

DEVELOPMENTAL DISABILITIES SERVICES

2006

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The lives of people with developmental disabilities are frequently challenged in more than one way. Some may also have emotional disabilities that require psychiatric and/or therapy services. Many people with developmental disabilities have significant medical needs and require assistance in accessing resources in the community. The following sections of this report discuss the major services provided or purchased to assist people with developmental disabilities in 2006. Multi-year trends are noted for each of the service areas.

CASE MANAGEMENT SERVICES: Developmental Disabilities Case managers offer support to persons with developmental disabilities and are responsible for completing specific program assessments, and ensuring ongoing compliance with program regulations to secure and keep funding. Case managers develop individualized case plans, create needed resources, develop and present reports to the court and they provide information and referral services. During 2006, 8,385 hours of case management services were provided to 638 people through the developmental disabilities program. The State has implemented a Medical Assistance Waiver Program titled the "Community Integration Program" (CIP) to assist counties with the cost of relocating people from institutional settings into the community, while providing allowable community services to individuals with specific level of care needs. In 2006, the Developmental Disabilities Program staff complied with the requirements from the federal and state governments to be reimbursed for 59% of our costs for these people. In addition, Ozaukee County also received 7% of the funding that we received as CIP and Brain Injury Waiver revenues for the administration related costs for these clients. In 2006, we were able to claim \$5,379,100.00 in CIP revenue which otherwise would have been costs added to the county levy. In summary, the Developmental Disabilities Program staff substantially increased our federal revenue to offset current county expenses. As a result of the Developmental Disabilities staff is responsible for successfully reducing the Ozaukee County Department of Human Services dependency on county levy. In addition to the Medical Assistance Program, many of the programs that we administer for people with developmental disabilities demand an extensive amount of case management time in order to earn the revenue that is available from them; these programs include the Community Integration Programs (CIP 1A, CIP 1B, CIP 1BLA, CIP R, CLTS), the Brain Injury Waiver Program (BIW), the Community Options Program (COP), the Family Support Program (FSP), the Birth to Three Program, and Medical Assistance Case Management benefit payments. Each of these programs has a different set of regulations for which we are audited. In 2006, our case management staff worked diligently to keep up with the ongoing case management tasks that are required by the federal government for each of these programs.

ADULT GROUP HOMES (CBRF's): The regulations defining a Community Based Residential Facility (CBRF) include only homes with 5 or more unrelated residents. Persons residing in CBRF's need care, supervision, and services beyond room and board but not as much, if any, nursing care. No CBRF may operate in Wisconsin without being licensed by the Department of Health and Family Services. Locally, two homes are licensed as Community

Based Residential Facilities (CBRF's) for people with developmental disabilities. Each home provides individualized services based upon the identified needs of the person. The figures below include twelve persons placed in CBRF's outside of Ozaukee County.

	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	2004	<u>2005</u>	<u>2006</u>
NO. OF RESIDENTS	23	27	25	27	24	24	28	29	32
NO. OF DAYS	7,942	7,897	8,663	9,051	7,068	8,104	9,127	9,305	10,827

ADULT FAMILY HOMES: These are family homes in which care and maintenance above the level of room and board is provided to up to four adults with developmental disabilities. The Developmental Disabilities Coordinator thoroughly screens and completes the initial certification for the one and two person homes. Adult Family Homes must meet specific standards and comply with State Adult Family Home regulations and Medical Assistance Waiver Standards to be certified annually. The state is responsible for licensing the 3-4 bed homes. All of our Adult Family Homes are staffed to manage individuals with significant needs and/or challenging behaviors. Payment for the services provided to the individuals is dependent upon the amount of care and guidance, the significance of challenging behaviors and the degree of supervision needed. The figures below include twenty-five persons placed in Adult Family Homes outside of Ozaukee County.

		1998	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	2005	<u>2006</u>
NO. OF RESIDENTS		30	<u>29</u>	29	<u>28</u>	36	38	39	47	48
NO. OF DAYS		8,698	8,674	9,958	10,516	12,948	12,554	12,985	16,289	17,059

ADULT SUPERVISED APARTMENTS (For people who require daily assistance): These are settings controlled by an agency in which one or two people with disabilities live.

	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
NO. OF RESIDENTS	2	4	5	5	10	9	7	5	5
NO. OF DAYS	700	1,312	1,522	2,735	3,367	2,488	3,185	2,888	2,180

ADULT SUPPORTED APARTMENTS (For people who require frequent assistance): These are services delivered for the purpose of supporting persons with developmental disabilities in a community living residence. The amount of staff support service needed varies depending upon the needs of the person(s). However, staff involvement is significantly greater than can be provided through the Adult Supported Living Program.

	<u>1998</u>	1999	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
NO. OF RESIDENTS	4	4	5	3	3	4	4	3	5
NO. OF HOURS	2,261	2,278	2,709	1,095	1,998	2,486	2,722	2,013	2,886

ADULT SUPPORTED LIVING PROGRAM: Supported living is characterized by settings in which no more than three individuals share a home. The individuals or their guardians, rather than a residential services agency, maintain the lease on the apartment or are the owners of a home and are responsible for it. The Developmental Disabilities unit purchases the independent living supports to meet the individual's daily living needs and to insure adequate functioning at

home and in the community. The amount of staff contact varies depending upon each person's need. In some situations, after a period of time, the direct staff support may be able to be reduced. Supportive follow-along services include: assistance with finances, shopping, homemaking, meal planning, laundry, self-care, nutrition, first aid, life safety skills and community awareness.

	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
NO. OF RESIDENTS	19	22	23	29	30	28	23	30	29
NO. OF HOURS	2,295	4,587	51778	6,509	7,249	7,117	6,450	7,546	7,727

BIRTH TO THREE PROGRAM: This program provides early intervention services to children under age 3 who have developmental delays or disabilities. Professional therapists are encouraged to do as much as they can to teach parents how to address their child's developmental needs within the child's daily environment. The Individual Service Coordinator works closely with the families to develop an Individualized Family Services Plan which may include speech, occupational or physical therapy, special instruction, social work services, assistive technology, assistance with transportation and a variety of other services, as needed. We were able to collect a little over \$31,000 from the Parental Cost Share System in 2006. 2006 was the first year that we had a decrease in the number of children that were served in our Birth to Three Program. In 2006, fifty one less children were served than in the year 2005.

	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
NO. OF CHILDREN	110	140	170	190	187	215	244	286	235
NO. OF HOURS	9,763	7,021	6,814	6,829	6,775	6,003	6,500	7,2148	9,168

RESPIRE CARE SERVICES: Families of children with severe disabilities frequently experience a significant amount of stress with providing care to their disabled family member. Sometimes this stress can impair a family's ability to keep things in balance and can break it apart. In a crisis situation, families may seek a living arrangement outside of the family home for the person with a disability. When the natural family is no longer able to provide care, the person with the disability often requires a very costly alternate care arrangement. When a family knows there are supportive service programs available to share some of the responsibility for care, it becomes less likely that the family will enter an unbearable crisis situation. The family will be less afraid to commit to the long-term care responsibility for the child with disabilities if help is available. Respite care services allow the primary care giver to take a temporary break from their care giving responsibilities by providing a qualified and caring person to provide care for their child. Throughout 2006 we had no waiting list for respite care services. Additionally, we had the ability to authorize extra respite on an individualized basis for families in need.

	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
NO. OF CHILDREN	23	23	23	25	60	71	75	85	87
NO. OF HOURS	1,366	1,429	1,861	1,003	4,338	5,254	5,223	5,78,8	6,650

FAMILY SUPPORT PROGRAM: This is a state funded program to assist families with a severely disabled child, 21 years of age or younger. It allows families to obtain the help they need to care for their disabled child at home. The program provides limited funding to purchase specific categories of authorized services and/or goods the family needs but cannot obtain through other sources. Families in crisis situations are given priority however, many children continue on the program year after year.

	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Family Support									
NO. OF CHILDREN	28	27	26	27	32	29	34	32	29

SUPPORTED EMPLOYMENT SERVICES: Many people with developmental disabilities are successfully employed in competitive community jobs. Other people require long-term supports and the assistance of an Employment Specialist to develop a job specifically for them and provide on-site job coaching services. Portal Industries is our largest contract vendor for Supported Employment Program Services. In a Supported Employment Program people with disabilities are integrated into jobs with non-disabled persons. Through the Ozaukee County Supported Employment Program participants are initially both clients of the Division of Vocational Rehabilitation and the Department of Human Services. The Division of Vocational Rehabilitation provides funding for up to 16 months and thereafter the person is transitioned to the Department of Human Services for long term support funding. Many of the persons receiving Supported Employment services would otherwise be receiving facility-based day programming service which is significantly more costly. In 2006 Portal Industries, Inc. found 22 new jobs for people with developmental disabilities in the Supported Employment program including: dining room attendants, custodial/janitorial, car porter, light assembly, dishwasher, bagger, and housekeeper. Other jobs that Supported Employment Program participants with developmental disabilities served through Portal Industries, Inc. held in 2006 include: greeter, stable hand, maintenance/janitorial, associate, store assistant, day care center worker, senior care worker, manufacturing, activity aide salon assistant, data entry, shipping/receiving, utility clerk, maintenance/recycling, office aide, and department store service clerk. Through the Portal Industries, Inc. Supported Employment Program in 2006, over \$400,000.00 in combined wages were earned by the individuals with developmental disabilities that participated in this program. Close to 100 percent of this money was put back into the Ozaukee County Community as these individuals tend to stay in Ozaukee County for shopping, going out to restaurants and recreating. The chart below reflects those clients in the Supported Employment Program at Portal Industries, Inc.. The chart also includes a few individuals who reside outside of Ozaukee County as well as a few individuals served locally by other service providers in a Supported Employment Program.

	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
NO. OF PERSONS	34	38	39	50	54	54	63	83	86
NO. OF JOB COACH SERVICE HOURS	11,699	11,669	11,774	13,073	14,785	15,688	16,853	19,567	18,698

WORK RELATED SERVICES: We purchase work related services from a number of Rehabilitation facilities. Our largest contract is with Portal Industries, Inc. Typically, Work Services Programs provide a structured work setting where each individual challenged by a

disability can develop vocational skills, perform meaningful work and earn a piece work rate wage. The types of jobs that were performed by participants in the work services area at Portal Industries, Inc. include bagging parts, assembly work, sorting, envelope stuffing, blister machine operation, weighing and counting parts, formatting disks, gluing inserts, filling parts, stapling, heat ceiling, shrink wrapping, and quality inspection work. Work related services can provide a long-term work opportunity or it can assist persons in building and strengthening work skills and behaviors to prepare them for supported employment or placement into a community work setting. The number below includes work related services purchased within Ozaukee County as well as from thirteen agencies located outside of Ozaukee County.

	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
NO. OF PERSONS	82	81	81	89	89	108	105	90	95
NO. OF HOURS	91,056	89,494	89,494	94,869	101,650	105,217	108,010	105,758	107,906

ADULT DAY SERVICES: Some adults with developmental disabilities need a high level of assistance and structure throughout their day. Adult Day Services programs provide a significantly higher staff to client ratio. Programming is designed to enrich the lives of participants through community involvement and supported participation in a wide variety of activities. Activities focus on assisting individuals in further developing skills in areas of leisure time usage, daily living skills, self-help skills, relationship building and integration into their community. Our largest Adult Day Services provider is Portal Industries Inc. Portal Industries, Inc. served 18 individuals in their Adult Day Services Program in 2006. The composition of activities including recreation, volunteer opportunities, community integration, and living and social skills development, varies from person to person as individual needs determine which activities will be most beneficial. In 2006, the overall average percent of time that participants at Portal Industries, Inc. spent in community-based activities was 53%. This is down slightly from the 58% of the time spent in community-based activities in 2005. This year participants had the opportunity to participate in many volunteer experiences including delivering Meals-on-Wheels, visiting residents at LaSata Nursing Home, folding bulletins and completing other volunteer activities at Port View Church, assisting the Volunteer Center with a donation collection project, delivering informational brochures for COPE Services, providing pet therapy type of activities, and more. Individuals also participated regularly in Music Therapy at the Wisconsin Conservatory of Music, as well as participated in many other diversified recreational activities. Those activities included; hiking at local parks, attending local theater productions, exercising and swimming at the local YMCA, visiting local libraries, local parks, recreation areas, museums and the zoo. They also toured the Shalom Nature Center, and nearby County Fairs etc. Participants also completed craft activities and had opportunities to participate in therapeutic horseback riding. During service hours at Portal Industries, Inc. a number of Adult Day Service participants regularly worked on subcontracted jobs in the work services area. A variety of structured classes are held each week that encompass such topics as nutrition, and healthy eating, relaxation, sign language, and exercise. Adult day services staff members also took advantage of “in-house” time to conduct cooking projects and work with participants on seasonal craft activities. In 2006, Portal Industries, Inc. provided over 26,000 hours of services in their Adult Day Services Program.

Our next largest Adult Day Services Program service provider is Balance, Inc. Balance's, Adult Day Services Program is called, Pace. In 2006, Pace served 14 individuals with developmental disabilities. In 2006, the overall average percent of time that participants in the Pace program spent in community-based activities was 75%. Participants were also involved in a wide variety of community-based activities including volunteer activities such as helping at St. Vincent de Paul, at a local church, at the Humane Society and delivering Meals-on-Wheels, etc. Work activities for the Pace participants included managing paper routes, providing office assistance, shredding paper and information distribution. Recreation, leisure and fitness activities included swimming and exercising at the YMCA, walking, nature hikes, and craft projects. Special activities included attending plays and festivals, going to the movies and trips to museums, the zoo and various water parks. Also some of the craft projects made by the participants were sold at a Port Washington consignment shop. The proceeds from these sales then helped pay for other special activities and special events for the Pace participants. During 2006, Balance Inc. completed an addition to their center that holds their adult day service program, Pace. This addition and related remodeling improved wheelchair accessibility, safety and storage. A small addition to the building maximized Balance's capacity to serve individuals at this location in Port Washington. Funding for this project was provided by the Greater Milwaukee Foundation and other donors. The numbers listed below include the Adult Day Services purchased at eleven facilities outside of Ozaukee County.

	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
NO. OF PERSONS	36	34	41	40	43	48	58	63	56
NO. OF HOURS	35,309	39,357	45,391	49,584	52,093	51,941	60,102	95,527	66,921

ADULT AFTER HOURS DAY SERVICES: Aspects of disability, such as, limited mobility, communication, or cognition often prevent independent access to later afternoon evening and weekend recreational/alternative activities. Ozaukee County contracts with Portal Industries, Inc. to coordinate and supervise a variety of community based recreational opportunities for people with developmental disabilities for both their enjoyment and to encourage further development of their community awareness, social skills, appropriate leisure skills and positive behaviors. Program participants pick on average up to 3-4 activities each month from a monthly calendar of approximately 25 various activities to choose from. The following is a summary of the activities that were offered in 2006: attending both indoor and outdoor sporting events such as baseball games, soccer games, hockey games and basketball games, going bowling to the movies, out to dinner at various community restaurants attending festivals, fairs, indoor and outdoor music concerts, dances, plays and musicals. Through this program individuals were also offered the opportunity to learn healthy cooking, pottery and various other crafts and studio art work.

	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
NO. OF PERSONS	141	148	152	148	154	150	150	145	153
NO. OF HOURS	16,731	15,783	10,546	12,851	13,094	13,520	13,520	13,128	14,123

SPECIAL SUMMER RECREATION PROGRAM FOR CHILDREN: Children with severe disabilities do not have the same opportunities for interesting activities that take other children out of the home during the summer. To bring enjoyment to the children and relief to

their family, a four week afternoon program was developed 30 years ago. The program is open to children ages 5 to 15. 2006 was the first year that an outside service provider agency took over the operation of the Special Summer Recreation Program. Eileen Engl, Developmental Disabilities Program Manager/Long Term Care Division Manager, at Ozaukee County Department of Human Services wrote a Request for Proposal, (RFP) and a few community service providers, both local and in the Waukesha and Milwaukee areas, sent in proposals. Balance Inc. was awarded the 2006 contract for the Ozaukee County Special Summer Recreation Program. Eileen Engl from the Ozaukee County Department of Human Services worked very closely with Craig Modahl from Balance Inc. to ensure a smooth transition of the program. Eileen Engl notified the previous staff and volunteers as well as the parents well in advance of this administrative change. Most of the volunteers and all of the staff agreed to stay on with the program under Balance's direction. The Ozaukee County Arc. continued their sponsorship of this program as did the Port Washington School District. In 2006, the program continued to be focused on providing community based program activities and offered numerous field trips. 1,542 volunteer hours and over 800 staff hours through Balance, Inc. were devoted to this program.

	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006
O. OF PERSONS	16	16	25	21	21	21	21	21	21	22	22
NO. OF HOURS	882	895	1,725	1,202	1,207	1,150	1460	1,552	1,561	1,581	1,542
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STATE INSTITUTIONAL CARE: The Ozaukee County residents currently residing within state institutions have been placed there because of extreme medical problems or significant behavioral challenges. Currently the Federal/State Medical Assistance Program, known as Title XIX, pays for the care given to Ozaukee County residents at the Wisconsin Centers for the Developmentally Disabled. Over the years, counties have had to relocate many persons to residential programs developed in their home communities or elsewhere in the state. The State has implemented a Medical Assistance Waiver Program titled the "Community Integration Program" (CIP) to assist counties with the cost of community relocations. By the end of 2006, the total number of people served through the CIP program increased to 180. An essential component of the relocation of people living in institutions with severe disabilities is the development of new community resources. The numbers below include long term care recipients living at Central and Southern Wisconsin Centers for the Developmentally Disabled. At the end of December, there were five Ozaukee County residents in total that lived at these State Centers for the Developmentally Disabled. These centers are being downsized as the result of the ICF-MR Initiative Wisconsin State Statutes and the courts are ordering that counties relocate people from the centers and other ICF-MR facilities into the community. Ozaukee County was court ordered to relocate three individuals. Another center, Northern WI Center closed all their long term care beds. Northern Wisconsin Center for the Developmentally Disabled has one 15 bed Intensive Treatment Program for counties to utilize for short-term admissions. Now it is virtually impossible to have anyone admitted as a new long-term admission to any of the State Centers for the Developmentally Disabled.

	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>1206</u>
NO. OF RESIDENTS	10	9	9	9	9	10	8	7	6
NO. OF DAYS	3,604	2,997	3,336	3,367	3,269	2,181	2,628	2,555	2,121

Waiting lists for some services to persons with developmental disabilities continued in 2006. At the end of December there were 38 people with developmental disabilities waiting for Residential Services, 5 people waiting for Adult Day Services programming, 2 waiting for a Work Services Program, 14 people waiting for Family Support Program services, 176 people waiting for funding through the Community Options Program (the majority of these people are waiting for this funding to provide the match for their other funding which is currently being matched by County Levy or Community Aids), 49 people waiting for funding through the Community Integration Program or the Children's Waiver program, 8 children are waiting for Special Summer Recreation Program services and none were waiting for Supported Employment Assessment Services. In the near future, we face the challenge of meeting the residential service needs of many people who are still living with their parents who are age 65 or older. (We know of thirty-five individuals who are residing with caregivers over the age of 70). Currently, we are seeing a substantial increase in the number of people we serve with significant health needs and medical conditions because our clients are aging as well. These factors present numerous residential and support service challenges for us both now and in the future.

In addition to the Medical Assistance Program, many of the developmental disabilities programs that we administer demand an extensive amount of case management time in order for the County to earn the revenue for them. These programs include the Community Integration Programs (CIP 1A, CIP 1B, CAP LM, CIP R, CLTS etc.), the Brain Injury Waiver Program (BIW), the Community Options Program (COP), the Family Support Program (FSP) and the Birth to Three Program. Each of these programs has a different set of regulations for which we are audited. In 2006, the Developmental Disabilities Program staff is responsible for generating \$5,379,100.00 in revenue from the Medical Assistance Community Integration Program and Brain Injury Waiver Programs. This is \$400,000 more than what we earned in 2004.

We also learned significantly more about the states plan for LTC Reform. The state has awarded planning grants throughout the state to larger groups of counties. In 2006, Ozaukee County Department of Human Services staff has been working in collaboration with many other counties to plan for the implementation of Long Term Care Reform. Planning Committees have been established and Ozaukee County is an active participant.

In 2006 a management staff position was transferred from the Behavioral Health Division into the Long Term Care Division. We were very fortunate to find someone with 18 years experience to fill this position. In November, 2006, Michelle Pike, started in this position as the Long-Term Care Program Coordinator.

The Department of Human Services staff in conjunction with the Health and Human Services Board further developed specific written formalized criteria for identifying high risk clients on

our waiting lists. With the Health and Human Services Board's approval we were then able to use some of our undesignated fund balance to serve a number of these individuals in 2006.

Staff from the Developmental Disabilities Program continued to work with a private vendor to develop an automated clinical case management system. The goals of this system is to allow staff to work more efficiently, to better to track trends and to measure the cost of achieving specific client and program outcomes. In 2006 a well attended countywide resource night for families of children with special needs was held in Port Washington. This was in collaboration between the Ozaukee County Department of Human Services, Developmental Disabilities Unit, Ozaukee County Public Health Department, and the parent liaisons for Children with Special Health Care Needs. The Developmental Disabilities Program staff worked very hard to serve as many people as possible with the resources that we have. Even though the work demands are tremendous and our clients are increasingly more complex; the Developmental Disabilities Case Managers remain committed to providing excellent services to the citizens of Ozaukee County.

	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Hours of DD Case Management	5,553	6,209	5,914	5,968	6,188	6,336	6,542	9,260	8,385
Information and Referral Requests	228	210	284	295	292	377	389	525	385
Number of DD Clients Served	413	430	416	472	496	538	567	695	638
Number of CIP Clients	100	121	129	141	145	148	150	183	185
CIP Case Management Hours	2,520	3,643	3,547	3,730	3,922	4,130	3,972	5,468	4,922