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DEPARTMENT OF HUMAN SERVICES

Matt Roesler, Director

Adult Services
Child Support
Economic Support
Children & Family Services
Juvenile Justice
Behavioral Health
Aging & Disability Resource Ctr.

AGENDA

The Annual Joint Meeting of the Pepin County Human Services Board and Buffalo County Health & Human Services Board will be held on **Monday, October 26, 2026 at 4:00 p.m. via zoom at <https://us02web.zoom.us/j/88276744319?pwd=uAUpy8JVe6SUGRfSFhBcz5GZ7HKcz0.1>** and in the **Pepin County Board Room**, located in the Pepin County Government Center, Durand, Wisconsin. This meeting is open to the public, has been properly noticed under Section 19.84 of the Wisconsin Statutes and complies with ss 19.81 – 19.90 Wisconsin Stats., Open Meeting Law. **Directions on attending via telephone are found below after the agenda.** The Pepin County Human Services Finance Committee John Andrews and Elizabeth Bauer will review Pepin County vouchers prior to the meeting.

Pepin County Human Services Committee Members – Andy Winkler, Mike Wright, John Andrews, Elizabeth Bauer, Dorothy Peters, Jodie Anderson, Lisa St. George

Buffalo County Health & Human Services Committee Members – (Director: Carri Renchin), William Green, Wendy Kleinschmidt, Gary Stanton, Steve Nelson, Dwight Ruff, Elizabeth Hoffmaster, Daniel Schultz, Carol McDonough

- 1) Call to Order
- 2) Call of the Roll
- 3) Public Comments on Agenda Items
- 4) Approval of the Agenda
- 5) Presentation of Shared Programs:
 - a. Aging & Disability Resource Center
 - b. Birth-to-Three
 - c. Adult Protection Services
 - d. Child Support

Joint Board Business Items for Discussion with possible Action:

- 6) Approve the 2027 Buffalo County 85.21 Transportation Grant application
- 7) Approve the 2027 Pepin County 85.21 Transportation Grant application

Pepin County specific reports and Business Items for Discussion with possible Action:

- 8) Consent Agenda Items:
 - a. Approval of Minutes from Sept 28, 2026 Board Meeting
 - b. Approval of Human Services Invoices dated 08/11/2026-10/20/2026
- 9) Reports
 - a. Human Services Financial Report – Lisa Schuh
 - b. Economic Support Services Report – Sandy Palkowski
 - c. Social Services Manager's Report – Amy Reggin
 - d. ADRC Manager's Report – Cammi DeWyre
 - e. Human Services Director's Report; Child Support; Adult Protection – Matt Roesler
- 10) Business Items for discussion and possible action:
 - a. Approve Reclassification Recommendation for the Transportation Program Assistant position to the Administrative Committee
- 11) Public Comments other than Agenda Items
- 12) Future Agenda Items and Set Next Meeting Date and Time (propose 11/30/2026)
- 13) Adjournment

The public is welcome to join remotely observing and listening by following the direction found on the Home page of the Pepin County Website <http://www.co.pepin.wi.us>. If you rather join by phone, call 1-312-626-6799 using meeting ID 882 7674 4319, PASSWORD 131685. Any questions or problems with joining remotely, please call the County Clerk's office at 715-672-8857. Posted: Oct 21, 2026 @ 9:00 am tjw.

Any person wishing to attend the meeting who requires special accommodation because of a disability should contact the Pepin County Clerk's Office at 715-672-8857 at least 48 hours before the meeting begins so that appropriate accommodations can be made. Hearing impaired may call Wisconsin Relay at 7-1-1. A quorum of another committee of the county board and other members of the county board may be present at this meeting, but the gathering does not constitute an official meeting of any such committee, or the board and no official action will be taken by such committee or the board.

Birth to 3 Program

A shared early intervention program for Pepin & Buffalo Counties

2026

JOINT PEPIN & BUFFALO COUNTY BOARD MEETING | OCTOBER 2026

Prepared by
Program & Service Coordinator
Andi Quarberg

OUR TEAM

Current Birth to 3 team

PROGRAM / SERVICE COORDINATOR

Andi Quarberg

as of 2/23

coordination • referrals • IFSP
workflow • county and state reporting

ADMINISTRATIVE SPECIALIST

Katie Rinholen

part-time operational support,
marketing & visual communications,
forms and document development



EARLY CHILDHOOD SPECIAL
EDUCATION TEACHER

Tamm Stearns



SPEECH-LANGUAGE
PATHOLOGIST (SLP)

Melissa Long



OCCUPATIONAL
THERAPIST (OT)

Courtney Christensen

as of 7/1

Melissa Haas until 6/30



PHYSICAL
THERAPIST (PT)

Tammy Schemenauer

PROGRAM AT A GLANCE

The earliest window for support is also the most family-centered

0-3

Children younger than age 3
with developmental delays or
disabilities

Wisconsin's Birth to 3 Program is an early-intervention system under IDEA Part C. Our local team coordinates evaluation, service planning and supports around each family's priorities and everyday routines.

START EARLY

Connect families to support during rapid early development.

WORK WITH FAMILIES

Build caregiver confidence through coaching and shared decisions.

USE EVERYDAY SETTINGS

Deliver support where children live, learn and play.

Pepin + Buffalo

Two counties sharing expertise while families experience one clear, local pathway to help.

1

shared pathway

WHO CAN PARTICIPATE

Eligibility starts with development - not a diagnosis alone

Our local team evaluates the child with the parent or caregiver as a full partner.

- 01** — **25% developmental delay**
in one or more areas of development
- 02** — **Diagnosed condition**
with a high probability of developmental delay
- 03** — **Atypical development**
that negatively affects overall development

THE WHOLE CHILD

Five areas are considered together

- learning & thinking
- moving, seeing & hearing
- communication
- social & emotional
- daily living skills

Families move from concern to a practical plan

A referral opens a conversation. The family helps shape every decision that follows.



Family knowledge is not an add-on ~ it is part of the evaluation and the plan.

HOW SERVICES WORK

Support is built into everyday routines

The goal is not a separate therapy world. It is more confidence and progress during real family life.

- **Developmental evaluation**

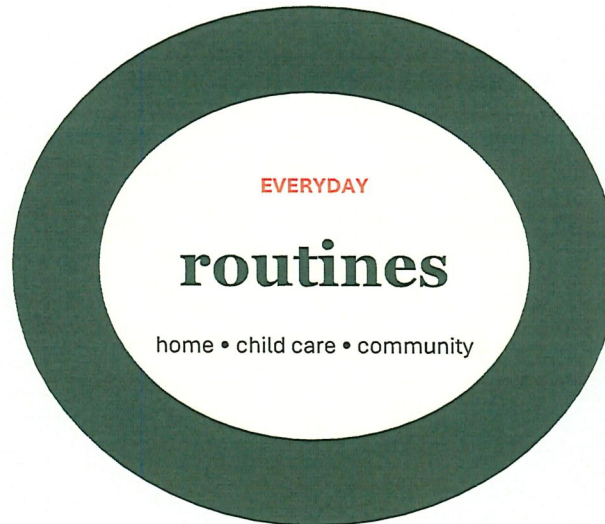
understand strengths and needs

- **Family education**

practice strategies that fit

- **Service coordination**

connect people and resources



- **Speech & Language**

build communication

- **Occupational & Physical therapy**

support movement and independence

- **Family & Community Resources**

connect with resources for housing,
financial assistance, mental health,
medical care and other family needs

2026 Birth-to-Three Snapshot

County activity YTD through September 30

County	Families served in 2026	Referrals received in 2026	2026 Referrals enrolled	2026 Enrollment rate
Buffalo	17	18	9	50.0%
Pepin	13	20	8	40.0%
Total	30	38	17	44.7%

How the measures are counted

Families served:

- Enrolled by 09/30/2026; includes families that were enrolled in previous years with services continued in 2026
- Includes families actively receiving services or discharged during 2026

Referrals Received: referral date falls in calendar year 2026

Enrolled referrals: 2026 referrals that also have an enrollment date in 2026

2026 accomplishments are building a more reliable program

4

OPERATING UPGRADES

Together, these changes move the program from individual know-how toward shared, repeatable practice.

WHY IT MATTERS

Continuity when staff cover for one another and a clearer start for new team members.

01

E-SIGNATURES ADOPTED

Electronic signatures reduce paper routing and help completed documents move into the record faster.

02

RECORDS MOVED DIGITAL

Digital recordkeeping improves access, tracking and retrieval; supporting consistent follow-through.

03

JOB AIDS CREATED

Checklists and step-by-step references make routine work more efficient and accurate.

04

LOCAL PRACTICE DOCUMENTED

Pepin-Buffalo Birth to 3 process and procedure documents strengthen backup coverage and streamline onboarding through knowledge transfer.

RESULT

Faster handoffs • consistent records • smoother onboarding • stronger continuity



Child Support Agency Presentation

Buffalo County DHHS Mission Statement

The mission of Buffalo County DHHS is to empower individuals, families and communities to live well by preventing disease, protecting health and assuring safety, while encouraging independence. This mission will be achieved using proven scientific evidence and clinical expertise.

Pepin County Vision Statement

Pepin County will be united in strong leadership, transparent operations, fiscal responsibility and promoting services that protect, empower, and enhance a healthy and inviting community that offers opportunities for all.

Pepin County DHS Mission Statement

Providing resources for basic human and family needs such as food, fuel, shelter, clothing, and medical.

Child Support Agency

Empower families to become secure by establishing and enforcing child support orders.

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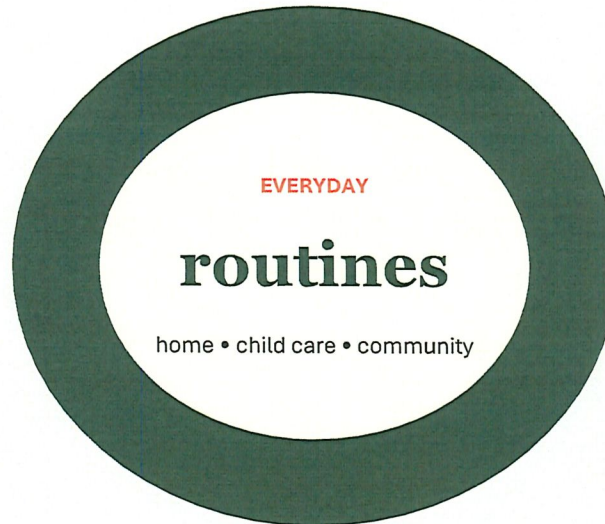
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Empower families to become secure by establishing and enforcing child support orders.

Summary of Responsibilities

The Child Support Department is responsible for the location of absent parents, establishing a legal obligation for child support, adjudication of paternity for non-marital children, monitoring payment activities, enforcement of support obligations, and maintaining financial case records related to child support orders. The activities of the Child Support Program are governed by state and federal statutes and are funded by federal, state and local government.

Program Summary

The Child Support Department initiates administrative and judicial actions to legally establish paternity and child support obligations and then takes the necessary steps to enforce those court orders.

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Child Support Performance Measures

Court Order Establishment Rate is the percentage of child support cases with court orders in place. Federal Performance goal is 80%.

Current Child Support Collection Rate is the percentage of support collected in the period it was due. Federal Performance goal is 80%.

Paternity Establishment Rate is the percentage of children that had paternity established during the year compared to the number of children who needed paternity established at the end of the previous year. As a result, this percentage often exceeds 100%. Federal Performance goal is 90%.

Arrears Collection Rate is the percentage of cases with past due payments that received a collection during the year. Federal Performance goal is 80%.

- ❖ Buffalo County is currently meeting (2) performance measures (Court Order Establishment and Paternity).
- ❖ Pepin County is currently meeting (2) performance measures (Court Order Establishment and Paternity).

How Collaboration Began First Multi-County CS Agency in Wisconsin

- 2013-2017 → Pepin contracted services with St. Croix County to train two Child Support Coordinators.
- 2014-2018 → Buffalo contracted services with Lisa Plunkett to train Child Support Coordinator. Ultimately becoming Buffalo and Pepin County Child Support Coordinator. Buffalo & Pepin collaborated services under the direction of Lisa Plunkett, Brenda Berning, Karen Weiss, Dave Rynders, Paula Winters, Jamie Fawcett, DCF Human Services Supervisor, and Amie Geissler, BRO Western Region Child Support Regional Coordinator. Pepin contracts services of Buffalo County to maintain their Child Support Program.
- 2019-2021 → Buffalo contracted services with St. Croix County and Lisa Plunkett, St Croix County Child Support Administrator, continues as Buffalo/Pepin County Child Support Coordinator.
 - Buffalo contracted services with Chad Wolske, St. Croix County Child Support Coordinator, and Kelly Swan, Washburn County Coordinator, as Buffalo/Pepin Child Support Specialists. All contracted staff and Karen Weiss work remotely.
- 2022-2026 → Our Customer Service Agreement/Contract indicates that we will respond to phone calls within 2 working days and email/correspondence within 1-5 working days.
 - Scanning of case files into Pepin County Laserfiche Application. Pepin has and completed scanning and Buffalo files are about 60% complete.
 - Established Pepin and Buffalo County Ordinances to increase county revenue.

Bi-County Child Support Structure/Presence

Fiscal → Each County's fiscal staff maintain their own financial accounting for purposes of reporting via Sparc which is a State requirement. Coordinator establishes Cooperative Agreements with each County's District Attorney, Family Court Commissioner, Clerk of Court and Sheriff's Department.

Staff → Although there are no staff housed in Pepin County, there is a known presence made by Pepin DHS staff. Both Agencies' goal was customer service, and I am proud to say we have succeeded!

Buffalo County employs two full-time Child Support Specialists, Karen Weiss and Michelle Nelson. Karen, Michelle, and Pepin DHS staff handle all day-to-day office tasks such as answering telephone, processing incoming and outgoing mail, assist public, etc. Michelle and Pepin DHS staff work in the office.

The State set up our KIDS (child support program) system, so each County is associated by Pepin Buffalo (Pepin correspondence) or Buffalo Pepin (Buffalo correspondence) and the return mailing address to Buffalo County. Having employed staff handle both County's incoming and outgoing mail is the most efficient.

Kelly Swan is assigned all new initiating, paternity, review/modification and establishment cases.

Lisa Plunkett and Michelle Nelson share an assigned caseload in Buffalo County and Lisa is assigned all Pepin cases for enforcement, interstate cases, and attends hearings all hearings. Eventually, Michelle will be handling all court hearings.

Karen Weiss is assigned all NIVD (non-enforcement) cases and is assigned all work pertaining to our financial case management system.

Pepin County hosts the Laserfiche Application for our electronic case files.

Cost Savings and Effectiveness of County Collaboration

- ✓ Reduced Personnel Costs
 - ❖ Contracting staff reduces expenses tied to full-time employees (benefits, health insurance, retirement, PTO).
 - ❖ Lower onboarding and training costs compared to permanent staff.
 - ❖ Reduced liability exposure (unemployment claims, workers' compensation).
- ✓ Travel and Time Savings
 - ❖ Coordinator initially traveled between Buffalo and Pepin Counties multiple days per week; now most meetings are held virtually.
 - ❖ Specialists appear virtually for child support hearings and in-person for Buffalo County court blocks.
 - ❖ Telecommuting eliminates mileage reimbursements and travel time billing.
- ✓ Travel and Time Savings
 - ❖ Coordinator initially traveled between Buffalo and Pepin Counties multiple days per week; now most meetings are held virtually.
 - ❖ Staff training is done virtually.
 - ❖ Telecommuting eliminates mileage reimbursements and travel time billing.
- ✓ Administrative Efficiency
 - ❖ Clear policies established to define staff roles and responsibilities.
 - ❖ Policies are reviewed annually and adjusted as needed.
 - ❖ Contracted staff reduce administrative burden for HR, payroll, and benefits management.
- ✓ Service Quality and Responsiveness
 - ❖ Contractors bring specialized expertise, enhancing the quality and speed of public services.
 - ❖ Flexibility to respond quickly to changing community needs.
- ✓ Fiscal Responsibility
 - ❖ Efficient use of public funds directly saves taxpayer dollars.
 - ❖ Strategic contracting balances efficiency, cost, and service quality.
 - ❖ Collaboration across counties maximizes resources while maintaining high customer service standards.

Conclusion

By collaborating and strategically contracting staff, the County saves money, reduces duplication, and enhances service delivery. This approach ensures strong fiscal stewardship while improving responsiveness and outcomes for the public.

Challenges = Success (cont'd)

- ✓ Team developed policy/procedures. Model design includes centralized administration, expanded use of technology supporting remote work sites and an experienced, expert staff.
- ✓ We annually collaborate with the Court to schedule hearing date/times.
- ✓ We collaborated with Clerk of Court and developed one policy guide for both counties. Cooperative Agreements are done on a bi-annual basis to update as needed.
- ✓ EFile notifications completed by assigned Specialist.
- ✓ Each team member has experience and ability to handle all aspects of CS and there is no lapse in service.
- ✓ Encouraging participants to make payments directly to WISCTF and establishing online payment option via Allpaid (f/k/a GovPayNet) or TouchPay which saves the cost of processing payments via County Treasurer.
- ✓ Both Counties have received many good reviews and “thank you” from our participants, local attorneys and collaborating Agencies (Other CSAs, WCSEA Board, Child Protection Services, Clerk of Court, Commissioner and Judge).
- ✓ Worked with both county IT departments and established a secured VPN access for both counties that is cost effective.
- ✓ Pepin received the FFY23 Certificate of Excellence (demonstrated excellence in all 4 measures).
- ✓ Buffalo received FFY23 Certificate of Outstanding Achievement Award (Benchmarks 90% or greater paternity establishment, 80% + 1.5% increase compared to FFY2022, and increased child support collection compared to FFY2022).

Performance Measures through September 2026

- ✓ Paternity Establishment Rate = Buffalo 107.39% & Pepin 113.50%
 - Both counties continue to exceed the federal goal.
- ✓ Court Order Establishment Rate = Buffalo 94.64% & Pepin 93.65%
 - Both counties continue to exceed the federal goal.
- ✓ Current Support Collection Rate = Buffalo 79.35% & Pepin 77.43%
- ✓ Arrears Collection Rate = Buffalo 69.23% & Pepin 74.44%
- ✓ Current support and arrears collection continue to be the focus in 2027.