activities in this domain. Highlighted in this section are the Public Health Accreditation Board (PHAB) standards, results of the agency statutory review, consolidated and other state contracts review process.*

National Voluntary Public Health Accreditation

The PCHD was one of the first 14 health departments in the country to be nationally accredited. This is a process that requires public health departments to meet nationally established standards and measures in 12 domains. The ultimate goal is to improve public health performance to deliver high-quality public health services to the population.

2018 Outcomes

- The department completed the necessary steps to re-apply for another 5-year cycle of being an Accredited Health Department. The PHAB review will take place in April of 2019
- PCHD was a mentoring agency for another Wisconsin local health department who was seeking accreditation

Consolidated Contract and State Grant Program Reviews



Each year the State Division of Public Health (DPH) enters into contracts with local health departments for the provision of grant dollars targeting various public health initiatives. These grants are performance-based and require attainment of negotiated objectives to assure funding.

2018 Outcomes

- Program objectives were met in the following programs: Immunization, Prevention, Lead Poisoning Prevention, Radon, Maternal Child Health, Well Woman, Reproductive Health, Tobacco Control, Oral Health, Local Preparedness Planning, Preparedness Consortium, and Public Health Infrastructure
- Site visits were conducted by State DPH staff for the program areas of Reproductive Health, Birth to 3, WIC and Environmental Health. Positive comments were received about the programs and associated outcomes, and there were no required actions to consider

Essential Service 10: Research for New Insights & Innovative Solutions to Health Problems

Introduction: *Essential Service 10 includes continuous linkage with appropriate institutions of higher learning and research. Highlighted in this section are the agency's participation in Wisconsin's Practice-Based Research Network (WPHRN) and other research-related efforts including participation in several research studies.*

Wisconsin Public Health Research Network (WPHRN)



The Wisconsin Public Health Research Network (WPHRN) is an organization with membership including public health professionals, researchers, students, and others from health departments, academic, and professional organizations.

PCHD is one of 272 members engaged in ongoing collaboration with public health research centers to conduct rigorous, applied studies, designed to identify ways of improving the organization, financing, and delivery of public health services in real-world community settings. Current focus areas of WPHRN are aligned with State and national priorities:

- National Research Agenda for Public Health Services and Systems
- Building a Comprehensive Research Agenda: Potential Research Questions for Accreditation
- Wisconsin state health plan, Healthiest Wisconsin 2020, Health Focus Areas
- Short- and long-term priorities of the Robert Wood Johnson Foundation's Culture of Health

Preliminary (unaudited) Financial Statement 2018

Behavioral Health Department

Program	2018 Budget	2018 Expenses	2018 Revenues	Balance
AODA	\$455,415	\$466,895	\$431,763	(\$35,132)
MH Block Grant	\$17,164	\$24,740	\$24,659	(\$81.53)
Community MH	\$137,286	\$166,798	\$165,837	(\$960)
Substance Abuse Block Grant	\$68,628	\$68,624	\$68,624	\$0.22
Meth Grant	\$60,000.00	\$59,449	\$60,000	\$551
CCS	\$200,588	\$261,294	\$408,500	\$147,206
Crisis (Emergency Services)	\$542,200	\$776,025	\$719,739	(\$56,286)
Outpatient Clinic	\$1,238,875	\$1,189,068	\$1,238,066	\$48,998
CSP	\$523,928	\$510,334	\$566,220	\$55,886
Targeted Case Management	\$495,918	\$747,757	\$438,684	(\$309,073)
TAD Grant	\$66,300	\$67,073	\$66,300	(\$773)
Adult Protective Services	\$600,821	\$602,595	\$600,821	(\$1,774)
Alzheimer's Grant (AFCSP)	\$21,902	\$13,310	\$21,560	\$8,245
Elder Abuse Grant	18,024	\$23,760	\$18,024	(\$5,736)
Dementia Crisis Innovation	\$30,243.00	\$30,395	\$29,381	(\$1,014)
Total Behavioral Health	\$4,477,292	\$5,010,680	\$4,737,724	(\$272,956)

Department of Children and Families

DCF General	\$2,144,810	\$2,923,6245	\$2,163,243	(\$760,382)
Kinship Care Benefits	\$94,495	\$152,859	\$129,581	(\$23,278)
Kinship Care Assessment	\$7,610	\$8,993	\$8,074	(\$919)
Economic Support	\$1,005,235	\$1,020,481	\$1,106,405	\$89,925
Youth Justice	\$1,339,718	\$1,263,882	\$1,300,068	\$36,186
Safe and Stable Families	\$42,827	\$50,456	\$49,327	(\$1,129)
CLTS	\$171,300	\$194,021	\$129,369	(\$64,651)
Children's COP	\$127,245	\$16,106	\$64,266	\$48,120
WHEAP	\$83,861	\$79,545	\$78,565	(\$981)
Community Intervention	\$7,090	\$7,825	\$7,494	(\$331)
CST	\$60,000	\$53,661	\$60,471	\$6,810
Total DCF	\$5,084,190	\$5,771,973	\$5,096,824	(\$675,148)

Overall Balance BH/DCF

(\$948,104)

Health Department

Public Health (101)	\$1,081,864	\$1,036,999	\$1,112,731	\$75,732
Immunization (226)	\$46,630	\$35,201	\$41,143	\$5,942
Birth to Three (218)	\$273,760	\$266,252	\$277,969	\$11,717

PNCC (222)	\$35,024	\$35,308	\$39,024	(\$283)
Environmental Health (228)	\$226,898	\$226,071	\$251,271	\$25,200
Radon Grant (229)		\$8,430	\$8,430	\$0
Reproductive Health (224)	\$124,928	\$106,265	\$111,845	\$2,580
WIC Programs (221)	\$208,247	\$206,607	\$206,646	\$39
MJC Tobacco (223)	\$139,035	\$112,136	\$127,677	\$15,541
WWPHRC (PH Preparedness) (209)	\$152,702	\$207,658	\$191,546	(\$16,112)
MCH Car Seats (225)		2,518	\$4344	\$1,827
Consolidated Contracts (227) (Lead, MCH, Imm, WWWP, Radon, Prevention) (227)	\$100,463	\$107,287	\$106,440	(\$847)
Total Public Health	\$2,395,551	\$2,350,732	\$2,479,066	\$121,336

Total Division Budget	\$11,957,033	\$13,178,204	\$12,313,614	(\$864,590)
------------------------------	---------------------	---------------------	---------------------	--------------------



100 Polk County Plaza, Suite 50
 Balsam Lake, WI 54810
 Tel: (715)485-8400
 Fax: (715)485-8401
<https://www.polkcountycommunityservices.org/>

Preliminary (unaudited) Financial Statement 2018

Behavioral Health Department

Program	2018 Budget	2018 Expenses	2018 Revenues	Balance
AODA	\$455,415	\$466,895	\$431,763	(\$35,132)
MH Block Grant	\$17,164	\$24,740	\$24,659	(\$81.53)
Community MH	\$137,286	\$166,798	\$165,837	(\$960)
Substance Abuse Block Grant	\$68,628	\$68,624	\$68,624	\$0.22
Meth Grant	\$60,000.00	\$59,449	\$60,000	\$551
CCS	\$200,588	\$261,294	\$408,500	\$147,206
Crisis (Emergency Services)	\$542,200	\$776,025	\$719,739	(\$56,286)
Outpatient Clinic	\$1,238,875	\$1,189,068	\$1,238,066	\$48,998
CSP	\$523,928	\$510,334	\$566,220	\$55,886
Targeted Case Management	\$495,918	\$747,757	\$438,684	(\$309,073)
TAD Grant	\$66,300	\$67,073	\$66,300	(\$773)
Adult Protective Services	\$600,821	\$602,595	\$600,821	(\$1,774)
Alzheimer's Grant (AFCSP)	\$21,902	\$13,310	\$21,560	\$8,245
Elder Abuse Grant	18,024	\$23,760	\$18,024	(\$5,736)
Dementia Crisis Innovation	\$30,243.00	\$30,395	\$29,381	(\$1,014)
Total Behavioral Health	\$4,477,292	\$5,010,680	\$4,737,724	(\$272,956)

Department of Children and Families

DCF General	\$2,144,810	\$2,923,6245	\$2,163,243	(\$760,382)
Kinship Care Benefits	\$94,495	\$152,859	\$129,581	(\$23,278)
Kinship Care Assessment	\$7,610	\$8,993	\$8,074	(\$919)
Economic Support	\$1,005,235	\$1,020,481	\$1,106,405	\$89,925
Youth Justice	\$1,339,718	\$1,263,882	\$1,300,068	\$36,186
Safe and Stable Families	\$42,827	\$50,456	\$49,327	(\$1,129)
CLTS	\$171,300	\$194,021	\$129,369	(\$64,651)
Children's COP	\$127,245	\$16,106	\$64,266	\$48,120
WHEAP	\$83,861	\$79,545	\$78,565	(\$981)
Community Intervention	\$7,090	\$7,825	\$7,494	(\$331)
CST	\$60,000	\$53,661	\$60,471	\$6,810
Total DCF	\$5,084,190	\$5,771,973	\$5,096,824	(\$675,148)

Overall Balance BH/DCF

(\$948,104)

Health Department

Public Health (101)	\$1,081,864	\$1,036,999	\$1,112,731	\$75,732
Immunization (226)	\$46,630	\$35,201	\$41,143	\$5,942
Birth to Three (218)	\$273,760	\$266,252	\$277,969	\$11,717

PNCC (222)	\$35,024	\$35,308	\$39,024	(\$283)
Environmental Health (228)	\$226,898	\$226,071	\$251,271	\$25,200
Radon Grant (229)		\$8,430	\$8,430	\$0
Reproductive Health (224)	\$124,928	\$106,265	\$111,845	\$2,580
WIC Programs (221)	\$208,247	\$206,607	\$206,646	\$39
MJC Tobacco (223)	\$139,035	\$112,136	\$127,677	\$15,541
WWPHRC (PH Preparedness) (209)	\$152,702	\$207,658	\$191,546	(\$16,112)
MCH Car Seats (225)		2,518	\$4344	\$1,827
Consolidated Contracts (227) (Lead, MCH, Imm, WWWP, Radon, Prevention) (227)	\$100,463	\$107,287	\$106,440	(\$847)
Total Public Health	\$2,395,551	\$2,350,732	\$2,479,066	\$121,336
Total Division Budget	\$11,957,033	\$13,178,204	\$12,313,614	(\$864,590)

Assumptions:

Behavioral Health Department: Overages all due to providing mandated crisis services and services related to the crises. \$272,956 overage was all placement related expenses for individuals that are court ordered to receive services from Polk County.

100% of the overage expenses are related to mental health crisis issues.

Within the Behavioral Health budget the AFCSP grant shows a balance of \$8,245. The AFCSP grant is a reimbursable grant for expenses only. There were not enough eligible clients with expenses to maximize the grant.

The balance with the CCS program is due to the Wisconsin Medicaid Cost Report (WIMCR) reconciliation for the 2017 fiscal year.

Department of Children and Families: Overage of \$675,148 all due to providing mandated services including foster care, residential care and ancillary services related to court orders for children and juveniles.

It is estimated that 65%-80% of all child welfare and youth justice court orders are directly related to methamphetamine use for parents and/or caregivers.

The balance with the Children's Community Options Program is due to the grant being reimbursable for expenses incurred. There were not enough eligible clients to receive services that would maximize the grant.

Public Health:

Public Health programs were generally underspent due to staff vacancies

Environmental Health excess revenues will be used in the following year for program needs and reimbursement to the State for the previous year's licensing

WWPHRC, Prevention and WWWP are on July thru June fiscal years

MJC is a grant reimbursed for expenses incurred, we were underspent due to staffing.

MCH Car Seat received funding that will be spent in 2019

Reproductive Health received GYT funding that will be carried over in to 2019