

Wright County Health & Human Services 2015 Annual Report



Mission Statement

Strengthening Community...
Supporting Health and Well-Being...
Serving Basic Human Needs.

Fiscal, Technology & Support, Social Services, and Public Health

Human Services Center
1004 Commercial Drive
Buffalo, MN 55313

Financial Services and Child Support

Government Center
10 2nd Street NW, Room 300
Buffalo, MN 55313



A Message to Wright County Residents & Stakeholders

Jami Goodrum Schwartz
Director
Health & Human Services
Wright County

Many areas in Health & Human Services competed for resources in 2015. Instead of one or two major areas of focus, it seemed that we were constantly battling three or four problematic areas at one time. Child Protection took a front seat as the legislature met and passed a game-changing Child Protection set of 'Recommendations' which ended up numbering ninety-two separate recommendations. MnCHOICES assessments are still a priority as we attempt to get most of our cases that need an annual assessment done using the new online MnCHOICES assessment tool; a more time consuming and labor intensive approach. We continue to battle MNsure system issues. We find we are still a long way from the Federal Government's vision of a seamless one-stop insurance marketplace and to which Minnesota added the functional component of determining eligibility for public assistance cases. Public Health was tasked with fully implementing a new software program, starting to collect data on the Community Health Assessment as well as working toward National Public Health Accreditation. At the same time as these diverse efforts were underway, we also faced a swelling number of new referrals in most program areas across our Agency.

In 2015, we faced an economy where jobs were growing more prevalent which in turn meant that we turned over a significant number of staff along with the usual retirements and resignations. Overall, our staff has done an amazing job problem solving how to keep us afloat in a very chaotic year. We hired four twelve-month temporary assignment Social Workers to work on MnCHOICES assessments and hired five Child Protection Social Workers with a sixth to be added in 2016 to keep up with the myriad changes in Child Protection intake, screening and case management.

On the technology side of operations, a Call Center feature was added to our public phone numbers. People who call our main lines as well as some staff phone numbers are now moved to a call center in order to forward the caller to the correct person. This feature was added due to the high call volume and the high number of dropped calls. From July 2015 through December 2015 69,370 calls came into the Call Center.

I am happy to report that while the ground is shifting under us and workloads are high, our staff is performing great feats of endurance in achieving high performance marks as is demonstrated in the following *Wright County Child Safety and Permanency, Adult Protection, and MFIP/DWP Self-Support Index Performance Report*. Wright County passed and excelled in nine out of ten Performance Measures. The tenth measure was not failed, it requires a 'historical reference point' and performance was not measured for 2015; however, it is an area in which we are a top performer as compared to other Counties. We also came in on budget for 2015. Mid-year we were allocated nearly one half million dollars for Child Protection changes and the work that the ensuing legislation encompassed. We continue to work toward meeting performance thresholds in order to deliver excellent services while maximizing allocations.

Wright County Health & Human Services employees embody our Agency’s core values of integrity, compassion, honesty, accountability, respect and teamwork (iCHART) to accomplish what we set out to do in the past year for our citizens, clients, providers and our families. We are committed to continuing to grow our skills, critically look at our delivery of services and always put forth our best efforts to deliver an array of person-focused services to the people of Wright County in 2016 and beyond.

Executive Summary

This report is the final report in a three-part series providing results on the 10 measures in the Human Services Performance Management system (Performance Management system).

It provides an overview on Wright County’s performance on all measures compared to the thresholds established for the system along with detail on the Child Safety and Permanency, the Minnesota Family Investment Program/Diversionary Work Program (MFIP/DWP) Self-Support Index, and Adult Protection measures. Previous reports provided information on Child Support, cash assistance, and Supplemental Nutrition Assistance Program (SNAP) measures.

The Performance Management system defines a threshold as the minimum level of acceptable performance. Counties with performance below thresholds will need to complete a Performance Improvement Plan (PIP).

Wright County: Human Services Performance Measurement System Measures ¹

Outcome and Measure	2014 County Performance	Threshold	Standard	Statewide Performance
Outcome 1: Adults and children are safe and secure				
No repeat child maltreatment within six months	100.0%	94.7%	94.7%	96.5%
No repeat vulnerable adult maltreatment within six months	94.0%	80.0%	95.0%	95.2%
Outcome 2: Children have stability in their living situation				
Current child support paid	77.2%	78.2%	80.0%	72.4%
Child reunification within 12 months	89.2%	75.2%	75.2%	86.3%
Outcome 3: Children have the opportunity to develop to their fullest potential				
Children in family foster care placed with relatives	48.9%	20.9%	45.0%	43.1%
Child Support cases with paternity established	105.0%	90.0%	90.0%	100.0%
Outcome 4: People are economically secure				
Expedited SNAP applications processed within one business day	62.8%	55.0%	83.0%	64.0%
Cash assistance and SNAP applications processed timely	78.7%	75.0%	90.0%	81.2%
Child Support cases with an order established	93.9%	80.0%	80.0%	88.1%
MFIP/DWP Self-Support Index	83.2%	72.5%	79.5%	68.8%
Outcome 5: Vulnerable adults have quality of life				
Outcome 6: People have access to health care and receive effective services				

Overall, Wright County:

- Was above the threshold on nine of the ten measures
- Was above the high performance standard on six of the measures

The threshold for the current child support paid is a goal for federal fiscal year 2016. Counties are not expected to have met this threshold already.

Table of Contents

Director’s Message	Page 2
Table of Contents	Page 4
Management Staff.....	Page 4
Human Services Board	Page 5
Community Advisory Committees	Page 6
Social Services	Pages 7-11
Public Health	Pages 12-15
Financial Services	Pages 16-19
Fiscal, Technology & Support	Pages 20-23
Contact Information.....	Page 24
Mission Statement/Core Values	Page 24

Management Staff

(as of December 31, 2015)

Jami Goodrum Schwartz....	Health & Human Services Director
Carol Schefers.....	Public Health Nursing Director
Karen Jorgensen-Royce	Public Health Nursing Supervisor—Community Health
Mary Nesseth	Public Health Nursing Supervisor—Family Health
Jon Young.....	Public Health Supervisor—Health Promotion
Michelle Miller	Social Services Manager
Marianne Charbonneau.....	Social Services Supervisor—Family Assessment
Jill Marzean	Social Services Supervisor—Licensing and Resource
Jessica Nelson.....	Social Services Supervisor—Children’s Services
Diane Erkens.....	Social Services Supervisor—Mental Health
Debra Swanson	Social Services Supervisor—Developmental Disabilities
LeeAnn Thimell.....	Social Services Supervisor—Adult Services
Richelle Kramer.....	Social Services Supervisor—Intake and Assessment
Kimberly Johnson.....	Financial Services Manager
Sheri Lumley	Child Support Supervisor—Child Support L-Z
Karen Popken	Child Support Supervisor—Child Support A-K
Lisa Bredeson	Financial Assistance Supervisor—Family Financial Services
Tammi Martens.....	Financial Assistance Supervisor—Adult Financial Services
Christine Partlow	Fiscal Manager—Fiscal, Technology & Support
Sue Gillman	Office Manager II—Fiscal, Technology & Support
James O’Dell	Technology Supervisor—Fiscal, Technology & Support

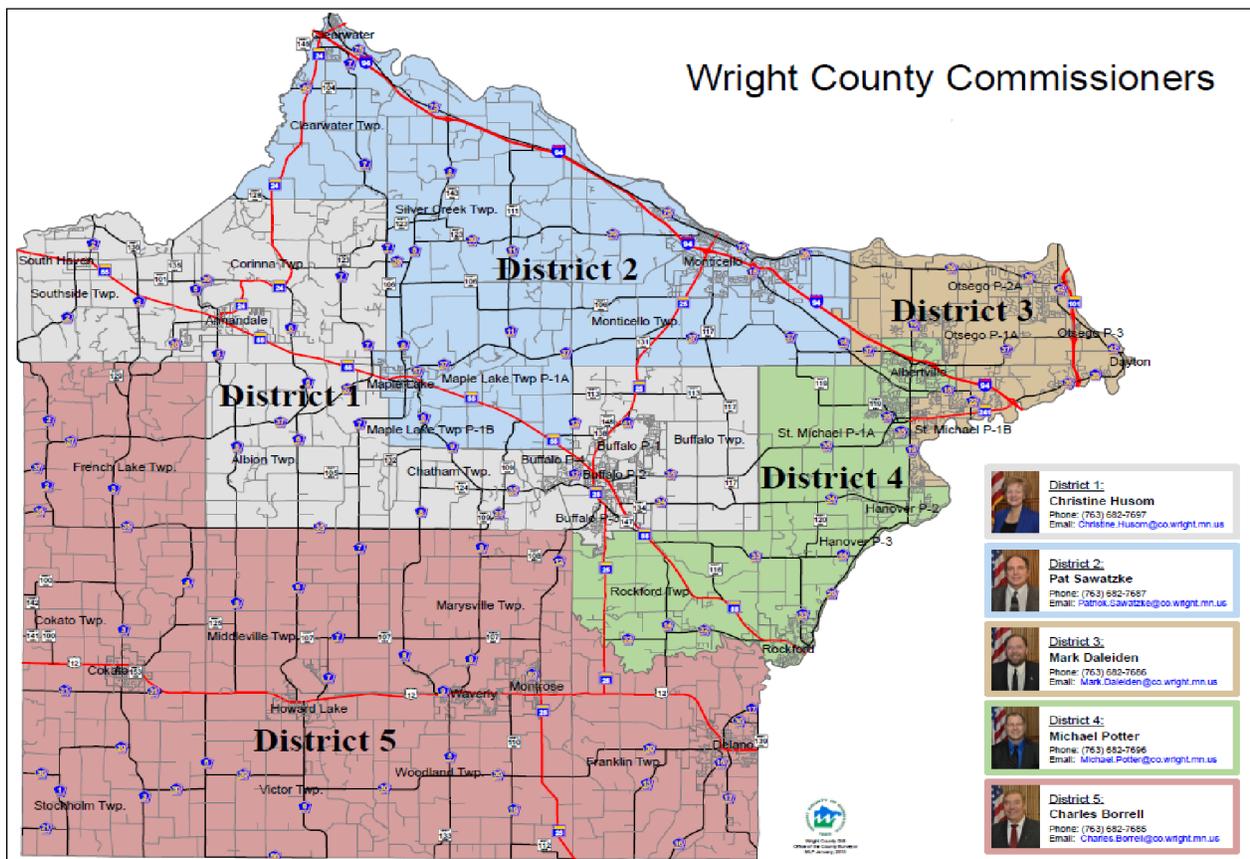


2015 Health & Human Services Board



2015 Health & Human Service Board of Commissioners
(Back Row, Left to Right): Mark Daleiden, Michael Potter
(Front Row, Left to Right) Christine Husom Pat Sawatzke, Charles Borrell

Below is a map that outlines the 5 districts served by our 2015 Health & Human Service Board of Commissioners.



To stay abreast of Human Service Board Meeting Agenda and Minutes, please see our Wright County Home Page at www.co.wright.mn.us. Select the link entitled: Agendas & Minutes

The Health & Human Services Department is statutorily required to establish advisory and task force committees to provide input on Agency programs and services. The committees are made up of County citizens, Health & Human Services professionals and consumers. They review and make recommendations on annual service plans, participate in the formation of the annual budget, and evaluate programs and services. These committees also review and comment on special service projects and provide input regarding Agency State-mandated service plans, programs, and performance.

Advisory Committee & Task Force Membership (as of December 31, 2015)

Wright County Human Services Advisory Committee

Heather Elliott-Heath	Cortney Phillips	Jami Goodrum Schwartz	LaRone Greer	Sheila Knop-LaPlant
Susan Malone	Vickie Nibbe	Michael Potter	Dr. Jennifer Ray-Mader	Lisa Hayes-Stich
Dan Schaible	Diana Skeen	Dan Bottiger	Jeremy Tyler	Jason Frazen

Public Health Task Force

Mark Daleiden	Gretchen Frederick	Marlene Kittock	Darlene Lind	Melissa Pribyl
Dave Nelson	Tony Onnen	Carol Schefers	Euretta Sorenson	Dr. Jennifer Ray-Mader
Jason Frazen	Sue Eull	Kali Pichotte		

Mental Health Advisory Council

Scott Bakeberg	Mark Daleiden	Diane Erkens	Judy Goldetsky	Erva Hance
Kathy Kraus	Sheila LaPlant	Judith Magnuson	Jodi Martin	Stephanie O'Rourke
Becky Roehlke	Bill Tregaskis	Eric Wiedewitsch		

Emergency Medical Services Advisory Committee

Steve Berg	Margo Binsfield	Dennis Bobrowske	Scott Carriveau	Kurt Dahlin
Tom Ferrel	Tracy Franke	Annette Habisch	Christine Husom	Charles Lick
Brian Nord	John Prondzinski	Darel Radde	Laynette Figliuzzi	Carol Schefers
Bob VanLith	Gordy Vosberg	Mitch Weinzetl		

Adult Protection Team

Amy Axtmaon	Barrett Chrissis	Tammi Dahlman	Sean Deringer	Stacy Doyle
Julie Eaton	Terry Frazier	Beth Hammer	Rebecca Howell	Richelle Kramer
Kathleen Lamberts	Albert Lutgens	Jill Marzean	Jenny Paripovich	Michelle Richer
Jennifer Smolen	Jennifer Maas	Bill Stephens	LeeAnn Thimell	Shannon ThomtonKaren Wolff

Courage to Care Council

Julie Bengston	Marianne Charbonneau	Becky Domjahn	Roxy Foster	
Jill Gatzke	Jess Hartfield	Connie Hermerding	Amber Johnson	Jenny Kramber
Bryan Lingen	Jill Marzean	Michelle Miller	Jessica Nelson	
Marilyn Seifert	Consuelo Silbernagel	Dan Smida	Laura Stichter	Janet Spatafore
Laurel Thompson	Devonna Tierney	Nicole Wolf		

Multidisciplinary Abuse/Neglect Team

Breanne Adickes	Stephanie Barnes	Anne Bartus	Monique Miller	Amy Miller
Cindy Boman	Barrett Chrissis	Karmen Christianson	Marianne Charbonneau	
Betsy Danner	Stacy Doyle	Andrew Fashant	Ginger Fealy	Krista Kern
Jenny Klein	Stephanie Lahr	Jill Levine	Ellie Marty	Jennifer Maas
Jessica Nelson	Nichole Rengel	Jacy Shrestha	Heidi Sickmann	Consuelo Silbernagel
Dan Smida	Heidi Smith	Janet Spatafore	Beth Steinleitner	Marie Techam
Dave Thompson	Laurel Thompson	Bill Tregaskis	Lisa Weninger	Kari Willis

Highlights from 2015—Social Services Division

1. **MnCHOICES** — Since Wright County Health & Human Services (WCHHS) launched MnCHOICES in July of 2014, our initial MnCHOICES Assessment team has continued to refine its workflows and processes. In 2015, our team, which consists of four Social Workers and two Public Health Nurses, conducted 793 assessments in private and foster homes, hospitals, nursing, assisted living, and mental health facilities. The purpose of this assessment process is to educate constituents and determine eligibility for the residents of Wright County who are seeking support programs to enable them to remain in their least restrictive community based settings.
2. **Chemical Dependency (CD) Practice Changes** — WCHHS has streamlined the service we provide for clients requesting Rule 25 Chemical Dependency services. By streamlining these processes, we have created a faster response time to see clients and we have made our approach more personalized.
3. **Foster Care Retention and Support Groups** — In 2015, WCHHS enhanced support services for child foster care providers and their families. Through a monthly support group, foster families find comradery and understanding from other families who are in similar life situations. This in turn boosts morale, skills, and confidence so that they are better prepared to handle challenging foster care situations
4. **Safe Harbor Program Development**— In 2015, WCHHS continued our efforts towards better understanding and providing supportive services for youth who are victims of sex trafficking. Our WCHHS Safe Harbor social worker trained social service staff and local law enforcement as well as continuously improving processes to best address identified victims. Our designated Safe Harbor social worker is an integral part of the local Safe Harbor Task Force which includes a county commissioner, court services, law enforcement, public health, county attorney's office, and health and human services staff.
5. **Domestic Violence Project** – WCHHS was approached by Praxis International to vet out a Child Protection Services Assessment Toolkit as it relates to the co-occurrence of domestic violence and child maltreatment. As a national test site, our Child Protection social workers and supervisors, Public Health nurses and supervisor, Rivers of Hope advocates and other community stakeholders were involved in the year-long research and assessment process to improve the tool. The team, facilitated by Praxis International, also made practice recommendations for local and state changes to improve responses to battered parents and their children.
6. **Enhanced Adult Maltreatment Reporting System** – In 2015 our historical method of tracking vulnerable adult reports in Wright County (known as Common Entry Point/CEP) was replaced by the new Minnesota Adult Abuse Reporting Center (MAARC) operated under the MN Department of Human Services. MAARC now provides a 24/7 single toll free number for reporting suspected maltreatment of a vulnerable adult (VA). We in WCHHS are mandated to report any learned incidents of abuse and will have the option to meet this reporting duty through MAARC's web based reporting site. This process change is the first step in assuring a unified approach is achieved for protecting our community's most vulnerable populations.

What services are provided in Social Services?

The **Social Services Division** connects the community to services and resources designed to support individual and family health and wellbeing. The following is a list of the many ways our Social Services Division works to strengthen and serve the Wright County Community.

Intake & Assessment provides Wright County constituents with a centralized point of entry for **reporting suspected abuse or neglect of children and vulnerable adults**, early intervention for at risk children and adolescents, and the first point of contact for which Wright County constituents apply for social services. Our staff work to assist residents of Wright County connect with vital services to assist with mental health, disability, aging, housing, employment, parenting and other community resources.

Wright County utilizes the **MnCHOICES Assessment Tool** to determine eligibility for **long term care services and supports** by visiting the person in their home or facility, assessing the need for long term support services, and explaining the services for which that person is deemed eligible. The principle purpose of these services is to support a person's desire to live at home or in the least restrictive environment necessary to maintain safety and well being.

Chemical Dependency Services include Rule 25 Substance Use Assessments for individuals from the community who qualify for the Consolidated Chemical Dependency Treatment Fund. Our Chemical Dependency assessors also support these individuals by coordinating enrollment with appropriate treatment facilities.

Volunteer Transportation is available to Wright County residents age 60 years and older needing transportation and have no other means of transportation. There is no cost for this service; however, donations are appreciated to maintain the program. Transportation is provided by volunteers from the community.

Individuals and corporations interested in providing licensed **Foster Care** to adults and/or children or **Child Care** services are aided by our staff in **Licensing and Resource** to assure Wright County maintains a list of qualified service providers. Those intending to provide licensed care receive education, **training, support** and compliance monitoring to understand and follow the statutory regulations required for licensed care.

Child Protection Services protect children whose health or welfare may be at risk by investigating maltreatment reports, family assessment and case management, and adoption. Our trained staff work with families to ensure safety of children while supporting families and helping them identify ways we and the community can support them in maintaining safety for their children. If there are imminent safety concerns or the child is in immediate danger, our staff work closely with law enforcement to provide protection. Child Protection is also responsible for investigating any facility licensed by our agency and the department of corrections where alleged maltreatment has occurred. When parental rights are terminated for a child, **Adoption Services** are provided to find each child a forever family. This is a thorough and intense process which starts with identification of the child and family's "kin." A **Kinship** worker, with the assistance of the birth family, searches other relatives to provide support to the family or many times to become the adoptive parent(s).

Parent Support Outreach Program (PSOP) is a voluntary, supportive, strength-based, family-driven service for families with at least one child in the home under the age of 10. The goal of PSOP is to support families before the risk of child maltreatment is realized in an abuse or neglect incident. Families eligible for PSOP have experienced two or more risk factors, including domestic violence, chemical use, poverty/homelessness, unemployment/lack of financial resources, behavior/mental health concerns or history of abuse/neglect. PSOP supports families in their efforts to provide healthy, nurturing homes free of abuse and neglect.

The focus of **Educational Neglect/Tuancy Services** is to provide early intervention services to both students and parents as soon as the child starts missing school; therefore avoiding the child becoming a habitual truant or educationally neglected.

Services for persons with **Aging Needs** may receive assistance to remain in their home or other types of independent living settings through **Medical Assistance**, **“waiver” programs**, state and county funds. These waivers provide a variety of services and supports all directed to enable people to live in the community and avoid institutionalization (nursing home, hospitalization, etc.).

Children and Adults with Physical and Developmental Disabilities may be eligible for services which support their ability to live and work in the community. These services are funded through Medical Assistance, **“waiver” programs**, state and county dollars. Many of the clients experience cognitive delays, as well as diagnoses of autism, mental health and brain injury. Some of the available services include waivers, Semi-Independent Living Skills, **Consumer Support** and **Family Support** Grants, **Personal Care Assistance** and respite.

Mental Health Services are designed to assist children, adults, and families to assess needs and determine appropriate mental health services. The client and mental health staff work together to develop a plan for community based services and continue to assess and reassess the services for appropriateness and effectiveness over time. Our overall goal is to assist the client or their family to direct their own care.

The **Minor Parent Program** is designed to support and educate pregnant and parenting teens, mothers and fathers, to attain the services they need for themselves and their child, as well as the education and training necessary for lifelong stability. Supporting and educating teen parents on how to “navigate the system” is another major component of the program. This includes helping them access resources and services such as: WIC, Headstart, Financial Services, Birthing classes, Paternity resources, TAC (Teenage Choices) classes, Public Health, Crisis Nursery, Post Secondary education, etc.

Families with inadequate insurance coverage for services such as in-home therapy and parenting skills, may access these **In-Home Services** through a unique program funded by Wright County. These services are intensive and time-limited, and provide an average of 4 to 8 hours per week of intensive therapy and/or skill building to families. Our In-Home Service team’s work has been instrumental in strengthening and supporting parents, improving family’s ability to remain intact, provide access to other necessary community supports and support foster parents in their ability to parent children in their care.

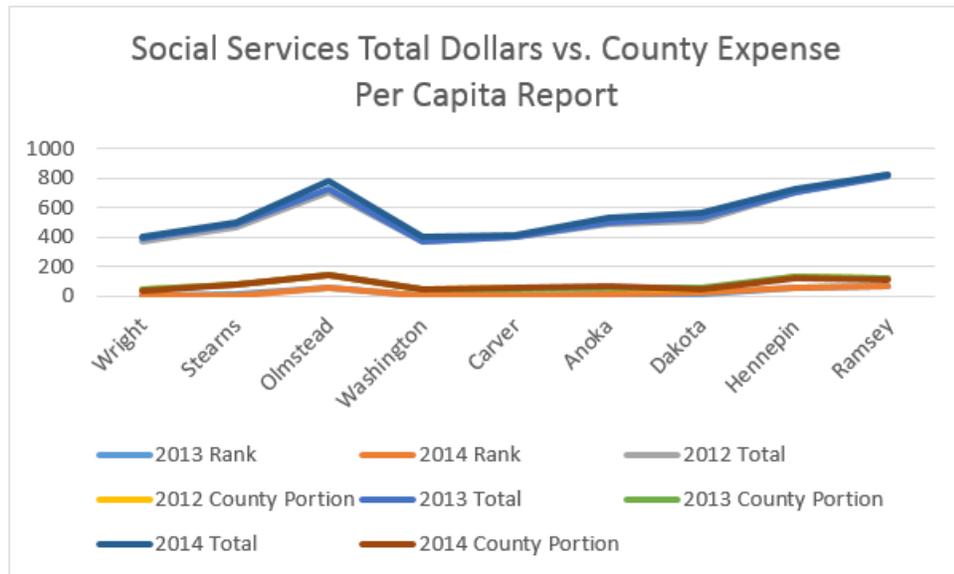
The [Support for Emancipation and Living Functionally \(SELF\)](#) program provides federal funds to reduce the risk for youth aging out of foster care from becoming homeless or system dependent. Funds are used to provide youth age 16-18 years old independent living skills and a successful transition to adulthood. State and federal law require counties to offer youth who have been in foster care for the previous 6 months before turning 18, the opportunity to remain in care up to 21. To remain in foster care or a supportive independent living setting, youth must be working on a plan and either be enrolled in post-secondary programming or working at least 80 hours per month.

Social Services Funding Information

Wright County Health & Human Services is pleased to share in our 2015 Annual Report the findings of the Social Services Per Capita Ranking By Total Cost. Below is a summary of Wright County's rankings compared to neighboring counties.

Social Services Total Dollars Spent vs. County Expense Per Capita

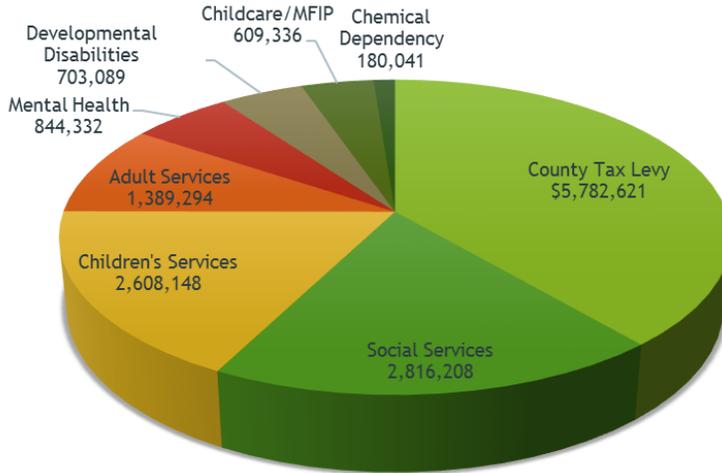
County	2013 Rank	2014 Rank	2012 Total	2012 County Portion	2013 Total	2013 County Portion	2014 Total	2014 County Portion
Wright	4	3	\$369	\$44	\$389	\$44	\$400	\$39
Stearns	10	9	\$470	\$77	\$491	\$85	\$505	\$81
Olmstead	56	57	\$707	\$140	\$730	\$144	\$778	\$148
Washington	3	4	\$369	\$50	\$374	\$44	\$402	\$47
Carver	5	5	\$399	\$59	\$403	\$48	\$411	\$56
Anoka	11	14	\$487	\$60	\$502	\$63	\$532	\$64
Dakota	16	22	\$514	\$49	\$530	\$53	\$563	\$51
Hennepin	54	54	\$703	\$135	\$711	\$134	\$732	\$123
Ramsey	68	65	\$821	\$121	\$813	\$118	\$830	\$109
State of Minnesota			\$612	\$92	\$629	\$95	\$654	\$93



Wright County Health & Human Services continues a trend of low per capita spending for Social Services.

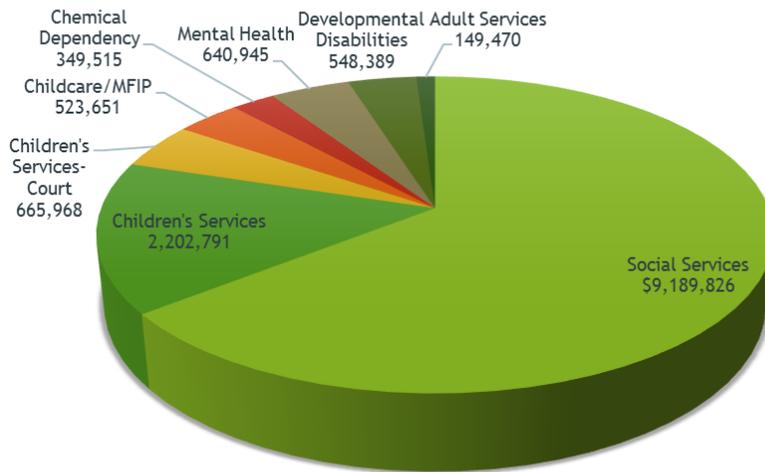
Social Services Fiscal Year Financial Report

Wright County Social Services 2015 Revenues by Program Area



During 2015, the Social Services Division of Health & Human Service generated **\$14,933,070** in revenue. Social Services captures revenue through detailed reporting of the time spent by staff with eligible clientele.

Wright County Social Services 2015 Expenses by Program Area



Social Services also realized **\$14,270,556** in expenditures during 2015.

In summary, we are pleased to report that the Social Services Division of Health & Human Services generated revenue of **\$662,514** above expenditures incurred during 2015.

Highlights from 2015—Public Health Division

- 1. Live Wright Program** — Live Wright is part of the Statewide Health Improvement Program (SHIP) which continues to focus on obesity prevention and tobacco control through policy change, systems and environmental changes that support healthy eating, physical activity and tobacco cessation. This work is done in collaboration with schools, community and medical care. Some of the accomplishments of Live Wright during 2015 include:
 - The Power of Produce (POP) Program was initiated in Monticello at the Farmers market where 425 children participated in trying different home grown foods.
 - A Regional Active Transportation Plan was developed (Benton, Sherburne, Stearns, Wright Counties).
 - The number of Smoke free multi-unit housing units has increased in Wright County.
 - A Healthcare Collaborative was formed that meets throughout the year with the goal of promoting county wide evidence –based prevention programs.
 - Wright County Public Health offered their first “I Can Prevent Diabetes “class that will run for one year to promote a lifestyle to delay /prevent Type II Diabetes.
 - We worked with 8 schools to implement of enhance active recess, active classrooms, quality Physical Education and before/after school activities and established a bike fleet to be used by many schools to teach bike safety.
 - Family Child care settings are beginning to write policies to support Breast Feeding and increased physical activity during the day. Trainings for this have increased with a total of 79 providers taking “Supporting Breastfeeding in the Child Care Setting” and 66 taking the “I am Moving, I am Learning” training.
- 2. PH-Doc Software Program** — Wright County Health & Human Services launched a new software system called PH-Doc. This is a Public Health system that provides outcome based information for Public Health programs. The development is done through a cooperative user group made up of many Public Health agencies in Minnesota. With this new system now in place there is an increased ability for our Division to produce useful data on programs that could be shared with other Healthcare partners and the community. It also will allow for better evaluations of several Public Health programs.
- 3. Mass Dispensing Drill**—In June, 2015, WCPH hosted a statewide mass dispensing drill to exercise the capability of medical countermeasure dispensing using St. Michael-Albertville High School and approximately 120 staff between the Government Center EOC and the dispensing site. WCPH received recognition from the Minnesota Department of Health for writing an exceptional After Action Report to summarize and report upon the results of the drill. Our dispensing drill included multiple partners, including 8 other counties, many MN Responds volunteers, Wright County Sheriff’s/Emergency Management, Central MN Healthcare System Preparedness Program, St. Michael-Albertville School District, Salvation Army, Cook County Emergency Management, Sawtooth Mountain Clinic, Delano FD, and St. Michael EMS.

Highlights from 2015—Public Health Division, continued . . .

4. **Wright County Community Action Collaboration** — A new collaboration with Wright County Community Action has allowed for more comprehensive services for children, and pregnant and parenting adults at the WIC clinics. There is now a Public Health Nurse and a Public Health Case Aide at the many of the clinics, offering screening, referral, education and Dental Varnishing at the clinics in addition to the WIC services already provided by Wright County Community Action.
5. **Community Survey Conducted**—Our Public Health Division sent out its second Community Survey in October, 2015. This time the Community Survey was a collaboration with Allina-Buffalo Hospital and CentraCare Health–Monticello Hospital. It was county wide, but is giving us the ability to look at data in individual Commissioner Districts as well as the entire county. Although the data is still preliminary, the Top 5 Health Issues Facing Wright County are:
 - Distracted driving
 - Obesity
 - Lack of physical activity
 - Illegal drug use among teens
 - Illegal drug use among adults

There will be further analysis of this information with some focus groups around the county also contributing to the final outcome of Wright county health issues.

What services are provided in Public Health?

The **Public Health Division** of Wright County Health & Human Services is comprised of three specialized units that coordinate necessary services for new and existing clientele and collaborate with several community agencies to provide services that make a healthier community.

Our goals in Public Health are driven by the Public Health Mission statement:

**Promoting Health and Safety,
Preventing Illness and
Protecting our communities**

Public health services are based upon the following six essential service areas:

- Promote healthy communities and healthy behavior
- Prevent the spread of infectious disease
- Protect against environmental health hazards
- Prepare for and respond to disasters, and assist community recovery
- Assure the quality and accessibility of health services.
- Assure an adequate local public health infrastructure

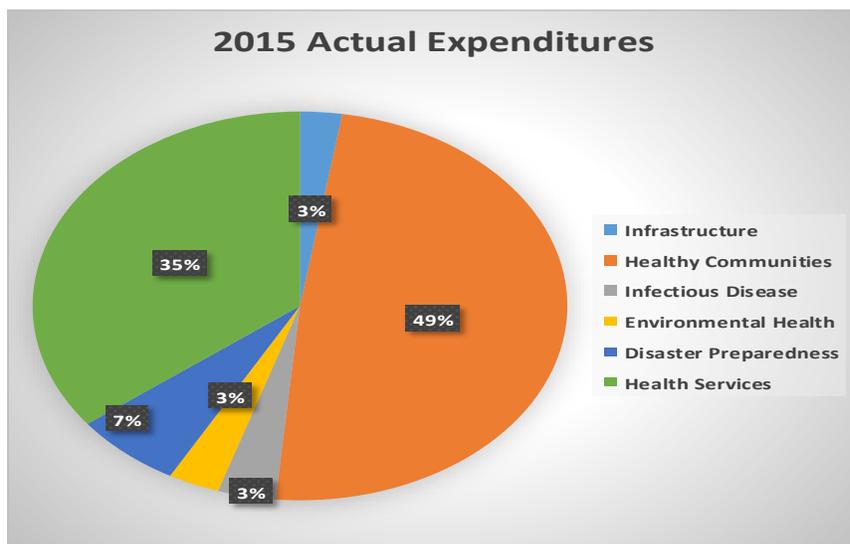
Measurements of Success in Public Health

Public Health measured program success through the following performance measures:

- Public Health manages 15 different **Health Promotion Programs** funded by state and federal grants that have successfully met or exceeded required duties.
- National Core Competencies guide staff development needs.
- State and national data outcomes comparisons – Nurse Family Partnership and Healthy Families America as well as Statewide family home visiting outcomes.
- Utilizing the OMAHA System to determine success of interventions.
- All low income elders served in the Community Well program received timely annual checks and follow up to help keep them healthy and prevent unnecessary hospitalizations.

Public Health Budget by Service Areas for 2015

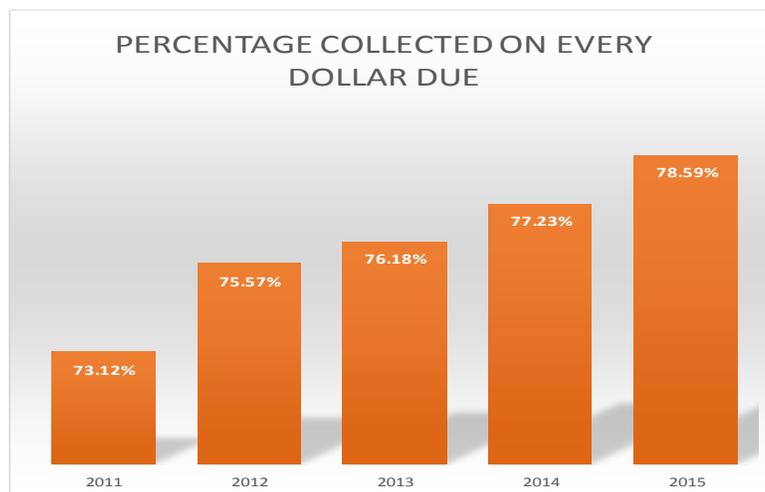
The graphs and charts below define expenditures incurred by the Public Health Division during 2015 and how those expenditures are divided by area of responsibility.



Public Health Area of Responsibility	2015 Actual Expenditures
Infrastructure	94,623
Healthy Communities	1,823,646
Infectious Disease	130,615
Environmental Health	116,101
Disaster Preparedness	243,951
Health Services	1,319,151

Highlights from 2015—Financial Services Division

1. **Award Recognition** — During 2015, Wright County Child Support was awarded the “Outstanding Program Achievement Award” presented by the Minnesota Family Support and Recovery Council (MFSRC). One group per year in the State of Minnesota is granted this award which is designated to recognize one county or local program that has experienced significant improvement in operations or collections and has shown leadership innovations as evidenced in their collections, welfare fraud or support program management. We are very proud of our Child Support Team’s recognition in this area.
2. **Dollars Collected** — A key indicator of how effectively our Child Support performs is the amount collected and distributed for child support. Wright County continues to increase its collection percentages each year., as displayed in the report below.



3. **Fraud Prevention Efforts** — During 2015, the Financial Services Division of Wright County was awarded a grant to fund a Fraud Prevention investigator. This investigator works with eligibility specialists to insure the integrity of the information being used to determine eligibility and will ultimately save tax payer dollars. Implemented ongoing fraud training. Increase in fraud referrals and recoupment of benefits that were obtained fraudulently.
4. **Automated Phone System** — Our Financial Division is proud to have implemented a new telephone system which allows workers to answer calls more efficiently. The new system allows callers to contact their worker easier; if their worker is not available, it gives them the option to speak to another worker who is able to review their case and provide the answers our clients need.
5. **Enhanced Front Desk Assistance** — A trained Financial Worker is now available at our front desk. This implementation has allowed for reduced wait times and reduces the need for clients to make additional phone calls at a later time.

What services are provided in Financial Services?

The **Financial Services Division** contains four teams that strive to improve the well-being of individuals and families in Wright County through successful administration of financially-driven service programs.

Wright County issued over 5.7 million dollars in SNAP benefits in 2015, with the average household receiving \$205 per month in SNAP benefits. These benefits reached over 5,060 Wright County residents.

The **Supplemental Nutrition Assistance Program (SNAP)** provides food support assistance to individuals or families whose income falls within program limits. Our financial workers partner with Second Harvest Heartland to assist clients with obtaining applications and submitting verifications. We also conduct SNAP outreach with the SHARE program, a food distribution program available in our area.

Health care remains a very important priority. **Medical Assistance** continued the transition to MNsure which is the Minnesota marketplace for healthcare coverage, where residents of Minnesota can shop for health care options. Income eligible individuals and families can apply and be approved for Medical Assistance on MNsure. Medical Assistance may be applied for at www.mnsure.org.

Wright County residents receiving Medical Assistance each year:

Year Ending	Number of Recipients
2013	11,400
2014	19,555
2015	19,113

The slight decrease to residents being renewed seems to be due to residents being over income at renewal time, ability to make changes to the case due to changes in technology, and increased fraud investigations.

Our Financial Services Division offers **temporary assistance programs**, including **Minnesota Family Investment Program (MFIP)**, **Diversionary Work Program (DWP)**, **General Assistance (GA)**, and **MSA** which assists families and single adults who meet eligibility guidelines.

General Residential Housing (GRH) is a program available to help recipients pay for room and board costs when living in certain group living arrangements.

Child Care Assistance (CCAP) is a program offered to assist working families with the cost of child care. Childcare costs may be paid for income eligible families while they go to work, look for work, or attend school. All families have a co-payment based on their gross income and family size.

Financial assistance programs are primarily funded by Federal, State, and County dollars. Many of the funds received by our clients are allocated at the Federal and State level according to previous year's needs.

County Burials are a service offered to families that do not have the resources to cover burial expenses. Our Financial Services Division reviews applications for county burials.

We are striving to improve our customer service by implementing new procedures and technology. The MNsure System remained a challenge throughout 2015. We are looking forward to making steady progress in this area in order to better serve our clients in 2016.

Child Support

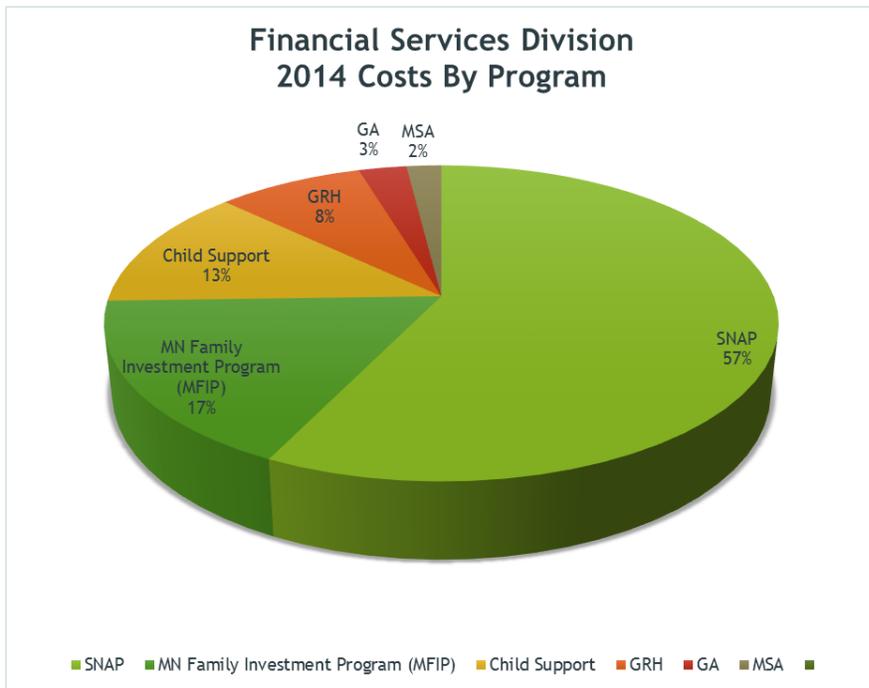
Wright County [Child Support](#) wants every child to develop to their fullest potential and to be economically secure. Establishing parentage gives a child born outside of marriage a legal father and the same legal rights as a child born to married parents. Paternity is important not only for the collection of child support, but also for other legal matters like inheritance and Social Security benefits.

We work toward ensuring children receive financial support from both parents so they can have stability in their living situation. We secure enforceable orders, monitor payments, provide enforcement activities and modify orders when situations change.

Funding for the **Child Support Program** is primarily paid for by Federal and State Grants, so the spending of county tax payer dollars is minimized. Child Support spends its resources as efficiently and effectively as possible. We have a cooperative agreements with the County Attorney's Office and Sheriff's Office, so legal services can be planned for and provided to our clients.

Goals and Outreach

Our goal is to remove barriers for Non-Custodial Parents and the stigma surrounding the Child Support Office, we make regular contact with our Non-Custodial Parents to ensure that their order is fair for both them and their child and is based on current circumstances. We've formed a partnership with the Father's Project and we do outreach in both the Wright County Jail and the St. Cloud Maximum Correctional Facility. In 2015 we hope create additional outreach in our community, so parents who work traditional hours can get questions answered without taking time off from work. We want both parents to be the best providers they can be for their child.



According to the [2014 Human Service Cost Report](#) the **Financial Services Support Program** costs amounted to **\$13,065,292** in total dollars during 2014.

SNAP	\$ 7,477,490	57.0%
MN Family Investment Program (MFIP)	2,261,416	17.0%
Child Support	1,633,392	13.0%
GRH	1,082,077	8.0%
GA	353,912	3.0%
MSA	257,005	2.0%
2014 FINANCIAL SERVICES COSTS	\$ 13,065,292	100.0%

Highlights from 2015—Fiscal, Technology & Support (FTS) Division

- 1. Collections Activity** - Our collections staff participated in three separate new initiatives that involved filing as an “intervenor” on an estate case, opening probate under special administration and using the arrest warrant process to capture just under \$39,000 in recovered funds. All three initiatives were new to our collections team of Health & Human Services but proved highly successful.
- 2. Continuous Improvement** - Our FTS accounts payable/receivable staff completed an extensive overhaul of their general receipting process that created increased efficiencies in processing of receipts and reporting. This same team revamped the agency's cost effective insurance process to successfully process a backlog that remains current to date.
- 3. Customer Service Enhancements** - Our FTS Division has worked hard to enhance customer service to members of the community. To assist with timeliness of connecting visitors with staff, use of an electronic In/Out Board was incorporated. Our FTS Technology Team was instrumental in collaborating with County IT Department and an outside vendor to deploy a new phone call menu which has streamlined callers reaching the proper division they are seeking assistance from. As always, we continue to offer personal contact with visitors/callers.
- 4. SharePoint Development** - Health & Human Services has found great value in expanded use of the agency's SharePoint System for sharing information via the creation of an automated agency vehicle reservation system that allows staff to submit electronic requests for reserving a vehicle from the county fleet. This process has aided the agency greatly in assuring county vehicles are used as efficiently as possible and tracking personal mileage claims correctly. With the influx of technological devices used by staff, SharePoint is also used as a tracking system to explore software apps that may be of use to staff in their jobs.
- 5. Software Development** - Our FTS Division successfully collaborated with the Public Health Division to convert ICD-9 codes to the ICD-10 system and deployed a new software program known as PH-Doc. This conversion places the agency in a good position for tracking of client information and reaching a closer state of compliance with electronic sharing of data with other health entities.

Within the Social Services Division, our FTS staff was effective in navigating through the conversion to the [Northstar Care for Children Program](#). This program revised the payment structure for children in foster care. This project, much like the work done with Public Health, took extensive collaboration with staff actively involved in direct service delivery to our clients.

What services are provided in the Fiscal, Technology & Support (FTS) Division?

The number one goal of the **Fiscal, Technology & Support Division** of Health & Human Services is to support employees as they support our clients and the community. Our challenge is to continue to innovate and collaborate with a variety of other divisions and departments to provide services most efficiently. Our Division includes teams specialized in Technology, Fiscal, Collections and Office Support.

Our **Technology** Team provides technical response coverage for the entire agency via an electronic Track-It ticketing system that is utilized to not only report technology issues that require attention but also prioritize and track resolution. Our Technology Team manages the acquisition, distributing and budgeting of all technology in the agency. Training and security authorizations are another huge piece of coordination sponsored by this team.

Our **Fiscal** Team coordinates a wide variety of weekly payment processing, receipting and billing to recoup expenditures, and reporting. This team works closely with case managers to assure time reporting conducted for the hours spent assisting clients results in maximum revenue reimbursement. This team also provides training and collaboration with various other departments to assure smooth fiscal processes are maintained within the agency.

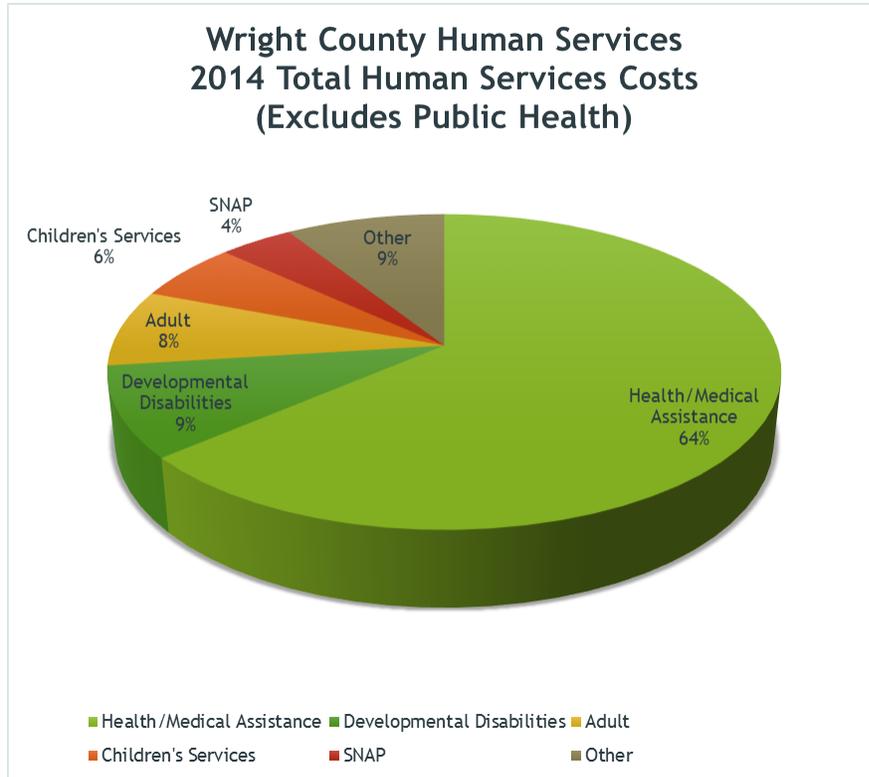
Our **Collections** Team continues a successful campaign of recapturing County, State and Federal expenditures. They collaborate closely with other departments, such as Court Administration and the County Attorney's Office to acquire debt satisfaction. During 2015, plans were made to move forward on a software upgrade that will enhance the tracking and reporting of debt collection activity moving forward into 2016.

Our **Office Support** Team provides front desk receptionist service via an in-person call center and visitor registration site. While many processes are automated in Health & Human Services, our agency continues to find great value in providing visitors with in-person customer service. This team uses technology in nearly every aspect of their support role, including the electronic scanning of documentation received via the daily mail. Our Office Technician I Team of Health & Human Services prides itself as being the first line of contact for many in our community. We are the "face" of Wright County Health & Human Services and continue to strive to be a supportive and friendly face to our community.

The **Fiscal, Technology & Support Division** is a flexible, knowledgeable group of staff that enables Human Services to continue to be ranked one of the most cost effective Human Service agencies by capita. While we anticipate ongoing, regular change in our future we eagerly look forward to providing top notch support to Financial Services, Social Services and Public Health.

2014 Human Services Cost Report Information

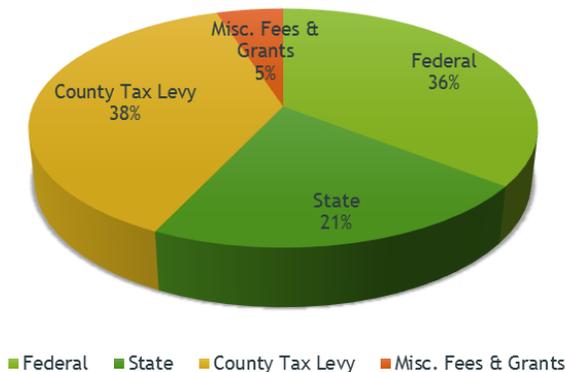
The following summary information is helpful to see how the various costs incurred by Human Services are allocated to multiple program areas.



Health/Medical Assistance	\$ 113,935,581
Developmental Disabilities	16,627,810
Adult	14,097,195
Children's Services	10,715,891
SNAP	7,477,490
Mental Health	5,313,933
Chemical Dependency	2,812,016
Child Care	2,351,720
MN Family Investment Program (MFIP)	2,261,416
Child Support	1,633,392
Group Residential Housing	1,082,077
GA	353,912
MSA	257,005
2014 TOTAL HUMAN SERVICE COSTS	\$ 178,919,438

Revenues & Expenditures for 2015

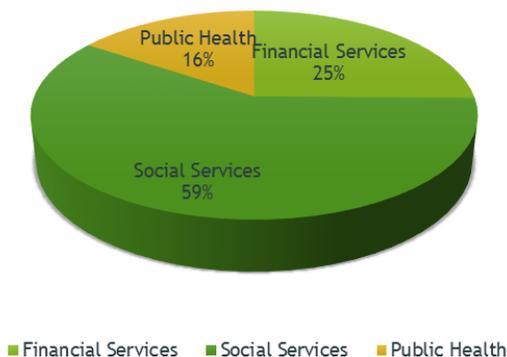
**Wright County Health & Human Services
2015 Revenues by Funding Source**



Health & Human Services generated revenues of \$24,645,556 in 2015 and expenditures of \$24,126,051.

The charts shown demonstrate the funding source for the revenues and the allocation of expenditures by the department.

**Wright County Health & Human Services
2015 Expenditures by Department**



Federal	\$ 8,758,447	36%
State	5,296,770	21%
County Tax Levy	9,348,059	38%
Misc. Fees & Grants	1,242,280	5%

REVENUES	\$ 24,645,556	100%
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Financial Services	\$ 6,092,264	25%
Social Services	14,270,556	59%
Public Health	3,763,231	16%

EXPENDITURES	\$ 24,126,051	100%
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Business Hours:

Monday—Friday
8:00 a.m. to 4:30 p.m.
www.co.wright.mn.us

**Fiscal, Technology & Support
Social Services and Public Health**

Human Services Center
1004 Commercial Drive
Buffalo, MN 55313
Phone: 763-682-7400
FAX: 763-682-7701

Financial Services and Child Support

Government Center
10 2nd Street NW, Room 300
Buffalo, MN 55313
Phone: 763-682-7414
FAX: 763-682-8920

Toll Free 1-800-362-3667

To enhance customer service, we have recently implemented an automated call center for each service location. Please listen carefully to these new menu options when calling our agency.



Wright County Health & Human Services further recognizes the importance of providing the community with access to services in various methods. The Social Services Division maintains an **On-Call Service** for after hours needs. This response team is trained to respond to various types of calls including: Vulnerable Adult and Child Protection Reports, Mental Health, Chemical Dependency, Transportation, Financial, Domestic Abuse, Emergency Assistance, etc.

On-Call Social Worker 763-682-7400
After hours and holidays

Thank you for taking time to share in the accomplishments of Wright County Health & Human Services. We look forward to another year of service to the citizens of Wright County.

Mission Statement

Strengthening Community...
Supporting Health and Well-Being...
Serving Basic Human Needs.

Agency Core Values

Integrity
Compassion
Honesty
Accountability
Respect
Teamwork