

The Honorable Board of Supervisors and Interested Citizens
Ozaukee County Administration Center
Port Washington, WI 53074

Re: Annual Report for Fiscal Year 2010

This letter is meant to serve as both a summary and an introduction to the Annual Report for fiscal year 2010. Our human service managers have also provided more detailed information on the programs for which they are responsible. Their reports are accessible by clicking on the following link [HumanServices](#).

ACHIEVEMENTS FOR 2010

- Our unaudited expenses were \$186,690 less than in 2009. However, we project that the reduced revenue received from state government and other payers will result in the need to transfer \$57,574 from our undesignated fund balance to cover our cost. This action will reduce our undesignated fund balance to \$310,712.
- The employees who have been contracted out to manage clients in the Family Care Program continued to meet expected outcomes and once again earned income in excess of our actual cost.
- Those employees completing fiscal tasks on behalf of our department have continued their efforts to improve our billing practices by sending out claims or statements within 30 days of the date a service was provided. They are also able to correct billing errors within a week of receiving the error notice.
- During this past year we have been able to accept credit cards for assessments completed for persons referred as a result of being convicted of “driving while under the influence of alcohol.” We support policies that will expand our ability to accept credit cards.
- We continue to reduce the number of written records we must store by scanning documents and posting them in an electronic record. By the end of 2011 we have a goal of maintaining only those written records that are required by law.
- The Aging and Disability Resource Center staff determined eligibility and enrolled 106 individuals into Family Care, IRIS, and/or Partnership from the Ozaukee County Long Term Care Waiting List.
- In an effort to make children available for adoption our Child Protective Service Staff have petitioned the courts to terminate parental rights on behalf of six children.
- The number of days juvenile offenders resided in a correctional facility was at a five year low. These youth spent 240 days in a correctional facility in 2010 compared to 1,141 days in 2009. This represents a \$170,000 reduction in expenses.
- We have reduced our cost and enhanced our ability to team the services provided to mutual clients by having four employees of Lutheran Social Services move into vacant office space in our department. Three of these employees are case managers for the Birth to Three Program and the other is a case manager for the Family Partnership Program.
- Our cost for purchasing services on behalf of children eligible for the Birth to Three Program have been reduced by \$70,000 compared to the 2009 fiscal year.

- We are now serving 45 disabled or severely emotionally disturbed children through federal waiver programs. Involvement in these programs allows us to obtain 60% reimbursement for the services we provide or purchase.
- In October of 2010 we established a contract with Ozaukee Family Services to administer a grant for the purpose of establishing a Coordinated Services Team Program. Other counties have found this program effective in working with emotionally disturbed youth.
- Balance, Inc., a nonprofit agency with whom we contract, was able to obtain a \$10,000 grant this past year to expand the Summer Recreational Program for Developmentally Disabled Youth.
- A county sponsored Supported Employment Program has been developed for three Behavioral Health Clients at less cost than a previously purchased service. One of these persons has now been hired by the County Maintenance Department.
- The County Board approved the creation of a county employed psychiatrist to provide medication management services for a number of the clients of our Behavioral Health Program. This has saved us more than \$100,000 a year compared to our having to contract with private psychiatrist to provide this service.
- There were nine clients placed in a group home with a severe and persistent mental illness in 2010 for a total of 2,213 days compared to 17 individuals in 2007 for a total of 3,500 days in care.
- We have continued to work with the Emergency Management and Public Health Departments in an effort to enhance a county plan for responding to a community disaster. We are striving to maintain an up to date list of vulnerable persons in order to help first responders establish priorities during an emergency event.

IDENTIFIED TRENDS

- The cost for placing children in need of protection and services in foster homes and shelter care has risen from \$206,603 in 2006 to \$597,808 in 2010.
- The cost for placing children in need of protection and services in child caring institutions has risen from \$231,117 in 2007 to \$553,449 in 2010.
- The number of children placed outside of their own homes in order to keep them safe has risen from 50 in 2006 to 90 in 2010.
- The number of days juvenile offenders have spent in child caring institutions has risen from 1019 in 2007 to 1561 in 2010.
- Nine individuals with severe and persistent mental illness spent a total of 2,213 days in a Community Based Residential Facility this past year compared to fourteen individuals who spent 4002 days in care in 2005.
- Seventeen persons required inpatient detoxification in 2010 compared to 45 individuals in 2006.
- As of December 2010 there were a total of 6,666 recipients on the Medicaid Program compared to at total of 3,833 recipients in 2006.
- There were a total of 1325 households who received energy assistance in 2010 compared to 634 in 2007.
- The average monthly caseload of families on the FoodShare Program rose from 718 in 2006 to 1427 in 2010.

- The rate we have been paid to provide case management services for clients eligible for the Family Care Program has declined for the past three years. The number of staff contracted to Community Care Inc will be reduced from eight to only one employee.
- The number of Adult Protective Service investigations we have conducted has risen from 105 in 2005 to 127 in 2010.
- The number of children in our Birth to Three Program has decreased from 282 children in 2008 to 270 children in 2010.

CHALLENGES

- When the Federal and State Governments address their budget deficits by making fewer persons eligible for the programs they have established they increase the likelihood that additional county levy will be needed to provide assistance to county residents. We have been able to bill Medicaid for case management, counseling and medication management services provided to persons currently on Medicaid. We will be required to provide or purchase services to those persons who become ineligible for Medicaid and who are protectively placed by the court. It will be necessary to use County Levy for this purpose. The demand for services will likely increase at the same time our revenues decrease.
- Neither Medicaid insurance or private insurance companies cover the cost of county residents being placed in State Mental Health Institutes. This past year we have had to pay almost \$400,000 for one local resident placed in a mental health institute through a court process. One or more additional placements in a mental health institute will cause us to greatly exceed our annual budget.
- More than 20 homeless individuals have been referred to our department since September of 2010. We will need to develop guidelines for responding to this problem.
- In the past five years the number of children placed in foster care has almost doubled and the number of children placed in child caring institutions has almost doubled in the past two years. We must examine all of our protocols in this regard to determine if there is anything that can be done to reverse this trend.
- Given the pending cuts in state revenue I suspect the program prioritization process previously completed by the county board will be used to make some very difficult decisions as to where reduced revenue should be allocated. We have been cutting staff for a number of years and I am very concerned that additional cuts may result in our inability to abide by administrative rules or state statutes. A few years ago a similar scenario resulted in a court order to transfer the administration of Child Welfare Services from Milwaukee County to the State of Wisconsin.

Our program managers and direct service staff routinely seek to employ the most cost effective and least restrictive interventions available to them. They do difficult jobs under very trying circumstances but continue to be dedicated to their clients and the mission of our agency!

Respectfully Submitted

Robert J. Haupt, Director