

1 RESOLUTION NO. \_\_\_\_\_  
2

3 **Carry over funds from Budget Year 2018 to Budget Year 2019 in the**  
4 **Dodge County Human Services and Health Department**  
5

6 TO THE HONORABLE BOARD OF SUPERVISORS OF DODGE COUNTY, WISCONSIN,  
7

8 **WHEREAS**, the Dodge County Human Services and Health Department has requested a carry over of  
9 unexpended funds, for a different purpose, specifically, to cover the costs of continued child residential placement,  
10 from Budget Year 2018 to Budget Year 2019, as set forth in Exhibit "A", attached hereto and incorporated herein by  
11 reference; and,  
12

13 **WHEREAS**, the Dodge County Human Services and Health Board has reviewed the Human Services and  
14 Health Department's request and recommends that these funds in the 2018 Budget of the Human Services and Health  
15 Department, in a total amount of \$171,000, be carried over to the 2019 Budget of the Human Services and Health  
16 Department, as set forth in Exhibit "A"; and,  
17

18 **WHEREAS**, the Dodge County Human Services and Health Board recommends that the Dodge County Board  
19 of Supervisors authorize and direct the Dodge County Finance Director to carry over funds in the 2018 Budget of the  
20 Human Services and Health Department, in a total amount of \$171,000, to the 2019 Budget of the Human Services and  
21 Health Department, as set forth in Exhibit "A";  
22

23 **SO, NOW, THEREFORE, BE IT RESOLVED**, that the Dodge County Board of Supervisors hereby  
24 authorizes and directs the Dodge County Finance Director to carry over funds in the 2018 Budget of the Dodge County  
25 Human Services and Health Department, in a total amount of \$171,000, to the 2019 Budget of the Human Services and  
26 Health Department, as set forth in Exhibit "A".

All of which is respectfully submitted this 19th day of February, 2019.

**Dodge County Human Services and Health Board:**

\_\_\_\_\_  
Mary J. Bobholz

\_\_\_\_\_  
Kira Sheahan-Malloy

\_\_\_\_\_  
Stephanie Justmann

\_\_\_\_\_  
Jennifer Keyes

\_\_\_\_\_  
Becky Glewen

\_\_\_\_\_  
David Godshall

\_\_\_\_\_  
Mark Roesch

\_\_\_\_\_  
Lois Augustson

\_\_\_\_\_  
Timothy Kemmel

**FISCAL NOTE:**

*The revenue/expenditure is contained in the current year budget: \_\_\_ Yes X No \_\_\_ N/A.*

*Budget Impact: \$0.00. Finance Committee review date: February 8, 2019. Chair initials: \_\_\_\_.*

**Vote Required:** Two-thirds (2/3) of members elect.

**Resolution Summary:** Carry over funds from Budget Year 2018 to Budget Year 2019 in the Dodge County Human Services and Health Department, in the amount of \$171,000, for a different purpose.

**Requests to Carry Over Funds From  
Budget Year 2018 to Budget Year 2019  
Different Purpose**

<b>Human Services and Health Department</b>					
	<b>From Business Account No.</b>	<b>Amount Available for Carryover</b>	<b>Project/Specific Purpose</b>	<b>To Business Account No.</b>	<b>Explanation</b>
A.	4856.5419	180,458	Children Residential Services	5010.5273.02	Since the adoption of the Human Services and Health Department 2019 budget, our department has learned that a child placement that was anticipated to end in January will now extend through the entire 2019 calendar year.

**Total amount of funds requested to be carried over:**

**\$ 171,000**

2  
3 **RESOLUTION AUTHORIZING THE PURCHASE OF A NEW 2019 STARCRAFT BUS**

4  
5 TO THE HONORABLE BOARD OF SUPERVISORS OF DODGE COUNTY, WISCONSIN,

6  
7 **WHEREAS**, the Dodge County Human Services and Health Board has determined that it  
8 is necessary to purchase one 2019 Starcraft Bus to replace the mini-bus that was damaged in an  
9 accident that occurred on or about September 6, 2018; and,

10  
11 **WHEREAS**, as a result of the accident, the mini-bus was deemed a total loss by Dodge  
12 County's insurance carrier; and,

13  
14 **WHEREAS**, the Human Services and Health Department has received a quotation from  
15 Atlas Bus Sales, Inc., for the purchase of one 2019 Starcraft Bus in the amount of \$56,872; and

16  
17 **WHEREAS**, a copy of the purchase agreement is on file in the Dodge County Clerk's  
18 Office and may be viewed during normal business hours; and,

19  
20 **WHEREAS**, the Human Services and Health Board recommends that the Dodge County  
21 Board of Supervisors approve the purchase of one 2019 Starcraft Bus in the amount of \$56,872;  
22 and,

23  
24 **WHEREAS**, Dodge County is insured for the loss and will receive reimbursement at full  
25 replacement value and, thus, will have unbudgeted expenses and excess revenue in 2019 in the  
26 amount of \$56,872, as reflected on Exhibit "A", attached hereto; and,

27  
28 **SO, NOW, THEREFORE, BE IT RESOLVED**, that the Dodge County Board of  
29 Supervisors hereby approves and accepts the purchase agreement from Atlas Bus Sales, Inc., in  
30 the amount of \$56,872, and authorizes and directs the Dodge County Human Services and Health  
31 Board to purchase one 2019 Starcraft Bus from Atlas Bus Sales, Inc.; and,

32  
33 **BE IT FURTHER RESOLVED**, that the cost of the 2019 Starcraft Bus shall be charged  
34 to Business Unit 4881, Transp-Volunteer Drivers, Account No. .5811, Automotive Equipment;  
35 and,

36  
37 **BE IT FURTHER RESOLVED**, that the Dodge County Finance Director is authorized  
38 to make the necessary budget adjustments to the 2019 Human Services and Health Department  
39 Budget as reflected on Exhibit "A", attached hereto; and,

40  
41 **BE IT FINALLY RESOLVED**, that a properly presented invoice, in a total amount not  
42 to exceed \$56,872, the Director of the Dodge County Human Services and Health Department is  
43 authorized to make payment of such invoice from Business Unit 4881, Transp-Volunteer  
44 Drivers, Account No. .5811, Automotive Equipment.

All of which is respectfully submitted this 19<sup>th</sup> day of February, 2019.

**Dodge County Human Services and Health Board:**

\_\_\_\_\_  
Mary J. Bobholz

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Kira Sheahan-Malloy

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Stephanie Justmann

\_\_\_\_\_  
Jennifer Keyes

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Becky Glewen

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David Godshall

\_\_\_\_\_  
Mark Roesch

\_\_\_\_\_  
Lois Augustson

\_\_\_\_\_  
Timothy Kemmel

**FISCAL NOTE:**

*The revenue/expenditure is contained in the 2019 budget: \_\_\_ Yes X No \_\_\_ N/A.*

*Budget Impact: \$0.00. Finance Committee review date: February 8, 2019. Chair initials: \_\_\_\_.*

**Vote Required:** Majority of Members present.

**Resolution Summary:** Resolution authorizing the purchase of one 2019 Starcraft Bus.



**Dodge County, Wisconsin  
 Finance Department  
 Unbudgeted/Excess Revenue Appropriation  
 Revenue and Expenditure Adjustment Form  
 Effective January 1st, 2016**

**Doc = BX  
 Ledger = BA**

Date: 1/20/19

Department: Human Services & Health Department

Budget Year: 2019

**Description of Adjustment:**

See Resolution

For Finance Department use only

Doc# \_\_\_\_\_

Batch# \_\_\_\_\_

GL Date: \_\_\_\_\_

Budget Adjustment
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Business Unit Number	Account Object Number	Subsidiary Number	Account Title	Amount
4881	4843		Insurance Recovery	-56,872
4881	5811		Automotive Equipment	56,872

Note the total Budget Adjustment must balance

Exhibit "A"

**COMMUNITY SUPPORT SERVICES DIVISION**  
**FROM OCTOBER TO DECEMBER STATISTICS NARRATIVE**  
**FOR THE FEBRUARY 2019**  
**HUMAN SERVICES & HEALTH BOARD MEETING**

**AGING AND DISABILITY RESOURCE CENTER**

**KRIS SCHEFFT – SUPERVISOR**

**CALL STATISTICS**

- Recorded Contacts decreased from 670 in October to 609 in November and 488 in December ↓
- Providing Information and Assistance decreased from 408 in October to 352 in November and 281 in December ↓
- Administering Long Term Care Functional Screens decreased from 49 in October to 35 in November and 30 in December ↓
- Providing all other services decreased from 278 in October to 189 in November and 151 in December ↓
- Referring for all other services decreased from 3 in October to 2 in November and 1 in December ↓

**AGING, TRANSPORTATION, AND NUTRITION**

**Vacant – SUPERVISOR**

**DINING MEAL DONATIONS**

- Congregate donations increased from \$10.23 in October to \$19.98 in November and \$41.71 in December ↑
- Home delivered donations increased from \$17.97 in October to \$22.33 in November and \$25.65 in December ↑

**DINING MEAL PARTICIPANTS**

- Congregate participants increased from 45 in October to 49 in November and December ↑
- Home delivered participants fluctuated from 139 in October to 142 in November and 139 in December ↕

**VOLUNTEER DRIVER STATISTICS**

- Total trip miles decreased from 24,413 in October to 19,275 in November and 17,628 for December ↓
- Total hours of service decreased from 1090 in October to 872 in November and 791 for December ↓
- Total cash donations received fluctuated from \$4,614.37 in October to \$3,045.75 in November and \$3,211.65 for December ↕

**CASELOAD/WORKLOAD STATISTICS**

- Total caseload decreased from 299 in October to 298 in November and December ↓
- Referrals fluctuated from 27 in October to 29 in November and 20 in December ↗↘
- Court hearings decreased from 12 in October to 8 in November and December ↓
- Annual Protective Placement reviews fluctuated from 21 in October to 25 in November and 21 in December ↗↘
- Supportive Home Care reviews fluctuated from 22 in October to 23 in November and 22 in December ↗↘
- Total Supportive Home Care cases fluctuated from 127 in October to 129 in November and 128 in December ↗↘
- Total Home and Financial Manager cases decreased from 42 in October to 35 in November and December ↓

**ECONOMIC SUPPORT****AMY BERANEK – SUPERVISOR****CASELOAD/WORKLOAD STATISTICS**

- FoodShare caseloads fluctuated from 3403 in October to 3434 in November to 3408 in December ↗↘
- Medicaid Total caseload fluctuated from 2405 in October to 2400 in November to 2412 in December ↗↘
- BadgerCare Total caseload fluctuated from 4702 in October to 4684 in November to 4685 in December ↗↘
- Total gross recipients decreased from 13,067 in October to 13,010 in November to 12,958 in December ↓  
(This is the number of county residents receiving assistance, which includes those handled by other counties in the consortia)
- Total cases fluctuated from 7424 in October to 7402 in November to 7415 in December ↗↘
- FoodShare expenditures decreased from \$670,599 in October to \$662,443 in November to \$647,267 in December ↓
- Child Care expenditures fluctuated from \$113,201 in October to \$115,383 in November to \$113,016 in December ↗↘

**PUBLIC HEALTH****ABBY SAUER – SUPERVISOR / PUBLIC HEALTH OFFICER****CASELOAD/WORKLOAD STATISTICS**

- Programs for Children decreased from 46 in October to 41 in November and 22 in December ↓
- Programs for Children and Families decreased from 990 in October to 962 in November and 930 in December ↓
- Programs for Women fluctuated from 11 in October to 9 in November and 14 in December ↗↘
- Programs for ALL Residents decreased from 257 in October to 102 in November and 94 in December ↓

## December 2018 Dining Center Comments

\* Diners did not like the meatballs - said they had a strange aftertaste.

\* Potatoes were brown

\* 6 comments during the month that the meal was good to very good

\* Fewer substitutions this month. Substituted french bread for rolls and bean salad in place of Health Slaw

\* On the 10th there were comments about how good and tender the beef was



# Cumulative Report

Date Type: Create

Date Range: 01/01/2018 to 12/31/2018

Incident Jurisdiction Group: Dodge County

Health Jurisdiction: Health Jurisdiction

Outbreak Jurisdiction:

Transmission Status:

Resolution Status: Confirmed, Probable, Suspect

Process Status:

Prepared By: WEDSS (Preparer's Title)

Telephone: 9885297959

Fax: 9848999801

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## All diseases except HIV and Lead

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<u>Disease Name</u>	<u>Number of Incidents</u>
ACUTE FLACCID MYELITIS	1
ANIMAL BITE	1
ARBOVIRAL ILLNESS, ZIKA VIRUS	1
BLASTOMYCOSIS	1
CAMPYLOBACTERIOSIS	29
CARBAPENEMASE PRODUCING CARBAPENEM-RESISTANT ENTEROBACTERIACEAE	3
CARBON MONOXIDE POISONING	2
CHLAMYDIA TRACHOMATIS INFECTION	192
COCCIDIOIDOMYCOSIS	1
CRYPTOSPORIDIOSIS	21
CYCLOSPORIASIS	10
E-COLI, ENTEROPATHOGENIC (EPEC)	26
E-COLI, ENTEROTOXIGENIC (ETEC)	7
E-COLI, SHIGA TOXIN-PRODUCING (STEC)	8
GIARDIASIS	2
GONORRHEA	18
HEPATITIS C, ACUTE	2
HEPATITIS C, CHRONIC	36
HEPATITIS E, ACUTE	1
INFLUENZA	1
INFLUENZA-ASSOCIATED HOSPITALIZATION	70
LEGIONELLOSIS	1
LISTERIOSIS	2
LYME DISEASE (B.BURGDORFERI)	16

Information contained on this form or report which would permit identification of any individual has been collected with a guarantee that it will be held in strict confidence, will be used only for surveillance purposes, and will not be disclosed or released without the consent of the individual in accordance with Section 308(d) of the Public Health Service Act (42 U.S.C. 242m).

Date Type: Create

Date Range: 01/01/2018 to 12/31/2018

Incident Jurisdiction Group: Dodge County

Health Jurisdiction: Health Jurisdiction

Outbreak Jurisdiction:

Transmission Status:

Resolution Status: Confirmed, Probable, Suspect

Process Status:

Prepared By: WEDSS (Preparer's Title)

Telephone: 9885297959

Fax: 9848999801

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**All diseases except HIV and Lead**

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<u>Disease Name</u>	<u>Number of Incidents</u>
MENINGITIS, BACTERIAL OTHER	1
METAL POISONING (NON-LEAD)	1
METHICILLIN- or OXICILLIN RESISTANT S. AUREUS (MRSA/ORSA)	5
MUMPS	1
MYCOBACTERIAL DISEASE (NON-TUBERCULOUS)	8
PERTUSSIS (WHOOPING COUGH)	10
SALMONELLOSIS	18
SHIGELLOSIS	1
STREPTOCOCCAL DISEASE, INVASIVE, GROUP A	3
STREPTOCOCCAL DISEASE, INVASIVE, GROUP B	7
STREPTOCOCCAL INFECTION, OTHER INVASIVE	3
STREPTOCOCCUS PNEUMONIAE, INVASIVE DISEASE	4
SYPHILIS, UNKNOWN DURATION OR LATE	1
TOXOPLASMOSIS	1
TUBERCULOSIS, LATENT INFECTION (LTBI)	10
VARICELLA (CHICKENPOX)	5
VIBRIOSIS, NON CHOLERA	3
YERSINIOSIS	1

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## CLINICAL AND FAMILY SERVICES DIVISION

### NOVEMBER STATISTICS NARRATIVE

FOR THE FEBRUARY 2019

### HUMAN SERVICES & HEALTH BOARD MEETING

#### CHILD PROTECTIVE SERVICES UNITS

MARK BEBEL – INTAKE SUPERVISOR  
LISA GRYCOWSKI – ONGOING SUPERVISOR

#### ACCESS REPORTS

- Total number of CPS Access and Services reports decreased by 22 (from 95 to 73) ↓

#### ONGOING CASELOAD DATA

- Number of families being served decreased by 1 (from 84 to 83) ↓
- Number of children being served increased by 3 (from 198 to 201) ↑
- Number of children in out-of-home care decreased by 1 (from 74 to 73) ↓
- Termination of Parental Rights (TPR) and guardianship cases in progress increased by 4 (from 3 to 7) ↑

#### CHILD AND ADOLESCENT SERVICES UNIT

AMY BOOHER – SUPERVISOR

#### JUVENILE JUSTICE CASELOAD STATISTICS

- Total caseload increased by 12 (from 144 to 156) ↑

#### BIRTH TO THREE PROGRAM DATA

- Number of referrals increased by 4 (from 18 to 22) ↑
- Number of admissions decreased by 5 (from 18 to 13) ↓
- Number of discharges decreased by 1 (from 10 to 9) ↓
- Total number of children served decreased by 2 (from 114 to 112) ↓

#### CHILDRENS LONG TERM SUPPORT WAIVER (CLTS) and COMMUNITY OPTIONS PROGRAM (CCOP) DATA

- Total number of children served increased by 3 (from 143 to 145) ↑
- Total number of new referrals this month is 3; total for the calendar year is 88
- Number of families dually enrolled in both CLTS and CCS decreased by 1 (from 25 to 24) ↓
- Wait list for CLTS and Family Support programs decreased by 22 (from 23 to 1) ↓

#### CLINICAL SERVICES UNIT

SARA GASKA – CLINICAL SUPERVISOR  
KIM KUNZ – COMMUNITY PROGRAMS SUPERVISOR

#### OUTPATIENT MENTAL HEALTH SERVICES DATA

- Admissions decreased by 5 (from 34 to 29) ↓
- Discharges decreased by 9 (from 28 to 19) ↓
- End of month total client census increased by 15 (from 904 to 919) ↑
- End of month psychiatry census (for all programs) increased by 3 (from 793 to 796) ↑
- End of month therapy census increased by 14 (from 355 to 369) ↑
- Average caseload size for MH therapists increased by 2 (from 51 to 53) ↑

- # of clients on waitlist for adult psychiatric evaluation is 3, next available appt. is 1/22/19 (as of 12/18/18)
- # of clients on waitlist for child/adolescent psychiatric evaluation is 1, next available appt. is 1/30/19 (as of 12/18/18).
- Next available intake date for MH (non-emergency) is 1/19/19 (as of 12/18/18)

#### **OUTPATIENT SUBSTANCE ABUSE SERVICES DATA**

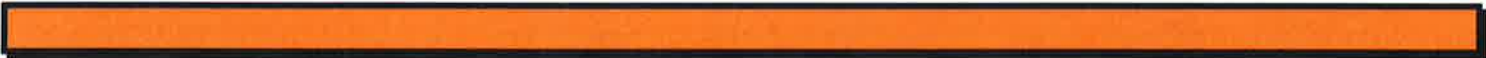
- Admissions decreased by 3 (from 30 to 27) ↓
- Discharges decreased by 13 (from 36 to 23) ↓
- End of month total client census decreased by 4 (from 183 to 179) ↓
- Average caseload size for SA counselors decreased by 1 (from 33 to 32) ↓
- Number of Intoxicated Driver Assessments decreased by 12 (from 42 to 30) ↓
- Next available intake date for AODA (non-emergency) is 1/16/18 (as of 12/18/18)

#### **CRISIS RESPONSE SERVICES DATA**

- Total hospitalization days decreased by 24 (from 128 to 104) ↓
- Of this total, number of county-funded days increased by 13 (from 54 to 67) ↑
- Number of Emergency Detentions (EDs) decreased by 6 (from 18 to 12) ↓
- Number of crisis diversions increased by 6 (from 113 to 119) ↑
- Number of protective custody cases increased by 3 (from 2 to 5) ↑
- Number of voluntary admissions decreased by 6 (from 15 to 9) ↓

#### **COMMUNITY PROGRAMS DATA**

- Community Support Program (CSP) end of month census stayed the same at 18 →
- Comprehensive Community Services (CCS) end of month census increased by 4 (from 147 to 151) ↑
- Targeted Case Management (TCM) enrollment decreased by 1 (from 32 to 31) ↓



## CLINICAL AND FAMILY SERVICES DIVISION

### DECEMBER STATISTICS NARRATIVE

FOR THE FEBRUARY 2019

### HUMAN SERVICES & HEALTH BOARD MEETING

#### CHILD PROTECTIVE SERVICES UNITS

MARK BEBEL – INTAKE SUPERVISOR  
LISA GRYCOWSKI – ONGOING SUPERVISOR

#### ACCESS REPORTS

- Total number of CPS Access and Services reports increased by 8 (from 73 to 81) ↑

#### ONGOING CASELOAD DATA

- Number of families being served increased by 3 (from 83 to 86) ↑
- Number of children being served increased by 6 (from 201 to 207) ↑
- Number of children in out-of-home care increased by 6 (from 73 to 79) ↑
- Termination of Parental Rights (TPR) and guardianship cases in progress stayed the same at 7 →

#### CHILD AND ADOLESCENT SERVICES UNIT

AMY BOOHER – SUPERVISOR

#### JUVENILE JUSTICE CASELOAD STATISTICS

- Total caseload increased by 12 (from 156 to 168) ↑

#### BIRTH TO THREE PROGRAM DATA

- Number of referrals decreased by 4 (from 22 to 18) ↓
- Number of admissions increased by 9 (from 13 to 22) ↑
- Number of discharges decreased by 3 (from 9 to 6) ↓
- Total number of children served decreased by 1 (from 112 to 111) ↓

#### CHILDRENS LONG TERM SUPPORT WAIVER (CLTS) and COMMUNITY OPTIONS PROGRAM (CCOP) DATA

- Total number of children served increased by 15 (from 145 to 160) ↑
- Total number of new referrals this month is 2; total for the calendar year is 90
- Number of families dually enrolled in both CLTS and CCS decreased by 7 (from 24 to 17) ↓
- Wait list for CLTS and Family Support programs decreased by 1 (from 1 to 0) ↓

#### CLINICAL SERVICES UNIT

SARA GASKA – CLINICAL SUPERVISOR  
KIM KUNZ – COMMUNITY PROGRAMS SUPERVISOR

#### OUTPATIENT MENTAL HEALTH SERVICES DATA

- Admissions increased by 6 (from 29 to 35) ↑
- Discharges increased by 11 (from 19 to 30) ↑
- End of month total client census increased by 5 (from 919 to 924) ↑
- End of month psychiatry census (for all programs) increased by 2 (from 796 to 798) ↑
- End of month therapy census increased by 34 (from 369 to 403) ↑
- Average caseload size for MH therapists decreased by 3 (from 53 to 50) (added 1 therapist) ↓

- # of clients on waitlist for adult psychiatric evaluation is 2, next available appt. is 2/28/19 (as of 1/22/19)
- # of clients on waitlist for child/adolescent psychiatric evaluation is 2, next available appt. is 2/12/19 (as of 1/22/19).
- Next available intake date for MH (non-emergency) is 2/12/19 (as of 1/22/19)

#### **OUTPATIENT SUBSTANCE ABUSE SERVICES DATA**

- Admissions stayed the same at 27 →
- Discharges increased by 5 (from 23 to 28) ↑
- End of month total client census stayed the same at 179 →
- Average caseload size for SA counselors stayed the same at 32 →
- Number of Intoxicated Driver Assessments decreased by 6 (from 30 to 24) ↓
- Next available intake date for AODA (non-emergency) is 2/4/19 (as of 1/22/19)

#### **CRISIS RESPONSE SERVICES DATA**

- Total hospitalization days decreased by 6 (from 104 to 98) ↓
- Of this total, number of county-funded days decreased by 22 (from 67 to 45) ↓
- Number of Emergency Detentions (EDs) increased by 4 (from 12 to 16) ↑
- Number of crisis diversions increased by 7 (from 119 to 126) ↑
- Number of protective custody cases decreased by 1 (from 5 to 4) ↓
- Number of voluntary admissions increased by 1 (from 9 to 10) ↑

#### **COMMUNITY PROGRAMS DATA**

- Community Support Program (CSP) end of month census stayed the same at 18 →
- Comprehensive Community Services (CCS) end of month census stayed the same at 151 →
- Targeted Case Management (TCM) enrollment increased by 1 (from 31 to 32) ↑



# 2018 Children's Monthly Out-of-Home Placement Costs (# of children / \$\$\$)

	Group Homes			Institutions			Foster Care			Kinship Care			Monthly Total
January	5	29,426.76	11	109,688.55	43	45,624.33	40	9,504.65	99	194,244.29			
February	7	49,515.38	10	110,292.70	39	43,729.07	40	9,392.50	96	212,929.65			
March	7	34,189.58	9	114,487.34	45	48,029.31	39	8,667.80	100	205,374.03			
April	6	30,827.04	11	122,286.60	45	48,515.37	36	8,806.00	98	210,435.01			
May	4	11,827.64	12	134,114.39	45	61,032.43	37	9,496.97	98	216,471.43			
June	2	6,920.70	9	103,044.90	47	58,085.26	36	8,091.99	94	176,142.85			
July	2	9,177.96	11	124,972.26	46	56,444.51	38	8,890.45	97	199,485.18			
August	4	10,638.09	11	134,192.39	47	54,014.26	43	9,658.20	105	208,502.94			
September	4	17,938.74	8	106,611.78	42	50,466.00	43	10,115.00	97	185,131.52			
October	3	11,055.27	8	102,373.63	50	53,196.53	45	10,893.40	106	177,518.83			
November	2	12,515.40	7	87,527.10	49	49,978.01	40	9,036.06	98	159,056.57			
December													
<b>Total 2018</b>	<b>46</b>	<b>224,032.56</b>	<b>107</b>	<b>1,249,591.64</b>	<b>498</b>	<b>569,115.08</b>	<b>425</b>	<b>102,553.02</b>	<b>1089</b>	<b>2,145,292.30</b>			
<b>Average 2018</b>	<b>4.2</b>	<b>20,366.60</b>	<b>9.7</b>	<b>113,599.24</b>	<b>45.3</b>	<b>51,737.73</b>	<b>38.6</b>	<b>9,323.00</b>	<b>99</b>	<b>195,026.57</b>			
<b>Total 2017</b>	<b>81</b>	<b>388,532.97</b>	<b>121</b>	<b>1,244,529.42</b>	<b>482</b>	<b>570,425.12</b>	<b>482</b>	<b>110,900.56</b>	<b>1166</b>	<b>2,314,388.07</b>			
<b>Average 2017</b>	<b>6.7</b>	<b>32,377.75</b>	<b>10.1</b>	<b>103,710.78</b>	<b>40.2</b>	<b>47,535.43</b>	<b>40.2</b>	<b>9,241.71</b>	<b>97.2</b>	<b>192,865.66</b>			

Number of placements are duplicated month-to-month.

# 2018 Children's Monthly Out-of-Home Placement Costs (# of children / \$\$\$)

	Group Homes		Institutions		Foster Care		Kinship Care		Monthly Total	
January	5	29,426.76	11	109,688.55	43	45,624.33	40	9,504.65	99	194,244.29
February	7	49,515.38	10	110,292.70	39	43,729.07	40	9,392.50	96	212,929.65
March	7	34,189.58	9	114,487.34	45	48,029.31	39	8,667.80	100	205,374.03
April	6	30,827.04	11	122,286.60	45	48,515.37	36	8,806.00	98	210,435.01
May	4	11,827.64	12	134,114.39	45	61,032.43	37	9,496.97	98	216,471.43
June	2	6,920.70	9	103,044.90	47	58,085.26	36	8,091.99	94	176,142.85
July	2	9,177.96	11	124,972.26	46	56,444.51	38	8,890.45	97	199,485.18
August	4	10,638.09	11	134,192.39	47	54,014.26	43	9,658.20	105	208,502.94
September	4	17,938.74	8	106,611.78	42	50,466.00	43	10,115.00	97	185,131.52
October	3	11,055.27	8	102,373.63	50	53,196.53	45	10,893.40	106	177,518.83
November	2	12,515.40	7	87,527.10	49	49,978.01	40	9,036.06	98	159,056.57
December	3	18,147.33	8	91,525.03	54	57,720.51	42	9,193.72	107	176,586.59
<b>Total 2018</b>	<b>49</b>	<b>242,179.89</b>	<b>115</b>	<b>1,341,116.67</b>	<b>552</b>	<b>626,835.59</b>	<b>467</b>	<b>111,746.74</b>	<b>1089</b>	<b>2,321,878.89</b>
<b>Average 2018</b>	<b>4.1</b>	<b>20,181.66</b>	<b>9.6</b>	<b>111,759.72</b>	<b>46</b>	<b>52,236.30</b>	<b>38.9</b>	<b>9,312.23</b>	<b>99</b>	<b>193,489.91</b>
<b>Total 2017</b>	<b>81</b>	<b>388,532.97</b>	<b>121</b>	<b>1,244,529.42</b>	<b>482</b>	<b>570,425.12</b>	<b>482</b>	<b>110,900.56</b>	<b>1166</b>	<b>2,314,388.07</b>
<b>Average 2017</b>	<b>6.7</b>	<b>32,377.75</b>	<b>10.1</b>	<b>103,710.78</b>	<b>40.2</b>	<b>47,535.43</b>	<b>40.2</b>	<b>9,241.71</b>	<b>97.2</b>	<b>192,865.66</b>

Number of placements are duplicated month-to-month.

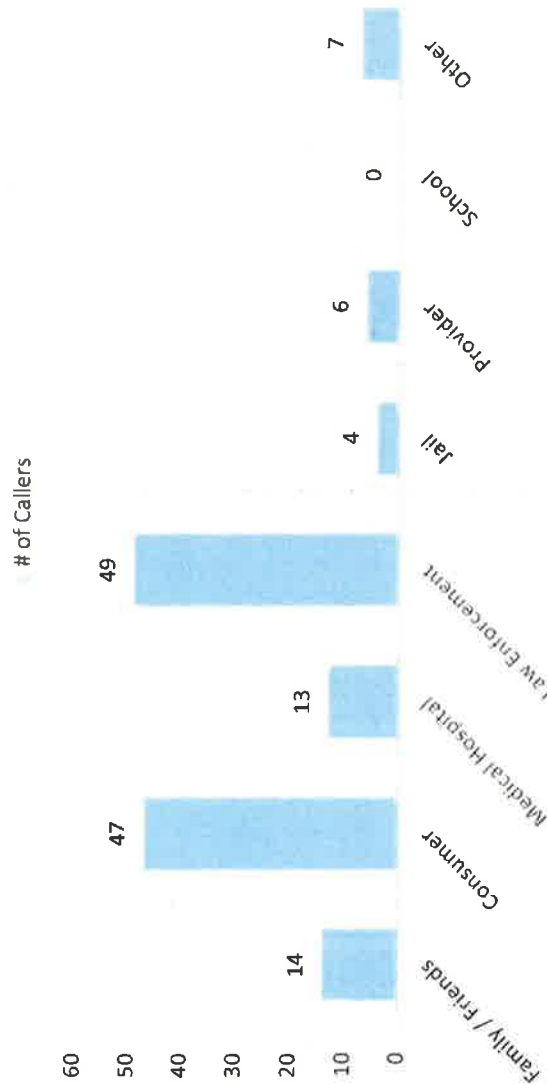




**Dodge County**  
**Data Report for November 1, 2018 to November 30, 2018**

**Total Calls— 141**  
**Total Minors: 31**  
**Total Adults: 107**  
**Total Age Unknown: 2**  
**Mobile Sent—5**  
**AODA related contacts— 16**  
**Dementia Related contacts - 1**

**# of Callers November 1 - November 30, 2018**



Caller	Total	Percent
Family / Friends	14	10.00%
Consumer	47	33.57%
Medical Hospital	13	9.29%
Law Enforcement	49	35.00%
Jail	4	2.86%
Provider	6	4.29%
School	0	0.00%
Other	7	5.00%
<b>Totals</b>	<b>140</b>	<b>100%</b>

Stabilization Calls (incoming and outgoing): 10

Note-Stabilization calls are created through a response plan following an initial contact resulting in a diversion with community supports.

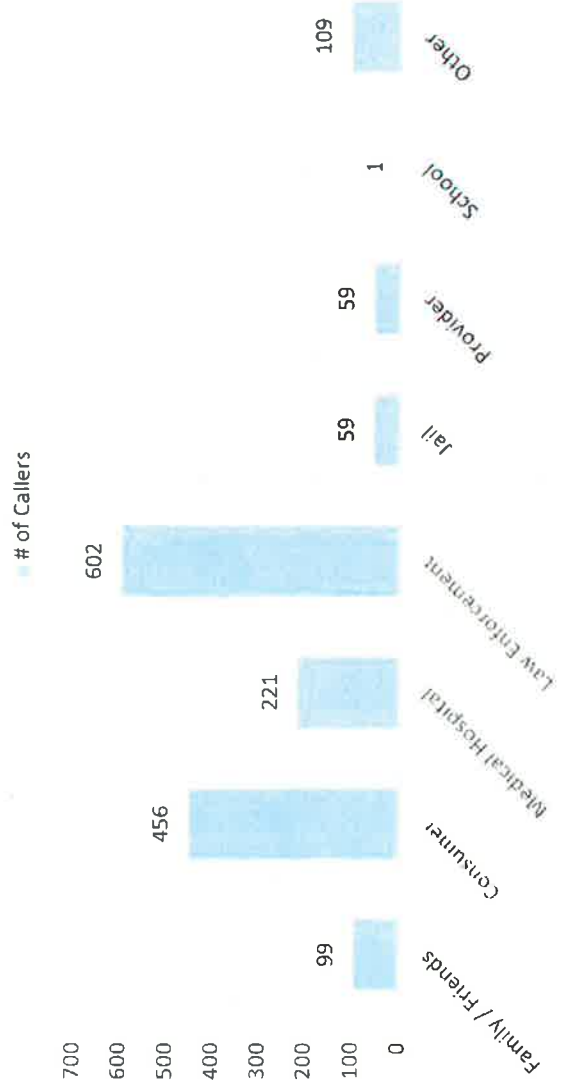
Facility	Voluntary	ED	Total
St. Anges	2	0	2
Community Memorial Hospital	0	0	0
St. Mary's	0	0	0
UW Health	0	0	0
Theda Care	0	1	1
Mercy Medical	0	0	0
Columbia St. Mary	0	0	0
Stoughton	0	0	0
Rogers Memorial Hospital	1	1	2
Meriter	1	0	1
St. Elizabeth	0	0	0
Bellin Health	0	0	0
Gundersen	0	0	0
Fond du Lac Mental Health Care Center	0	1	1
Winnebago	0	2	2
Tellurian Detox	0	0	0
Children's Hospital of WI – Milwaukee	1	0	1
Pending -- Follow-Up by next shift / hospital does bed location	2	1	3
<b>Totals</b>	<b>7</b>	<b>6</b>	<b>13</b>



**Dodge County**  
**Data Report for January 1, 2018 to December 31, 2018**

**Total Calls— 1606**  
**Total Minors: 299**  
**Total Adults: 1278**  
**Total Age Unknown: 29**  
**Mobile Sent— 51**  
**AODA related contacts— 272**  
**Dementia Related contacts - 38**

# of Callers January 1 - December 31, 2018



Caller	Total	Percent
Family / Friends	99	6.16%
Consumer	456	28.39%
Medical Hospital	221	13.76%
Law Enforcement	602	37.48%
Jail	59	3.67%
Provider	59	3.67%
School	1	0.06%
Other	109	6.79%
<b>Totals</b>	<b>1606</b>	<b>100%</b>

Stabilization Calls (incoming and outgoing): 144

Note-Stabilization calls are created through a response plan following an initial contact resulting in a diversion with community supports.

Facility	Voluntary	ED	Total
St. Agnes	10	15	25
Community Memorial Hospital	4	8	12
St. Mary's	4	1	5
UW Health	6	5	11
Theda Care	4	6	10
Mercy Medical	0	1	1
Columbia St. Mary	0	0	0
Stoughton	0	1	1
Rogers Memorial Hospital	17	9	26
Meriter	4	0	4
St. Elizabeth	0	2	2
Bellin Health	0	1	1
Gundersen	0	2	2
Fond du Lac Mental Health Care Center	1	8	9
Winnebago	0	28	28
Tellurian Detox	0	0	0
Children's Hospital of WI – Milwaukee	1	0	1
Willow Creek	1	0	1
VA Hospital – Madison	0	1	1
Pending – Follow-Up by next shift / hospital does bed location	10	30	40
<b>Totals</b>	<b>62</b>	<b>118</b>	<b>180</b>

**NORTHWEST COUNSELING AND GUIDANCE CLINIC**

PO Box 309  
Siren, WI 54872

Dodge County Human Service & Health Department  
Henry Dodge Office Building  
199 County Rd DF 3rd Floor  
Juneau, WI 53039

12/4/2018

Enclosed please find the **NOVEMBER** monthly billings for the following services from NWCGC:

Training/Supervision-1140	\$265.05
Mobile Service Usage-1171	\$851.40
Mobile Service Mileage-1172	\$94.17
Mobile Service Expense-1173	\$0.00
Phone Flat Rate- 1160	\$5,488.00
Mobile Flat Rate- 1170	\$2,029.75

**TOTAL DUE** **\$8,728.37**

If you have any questions, please call 715-349-7069.

Thank you,

Cortney H.  
Out-Patient/County Billing Coordinator  
Northwest Counseling & Guidance Clinic

**NORTHWEST COUNSELING AND GUIDANCE CLINIC**

PO Box 309  
Siren, WI 54872

Dodge County Human Service & Health Department  
Henry Dodge Office Building  
199 County Rd DF 3rd Floor  
Juneau, WI 53039

1/7/2019

Enclosed please find the **DECEMBER** monthly billings for the following services from NWCGC:

Training/Supervision-1140	\$176.70
Mobile Service Usage-1171	\$868.60
Mobile Service Mileage-1172	\$105.55
Mobile Service Expense-1173	\$0.00
Phone Flat Rate- 1160	\$5,488.00
Mobile Flat Rate- 1170	\$2,098.75

**TOTAL DUE** **\$8,737.60**

If you have any questions, please call 715-349-7069.

Thank you,

Cortney H.  
Out-Patient/County Billing Coordinator  
Northwest Counseling & Guidance Clinic



Dodge County, Wisconsin  
Finance Department  
Unbudgeted/Excess Revenue Appropriation  
Revenue and Expenditure Adjustment Form

Doc = BX  
Ledger = BA

Effective January 1st, 2016

Date: 1/20/19

Department: Human Services and Health Department

Budget Year: 2019

**Description of Adjustment:**

The Public Health Department has received the Communicable Disease Control & Prevention grant through CARS. The intention of this grant is for disease surveillance, staff development and training, improving communication among health professionals, public education and outreach.

For Finance Department use only  
Doc# \_\_\_\_\_  
Batch# \_\_\_\_\_  
GL Date: \_\_\_\_\_

**Budget Adjustment**

Business Unit Number	Account Object Number	Subsidiary Number	Account Title	Amount
4004	4234	155800	Comm Disease Ctrl & Prev	-6,000
4004	5499		Cost Allocations	6,000

Note the total Budget Adjustment must balance

Department Head Signature \_\_\_\_\_ Date: \_\_\_\_\_

County Administrator Signature \_\_\_\_\_ Date: \_\_\_\_\_

Committee of Jurisdiction Chairman  
Signature \_\_\_\_\_ Date: \_\_\_\_\_

Finance Committee Chairman  
Signature \_\_\_\_\_ Date: \_\_\_\_\_

Department of Health Services - 2019 Comm Disease Allocations

2019 FORMULA ALLOCATION

PROGRAM: BCD / LHD Communicable Diseases Capacity

Total Funding Allocation					\$500,000
Total Funding (less Base Amount) Allocation					\$257,500
AgcyNo	AGENCY	Base		Amt for State Pop	Total Allocation
		Amt for LPHDs	Area Population		
1	Adams County	\$2,500	20,524	\$900	\$3,400
2	Ashland County	\$2,500	15,888	\$700	\$3,200
3	Barron County	\$2,500	46,071	\$2,000	\$4,500
4	Bayfield County	\$2,500	15,082	\$700	\$3,200
5	Brown County	\$2,500	227,608	\$10,100	\$12,600
472779	DePere	\$2,500	23,991	\$1,100	\$3,600
6	Buffalo County	\$2,500	13,505	\$600	\$3,100
7	Burnett County	\$2,500	15,443	\$700	\$3,200
8	Calumet County	\$2,500	35,668	\$1,600	\$4,100
9	Chippewa County	\$2,500	63,937	\$2,800	\$5,300
10	Clark County	\$2,500	34,802	\$1,500	\$4,000
11	Columbia County	\$2,500	57,025	\$2,500	\$5,000
12	Crawford County	\$2,500	16,612	\$700	\$3,200
256099	Madison	\$2,500	521,739	\$23,100	\$25,600
	Dane (merged with Madison)	\$0	0	\$0	\$0
14	Dodge County	\$2,500	80,198	\$3,500	\$6,000
15	Door County	\$2,500	27,909	\$1,200	\$3,700
16	Douglas County	\$2,500	44,137	\$2,000	\$4,500
17	Dunn County	\$2,500	44,613	\$2,000	\$4,500
256321	Eau Claire	\$2,500	102,042	\$4,500	\$7,000
19	Florence County	\$2,500	4,462	\$300	\$2,800
20	Fond du Lac	\$2,500	102,830	\$4,500	\$7,000
21	Forest County	\$2,500	9,211	\$400	\$2,900
22	Grant County	\$2,500	52,868	\$2,300	\$4,800
23	Green County	\$2,500	36,967	\$1,600	\$4,100
24	Green Lake County	\$2,500	18,997	\$800	\$3,300
25	Iowa County	\$2,500	23,766	\$1,100	\$3,600
26	Iron County	\$2,500	5,840	\$300	\$2,800
27	Jackson County	\$2,500	20,677	\$900	\$3,400
28	Jefferson County	\$2,500	68,718	\$3,000	\$5,500
472951	Watertown	\$2,500	23,841	\$1,100	\$3,600
29	Juneau County	\$2,500	26,764	\$1,200	\$3,700
30	Kenosha County	\$2,500	167,762	\$7,400	\$9,900
31	Kewaunee County	\$2,500	20,602	\$900	\$3,400
32	LaCrosse County	\$2,500	117,965	\$5,200	\$7,700
33	Lafayette County	\$2,500	16,885	\$700	\$3,200
34	Langlade County	\$2,500	19,727	\$900	\$3,400
35	Lincoln County	\$2,500	28,487	\$1,300	\$3,800
36	Manitowoc County	\$2,500	80,843	\$3,600	\$6,100
37	Marathon County	\$2,500	135,613	\$6,000	\$8,500
38	Marinette County	\$2,500	41,132	\$1,800	\$4,300
39	Marquette County	\$2,500	15,319	\$700	\$3,200
	Menominee County (merged into Shawano-Menominee 3/'12. Shawano serves as fiscal agent).	\$0	0	\$0	\$0
100500		\$0	0	\$0	\$0
472761	Cudahy	\$2,500	18,238	\$800	\$3,300
472787	Franklin	\$2,500	35,831	\$1,600	\$4,100
703090	Greendale	\$2,500	14,158	\$600	\$3,100
472803	Greenfield	\$2,500	36,495	\$1,600	\$4,100
472811	Hales Corners	\$2,500	7,671	\$300	\$2,800
256107	Milwaukee City	\$2,500	596,162	\$26,400	\$28,900
472753	North Shore (Brown Deer/Whitefish Bay/Shorewood)	\$2,500	65,013	\$2,900	\$5,400
472886	Oak Creek	\$2,500	35,262	\$1,600	\$4,100
472928	St. Francis	\$2,500	9,473	\$400	\$2,900
	Shorewood/Whitefish Bay (merged with North Shore 1/'12. End base allocation w/ CY15 contract)	\$0	0	\$0	\$0
256164		\$0	0	\$0	\$0
655522	South Milwaukee	\$2,500	21,107	\$900	\$3,400
472969	Wauwatosa	\$2,500	47,279	\$2,100	\$4,600
256545	West Allis + W. Milwaukee	\$2,500	64,507	\$2,900	\$5,400
	Whitefish Bay Vill., c/o Shorewood Health Dept	\$0	0	\$0	\$0
41	Monroe County	\$2,500	45,745	\$2,000	\$4,500
42	Oconto County	\$2,500	37,945	\$1,700	\$4,200
43	Oneida County	\$2,500	36,001	\$1,600	\$4,100
44	Outagamie County	\$2,500	118,852	\$5,300	\$7,800
449983	Appleton, City of	\$2,500	73,030	\$3,200	\$5,700
45	Ozaukee County	\$2,500	87,874	\$3,900	\$6,400
46	Pepin County	\$2,500	7,381	\$300	\$2,800
47	Pierce County	\$2,500	41,264	\$1,800	\$4,300
48	Polk County	\$2,500	43,996	\$1,900	\$4,400
49	Portage County	\$2,500	70,753	\$3,100	\$5,600
50	Price County	\$2,500	13,905	\$600	\$3,100
341113	Racine, City of	\$2,500	80,284	\$3,600	\$6,100
	Western Racine (closed for business 12/31/14, merged w/ Central Racine. End base allocation w/ CY18 contract) set to 0 090817	\$0	0	\$0	\$0
703082	Central Racine (Caledonia/Mt Pleasant) (merged with Western Racine 1/1/15, end base allocation w/ CY18 contract)	\$0	0	\$0	\$0
3.96E+09	Sturtevant c/o Caledonia/Mt. Pleasant	\$2,500	114,834	\$5,100	\$7,600
	North Bay c/o Caledonia/Mt. Pleasant	\$0	0	\$0	\$0
	Sturtevant c/o Caledonia/Mt. Pleasant	\$0	0	\$0	\$0
52	Richland County	\$2,500	17,807	\$800	\$3,300





**Dodge County, Wisconsin  
Finance Department  
Intra-Department Fund Transfer Form**  
Effective Date: January 01, 2016

**Doc = BX  
Ledger = BA**

Date: 1/11/19

For Finance Department use only	
Doc#	_____
Batch#	_____
GL Date:	_____

Department: Human Services and Health Department

Budget Year: 2019

**Description of Adjustment:**

Upon closer review of the 2019 budget, a social service aide position was budgeted for in the incorrect business unit. This adjustment is needed to put the expense of the position in the correct business unit.

**Increase to Budget**

Business Unit Number	Account Object Number	Subsidiary Number	Account Title	Amount
5002	5121		Wages Permanent - Regular	29,858
5002	5141		Social Security/Medicare	2,284
5002	5142		WI Retirement - Employer	1,956
5002	5144		Health Insurance	16,020
5002	5145		Life Insurance	20
5002	5146		Worker's Compensation	471
5002	5149		Dental Insurance	1,056

**Decrease to Budget**

Business Unit Number	Account Object Number	Subsidiary Number	Account Title	Amount
5001	5121		Wages Permanent - Regular	29,858
5001	5141		Social Security/Medicare	2,284
5001	5142		WI Retirement - Employer	1,956
5001	5144		Health Insurance	16,020
5001	5145		Life Insurance	20
5001	5146		Worker's Compensation	471
5001	5149		Dental Insurance	1,056

**Note the increases must balance with the decreases**

Department Head Signature \_\_\_\_\_ Date: \_\_\_\_\_

County Administrator Signature \_\_\_\_\_ Date: \_\_\_\_\_

Committee of Jurisdiction Chairman  
Signature \_\_\_\_\_ Date: \_\_\_\_\_

Finance Committee Chairman  
Signature \_\_\_\_\_ Date: \_\_\_\_\_



Dodge County, Wisconsin  
Finance Department  
Unbudgeted/Excess Revenue Appropriation  
Revenue and Expenditure Adjustment Form

Doc = BX  
Ledger = BA

Effective January 1st, 2016

Date: 1/4/19

Department: Human Services and Health Department

Budget Year: 2019

**Description of Adjustment:**

The department applied for and was awarded a grant as a collaborative effort between Dodge County Jail and Human Services and Health Department. The funds will be used after conducting the ASAM who will benefit from Medication Assisted Treatment to the nursing and prescribers at the jail through the Correct Care Solutions (CCS) contract that currently exists.

For Finance Department use only  
Doc# \_\_\_\_\_  
Batch# \_\_\_\_\_  
GL Date: \_\_\_\_\_

**Budget Adjustment**

Business Unit Number	Account Object Number	Subsidiary Number	Account Title	Amount
4841	4222	2015	MAT Grant	-35,944
4841	5346		Medication	31,024
4841	5299		Contracted Services	4,920

Note the total Budget Adjustment must balance

Department Head Signature \_\_\_\_\_ Date: \_\_\_\_\_

County Administrator Signature \_\_\_\_\_ Date: \_\_\_\_\_

Committee of Jurisdiction Chairman  
Signature \_\_\_\_\_ Date: \_\_\_\_\_

Finance Committee Chairman  
Signature \_\_\_\_\_ Date: \_\_\_\_\_



Dodge County, Wisconsin
Finance Department
Intra-Department Fund Transfer Form
Effective Date: January 01, 2016

Doc = BX
Ledger = BA

Date: 1/3/19

For Finance Department use only
Doc# \_\_\_\_\_
Batch# \_\_\_\_\_
GL Date: \_\_\_\_\_

Department: Human Services and Health Department

Budget Year: 2019

Description of Adjustment:

When the 2019 Budget was developed, the department was unsure how much of this grant would be left unspent by the end of 2018. The final expenses have been incurred and the 2019 budget needs to be decreased to account for the correct grant dollars left to be spent by July 2019.

Increase to Budget

Table with 5 columns: Business Unit Number, Account Object Number, Subsidiary Number, Account Title, Amount. Includes empty rows for data entry.

Decrease to Budget

Table with 5 columns: Business Unit Number, Account Object Number, Subsidiary Number, Account Title, Amount. Includes rows for ATCI Access Trans Comm Iniat and Other Purchased Services.

Note the increases must balance with the decreases

Department Head Signature \_\_\_\_\_ Date: \_\_\_\_\_

County Administrator Signature \_\_\_\_\_ Date: \_\_\_\_\_

Committee of Jurisdiction Chairman Signature \_\_\_\_\_ Date: \_\_\_\_\_

Finance Committee Chairman Signature \_\_\_\_\_ Date: \_\_\_\_\_



**Dodge County, Wisconsin  
Finance Department  
Intra-Department Fund Transfer Form**  
Effective Date: January 01, 2016

**Doc = BX  
Ledger = BA**

Date: 1/3/19

For Finance Department use only	
Doc#	_____
Batch#	_____
GL Date:	_____

Department: Human Services and Health Department

Budget Year: 2019

**Description of Adjustment:**

When the 2019 Budget was developed, the department was unsure of the grant amount for 2019. Since the adoption of the budget, the final amount has been awarded. The department is making the change do the budget based on the announcement of funding.

<b>Increase to Budget</b>
---------------------------

Business Unit Number	Account Object Number	Subsidiary Number	Account Title	Amount
4005	4224	4020	Bioterrorism Health	-4,060

<b>Decrease to Budget</b>
---------------------------

Business Unit Number	Account Object Number	Subsidiary Number	Account Title	Amount
4005	5349		Other Operating Supplies	4,060

**Note the increases must balance with the decreases**

Department Head Signature \_\_\_\_\_ Date: \_\_\_\_\_

County Administrator Signature \_\_\_\_\_ Date: \_\_\_\_\_

Committee of Jurisdiction Chairman  
Signature \_\_\_\_\_ Date: \_\_\_\_\_

Finance Committee Chairman  
Signature \_\_\_\_\_ Date: \_\_\_\_\_



**Dodge County, Wisconsin  
Finance Department  
Unbudgeted/Excess Revenue Appropriation  
Revenue and Expenditure Adjustment Form**

**Doc = BX  
Ledger = BA**

Effective January 1st, 2016

Date: 1/20/19

Department: Human Services & Health Department

Budget Year: 2019

**Description of Adjustment:**

The department applied and was awarded the 2018 Changemaker Health Grant from the Greater Watertown Community Health Foundation. These funds will be used to purchase the Incredible Years Parenting Skills Group.

For Finance Department use only	
Doc#	_____
Batch#	_____
GL Date:	_____

<b>Budget Adjustment</b>
--------------------------

Business Unit Number	Account Object Number	Subsidiary Number	Account Title	Amount
5005	4851		Donation from Organization	-20,000
5005	5219		Professional Services	8,000
5005	5343		Food, Vending Mach Sup	800
5005	5335		Meals	200
5005	5334		Commercial Travel	1,500
5005	5348		Education Supplies	4,000
5005	5813		Office Equipment	1,000
5005	5349		Other Operating Supplies	4,500

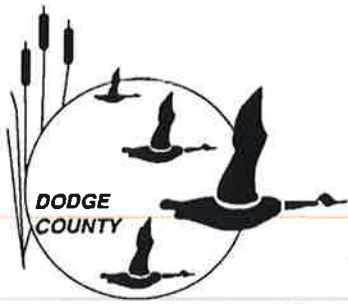
**Note the total Budget Adjustment must balance**

Department Head Signature \_\_\_\_\_ Date: \_\_\_\_\_

County Administrator Signature \_\_\_\_\_ Date: \_\_\_\_\_

Committee of Jurisdiction Chairman  
Signature \_\_\_\_\_ Date: \_\_\_\_\_

Finance Committee Chairman  
Signature \_\_\_\_\_ Date: \_\_\_\_\_



# HUMAN SERVICES & HEALTH DEPARTMENT

199 COUNTY ROAD DF ♦ JUNEAU, WISCONSIN 53039-9512

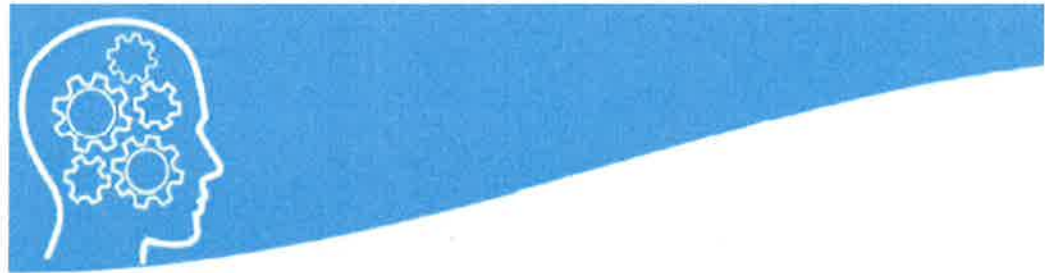
920-386-3500

*Becky Bell, Director*

February 6, 2019

To: Members of the County Board  
From: Rebecca Bell, Director of Human Services & Health Department  
Monica Hooper, Fiscal Services Division Manager  
Mary Bobholz, Chair Human Services & Health Board  
David Frohling, Chair Dodge County Finance Committee

In 2015, Dodge County conducted an operational review of the Dodge County Human Services and Health Department through the services of Baker Tilly Virchow Krause. As follows, is the executive summary, which can be found on page 1 and page 2 of the full report that was provided in September of 2015.



## Executive Summary

### Background

Dodge County ("the County") selected Baker Tilly Virchow Krause, LLP ("Baker Tilly") to conduct an operational review of the Dodge County Human Services and Health Department ("the Department"). The following report contains our observations and recommendations that are designed to help the County improve efficiencies in current processes, strengthen internal controls, and reduce risk. Our detailed report is arranged based upon the significance of the observations and recommendations. The following areas of the Department were reviewed:

- > Budgeting
- > Receipts and revenues
- > Billing
- > Grant reimbursement reporting
- > Disbursements and expenditures
- > Accruals
- > Monthly and year-end reporting
- > Contract management
- > Purchasing
- > Inventory

### Purpose and Scope

The objective of this project was to assist the County with an independent review of the Human Services and Health Department. The project included the review, walkthrough, and documentation of current policies, procedures and controls related to significant financial aspects of the Department.

The intent of this project was to identify areas where internal controls could be enhanced, efficiencies could be created, or risk reduced. We believe the accompanying list of observations and recommendations accomplishes this.

### Approach and Methodology

The project began with separate meetings between Baker Tilly and the steering committee and Baker Tilly and Human Services and Health Department management. After these initial meetings, Baker Tilly requested relevant financial policies, process documentation, and various other relevant reports and Department information.

#### ◆ ADMINISTRATION

(920) 386-3501  
FAX: (920) 386-4011

#### ◆ AGING & DISABILITY RESOURCE CENTER (ADRC) & AGING PROGRAM

(920) 386-3580

#### NUTRITION

(920) 386-3580

#### TRANSPORTATION

(920) 386-3832  
FAX: (920) 386-4015

#### ◆ ADULT PROTECTIVE SERVICES & SUPPORTIVE HOME CARE

(920) 386-3750  
FAX: (920) 386-3245

#### ◆ ALCOHOL & DRUG ABUSE

(920) 386-4094  
FAX: (920) 386-3812

#### ◆ CHILD WELFARE & JUVENILE JUSTICE

(920) 386-3750  
FAX: (920) 386-3533

#### ◆ COMMUNITY SUPPORT PROGRAM & COMPREHENSIVE COMMUNITY SERVICES

(920) 386-4094  
FAX: (920) 386-3812

#### ◆ ECONOMIC SUPPORT

(920) 386-3760  
FAX: (920) 386-4012

#### ◆ MENTAL HEALTH

(920) 386-4094  
FAX: (920) 386-3812

#### ◆ PUBLIC HEALTH

(920) 386-3670  
FAX: (920) 386-4011

Onsite work included multiple interview sessions, inspecting various documents, and performing walk-through procedures to observe processes. This work was completed in two stages, initially during June 2015 and a follow up visit during July 2015. Department employees interviewed were professional, open to suggestions, and had receptive reactions to recommendations that Baker Tilly would provide. We appreciate the assistance of all the staff from the Human Services and Health Department, Finance Department, and County Administration that aided us in the completion of this project.

Baker Tilly also surveyed Human Services and Health Department practices of other Wisconsin Counties during this process. Where relevant, the observations from those surveys are included in recommendations in this report.



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### Observations and Recommendations Summary

The Department has undergone significant staffing changes and job duty reassignments during the past several years. As part of these changes, there are many areas where processes are documented and strong internal controls exist. Our independent observations and recommendations are intended to enhance current procedures and controls where there are opportunities for improvement. When reviewing the recommendations, the cost should be weighed against the benefit of implementing each recommendation. To assist the County with this, we provided a "Resources Required vs. Benefit Obtained" for each recommendation, as well as a priority level of high/medium/low.

The External Audit Review Oversight Committee held meetings on:

November 2, 2015	December 7, 2015
March 15, 2016 July 18, 2016	November 2, 2016
February 1, 2017 March 21, 2017 June 20, 2017	October 17, 2017 November 14, 2017 December 19, 2017
February 21, 2018 April 17, 2018 June 19, 2018	September 18, 2018 December 18, 2018

During these meetings, updates were presented to the committee as to the status of the observations that were noted by Baker Tilly with the goal of all observations being rectified.

The following observations were noted in the detailed report along with the steps taken to correct all areas of concern.

## Revenue and Accounts Receivable – Third Party Billing

1. **Observation – Clinical Services Billing:** We noted an internal control segregation of duties concern in the third party billing process for Clinical Services. The same Account Clerk III is preparing the bills, recording payments when received, occasionally determining the client's ability to pay, and preparing the deposits to send to the Treasurer's Department. Most payments are made via check and through electronic payments; however, some actual cash is collected.

**Resolution:** The department has made a change to the workflow. Three separate individuals are now part of this process to make sure that there is good internal control for segregation of duties. One individual opens the mail, another codes on the cash log, the third individual actually does the cash application.

2. **Observation – Clinical Services Billing:** The Department is significantly behind on third- party billing, which has resulted in delayed recording of revenue and receivables. The current year general ledger activity to date contains revenues related to 2014. Additionally, at the time of our site visits, the current year billing was only completed through February 2015.

**Resolution:** As stated in the Single Audit report from Johnson Block Company. The County has developed and implemented the financial policies in the Human Services and Health Department. No similar findings were noted in the 2017 audit. Policy F17-12, Client Billing Month End and Collection Process, was created and is being followed to ensure that revenue is being recognized in a timely manner.

3. **Observation – Clinical Services Billing:** Rates for services are entered into the Clinical Services billing software by the Division Manager and are reviewed by the Account Clerk III. However, this review has not historically been documented. We understand that typically changes to the rates are required by the state, and that the rates set by the County have not changed for several years.

**Resolution:** All rates were verified that they were setup correctly in Netsmart (billing software). Rates will be reviewed on an annual basis around mid-October going forward. The department will also change rates if the reimbursements rates through Medicaid change.

4. **Observation – Clinical Services Billing:** The Department is unable to look up the real- time outstanding balance of a patient in the Clinical Services billing system due to current system limitations. In addition, payments received have not been recorded in the Clinical Services billing system since March 2015, and are currently being tracked on an excel spreadsheet. As a result, new bills have to be manually adjusted for payments received. The Department currently lacks a reconciliation of what is being billed to what is collected, due in part to time constraints

**Resolution:** On March 1, 2017, the Department went live with Netsmart for any new services. The Excel spreadsheet will need to be utilized for any payments related prior to March 1<sup>st</sup> services. Services from March 1<sup>st</sup> forward provide outstanding balances of a patient in real-time. All payments are being entered into Netsmart and a receipt will be printed off to give to the client.

5. **Observation – Clinical Services Billing:** As previously mentioned, the Clinical Services billing is currently completed by Department staff in a software system called TCM. A journal entry is prepared monthly to record the billing activity from TCM into the County's general ledger system, which is used for external and internal financial reporting. The Department's billing procedures and controls currently lack reconciliation procedures between the Clinical Services Billing system and the general ledger (receivables or revenues). This is due in large part to timing issues associated with the billing system previously discussed.



**Resolution:** Netsmart has created a custom output that will allow a file to be created on a monthly basis during the closing process and will be imported into JDE.

6. **Observation – Clinical Services Billing:** Patients seen at the Department’s clinic are assessed for their ability to pay. Some patients are determined to have no ability to pay and therefore, their full charges for services are written off. However, for group session, all patients, regardless of their ability to pay, are required to pay a certain amount for the session. Due to billing system limitations, the amount required to be paid has to be adjusted manually each month for those patients who have been determined to have no ability to pay.

**Resolution:** Netsmart is able to handle the ability to pay requirement. This was accomplished through customization within the Netsmart application. The department has been trained on how to handle this requirement and documentation has been created for end users.

7. **Observation – Clinical Services Billing:** Medicare, Medicaid, and private insurance bills are submitted electronically online. The current Clinical Services billing system cannot produce a file that can be electronically uploaded to the online systems for Medicare, private insurance and certain Medicaid services. The Department prepares the bills for Medicare, private insurance and Medicaid and then manually enters the billing information into the online system, with the exception of mental health and CSP (Community Support Program) services provided under Medicaid.

**Resolution:** All claims for services that are generated within Netsmart are sent electronically. The claim files are sent to Forward Health for both Medicaid and Badger Care claims or to Zirmed, which is a clearinghouse for Medicaid HMO’s, Medicare, Medicare HMO’s, and Private Insurance claims.

8. **Observation – Clinical Services Write-offs:** Currently, the write-offs for Clinical Services third party billing are an estimate recorded in the general ledger. No write- offs, including insurance contractual write-offs, have been entered into the Clinical Services billing system. This also contributes to the difficulties in reconciling the Clinical Services billing system to the general ledger (see Third Party Billing recommendation number five). Aging reports are not able to be run from the Clinical Services billing system. While the Department does have a write-off policy, the Department’s billing procedures are currently silent in relation to procedures on if, how, or when to have approval for amounts written off.

**Resolution:** Policy F17-12, Client Billing Month End and Collection Process, as well as, policy F13.1, Estimated for Uncollectible Accounts. An allowance for doubtful accounts analysis is now done on a monthly basis. The department has been trained on how to handle this requirement and documentation has been created for end users.

9. **Observation – Clinical Services Activity Recorded in the General Ledger:** The current process to record the monthly billing from the Clinical Services billing system to the general ledger is a manual process. The Fiscal and Support Services Supervisor manually reviews each entry in the billing system to determine the accounts and amounts to record into the general ledger. This information is summarized into a spreadsheet, which is then entered into the County’s general ledger through a journal entry.

**Resolution:** Netsmart has created a custom output that will allow a file to be created on a monthly basis during the closing process and will be imported into JDE.

10. **Observation – Billing Clerks Overtime:** The Department has one primary fiscal staff (Account Clerk III) completing the billing with the assistance of a second Account Clerk III. Due to the Clinical Services billing software issues, the two Account Clerks have put in significant overtime to complete the billing

tasks. As of June 30, 2015, the two account clerks have been paid \$4,312 for overtime worked and have earned an additional 210 hours in comp time, which will likely get paid out if not used since only 24 comp time hours can be carried over to the subsequent year.

**Resolution:** The department now has four Account Clerks who have not been putting in extra hours. With the completion of the Netsmart project, the staff has been trained and cleanup work from the project has been caught up. Additionally, job duties within the department are being rotated on a weekly basis for cross-training purposes.

## Budgeting

1. **Observation – Developing the Original Budget:** The 2015 budget was developed without significant input from program staff, including Division Managers and Supervisors.

**Resolution:** With the development of the 2016 budget, the program Division Managers, Alyssa Schultz and Sheila Drays were an integral part of the drafting and formulation of the budget. These Division Managers included their Supervisors, who in turn included their staff in this process with respect to their programming so that when decisions needed to be made on budget cuts or revisions, staff at all levels were involved in and aware of the decisions made and how it would impact delivery of programs. Supervisors and Division Managers were again involved in the 2017 budget process as in the 2016 budget process. Supervisors and managers meetings in the upcoming month will include a time for training and review of budget to actual financial reports.

2. **Observation – Developing the Original Budget:** The timeframe between when the County Administrator reviews the budget and when the budget is finalized is relatively short. The budget is reviewed by the County Administrator during the course of the month of August and September and presented to the County Board in October. Additionally, we understand that the budget submitted to the County Administrator may reflect all items needed by the department, prioritized as to their importance. The total budget may exceed the constraints and expenditure limitations communicated by the County Administrator at the start of the budget process. Based on the priority of the department's budget requests, certain items may get eliminated from the budget.

**Resolution:** Staff worked closely on creating the 2017 budget. The Director, Division Managers, and the County Administrator were actively involved in the 2018 and 2019 budget process. This will continue to happen into the near future.

3. **Observation – Contingency Funds Budgeting:** Some governments will use a contingency account to allow funding of unexpected costs that arise during the year. The Department does not currently have a contingency budget. The County, however, does have a general contingency available for all departments.

**Resolution:** During a discussion with Mr. Mielke, a contingency budget will not be based on the Dodge County budget. Mr. Mielke is aware of this and said that it can be closed out. The County has a contingency account but as a whole and not per department.

4. **Observation – Reorganization of the General Ledger:** Currently, the Human Services and Health Department has five accounting departments within JD Edwards: Public Health, Unified, Social Services, Aging and Nutrition. We understand that because of the County's agreement with the City of Watertown, a certain department needs to be maintained separately to record Public Health activity. We noted that two departments (Social Services and Unified) contain business units of both the Clinical and Family Services Division Manager and the Community Support Services Division Manager. It is our understanding that the other three departments (Public Health, Aging, and Nutrition) are managed by a single Division Manager and there is no overlap of business units within those departments.

**Resolution:** On a monthly basis, Division Managers and Supervisors are given Actual to Budget reports for review. This allows the individuals to review the reports and bring concerns and/or questions to the Fiscal Division Manager or Fiscal Support Supervisor. This process will be further enhanced with the implementation of a new financial software packaging.

5. **Observation – Budget Monitoring:** All Division Managers and Supervisors receive monthly budget to actual reports for the programs they manage, however, there appear to be different levels of understanding of the reports among the program staff. Also, there are certain revenues that are only received once or twice a year and certain expenditures of the Department that are one-time costs. The Department fiscal staff has offered some training and explanation of the budget; however, opportunities continue to exist for additional training and understanding.

**Resolution:** On a monthly basis, Division Managers and Supervisors are given Actual to Budget reports for review. This allows the individuals to review the reports and bring concerns and/or questions to the Fiscal Division Manager or Fiscal Support Supervisor. This process will be further enhanced with the implementation of a new financial software packaging. Additionally, during supervisor and manager meetings budgets are discussed and presented as a topic of discussion.

6. **Observation – Budget Monitoring:** Each month, the Fiscal and Support Services Division Manager runs approximately twenty different budget to actual reports, customized to each Division Manager and Supervisor. Currently, Division Managers and Supervisors do not have read-only access to JD Edwards and cannot produce their own budget to actual reports.

**Resolution:** On a monthly basis, Division Managers and Supervisors are given Actual to Budget reports for review. This allows the individuals to review the reports and bring concerns and/or questions to the Fiscal Division Manager or Fiscal Support Supervisor. This process will be further enhanced with the implementation of a new financial software packaging.

7. **Observation – Budget Amendments:** The Human Services and Health Department Board approve Budget amendments, but the original budget for the Human Services fund is not. Several Wisconsin Counties that Baker Tilly surveyed as part of this project have the Human Services and Health Department Board review and approve/recommend the original budget before being approved by the County Board. Similar to Dodge County, the Human Services Boards or Committees of these Counties also approve budget amendments before the County Board as a whole. There also were several Counties that Baker Tilly surveyed that both the original budget and budget amendments go first to the finance or administrative committee before the full board. In one County surveyed, both the original budget and amendments go directly to the full board for approval.

**Resolution:** The Human Services and Health Department Board reviews but does not approve the budget. During the 2018 and 2019 budgeting process, the Board was informed of and given a presentation of budget numbers. This will continue to happen into the near future.

#### General Topics

1. **Observation:** Journal entries are an important accounting function as they are used to record transactions and can also be used to adjust the original postings when errors are identified. There are at least four Department employees who have the access right capabilities to post journal entries in the accounting system, and there is no independent review of these entries that are posted.

**Resolution:** Journal entries are prepared, discussed and reviewed with the appropriate documentation to support the entries. The information is being scanned into file director. Either the Fiscal Support Supervisor or the Fiscal Division Manager is reviewing the journal entries.

2. **Observation:** There appears to be a general lack of cross-training and formal documentation of job responsibilities for a high percentage of employees, especially after the reorganization that the Department recently experienced. Many fiscal employees in the Department perform complex and multifaceted tasks on a daily basis. These tasks are completed using a variety of different tools and systems such as Word, Excel, JD Edwards, TCM, and paper documentation. Most of these tasks need to be completed accurately and timely to comply with various grant requirements as well as to sustain operational activities

**Resolution:** The department continues to work on documentation procedures. This will be an on-going process. Throughout the implementation of the Netsmart software, a financial “how to binder” has been created. Current and future staff for training within the software will use this.

3. **Observation:** The relationship between the Human Services and Health Department fiscal division and the program staff is an integral component to the operational efficiency of the Department, and there appears to be an opportunity to increase the communication between the two staff groups. Through discussion with both program staff and fiscal staff, we noted several examples of situations that would benefit from improved communications. Specific examples will not be shared in this report, but this was a consistent theme in many of our interviews

**Resolution:** Communication is open between the Division Managers and the Fiscal Support. One weekly meeting also takes place with the Director and all three Division Managers. In addition, bi-monthly there is a supervisor meeting in which the Division Manager for Fiscal Support works with the staff in understanding their needs and trains them on the fiscal side of the operation.

4. **Observation:** There are currently seven Director signature stamps held by employees in the Department. These signature stamps are used for a variety of reasons to make processes more efficient by allowing employees to stamp the Director's approval on certain documents. Some examples of what the Director's stamp is used for include approving vouchers, purchase orders for medical subscriptions, foster care certification, and thank you letters.

**Resolution:** The department has discontinued the use of the entire Director's signature stamp to reduce the potential risks and lack of controls.

5. **Observation:** The Department holds funds for various individuals in banks and general ledger accounts called “rep payee” accounts. These accounts are set up for individuals who are not fully capable of managing their finances, such as Social Security income and living expenses. The County directly receives the income of these individuals and places them into these accounts. The County is expected to assist the individual with money management, along with providing protection from financial abuse. These bank accounts are created using the County's employer identification number (EIN) and are under the County's control. We noticed that there are some rep payee accounts which are not being recorded on the County's general ledger or audited financial statements.

**Resolution:** This has been noted and will be a component with the implementation of the ERP system. Currently, the process has been identified and balances are reported to the Finance department on a yearly basis.

## Revenue and Accounts Receivable – Grants

1. **Observation – Grant Reporting Calculations:** The Fiscal and Support Services Division Supervisor uses Excel spreadsheets to prepare various calculations used in grant reporting, most notably the AMSO calculation and cost allocations related to the Aging and Disability Resource Grants. The calculations the spreadsheets include many manual inputs and are not generated by or integrated with the general ledger. The spreadsheets are also not linked with each other, resulting in multiple manual entries in the various different worksheets. There is also no review of these calculations by someone independent of the person preparing the calculations.

**Resolution:** A review and update of the process has yielded some further efficiencies. Any spreadsheets that have been created going forward will have notes included in the spreadsheets, instructions created and backup documentation to be scanned in and attached to the spreadsheet. Furthermore, additional efficiencies may be created with the implementation for the ERP system.

2. **Observation – Grant Accruals:** The Department is inconsistent with recording grant accruals. Grants reported through CARS/CORE and the TAD grant are not accrued as receivable on a monthly basis, however, other Department grants such as Youth Aids, Alcohol Treatment, Energy Assistance, and Aging are accrued monthly. All grants are accrued at year-end. We noted that several of the other Wisconsin Counties surveyed as part of this project do not report accruals on a monthly basis. Rather, grants are recorded on a cash basis during the year, and accruals are recorded in the general ledger at the end of the year.

**Resolution:** Accruals for 2016 were recorded in year-end balances. This will process will continue going forward and GAAP accounting principles are being used. The Finance department worked to train the staff at Human Services and Health Department on how to use the AR module in JDE in 2017. This process of using AR in JDE or any financial system the County uses will continue to happen into the near future.

3. **Observation – Accounts Receivable General Ledger Accounts:** The Department uses approximately 25-30 receivable accounts in the County's general ledger system. Some accounts are used throughout the year, and some are used only at year end. Detailed receivable lists that reconcile to the general ledger are maintained in Excel. Like Dodge County, other Counties surveyed as part of this project use a manual process versus a computerized receivable system, but most have a limited number of receivable accounts in the general ledger.

**Resolution:** With the implementation of using AR, Human Services will be down to two AR accounts (Netsmart and Non-Netsmart). The Finance department worked to train the staff at Human Services and Health Department on how to use the AR module in JDE in 2017. This process of using AR in JDE or any financial system the County uses will continue to happen into the near future.

4. **Observation – Grant Reporting:** The Fiscal and Support Services Division Manager and Supervisor prepare the required financial reports and reimbursement requests for state and federal grants. These reports are not reviewed by someone other than the preparer

**Resolution:** A checklist has been developed and is being utilized beginning in 2016 to have the Fiscal Division Manager and Fiscal Supervisor review fiscal reports and reimbursement requests for State and Federal grants. The process will require them to initial the checklist each month upon completion of the review. The Fiscal Support Supervisor is preparing the financial reports and the Fiscal Support Manager is reviewing the reports for a better internal control process.

5. **Observation – Wisconsin Medicaid Cost Reporting (WIMCR) Program:** WIMCR is designed at the state level to bring additional federal funding to the State of Wisconsin. The State of Wisconsin Department of Health Services (DHS) will make Medicaid payment adjustments to counties based on actual costs incurred for specific Medicaid services, as reported by counties on cost reports. The process for compiling the information for WIMCR program reporting is a manual process. The financial portion is not complex as it comes directly from the general ledger.

However, the demographic information is more complicated, and the Fiscal and Support Services Division Manager compiles this information from discussions with program staff. The current Department systems are unable to compile the necessary demographic information.

**Resolution:** With the implementation of Netsmart, the system is able to have electronic demographic reports that can be used for reporting purposes. With the state reporting functionality the information that is needed and can be submitted in the required information to the State Program Participation System (PPS) on a regular basis.

#### Disbursements

1. **Observation:** The services performed for clients by outside providers are approved via a preauthorization form. Most of the invoices received for these services are going through a detailed review by the Program Supervisor or Division Manager; however this is not the case for all invoices. An example of a provider invoice that just recently started to go through a detailed review is the monthly invoices related to the State mental health institutions. The Director is now comparing the invoices received for these services at the State mental health institutions to a detailed spreadsheet showing the number of clients they send to these institutions and the amount of days that they stay. However, prior to January 2015, this detailed review was not occurring. There have also been instances of provider invoices containing errors, which were identified after payment. Some examples of these errors identified in the last year include providers allocating their services to the wrong funding streams, such as the Youth Aids Programs where there were errors in the children that were funded by the tax levy instead of Youth Aids, as well as providers improperly charging the Department for individuals who are not Medical Assistance eligible. While some provider invoices are going through a detailed review, this is not occurring with all provider invoices, and there appears to be a reasonable likelihood of errors in these invoices as described above.

**Resolution:** The department has requested and received more detailed invoices with individual client names from vendors providing services. Many services are authorized using an authorization form for units and dollar amount of services. Some services are also governed by contracts in place. Program manager and or supervisors are reviewing and signing off on invoices before they are approved for payment. Invoices are now approved by the Division Manager related to the invoice, the Fiscal Division Manager, and then the Director for final sign off.

2. **Observation:** Throughout our observations at the Department and discussions with employees, we noted enhancements that could be made related to credit cards. Three Division Managers and the Director have credit cards to be used for Department purchases. Each cardholder is responsible for coding his or her own expenses, per the chart of accounts, on a monthly basis. The Department Fiscal and Support Staff have noticed that some of these credit card purchases are not being coded to the correct expense accounts. Also, the Director is responsible for approving the credit card expenses made by the Division Managers. The County Finance Department does ensure that receipts exist for all credit card purchases through sampling, but is not responsible for ensuring the appropriateness of the purchases made by Department Heads. The Audit Committee is responsible for approving department head credit card purchases.

**Resolution:** A new process was implemented at the end of 2015 to have account clerks receive, review and code county purchase card transactions for our department. Documentation is scanned into File Director and review and the Division Managers and Department Director make final approval of these purchases.

3. **Observation:** When mileage reimbursement forms are submitted for approval, there are inconsistent

descriptions on the purpose of the mileage. Individuals reviewing mileage reimbursement encounter questions on the business purpose of certain requests. For example, if an employee turns in a reimbursement form showing that he went to the City of Beaver Dam and back to the Human Services and Health building twice in one day, and if there is not adequate documentation stating why two separate trips had to be made in the same day, then the reviewer might not know if this is an error, or if the employee actually went to the City of Beaver Dam for client services twice in the same day. Also, there appears to be inconsistency on how to compute miles to be reimbursed by the County in certain situations, such as if an employee goes directly from home to a client location. We noted that the Human Services and Health Department Director's mileage reimbursement forms are approved by the Audit Committee, while other Department mileage requests are approved by the appropriate supervisor. Lastly, there is little guidance reimbursements for purchasing client incentive gift cards and conference registration

**Resolution:** Policy number 2017-01, Mileage Reimbursement and Expense Claims Process was put into effect on January 1, 2017.

4. **Observation:** There are various program staff in the Department who have designated times during the week outside of normal business hours when they are "on-call". These employees are on-call to respond to potential emergencies that may arise with clients after hours. When an individual works during this on-call period, they must submit to their supervisor an on-call report, similar to the exception report that must be submitted for using vacation time. Per our discussion with fiscal staff, the on-call pay in the Kronos payroll system is included and categorized the same as productive pay. Therefore, fiscal staff do not know how much on-call pay is costing the Department, making it difficult to budget for and to evaluate the fiscal impact.

**Resolution:** After hours, on-call coverage for Clinical Services began on May 2, 2016. To date, two month's worth of data has been received, including a breakdown of the type of call, the result, the amount of time spent on each call, etc. The results are very promising from both a call volume and a clinical perspective. Clients and staff from Human Services alike are pleased with the collaboration. Staff from Human Services meet monthly with Northwest Connections staff-to-staff cases and discuss any areas in need of clarification or improvement. We have seen a decrease in the number of times a mobile worker has needed to be dispatched to the scene for a more thorough evaluation, demonstrating the effectiveness of the call center in managing these crises effectively. Clinical Services staff no longer manage any after hours on-call, and the response has been overwhelmingly positive. After hours on-call services continued to be managed in-house for our Child Welfare units. Human Services will be reviewing the data and analyzing the data now that this service has a full year's worth of data. The Department will be continuing to use Northwest Connections for 2019 as well to eliminate the on-call hours.

#### Receipting

1. **Observation:** Deposits, excluding those related to Public Health and Clinical Services, are generally recorded on a bi-monthly basis. Deposits remain locked up at various collection sites before being deposited with the Treasurer.

**Resolution:** Starting in mid-October of 2015 deposits are being made on a weekly basis. One of three account clerks are assigned to take the deposit to the Treasurer's office on a rotating basis. Currently, the deposits are taken to the Treasurer's office on a daily basis for Clinical Services and remains weekly for Public Health.

2. **Observation:** When cash and checks are received, excluding those related to Public Health and Clinical Services, they are accumulated by the Fiscal and Support Staff Supervisor and kept in binder in a locked cabinet. Bi-monthly, an Administrative Secretary creates a cash log using a notebook that lists all of the cash and checks received and the total for the two weeks. This log, as well as all the cash and checks, is then passed on to an Accounting Clerk. The Accounting Clerk then creates an excel sheet listing all of the cash and checks and the account codes they should be deposited to. This Excel sheet total is then compared to the total from the notebook log. The Excel sheet, cash, and checks are then brought to the Treasurer's office to be deposited.

**Resolution:** The cash receipt notebook maintained by the Administrative Secretary was eliminated at the beginning of 2016.

In conclusion, the recommendation from the External Audit Review Oversight Committee would be that the operational review of the Human Services and Health Department be considered closed. The recommendation is based upon the resolutions to the observations noted by Baker Tilly, as well as, that the 2017 Johnson and Block Audit Report found no repeat audit findings, and continued monitoring of operations by the Human Service and Health Director and Division Managers. Through their leadership, documentation and policy updates have been implemented to improve internal controls and reporting.