



MINUTES
Health and Human Services Board
 Government Center, County Board Room
 Balsam Lake, WI 54810
 10:00 a.m. Tuesday, July 9, 2019

Meeting called to order by Chair Bonneprise at 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	Present
Mike Prichard	Supervisor	Absent
William Alleva	Citizen	Present
Pete Raye	Citizen	Present
Sabrina Meddaugh	Citizen	Present
Dr. Arne Lagus	Citizen	Absent

Also present: Lisa Ross, Deputy County Clerk, Tonya Eichel, Community Services Director; Kathy Gingras, Community Services Business Operations Manager; Lisa Lavoisier, Behavioral Health Director; Brian Kaczmarzski, Public Health Director; Chad Knutson, Interim DCF Director; Andrew Butzler, CVSO; Dana Reese, GAM Administrator; Nick Osborne, County Administrator; Sasha Lundgren, Family Support Worker, and Sue Sopiwnik, Family Support Worker.

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

Approval of Minutes- Chair Bonneprise called for a motion to approve the minutes of the June 11, 2019 meeting. **Motion** (Alleva/Demulling) to approve the minutes. **Motion** carried by unanimous voice vote.

Public Comment – None

Receipt of Information from Supervisors Not Seated as Committee Members - No information was received by the committee from Supervisors not seated as committee members.

Announcements and Committee Information – None

The Board received a Program Evaluation of DCF- Family Support Workers from Interim DCF Director, Chad Knutson, and Family Support Workers, Sasha Lundgren and Sue Sopiwnik.

The Board received a Golden Age Manor (GAM) Semi-Annual Report and update from Dana Reese, GAM Administrator.

The Board received a Veteran’s Services Semi-Annual Report and update from Veteran Services Officer, Andrew Butzler.

The Board received The Health & Human Services Department Annual Report and update from Administrator Osborne. Chair Bonneprise requested that the Board Members review the report prior to the next meeting on August 13 and Discussion of the Health & Human Services Department Annual Report be added to the August 13 Meeting Agenda.

The Board discussed Topics of Interest for the Wisconsin County Human Service Association (WCHSA) meeting in October in Stevens Point.

Items for the next Agenda – Review and Recommendations on fee schedule and leases, Community Health Improvement Plan Update, Report of the July 22 Legislative Event, Discussion of the Health & Human Services Department Annual Report, Update on Centralized Reception from Tonya Eichelt, and Update on the Northlakes Community Clinic that provides dental services in the Public Health Office.

Next Meeting – 9:30 a.m. Tuesday, August 13, 2019. Public Hearing at 9:30 am.

Chair Bonneprise called for a motion to adjourn. **Motion** (Alleva/Raye) to adjourn. Motion carried by unanimous voice vote. Chair Bonneprise declared meeting adjourned at 11:20 a.m.

Respectfully submitted,

Lisa Ross, Deputy County Clerk



POLK COUNTY, WISCONSIN

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Sharon Jorgenson, County Clerk

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AGENDA AND NOTICE OF MEETING

HEALTH & HUMAN SERVICES BOARD

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

County Board Room

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

A quorum of the County Board may be present

Packet: Agenda/Notice of Meeting; Minutes of June 11, 2019 Meeting;

1. Call to Order-Chairman Bonneprise
2. Approval of Agenda
3. Approval of Minutes for the June 11, 2019 Meeting
4. Public Comment
5. Receipt of Information from Supervisors Not Seated as Committee Members
6. Announcements and Committee information
7. Department Annual Report from Administrator Osborne
8. Mid-Year Report from Veteran Services Officer, Andrew Butzler
9. Mid-Year Report from Golden Age Manor's Administrator, Dana Reese
10. Program Evaluation of DCF- Family Support Workers from Chad Knutson, Interim DCF Director
11. Discussion of topics of interest for a Wisconsin County Human Service Association (WCHSA) meeting expected to be held in October in Stevens Point.
12. Identify Subject Matters for August 13, 2019 Meeting
13. 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.



Semi-Annual Report, January 2019-June 2019

Census Activity

- Facility as a whole- Average occupancy of 83 residents per day for 6 month period of January 2019-June 2019- Of 109.
 - Judy's cottage Special Care Unit census was on average 14 residents per day for this same period.
- 1,193 days of Medicare Part A or Medicare Advantage Plan, Averaging 6.59 residents per day or 198 days per month. These are typically residents that come to GAM to recover from injury or illness and receive Physical, Occupational or Speech Therapy.
- 71 total admissions. The majority of admissions are transfers to us from a hospital. A few admissions come to us directly from their home or from another nursing facility.
- 70 total discharges. This includes residents who expired in the facility which was 15 of these discharges.

Building/Grounds

- Ongoing preventative maintenance is performed daily. Maintenance staff utilize a computer program called TELS which is designed to cover all preventative maintenance and state reporting that is required in a long term care facility.
- Rooms continue to be updated with new flooring, paint and bathroom fixtures. The East Wing has been completed with all patient rooms.
- New Nurse Call system to be installed starting July 2019.
- Two new high-efficiency boilers will be installed before the 2019-2020 heating season, expected start date of late July/early August.

Staff Training/Staffing

- We continue to feel the effects of the national caregiver shortages with CAN & Nurse vacancies. We are actively recruiting and sponsoring individuals to become certified caregivers. The state has also started a program to provide free training and partners with facilities to offer a \$500 retention bonus after 6 months of working at the facility.

Compliance / State Survey

- We are due for our annual recertification survey at any time, 9 to 15 months from December 2018.
- Phase 3 of the Mega Rule regulations go into effect in November 2019. Training and implementation for these new regulations has begun.

OFFICE PROCESSED

Semi-Annual (Jan-June) 2019

ACTIVITY	#	ACTIVITY	#
Power of Attorney	81	ANVG – (dental)	
Disability Comp Claims	73	ANVG (SAG)	1
Disability – Response Letters	19	State Eligibility (WDVA0001)	
Pension Claims	3	Park Pass	2
Pension Response Letters	5	Property Tax Credit	16
DIC Claims	6	WI Identifier	21
Widow Pension	1	WI GI Bill	1
NOD/DRO	19	Vet Ed	
BVA Appeals	3	PLP Loan	
Insurance Claims/ChampVA	11		
Burial Benefits	12	SF180	28
Gov't Marker Applications	13	Verification Letters	21
Flag Applications	3		
Education Benefits - Federal	3	Veterans Assistance Program	1
Vocational Rehabilitation		State Cemetery	1
Loan Guaranty (1880-COE-Fed)	8	WI King Home	
Debt Waiver Request (Federal)	3		
Medical Enrollment/Mean	32	Miscellaneous - State	
Waiver Request (Medical)	3	Miscellaneous - Federal	108
Adaptive Grants			
Referral for Emergency Services(Home repair)		Referral for WHEAP Program	

Veteran's Services Office

Health and Human Services



POLK COUNTY WISCONSIN
Health and Human Service Committee
Department of Public Health
Brian Kaczmariski, Director/Health Officer

DEPARTMENT DESCRIPTION:

Promoting, Protecting, and Preserving Health Through Partnerships with People and Communities.

MISSION:

Partnering with Communities to Protect and Improve health and well-being.

LINK TO COUNTY BOARD STRATEGIC GOALS:

To Serve the public with integrity; To preserve and enhance the environment.

STRATEGIC PRIORITIES:

- To track and investigate health problems and hazard in the community
- To prepare for and respond to public health emergencies
- To lead efforts to mobilize communities around important health issues
- To link people to needed health services
- To achieve excellence in public health practice through a trained workforce, evaluation, and evidenced based programs
- To develop, apply and enforce policies, laws and regulations that improve health and ensure safety

PROGRAM OVERVIEW:

The Polk County Health Departments provides the 10 Essential Services of Public Health for Polk County Residents. This is accomplished on a foundation of performance management, quality improvement, and adherence to the Public Health Advisory Board (PHAB) standards and measures as a nationally accredited health department.

LIST OF SERVICES BOTH INTERNALLY AND EXTERNALLY PROVIDED BY YOUR DEPARTMENT:

Community Health Improvement Planning (Polk United), Communicable Disease Control, Immunization Program, Lead Poisoning Prevention, Human Health Hazard Control, Radon Information Center, Office of Medical Examiner, General Health Education, Multi-Jurisdictional Collaborative for Tobacco Prevention and Control, Multi-Jurisdictional Public Health Preparedness Consortium, Local Preparedness Planning, Agent for the State for Facility Licensing and Inspection, DNR Well Water Program, Recreational Beach Testing Program, Youth Tobacco Compliance Investigations, Birth to 3 Program, Family Health Benefits Counseling/Badger Care Outreach, Jail Health, Oral Health Services, Pre-Natal Care Coordination, Reproductive Health Services, School Nursing Program, Women, Infant and Children Nutrition Program, Breastfeeding Peer Counseling Program, Fit Families Program, Wisconsin Well Woman Program.

POLK COUNTY WISCONSIN
Health and Human Service Committee
Department of Public Health
Brian Kaczmariski, Director/Health Officer

PROGRAM NAME:

Public Health

PROGRAM OBJECTIVE:

To improve the health of the community, assure access to care for Polk County inmates, assure access to healthcare financing for Polk County residents, maintain standards for ongoing national accreditation, and to become nationally accredited by Public Health Accreditation Board.

LINK TO BOARD PRIORITY:

Public Health Concerns addressed; Substance abuse problems and issues; Mental Health; Educational Opportunities provided.

PROGRAM REVENUES AND EXPENDITURES:				
	2017 Actual	2018 Budget	2018 Actual	2019 Budget
Revenue				
General Property Tax	986,005	1,012,544	1,012,544	1,041,876
Other Revenues	1,650,046	1,392,062	1,462,523	1,438,304
Total Revenue	2,636,051	2,404,606	2,475,067	2,480,180
Recurrent Expenditure	2,511,449	2,404,606	2,350,731	2,480,180
Capital/One-time Expenditure				
Total Expenditure	2,511,449	2,404,606	2,350,731	2,480,180
Net Revenue and Expenditures	124,602	-	124,336	-

KEY STRATEGIES:

KEY PROGRAM STRATEGIES 2018

1. Create a Dementia Informed Crisis Response Taskforce
2. Conduct an assessment of training and support needs of crisis response partners
3. Provide training to crisis responders
4. Develop a 3 year strategic plan for countywide prevention
5. Research grant opportunities for funding
6. Expand substance use CHIP committee to include diverse partners
7. Update CHIP substance use workgroup work plan to include evidence based programming in community
8. Conduct marijuana presentation in school
9. Assist in drug take back program
10. Conduct a carbon monoxide public education and awareness campaign county wide and distribute carbon monoxide detectors to low income families in Polk County

COMPLETION OF KEY STRATEGIES IN 2018:

Dementia Friendly Workplace Training completed, 3 year strategic plan completed for 2017-2019, began process of new strategic plan for 2019-2020, Secured 5 grants for a total of \$215,000, complete re-organization of Polk United to include Executive Leadership, dedicated staff, and operating budget, all CHIP priority workgroup are utilizing evidence based programming, conducted 11 marijuana trainings in schools, collected 892 pounds of prescription drugs in drug take back program, completed comprehensive carbon monoxide education and awareness campaign that resulted in 25 homes now being protected by a CO detector

KEY PROGRAM STRATEGIES 2019

1. Formalize Polk United
2. Achieve Re-Accreditation
3. Develop Onboarding policy and procedure
4. Maingain Level III Health Department Status
5. Expand PM/QI throughout Community Sesrvices Department

KEY PROGRAM STRATEGIES 2020

1. Formalize Polk United
2. Achieve Re-Accreditation
3. Develop Onboarding policy and procedure
4. Maingain Level III Health Department Status
5. Expand PM/QI throughout Community Sesrvices Department

KEY PERFORMANCE INDICATORS:

Output indicators	2017 Actual	2018 Estimate	2018 Actual	2019 Estimate
Number of Communicable Disease Investigations	345	200	373	250
Number of Marketplace/ Badgercare enrollments	592	370	442	375
Number of Human Health Hazard Investigations	55	60	52	60
Jail Nursing Services - inmates served	2318	1725	2893	2800
Outcome indicators	2017 Actual	2018 Estimate	2018 Actual	2019 Estimate
CHA/CHIP community updates will be generated quarterly	Abandon	Abandon	Abandon	Abandon
Update community and key stakeholders quarterly on CHA/CHIP workgroups progress and activities on implementation	4	4	4	4
80% of inmate health histories will be collected within 14 days of incarceration	99%	90%	85%	80%
Increase by 5% the number of citizens requesting assistance with their applications for public healthcare financing programs..	DONE	DONE	DONE	DONE
90% of citizens requesting assistance with their applications for public healthcare financing programs will receive an appointment within one week.	95%	95%	95%	95%

ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:

Increased workloads (Example: Jail) with resources that don't meet the need. Of note, our long time jail nurse of 20+ years has been replaced by a new nurse who will require time to get to the level of efficiency that has been experienced. .5 PHN support with an emphasis on mental health has been allocated to assist at the jail as well.

Health and Human Service Committee
Department of Public Health
 Brian Kaczmariski, Director/Health Officer

PROGRAM NAME:

Medical Examiner

PROGRAM OBJECTIVE:

To provide medical examiner services to Polk County residents.

LINK TO BOARD PRIORITY:

Updating county services for the future and improving services.

PROGRAM REVENUES AND EXPENDITURES:

	2017 Actual	2018 Estimate	2018 Actual	2019 Estimate
Revenue				
General Property Tax	84,148	102,853	102,853	103,541
Other Revenues	62,935	50,000	57,530	52,000
Total Revenue	147,083	152,853	160,383	155,541
Expenditure				
Recurrent Expenditure	147,083	152,853	143,369	155,541
Capital/One-time Expenditure				
Total Expenditure	147,083	152,853	143,369	155,541
Net Revenue and Expenditures	(0)	-	17,014	-

KEY STRATEGIES:

KEY PROGRAM STRATEGIES 2018

1. Medical Examiner will meet with public health staff quarterly to review Polk death certificates: Analyze data; Publish one PSA focused on prevention message based on data analysis

COMPLETION OF KEY PROGRAM STRATEGIES IN 2018:

The Public Health Department and Medical Examiner continue to collaborate and share information with each other to make informed prevention decisions around the top causes of death in Polk County. Quarterly visits will continue to become more formalized, and planning is beginning to resurrect the Death Review team process to enhance the Child Death Review process that is currently in place.

KEY PROGRAM STRATEGIES 2019

1. Explore review of accidental deaths with public health department to assess need for prevention programming.
2. Expand County death review (opioid, child, adult).

KEY PROGRAM STRATEGIES 2020

1. Utilize ME data to develop prevention programming.
2. Expand participation in Death Review Teams.
3. Increase Operating budget to provide support to local funeral homes.

KEY PERFORMANCE INDICATORS:

Output indicators	2017 Actual	2018 Estimate	2018 Actual	2019 Estimate
Number of Cases	391	375	402	375
Number Autopsies	20	25	12	27
# Cremation Permits	297	275	303	325
				0
Outcome indicators	2017 Actual	2018 Estimate	2018 Actual	2019 Estimate
Autopsy Contacts	19	25	11	25
Timely permits	100%	100%	100%	100%

ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:

of cremation permits continues to increase and national trends indicate this will continue. As currently practiced, ME must sign off on all cremation permit requests, and this is straining the ME system a bit in Polk County. ME has indicated a desire to increase hours with the county.

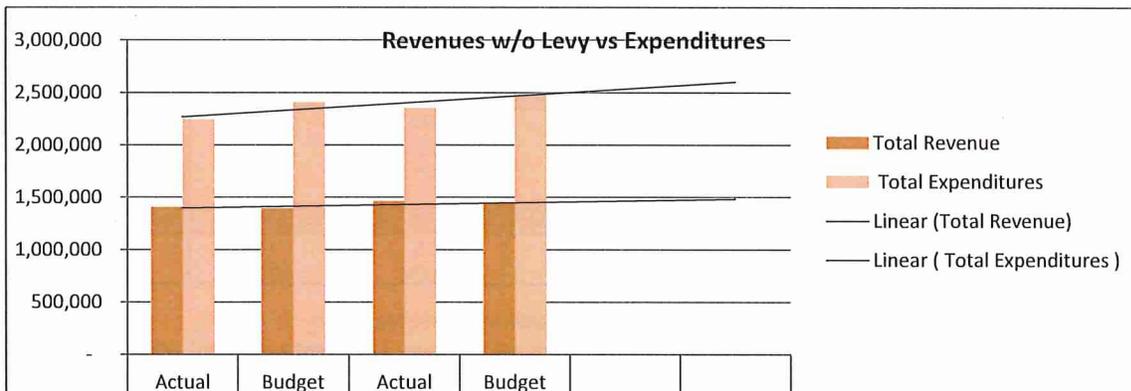
POLK COUNTY WISCONSIN
Health and Human Service Committee

Department of Public Health

Brian Kaczmariski, Director/Health Officer

DEPARTMENT REVENUE AND EXPENDITURES BY ECONOMIC CLASSIFICATION:				
	2017 Actual	2018 Budget	2018 Actual	2019 Budget
Revenue				
General Property Tax	986,005	1,012,544	1,012,544	1,041,876
State Aids	746,032	748,203	846,330	755,621
License & Fees - Medical Examiner	62,935	50,000	57,530	52,000
Public Charge for Services	568,969	593,859	555,170	630,683
Intergovernmental Revenue	10,600		3,493	
Other Financing Sources	16,018		-	-
Total Revenue	2,390,559	2,404,606	2,475,067	2,480,180
Expense				
Operating Expense	6,742	7,057	6,742	7,056
Personnel Services	1,826,698	1,975,975	1,815,420	2,060,331
Contractual Services	222,405	246,246	328,486	228,269
Supplies & Expenses	159,008	150,076	170,477	157,919
Fixed Charges	14,735	23,952	18,506	23,931
Grants, Contributions, Indem	10,294	1,300	11,101	2,674
Transfers				-
Total Expenditures	2,239,882	2,404,606	2,350,732	2,480,180
Net Revenue and Expenditures	150,677	(0)	124,335	-

EMPLOYMENT BY JOB CLASSIFICATION				
	2017 Budget	2018 Budget	2018 Actual	2019 Budget
FTE Employees				
Officials/Administrators	1.6	1.6	1.6	1
Professionals	13.611	13.62	13.62	15.52
Technicians/Para-Professionals	0.32	0.32	0.32	0.3
Administrative Support	7.05	7.05	7.05	5.25
First/Mid Level Officials and Managers	1	1	1	1.6
Skilled Craft/Service Maintenance	0	0	0	
Total	23.581	23.59	23.59	23.67



**POLK COUNTY WISCONSIN
Health and Human Services Committee**

Golden Age Manor

Dana Reese, Administrator

DEPARTMENT DESCRIPTION:

Golden Age Manor is proud to provide long term care and short term rehabilitation to residents of Polk County and surrounding areas. Beyond offering skilled nursing care, in house physical, occupational and speech therapies are also available. Golden Age Manor has 114 beds, 17 of which have been designated to a special secured Alzheimer's care unit known as Judy's cottage. All 114 beds are Medicaid and Medicare certified.

MISSION:

Provide high quality long term care and short term rehabilitation services to residents of Polk County and surrounding areas utilizing team approach. We strive to care for each of our residents in a professional, compassionate and supportive manner while promoting the highest quality of life and individualized personal care.

LINK TO COUNTY BOARD STRATEGIC GOALS:

To improve the quality of life for all who live, work, and play in Polk County.

STRATEGIC PRIORITIES:

To provide high quality long term and short term care to residents of Polk County and surrounding areas.

Health and Human Services Committee

Golden Age Manor

Dana Reese, Administrator

PROGRAM NAME:

Long Term Care

PROGRAM OBJECTIVE:

To provide high quality care to person needing long term skilled nursing care.

	2017 Actual	2018 Budget	2018 Actuals	2019 Budget
Revenue				
General Property Tax				
Other Revenues	5,021,593	5,444,497	4,973,056	5,187,419
Total Revenue	5,021,593	5,444,497	4,973,056	5,187,419
Recurrent Expenditure	5,017,236	5,444,497	4,882,799	5,174,309
Capital/One-time Expenditure	-			200,000
Total Expenditure	5,017,236	5,444,497	4,882,799	5,374,309
Net Revenue and Expenditures	(4,356)	-	90,257	(186,890)

KEY PERFORMANCE INDICATORS

Output indicators	2017 Actual	2018 Estimate	2018 Actuals	2019 Budget
Census	65	68	67	70

ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:

Census for Long Term Care services nearly to budgeted estimate. Census has been controlled based on staffing coverage which sometime limits admission activity.

Health and Human Services Committee

Golden Age Manor

Dana Reese, Administrator

PROGRAM NAME:

Short Term Rehab - Medicare Part A

PROGRAM OBJECTIVE:

To provide high quality comprehensive care to persons recovering from the effects of injury and illness.

PROGRAM REVENUES AND EXPENDITURES:

	2017 Actual	2018 Budget	2018 Actuals	2019 Budget
Revenue				
General Property Tax	-	-	-	-
Other Revenues	1,545,105	1,675,230	1,530,171	1,596,129
Total Revenue	1,545,105	1,675,230	1,530,171	1,596,129
Expenditure				
Recurrent Expenditure	1,543,765	1,675,230	1,354,869	1,592,095
Capital/One-time Expenditure	-	40,000	147,531	40,000
Total Expenditure	1,543,765	1,715,230	1,502,400	1,632,095
Net Revenue and Expenditures	1,340	(40,000)	27,771	(35,966)

KEY PERFORMANCE INDICATORS:

Output indicators	2017 Actual	2018 Estimate	2018 Actuals	2019 Budget
Census	6	8	7	8

ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:

Medicare/Rehab census of 7.14 which is positive, private Medicare suites continue to stay nearly full.

Health and Human Services Committee

Golden Age Manor

Dana Reese, Administrator

PROGRAM NAME:

Dementia Care

PROGRAM OBJECTIVE:

To provide safe and secure quality care to persons needing memory care and nursing care.

PROGRAM REVENUES AND EXPENDITURES:

	2017 Actual	2018 Budget	2018 Actuals	2019 Budget
Revenue				
General Property Tax	-	-	-	-
Other Revenues	1,158,829	1,256,422	1,147,628	1,197,097
Total Revenue	1,158,829	1,256,422	1,147,628	1,197,097
Expenditure				
Recurrent Expenditure	1,157,824	1,256,422	1,126,800	1,194,071
Capital/One-time Expenditure	-	-	-	-
Total Expenditure	1,157,824	1,256,422	1,126,800	1,194,071
Net Revenue and Expenditures	1,005	-	20,829	3,025

KEY PERFORMANCE INDICATORS:

Output indicators	2017 Actual	2018 Estimate	2018 Actuals	2019 Budget
Census	16	16	15	16

ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:

There has been an increase in complex behavioral/dementia patients which limits the amount of admissions we take to the dementia unit based on staff and resident safety.

Health and Human Services Committee

Golden Age Manor

Dana Reese, Administrator

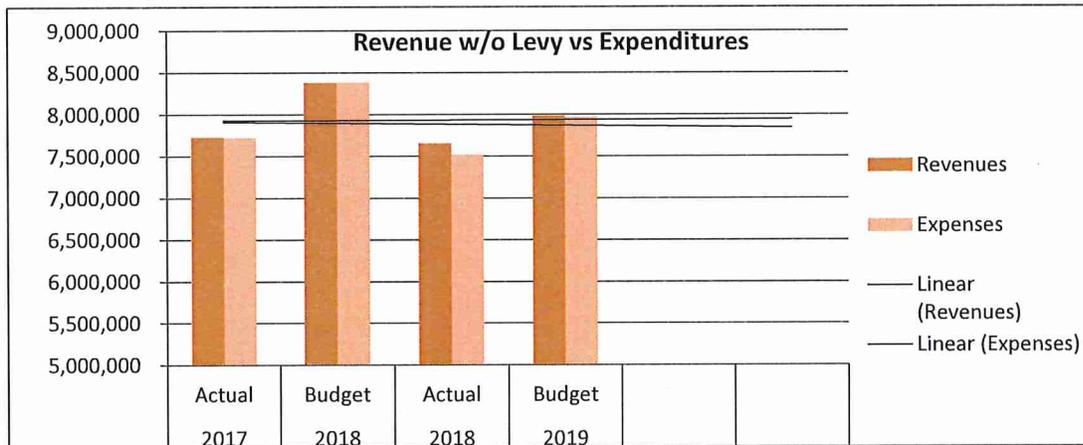
DEPARTMENT REVENUE AND EXPENDITURES BY ECONOMIC CLASSIFICATION:

	2017 Actual	2018 Budget	2018 Actuals	2019 Budget
Revenue				
Public Charge for Services	7,725,527	8,376,149	7,650,855	7,980,644
Total Revenue	7,725,527	8,376,149	7,650,855	7,980,644
Expense				
Operating Expenses	1,708,673	1,851,596		-
Personnel Services	5,760,931	6,054,977	5,437,560	5,807,906
Contractual Services	44,903	58,917	820,982	807,976
Supplies & Expenses	3,707	2,865	891,697	932,156
Fixed Charges	44,934	43,117	49,551	47,760
Capital Outlay		200,000	147,531	200,000
Cost Reallocation	155,677	164,677	164,677	164,677
Total Expenditures	7,718,825	8,376,149	7,511,998	7,960,475
Net Revenue and Expenditures	6,702	-	138,857	20,169

Note: In 2019 the financials for Golden Age Manor were reviewed and the general ledger at the County was reconstructed to mirror the system used by this facility. This review showed that the financials the County has been reporting higher than actuals used by Golden Age Manor. This was corrected in 2019 - 2021 budget.

EMPLOYMENT BY JOB CLASSIFICATION:

	2017 Actual	2018 Budget	2018 Actuals	2019 Budget
FTE Employees				
Officials/Administrators	1	1	1	1.0
Professionals	9	9	9	9.0
Technicians/Para-Professionals	21.6	21.6	21.6	21.6
Administrative Support	4.2	4.2	4.2	4.2
Skilled Craft/Service Maintenance	74.05	74.05	74.05	74.1
Total	109.85	109.85	109.85	109.85



POLK COUNTY WISCONSIN
Health and Human Service Committee
Community Services Division
Tonya Eichelt, Community Services Director

DEPARTMENT DESCRIPTION:

Polk County Department of Human Services provides the following summary of services for the County. Economic Support (eligibility for state and federal benefits; Behavioral Health (Mental Health/Substance Abuse Clinic, residential/institutional services; community support for vulnerable adults, adult protections abuse/neglect investigations, 24 hour emergency/crisis response); Children and Family Services (abuse/neglect investigations, in-home and out-of-home support services, foster care, children's waiver programs, adjudicated and at-risk juvenile services, residential and treatment care, 24 hour emergency/crisis response).

MISSION:

To assist, empower, and build upon the strengths of the children, youth, and adults in Polk County to achieve positive outcomes.

LINK TO COUNTY BOARD STRATEGIC GOALS:

Improve mental health outcomes; reducing suicides, increasing public safety and public awareness and the success of and participation in treatment programs. Reduce substance abuse problems and improve long-term outcomes and public health in Polk County.

LIST OF SERVICES BOTH INTERNALLY AND EXTERNALLY PROVIDED BY YOUR DEPARTMENT:

Department of Children and Families: School Based Social Work, Child Protective Services including initial assessments, ongoing case management, residential services, kinship care, foster home licensing and training, children's long term support services, juvenile justice monitoring.

Income Maintenance: Part of a 10 county consortium (Great Rivers Income Maintenance) that processes eligibility for Medical Assistance, Wisconsin Home Energy Assistance (WHEAP) and Food Share programs.

Behavioral Health Department: Outpatient clinic provides psychiatry, mental health and substance use services to Polk County residents. Other services in the BH Department include Emergency Services (i.e. Crisis and Adult Protective Services), long term and recovery based services including Comprehensive Community Services (CCS), Targeted Case Management (TCM), and Community Support Program (CSP), both purchased and provided services through contracts with outside vendors to provide residential, work, and support services and provided services administered by the Departments Social Work staff. There is a collaborative agreement with the CJCC to provide Treatment Court case management services as well.

POLK COUNTY WISCONSIN
Health and Human Service Committee
Community Services Division
 Tonya Eichelt, Community Services Director

PROGRAM NAME:

Behavioral Health (216)

PROGRAM OBJECTIVE:

Provide services and resources to Polk County Residents in need of mental health and substance abuse services.

LINK TO BOARD PRIORITY:

Improve mental health outcomes; reducing suicides, increasing public safety and public awareness and the success of and participation in

PROGRAM REVENUES AND EXPENDITURES:

	2017 Actual	2018 Budget	2018 Actuals	2019 Budget
Revenue				
General Property Tax	1,417,888	1,506,332	1,506,332	1,550,338
State Aids	2,327,757	2,330,005	2,759,236	2,816,082
Public Charge for Services	814,406	610,925	627,361	788,108
Intergovernmental Revenues	19,664		6,623	10,000
Other Revenues	27,294	30,000	99,356	30,600
Total Revenue	4,607,009	4,477,262	4,998,908	5,195,128
Expenditures				
Personnel Services	1,816,046	2,076,670	2,073,146	2,912,006
Contractual Services	1,582,003	1,654,348	2,256,421	1,484,974
Supplies & Expenses	256,603	235,499	163,901	237,964
Fixed Charges	88,393	94,333	89,028	140,272
Grants, Contributions, Indem		416,412	416,412	416,412
Capital Outlay	1,442			3,500
Cost Reallocation	862,522			
Total Expenditure	4,607,009	4,477,262	4,998,908	5,195,128
Net Revenue and Expenditures	-	-	-	-

KEY STRATEGIES:

KEY PROGRAM STRATEGIES 2018

1. All managers will attend county sponsored Leadership Academy training sessions
2. Managers will attend regional supervisor meetings
3. Managers will assure staff receive regular coaching sessions
4. Managers will assure all staff receive timely performance reviews

COMPLETION OF KEY PROGRAM STRATEGIES 2018:

1. All CSD managers attended the County sponsored Leadership Academy training sessions
2. Managers attend regional supervisor meetings regularly
3. Managers meet regularly with staff for regular coaching
4. Managers have completed performance reviews timely

KEY PROGRAM STRATEGIES 2019

1. Will develop based on Diamond Healthcare recommendations.
2. Actual numbers of 2016 program strategies have not been monitored which makes it difficult to report strategies for 2017.

KEY PROGRAM STRATEGIES 2020

1. Build capacity in Behavioral Health Department to Reduce Mental Health and Substance Use Problems
 - a. Adding 4 CCS workers to manage current wait list and address MH and SU problems through outpatient services and intensive case management. Currently have 52 people on waiting list for CCS services. List consists of a mix of substance use and mental health diagnoses.
 - b. Continue the build and streamline of Electronic Health Record for purposes of Improving County Services. Incorporate more electronic billing and realize efficiencies with switching from paper to electronic charts. Use reports to analyze worker productivity, billing cycle analysis to ensure accurate billing, review of payor mix, and staff productivity.

KEY PERFORMANCE INDICATORS:

Output indicators	2017 Actual	2018 Estimate	2018 Actuals	2019 Budget
Percent of staff using Electronic Health Record appropriately	Not measured. Implementation on 5/2/2018	100%	75%	100%
% Functional Screen Completed (CSP)	50%	75%	100%	75%
% Case Plan in each medical record	100%	100%	100%	100%
% client with Informal supports provided	30%	75%	30%	75%
Outcome indicators	2017 Actual	2018 Estimate	2018 Actuals	2019 Budget
# key fiscal reports generated from electronic health record	Not able to measure yet	20%	50%	100%
Percent Increase in outpatient clinic revenue	Not able to measure yet	20%	Did not meet	20%
Obtain accurate measure of staff productivity	Not able to measure yet	20%	80%	100%
Eliminate CCS Waitlist			20%	100%

ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:

1. We have started utilizing fiscal reports in electronic health record to measure units of service, staff productivity and other reports as needed.
2. Implementation of electronic health record occurred in May 2018. There has been a learning process for staff as well as corrections to the build to make usable. Some issues are only able to be corrected by software developer.
3. CSP case managers relatively new to program and still in training. Informal supports will develop as the case managers become more proficient with case work.
4. Functional screens are being completed on all CSP and CCS clients.

POLK COUNTY WISCONSIN
Health and Human Service Committee
Community Services Division
 Tonya Eichel, Community Services Director

PROGRAM NAME:

Children and Family (215)

PROGRAM OBJECTIVE:

Provide protection and resources to the children and families in Polk County.

LINK TO BOARD PRIORITY:

Substance abuse problems/issues; Updating county services for the future and improving services; Public protection

PROGRAM REVENUES AND EXPENDITURES:

	2017 Actual	2018 Budget	2018 Actuals	2019 Budget
Revenue				
General Property Tax	2,202,652	2,401,923	2,401,923	2,546,886
State Aids	2,890,927	2,414,268	2,493,257	2,539,202
Public Charge for Services	257,704	268,000	251,703	252,922
Intergovernmental Revenue	9,617	0	6,850	0
Other Financing Sources	799,773		618,240	
Total Revenue	6,160,673	5,084,191	5,771,973	5,339,010
Expenditures				
Personnel Services	3,238,127	3,121,161	3,171,866	3,183,431
Professional Services	2,220,113	1,714,409	2,366,806	1,814,845
Supplies & Expenses	119,937	88,556	88,371	96,888
Fixed Charges	146,375	149,585	144,670	138,722
Other Grant Contributions	427,412	10,480	260	480
Capital	8,709			4,644
Cost Reallocation				100,000
Total Expenditure	6,160,673	5,084,191	5,771,973	5,339,010
Net Revenue and Expenditures	-	-	-	-

KEY STRATEGIES:

KEY PROGRAM STRATEGIES 2018

1. Redesign the program to increase number of CSP program eligible clients served with case management services
2. Define roles of service providers in CSP
3. Provide case management billing training to CSP staff
4. Educate Division staff about new model
5. Identify key staff members and convene a multi-disciplinary committee to review, recommend and monitor placements for difficult/challenging children

COMPLETION OF KEY PROGRAM STRATEGIES 2018:

1, 2, 3, 4 and 5 have not been completed due to turnover in DCF Director position. These strategies will be carried into 2020 budget with the hire of DCF Director anticipated by August 2019.

KEY PROGRAM STRATEGIES 2019

Partner with community, faith and civic groups to meet the material needs of DEC who are removed from their homes.

KEY PERFORMANCE INDICATORS:

Output indicators	2017 Actual	2018 Estimate	2018 Actuals	2019 Budget
Number of CPS staff attending trainings/conferences	70%	30%	100%	N/A
Number of law enforcement trained	0%	20%	20%	N/A
Number of community, faith, civic groups contacted	100%	20%	20%	N/A
0 contracted supervised visits with Positive Alternatives				100%
8 children added to CCS/CLTS caseload			100%	100%
Maintain CST caseload of 5			50%	100%
Increase # of families receiving parenting skills training from new FSW's			20%	50% of families working with FSW's
Outcome indicators	2017 Actual	2018 Estimate	2018 Actuals	2019 Budget
Parenting skills will increase which could lead to shorter time period between removal and reunification			no measurable data yet	50%
PA contract for supervised visits eliminated			100%	100%
Length of time to reunification will be measured on all cases			no measurable data yet	100%

ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:

- Vacant DCF Director made it difficult to implement new programs.**
- Workload demand for court related work made it difficult for Family Support workers to teach parenting skills.**
- Demand due to alcohol and meth use was the driver of work in the DCF unit.**

POLK COUNTY WISCONSIN
 Health and Human Service Committee
Community Services Division
 Tonya Eichelt, Community Services Director

PROGRAM NAME:

Economic Support

PROGRAM OBJECTIVE:

Meet and/or exceed State performance standards for timely application entry and document processing. Meet State performance standards in managing a call center.

LINK TO BOARD PRIORITY:

Updating county services for the future and improving services

KEY STRATEGIES:

KEY PROGRAM STRATEGIES 2018

ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:

Application processing completed by Great Rivers Consortium staff not only Polk County staff.
 Number of recipients depends on current economy and eligibility guidelines.

KEY PROGRAM STRATEGIES 2019

1. 2018-2019 strategies depend on state contract with consortiums as well as funding
2. Fully implement remote work for eligible Polk County employees.

KEY PROGRAM STRATEGIES 2020

1. Continue to work with IT to find feasible remote work technology.

KEY PERFORMANCE INDICATORS:

Output indicators	2017 Actual	2018 Estimate	2018 Actuals	2019 Budget
Application timeliness standard - 95%	98.46%	100.00%	99.10%	100.00%
Applications processed for Polk County	4,150	n/a	4,104	n/a
Call Center average speed of answer - less than 12 minutes per call	n/a	n/a	2 minutes	1
Outcome indicators	2017 Actual	2018 Estimate	2018 Actuals	2019 Budget
Increase # of applications processed for Polk	4150	4500	4104	4750
Increase # of applications processed for Polk	All workers	unknown	unknown	n/a
Implement remote work according to remote work policy for all eligible Polk County ES workers.			3	1

ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:

In 2018, the Economic Support Unit spent a lot of time working with IT Dept to carry out a consortium initiative to have remote work available to ES employees. This project took a lot of extra time as there were issues getting the technology implemented.

POLK COUNTY WISCONSIN
Health and Human Service Committee

Community Services Division
Tonya Eichelt, Community Services Director

DEPARTMENT REVENUE AND EXPENDITURES BY ECONOMIC CLASSIFICATION:

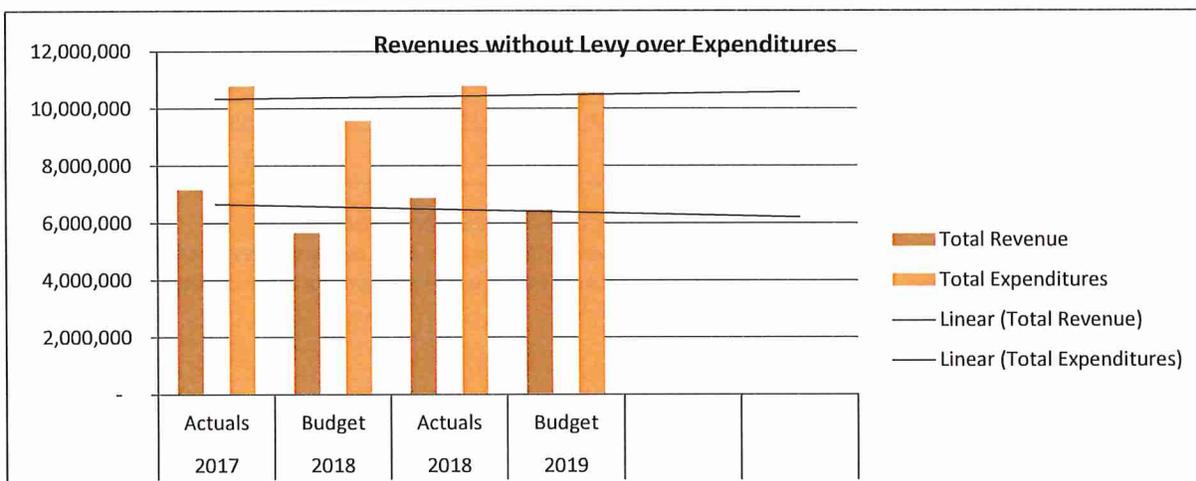
	2017 Actual	2018 Budget	2018 Actuals	2019 Budget
Revenue				
General Property Tax	3,620,540	3,908,255	3,908,255	4,097,224
State Aids	5,218,684	4,744,273	5,252,493	5,355,284
Public Charge for Services	1,072,110	878,925	879,064	1,041,030
Intergovernmental Revenue	29,280	-	13,472	10,000
Other Financing Sources	827,067	30,000	717,596	30,600
Total Revenue	10,767,681	9,561,453	10,770,880	10,534,138
Expense				
Personnel Services	5,054,172	5,197,830	5,245,011	6,095,435
Contractual Services	3,802,116	3,368,757	4,623,227	3,299,820
Supplies & Expenses	376,540	324,056	252,272	334,853
Fixed Charges	234,768	243,918	233,698	278,994
Grants, Contributions, Indem	427,412	426,892	416,672	416,892
Capital Outlay	10,151	-	-	8,144
Cost Reallocation	862,522	-	-	100,000
Total Expenditures	10,767,681	9,561,453	10,770,880	10,534,138
Net Revenue and Expenditures	-	-	-	-

EMPLOYMENT BY JOB CLASSIFICATION:

	2017 Budget	2018 Budget	2018 Actuals	2019 Budget
FTE Employees				
Officials/Administrators	1	1	1	1
Professionals	33	33	38.85	38.85
Technicians/Para-Professionals	1	1	1	1

FIRST/MID LEVEL OFFICIALS AND MANAGERS:

	25	25	23	23
Administrative Support				
Skilled Craft/Service Maintenance	2	2	6	6
Total	66	66	74.85	74.85



**POLK COUNTY WISCONSIN
Health and Human Service Committee**

Department of Veterans Service Office

Andrew Butzler, Polk County Veteran Officer

DEPARTMENT DESCRIPTION:

To assist veterans, dependents and survivors in obtaining all available federal, state and local veteran benefits. Serve as the veteran's advocate in all matters in accordance with State statute and county policy.

MISSION:

To ensure that all eligible veterans, dependents and survivors obtain 100% of the benefits and assistance they need or desire.

LINK TO COUNTY BOARD STRATEGIC GOALS:

To serve the public with integrity
Improved quality of life

STRATEGIC PRIORITIES:

Maintain highest level of office efficiency and effectiveness, complete conversion of department to "paperless work environment," maintain professional accreditation of DH and staff, and continue to provide strong community presence. Position department for best practices in future Veteran Affairs claims/benefits process.

PROGRAM OVERVIEW:

Veterans office provides assistance to eligible customers via three (3) separate sources: Federal Veteran Benefits, State Veteran Benefits, and local (County) assistance.

LIST OF SERVICES BOTH INTERNALLY AND EXTERNALLY PROVIDED BY YOUR DEPARTMENT:

Internals Include: Coordination with ADRC, Income verifications for HSS (i.e. Foodshare, energy assistance, etc.), Register of Deeds, Law Enforcement, Coroner. External services include: Veteran benefits like Pensions, disability compensation, VA home loans, education programs, property tax relief, VA medical care, VA insurance, burials, veteran cemeteries, burial flags/markers, survivor benefits, retiree services, CHAMPVA, TRICARE, VA Choice program, State aids (i.e. Emergency aid), VORP program, etc.

POLK COUNTY WISCONSIN
Health and Human Service Committee

Department of Veterans Service Office

Andrew Butzler, Polk County Veteran Officer

PROGRAM NAME:

Veterans Services

PROGRAM OBJECTIVE:

To improve quality of life for County veterans, families and dependents via access to Federal, State, and County veteran benefits.

LINK TO BOARD PRIORITY:

To serve the public with integrity; improved quality of life.

KEY PERFORMANCE INDICATORS:

Output indicators	2017 Actual	2018 Estimate	2018 Actual	2019 Estimates
Federal Claims (All)	214	205	228	205
Work Actions (POA, ltrs, evidence, etc)	318	300	335	300
Misc Actions (non-Claim)	211	180	378	180
VA Medical Enrollments	72	75	59	75
Aid to Needy Vet Grants (ANV)	3	7	1	7
State Cemetery Applications	3	5	1	5
Homeless Shelter Referrals	6	6	1	6
Vet Transportation Miles	79,030	75,000	60,251	75,000
VSC Applications	20	15	35	15
Cemetery Aid Applications	10	12	8	12
Outcome indicators	2017 Actual	2018 Estimate	2018 Actual	2019 Estimates
VA Comp/Pension/DIC to County	Pend VA	\$12,000,000	\$11,219,000	\$12,000,000
VA Medical Care to County Vets	Pend VA	\$11,000,000	\$15,039,000	\$11,000,000
ANV Financial Support	\$3,059	\$5,000	\$3,836	\$5,000
WDVA CVSO Grant	\$4,373	\$10,000	\$10,000	\$10,000
WDVA Transportation Grant	\$4,756	\$4,750	\$5,495	\$4,750
Cemetery Aid	\$1,442	\$1,900	\$1,088	\$2,000
VSC Aid	\$4,098	\$1,800	\$7,252	\$1,800

KEY STRATEGIES:

KEY PROGRAM

1. Participate in new "paperless" VA claim process. Currently in development.
2. Achieve professional accreditation with VSO entities to ensure prompt and effective claims handling.
3. Develop new "Welcome Home" letter for returning veterans. This will increase customer traffic to office.
4. Develop and publish new Office brochure reflecting services available to the public.
5. Find additional marketing vehicles to increase business.
6. CVSO will work hard to improve relations between WDVA and CVSO community.
7. Chair of state CVSO Association committee to improve CVSO Grant funding
8. Publicize available state benefits top Polk veterans - i.e. State homes, dental grant, education benefits like WI, GI, I, Bill.
9. Review cemetery rules regarding reimbursement of expenses and update the application process.
10. Develop gas card issue procedures for emergency relief purposes.
11. Develop plan for systematic replenishment of flags and markers to ensure better continuity and availability to VSO's and cemetery officials.

COMPLETION OF KEY STRATEGIES IN 2018:

1.) Ongoing 2.) Ongoing 3.) Department has "Welcome Home" letter 4.) Brochure has been updated and will be updated as programs change 5.) Telehealth capability was completed and available within office 6.) Relations were improved through NWCVSO Association and WDVA 7.) Completed 8.) Completed through radio and press releases 9.) Letter sent to all Polk County cemeteries to explain allowed reimbursements and guidelines 10.) Policy in place 11.) Completed

ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:

No change in outcomes

POLK COUNTY WISCONSIN
Health and Human Service Committee

Department of Veterans Service Office

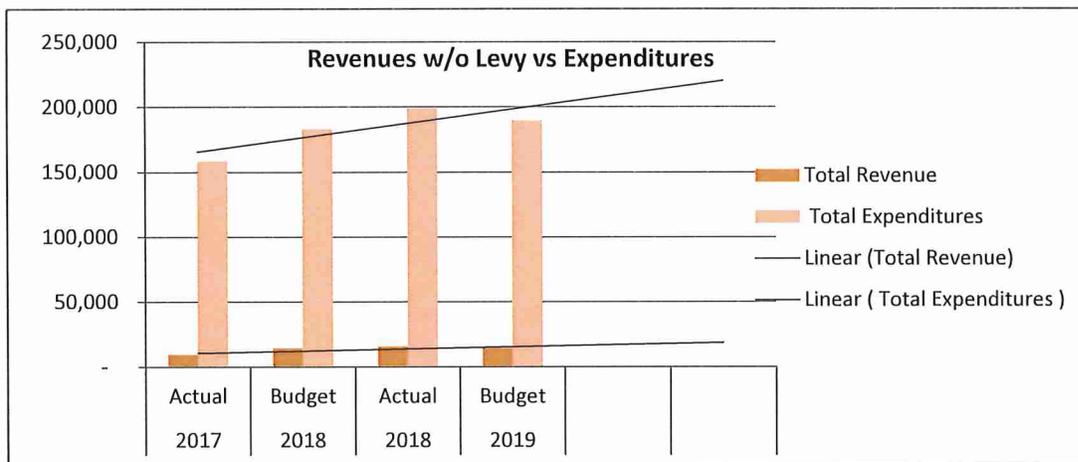
Andrew Butzler, Polk County Veteran Officer

DEPARTMENT REVENUE AND EXPENDITURES BY ECONOMIC CLASSIFICATION:

	2017 Actual	2018 Budget	2018 Actual	2019 Estimates
Revenue				
General Property Tax	163,266	168,712	168,712	175,227
State Aids	9,129	14,000	15,495	14,000
Other Financing Sources				
Total Revenue	172,395	182,712	184,207	189,227
Expense				
Personnel Services	140,233	143,756	159,653	147,025
Contractual Services	2,414	4,901	5,752	5,911
Supplies & Expenses	11,561	17,055	12,819	19,291
Grants, Contributions, Indem	3,809	17,000	20,532	17,000
Cost Reallocation				
Total Expenditures	158,018	182,712	198,756	189,227
Net Revenue and Expe	14,378	-	(14,549)	-

EMPLOYMENT BY JOB CLASSIFICATION:

	2017 Budget	2018 Budget	2018 Actual	2019 Estimates
FTE Employees				
Officials/Administrato	1	1	1	1
Administrative	1	1	1	1
Total	2	2	2	2



POLK COUNTY WISCONSIN
Health and Human Service Committee

Department of Aging and Disability Resource Center

Laura Neve, Director

DEPARTMENT DESCRIPTION:

The ADRC provides information to and oversees the provision of services to seniors, those with disabilities and their families, including nutrition and transportation programs for the elderly.

MISSION:

The mission of the Aging and Disability Resource Center is to empower and support seniors, people with disabilities and their families by providing useful information and finding the help people seek. The ADRC is a center source of information, assistance and access to community resources.

The vision of the aging programs within the ADRC is to provide advocacy, information and services that help older people remain independent in their homes and active in their communities.

LINK TO COUNTY BOARD STRATEGIC GOALS:

To improve the quality of life for all who live in Polk County and to serve and represent the public with integrity.

STRATEGIC PRIORITIES:

To serve the community by meeting their needs of information and assistance (related to aging, disabilities and caregiving) as efficiently as possible with great customer service.

PROGRAM OVERVIEW:

The ADRC provides information on a broad range of programs and services, helps people understand the various long-term care options available to them, helps people apply for programs and benefits, and serves as the access point for publicly funded long-term care. The provision of Transportation and Nutrition are provided through the Aging Programs

LIST OF SERVICES BOTH INTERNALLY AND EXTERNALLY PROVIDED BY YOUR DEPARTMENT:

*Benefit Counseling *Information and Assistance *Option Counseling *Enrollment Counseling *Community Education/Prevention Programming *Caregiver Support *Home delivered meals/Congregate dining
*Transportation Services

POLK COUNTY WISCONSIN
Health and Human Service Committee
Department of Aging and Disability Resource Center

Laura Neve, Director

PROGRAM NAME:

ADRC Programs: Information, Assistance and Counseling

PROGRAM OBJECTIVE:

To problem solve all issues related to aging, disabilities and caregiving. Serve as single entry point for un-biased community

LINK TO BOARD PRIORITY:

Senior citizens third tier, linked also to substance abuse, mental health, public education, public protections and public

PROGRAM REVENUES AND EXPENDITURES:				
	2017 Actual	2018 Budget	2018 Actuals	2019 Budget
Revenue				
General Property Tax	72,010	72,010	72,010	72,010
Other Revenues	1,160,047	988,234	1,124,215	1,149,637
Total Revenue	1,232,057	1,060,244	1,196,226	1,221,647
Expenditure				
Recurrent Expenditure	1,109,551	1,060,244	1,190,240	1,220,672
Capital/One-time Expenditure	68,460	-	42,484	42,500
Total Expenditure	1,178,011	1,060,244	1,232,724	1,263,172
Net Revenue and Expenditures	54,046	-	(36,499)	(41,525)

KEY STRATEGIES:

KEY PROGRAM STRATEGIES 2018

By December, 2018 develop a Dementia Friendly Coalition to assess and address the needs of the community in relations to the increased population with dementia and their caregivers. This will address the County Board Priorities of Senior Citizens and Veterans, County Services and Public Safety. Priorities: 4,8,9

COMPLETION OF KEY PROGRAM STRATEGIES IN 2018:

The Dementia Coalition has been developed as well as community education opportunities for caregivers, businesses and the general public. These include memory screens, Dementia Live (a dementia simulation experience) and Business Dementia Friendly trainings.

KEY PROGRAM STRATEGIES 2019

1. The focus will be on developing Dementia Friendly communities. This will take place by increasing the public knowledge on what to expect in the future and how to deal with the changes.

KEY PROGRAM STRATEGIES 2020

KEY PERFORMANCE INDICATORS:

Output indicators	2017 Actual	2018 Estimate	2018 Actuals	2019 Estimate
Average # of consumers assistance events** per month by I&A Specialists	418	420	395	450
Yearly number of opened cases by benefit specialists	2405	1600	2788	1,600
Number of attendees to events we	783	800	821	810
Number of attendees to events we participate in (not hosts)**	812	900	15	900

Outcome indicators	2017 Actual	2018 Estimate	2018 Actuals	2019 Estimate
95% of individuals completing satisfaction survey will report services provided were helpful and met their	Report not received from state yet	97%	98.5%	98%
95% of individuals responding to surveys will indicated information and education provided met or exceeded their expectations.	Report not received from state yet	97%	98.4%	98%

ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:

We were short staffed most of the year until September when we were able to fill a couple positions.

POLK COUNTY WISCONSIN
Health and Human Service Committee
Department of Aging and Disability Resource Center

Laura Neve, Director

**PROGRAM NAME:
Nutrition Program**

PROGRAM OBJECTIVE:
To provide a nutritious meal, daily checks, nutrition education and opportunities to volunteer.

LINK TO BOARD PRIORITY:
Senior citizens third tier, linked also to public education, public protection and public health.

PROGRAM REVENUES AND EXPENDITURES:

	2017 Actual	2018 Budget	2018 Actuals	2019 Budget
Revenue				
General Property Tax	27,696	27,696	27,696	27,696
Other Revenues	446,172	380,090	432,391	442,168
Total Revenue	473,868	407,786	460,087	469,864
Recurrent Expenditure	426,750	407,786	457,785	469,489
Total Expenditure	426,750	407,786	457,785	469,489
Net Revenue and Expenditures	47,118	-	2,302	375

KEY STRATEGIES:

KEY PROGRAM STRATEGIES 2018

2. Expand "home cooked" meals to all sites pending proven cost effectiveness. This is to increase usage and improve health of the elders in the community.

KEY PROGRAM STRATEGIES 2019

COMPLETION OF KEY PROGRAM STRATEGIES IN 2018:

We did expand to home cooking in both sites and ave received a lot of positive feedback on the meals in comparison to the previous catored structure.

KEY PERFORMANCE INDICATORS:

Output indicators	2017 Actual	2018 Estimate	2018 Actuals	2019 Estimate
Number of meals served in the entire service area	63,994	62,000	65,195	62,500

Outcome indicators	2017 Actual	2018 Estimate	2018 Actuals	2019 Estimate
95% of individuals completing satisfaction survey will report meals provided were helpful in remaining independent.	96%	97%	92%	98%

ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:

Small number of survey responses leads to a large impact on percentages per each response.

**POLK COUNTY WISCONSIN
Health and Human Service Committee**

Department of Aging and Disability Resource Center

Laura Neve, Director

**PROGRAM NAME:
Transportation Services**

PROGRAM OBJECTIVE:

To provide rides for elderly and disabled residents who have no other means of transportation.

LINK TO BOARD PRIORITY:

Transportation in first tier, linked also to Seniors, Veterans, public health and mental health.

PROGRAM REVENUES AND EXPENDITURES:

	2017 Actual	2018 Budget	2018 Actuals	2019 Budget
Revenue				
General Property Tax	11,079	11,079	11,079	11,079
Other Revenues	178,469	152,036	172,956	176,867
Total Revenue	189,547	163,115	184,035	187,946
Recurrent Expenditure	170,700	163,115	183,114	187,796
Total Expenditure	170,700	163,115	183,114	187,796
Net Revenue and Expenditures	18,847	-	921	150

KEY STRATEGIES:

KEY PROGRAM STRATEGIES 2018

Expand programming with the van to include more social activities per requests. This is to improve the interaction of elders in the community and their mental health.

COMPLETION OF KEY PROGRAM STRATEGIES IN 2018:

Requested social activities has become the primary trip scheduling strategy. That has helped to build the client base.

KEY PROGRAM STRATEGIES 2019

KEY PERFORMANCE INDICATORS:

Output indicators	2017 Actual	2018 Estimate	2018 Actuals	2019 Estimate
Number of passengers served	156	160	145	160
Number of miles	124874	110000	121658	115,000
Outcome indicators	2017 Actual	2018 Estimate	2018 Actuals	2019 Estimate
No more than 5 missed rides.	1	1	1	1

ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:

The passengers served and number of miles are strictly for the Volunteer driver program for medical trips. We have no expectations of building a bigger client base than what we currently have and the number are based on their needed doctor visits. We do not want them to increase.

POLK COUNTY WISCONSIN
Health and Human Service Committee
Department of Aging and Disability Resource Center

Laura Neve, Director

DEPARTMENT REVENUE AND EXPENDITURES BY ECONOMIC CLASSIFICATION:

	2017 Actual	2018 Budget	2018 Actuals	2019 Budget
Revenue				
General Property Tax	110,785	110,785	110,785	110,785
State Aids	1,628,926	1,403,292	1,579,955	1,644,072
Public Charge for Services	153,035	116,468	149,607	124,000
Misc Revenue	2,726	600		600
Total Revenue	1,895,472	1,631,145	1,840,347	1,879,457
Expense				
Personnel Services	805,312	857,199	884,482	958,369
Contractual Services	77,158	71,459	79,800	86,120
Supplies & Expenses	262,390	210,096	271,912	288,113
Fixed Charges	29,026	27,720	29,061	33,000
Grants, Contributions, Indem	533,115	464,671	565,884	512,355
Capital Outlay	68,460	-	42,484	42,500
Cost Reallocation		-	-	-
Total Expenditures	1,775,462	1,631,145	1,873,623	1,920,457
Net Revenue and Expenditure	120,010	-	(33,276)	(41,000)

EMPLOYMENT BY JOB CLASSIFICATION:

	2017 Budget	2018 Budget	2018 Actuals	2019 Budget
FTE Employees				
Officials/Administrators	1	1	1	1
Professionals	6.6	6.6	6.6	6.6
Technicians/Para-Professionals				0
Administrative Support	2	2	2	2
First/Mid Level Officials and Managers	1	1	1	1
Skilled Craft/Service Maintenance	2.3	2.3	2.3	2.3
Total	12.9	12.9	12.9	12.9

