



**Community Social Services and  
Mental Health Departments**

**2010**

**Annual Report**

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## **Executive Summary**

Anoka County, with a population of over 330,000, maintains its standing as the fourth most populous county in Minnesota. It has grown by about 30,000 residents over the last decade. Its population is aging, with an increasing percent of residents over 65 and over 85 years of age, while the percent of those 18 and under is declining. This is expected to bring new challenges to the Anoka County Social Services and Mental Health Departments in the years ahead.

There are approximately 229 staff in the Departments with an operating budget of about \$42 million. Beginning in 2003, fiscal constraints arising primarily from budget crises at the state level have presented significant challenges to the Departments' abilities to meet increasing needs for services. The challenges have been met by implementing creative service delivery approaches, such as reducing the use of expensive out of home residential care.

Many changes have occurred in the mental health area over the last eight years, with the development of a variety of community-based services that can be funded by Medical Assistance. These include Adult Rehabilitative Mental Health Services, Children's Therapeutic Services and Supports, Intensive Residential Treatment Services, and Assertive Community Treatment, as well as community-based crisis services. In addition, more individuals have been able to receive services through Medical Assistance home and community-based waivers, which give states the flexibility to develop creative alternatives to institutional placement of individuals with disabilities or chronic illness. County spending for mental health services, however, has increased slightly over the last several years, while spending for the Social Services Department has decreased.

The current state of uncertainty in the economy, with job losses, foreclosures and the increased stresses these bring to individuals and families, is expected to continue to lead to increasing demand for services, at the same time that the state budget faces even more significant challenges, affecting all levels of government. The Social Services and Mental Health Departments will continue their efforts to find efficient, cost-effective ways to deliver services to the various populations in need. Efforts continued in 2010 to develop short-term, front-end services to try to prevent the need for long-term, more intensive services. In addition to being more cost-effective, these approaches can be more respectful of individuals' desires to maintain independence and self sufficiency.

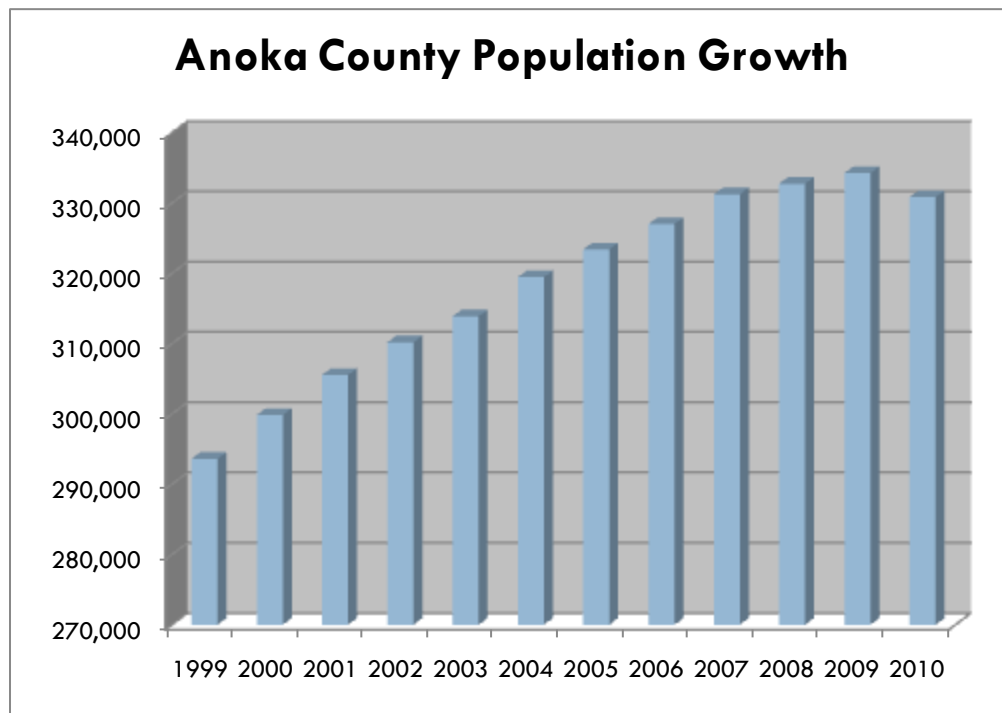
There is good news to be found in the enclosed charts. The implementation of short-term, front-end services appears to be successfully reducing the number of children placed outside the home, along with the associated costs. A customer survey, completed in early 2010 regarding services provided in 2009, indicated a high level of satisfaction with the way people were treated, the quality of help they received and the timeliness of the service received.

## ANOKA COUNTY

Anoka County was established May 23, 1857, and is located in the northwestern portion of the Minneapolis/Saint Paul seven-county metropolitan area. The County encompasses an area of 440 square miles, of which approximately 272,960 acres are useable.

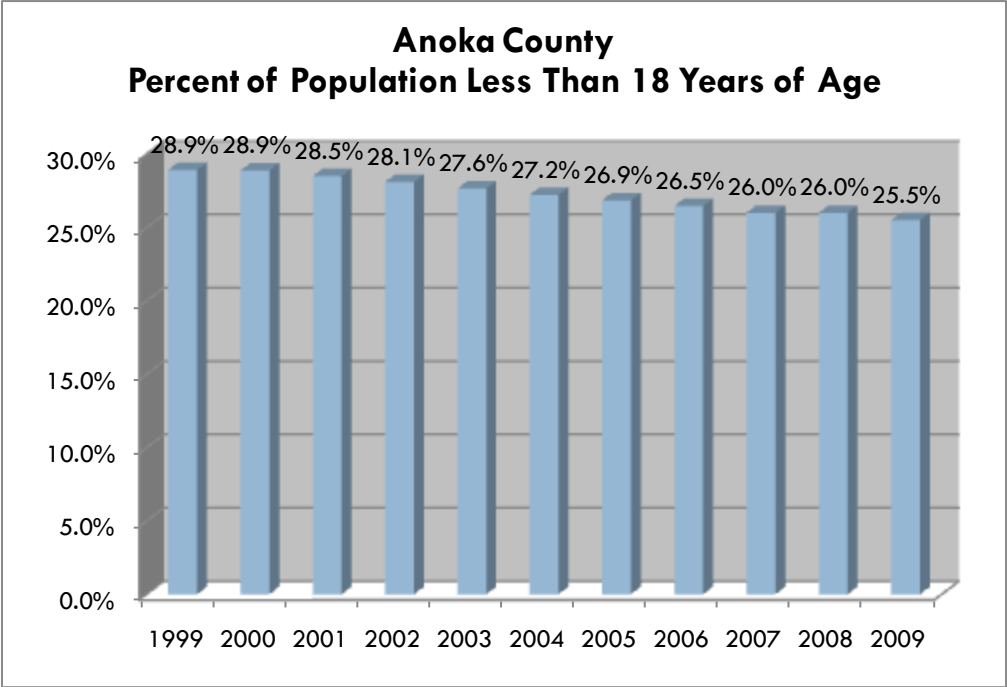
Anoka County is home to all or portions of 20 cities and 1 township. The County goes from heavy residential and commercial development in the southern portion to a more sparse rural population in the north, although development in the northern portion is increasing. It is Minnesota's fourth most populous county.

### ANOKA COUNTY DEMOGRAPHICS

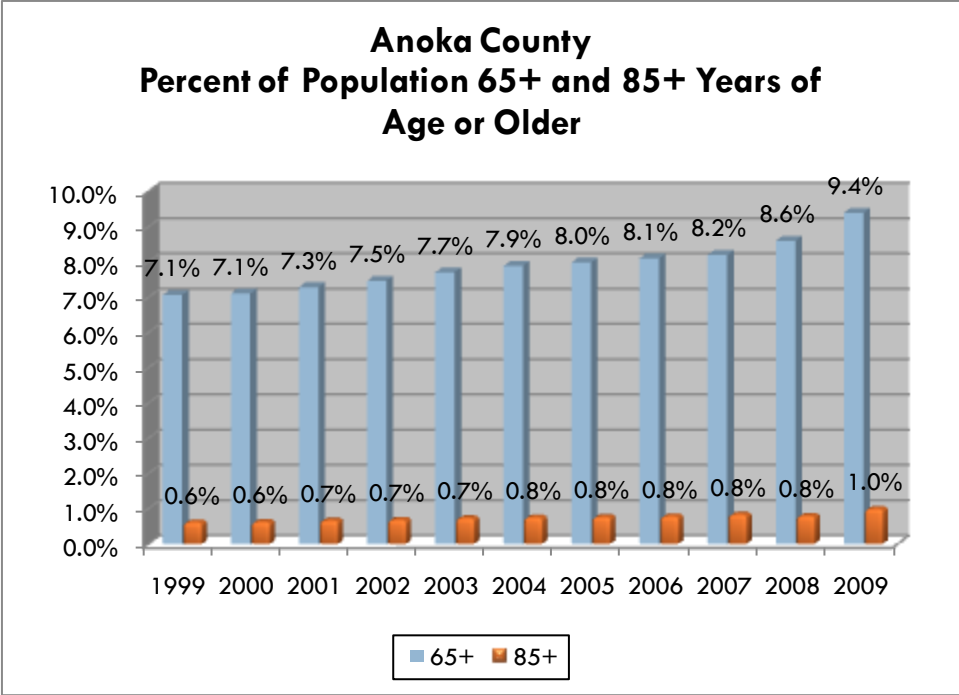


County Statistical Information from Anoka County Summary Financial Statement and 2010 Census

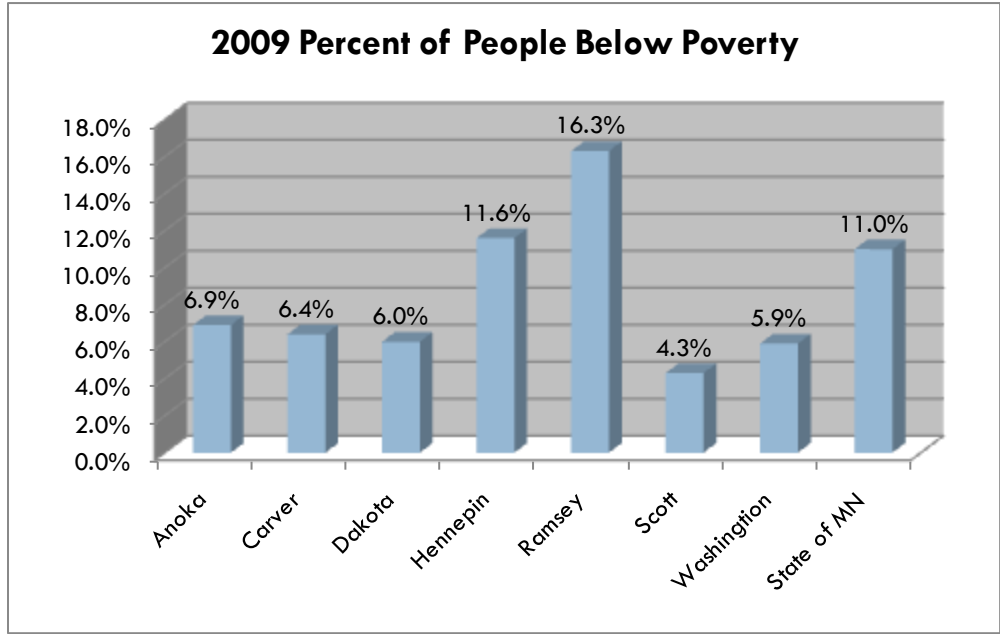
Anoka County continues to be among the faster growing counties in Minnesota. The county population grew by almost 31,000 people in the past decade. The 2010 U.S. Census, however, revealed that the growth was actually somewhat lower than suggested by intercensal estimates. While total population figures are available from the 2010 census, the selected population characteristics are not yet available. Thus, the following graphs have data through 2009 only. The percent of the population less than 18 years of age continues to decline, while the percent of the population over 65 years of age increases



Data from Minnesota Compass

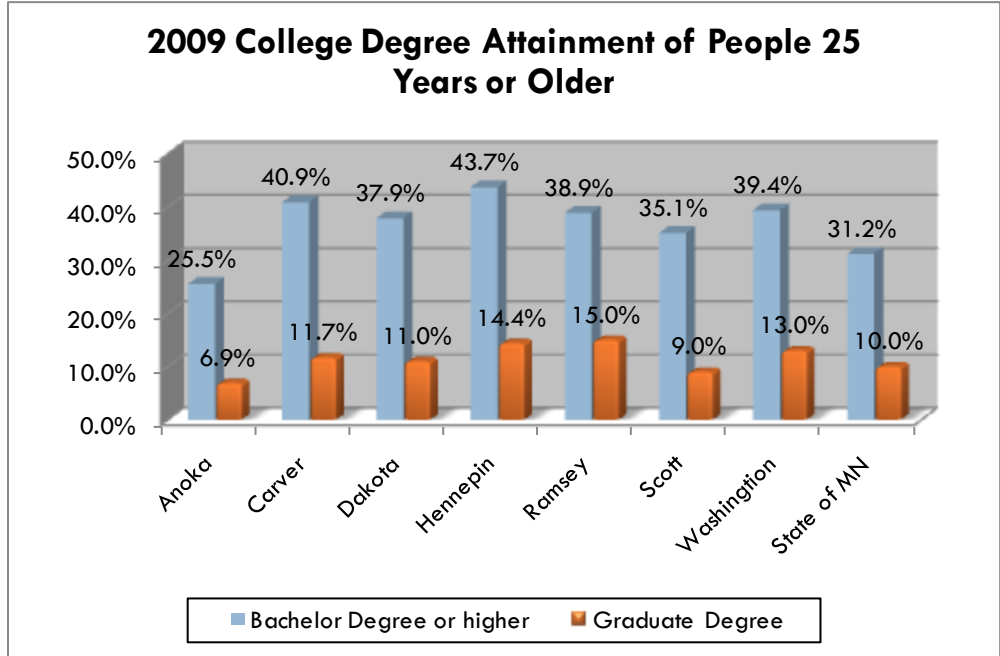


Data from Minnesota Compass



Data from Minnesota Compass

Among the metro counties, Anoka County continues to experience one of the highest rates of poverty for the suburban counties. This may correlate with the lower rates of college graduates residing in Anoka County.



Data from Minnesota Compass

## **DESCRIPTION OF DEPARTMENTS**

The Community Social Services and Community Mental Health Departments operate as a single department within the Human Services Division. There are about 229 staff in the Departments, with an operating budget of about \$42 million.

### **COMMUNITY SOCIAL SERVICES DEPARTMENT**

The Community Social Services Department is responsible for meeting the needs of some of the County's most vulnerable citizens. It is commissioned with meeting many county obligations under various state and federal laws including Title XX of the Social Security Act, the Minnesota Children and Community Services Act, and many others.

It is responsible for both children and adults in need of protective services; screening, assessing and serving persons with chemical dependency or developmental disabilities; families in need of child care, and seniors who need assistance. The duties of licensing family child care homes and foster homes, delegated to Anoka County by the State Department of Human Services, are also handled by this Department. Staff provide guardianship services for both children and adults under state guardianship.

The Department serves as a host agency for several interagency activities directed towards early intervention and prevention, and has many collaborative partners. About 50 percent of the department's budget is spent on purchased services to meet client needs such as residential treatment, counseling or mental health services.

### **COMMUNITY MENTAL HEALTH DEPARTMENT**

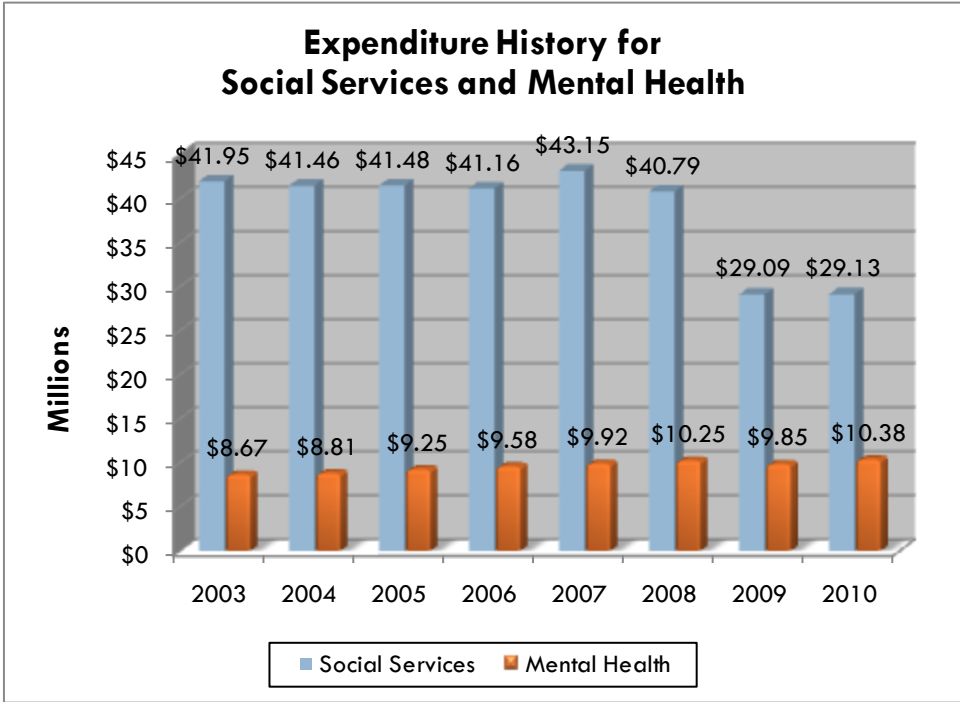
The Community Mental Health Department is responsible for meeting the County's obligations under the Comprehensive Mental Health Act for Adults and the Comprehensive Children's Mental Health Act. These mandates include the provision of case management, information and referral, screening, outpatient mental health services, community support programs (adults), family community support services (children), and residential services. The Department also has responsibility for pre-petition screening as part of the civil commitment process.

Additional services offered by the Department include medication management, crisis mental health services, supported employment, respite care, and day treatment for children. The Department spends about 55 percent of its budget on purchased community-based services.

In addition, Anoka County has partnered with the MN Department of Human Services and Anoka Metro Regional Treatment Center to decrease psychiatric hospitalizations and utilization of the Regional Treatment Center through enhanced community services.

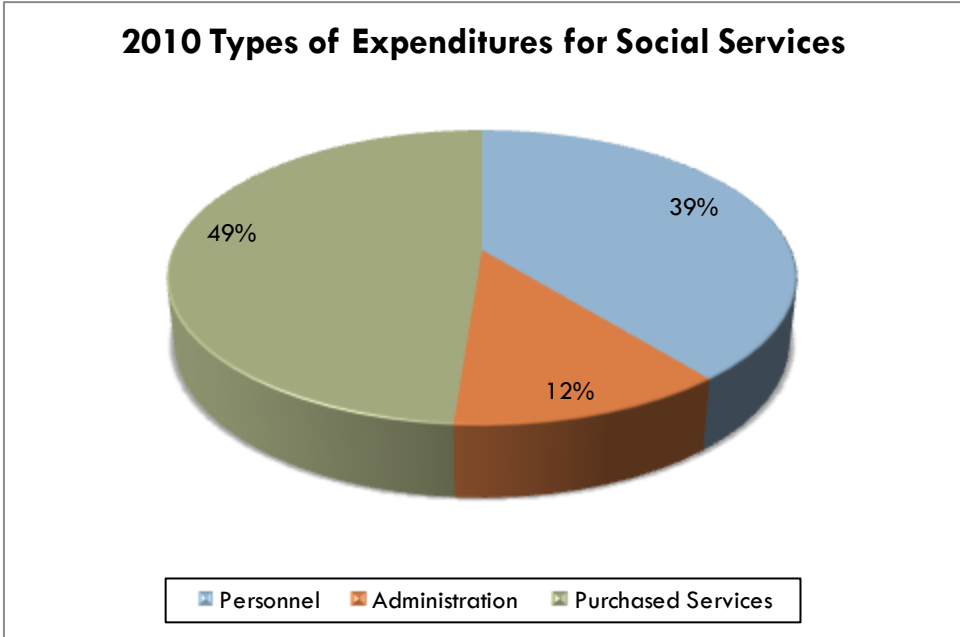
Public policy change has directed the county department to develop a recovery model of mental health. This department combines adult and children's mental health services and strengthens consumer-directed services under a single management structure.

**SOCIAL SERVICES AND MENTAL HEALTH FISCAL DATA**

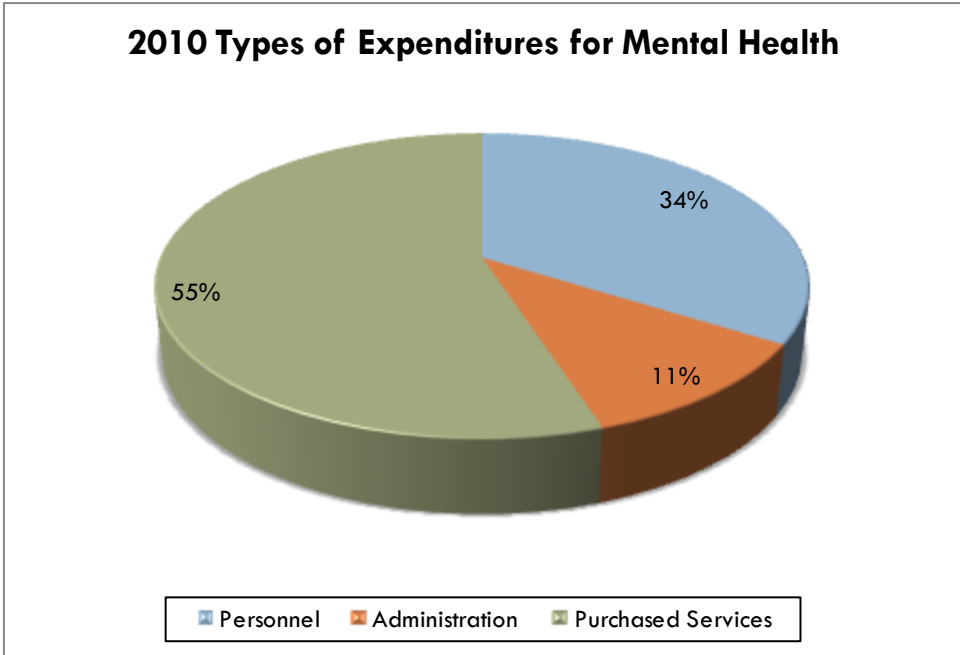


Data compiled from Anoka County Human Services Integrated Financial System (IFS)

The Community Social Services and Mental Health Departments are responsible to provide a wide variety of services for citizens. Most of these services were purchased from providers in our community and coordinated by county staff.

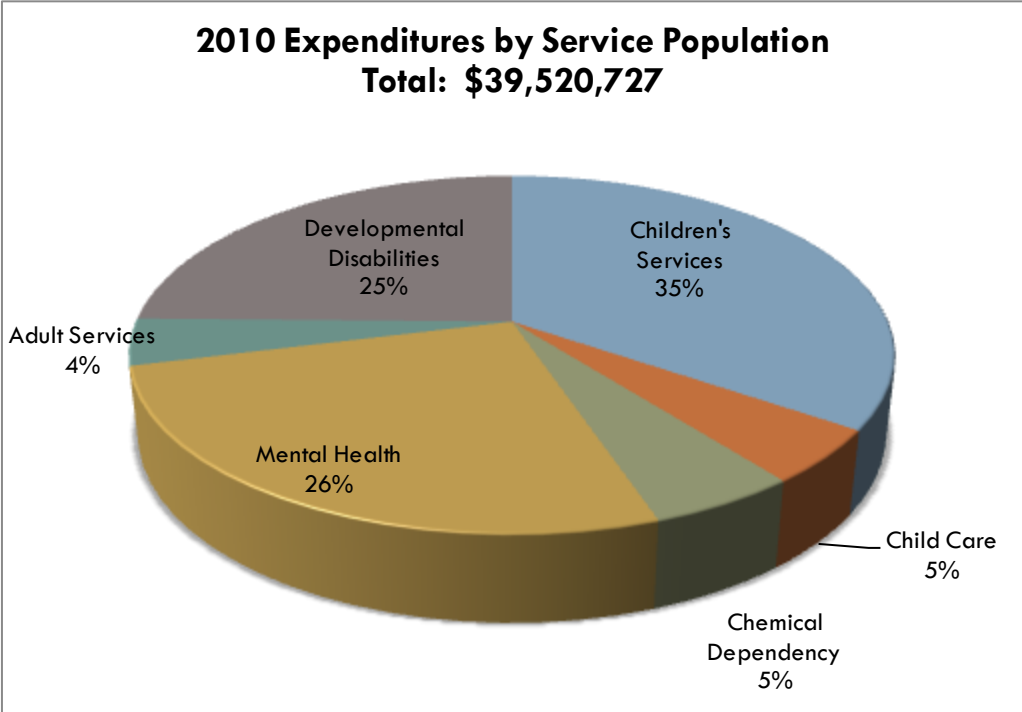


Data compiled from Anoka County Human Services Integrated Financial System (IFS)



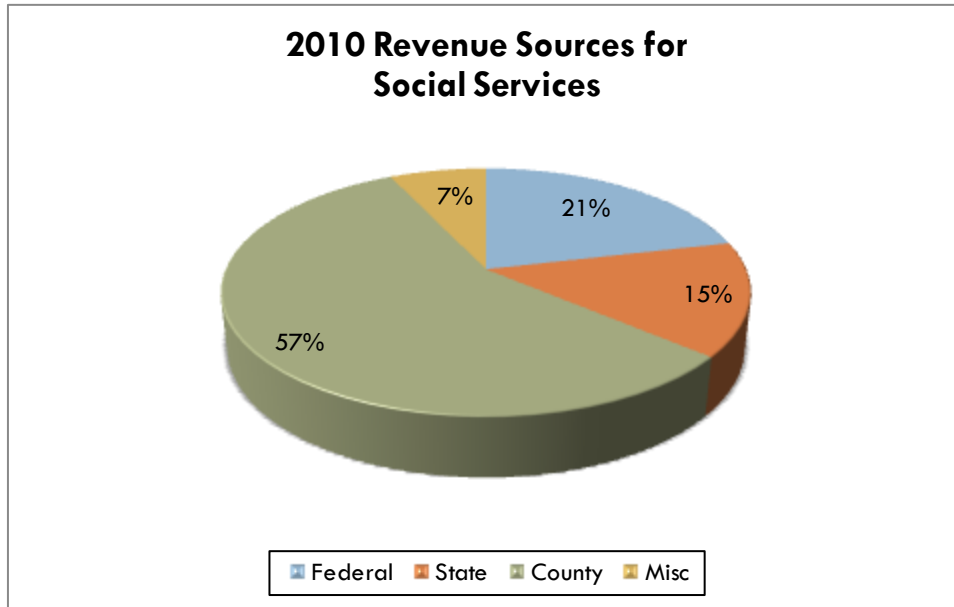
Data compiled from Anoka County Human Services Integrated Financial System (IFS)

The largest shares of costs for the Anoka County Social Services and Mental Health Departments were for services for persons with disabilities and for children at risk of maltreatment. Child Care Assistance was previously one of the largest costs, but as of 2009 that funding is paid directly by the state and no longer passes through the county.

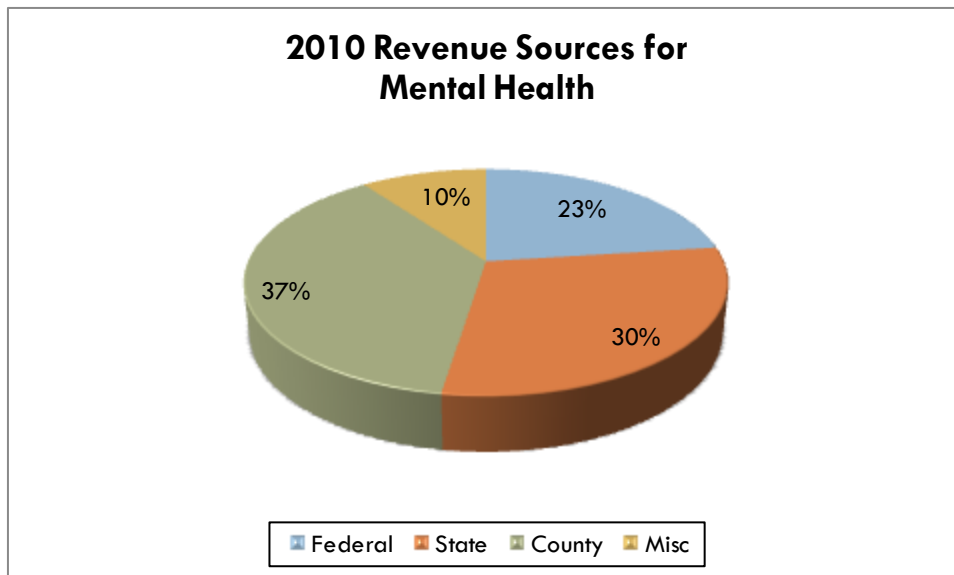


Data compiled from Anoka County Human Services Integrated Financial System (IFS)

The services provided by the departments were primarily funded by a combination of federal, state and county dollars. Grant funds, user fees, and donations accounted for ten percent or less of the revenues.



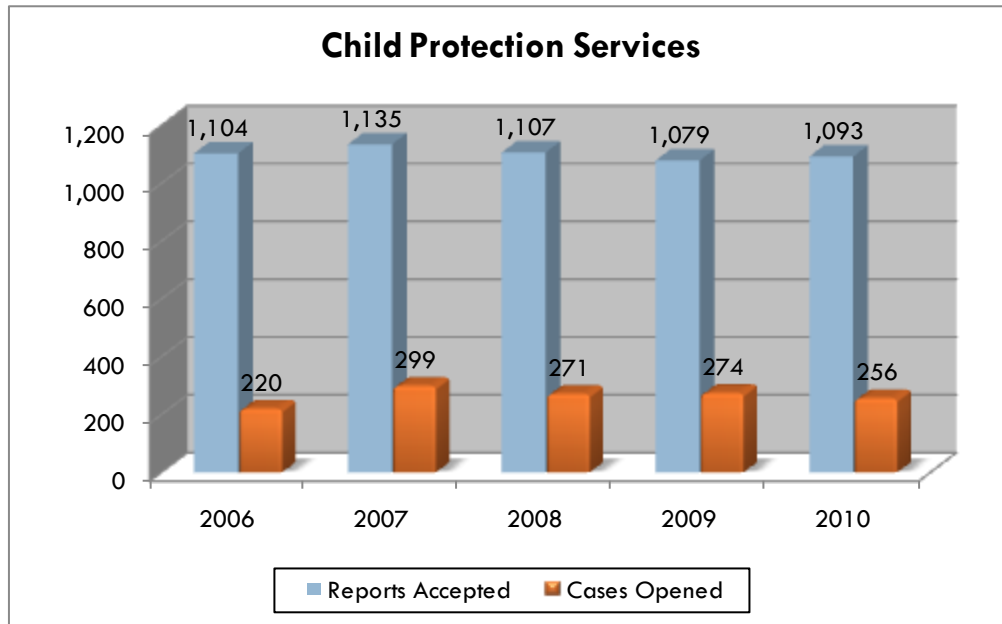
Data compiled from Anoka County Human Services Integrated Financial System (IFS)



Data compiled from Anoka County Human Services Integrated Financial System (IFS)

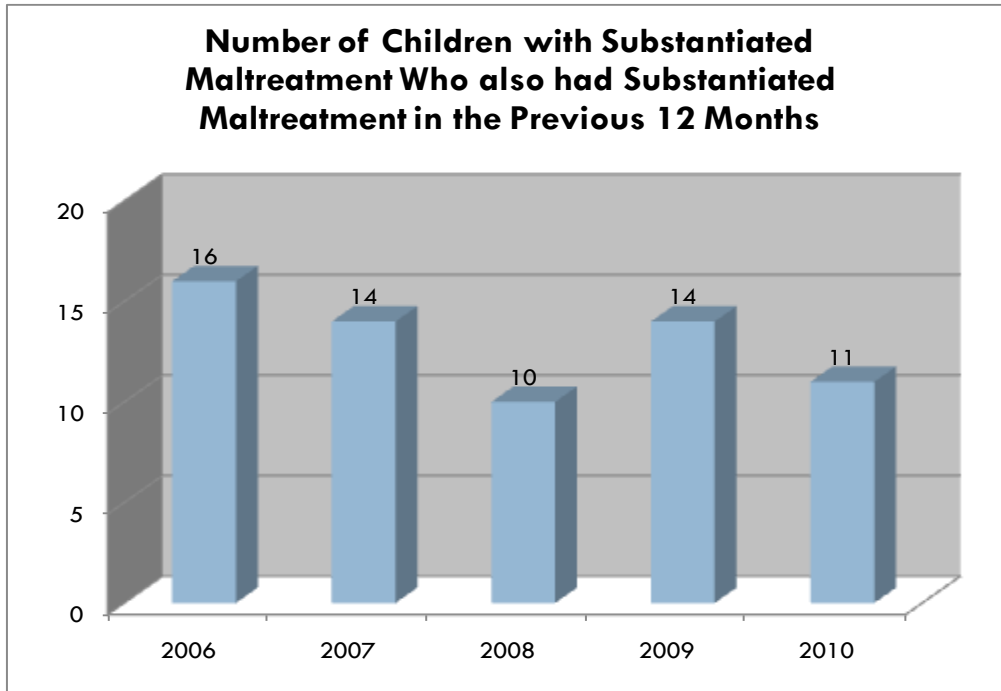
# SOCIAL SERVICES DEPARTMENT

## SERVICES TO CHILDREN AND FAMILIES



From Data Maintained by Child Protection Intake Unit

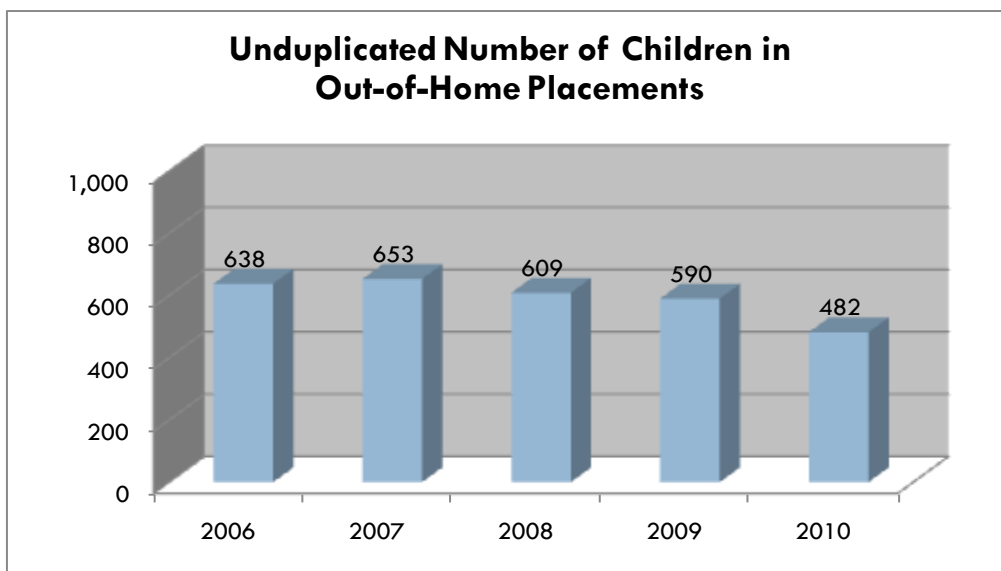
Anoka County screens child maltreatment reports and conducts investigations to protect children from abuse and neglect. In 2010, 7,662 reports of maltreatment were screened, and 1,093 cases were assigned for a traditional investigation, child welfare assessment, or family assessment. If a report does not meet the threshold of serious harm that requires a traditional investigation, the family is offered an assessment, which does not include a determination as to whether child maltreatment occurred, and is offered services to reduce the risk of future maltreatment. In 2010, 256 families were opened to child protection for ongoing case management services.



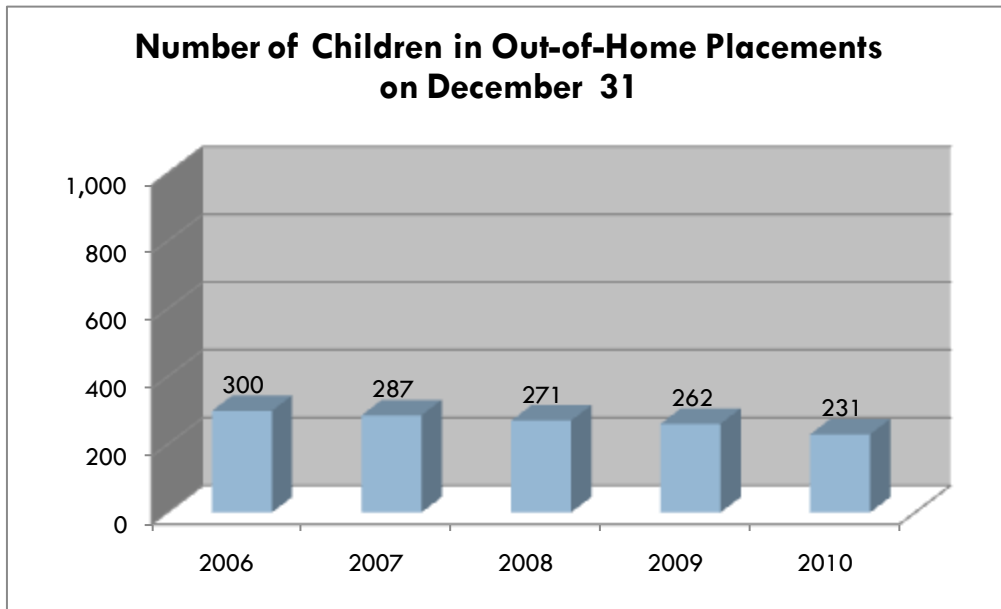
From SSIS: Minnesota Indicator MN1

This measure indicates the number of children who had a substantiated allegation of maltreatment in the index year who had also had a substantiated allegation in the previous 12 months. They were not necessarily receiving services at the time of the subsequent allegation. The numbers can fluctuate significantly when groups of siblings are involved.

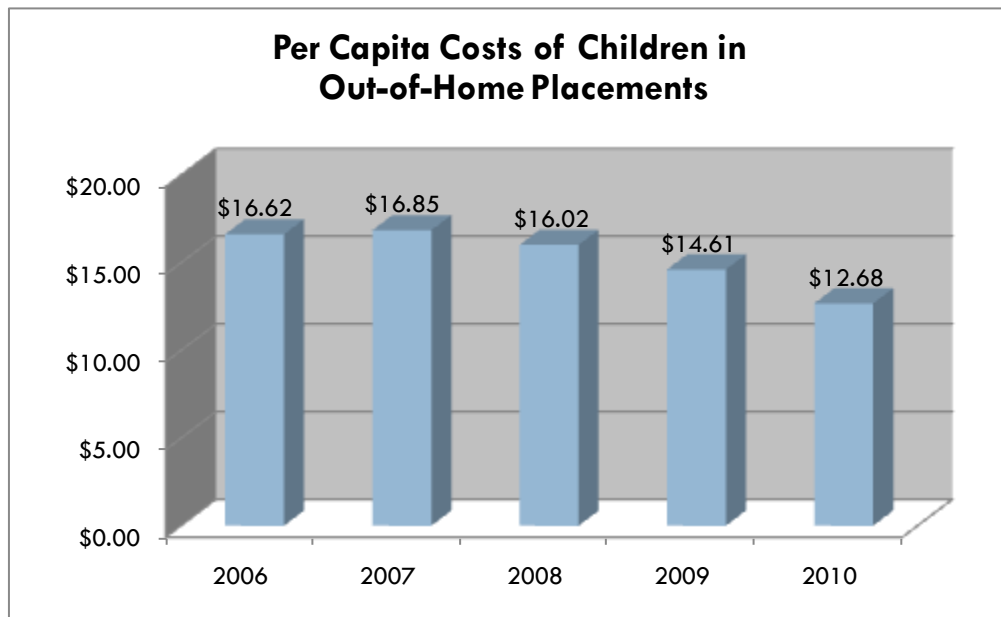
The following three graphs illustrate the number of children in out-of-home placement and the cost associated with those placements. Children in out-of-home care receive case management services from social workers in the child protection or developmental disabilities units.



From SSIS: Minnesota Indicator SSIS6

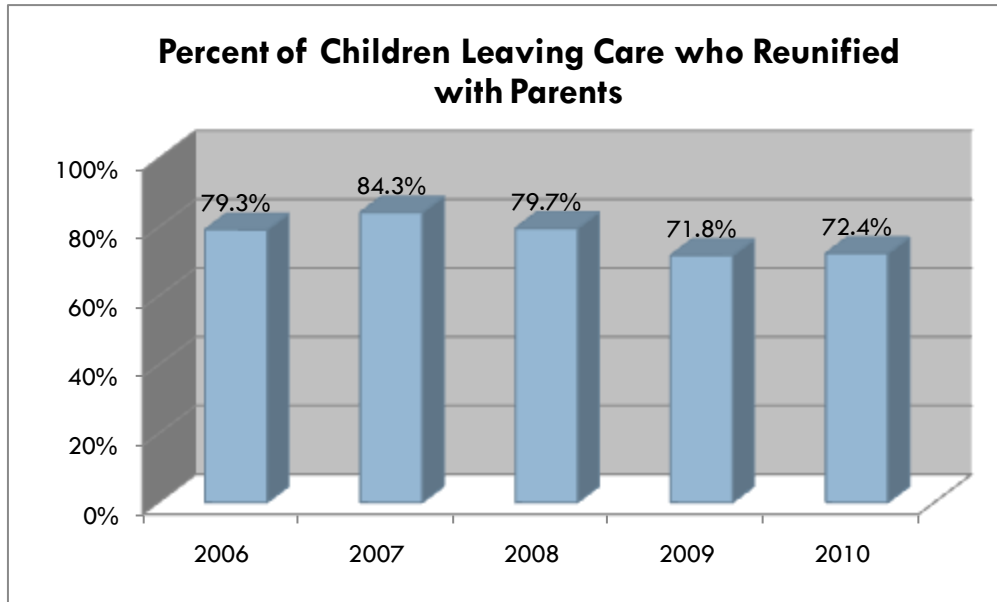


Crystal Report on SSIS, OHP



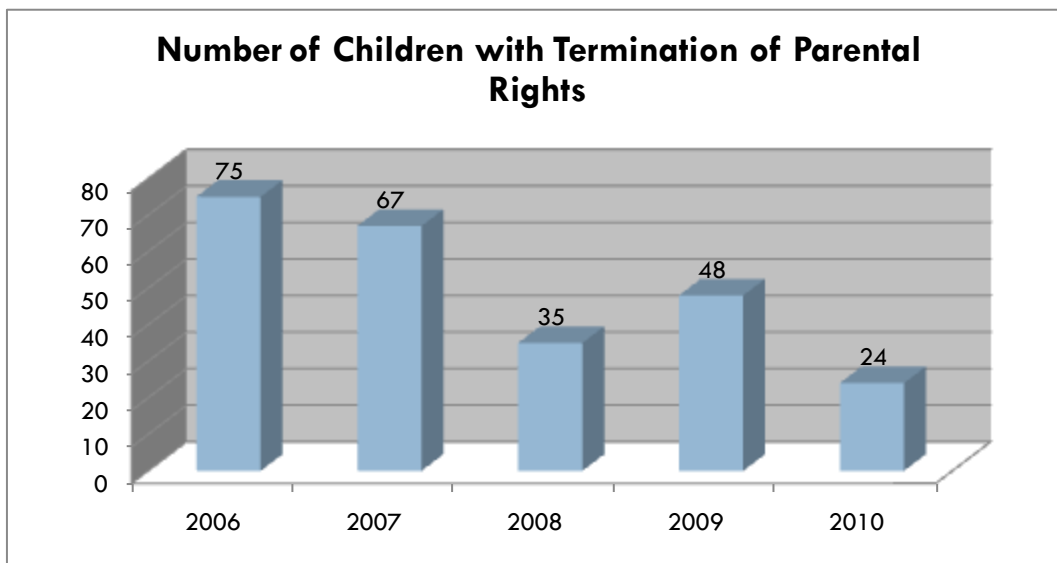
From Anoka County Human Services IFS and County Statistical Data from Anoka County Summary Financial Statement

The primary goal of services is to enable children to reunify safely in their parents' home. In 2010, 72.4 percent of the children in out-of-home placement were successfully reunified with their parents. When children cannot be returned home safely, parental rights may need to be terminated. In 2010, there were 19 cases in which legal custody was transferred to another guardian. Usually, the transfer of custody is to a relative.



From SSIS: Federal Measure 3.1

A lower percent of children were reunified with their parents in 2009 and 2010, while a greater percent were adopted or had permanent transfer of legal and physical custody to a relative.

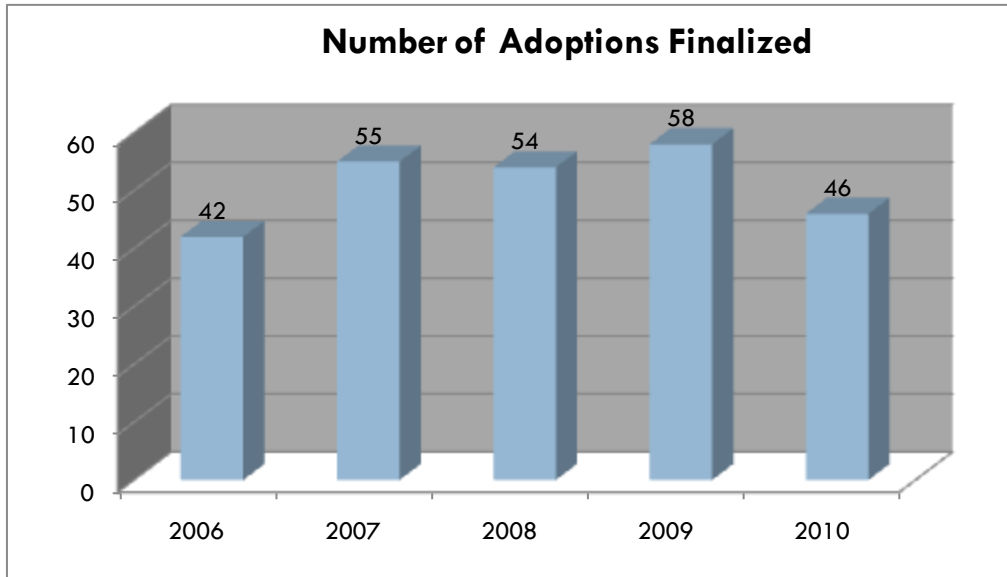


From SSIS: Minnesota Indicator MN5

The number of terminations of parental rights in 2006 is likely related to the number of cases of parental involvement in use and/or manufacture of methamphetamine. The number of meth-related cases has declined since then.

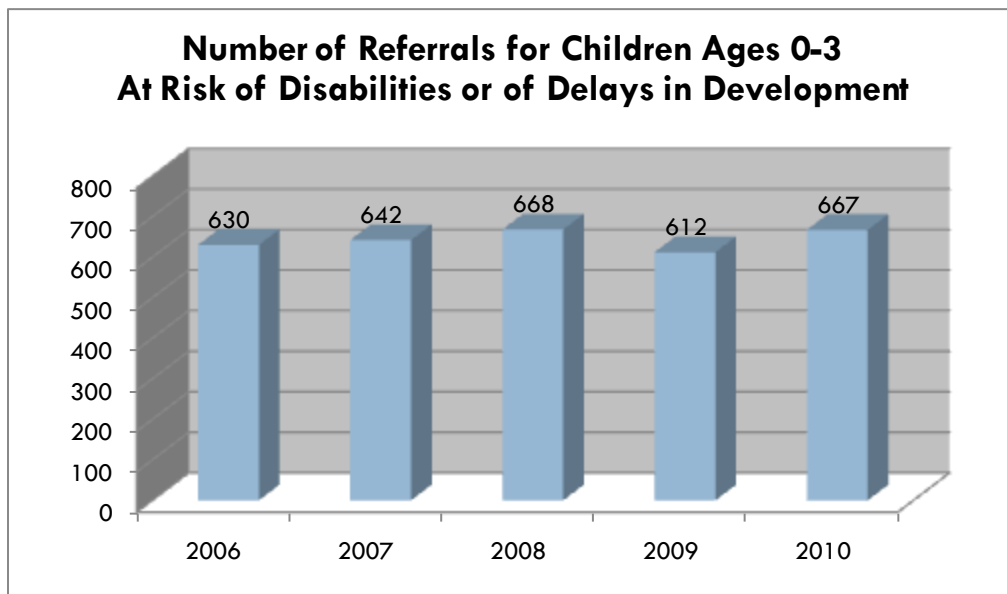
Anoka County provides specialized case management services to children who are state wards in need of an adoptive home and to children in long-term foster care. The following graph illustrates a history of the number of adoptions finalized. The number of adoptions finalized is

not directly correlated with the number of terminations of parental rights, as adoptions can also take place following parental death or voluntary consent to adopt. Also, the process can be prolonged because many of these children have mental health issues, physical disabilities and attachment difficulties. Parents can also appeal the termination of parental rights, which can take months and stall the adoption process.

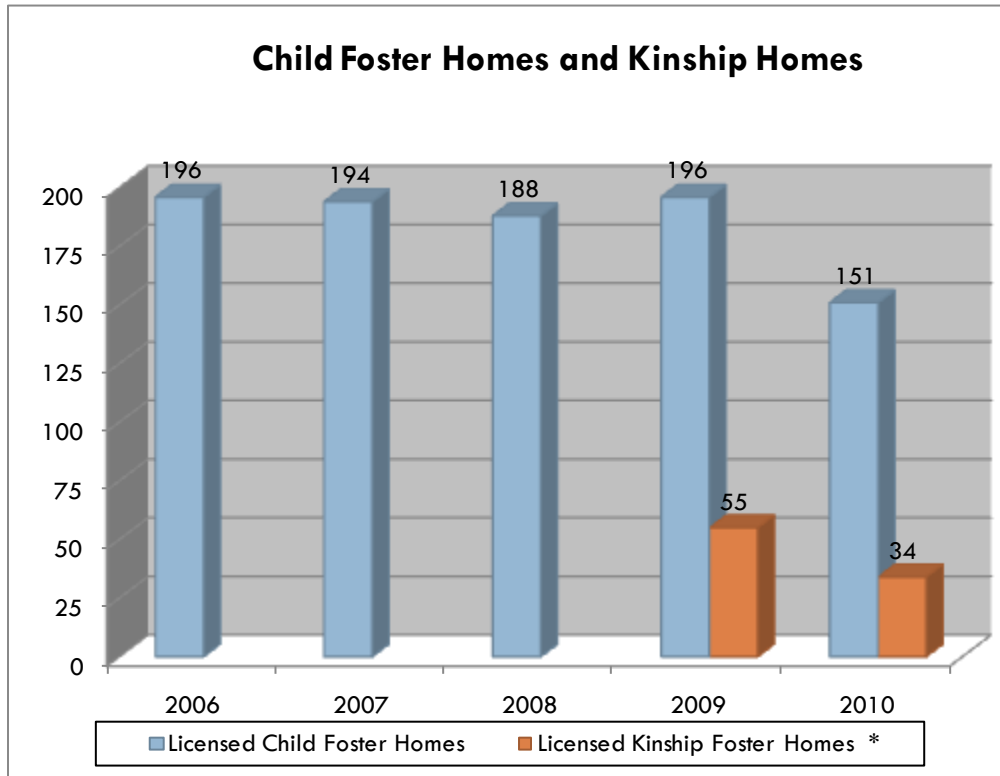


From SSIS: Federal Indicator C 2.1

Anoka County serves as the administrative agency for the Interagency Early Intervention Committee, a collaborative of school districts and counties working to meet the needs of young children at risk of developmental delays or disabilities. Since 2003, all children under the age of three who are involved in a case of substantiated maltreatment must be referred for an early childhood developmental screening.



Data from Help Me Grow/Interagency Early Intervention Council



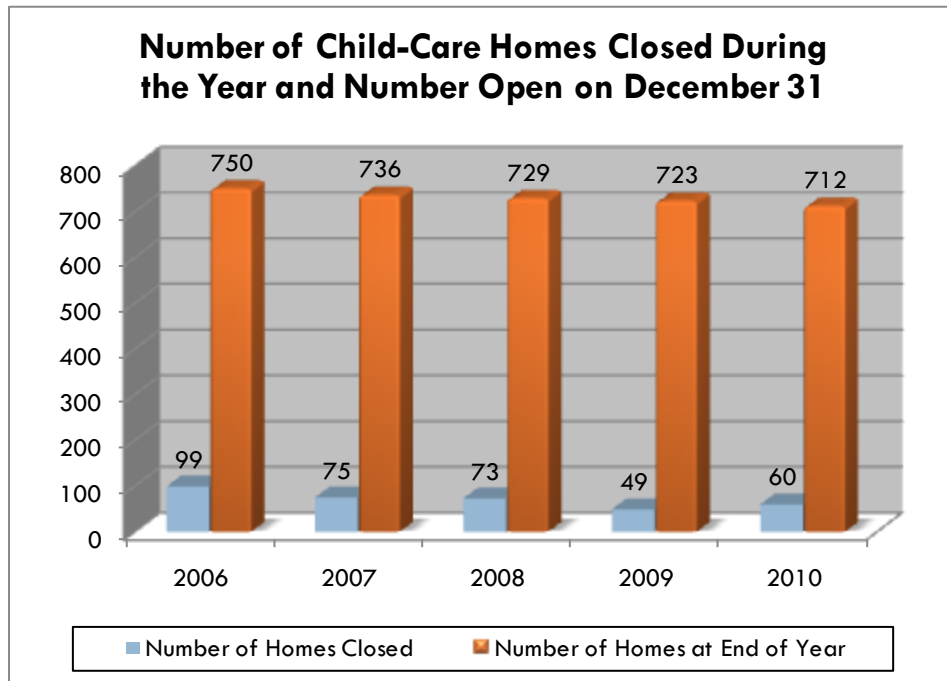
Data maintained by Anoka County Child Foster Care Licensing Unit

\*Not reported for prior years as data tracked differently prior to 2009

When children do need to be removed from the home, staff attempt to locate relatives who can become licensed to care for them, which can help maintain family connections important to the children.

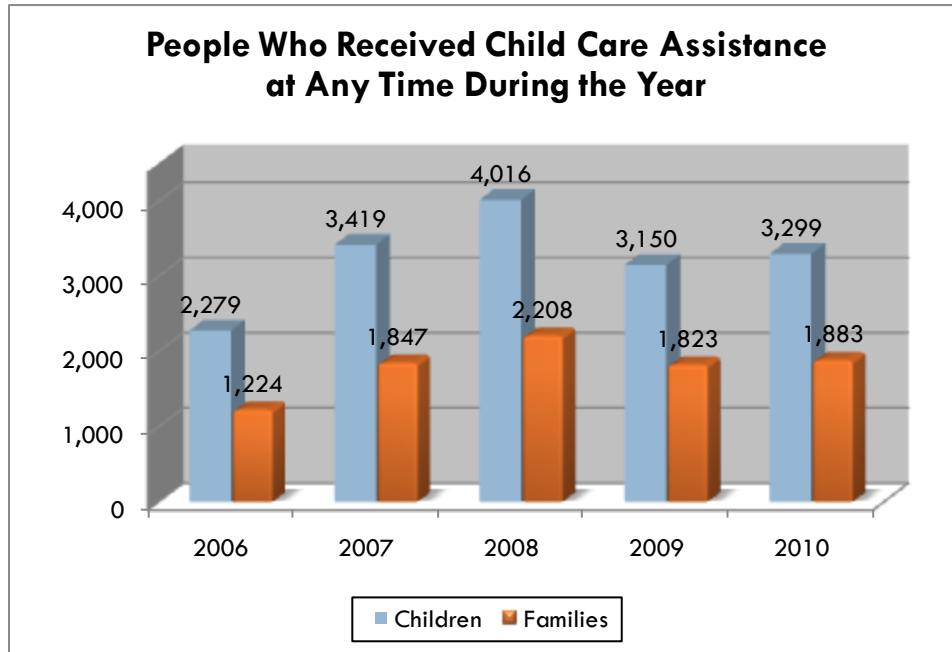
## **SERVICES TO FAMILIES IN NEED OF CHILD CARE**

Various factors have combined to reduce the number of licensed family child care homes in Anoka County; the general economy, implementation of licensing fees, and low enrollments are several of them. Some of the low enrollment is due to families changing to care in centers or in legally non-licensed homes.



From Data Maintained by Anoka County Child Care Licensing Unit

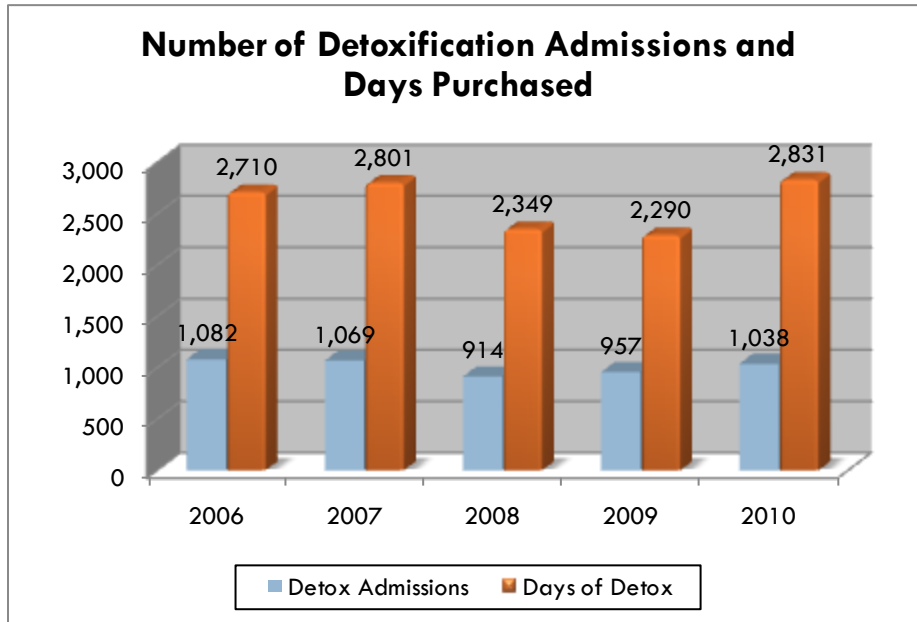
Child Care Assistance helps parents pay for child care in centers licensed by the state, in family homes licensed by Anoka County, and in homes that are not legally required to be licensed.



Data from Anoka County Integrated Financial System (IFS) and (as of 1/1/09) State MEC<sup>2</sup> System

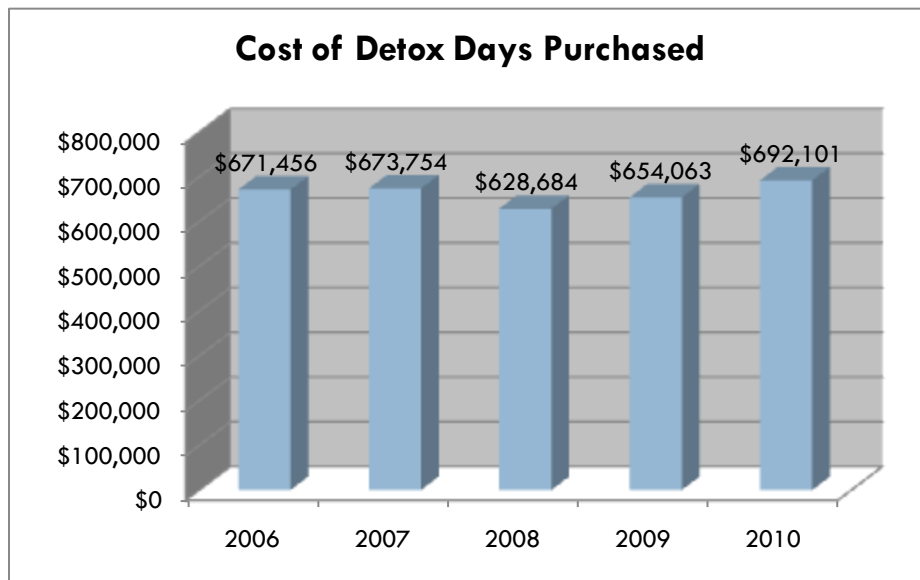
There has continued to be turnover in the number of children and families receiving assistance, as families have moved or lost jobs. In addition, as other families pay a higher percent of the cost (on a sliding fee scale), more families can be served with the same amount of money. There continues to be a waiting list of families in need of child care assistance.

## SERVICES TO PERSONS WITH CHEMICAL DEPENDENCY



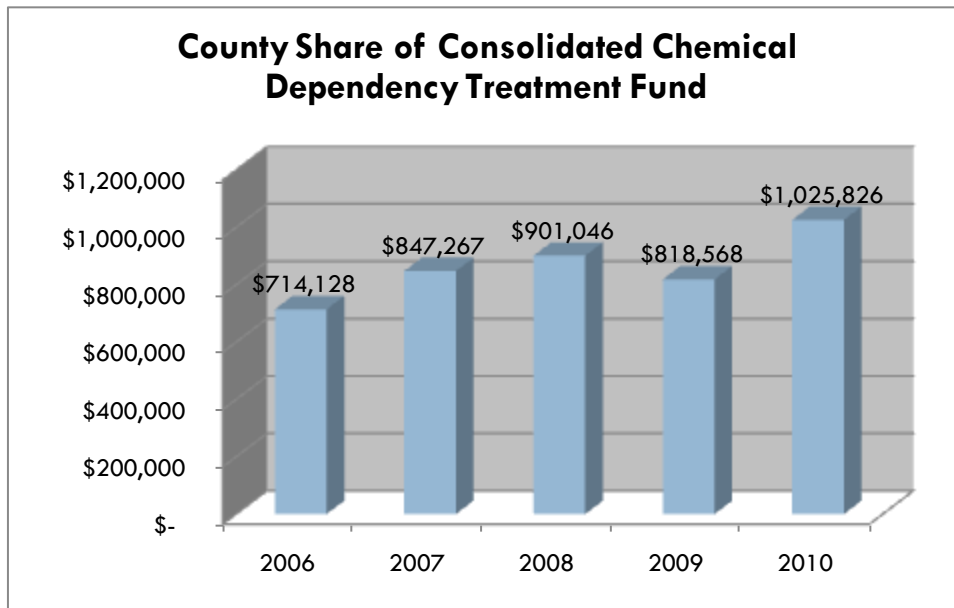
From monthly reports submitted by detoxification programs

State law requires counties to provide detoxification services for anyone present in the county and in need of the service. Most people enter detox programs through local law enforcement or from hospital emergency departments. The average length of stay in detox in 2010 was 2.7 days.



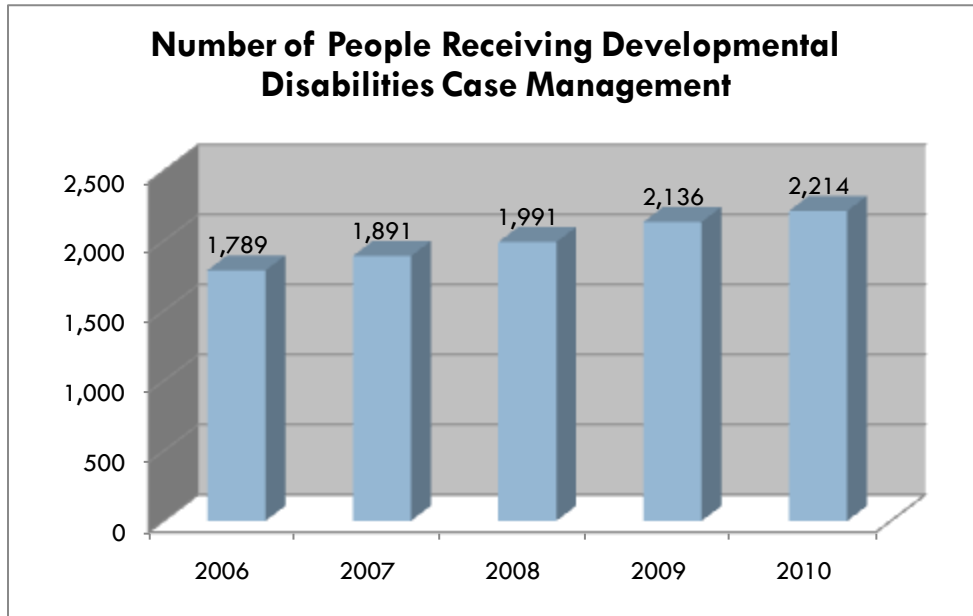
Data from Anoka County Human Services Integrated Financial System (IFS)

Anoka County authorizes funding for chemical dependency treatment for people on state health care programs or whose income is at or below poverty level and who have no health care coverage for treatment. In general, 85 percent of the cost was paid from state and federal funds, with 15 percent paid by the county. This was changed by the legislature as of July 1, 2010, with just under 84 percent paid from state and federal funds and just over 16 percent paid by the county.



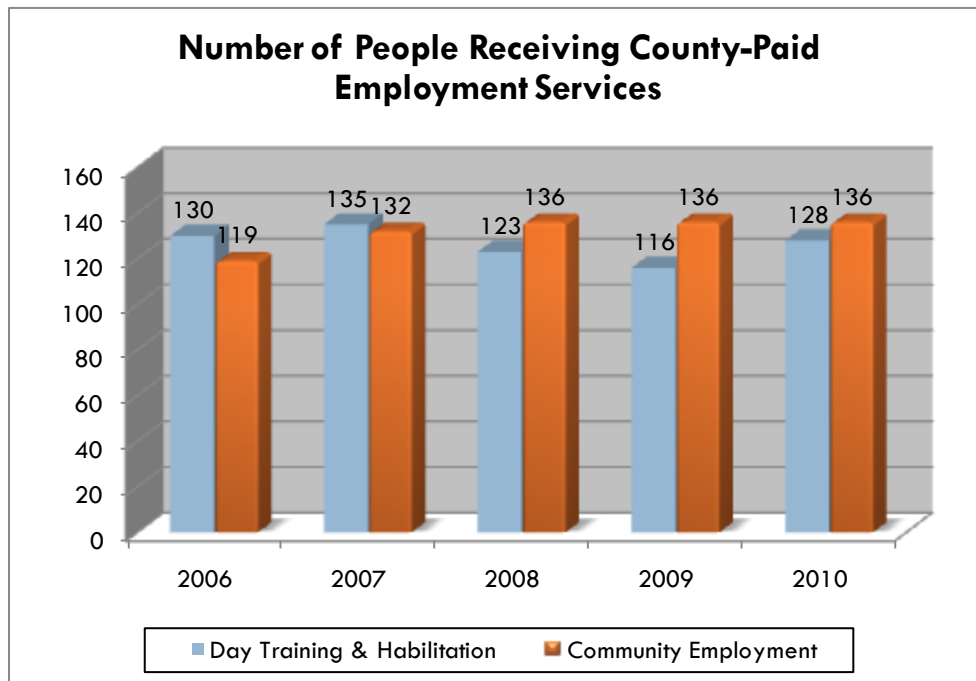
Data from Anoka County Human Services Integrated Financial System (IFS)

## SERVICES TO PERSONS WITH DEVELOPMENTAL DISABILITIES

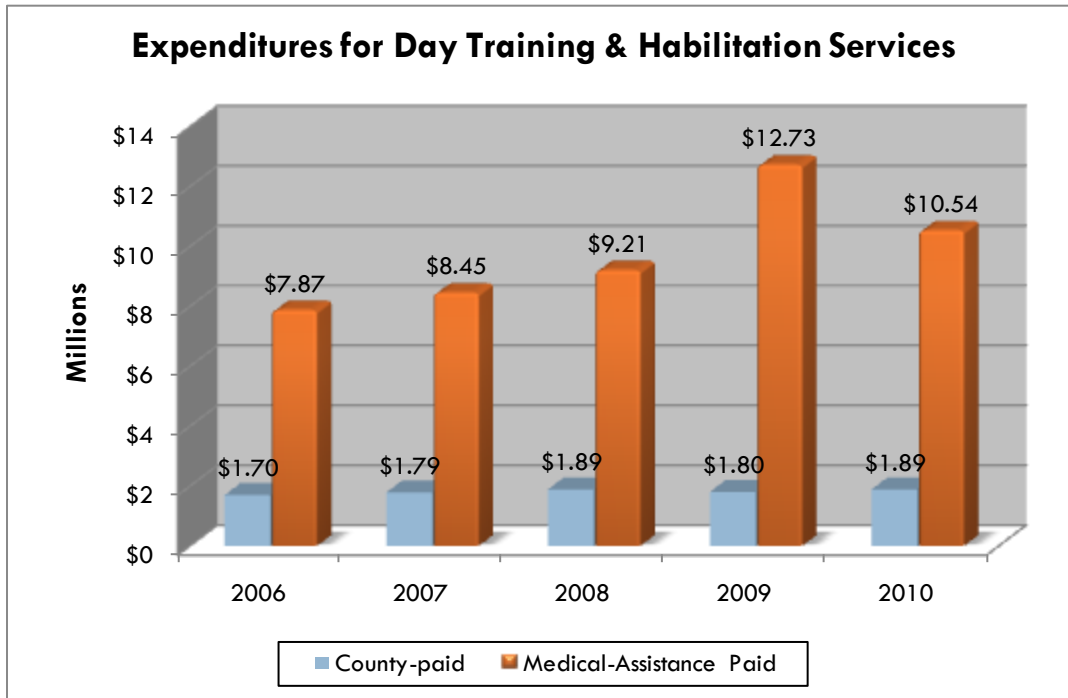


Data from Crystal Report on SSIS Workgroups

Anoka County offers assistance to persons with developmental disabilities to help them live independently to the extent they are capable. Employment-related services play an important role in reaching this goal.

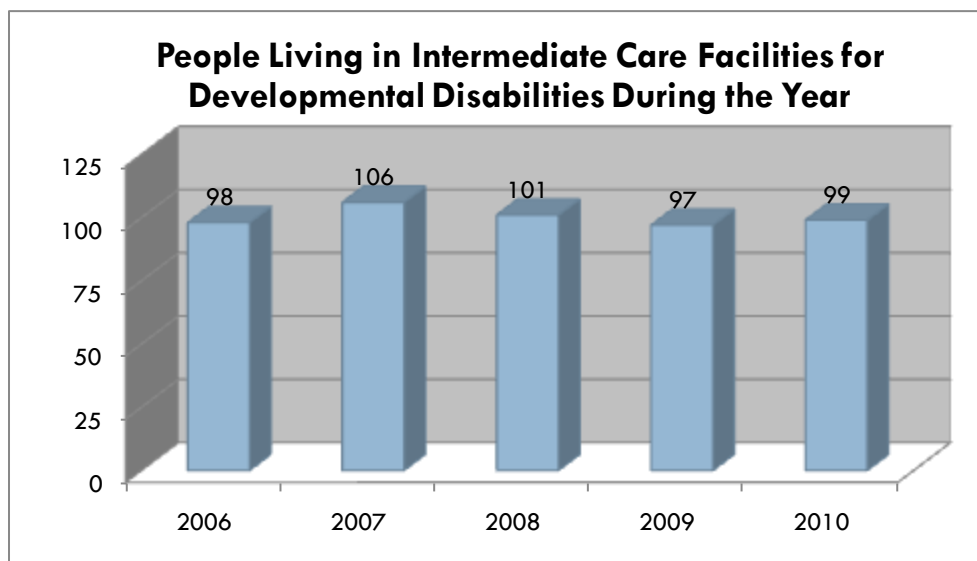


Data from SSIS Service Arrangement Search



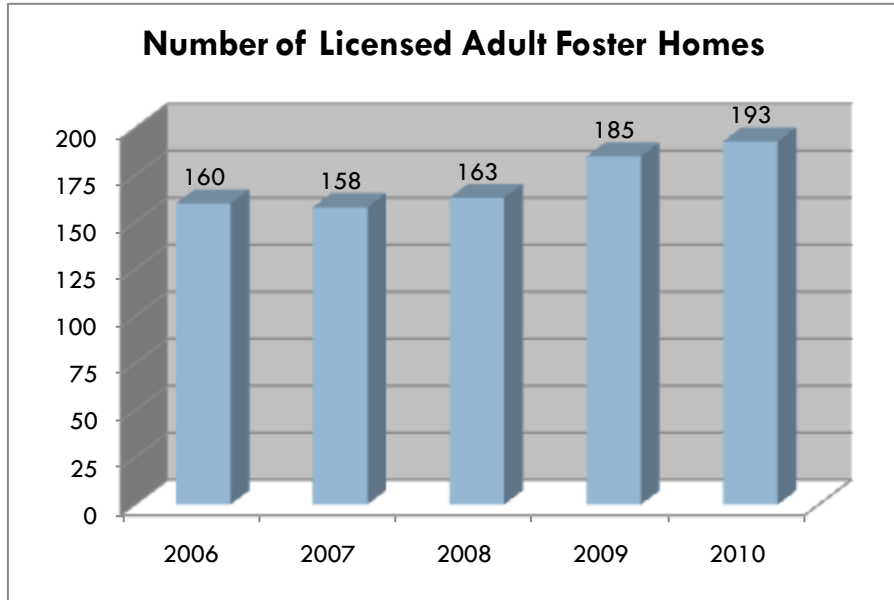
Data from Anoka County IFS and from DHS (DD Waiver Reports and MMIS Reports)

Some persons with developmental disabilities require extensive assistance and supervision. These individuals may need to live in facilities licensed as Intermediate Care Facilities and require day training and habilitation services.

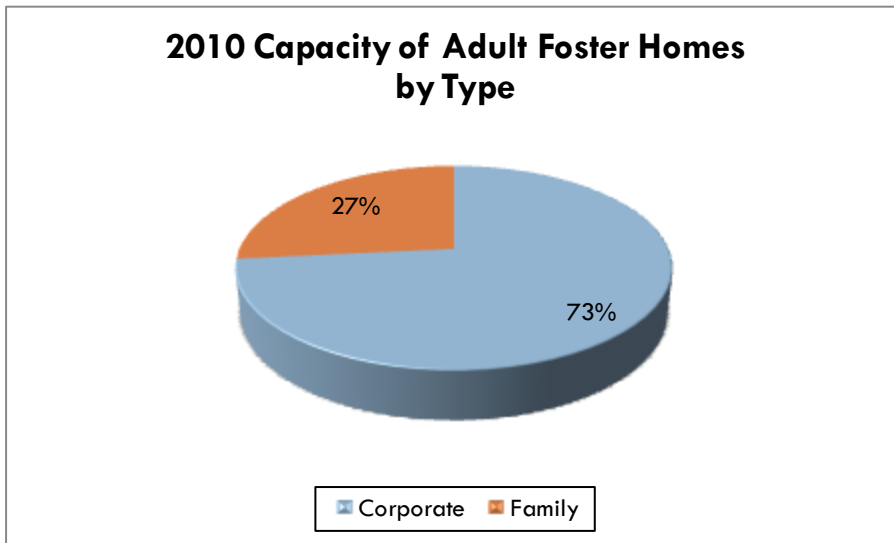


Data from Crystal Report on living arrangement from MMIS match in SSIS – open DD case management

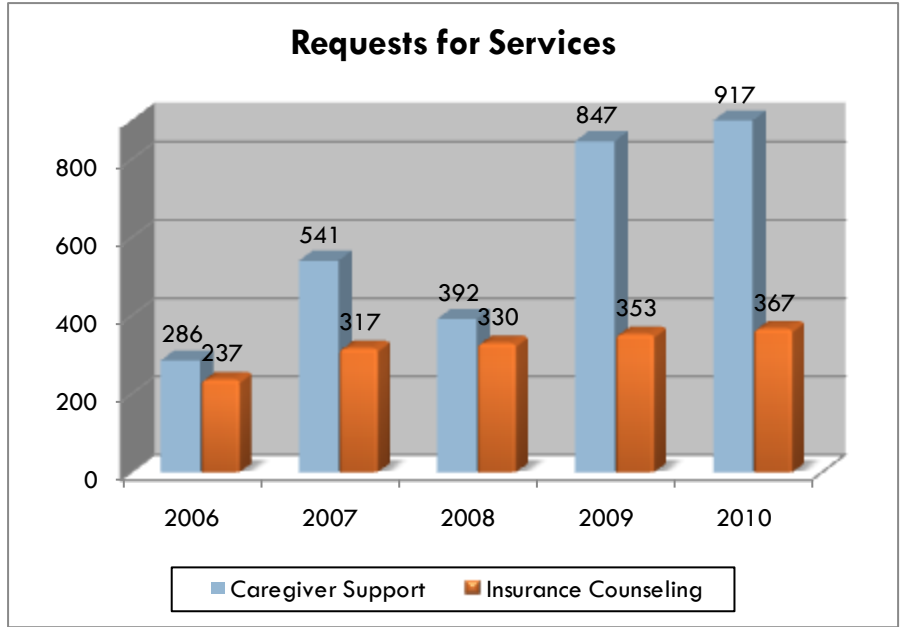
## SERVICES TO VULNERABLE ADULTS AND SENIORS



Data maintained by Anoka County Adult Foster Care Licensing

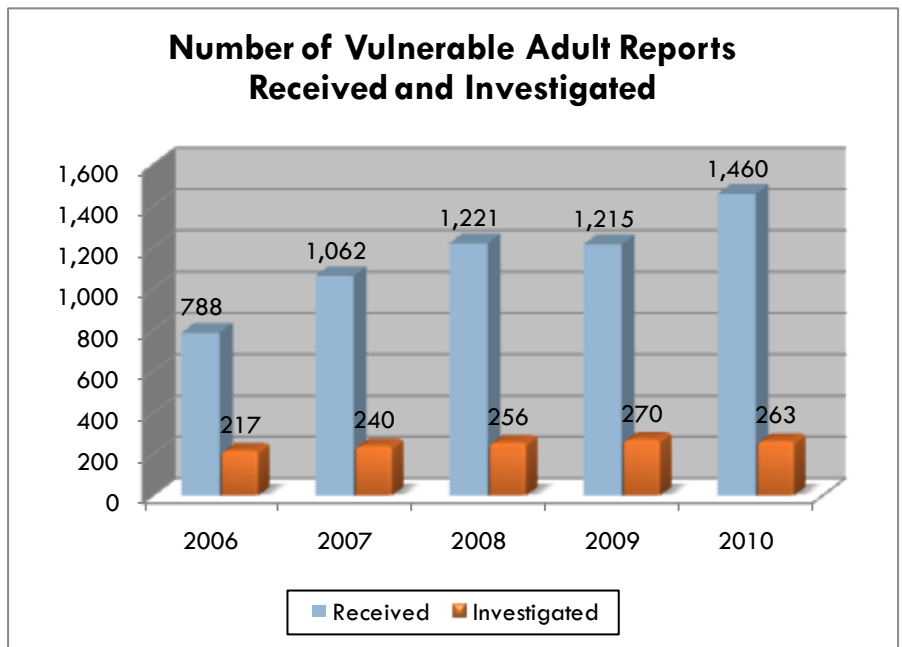


Data maintained by Anoka County Adult Foster Care Licensing



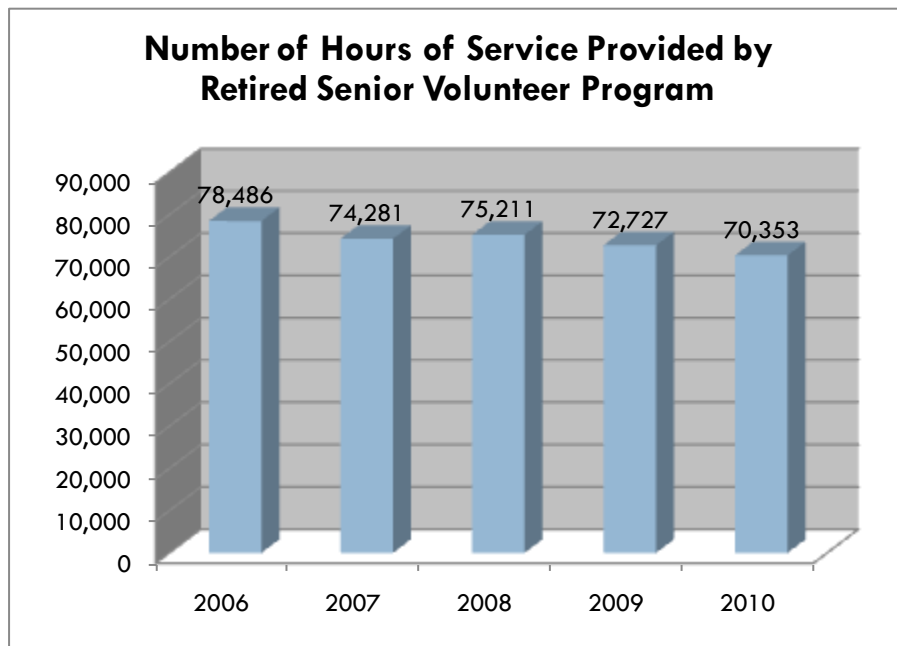
Data maintained by Anoka County Community Resources & Volunteers

Anoka County Senior Services supports families caring for their elderly relatives in need of supervision and provides assistance to senior citizens in understanding and choosing a Medicare Part D prescription drug plan. The increase in requests for caregiver support may be related to several factors: baby boomers as caregivers to their elderly parents are more likely to seek out resources, and modifications in the screening tools used by parish nurses and by Anoka County Public Health Nursing now specifically identify caregivers and their needs.



From SSIS General Reports: Intake Statistics by Program, and Adult Maltreatment Allegations

Adults who are disabled or elderly may be unable to report maltreatment by their caretakers. Therefore, licensed professionals and staff at care facilities are mandated to report suspected abuse or neglect to Adult Protection Services. Reports can also be made by neighbors and relatives. The County must then investigate and assure their safety. The number of reports received has increased dramatically over the last several years, while the number of those investigated by Anoka County has shown only a modest increase. There has been a significant increase in the number of licensed facilities in Anoka County, and reports related to those facilities must be referred to the MN Department of Human Services for investigation. In 2010, Anoka County completed 263 investigations.

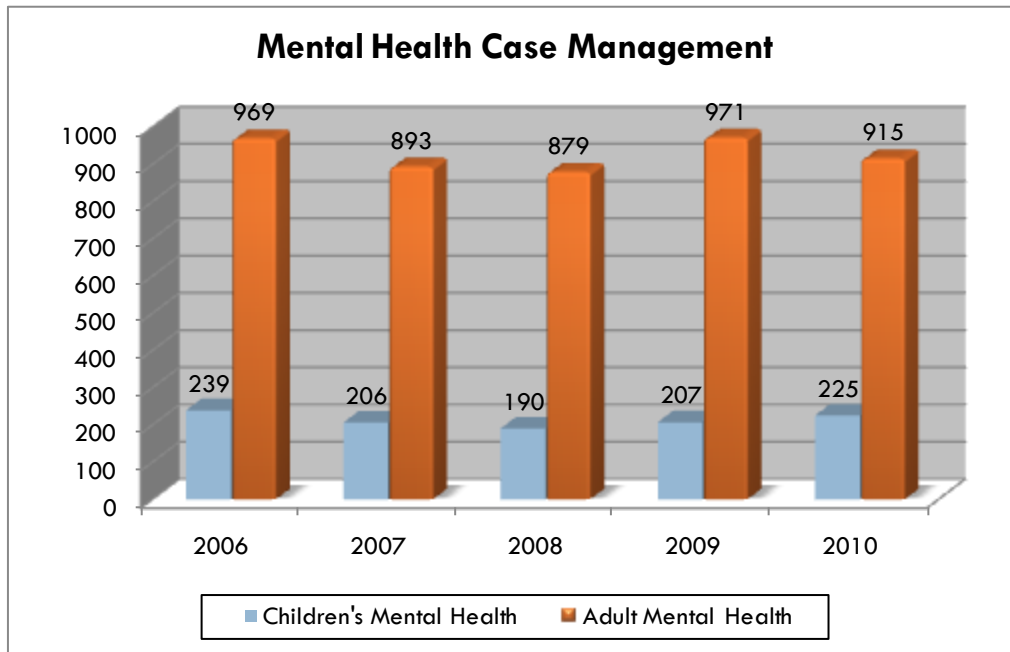


Data maintained by Anoka County Community Resources & Volunteers

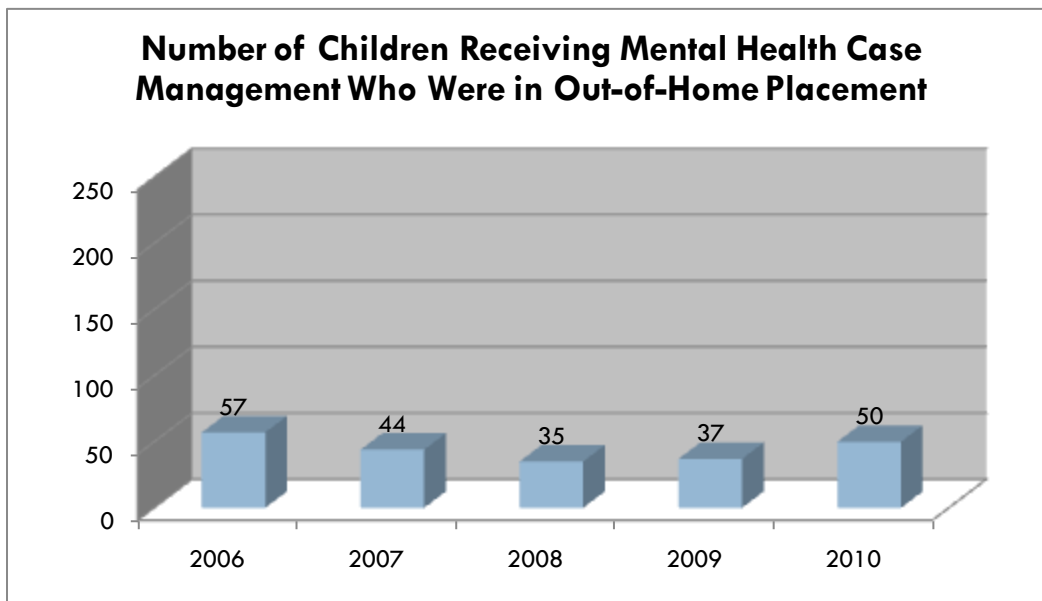
The Retired Senior Volunteer Program connects volunteers, 55 years of age and over, with non-profit and social services programs in the County. Volunteers can choose from over 60 community sites offering a wide variety of opportunities, including food shelves, hospitals, literacy programs, senior centers and transportation.

# MENTAL HEALTH DEPARTMENT

## SERVICES TO CHILDREN WITH EMOTIONAL DISTURBANCE AND ADULTS WITH MENTAL ILLNESS

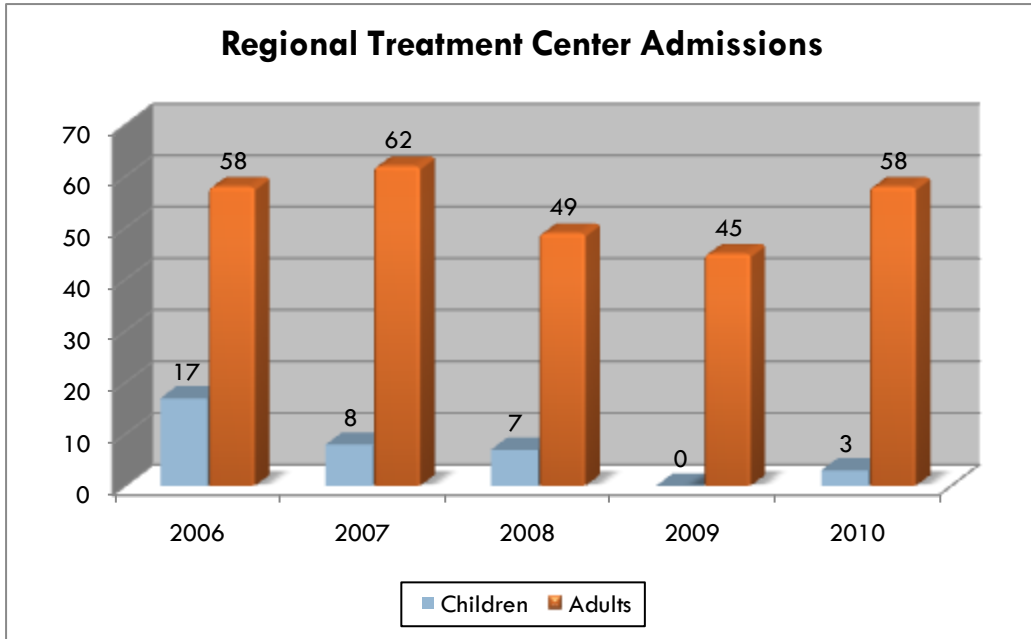


Data from SSIS General Reports – Workgroup Statistics by Program, and Crystal Report



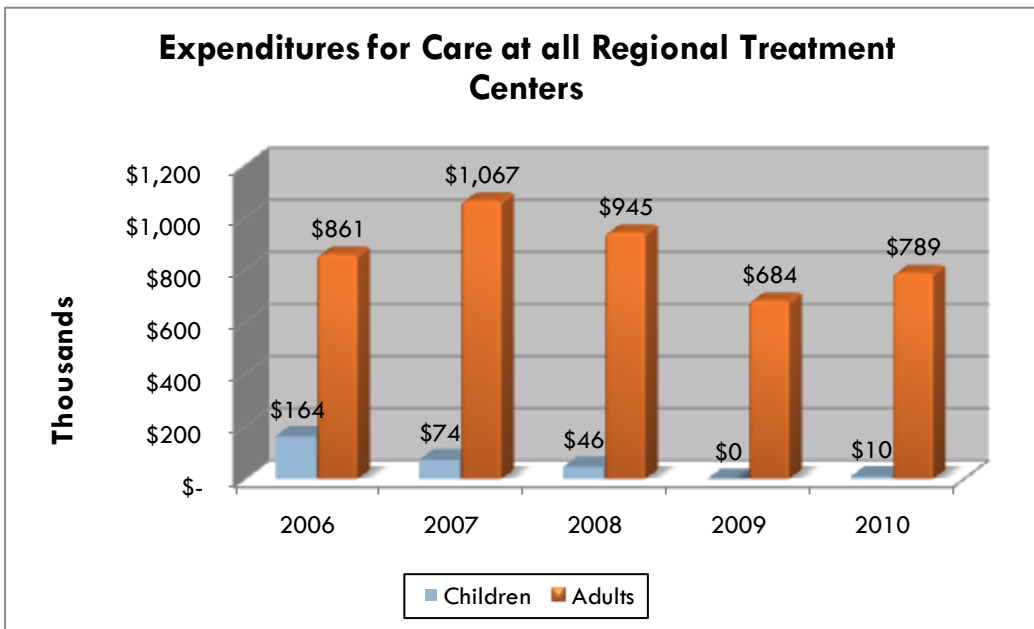
From SSIS 6 – CMH Unit

The Children’s Mental Health Unit utilizes a placement review team to evaluate children who may need an out-of-home placement. This team has been effective in assisting case managers in identifying and accessing community services that help keep children in their homes.



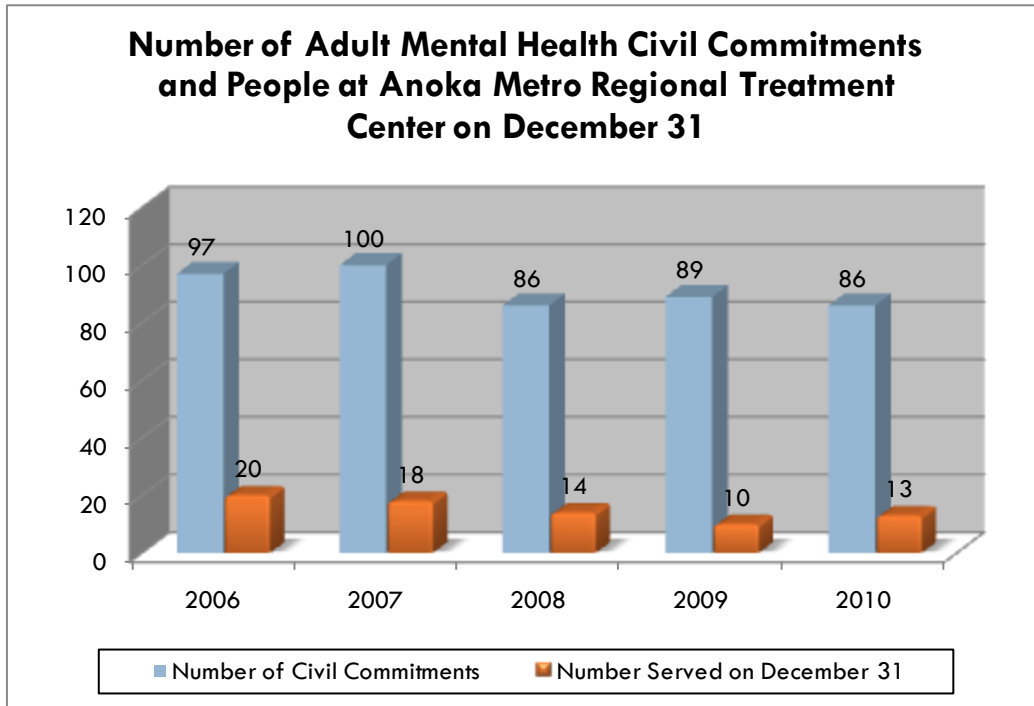
Data provided by Anoka Metro Regional Treatment Center and State Operated Services billings

Occasionally, individuals with mental illness are unable to get their needs met in the community and require help at state-operated regional treatment centers. Case managers attempt to assist people in finding alternatives and preventing the need for these services.



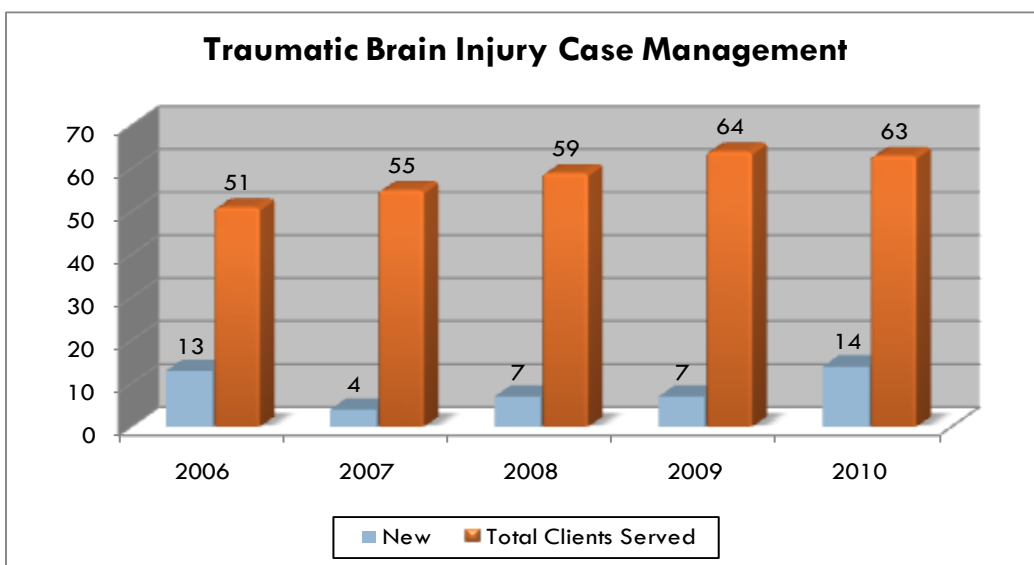
Data from Anoka County Human Services Integrated Financial System (IFS)

While the number of petitions for civil commitment continues to increase annually, the number of actual commitments has actually decreased slightly and remained stable over the last three years, as a result of the efforts to find alternative, less restrictive services.



From Data Maintained by Anoka County Pre-Petition Screening and Data Provided by Anoka Metro Regional Treatment Center

The Mental Health Department coordinates the Traumatic Brain Injury Waiver Program. These services assist individuals with brain injuries, who are in need of an alternative to hospital level of care, to get their daily living and health care needs met.



From SSIS: TBI Program

## CUSTOMER SATISFACTION SURVEY

In early 2010, the Departments mailed satisfaction surveys to approximately 20 percent of the current customers of the Department, to obtain feedback regarding services provided throughout 2009. The results showed a high rate of satisfaction with the services provided.

