

*Department of Social Services  
Oneida County, Wisconsin*

*2014 Annual Report*



**ONEIDA COUNTY DEPARTMENT OF SOCIAL SERVICES  
2014**

Line of Succession  
**Director**  
**Lead Social Work Supervisor**  
**Support Programs Supervisor**

Social Services Committee  
 Chairman

**Director**

**Adults/Delinquency Unit**  
**Social Work**  
**Supervisor**

**Support Programs (CS/ES)**  
**Support Prog. Supervisor**

**Children/Families Unit**  
**Lead**  
**Social Work Supervisor**

**Financial Serv. Unit**  
**Financial Services**  
**Supervisor**

Certified Social Worker Adults	ES Specialist	Certified Social Worker	SS Information Specialist
Certified Social Worker Adults	ES Specialist	Certified Social Worker	Account Technician
Certified Social Worker Adults	ES Specialist	Certified Social Worker	Account Clerk II
Certified Social Worker Adults	ES Specialist	Certified Social Worker	Account Clerk II
Certified Social Worker Adults	ES Specialist	Certified Social Worker	Account Clerk I
Certified Social Worker Adults	ES Specialist	Certified Social Worker	Typist III
Certified Social Worker Delinquency	ES Specialist	Certified Social Worker	Typist II
Certified Social Worker Delinquency	ES Specialist	Certified Social Worker	Typist II
Social Services Aide	ES Specialist	Certified Social Worker	Typist II .6 FTE
	CS Specialist	Social Services Aide	Typist II - CS
	CS Specialist		Typist I
	CS Specialist		

## 2014 Annual Report

Account	Allocation/Budget	Total Expenditure
Provided Services	1,484,540.33	1,536,799.00
Economic Support	447,725.58	443,788.00
PPACA	149,591.00	134,702.00
Child Support	437,582.34	406,787.00
Tri County Domestic Abuse	15,000.00	15,000.00
Crisis Respite Day Care	897.00	897.00
Day Care Administration	40,350.23	35,873.23
Promoting Safe & Stable Families	37,968.62	37,968.62
Foster Home/Group Home**	456,976.90	205,259.00
Post Reunification	15,007.48	15,007.48
Residential Care Centers	514,952.00	178,266.00
Youth Aids-State (LHS)	512,802.00	490,057.00
Kinship Care	63,265.00	63,265.00
Cmty Intervention 06/30/15	5,133.73	5,133.73
Cmty Intervention & Aftercare 06/30/14	15,071.67	15,071.67
Children and Families-Diversion Programs	54,017.00	5,814.00
Independent Living Grant	8,411.12	8,411.12
Coordinated Service Team	6,874.00	8,261.00
Community Options*	483,994.00	414,303.00
Supportive Home Care	80,500.00	80,500.00
COP-Waiver*	410,673.00	439,744.00
Community Integration Program II	1,633,437.00	1,674,056.00
Community Integration Relocation & Diversion	160,486.00	160,484.00
Family Care Transfer	22,686.00	22,686.00
Money Follows Person	3,866.00	3,866.00
Protective Placements	38,001.00	38,001.00
Elder Abuse	17,100.00	17,424.00
Energy Assistance Program	102,944.00	95,572.00
Fraud & Front End	4,111.00	3,777.00
<b>Total In all Programs</b>	<b>7,223,964.00</b>	<b>6,556,773.85</b>
Medical Assistance ***		43,603,060.02
Food Share		5,587,856.00
<b>Total Cost of all Statutorily Required Programs (State, Federal &amp; Local)</b>		<b>55,747,689.87</b>
Total Oneida County Tax Levy	1,897,138.00	1,229,946.00
IV-D Child Support Agency		
Total Collections		4,982,912.35
Total Reimbursements & Incentives		453,105.00

\*Some COP funds are included in COPW.

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

\*\*\*Medical Assistance is estimated based on 3% increase over 2013, update will be done when data is available from State of Wisconsin.

***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 2014, we had 40 clients receiving Supportive Home Care funding and services in the amount of \$80,499.61.

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 DHS (Department of Health 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 DHS a state supplement is paid to the person. This money is to be used to purchase needed services.

In 2014, we completed 1 SSI-E certification, 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 2014 they were as follows:

	<u>State Quotas</u>	<u>Oneida County</u>
1. Frail Elderly	57.0%	54.0%
2. Physically Disabled	6.6%	19.4%
3. Developmentally Disabled	14.0%	13.7%
4. Chemically Dependent	0.0%	0.0%
5. Chronically Mentally Ill	6.6%	12.9%

Waiting lists for services have been established. We continue to have people on the DD waiting list.

The waiting list by target group as of December 2014 is as follows:

Frail Elderly	0 individuals
Physically Disabled	2 individuals*
Developmentally Disabled	4 individuals
Chemically Dependent	0 individuals
Chronically Mentally Ill	2 individuals*

\*Children Long Term Support Wait list (Human Service Center)

Oneida County Department of Social Services completed the following assessments and case plans through December 31, 2014.

COP ASSESSMENT, CASE PLAN, AND SERVICE SUMMARY

<u>Target Groups</u>	<u>Assessments</u>	<u>Plans</u>	<u>New Clients</u>	<u>Carryover Clients</u>
Frail Elderly	40	36	29	71
Physically Disabled	22	22	18	27
Developmentally Disabled	01	01	00	26
Chronically Mentally Ill	01	00	00	08
Chemically Dependent	<u>00</u>	<u>00</u>	<u>00</u>	<u>00</u>
<b>TOTALS</b>	<b>64</b>	<b>59</b>	<b>47</b>	<b>132</b>

<b>Community Options expenditures in 2014:</b>	<b>\$ 234,133.00</b>
<b>Community Options dollars used as match for Waiver-DSS</b>	<b>\$ 69,691.00</b>
<b>Community Options dollars used as match for Waiver-HSC</b>	<b><u>\$ 180,170.00</u></b>
<b>TOTAL COP</b>	<b>\$483,994.00</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 (Intermediate Care Facility for Intellectual Disability) 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 2014

COP-Waiver	61
CIP II	113
CIP II Relocation	11
CIP II Diversion	02
FCT	02
MFP	01

Total Program costs:

<b>Community Integration Program II (CIP II):</b>	<b>\$1,674,055.52</b>
<b>Community Options Program-Waiver (COPW):</b>	<b>\$ 439,743.78</b>
<b>CIP II Relocation</b>	<b>\$ 147,638.50</b>
<b>CIP II Nursing Home Diversion</b>	<b>\$ 12,844.78</b>
<b>Family Care Transfer (FCT)</b>	<b>\$ 22,686.34</b>
<b>Money Follows the Person (MFP)</b>	<b>\$ 3,866.10</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 2014:

<u>Sources</u>	<u>MA Revenue Received</u>
Community Options Program	\$ 7,846.73
Supportive Home Care	\$14,274.79
Social Services	<u>\$ 780.80</u>
<b>TOTAL</b>	<b>\$22,902.32</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.

2014 Funding Allocation:           \$17,100.00                   # of Funding Requests in 2014: 22

2014 Expenditures:                \$17,424.04

Due to other counties not fully spending their allocation, additional funds were available over and above the original amount allocated. Oneida County Department of Social Services applied for and received \$324.00 in additional funding for expenses incurred in 2014.

## ***MA PERSONAL CARE***

MAPC (Medical Assistance – Personal Care) is a program instituted in 2013. This program is a joint effort between the Human Service Center, the Department, and Oneida County CBRF's (Community Based Residential Facilities) to maximize Waiver funding. Personal care services for clients, such as bathing, are billable to Medical Assistance. The Human Service Center completes an assessment of individuals placed in CBRF's. The assessment determines the number of hours of personal care a client is eligible for per month. The facility tracks the hours and sends a time log to the Human Service Center. The Human Service Center bills Medical Assistance for the hours and refunds the Department for the hours billed. The MAPC program has resulted in \$150,952.09 returned to the County to fund additional services in 2014.

***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 2014:

Elder Adult at Risk: 62

- substantiated 38
- unsubstantiated 06
- unable to substantiate 18
  
- Emotional abuse 05
- Self-neglect 44
- Neglect by others 03
- Physical abuse 02
- Financial exploitation 06
- Unreasonable confinement 00
- Sexual Abuse 01
- Other 01

Adult at Risk: 06

- substantiated 02
- unsubstantiated 04
- unable to substantiate 00
  
- Emotional abuse 00
- Self-neglect 03
- Neglect by others 01
- Physical abuse 01
- Financial exploitation 00
- Sexual Abuse 00
- Other 01



## ***GUARDIANSHIP/PROTECTIVE PLACEMENT***

Services are provided to those persons deemed incompetent by a licensed physician or psychologist. This is a process whereby a guardian of the person and/or estate is appointed by the court to handle their affairs. A protective placement is required to admit an incompetent individual to a facility larger than 15 beds. This must be reviewed by the court on an annual basis.

# of Guardianships in 2014: 27

# of Protective Placements in 2014: 22

## ***EMERGENCY PROTECTIVE PLACEMENTS***

Emergency protective placements occur when a person is so incapable of caring for themselves that there is a substantial risk of serious physical harm to himself or herself and the incapacity is a result of developmental disabilities (*i.e.*, intellectual disability, cerebral palsy), degenerative brain disorder (*i.e.*, brain trauma, Alzheimer's disease, dementia), serious and persistent mental illness or like incapacities. A person who fits this criterion can be taken into physical custody by a social worker, firefighter, or law enforcement.

# of Emergency Protective Placements in 2014: 4

## ***ADULT WELFARE CONCERNS***

This service category was developed in June 2012. The department noted an upward trend in the number of individuals who were referred to the department as an Adult Protective Service or for criteria that did not meet the Adult Protective Service standard. These individuals are in need of ongoing case management to transition to the next phase of their life. Adult Welfare Concerns was created as a prevention service to help divert and assist elderly individuals with current and future crisis events. These services are voluntary and include assistance with advanced planning directives, development of support systems, assistance with application for benefits, and ongoing case management.

# of AWC Referrals in 2014: 83

## ***JUVENILE COURT INTAKE SERVICES***

Juvenile Court Intake workers provide services to the court, juveniles, and families in which the juvenile has committed an act that is against the law. Our agency receives referrals from law enforcement and confers with the District Attorney's Office regarding the disposition of the case. An Intake Inquiry is conducted for each case and a decision is made how to proceed.

A law enforcement referral may include more than one charge, but is only counted as one referral. Delinquent acts committed by youth under the age of 10 are handled by the Children and Families unit. Delinquent acts committed by youth age 17 or older are referred to the District Attorney's Office as by statute they are considered adult court jurisdiction.

A social worker reviews the law enforcement referral to determine whether Oneida County has the legal authority to handle the referral and whether the action described in the referral has legal merit. The parents and/or guardian of the child involved will be sent a notice requesting that they, along with the child, participate in an intake conference to discuss the referral. The intake conference will assist the intake worker to determine how the case will be handled.

The following options are available:

- Counsel and release
- Deferred Prosecution Agreement
- Referral to the District Attorney recommending juvenile court intervention

### **ONEIDA COUNTY DELINQUENCY REFERRALS 2011 THROUGH 2014**

<u>Date</u>	<u># of LE Referrals</u>	<u># of Youth Referred</u>
2011	173	113
2012	143	105
2013	140	97
2014	132	83

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

Total amount of restitution collected in 2014: \$1611.88

Total number of community service hours completed in 2014: 418.25

Total number of referrals to Early Intervention: 34

Total number of parents/guardians referred to a parenting class for teens: 17

Number that successfully completed the class: 15

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

Effective 01/01/2014 to 12/31/2014

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.

Number of Youth Served <i>(Both Aftercare and Early Intervention)</i>	Expenditure
23 in 2014	\$20,205.40

\*If funds are available youth are also served by the Early Intervention program.

## **COMMUNITY BASED SERVICE PROGRAMS FOR CHILDREN AND YOUTH**

In 2014 the Oneida County Department of Social Services used \$59,193.58 in State Grant funds and \$7,368.11 in county funding to provide community based services to youth. \$37,967.84 of the State Grant funds is Promoting Safe and Stable Families funding. 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 Workshops	\$ 7,226.17	Early Intervention	\$ 9,503.45
Diversion Services	\$ 0.00	Gas Cards/Cab Cards/Misc.	\$ 3,865.73
Coordinated Service Team	\$ 7,772.83	Parent/Caregiver Drug Test	\$ 5,527.58
Staff Training	\$ 1,900.00	Supervised Visitation	\$ 15,758.45
Post Reunification	\$15,007.48		

The total expenditures for 2014 were \$66,561.69.

### **Parenting Workshops**

#### **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 was offered for parents twice in 2014.

#### **Nurturing Skills for Families:**

This parenting curriculum contains 80 lessons to choose from to create a parenting program to meet families' needs. The program offers eleven 90 minute sessions taught in a group setting.

Total Number of participants: 25

### **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
- Tutor
- Parent aid
- Contracted social worker/case manager
- Mentor
- In-home Parenting Challenging Children
- Family Reunification
- Drug Tests

Number of children served: 0 (This program was not utilized in 2014, as we focused efforts on the Coordinated Service Team and Post Reunification programs)

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

The Department applied for and received a grant from the Department of Health Services (DHS) to implement the Coordinated Service Teams program for Oneida County in 2014.

CST is 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: 2

### **Post Reunification Support (PS)**

The Department applied for and received a grant from the Department of Children and Families (DCF) for the Post Reunification Support Program in 2014.

Post-reunification Support program is a voluntary 12 month program, to assist parents who have their children returned after an out of home placement. The program provides intensive case management services, crisis/respite plans, and/or in home services. The goal of the program is to stabilize the family, strengthen and support family relationships, and empower the family to achieve independence. The focus is on identifying and/or providing community based support networks to prepare the family for case closure. The state has established eligibility requirements which the family must meet before they can be enrolled in the program.

5 children were referred to this program in 2014. 1 family withdrew, and 2 were not accepted by the DCF.

Number of Youth Served: 2

### **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. Contracted workers in the community are used 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. Youth with a delinquent or uncontrollable behavior pattern and issues in any two other areas of concern for intensive intervention are targeted for this program. These youth would be considered for Deferred Prosecution Agreements (DPA) and would meet the criteria for such an agreement. The services of the grant 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: 21\*

\*does not include those funded by Youth Aids.

**Gas Cards/Cab Cards/Miscellaneous Services:**

Oneida County Dept of Social Services purchased gas or cab cards to meet immediate needs of families in need to provide for visits with their children. Other services are also provided to families in need to prevent neglect. These other services may include cleaning supplies, bedding, car seats and other child safety equipment.

Number of families served: 10

**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:	182	66	116
Juvenile test:	15	4	11

**Supervised Visitation**

The Supervised Visitation Program provides a parent aide to observe and guide a parent-child visit that would otherwise not take place without supervision due to a Court Order and/or agency intervention. The amount of visits and duration are determined by the agency. The parent-aid may also provide transportation for the child to and from the visit when requested. This service is provided to children in out-of-home care.

Number of Youth Served: 12

## ***REFERRALS OF CHILDREN IN NEED OF PROTECTION AND SERVICES***

### **Children in Need of Protection and Services (CHIPS)**

The Department receives referrals from mandated reporters such as therapists and school personnel, as well as from family, neighbors and other community members. Reports that do not meet the child maltreatment definition or do not indicate danger threats are screened out for an investigation. These families may be contacted by a social worker to discuss concerns, assess the need for services, and make referrals as needed.

Number of referrals received:	<u>2013</u>	<u>2014</u>
Child Abuse & Neglect:	297	307
Child Welfare Concern:	615	567
Uncontrollable Teen:	39	36
Delinquent under age 10:	3	6
Home Studies and Courtesy Interviews:	10	15
Children's Long Term Care (COP):	15	13
Other risk factors:	8	5
<b>TOTAL</b>	<b>987</b>	<b>949</b>

The total number of referrals of Children in Need of Protection and Services decreased in 2014. The seriousness of the needs of these children has consistently required more intensive, higher cost interventions. The number of uncontrollable teens decreased slightly. Because of the way applicable laws are written, the county is responsible for many necessary services for these children. In 2014, 30 new petitions for Children in Need of Protection and Services were filed in juvenile court. This is a decrease from 2013 when 49 petitions were filed. The new petitions requested in 2014 do not account for the court cases that were extended in 2014 from petitions filed in 2013 and earlier. Due to the decrease in the number of truancy referrals and no sanctions to secure detention, the Department of Social Services is no longer involved in truancy proceedings. The Department was involved in the Truancy Task Force which was responsible for developing creative sanctions and services for truant. The current system is working well and the Department has not been involved in any truancy proceedings for the 2014-2015 school year.

### ***INDEPENDENT LIVING GRANT***

In 2014 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 two youths. The eligibility requirement is that the youth are in an out-of-home placement for six 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 2014 = \$8,411.12

***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 enable the child's parent or guardian to improve parenting skills, to participate in alcohol and other drug abuse or mental health treatment, provide 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's placement.

Total spent in 2014        \$896.80

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 and provisionally certified child care providers to ensure healthy and safe environments, providing technical assistance and training information to providers, and recertification of providers.

New Providers Certified in 2014        0

Total Providers in 2014        0

***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 2014        \$ 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 \$226.00/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 2014        7

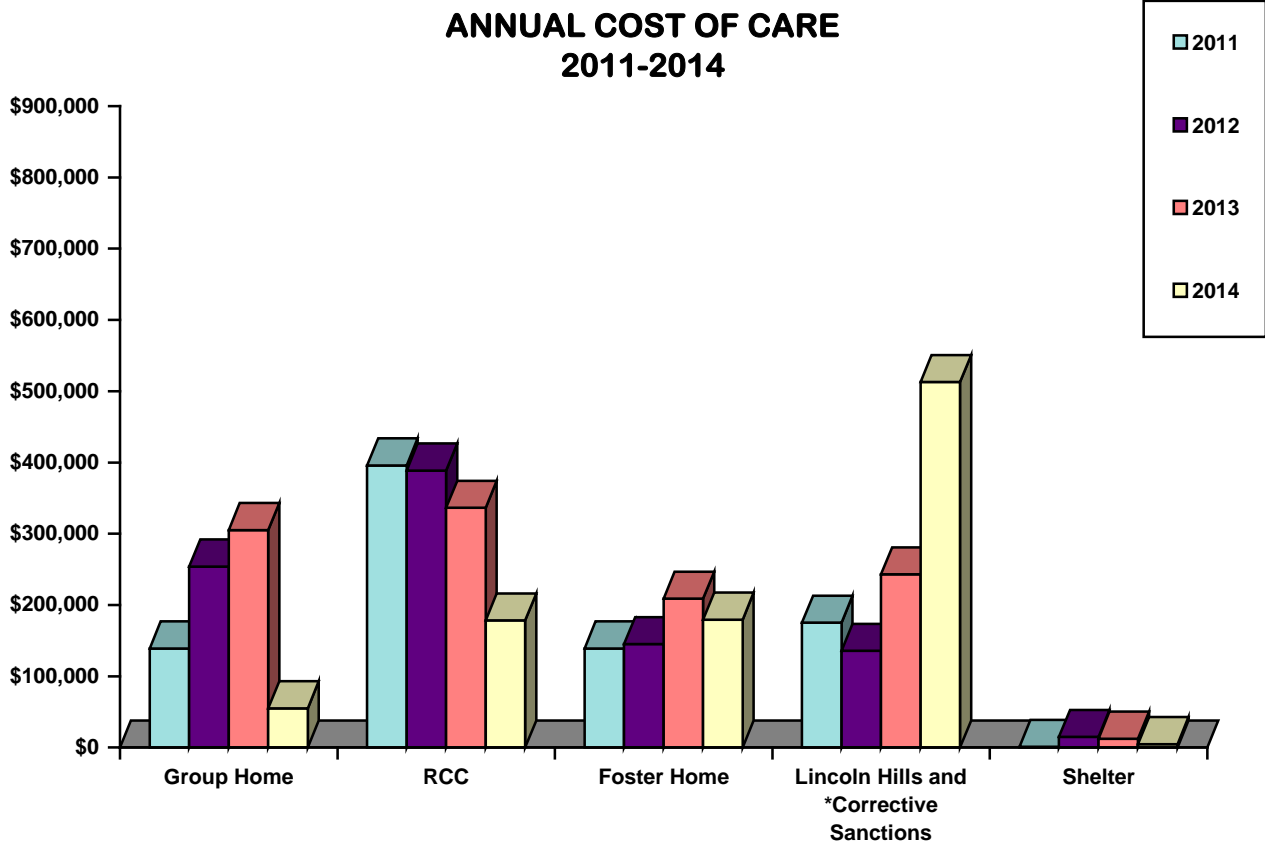
Number of Children served:        32



**OUT OF HOME PLACEMENTS OF CHILDREN**

The number of children in each type of out of home placement during 2012, 2013, and 2014 are as follows:

	<u>Average Monthly Cost</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>Total Costs 2014</u>
Licensed Foster Home	\$ 651.00	57	52	27	\$179,613.00
Group Home	\$ 5,808.00	10	11	06	\$ 55,168.00
Residential Care Center	\$ 9,200.00	07	08	03	\$178,390.00
Correctional and Corrective Sanctions	\$ 8,424.00	03	07	06	\$512,802.00
Shelter Care		<u>04</u>	<u>12</u>	<u>04</u>	<u>\$ 4,870.00</u>
<b>TOTAL</b>		81	90	46	\$930,843.00



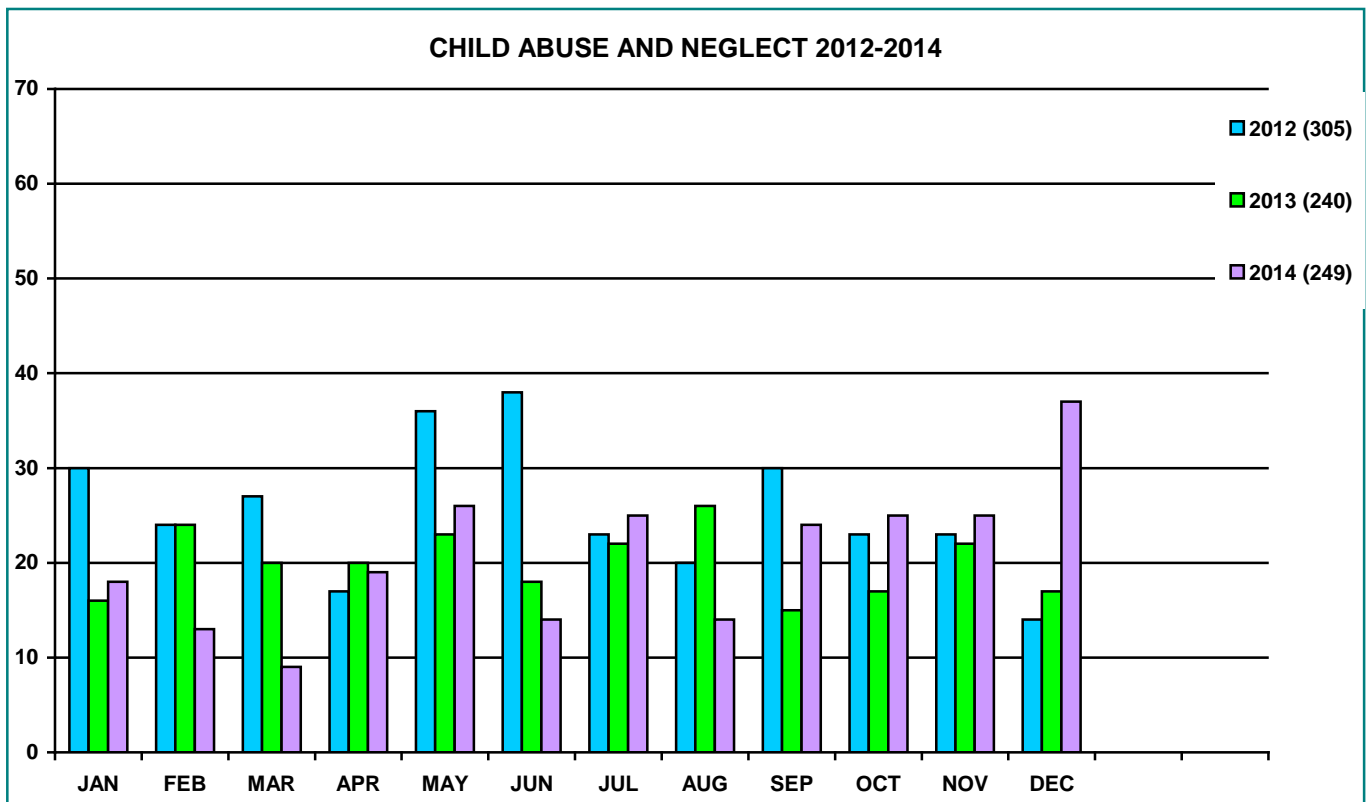
Foster Home costs include treatment foster home administrative costs  
 Effective 2010 Foster Homes include Level 1 Foster Care (previously Court-Ordered Kinship Care cases)  
 Costs are reported net of refunds

**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 307 child abuse and neglect referrals. 249 cases received full child abuse and neglect investigations, 58 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
135	44	61	4	5	249

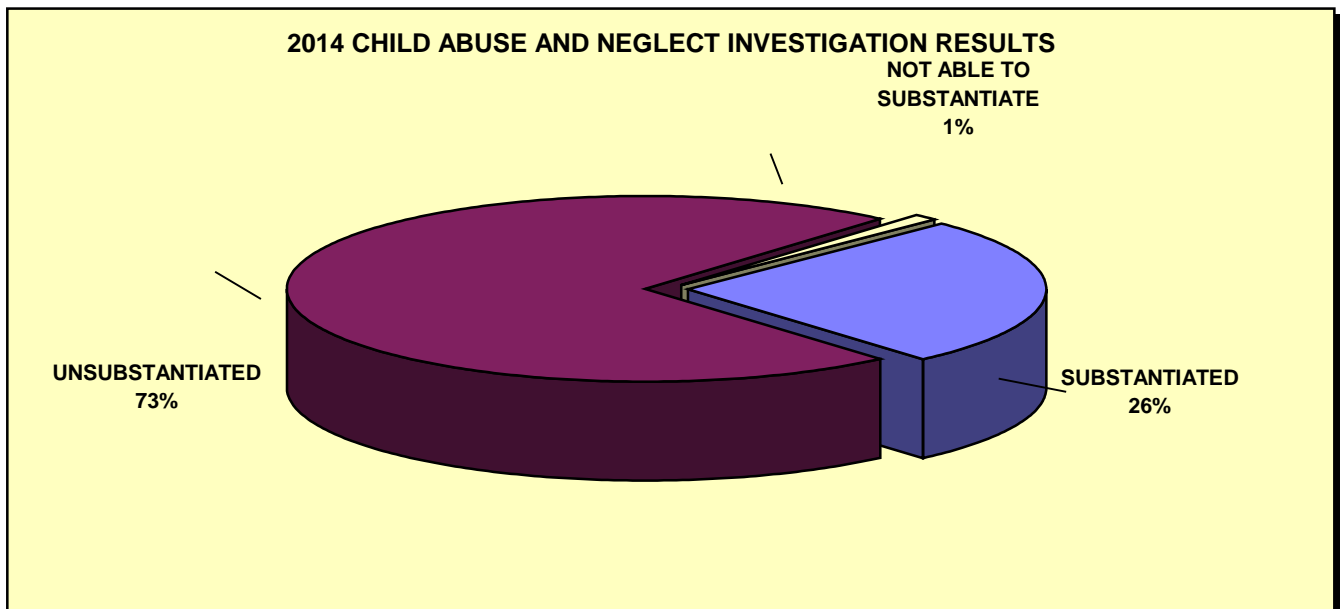


**CHILD ABUSE AND NEGLECT INVESTIGATIONS STATISTICS**

(continued)

Type of Referral	Substantiated	Unsubstantiated	Not able to Substantiate	Total
Neglect	33	102	0	135
Physical Abuse	10	32	2	44
Sexual Abuse	18	42	1	61
Emotional/Verbal	0	4	0	4
Mutual Sexual Activity	4	1	0	5
<b>TOTALS</b>	<b>65</b>	<b>181</b>	<b>3</b>	<b>249</b>

The substantiation rate decreased from 39% in 2013 to 26% in 2014.



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

The Financial Services Unit consisted of 12 employees; the Financial Services Supervisor, one Account Technician, two Account Clerk II's, one Information Specialist, one Typist III, four 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.

Beginning in 2011, the unit took on the additional responsibility of acting as fiscal agent for the ADRC of the Northwoods.

The financial responsibility of the unit includes such functions as: a weekly accounts payable; collection of debt due the agency (Overpayment of Food Share, Medical Assistance, BadgerCare 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; 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), PPS (Program Participation 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 5 Typist positions serve as back-up to the Typist III at the front desk. These staff route an average of 4,177 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 on a replacement schedule. 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***

The Child Support Unit in Oneida County consists of six employees; the Support Programs Supervisor, three Child Support Specialists, and one Typist II. The Typist II position is supervised by the Financial Services Supervisor.

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 monthly 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 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 2014	1,852
Child Support collected for NIVD cases	\$1,081,336.11
Child Support collected for out of state IVD cases	\$ 105,259.33
Child Support Distributed to WI IVD cases	\$3,796,316.91
Total Child Support collected in 2014	\$4,982,912.35

**CHILD SUPPORT  
COMPARISON OF EXPENDITURES AND REIMBURSEMENT  
SUMMARY FOR THE YEAR 2014**

<u>2014</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	\$547,706.41	\$360,962.62	\$92,142.00**	\$453,104.62

Costs not reimbursed: \$94,601.79

TOTAL IV-D COST-Child Support Agency

\$406,787.60

TOTAL CHILD SUPPORT RELATED COSTS BY DEPARTMENT:

Clerk of Courts	\$ 7,003.14
Family Court Commissioner	\$ 22,231.51
Corporation Counsel	\$ 85,289.84
 TOTAL	 \$114,524.49

Indirect Costs Billed: \$ 37,085.04

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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. \*\* 2012 Incentive Funds were carried over to 2014. Both 2012 and 2014 incentive funds were used in 2014.

## *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.

The ES Section consists of the Support Programs Supervisor and nine 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.

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

In 2014, 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 2014, the following amounts were collected:

<u>AFDC Recoveries</u>	
Cash	\$ 0.00
<u>Tax Intercept</u>	<u>\$ 0.00</u>
<b>Total</b>	<b>\$ 0.00</b>

***MEDICAL ASSISTANCE (MA)***

Oneida County had an average of 3,734 Medical Assistance cases per month in 2014. Due to the Affordable Care Act, single childless adults are now eligible for Badger Care benefits as well as those that are pregnant, disabled, or with a minor in their care. Adults under 100% Federal Poverty Level (FPL) and children under 300% FPL are potentially eligible for Badger Care. Children over 200% FPL are responsible for a monthly premium. Clients in BadgerCare Plus must also choose an HMO.

<u>Yearly Medical Assistance Costs</u>		<u>Average Monthly Cases</u>
2010	\$ 31,861,564.00	2,618
2011	\$ 35,824,568.00	2,717
2012	\$ 41,100,066.00	3,123
2013	\$ 40,863,011.00	3,469
2014	**Amounts available in June 2015	3,734

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. Effective January 1, 2012, the State of Wisconsin took over the administration of the Wisconsin Funeral and Cemetery Aid Program (WFCAP).

MA overpayments due to fraud, household, or agency error are collected by the department on behalf of the State.

Total collected in 2014: \$ 1,965.31



***FOOD SHARE PROGRAM (FS)***

Oneida County issued Food Share to an average of 2,433 households per month in 2014. 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 nearly doubled since 2008.

<b><u>Total Food Share Issuance</u></b>		<b><u>Average Monthly Cases</u></b>
2010	\$5,149,998.00	1,823
2011	\$5,475,663.00	1,974
2012	\$6,208,430.00	2,400
2013	\$5,918,885.00	2,410
2014	\$5,587,856.00	2,433

Food Share overpayments continued to be collected in 2014. 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 2014, the following amounts were collected:

**Food Share Over-Issuance Recoveries**

Cash	\$ 5,039.57
Recoupment	\$ 5,031.00
Tax Intercept	\$23,768.72
<b>TOTAL</b>	<b>\$33,839.29</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 2014, the number of families receiving child care assistance was 248 families (361 children).

Total childcare dollars provided: \$687,241.42

***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 they 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>
2010-2011	2,135	\$963,859.00	\$165,182.00	\$1,129,041.00
2011-2012	2,097	\$719,353.00	\$155,562.00	\$874,915.00
2012-2013	2,067	\$673,819.00	\$106,380.00	\$780,199.00
2013-2014	2,156	\$637,053.00	\$228,022.00	\$865,075.00

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.

2010-2011	\$59,040.00
2011-2012	\$53,574.00
2012-2013	\$113,539.00
2013-2014	\$110,222.00

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>
2010-2011	\$291,243.00	2,240
2011-201	\$331,743.00	2,091

2012-2013	\$342,396.00	2,063
2013-2014	\$363,828.00	2,145

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

<u>Fuel Season</u>	<u>Cost</u>
2010-2011	\$1,479,324.00
2011-2012	\$1,260,414.00
2012-2013	\$1,236,134.00
2013-2014	\$1,339,125.00

***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.

2014

Child Care Audits	5
Front End Verification Referrals	3
Fraud Referrals	1
Total Overpayment amount	\$1848.19