



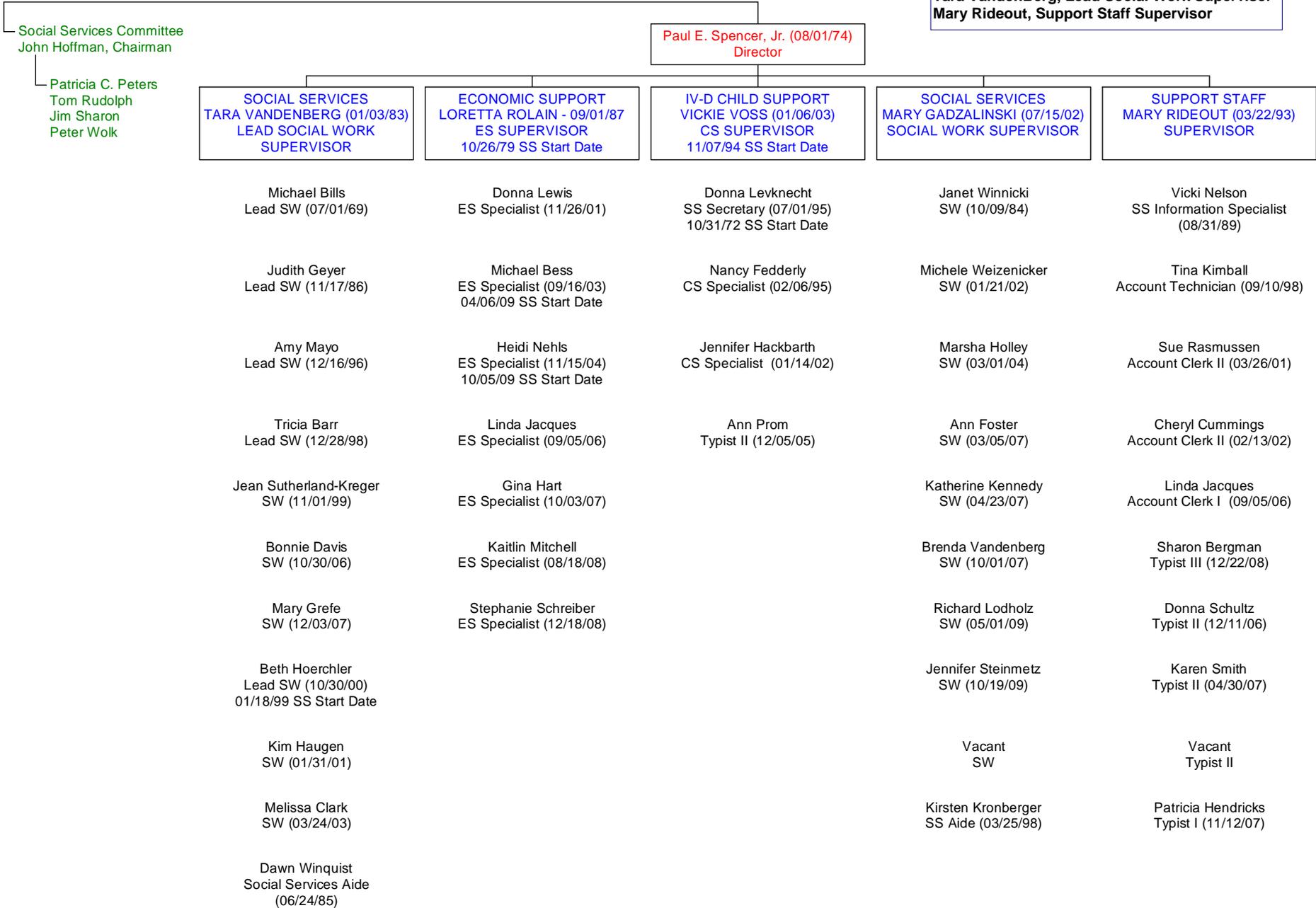
Oneida County  
Department of Social  
Services

Annual Report

2009

**ONEIDA COUNTY DEPARTMENT OF SOCIAL SERVICES**  
12/31/09

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



2009

Account	Allocation/Budget	Total Expenditure
Provided Services	1,675,312.00	1,575,505.00
Economic Support	553,812.00	572,782.00
Child Support	471,846.00	424,633.00
Tri County Domestic Abuse	15,000.00	15,000.00
Crisis Respite Day Care	3,000.00	1,226.00
Day Care Administration	29,052.00	26,688.00
Promoting Safe & Stable Families	46,350.00	46,347.00
Foster Home/Group Home	564,600.00	349,937.00
Residential Care Centers	771,897.00	746,069.00
Youth Aids-State (LHS)	175,000.00	247,459.00
Kinship Care	73,294.00	74,614.00
Cmty Intervention 06/30/09	13,635.00	13,635.00
Cmty Intervention & Aftercare 06/30/10	10,682.00	10,682.00
IVE Children and Families	126,591.00	116,342.00
Independent Living Grant	4,197.00	4,195.00
Family Visitation Program	70,000.00	68,839.00
Community Options*	392,285.00	284,008.00
Supportive Home Care	81,000.00	73,981.00
COP-Waiver*	544,538.00	652,817.00
Community Integration Program II	1,126,544.00	1,126,543.00
Community Integration Relocation & Diversion	32,291.00	32,291.00
Elder Abuse	17,273.00	17,273.00
Protective Placements	65,000.00	65,000.00
MA Transportation	100,920.00	100,918.00
Burial	41,336.00	41,336.00
LIHEAP	53,885.00	47,844.00
Fraud & Front End	3,855.00	4,535.00
<b>Total In all Programs</b>	<b>7,063,195.00</b>	<b>6,740,499.00</b>
Medical Assistance		35,395,535.00
Food Share		3,902,990.00
<b>Total Cost of all Statutorily Required Programs (State, Federal &amp; Local)</b>		<b>46,039,024.00</b>
Total Oneida County Tax Levy	2,090,389.00	1,888,868.00
IV-D Child Support Agency		
Total Collections		5,832,937.16
Total Reimbursements & Incentives		462,765.00

\*Some COP funds are included in COPW.

## SOCIAL SERVICES UNIT

Requests and referrals for services decreased by 242 requests in 2009. There were 3,896 requests for services in 2009 and 4,138 requests for services in 2008. There were 4,265 requests in 2007.

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

<b><u>SERVICE AREA</u></b>	<b><u>2007</u></b>	<b><u>2008</u></b>	<b><u>2009</u></b>
Adult Foster Home Licensing	03	01	02
Adult Protective Service	172	176	163
Adults/Elders At Risk	**	28	39
CIP II and COP/Developmentally Disabled	00	00	00
CIP II and COP/Elderly	31	29	24
CIP II and COP/Physically Disabled	15	08	05
COP/Alcohol and Other Drug Abuse	00	02	00
COP/Developmentally Disabled (all)	09	03	04
COP/Elderly	195	178	130
COP/Mentally Ill (all)	12	14	09
COP/Physically Disabled (all)	48	46	41
Guardianships	33	34	29
Long Term Care Counseling	**	04	43
Protective Placement	18	34	27
Chore & Supportive Home Care Requests	42	67	54
SSI-E Certifications	10	11	08

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

#### **CHILD PROTECTIVE SERVICES**

Physical Abuse/Child (Assessment/Investigation)		68	79	74
Physical Abuse/Child (Screen & Summary, Custody Issue)	13	09	09	
Neglect/Child (Assessment/Investigation)	148	118	123	
Neglect/Child (Screen & Summary, Custody Issue)		21	42	28
Sexual Abuse/Child (Assessment/Investigation)		119	101	87
Sexual Abuse/Child (Screen & Summary, Custody Issue)		39	20	14
Emotional/Verbal Abuse (Assessment/Investigation)		00	02	03
Emotional/Verbal Abuse (Screen & Summary, Custody Issue)		00	00	00
Mutual Sexual Activity		14	04	09
Adult Perpetrator of Physical Abuse		62	63	62
Juvenile Perpetrator of Physical Abuse		15	08	10
Adult Perpetrator of Sexual Abuse		75	58	55
Juvenile Perpetrator of Sexual Abuse		56	43	34
Adult Perpetrator of Neglect		109	87	107
Juvenile Perpetrator of Neglect		00	00	00
Adult Perpetrator of Emotional/Verbal Abuse		00	02	04
Independent Investigation (Child Abuse)		00	00	00
Screen Out		32	46	49
Screen Out Adult Perpetrator		14	25	22
Screen Out Juvenile Perpetrator		04	11	12

<b><u>OTHER CHILDREN'S SERVICES</u></b>		<b><u>2007</u></b>	<b><u>2008</u></b>	<b><u>2009</u></b>
Early Intervention		56	38	46
Aftercare Grant Referrals	05	05	06	
Delinquency/Over age 10		237	227	213
Delinquency/Under age 10		07	05	09
Child Guardianship		01	00	00
Stepchild Adoption Studies		09	12	07
Kinship Care		34	25	40
Suicidal Juvenile		02	10	00
Child in Need of Protection and Services		17	10	07
Truant from School		26	16	07
Runaway (Truant from Home)		10	10	00
Uncontrollable Teen		102	78	48
Counseling Involving Children		660	604	570
Foster Home Licensing		18	28	23
Out-of-Home Placement Requests (all)		118	156	102
Drug Abuse – Juvenile		47	51	46
Drug Test – Juvenile		69	40	35
Courtesy Supervision/Case Monitoring/Interview		13	04	23
Child Care Provider Certification Requests		40	33	33
Custody Issues (other than child abuse)		32	65	65
Supervised Visitation/CHIPS		21	12	10
Home Studies/CHIPS		08	02	05
Home Studies/Delinquency Cases		00	00	00
Crisis Respite		03	07	07
Prevention		36	54	64
Parenting Challenging Children		40	45	48
Independent Living		09	07	18
Corrective Thinking		17	15	18
<b><u>MISCELLANEOUS</u></b>				
Donations/Referrals to receive donations		56	48	41
Information & Referral		152	111	325
Volunteer Certified Driver		10	10	05
Volunteer Guardian		01	01	03
Child Abuse Information	03	06	00	
Resource Development/Request for Speakers, etc.	14	09	12	
Client Record Requests		159	121	172
Gift Recipient Requests		675	784	598
Adoption Information		02	06	00
Day Care Certification Complaints		00	00	00
Other		132	128	10
<b>TOTAL</b>		<b>4,265</b>	<b>4,138</b>	<b>3,896</b>

\*\* New tracking in 2008

## **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 2009, we had 38 clients receiving Supportive Home Care funding and services in the amount of \$73,981.40.

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 2009, we completed 7 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 2009 they were as follows:

	<u>State Quotas</u>	<u>Oneida County</u>
1. Frail Elderly	57.0%	66.5%
2. Physically Disabled	6.6%	7.5%
3. Developmentally Disabled	14.0%	16.0%
4. Chemically Dependent	0.0%	0.0%
5. Chronically Mentally Ill	6.6%	8.0%

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

The waiting list by target group as of December 2009 is as follows:

Frail Elderly	00 individuals
Physically Disabled	00 individuals
Developmentally Disabled	28 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, 2009.

COP ASSESSMENT, CASE PLAN, AND SERVICE SUMMARY

2009

<u>Target Groups</u>	<u>Assessments</u>	<u>Plans</u>	<u>New Clients</u>	<u>Carryover Clients</u>
Frail Elderly	46	44	27	94
Physically Disabled	09	06	06	13
Developmentally Disabled	00	00	00	25
Chronically Mentally Ill	03	02	01	12
Chemically Dependent	<u>00</u>	<u>00</u>	<u>00</u>	<u>00</u>
<b>TOTALS</b>	<b>58</b>	<b>52</b>	<b>34</b>	<b>144</b>

<b>Community Options expenditures in 2009:</b>	<b>\$284,008.66</b>
<b>Community Options dollars used as match for Waiver</b>	<b><u>\$108,277.00</u></b>
<b>TOTAL COP</b>	<b>\$392,285.66</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 2009

COP-Waiver	77
CIP II	82
CIP II Relocation	02
CIP II Diversion	00

Total Program costs:

<b>Community Integration Program II:</b>	<b>\$1,126,543.21</b>
<b>Community Options Program-Waiver:</b>	<b>\$ 652,816.62</b>
<b>CIP II Relocation</b>	<b>\$ 32,290.68</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 2009:

<u>Sources</u>	<u>MA Revenue Received</u>
Community Options Program	\$ 12,659.98
Supportive Home Care	\$ 18,210.37
Social Services	<u>\$ 4,643.04</u>
<b>TOTAL</b>	<b>\$ 35,513.39</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.

2009 Funding Allocation:           \$17,273.00                           # of Funding Requests in 2009: 35

2009 Expenditures:                 \$17,273.00

## 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 2009:

Elder Adult at Risk: 113

- substantiated 81
- unsubstantiated 25
- unable to substantiate 07
  
- Emotional abuse 05
- Self-neglect 87
- Neglect by others 08
- Physical abuse 02
- Financial exploitation 08
- Unreasonable confinement 02
- Other 01

Adult at Risk: 23

- substantiated 14
- unsubstantiated 07
- unable to substantiate 02
  
- Emotional abuse 01
- Self-neglect 13
- Neglect by others 01
- Physical abuse 01
- Financial exploitation 03
- Sexual Abuse 03
- Other 01

**2009 DELINQUENCY REFERRALS**

The Department received a total of 163 law enforcement referrals in 2009. The total number of juveniles referred was 123. Results of these referrals are as follows:

INFORMAL HANDLING:

Case closed (Court Lacks Jurisdiction)	07
Counsel and Release	31
Sanctions	01
Voluntary Restitution	20
Essay/Apology Letter	15
Early Intervention Program	44
Community Service	47
Counseling/AODA	16
Referred to Other County or State	32
Corrective Thinking	16
Deferred Prosecution Agreement [DPA]	42**
Restorative Justice	02

FORMAL HANDLING:

Petition Requested: .....	36
Delinquency .....	36

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

JUVENILE RESTITUTION - 2009

The total amount of restitution collected was: \$ 8,604.94

**ONEIDA COUNTY DELINQUENCY REFERRALS  
2006 THROUGH 2009**

<u>Date</u>	<u># of LE Referrals</u>	<u># of Youth Referred</u>	<u># of Delinquency Petitions Filed</u>
2006	215	165	62
2007	183	129	64
2008	175	127	66
2009	163	123	36

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 2006-2009 is as follows:

<u>Year</u>	<u>Part I Offenses</u>	<u>Part II Offenses</u>
2006	61	208
2007	37	195
2008	64	153
2009	41	171

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 01/01/2009-12/31/2009

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>05 in 2009</b>	<b>\$24,317.22</b>

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

In 2009 the Oneida County Department of Social Services received \$106,619.00 in Title IV-E Incentive funds, \$46,350.00 Promoting Safe and Stable Families funds, and \$58,340.00 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	\$ 12,432.20	Early Intervention	\$ 27,504.28
Diversion Services	\$ 103,624.07	Chamber Dollars/Misc.	\$ 4,069.37
Coordinated Service Team	\$ 14,383.91	Parent/Caregiver Drug Test	\$ 675.00

The total expenditures for 2009 were \$162,688.83.

**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: 54**

**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: 34**

**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: 67**

**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: 53**

**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:	15	2	13
Juvenile test:	22	7	15

**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: 8**

## REFERRALS OF CHILDREN IN NEED OF PROTECTION AND SERVICES

	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>
Children in Need of Protection & Services	117	64	46	55	37	31
Uncontrollable Teen	24	91	123	102	71	33
Truant	02	13	20	26	16	2
Runaway	<u>00</u>	<u>03</u>	<u>08</u>	<u>10</u>	<u>10</u>	<u>0</u>
<b>TOTAL</b>	<b>143</b>	<b>171</b>	<b>197</b>	<b>193</b>	<b>134</b>	<b>66</b>

The total number of referrals of Children in Need of Protection and Services decreased in 2009. The seriousness of the needs of these children have consistently required more intensive, higher cost interventions. The number of uncontrollable teens has also decreased. The number of truants referred for petitions has decreased. 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 2009 and will continue to develop 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 2009 26 new petitions for Children in Need of Protection and Services were filed in juvenile court. This is a decrease from 2008 when 55 petitions were filed. The new petitions requested in 2009 do not account for the court cases that were extended in 2009 from petitions filed in 2008 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: 369**

## INDEPENDENT LIVING GRANT

In 2009, 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 10 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 2009 = \$ 4,195.25**

## 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 2009: \$1,226.08**

**Total children served: 1**

### **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 2009: 04

Total Providers in 2009: 08

### **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 2009: \$ 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 \$215.00/month. The caregiver may also apply for Medical Assistance for the child through the Economic Support Unit. There must be a fee of \$10.00 paid for a criminal background check 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 2009: 28

Number of Children served: 44

### **FAMILY VISITATION**

The Family Resource Connection, through a contract with Oneida County Department of Social Services provides parenting education and support services to families living in Oneida County. To meet the various

needs of families, and local providers seeking an outlet for referral, the Family Resource Connection will provide ongoing parenting education and support to families, which we will refer to as “Family Visiting”. The three components that fall under this heading of “Family Visiting” include: Kid’s Net, Home Visitation, and Short-term Parenting Education.

Total spent in 2009: \$68,8398.03

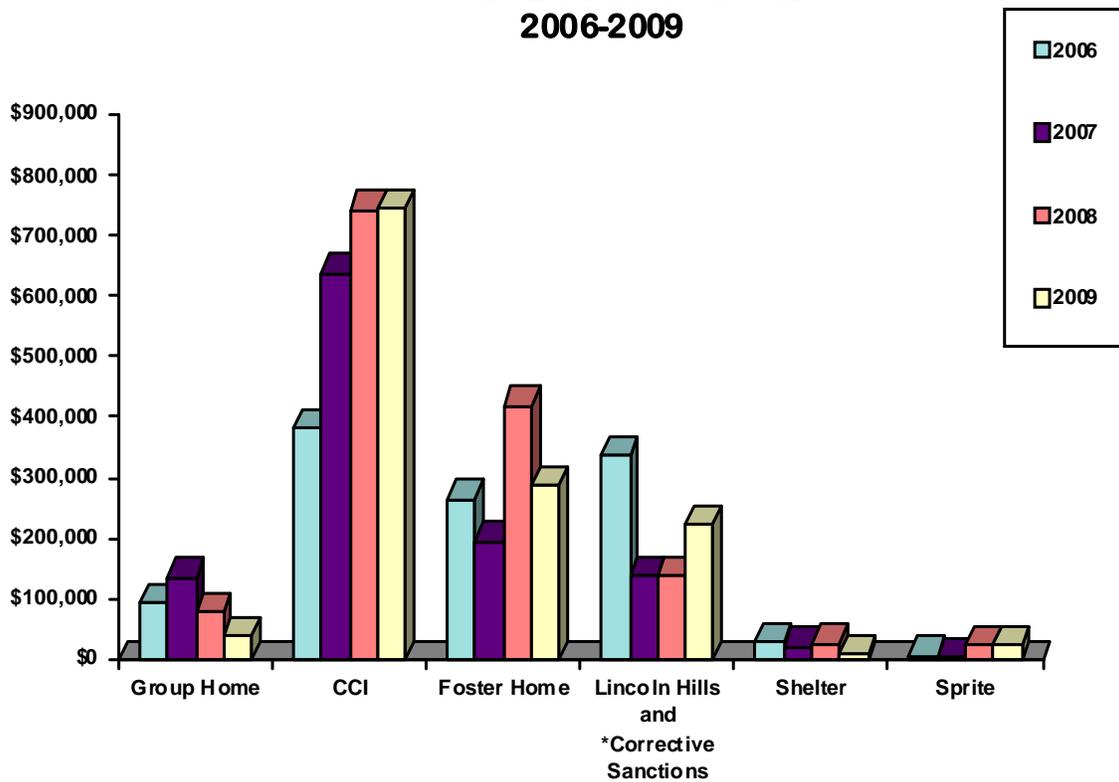
Family Visits in 2009: 279

## OUT OF HOME PLACEMENTS OF CHILDREN

The number of children in each type of out of home placement during 2007, 2008 and 2009 are as follows:

	<u>2007</u>	<u>2008</u>	<u>2009</u>
Licensed Foster Home	37	45	37
Group Home	06	04	01
Residential Care Center	11	14	11
Correctional and *Corrective Sanctions	07	09	06
SPRITE	01	04	08
Shelter Care	<u>32</u>	<u>28</u>	<u>06</u>
TOTAL	93	100	69

## ANNUAL COST OF CARE 2006-2009



Foster Home costs include treatment foster home administrative costs

Costs are reported net of refunds

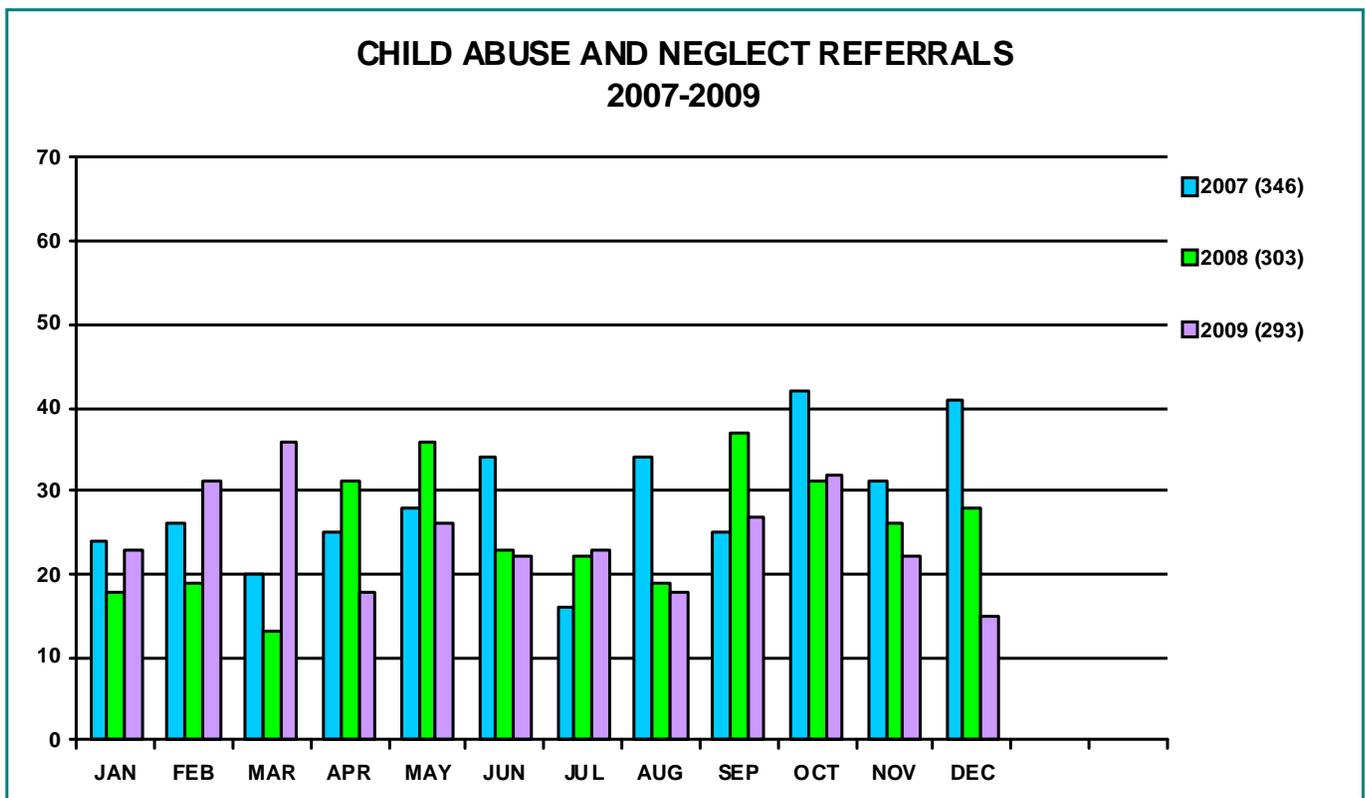
**\*Corrective Sanctions numbers included in 2007**

## 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 340 child abuse and neglect referrals. 293 cases received full child abuse and neglect investigations, 47 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
123	75	99	2	4	303

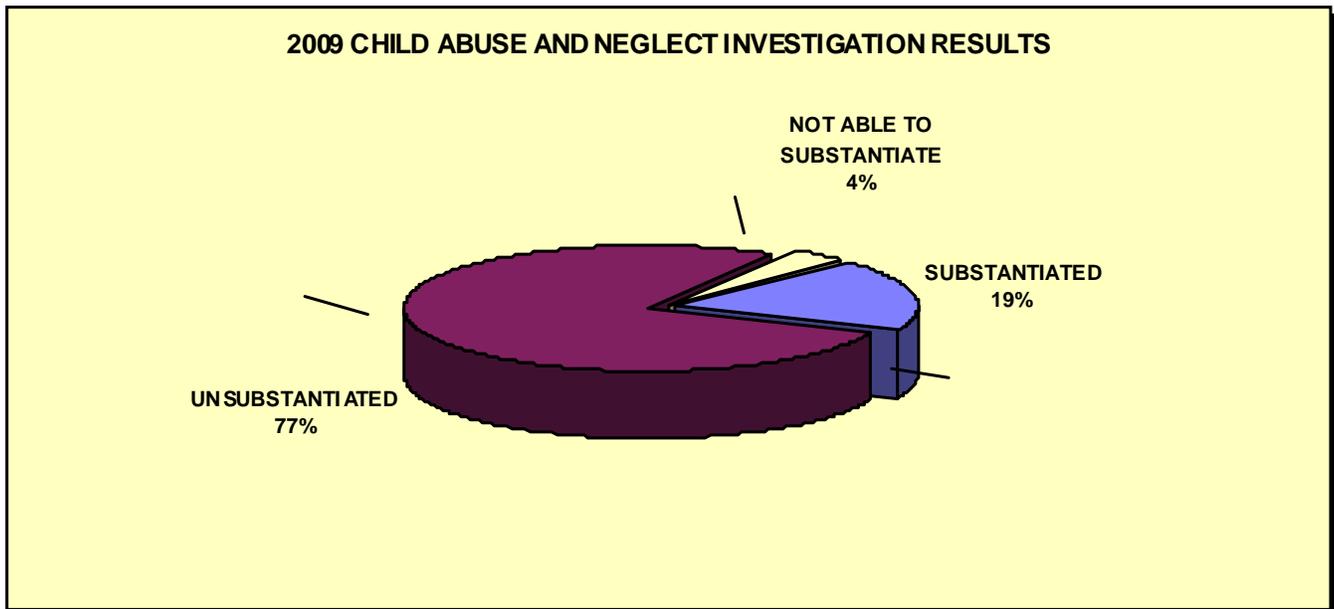


**CHILD ABUSE AND NEGLECT INVESTIGATIONS STATISTICS**

(continued)

Type of Referral	Substantiated	Unsubstantiated	Not able to Substantiate	Total
Neglect	30	90	2	122
Physical Abuse	6	64	3	73
Sexual Abuse	10	71	6	87
Emotional/Verbal	1	2	0	3
Mutual Sexual Activity	8	0	0	8
<b>TOTALS</b>	<b>55</b>	<b>227</b>	<b>11</b>	<b>293</b>

The substantiation rate decreased from 22% in 2008 to 19% in 2009.



## **SUPPORT STAFF-ACCOUNTING/RECORD KEEPING**

The Accounting Support Staff Unit consisted of eleven employees; the Support Staff 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, the Department of Administration, and the Department of Workforce Development; fiscal agent responsibilities for Long Term Support Clients; receipting and tracking all funds received in the agency; prior authorization for Medical Assistance Transportation 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 position, 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 5,600 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 Support Staff unit has the additional responsibility of maintaining the computer hardware and software for the department. The department currently has a network file server that is connected to 50 personal computers located throughout the agency. Agency staff access the Department of Health Services, Department of Children and Families, Department of Workforce Development, and Department of Administration programs through the Internet. Network and personal computer software upgrades are done annually. Software currently used by the agency are: Word, Excel, Access, GroupWise and Visual WISSIS (a FoxPro based accounting program).

Work performed by the unit is done under the supervision of the Support Staff 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

In 2009, 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. This office functions under the direct supervision of Mr. Paul E. Spencer, Jr., the Director of the Oneida County Department of Social Services.

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 order 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 meeting. These meetings, along with bi-weekly individual conferences with the section supervision, helped to monitor any problem areas, new developments and procedures, etc. The supervisor serves as the liaison to the direct 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.

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 2009	1,874
Child Support collected for NIVD cases	1,367,228.87
Child Support collected for out of state IVD cases	103,974.13
Child Support Distributed to WI IVD cases	<u>4,361,734.16</u>
Total Child Support collected in 2009	5,832,937.16

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\* The Child Support Enforcement Program is authorized and defined by statute, Title IV-D of the Social Security Act. The purpose and the mission of the Program are derived from the Act.

**CHILD SUPPORT  
COMPARISON OF EXPENDITURES AND REIMBURSEMENT  
SUMMARY FOR THE YEAR 2009**

<u>2009</u>	<u>Total Expenditures</u> <sup>†</sup>	<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	\$594,959	\$389,992	\$72,773	\$462,765

Costs not reimbursed: \$132,194

TOTAL IV-D COST-Child Support Agency

\$423,522

TOTAL CHILD SUPPORT RELATED COSTS BY DEPARTMENT:

Clerk of Courts	\$ 2,396.00
Family Court Commissioner	\$ 58,102.00
Corporation Counsel	\$ 73,884.00
 TOTAL	 \$134,382.00

Indirect Costs Billed: \$ 46,134.96

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<sup>†</sup> 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.

## **ECONOMIC SUPPORT (ES)**

The Economic Support 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), Food Stamps (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 Stamps and Medical Assistance. Clients are also given the opportunity to apply for Medical Assistance and Food Stamps 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.

The ES Section consists of one Economic Support Supervisor and seven eligibility workers. An additional ES worker was added in 2009 to assist with the increase in cases due to the economic situation. 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 2009, 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 2009, the following amounts were collected:

<u>AFDC Recoveries</u>	
Cash	\$ 1,410.97
<u>Tax Intercept</u>	<u>\$ 448.10</u>
<b>Total</b>	<b>\$ 1,859.07</b>

**MEDICAL ASSISTANCE (MA)**

Oneida County had an average of 2,728 Medical Assistance cases per month in 2009. 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>
2005	\$ 30,900,362.37	2598
2006	\$ 25,465,049.11	2639
2007	\$ 23,134,286.00	2562
2008	\$ 24,299,668.00 (Estimate)	2700
2009	\$ 35,395,535.00	2728

Transportation is one of the services offered through the Medical Assistance Program. Clients are reimbursed for mileage to attend medical appointments that are covered by Medical Assistance. In some instances, meals and lodging are also reimbursed.

Total paid in 2009                    \$100,917.61

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 \$1500 may be made on cemetery costs.

Total paid in 2009                    \$ 41,335.64

**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 Support Staff 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 Support Staff 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 :       \$ 54,324.98  
Agency Revenue   \$ 8,146.98

**FOOD STAMP PROGRAM (FS)**

Oneida County issued Food Stamps to an average of 1,539 households per month in 2009. Food Stamp eligibility is based on household, income and shelter expenses. In June of 2000, Food Stamp recipients of Oneida County no longer received Food Stamp coupons. Food Stamp benefits were changed to the Wisconsin EBT (Electronic Benefit Transfer) Program. Recipients were issued a Wisconsin Quest Card which functions like a debit card allowing the recipient to access their Food Stamp benefits through point of sale terminals at their grocery store.

<u><b>Total Coupon Issuance</b></u>		<u><b>Average Monthly Cases</b></u>
2005	\$1,743,933.00	931
2006	\$1,867,790.00	1,032
2007	\$1,959,220.00	1,098
2008	\$2,446,056.00	1,227
2009	\$3,902,990.00	1,539

Food Stamps overpayments continued to be collected in 2009. Overissuances are due to household error, fraud, or agency error. Clients may repay either in cash, refund Food Stamp benefits available on their EBT (Electronic Benefit Transfer) Card, or through a reduction in their normal monthly allotment (recoupment). In 2009, the following amounts were collected:

**Food Stamp Over-Issuance Recoveries**

Cash	\$ 3,848.04
Recoupment	\$ 13,983.00
Tax Intercept	\$ 2,485.81
<b>TOTAL</b>	<b>\$ 20,316.85</b>

## CHILDCARE

With the creation of W2, child care requests switched from a Social Service function to a W2/Forward Services responsibility. Currently, Forward Services contracts with this Department to determine eligibility for childcare. Eligibility is redetermined 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 would be when a client changes the number of hours worked per week, or engages a different childcare provider. ES processes the paperwork so the provider is paid. The parent may need to make a contribution to the cost of child care based on income.

In 2009, the average number of families receiving child care assistance per month was 148 families.

Total childcare dollars provided:      \$ 902,037.00

## 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>
2005-2006	1,342	\$658,362.00	\$155,723.00	\$814,085.00
2006-2007	1,180	\$267,261.00	\$177,823.00	\$445,084.00
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

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.

2005-2006	\$33,789
2006-2007	\$18,835
2007-2008	\$43,253
2008-2009	\$46,045

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>
2005-2006	\$180,176.00	1,340
2006-2007	\$129,978.00	1,227
2007-2008	\$275,520.00	1,458
2008-2009	\$297,465.00	1,570

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

<u>Fuel Season</u>	<u>Cost</u>	\
2005-2006	\$1,028,050.00	
2006-2007	\$ 593,897.00	
2007-2008	\$1,161,045.00	
2008-2009	\$1,289,236.00	

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 Stamps, Medical Assistance, 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.

2009

Front End Verification Referrals	12
Fraud Referrals	04
Pre-Charge or Pre-Trial Diversion	00
Court Resolved Fraud Cases	00
Pending Fraud	01
Total Restitution ordered	\$ 9,953.58