

**MEETING OF THE
WINNEBAGO COUNTY
DEPARTMENT OF HUMAN SERVICES BOARD**

Minutes

DATE: Monday, November 24th, 2025

TIME: 2:00 p.m.

PLACE: Oshkosh Human Services Building Room 33

MEMBERS PRESENT: Larry Lautenschlager, Karen Powers, Harold Singstock, KristL Laux, and Walt Ulbricht

STAFF PRESENT: Bill Topel, Renee Soroko, Janet Rohloff, Annette Beattie, Kari Kraft, Heather Foust, Ann Kriegel, Melissa Hoodie, Thiago Souza, Amy Husman, Elizabeth Wagner and Julie Kotajarvi

Chairman Larry Lautenschlager called the meeting to order at 2:00 p.m.

AGENDA ITEM B: PUBLIC COMMENTS ON AGENDA ITEMS

There were no comments.

AGENDA ITEM C1: APPROVE MINUTES OF THE OCTOBER 27TH, 2025 HUMAN SERVICES BOARD MEETING

Karen Powers moved for approval of these minutes; seconded by Walt Ulbricht and carried unanimously. (5-0)

AGENDA ITEM C2: ACCEPT THE MINUTES OF THE OCTOBER 13TH, 2025, ADRC COMMITTEE MEETINGS

KristL Laux moved for acceptance of these minutes; seconded by Harold Singstock and carried unanimously. (5-0)

AGENDA ITEM D1: ECONOMIC SUPPORT PROGRAM

Economic Support Division Manager Ann Kriegel introduced supervisors, Thiago Souza and Amy Husman. Ann reported eligible county residents received November SNAP benefits. Wisconsin SNAP is funded through September 30th, 2026. Amy Husman described a typical staff workday. 50% of their time is dedicated to the regional call center. Staff provide customer service for 9 counties as part of the East Central Consortium including Calumet, Green Lake, Keweenaw, Manitowoc, Marquette, Outagamie, Waupaca, Waushara and Winnebago counties. Remaining time is case work i.e., processing pay stubs and benefit eligibility applications. Prompt response is crucial so people receive benefits timely.

There are 45 staff in this division with a few designated as trainers (for new staff) or administrative support. Unique to this division is most staff work remotely 80% of the time with one day in the office each week. Coverage is split between Neenah and Oshkosh so there are always staff available in the office during business hours.

Thiago Souza shared a handout with statewide data. As of October 2025, there were 17,146 members that received assistance. 65% of people who receive SNAP are working families. FoodShare supports a diverse population and plays a vital role in stabilizing household income. The phone number to apply for benefits is (888)-256-4563 or visit [ACCESS Wisconsin](https://www.access.wisconsin.gov).

AGENDA ITEM E1: DEPUTY DIRECTOR REPORT ON RECRUITMENT AND RETENTION

Deputy Director, Renee Soroko, shared we currently have 19 vacancies with the majority in Child Welfare. Child Protective Services is a difficult position requiring specific training and has had high turnover historically. Interviews and job offers are ongoing. Our 24-hour facilities, Shelter Care and Crisis Center are challenging to staff adequately.

AGENDA ITEM E2: FINANCIAL REPORT

Janet Rohloff stated we are projecting to be over budget in travel though it tends to decrease towards the last quarter. There may be need for a transfer at year end. There were hires in CLTS (Children's Long-Term Support) that were hired earlier in the year than expected as well as some children placed out of state that increased travel costs. Janet mentioned the auditors were here last week, and they were very complimentary of our accuracy and thoroughness. New this year are 'funding controls' specific to state grants which means we are not supposed to submit for reimbursement until we know for sure federal funding is coming through. This may create financial deficits if reimbursement for past services are not available.

AGENDA ITEM F1: INPATIENT & INSTITUTIONAL PLACEMENT STATISTICS

Human Services Director Bill Topel reviewed placement statistics for **September 2025**: Child Welfare (CW) Division – Juvenile Corrections is at 0.0 Actual Daily Populations (ADP). Residential Care Centers are currently at 3.0 ADP. Behavioral Health (BH) - Specialty Hospitals for adults is at 5.8 ADP with the youth being at 0.0 ADP. Secure Detention is at 4.0 ADP. Foster Care is at 53.5 ADP. Kinship Placements are at 158.0 ADP.

AGENDA ITEM F2: DIRECTOR'S REPORT WCHSA UPDATE

Bill shared he is retiring January 2nd, 2026. Next month is his last board meeting. Please plan to stay after for his farewell cake. He also stated he was asked to join a video call with Wisconsin Congressmen to talk SNAP benefits changes in 2027. Another topic is error rates (tracked in the software program) and resulting penalties. They will also discuss barriers in qualifying for benefits. Bill mentioned there will be a resolution coming next month about moving 6 staff members to the district attorney's office to align District Attorney diversion programs within their department. Historically, services have been contracted with external providers and/or Sheriff's Department. There is no request for additional money or positions.

AGENDA ITEM G: BOARD MEMBER REPORTS

Karen Powers asked about ADVOCAP compliance for home delivered meals. Elizabeth Wagner confirmed there are daily deliveries Monday through Friday including fresh and frozen meals.

Walt Ulbricht stated he has been working with Megan Edwards, Director of Solutions Recovery. She gave a presentation in September. They are looking for funds. Walt asked if we could put this on the agenda for next month.

Larry Lautenschlager reminded everyone about the annual Holiday Luncheon sponsored by our WAVE committee on December 10th, 2025 at 11:00 a.m. at Sunnyview Expo Center. Please RSVP to Julie if you'd like to attend.

AGENDA ITEM H1: NEXT MEETING DATE

With no further business Karen Powers moved for adjournment; seconded by KristL Laux and carried at 3:23 p.m. The next meeting will be held **Monday December 22nd at 2:00 p.m. in the Oshkosh Human Services Building in Room 33.**

Respectfully submitted by Julie Kotajarvi, Human Services Department/jk