

# Human Services Overview



2017

## **Dane County Department of Human Services Background**

### **Organization:**

Six major divisions – Administration, Fiscal Management Services, Badger Prairie Health Care Center, Adult Community Services, Children Youth and Families, and Economic Assistance and Work Services.

### **Staff and Locations:**

659.55 FTE staff. Major office locations in Madison include our headquarters on Northport Drive, the Job Center on Aberg Avenue, the Neighborhood Intervention Program on North Sherman Avenue, our South Madison Office on South Park Street, and our Aging and Disability Resource Center, which also houses our Area Agency on Aging Office, on North Sherman Avenue. We also have offices in Stoughton and Sun Prairie. Additionally, we have 16 Joining Forces for Families offices, and we operate the Badger Prairie Health Care Center nursing home in Verona.

### **Legal Authority:**

- Chapter 46 (especially 46.23) of the Wisconsin Statutes
- Section 15.15 of the Dane County Ordinances
- The County Board's Health and Human Needs Committee provides policy oversight.

### **Budget:**

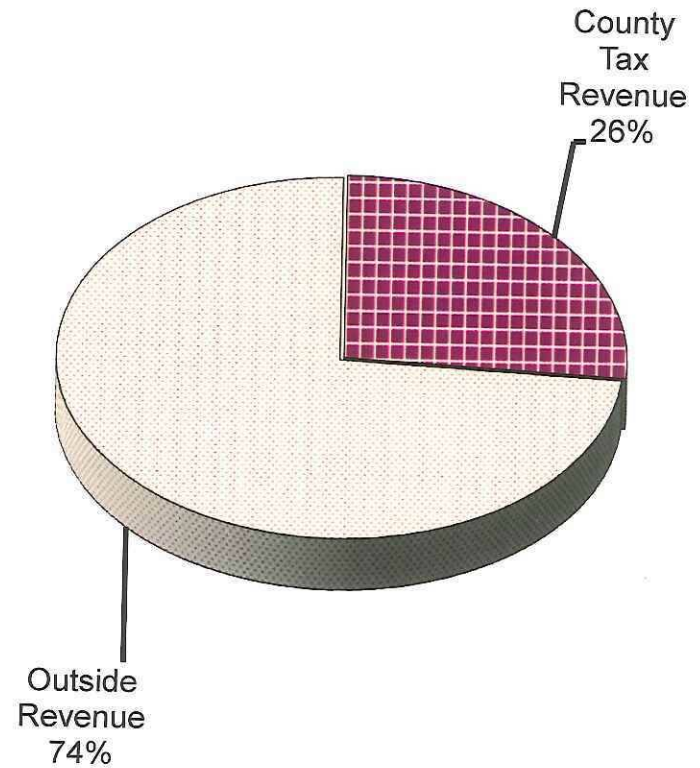
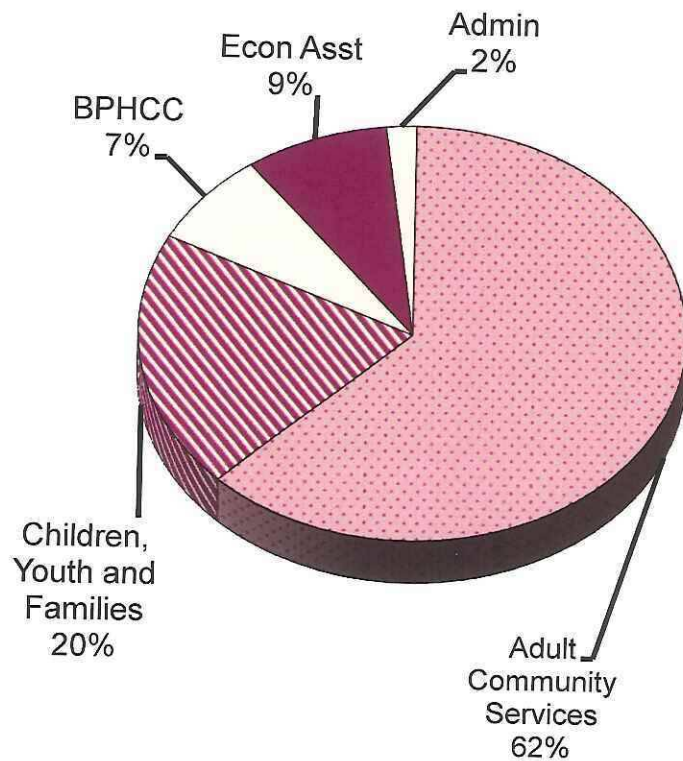
- \$296.4 million – 2017
- In addition to our own staff, we purchase services from more than 300 providers in our communities. These contracts account for over \$179 million of our budget.

### **Challenges:**

- Decreasing or stagnant Federal and State funds at the same time demand is rising for human services.
- Growing and changing population of Dane County. Increased poverty and need for public assistance. Increased diversity.
- Waiting lists for services in critical areas, most notably mental health treatment, 24-hour crisis capacity and long-term care.
- Continued needs to reduce institutional costs, but with little system capacity to increase programs that prevent institutional care.
- Need to prioritize Purchase of Service (POS) programs and put resources in critical areas by strategically planning for resource reallocations.
- Lack of affordable housing.
- High level of need among most difficult to serve families. Many multiple-problem families with histories of abuse, neglect, domestic violence, substance abuse and mental health issues.

**Dane County Department of Human Services**

**2017 Budget Expense & Revenue of \$296.4 million**



# **Dane County Department of Human Services**

## **Office of the Director**

**Director: Lynn Green**

### **Mission:**

To provide cost-effective services that improve the lives of our consumers by emphasizing independence, respecting diversity, supporting individuals and families in the community and promoting personal and community safety.

### **Vision:**

An innovative system in which partners work together to provide highly effective programs that improve the lives of those we serve and strengthen our community.

### **Services Provided:**

- ☐ Overall management of the Department
- ☐ Communications with stakeholders
- ☐ Public relations
- ☐ Grievance and complaint responsibilities
- ☐ Consumer advocacy
- ☐ Labor relations
- ☐ Personnel administration
- ☐ Fleet and vehicle oversight
- ☐ Physical plant oversight
- ☐ Affirmative Action and Civil Rights compliance
- ☐ Administrative support functions
- ☐ Program planning and evaluation
- ☐ Data development
- ☐ Commission on Sensitive Crimes



**Dane County Department of Human Services  
Fiscal and Management Services  
Division Administrator: Bill Hanna**

**Mission:**

Our mission is to promote the financial integrity and operational efficiency of the Department through exceptional accounting, financing, collections, contracting, payments, and IT services.

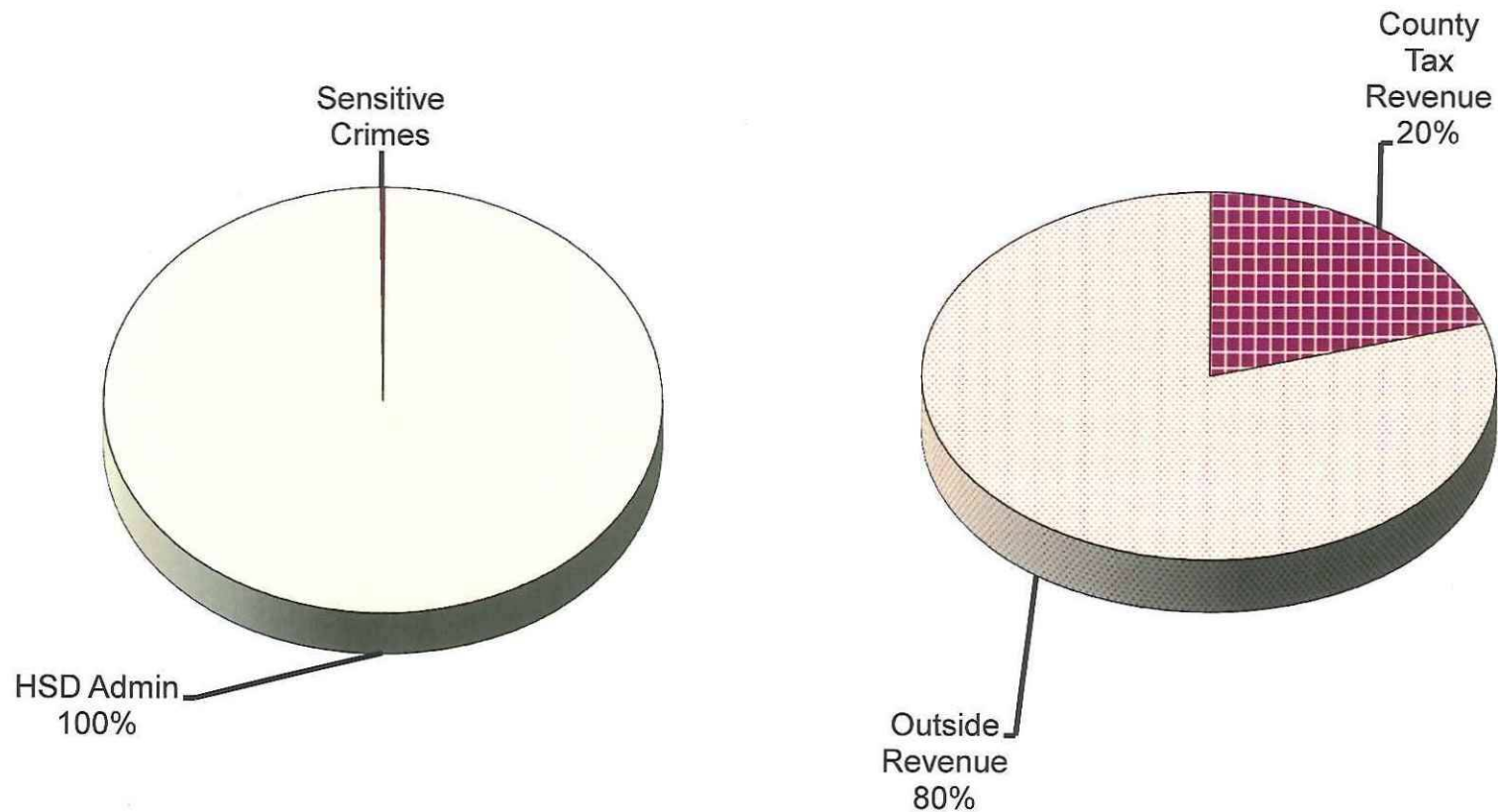
**Services Provided:**

- ☐ Annual budget development
- ☐ Operating budget control
- ☐ Accounting and payment processing
- ☐ State Reporting
- ☐ Contract management
- ☐ Billing and payment collection
- ☐ Manage hardware, software, and services
- ☐ Application development
- ☐ HIPAA Security

# Dane County Department of Human Services

## Administration Division

### 2017 Budget Expense & Revenue of \$5.3 million



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**Dane County Department of Human Services  
Adult Community Services  
Division Administrator: Vacant**

**Mission:**

To provide supportive community-based services which enable older adults and people with disabilities to lead safe, productive, fulfilling lives.

**People Served:**

- ☐ Adults and Children with Developmental Disabilities
- ☐ Adults with Mental Illness
- ☐ Older Adults
- ☐ Adults with Physical Disabilities
- ☐ Adults involved with the Criminal Justice system

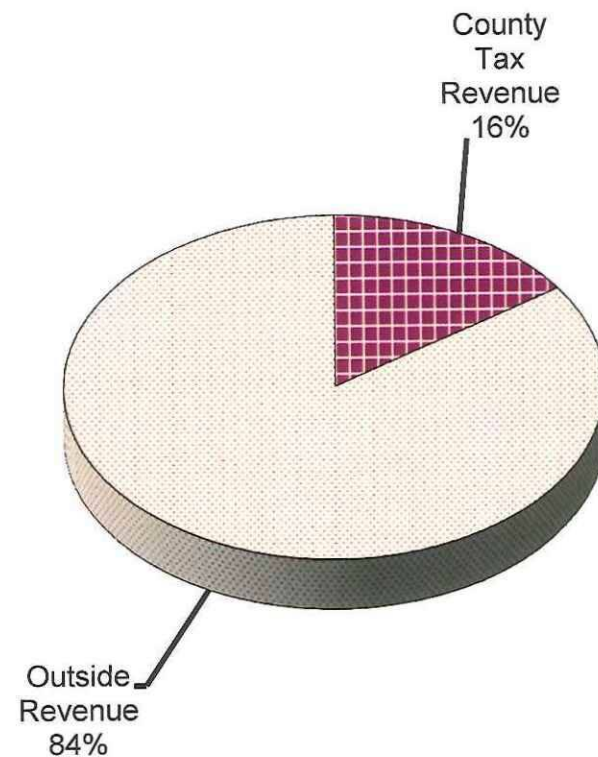
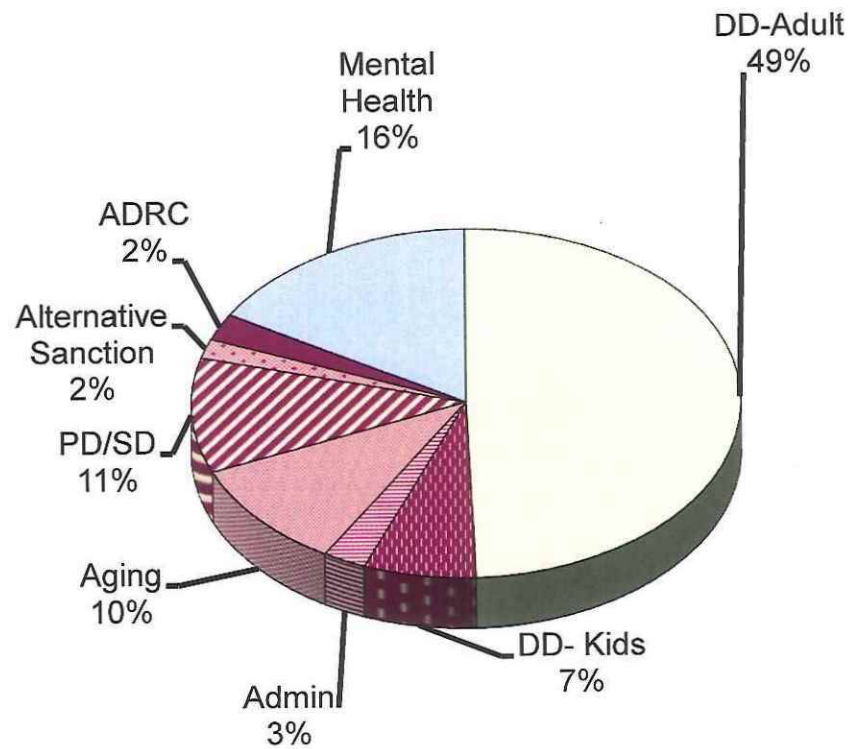
**Services Provided:**

- ☐ Aging and Disability Resource Center
- ☐ Case Management and Resources Referral
- ☐ Community Residential Services
- ☐ In-Home Supports and Day Care Services
- ☐ Nutrition
- ☐ Transportation
- ☐ Treatment Services
- ☐ Work Related Services
- ☐ Other Services as Appropriate

Services are provided by Adult Community Services (ACS) staff and over 190 Purchase of Services (POS) agencies and Assisted Living providers in Dane County.



**Dane County Department of Human Services**  
**Adult Community Services Division**  
**2017 Budget Expense & Revenue of \$184.6 million**



**Dane County Department of Human Services  
Badger Prairie Health Care Center  
Division Administrator: William Brotzman**

**Mission:**

To provide high quality, cost effective nursing home care to residents with a range of disabilities.

**People Served:**

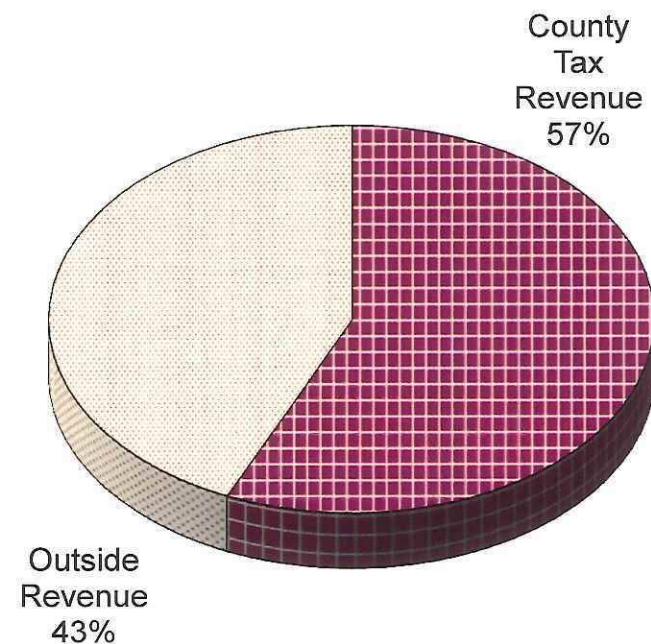
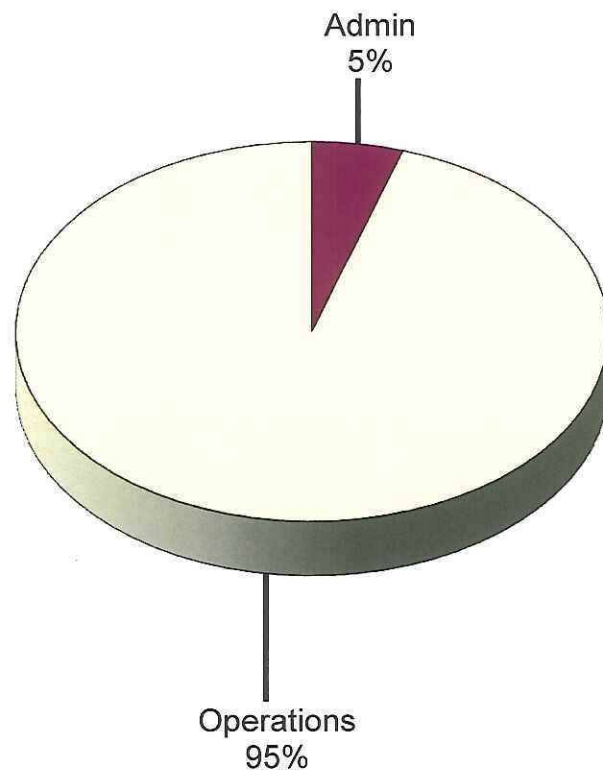
- ☐ Older adults and adults with disabilities or a serious and persistent mental illness or dementia who typically require long-term residential care, usually due to a combination of medical problems and challenging behaviors

**Services Provided:**

- ☐ Nursing
- ☐ Medical Care
- ☐ Psychiatric Treatment
- ☐ Social Work
- ☐ Therapeutic Recreation and Music Therapy
- ☐ Physical, Speech and Occupational Therapy
- ☐ Dental Care
- ☐ Food and Dietary Services
- ☐ Cosmetology Services
- ☐ Religious Services and Pastoral Visits

Badger Prairie Health Care Center is a skilled nursing facility located in Verona with 120 licensed beds. It features six neighborhoods, two of which are locked/secured for residents who require intensive supervision due to dementia, mental illness, or other factors.

**Dane County Department of Human Services**  
**Badger Prairie Health Care Division**  
**2017 Budget Expense & Revenue of \$21.8 million**



**Dane County Department of Human Services  
Children, Youth and Families  
Division Administrator: Bob Lee**

**Mission:**

The CYF Division, in partnership with neighborhoods and communities in Dane County, supports families and individuals in providing safe and nurturing home and community environments for children. Family and other community members will be treated with respect and dignity, with focus on strengths and assets as well as problems and concerns. Quality service will be provided to customers based on principles of equality and individual worth.

**People Served:**

- ☐ Children who have been maltreated and their families
- ☐ Juveniles who have committed a law offense and their families
- ☐ Families, youth and children who are seeking services to support and maintain a stable family structure
- ☐ Youth and adults who have treatment needs for mental health and/or substance abuse issues

**Services Provided:**

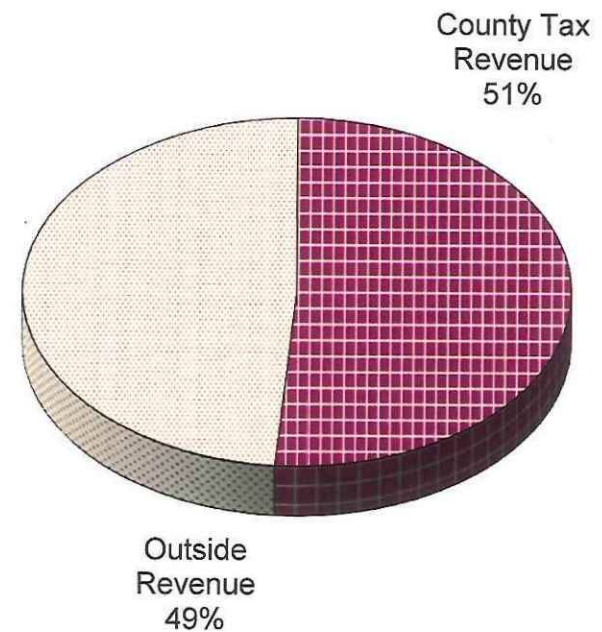
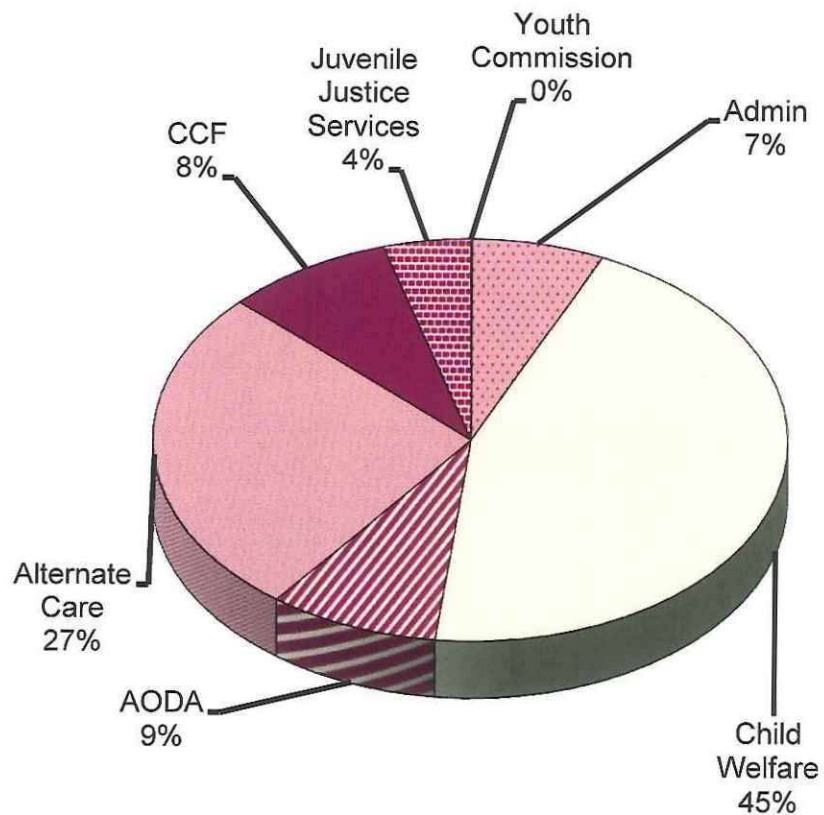
- ☐ Child Protection Services
- ☐ Juvenile Justice Services
- ☐ Assessment and Case Management
- ☐ Alternate Care Services
- ☐ Mental Health Services
- ☐ Alcohol and Other Drug Abuse Services
- ☐ Early Childhood Initiative/Zone Services
- ☐ Joining Forces for Families, Youth Development and Other Prevention Services



# Dane County Department of Human Services

## Children Youth and Families Division

### 2017 Budget Expense & Revenue of \$59.6 million



**Dane County Department of Human Services  
Economic Assistance and Work Services  
Division Administrator: Shawn Tessmann**

**Mission:**

To help people meet their basic needs including shelter, food and medical care, and to assist them in finding and maintaining employment and quality child care.

**Services Provided:**

- ☐ **FoodShare** – monthly benefits provided to low-income individuals and families to help them purchase food.
- ☐ **Medical Assistance** – Badger Care Plus provides health insurance for uninsured adults and families with children. Plans may require co-pays and premiums based on income. Medicaid provides health insurance for elderly, blind, or disabled individuals with low income.
- ☐ **Wisconsin Works (W-2) – In partnership with Forward Services Corporation** - offers cash assistance to families with children while the parent(s) participates in programs preparing them for work.
- ☐ **FoodShare Employment and Training (FSET)** – provides unemployed or under-employed FoodShare recipients assistance and support to obtain competitive employment.
- ☐ **Preparation for Employment** – provides work experience, adult basic education (English as a second language, high school equivalency), case management, occupational skills training, job search and interviewing services.
- ☐ **Emergency Services** – eviction prevention and emergency shelter services for the homeless.
- ☐ **Wisconsin Shares** – provides assistance to pay for cost of quality child care.
- ☐ **Low Income Energy Assistance** - help paying heating and cooling expenses.
- ☐ **Housing Services** – resource and referrals for services intended to eliminate homelessness in Dane County.

**Dane County Department of Human Services**  
**Economic Assistance and Work Services Division**  
**2017 Budget Expense & Revenue of \$25.1 million**

