



ONEIDA COUNTY WISCONSIN
DEPARTMENT OF SOCIAL SERVICES

2019

ANNUAL REPORT

**SELF-SUFFICIENT PEOPLE LIVING IN A SAFE,
FINANCIALLY SECURE ENVIRONMENT.**



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.

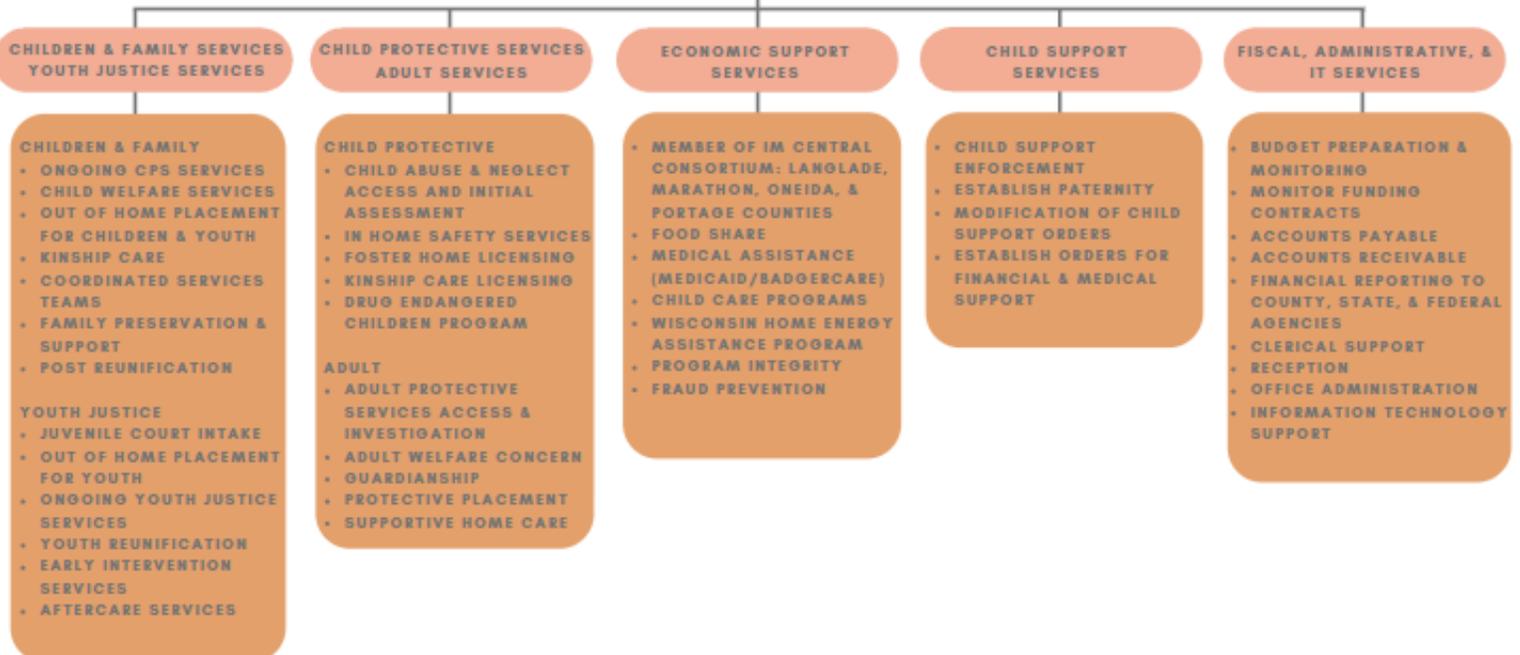
DEPARTMENT COMMITTEES

Trauma Informed Care Committee
 Long Range Planning Committee
 Volunteer Committee
 Safety Committee

SOCIAL SERVICES COMMITTEE

Bob Metropulos, Chair
 Alan Van Raalte, Vice (Acting) Chair
 Jim Winkler
 Steven Schreier
 Bill Liebert

ONEIDA COUNTY SOCIAL SERVICES COMMITTEE SOCIAL SERVICES DIRECTOR



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
- Document processing and transcription



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2019 Budgeted Tax Levy \$1,686,513

2019 Actual Tax Levy \$1,667,820

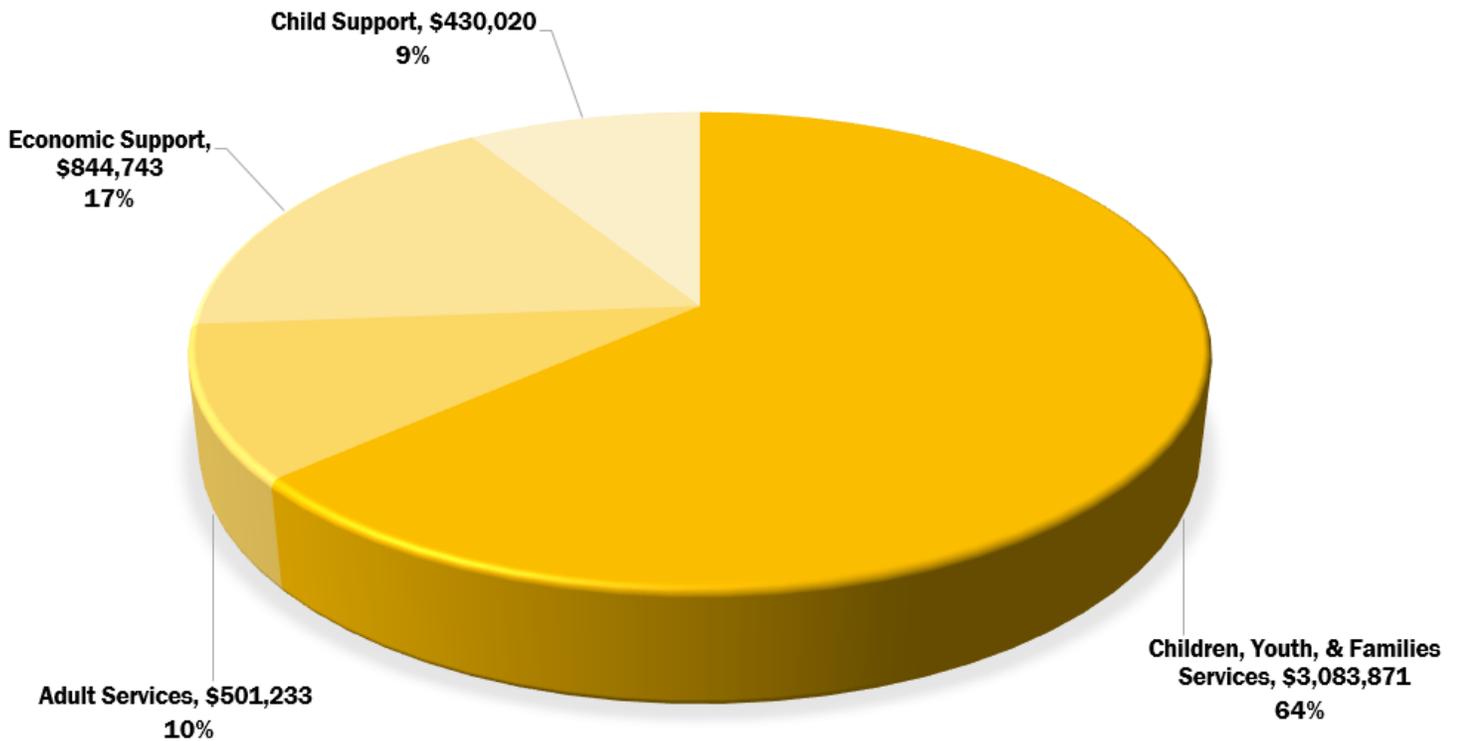
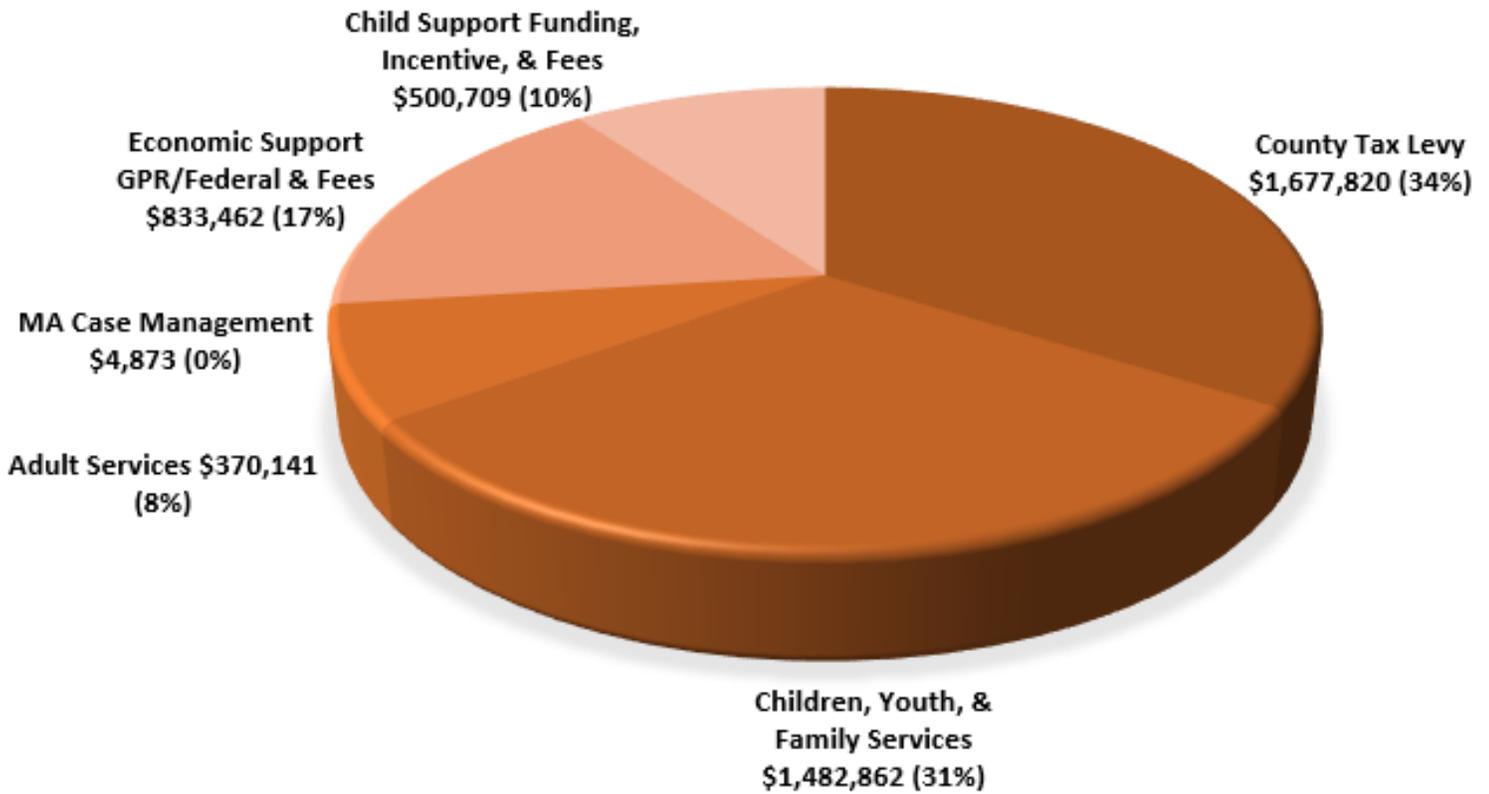
Surplus \$31,089
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The Department of Social Services experienced a surplus of \$31,089 after projecting a deficit all year. The agency was able to obtain state and federal funds due to the continued high costs of out of home care. Maximizing funding opportunities is a main priority of the agency.

In 2019 we developed a plan to implement and test an electronic case file system. With 57% of staff being new in 2019, a lot of time was spent training staff. The department continues to look at technology for efficiencies and cost savings. One goal the unit will continue to work on is increasing the use of data to track outcomes and performance in program areas.

2019 SOCIAL SERVICES REVENUE

Total Revenue Received: \$4,859,867



2019 SOCIAL SERVICES EXPENDITURES

TOTAL EXPENDITURES: \$4,859,867

*expenditures do not include indirect costs

ADULT SERVICES



Clients Served—Adult Unit

| | |
|------------------------------------|----|
| • Supportive Home Care | 18 |
| • Elder Abuse Direct Service | 7 |
| • Elder/Adult Abuse Investigations | 53 |
| • Guardianships | 17 |
| • Protective Placements | 27 |
| • Adult Welfare Concerns | 56 |

The Elder Abuse Interdisciplinary Team or (I Teams) are created by counties for a number of reasons. These reasons include a need for informal resources to be developed, better education on the prevention of abuse before incidents occur and an interest in becoming aware of the legal, financial, and social ramifications of elder abuse.

The goal of the I Team is to improve the response to victims of abuse, neglect, and exploitation. Oneida County's I team consists of members from a number of agencies such as local banks, The Human Service Center, ADRC, Family Care, and Law Enforcement, among others. In 2019, the I Team decided that making Oneida County a Dementia Friendly Community would be one of their goals.

Members of the initiative group have been trained by the Alzheimer's Association in dementia awareness, response, and to how train others. As a result, Oneida County Social Services and both the Rhinelander and Eagle River branches of Ripco Credit Union are certified dementia friendly. The group will continue to offer this training in 2020.

The Department experienced a 61% increase in Adult Protective Service referrals from 2018. 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.



CHILDREN & FAMILY SERVICES

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

Initial Assessment - Investigations

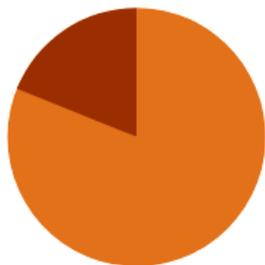
Initial assessment is the process of:

- 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)

2019 CHILDREN & FAMILY REFERRALS

SCREENED OUT

18.9%



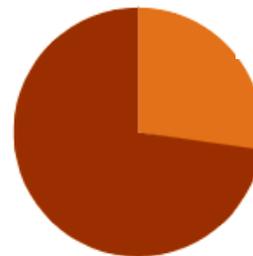
SCREENED IN

81.1%

INITIAL ASSESSMENTS

FOUNDED (70)

27.2%



UNFOUNDED (187)

72.8%

Clients Served Children, Juveniles and Families

- Child Protective/Child Welfare Services 609
- Youth Justice Services 101
- Community Based Service Programs 92
- Youth Intervention Programs 21
- Out of Home Care 64
- 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
- Drug Testing
- Arranging counseling and therapy services
- Arranging physical and mental health services
- Monitoring of school attendance, involvement with IEPs
- Working with families on daily living skills, including parenting, 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 2019:

Intensive Aftercare Program

Early Intervention Program

In Home Safety Services

CST (Coordinated Service Team)

Parenting Education – individual and groups

Parent Aids/Mentors

In-home safety Services

ART (Aggression Replacement Therapy)

Going Forward

Supervised Visitation

CAST (Coping & Support Training)

Transportation Assistance

Drug Testing

Child Care Assistance

Independent Living

For details regarding these programs,
please visit <https://ocdss.co.oneida.wi.us>

Click the Reports and Forms page – Service Listing

FOSTER CARE

In 2019, 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. We continued with the partnership with eight other counties in the Foster Parent Grant to assist in local efforts to recruit and retain Foster Parents. The grant ended December 31st, 2019.

| | |
|-------------------------------|--------------------------|
| Essential Needs Pantry | \$26,299.41 |
| Normalcy Activities | \$23,447.41 |
| Training Activities | \$ 4,211.62 |
| Website | \$ 1,289.96 |
| Survival Kit Books | <u>\$2,580.24</u> |
| Total | \$57,828.64 |

The grant activities include:

Seven of the counties creating an Essential Needs Pantry. Each of the seven counties spent about \$3,857.

All nine of the counties used normalcy activity funds for their foster children. Some of the funds were used to purchase gift certificates for foster parents to use to purchase Christmas presents for their foster children. We were able to provide 34 foster children with money for Christmas gifts.

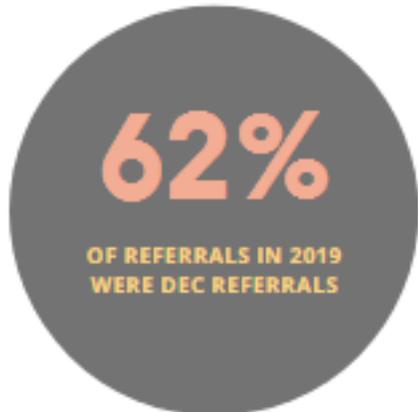
Funds were also used to develop a foster care website. The website allows for a secure forum for foster parents to have discussions or offer support to one another.

Training is always a major focus for our foster parents. Some of our funding was used to offer training to foster families in the 9 counties. A coordinator was hired to help organize the training needs of the counties.

At the end of the grant, the counties decided to use unspent funds to provide foster families with a Foster Parent Survival Kit book. Counties were able to order enough books to supply their families.



DRUG ENDANGERED CHILDREN



Oneida County has had very active participation in the DEC program in 2019. 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 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.

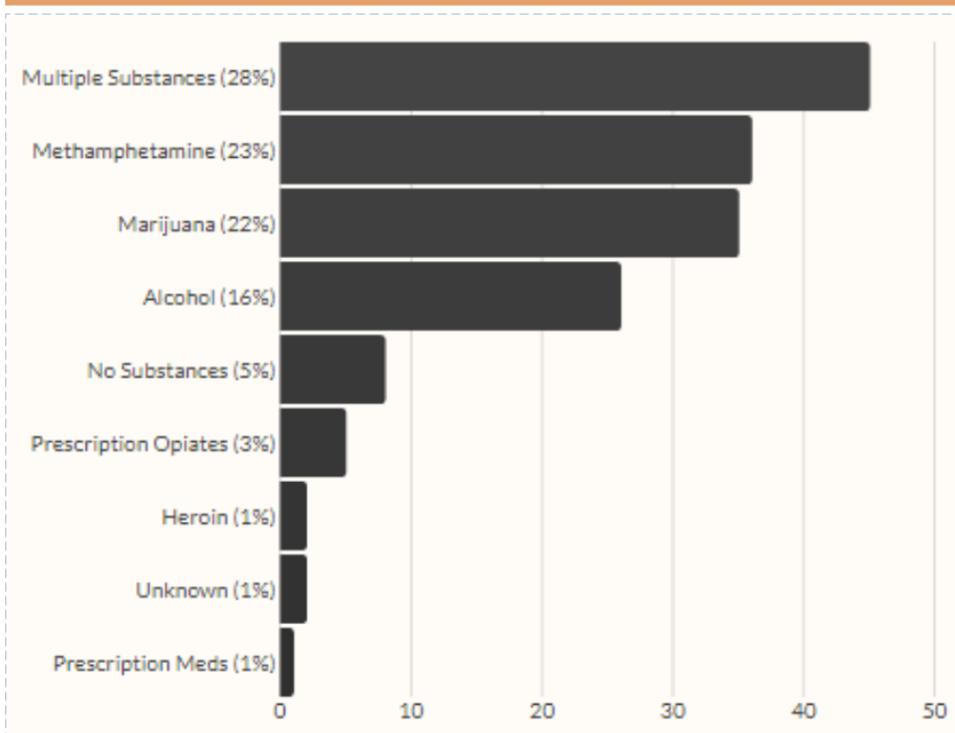
DEC team meetings are held bi-monthly to discuss protocols, debrief cases, and plan community education events. Protocols were improved with the goal of reducing the number of interviews children have to go through during an investigation. This significantly reduces trauma.

In 2019, a sub-committee of the DEC committee worked toward a goal of developing a Family Treatment Court and/or Drug Court in Oneida County. This group's primary focus was to explore grant funding options, trainings, and the in-community resources necessary to move this project forward.

A number of DEC team members attended the National DEC conference that occurred in Lacrosse in August of 2019. As a result of this conference, a second sub-committee of this group has focused on bringing a Boys & Girls Club to Oneida County. This club would assist to build resilience in youth affected by substance abuse issues.



DEC REFERRALS SUBSTANCE FINDINGS



YOUTH JUSTICE

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 97 youth justice referrals in 2019.



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, ART (Aggression Replacement Therapy), 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

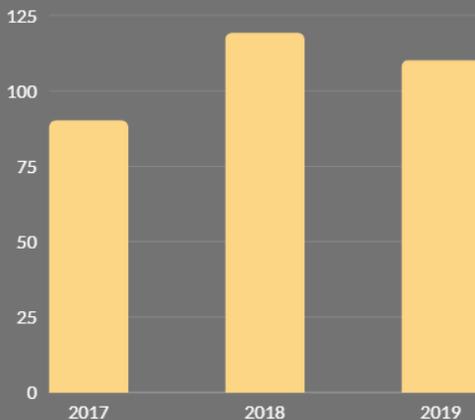
32%

INCREASE OF
CHILDREN PLACED
FROM 2017 TO 2019

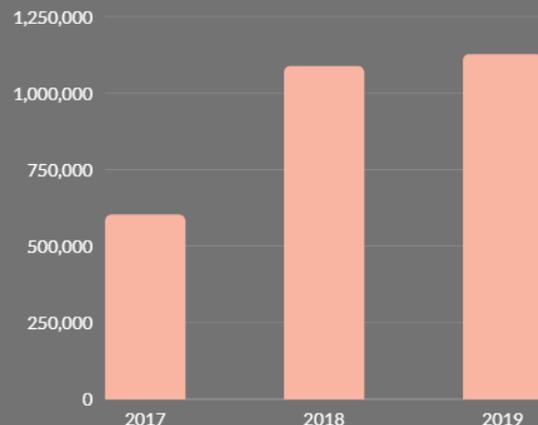
81%

INCREASE IN COST FROM
2017 TO 2019

YOUTH IN OUT-OF-HOME CARE



COST OF OUT-OF-HOME CARE



SCHOOL JUSTICE PARTNERSHIP GRANT

Oneida and Vilas County Departments of Social Services applied for and were awarded the Youth Innovation Grant in 2017. In 2019, 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 in the amount of \$24,000.00.

Projects grant funding in 2019 included:

- 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. School district staff from each district were trained to facilitate CAST groups making this a sustainable intervention going forward.
- Cyber safety training was offered at the high school and junior high level. Sessions included a parent group in the evening for any parent in each district.
- Working toward development of a bi-county sustainable Restorative Justice Program.
- A project facilitator who was 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 meetings and trainings.

The grant dollars were spent as follows:

| | |
|-------------------------------------|--------------------|
| Facilitator: | \$14,321.12 |
| Report Center Staff | \$26,048.02 |
| Supplies | \$ 668.10 |
| CAST Training/Cyber Safety Training | \$28,238.00 |
| Lodging and Meals | \$ 271.00 |
| Mileage | \$ 1,960.63 |
| Clerical Assistance | <u>\$ 2,493.13</u> |
| Total | \$74,000.00 |



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 BadgerCare, Food Share (FS), Childcare, and the Wisconsin Home Energy Assistance Program (WHEAP).

Due to the Federal Government shutdown in the beginning of 2019, Food Share benefits were affected. Recipients of Food Share were issued January and February benefit amounts in the month of January to ensure families were able to receive their benefits. New applies were unable to receive full benefits in February. Local food pantries had an increase in clients they were serving during this time.

Economic Support received an additional \$111,320.32 in Federal funding from the state due to a surplus caused from Random Moment Time Studies completed by Economic Support staff across the state. This revenue was a refund of county tax levy used to fund Economic Support.

There was a decrease in the average number of cases for all programs served under Economic Support.

- Food Share- 7% Decrease
- Medical Assistance- 1% Decrease
- Child Care- 19% Decrease
- Energy Assistance- 5% Decrease

The supervisor of the Economic Support unit of 9 years left the agency in December of 2019. The position was able to be filled from within the agency which allowed for side by side training for a period of time.

MEDICAL ASSISTANCE

Oneida County served on average 6,057 clients in 2019 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 2019 were :

| | |
|----------------------------|--------------|
| 2019 Yearly MA Costs | \$51,151,437 |
| 2019 Average Monthly Cases | 3,831 |

FOOD SHARE

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 2019, 129 new jobs were gained due to FSET participation, at an average starting wage of \$11.18. 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 2019, Oneida County provided FS benefits to an average of 3,252 individuals. Total FS issuance for 2019 for Oneida County was \$3,706,237.



ECONOMIC SUPPORT PROGRAMS



WISCONSIN SHARES CHILD CARE ASSISTANCE PROGRAM

In 2019, 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. 2019 saw an average of 48 childcare cases in Oneida County. This is a decrease from the 2018 average of 59 cases.

WISCONSIN HOME ENERGY ASSISTANCE PROGRAM (WHEAP)

The Wisconsin Home Energy Assistance Program (WHEAP) assists individuals with energy costs. There were 1,536 households that received energy assistance during fiscal year 2019 (October 1, 2018-September 30, 2019). 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 2019, 261 clients received crisis funding. Assistance is also provided for furnace repairs and replacements, of which 84 clients benefited from this service. The following are the amounts for each service area:

| | |
|----------------------|-----------|
| * Energy Assistance | \$849,784 |
| * Crisis Assistance | \$86,868 |
| * Furnace Assistance | \$130,332 |



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 COLLECTION (% COLLECTED VS. ORDERED) | | ARREARS COLLECTION (% OF CASES W/ ARREARS OWED & PAYMENT TOWARD ARREARS) | |
|---|------|---|------|--|------|--|------|
| PERCENT | GOAL | PERCENT | GOAL | PERCENT | GOAL | PERCENT | GOAL |
| 89.56% | 80% | 104.50% | 80% | 76.53% | 80% | 75.96% | 80% |
| EXCEEDED | | EXCEEDED | | BELOW | | BELOW | |

Performance

| | |
|--|-----------------------|
| Child Support Unit caseload average for 2019 | 1,823 |
| Arrears Collected | \$798,630.36 |
| Current Support collected for NIVD cases | \$1,399,991.81 |
| Current Support collected for IVD cases | <u>\$2,985,542.88</u> |
| Total Child Support collected in 2019 | \$5,184,164.90 |
| | +\$117,857 vs. 2018 |

INTERNAL DEPARTMENT 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. 2019 was the first year of 2019-2021 Long Range Plan. Updates to the plan are reviewed annually by the Social Services Committee. Some accomplishments in 2019 were:

- Agency Employee Recognition Survey
- Updates to Policies to provide flexibility to staff
- Provided Outlook Training to Staff
- Implemented Children First program
- Updated Agency Website to be more visually appealing
- Highlighted programs in lobby area in out monthly Lobby Project.



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 2019, the safety committee reviewed and provided staff training on all internal agency emergency procedures. Additionally, agency wide training was provided on Bloodborne Pathogens and Personal Protective Equipment. Members of the safety committee participated in a full scale exercise with the Health Department, Emergency Management and others to establish and maintain a Family Assistance Center, which would aid in providing resources to families in a large-scale or mass-casualty situation.

VOLUNTEER COMMITTEE

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. Starting in 2019, staff were allowed to wear jeans the second Friday of every month if they donated to the designated cause for that month. In 2019, donations were made for:



- The Weekend Backpack Food program—\$105.00
- Christmas donations for families—\$135.00
- Alzheimer's Walk—\$120 cash and \$125 ticket sales
- Prepared two meals for NATH.
- Local Food Pantries—\$260.00
- Tri-County Council on Domestic Violence—\$290.38
- NATH Homeless Shelter- \$130.43
- Humane Society—\$120.00

TRAUMA INFORMED CARE

The Trauma Informed Care (TIC) Committee is made up of agency staff, Oneida County school district personnel, staff from Oneida County Public Health, the Human Service Center, the UW-Extension, representatives from Vilas and Forest Counties Department of Social Services, and interested citizens that have been involved in system of care in Oneida County.



Our mission is to build a trauma-informed agency by incorporating specific strategies across each level of the agency. Develop trauma-specific services that match clients' needs to enhance understanding of the impact of trauma on individuals, families, staff, and the community as a whole. The committee will match learned strategies to the needs and strengths of families and staff. The TIC Vision: Supporting resilient and healthy lives in the Northwoods through trusting and compassionate partnerships.

2019 brought about much change as Fostering Futures, which had been providing guidance and leadership for our initiative, ended county support in January.

2019 Accomplishments:

- ◆ Focus on children's mental health with community mapping of services done in April 2019
- ◆ Coordinated Oneida County's Child Abuse Prevention and Awareness Month (April)
 - Courthouse pinwheel display
 - Dome News article
 - Media Presentations
 - Postings on Facebook
- ◆ Updated our Vision Statement
- ◆ Developed Critical Incident Debriefing policy and procedure for Social Services
- ◆ Updated Social Services Child Welfare procedure to provide more information and support to families
- ◆ Requested updates to physical office environment to be more trauma informed
- ◆ Developed list of services available through mapping discussion
- ◆ Agency survey on TIC awareness
- ◆ Provided self care training to staff—December 2019

DISTRIBUTION OF ACE SCORES AMONG WISCONSIN ADULTS 2011-2015

