Dear Administrator Netherland, County Board Members, Board of Health and Human Services Members, Colleagues, Partners, and Citizens:

It is my pleasure to present the Community Services Division 2019 Annual Report on behalf of all Community Services employees. This is a reflection of the hard work and dedication each of us brings as we serve the community with integrity and respect.

**Significant Division activities in 2019 included:**

- Community Health Needs Assessment completed for the 2020-2022 Community Health Improvement Plan completed.
- Continued work on the Division structure by relocating the Behavioral Health Clinic to the main floor and created a Community Services main reception/lobby area.
- Achieved a successful Public Health reaccreditation through the Public Health Accreditation Board (PHAB), five year cycle.
- Collaborated with the Criminal Justice Coordinating Council (CJCC) to administer Treatment Court through the Treatment Alternatives Diversion Grant (TAD)
- The Division hosted several interns in Behavioral Health, Public Health and Department of Children and Families.
- Successfully updated and received County Board approval amending Smoke-Free Air Ordinance No. 67-10.
- Continued collaboration with the Unity School District for the school based Social Work program.
- Worked with all Division staff to develop 2020-2022 Strategic Plan.
- Continued working to become a trauma responsive agency.

As we continue to face challenges with economic changes in our community, the work of the Community Services Division continues to adapt to meet the needs of Polk County. We are committed to collaborating with diverse partners and fully engaging the community. We continue serving our community with progressive leadership, cutting edge technology and a well-trained workforce to assure Polk county is a healthy place to live, work and play.

Sincerely,

Tonya Eichelt, CSW, MPA
Community Services Division Director
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<th>Page</th>
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</thead>
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Mission, Vision, and Core Values

*Our Vision*
A Safe and Healthy Community

*Our Mission*
Partnering With Communities to Protect and Improve Health and Well-Being

*Our Core Values*
- **Compassion**: Caring about people
- **Prevention**: Stopping problems before they start
- **Collaboration**: Teamwork and partnership
- **Health Equity**: Serving everyone equally
- **Evidence-Based**: Implementing strategies that are proven to work
- **Excellence**: High-quality service provided with integrity and accountability
**Division Staff – March, 2020**

**Managers**
Tonya Eichelt, CSW, MPA – Division Director  
Brian Kaczmarski, BS – Public Health Director  
Lisa Lavasseur, MS – Behavioral Health (BH) Dept. Director  
Corby Stark, MA, LPC, NCC– BH Clinical Manager  
Leigh Wahlen – Dept. of Children & Families Director  
Peggy Gilbertson, CSW – Dept. of Children & Families Supervisor  
Diana Peterson, – Economic Support Manager  
Kathy Gingras – Business and Operations Manager

**Child Protection**
Sue Sopiwnik – Family Support Worker  
Sasha Lundgren – Family Support Worker  
Marsha Applequist – Family Support Worker  
Kassi Milberg – Family Support Worker  
Tiffanie Dagedstad – Access/Intake  
Tarisa Ramis, CSW – Foster Care/Kinship Care Coordinator  
Kelly Bauermeister, CSW – Social Worker  
Shelby Fader, CSW– Social Worker  
Terri Jacobson, CSW – Social Worker  
Ashley Shanks, CSW – Social Worker  
Tiffany Osumi, CSW - Social Worker  
Alisha Olson, CWSW – Social Worker  
Brooke Sandgren, CWSW – Social Worker  
Rose Kosin, CSW – Social Worker  
Tiffany Meyer, CAPSW – Social Worker

**Behavorial Health**
Donna Johnson, APNP – Psychiatrist  
Kathy Carter, RN, CEN - Registered Nurse  
Karen Spafford, LPN – Behavioral Health Nurse  
Roberta Carlson, MS CSW LMFT – Therapist  
Maddie Kortes, LPC –Therapist– CCS Coordinator  
Kevin Montague, MS, CSAC, LPC, CSW- Therapist  
Cynthia Peer, SAC, MS, LSCW, PC T–Therapist  
Gary Ehrich, ICS, CSAC-Substance Use Counselor  
Jennifer Johnson, MA, RDT-BCT –Counselor - CCS  
Joe Clymer, LCWS – CSP Case Manager  
Heather Bonetti, LPC – CSP Case Manager  
Samantha Hazen, CSW –Social Worker – Crisis  
Emily Ovik, CSW –Social Worker  
Christy coil, CSW – Social Worker  
Diane Jorgensen, CSW – CCS Social Worker  
Jennifer Williams, CSW – CCS Social Worker  
Dylan Schulte, CSW – CCS Social Worker  
Juanita Rogney, CSW – CCS Social Worker  
Frankie Torres, CSW-IT – Social Worker  
Dana Zimmerman, BS – Rehabilitation Worker  
Sharon Foss, BA – Treatment Court Case Manager  
Julie Pokriefka, BA – Diversion Program Case Manager

**Economic Support**
Kristen Burstad – ESS Lead Worker  
Mary Jo Hacker - Economic Support Specialist  
Kristi Kobs - Economic Support Specialist  
Miranda Lutz – ESS Lead worker  
Melissa McQuay - Economic Support Specialist  
Ameer Nelson – Energy Assistance Program Specialist  
Nancy Randall - Economic Support Specialist  
Robin Stage - Economic Support Specialist  
McKayla Swanson - Economic Support Specialist  
Jessica Jaskolka – Economic Support Specialist  
Krystal Juleen – Economic Support Specialist  
Krystal DenHartog – Economic Support Specialist

**Environmental Health**
Brian Hobbs, RS - Environmental Health  
Patty Lombardo - Certified Environmental Health Technician

**Family Health Benefits Counseling**
ABC for Rural Health – Patty Turner  
ABC for Rural Health – Mike Rust

**Youth Justice**
Rachael Anderson, CAPSW – Social Worker  
Cody Moore, CWSW – Social Worker  
Jennifer Vlasnik, BS – Social Worker

**Public Health Nursing**
Therese Armour, RN - Population Health Program Coordinator
Michelle Fontanille, RN - Clinical Program Coordinator
Jamie Anderson, RN - Public Health Nurse-Jail
Jill Hudacek, RN - Public Health Nurse

Reproductive Health
Debbie Leschisin, RN-C - Nurse Practitioner
Jill Johnson, RN - Public Health Nurse

Support Staff
Amber Chapman – Records Room
Paula Burton – Records Room
Rita Bohn – Intake Specialist
Jackie Johnson – Program Assistant
Abby Heinecke – Operations Lead
Laurie Whitehead – Business Lead
Bonnie Trumble – Fiscal Specialist
Sabrina Evenson – Fiscal Specialist
Rachel Rheingans – Billing Specialist
Jessica Olby – Billing Specialist
Karen Fjorden – Support Specialist
Kate Nelson – Receptionist
Angel Rau – Receptionist
Vacant – Receptionist

Medical Examiner
Jonn Dinnies, ABMDI

WIC/Public Health Nutrition
Vacant – WIC Director
Karli Solum, RD, CD - Public Health Nutritionist
Emily Schueller - Peer Breastfeeding Counselor
Lisa Simon - WIC Clerk

Multi-Jurisdiction Tobacco Coalition/Health Education
Mary Boe, BS - Program Coordinator
Elizabeth Hagen, BS - Public Health Specialist
Megan Krieglmeier, BS, CHES - Public Health Specialist

Board of Health and Human Services (BHHS)
John Bonneprise, Chair, County Board Supervisor
Joe Demulling, County Board Supervisor
Jim Edgell, County Board Supervisor
Mike Prichard, County Board Supervisor
Michael Larsen, County Board Supervisor
Sabrina Meddaugh, Appointed member
Dr. Arne Lagus MD, Appointed member
Bill Alleva, Appointed member
Peter Raye, Appointed member

Western WI Public Health Readiness Consortium
Brittany Fry, MPH - Director
**Essential Service 1: Monitor Health Status to Identify and Solve Community Health Problems**

*Introduction*: Essential Service 1 activities include assessing the health status of the community through formal and informal needs assessments and data analysis. PCHD collaborates with a diverse group of community partners to address community health problems. In this section, community health improvement planning and leading health indicators are featured.

**Leading Health Indicators in Polk County**

<table>
<thead>
<tr>
<th>Birth Data</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Health Indicator</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Live Births</td>
<td>400</td>
<td>377</td>
</tr>
<tr>
<td>Percent Low Birth Weight</td>
<td>8.75</td>
<td>5.57</td>
</tr>
<tr>
<td>Percent of Teen Births</td>
<td>2.5</td>
<td>3.45</td>
</tr>
<tr>
<td>Percent of Mothers Receiving 1st Trimester Care</td>
<td>79</td>
<td>79.84</td>
</tr>
<tr>
<td>Percent of Mothers with Less Than High School Education</td>
<td>8.75</td>
<td>6.63</td>
</tr>
<tr>
<td>Percent of Unmarried Mothers</td>
<td>36.75</td>
<td>35.01</td>
</tr>
<tr>
<td>Percent of Women Smoking While Pregnant</td>
<td>15.5</td>
<td>11.94</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Leading Underlying Causes of Polk County Deaths</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Malignant Neoplasms</td>
<td>25%</td>
<td>26%</td>
</tr>
<tr>
<td>Heart Disease</td>
<td>20%</td>
<td>28%</td>
</tr>
<tr>
<td>Cerebrovascular Disease</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Accidents</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Chronic Lower Respiratory Disease</td>
<td>7%</td>
<td>6%</td>
</tr>
<tr>
<td>Total Deaths</td>
<td>389</td>
<td>399</td>
</tr>
</tbody>
</table>

(*Wisconsin SPHERE, percent of deaths have been rounded*)

**Community Health Needs Assessment (CHA)/Community Health Improvement Planning (CHIP)**

In 2019, the Health Department, in collaboration with Polk County’s three local medical centers and other community partners including the Mental Health Task Force of Polk County (MHTF), University of Wisconsin Extension and the United Way St. Croix Valley, completed a Community Health Needs Assessment (CHA). A community survey was distributed and other county-specific health data examined to assess priority health issues in Polk County. The previous CHA identified: 1) Mental Health, 2) Nutrition and Physical Activity, and 3) Substance Use as the top three health priorities. The 2019 CHA results reaffirmed these priorities. Access to care was also identified as a priority and strategies to address this issue will be woven in throughout the top three health priority areas. These significant health issues require continued community partnerships to implement evidence-based strategies to produce health improvement; the mechanism that will lead this effort is the 2020 Community Health Improvement Plan. The 2020
CHIP provides the community with a plan of action and clear goals for improving the health of Polk County. The latest version of the CHA was released to the public in June of 2019 and the latest version of the CHIP was released to the public in January of 2020. Both of these reports are available on the Polk United Website at www.polkunited.org. Below are some highlights from the Community Health Improvement Plan 2016-2019.

**Mental Health**

### Suicide Rate per 100,000

<table>
<thead>
<tr>
<th>Year</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>32</td>
</tr>
<tr>
<td>2016</td>
<td>32</td>
</tr>
<tr>
<td>2017</td>
<td>39</td>
</tr>
<tr>
<td>2018</td>
<td>16</td>
</tr>
<tr>
<td>2019</td>
<td>16</td>
</tr>
<tr>
<td>2018 WI</td>
<td>14</td>
</tr>
<tr>
<td>2019 US</td>
<td>13</td>
</tr>
</tbody>
</table>

- Polk County High School students that reported they seriously considered suicide in the last year
  - 2015: 14%
  - 2017: 15%
  - 2019: 15%
  - 2017 WI: 10%
  - 2017 US: 17%

### Polk County High School students that reported being bullied on school property

<table>
<thead>
<tr>
<th>Year</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>14%</td>
</tr>
<tr>
<td>2017</td>
<td>15%</td>
</tr>
<tr>
<td>2019</td>
<td>26%</td>
</tr>
<tr>
<td>2017 WI</td>
<td>21%</td>
</tr>
<tr>
<td>2017 US</td>
<td>19%</td>
</tr>
</tbody>
</table>

### Polk County High School students that reported using Marijuana in the last 30 days

<table>
<thead>
<tr>
<th>Year</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>13%</td>
</tr>
<tr>
<td>2017</td>
<td>10%</td>
</tr>
<tr>
<td>2019</td>
<td>10%</td>
</tr>
</tbody>
</table>

### Polk County High School students that reported having at least one drink in the last 30 days

<table>
<thead>
<tr>
<th>Year</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>27%</td>
</tr>
<tr>
<td>2017</td>
<td>24%</td>
</tr>
<tr>
<td>2019</td>
<td>30%</td>
</tr>
</tbody>
</table>

### Polk County High School students that reported having at least one drink in the last 30 days

<table>
<thead>
<tr>
<th>Year</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>14%</td>
</tr>
<tr>
<td>2017</td>
<td>8%</td>
</tr>
<tr>
<td>2019</td>
<td>7%</td>
</tr>
</tbody>
</table>
Nutrition and Physical Activity

Polk County High School students that reported getting 60 min of physical activity 5 or more days a week

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>56%</td>
</tr>
<tr>
<td>2017</td>
<td>63%</td>
</tr>
<tr>
<td>2019</td>
<td>62%</td>
</tr>
</tbody>
</table>

Percentage of WIC infants exclusively breastfed at three months

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>30%</td>
</tr>
<tr>
<td>2017</td>
<td>32%</td>
</tr>
<tr>
<td>2018</td>
<td>36%</td>
</tr>
<tr>
<td>2019</td>
<td>38%</td>
</tr>
</tbody>
</table>

Students Eligible for Free or Reduce-Priced Lunch

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>42%</td>
</tr>
<tr>
<td>2016</td>
<td>42%</td>
</tr>
<tr>
<td>2017</td>
<td>38%</td>
</tr>
<tr>
<td>2018</td>
<td>37%</td>
</tr>
<tr>
<td>2018 WI</td>
<td>37%</td>
</tr>
<tr>
<td>2018 US</td>
<td>49%</td>
</tr>
</tbody>
</table>

Essential Service 2: Diagnose and Investigate Health Problems and Health Hazards in the Community

Introduction: Essential Service 2 includes the provision of epidemiological identification of emerging health threats, active investigation of infectious disease and human health hazards and prevention of vaccine-preventable disease through immunization. The following programs/activities are highlighted in this section: seasonal influenza, communicable disease control, immunization program, lead poisoning prevention, human health hazard control and the multi-county Radon Information Center (RIC), and Medical Examiner.
Seasonal Influenza

In 2019, the Polk County Health Department offered a quadrivalent seasonal influenza vaccine that included A/Brisbane/02/2018 (H1N1) pdm09-like virus; A/Kansas/14/2017 (H3N2)-like virus; B/Colorado/06/2017-like (B/Victoria lineage) virus; and B/Phuket/3073/2013-like (B/Yamagata lineage) virus components. This vaccine came in an injectable or nasal form. The Health Department also offered a trivalent, high-dose vaccine that is formulated to enhance the immune response of individuals over 65 years of age. PCHD continued to focus vaccination efforts on children and staff in Polk’s eight public school districts.

2019 Outcomes
- 1,639 doses of seasonal flu vaccine were administered; 1,274 of those doses were given in the school setting

Communicable Disease Control

Surveillance, investigation, and follow-up of reportable communicable diseases are the statutory responsibilities of local health departments. Also, animal bites are reported to the health department, and monitoring is conducted to assure that measures are taken to prevent potential rabies transmission.

2019 Outcomes
- Public Health Nurses conducted follow-up of 425 reports of communicable diseases and outbreaks classified by the State Health Department as either confirmed, probable or suspect. 248 cases initially reported were deemed to not be cases after testing and/or public health investigation. In total, 673 cases were investigated. One thousand six (1,006) hours were spent on communicable disease surveillance, follow-up, and control activities. This sum of time does not include administrative hours dedicated to the training and research related ongoing changes within the field of communicable disease surveillance and investigation. Finally, there were 54 cases investigated for Rabies related to animal bites.

Immunization Program

The Health Department strives to reduce or eliminate indigenous cases of vaccine preventable diseases through the administration of vaccines. In 2019, vaccines to prevent infectious diseases were given to 1712 persons with a total of 1787 shots given.
Tuberculosis (TB) skin tests were administered to 12 walk-in clients and 19 inmates in the Polk County jail. Health Department staff work annually with all Polk County school districts to assure children comply with the Wisconsin Student Immunization Law.

2019 Outcomes
- 99.29% of the school-aged children in Polk County complied with the immunization law
- 64% of Polk’s two-year-olds met Wisconsin’s benchmark immunization standards
- One childhood vaccine preventable disease outbreak of Pertussis occurred in Polk County
- Fifty-four (54) animal bite investigations were conducted involving human exposure to 41 dogs, seven cats, three bats, and three raccoons. 158 hours were spent on animal bite investigations

Lead Poisoning Prevention
Children participating in the Health Department WIC program receive capillary blood lead screenings at age 1 and again at age two years or older. Test results from private medical providers are also recorded in the child’s WIC record to assure appropriate follow-up and testing is completed. Children with elevated capillary lead levels are referred to their physician for a confirmatory venous blood lead test. Families receive lead source and prevention education materials with this referral. This program provides education on the prevention of lead exposure to families of children whose confirmed lead levels are five mcg/dl or higher, as well as offering home inspections and case management services. Lead risk assessments are completed of the homes of children with confirmed blood levels ≥10 mcg/dl. These assessments not only look for the source of the lead exposure but also provide direction for corrective action. Pregnant women enrolled in the PNCC program receive information on lead and other environmental hazards.

2019 Outcomes
In 2019, 547 children received blood lead testing from the PCHD or their local medical providers. 193 of these tests were completed during a WIC certification visit. The program Public Health Nurse offered education, home assessment, and ongoing testing to families of children referred for testing and/or lead interventions. No lead risk assessments were completed this year. Recommendations for reduction of lead exposure were provided for all families who were contacted regarding elevated capillary results and they were instructed to return to provider for follow-up venous blood draw.
**Human Health Hazard Control**

The Health Department investigates complaints subject to provisions of the County Human Health Hazard Ordinance. The goal of this program is to protect the health of the public from illness and disease from health hazards. Unsafe housing issues are frequently reported.

**2019 Outcomes**

- PCHD investigated 16 housing complaints, 22 water quality issues, 5 air quality problems, and 1 animal control situation.
- One (1) compliance order was issued for housing violations and was resolved by property owner compliance via education and information about the county ordinance.

**Radon Information Center**

PCHD is the Radon Information Center (RIC) for four counties – Polk, Burnett, Washburn, and Douglas. Cooperative agency efforts include distribution of test kits, assistance in analysis of test results, and mitigation information and referrals.

**2019 Outcomes**

- Published radon information to area media outlets, the agency website, and agency Facebook page during January for National Radon Awareness month
- Conducted a radio interview focused on testing and mitigation during Radon Action Month
- Participated in Polk County Employee Wellness Fair with radon information
- Logged requests for information and/or radon kits, resulting in over 200 opportunities to educate the public on radon
- County-specific radon test result information was sent to each RIC member
- 141 kits were sold in 2019, and 98 test results were added to the RIC database. 29% of results were above the EPA suggested action level (4.0 pCi/L or higher)
- Percentage of elevated tests per county: Polk (21 of 66 for 32%), Burnett (3 of 9 for 33%), Washburn (2 of 11 for 18%), Douglas (0 of 9 for 0%)
- Radon information is available on the agency website and Facebook page

<table>
<thead>
<tr>
<th>Blood Lead Testing Referral and Follow Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elevated Capillary—Referred For Venous Test</td>
</tr>
<tr>
<td>Venous &lt;5 mcg/dl—no further intervention</td>
</tr>
<tr>
<td>Venous ≥ 5mcg/dl but ≤ 10 mcg/dl—PHN follow up</td>
</tr>
<tr>
<td>No venous test—continue outreach</td>
</tr>
</tbody>
</table>

Blood Lead Testing Referral and Follow Up

| Elevated Capillary—Referred For Venous Test | 7 |
| Venous <5 mcg/dl—no further intervention | 5 |
| Venous ≥ 5mcg/dl but ≤ 10 mcg/dl—PHN follow up | 0 |
| No venous test—continue outreach | 4 |
o Attended statewide radon conference and Radon in Schools training
o Informational brochures included in Health Department outreach at Unity and Clayton schools

Medical Examiner
The Polk County Medical Examiner provides death investigation services for deaths falling under WI Statute 979. This office also issues necessary permits for final disposition including cremation, embalming or disinterment permits.

2019 Outcomes
o 421 deaths were handled; 384 were natural, 25 accidental; 229 were male, 191 were female
o 7 deaths were classified as suicides
o 1 death was classified as a homicide
o 1 death was classified as undetermined
o 320 cremation permits were issued

Essential Service 3: Inform, Educate and Empower People about Health Issues

Introduction: Essential Service 3 includes social marketing, targeted media public communication and providing accessible health information resources to reinforce health promotion messages and programs. The following activities are highlighted in this section: general health education and the PCHD website.

General Health Education

Polk County Health Department staff provides outreach and education to community groups, school districts, key stakeholders, legislators, and the general public. Topics are diverse and include: Environmental health topics, such as radon and food handling/serving, information and assistance with BadgerCare, the Affordable Care Act, living with chronic disease, immunizations, prenatal and postpartum care, healthy nutrition and physical activity recommendations, infectious disease and STI prevention, blood borne pathogens, first aid, contraceptive methods, use of epi-pens in the school setting, mental health, breast cancer awareness, vaping and other general public health topics.

The PCHD strives to use technology to enhance health education and public awareness about public health issues. The PCHD website www.polkcountyhealthdept.org has become a clearinghouse for a multitude of health-related topics and programs. The PCHD Facebook page provides education, information, and awareness about a variety of health topics throughout the year.
2019 Outcomes
- Health Department staff conducted 211 educational sessions reaching over 3,700 persons
- The Health Department provides local papers with press releases on public health topics; 27 press releases were sent to be published
- The Health Department attended 7 open house events at local schools to provide information on public health services and public health topics
- Health Department staff participated in health fairs at Hazelden, Osceola, St. Croix Tribal Clinic, Balsam Lake, and the St. Croix Regional Medical Center. At these fairs, PCHD promotes agency services, women's health, nutrition, physical activity and other public health issues of importance
- Division staff participated in 30 radio interviews on topics related to public health and behavioral health
- Health Department staff participated in 30 community events collaborating with our partners on the importance of public health issues
- Division staff and Board Members participated in three legislative events providing important up-to-date public health and human services information to our local legislators and community partners
- The Community Services Division staffed a booth the Polk County Fair to educate the public on the various services offered and provided by the Division.

Essential Service 4: Mobilize Community Partnerships and Action to Identify and Solve Health Problems

Introduction: Essential Service 4 involves convening and facilitating community groups in undertaking defined preventive and population-focused activities to capture the full range of potential resources to solve community health problems. Highlighted in this section are: Polk United Healthier Together; the Tobacco-Free Coalition; the Western Wisconsin Public Health Readiness Consortium and the Polk County I Team

Polk United – Healthier Together
The Polk United – Healthier Together mission is: To cultivate new and existing relationships that will take collaborative action to create a healthier Polk County for all. The vision is Everyone Living Better Longer. Polk United envisions a vital, healthy Polk County in 2020 where resources and collaboration are maximized. Polk United - Healthier Together efforts will be centralized, sustainable, and secure because of diverse community involvement. Access to care and resources will be readily accessible. Individual and family efforts to seek proper health will be fully supported and will be an accepted part of daily life.
2019 Outcomes

Polk United:
- Held 2 coalition meetings with local organizations to foster collaboration and awareness about the actions around Healthy Polk County 2020 goals, other health initiatives, and to seek volunteers for operation based activities that promote population health
- Continued the process of restructuring to provide stability and sustainability for the excellent work happening.
- Provided updates to organizations to share with their extended circles on the actions and outcomes of Healthy Polk County 2020 health focus area workgroups
- New member and organizations have regularly been joining – membership includes over 150 individuals and six plus partner organizations
  - www.polkunited.org website continues to expand

Substance Use Workgroup:
- In collaboration with the Polk County Behavioral Health Department, we were able to utilize their Substance Use Block Grant dollars to create and distribute a curriculum around Meth for 6-12 graders. Also, funds were used to put up a billboard and run an ad in the St. Croix Falls movie theater.
- Expanded the Hidden in Plain Sight Mock Room to include more vaping products this was done to help meet the need to educate parents on the different products that are on the market.
- Applied for and was granted State Opioid Response Grant to address Opioid Abuse through the use of the Dose of Reality Campaign

Nutrition and Physical Activity Workgroup:
- Further Promotion of the new “Polk County on the Move” website that identifies and provides information on trails in Polk County.
- Piloted Power of Produce campaign at the Amery Farmers Market
- Created and released a social media campaign to promote farmer’s markets

Mental Health:
- Further solidified the collaboration between the Mental Health Task Force of Polk County and the Polk County Community Health Improvement Plan’s Mental Health Workgroup
- The Health Department continued its partnership with the Department of Child and Families and the District Attorney's office on the Stop Abusive Messaging (SAM) Campaign
- The Mental Health Task Force was trained on the Health Department VMSG Dashboard Performance Management System to assist in further data collection and outcomes
- The Mental Health Task Force continued Y-screen, an emotional health screening program, in seven of the eight Polk County School
- One staff member has continued to teach Mental Health First Aid. She taught three community classes.

Western Wisconsin Working for Tobacco-Free Living (W3TFL)
The mission of W3TFL coalition is to prevent, reduce exposure to, and eliminate the use of tobacco products in Barron, Burnett, Pierce, Polk, Rusk and St. Croix counties through policy work, education and
informational/service efforts. This multi-jurisdictional coalition (MJC) strives to create a healthier, tobacco-free culture where people live and work. The focus is on increased public awareness of the health risks of tobacco to spur increased personal involvement of community members to create a better place for everyone to live.

### 2019 Outcomes

- W3TFL had 6 impactful personal meetings with state legislators to educate them on the current issues surrounding the tobacco culture among youth and adults.
- Three adult coalition members and 1 youth provided spoken testimony at the Joint Finance Hearing. Twenty-one coalition members provided written testimony.
- Conducted 63 electronic cigarette/other tobacco product presentations throughout the W3TFL geographic area.
- Conducted an environmental policy assessment on tobacco-free outdoor spaces that included the Racial and Equity Social Justice Initiative Tool (Health Disparities) and an action plan.
- Ten written communications were shared with state leaders and six with local grasstop leaders on tobacco prevention and control happenings.
- Three community events with 25, 42, and 58 attendees were held on the vaping epidemic throughout W3TFL.
- 60 Tobacco Retail Environmental Scans were conducted in the W3TFL area to assess product placement.
- W3TFL FACT youth conducted nine “Factivisms” spreading the word about the dangers of tobacco use to their peers and communities. Five new FACT members were recruited.
- Assisted businesses and schools in updating or including language on electronic delivery devices into current tobacco-free policies.
- Eight press releases were shared with W3TFL area media.
- Radio Interviews were conducted to inform the public on various related issues.
- Assisted 32 school districts with policy updates on tobacco-free grounds to include electronic cigarette use.
- W3TFL conducted a public opinion survey on tobacco-free outdoor spaces – 280 surveys were completed.

### Western Wisconsin Public Health Readiness Consortium

The Polk County Health Department is the lead agency and fiscal agent for the Western Wisconsin Public Health Readiness Consortium (WWPHRC). This consortium successfully weathered the dissolution of the statewide consortia model mainly due to the active collaboration and partnerships that have been developed regionally since 2003. Currently, there are thirteen county health departments and two tribal health agency as members. The purpose of the WWPHRC is to help prepare local public health agencies’ staff for acts of bioterrorism, infectious disease outbreaks, and other public health threats. The WWPHRC accomplishes this through networking, coordinating, standardizing, and centralizing resources and planning efforts.
Our Partners
Bad River Health and Wellness Center
Barron County Health and Human Services Department
Burnett County Department of Health and Human Services
Chippewa County Department of Public Health
Clark County Health Department
Douglas County Department of Health and Human Services
Dunn County Health Department
Eau Claire City-County Health Department
Pepin County Health Department
Pierce County Health Department
Polk County Community Services-Health Department
Rusk County Department of Health and Human Services
St. Croix County Department of Health and Human Services
St. Croix Tribal Health Department
Washburn County Health and Human Services Department

2019 Outcomes
- WWPHRC maintains a strong presence in the arena of preparedness. WWPHRC is the only consortium about public health emergency preparedness in the State of Wisconsin and continues to be a model for the state.
- WWPHRC continues to improve and strengthen local Public Health Emergency Plans per Centers for Disease Control and Prevention (CDC) guidance.
- WWPHRC acted as a collaborative leader in public health representation on the Northwest WI Healthcare Emergency Readiness Coalition (NWWIHERC). The consortium Director serves on the board of directors for the NWWIHERC.
- WWPHRC began a new contract with the Office of Preparedness and Emergency Health Care.
- Three new member agencies joined WWPHRC in 2019.
- WWPHRC provided support to three real events.
- WWPHRC received a mini-grant to work on at-risk populations.
- WWPHRC implemented a tick awareness and antibiotic resistance awareness campaign.
- Organized and held a preparedness conference that was open to all of Wisconsin.

Local Preparedness Planning
Public health preparedness follows a five-year funding and planning cycle as provided by the CDC. Each cycle year, running from July to June is referred to as a Budget Period (BP). Some focused local preparedness activities are coordinated with WWPHRC campaigns and guidance.

Key achievements in the calendar year 2019 included:
- Ongoing work continues to update and maintain the current Polk County Public Health Emergency Plan (PHEP) as well as working on a new plan in a format based on the CDC preparedness domains.
- Participated in the Regional Exercise focused on planning and responding to the variety of impacts of mass casualty incident during a holiday celebration.
The local planner has worked with the Community Division to maintain the current roster of shelter staff in the PCA portal to provide a notification option in the event a shelter is opened.

WWPHRC conducted testing of the WEAVR and RAVE notification systems on behalf of Polk County.

Health department staff received ICS training based on anticipated assignments in a public health emergency and per grant requirements.

Continued ongoing engagement and work with preparedness partners in planning, training, and exercising of emergency plans. The local planner is a member of the Amery Hospital Preparedness and Safety committee.

Participated in PHEP Q&A webinars for guidance and resource sharing regarding planning, training, and exercising of the PHEP.

Designated health department staff received fit-testing for use of the N-95 respirators.

Exercised the mass clinic plan by providing influenza vaccine at all 8 Polk County school districts within a 30-day time-frame. The AAR/IP from this exercise was completed per grant requirements and posted to the PCA portal. Identified actions from the improvement plan were instituted.

Provided trainings and preparedness updates to health department staff.

Continued participation in WWPHRC for assistance and guidance in meeting contract objectives and development of the consortia-based response to emergencies.

Revised ICS command structure to reflect personnel changes.

Maintained after-hours notification plan for use by Dispatch to reach department staff for emergencies.

Maintained health department profiles in PCA portal as part of an emergency notification system.

Local planner served on the LEPC (Local Emergency Planning Committee) and provides public health preparedness information to the membership.

Polk County participated in the Fight the Bite campaign and personal preparedness planning by distributing information and supplies to prevent Lyme and other tick-borne disease.

Worked with PC Sheriff's Office to promote preparedness and the county’s alerting system, Code Red.

Polk Co. Elder Adults/Adults at Risk Interdisciplinary Team (I-Team)
The Polk County Elder Adults/Adults at Risk Interdisciplinary Team (I-Team) met five times in 2019. The goal of the I-Team is to address issues concerning both cases and systems within Polk County's Elder Abuse Program. The group generally meets every other month with a focus on improving response to victims of abuse, neglect, and exploitation. The Polk County I-Team has representation from various Polk County Governmental Departments, local banks, hospitals, along with other community stakeholders.

Essential Service 5: Develop Policies and Plans that Support Individual and Community Health Efforts

Introduction: Essential Service 5 involves providing leadership for systematic community and state level planning for health improvement; development and tracking of measurable
health objectives as a part of continuous quality improvement strategies and development of codes, regulations and legislation to guide the practice of public health. Highlighted in this section are the Division’s strategic plan and the Polk County Community Health Improvement Plan.

Division Strategic Plan
The Community Services Division began implementation of the 2020-2022 strategic plan in 2019.

Division-wide priorities are 1) Workforce Development and Within the Lean framework of People, Purpose and Process model, each of the Departments; Public Health, Behavioral Health and Department of Children and Families developed goals that tie back to the results of the SWOT analysis. The framework will identify goals in the following areas by Department:

1. **People (Culture):** This area includes ensuring everyone is actively engaged in continuous improvement of the organization in achieving its mission. From the SWOT analysis, focus areas included improved communication and building trust.

2. **Purpose (Services):** In a lean framework, the goal of purpose is to solve problems to be able to prosper. Purpose, as it relates to Community Services, strives to improve quality services for the people we serve.

3. **Processes (Systems):** Process is critical to the success of any organization. It evaluates all steps to ensure each is valuable, capable, available, adequate and flexible. The focus in this area for Community Services is on improved systems, work-life harmony and professional development.

Essential Service 6: Enforce Laws and Regulations That Protect Health and Safety

**Introduction:** Essential Service 6 involves full enforcement of sanitary codes, especially in the food industry; full protection of drinking water supplies; enforcement of clean air standards and timely follow-up of hazards. Highlighted in this section are: the Agent Programs with the State Department of Health Services (DHS) and the Department of Natural Resources (DNR), Human Health Hazard Control, Beach Water Testing, and Youth Tobacco Compliance Investigations.

Agent Program
Since 2002, the PCHD has been an agent for the DHS to license and inspect hotels, motels, restaurants, swimming pools, campgrounds, bed and breakfasts, tourist rooming houses, tattoo and body art establishments, schools, grocery stores, deli’s, bakeries
and convenience stores. The goal of this program is to assure food safety as well as clean and safe establishments for the public.

2019 Outcomes
- 490 establishments were licensed with 533 inspections occurring
- ServSafe Certified Food Manager training was provided to 70 individuals
- Food safety information provided to 110 community group participants

DNR Well Water Program
Since 2007, the PCHD has been an agent for the DNR to investigate and test transient wells in Polk County. The program requires an annual test for bacteria and nitrate for any well that has public access to water for at least 25 individuals at least 60 days of the year. In 2010, PCHD assumed agent for the DNR in Burnett County.

2019 Outcomes
- Polk: 169 establishments completed water testing; 3 had bacteria present; 1 Level 2 Assessments were completed, and 30 follow up tests were conducted to assure a return to safe levels after treatment. Nitrite samples were taken on two establishments. Nitrate samples were taken on all 169 establishments. Two (2) establishment are posting for elevated nitrate levels. Forty-two (42) sanitary surveys and 127 annual site visits were completed. Four (4) systems were on quarterly or monthly testing.
- Burnett: 176 establishments completed water testing; 10 had bacteria present; 3 Level 2 Assessments were completed, and 81 follow up tests were conducted to assure a return to safe levels after treatment. Nitrite samples were taken on seven establishments. Nitrate samples were taken on all 176 establishments. One (1) establishment is posting for elevated nitrate levels. Thirty-four (34) sanitary surveys and 142 annual site visits were completed. Fourteen (14) systems were on quarterly or monthly testing.

Recreational Beach Testing Program
The purpose of this program is to conduct bacteriological water testing of selected public recreational beaches in Polk County to assure water safety. Ten (10) beaches were monitored for fecal bacteria in 2019. They include Lotus Lake, Lake O’ the Dalles, Bone Lake, Half Moon Lake, Big Butternut, Balsam Lake, Antler Lake, North Twin Lake, South Twin Lake and Little Butternut Lake. Weekly sampling of these lakes was completed from May 29 through August 28, 2019. One hundred seven (107) samples were collected during this period.

2019 Outcomes
- Half Moon Lake beach was closed July 16 2019, due to consecutive tests with high levels of fecal coliform Bacteria. They reopened July 31, 2019, following consecutive safe coliform bacteria levels.
- Considering the fecal coliform results as listed in this report, it can be concluded that the microbiological levels at all Polk County swimming beaches were relatively normal and below the recommended limits for the 2019 season.
Youth Tobacco Compliance Investigations

The Multi-Jurisdictional Tobacco Control Program (W3TFL) contracts with DHS to conduct tobacco compliance investigations. The goal of this program is to prevent sales of tobacco products to minors by educating retailers on not selling tobacco to minors. A specific online training tool is provided at [www.witobaccocheck.org](http://www.witobaccocheck.org). The state goal is to reduce sales rates to fewer than 10 percent.

Western Wisconsin Working for Tobacco-Free Living completed the compliance checks in Barron County, Burnett County, Pierce County, Polk County, Rusk County and St. Croix County. Overall between the six counties 38 retailers sold to minors during our checks this year, which means 84% of the establishments checked within the six counties are in compliance with the law which prohibits sales of tobacco to anyone under the age of 18!

<table>
<thead>
<tr>
<th>County</th>
<th># of Sales</th>
<th>Sale Rate</th>
<th>% in Compliance</th>
<th>2018 Sale Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barron</td>
<td>4</td>
<td>8.5%</td>
<td>93.75%</td>
<td>6.25%</td>
</tr>
<tr>
<td>Burnett</td>
<td>4</td>
<td>14.8%</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Pierce</td>
<td>4</td>
<td>12.9%</td>
<td>70%</td>
<td>30%</td>
</tr>
<tr>
<td>Polk</td>
<td>14</td>
<td>31.8%</td>
<td>74.4%</td>
<td>26.6%</td>
</tr>
<tr>
<td>Rusk</td>
<td>3</td>
<td>13%</td>
<td>66.7%</td>
<td>33.3%</td>
</tr>
<tr>
<td>St. Croix</td>
<td>9</td>
<td>13.6%</td>
<td>86.4%</td>
<td>13.6%</td>
</tr>
</tbody>
</table>

*For More information visit the WI Wins website at: [http://www.wisconsinwins.com/](http://www.wisconsinwins.com/)

Essential Service 7: Link People to Needed Personal Health Services

*Introduction*: Essential Service 7 involves assuring effective entry for disadvantaged people into a coordinated system of clinical care; linkage to services for special population groups; ongoing care coordination; targeted health information to high-risk population groups and technical assistance for effective worksite health promotion/disease prevention programs. Highlighted in his section are the Division’s clinical, public health, behavioral health, and child welfare programs.
Birth to 3
The Birth to 3 Program is for children ages birth to 36 months. Eligibility is based on a diagnosed disability or significant delay in one or more areas of development. Services may begin before the child leaves the hospital after birth and may continue until the child is transitioned into other services when they turn three years old. Birth to 3 services includes family services coordination, special instruction, parent education, vision instruction, hearing services, assistive technology, and referral to community resources and therapy services, which may include physical therapy, occupational therapy, and speech/language therapy.

2019 Outcomes
- One hundred twenty three (123) referrals to the program were received due to concerns about child development. Of the 123 referrals, 85 children were screened or evaluated by the Birth to 3 Program and 39 children qualified and enrolled.
- A total of 81 children were enrolled in the program in 2019; 42 children remained in the program from 2018.
- Of the 81 enrollees, 40 children transitioned out of the program in 2019. These children either met their goals or aged out of the program and were referred to other services including 21 children who were referred to local school districts for special education.

Family Health Benefits Counseling/Badger Care Outreach
The Polk County Community Services Division contracts with ABC for Rural Health to provide programming in keeping with Essential Public Health Service #7: Assure an effective system that enables equitable access, by all people, to the individual services and care needed to be healthy. This service includes:

- Connecting the population to needed health and social services that support the whole person, including preventive services.
- Ensuring access to high-quality and cost-effective healthcare and services, including behavioral and mental health services, that are culturally and linguistically appropriate
- Addressing and removing barriers to care
- Building relationships with payers and healthcare providers, including the sharing of data across partners to foster health and well-being
- Ensuring a trained and qualified healthcare workforce

Family Health Benefits Counseling (FHBC) provides assistance to individuals and families who seek help getting and keeping public or private health care coverage. FHBC also helps
people use their coverage and benefits for specific treatment services. The FHBC program at the Polk County Health Department provides technical assistance to health care providers and offers health benefits-related training to the Department and to other community health providers and service organizations. In 2019 the Polk County FHBC team recorded 1,054 encounters with Polk County residents, including 157 with Polk County Behavioral Health clients - continuing to help the Behavioral Health Clinic maintain a low number of individuals who need to sign up for county financial assistance.

2019 Outcomes

For Services January 1—December 31, 2019

Outreach Events: At schools, churches, & food pantries leading to contact with 63 families
Training: to 111 individuals from the Health Dept. & its community partners
Visits with inmates: at the Polk County Jail, arranging pre-release health care coverage
Technical Support: with health care providers & Division staff

The Economic Support unit and ABC for Rural Health continued efforts to ensure inmates at the Polk County jail have health care coverage immediately upon their release from jail as well as for any hospitalizations needed during incarceration within the guidelines of health care coverage plans. This effort helps inmates to obtain needed prescription medications or see treatment providers as soon as they are released. ABC for Rural Health enrolled 20 pre-release inmates in health care programs this year and assisted with Medicaid or Medicare coverage for several 24 hour medical releases, including several that would have been invoiced for hundreds of thousands of dollars. In addition to helping the inmate individually, it also helps Polk County avoid paying unnecessarily for health care treatment costs and assures a smooth transition into society.

Pathways to Coverage

Our goal for every patient is to establish pathways for clients to maintain health care coverage and supportive resources into the future, not simply to identify one-time solutions for a single encounter. These pathways reduce the financial burden for patients, providers, and county agencies. In 2019, ACR assisted Polk County individuals and families with 679 applications for Forward Health programs and the ACA:

- BadgerCare Plus & Medicaid Applications 352
- ACA Federal Marketplace Applications 217
- FoodShare Applications 92
- Medicaid Purchase Plan** Applications 18
*Training Topics included:
  o Impact of prior year’s Federal Shutdown on FoodShare, Medicaid & BadgerCare Plus.
  o WI DHS streamlining of HealthCheck & HealthCheck “Other Services”
  o “Silver-loading” of ACA Marketplace plans and its effect on pricing.
  o Wisconsin OCI approval of short-term health plans

**Medicaid Purchase Plan is an insurance plan that allows individuals with disabilities obtain Medicaid coverage at higher income and/or asset limits. The individual must engage in at least one work activity each month for which he or she receives something of value in return.

Jail Health
The Jail Health Program is a cooperative and coordinated effort by the PCHD, a physician representing the Polk County Medical Society, the Polk County Sheriff, and the jail staff. The goal is to assure that each inmate has access to adequate medical care.

2019 Outcomes
  o Nursing staff conducted 1082 face to face nurse visits and 374 inmate health histories
  o Inmates were referred for 58 emergency room visits; 135 psychiatry visits (in-house), 104 medical visits, nine dental visits, and seven specialty visits or hospitalizations
  o Nursing consultation included 94 medical physician contacts, 137 mental health provider contacts, five dental contacts, and 22 mental health crisis calls
  o On average, 37 inmates each week received medication setup services involving an average of 117 medications
  o 374 inmates were symptomatically screened for tuberculosis, and 19 inmates received tuberculosis skin testing
  o Jail staff were given 23 immunizations and provided 12 health-related trainings
  o A new Jail Health Immunization Program for Hepatitis A Vaccinations was implemented in November 2019. During the first month, 4 inmates participated in the program and received the vaccine

Oral Health Services
Healthy teeth are essential to a child's overall health. Early childhood caries preventive services include anticipatory guidance for parents and other caregivers and distribution of fluoride supplements. Five Polk county school districts participate in a weekly fluoride mouth rinse program: Luck, Unity, St. Croix Falls, Clayton, and Frederic.

2019 Outcomes
  o Eighty-seven (87) children ages six months through 17 years participated in the agency fluoride supplement program
  o Six hundred ninety-five (695) school-aged children rinsed weekly with fluoride in the 2018-2019 school year
Prenatal Care Coordination (PNCC)
Prenatal Care Coordination (PNCC) Services are available to Medicaid-eligible pregnant women with a high risk of adverse pregnancy outcomes. High-risk pregnancies require additional prenatal care services, coordination, and follow-up because of medical or non-medical factors that include psychosocial, behavioral, environmental and nutritional factors. PCHD incorporates PNCC services with WIC to maximize convenience and service for clients.

2019 Outcomes
- Thirty Six (36) risk assessments were completed; 33 women were eligible for the program and 30 enrolled; 36 women continued in the program from 2018
- The 66 women enrolled in PNCC received 623 public health nursing visits and 54 dietician visits

Reproductive Health
The goal of the agency Reproductive Health Program is to increase the proportion of women at risk of unintended pregnancy who use contraception. Also, the program offers pregnancy testing, sexually transmitted infection testing and treatment and access to Medicaid “Family Planning Only” services.

2019 Outcomes
- 284 unduplicated clients were served with 624 visits; 21% of clients were teens. Client volume decreased in 2019
- 66% of clients were at or below 100% of the federal poverty level; 6% of clients were at or above 250% of the federal poverty level
- 138 women (49%) were enrolled in Family Planning Only Services (BadgerCare) program; 68 women(24%) were enrolled in BadgerCare Plus
- 305 doses of emergency contraception were provided in advance of actual need
- 22 doses of emergency contraception were provided on an emergency basis
- 64% of unduplicated clients received a supply of condoms at least once in 2019
- Risk assessment for Chlamydia and Gonorrhea was done for every client; 17 cases of Chlamydia were identified; 17 were appropriately treated using CDC STD Treatment Guidelines; 2 cases of Gonorrhea were identified; 2 were appropriately treated using CDC STD Treatment Guidelines

School Nursing Program
The Health Department provides school nursing consultation to the eight Polk County school districts, one private school, and the CESA 11 Head Start Center. Services include education and consultation regarding medications, consultation with teachers on children with special health care needs, and classroom assistance with health education presentations.
2019 Outcomes
- 86 hours of nursing service were provided to Polk County schools. Coordination of health screening programs occurred upon request of the school districts.
- 6 individual health conferences were conducted with students, parents, and staff. 217 health screenings were conducted; treatment was administered.

School-Based Social Work
The Polk County Department of Children and Families (DCF) continues to partner with the Unity School District to provide school-based social work services to Unity students and their families. The provision of school-based social work is one component of broader initiatives to promote trauma-informed practices and support student mental health within the District.

2019 Outcomes (2018-19 school year)
During the 2018/2019 school year, the school-based social worker provided assistance to 92 Unity students and/or their respective families. Services provided by the school-based social worker included, but are not limited to:
- Assisting families with navigating and accessing program areas/services in the County’s Community Services Division (Economic Assistance, Behavioral Health, Public Health, and Department of Children & Families).
- Assisting families with accessing and utilizing other community resources to meet identified needs (such as community mental health services, childcare, housing assistance, transportation, etc.).
- Facilitating communication and coordination between the school, county services, and other community service providers.
- Participating in staffing/consultation with school staff related to student behavioral and/or mental health concerns.
- Co-facilitating psychoeducational student groups at the elementary, middle, and high school levels.

Women, Infant, and Children (WIC) Nutrition Program
The purpose of the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is to promote and maintain the health and well-being of nutritionally at-risk pregnant, breastfeeding and postpartum women, infants and children up to age 5. WIC provides supplemental nutritious foods, nutrition and breastfeeding information, and referrals to other health and nutrition services. Income eligibility requirements for WIC extend to 185% of poverty. The WIC foods align with the Dietary Guidelines for Americans and infant feeding practice guidelines of the American Academy of Pediatrics. It promotes WIC as the premier public health nutrition program with a strong focus on breastfeeding as the normal way to feed babies. Foods provided include fruits and vegetables; whole grains such as 100% whole wheat bread, buns, rolls, tortillas, or brown rice, hot or cold cereal; protein foods such as peanut butter, beans, peas, eggs, and canned fish; milk, yogurt, cheese and tofu; baby foods and formula. The WIC Farmer’s Market Nutrition Program provides vouchers for families to purchase fresh produce from local farmers.
2019 Outcomes
- WIC staff enrolled 987 unduplicated WIC participants – a decrease of 46 participants from 2018
- The average monthly caseload was 568 – a decrease of approximately 69 participants monthly from 2018
- 745 WIC certifications were completed; 1025 individual nutrition visits with a WIC RD; 613 participants received secondary nutrition education through WIC, including online nutrition education through wichealth.org, and with some education in coordination with the Nutrition Educator from UW Extension’s FoodWise Program
- 288 families were issued Farmers’ Market drafts (20 more families than in 2018) with a 39% redemption rate (with no change from 2018). The value of the Farmers’ Market drafts increased from $30.00/family in 2018 to $35.00/family in 2019. Total redemption dollars increased from $3,330 in 2018 to $3,655 in 2019.
- $336,252.71 food dollars were spent in Polk County for WIC foods (decrease of $71,819.16 from 2018)

WIC Breastfeeding Peer Counseling Program
The WIC Breastfeeding Peer Counseling Program provides frequent contacts to pregnant and breastfeeding mothers for breastfeeding promotion and support. A Peer fills a unique niche in providing support to WIC participants when they need it most, which often includes evenings and weekends. Peers have basic breastfeeding knowledge to assist mothers with common concerns. She also can relate well to the WIC mothers through her own experience with WIC and breastfeeding. The WIC Breastfeeding Coordinator has specialized training to assist mothers with more complex problems.

2019 Outcomes
- 164 support calls made to pregnant and breastfeeding mothers (increase of 70 calls from 2018)
- 17 women attended breastfeeding classes (no change from 2018)
- Four home or individual visits were made to mothers for breastfeeding support (no change from 2018)
- Four breast pumps were provided to women (12 less from 2018)

2019 Breastfeeding Quality Measures

<table>
<thead>
<tr>
<th>Breastfeeding Incidence and Duration Statistics</th>
<th>State WIC Goal</th>
<th>Statewide Comparison</th>
<th>Polk County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breastfeeding incidence (mom on WIC prenatally)</td>
<td>&gt;82%</td>
<td>72.4%</td>
<td>84.8%</td>
</tr>
<tr>
<td>1-month duration (all infants on WIC)</td>
<td>&gt;77%</td>
<td>73.3%</td>
<td>82.9%</td>
</tr>
<tr>
<td>3 months duration (all infants on WIC)</td>
<td>&gt;65%</td>
<td>57%</td>
<td>69.5%</td>
</tr>
<tr>
<td>6 months duration (all infants on WIC)</td>
<td>&gt;60%</td>
<td>36.8%</td>
<td>58.2%</td>
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<td>12 months duration (all infants on WIC)</td>
<td>&gt;34%</td>
<td>16.6%</td>
<td>19.8%</td>
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<tr>
<td>Exclusively Breastfed – 1-month duration</td>
<td>&gt;57%</td>
<td>37.6%</td>
<td>56.4%</td>
</tr>
<tr>
<td>Exclusively Breastfed - 3 months duration</td>
<td>&gt;44%</td>
<td>27.2%</td>
<td>37.5%</td>
</tr>
<tr>
<td>Exclusively Breastfed - 6 months duration</td>
<td>&gt;24%</td>
<td>12.4%</td>
<td>15.6%</td>
</tr>
</tbody>
</table>
Polk County Breastfeeding Coalition

The PCHD is an active and engaged member of the breastfeeding coalition. The mission of the coalition is to increase the initiation, duration, and exclusivity of breastfeeding in Polk County, by supporting, protecting, and promoting practices that are helpful to breastfeeding mothers and babies.

2019 Outcomes

- Hosted the 2019 Polk County Breastfeeding Conference at Oak Forest Center, in Frederic, WI, featuring Dr. Jennifer Thomas, MD, MPH, IBCLC, FAAP, FABM, and Summer Kelly, RN, MS, IBCLC, Executive Director of the Mothers’ Milk Bank of the Western Great Lakes. The conference had 45 attendees from Polk County and beyond, and covered topics such as Empowering the Breastfeeding Mother, and Breastfeeding the Baby with Special Needs.
- Maintained the Mother and Baby Room at the Polk County Fair in July.
- Interacted monthly with the community on the PCBC Facebook site.
- Created an Instagram forum for further connecting with the community.
- Nursing is Normal display was rotated to locations throughout the county, including libraries, daycare centers, and local Child Development Days events.

Fit Families Program

Fit Families is a public health nutrition program funded under the USDA’s Supplemental Nutrition Assistance Program for families with children ages 2 to 4 years old. It strives to prevent childhood overweight/obesity by providing individual coaching to empower families to adopt healthy eating and physical activity behaviors. In addition to engaging families, the program also encourages a healthy lifestyle for agency staff and partnering with community groups to reinforce Fit Families health messages and to promote and protect the health of all children in the community. Community partnership exists with Polk County Head Start and Early Head Start and Family Resource Center.

2019 Outcomes

- 58 families enrolled in the program
  - 35 completed the full year participation
- 91% of families who completed their year received 10 or more contacts out of a possible 13
- Fruit and vegetable consumption of ≥4 servings/day (1/2 cup serving size) remained the same at 34%.
- Juice consumption of ≤6 oz./day improved from 71% at enrollment to 77% after one year
- Sweetened beverage consumption of ≤1 6 ounce serving/week decreased from 91% at enrollment to 71% after one year
- Screen time of ≤2 hours/day improved from 69% at enrollment to 80% after one year
- Physical activity of ≥60 minutes/day improved from 89% at enrollment to 97% after one year
Wisconsin Well Woman Program (WWWP)
The Wisconsin Women’s Cancer Control Program is a statewide program funded by the Center for Disease Control that provides free health services to low income, uninsured or underinsured women age 45-64. Services include breast and cervical cancer screening, yearly breast exam, pelvic exam, pap test, and mammogram. The Well Women Program transitioned to a regional model of service provision in July 2015. PCHD is a regional coordinating agency for Barron, Burnett, Douglas, Polk, Rusk, and Washburn counties.

2019 Outcomes
- 47 women were enrolled in WWWP
- 18 women were enrolled in Wisconsin Well Woman Medicaid to receive treatment
- Program coordinator made 221 technical support contacts with partner medical clinics

Child Protective Services (CPS)
The goal of Child Protective Services (CPS system) is to support parents/caregivers in making necessary changes, so children are safe and protected in their homes. Polk County Department of Children and Families receives and responds to reports of alleged abuse and neglect of children. The agency decides if the information in the report is potential child abuse or neglect according to Wisconsin law. A timeframe for response is assigned, and a trained CPS worker responds to assess for the safety of the child. An Initial Assessment is completed within 60 days. The assessment must be conducted by the Wisconsin Access and Initial Assessment Standards. After the Initial Assessment period, a decision is made whether or not to continue to work with the family. If it is decided that additional services are needed, the family will engage in Ongoing Services with a trained CPS worker. Wisconsin has Ongoing Standards that guide the Ongoing Services Practice. The focus of the CPS assessment is not to establish legal responsibility or make criminal determinations. CPS focuses on child safety and engaging with families to keep children safely in their homes whenever possible.

2019 Outcomes
- 693 total CPS reports were received in 2019
- 209 of the total reports were screened in
- 484 of the total reports were screened out
- Response time to screened in reports
  - Same day responses - 64
  - 24-48 hour responses - 39
  - 5-day responses - 106
- Child welfare responses
  - 66 reports of abuse/neglect were accepted as a child welfare response which allows CPS to offer to voluntarily work with a family when criteria for an initial assessment is not met
  - Ongoing cases-91 families served
Family Support Program
The Family Support Program is staffed by four Family Support Workers who provide services to clients at both the investigative and ongoing stages of Child Protection. The Family Support Workers are essential members of the Child Protective Services team and work directly with families, children and social workers to strengthen and support families while offering the following services: parenting skills, supervised visitation, communication skills, safety services, nutritional information, housing, money management, and personal hygiene. Family Support Workers often act as liaisons between the family and providers, assist parents in achieving necessary outcomes, and are instrumental in strengthening family bonds and connections. The Family Support program expanded in 2019 to include preventative voluntary services with referrals being submitted by the schools in Polk County.

The Family Support Program served a total of 98 families in 2019. This number reflects a total of 42 preventative referrals and 56 families that are under a court order.

Children’s Long Term Support (CLTS)
The Children's Long Term Support Home and Community Based Medicaid Waivers provides Medicaid funding to support children who are living at home or in the community and who have substantial limitations in multiple daily activities as a result of one or more of the following disabilities: developmental disabilities, severe emotional disturbances, and physical disabilities. Funding can be used to support a range of different services that are identified based on an individual assessment of the child and his or her needs. In order to be eligible for the program, children/young adults must be under 22 years of age, be eligible for Wisconsin Medicaid, live at home or in a foster care setting, have a level of care need that is typically provided in an institutional setting such as a hospital, a nursing home, or an institution for people with developmental disabilities and be able to receive safe and appropriate care at home and/or in the community. Eligibility is established by completing an assessment of the child's needs at a home visit, acquiring records related to the child's care and determining the level of care based upon an online functional screening tool that the county service coordinator completes.

Children’s Community Options Program (CCOP)
The purpose of CCOP is to provide a coordinated approach to supporting families who have a child with a long-term disability. Through a collaborative relationship with the family, supports and services aimed at achieving desired outcomes are identified, prioritized, and implemented. CCOP funds are designated to purchase goods and services that respond to assessed need and desired outcomes, as identified in each participant's child and family-centered individual support plan (ISP).

2019 Outcomes
- 45 Children served through CCOP and CLTS (of those 45, 21 were dually eligible Comprehensive Community Services (CCS/CLTS). The number of children dually eligible nearly tripled in 2019, as only 8 children were served in 2018.
- 22 referrals screened for eligibility
With the addition of a new worker added to the unit, the CLTS waitlist was eliminated by the end of 2019.

The Family Support Unit continues to navigate multiple service and technology changes initiated by the state to meet federal programming requirements. This includes the CLTS statewide uniform rate setting.

**Foster Care, Kinship Care, and Daycare Certification**

The Polk County Foster Care Program consists of one Foster Care Coordinator, who oversees the Foster Care and Kinship programs.

The **Foster Care Program** helps to provide safe and stable out-of-home care for children until they are reunified with their parents or an alternative plan for permanence is developed. The Foster Care Coordinator is responsible for the recruitment of local foster homes, processing and approving foster care applications, completing home studies, re-licensing foster homes, providing ongoing training and support. A foster care license is valid for two years; at this point the home applies to be re-licensed or allows their license to expire.

**Respite Providers** are certified to provide respite (temporary care) for children in out-of-home care and/or involved with the Child Protection or Youth Justice System. Respite providers are available to give foster parents, relative care providers, biological parents, and children breaks from each other on an as-needed or scheduled basis. The Foster Care Coordinator is responsible for the recruitment of local respite providers, processing and approving respite provider applications, renewing respite certifications on an annual basis, assist with the scheduling and billing of respite services, and providing support to respite providers.

The Polk County **Kinship Program** is designed to provide financial support to a child that resides with a relative. Kinship supports the concept of children residing with a relative as an alternative to entering foster care or another type of out-of-home placement. The Kinship Program consists of three varying types of Kinship homes: voluntary, court ordered, and long term. The Foster Care Coordinator is responsible for processing and approving Kinship applications, monitoring Kinship placements for compliance, and managing the Kinship waitlist.

**2019 Outcomes**

**Foster Care:**
- **Number of Clients Served:**
  - Polk County currently has **27 licensed foster homes**.
  - 2 homes are in the licensing process (1 general foster home & 1 child specific home)
  - 21 general foster homes
    - Accept variety of placements, ages, and needs
  - 5 child specific homes
- 1 contracted shelter care home (there are typically at least 2 shelter care homes contracted in order to rotate as mentioned below)
  - On call rotation is an every other month basis
  - These homes are used for temporary and emergency placements
- **Number of Encounters/Visits:**
  - On average the foster care coordinator has face-to-face contact with foster parents approximately 6 times annually through:
    - Training sessions
    - Support groups
    - Re-licensing visits
  - During the initial licensing process, the Foster Care Coordinator visits the prospective homes an average of 8 times to gather background information and determine if the home is appropriate to be licensed

**Certified Respite Providers:**
- **Number of Clients Served:**
  - Polk County currently has 10 certified respite providers
  - 4 providers are child specific certifications
    - Got certified to provide respite care for a specific child(ren)
  - 6 providers are general respite providers
    - Accept variety of placements, ages, and needs
- **Number of Encounters/Visits:**
  - Respite homes are visited annually to monitor compliance and assess for safety concerns
  - During the initial certification process, the Foster Care Coordinator visits the prospective homes an average of 2 times to gather background information and determine if the home is appropriate to be certified

**Kinship:**
- **Number of Clients Served:**
  - Polk County currently has 41 children actively receiving kinship funding.
  - 15 are voluntary kinship cases
  - 5 are court ordered kinship cases
  - 21 are long term kinship cases
  - There are currently no children on the voluntary kinship waitlist.
- **Number of Encounters/Visits:**
  - Kinship homes are visited annually to monitor compliance and assess for safety concerns

**Other program data:**

**Foster Care:**
- Number of children placed in foster care in 2019: 44
• Out of home placements with relatives in 2019: 21
• Number of expressed interest in doing foster care from January 2019 - Dec 2019: 16 inquiries
• Number of support groups and trainings offered in 2019: 6
  • Average Attendance: 7 foster parents
  • Foster parents report enjoying the foster care trainings and support groups. The trainings and support groups are an opportunity for Polk County foster parents to form supportive relationships with their peers. The support groups also provide foster families a safe place to talk about their experiences and receive constructive feedback.

Kinship:
• In 2019 Polk County was able to maintain the entire year without a waitlist.

Program outcomes:
• Number of foster homes licensed in 2019: 10
• Number of foster homes who renewed their foster care license in 2019: 10
• Foster parents were in 90% compliance of required ongoing training hours in 2019.

Accomplishments:
• Foster Care Banquet – Polk County Department of Children and Families hosts an annual banquet for foster parents to express our appreciation for the challenging work they do. The banquet is well attended by both foster families and county employees. This year the banquet was held at Fawn-Doe-Rosa in Saint Croix Falls, WI.
  • Donations:
    • There were enough donations that each child that attended could pick out a brand new book from Usborne Books.
    • The meal and park admission was graciously paid for by the Polk County Citizen Review Panel.
    • Foster parents have expressed a strong desire in continuing this yearly tradition, as they appreciate the opportunity to socialize with social workers and other foster families in a more relaxed setting. It also helps them to feel recognized and rewarded for the important job that they do.
    • Training materials (reading material/handouts) are available for foster parents to take. If they read and report their time spent reading these materials, it can count towards a portion of their required ongoing training hours.
• Foster Care Holiday Party – 2019 was the 4th annual Holiday Party hosted by the Polk County Department of Children and Families. This year’s event was held at the Trinity Lutheran Church in Dresser, WI. This event included a catered meal, training materials for the foster parents, many craft activities for the children, and gifts for all the kids and foster families.
  • Donations:
• The meal was catered in by Brickfire Pizza from Clear Lake, WI and funded by the Foster Care Training Budget.
• Each child in attendance was able to pick out a tie blanket and book to take home. Fostering Families out of Rush City, MN donated the tie blankets. A community member hosted a fundraiser through Usborne Books and donated the books to the Polk County Foster Care Program.
• A WITC student in the Early Childhood Program completed a Community Service Project where she contacted various Polk County businesses and churches and asked them to donate a “movie night” or “game night” themed gift basket for a foster family. All of the baskets received were very impressive!
• Foster families each also received an appreciation gift from the Polk County Human Services Board and the Polk County Community Services Division. This gift included a yearly park pass to all State Parks throughout Wisconsin and a special key chain.
• This event was a ton of fun for all that attended! Food was great and the church allowed a large open space for all to eat, craft, socialize and play. There were approximately 80 people in attendance!!
• Foster Parent Association – In late 2018, Polk County joined in with Saint Croix County and Pierce County to form a multi-county Foster Parent Association. In 2019, the Foster Parent Association held a handful of foster parent meetings/trainings at The Centre in New Richmond, WI. They formed their own committee and created a private Facebook page strictly for foster parents, where they can ask questions, promote and share local trainings and events, and seek support from one another.

Coordinated Services Team (CST)
CST is a wraparound model of care for children with multiple needs. The wraparound process is committed to creatively addressing child and family needs using community-based supports. Support teams are developed in collaboration with the family and include the child, parents, and any other individuals who are important in the life of the child and family. Teams work together to identify goals and to develop strategies to achieve them.

2019 Outcomes
Continued development of the foundation for establishing a CST program in Polk County, including creating policies and procedures for referrals, intake, assessment, and individualized goal planning

- Presented information about CST programs goals and philosophy to DCF staff
- Partnered with the County’s existing Coordinating Committee for CCS, CCOP, CLTS, and Birth-3 to provide program oversight and quality assurance
- Enrolled 10 youth and their families in CST
Youth Justice (YJ)
The Youth Justice unit supports the needs of adolescents, families and the community by providing supervision, resources, and opportunities to help prevent recidivism through advocacy, education, and accountability. Polk County Youth Justice is comprised of a .5 Intake Worker and three on-going Social Workers. Youth Justice social workers supervise youth that are delinquent, truant and uncontrollable through both court-ordered and voluntary services. Court ordered supervision is often the result of either delinquent or habitually truant behaviors. Voluntary services are generally offered after a request by parents or from the community to prevent future criminal justice involvement. Youth Justice social workers have a comprehensive understanding of the complex challenges/issues youth face that can often lead to contact with the criminal justice system. Social workers use evidence-based practice to identify those issues that are the biggest impediment to the family’s success. Through collaboration with community partners and natural family supports, social workers empower clients to reduce the likelihood of future involvement with the justice system.

2019 Outcomes
- 195 intake referrals of which 53 youth and their families received case management and supervision through youth justice; 48 referrals were made for CHIPS petitions and/or Informal Disposition Agreements.
- 67% of supervised youth are male
- 33% of supervised youth are female

The SAM Project
Youth Justice, in partnership with the Polk County District Attorney's Office, continues offering SAM presentations to local School Districts. Polk County youth are informed of the seriousness of abusive social media messaging. They are also made aware these behaviors can result in a law enforcement referral, and court-ordered supervision.

Trauma Informed Care Initiative
Polk County held three Strengthening Families and Systems (FKA Trauma Informed Parenting (TIP)) training sessions in 2019. The trainers consisted of a DCF Social worker, a licensed Polk County Foster Parent, CESA 11 Early Head Start Teacher and trauma certified therapist. 45 participants, which consisted of service providers, parents, foster parents, etc., were trained on the effects of trauma and appropriate ways to support children and families that have been impacted by trauma.
Adult Protective Services (APS) (Elder) Adults-At-Risk Agency

This program provides investigation and information and referral to services for adults at risk of or experiencing abuse. Forms of abuse would include: physical, emotional, financial, sexual, neglect or self-neglect. Descriptions of the two populations protected in the (Elder) Adults-At-Risk Agency are: An "adult-at-risk" is an adult who has a physical or mental condition that substantially impairs his or her ability to care for his or her needs and who has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation [s.55.01(1e)]. An “elder adult-at-risk” is any person age 60 or older who has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation [s.46.90(1)(br)].

AFCSP

The Alzheimer's Family and Caregiver Support Program (AFCSP) was a program created by the Wisconsin legislature in 1985 in response to the stress and service needs of families caring at home for someone with irreversible dementia. To be eligible, a person must have a diagnosis of Alzheimer’s disease or a related disorder, and be financially eligible. The program is coordinated by the Wisconsin Bureau of Aging and Disability Resources and is available in every county and tribe throughout the state.

Guardianships/Protective Placements

This program consists of paperwork petitioning the court for guardianship/protective placement, comprehensive evaluations, possibly appearing in court, and conducting yearly Watts protective placement reviews. The social worker decides as to whether the current placement is the least restrictive placement for the client. This report is forwarded to the court for review. Polk County’s Corporation Counsel is involved in guardianship cases where the client meets eligibility guidelines for income and assets. In cases where the client’s income is above our guidelines for eligibility, the family must employ a private attorney to do the guardianship and protective placement.

2019 Outcomes

- 296 total intakes were reviewed and screened for services, a decrease of 5.4%
- 143 intakes resulted in information and referrals to the appropriate resources, a decrease of 11%
- 76 elder/vulnerable/adult at risk clients were offered services directly, an increase of 5.5%
- 43 guardianship petitions were filed, an increase of 30.3%
- 33 investigations for abuse or neglect were conducted, an increase of 6.5%
- 18 comprehensive evaluations were conducted, a decrease of 14.3%
- 68 annual WATTS reviews of protective placements were completed at the request of Polk County Circuit Court, an increase of 1.5%
- Three (3) individuals were served through AFCPS, this program will transition to ADRC in 2020
- I-Team continues to meet every other month to address local concerns
Community Support Program (CSP)
The Community Support program provides client-focused individualized community-based services to people diagnosed with a severe and persistent mental illness. Treatment is provided by a multi-disciplinary team in collaboration with the consumer, their family and the community where the consumer resides. The goal of the program is to reduce the disabling effects of the consumer's psychiatric symptoms through evidence-based practices, education, and supportive resources. Services emphasize community-based treatment to reduce the need for hospitalization and institutional care and allow consumers to achieve the highest level of functioning and quality of life to which they are capable of living.

2019 Outcomes
- 27 consumers were served in 2019. There were 5 admissions and 4 discharges. At year-end, the CSP Team was providing services to 22 Consumers
- Discharge disposition: One consumer transitioned to ADRC services, one consumer graduated from services, one consumer moved out of county, and one consumer was discharged due to death in 2019
- At the end of 2019, CSP had 3 referrals on a waiting list with a plan for admission beginning of 2020
- The CSP utilized the MH Block Grant to supplement funding for the provision of Peer Support and Supported Employment. These programs assist CSP consumers in building healthy relationships which support recovery

Comprehensive Community Services (CCS)
Polk County continues to partner with the Western Region Wellness and Recovery Consortium to administer the Comprehensive Community Services (CCS) program. During this year, there was increased focus on consumer enrollment and waitlist reduction. Comprehensive Community Services provides a flexible array of individualized community based psychosocial rehabilitation services authorized by a mental health professional to consumers with mental health or substance use issues across the lifespan. CCS uses a recovery and wellness oriented model for assessment and approach to service planning. CCS is generally provided for individuals who are in need of a higher intensity level of services than outpatient mental health services and less intensity than Community Support Program services.

2019 Outcomes
- 62 Individuals were admitted to the program
- 21 Individuals were discharged from the program
- 90 individuals we served during each quarter
23 individuals remain on the waiting list at the close of 2019

**Emergency Mental Health Services**

This program is a collaborative effort between Polk County Behavioral Health Department, hospitals, community members, service providers, and law enforcement. Emergency Mental Health Services provides support to persons who are experiencing a mental health/substance use crisis or situation likely to turn into a mental health/substance use crisis if supportive services are not utilized. PCBHD partners with Northwest Connections (NWC) to provide a mental health/substance use crisis line that includes telephone support and mobile services. A collaboration with Hudson Hospital and Clinic was established in 2018. Telehealth provides assessments at Amery Hospital and Clinic, Osceola Medical Center, and St. Croix Regional Medical Center. The goals of this service are to provide callers with information, support, assessment, intervention and response planning. In addition to NWC telephone, NWC mobile services provide onsite intervention, assessment and response planning. All documentation from NWC and Telehealth is sent to the county for follow-up and linkage the next business day. Also, PCBHD provides follow up and linkage for the individuals in crisis that includes: walk-in services, crisis planning, crisis stabilization (out-of-home short term placement), three party petition screenings, and jail assessments for suicide watch. Emergency Mental Health Services collaborates with law enforcement, jail, Corporation Counsel, emergency rooms, schools, inpatient units, outpatient mental health/substance use providers, peer supports and homeless shelters to provide coordination of care in the least restrictive environment.

***2019 Outcomes***

- There were 2515 emergency mental health services contacts- an increase of 12%
- There were 85 total emergency detentions- an increase of 1.2%
- We continue to use Winnebago Mental Health Inpatient (WMHI) when all other inpatient options have been ruled out-out of 85 hospitalizations 23 (or 27%) resulted in detention to WMHI
- Nine (9) assessments for suicide risk were completed at the Polk County jail
- Ninety-six (96) mobile assessments were completed in the field-an increase of 21.5%

**Outpatient Behavioral Health Clinic**

The Polk County Behavioral Health Clinic offers Mental Health and Substance Use services. These include outpatient therapy for individuals and groups. Polk County Providers utilize multiple therapeutic techniques in the provision of service. These include, Trauma-Focused Cognitive Behavioral Therapy, Cognitive Behavioral Therapy, Dialectical Behavioral Therapy, and Motivational Interviewing, MATRIX, and other evidence based techniques.
modalities of treatment. PCBH also offers evaluation and medication management for individuals who have a psychiatric diagnosis and are appropriate for medication management/treatment.

**Adult and Adolescent Substance Use Assessment** – A licensed provider meets with individuals to determine the appropriate level of professional treatment support that is beneficial for improving the success of managing or abstaining from substance use. If detoxification or residential services are needed, the provider will assist in the transfer of those services to another agency.

**Individual and Group Counseling Services** — licensed provider meets with clients individually or in group format, delivering treatment planning and evidenced based programming and support as clients develop and improve their skills in early recovery and relapse prevention.

**Operating While Intoxicated (OWI) Driver Safety Plan Assessment Program**

An Intoxicated Driver Program (IDP) Assessor meets with any individual who receives an Operating While Intoxicated (OWI) in Polk County. The purpose is to determine the required programming for the driver to maintain driving privileges. Based on the assessment, a plan is coordinated with the Wisconsin Department of Motor Vehicles (DMV).

**Intoxicated Driver Intervention Program (IDIP)** – A case management service to initiate and affirm program completion of driver safety plan requirements to the courts within 6 months of initial court date.

**2019 Outcomes**

- Psychiatric Services- 418 unique clients were served (9% jail inmates) resulting in a 47% decrease from 2018. A total of 3820 visits occurred (13% jail inmates) in 2019 equating to a 44% increase in visits over 2018
- Mental Health Services –271 unique clients were served which was a 34% decrease from 2018; with 3154 visits provided, a 62% increase over 2018
- Substance Use Services
  - 4203 SU combined visits were provided in 2019
    - 470 new clients served in 2019 a 75% increase over 2018
    - 220 OWI assessments/driver safety plans completed; a 18% increase over 2018
    - 6 Smart Start Breathalyzer units in use by clients; no change from 2018
    - 22 IDIP clients served an increase of 100% over 2018
- Assumption: Change in manner of outcoming visits
- PCBHD set a goal continuing to measurement customer satisfaction in 2018.
Overall, 362 surveys were completed in 2018, an 11% decrease from 2017. 59% of all clients seen in the Behavioral Health Clinic identifying themselves as being very satisfied with the services they received and 12% reported as being somewhat satisfied with the services they received. 

- 73% of clients reported that they felt they had received services in a timely manner.
- 68% of respondents endorsed that they were treated with respect by PCBH staff.
- 47% of clients identified themselves as feeling much better than when they entered services and 20% of clients identified feeling somewhat better after beginning services.

### Targeted Case Management (TCM)

Behavioral Health Social Workers assist a variety of clients in managing their Mental Health and Substance Use needs. This includes clients on Settlement Agreements, Stipulations, and Commitments following crisis involvement. Behavioral Health Social Workers also assist clients with long term mental health needs who are not able to function independently but do not meet criteria for other programs such as the Community Support Program or Comprehensive Community Services. This includes individuals receiving Community Mental Health (CMH) funding as well as individuals with mental health needs in protective placements.

#### 2019 Outcomes

- Sixty Seven (67) consumers were served in 2019, this remained consistent with 2018
- BH Social Workers completed 1415 hours of service a decrease of 15.7% over 2018
- Social workers in this program serve as the main back up to Emergency Services a total of 132 hours in 2019
- Behavioral Health Social Workers continue to attend Crisis Intervention Conference for ongoing training in suicide prevention and treatment

### Economic Support – Great Rivers Consortium

The staff of the Polk County Economic Support unit is partnered with the Great Rivers Income Maintenance Consortium, which is responsible for the administration of public assistance programs in ten counties in Northwestern Wisconsin: Barron, Burnett, Chippewa, Douglas, Dunn, Eau Claire, Pierce, Polk, St. Croix, and Washburn. Through this collaboration, the Great Rivers Call Center assists callers with the following services:

- Set eligibility filing date for BadgerCare, Medicaid, Food Share, and Child Care
- Process interactive interviews for FoodShare and Childcare or schedule intake interview appointments
- Process eligibility renewals for on-going BadgerCare, Medicaid, Food Share, and Child Care
- Process "add program" requests to open BadgerCare, Medicaid, and Food Share and Child Care
Answer questions about benefits and process reported changes

2019 Outcomes

- **Healthcare (includes Badger Care & EBD/LTC Medicaid):** 1,779 applications processed; 99.55% timeliness in processing. MA expenditures for 2019 not yet available. 2018 MA expenditures for Polk County = $58,162,321
- **FoodShare:** 1,470 applications processed; 99.52% timeliness in processing. 2018 total benefit issuance for Polk County = $3,800,077
- **Caretaker Supplement:** 7 applications processed; 100% timeliness in processing
- **Wisconsin Shares (child care):** Families Served: average of 69 per month; Children served: average of 109 per month. 2019 total benefits issued for Polk County = $511,369.94

Wisconsin Home Energy Assistance Program (WHEAP)
The Wisconsin Home Energy Assistance Program (WHEAP) assists with heating costs, electric costs, and energy crises. The program provides financial assistance to households across the state to help lower the burden incurred with monthly energy costs with the use of federal and state funding. Most types of fuel are eligible to receive assistance. Whether the source of heat is wood, propane, natural gas, electricity, or fuel oil, energy assistance is available to qualified applicants.

2019 Outcomes

- 1,614 households applied for energy assistance
- 1,409 households paid energy assistance; total payments = $919,474
- 200 households paid crisis assistance; total payments = $47,533
- 16 households had heating units repaired; total payments = $4,483
- 31 households had heating units replaced; total payments = $127,560

Essential Service 8: Assure a Competent Public and Personal Health Care Workforce

**Introduction:** Essential Service 8 involves educating and training personnel to meet the needs for public and personal health service; adoption of continuous quality improvement and life-long learning; active partnership with academic institutions. To provide the highest quality services, the Division strives to ensure that all our staff possesses the knowledge, skills, and abilities necessary to perform their jobs effectively and efficiently. Highlighted in this section are the Workforce Development Team and Linkages with Academia.
Workforce Development Team (WDT)

2019 Outcomes
- Provided instructions to staff to help complete competency assessment
- In December, all professional staff completed their fifth annual public health core competency assessment. Training plans for staff have been moved to an electronic format. Agency-wide gaps have been identified, and trainings will be provided in the department's monthly newsletters
- The WDT sponsored two lunch and learn sessions for staff
- Created Succession Planning and process mapping for 5 programs
- Analyzed employee satisfaction surveys and used coaching sessions to identify specific staff issues/ideas
- Competency language added to all position descriptions
- Development of Onboarding and Orientation Manual implemented with two new employees
- Leadership activities were based on PHAB 1.5 requirement
- Converted 4 trainings for staff into web-based trainings
- Provided trainings based on the lowest three domains identified from competency assessment in 2018
- Staff attended trainings covering various common training topics such as food safety, early childhood system training, brain development, contraceptive care, incident command, breastfeeding, quality improvement strategies, MCH regional workgroup, communicable disease surveillance and control, Tuberculosis Summit, First Breath, radon, Trauma-Informed Care and ethics and boundaries, Resiliency Training, and CPR
- The department also supported staff attendance at professional organization annual conferences such as WPHA, WFPRHA, WIC, WEHA and Wisconsin Healthwatch,
- The Environmental Health Specialist and Environmental Health Technician serve on the Wisconsin Environmental Health Association (WEHA) Joint Education Council which plans an annual conference for Environmental Health Professionals

Linkages with Academia
The Division continues to have a strong relationship with institutions of higher learning and strives to provide students with internships or other opportunities that will enhance their learning about the discipline of Public Health and Social Work.

2019 Outcomes
- DCF worked with an Early Childhood Education student form WITC for service hours
- PCHD hosted an intern from the University of Minnesota, who focused on W3TFL tobacco compliance
- PCHD hosted an intern who focused on WWPHRC support
Essential Service 9: Evaluate Effectiveness, Accessibility & Quality of Personal and Population Based Health Services

Introduction: Essential Service 9 calls for ongoing evaluation of health programs to assess program effectiveness and to provide information necessary for allocating resources and shaping programs. Measures for assessing this essential service indicate a need for strengthening PCHD activities in this domain. Highlighted in this section are the Public Health Accreditation Board (PHAB) standards, results of the agency statutory review, consolidated and other state contracts review process.

National Voluntary Public Health Accreditation
The PCHD was one of the first 14 health departments in the country to be nationally accredited. This is a process that requires public health departments to meet nationally established standards and measures in 12 domains. The ultimate goal is to improve public health performance to deliver high-quality public health services to the population. In April of 2019, PCHD achieved 5 year re-accreditation status, further demonstrating a commitment to high quality services.

2019 Outcomes
- PCHD was awarded 5 year reaccreditation status, the 11th health department in the nation to do so
- PCHD was a mentoring agency for another Wisconsin local health department who was seeking accreditation

Consolidated Contract and State Grant Program Reviews
Each year the State Division of Public Health (DPH) enters into contracts with local health departments for the provision of grant dollars targeting various public health initiatives. These grants are performance-based and require attainment of negotiated objectives to assure funding.

2019 Outcomes
- Program objectives were met in the following programs: Immunization, Prevention, Lead Poisoning Prevention, Radon, Maternal Child Health, Well Woman, Reproductive Health, Tobacco Control, Oral Health, Local Preparedness Planning, Preparedness Consortium, and Public Health Infrastructure
- Site visits were conducted by State DPH staff for the program areas of Reproductive Health, Birth to 3, WIC and Environmental Health. Positive comments were received about the programs and associated outcomes, and there were no required actions to consider
Essential Service 10: Research for New Insights & Innovative Solutions to Health Problems

Introduction: Essential Service 10 includes continuous linkage with appropriate institutions of higher learning and research. Highlighted in this section are the agency’s participation in Wisconsin’s Practice-Based Research Network (WPHRN) and other research-related efforts including participation in several research studies.

Wisconsin Public Health Research Network (WPHRN)

The Wisconsin Public Health Research Network (WPHRN) is an organization with membership including public health professionals, researchers, students, and others from health departments, academic, and professional organizations. PCHD is one of 272 members engaged in ongoing collaboration with public health research centers to conduct rigorous, applied studies, designed to identify ways of improving the organization, financing, and delivery of public health services in real-world community settings. Current focus areas of WPHRN are aligned with State and national priorities:

- National Research Agenda for Public Health Services and Systems
- Building a Comprehensive Research Agenda: Potential Research Questions for Accreditation
- Wisconsin state health plan, Healthiest Wisconsin 2020, Health Focus Areas
- Short- and long-term priorities of the Robert Wood Johnson Foundation’s Culture of Health

Preliminary (unaudited) Financial Statement 2019

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<td>2019 Revenues</td>
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**Department of Children and Families**

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<tr>
<th>Program</th>
<th>2019 Budget</th>
<th>2019 Expenses</th>
<th>2019 Revenues</th>
<th>Balance</th>
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<td>DCF General</td>
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**Health Department**

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<th>Program</th>
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<tr>
<td>Public Health (101)</td>
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Balsam Lake, WI 54810
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Fax: (715)485-8401
https://www.polkcountycommunityservices.org/