



ONEIDA COUNTY WISCONSIN
DEPARTMENT OF SOCIAL SERVICES

Professional Services ~ Positive Outcomes

Our Vision

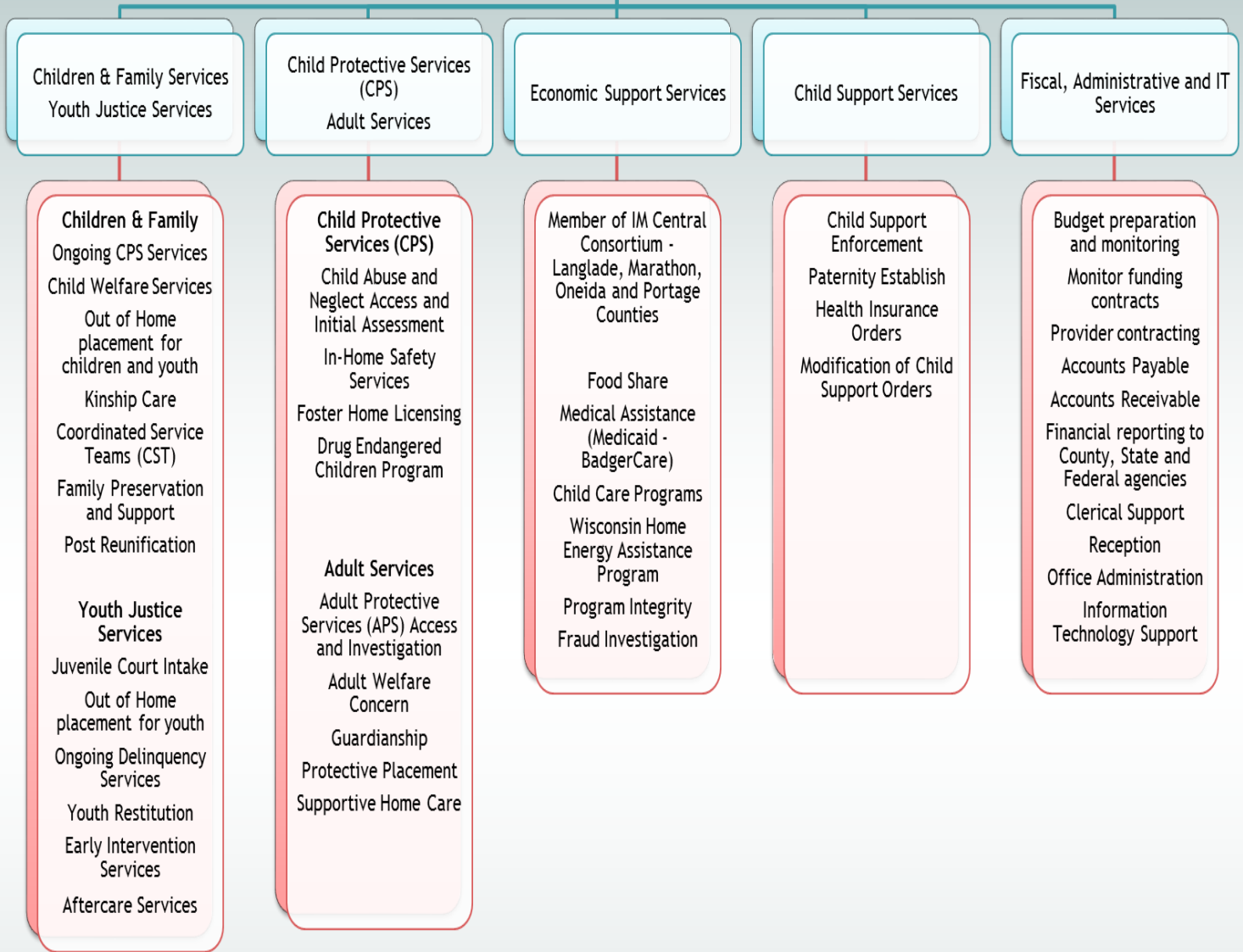
Self-sufficient people living in a safe, financially secure environment.

Our Mission

In partnership with our community and in response to public need and legal mandates, our mission is to serve and assist Oneida County residents in ways that strengthen and preserve families, encourage personal responsibility, and foster independence. We recognize the rights of each individual. Our goal is to serve all persons with dignity, respect, and confidentiality.

2017 ANNUAL REPORT

Oneida County Social Services
Committee
Social Services Director



Department Committees:

- Trauma Informed Care Committee**
- Long Range Planning Committee**
- Volunteer Committee**

Social Services Committee:

- Carol Pederson, Chair**
- Bob Metropulos, Vice Chair**
- Bill Freudenberg**
- Alan Van Raalte**
- Jim Winkler**

FINANCIAL SERVICES

The Financial Services Unit provides accounting and clerical support to the Department of Social Services. In addition to responding to the needs of internal staff, the unit adapts to changing federal, state and local requirements. Other areas of support include:

- Budget preparation
- MA Targeted Case Management billing
- Provider contract management
- Financial reporting to the county and state
- Receptionist duties
- Document processing and transcription

The most notable accomplishment for the unit in 2017 was the Department's transition to Family Care and projecting the fiscal impact on the agency including staffing needs. The unit continued to provide fiscal agent services to the ADRC of the Northwoods. Policies and procedures for the Department were updated and/or created to comply with the Federal Uniform Grant Guidance Regulations. One goal the unit will continue to work on is increasing the use of data to track outcomes and performance in program areas. Selection of a new software that will improve the collection of client data and reporting was approved and implementation will occur in 2018.

2017 Budgeted Tax Levy \$1,603,001

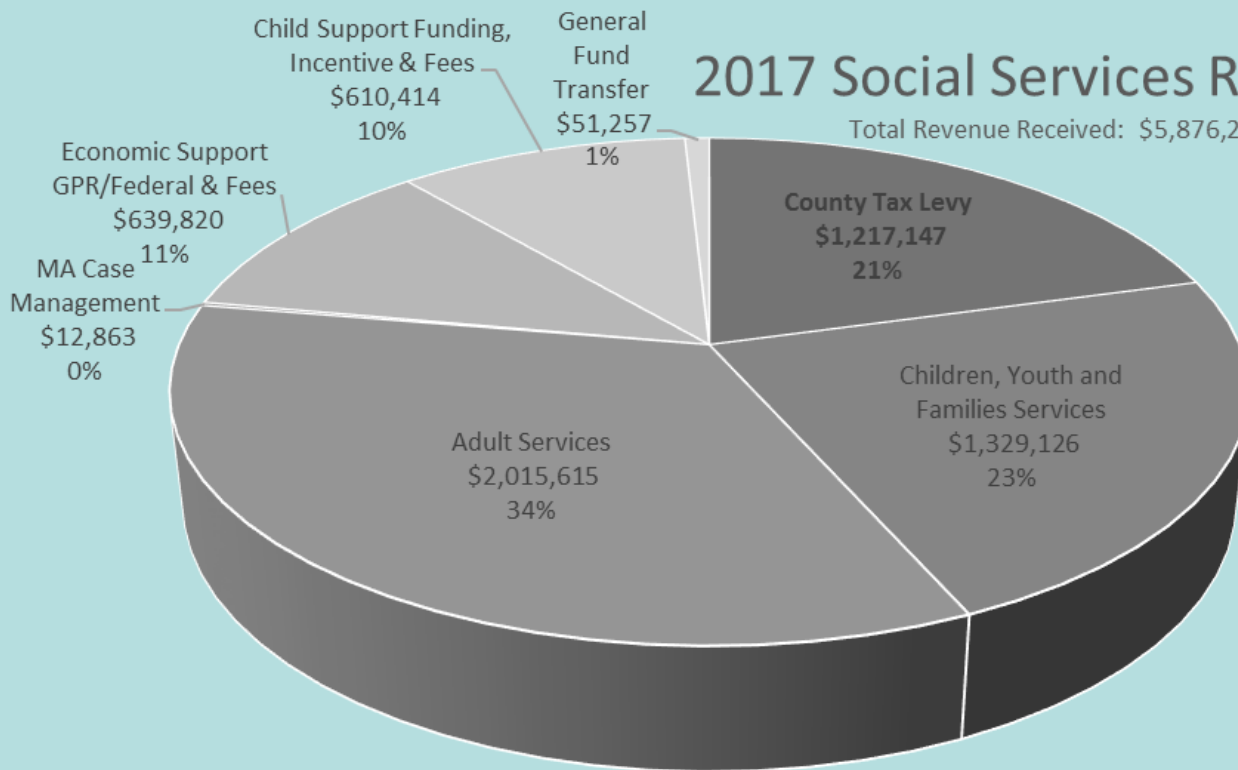
2017 Actual Tax Levy \$1,217,147

Surplus Returned \$385,854

The Department of Social Services experienced a surplus of \$385,854. This outcome was mainly due to lower cost of care for our children in out-of-home placements. Although the number of children in 2017 (55) only dropped slightly from 2016 (57), the placements occurred in less restrictive settings and relative care.

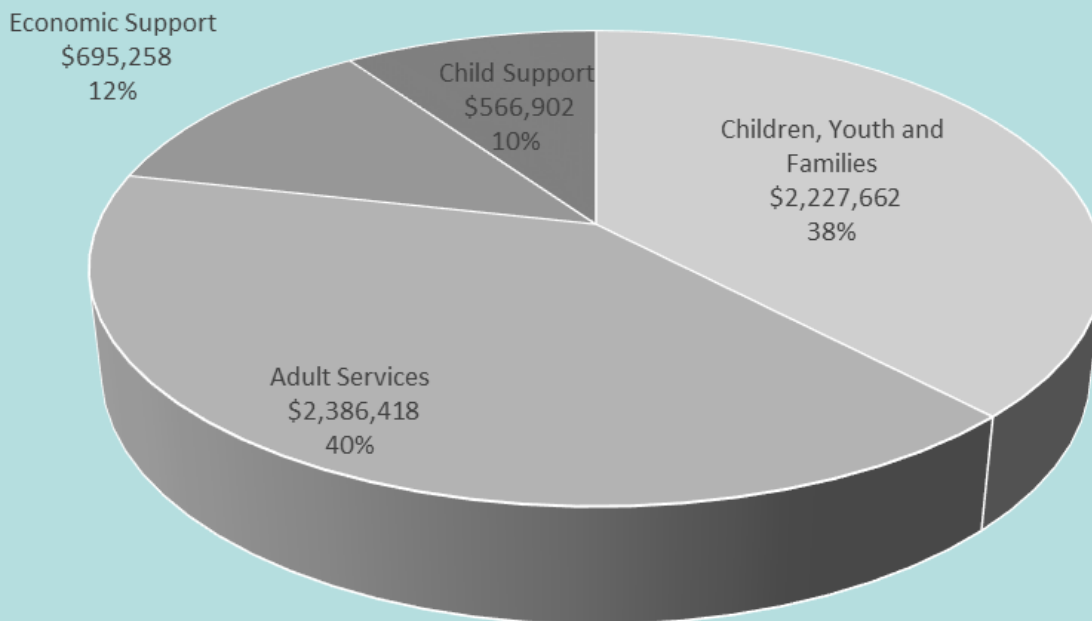
2017 Social Services Revenue

Total Revenue Received: \$5,876,240



2017 Social Services Expenditures

Total Expenditures: \$5,876,240¹



¹Expenditures do not include Indirect Costs

ADULT SERVICES

Oneida County Department of Social Services as well as a number of surrounding counties experienced a significant change to service delivery in 2017. For the last thirty plus years the county had been responsible for the Community Options and Waiver program. This program was responsible for delivery of services to elderly and physically disabled populations with the intent to keep them in the least restrictive setting, primarily in their home, to meet their needs. Eligibility was determined by a functional and financial screening process.

Family Care has been rolled out state wide over the last decade. Oneida County was chosen to transition to this system in 2017. This impacted the department in a number of ways. The department was able to capture federal Medicaid case management revenue for workers who administered this program. This income was no longer available to the department. Through attrition and retirement the number of social workers working with elders was reduced from six to two full time positions. One accounting position and a clerical position were also eliminated.

Externally this impacted how services to the elderly and physically disabled population were delivered. The Department was providing services to 164 of the most vulnerable and financially disadvantaged in 2017. These participants began to roll into the Family Care system starting July 1st and ending September 1^s 2017.

The Department recognized that due to this change new systems and collaborations would need to be developed. Oneida, Vilas and Forest Counties in cooperation with the Human Service Center applied for the Dementia Crisis Innovation Grant during the summer of 2017. This grant was awarded to the coalition in the fall of 2017.

“Efforts are underway to improve the dementia capability of the region to improve outcomes as they relate to crisis situations and expand the ability of responders to develop safe plans for stabilization in place for those experiencing crisis related to dementia. “

Clients Served—Adult Unit

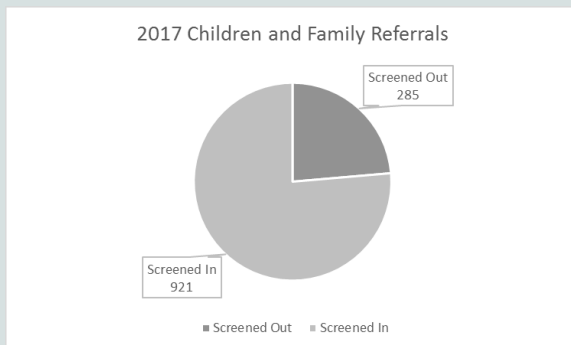
● Supportive Home Care	32
● Community Options Program	116
● Long Term Care Medicaid Waivers	164
● Elder Abuse Direct Service	11
● Elder/Adult Abuse Investigations	25
● Guardianships	19
● Protective Placements	25
● Adult Welfare Concerns	39

CHILDREN AND FAMILIES

Access - Intake

Access is the process of receiving, analyzing and documenting reports of alleged child maltreatment. The functions of Access are as follows:

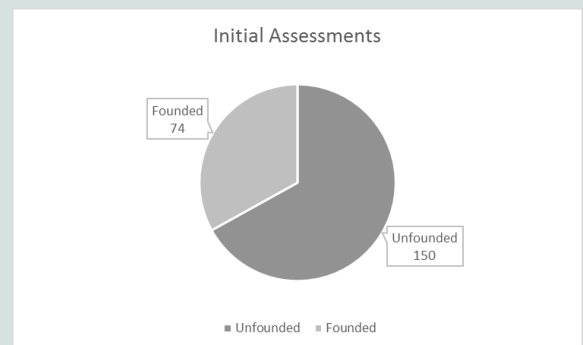
- Receive and document reports of alleged maltreatment from the community
- Identify families that the child protective services (CPS) system must respond to
- Determine the urgency of the response time
- Initiate an assessment of child safety and family strengths



Initial Assessment - Investigations

Initial assessment is the process of:

- Investigating alleged maltreatment
- Assessing the family condition to determine if the conditions and/or behaviors in the home pose a risk to a child's safety
- Determining what services may be needed to help the family enhance parental protective capacities to establish a safe environment for the child(ren)



Clients Served Children, Juveniles and Families

- | | |
|---|-----|
| • Child Protective/Child Welfare Services | 849 |
| • Youth Justice Services | 124 |
| • Community Based Service Programs | 85 |
| • Youth Intervention Programs | 24 |
| • Out of Home Care | 55 |
| • Kinship Care | 35 |

On-going Services - Children in Need of Protection and Services (CHIPS)

Services for children and their families who come under the jurisdiction of the juvenile court because the child or unborn child is in need of protection and services which can be ordered by the court (48.13 and 48.133 Wis. State Statutes).

Services typically include:

- Assessment, diagnosis, case/treatment planning, safety planning
- Monitoring and review
- Counseling and arranging therapy services
- Arranging physical and mental health services
- Monitoring of school attendance, involvement with IEPs
- Working with families on daily living skills, child care and discipline techniques
- Working with families on clean safe housing, budget management
- When child safety cannot be managed in the home -Out-of-home placement services
- Determining what services may be needed to help the family enhance parental protective capacities to establish a safe environment for the child(ren)

In-Home and/or Community Services

The Department has an array of services to offer families to maintain children safely in their homes and their communities. The following services were provided to children, youth and families in 2017:

Intensive Aftercare Program

Early Intervention Program

Post Reunification and Support

Coordinated Service Team

Parenting Education – individual and groups

Parent Aids

Mentors

Going Forward

Supervised Visitation

CAST(Coping & Support Training)

Transportation Assistance

Drug Testing

Child Care Assistance

Independent Living

For details regarding these programs, please visit OCDSS.COM, the Reports and Forms page – Service Listing

Positive



Outcomes

FOSTER CARE



In 2017, the state mandated that counties utilize the Safe Home Study process to license foster homes. This is an excellent home study tool, however came as an unfunded mandate and more than doubled the licensure time. In response, the Department revised the duties of several workers. Instead of having one part time Social worker completing licensures an additional worker was trained and the Social Service Aide position took over responsibilities of Kinship Care licensure.

At the same time, Oneida County Department of Social Services noticed an increasing need for foster homes in the area. Across the state, other counties were experiencing similar issues. One of the main reasons for the increased need is the well-publicized drug epidemic facing our country.

To assist foster home licensing agencies in recruiting qualified foster parents, the Department of Children and Families implemented a recruitment plan that started in 2017. The Department, in partnership with the Coalition for Children, Youth and Families, implemented the following recruitment plan, which licensing agencies and licensed foster parents could participate in. Oneida County Department of Social Services chose to participate.

The Department partnered with the Coalition for Children, Youth, and Families to host a series of

recruitment activities, which were targeted to increase capacity within child welfare agencies to recruit. As part of the recruitment activities, the agency:

- Conducted an assessment of need specific to their agency.
- Created a recruitment plan with assistance from the Coalition.
- Learned how to use their current licensed foster homes as a recruitment resource.

In addition, as part of these activities, the Coalition will train and coach licensed foster parents to recruit foster homes within the participating communities.

The assessment revealed that the Department would need to license 14 additional foster homes to meet the anticipated need.

A recruitment plan has been developed which includes activities to recruit, train and retain foster parents in Oneida County.

Workshops to meet ongoing and initial training requirements of foster parents are held monthly.

Future plans of this group include: exploring the use of social media to expand recruitment and retention activities, developing a formalized support network for Foster Parents in collaboration with one of the local churches, and improving access to information about becoming a foster parent on our Department website.

**7 additional homes were
licensed as Level II in
2017**

YOUTH JUSTICE

Youth Justice Services

Juvenile Court Intake workers provide services to the court, youth, and families in cases in which the youth has committed an act that is against the law or for a behavioral issue. Our agency receives referrals from law enforcement, schools, and parents and caregivers and confers with the District Attorney's Office regarding the disposition of the case. An Intake Inquiry is conducted for each case and a decision is made on how to proceed. The agency received a total of 124 youth justice referrals in 2017.

The social worker can recommend a number of services to the District Attorney's office to resolve the case. These include but are not limited to: payment of restitution, community service, apology letters to victims, Early Intervention Services, Parenting classes, counseling for AODA or Mental Health issues, and regular supervision appointments with the social worker to discuss progress on these recommendations.



Youth Leadership Teams

In the fall of 2016, the Wisconsin Department of Children and Families (DCF) launched four "Youth Leadership Teams," covering all parts of the state, to involve young people in youth justice decision making and empower the next generation of young leaders. These teams provide an opportunity for young people who have been involved with the justice system – past or present – to share their perspectives and give input.

For the first year, each team was supported by 'founding partners' – counties and youth serving organizations who committed to helping shape the teams and supporting youth in coming to the meetings. In all, 13 founding partners joined in this effort for 2016-17.

Youth participated in one of the four teams, depending on where they live. Teams met four times: in November 2016, February, April, and June/July 2017. Two (2) youth from Oneida County participated, and in all, 59 young people attended one or more of the meetings held in the first year.

Each meeting focuses on three core activities: (1) giving input to DCF, (2) developing and strengthening youth leadership skills, and (3) working on a project of the team's choosing to help improve the youth justice system.

NORTHEAST

TEAM

Founding Partners:
Manitowoc County, Oneida County,
Waupaca County

SCHOOL JUSTICE GRANT

Oneida and Vilas County Departments of Social Services applied for and were awarded the Youth Innovation Grant in 2017. Funding started in fall of 2017 and the requirement is that the dollars be spent by the end of 2018. The amount of the grant is \$100,000. It was distributed by the Department of Children and Families to counties with the purpose of supporting counties to implement a new project or practice that would not be otherwise accomplished without a significant amount of seed money.

“Project elements were required to include clearly defined roles and regular collaboration between law enforcement, schools and human services; an array of approaches to school-related misbehavior and/or truancy that minimizes the use of exclusionary discipline and referrals to law enforcement; and attention to underlying family system needs.”

The grant proposal submitted highlighted the successes of the Truancy Task Force in reducing absenteeism. Those highlights included the development of the Task Force itself, Truancy Court Referral checklist, development of the report center and the work done with medical professionals to reduce the number of days absent due to prolonged medical excuses.

The proposal outlined that the grant dollars would be spent on the following:

* A project facilitator who would be responsible for assisting in securing funding sources that would ensure sustainability for efforts such as report centers and psycho-social group interventions and coordination of meetings and trainings.

* Funding of report center staff at the three high schools currently participating in the Task Force. Lakeland Union, Rhinelander and Northland Pines School District.

* Psycho-social group and individual interventions to prevent referrals to Law Enforcement, truancy court or Departments of Social Services.

* Robust Motivational Interview and Trauma Informed Care training availability locally for school partners and service providers.

The grant is currently funding report center staff. A project facilitator has been hired and is working on various psycho-social interventions including a graduated response system and restorative justice. Motivational Interview Training is scheduled at each of the three school districts in August 2018 and Trauma Informed Care training in October 2018. In addition to school and social services staff, law enforcement and community partner agencies will be invited to attend.



ECONOMIC SUPPORT

Economic Support (ES)

The Economic Support (ES) Section of the Oneida County Department of Social Services administers the financial assistance programs mandated by the Federal government and the State of Wisconsin. These programs include Medical Assistance (MA) including BadgerCare+, Food Share (FS) Childcare, and the Wisconsin Home Energy Assistance Program (WHEAP).

Since 2012, Oneida County has been part of the IM Central Consortium which includes Langlade, Marathon, Oneida, and Portage counties. The counties share a Call/Change Center and staff in each county are responsible for processing calls.

Medical Assistance (MA)

Oneida County had an average of 3,996 Medical Assistance cases per month. Due to the Affordable Care Act, single childless adults are now eligible for BadgerCare benefits as well as those that are pregnant, disabled, or with a minor in their care. Adults under 100% Federal Poverty Level (FPL) and children under 300% FPL are potentially eligible for BadgerCare. Children over 200% FPL are responsible for a monthly premium. Clients in BadgerCare Plus must also choose an HMO.

2017 Yearly MA Costs \$47,186,032

2017 Average Monthly Cases 3,877

Food Share Program (FS)

Food Share eligibility is based on household income and shelter expenses. Food Share benefits are issued through the Wisconsin EBT (Electronic Benefit Transfer) Program. Recipients are issued a Wisconsin Quest Card which functions like a debit card allowing the recipient to access their Food Share benefits through point of sale terminals at their grocery store.

2017 Total Food Share Issuance \$4,428,576

2017 Average Monthly Cases 1,997

Food Share recipients aged 18-49 who are not caring for dependents or disabled must work 20 hours per week or be involved in some type of work training program. FSET (Food Share Employment Training) is offered to all Food Share recipients. CW Solutions has the state contract to provide this service and has office space within Social Services to assist clients. In 2017 there were 346 individuals referred to the FSET Program in Oneida County. 145 individuals enrolled in FSET in Oneida County which is a 41.9% enrollment rate. The state-wide rate was just 33.0% in 2017. Our estimated number of new jobs gained by FSET participants in 2017 for Oneida County is 150.





Wisconsin Shares Child Care Assistance Program

In 2017, Oneida County implemented the MyWICChildCare Electronic Benefit Transfer (EBT) payment changes made to the Wisconsin Shares program. MyWICChildCare changed the way parents that receive Child Care Assistance pay for daycare. Instead of the state paying daycare providers directly, parents use an EBT card to pay their provider. This initiative was intended to more closely align the subsidy program with how private pay parents make payments to their daycare providers, and establish a stronger relationship between the provider and parent instead of between the provider and the State/County. In addition to changing the payment mechanism, MyWICChildCare brought numerous policy changes to the Wisconsin Shares Child Care Assistance program. In 2017, the average number of families receiving Child Care Assistance was 70.

Wisconsin Home Energy Assistance Program (WHEAP)

Oneida County Economic Support administers the Wisconsin Home Energy Assistance Program (WHEAP). There were 1,703 households that received WHEAP benefits from October 2016 through September 2017 (Federal Fiscal Year 2017). The total benefit payments issued was \$1,096,973. In addition to regular heating benefits, residents that meet certain eligibility criteria may also be eligible to receive a crisis WHEAP benefit payment. There were 402 households in Oneida County that received WHEAP Crisis benefits between October 2016 and September 2017 (Federal Fiscal Year 2017). Oneida County issued a total of \$143,388 in crisis benefits.

For more information on the programs provided in Economic Support, please visit our web site at: <http://www.oneida.wi.gov>.



CHILD SUPPORT

Child Support program goals, as set by the Federal Office of Child Support Enforcement, are “to assure that assistance in obtaining support (both financial and medical) is available to children through locating parents, establishing paternity and support obligations and enforcing those obligations.”

The Child Support Unit provides the following functions as required under the Federal Mandates:

1. Establish paternity on behalf of children whose parents were not married to each other at the time of the child’s birth;
2. Establish court orders obligating parents to pay Child Support;
3. Establish court orders requiring that parents provide health care for their children, including health insurance coverage;
4. Receive and disburse payments for: Child Support, Family Support, and in cases where there is an order to make separate Child Support and spousal maintenance payments, to collect both Child Support and spousal maintenance;
5. Take administrative and legal actions necessary to enforce a Child Support order when parents fail to pay the support they have been ordered to pay; and
6. Find parents who are not paying support and locate their income and assets, when necessary to establish or enforce a Child Support order.

Court Order Established Rate (% of total Cases)		Paternity Established Rate (% of total Cases)		Current Support Collect (% collected vs ordered)		Arrears Collection (% of cases w/ arrears owed & payment toward arrears)	
Percent	Goal	Percent	Goal	Percent	Goal	Percent	Goal
90.75%	80%	109.49	90%	78.11%	80%	78.07%	80%

Exceeded Goal

Below Goal

Performance

Child Support Unit caseload average for 2017	1,777
Child Support collected for NIVD cases	\$1,193,172.18
Child Support collected for out of state IVD cases	85,110.41
Child Support collected for WI IVD cases	<u>3,926,199.62</u>
Total Child Support collected in 2017	\$5,204,482.21
	+\$101,308.75 vs. 2016

DEPARTMENT OF SOCIAL SERVICES

INTERNAL COMMITTEES

Long Range Planning Committee

This is a committee of agency staff that meets quarterly to review progress on the department's 3-year long range plan. 2017 was year two of the three year plan. Updates are reviewed and approved annually by the Social Service Committee. Some accomplishments in 2017 were:

- | | |
|---|--------------------------------------|
| Monthly all-staff meetings | Applied for and received 3 grants |
| New Youth Assessment Software | Successful transition to Family Care |
| Foster Home recruitment efforts | Two Agency In-service days |
| Monthly Tri-County meetings (Forest, Oneida, Vilas) | |

Volunteer Committee

Giving Back

Social Services Staff are dedicated to our residents on a professional and personal level. With that in mind, our staff have taken advantage of multiple volunteer opportunities to give back to the community. In 2017, donations were made to the Personal Essentials Pantry, the Humane Society, Backpack Program, Christmas donations for families and veterans, and the Salvation Army.



ONEIDA COUNTY DEPARTMENT OF SOCIAL SERVICES CORE IMPLEMENTATION TEAM

TRAUMA INFORMED CARE (TIC)

Our Vision

“A Trauma Informed Agency that empowers, educates and supports agency staff to provide services in a caring, compassionate and safe environment.”

Our Mission

“Build a Trauma-Informed Agency by incorporating specific strategies across each level of the Agency. Develop trauma-specific services that match clients’ needs to enhance understanding of the impact of trauma on individuals, families, staff and the community as a whole. The committee will match learned strategies to the needs and strengths of families and staff.”



2017 Accomplishments:

- ◆ ***TIC-Tip of the week to all staff***
- ◆ ***Staff trained on Adverse Childhood Experiences (ACES) and Trauma Informed Care***
- ◆ ***TIC is part of agency job postings and interview questions***
- ◆ ***Sub-committee on TIC orientation materials—new staff receive orientation on TIC and Self-Care***
- ◆ ***Updated agency Visitation Room so families have a more comfortable space to have visits***
- ◆ ***Quarterly self-care training is provided to all staff if interested, as well as resources posted on our intranet***
- ◆ ***Completed changes to Agency waiting room—Music, kids area, more comfortable seating, and new paint.***