

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 2019. 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>Bruce Paull</i>	<i>Richard Rolfsmeyer</i>

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.
- 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.

2019 Statistics For On-Call:

91 calls after hours requiring some type of follow up.

24 of the calls were related to delinquency.

58 of the calls were related to child abuse or neglect or other child related issues.

9 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, 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	2019	2018	Average Per Month
Access Reports	477	583	39.8
Information & Referral Only	108	161	9
Child Abuse & Neglect Referrals	349	352	29.1
Child Abuse & Neglect Referrals Screened Out	232	247	19.3
Total Number of Child Abuse & Neglect Referrals Investigated (Screened In)	117	105	9.8
Courtesy Child Abuse & Neglect Investigations for Other Counties	3	2	.3
Total Number of Services Intakes	20	70	1.7
Services Intakes Screened In	14	64	1.2
Services Intakes Screened Out	6	6	.5
C.H.I.P.S./Court Ordered (Opened)	8	17	.7
Home Studies for Interstate Compact	0	0	0
Step-Parent Adoption Studies	1	3	.1
Courtesy Supervision for Other Counties	2	4	.2

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.

2019 Statistics:

- 9 families serviced with parent educator services.
- 0 child 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.

2019 Statistics:

- 17 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.

2019 Statistics:

- 9 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 2019, 5 homes in Iowa County were licensed foster 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: 5
- Foster home entries in 2019: 3
- Foster home exits in 2019: 6
- Number at end of the year: 2

Treatment Foster Home Placements:

- Number at beginning of year: 1
- Number of entries in 2019: 1
- Number of exits in 2019: 2
- Number at end of the year: 0

Group Home Placements:

- Number at beginning of year: 0
- Number of children placed: 1
- Number of children exiting: 1
- Number at end of the year: 0

Residential Community Care Placements:

- Number at beginning of year: 1
- Number of children placed: 1
- Number of children exiting: 1
- Number at end of the year: 1

Court Ordered Kinship Care/Relative:

- Number at beginning of year: 6
- Number of entries in 2019: 2
- Number of exits in 2019: 8
- Number at end of the year: 0

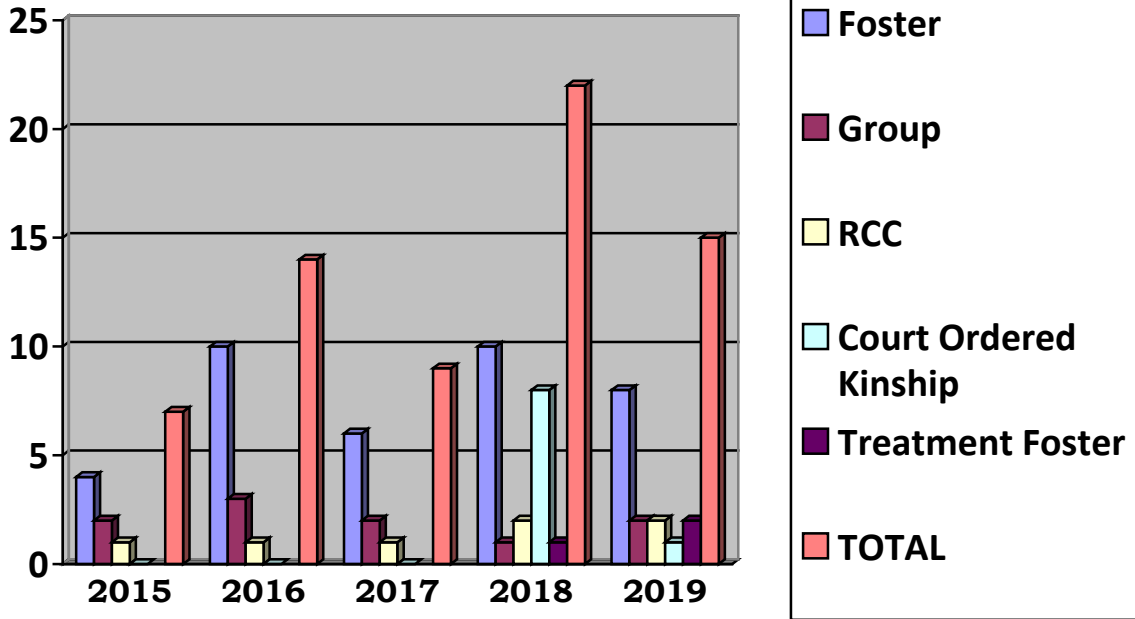
Fourteen children exited out-of-home care in 2019.

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

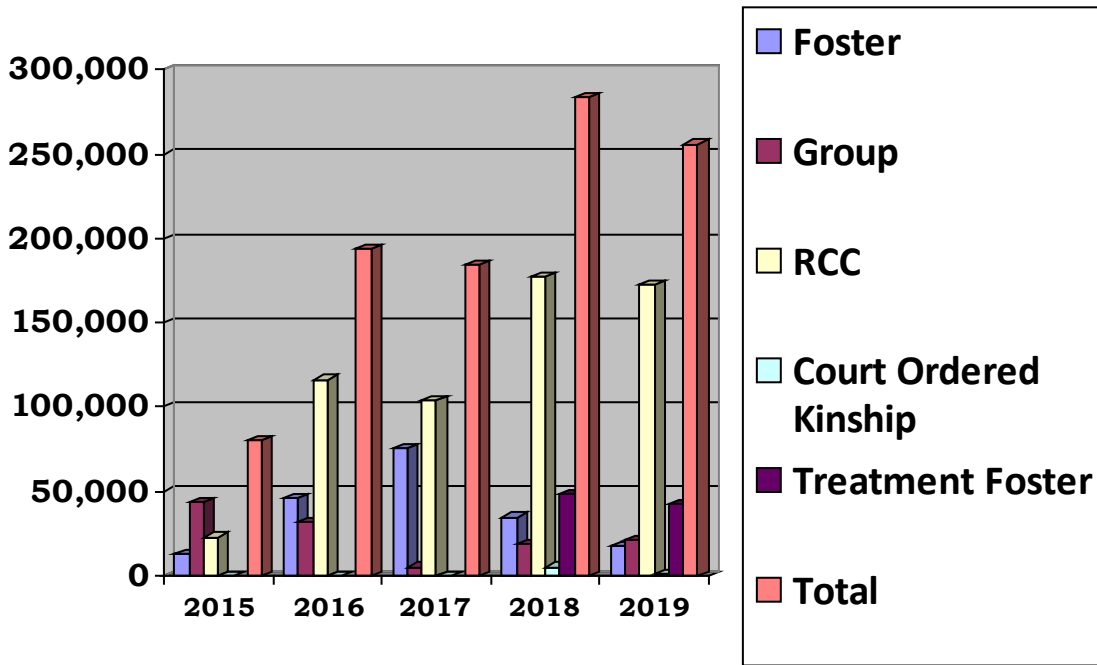
contributed by working closely with the social workers and families in seeking alternative services without placing children and by locating and coordinating out-of-home placements without requiring RCC placements.

In 2012, Iowa County became a part of the Permanency Roundtables Initiative. A Permanency Roundtable (PRT) is a process that is structured, professional case consultation designed to expedite legal permanency for children and youth in care through innovative thinking, the application of best practice, and breaking system barriers. None of the children in placement ranked low on the permanency status scale. Therefore, there were no permanency roundtables in 2019.

**CHILDREN IN ALTERNATE CARE
PER YEAR (2015-2019)**



**OUT-OF-HOME CARE COSTS
2015-2019**



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 2019, there were 2 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 2019, 6 families were served.

VOLUNTEER SERVICES STATISTICS:

HOLIDAY PROJECT: In 2019, 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.

- 167 families received food and gift baskets through the Adopt-A-Family Program. There were 164 adults and 274 children served. A total of 97 elderly individuals received a food and gift basket.
- 61 organizations donated.

INDEPENDENT LIVING SKILLS:

Number of Active Participants: 0
Number Eligible: 4

In 2019, we had four children eligible for independent living skills. These children received services through their placement resources.

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 21, or age 23 if enrolled in a secondary school. 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

COMMUNITY INTERVENTION GRANT: In June, 2000, the Department received a grant from the Department of Juvenile Corrections. Initially, these funds were used for a Youth Mentor Program. In recent years, the number of adults volunteering to become mentors declined. In 2016, we changed our focus to providing informational and therapeutic groups for youth.

JUVENILE INTAKE STATISTICS	2019	2018	2017
Dispositions:			
Dismissed/Counsel and Close	25	23	16
Deferred Prosecution/Informal Disposition	11	25	33
Referral to District Attorney	30	33	57
Referral to Ongoing Social Worker	4	22	15
Other County/State	9	1	10
Referred Back to Law Enforcement	6	9	2
Adult Court	0	0	0
TOTAL	85	113	133

In 2019, 85 referrals were received to Juvenile Intake. Of those, 8 Children in Need of Protection and Services (C.H.I.P.S.) Petitions, 4 Juveniles in Need of Protection and Services Petitions and 19 Delinquency Petitions were filed.

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 2019, there were a total of 25 participants in this program. At the end of 2019, 7 participants had successfully completed the required course. 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 2019, 18 juveniles were accepted into the Teen Court program. These juveniles were referred for the following offenses: Disorderly Conduct, Underage Drinking, Battery, Vandalism, Unlawful Use of a Computerized Device, Dispensing a Prescription without a Prescription, Possession of THC, Carrying a Fake Weapon and Vaping. Three cases were revoked for non-compliance. Teen Court participants completed a total of 355 hours of community service in 2019.

The facilitator of this program also focused on recruiting new volunteers. In 2019, there were six volunteers. Additionally, outreach was completed with local law enforcement and surrounding schools to encourage appropriate referrals to this program.

AGING & DISABILITY RESOURCE CENTER

ORGANIZATION AND STRUCTURE

ADRC Iowa County Board

Supervisor Justin O'Brien, Chairperson

Trish Rock, Vice Chairperson

Lori Fisher, Secretary

Kathleen Elliott

Dianne Evans

Lori Fisher

Elsie Jane Murphy

Linda Wetzel Hurley

William Ladewig

Lynn Munz

Catherine Palzkill

Pat Reiley

Patricia Rock

Alvina Sturz

Bryan Walton

Supervisor Judy Lindholm

Supervisor Jeremy Meek

Supervisor Justin O'Brien

Iowa County is in the midst of a large population shift that is also occurring widespread throughout the state of Wisconsin and the nation. Over the next 15-20 years, the county's population will age at a very rapid rate due to the large amount of people in the baby boomer generation. According to the Wisconsin Department of Health Services, in 2005, people 65+ years old made up 12-15% of the population, and it is expected that by 2035, people 65+ will make up 21-24% of the population in Iowa County. The demand for the Agency's services will be extensive.

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 able to assess 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 public 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.

The regional ADRC office employs a Dementia Care Specialist who travels the four counties. Not only can they make home visits with families, but the Dementia Care Specialist also advocates in and educates the community about dementia. The Dementia Care Specialist offers support and education to caregivers and other ADRC staff.

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.

ADULT PROTECTIVE SERVICES:

The Adult Protective Services staff provides short-term as well as long-term case management services to adults, their families, and especially the elderly of Iowa County. The Adult Services staff consists of two full-time, licensed Social Workers.

In 2019, 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 will be licensed as a Community Based Residential Facility (CBRF). The goal would be to open the facility in late 2020/early 2021.



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.
- Assist eligible families in pursuing guardianship and/or protective placement petitions.
- Complete protective placement reviews annually.
- Complete comprehensive evaluations for protective placement referrals.
- 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.
- 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.

ADULT SERVICES STATISTICAL REPORT	2019	2018	2017
INTAKE SERVICES			
Information and Referral Only	33	31	12
Supportive Home Care Assessments/Reviews	*142	22	31
Number of Clients Receiving Supportive Home Care	71	69	75
Caregiver Support Program	16	15	24
Safety Assess and Offer Services	0	38	24
Elder Abuse and Neglect Referrals	74	58	61
Guardianships/Guardian Assistance	26	31	31
Protective Placements	2	3	9
Comprehensive Evaluations	2	3	9
Protective Placement Reviews	19	22	18
Vulnerable Adults	9	14	13
TOTAL SERVICES PROVIDED	394	314	317
This report contains some duplicate case counts when more than one service is requested within the referral.			
<i>*For 2019, this number includes Supportive Home Care reviews in addition to the 2019 assessments.</i>			

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/Department Assistant.

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, Care Wisconsin and My Choice family care providers to provide non-emergency medical transportation to individuals enrolled in their program.

Program Use and Unit Cost:

We provided 2,337 units of service in 2019. A unit of service is equivalent to a one way ride, of which 2,090 were provided to elderly and 247 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 2019 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 67,973 miles, with over 3,282 hours of service in 2019.

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 medical, employment, nutritional, educational and training, social and recreational, and personal business.

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

The mini-bus continues to operate as needed. The Agency staff regularly reviews the schedules and policies and utilizes input from the Southwest Wisconsin Transportation Team.

Program Use and Unit Cost:

In 2019, the Care-A-Van traveled a total of 13,212 miles, with 3,163 units of service. As with our other transportation services, a unit of service is a one way ride. Of the units provided, 1,095 were to ambulatory individuals over the age of 60. 1,646 units were non-ambulatory and over the age of 60. 369 units were to individuals who were disabled and 42 units were disabled and non-ambulatory. 11 units were other.

As stated earlier in this report, the Care-A-Van is used to fill a variety of transportation needs.

UNITS	NEED
24	Medical
910	Nutrition
34	Education/Training
137	Social/Recreation
1,562	Personal Business
10	Employment
486	Other
3,163	Total

Our Care-A-Van service is available to all the residents of Iowa County. For people over the age of 60 and those who have a disability, there is a suggested donation for the service. People who are not over the age of 60 or disabled are asked to pay a fee. The majority of our riders were elderly.

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 three days per week as an on demand type of service. Two days each week are dedicated to transporting rural residents anywhere they wish to visit within the borders of Iowa County. The taxi service in the City of Mineral Point operates one day each week, transporting Mineral Point 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 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 2019, the Rural Taxi service traveled a total of 2,517 miles, with 40 units of service. A unit of service is a one way ride. Of the units provided, 25 were to ambulatory individuals over the age of 60. Two units were non-ambulatory and over the age of 60. One unit was disabled and one unit was disabled and non-ambulatory. 11 units were other.

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

UNITS	NEED
20	Medical
6	Nutrition
3	Social/Recreation
10	Personal Business
1	Other
40	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 two 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 2019, the City of Dodgeville Taxi service traveled a total of 6,511 miles, with 3,385 units of service. A unit of service is a one way ride. Of the units provided, 1,708 were ambulatory individuals over the age of 60. 319 units were non-ambulatory and over the age of 60. 814 units were disabled and 31 units were disabled and non-ambulatory. 513 units were other.

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

UNITS	NEED
514	Medical
117	Employment
155	Nutrition
22	Education/Training
25	Social/Recreation
1,247	Personal Business
1,305	Other
3,385	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 this funding source, our

Benefit Specialist positions provide advocacy, information and referral, and/or counseling, negotiation and representation in the following areas:

- Health Care Financing
- Income Maintenance
- Community Based Services
- Consumer/Finance
- Protective Services/Probate

From January through December, 2019, this program served 773 clients. Of these 773 clients served, 9.6% were under poverty level. (A client may have more than one case, as a case is defined as each specific issue.)

Total cases opened: 1,428 Open cases by mos. Jan. through Dec., 2019

Total cases closed: 1,416 Closed cases by mos. Jan. through Dec., 2019

In 2019, through actions taken by the Elder Benefit Specialists, over \$2,713,590 in various kinds of compensation was awarded to Iowa County senior citizens.

The Elder Benefit Specialist may also facilitate high level evidence based prevention programs such as Healthy Living with Diabetes or Walk with Ease.

DISABILITY BENEFIT SPECIALIST:

The Disability Benefit Specialist (DBS) program provides services to people ages 18 to 59 with physical disabilities, developmental disabilities, mental illness and substance use 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 Iowa County Disability Benefit Specialist Program had the following statistics in 2019:

Cases Opened.....	121
Cases Closed	107

In 2019, through actions taken by the Disability Benefit Specialist, over \$755,310 in various kinds of compensation was awarded to individuals with a disability residing in Iowa County.

The Disability Benefit Specialist may also facilitate high level evidence based prevention programs such as Walk with Ease.

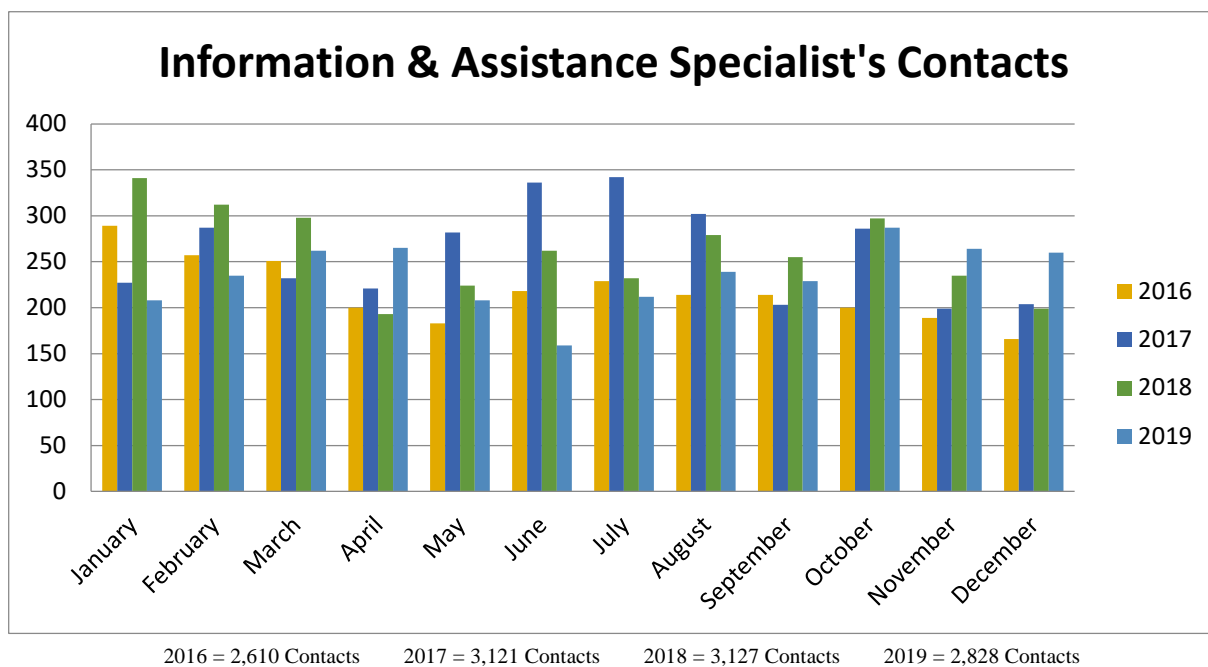
ADRC CORE SERVICES

I&A SPECIALISTS:

Information and Assistance Specialists (also known as I&A 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.

Another function of the I&A 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 developmental disability.

I&A Specialists also maintain working relationships with nursing homes and other professional agencies. They support and assist with the facilitation of the Caregiver Support Program and Health and Wellness Programs. I&A Specialists also participate in various transition activities within the community. One such activity is helping young adults with disabilities transfer into adult services. Staff participates 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. Last year, the I&A Specialists had 3,127 contacts with individuals and family members unsure of where to turn for assistance. 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.



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 Care-A-Van and local senior meal 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 2019, we produced 124,260 newsletters. These were distributed monthly to over 10,000 residences in 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:

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.

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. 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 2019, the Caregiver Coordinator worked with two coalitions regarding Caregiver supports for the community. We worked with the Iowa County Caregiver Coalition and the Healthy Aging in Rural Towns Coalition. Activities included an Advanced Directive Training and Workshop, being trained in the high level evidence based prevention program Powerful Tools for Caregivers, and co-hosting a book discussion on the book My Two Elaine's at the Mineral Point Public Library. The ADRC also held a joint Caregiver Renewal Day in Platteville, to celebrate and support the local family caregivers of Grant, Lafayette and Iowa Counties.

OTHER PROGRAMS/ACTIVITIES:

Annually, the Agency distributes the Senior Farmers' Market Vouchers to eligible individuals. Vouchers are distributed to offer seniors the opportunity to purchase fresh produce at local farmer's markets. In 2019, the ADRC

distributed vouchers to 110 individuals. Each set of vouchers was for \$25 total. This program is useful to encourage improved nutrition for low-income seniors and also to promote local farmers in the Iowa County Community.

The ADRC hosts and coordinates with the AARP organization to provide tax assistance to eligible consumers. In 2019, over 500 individuals were provided this service at the Dodgeville and Spring Green locations. To be eligible for this program, individuals must reside in Iowa County, be at least 60 years of age, and meet income eligibility. Senior Farmers' Market Vouchers and AARP free tax preparation allows us to provide outreach and education to those contacting our office for these services.

In 2019, the ADRC hosted a Health & Wellness Expo in September. This expo was hosted and co-sponsored by Upland Hills Health, and it promoted resources for prevention, wellness and caregivers. Information was also offered in regards to weather emergencies, scam prevention information, planning for emergency situations, and other community resources. We had over 40 vendors and over 150 community members attend.

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.

Since that time, the agency has been able to develop a part-time Health and Wellness Coordinator position and continues to add additional programming and the support of community partners, including the Iowa County Health Department, Upland Hills Health, HeART Coalition, UW-Extension and community leaders. The programs offered and sponsored by the ADRC are all evidence-based programs, which means that they have been researched and found to be effective in meeting their goals. Those offered over the past year have been Stepping-On, Walk with Ease, Healthy Living with Diabetes, Tai Chi and Powerful Tools for Caregivers.

- Stepping-On is a fall-prevention program for individuals over the age of 60 years. This program relies on community professionals' involvement to teach skills and provide education. We partnered with the Upland Hills Therapy Department and they provided us with a physical therapist to teach the exercise components of this class. The Dodgeville Police Department and the Wisconsin Council of the Blind also contributed their time to making this class a success. This workshop was offered in Dodgeville, and was well attended. We have facilitators trained from the ADRC, the Iowa County Health Department and two volunteers.

- Walk with Ease is an exercise and education based workshop to promote increased strength, balance and weight loss and to reduce chronic pain. At the beginning of this program, some participants were unable to walk for a duration of five minutes. After this six week workshop, participants are able to meet goals of walking for about thirty minutes. Our trained facilitators are ADRC staff and volunteers. The 2019 class was held in Cobb with a total of 9 participants.
- Healthy Living with Diabetes is an evidence based workshop for people who have diabetes. Developed at Stanford University, the Healthy Living with Diabetes workshop meets for 2-1/2 hours a week for six weeks. Classes are highly participative, where mutual support and success build participants' confidence in their ability to manage their health condition and maintain active and fulfilling lives. It is facilitated by two trained leaders in a classroom style, but most of the learning comes from sharing and helping others with similar challenges. This class was offered in January, 2019, in partnership with Lands' End, at their facility. Unfortunately, we did not have enough participants to hold the class.
- Tai Chi Fundamentals is a 12-week program, offered 2 times a week with some additional practice at home for a total of 50 hours. When done in accordance with CDC guidelines, this is evidence based to prevent falls. The program was co-facilitated by ADRC and the Iowa County Health Department at the Health and Human Services Center. Participants learn adaptive Tai Chi techniques to improve balance and flexibility in order to prevent falls. In 2019, the workshop was very well attended with a large wait list behind it with requests to offer it more than once a year.
- The ADRC and UW-Extension offered Powerful Tools for Caregivers but did not have enough caregivers sign up in order to host the class.

In addition to the high level evidenced based prevention programs listed above, we have been able to offer some evidence informed programs as well, called Dementia Live and Boost Your Brain and Memory. These have been well attended and received positive reviews. In 2019, ADRC staff promoted and participated in Aging Advocacy Day and Disability Advocacy Day at the State Capital, educating legislators about the important issues facing adults who are disabled and over the age of 60, and their caregivers. The ADRC also held a Let's Talk about Pain Medication program, which was a presentation from Wisconsin Health Literacy that provided information about proper use and storage of pain medication. The ADRC has a strong partnership with the Seniors United for Nutrition Program and worked with them throughout 2019 in order to promote the benefits of their program.

ECONOMIC SUPPORT DIVISION ~ 2019

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 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)

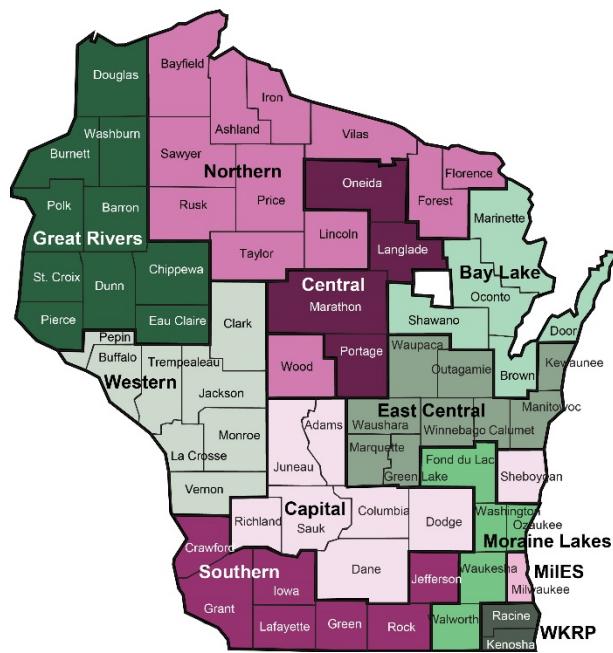


Iowa County Economic Support Specialists collaborate with our consortium partners to staff the Southern Consortium Call Center. The counties include Lafayette, Grant, Green, Crawford, Jefferson, Iowa and Rock as the Lead Agency. The ability to share the work across these seven counties through this continued 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 hours per week, which is 5.1% of the Southern Consortium caseload.

2019 ~ Iowa County

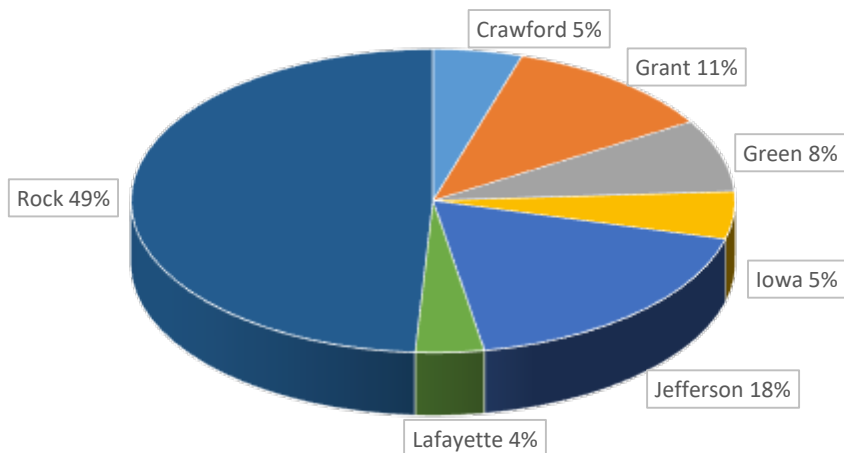
Total hours on Southern Consortium Call Center: 280.35 Hours

Total percentage of calls on Southern Consortium Call Center: 5.35%



	Calls Offered	Calls Answered	Answer Rate
	Average per Month	Average per Month	Average per Month
2019	13,096	12,275	93.77%
2018	13,455	12,642	93.97%
2017	13,693	13,002	94.97%
2016	13,693	12,811	93.51%
2015	12,392	11,074	89.71%

2019 AVERAGE CASE LOAD PERCENTAGES



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 set Performance Standards for Medicaid, BadgerCare Plus, and FoodShare applications, renewals and SMRF (Six Month Report Forms) at 95%. All applications must be processed within 30 days. In 2019, the Southern Consortium averaged 99.33% for Applications, 96.82% for Reviews and 90.47% for Six Month Report Forms (SMRF).

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:

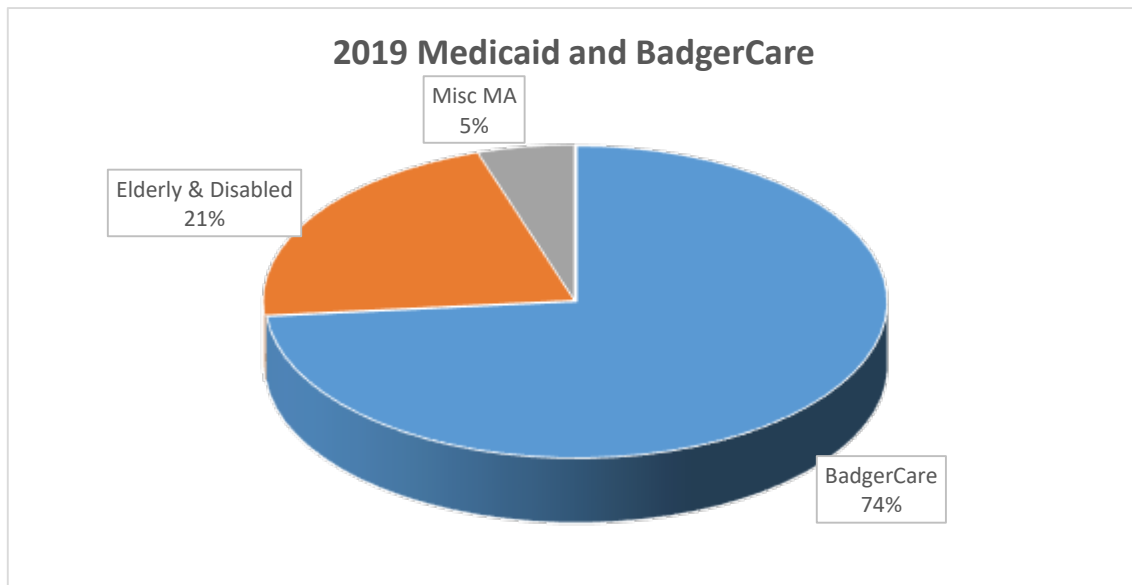
- SSI- Related Medicaid
- Emergency Services Medicaid
- Institutional Long Term Care
- Family Care Long Term Care
- Medicaid Deductible

- 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 Anthem BlueCross and BlueShield, Dean Health Plan, Group Health Cooperative of Eau Claire, iCare, HMS Health Wisconsin, Network Health Plan and United Healthcare Community Plan.

FOODSHARE

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.

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

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 (for example, food that is purchased and cooked 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.

In 2019, Iowa County had 2,713 unduplicated FoodShare recipients. This compares to 2,827 unduplicated recipients in 2018.

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.

In 2019, Iowa County had 1 application for the CTS program. This compares to 1 application taken in 2018.

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.

In 2019, as many as 30 families and 48 children received assistance with day care. \$176,499.17 paid to providers on behalf of those families. This compares to 25 families and 47 children totaling \$143,848.07 in assistance in 2018.

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.

In 2019, there were 306 referrals to Central States Investigation for investigations from the Southern Consortium. This compares to 222 referrals in 2018.

Iowa County received \$3,264.66 incentive money from collections received from overpayments in the FoodShare and Medicaid programs in 2019. They received \$5,988.00 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). 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 home owners 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.

ENERGY ASSISTANCE

	2019	2018	2017
Regular Applications Processed	759	774	741
Approved	680	679	656
Denied	79	95	85
Crisis WHEAP Assistance Processed	81	126	129
LIHEAP Crisis	58	80	86
Public Benefit Crisis	27	53	55
Furnace Replacement	6	10	6
Furnace Repairs	7	6	9
Furnace Assessment	1	0	0

IOWA COUNTY DEPARTMENT OF SOCIAL SERVICES

STATEMENT OF OPERATIONS

JANUARY 1, 2019 - DECEMBER 31, 2019

Revenues:	2019	2018
Earned State/Federal Aid	\$ 1,344,150.99	\$ 1,353,677.03
Earned County Appropriation	\$ 1,173,225.24	\$ 1,168,699.80
Substitute Care Refunds.....	\$ 21,987.32	\$ 14,460.02
TPL, MA Collections, AFDC & Food Share Refunds.....	\$ 3,264.66	\$ 3,491.21
Other Collections/Refunds.....	\$ 237.40	\$ 2,524.75
Designated Donations.....	\$ 3,173.92	\$ 4,011.31
Juvenile Restitution	\$ 274.65	\$ 706.17
Juvenile Supervision Fees.....	\$ 5,938.33	\$ 3,006.07
Non-Secure Detention.....	\$ 85.50	\$ 441.00
Secure Detention	\$ 7,623.10	\$ 1,642.01
Electronic Monitoring.....	\$ 150.00	\$ 0.00
Sheriff's Transport Fees	\$ 308.66	\$ 0.00
CST In-Kind.....	\$ 3,597.19	\$ 1,730.66
Total Revenue	\$ 2,564,016.96	\$ 2,554,390.03
Expenditures:		
Salaries	\$ 1,239,751.23	\$ 1,195,517.16
Fringe Benefits	\$ 491,435.77	\$ 521,814.34
Travel and Training.....	\$ 50,093.54	\$ 48,585.84
Overhead	\$ 55,650.22	\$ 61,778.52
Purchased Services.....	\$ 57,870.14	\$ 55,959.11
Purchased Services-Supportive Home Care	\$ 83,578.41	\$ 80,932.21
Purchased Services-Contracted Services	\$ 168,182.58	\$ 182,359.68
Juvenile Restitution	\$ 674.65	\$ 306.17
Institutional Care.....	\$ 172,802.30	\$ 177,241.42
Foster and Group Care	\$ 81,580.67	\$ 101,414.33
Detention Fees.....	\$ 4,925.00	\$ 3,120.00
WISACWIS Exp.....	\$ 3,200.00	\$ 3,200.00
Youth Specific Case Management	\$ 38,000.00	\$ 0.00
General Relief	\$ 5,045.00	\$ 4,850.00
Designated Donations.....	\$ 3,173.92	\$ 4,011.31
Kinship Care.....	\$ 16,769.15	\$ 19,605.99
PDS Partnership Fees	\$ 1,072.00	\$ 1,072.00
Direct Intervention Services	\$ 9,900.00	\$ 9,900.00
Adult Protective Services Shared Funding	\$ 5,282.00	\$ 5,883.00
Alzheimer's Family Support	\$ 10,402.05	\$ 11,103.99
Family Preservation	\$ 38,068.00	\$ 38,069.00
Court Ordered Elderly Care.....	\$ 2,459.46	\$ 4,603.74
Background Checks.....	\$ 0.00	\$ 10.00
Children's Long-Term Support.....	\$ 528.05	\$ 0.00
Childcare Certification	\$ 5,725.05	\$ 0.00
CST	\$ 9,998.56	\$ 21,263.78
CST In-Kind.....	\$ 3,597.19	\$ 1,730.66
Youth Services.....	\$ 4,252.02	\$ 57.78
Total Expenditures	\$ 2,564,016.96	\$ 2,554,390.03

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 2019:

	<u>2019</u>	<u>2018</u>
Medical Assistance Benefits	\$ 28,025,212.00	\$ 25,711,763.00
FoodShare Program Benefits	\$ 1,959,444.00	\$ 2,077,178.00
Day Care Benefits	\$ 176,499.17	\$ 143,848.07
Energy Assistance Programs Benefits .	\$ 406,974.00	\$ 470,621.00
Purchased Services	\$ 309,631.13	\$ 319,251.00
General Relief Benefits	\$ 5,045.00	\$ 4,850.00
Department Administration.....	\$ 1,781,280.54	\$ 1,765,917.34
Substitute Care for Children	\$ <u>254,382.97</u>	\$ <u>278,655.75</u>
Total	\$ <u>32,918,468.81</u>	\$ <u>30,772,084.16</u>

AGING & DISABILITY RESOURCE CENTER
STATEMENT OF OPERATIONS
JANUARY 1, 2019 – DECEMBER 31, 2019

Revenues:	2019	2018
Earned State/Federal Aid	\$ 599,990.93	\$ 596,353.76
Earned County Appropriation	\$ 112,313.03	\$ 100,681.25
Public Charges for Services	\$ 39,438.85	\$ 23,949.11
Donations	\$ 3,033.82	\$ 5,549.89
In-Kind	\$ 84,780.45	\$ 37,894.40
Interest Income	\$ <u>1,509.29</u>	\$ <u>1,399.21</u>
Total Revenue	\$ <u>841,066.37</u>	\$ <u>765,827.62</u>
Expenditures:		
Salaries	\$ 447,462.79	\$ 427,239.85
Fringe Benefits	\$ 146,632.93	\$ 153,789.05
Travel and Training.....	\$ 9,579.04	\$ 10,614.82
Overhead	\$ 10,326.21	\$ 11,120.47
Volunteer Escort Expenses	\$ 40,611.64	\$ 35,483.67
Bus Gas, Maintenance & Overhead.....	\$ 12,427.43	\$ 15,749.65
Dodgeville Taxi Gas, Maintenance & Overhead.....	\$ 3,540.08	\$ 0.00
Rural Taxi Gas, Maintenance & Overhead.....	\$ 4,384.89	\$ 0.00
ADRC Board Mileage Expense.....	\$ 539.98	\$ 563.00
Caregiver Support.....	\$ 19,230.19	\$ 17,434.78
Newsletter.....	\$ 20,264.40	\$ 17,719.37
Prevention Programs.....	\$ 4,756.34	\$ 3,216.54
In-Kind	\$ 84,780.45	\$ 37,894.40
Designated Donations.....	\$ 0.00	\$ 45.62
Seniors United for Nutrition	\$ 34,400.00	\$ 20,640.00
Trust Account.....	\$ <u>2,130.00</u>	\$ <u>14,316.40</u>
Total Expenditures	\$ <u>841,066.37</u>	\$ <u>765,827.62</u>