

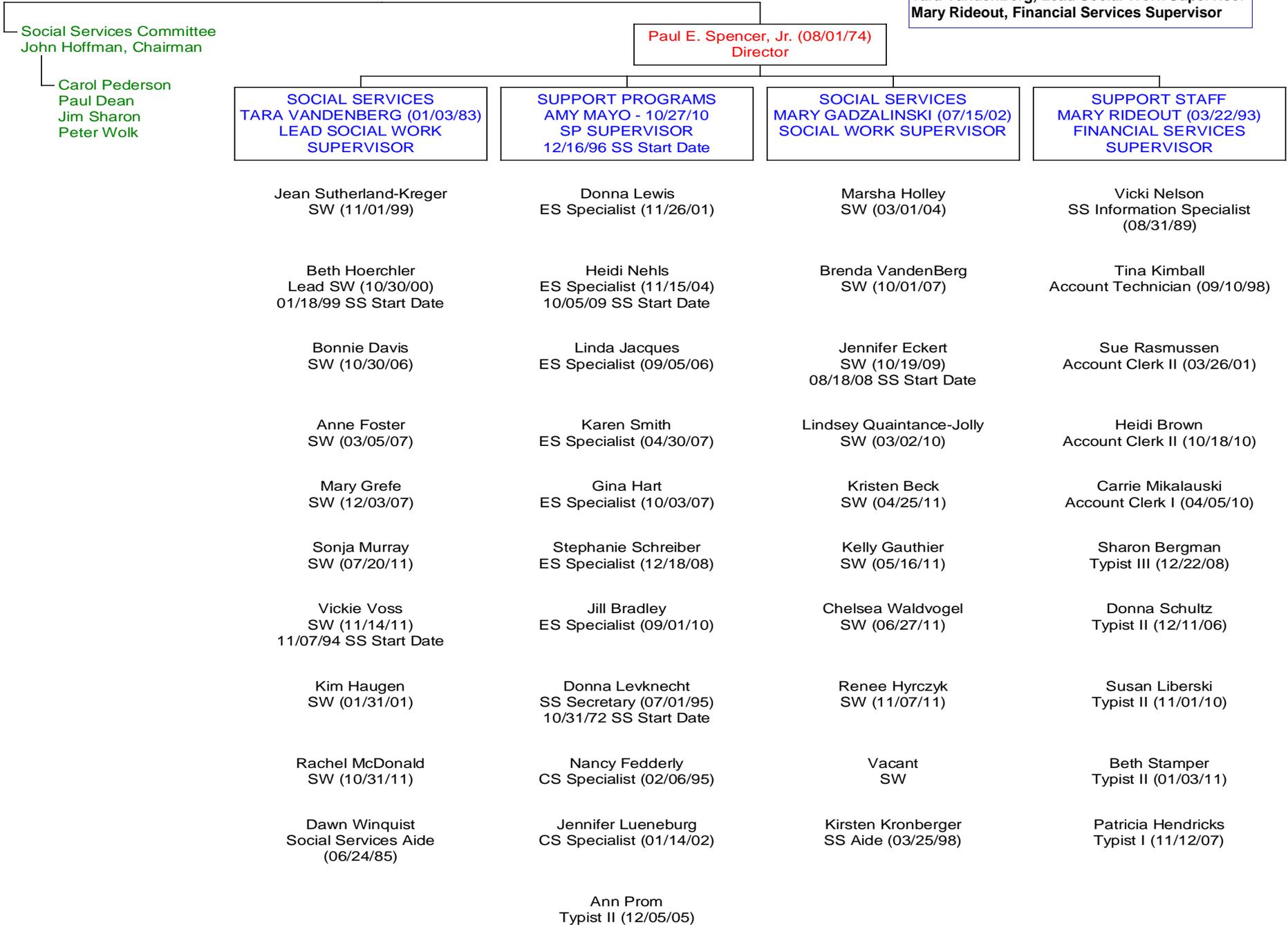
Oneida County  
Department of Social Services

Annual Report

2011

**ONEIDA COUNTY DEPARTMENT OF SOCIAL SERVICES  
12/31/11**

Line of Succession  
**Paul E. Spencer, Jr., Director**  
**Tara Vandenberg, Lead Social Work Supervisor**  
**Mary Rideout, Financial Services Supervisor**



2011

Account	Allocation/Budget	Total Expenditure
Provided Services	1,905,706.00	1,735,163.00
Economic Support	622,402.00	588,291.00
Child Support	481,556.00	465,969.00
Tri County Domestic Abuse	15,000.00	15,000.00
Crisis Respite Day Care	671.00	671.00
Day Care Administration	43,174.00	36,718.00
Promoting Safe & Stable Families	46,350.00	46,350.00
Foster Home/Group Home**	476,386.00	284,639.00
Residential Care Centers	617,000.00	388,602.00
Youth Aids-State (LHS)	175,172.00	175,172.00
Kinship Care	40,102.00	58,850.00
Cnty Intervention 06/30/11	14,870.00	14,870.00
Cnty Intervention & Aftercare 06/30/12	9,578.00	9,578.00
Children and Families-Diversion Programs	69,768.00	42,464.00
Independent Living Grant	8,405.00	8,408.00
Community Options*	370,820.00	370,820.00
Supportive Home Care	79,750.00	88,743.00
COP-Waiver*	479,123.00	479,123.00
Community Integration Program II	1,270,319.00	1,270,319.00
Community Integration Relocation & Diversion	61,152.00	61,152.00
Elder Abuse	17,100.00	17,295.00
MA Transportation	63,314.00	63,314.00
Burial	33,063.00	33,063.00
Energy Assistance Program	79,128.00	75,034.00
Fraud & Front End	2,560.00	2,560.00
<b>Total In all Programs</b>	<b>6,982,469.00</b>	<b>6,332,168.00</b>
Medical Assistance		35,824,568.00
Food Share		6,243,346.00
<b>Total Cost of all Statutorily Required Programs (State, Federal &amp; Local)</b>		<b>48,400,082.00</b>
Total Oneida County Tax Levy	2,041,315.00	1,391,012.00
IV-D Child Support Agency		
Total Collections		5,470,326.33
Total Reimbursements & Incentives		465,260.00

\*Some COP funds are included in COPW.

\*\*Foster Home/Group Home includes Level 1 Foster Homes

## SOCIAL SERVICES UNIT

Requests and referrals for services decreased by 70 requests in 2011. There were 3,858 requests for services in 2011 and 3,928 requests for services in 2010. There were 3,896 requests in 2009.

### **LONG TERM SUPPORT AND ADULT SERVICES**

<b><u>SERVICE AREA</u></b>	<b><u>2009</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>
Adult Foster Home Licensing	02	02	00
Adult Protective Service	163	150	168
Adults/Elders At Risk	39	34	34
CIP II and COP/Developmentally Disabled	00	00	00
CIP II and COP/Elderly	24	17	31
CIP II and COP/Physically Disabled	05	09	13
COP/Alcohol and Other Drug Abuse	00	02	00
COP/Developmentally Disabled (all)	04	06	18
COP/Elderly	130	101	124
COP/Mentally Ill (all)	09	13	26
COP/Physically Disabled (all)	41	48	49
Guardianships	29	29	37
Long Term Care Counseling	43	51	74
Nursing Home MDS Section Q Referrals	**	**	17
Protective Placement	27	18	36
Chore & Supportive Home Care Requests	54	43	20
SSI-E Certifications	08	08	11

### **FAMILY AND CHILDREN'S SERVICES/JUVENILE COURT**

#### **CHILD PROTECTIVE SERVICES**

Physical Abuse/Child (Assessment/Investigation)	74	78	85
Physical Abuse/Child (Screen & Summary, Custody Issue)	09	06	05
Neglect/Child (Assessment/Investigation)	123	157	168
Neglect/Child (Screen & Summary, Custody Issue)	28	13	15
Sexual Abuse/Child (Assessment/Investigation)	87	85	65
Sexual Abuse/Child (Screen & Summary, Custody Issue)	14	19	06
Emotional/Verbal Abuse (Assessment/Investigation)	03	03	01
Emotional/Verbal Abuse (Screen & Summary, Custody Issue)	00	01	00
Mutual Sexual Activity	09	06	00
Adult Perpetrator of Physical Abuse	62	71	76
Juvenile Perpetrator of Physical Abuse	10	05	08
Adult Perpetrator of Sexual Abuse	55	44	36
Juvenile Perpetrator of Sexual Abuse	34	33	27
Adult Perpetrator of Neglect	107	129	142
Juvenile Perpetrator of Neglect	00	00	02
Adult Perpetrator of Emotional/Verbal Abuse	04	05	01
Independent Investigation (Child Abuse)	00	03	00
Screen Out	49	86	88
Screen Out Adult Perpetrator	22	63	76
Screen Out Juvenile Perpetrator	12	09	08

<b><u>OTHER CHILDREN'S SERVICES</u></b>	<b><u>2009</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>
Early Intervention	46	49	48
Aftercare Grant Referrals	06	05	04
Delinquency/Over age 10	213	224	197
Delinquency/Under age 10	09	10	10
Child Guardianship	00	01	01
Stepchild Adoption Studies	07	05	08
Kinship Care	40	09	17
Suicidal Juvenile	00	01	00
Child in Need of Protection and Services	07	05	16
Truant from School	07	08	05
Runaway (Truant from Home)	00	00	00
Uncontrollable Teen	48	80	58
Counseling Involving Children	570	572	544
Foster Home Licensing	23	23	21
Out-of-Home Placement Requests (all)	102	71	89
Youth Corrective Sanctions Program	**	02	01
Drug Abuse – Juvenile	46	64	81
Drug Test – Juvenile/Parent	35	46	27
Courtesy Supervision/Case Monitoring/Interview	04	18	11
Child Care Provider Certification Requests	33	13	10
Custody Issues (other than child abuse)	65	56	26
Supervised Visitation/CHIPS	10	01	18
Home Studies/CHIPS	05	08	13
Home Studies/Delinquency Cases	00	00	02
Crisis Respite	07	06	00
Diversion Services	64	69	95
Parenting Challenging Children	48	36	59
Independent Living	18	12	07
Corrective Thinking	18	00	00
<b><u>MISCELLANEOUS</u></b>			
Donations/Referrals to receive donations	41	44	33
Information & Referral	325	421	270
Volunteer Certified Driver	05	02	00
Volunteer Guardian	03	00	04
Child Abuse Information	00	00	00
Resource Development/Request for Speakers, etc.	12	03	04
Client Record Requests	172	142	146
Gift Recipient Requests	598	542	512
Adoption Information	00	00	00
Day Care Certification Complaints	00	00	01
Other	10	33	52
<b>TOTAL</b>	<b>3,896</b>	<b>3,928</b>	<b>3,858</b>

\*\* New tracking from previous years

## **SUPPORTIVE HOME CARE**

Supportive Home Care (SHC) is the provision of services to maintain clients in independent or supervised living in their home or the home of their friends or relatives. The services help people meet their daily living needs, insure their well being, and/or reduce the likelihood that they will be placed into alternate living arrangements.

In 2011, we had 37 clients receiving Supportive Home Care funding and services in the amount of \$88,742.80.

In 2011, we established a waiting list for Supportive Home Care funding. There are eight people on this list.

Supportive Home Care funding is limited. We continued to do certifications for "Supplemental Security Income Exceptional Expense Supplement" (SSI-E) for persons in substitute care or natural residential settings. These certifications are submitted to DHFS (Department of Health & Family Services). We assess and document that the person requires at least 40 hours per month of supportive home care, daily living skills training, or community support services.

Upon approval of the certification by DHFS a state supplement is paid to the person. This money is to be used to purchase needed services.

In 2011, we completed ten SSI-E certifications, which allowed people to purchase services needed without utilizing Supportive Home Care funding.

## **COMMUNITY OPTIONS PROGRAM (COP)**

The Community Options Program (COP) is a system of assessing need and bringing together services for people who cannot live independently because of long term medical, physical, or mental problems. Some of the elderly and disabled prefer not to go to a nursing home or institution when they require care. For the people who choose to live in the community, the COP program tries to bring together services to assist them in living at home. The services vary with the individual needs of the client.

COP targets five disability groups and the program mandates serving according to the percentage assigned to each target group. As of December 2011 they were as follows:

	<u>State Quotas</u>	<u>Oneida County</u>
1. Frail Elderly	57.0%	64.0%
2. Physically Disabled	6.6%	11.0%
3. Developmentally Disabled	14.0%	18.0%
4. Chemically Dependent	0.0%	0.0%
5. Chronically Mentally Ill	6.6%	7.0%

Waiting lists for assessments were set up in September 1985. We continue to have people on the DD waiting list.

The waiting list by target group as of December 2011 is as follows:

Frail Elderly	00 individuals
Physically Disabled	00 individuals
Developmentally Disabled	25 individuals
Chemically Dependent	0 individuals
Chronically Mentally Ill	0 individuals

Oneida County Department of Social Services completed the following assessments and case plans through December 31, 2011.

COP ASSESSMENT, CASE PLAN, AND SERVICE SUMMARY

2011

<u>Target Groups</u>	<u>Assessments</u>	<u>Plans</u>	<u>New Clients</u>	<u>Carryover Clients</u>
Frail Elderly	58	49	35	99
Physically Disabled	27	20	17	37
Developmentally Disabled	00	00	00	25
Chronically Mentally Ill	05	05	06	11
Chemically Dependent	<u>00</u>	<u>00</u>	<u>00</u>	<u>00</u>
<b>TOTALS</b>	<b>90</b>	<b>74</b>	<b>58</b>	<b>147</b>

<b>Community Options expenditures in 2011:</b>	<b>\$245,827.00</b>
<b>Community Options dollars used as match for Waiver-DSS</b>	<b>\$ 40,013.00</b>
<b>Community Options dollars used as match for Waiver-HSC</b>	<b><u>\$124,993.00</u></b>
<b>TOTAL COP</b>	<b>\$410,833.00</b>

**MEDICAID WAIVERS**

The purpose of the Medicaid (MA) Community Waivers is to divert or relocate MA eligible persons from nursing homes or ICF-MR facilities and to use those MA funds to provide non-institutional, community-integrated services.

Oneida County Department of Social Services has utilized the Community Integration Program II (CIP II) and the Community Options Program Waiver (COP-W). These two programs serve the elderly, physically disabled, and can serve developmentally disabled if no active treatment is required.

The Medicaid Waivers allow a county to serve more people with long-term support needs with MA dollars. These people often have needs which are not covered by the Medicaid Waivers; consequently they may also be funded by the Community Options Program.

Recipients of MA Waiver Services in 2011

COP-Waiver	53
CIP II	112
CIP II Relocation	05
CIP II Diversion	00

Total Program costs:

<b>Community Integration Program II:</b>	<b>\$1,270,319.00</b>
<b>Community Options Program-Waiver:</b>	<b>\$ 479,123.00</b>
<b>CIP II Relocation</b>	<b>\$ 61,152.00</b>
<b>CIP II Nursing Home Diversion</b>	<b>\$ 0.00</b>

**MEDICAID (MA) CASE MANAGEMENT**

Oneida County Department of Social Services is a Medicaid certified county agency. This allows a county agency to capture federal Medicaid revenue for case management activities (assessment, case plans, on-going monitoring and service coordination) provided to MA recipients in any of the target populations eligible for the benefit.

Target populations eligible for this benefit include:

Families with Child at Risk, Birth-to-Three, Children with Asthma, TB, Persons who are age 65 or older, Person who has a diagnosis of Alzheimer's Disease or related dementias, physically or sensory disabled, developmentally disabled person, chronically mentally ill persons, alcoholic and/or drug abusing persons, severely emotionally disturbed persons under age 21, and persons diagnosed as having HIV infection.

The department is limited in billing some of the target populations because the State of Wisconsin already claims federal reimbursement of these services.

The following reimbursement was received in 2011:

<u>Sources</u>	<u>MA Revenue Received</u>
Community Options Program	\$10,256.17
Supportive Home Care	\$11,832.16
Social Services	<u>\$ 3,619.23</u>
<b>TOTAL</b>	<b>\$25,707.56</b>

## Elder Abuse Direct Service Funds

Elder Abuse Direct Service Funds are to be used to provide direct services to victims of elder abuse, neglect, self-neglect, and/or financial exploitation age 60 or older (Wis. Stat. 46.90). The goal is to reduce the incidence of elder abuse, neglect, and/or financial exploitation through the provision of preventative/early intervention service(s) for individuals identified at risk of elder abuse, neglect, and/or exploitation.

Funds may be used for a wide variety of purposes related to the provision of direct services and/or prevention programming for elder abuse victims or individuals identified at risk of elder abuse, neglect, and/or financial exploitation. Services that may be funded under this allocation include: advocacy, community-based aids/services, day care services/treatment, emergency response services, Interdisciplinary team, medical services, outreach service coordination, transportation, training for staff, and victim services.

The funds cannot be used for staff costs, administrative overhead and indirect costs. No more than 10% of a county's allocation may be used for outreach and training combined.

2011 Funding Allocation:           \$17,100.00           # of Funding Requests in 2011: 22

2011 Expenditures:                \$17,291.20

## Elder/Adult Abuse Investigations/Referrals

In 2007 the Oneida County Board designated Oneida County Department of Social Services as the lead agency for investigations of elder adults at risk and adults at risk.

An “elder adult at risk” is “a person age 60 or older who has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation.” 46.90 (1)(br).

An “adult at risk” is “any adult who has a physical or mental condition that substantially impairs his or her ability to care for his or her needs who has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, self-neglect or financial exploitation. 55.01(1e).

Investigations conducted in 2011:

Elder Adult at Risk: 120

- substantiated 68
- unsubstantiated 45
- unable to substantiate 07
  
- Emotional abuse 05
- Self-neglect 79
- Neglect by others 14
- Physical abuse 02
- Financial exploitation 19
- Unreasonable confinement 01
- Other 00

Adult at Risk: 13

- substantiated 10
- unsubstantiated 03
- unable to substantiate 00
  
- Emotional abuse 00
- Self-neglect 08
- Neglect by others 01
- Physical abuse 01
- Financial exploitation 02
- Sexual Abuse 00
- Other 01

**2011 DELINQUENCY REFERRALS**

The Department received a total of 173 law enforcement referrals in 2011. The total number of juveniles referred was 113. Results of these referrals are as follows:

INFORMAL HANDLING:

Case closed (Court Lacks Jurisdiction)	01
Counsel and Release	28
Sanctions	01
Voluntary Restitution	20
Essay/Apology Letter	20
Early Intervention Program	42
Community Service	43
Counseling/AODA	20
Referred to Other County or State	38
Corrective Thinking	03
Deferred Prosecution Agreement [DPA]	52**
CHIPS/JIPS Unit	07

FORMAL HANDLING:

Petition Requested:.....	46
Delinquency .....	46

\*\* Deferred Prosecution Agreement may also include restitution and other services.

JUVENILE RESTITUTION - 2011

The total amount of restitution collected was: \$ 3,815.36

**ONEIDA COUNTY DELINQUENCY REFERRALS  
2008 THROUGH 2011**

<u>Date</u>	<u># of LE Referrals</u>	<u># of Youth Referred</u>	<u># of Delinquency Petitions Filed</u>
2008	175	127	66
2009	163	123	36
2010	188	111	40
2011	173	113	46

The State of Wisconsin breaks down offenses into two categories for statistical purposes:

Part I Offenses include murder, manslaughter, rape, robbery, aggravated assault, burglary, theft, motor vehicle theft (OMVWOC), arson, weapons charges, and bomb threats.

Part II Offenses include all other offenses with the exception of traffic offenses.

Oneida County's breakdown for 2008-2011 is as follows:

<u>Year</u>	<u>Part I Offenses</u>	<u>Part II Offenses</u>
2008	64	153
2009	41	171
2010	54	171
2011	61	206

Note: A Law Enforcement Referral may include more than one charge, but is only counted as one referral.

## **THE ONEIDA INTENSIVE AFTERCARE PROGRAM - CAPACITY BUILDING FUNDS**

Effective 01/01/2011-12/31/2011

The Oneida Intensive Aftercare Program for Adjudicated Delinquents implemented a service team approach to provide intensive aftercare services to eligible youth and their families. County social work staff with existing caseloads and responsibilities could not begin to meet the overwhelming needs of these families. We were able to engage a social worker in the community to work part-time and whose only case role responsibility was to the aftercare program.

The county social work staff and aftercare staff person worked as a team to provide more effective services to youth in aftercare. They complimented and greatly enhanced the available community services. These efforts sought to preserve the integrity and improve the functioning of dysfunctional families and achieve the intent of the aftercare project:

- To reduce the recidivism rate
- To reunite families and maintain children in the least restrictive placement
- To reduce length of placement stays
- Oneida County youth would again be eligible for the Lincoln Hills School "Short Term Intensive Program"
- To reduce out-of-home placement costs for adjudicated delinquents

We believe that the identified needs of aftercare delinquents act as a barrier to the successes that these youth could have. Alcohol and drug issues often create a roller coaster ride for aftercare youth. As the youth does better, staff tend to see them less, as there are other crises to attend to, and consequently, without the support the youth begins to use again. The emotional problems most of the youth and dysfunctional families experience impede simple problem-solving tasks. This results in conflicts in the home, school, and community. Increased social work contacts aim to be preventative and walk families through the problem-solving process. Our efforts focus on each problem solved as a success and enhance the youth's self-reliance and self-respect. This, in turn, impacts school functioning and the perceptions of school staff of these youth. Youth who experience some success will be motivated to experience it again. Our intensive aftercare services support the teachers in their efforts and assist the youth in learning to be successful in school. The project staff person also concentrates on building independent living skills. The youth we serve are ill prepared to accept the responsibilities of adulthood.

<b>Number of Youth Served</b>	<b>Expenditure</b>
<b>07 in 2011</b>	<b>\$24,447.47</b>

**TITLE IV-E INCENTIVE FUNDS & PROMOTING SAFE AND STABLE FAMILIES**

In 2011 the Oneida County Department of Social Services received \$38,368.00 in Title IV-E Incentive funds, \$46,350.00 Promoting Safe and Stable Families funds, and \$32,178.92 in county funding to provide community based services to youth. Fifty percent of Title IV-E funding must be spent on prevention of abuse and neglect and the remaining 50% can be spent on other programming for children and families. 25% of Promoting Safe and Stable Families funds must be used in each of the required categories of Family Support, Family Preservation, and Family Reunification. The funding was spent as follows:

Social Services Community Programs:

Parenting Workshop	\$ 9,541.80	Early Intervention	\$ 14,855.04
Diversion Services	\$ 54,794.64	Chamber Dollars/Misc.	\$ 1,902.79
Coordinated Service Team	\$ 5,231.42	Parent/Caregiver Drug Test	\$ 1,260.00
Staff Training	\$ 1,900.00	Emergency Div.	\$ 26,702.93

The total expenditures for 2011 were \$116,188.62.

**Diversion Program:**

The Diversion Program serves families who have been referred for abuse or neglect, or who are at risk of further involvement with Social Services, including potential out of home placements. The family can be referred by the investigating social worker or the assigned social worker at any time. The services are provided under an Informal Dispositional Agreement, Deferred Prosecution Agreement, or Court Order. Services can include:

- |                                       |  |
|---------------------------------------|--|
| Homemaker                             | Supervised visits                      |
| Tutor                                 | In-home Parenting Challenging Children |
| Parent aid                            | Corrective Thinking Principles         |
| Contracted social worker/case manager | Mentor                                 |
| Active Parenting                      | Family Reunification                   |

**Number of children served: 75**

**Chamber Dollars**

Oneida County Dept of Social Services purchased chamber dollars to meet immediate needs of families in need to prevent neglect.

**Number of families served: 15**

**Parenting Challenging Children**

The Parenting Challenging Children Program is a 17-hour parenting workshop based on the principles of corrective thinking for teens. There is opportunity for individualized instruction but the greatest benefit is the group process and support. This program is offered for parents four times per year.

**Number of participants: 44**

### **Early Intervention for Early Offenders Program**

The Early Intervention for Early Offenders Program/Uncontrollable Teen has implemented a service team approach to provide intensive services to early offenders and their families. These are youth who are age fifteen or younger who are just beginning their involvement in the juvenile justice system. County social workers spend very little time with these youth, as the more chronic delinquents/uncontrollable teens demand so much staff time. It is our intent to recruit part-time, temporary social workers in the community to provide intensive intervention services. The county social work staff and grant-funded staff will work as a team to provide more effective services to youth in an effort to divert them from further delinquency involvement for uncontrollable behaviors. The goal is to provide intensive services to early offenders in an effort to reduce their involvement in the juvenile justice system.

It has become apparent in the intake conference and the Juvenile Justice multi-disciplinary screening process that some early offenders have numerous issues other than the presenting delinquency or uncontrollable behaviors referral. The multi-disciplinary screen includes indicators that screen children for alcohol or other drug abuse, family dysfunction, school or truancy problems, mental health problems, and delinquent behavior patterns. It is our intent to target those youth with the delinquent or uncontrollable behavior pattern and issues in any two other areas of concern for intensive intervention. These youth would be considered for Deferred Prosecution Agreements (DPA) and would meet the criteria for such an agreement. The services of the grant social worker are included in the DPA by the assigned county staff.

It is our intent to provide intensive, supportive, and effective services to each youth and his/her family based on identified strengths and needs.

**Number of Youth Served: 23**

### **Drug Testing**

Juveniles who are under a Consent Decree, DPA or Dispositional Order often have a substantial history of drug use and abuse.

They are frequently court ordered to participate in drug and/or alcohol treatment services and to abstain from the illegal use of any drug. Drug testing is one way of monitoring compliance with the abstinence requirement.

The Oneida County Department of Social Services will be responsible for the initial payment of each drug test it authorizes for a juvenile under its supervision. However, a recommendation shall be made in the dispositional court report to have the juvenile reimburse the agency for the cost of any drug test which results in a positive drug or alcohol finding.

### Statutory Authority

Wisconsin Statutes provide for drug testing of delinquent juveniles and juveniles in need of protection and services under s. 938.35(6s) if the dispositional court report indicates that the juvenile is in need of treatment for the use or abuse of controlled substances as defined in s. 961.01(4) or controlled substance analogs as defined in s. 961.01(4m).

Parents who are under a Dispositional Order to undergo random drug testing may also be monitored for compliance. A recommendation shall be made in the dispositional court report to have the adult reimburse the agency for the cost of any drug test which results in a positive drug or alcohol finding.

	Number of Tests	Positive Results	Negative Results
Adult tests:	27	4	23
Juvenile test:	23	6	17

### **Coordinated Service Teams (CST)**

A collaborative approach to respond to individuals with multiple, often serious needs in the least restrictive setting. This is not a specific program or service; rather a family and community-based process that is unconditional in its commitment to develop supports and services to address the needs of each child and family referred. Creative services developed by a child and family “team” support normalized, community-based options for children and families.

Teams are made up of informal support people (such as relatives, friends, and neighbors) and service providers (such as therapist, teacher, and social worker).

Parents/consumers are always primary team members.

The team develops an individualized Plan of Care based on identified strengths and needs.

**Number of Youth Served: 5**

## REFERRALS OF CHILDREN IN NEED OF PROTECTION AND SERVICES

	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>
Children in Need of Protection & Services	46	55	37	31	22	49
Uncontrollable Teen	123	102	71	33	53	50
Truant	20	26	16	02	05	05
Runaway	<u>08</u>	<u>10</u>	<u>10</u>	<u>00</u>	<u>00</u>	<u>00</u>
*In 2009 Runaways are included in Uncontrollable Teen						
<b>TOTAL</b>	<b>171</b>	<b>197</b>	<b>193</b>	<b>134</b>	<b>66</b>	<b>104</b>

The total number of referrals of Children in Need of Protection and Services increased in 2011. The seriousness of the needs of these children has consistently required more intensive, higher cost interventions. The number of uncontrollable teens decreased slightly. The number of truants referred for petitions remained the same. The Oneida County Department of Social Services has continued strategies in service delivery to reduce the number and length of out of home placements in 2011 and will continue to implement community programming. Because of the way applicable laws are written, the county is responsible for paying for many necessary services for these children. The placement costs will remain high. However, the county will reduce the length of stay in out-of-home placements, which will reduce the amount of money spent on placements. In 2011, 79 new petitions for Children in Need of Protection and Services were filed in juvenile court. This is a dramatic increase from 2010 when 40 petitions were filed. The new petitions requested in 2011 do not account for the court cases that were extended in 2011 from petitions filed in 2010 and earlier.

## CHILD WELFARE CONCERNS

Reports that do not meet the child maltreatment definition or do not indicate risk are screened out. These families may be contacted by a social worker to discuss concerns, assess the need for services, and make referrals as needed.

**Total Children Served: 414**

## INDEPENDENT LIVING GRANT

In 2011, the Oneida County Department of Social Services received grant dollars to provide independent living services to 15 to 21 year olds, to prepare them for living independently. Oneida County Department of Social Services served 16 youths. The eligibility requirement is that the youth are in an out-of-home placement for 6 months at age 15 or older. Independent living services include independent living assessments, planning, and ongoing services, i.e.: job seeking, apartment searches, grocery shopping, meal planning, etc. Independent living funds were utilized to purchase equipment and resources for independent living, provide independent living assessment and training for eligible youth. These funds are also utilized to obtain birth certificates, Social Security cards, State ID cards, immunization records, and a lock box, and are given to the youth when they leave the placement.

**Total spent in 2011 = \$ 8,404.69**

## **CRISIS RESPITE DAY CARE**

Crisis Respite Day Care Services are provided to families for their children in a certified or licensed day care center. The purpose of these funds is to enabling the child's parent or guardian to improve parenting skills, to participate in alcohol and other drug abuse or mental health treatment, providing care and stimulus for the development of a child, to maintain the integrity of families under stress, to prevent abuse and neglect, and to prevent out-of-home placement or disruption of children.

**Total spent in 2011:     \$404.94**

**Total children served:         3**

## **DAY CARE CERTIFICATION/RE-CERTIFICATION**

This service determines if childcare providers wishing to be certified by the County have met certification standards. Site visits to regularly & provisionally certified child care providers to ensure healthy and safe environments, providing technical assistance and training information to providers, and re-certification of providers.

New Providers Certified in 2011:     01

Total Providers in 2011:             11

## **DOMESTIC ABUSE**

Shelter Services are provided for victims of domestic abuse and their children. Funds are provided to the Tri County Domestic Abuse Shelter.

Total spent in 2011:     \$ 15,000.00

The Department of Social Services acts as fiscal agent for this county funded program.

## **KINSHIP CARE**

The provision of care of a child/juvenile by a relative either through Court Ordered services or voluntary placement by parent or legal guardian. A relative caregiver may apply for Kinship Care funding of \$220.00/month. The caregiver may also apply for Medical Assistance for the child through the Economic Support Unit. A criminal background check must be completed on each adult in the household and any employee of the caregiver who may have contact with the child. There must be a home visit to the caregiver's home and the parent(s) must agree to the placement or it must be Court Ordered. There is an annual review of the placement, funding authorization and criminal background check.

New applications received in 2011:     5

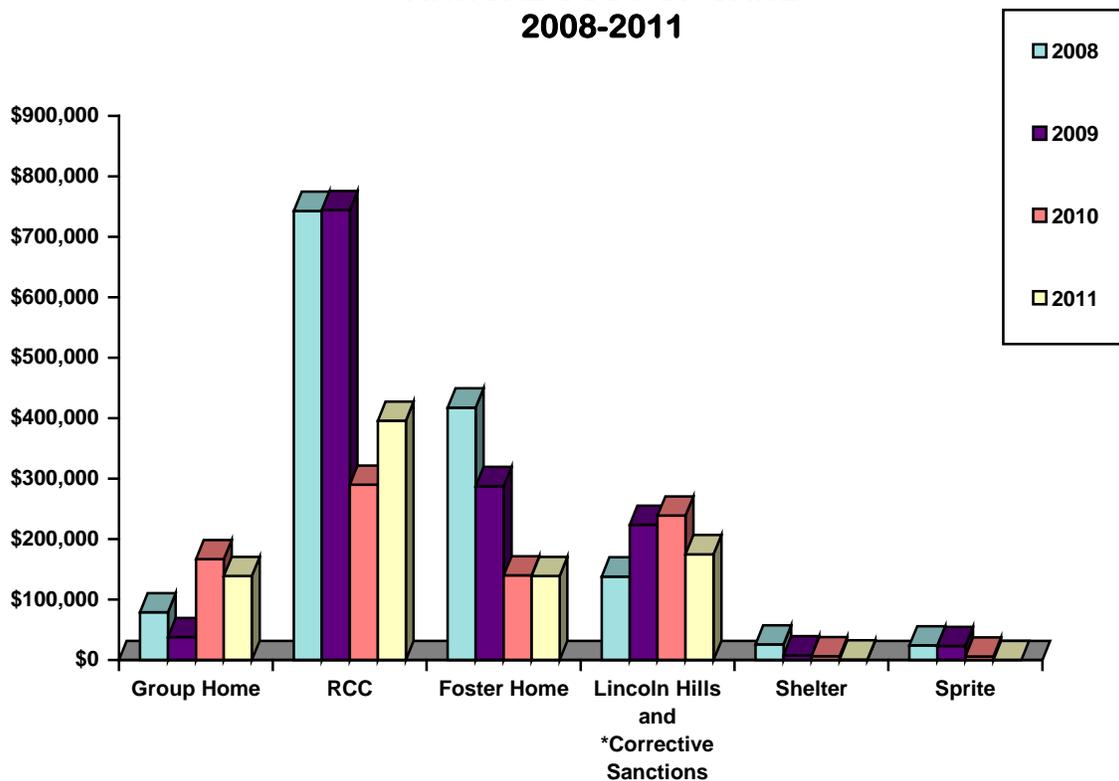
Number of Children served:             28

## OUT OF HOME PLACEMENTS OF CHILDREN

The number of children in each type of out of home placement during 2009, 2010 and 2011 are as follows:

	<u>Average Monthly Cost</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>Total Costs 2011</u>
Licensed Foster Home	\$ 735.26	37	34	33	\$139,047.00
Group Home	\$ 6,107.00	01	08	05	\$139,040.00
Residential Care Center	\$ 7,899.00	11	09	06	\$395,948.00
Correctional and Corrective Sanctions	\$ 8,102.00	06	06	07	\$175,172.00
SPRITE		08	01	00	\$ 0.00
Shelter Care		<u>06</u>	<u>10</u>	<u>04</u>	<u>\$ 1,040.00</u>
<b>TOTAL</b>		<b>69</b>	<b>68</b>	<b>55</b>	<b>\$850,247.00</b>

### ANNUAL COST OF CARE 2008-2011



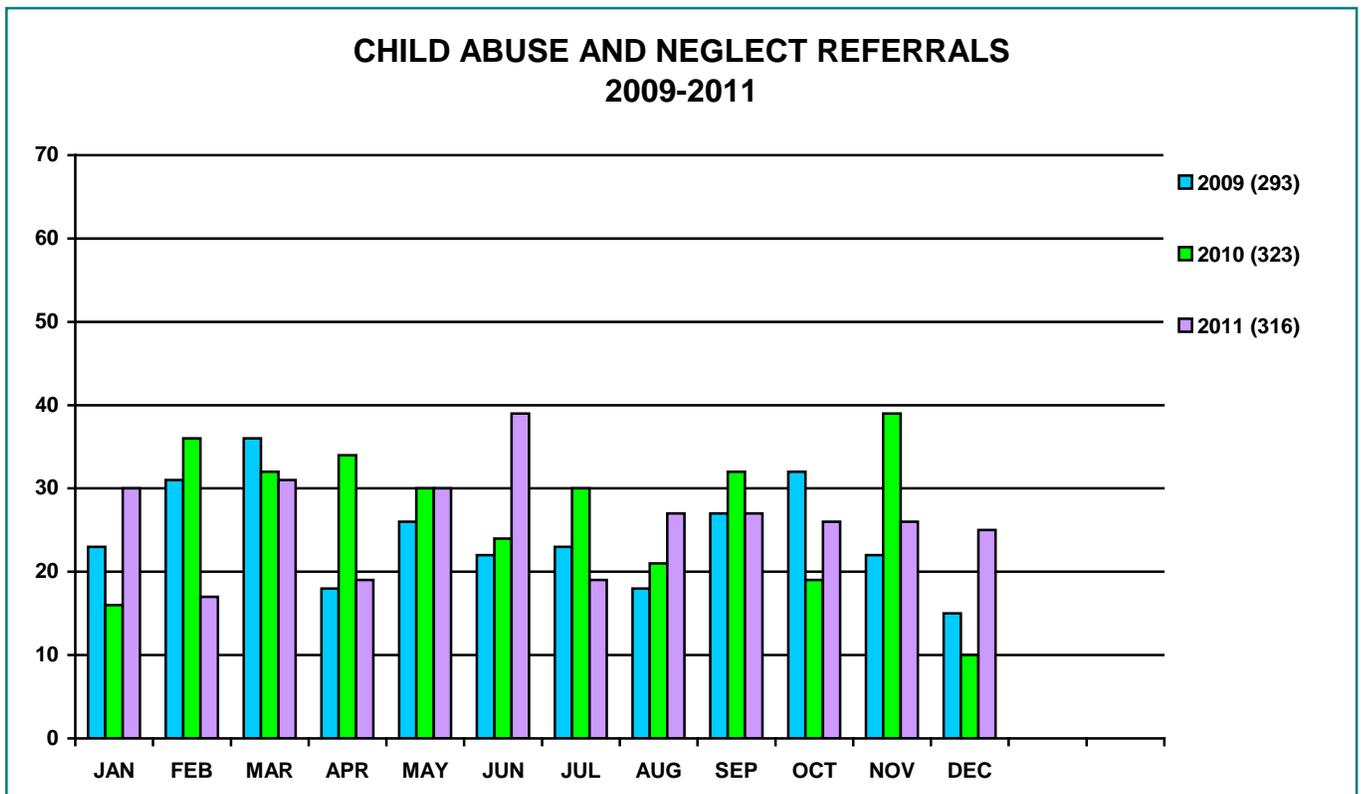
Foster Home costs include treatment foster home administrative costs  
 Effective 2010 Foster Homes include Level 1 Foster Care (previously Court-Ordered Kinship Care cases)  
 Costs are reported net of refunds

## CHILD ABUSE AND NEGLECT

The County Department of Social Services is obligated under 48.981 Wisconsin State Statutes to investigate all child abuse and neglect referrals that fall under the statutory definitions. In addition to cases that meet the definitions, the Department also receives a significant number of referrals each year which reporters identify as child abuse or neglect but which do not meet the legal definitions. These referrals are screened out and may receive services on a short-term basis or under another service area such as child welfare services. The Department received 405 child abuse and neglect referrals. 316 cases received full child abuse and neglect investigations, 89 cases were screened out, or were served as children in need of protection and services.

### CHILD ABUSE & NEGLECT REFERRALS RESULTING IN A FULL INVESTIGATION:

NEGLECT	PHYSICAL ABUSE	SEXUAL ABUSE	EMOTIONAL/ VERBAL	MUTUAL SEXUAL ACTIVITY	TOTAL
168	82	65	1	0	316

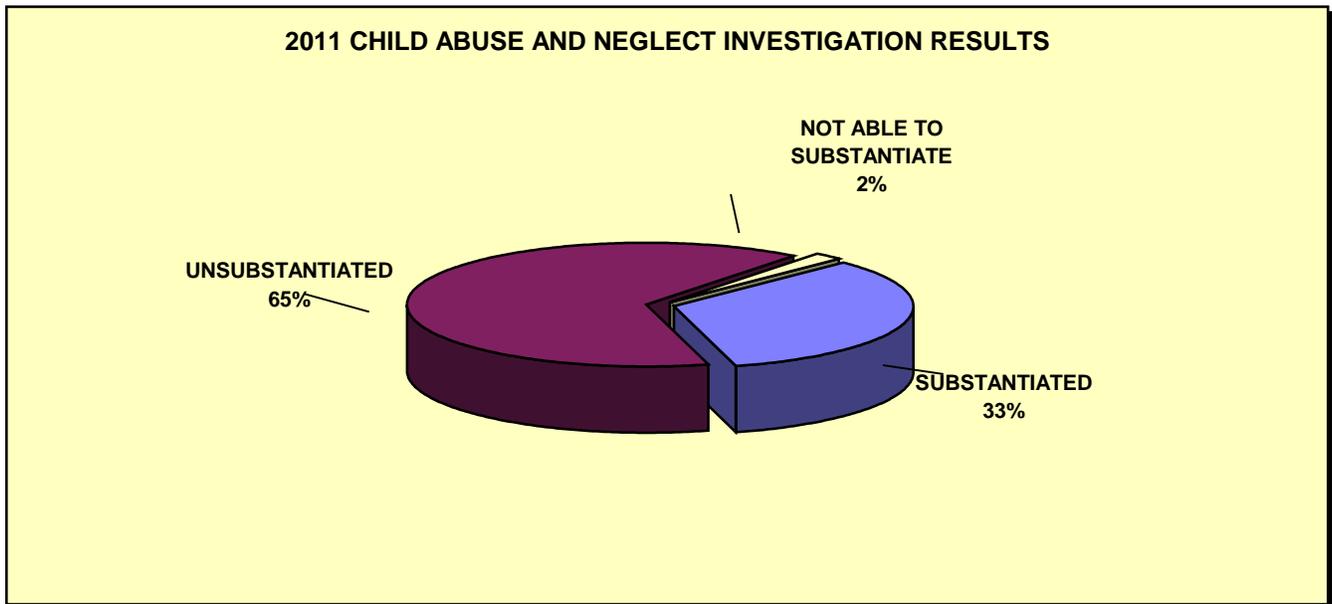


**CHILD ABUSE AND NEGLECT INVESTIGATIONS STATISTICS**

(continued)

Type of Referral	Substantiated	Unsubstantiated	Not able to Substantiate	Total
Neglect	72	96	0	168
Physical Abuse	18	63	1	82
Sexual Abuse	15	45	5	65
Emotional/Verbal	0	1	0	1
Mutual Sexual Activity	0	0	0	0
<b>TOTALS</b>	<b>105</b>	<b>205</b>	<b>6</b>	<b>316</b>

The substantiation rate increased from 17% in 2010 to 33% in 2011.



## **FINANCIAL SERVICES - ACCOUNTING/RECORD KEEPING**

The Financial Services Unit consisted of eleven employees; the Financial Services Supervisor, one Account Technician, two Account Clerk II's, one Information Specialist, one Typist III, three Typist II's, one Typist I and one Account Clerk I. The main functions of this unit for Oneida County Department of Social Services is the accurate and timely preparation of financial and statistical reports for management, the county, and the State of Wisconsin; the preparation of typed reports and documents; and customer service at the front desk.

The financial responsibility of the unit includes such functions as: a weekly accounts payable; collection of debt due the agency (Third Party Liability, Overpayment of Food Share, Medical Assistance, BadgerCare Plus and AFDC, and Parental Liability); monthly financial reports for management; annual budget review & preparation; determining appropriate funding sources for children in substitute care; numerous monthly reports of expenses, collections, and client counts to the State Department of Health Services, the Department of Children and Families, the Department of Corrections, and the Department of Administration; fiscal agent responsibilities for Long Term Support Clients; receipting and tracking all funds received in the agency; prior authorization for Medical Assistance Transportation (ended June 30, 2011); and the adjusting of Child Support payments using the KIDS computer system.

The statistical responsibilities of the unit include preparation of monthly case list for the Social Work units; data entry of client and financial information into HSRS (Human Services Reporting System) and SACWIS (Statewide Automated Child Welfare Information System); and maintenance of records necessary to the operation of the department.

Another important function of the unit is the maintenance of client files. Court Reports, Child Abuse and Neglect Reports, Dictation and numerous other documents are professionally prepared by the Typist II's. Files are maintained by the Typist I, who is responsible for day to day filing, repairing files as they deteriorate, and maintaining the files in an orderly fashion. The Typist I is responsible for the scanning of Economic Support files in the Electronic Case File system. Office supply inventory is also maintained by the Typist I. All four Typist positions serve as back-up to the Typist III at the front desk. These staff route an average of 5,100 calls per month to the appropriate agency staff person, give general information and provide callers and guests to our agency with information on other community programs and services.

The unit has the additional responsibility of maintaining the computer hardware and software for the department. The department currently has two network file servers that are connected to 50 personal computers located throughout the agency. Agency staff access the Department of Health Services, Department of Children and Families, and Department of Administration programs through the Internet. Network and personal computer software upgrades are done annually. Software programs currently used by the agency are: Word, Excel, Access, Outlook and Visual WISSIS (a FoxPro based accounting program).

Work performed by the unit is done under the supervision of the Financial Services Supervisor who is under the direct supervision of the Director. Annually the accounting records are reviewed by the Finance Director for Oneida County and are subject to state audit guidelines in the annual countywide single audit.

## CHILD SUPPORT

At the beginning of 2011, the Child Support Unit in Oneida County consisted of five employees; the Child Support Supervisor, two Child Support Specialists, one Secretary and one Typist II. During the 2012 Budget process, the position of Child Support Supervisor was combined with the Economic Support Supervisor to create the Support Programs Supervisor. This new position supervises both the Child Support and Economic Support Programs for Oneida County. This reduced staff in the Child Support program by .70 FTE.

The 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.

A close working relationship within the section was maintained through bi-weekly staff meetings. These meetings, along with bi-weekly individual conferences with the section supervisor, helped to monitor any problem areas, new developments and procedures, etc. The supervisor serves as the liaison to the director and the director attended an average of one support section staff meeting per month to keep the section informed of new developments affecting the agency. This office functions under the direct supervision of Mr. Paul E. Spencer, Jr., the Director of the Oneida County Department of Social Services.

The Child Support Unit has working contracts with the following county agencies: Family Court Commissioner, Clerk of Courts, and the Office of Corporation Counsel. The Child Support Office seeks reimbursement of a portion of the above-named department’s salaries and benefits, as each of these departments assist the Child Support Office on a daily basis.

Child Support Unit caseload average for 2011	1,878
Child Support collected for NIVD cases	\$1,345,492.74
Child Support collected for out of state IVD cases	99,147.40
Child Support Distributed to WI IVD cases	4,025,686.19
Total Child Support collected in 2011	\$5,470,326.33

**CHILD SUPPORT  
COMPARISON OF EXPENDITURES AND REIMBURSEMENT  
SUMMARY FOR THE YEAR 2011**

<u>2011</u>	<u>Total Expenditures*</u>	<u>Reimbursement Received</u>	<u>Amount of Earned Incentive Received by Oneida County Includes Performance Based &amp; Medical Support</u>	<u>Total Reimbursement Received by Oneida County</u>
TOTAL	\$603,726	\$443,828	\$21,432**	\$465,260

Costs not reimbursed: \$101,311

TOTAL IV-D COST-Child Support Agency

\$433,574

TOTAL CHILD SUPPORT RELATED COSTS BY DEPARTMENT:

Clerk of Courts	\$ 2,021.00
Family Court Commissioner	\$ 23,584.00
Corporation Counsel	\$ 90,336.00
 TOTAL	 \$115,941.00

Indirect Costs Billed: \$ 54,211.00

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\* Total expenditures equal all costs associated with the operation of the Child Support agency, including costs associated with other County departments, indirect costs, less program fees received. \*\* 2011 Incentive Funds were carried over to 2012 and not used in 2011.

## **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)

State and Federal personnel consistently monitor the work ES does in these programs. They audit files, check benefits, and in some cases, do independent interviews with the clients of Oneida County to ensure accuracy.

Emphasis has been put on improving accuracy and lowering error rates statewide. Part of the effort for improved accuracy has been the development of state training for ES. Refresher courses for experienced workers are also required for ongoing efficiency. The state has mandated that each ES worker have at least 12 hours of personal development training.

Clients continue to apply via the interactive interview for Food Share and Medical Assistance. Clients are also given the opportunity to apply for Medical Assistance and Food Share via mail-in or phone-in applications. Clients may apply online through ACCESS. Changes may also be reported online. Renewals and six month report forms may also be submitted online. Information is entered and processed in the CARES (Client Assistance for Re-employment and Economic Support) computer system. CARES is being converted in segments to CARES WORKER WEB (CWW) which is an internet based computer system.

In 2012, the state adopted a Consortium model for the administration of Economic Support programs. Oneida county joined with Langlade, Marathon, and Portage counties. The counties share a Call/Change Center and staff in each county are responsible for processing calls. At this time, Oneida County cases continue to be managed by Oneida County ES specialists.

The ES Section consists of the Support Programs Supervisor and seven eligibility workers. During the 2012 budget process, the Economic Support Supervisor and the Child Support Supervisor positions were combined to create the Support Programs Supervisor position. This position supervises Economic Support and Child Support Staff. The ES section is responsible for the determination of initial eligibility for financial assistance and the ongoing review of existing eligibility. Each assistance program has its own specific eligibility factors. The continuous changes in these eligibility factors through Federal and State laws contribute to the complexity of caseload management. The following statistical breakdown reflects each assistance program administered in Oneida County.

## **AID TO FAMILIES WITH DEPENDENT CHILDREN (AFDC)**

In 2011, the Oneida County Department of Social Services did not issue any cash benefits to clients, as the AFDC program no longer exists. The W-2 program replaced the AFDC program and Forward Services is issuing W-2 benefits to eligible clients.

However, overissued AFDC benefits still needed to be recovered. These overissuances were due to household error, fraud, or agency error. Clients repay the overissuance either in cash, tax intercept, or on rare occasions the benefits may be recouped from their W-2 benefits.

In 2011, the following amounts were collected:

<u>AFDC Recoveries</u>	
Cash	\$8,510.80
<u>Tax Intercept</u>	<u>\$ 577.51</u>
<b>Total</b>	<b>\$9,088.31</b>

## **MEDICAL ASSISTANCE (MA)**

Oneida County had an average of 2,717 Medical Assistance cases per month in 2011. Potentially eligible clients were under age 19, over age 65, pregnant, disabled, or with a minor in their care. All family related medical assistance was converted to BadgerCare Plus on February 1, 2008. More clients paid monthly premiums to be eligible for BadgerCare Plus coverage. In addition, these clients are placed into either the standard or benchmark plan based on income and/or category. These plans have different co-pays and different benefits. Clients in BadgerCare Plus must also choose an HMO.

<u>Yearly Medical Assistance Costs</u>		<u>Average Monthly Cases</u>
2007	\$ 23,134,286.00	2562
2008	\$ 24,299,668.00 (Estimate)	2700
2009	\$ 35,395,535.00	2728
2010	\$ 31,861,564.00	2618
2011	\$ 35,824,568.00	

When a client is on Medical Assistance and passes away, Medical Assistance may pay towards the cost of the burial. The cost of the funeral is considered as well as other resources such as a funeral trust or life insurance. Payment up to \$1500 may be made on the funeral and payment up to \$1000 may be made on cemetery costs. Effective January 1, 2012, the State of Wisconsin took over the administration of the Wisconsin Funeral and Cemetery Aid Program (WFCAP).

Total paid in 2011                      \$ 33,062.75

### THIRD PARTY LIABILITY (TPL)

Medical Assistance (MA) is to be the payer of last resort for the cost of medical care. Some recipients may have additional insurance coverage for medical services. Medical service providers may in error have billed services covered by additional insurance. The Accounting unit attempts to identify these cases in order to recover the MA expenditures. Similar situations occur when a MA recipient is involved in an accident for which the insurance coverage of an outside party is responsible. The Accounting unit also seeks reimbursement of MA payments from these cases. The Oneida County Department of Social Services is allowed to retain 15% of all MA recoveries.

Total third party liability was recovered:     \$ 254,836.60  
Agency Revenue                                     \$ 38,225.60

### FOOD SHARE PROGRAM (FS)

Oneida County issued Food Share to an average of 1,974 households per month in 2011. 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.

It should be noted that Food Share cases have doubled since 2005.

<u>Total Food Share Issuance</u>		<u>Average Monthly Cases</u>
2007	\$1,959,220.00	1,098
2008	\$2,446,056.00	1,227
2009	\$3,902,990.00	1,539
2010	\$5,149,998.00	1,823
2011	\$6,243,346.00	1,974

Food Share overpayments continued to be collected in 2011. Overissuances are due to household error, fraud, or agency error. Clients may repay either in cash, refund Food Share benefits available on their EBT (Electronic Benefit Transfer) Card, or through a reduction in their normal monthly allotment (recoupment). In 2011, the following amounts were collected:

#### Food Share Over-Issuance Recoveries

Cash	\$ 1,483.00
Recoupment	\$ 9,621.00
Tax Intercept	\$ 2,819.11
<b>TOTAL</b>	<b>\$ 13,923.11</b>

## CHILDCARE

Oneida County Economic Support determines eligibility for childcare. Childcare services are available for eligible parents, foster parents, Kinship participants, as well as participants in the W2 program. Eligibility is re-determined whenever a change occurs and when a six-month review is due. Oneida County Economic Support completes authorizations on an ongoing, as needed basis as changes occur. These changes include a change in number of hours worked weekly as well as a change in childcare provider. Economic Support processes the paperwork so payment can be made to the provider. Parents may need to make a contribution to the cost of childcare based on income.

In 2011, the number of families receiving child care assistance was 286 families (404 children).

Total childcare dollars provided:     \$ 872,962.32

## WISCONSIN HOME ENERGY ASSISTANCE PROGRAM (WHEAP)

The Wisconsin Home Energy Assistance Program assists county households experiencing problems in paying home heating costs. WHEAP assistance is a one-time payment during the heating season (October 1-May 15). The funding pays a portion of the heating costs, but the payment is not intended to cover the entire cost of heating a residence. The amount of the heating assistance benefit varies depending on a variety of factors, including the household's size, income and heating costs. In most cases the heating assistance benefit is paid directly to the household energy supplier.

A household may be eligible for emergency assistance if you have no heat, have received a disconnect notice from the heating vendor, or are nearly out of fuel or do not have the money to purchase more.

There are also non-emergency or proactive crisis services that include providing information on how to reduce the fuel costs and payments to a fuel supplier with a co-pay agreement.

<u>Fuel Season</u>	<u>Households Served</u>	<u>Regular Benefits</u>	<u>Crisis Benefits</u>	<u>Total Benefits Issued</u>
2007-2008	1,414	\$683,262.00	\$159,010.00	\$842,272.00
2008-2009	1,575	\$733,667.00	\$212,059.00	\$945,726.00
2009-2010	1,978	\$951,194.00	\$168,185.00	\$1,119,379.00
2010-2011	2,135	\$963,859.00	\$165,182.00	\$1,129,041.00

The furnace repair/replacement component of the WHEAP program allows for the repair or replacement of furnaces for eligible households. Households are referred to the weatherization program vendor that coordinates all repairs and replacements.

2007-2008	\$43,253
2008-2009	\$46,045
2009-2010	\$47,370
2010-2011	\$59,040

Households may be eligible to receive a payment for non-heating electric energy costs through funding provided by Wisconsin's Public Benefits.

WHEAP electric (non-heating) assistance is a one-time benefit payment during the heating season (October 1-May 15). The funding pays a portion of the household's electrical (non-heating) costs, but the payment is not intended to cover the entire cost of the non-heating costs.

The amount of the non-heating assistance benefit varies depending on a variety of factors, including the household's size, income and non-heating costs. In most cases the non-heating assistance benefit is paid directly to the household energy supplier.

<u>Fuel Season</u>	<u>Cost</u>	<u>Households Served</u>
2007-2008	\$275,520.00	1,458
2008-2009	\$297,465.00	1,570
2009-2010	\$228,753.00	2,022
2010-2011	\$291,243.00	2,240

**Total ALL Benefits Provided – Wisconsin Home Energy Assistance Program**

<u>Fuel Season</u>	<u>Cost</u>
2007-2008	\$1,161,045.00
2008-2009	\$1,289,236.00
2009-2010	\$1,395,502.00
2010-2011	\$1,479,324.00

## **FRAUD & PROGRAM INTEGRITY**

Welfare fraud is defined as receiving or helping another person receive benefits or payments to which they are not entitled. Investigations are initiated by information matching with other governmental organizations, client interviews, and contacts from the general public. Fraud investigations are done on Food Share, Medical Assistance (BadgerCare), W2 (Wisconsin Works) and Childcare programs.

Program Integrity (Front End Verification) is a process of intense scrutiny of cases that exhibit characteristics of potential program violation or are prone to error. Program Integrity is intended to prevent issuance of incorrect benefits and may involve investigative activities. The primary goal of the Program Integrity investigation is to insure accurate benefit issuance, not to accomplish criminal prosecution.

The Oneida County Department of Social Services contracts with the Oneida County Sheriff's Department to investigate fraud and to do Program Integrity. The Department works closely with the Sheriff's Department and the District Attorney's Office to prosecute welfare fraud.

### 2011

Front End Verification Referrals	05
Fraud Referrals	00
Pre-Charge or Pre-Trial Diversion	00
Court Resolved Fraud Cases	00
Pending Fraud	00
Total Restitution ordered	\$21,546.00