

BOARD OF SUPERVISORS OF IOWA COUNTY

The following is the Annual Report of the Iowa County Department of Social Services and the Aging & Disability Resource Center of Southwest Wisconsin for the calendar year 2022. This report will include information on all aspects of our Department. In addition to providing an accounting of the financial aspects of the Department, the report also provides information pertaining to the many services available and provided to the residents of Iowa County.

During the past year, we have attempted to continue our mission to provide quality services geared to the needs of the residents of Iowa County. We invite your comments and criticisms that will help us to further improve our delivery of services.

We wish to take this opportunity to thank those persons and agencies that have worked with us during the past year for their support and cooperation.

We invite everyone to stop at any time to discuss programs, ask questions, or to meet our staff.

IOWA COUNTY HEALTH & HUMAN SERVICES COMMITTEE ***Dan Nankee, Chairman***

<i>Joan Davis</i>	<i>Justin O'Brien</i>	<i>Dody Cockerman</i>	<i>Richard Rolfsmeyer</i>
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IOWA COUNTY DEPARTMENT OF SOCIAL SERVICES ***Thomas C. Slaney, Director***

MISSION STATEMENTS

"The Iowa County Department of Social Services is committed to assisting its citizens identify areas of need and equipping them with the necessary skills and tools to become safe, healthy and self-sufficient individuals and families."

"The Aging and Disability Resource Center of Southwest Wisconsin is dedicated to providing older adults and people with physical or developmental/intellectual disabilities with the resources needed to live with dignity and security, and achieve maximum independence and quality of life. The goal of the ADRC is to empower individuals to make informed choices and to streamline access to the appropriate services and supports."

YOUTH AND FAMILY SERVICES DIVISION

The Youth and Family Services Unit provides a broad range of services for the children and families of Iowa County. These services are provided both on a voluntary basis as well as by Court Order (involuntary basis). The funding for services provided come from a myriad of funding sources, including Federal, State and County funds, grants, donations, and fees charged for services. The functions provided include:

- Child abuse/neglect assessments. The Department receives referrals alleging child abuse or neglect. That information is documented in the state-wide eWiSACWIS computerized system. The information is screened by the Unit Manager or Lead Worker in accordance with the Child Protective Services Access and Initial Assessment Standards. The cases that are screened in for an initial assessment are assigned to a social worker who conducts an assessment of the child and family in accordance with the standards.

The number of referrals for child abuse and neglect have remained steady but have not returned to pre-COVID numbers. This has been a statewide trend.

- Ongoing case management services. These include direct family counseling, school and family liaison services, family assessment and service planning, monitoring of Court ordered services, coordinating and working with the sub-contracted service providers, coordinating community services for the children and their families, providing information and support regarding Court processes, referrals for out-of-home placements, coordinating services with the family and the out-of-home care provider and other services necessary to provide appropriate services to children and their families to meet their needs and to keep families intact. Services must be provided in compliance with Department of Children and Families ongoing standards.
- Referral and monitoring of sub-contracted in-home family therapy and parent education services. Orion and Foundations Counseling are the contracted providers. In-home family therapy is provided to families with children ages 0-18. The in-home teams work individually with the child identified as having personal, family relationship, social, and/or school problems as well as working with the entire family. In addition, the Agency contracts with the Family Partnership Initiative. This is a contracted wrap-around service provided by Lutheran Social Services. A monthly fee is paid to cover all of the services provided which could range from in-home services up to and including residential or correctional care. Lutheran Social Services is contracted with to provide parenting education services. This involves working with families and developing a strategy with the social worker to address specific needs of the family.

- Foster care, group home care, or residential care centers are out-of-home sites for children who are determined to be in need of placement outside of their parental/family home. We assess and coordinate placement of children, when necessary, outside of their parental home and develop the permanency plan for these children and work toward family reunification when possible.
- Foster home recruitment and licensing. Foster home license renewal is also provided as well as training of new foster parents and ongoing training for foster parents currently licensed.
- Custody, visitation, and physical placement studies. These are provided as a service to the Court and the community, although these are not mandated services. A fee is charged for these studies.
- Access, child protective services access, information and referral services are provided for anyone who calls in or walks into the Agency and is seeking services or information with regard to available services in Iowa County with regard to children and families.
- On call, 24-hours, seven days per week, coverage is rotated among the social work staff in order to provide emergency information and services to children/families and adults after hours and on weekends and holidays.

2022 Statistics For On-Call:

- 73 calls after hours.
- 33 of the calls were related to delinquency.
- 34 of the calls were related to child abuse or neglect or other child related issues.
- 6 of the calls were related to adults and/or elderly.
- Coordination and collaboration with the District Attorney and Corporation Counsel regarding cases requiring Court action. These include alleged sexual assault assessments or severe child abuse/neglect assessments, as well as issues of confidentiality, change in out-of-home placements, and all other child related issues that may require legal intervention.
- Coordination and collaboration of services with other community service providers. Other providers include, but are not limited to, mental health and/or AODA providers, medical service providers, low income housing providers, probation and parole agents, law enforcement agencies, public health department, Job Center, domestic abuse shelters and counseling service agencies, schools, the Family Resource Center, private agencies who provide foster homes, treatment foster homes and group homes when needed to meet the needs of children needing placement outside of their family home, as well as residential care centers, and many other service providers both in and outside of Iowa County.

- Juvenile Justice services, including juvenile delinquency and J.I.P.S. intake services and Court ordered supervision pursuant to Chapter 938, the Juvenile Justice Code of the State of Wisconsin. Juvenile services include children alleged to be delinquent, defined as a juvenile who is 10 years of age or older, who has violated any State or Federal criminal law. Also included are children that fall into the Juvenile in Need of Protection or Services (J.I.P.S.) which is defined as: uncontrollable, habitually truant from school, habitually truant from home, and committing a delinquent act before age 10.
- Intake inquiries on Juvenile Justice cases, including all or some of the following tasks: notice of rights, obligations and possible disclosure, intake conferences, Deferred Prosecution Agreements, community service referrals, Teen Court referrals, referrals to the District Attorney for prosecution and referrals to the Restorative Justice Program.
- Facilitate family interviews for the purpose of gathering data for Court Reports. Prepare Court Reports, which include social history and plans for treatment and rehabilitation.
- Provide ongoing supervision for juveniles under Court ordered supervision due to adjudication for delinquency or J.I.P.S.

CHILD ABUSE AND NEGLECT STATISTICS	2022	2021	Average Per Month
Access Reports	250	499	20.83
Information & Referral Only	207	205	17.25
Child Abuse & Neglect Referrals	250	259	20.83
Child Abuse & Neglect Referrals Screened Out	201	191	16.75
Total Number of Child Abuse & Neglect Referrals Investigated (Screened In)	49	68	4.08
Courtesy Child Abuse & Neglect Investigations for Other Counties	5	3	.42
Total Number of Services Intakes	16	25	1.33
Services Intakes Screened In	13	19	1.08
Services Intakes Screened Out	3	6	.25
C.H.I.P.S./Court Ordered (Opened)	2	11	.17
Home Studies for Interstate Compact	2	1	.17
Step-Parent Adoption Studies	1	0	.08
Courtesy Supervision for Other Counties	2	2	.17

PURCHASED SERVICES:

LUTHERAN SOCIAL SERVICES (LSS): This program provides prevention/early intervention services in order to help alleviate and resolve family problems. One parent educator works with families providing parent education and

training specific to the individual and family needs. The agency also contracts with Lutheran Social Services to provide Family Partnership Initiative (FPI). The FPI program is a service designed with the wraparound model. Children referred to this program have high needs, multiple diagnoses and are often at risk of out-of-home placement.

2022 Statistics:

- 0 families serviced with parent educator services.
- 0 children serviced in Family Partnership Initiative (FPI).

ORION SERVICES: This program provides prevention and early intervention services to help alleviate and resolve family problems without removing the child from the family home. They have two full-time, in-home family therapists who can provide services to twelve (12) families at any one time.

2022 Statistics:

- 19 families served

FOUNDATIONS COUNSELING SERVICES: This program provides prevention and early intervention services to children and families. Services are focused on enhancing family strengths to keep families intact, thus, preventing disruption in the family system. This agency provides in-home family therapy services. Foundations is also able to directly bill Medical Assistance for families found to be eligible. Because of this, we are able to serve more families.

2022 Statistics:

- 7 families served

OUT-OF-HOME CARE: Out-of-home care services are those services provided for children placed in foster homes, treatment foster homes, group homes, and residential community care facilities (RCC's). This is a temporary, supervised (24 hours per day) substitute for the family home, where conditions at the time of placement are not suitable for the children to safely remain in. Out-of-home care provides the opportunity to work with children individually, as well as the parents, in order to reduce safety issues, provide treatment, educate, and support in order to resolve the issues that led to the alternate care placement. The goal is to work toward returning the child(ren) to his/her family as quickly as possible and as is appropriate to do so. The Department also provides respite foster care when a family is in crisis and needs to be separate from each other and/or there is a high risk for child abuse in the home. This respite care is usually provided for only one or two days and other appropriate family members or friends are considered first as respite providers without the Department's intervention. Placements in out-of-home care can be either voluntary, which is for a maximum of six months, or by Court Order which are for one year with the option of extension if circumstances warrant continued placement.

The Department is required by law to conduct alternating “judicial reviews” and “administrative reviews” every six months on all children who are placed in out-of-home care. Both reviews provide a “checks and balances” system to ensure that the children have been appropriately placed in the least restrictive environment. However, in the cases of certain juvenile delinquents, they are unable to be placed in the least restrictive environment due to their exceptional behaviors and treatment needs. This review also ensures that there is a “permanency plan” in effect which is being implemented in order to provide a permanent home for the child(ren) usually by returning them to their parental home or the home of a relative. The reviews provide the child’s family with the opportunity to express their views on their child’s placement and the family’s progress, or lack of progress, toward their child’s return home. The judicial reviews are formal Court hearings held in the Iowa County Circuit Court; all case parties are invited to participate. The administrative reviews are held at the Department and bring together a diverse group of people as designated by law; including: the child in care, the child’s parents, legal custodian or guardian, the child’s social worker, the child’s guardian ad litem (if they wish to attend), parents/staff from the out-of-home care placement home/site, two community members who are not associated with the Iowa County Department of Social Services, one Iowa County Department of Social Services staff who is not involved in the Children and Family Services Unit and the Youth and Family Unit Manager. The panel members’ diversity is to help ensure appropriate care and treatment for the child in placement as well as their families in order to reunite the family.

FOSTER HOMES AND FOSTER PARENTS: At the close of 2022, four homes in Iowa County were licensed foster homes and four respite homes.

Iowa County foster parents participated in regular monthly trainings in which written materials were provided to them; they verified completion by submitting written questionnaires.

Foster Home Placements:

- Number at beginning of year: 3
- Foster home entries in 2022: 0
- Foster home exits in 2022: 3
- Number at end of the year: 0

SUBSIDIZED GUARDIANSHIPS: A subsidized guardianship is an additional way for children in foster care to achieve permanence. When adoption and reunification are not in the child’s best interests, it may be possible for a relative or a person who is “like kin” to become the legal guardian and receive a subsidy. Guardians are legally able to consent to the child’s school activities, health care, and everyday events, while the child is able to maintain family relationships.

Subsidized Guardianship (SG) Placements:

- Number at beginning of year: 1
- SG entries in 2022: 0
- SG exits in 2022: 0
- Number at end of the year: 1

Treatment Foster Home Placements:

- Number at beginning of year: 0
- Number of entries in 2022: 0
- Number of exits in 2022: 0
- Number at end of the year: 0

Group Home Placements:

- Number at beginning of year: 0
- Number of children placed: 0
- Number of children exiting: 0
- Number at end of the year: 0

Residential Community Care Placements:

- Number at beginning of year: 0
- Number of children placed: 0
- Number of children exiting: 0
- Number at end of the year: 0

Court Ordered Kinship Care/Relative:

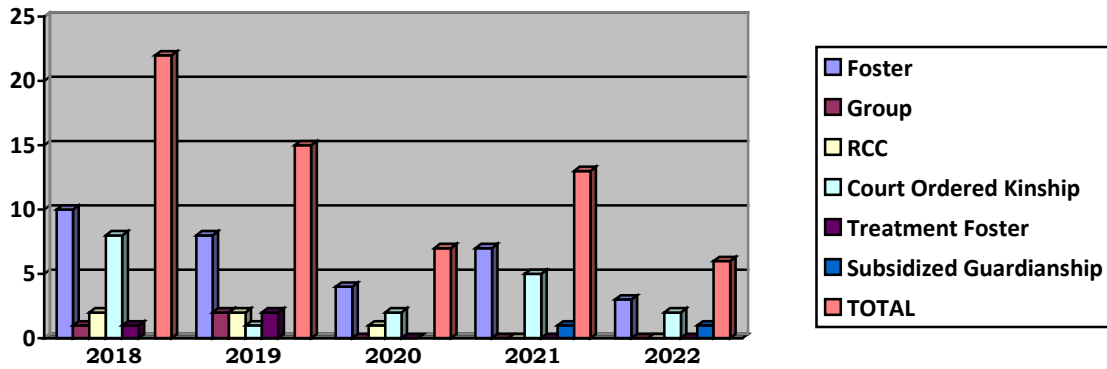
- Number at beginning of year: 1
- Number of entries in 2022: 1
- Number of exits in 2022: 2
- Number at end of the year: 0

Four children exited out-of-home care in 2022. One child graduated and turned 18. Another turned 18 and chose to leave relative's care. Two children returned to a parental home.

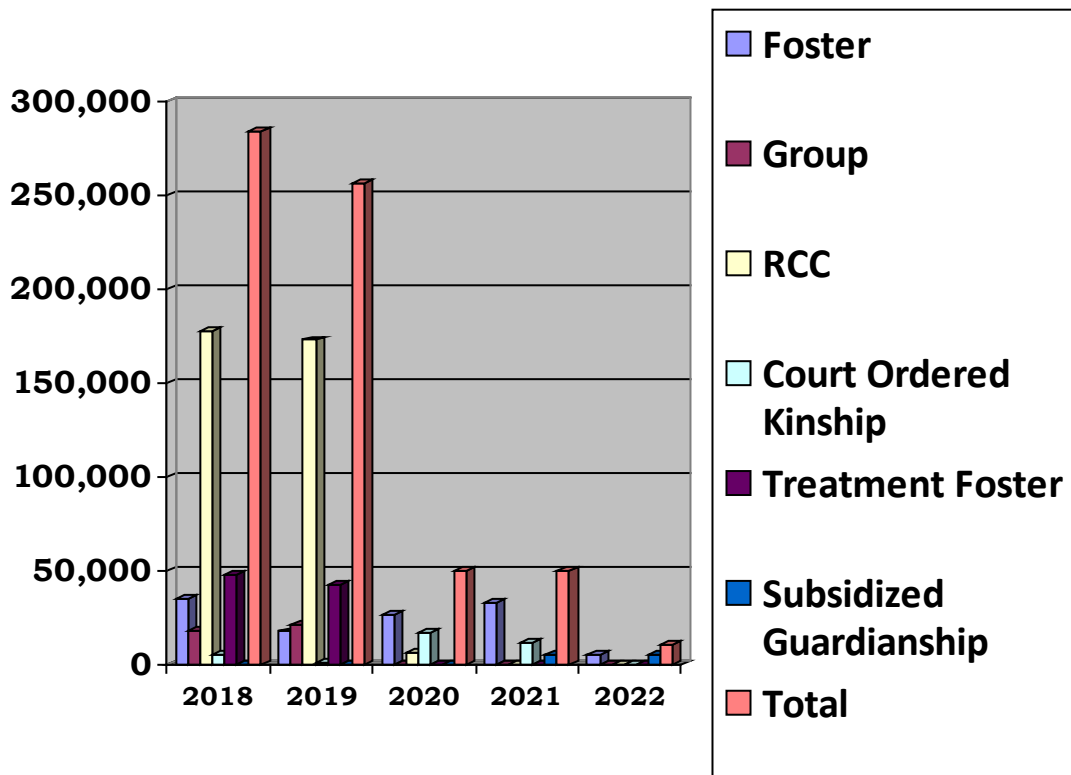
Since 2004, we have been able to significantly reduce the number of out-of-home placements due to several factors. These factors include the use of the shared parenting philosophy by the foster parents and social workers. Shared parenting is the concept of developing and promoting ongoing and positive interactions and relationships between foster parents and birth parents. These factors also include continuing to use County foster homes and treatment foster homes rather than RCC's when possible, and the continued work done by Lutheran Social Services, Orion Family Services and Foundations Counseling to provide in-home treatment services, maintaining the agency philosophy to work with families in a family systems approach and provide or seek out imaginative and innovative services to meet the needs of the children and families that we serve in order to keep families intact and avoid out-of-home placements. We also have been solid with our approach to parents who request placement of their child(ren) because they feel a lack of control and are

getting pressure from school, law enforcement, or community members to do something about their child(ren)'s behavior. We work hard with these parents to assess their family needs, provide services or refer them to community services which offer support as well as meet their needs, and advise that their child's problems involve change in all family members in order for the family to function as a cohesive unit. We make out-of-home care the "last resort" when all other services have failed. The Foster Care Coordinator has also contributed by working closely with the social workers and families in seeking alternative services without placing children and by locating and coordinating out-of-home placements without requiring RCC placements.

CHILDREN IN ALTERNATE CARE PER YEAR (2018-2022)



OUT-OF-HOME CARE COSTS 2018-2022



PROVIDED SERVICES:

CHILDREN'S LONG-TERM SUPPORT: The Children's Long-Term Support Waiver Program, or CLTS, was implemented in Iowa County by the Department in January, 2008. Two social workers are certified as children's functional screeners. They are the support and service coordinators for the program. This waivers program was created to provide an alternative to institutional care for children who have significant impairment and needs in the areas of mental health, physical disabilities and developmental disabilities. The Department agreed to assist Unified Community Services with the implementation of this program. Specifically, the Department provides the waivers programs for the county under the mental health and physical disability target groups under the waiver mandate. Funding for this program has been received from the Federal government, along with State funded matches.

In 2022, there were 13 children that received services through the Children's Long-Term Support Waiver Program. They receive services under the physical disability target group. There has been a waitlist for this program for some time. Currently, we are working with Unified Community Services to reduce/eliminate the waitlist. Iowa County Department of Social Services works cooperatively with Grant County Department of Social Services and Unified Community Services in sharing the allocation of funds for this program.

COORDINATED SERVICES TEAMS: In July, 2011, the Department received funding for Coordinated Services Teams (CST). CST is a collaborative approach to respond to individuals with multiple, often serious, needs in the least restrictive setting.

In March, 2008, the Department applied for grant funding through the Department of Health Services. The funding began on July 1, 2011. In 2011, we contracted with Lutheran Social Services for a half-time Service Coordinator position. In July, 2015, the Department terminated the contract with Lutheran Social Services. Unit staff has taken over the coordination and service delivery for this program. Five social workers have been trained in service coordination. A Community Coordinating Committee has been formed and policy is being developed.

In 2022, 4 families were served.

VOLUNTEER SERVICES STATISTICS:

HOLIDAY PROJECT: In 2022, the Holiday Project and Adopt-A-Family program was coordinated by the Department of Social Services; however, it is fully funded by contributions and donated items. The purpose of this program is to provide support and assistance to financially needy families during the holiday season. Referrals are received from a number of sources including internal social services units, schools, churches and other professional agencies.

- 122 families received food and gift baskets through the Adopt-A-Family Program. There were 127 adults and 164 children served. A total of 45 elderly individuals received a food and gift basket.
- 41 organizations donated.

INDEPENDENT LIVING SKILLS:

Number of Active Participants:	1
Number Eligible:	1

In 2022, we had one child eligible for independent living skills. This child received services through our agency.

Topics Discussed: AIDS/HIV, AODA Issues, Pregnancy and Sexually Transmitted Diseases, Nutrition/Budgeting, Jobs/Job Search, Money Management, Team Building, First Aid/Internet Safety, Housing, Academics, Secondary Schooling, and Parenting.

The Department funds the program that requires additional independent living services be provided to foster children age 15 and extending to age 18. These funds were used to purchase items for participants to be used for independent living. They included: food, hygiene kits (toothpaste, toothbrushes, etc.), placement kits (backpacks, folders, pencils, etc.), starter kits (sheets, blankets, dishes, etc.), and a portion of rental payments, and security deposits. Additionally, education advancement opportunities were purchased for participants through American Schools.

In 2011, the eligibility criteria for independent living changed. This change significantly impacted Iowa County numbers. Now, only those children placed in foster care at the time of their eighteenth birthday are eligible for services.

In 2017, independent living skills changed to a multi-county program. This program is run by a separate entity. The focus is on individuals between the ages of 18-23. Children placed in foster care between the ages of 15-18 will still be required to have independent living skills services. However, all of the funding will go to the 18-23 year old group.

JUVENILE JUSTICE SERVICES

JUVENILE INTAKE STATISTICS	2022	2021	2020
Dispositions:			
Dismissed/Counsel and Close	13	19	13
Deferred Prosecution/Informal Disposition	25	8	10
Referral to District Attorney	13	29	24
Referral to Ongoing Social Worker	24	11	5
Other County/State	8	7	4
Referred Back to Law Enforcement	3	0	1
Adult Court	0	0	0
TOTAL	86	74	57

In 2022, 73 referrals were received to Juvenile Intake. Of those, 2 Children in Need of Protection and Services (C.H.I.P.S.) Petitions, 4 Juveniles in Need of Protection and Services Petitions and 7 Delinquency Petitions were filed. Twenty-five of these referrals to Juvenile Court Intake were addressed through Deferred Prosecution Agreements.

UNDERAGE DRINKING PROGRAM: In June, 2010, the Department assumed responsibility of the Underage Drinking Program in Iowa County. This program is an opportunity for first time offenders to maintain their driver's license by participating in a class, typically online, in which they are provided with education regarding alcohol and the potentially hazardous effects. Classes are funded by the participants and at no cost to the Department.

In 2022, there were a total of 58 participants in this program. At the end of 2022, 19 participants had successfully completed the required course. Thirty-nine were non-compliant. Those who do not successfully complete the program are referred back to the Court system and, in turn, lose their driver's license for a period of ninety days.

TEEN COURT PROGRAM: Teen Court is an opportunity for first time offenders who have received citations or juvenile criminal charges that are referred to the program by law enforcement community, local school systems, the Court, or the Juvenile Intake Worker. The youth admits guilt to the incident and agrees to participate in the Teen Court process in which the attorneys, clerk, bailiff, and jury are all peers that have already gone through the process. The Judge of the proceedings is an adult volunteer; currently we have a local attorney who is a regular. At the conclusion of the Court process, the youth is given a sentence from the jury, which requires a minimum of three jury terms, ten hours of community service and a typed paper or detailed poster. Those individuals that do not complete the requirements of their sentence are referred back to the appropriate system where they may face additional penalties of their original citation or juvenile charge.

In 2022, 9 juveniles were accepted into the Teen Court program. These juveniles were referred for the following offenses: disorderly conduct, underage drinking, and Deferred Prosecution violations

AGING & DISABILITY RESOURCE CENTER

ORGANIZATION AND STRUCTURE

ADRC of Southwest Wisconsin, Iowa County Board

Supervisor Doug Richter, Chairperson
J. Patrick Reilly, Vice Chairperson
Susan Schroeder, Secretary

Kathy Elliott	William Ladewig, Esq.	Supervisor Dody Cockeram
Diane Evans	Marilyn Rolfsmeyer	Supervisor Doug Richter
Alice Fischer	Nancy Clements	Supervisor Brad Stevens
Lynn Munz	William Michael Britt	
Elsie Jane Murphy	Susan Schroeder	
J. Patrick Reilly	George Swamp	

Iowa County is in the midst of a large population shift that is occurring widespread throughout the state of Wisconsin and the nation. The demand for the ADRC's services will be extensive. In addition to the aging population, there is a paid caregiver shortage. This will impact the ability of frail elders and adults with disabilities to stay in their home. According to: [Wisconsin County Population Projections Through 2040, P-00138A \(Excel\)](#) there were approximately 6,775 individuals 60 and older, residing in Iowa County in the year 2020. Similar to most counties in the state, this number is expected to rise over the next 15-20 years. It is estimated that in the year 2025, there will be 7,850 individuals 60 and older. By 2035, it is estimated that there will be 8,710 individuals 60 and older.

[Wisconsin County Profiles of Persons Ages 65 and Older, P-01213](#) The median age of Iowa County residents is 42.8 years old. There are 4,254 people who are 65 and older. Of that population, 47.8% are males and 52.2 % are females. There are 9,850 households in Iowa County that have one or more people 60 years and older. The percent of households with a member 60 and older is 41 percent.

One thousand one hundred and ninety-nine individuals over the age of 65 reside alone; which is about 28% of the aging population in Iowa County. This number demonstrates the significant need for caregivers who support these individuals who wish to remain "aging in place" in their communities.

Twenty one percent of those over 65 are still employed. The median household income in Iowa County is \$64,124. For those 65 years and over, the median household income is \$40,968. Less than ten percent of individuals 65 and over are living in poverty in Iowa County.

According to the Department of Health Services: Estimated and Projected Population Ages 65 and Older with Dementia Living in Households in Wisconsin Counties, 2010-2040 at <https://www.dhs.wisconsin.gov/publications/p01049.xlsx> : In 2021, Iowa County was estimated to have 473 people ages 65 and older living with dementia. Projection for 2025 is 597 and 2030 is 733. We will need more programming to support people with dementia and their caregivers as they strive to age in place.

The Aging and Disability Resource Center, or ADRC, is committed to providing services and programs to adults who are older or disabled in Iowa County. As an ADRC, we are the experts in providing information regarding planning for long-term care services and are also responsible for assessing individuals for public long-term care programs. Among many other things, we offer information and assistance, short-term service coordination, advocacy, assistance in transitioning youth to adult services, health and wellness programs, transportation services, options counseling, and support for caregivers. Not only do we serve individuals who are eligible for publicly funded programs, but also individuals who have private pay resources and are looking for resources to remain independent in their homes. By helping these individuals explore their options, they are able to make choices that are best for their individual needs and can be provided with information to maximize their finances. A strong focus has been placed on reaching our caregivers to support them and prevent burnout, so they can continue to provide services.

The ADRC office located in Iowa County is part of a larger multi-county region which includes: Lafayette, Grant and Green counties. As a region, policies and planning for the ADRC are developed collaboratively so that services may be provided consistently throughout. This regional consortium is known as the ADRC of Southwest Wisconsin.

Due to the COVID-19 pandemic, many services were offered in-person or virtually via telephone or internet. The ADRC staff have strived to be very accommodating to our consumers' needs and requests during this time. As 2022 progressed, the ADRC has added more in-person programming. Some consumers prefer in-person programming while some prefer remote or hybrid programming. We will strive to accommodate both types of programming as we move forward.

The regional ADRC office employs two Dementia Care Specialists who travel the four counties. Dementia Care Specialists advocate in and educate the community about dementia. They offer support and education to caregivers and other ADRC staff. The Dementia Care Specialists co-facilitate the Mug Club along with our Adult Service Social Worker. The Mug Club is a Caregiver Support Group in Iowa County. The Dementia Care Specialists offer care consultations to consumers with dementia and their families. They held multiple prevention programs, book clubs, educational presentations, and co-facilitated the Caregiver Renewal Day in 2022.

As part of a regional ADRC, we are required to have local representation on a Regional Governing Board. Two Iowa County community members, one who represents the aging and one who represents the disabled populations of Iowa County as well as a County Board Supervisor are our local representatives. This regional board oversees any regional policy and guidance issues as well as the regional budget and contract with the state.

Additionally, the ADRC reports to a local board made up of Iowa County citizens who represent the aging and disabled population. It also includes representation from the Iowa County Board of Supervisors. The board must be made up of at least 51% over the age of 60. This board is required by the Elders Act of Wisconsin and makes recommendations for policy and guidance regarding issues in the local Iowa County office as it pertains to aging or disability related issues and programs. The ADRC Board updated their by-laws in 2020, and they were approved at the January, 2021 Iowa County Board of Supervisors meeting.

ADULT PROTECTIVE SERVICES:

The Adult Protective Services staff provides short-term case management services to vulnerable adults, their families, and especially the elderly of Iowa County. The Adult Services staff consists of two full-time, licensed Social Workers who are supervised by the ADRC Manager. They are located within the ADRC unit.

Iowa County is considered the Lead Elder Abuse Agency for the county. Therefore, all referrals should be reported to Iowa County Social Services/ADRC. Unified Community Services is responsible for referrals that involve vulnerable adults 18-59 who have a diagnosis of Intellectual/Developmental Disability, Mental Health Disorders and/or Alcohol or Other Drug Abuse Disorders (AODA). Unified Community Services are also responsible for Elder Abuse and Neglect referrals if the individual solely has a Mental Health Disorder or an AODA Disorder. Iowa County Social Services/ADRC is responsible for referrals that involve vulnerable adults who have a physical disability and all referrals over the age of 60 if it is related to a physical disability or Intellectual/Developmental Disability. Oftentimes there are co-morbidities so the two agencies work together.

The adult services staff were involved in a four county (Grant, Green, Iowa and Lafayette) adult protective services collaborative to focus on best practices and streamlining adult protective services procedures. This is an ongoing collaboration.

Green, Grant, Iowa and Lafayette Counties were awarded a grant by the State to develop a six bed "Dementia Specialty Unit" at Pleasant View Nursing Home in the city of Monroe, Wisconsin. The first of its kind, this specialty unit will provide the "safety net" that our caregivers and community are looking for. The focus of this new type of Dementia Specialty Unit is to take strategies learned

in the mental health field and apply them to the dementia field, in order to improve quality of life for people with dementia and their caregivers. This specialty unit will focus on stabilization, education, medication management and symptom management. Families will be supported and linked with resources in the community as their loved ones safely discharge back to their original setting. This unit is licensed as a Community Based Residential Facility (CBRF). The unit has officially been named the O'Rourke Dementia Stabilization Unit. The unit has been certified as a Community Based Residential Facility, and they admitted their first patient in the fall of 2021. Unfortunately, the staffing crisis has led to limited admissions since.



The following are the primary services provided by the Adult Protective Services Unit:

- Supportive Home Care (SHC) assessment and coordination of services for individuals who are medically and financially eligible for these services. Supportive Home Care provides funding for services such as interior (laundry, cleaning, grocery shopping, meal preparation, etc.) and exterior (lawn mowing and snow removal), home maintenance in order to help elderly or persons with a disability to remain in their homes and avoid or defer moving into an assisted living facility or nursing home.
- Educate individuals in how to complete Advance Directive forms for financial and health care needs.
- Responsible for guardianship and/or protective placement petitions, which involves Court documents and proceedings.
- Complete protective placement reviews annually.
- Complete comprehensive evaluations for protective placement referrals, including private protective placements.
- Conduct elder abuse and neglect investigations and offer services to the alleged victim, and provide for implementation of protective services/safety plans as needed.
- Recruit, train and support new volunteer guardians. Coordinate and/or provide training updates to existing guardians.
- In 2022, plans were made for state legislated Guardianship Training to be put in place starting January 1, 2023. This training will be required of all new guardianships.

- Coordinate and facilitate I-Team (Inter-disciplinary) meetings to maintain State funded allocations. I-Team participants consist of committed professional and community members who meet quarterly to discuss issues and trends related to elder abuse and neglect and vulnerable adult populations.
- Responsible for the implementation of the National Family Caregiver Support Program, the Alzheimer's Family Caregiver Support Program and facilitating the Caregiver Support Group.
- Responsible to become trained leaders for wellness and prevention programs and to assist with scheduled workshops as needed and as time permits.
- Please note that referrals are becoming more complex. One instance, there is a paid caregiver shortage in Southwest Wisconsin and, therefore, it is difficult to find paid supports to go into the home.
- We do expect cases to continue to rise as our aging population grows. In addition to the increase in consumers over the age of 60, the state of Wisconsin has been doing some paid outreach regarding Elder Abuse Awareness. This increased awareness will increase referrals.

ADULT SERVICES STATISTICAL REPORT	2022	2021	2020
INTAKE SERVICES			
Information and Referral Only	47	40	35
Supportive Home Care Assessments/Reviews	142	147	144
Number of Clients Receiving Supportive Home Care	79	81	77
Number of Clients Served By Caregiver Support Programs	19	21	23
Total Iowa County Elder Abuse and Neglect Referrals Received for Iowa County Residents	118	73	
Elder Abuse and Neglect Referrals for DSS Clients	105	67	72
Guardianships/Guardian Assistance Referrals	28	27	28
Protective Placements	5	3	2
Comprehensive Evaluations	5	6	3
Protective Placement Reviews	23	22	14
Vulnerable Adults	33	7	12
TOTAL SERVICES PROVIDED	604	497	410
This report contains some duplicate case counts when more than one service is requested within the referral.			

TRANSPORTATION/DRIVER ESCORT:

Driver Escort is one of four transportation programs offered through the ADRC for people with disabilities or who are over age 60. Our Driver Escort Program enlists the aid of volunteer drivers to provide non-emergency medical transportation services. Volunteer drivers use their own vehicles and are reimbursed on a per mile basis. All transports are arranged by the Transportation Coordinator.

Driver Escort is available to all the elderly and people with disabilities who are residents of this county. We have working agreements with the Iowa County Veterans Service Office, in which we receive an agency subsidy for providing transportation for their clients as well. We also work closely with and receive referrals from medical providers and local nursing home facilities. Additionally, we have a contract with Inclusa and My Choice Wisconsin family care providers to provide non-emergency medical transportation to individuals enrolled in their program. In addition to funding received from the Veterans' Service Office and family care organizations, services provided by the Driver Escort Program are paid for through funding received from State transportation funds, cash match, County levy, and user fees.

Program Use:

We provided 1,686 units of service in 2022. A unit of service is equivalent to a one way ride, of which 1,517 were provided to elderly and 169 were provided to persons with a disability.

In addition to providing for medical transportation, the Agency also accommodates for urgent situations. An example of an urgent situation would be someone who was out of food and needed access to groceries. However, all of the services provided in 2022 through the Driver Escort Program were for medical purposes, as urgent situations were appropriately addressed through other programs and services, (i.e., adult protective services or caregiver support program). Our drivers logged a total of 54,896 miles, with over 2,536 hours of service in 2022.

TRANSPORTATION/BUS:

The availability of adequate transportation has been a long-standing priority concern among Iowa County seniors and people with disabilities. The bus is used to meet a multitude of transportation needs, including nutritional, social and recreational, and personal business.

Services provided by the ADRC Care-A-Van are paid for through funding received from the Title III grant from the Older Americans Act, State transportation funds, cash match, additional County levy, and client donations. The ADRC Care-A-Van schedule is published in the News & Views monthly newsletter.

The ADRC Care-A-Van continues to operate as needed. The Agency staff regularly reviews the schedules and policies and utilizes input from the Southwest Wisconsin Transportation Team.

The service was suspended until August, 2022 due to the Corona virus pandemic.

In 2022, the ADRC Care-A-Van services traveled a total of 3,353 miles, with 477 units of service. A unit of service is a one-way ride. Of the units, 220 were ambulatory individuals over the age of 60. 185 units were non-ambulatory and over the age of 60. 67 were disabled and 5 units were disabled and non-ambulatory. Zero units were other.

BUS UNITS	NEED
102	Nutrition
53	Social and Recreational
212	Personal Business
110	Other
477	Total

TRANSPORTATION/RURAL TAXI:

The Rural Taxi service, which provides transportation service to rural Iowa County residents, including the City of Mineral Point, began operating in August, 2019. The Rural Taxi operates two days per week as an on demand type of service. It is dedicated to transporting rural and City of Mineral Point residents anywhere they wish to visit within five miles of the borders of Iowa County. This service provides transportation to anyone in need; however, individuals age 60 and older, or individuals with disabilities, no matter the age, have priority over others.

The Rural Taxi is used to meet transportation needs, including medical, employment, nutritional, educational and training, social and recreational, and personal business. Services provided by the Rural Taxi are paid for through funding received from State transportation funds, cash match, County levy and user fees.

Program Use and Unit Cost:

In 2022, the Rural Taxi service traveled a total of 12,795 miles, with 829 units of service. A unit of service is a one way ride. Of the units provided, 314 were to ambulatory individuals over the age of 60. 331 units were non-ambulatory and over the age of 60. 173 units were disabled and 0 units were disabled and non-ambulatory. 11 units were other.

The Rural Taxi service is used to fill a variety of transportation needs.

UNITS	NEED
74	Medical
179	Nutrition
0	Education/Training
43	Social/Recreation
251	Shopping/Personal Business
1	Employment
281	Other
829	Total

TRANSPORTATION/CITY OF DODGEVILLE TAXI:

The City of Dodgeville Taxi service provides transportation service to Dodgeville residents. Iowa County began operating the City of Dodgeville Taxi service in January, 2019. The City of Dodgeville Taxi operates three days per week as an on demand type of service, transporting Dodgeville residents to any location they wish to visit within the city limits. This service provides transportation to anyone in need; however, individuals age 60 and older or individuals with disabilities, no matter the age, have priority over others.

The City of Dodgeville Taxi is used to meet transportation needs, including medical, employment, nutritional, educational and training, social and recreational, and personal business. Services provided by the City of Dodgeville Taxi are paid for through funding received from State transportation funds, cash match, County levy, City of Dodgeville and user fees.

Program Use and Unit Cost:

In 2022, the City of Dodgeville Taxi service traveled a total of 7,421 miles, with 3,142 units of service. A unit of service is a one way ride. Of the units provided, 1,419 were ambulatory individuals over the age of 60. 1,002 units were non-ambulatory and over the age of 60. 452 units were disabled and 8 units were disabled and non-ambulatory. 261 units were other.

The City of Dodgeville Taxi service is used to fill a variety of transportation needs.

UNITS	NEED
270	Medical
117	Employment
383	Nutrition
8	Education/Training
30	Social/Recreation
1,157	Personal Business
1,177	Other
3,142	Total

ELDER BENEFIT SPECIALIST:

The Elder Benefit Specialist Program has been actively serving the Iowa County residents since 1977. Services are provided to individuals aged 60 years and older. All services provided by this program are free and confidential. The goal of this program is to offer assistance in managing the challenges associated with navigating both public and private benefit programs. Funding for this service comes from both Federal and State funds that are administered through the State Office on Aging. As mandated by these funding sources, our Benefit Specialist position provides advocacy, information and referral, benefit counseling, negotiation and representation regarding Medicare, Medicaid, Social Security, Supplemental Security Income, FoodShare, housing, consumer debt, and other health insurance coverage issues.

2022 EBS Numbers:

Number of total clients served in 2022: 805 (219 more clients than the previous year.)

Cases opened in 2022: 778

Cases closed in 2022: 737

2022 Medicare Part D Clients: 248

In 2022, the Elder Benefit Specialist assisted clients in securing \$3,408,016 in Federal and State funds through various kinds of compensation to Iowa County community members. The majority of clients served were between the ages of 60-69. There has been a vast increase in request for assistance with retirement benefits including Medicare and Social Security Retirement.

The Elder Benefit Specialist provides Medicare 101 community presentations at least quarterly. This presentation allows a small group to gather in order to learn about signing up for Medicare as they near retirement. The local hospital and local insurance agencies refer to this agency on a regular basis. The Elder Benefit Specialist may also facilitate high level evidence based prevention programs or other forms of community education; however, we do not have the capacity to take on these programs due to the demand for one on one assistance of this position.

DISABILITY BENEFIT SPECIALIST:

The Disability Benefit Specialist (DBS) program provides services to people ages 18 to 59 with physical disabilities, intellectual/developmental disabilities, mental health disorders and alcohol and other drug abuse disorders. All services provided by the Disability Benefit Specialist Program are free and confidential. The goal of this program is to assist individuals with disabilities in remaining independent in their communities.

The Disability Benefit Specialist provides information on public and private benefit programs in the following ways:

- Assistance in completing applications for benefits, programs and services as needed;
- Discussions regarding the programs or services that might best meet the client's needs;
- Provide assistance in obtaining or retaining benefits and services;
- Provide referrals, assistance, and support on other matters including disability rights and the impact of earnings on financial eligibility for public benefits;
- In some cases, a client may receive representation in formal appeals related to denials of eligibility, termination of benefits or overpayment of public and private benefits.

Some specific areas Disability Benefit Specialists assist with are as follows:

- Medicaid (Medical Assistance)
- Social Security Disability Income (SSDI)
- Supplemental Security Income (SSI)
- Medicare, including Part D
- Prescription Drug Assistance
- FoodShare
- Low Income Tax Credits
- Insurance Issues
- Housing and Utility Issues

Disability Rights Wisconsin provides technical assistance, substantive case oversight and ongoing training to the Disability Benefit Specialists.

The Disability Benefit Specialist may also facilitate high-level evidence based prevention programs such as Walk with Ease and assist with marketing and outreach.

2022 DBS numbers:

Number of total clients served in 2022: 50

Cases opened in 2022: 50

Cases closed in 2022: 38

Please note that the Disability Benefit Specialist position was vacant for over half of the year in 2022. During this time, consumers were referred to other resources or put on a waiting list, if interested.

In 2022, the Disability Benefit Specialist assisted clients in securing \$138,780 of Federal and State funds through various kinds of compensation to Iowa County community members.

It should be noted that total “clients served” is very different from the Disability Benefit Specialist position to the Elder Benefit Specialist position. Disability Benefit Specialists and Elder Benefit Specialists can do many of the same tasks, but they tend to see higher requests for assistance in different service areas. Different types of tasks take different amounts of time to complete. Documentation requirements are different between the two programs.

ADRC CORE SERVICES

ADRC SPECIALISTS:

Information and Assistance Specialists (also known as I&A Specialists) have been renamed and are now called ADRC Specialists. ADRC Specialists are typically the community's first contact with the ADRC. They provide information, assistance, and options counseling over a wide variety of services within the community to the target consumer population, their families, friends, caregivers, advocates and others who ask for assistance. In order to determine how best to approach the information giving process, they identify and evaluate the issues leading to a person's inquiry. This information covers a wide range of both public and private programs and assists with long-term care planning.

In 2020, the ADRC Specialists underwent training and testing for Options Counseling. This is a service that each ADRC in Wisconsin is required to provide. The new training was designed to ensure each ADRC is offering the same Options Counseling service. All ADRC Specialists are required to be certified in this and to be closely monitored for quality assurance purposes.

Another function of the ADRC Specialist is to complete functional assessments for the long-term managed care programs, Family Care and IRIS and to offer non-biased enrollment counseling. Eligible individuals are frail elders and/or individuals with a physical disability or intellectual/developmental disability.

ADRC Specialists also maintain working relationships with nursing homes and other professional agencies. They support and assist with referrals to programs like the Caregiver Support Program and Supportive Home Care Program. They participate in the planning of the Health and Wellness Programs. ADRC Specialists also participate in various transition activities within the community. They are responsible for helping young adults with disabilities transfer into adult services. Staff participate in informational meetings with school districts, attend planning meetings and help transition adolescent clients from school and children's waivers into adult services. Another is the transition of individuals from a nursing home to a community residence. The ADRC is a wealth of information for the community assisting many people in Iowa County with finding the help they need. Through the various services and aid provided by the Information and Assistance staff in Iowa County, hundreds of people in need have found a local resource for information and assistance that is caring, compassionate and knowledgeable.

ENCOUNTER CONTACTS

	GRANT	GREEN	IOWA	LAFAYETTE	REGIONALLY
JANUARY	529	370	417	108	1,424
FEBRUARY	396	323	386	38	1,143
MARCH	480	430	488	91	1,489
APRIL	433	324	432	99	1,288
MAY	380	327	357	102	1,166
JUNE	599	380	369	116	1,464
JULY	486	312	339	77	1,214
AUGUST	524	389	318	167	1,398
SEPTEMBER	557	288	274	129	1,248
OCTOBER	563	288	277	172	1,300
NOVEMBER	552	332	244	125	1,253
DECEMBER	361	361	217	129	1,068
TOTAL	5,860	4,124	4,118	1,353	15,455

NEWSLETTER:

“News & Views” is the monthly publication of the Aging & Disability Resource Center. This newsletter allows opportunities for outreach for other County departments, such as UW-Extension, County Health Department, HeART and SUN. It informs the community of issues relating to older adults and adults with disabilities of services available, changes in benefit programs and other pertinent matters. It offers information regarding nutrition, health issues, wellness and prevention workshops, emergency planning, family caregiving and local events. It also provides information and schedules regarding the ADRC taxi and local senior dining sites offered by the SUN program (Seniors United for Nutrition).

The newsletter is funded by the donations of area residents as well as with money made available through the ADRC grant and county budget. In 2022, we produced 124,409 newsletters. These were distributed monthly to over 10,367 residences in or near Iowa County through the local Shopping News publication. We mailed 1,200 (100 per month) to our subscribers and the remainder was distributed at dining centers, local libraries, hospital and the agency. We also encourage individuals to view our newsletter on-line on our agency website.

FAMILY CAREGIVER SUPPORT PROGRAM:

The ADRC is responsible for the National Family Caregiver Support Program (NFCSP) and the Alzheimer’s Family Caregiver Support Program (AFCSP). Historically, this Agency was responsible for the National Family Caregiver Support Program (NFCSP). Starting in January, 2016, this Agency took over the Alzheimer’s Family Caregiver Support Program (AFCSP), as well. The ADRC provides assistance to family caregivers in an effort to reduce the stress associated with caring for a loved one. The goal of this program is to help

maintain individuals in their homes by supporting those individuals providing care to them. The Agency receives funding to assist eligible individuals with services such as respite care, transportation, chore services, caregiver training and education, counseling, and case management. Additionally, the Agency co-facilitates a monthly Caregiver Support Group and distributes information regarding caregiving in the “News & Views” newsletter. Though the COVID-19 pandemic prohibited the group from meeting in person, it successfully met via Zoom throughout the year of 2021. In 2022, the support group was offered as a hybrid model, and that seems to be going well. The support group has a consistent group of caregivers that find the monthly support beneficial.

In 2015, a Caregiver Coalition was developed in Iowa County. It is led by the ADRC and made up of other professionals and family caregivers from Iowa County. It is currently a sub-committee within the Healthy Aging in Rural Towns (HeART) Coalition. This is an active group in which goals have been developed regarding increasing caregiver support services through marketing efforts, improvement and exposure of the current support group and Dementia Friendly Community initiatives.

In 2022, the ADRC held a virtual Caregiver Renewal Day for Iowa, Lafayette and Grant counties. With the help of the Dementia Care Specialist, we were able to secure a highly regarded presenter and caregivers enjoyed the experience. The Dementia Care Specialist focused on book clubs for caregivers. Powerful Tools for Caregivers was also held, in collaboration with UW Extension.

As our county population ages, we will need more supports for our family caregivers so that they can continue to provide much needed care. Nursing homes and assisted livings are closing down around the state, and it is making it harder to find local placements for individuals needing care. Though our caregiver grant funding is limited, the ADRC strives to find services that can help our local caregivers.

OTHER PROGRAMS/ACTIVITIES:

Annually, the ADRC distributes the Senior Farmers’ Market Vouchers to eligible individuals. Vouchers are distributed to offer seniors the opportunity to purchase fresh produce at local/participating farmer’s markets. In 2022, the ADRC distributed vouchers to 109 individuals. Each set of vouchers was for \$25 total. This program makes fresh fruits and vegetables available to low income seniors in our community. It also brings money to our local economy and local farmers.

Historically, the ADRC has hosted and coordinated with the AARP organization to provide free tax assistance to eligible consumers. In 2020, tax prep began but was stopped due to the COVID-19 pandemic. At that point, consumers were required to work directly with AARP or a private tax professional. In 2021 and 2022, the ADRC was able to assist with scheduling appointments for AARP

volunteers. The actual tax prep assistance was held offsite. In 2022, the ADRC coordinated 255 tax appointments.

In 2020, the annual Health & Wellness Expo in September was cancelled due to the COVID-19 pandemic. In its place, the ADRC hosted four virtual events during the month of September, including an Identity Theft presentation, Parking Lot Bingo, a Multi-Generational Book Discussion and Health and Wellness Trivia. In 2021 and 2022, a Health and Wellness Drive Thru was held at Ley Memorial Pavilion/Harris Park and Hidden Valley Church. Only the parking lots were used. The first 200 participants were offered a resource bag and a boxed lunch and were invited to stay for some parking lot presentations by Upland Hills Health. The Iowa County Health Department also offered free COVID vaccines. Upland Hills Health partnered with the ADRC in order to put on this event.

PREVENTION PROGRAMS:

In 2013, the ADRC began an initiative to offer a strong health and prevention program to the residents of Iowa County. The goal was to provide seniors and adults with disabilities the tools and resources to better manage their health so that individuals could achieve their goals of “aging in place” in their own homes in the community. We have seen many social connections made and new friendships developed, due to these programs.

For many years, the ADRC was able to employ a part-time Wellness Coordinator. In 2022, due to the demand for one on one services and lack of funding to support a Wellness Coordinator, this position was changed to a full time ADRC Specialist. The ADRC is still committed to offering high level evidence based prevention programming, but we need to adjust our implementation strategy. We’ve appreciated partnerships with the following entities, and we look forward to continuing partnerships in new ways: ADRC of Southwest Wisconsin Dementia Care Specialist, Iowa County Health Department, Upland Hills Health, Healthy Aging in Rural Towns HeART Coalition, UW-Madison Division of Extension, and community leaders. Most of the programs offered and sponsored by the ADRC are high level, evidence based programs, which means that they have been researched and found to be effective in meeting their goals. With the help of our partners, the ADRC strives to offer the following programs: Stand Up and Move More, Mind Over Matter (MOM), Stepping-On, Walk with Ease, Strong Bodies and Powerful Tools for Caregivers. The pandemic, beginning in 2020 and continuing through 2021, did present some challenges to offering these programs. In 2022, maintaining leaders was a challenge due to the pandemic, position changes and guidelines for administering classes. We are still able to be successful in hosting Stepping On in person that was well received at the Cobb Library. As our partner agencies face pandemic unwinding, we are in talks of how we can support each other and the community with these prevention efforts. The programs are very valuable to our community.

2022 Iowa County Wellness & Prevention Programs

Wellness & Prevention Coordinator: Brittany Mainwaring

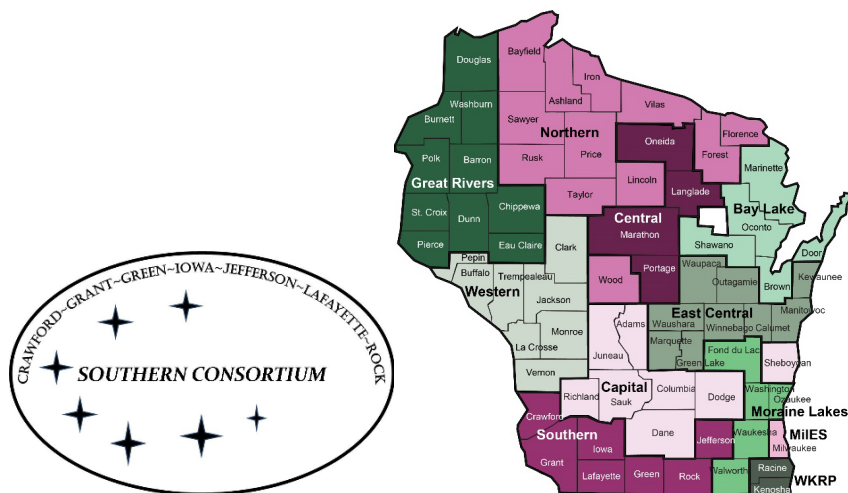
Stepping On In-Person-Cobb	09/08/22 – 10/20/2022	12 Participants
<p>Stepping On brings together the life experience of its participants and the expertise of community professionals. From the first session, participants put new skills to use. Group members set short-term goals each week that are focused on life activities that are most important to them. Physical therapists, pharmacists and other experts help the group adapt fall prevention practices for individual needs and levels. Stepping On meets once a week for seven weeks for two hours.</p> <p>Stepping On has been researched and proven to reduce falls by 31%!</p>		

ECONOMIC SUPPORT DIVISION ~ 2022

The Economic Support Unit continues to provide an integrated service delivery system for public assistance programs. The unit's mission is to provide timely and accurate benefits to eligible recipients residing in Iowa County and the Southern Consortium within the guidelines of Federal and State regulations. The Economic Support Unit offers financial assistance programs to help residents to sustain and improve their quality of life, meeting basic living and health care needs. The services offered include:

- Wisconsin Shares- Child Care Subsidy
- Health Care – Medicaid and BadgerCare Plus
- FoodShare
- Caretaker Supplement (CTS)
- Front-End and Fraud Investigations
- Wisconsin Home Energy Assistance Program (WHEAP)

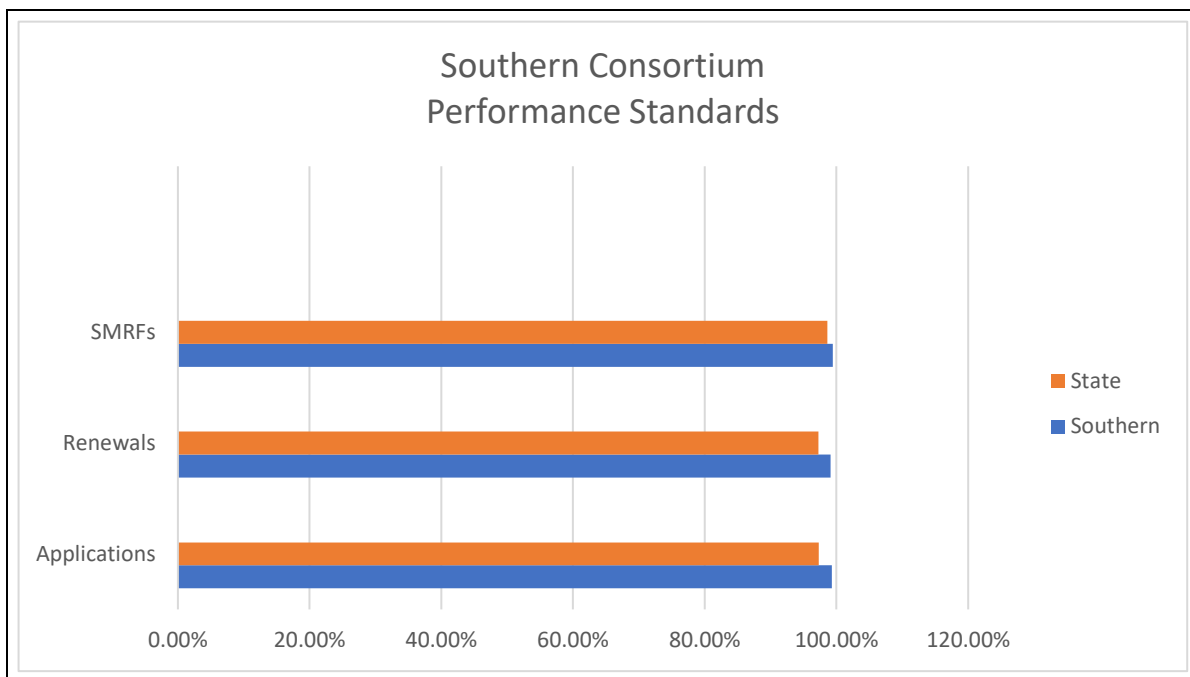
The State of Wisconsin received waivers for policy guidelines, beginning in March 2020 and continuing until April 2023 due to the Public Health Emergency. In December 2022, the US Congress passed the Consolidated Appropriations Act, ending the continuous Medicaid Enrollment starting March 31, 2023. Medicaid recipients have not had to re-enroll or be re-evaluated since March 20, 2020. The unwinding process, which is a term used by federal partners to describe the steps for state Medicaid agencies to replace temporary policies established during the COVID-19 emergency with regular eligibility, enrollment, and benefits management processes. The pre-pandemic rules will begin on or after April 1, 2023 for new applicants and from June 2023 and continue until May, 2024 for ongoing applicants. FoodShare members have received extra FoodShare benefits each month because of a federal program during the COVID-19 pandemic. Those benefits were provided separately from their regular monthly benefits. The extra allotments ended in February 2023.



Iowa County Economic Support Specialists collaborate with our consortium partners to staff the Southern Consortium Call Center. The counties include Lafayette, Grant, Green, Crawford, Jefferson, Iowa and Rock as the Lead Agency. The ability to share the work across these seven counties through this continued partnership provides for increased efficiencies and better customer service for the citizens of Iowa County. Residents are able to call the Southern Consortium Call Center to ask general questions/inquires, complete renewals, apply for benefits, or report changes. At this time, Iowa County Economic Support Specialists are staffing the Call Center approximately 67 scheduled hours per week, which is 5.3% of the Southern Consortium caseload. However, the time scheduled increases as the call volume increases.

	<u>Calls Offered</u> <u>Average per</u> <u>Month</u>	<u>Calls Answered</u> <u>Average per</u> <u>Month</u>	<u>Answer Rate</u> <u>Average per</u> <u>Month</u>
2022	10,553	9,958	95.22%
2021	8,119	7,971	98.48%
2020	9,834	9,612	98.09%
2019	13,096	12,275	93.77%
2018	13,455	12,642	93.97%

Economic Support Specialists are not assigned individual caseloads, but are assigned tasks to complete daily based on priority and workload demands. This approach ensures that the workload is evenly distributed and, by default, builds in internal quality assurance as more than one worker has the opportunity to review the case for accuracy. It also provides for work to be completed in the event a staff member is out for an extended amount of time without delays. The State has required performance standards for Medicaid, BadgerCare+, and FoodShare applications, renewals and Six Month Report Forms (SMRFs). All applications, renewals and SMRFs must be processed within 30 days and the state benchmark is 95%. The Southern Consortium timely rate is above 95% and consistently above the state average. Requests for program assistance are made by contacting Iowa County Department of Social Services and speaking to an alert worker or coming into the agency. Customers may also use the ACCESS website at www.access.wi.gov to learn about the programs, apply and update their status online. MyACCESS mobile application allows participants to check their benefits, get reminders, and submit documents.



HEALTHCARE

MEDICAID

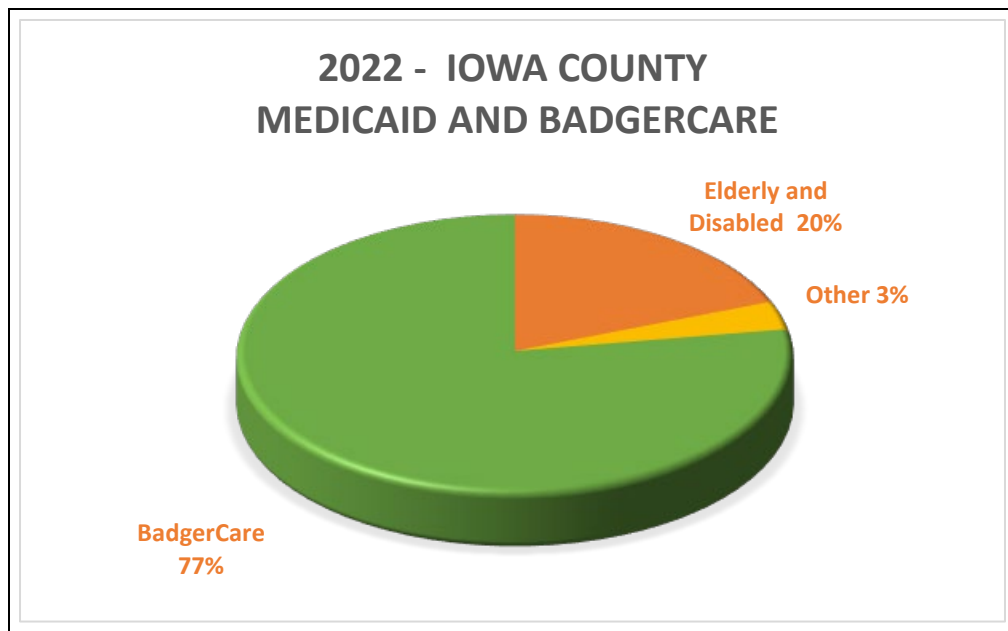
Medicaid, also known as Medical Assistance, or Title 19, is a State and Federally funded program that helps low-income people, including residents who are age 65 or older, blind or disabled, pay their medical bills. A person is eligible if they meet all non-financial and financial requirements. Economic Support Specialists work collaboratively with the ADRC, nursing homes and the Managed Care Organizations (MCO) in our area. The type of Medicaid plan an individual may be eligible for depends on income, assets, and type of care needed. If eligible, individuals may fit into one (or more) of the sub-programs listed below:

- SSI- Related Medicaid
- Emergency Services Medicaid
- Institutional Long Term Care
- Family Care Long Term Care
- Medicaid Deductible
- Medicaid Purchase Plan (MAPP)
- Medicaid Savings Programs (QMB, SLMB, SLMB+, QDWI)
- Tuberculosis (TB) Related Services
- Well Woman Medicaid Plan

BADGERCARE+

Badger Care Plus (BC+) is a State and Federal program that provides health coverage for low-income Wisconsin residents. To be eligible for BadgerCare Plus, a person must meet certain non-financial and financial requirements. Populations eligible for BadgerCare Plus include:

- Children younger than 19 years old
- Pregnant women
- Parents and caretakers of children younger than 18 years old and dependent 18-year-olds
- Parents and caretaker relatives whose children have been removed from the home and placed in out-of-home care
- Former Foster Care Youth younger than 26 years old who were in out-of-home care when they turned 18
- Adults ages 19–64 who are not receiving Medicare and do not have dependent children



One of the many benefits for families enrolled in BadgerCare Plus and Medicaid is that individuals will be enrolled in an HMO. The HMO's that participate in Iowa County are CompCare, Dean Health Plan, Group Health Cooperative of Eau Claire, and ICare.



FoodShare Wisconsin helps individuals or families who are employed but have low incomes, are living on small or fixed incomes, have lost their jobs, or have disabilities and cannot work. The U.S. Department of Agriculture Food and Nutrition Service (FNS) is responsible for setting the basic program rules for the Supplemental Nutrition Assistance Program (SNAP) so they are similar everywhere in the country. FoodShare provides an electronic benefit transaction (EBT) called a QUEST card to purchase food products with the goal to make it easier to have nutritious and adequate diets. Wisconsin has approved FoodShare online shopping with Amazon, Walmart, Aldi, Woodman's Markets, Lou Perrine's Gas and Grocery, Meijer, Ptacek's IGA, Sam's Club Scan and Go, Target, and Schnuck's Market.

FoodShare benefits can be used to buy foods such as:

- Breads and cereals
- Fruits and vegetables
- Meats, fish, and poultry
- Dairy products
- Seeds and plants that produce food for the household to eat
- Snack foods

FoodShare benefits **cannot** be used to buy items such as:

- Nonfood items (pet foods, paper products, soaps, household supplies, grooming items, toothpaste, cosmetics, etc.)
- Beer, wine, liquor, cigarettes, or tobacco
- Food that will be eaten in the store
- Hot foods (Food cooked and served hot at the store)
- Vitamins and medicines

If the member eats at a group meal site for the elderly or has meals delivered to the member's home, FoodShare benefits can pay for these meals if the facility or meal provider is an authorized FoodShare retailer. FoodShare benefits can also be used at Farmers Markets.



2,825 unduplicated FoodShare recipients in 2022



2,851 unduplicated FoodShare recipients in 2021

CARETAKER SUPPLEMENT (CTS)

Wisconsin's Caretaker Supplement (CTS) is a cash benefit available to parents who are low-income and eligible for Supplemental Security Income (SSI). These SSI parents received CTS benefits for each of their eligible children. It pays a cash benefit of \$250.00 per month for the first eligible child and \$150.00 per month for each additional eligible child.

WISCONSIN SHARES



Wisconsin Shares child care subsidy supports low-income working families by subsidizing a portion of the cost of child care under the age of 13 (up to 19 if special needs). Families must meet financial guidelines to be eligible and, in most cases, families are responsible to pay for part of the child care costs, based on a sliding fee schedule. Wisconsin Shares helps parents pay for child care by issuing a monthly deposit on MyWICChildCare EBT card. The amount of the Wisconsin Shares benefits depends on family income and size. Parents are responsible for knowing the child care provider's rates and paying their provider any additional owed above the Wisconsin Shares benefit.

Individuals who received child care assistance must use a County certified or State licensed provider who is also YoungStar approved. YoungStar evaluates and rates the quality of care given by child care providers, helps parents choose the best child care for their kids, and sets a consistent standard for child care quality. A parent, foster parent, relative, or person acting in place of a parent, who is eligible for child care subsidy, must participate in one of the following activities:

- Work
- Completing high school (parents under age 20) or approved high school equivalency program
- Wisconsin Works (W-2) – approved assigned activities
- Food Stamp Employment and Training (FSET) – approved assigned activities
- Basic Education and College courses- attending classes while working at least 20 hours per month (24-month limit)

The Wisconsin Shares program is administered at the local level and not through the Call Center. Program implementation includes determining eligibility, gathering verification, writing accurate authorizations for child care, completing ongoing case processing, and monitoring cases for program integrity. Building an accurate case in the computer system and correctly determining eligibility requires workers to understand policy.



22 families and 43 children received day care assistance for a total of \$146,670.52 paid to providers in 2022.



27 families and 50 children received day care assistance for a total of \$160,309.75 paid to providers in 2021.

FRONT-END AND FRAUD INVESTIGATIONS

Front-end verification (FEV) is one method of preventing fraud. FEV is a process of intense scrutiny of cases that exhibit characteristics of potential program violations or errors. The Economic Support Unit performs a more in-depth verification than the routine verification of eligibility determination. FEV focuses on particular elements or circumstances of a specific case and verifies the accuracy of the information provided. If the information were questionable, the Economic Support Specialist would determine if a referral to Central States Investigation for follow up or complete a benefit overpayment would be warranted. Based on criteria for potential fraud, the Economic Support Unit investigates all reports of potential fraud, follow-ups on wage discrepancy reports received quarterly from the State, as well as questionable residency, Unemployment benefits, and Electronic Benefit Transactions data. Following an investigation, if substantiated, individuals must repay any benefits they were not entitled. The Southern Consortium administers the Fraud Prevention and Investigation Program, with Rock County as the Lead Agency. The consortium's emphasis is on prevention and claims establishment.



201 referrals to Central States Investigation for investigations from the Southern Consortium. This compares to 181 referrals in 2021.



Iowa County received \$1,238.00 incentive money from collections received from overpayments in the FoodShare and Medicaid programs in 2022. They received \$3,328.00 for the Estate Recovery program.

WISCONSIN HOME ENERGY ASSISTANCE PROGRAM



The Wisconsin Home Energy Assistance Program (WHEAP) provides assistance for heating costs, electric costs, and energy crisis situations. Operating with Federal and State funding, the program provides assistance to households across the state to help lower the burden incurred with monthly energy costs.

WHEAP assistance is a one-time payment during the heating season (October 1-May 15). Customers are able to apply in-person at the agency, telephone interview, paper application or online at www.energybenefit.wi.gov. Energy Services, Inc. assists Iowa County completing the online applications. The funding pays a portion of the heating and/or electric costs, but the payment is not intended to cover the entire cost of heating a residence. The amount of the energy assistance benefit varies depending on a variety of factors, including the household's size, income, and energy costs. In most cases, the energy assistance benefit is paid directly to the household energy supplier.

A household may be eligible for crisis assistance if you have no heat, have received a disconnect notice from the heating vendor, or are nearly out of fuel and do not have the money to purchase more. Crisis assistance is available through Iowa County Social Services and provides a 24-hour crisis telephone number to help with emergencies that occur after business hours. Crisis assistance is intended to provide emergency and/or proactive services to assist eligible households experiencing an energy crisis.

There are also non-emergency or proactive crisis services that include providing information on how to reduce fuel costs, counseling on budgeting and money management, providing payments to a fuel supplier, and co-pay agreements.

WHEAP emergency heating system assistance can provide services to eligible homeowners if the furnace or boiler stops operating during the heating season. Heating system assistance includes payment for repairs or, in some situations, households may qualify for a total replacement of a non-operating furnace or boiler. Iowa County Social Services determines eligibility for the assistance, and Southwest Community Action Program (SWCAP) will assist with the repairs or replacement of the furnace.

A new program this year is the HE+ Water Conservation Program. This is a year-round program that provides assistance to eligible low-income Wisconsin households with the repair and replacement of leaky or non-working water heaters, leaky fixtures, toilets and/or piping. Water Conservation Program Services are funded by Public Benefits and eligible customers need to live in a territory of a participating public benefit utility and meet the guidelines of the WHEAP program.

ENERGY ASSISTANCE

	2022	2021	2020	2019	2018
Regular Applications Processed	903	824	805	759	774
Approved	752	710	719	680	679
Denied	151	114	86	79	95
Energy Services Inc.	156	47	0	0	0
Crisis WHEAP Assistance Processed	161	344	109	81	126
LIHEAP Crisis	170	322	71	58	80
Public Benefit Crisis	10	28	40	27	53
Furnace Replacement	7	8	11	6	10
Furnace Repairs	3	3	7	7	6
Furnace Assessment	2	5	1	1	0
Water Conservation Program	0	0	0	0	0

IOWA COUNTY DEPARTMENT OF SOCIAL SERVICES

STATEMENT OF OPERATIONS

JANUARY 1, 2022 - DECEMBER 31, 2022

Revenues:	2022	2021
Earned State/Federal Aid	\$ 1,513,212.75	\$ 1,436,490.31
Earned County Appropriation	\$ 816,528.26	\$ 836,345.21
Substitute Care Refunds.....	\$ 7,243.81	\$ 6,251.52
TPL, MA Collections, AFDC & Food Share Refunds.....	\$ 2,395.53	\$ 3,784.76
Other Collections/Refunds.....	\$ 9,936.25	\$ 13,639.00
Designated Donations.....	\$ 2,219.00	\$ 1,226.30
Juvenile Restitution.....	\$ 748.50	\$ 4,135.00
Juvenile Supervision Fees.....	\$ 1,987.93	\$ 3,593.82
Non-Secure Detention.....	\$ 0.00	\$ 67.50
Secure Detention	\$ 869.19	\$ 2,839.89
Electronic Monitoring.....	\$ 0.00	\$ 145.00
Sheriff's Transport Fees	\$ 303.50	\$ 154.00
CST In-Kind.....	\$ 1,308.20	\$ 3,087.33
Total Revenue	\$ 2,356,752.92	\$ 2,311,759.64

Expenditures:		
Salaries	\$ 1,342,966.90	\$ 1,323,884.46
Fringe Benefits	\$ 512,842.39	\$ 515,951.85
Travel and Training.....	\$ 25,139.48	\$ 30,091.17
Overhead.....	\$ 89,463.18	\$ 54,091.79
Purchased Services.....	\$ 76,511.25	\$ 96,829.18
Purchased Services-Supportive Home Care	\$ 60,614.89	\$ 29,417.95
Purchased Services-Contracted Services	\$ 55,713.45	\$ 50,422.30
Juvenile Restitution.....	\$ 748.50	\$ 4,135.00
Institutional Care.....	\$ 0.00	\$ 0.00
Foster Care, Subsidized Gdnship and Group Care.....	\$ 10,979.31	\$ 38,802.30
Detention Fees.....	\$ 900.00	\$ 450.00
eWiSACWIS.	\$ 9,180.64	\$ 3,200.00
Youth Specific Case Management.....	\$ 0.00	\$ 0.00
General Relief	\$ 5,390.00	\$ 7,165.00
Designated Donations.....	\$ 3,675.69	\$ 1,305.12
Kinship Care.....	\$ 21,156.82	\$ 11,799.00
PDS Partnership Fees	\$ 1,072.00	\$ 1,072.00
Direct Intervention Services	\$ 9,900.01	\$ 9,899.57
Adult Protective Services Shared Funding	\$ 2,994.00	\$ 4,730.00
Alzheimer's Family Support	\$ 12,550.86	\$ 10,370.72
Family Preservation	\$ 28,551.75	\$ 48,120.70
Court Ordered Elderly Care.....	\$ 14,620.00	\$ 0.00
Background Checks.....	\$ 182.50	\$ 80.00
Children's Long-Term Support	\$ 1,854.97	\$ 810.36
Childcare Certification	\$ 5,164.95	\$ 6,474.12
CST	\$ 35,302.09	\$ 46,157.95
CST In-Kind.....	\$ 1,308.20	\$ 3,087.33
Youth Services	\$ 4,534.75	\$ 186.84
Targeted Safety Support Fund	\$ 23,434.34	\$ 13,224.93
Total Expenditures	\$ 2,356,752.92	\$ 2,311,759.64

The above statements do not include indirect costs.

**IOWA COUNTY DEPARTMENT OF SOCIAL SERVICES
SUMMARY**

The preceding report covers the various programs available through the Department and notes some of the costs involved with particular programs. Some programs provide for financial benefits but, because those funds are dispensed directly from the Department of Health & Social Services, we do not actually see the dollars flow. The following will give the reader the broader picture, in terms of dollars, of what the Iowa County Department of Social Services was actually responsible for in 2022:

	<u>2022</u>	<u>2021</u>
Medical Assistance Benefits	\$ 32,097,357.00	\$ 30,321,814.00
FoodShare Program Benefits	\$ 5,654,003.00	\$ 5,557,584.00
Day Care Benefits	\$ 146,670.52	\$ 160,309.75
Energy Assistance Programs Benefits ..	\$ 433,647.00	\$ 421,339.00
Purchased Services	\$ 192,839.59	\$ 176,669.43
General Relief Benefits	\$ 5,390.00	\$ 7,165.00
Department Administration.....	\$ 1,880,948.77	\$ 1,869,987.96
Substitute Care for Children	\$ <u>10,979.31</u>	\$ <u>38,802.30</u>
Total	\$ <u>40,421,835.19</u>	\$ <u>38,553,671.44</u>

AGING & DISABILITY RESOURCE CENTER
STATEMENT OF OPERATIONS
JANUARY 1, 2022 – DECEMBER 31, 2022

<u>Revenues:</u>	2022	2021
Earned State/Federal Aid	\$ 593,866.86	\$ 617,376.18
Earned County Appropriation	\$ 132,928.11	\$ 117,670.43
Public Charges for Services	\$ 37,553.12	\$ 43,571.06
Donations.....	\$ 0.00	\$ 200.00
In-Kind	\$ 72,571.31	\$ 103,417.93
Other Income.....	\$ 391.21	\$ <u>66.21</u>
Total Revenue	\$ <u>837,310.61</u>	\$ <u>882,301.81</u>
<u>Expenditures:</u>		
Salaries	\$ 447,554.61	\$ 441,417.71
Fringe Benefits	\$ 146,367.35	\$ 134,543.64
Travel and Training.....	\$ 6,839.24	\$ 2,658.74
Overhead	\$ 14,935.54	\$ 10,218.38
Volunteer Escort Expenses	\$ 34,667.60	\$ 46,886.99
Bus Gas, Maintenance & Overhead.....	\$ 3,914.35	\$ 2,235.32
Dodgeville Taxi Gas, Maintenance & Overhead.....	\$ 4,244.41	\$ 1,694.35
Rural Taxi Gas, Maintenance & Overhead.....	\$ 3,491.13	\$ 2,533.24
ADRC Board Mileage Expense.....	\$ 520.87	\$ 302.96
Caregiver Support.....	\$ 21,335.24	\$ 23,238.84
Newsletter.....	\$ 20,908.75	\$ 19,555.10
Prevention Programs.....	\$ 460.61	\$ 5,010.53
In-Kind	\$ 72,571.31	\$ 103,417.93
Designated Donations.....	\$ 0.00	\$ 0.00
**Seniors United for Nutrition	\$ 36,721.17	\$ 34,640.00
Trust Account.....	\$ 2,500.00	\$ 5,791.17
*Supportive Home Care.....	\$ 20,278.43	\$ <u>48,156.91</u>
Total Expenditures	\$ <u>837,310.61</u>	\$ <u>882,301.81</u>

*Used Title III funding to supplement DSS expenses due to bus not operating during the pandemic.

**Includes staff wages, fringes and mileage to help deliver meals.