

**2004**  
**Annual Report**



**Cass County Health,  
Human & Veterans  
Services**

**COUNTY COMMISSIONERS  
2004**

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**DISTRICT I**

**BOB KANGAS**

**DISTRICT II**

**JAMES DEMGEN**

**DISTRICT III**

**RUSTY LILYQUIST**

**DISTRICT IV**

**JAMES DOWSON\***

**DISTRICT V**

**DICK DOWNHAM**

**\* CHAIRMAN**

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## PUBLIC HEALTH DIVISION ADVISORY COMMITTEE 2004

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<b>DISTRICT I</b>	<b>CAROL CHRISTENSEN</b>
<b>DISTRICT II</b>	<b>MARGERY COLLINS</b>
<b>DISTRICT III</b>	<b>JOAN KUMPALA</b>
<b>DISTRICT IV</b>	<b>JUDY BERG</b>
<b>DISTRICT V</b>	<b>JUDY BERIOU</b>
<b>SCHOOL ADMINISTRATOR</b>	<b>LEE FURUSETH</b>
<b>R.N.</b>	<b>SANDRA GODFREY</b>
<b>E.M.S.</b>	<b>WILMA GRIFFEN</b>
<b>M.D.</b>	<b>BURTON HAUGEN</b>
<b>COMMISSIONER</b>	<b>JIM DOWSON</b>
<b>P.H.N. LEECH LAKE RESERVATION</b>	<b>VACANT</b>
<b>COUNTY ADMINISTRATOR</b>	<b>ROBERT YOCHUM</b>

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## Administration/Clerical Support Services

### Outcomes and Activities

- The new MFIP Consolidated Grant funded the new MFIP Social Worker position that assists families who are approaching their 60-month limit. However, six positions were eliminated in 2004 (1 financial worker, 1 CMH Social Worker, 1 clerical, 1 custodian, 1 Public Health Nurse and 1 Senior Service Coordinator) as a result of budget cuts. Staff reduction, staff turnover and medical related absences resulted in heavier than usual workloads for most Units.
- The Region 5+ Mental Health Initiative continued to be a high priority for county Human Service Directors. The completion of the Mental Health System Redesign/Integrated Plan and the selection of sites for two or three 16-bed psychiatric hospitals were major accomplishments.
- The Public Health Division implemented changes resulting from the new Local Public Health Grant Redesign and Consolidation. The challenge of change will continue for the next year or so as a new way of documenting outcomes and reporting evolves.
- The County Board voted in October to withdraw from the Cass-Todd-Wadena-Morrison CHS Board of Health and form a Human Services Board that would be assigned the duties of the Board of Health effective January 1, 2006.
- Cass County along with Crow Wing, Morrison, Todd and Wadena Counties, approved a Due Diligence Agreement with South Country Alliance to study the feasibility of joining SCHA to provide State Public Health Care Programs under a County Based Purchasing model.
- Health, Human and Veterans Services entered into agreements with the Minnesota Extension Nutrition Education Program and the Occupational Development Center for the provision of office space in the HHVS building.
- Director assisted in facilitating the Cass County Health Care Task Force in the assessment of healthcare needs. Urgent care and Emergency Medical Services were determined to be of highest priority.
- The transition of the Cass County Senior Transportation Program (CCSTP) to Cass County Health, Human and Veterans Services was successful. Of the allotted budget amount of \$50,000 only 86% of it was used with a final expense of \$43,137. A total of \$5,276.50 in donations to the Program was collected from riders. With an average of 31 drivers per month, CCSTP transported 1,714 riders for a total of 117,973 miles. Also in 2004 19 new drivers were recruited and 88 new riders signed up for the Program. \$5,894 recouped from Federal Medical Assistance (MA) dollars for transportation provided to riders who are on Medical Assistance through our Agency.

### Services

Assist citizens needing public help to preserve their families, ensure their dignity, confidentiality, and safety; and promote their right to self-determination.

Provide the optimum level of wellness to Cass County residents obtained through education, prevention, care and rehabilitation.

## Accounting Unit

*Assuring Fiscal Accountability*

### Outcomes and Activities

- The Human Services Accounting Unit was formed, as it's own separate unit on January 1, 1978 with five staff, one Fiscal Supervisor and four Accounting Technicians. The Public Health Accounting Unit consists of three Accounting Technicians. With the completion of the Health, Human and Veterans Services building addition in November, 2001, the two separate Accounting units were physically combined into a single unit.
- The accounting unit provides support to all other units of the Health, Human and Veterans Services Agency in the areas of Accounts Payable, Accounts Receivable, Billing, Financial Reporting, Affidavits, Budgeting and Payroll. It is the responsibility of the accounting staff to perform all aspects of the agency accounting functions efficiently, effectively and according to accepted government accounting standards and state/federal regulations.
- Effective January 1, 2003, HHVS accounting staff took over the accounting/payroll functions for Veterans Services from the Auditor's office.
- Effective January 1, 2004, HHVS accounting staff took over the accounting functions for Public Health from the Auditor's office.
- Accounts Payable. In 2004, the accounting unit processed payments totaling \$12,578,930.
- Accounts Receivable. In 2004, the accounting unit processed receipts totaling \$12,140,828.
- Accounting Cycles. Monthly, Quarterly and Annual accounting functions and reports were completed. In 2004, approximately 40,222 transactions were processed.
- Financial Reporting. In 2004, the accounting unit was recognized by Department of Human Services Commissioner, Kevin Goodno, for exemplary performance in meeting DHS Social Service financial reporting requirements. This requires planning, an efficient operation, and teamwork. This is an important accomplishment as it results in timely revenue to the county.
- Revenue maximization is an important focus of the accounting unit. In 2004, approximately 9,792 claims were submitted to numerous payor sources, for Health and Human services.

### Services

Accounts Payable

Accounts Receivable

Billing

Financial Reporting

Budgeting

Payroll

## Adult Social Services

*Assessment and Case Management*

### Outcomes and Activities

#### **Chemical Dependency Services:**

- Detox Services on the Leech Lake Reservation closed on October 1, 2004. Clients from the Reservation now need to receive these services from one of the three remaining providers: Pine Manor, Northland Recovery or Dakota Receiving.
- The assigned Social Worker completed 195 Court Ordered Rule 25 Chemical Dependency Assessments along with all the other job responsibilities associated with CD Services.
- The Brainerd Regional Treatment Center continued to provide Out-Patient Chemical Dependency Treatment in the Pine River Community. This is a very valuable service for our County.
- The Unit was able to stay within our established Chemical Dependency Treatment budget for 2004.

#### **Development Disabilities Services:**

- Staff assisted in the movement of six (6) customers to Adult Foster Care homes who were placed in ICF/MR facilities. This will save our County budget approximately \$47,000.00 per year.
- Case Management revenue will increase approximately \$21,000.00 annually by providing Case Management Services to the six (6) customers who were placed in Adult Foster Care Homes.
- Staff documented the cost to the County Waiver pool of moving these six (6) customers out of the ICF/MR Facilities to the Minnesota Department of Human Services and the Department granted \$85,000.00 to the County Waiver pool to offset these additional costs.
- Staff provided the management to the DD Waiver pool where they are responsible for approximately \$6,300,000.00.

#### **Adult Mental Health Services:**

- Staff supported the development of Stille Havn Haus. This new facility will provide homes for sixteen (16) mentally ill customers from facilities such as Ah-Gwah-Ching Nursing Home and the Brainerd Regional Human Service Center.
- Staff coordinated the Region Five and Region Two Adult Mental Health Case Managers Quarterly Meetings. These meetings were held at Walker and the agenda's were both informational and educational in nature.

### Services

Vulnerable  
Adult Services

Chemical  
Dependency  
Services

Developmental  
Disabilities  
Services

Adult  
Mental Health  
Services

## Adult Social Services

### *Assessment and Case Management*

- Staff planned and provided quarterly Community Support workshops for adult mentally ill customers. Each workshop provided educational and informational agendas with approximately forty (40) participants in attendance at each workshop.
- Staff presented at the Minnesota Community Mental Health Fall Conference. The presentation was on Discharge Planning of Adult Mentally Ill clients from State Treatment Centers.
- Staff participated in both the Region Five and Region Two Adult Mental Health Initiatives. These initiatives are the planning committees of the Adult Mental Health Service redesign for the State of Minnesota.

### **Adult Services:**

- Staff participated in the training and implementation of the new CAC, CADI, TBI, CCT Waiver Management System. Staff are now responsible to “manage” the dollars in the Waiver Pool that covers the cost to customers who are on either the CAC, CADI or TBI Waiver. The dollars in this Waiver Pool amount to \$2,300,000.

### **Adult Social Service Unit:**

- The nine [9] Social Work staff in this unit earned approximately \$382,000.00 Case Management Services. Additional funds were earned through Long Term Care Consultations, Chemical Dependency Rule 25 Assessments, Relocation Assessments for Nursing Home Placement and Development Disabilities Screenings.

# Adult Health Services

*Access and Case Management*

## Outcomes and Activities

### Home Health Care

- Increase in therapy services provided over the past year indicates aggressive intervention, high needs patients.
- Decrease in nursing and paraprofessional visits resulted from Legislative changes to the Alternative Care Program in 2002, which affected enrollment in the program and patients choosing to go off the Program due to increased premiums and liens on properties. The impact to our home care agency was a decrease of 25 clients, decrease of 226 less nursing visits, and a decrease of 739 less paraprofessional visits in 2004 under the Alternative Care Program. The Chore program was discontinued at the end of 2003, which decreased the Paraprofessional visits by 800 in 2004.
- Services continue to be provided in areas of Cass County with no other provider options.

### Statistics

	<u>2004</u>	<u>2003</u>	<u>2002</u>
Clients Served	469	489	513
Nursing visits	3,737	4,160	4,205
Therapy visits	444	374	534
Physical, Occupational, & Speech			
Home Health Aide, Homemakers, Respite, & PCA	18,005	21,582	22,068

## Screening and Consultation Outcomes and Activities

### Outcomes and Activities

- PCA assessments continue to rise, with many family members wanting to be service providers to their own family.
- Long term care consultations of those under 65 years old in nursing homes continue to be mandated within 40 days of admission or on an annual basis, with greatest impact at Ah Gwah Ching facility.

### Statistics

	<u>2004</u>	<u>2003</u>	<u>2002</u>
LTCC screenings (over 65 years old)	64	108	118
LTCC screenings (under 65 years old)	62	48	82
Relocation Services	9	1	5
PCA assessments	76	46	28
Senior Companions	9	9	11

### Services

\*Information and Referral

\*Assessments

\*Service Development

\*Prior Authorization

\*Direct Services

- Nursing

- Home Health Aide

- Personal Care

Attendant

- Homemaking

- Respite

- Therapy

\*Screenings

\*Consultations

\*Case Management

\*Relocation Service

\*Patient Advocacy

\*Senior Companions

\*Long Term Care Consultation

\*Acute & Chronic Disease Information Referral

# Adult Health Services

*Access and Case Management*

## Health Promotion

- Senior health clinics continue to attract large numbers of seniors for services of health screening and assessment, health promotion for education of health needs, and foot care.
- Komen Grant targeting women's breast health program through out the county.
- Public Health provided an average of 23 hours a week of health services at the Cass County Detention Center. The lower numbers served and the challenge of tracking statistics may have been the result of staff turnover.

## Statistics

<u>Statistical</u>	<u>2004</u>	<u>2003</u>	<u>2002</u>
Senior Health Clinics #	84	84	69
Sr. Health Screening/ Education	547	594	1,158
Sr. Foot Care	527	543	544
Jail – Individual visits	879	879	1,254

## Disease Prevention & Control

- Flu vaccine shortage occurred this year with only one supplier available. Flu vaccine required considerable amount of time to collaboration with Minnesota Department of Health, local clinic and nursing home to assure the highest risk population received the Flu vaccine this year.
- Assisted in coordinating and administering a mass flu clinic in Walker with assistance of Homeland Health and community volunteers.
- Re-distributed of 1,400 doses of flu vaccine to local clinics in Cass County and surrounding counties in need of vaccine.

## Statistics

<u>Statistical</u>	<u>2004</u>	<u>2003</u>	<u>2002</u>
Flu Clinics	6	13	13
Flu vaccinations	870	1,917	2,001

## Services

\*Targeted Screening

\*Education and Prevention Programs at:

- Work sites
- Community Sites
- Jail

\*Community Health Education

\*Health Information Referral & Advocacy

\*Immunizations for Adult population

\*Communicable Disease Surveillance

\*Disease Prevention Education

## Children's Social Services

*Assessment and Family Preservation*

### Outcomes and Activities

#### INTAKE:

- One intake worker processes most of the information received in the Social Services Division, both for children and adults. A total of 1543 social service intakes were processed in 2004. The Intake Social Worker also processes paperwork related to paying bills for Probation placements.

#### ASSESSMENT:

- Children's Mental Health requests are assessed by the CMH case managers who determine client eligibility based on disability criteria. Other assessment referrals, including those for Chemical Dependency, are processed by other units in the agency. The two Child protection assessment workers processed 122 reports of alleged child maltreatment and 73 other situations in 2004. The MFIP social worker assessed 8 minor parent reports.

#### CASE MANAGEMENT-CHILD PROTECTION/CHILD WELFARE:

- There were 878 CP/CW intakes processed in 2004. Family Preservation is the goal of service provision to children and families. The four case managers, including the truancy worker, utilize their knowledge, training and experience to assist in identifying and monitoring service provision to reduce risks. A minority of cases result in placement of children out of their family settings to ensure safety, obtain evaluations and recommendations, or provide behavioral consequences.

#### TRUANCY:

- Currently the truancy worker has 182 children for whom the issue of school absenteeism was not resolved through the use of prevention efforts; e.g. phone calls, letters, home visits, school tracker programs and family meetings at school. One worker cannot effectively manage this program.

#### CASE MANAGEMENT-CHILDREN'S MENTAL HEALTH:

- Children qualify for CMH case management when assessment determines their eligibility based on disability criteria. CMH case management is voluntary, and families must sign acceptance forms prior to services being provided. Case managers are to average 15 clients per statute; 75 intakes in 2004.

#### LICENSING:

- Daycare and foster care licensing is processed by workers in the Children's Services Unit. The intake worker is responsible for daycare licensing; she also reviews background checks for Legal Non-Licensed daycare homes. Foster care licensing includes responsibility for recruitment and training of homes that will be able to meet children's needs when their own families cannot. The foster care licensor currently has 33 foster family homes and 40 adult homes.

#### ADOPTION:

- There are seven children at this time whose parents' rights have been terminated and who are state wards under the planning responsibility of the agency. The Adoption/Foster Care Worker completes the adoption documentation required for ongoing adoption efforts.

### Services

Social Service  
Intakes for  
Children,  
Families,  
Adults

Child Abuse  
and Neglect  
Assessments

Child  
Protection  
Case  
Management

Children's  
Mental  
Health  
Services

Licensing for  
Daycare,  
Child/Adult  
Foster  
Care

Independent  
Living  
Program for  
Teens in  
Foster Care

Adoption  
Services

## Children's Social Services

*Assessment and Family Preservation*

### **MFIP SOCIAL WORKER:**

- In 2004 a new position was created to provide services to families who evidenced an increased risk of abuse/neglect or placement. This social worker is housed in the financial unit and works closely with the financial workers and CEP in assessing family needs and arranging services.

### **IV-E FINANCIAL WORKER:**

- The agency seeks to maximize revenues and reduce expenses in all cases. To this end, the IV-E financial worker is housed in the Children's Services Unit to work closely with social workers so that children and families can access insurance coverage, eligibility can be established and maintained for federal reimbursements, and documentation is maintained in hard files and in the applicable computer programs. Parental fees and tracking of IV-E placements are also processed by this worker.

### **SUPPORT FOR EMANCIPATION AND LIVING FUNCTIONALLY (SELF):**

- This contracted position provides a variety of services to children ages 14-21 who have experienced at least one night of placement in a county-approved setting. Independent living skills classes are held monthly, and several other group activities are scheduled each year. The agency had 31 intakes for the SELF program in 2004. Leech Lake now also accesses SELF funds for their children.

### **CHILDREN'S SOCIAL SERVICE UNIT:**

- |  |  |
|--|--|
| 1 – Supervisor                             | 4 – Children's Mental Health Case Managers       |
| 1 – Intake/Daycare Licensing Social Worker | 1 – Adoption Foster Care Licensing Social Worker |
| 2 – CP/CW Assessment Social Workers        | 1 – MFIP Social Worker                           |
| 3 – CP/CW Case Managers                    | 1 – IV-E Financial Worker                        |
| 1 – Truancy Social Worker                  | 1 – SELF Worker (Independent Living)             |

## IV-D Child Support/Collections

*Child Support for Children*

### CHILD SUPPORT: Outcomes and Activities

- Collections: For 2004, the Child Support Unit collected a total of \$2,281,876.32.
- Families Served and Staffing: The total child support case as of January 4, 2005 was 1,706. There are 4 child support officers, 2 support enforcement aides and 1 supervisor to serve these families.
- Court Litigation: During 2004, 142 cases were heard through the Child Support Magistrate (expedited) process, 27 cases were heard in District Court for contested contempt, paternity and other issues and 31 cases were settled without hearing and default orders obtained.
- Incentives: The state pays Cass County for each case that has paternity and/or child support established, medical support ordered, or modification done. In 2004, \$12,557.00 was earned. This money is reinvested in the IV-D program.
- Program change highlights: 1) Due to budget issues, the State will no longer collect on cases that involve spousal maintenance (aka alimony) only. 2) Beginning 7/1/04, there is a 1% collection fee charged custodial parents whose children are on no public assistance programs. This fee is waived if the child/ren is/are on some form of public assistance.

### Services

Locate  
Absent  
Parents

Establish  
Paternity

Obtain and  
Enforce  
Support  
Orders

### Cass Collections Unit

This unit continues to pursue collections of public assistance overpayments, estate claims, detox fees and out of home placement fees. The State Revenue Recapture program continues to be utilized for collection of outstanding debts through tax refund intercepts. All revenue maximization efforts are being made through legal collections of past debts and claims. This unit is staffed by one half-time Collections Officer. Due to a recent retirement, this position was vacant from 11/04 – 1/05 which may have impacted the collections levels for 2004.

### Detox Statistics

Total costs incurred by Cass County for 2004	\$110,750.00
Number of admissions	211
Qualified write-offs/sliding fee & other	\$ 63,587.50
Number of admissions qualified for write-offs	123
Percentage of total admission's costs written off	57.42%
Total Detox Collected in 2004 (by efforts of Collections Officer)	\$ 8,706.08
- Collected from Tax Intercept Program	\$ 2,339.00
- Collected from direct payments made	\$ 6,367.08

- \* Total collected in 2001 - \$ 2,565.00
- Total collected in 2002 - \$10,997.00
- Total collected in 2003 - \$11,320.40

# Family Health Services

*Supporting Children and Families*

## Outcomes and Activities

### Home Visits and Public Health Clinics

- The four county CHS was awarded the Prenatal Alcohol Use Prevention grant for 2004-2005. The three counties of Cass, Todd and Wadena are working closely with Medical providers to offer a consistent screening of pregnant women, interventions to reduce alcohol use and referrals for their patients using alcohol.
- Cass County Public Health Division received a six month Oral Health grant from the Minnesota Department of Health. Services were provided to all WIC clients on the importance of dental care, daily tooth care, the nutrition connection with oral health and how to find a dentist.
- The Infant Follow Along Program continues to grow as more families utilize the developmental tracking. A request was submitted to the Children's Initiative for funding to expand staff time and add tracking for social emotional development in 0-3 year olds.

### Statistics

	<u>2004</u>	<u>2003</u>
Number of Clients (unduplicated)	463	474
Nurse Visits	704	876

	<u>Clients</u>	<u>Visits</u>
Prenatal	141	195
Postpartum	98	108
Family Planning	29	43
Parenting	7	39
Premature Infant	5	12
Pediatric	109	136
Child and Teen Check-ups	127	143
Accident Prevention	27	28

	<u>2004</u>	<u>2003</u>
Average number of WIC clients served/month	758	706
January 733, December 786		

Follow Along Program:	<u>2004</u>	<u>2003</u>	<u>2002</u>
New Clients	96	42	5
Active Clients	136	47	5

## Services

\*Provided in homes, clinics, schools, child care facilities and other community settings.

\*Family visits for Assessment, Parenting Home Safety and Violence Prevention and Self-Sufficiency

\*Prenatal and Postnatal Assessment, Education and Referral

\*Services for Pregnant Teens and Teen Parents.

\*Nurse Case Management and Consultation

\*Child and Teen Check-ups

\*Women, Infants and Children (WIC)

\*Family Planning

\*School Health

\*Health Consultation to Child Care Providers

\*Community Health Ed

\*Community Collaboration Development and Consultation

\*Health Information, Referral and Advocacy

\*Youth Tobacco and Alcohol Prevention Activities

# Family Health Services

*Supporting Children and Families*

## Health Promotion

- 2004 was the first year of the Suicide Prevention Grant awarded to the four county CHS. Education has been provided through the schools, EMS personnel, ministries and county staff. This grant is not included in the Governor's budget starting July 1, 2005.

## Statistics

	<u>2004</u>	<u>2003</u>
Tobacco Compliance Checks		
Compliance Checks Completed	54	50
# of unsuccessful sales (Passed)	47 (87%)	37 (74%)
# of successful sales (Failed)	7 (13%)	13 (26%)

893 people have been educated regarding suicide prevention at 14 sites. The Cass County website had 13,365 unique visits. Unknown numbers have been reached through newspaper and radio.

## Disease Prevention And Control

- Local Public Health Emergency Preparedness continued as a priority throughout 2004. Plans were written for mass clinics, risk communication as well as finalizing the Public Health Annex to the County Emergency Plan.
- In 2004 there was an increased effort to vaccinate children 6 months to 23 months and others at high risk for complications from Influenza. With the initial shortage in vaccine and subsequent late delivery, there were few children immunized through our clinics.

## Statistics

General Immunizations given:	<u>2004</u>	<u>2003</u>
# clients	446	546
# clinics	85	83
# doses	908	1090
Pediatric Flu Shots	# clients	44
		Did not track separate from adults in the past

## Services

- \* Suicide Prevention
- \* Immunizations for Children
- \* Communicable Disease Surveillance
- \* Blood borne Pathogens
  - Hepatitis B
  - HIV

# Income Maintenance

*Basic needs support for individuals*

## Outcomes and Activities

- Achieved performance based Consolidated Grant Fund increase to the maximum of 102.5 percent of the funding base. This was accomplished by:
  - Exceeding the Three-year MFIP Self-Support Index set for Cass County by the state, based on the number of MFIP cases off cash assistance or working 30 or more hours per week, three years after a baseline quarter.
  - Exceeding the MFIP Participation Rate, defined as the number of non-exempt MFIP adults who are fully engaged in employment or employment-related activities in a quarter.
- High level of MFIP Social Worker, Financial Worker and Employment Services outreach continued for MFIP households with multiple barriers hindering their economic stability and those nearing their 60 month life time limit for eligibility.
- Initiated the implementation of Universal Participation, referring all previously work exempt MFIP participants to Employment Services.
- Implemented the Diversionary Work Program (DWP) in conjunction with Rural Minnesota Concentrated Employment Program. DWP is a short-term work focused program for families which leads to unsubsidized employment, increased economic stability, and reduced risk of longer term assistance under MFIP.
- Encountered increased Child Care Assistance applications as a result of DWP and MFIP participant employment factors.
- Received enhanced funding from the Food Support Program based on payment accuracy and program service delivery.
- Incorporated such Health Care legislative actions as household enrollment, cost share, co-pay and Medicare approved Drug Discount Card changes into agency processes.
- Financial Worker outreach continued at Family Centers.

## Services

Services for  
Income  
Eligible  
Individuals:

- \* Financial
- \* Emergency
- \* Food Stamps
- \* Medical

## Statistics

To provide a sample of monthly assistance issued through Cass County during the year 2004, the following statistics provide figures for December 2004.

	<b>Persons Served</b>	<b>Payments</b>
Diversionary Work Program	89	\$ 9,402
MN Family Investment Program (MFIP)	1,002	\$252,756
MN Supplemental Aid (MSA)	98	\$ 7,268
General Assistance (GA)	108	\$ 18,729
Group Residential (GR)	98	\$ 33,025
Food Support (FS)	1,401	\$128,224
Emergency Assistance (EA)	11	\$ 2,221
Emergency MSA	0	\$ 0
Emergency GA	4	\$ 1,317
Health Care	5,079	Unavailable

# Fraud Unit

## Promoting Public Assistance Program Integrity

### Outcomes and Activities

- Fraud Prevention Investigation Program met the Cost-Benefit Ratio Performance and Timeliness Performance Standards.
- Fraud Investigative services contracted through Cass County Sheriff's Department.

### Statistics

	Prevention		Investigation
	Cass	District	Cass
Referrals	147	176	31
Negative Case Actions	76	91	16
Future Savings	\$52,631	\$62,367	0
Over Payments	\$25,209	\$30,229	\$12,570
ADH Activities	\$ 850	\$ 850	0
Court Activities	N/A	N/A	\$ 8,335
Civil Recovery	N/A	N/A	\$ 4,235

\* District includes Cass, Todd and Wadena Counties

### Services

- \* Investigate referrals to prevent fraudulent activities in new and outgoing assistance to households
- \* Investigate referrals to determine fraudulent activities in past and current issuances of public assistance to households.
- \* Provide agency staff with advice and training to assist with program integrity.
- \* Disqualify those who commit an Intentional Program Violation through Court conviction, disqualification pre-trial, Waiver or ADH

# Veterans Services

*Helping Veterans*

## Outcomes and Activities

- This office hosted a seminar held by the St. Paul Vet Center to educate county veteran service officers in the area about a new Post-Traumatic Stress Disorder (PTSD) screening tool available through the St. Paul and Duluth Vet Centers. The meeting was held here in Walker and was attended by CVSOs from Itasca, Hubbard, Polk, Ottertail, Mahnommen and Morrison counties.

## Community Outreach Outcomes and Activities

- Our office co-hosted the Leech Lake/Red Lake Native American Outreach in Cass Lake with the Beltrami County Veterans Service Office and the Fargo VA Medical and Regional Office Center from August 10-12. The event was a huge success and broke attendance records for previous events held in North and South Dakota. Over the 3-day period, 152 veterans and dependents signed in and were counseled on available VA benefits.
- Continued to inform veteran population of available benefits by visiting and speaking to county veteran service organizations and other community groups: Walker American Legion, Longville VFW and Auxiliary, Jenkins VFW, Pine River American Legion, Walker VFW, and Hackensack American Legion.
- Made VA burial benefit presentations at Kline Funeral Home in Pine River at two Issues on Aging Advance Planning Senior Citizen Seminars on October 7<sup>th</sup>.

## Statistics

	<u>2003</u>	<u>2004</u>
Satellite Office Contacts (Pine River):	322	464
Satellite Office Contacts (Cass Lake):	93	94
Satellite Office Contacts (Remer):	48	48
Satellite Office Contacts (Pillager):	22	39

## Veterans Transportation Program Outcomes and Activities

- Completed revision of the Veterans Transportation Program policy to include the requirement for volunteer drivers to complete a physical at the VA. All of our drivers except one of the new ones have completed their physicals and passed.

## Statistics

	<u>2003</u>	<u>2004</u>
Total miles traveled to VA healthcare facilities:	111,744	93,728
Total number of trips to VA healthcare facilities:	236	186
Total number of veterans transported:	564	533
Total number of unique veterans transported:	113	114
Total number of veterans registered to ride:	213	213

## Services

Provided in homes, nursing homes, community satellite locations, and main office.

- \* Assistance with application for veteran's benefits such as disability compensation and pension; SSAP dental, optical and subsistence; VA home loans; education benefits; employment; vocational rehabilitation; CD referrals.
- \* VA Healthcare Program enrollment and assistance.
- \* Claims and appeals preparation and assistance.
- \* Burial and survivor benefits information.
- \* Community Awareness.
- \* Transportation to VA medical appointments.

# Veterans Services

*Helping Veterans*

## VA Healthcare Outcomes and Activities

- VA healthcare includes in and outpatient care at VA healthcare facilities as well as nursing home care, healthcare provided at non-VA hospitals in the community, and home and community healthcare.
- The VA works in concert with county public health agencies to arrange home health care and pays fees to the county public health agency to manage the care.

### Statistics

Cass County Veteran Population:	3,761
Number of veterans treated in VA healthcare setting:	1,163
Total cost to treat at VA healthcare facilities:	\$5,291,849
Number of veterans treated in community at VA expense:	89
Total cost spent by VA to treat in community:	\$170,699
Total number of unique veterans served:	1,171

## VA Expenditures Outcomes and Activities

- The figures we received for 2004 are interesting in comparison to those for 2003. The number of veterans that the VA reports for Cass County decreased by 347 in 2004. After reviewing the figures for the rest of the counties, I found that all of them had a similar percentage decrease of veteran population in 2004. I know that our county lost many WWII veterans this past year, so I am assuming that the increased age of our veterans is starting to more drastically impact our numbers as they start to pass away.

### Statistics

	<u>2003</u>	<u>2004</u>
Cass County Veteran Population	4,108	3,761
VA Compensation & Pension Payments	\$5,633,000	\$6,285,000
Total VA Expenditures (excluding healthcare)	\$6,099,000	\$6,814,000

## Minnesota Soldiers and Sailors Assistance Program Outcomes and Activities

- The Minnesota Department of Veterans Affairs provides assistance to state veterans for dental and optical care and subsistence during periods of temporary disability.
- Our numbers for 2004 dropped in this category for two reasons: 1) in 2003 we had a large number of subsistence grants, which assist temporarily disabled veterans with housing and utility costs and account for a major amount of expenditures in this program; and 2) the income limits for the program have not increased for several years and are below the HUD poverty level, so not as many veterans qualify for benefits under this program and the number of eligible veterans will continue to drop each year as long as the ceiling remains as low as it currently is. We have addressed this issue with the Minnesota Department of Veterans Affairs and hope they will adjust the eligibility income ceiling in response to our discussions. Cass County still remains one of the top ten counties (number eight) in the state for filing claims and receiving benefits under this program (we even beat Duluth this year).

### Statistics

	<u>2003</u>	<u>2004</u>
SSAP cash grants and vendor orders paid:	127	93
Total SSAP expenditures:	\$27,109.02	\$18,282.56

## Services

Provided in homes, nursing homes, community satellite locations, and main office.

- \* Assistance with application for veteran's benefits such as disability compensation and pension; SSAP dental, optical and subsistence; VA home loans; education benefits; employment; vocational rehabilitation; CD referrals.
- \* VA Healthcare Program enrollment and assistance.
- \* Claims and appeals preparation and assistance.
- \* Burial and survivor benefits information.
- \* Community Awareness.
- \* Transportation to VA medical appointments.