



ONEIDA COUNTY WISCONSIN
DEPARTMENT OF SOCIAL SERVICES

Professional Services ~ Positive Outcomes



2015 ANNUAL REPORT

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ONEIDA COUNTY WISCONSIN
DEPARTMENT OF SOCIAL SERVICES

Professional Services ~ Positive Outcomes

Vision Statement

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

Mission Statement

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

Core Values

Dedication: We are committed to providing quality services to our residents, being loyal to each other and steadfast in our desire to improve the quality of life in Oneida County.

Compassionate: We will address the individual needs of those we serve in a thoughtful, respectful, and honest manner with their dignity foremost in mind.

Service: We will be selfless in our service for the benefit of the community, in support of coworkers, and to represent Oneida County well.

Integrity: We will adhere to agency policies and procedures while providing ethical and competent service. We will protect privacy by keeping information confidential and maintaining personal and professional boundaries.

Promoting Safety: We will intervene in the lives of vulnerable children, at-risk youth, and adults to maintain safety in the home and community. We will educate the community on safe and effective practices to provide care and to encourage independence.

Resourceful: We will be knowledgeable about community resources and the needs of Oneida County residents to provide information and appropriate referrals.

**ONEIDA COUNTY DEPARTMENT OF SOCIAL SERVICES
2015**

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	Finance Technician
Certified Social Worker Adults	ES Specialist	Certified Social Worker	Account Technician
Certified Social Worker Adults	ES Specialist	Certified Social Worker	Account Technician
Certified Social Worker Adults	ES Specialist	Certified Social Worker	Account Technician
Certified Social Worker Adults	ES Specialist	Certified Social Worker	Clerical Support II
Certified Social Worker Adults	ES Specialist	Certified Social Worker	Clerical Support II
Certified Social Worker Delinquency	CS Specialist	Certified Social Worker	Clerical Support II
Certified Social Worker Delinquency	CS Specialist	Certified Social Worker	Clerical Support II .6 FTE
Social Services Aide	CS Specialist	Social Services Aide	Clerical Support II - CS
			Clerical Support 1

2015 Annual Report

Account	Allocation/Budget	Total Expenditure
Provided Services	1,553,928	1,537,530
Economic Support	459,356	454,373
PPACA	141,930	122,603
Child Support	450,852	395,034
Tri County Domestic Abuse	15,000	15,000
Crisis Respite Day Care	400	210
Day Care Administration	43,336	37,256
Promoting Safe & Stable Families	72,122	44,867
Foster Home/Group Home**	310,197	178,822
Post Reunification	43,449	43,449
Residential Care Centers	782,285	542,633
Youth Aids-State (LHS)	212,305	198,274
Kinship Care	70,858	70,858
Healthcheck	1,546	1,546
Cont. Quality Improvement	4,417	1,268
Cmty Intervention 06/30/16	5,697	5,697
Cmty Intervention & Aftercare 06/30/15	9,088	9,088
Children and Families-Diversion Programs	27,648	23,299
Independent Living Grant	2,099	2,099
Coordinated Service Team	69,213	69,213
Community Options*	521,601	399,126
Supportive Home Care	66,197	66,197
COP-Waiver*	537,606	660,081
Community Integration Program II	1,688,482	1,688,440
Community Integration Relocation & Diversion	281,385	281,385
Money Follows Person	6,254	6,254
Protective Placements	53,750	53,750
Elder Abuse	8,181	8,183
Energy Assistance Program	71,937	65,068
Fraud & Front End	11,471	10,584
Total In all Programs	7,522,590	6,992,187
Medical Assistance		46,358,903
Food Share		5,282,841
Total Cost of all Statutorily Required Programs (State, Federal & Local)		58,633,931
Total Oneida County Tax Levy	1,803,501	1,273,098
IV-D Child Support Agency		
Total Collections		4,963,455
Total Reimbursements & Incentives		461,515

*Some COP funds are included in COPW.

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

LONG-TERM SUPPORT

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 2015, we had 34 clients receiving Supportive Home Care funding and services in the amount of \$66,197.00.

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.

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 EXPENDITURE SUMMARY

Community Options expenditures in 2015	\$190,499.00
Community Options dollars used as match for Waiver-DSS	122,475.00
Community Options dollars used as match for Waiver-HSC	<u>208,627.00</u>
TOTAL COP	\$521,601.00

LONG-TERM SUPPORT

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.

Total Program costs:

Community Integration Program II (CIP II):	\$1,688,440.00
Community Options Program-Waiver (COPW):	660,081.00
CIP II Relocation	270,797.00
CIP II Nursing Home Diversion	10,587.00
Money Follows the Person (MFP)	6,254.00

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.

LONG-TERM SUPPORT

The following reimbursement was received in 2015:

<u>Sources</u>	<u>MA Revenue Received</u>
Community Options Program	\$ 5,599.00
Supportive Home Care	11,859.00
Social Services	<u>403.00</u>
TOTAL	\$17,861.00

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.

2015 Expenditures: \$8,183.00 No. of Funding Requests in 2015:15

ELDER/ADULT ABUSE INVESTIGATIONS/REFERRALS

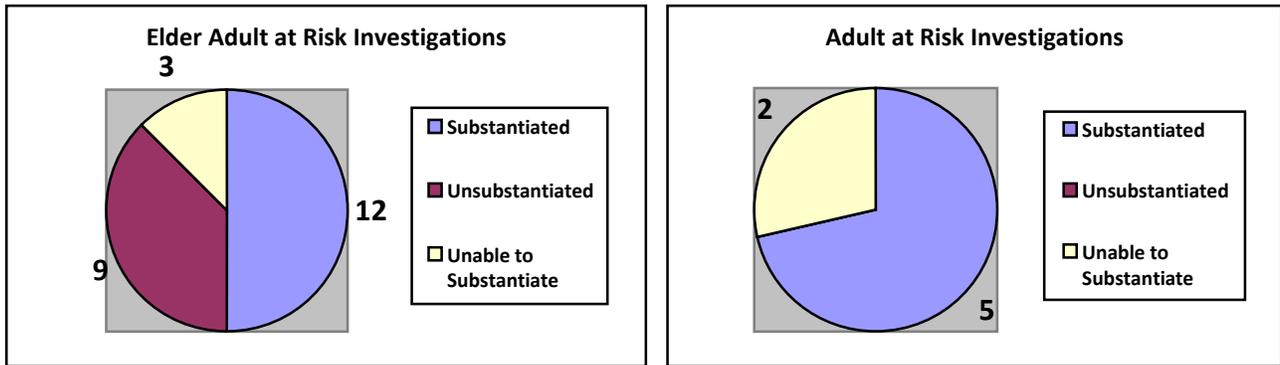
The Oneida County Department of Social Services is the lead agency for investigations of elder adults at risk and adults at risk.

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).

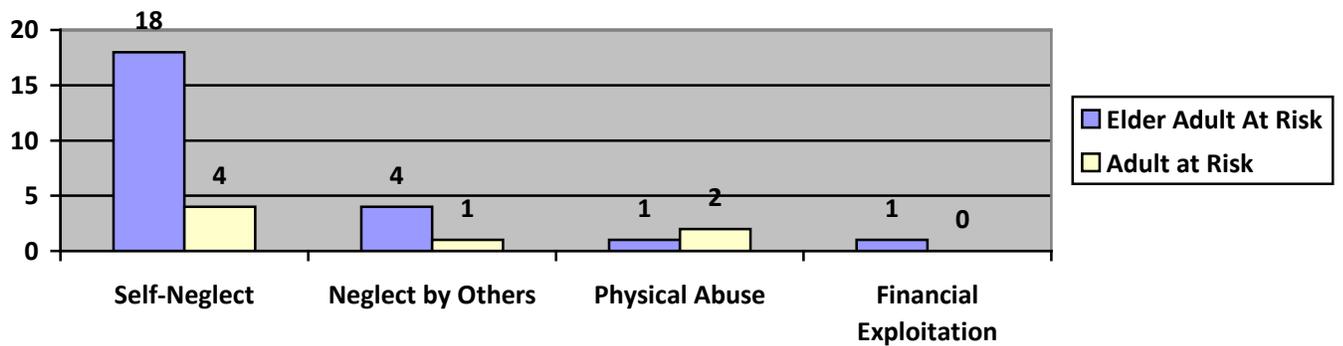
An “adult at risk” is “any adult who has a physical or mental condition that substantially impairs his or her ability to care for his or her needs who has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, self-neglect or financial exploitation. 55.01(1e).

LONG-TERM SUPPORT

Elder/Adult Abuse Investigations Conducted in 2015:



2015 Investigations



LONG-TERM SUPPORT

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.

No. of Guardianships in 2015: 13

No. of Protective Placements in 2015: 19

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.

No. of Emergency Protective Placements in 2015: 2

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.

No. of AWC Referrals in 2015: 59

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

Total number of Delinquent referrals in 2015 were: 149.

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 2015: \$3,510.0

Total number of community service hours completed in 2015: 412.00

Total number of referrals to Early Intervention: 26

Total number of parents/guardians referred to a parenting class for teens: 18

Number that successfully completed the class: 10

THE ONEIDA INTENSIVE AFTERCARE PROGRAM - CAPACITY BUILDING FUNDS

Effective 01/01/2015 to 12/31/2015

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
- 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.

<u>Number of Youth Served</u>	<u>Expenditure</u>
1 in 2015	\$1,617

GOING FORWARD PROGRAM

In June of 2015 Oneida County Department of Social Services developed the Going Forward Program. The goal of this program is to provide a sound background for living independently. This program is targeted for high school age youth in Oneida County who have been referred to the department for delinquent or uncontrollable behavior.

Contracted workers in the community are used to provide independent living skills training. The Casey Life Skills test is utilized to determine independent living skills need areas. Examples of areas addressed may include completion of job applications, interview skills, budgeting and personal hygiene. The same test is administered at the end of the 90 day program to measure improvement on the life skills testing scores.

If the youth expresses an interest in post high school education, the Casey Life skills assessment is administered to identify motivation, interest and skills. The Wisconsin Career Pathways may also be utilized to match careers with the youth's likes and strengths. The program has arranged for tours of college and technical school campuses and meetings with academic advisors. Tours of Blackwell Job Corps and informational seminars on the Challenge Academy at Fort McCoy have also been provided to youth.

<u>Number of Youth Served</u>	<u>Expenditure</u>
14 in 2015	\$3989

CHILDREN & FAMILIES

COMMUNITY BASED SERVICE PROGRAMS FOR CHILDREN AND YOUTH

In 2015 the Oneida County Department of Social Services used \$134,299.00 in State Grant funds and \$32,159 in county funding to provide community based services to youth. The funding was spent as follows:

Social Services Community Programs:

Parenting Workshops	\$11,304.00	Early Intervention	\$ 5,372.00
Diversion Services	3,556.00	Gas Cards/Cab Cards/Misc.	3,879.00
Coordinated Service Team	69,213.00	Parent/Caregiver Drug Test	3,831.00
Post Reunification	43,449.00	Supervised Visitation	25,854.00

The total expenditures for 2015 were \$166,458.00

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 once in 2015.

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: 18

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

CHILDREN & FAMILIES

Mentor
In-home Parenting Challenging Children
Drug Tests

Number of children served: 6

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 2015.

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 and follows the principals of Trauma Informed Care. 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: 13

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 2015.

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. This program is family driven and follows the principals of Trauma Informed Care.

Number of Youth Served: 6

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

CHILDREN & FAMILIES

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: 26

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: 22

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).

CHILDREN & FAMILIES

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.

	<u>Number of Tests</u>	<u>Positive Results</u>	<u>Negative Results</u>
Adult tests:	136	41	95
Juvenile tests:	15	2	13

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 Families Served: 13

CHILDREN & FAMILIES

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>2014</u>	<u>2015</u>
Child Abuse & Neglect	307	268
Child Welfare Concern	567	532
Uncontrollable Teen	36	43
Delinquent under age 10	6	3
Home Studies and Courtesy Interviews	15	27
Children's Long Term Care (COP)	13	13
Other risk factors	5	5
Total	949	891

The total number of referrals of Children in Need of Protection and Services decreased in 2015. The seriousness of the needs of these children has consistently required more intensive, higher cost interventions. Because of the way applicable laws are written, the county is responsible for many necessary services for these children. In 2015, 36 new petitions for Children in Need of Protection and Services were filed in juvenile court. This is an increase from 2014 when 30 petitions were filed. The new petitions requested in 2015 do not account for the court cases that were extended in 2015 from petitions filed in 2014 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 truants. The current system is working well and the Department has not been involved in any truancy proceedings for the 2015-2016 school year.

INDEPENDENT LIVING GRANT

In 2015 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 and meal planning. Independent living funds were utilized to provide for independent living assessment and training for eligible youth.

CHILDREN & FAMILIES

These funds are also utilized to obtain birth certificates, Social Security cards, State ID cards, immunization records, and lock boxes, and are given to the youth when they leave the placement.

Total spent in 2015 = \$2,099.00

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 2015 \$210.00

Total children served: 2

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 2015 1

Total Providers in 2015 1

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 2015 \$ 15,000.00

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 \$232.00/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 2015 14

Number of Children served: 35

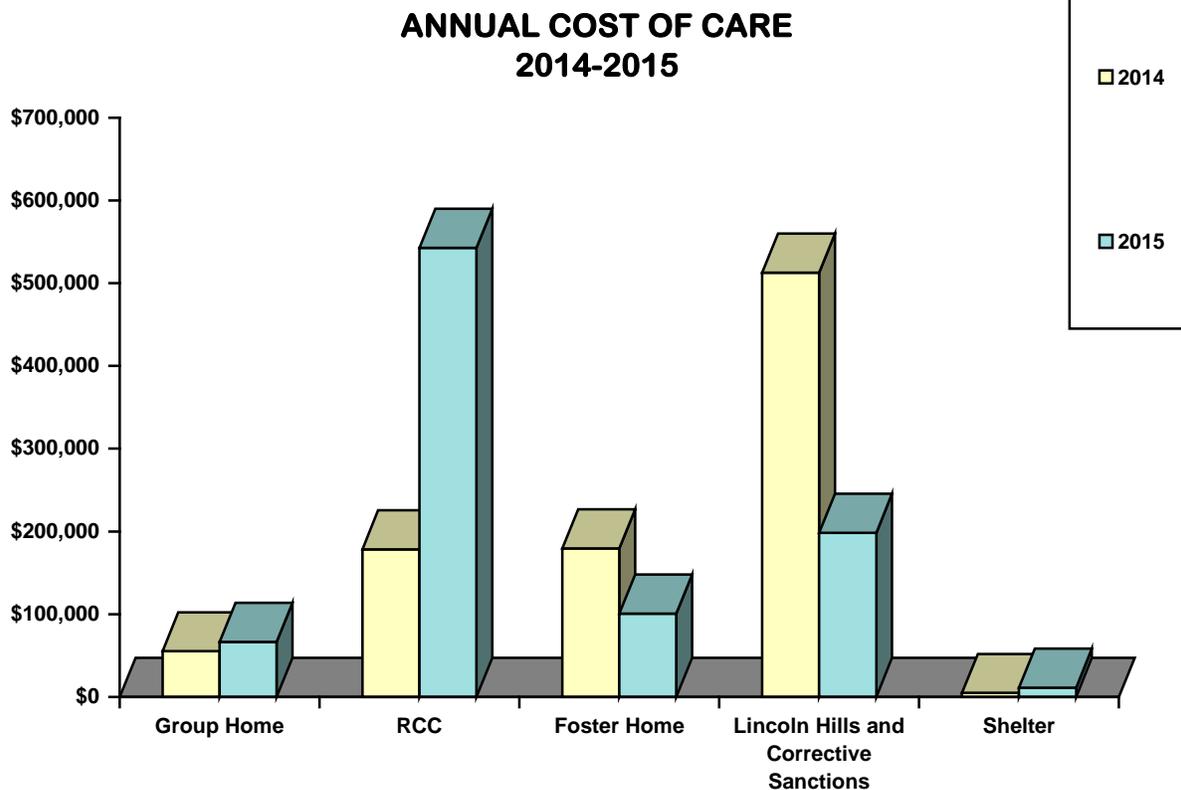
CHILDREN & FAMILIES

OUT OF HOME PLACEMENTS OF CHILDREN

The number of children in each type of out of home placement during 2014 and 2015 are as follows:

	Average Monthly Cost	2014	2015	Total Costs 2015
Licensed Foster Home	\$ 456.00	27	29	\$ 100,858.00
Group Home	6,076.00	6	3	66,654.00
Residential Care Center	10,319.00	3	7	542,633.00
Correctional/Corrective Sanctions	8,638.00	6	3	198,274.00
Shelter Care		4	3	11,310.00
TOTAL		46	48	\$ 919,729.00

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.



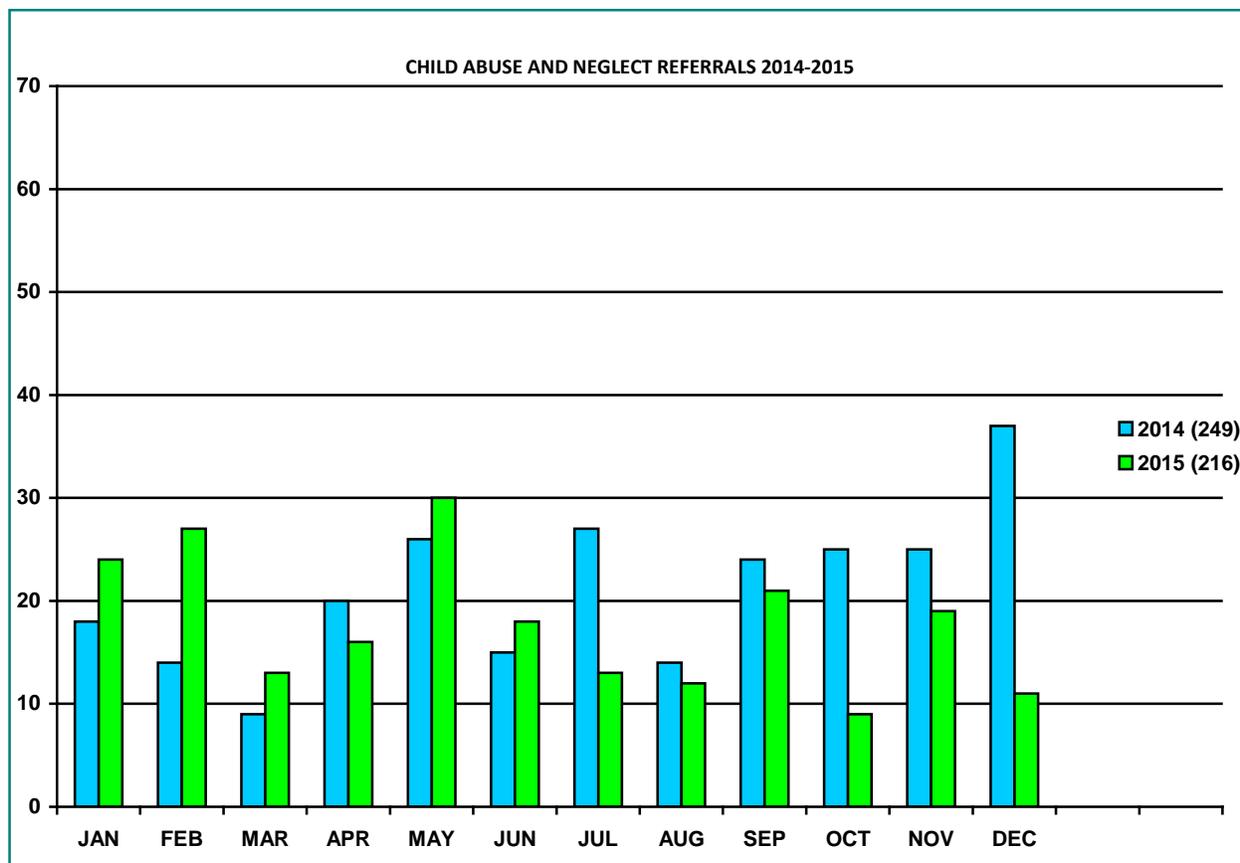
CHILDREN & FAMILIES

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 268 child abuse and neglect referrals. 216 cases received full child abuse and neglect investigations, 52 cases were screened out, or were served as child welfare concerns.

CHILD ABUSE & NEGLECT REFERRALS RESULTING IN A FULL INVESTIGATION:

Neglect	Physical Abuse	Sexual Abuse	Emotional/ Verbal	Mutual Sexual Activity	Total
108	45	53	6	4	216



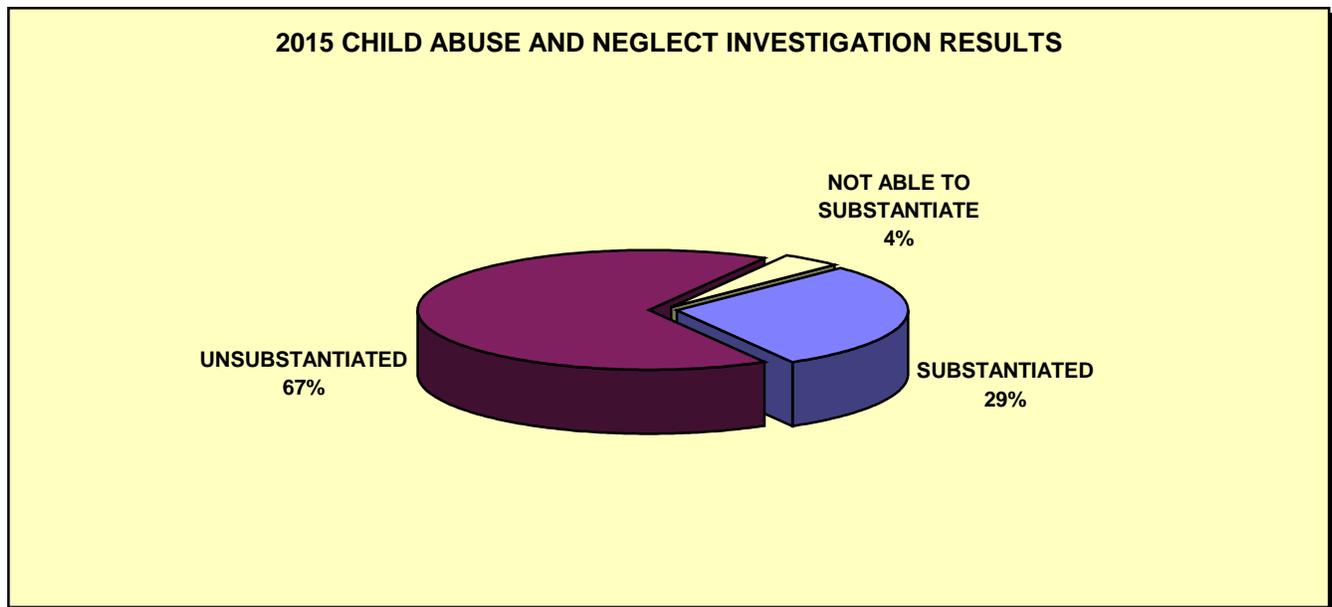
CHILDREN & FAMILIES

CHILD ABUSE AND NEGLECT INVESTIGATIONS STATISTICS

(continued)

<u>Type of Referral</u>	<u>Substantiated</u>	<u>Unsubstantiated</u>	<u>Not Able to Substantiate</u>	<u>Total</u>
Neglect	35	71	2	108
Physical Abuse	9	35	1	45
Sexual Abuse	18	30	5	53
Emotional/Verbal	0	6	0	6
Mutual Sexual Activity	1	2	1	4
TOTALS	63	144	9	216

The substantiation rate increased from 26% in 2014 to 29% in 2015.



ECONOMIC SUPPORT/CHILD SUPPORT

CHILD SUPPORT

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

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

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

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 2015	1,815.00
Child Support collected for NIVD cases	\$1,006,745.34
Child Support collected for out of state IVD cases	107,219.56
Child Support collected for WI IVD cases	<u>3,849,490.12</u>
Total Child Support collected in 2015	\$4,963,455.02

ECONOMIC SUPPORT/CHILD SUPPORT

**CHILD SUPPORT
COMPARISON OF EXPENDITURES AND REIMBURSEMENT
SUMMARY FOR THE YEAR 2015**

<u>2015</u>	<u>Total Expenditures*</u>	<u>Reimbursement Received</u>	<u>Amount of Earned Incentive Received by Oneida County Includes Performance Based & Medical Support</u>	<u>Total Reimbursement Received by Oneida County</u>
TOTAL	\$567,298.00	\$373,629.00	\$87,886.00	\$461,515.00

Costs not reimbursed: \$105,783.00

TOTAL IV-D COST-Child Support Agency

\$383,797.00

TOTAL CHILD SUPPORT RELATED COSTS BY DEPARTMENT:

Clerk of Courts	\$ 11,480.85
Family Court Commissioner	20,385.20
Corporation Counsel	90,789.98
TOTAL	\$122,656.03

Indirect Costs Billed: \$ 60,844.92

* 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/CHILD SUPPORT

ECONOMIC SUPPORT (ES)

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

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.

Applications are done via the interactive interview or online through ACCESS for Food Share and Medical Assistance. There is also an opportunity to apply for Medical Assistance and Food Share via mail-in or phone. 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.

MEDICAL ASSISTANCE (MA)

Oneida County had an average of 3,996 Medical Assistance cases per month in 2015. 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>
2014	\$43,382,292	3,734
2015	\$46,358,903	3,896

ECONOMIC SUPPORT/CHILD SUPPORT

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

Total collected in 2015: \$ 1,415.85

FOOD SHARE PROGRAM (FS)

Oneida County issued Food Share to an average of 2,385 households per month in 2015. 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.

	<u>Total Food Share Issuance</u>	<u>Average Monthly Cases</u>
2014	\$5,587,856.00	2,433
2015	\$5,282,841.00	2,385

Food Share overpayments continued to be collected in 2015. 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 2015, the following amounts were collected:

Food Share Over-Issuance Recoveries

Cash	\$ 4,018.07
Recoupment	6,913.74
Tax Intercept	7,326.00
TOTAL	\$18,257.81

ECONOMIC SUPPORT/CHILD SUPPORT

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 2015, the number of families receiving child care assistance was 207 families (305 children).

Total childcare dollars provided: \$564,035.28

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.

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.

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

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.

ECONOMIC SUPPORT/CHILD SUPPORT

WHEAP Expenditure Summary

	2013-2014 Fuel Season		2014-2015 Fuel Season	
	Households Served	Benefits Issued	Households Served	Benefits Issued
Total Households Paid Regular Energy Assistance	2,156	\$637,053	1,972	\$548,888
Total Households Paid Crisis Energy Assistance	457	\$228,022	620	\$214,453
Total Heating Unit Repairs and Replacements Paid	77	\$110,222	73	\$101,855
Total Electric (Non-Heating) Assistance Paid	2,145	\$363,828	1,963	\$307,800
Total ALL Benefits Provided – Wisconsin Home Energy Assistance Program		\$1,339,125		\$1,172,996

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.

2015

Child Care Audits	11
Front End Verification Referrals	3
Fraud Referrals	1
Total Overpayment Amount	\$1,198.00