

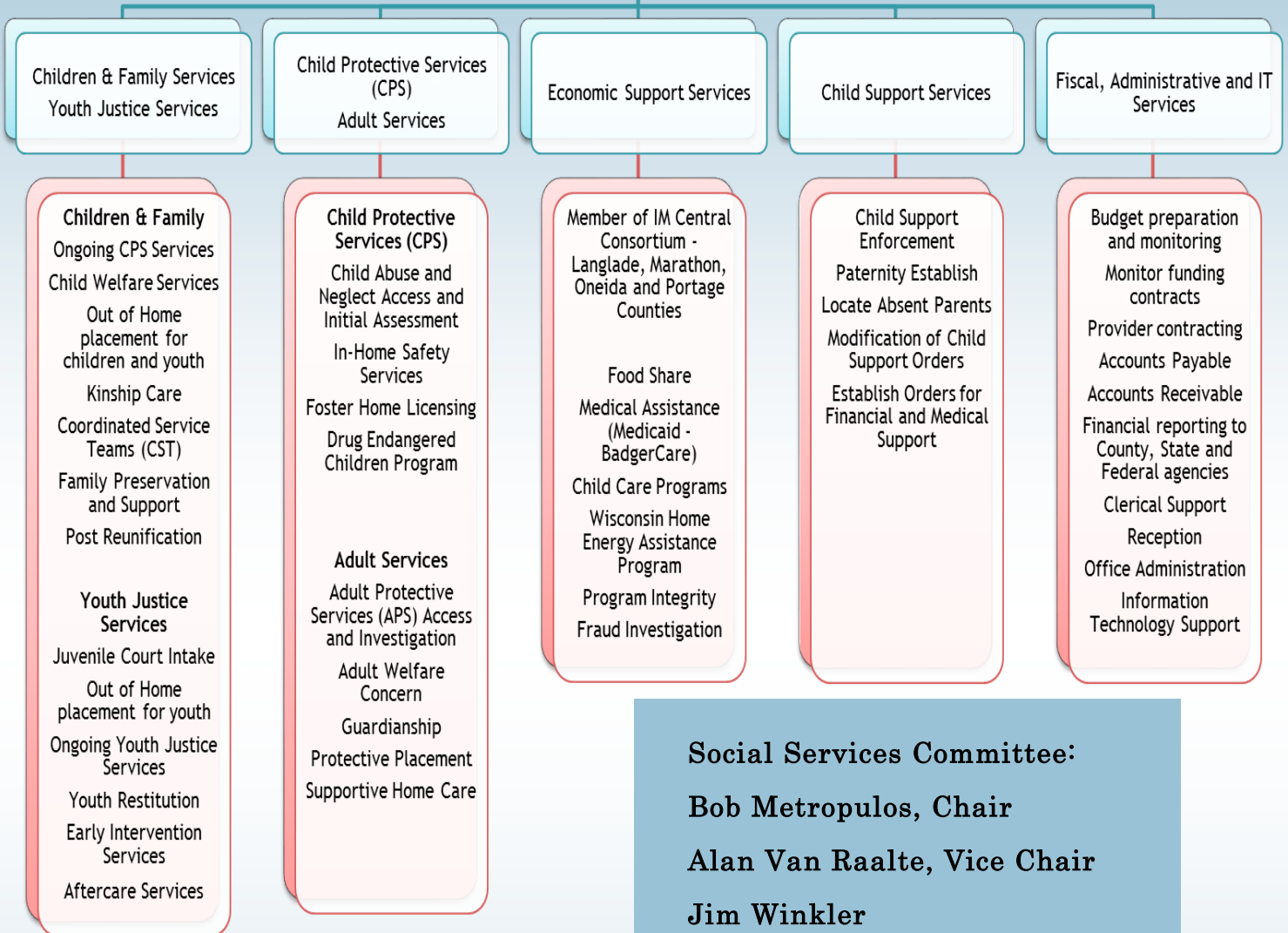
ONEIDA COUNTY WISCONSIN
DEPARTMENT OF SOCIAL SERVICES

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

Professional Services ~ Positive Outcomes

2018 ANNUAL REPORT

Oneida County Social Services
Committee
Social Services Director



Social Services Committee:

Bob Metropulos, Chair

Alan Van Raalte, Vice Chair

Jim Winkler

Steven Schreier

Bill Liebert

Department Committees:

Trauma Informed Care Committee

Long Range Planning Committee

Volunteer Committee

Safety Committee

Our Mission

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

FINANCIAL SERVICES

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

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

The most notable event in 2018 was the sudden rise in out-of-home care costs that occurred in the Fall, which created the departments first deficit since 2001. The unit transitioned fiscal agent services for the ADRC of the Northwoods to WIPFLI, LLP. One goal the unit will continue to work on is increasing the use of data to track outcomes and performance in program areas. Selection of a new software that will improve the collection of client data and reporting was approved and implementation will occur in 2019.

2018 Budgeted Tax Levy \$1,654,232

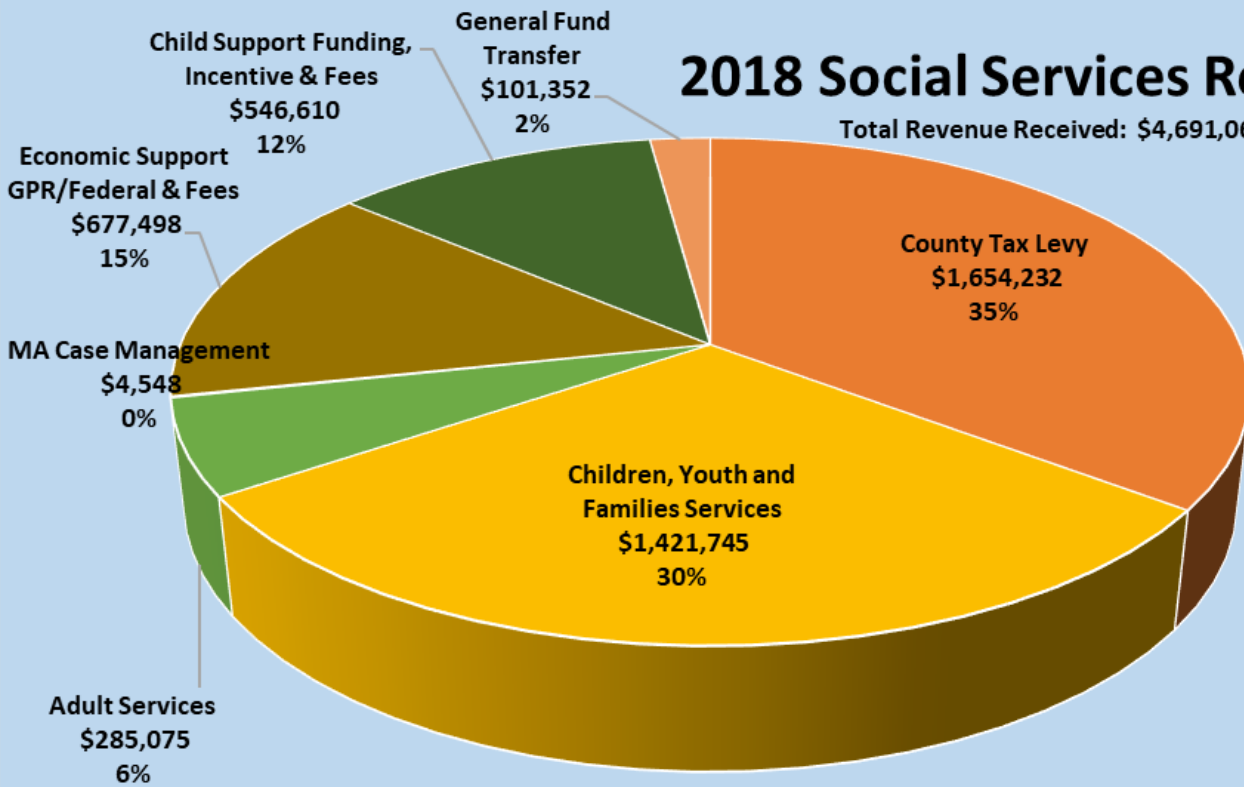
2018 Actual Tax Levy \$1,755,584

Deficit \$50,604

The Department of Social Services experienced a deficit of \$50,604. This outcome was due to the sudden increase in children and youth in out-of-home placements. The average number of children placed per month in 2018 (66) increased by about 20% from 2017 (55). A spike in more restrictive and high cost placements occurred in the fall of 2018.

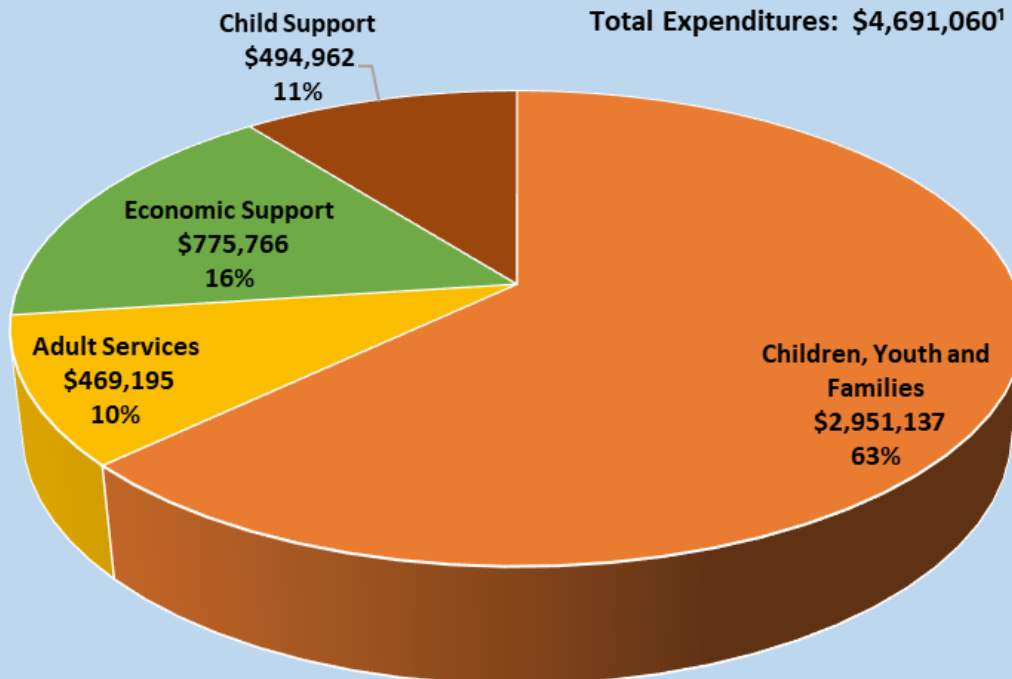
2018 Social Services Revenue

Total Revenue Received: \$4,691,060



2018 Social Services Expenditures

Total Expenditures: \$4,691,060¹



¹Expenditures do not include Indirect Costs

ADULT SERVICES

Oneida County Department of Social Services as well as a number of surrounding counties experienced a significant change to service delivery in 2018. Following the transition to Family Care in 2017, the Department experienced a 22% increase in Adult Protective Service referrals. Due to the increase in referrals and decrease in funding, the Department has worked closely with the Human Service Center and the Aging and Disability Resource Center to connect clients with the programs best able to meet their needs.

22%

*Increase in Adult
Protective Services
referrals*

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

The Dementia Crisis Innovation Grant allowed the counties and the Human Service Center to develop crisis prevention and stabilization services in the region. One of the prevention projects was the Purple Tube Project. This tube is stored in the freezer of the home of those with Dementia. In the event of an Emergency, it allows first responders to have the information relating to Power of Attorney, medications, and caregiver or family contact information. Another focus of the grant was to develop stabilization in place services so clients could be serviced in their home rather than in a facility during times of crisis. The three counties and the Human Service Center will continue to work together to achieve goals and better meet the needs of the clients we serve.

Clients Served—Adult Unit

● Supportive Home Care	19
● Elder Abuse Direct Service	10
● Elder/Adult Abuse Investigations	33
● Guardianships	6
● Protective Placements	25
● Adult Welfare Concerns	68

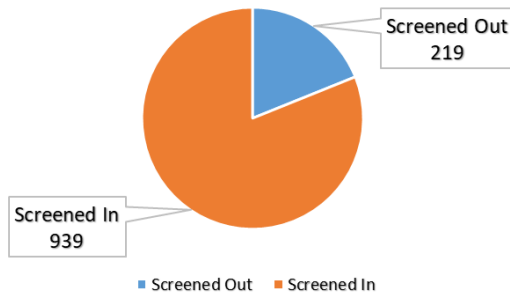
CHILDREN AND FAMILIES

Access - Intake

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

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

2018 Children and Family Referrals

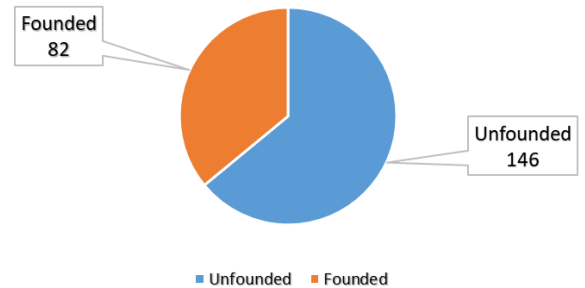


Initial Assessment - Investigations

Initial assessment is the process of:

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

Initial Assessments



Clients Served Children, Juveniles and Families

- Child Protective/Child Welfare Services 609
- Youth Justice Services 101
- Community Based Service Programs 63
- Youth Intervention Programs 15
- Out of Home Care 73
- Kinship Care 46

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

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

Services typically include:

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

In-Home and/or Community Services

The Department has an array of services to offer families to maintain children safely in their homes and their communities. The following services were provided to children, youth and families in 2018:

Intensive Aftercare Program

Early Intervention Program

Post Reunification and Support

Coordinated Service Team

Parenting Education – individual and groups

Parent Aids/Mentors

In-home safety Services

Going Forward

Supervised Visitation

CAST(Coping & Support Training)

Transportation Assistance

Drug Testing

Child Care Assistance

Independent Living

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

Positive



Outcomes

FOSTER CARE



In 2018, Oneida County Department of Social Services continued to build upon the considerable work done in 2017 to recruit and retain Foster Homes in Oneida County. In July of 2018, Oneida County in partnership with eight other counties applied for and was awarded a Foster Parent Grant to assist in local efforts to recruit and retain Foster Parents. The total grant award was \$70,358.81. The grant ends June 30th 2019.

The breakdown for the grant activities is as follows:

\$3,000 per county to cover startup costs for an Essential Needs Pantry. The goal being that each county would have a convenient location for foster parents and coordinators to access items needed for foster parents taking in children.

\$3,000 per county for Normalcy activities for foster children. This allows the counties to cover costs for Foster Care youth to participate in activities such as sports, school, community, social and religious groups, that they may not otherwise be able to participate in.

\$6,760 for additional training opportunities for Foster Parents. This allows for high quality, locally accessible trainings, to foster parents on topics pertinent to this region of the state.

\$8,598.81 for development of a Foster Care website. This will provide a secure forum for foster parents to communicate with each other regarding challenges, needs and positive outcomes for foster parents in the region.

\$1,000.00 for participation in the Welcomed Communities program. This is a faith based organization operating in Wild Rose, WI. The attendee agreed to assist their own and other communities in the grant who wished to develop a similar program.

Essential Needs Pantry	\$27,000.00
Normalcy Activities	\$27,000.00
Training Activities	\$ 6,760.00
Website	\$ 8,598.81
Welcomed Program aka Syndeo	<u>\$1,000.00</u>
Total	\$70,358.81

In addition, the Department has continued the ad at the Rouman Cinema to recruit Foster Parents.

Future plans of this group include: Completion of the Foster Parent grant activities discussed above, continuing the collaboration with Grace Four Square Church, who currently hosts our Essential Needs Pantry, and Syndeo our local Foster Parent care community, which evolved from the Welcomed Communities training, expansion of advertising to digital ads and an additional movie theater ad.

DRUG ENDANGERED CHILDREN

(DEC)

Oneida County has had very active participation in the DEC program in 2018. The purpose of the DEC Team is to collaboratively intervene on behalf of children who have been exposed to drug-endangered environments and are unsafe in those environments. Members of the Oneida County

56 %

*of referrals in 2018
were DEC Referrals*

DEC team include Law Enforcement, schools, Human Service Center, the DA's Office and Corporation Counsel, Probation and Parole, Public Health and our Department among others.

As a result of collaborative efforts, Ascension joined the DEC team in 2018. When children are removed from an environment where there is a significant amount of known or suspected drug activity it is best practice to have children tested for drug exposure. Prompt assessment is warranted due to the risk of toxicological, neurologic, respiratory, dermatological or other adverse effects of drug exposure and the high probability that the child has suffered from neglect/abuse. Previously, to have drug testing done our Agency would have to transport youth to Marshfield Child Advocacy Center for urine and hair testing. Due to the high volume of requests in Marshfield, appointments would need to be scheduled days or weeks after initial removal. Ascension now provides this testing at the Rhinelander location and children are seen the day of removal or within 24 hours. The department also began using an agency vehicle in 2018 for transportation due to concerns regarding drugs.

DEC team meetings are held bi-monthly to discuss protocols, debrief cases, and plan community education events. Protocols were improved with the goal of reducing the number of interviews children have to go through during an investigation. This significantly reduces trauma.

This year, two community education events were held with the purpose of informing agencies and professionals working with youth in Oneida County of the protocols for responding to reports involving drug endangered children. One occurred in Rhinelander and one in Minocqua. Approximately 60 people attended at the two locations. Presenters included Cindy Giese – DCI, WI DEC Leader, NORDEG, Recovery Coaches from the HOPE Consortium and Ascension Hospital. Professionals in Law Enforcement, Guardian Ad Litem's, Foster Parents, School Personnel and County Board members were invited to attend.

Goals for 2019 include: A regional DEC meeting to share information on more effective tools to investigate, treat and prosecute DEC



YOUTH JUSTICE

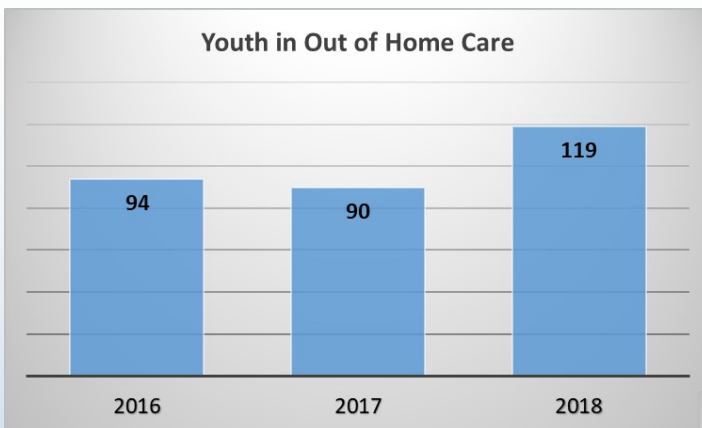
Youth Justice Services

Juvenile Court Intake workers provide services to the court, youth, and families in cases in which the youth has committed an act that is against the law or for a behavioral issue. Our agency receives referrals from law enforcement, schools, and parents and caregivers and confers with the District Attorney's Office regarding the disposition of the case. An Intake Inquiry is conducted for each case and a decision is made on how to proceed. The agency received a total of 101 youth justice referrals in 2018.

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.



Children and Youth in Out-of-Home Care

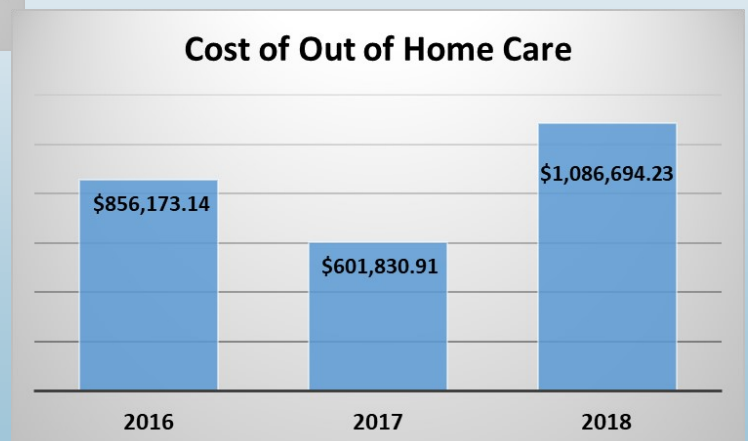


32 %

Increase of Children Placed from 2017 to 2018

81 %

Increase in Cost from 2017 to 2018



SCHOOL JUSTICE PARTNERSHIP GRANT

ANNUAL REPORT

Oneida and Vilas County Departments of Social Services applied for and were awarded the Youth Innovation Grant in 2017. The funding started in fall of 2017 and the requirement was that the dollars be spent by the end of 2018. The amount of the grant was \$100,000.00.

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

- A project facilitator who would be responsible for assisting in securing funding sources that would ensure sustainability for efforts such as report centers and psycho-social group interventions and coordination of meeting and trainings.
- Funding for reports centers staff at the three high schools currently participating in the grant. Lakeland Union High School, Rhinelander High School and Northland Pines.
- Psycho-social group and individual interventions to prevent referrals to Law Enforcement, truancy court or Social Services.
- Motivational Interview and Trauma Informed Care training availability locally for partners and service providers.

The grant dollars were spent as follows:

Facilitator:	\$15,287.74
Report Center Staff	\$26,832.26
Supplies	\$ 308.08
Motivational Interview/TIC Training	\$20,389.50
Lodging and Meals	\$ 105.80
Mileage	\$ 2,213.97
Clerical Assistance	<u>\$ 9,842.73</u>
Total	\$75,377.63

In 2018 a continuation grant opportunity was offered. Oneida and Vilas County's applied for and was awarded a continuation grant of \$50,000. In addition the state allowed the unused funding from the previous grant to be carried over.

Future plans for the grant funding in 2019 include:

- Continued funding of the report centers at the High Schools with plans to secure a sustainable funding source to each of the sites.
- Expansion of the CAST program to the three school districts. Currently two of the three schools offer the program as a pull out option for youth identified as high risk. The course is offered during the school day.
- Additional Motivational Interview Training.
- Cyber safety training to be offered at the high school and Jr High level.
- Development of a bi-county sustainable Restorative Justice Program.

ECONOMIC SUPPORT

Economic Support

The Economic Support (ES) Section administers the financial assistance programs mandated by the Federal government and State of Wisconsin. These programs include Medical Assistance (MA) including Badger-Care, Food Share (FS), Childcare, and the Wisconsin Home Energy Assistance Program (WHEAP).

44%

Staff turnover

From April 2018 through the end of the year, Economic Support experienced significant staffing challenges, with 44% of staff leaving for other positions/opportunities. The Economic Support Specialist is responsible for determining eligibility for all programs. Staff must be able to learn computer systems utilized to determine eligibility, keep up with ever changing program policies, assist clients through a Call Center, and have diverse knowledge of Accounting and Social Service programs to adequately serve our clients. Due to the demands from the position, as well as two years of training necessary to fully understand Economic Support programs, finding qualified staff that want to continue to work in the high stress environment is a challenge.

Medical Assistance (MA)

Oneida County served on average 6,874 clients in 2018 for Medical Assistance benefits. Adults under 100% Federal Poverty Level and children under 300% Federal Poverty Level are potentially eligible for MA services. Total cost for these services for Oneida County in 2018 were

2018 Yearly MA Costs \$48,783,585

2018 Average Monthly Cases 3,861

Food Share Program (FS)

Food Share eligibility is based on household income, number of family members in the household, and shelter expenses. There has been a steady decrease in FS cases since 2012. The FSET (Food Share Employment Training) program assists FS clients in training for and finding employment. In 2018, 121 new jobs were gained due to FSET participation, at an average starting wage of \$10.78. This, along with an improvement in the economy in general, has had a positive effect in decreasing the need for FS services to Oneida County residents. In 2018, Oneida County provided FS benefits to an average of 3,510 individuals. Total FS issuance for 2018 for Oneida County was \$4,019,329.





Wisconsin Shares Child Care Assistance Program

In 2018, IM Central Consortium created a Child Care Team to manage childcare cases across the four county consortium. The team is able to coordinate case processing and training to better assist clients. Caseload sizes continue to decrease and this appears to be due to a lack of approved childcare facilities in the area. Increased requirements for certification as well as low reimbursement rates deter involvement from childcare providers in becoming certified to care for children eligible for Wisconsin Shares Child Care assistance. 2018 saw an average of 59 childcare cases in Oneida County. This is a decrease from the 2017 average of 70 cases.

Wisconsin Home Energy Assistance Program (WHEAP)

The Wisconsin Home Energy Assistance Program (WHEAP) assists individuals with energy costs. There were 1,532 households that received energy assistance during fiscal year 2018 (October 1, 2017-September 30, 2018). Further, crisis funding is available for clients that have a disconnect or no heat situation. With a co-payment, funding is provided to assist clients with a reconnection. In fiscal year 2018, 374 clients received crisis funding. Assistance is also provided for furnace repairs and replacements, of which 69 clients benefited from this service. The following are the amounts for each service area:

- * Energy Assistance \$785,954
- * Crisis Assistance \$129,801
- * Furnace Assistance \$109,971

Staff provided Outreach services in Minocqua, Three Lakes, and Nokomis, to assist clients who have difficulty getting to Rhinelander to apply for services.



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. Review orders to ensure they are set in accordance with statutory guidelines;
5. 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

6. 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
7. Find parents who are not paying support and locate their income and assets, when necessary to establish or enforce a Child Support order.

Court Order Established Rate (% of total Cases)		Paternity Established Rate (% of total Cases)		Current Support Collect (% collected vs ordered)		Arrears Collection (% of cases w/ arrears owed & payment toward arrears)	
Percent	Goal	Percent	Goal	Percent	Goal	Percent	Goal
90.11%	80%	107.76	90%	76.36%	80%	76.67%	80%

Exceeded Goal

Below Goal

Performance

Child Support Unit caseload average for 2018	1,813
Child Support collected for NIVD cases	\$1,260,154.49
Child Support collected for out of state IVD cases	86,190.82
Child Support collected for WI IVD cases	<u>3,903,043.67</u>
Total Child Support collected in 2018	\$5,252,388.98
	+\$47,906.77 vs. 2017

INTERNAL DEPT. COMMITTEES

Long Range Planning Committee

Our LRP Committee made up of agency staff meets every three months to review progress and make plans for future identified goals. 2018 was the final year of 2016-2018 Long Range Plan. Updates to the plan are reviewed annually by the Social Services Committee. Some accomplishments in 2018 were:

- Agency Culture survey
- Development of Family Resource Directory
- Monthly Trainings for Licensed Foster Parents
- TIC Trainings to Agencies and Schools
- Advertisements at theaters for Foster Care recruitment
- Dementia Grant

Volunteer Committee

Giving Back

Social Services Staff are dedicated to our residents on a professional and personal level. With that in mind, our staff have taken advantage of multiple volunteer opportunities to give back to the community. In 2018, donations were made for:

- The Weekend Backpack Food program
- Christmas donations for families and veterans.
- Alzheimer's Walk
- Prepared two meals for NATH.



Safety Committee

Our internal safety committee is tasked with reviewing agency policy and procedure to determine if we are maintaining a safe environment for clients and staff. The committee meets quarterly to discuss safety issues both within the department and out in the field. In 2018, the committee met with the Oneida County Sheriff's Department to conduct a safety assessment of the agency and recommendations were made for procedural and organizational changes to decrease safety hazards both in day-to-day operations as well as in emergency situations. Safety equipment within the department was replaced and updated and a plan for safety awareness was developed.

TRAUMA INFORMED CARE (TIC)

Understanding ACES

ACEs are adverse childhood experiences (such as abuse, neglect, parental substance abuse) that harm children's developing brains and lead to changing how they respond to stress. Adverse Childhood Experiences have been linked to

- risky health behaviors,
- chronic health conditions,
- low life potential, and
- early death.

As the number of ACEs increases, so does the risk for these outcomes.

More information can be found at: <https://www.cdc.gov/violenceprevention/childabuseandneglect/acestudy/index.html>



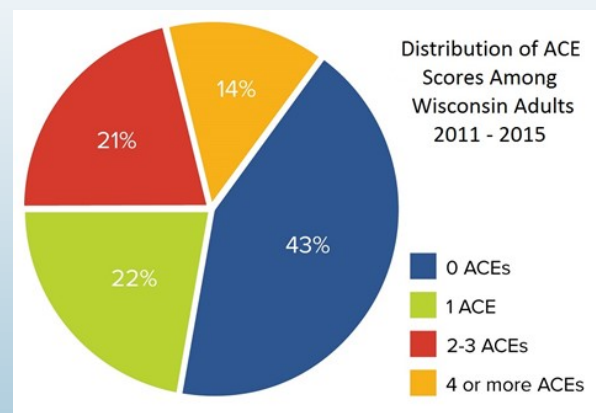
Understanding TIC;

Trauma-informed care (TIC) is an approach to engaging people with histories of trauma (ACES) that recognizes the presence of trauma symptoms and acknowledges the role that trauma has played in their lives. Trauma is extreme stress that overwhelms a person's ability to cope. It can be an event, a series of events, or set of circumstances that harms a person's physical or emotional well-being.

More information can be found at: <https://www.dhs.wisconsin.gov/tic/index.htm>

2018 Accomplishments:

- ◆ TIC Training at 2 area school districts
- ◆ Expanded Trauma team to include school district personnel
- ◆ DOME News articles on ACES and TIC
- ◆ De-escalation training
- ◆ Added peer support program to new employee orientation
- ◆ Finished Family Visitation room to make it more comfortable & welcoming



Our Vision

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