



ONEIDA COUNTY WISCONSIN
DEPARTMENT OF SOCIAL SERVICES



2021 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.

SOCIAL SERVICES COMMITTEE

Alan Van Raalte Chair

Steven Schreier, Vice Chair

Jim Winkler

Bob Thome, Jr.

Mike Roach

ADRC COMMITTEE

Steven Schreier, Chair

Russ Fisher, Vice Chair

Ted Cushing

Bob Thome, Jr.

Rita Mahner

Joan Hauer

Nancy Watry

James Unger

Monica Pritchard

Oneida County Social Services Committee Social Services Director

Children & Family Services Youth Justice Services

- ◇ **Children and Family**
 - Ongoing CPS Services
 - Child Welfare Services
 - Out of Home Placement for Children & Youth
 - Kinship Care
 - Coordinated Service Teams
 - Family Preservation & Support
 - Post Reunification
- ◇ **Youth Justice**
 - Juvenile Court Intake
 - Out of Home Placement for Youth
 - Ongoing Youth Services
 - Youth Reunification
 - Early Intervention Services
 - Aftercare Services

Child Protective Services Adult Services

- ◇ **Child Protective**
 - Child Abuse & Neglect Access and Initial Assessment
 - In Home Safety Services
 - Foster Home Licensing
 - Kinship Care Licensing
 - Drug Endangered Children Program
- ◇ **Adult Services**
 - Adult Protective Services Access & Investigation
 - Adult Welfare Concerns
 - Guardianship
 - Protective Placement
 - Supportive Home Care

Economic Support Services

- Member of IM Central Consortium: Langlade, Marathon, Oneida, & Portage Counties
- Food Share
- Medical Assistance (Medicaid/Badgercare)
- Wisconsin Home Energy Assistance Program
- Program Integrity
- Fraud Prevention
- Child Care Assistance
- Caretaker supplement

Child Support Services

- Child Support Enforcement
- Establish Paternity
- Modification of Child Support Orders
- Establish Orders for Financial & Medical Support
- ADRC/Aging**
- Information and Assistance
- Disability Benefit Specialist
- Elderly Benefit Specialist
- Aging Services
- Nutrition
- Transportation
- Retired Senior Volunteer Program
- Caregiver Programs

Fiscal, Administrative, & IT Services

- Budget Preparation and Monitoring
- Monitor Funding Contracts
- Accounts Payable
- Accounts Receivable
- Financial Reporting to County, State, & Federal Agencies
- Clerical Support
- Reception
- Office Administration
- Information Technology Support

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
- Provider contract management billing
- Financial reporting to County and State
- Receptionist Duties
- Document processing and transcription
- Maintaining Agency records



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2021 Budgeted Tax Levy
\$2,008,993

2021 Actual Tax Levy \$1,658,580

Surplus \$407,928

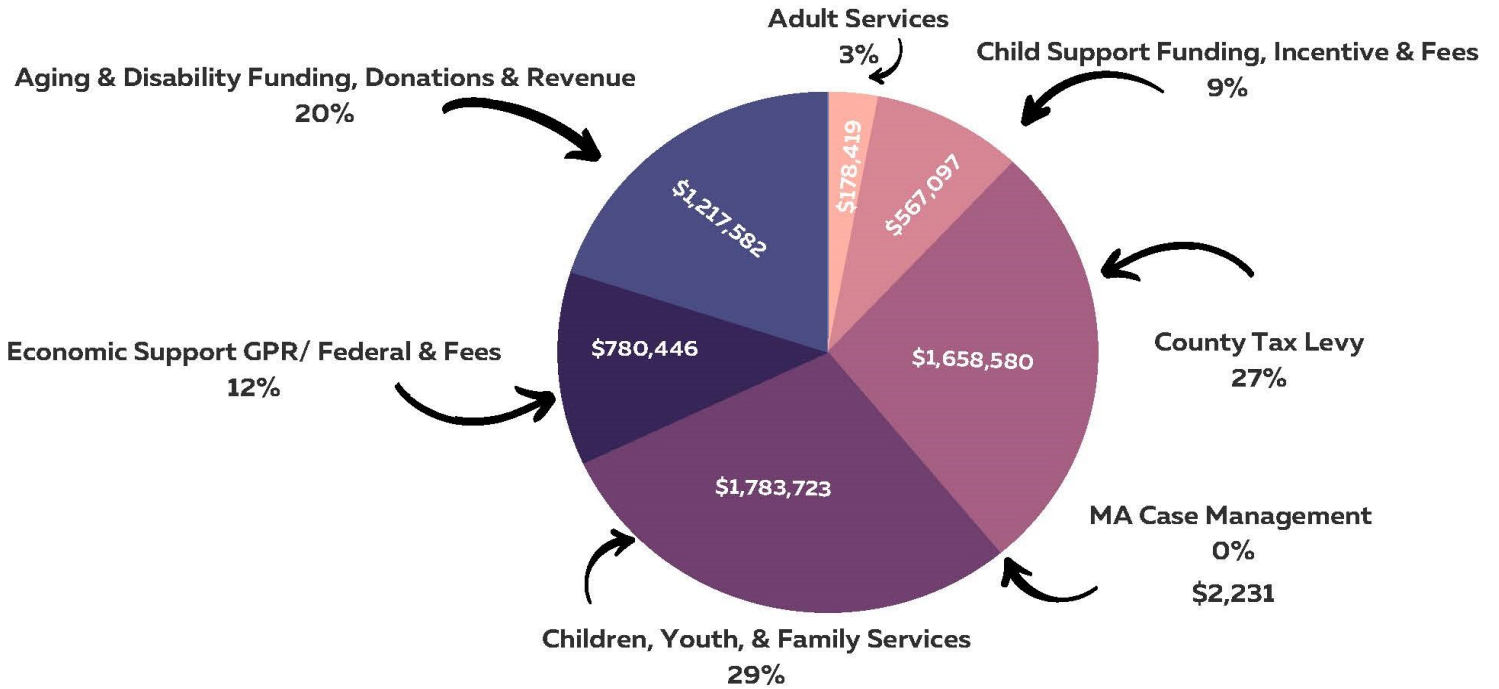
The Department of Social Services and ADRC experienced a surplus of \$407,928. The agency was able to obtain additional state and federal funds and created efficiencies throughout the year by combining with the ADRC. Throughout the year we research additional funding opportunities to maximize funding received by the agency to allow for a return of county tax levy.

In 2021, Social Services integrated with the ADRC of Oneida County. Financial Services worked throughout the year to integrate policies and procedures to maximize funding available to both agencies. We were able to create efficiencies within our budgets to provide more services.

Special COVID funding was also available in many of our program areas to provide funding for additional supports for clients. The Agency continues to expand our use of technology to provide remote services to clients and remote working for employees.

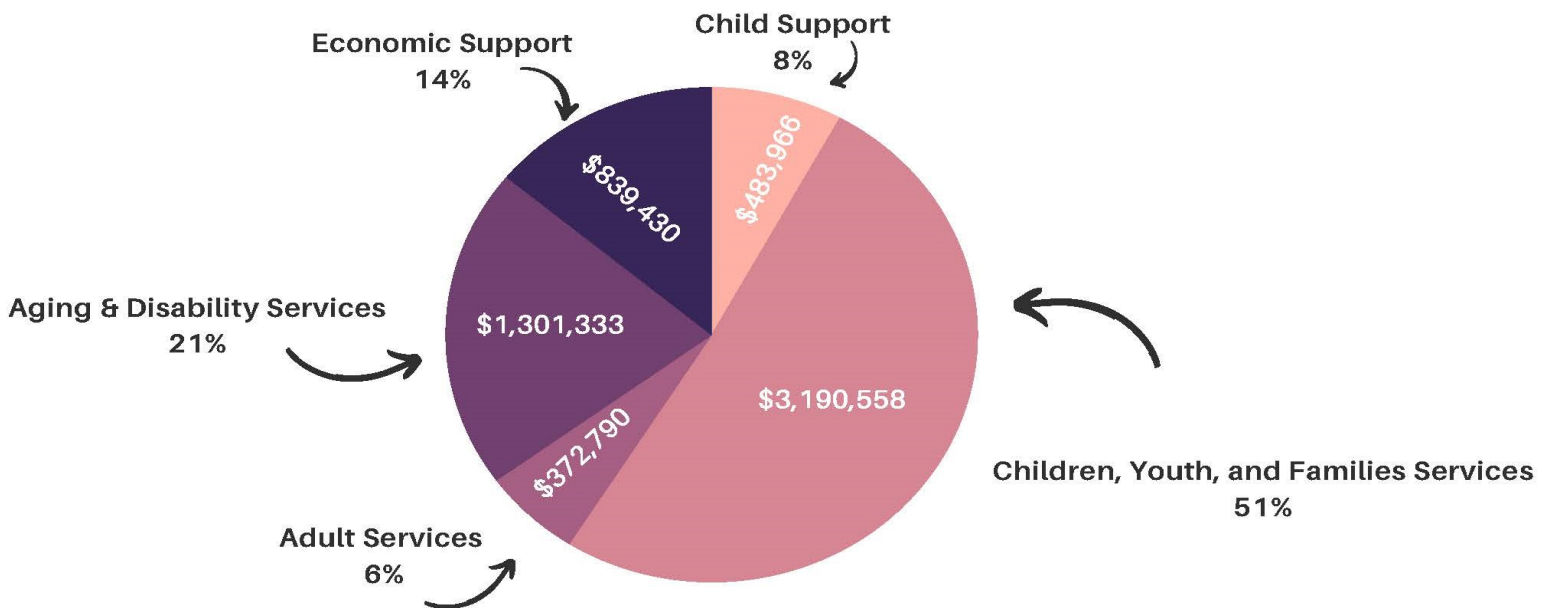
2021 SOCIAL SERVICES REVENUE

Total Revenue Received: \$6,188,077



2021 SOCIAL SERVICES EXPENDITURES

Total Expenditures: \$6,188,077



ADULT SERVICES



Clients Served—Adult Unit

- Supportive Home Care 7
- Elder Abuse Direct Service 5
- Elder/Adult Abuse Investigations 90
- Guardianships 9
- Protective Placements 39
- Adult Welfare Concerns 40

In 2021, Oneida County Department of Social Services began collaboration on two projects with agencies that will impact the adult and elderly in Oneida County. The Hoarding Task force brings together agencies responsible for monitoring and abatement of unsafe living environments to work towards a cost effective way to manage these cases.

The Dementia Crisis Task Force began formulating plans to gather information, analyze, and develop solutions for dementia crisis response.

The Elder Abuse Interdisciplinary Team (I-Team) is 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.

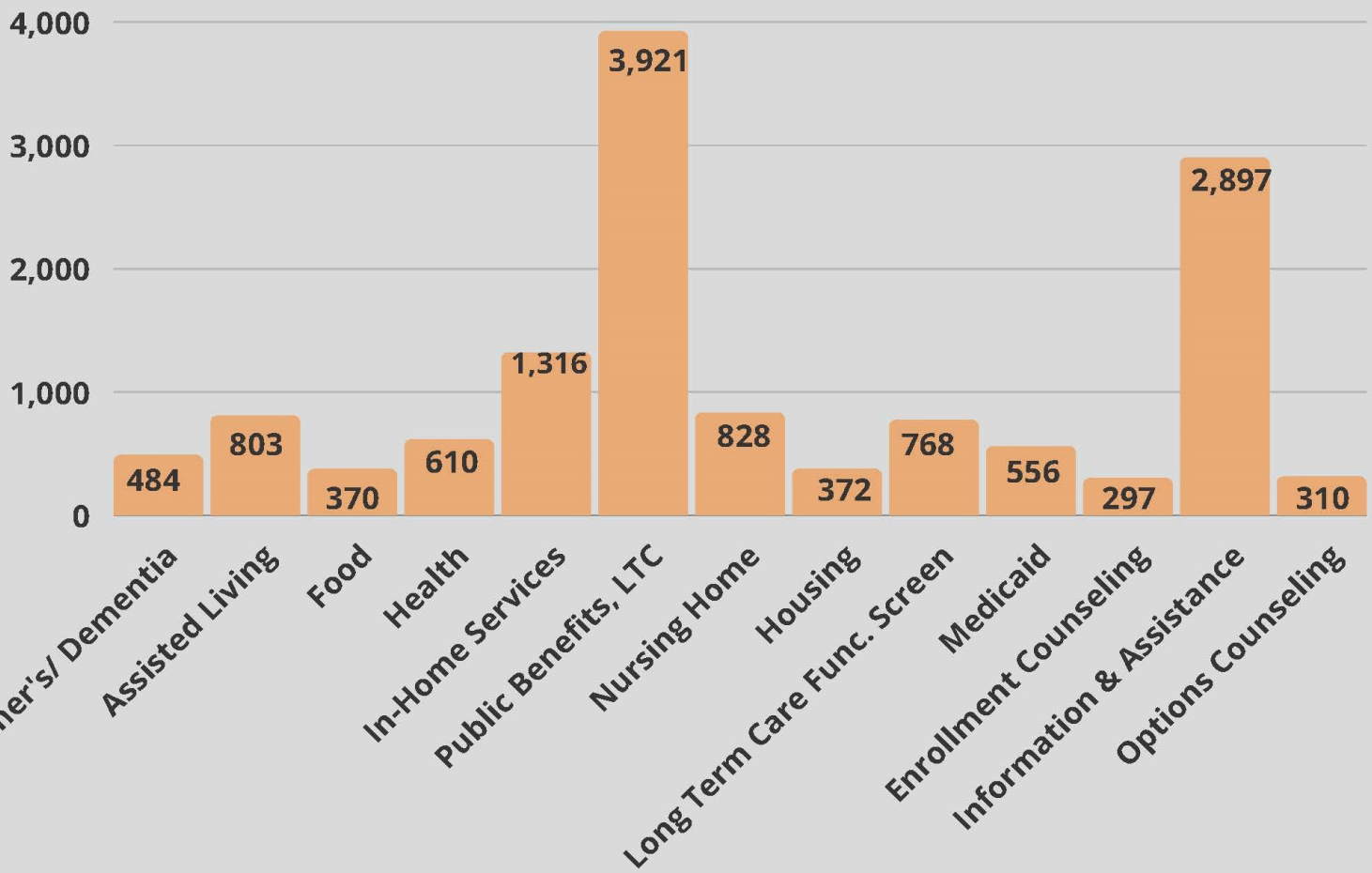


AGING & DISABILITY RESOURCE CENTER



ADRC Information & Assistance Specialists **TOP CALL TOPICS/ACTIVITIES**

■ # of Topics covered - Multiple topics per call



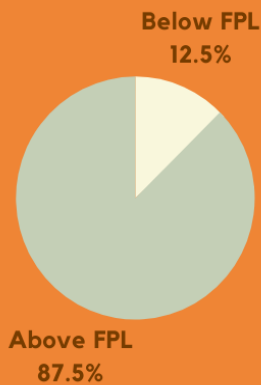
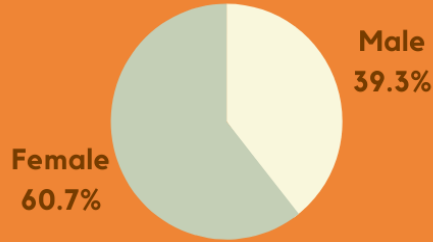
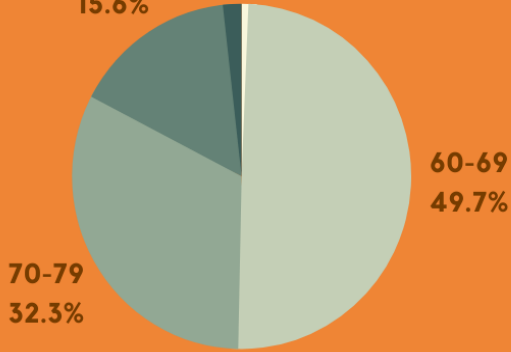
AGING & DISABILITY RESOURCE CENTER

Elder Benefits Specialist

0-99: Age Group

#: Percent of people served

	90-99	0-59
80-89	1.8%	0.6%
70-79	15.6%	



Monetary Impact: the estimated value of any benefits obtained or preserved. \$3,530,000



Disability Benefits Specialist

0-69: Age Group

#: Percent of people served

60-69
5.9%

Female
48.1%

Male
51.9%



Above FPL
36.9%

Below FPL
63.1%



Monetary Impact: the estimated value of any benefits obtained or preserved. \$ 1,133,500



AGING & DISABILITY RESOURCE CENTER...

Volunteer Opportunities: Over 150 volunteers make our programs possible. Volunteers help at all Dining Sites, deliver Meals on Wheels, provide transportation to appointments, assist with activities and programs. Contact our office for volunteer openings.

THANK YOU TO
OUR
WONDERFUL
VOLUNTEERS!



<i>Services to Older Adults</i>	<i>People Served</i>	<i>Units of Service</i>	
Homemaker/Chore	5	622	hours
Home Delivered Meals	625	44,589	meals
Congregate Meals	166	8,640	meals
Assisted Transportation	27	2,436	miles
Respite Care	35	2,257	hours
Home Repair	4	5	repairs
Home Safety	6	11	units
Health Promotion	20	77	hours
Recreation/Socialization	96	727	episodes
Volunteers (RSVP)	150	7,485	hours

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:

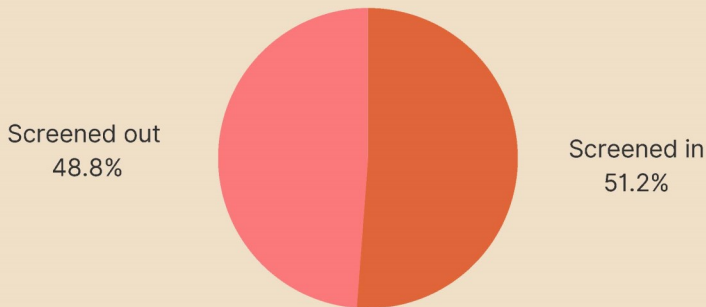
- Receive and document reports of alleged maltreatment from the community
- Identify families that the child protective services (CPS) system must respond to
- Determine the urgency of the response time
- Initiate an assessment of child safety and family strengths

Initial Assessment - Investigations

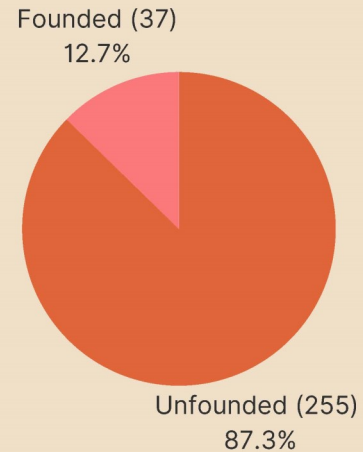
Initial assessment is the process of:

- 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)

2021 CHILDREN AND FAMILY REFERRALS



2021 INITIAL ASSESSMENTS



Clients Served Children, Juveniles and Families

- Child Protective/Child Welfare Services 575
- Youth Justice Services 110
- Community Based Service Programs 170
- Youth Intervention Programs 21
- Out of Home Care 80
- Kinship Care 67



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 Individual Education Plans
- 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 2021:

Intensive Aftercare Program

Early Intervention Program

TSSF (Targeted Safety Support Funds)

CST (Coordinated Service Team)

Parenting Education – individual and groups

Parent Aids/Mentors

ART (Aggression Replacement Therapy)

Mentor/Tutor Program

Going Forward

Supervised Visitation

Recovery Coach

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

CHILD WELFARE

Oneida County receives Child Welfare Referrals when Child Abuse and Neglect referrals do not meet the danger threshold of abuse or neglect; however, families may still need services.

When a referral comes in, the Social Worker engages the family to see if they are in need of any services. The Agency goal is to engage these families and refer them for services before it becomes an abuse or neglect referral.

"We can't help everyone , but everyone can help someone" - Ronald Reagan



AmeriCorps Recovery Coach

23 Peers Served
with 1,034
Days Sober



Service Time: January 4, 2021-August 31, 2021

How it Works:

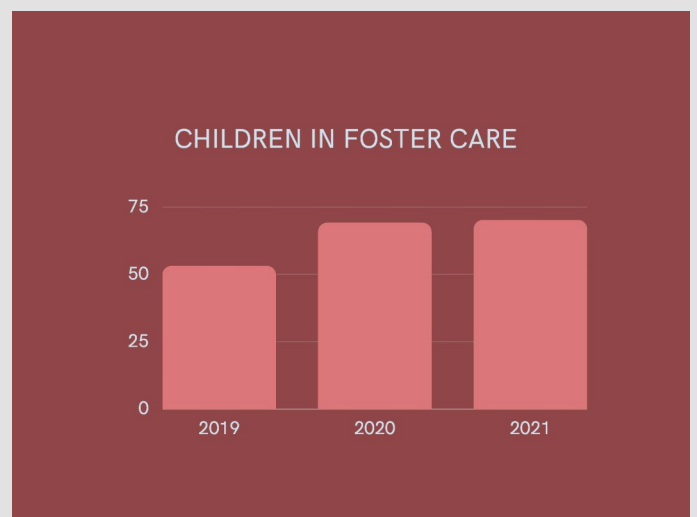
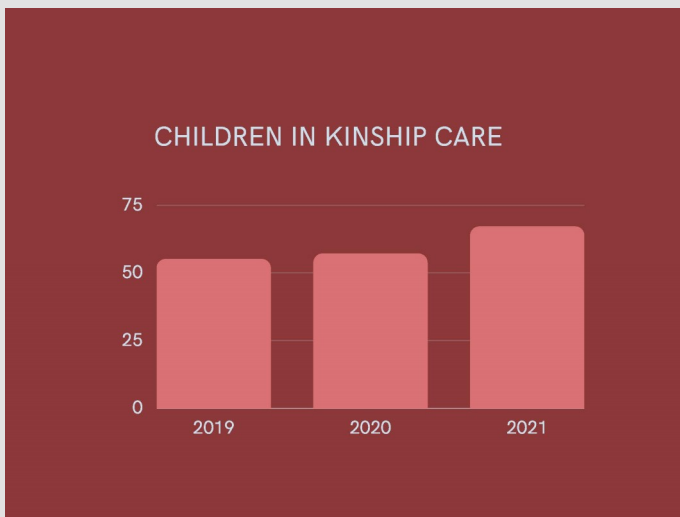
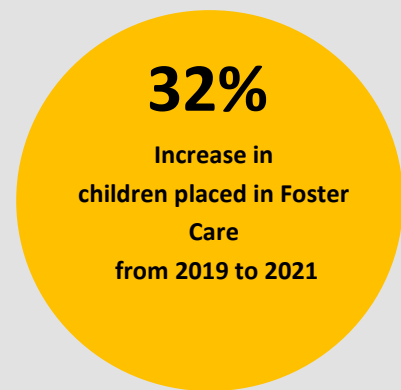
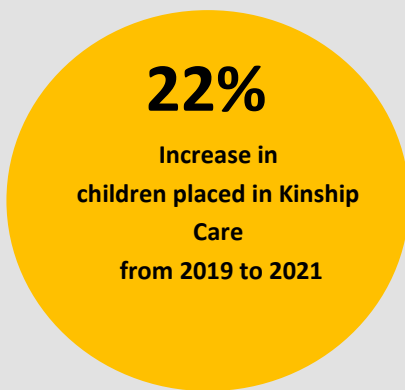
Marshfield Clinic's AmeriCorps Recovery Worker part-time service year started January 4th through August 31st of 2021. If drug use is suspected or confirmed the assigned social worker receives consent and a signed release of information for AmeriCorps to work with them. The social worker then schedules a meet and greet with Recovery Coach. From there the recovery coach and the peer create a plan for intake, which includes demographic information, roles and expectations (for both the peer and recovery coach), a wellness plan, and a World Health Organization Quality of Life Scale(WHOQOL) survey. The peer completes the wellness plan (treatment plan) with no expectations from the recovery coach. The recovery coach treats each peer as an individual, no two wellness plans look alike, because each person is different. Recovery Coach also does not focus support strictly to substance use, but treat the individual as a whole person with a multitude of possibilities. Once a plan is created the peer decides how often to meet and what would be most beneficial. From there the recovery coach and peer meet regularly to discuss current concerns, if peers have met their previous objectives, what new goals have arose, and where they need support most. There is no timeframe expectations placed on the peers, sobriety is a process. The WHOQOL is a quality of life survey completed every sixty days. It calculates where the individual is at in the beginning, and throughout "treatment" to not only give an idea of what types of resources or services may be beneficial, but to also measure change throughout treatment.

"During my first half year as a Recovery Coach, I served many people both male and female. I had the opportunity to support these individuals not only on their road to recovery but to watch them gain more self-confidence and self-worth. Many individuals were ready for sobriety and some were not. I have greatly enjoyed this last year having a peer to peer relationship with the peers I work with. I am very passionate on community support and linking peers with the resources and services available not only in our Oneida County community, but also in surrounding communities and online resources. I have also created resource folders for social services to utilize when meeting with families that are filled with community resources and online resources. These folders have been distributed to Oneida County Health Department, The Human Service Center, and The School District of Rhinelander. "

FOSTER CARE AND KINSHIP CARE

When a child cannot safely remain in their home, every effort is made to place a child with a relative or like-kin caregiver. When that is not possible, the next preference is to place children with foster families.

In the last two years Oneida County has experienced an increased number of children and youth in out of home care. This is for the most part attributable to parental/caregiver substance use. The Kinship Care program provides a monthly benefit to assist with costs associated in caring for the child. In 2021, this benefit was \$254.00 per month per child.



Kinship Care families agree as a part of the application process to become licensed as a level one Foster Home. In 2021, there were 18 requests for Foster Care licensure either as a result of a Kinship Care placement or an individual or family submitting to be a Foster Home.

YOUTH JUSTICE

Youth Justice Social 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 and/or Corporation Counsel 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 110 youth justice referrals in 2021.



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

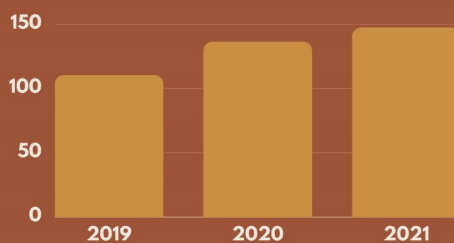
34%

Increase in children placed from 2019 to 2021

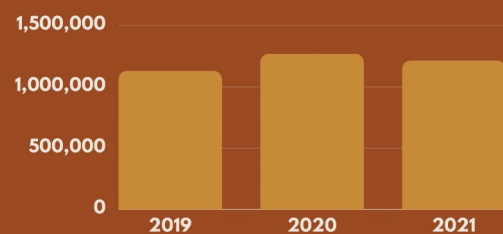
7%

Increase in cost from 2019 to 2021

YOUTH IN OUT OF HOME CARE



COST OF OUT OF HOME CARE



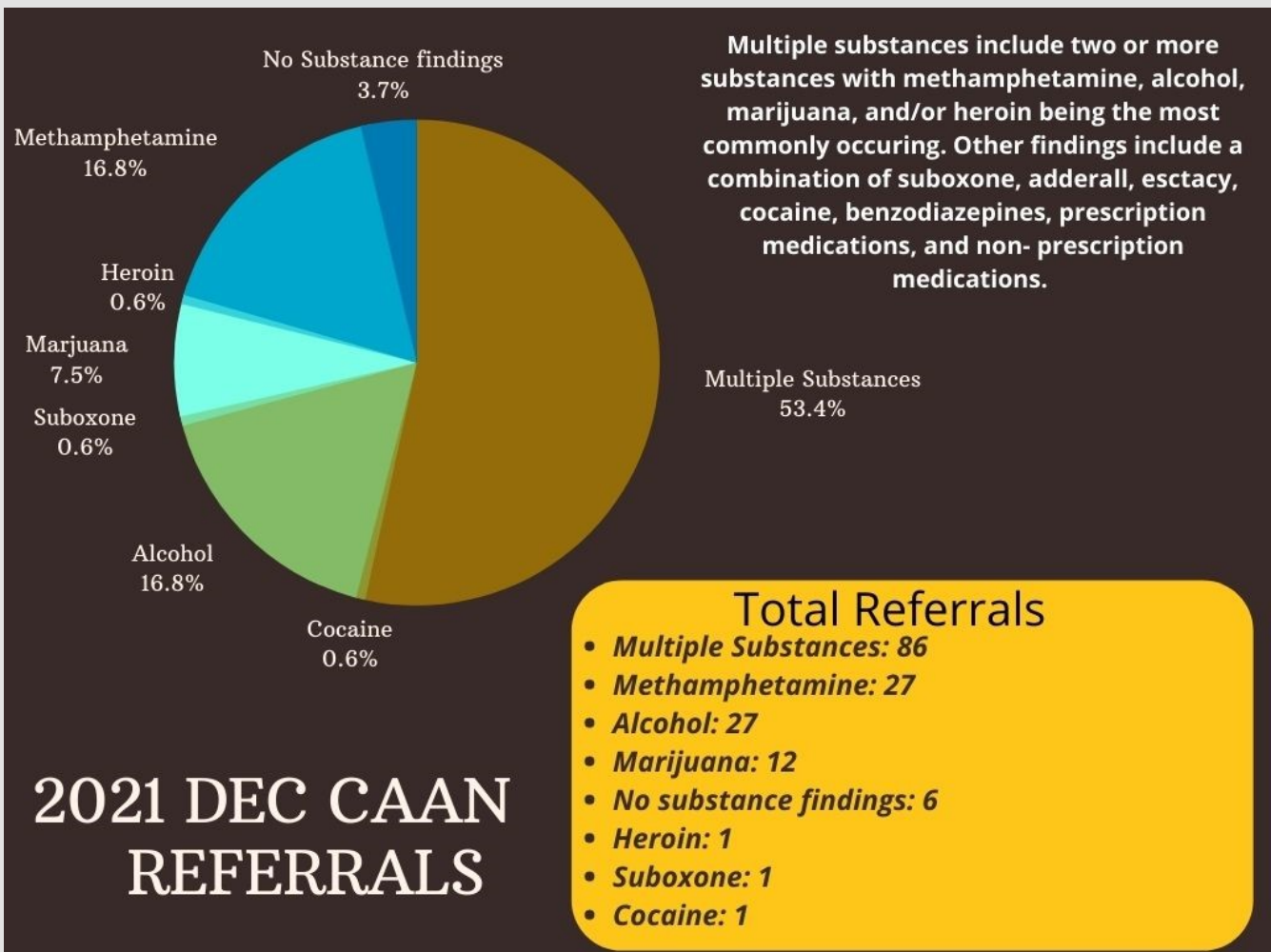
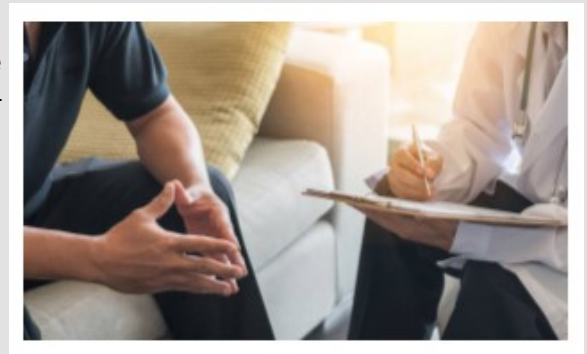
DRUG ENDANGERED CHILDREN (DEC)

55 %
OF REFERRALS IN
2021 WERE DEC

Oneida County has had very active participation in the DEC program in 2021. 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, Hospitals 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 2021, Substance abuse issues continue to be the number one factor affecting families reported to the Department of Social Services for Child Abuse and Neglect. Collaborating with partners on what types of substances are being abused, treatment options, and protocols between agencies is imperative to reducing trauma and improving outcomes for this population.



ECONOMIC SUPPORT

The Oneida County Economic Support (ES) unit is a part of the IM Central Consortium, partnering with Langlade, Marathon and Portage Counties.

The IM Central Consortium administers financial assistance programs mandated by the Federal government and State of Wisconsin. These programs include Medical Assistance (MA), including BadgerCare Plus (BC+), Medicaid (for elderly, blind or disabled), and Family Planning Only Services (FPOS). The team also determines eligibility for FoodShare (FS), Caretaker Supplement, and Childcare Assistance.

In 2021, Oneida County was approved an ES lead worker position. The ES Lead assists other ES specialists with ever-changing and complex eligibility policies and processes and has been a great asset to the unit.

To make an appointment, report changes or for questions about your case your IM Central Consortium Call Center contact information is:

Toll-Free Phone: 1-888-445-1621

Fax all Proof/Verification to: 1-855-293-1822



ECONOMIC SUPPORT

MEDICAL ASSISTANCE

During the COVID-19 Public Health Emergency, premiums, work requirements, and renewals have been suspended for medical assistance members.

Coverage has been maintained for all medical assistance members enrolled on or after 3/18/2020, except in cases of death, moving out of state, or voluntary disenrollment. For 2021, Oneida County saw a 18.42% increase in individuals receiving medical assistance, serving 2,762 adults and 1,963 children.



<https://access.wisconsin.gov/access/>



FOOD SHARE

FoodShare Wisconsin, also known as SNAP (which stands for Supplemental Nutrition Assistance Program), helps people buy the food they need for good health. They are people of all ages who have a job but have low incomes, are living on small or fixed income, have lost their job, and are retired or disabled and not able to work.

There has been several FoodShare policies waived during all or part of 2021 and into 2022 due to the COVID-19 Public Health Emergency, including work requirements, drug testing, renewals, six-month reporting, verification and interview requirements. Also during the COVID-19 PHE, emergency allotments have been issued, giving households their maximum allowable amount per their household size.

On average, 4,070 Oneida County residents received FoodShare benefits on a monthly basis in 2021. This is an increase of 15.13% from 2020. A grand total of \$11,126,718 in FoodShare benefits were issued to Oneida County residents in 2021. This is an increase of 64.62% from 2020. The large increase is contributed to additional emergency allotments that were issued each month.



ECONOMIC SUPPORT PROGRAMS



WISCONSIN SHARES CHILD CARE ASSISTANCE PROGRAM

The Wisconsin Shares child care subsidy program supports families by funding a portion of the cost of child care while the parents are working or participating in another approved activity.

In 2021, an average of 62 children from 46 families in Oneida County were served under this program. This is a decrease from the last two years, mainly due to a lack of approved childcare providers in the area.

The gross income limit for new applicants is 185% of the Federal Poverty Level (FPL). These figures were effective February 1, 2021. FPL amounts are updated annually.

Assistance Group (AG) Size	Annual 185% FPL	Monthly 185% FPL
2	\$32,227	\$2,686
3	\$40,626	\$3,386
4	\$49,025	\$4,085
5	\$57,424	\$4,785
6	\$65,823	\$5,485



The FSET (Food Share Employment and Training) program works with Food Share recipients to meet their employment and training goals. In 2021, FSET helped 103 customers in Oneida County gain and keep employment with an average starting hourly wage of \$12.78. FSET collaborates with customers to create and or update resumes, provides job skill training/certifications opportunities and or other education assistance including GED/HSED. FSET also helps with employment search support including Employer Direct Referrals with over 20 Oneida County employers. Once customers have gained employment, FSET continues to support them by offering a 90-day Job Retention Period for assistance with costs relating to work including but not limited to transportation cost and work clothes.



ECONOMIC SUPPORT PROGRAMS...

[Http://energybenefit.wi.gov/](http://energybenefit.wi.gov/)

WISCONSIN HOME ENERGY ASSISTANCE PROGRAM (WHEAP)

The Wisconsin Home Energy Assistance Program (WHEAP) provides assistance for heating costs, electric costs, and energy crisis situations. Operating with federal and state funding, the program provides assistance to households across the state to help lower the burden incurred with monthly energy costs.

Heating Assistance

WHEAP assistance is a one-time payment during the heating season. The funding pays a portion of the heating costs, but the payment is not intended to cover the entire cost of heating a residence.

Electric Assistance

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

Crisis Assistance

A household may be eligible for crisis assistance if experiencing an energy emergency. Crisis assistance is available through local WHEAP agencies that provide a 24-hour crisis phone number to help with emergencies that occur after business hours. Crisis assistance is intended to provide emergency and/or preventative services to assist eligible households experiencing an energy emergency.

Non-emergency or preventative crisis services are also available and include providing information on how to reduce fuel costs, counseling on budgeting and money management, providing payments to a fuel supplier, and co-pay agreements.

Furnace Assistance

WHEAP emergency heating system assistance can provide services to eligible home owners if the furnace or boiler stops operating during the heating season. Heating system assistance includes payment for repairs, or in some situations, a total replacement of a non-operating furnace or boiler.

Income limits for the 2020-2021 fiscal year were as follows:

HOUSEHOLD SIZE	ONE MONTH	ANNUAL INCOME
1	\$2,490.08	\$29,881
2	\$3,256.33	\$39,076
3	\$4,022.50	\$48,270
4	\$4,788.67	\$57,464
5	\$5,554.83	\$66,658
6	\$6,321.00	\$75,852
7	\$6,464.67	\$77,576
8	\$6,608.33	\$79,300



The following benefits were provided to Oneida County residents in the 2020-2021 (10/1/2020-9/30/2021) fiscal year.

Program	# of Households	Total Benefit Paid
General Energy Assistance (heating and/or electric)	1555	\$879,119
Crisis Assistance	147	\$473,045
Furnace Assistance (repairs/ replacements)	87	\$146,645.41

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.”

Performance

Child Support Unit caseload average	1,859
Arrears Collected	\$831,578.44
Current Support collected for NIVD cases	\$1,367,745.26
Current Support collected for IVD cases	<u>\$2,871,811.40</u>
Total Child Support collected in 2021	\$5,071,135.10

Collections were down \$366,718.31 from 2020

To see all of the functions the Child Support unit provides, see the OCDSS 2021 Service Listing.

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
92.04%	80%	107.54%	90%	77.86%	80%	75.59%	80%
+1.87% vs 2020		+3.2% vs 2020		+0.66% vs 2020		-2.05% vs 2020	

Children First

Children First is an employment and training program for Non-Custodial Parents (NCPs) who have a court-ordered child support obligation. Children First is a state funded program authorized by statute. The goal of Children First is to help clients gain and retain employment while strengthening their relationship with their children.

NCP's owing support who are unemployed or underemployed, but able to work, may be court ordered to participate in the Children First program. Children First agencies provide case management and employment services to parents who are court ordered to participate in the program.

For a participant to satisfy Children First program requirements, they must complete one of the following within 12 months of enrollment:

1. Make three consecutive monthly child support payments for the court-ordered amount (partial payments do not count); -or-
2. Successfully and fully complete all assigned Children First activities for 16 weeks within a 12-month period.

Children First case managers work with the court ordered NCP to improve their ability to make regular child support payments by improving their employability. This is completed by working with the NCP in resume development, interview skills, job search as well as many other things including building and improving soft skills.

In 2021, 11 clients were referred to the Children First Program. Of the 11 referred, 4 were dis-enrolled due to lack of cooperation, 3 became ineligible for the program after referral and 4 cooperated with the program. 1 completed due to successfully making child support payments while 3 are still currently working with the program.

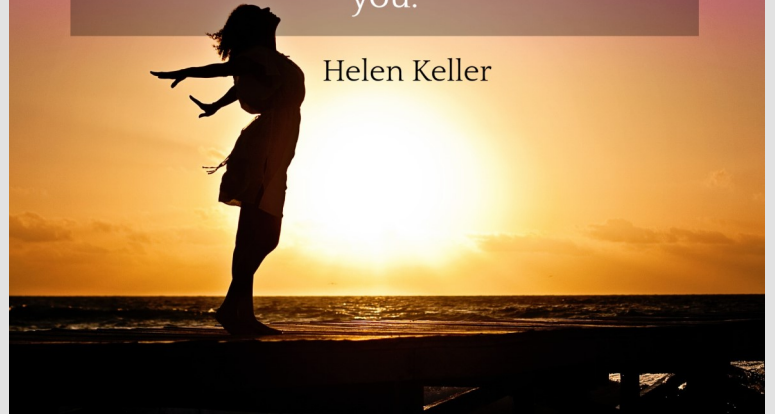


CHILDREN'S FIRST SUCCESS STORIES

A customer stated that they were dealing with some unstable housing issues. Although this customer was struggling with their housing situation, they continued toward their goal of gaining full time employment and applied for several positions. This customer worked with Children First / FSET to update their resume and had several interviews. Employment was offered contingent on passing a drug screen, background check, and physical. This customer reported that they passed all the contingencies and would be starting employment, working full-time, 40 hours per week at \$22 per hour. They also found stable housing for both themselves and their child.

Your success and happiness lie in you.

Helen Keller



A customer had just been released from prison and had not seen their child since their release. They were nervous about how to approach and interact with them. The CF worker discussed with them how it was not only CF's role to help them find employment, but also to serve as a resource to use while they re-established a relationship with their child. They provided them with ideas on how to interact with a child. At the first follow up appointment, they stated that they had gone to their first visit and that things had gone well. At a later follow up appointment, they reported that they had gained full time employment working 40 hours/week. They were able to make full Child Support payments and successfully completed the CF program. At the time they completed, they continued to work and pay their child support as well as building their relationship with their child.



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

- Integrated policies between Social Services and ADRC
- Educated staff and community partners on Family First Prevention Services Act
- Completed internal and external surveys for 2022-2024 plan
- Integrated services with ADRC to better serve adult population
- Expanded the use of the Retired Seniors Volunteer Program

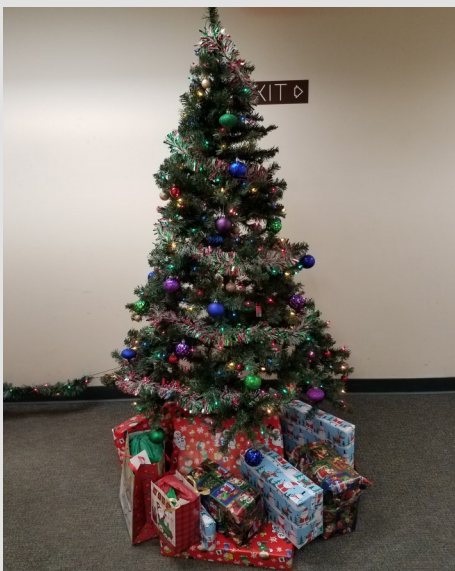


SAFETY COMMITTEE

OCDSS has a Safety Committee which currently consists of seven members representing all areas of the Social Services/ADRC Departments. It meets every other month to discuss safety concerns and potential safety issues which could arise in-office or in the field. The committee discusses issues brought to them by management and by staff members to discuss possible solutions. The committee reviews existing safety policies procedures and makes recommendations to management for changes or updates. The committee also discusses strategies to communicate safety matters to all staff and promote a safe environment in the department for staff and clients.

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. For a small donation, staff are allowed to wear jeans Friday. In 2021, donations were made for:



- Wild Instincts—\$142.00
- Christmas donations for families—\$187.50
- Alzheimer's Walk—\$96.00
- Rhinelander Food Pantry—\$170.00 & non-perishable items
- Essential Needs Pantry—\$115.00 & needed items
- Tri-County Domestic Abuse Shelter —\$173.00 & needed items
- NATH Homeless Shelter— 4 meals for residence
- Humane Society—\$45.00
- Rhinelander School Foundation—\$126.00
- NAMI—\$86.00

Total cash donations for the year of \$1,140.50

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.



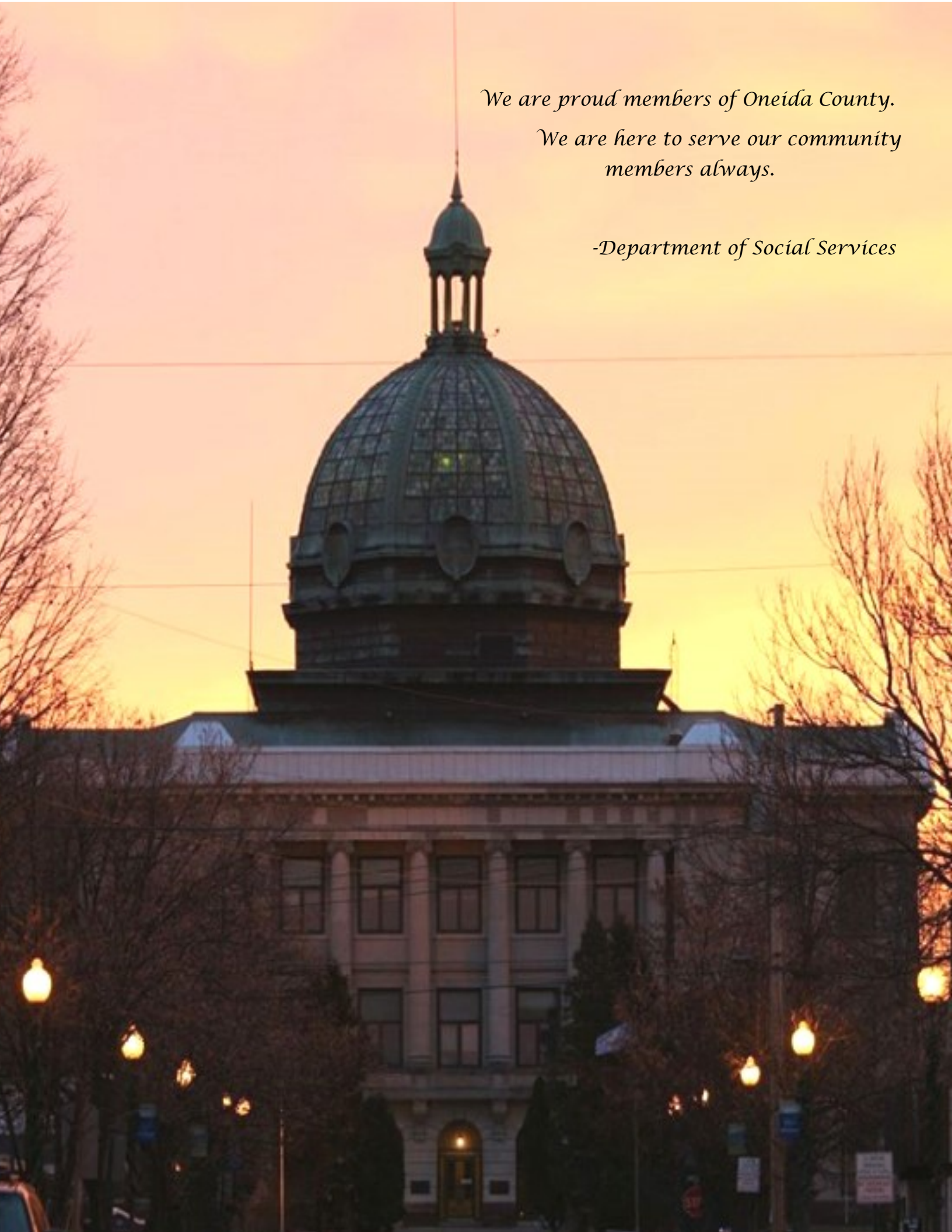
Our mission is to build a trauma-informed agency by incorporating specific strategies across each level of the agency. Develop trauma-specific services that match clients' needs to enhance understanding of the impact of trauma on individuals, families, staff, and the community as a whole. The committee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

For the majority of 2021, the Trauma Informed Care Committee continued to focus on the issues and barriers to services and resources around the COVID pandemic and how to successfully serve our clients and community or assist other organizations in providing their services and resources as well.

2021 Accomplishments:

- Created our Trauma Informed Care Newsletter entitled "TIC TALK". TIC TALK is shared with Oneida County Department of Social Services staff and community partners.
- Developed a community outreach collaboration with other community partners for Child Abuse Prevention/ Awareness Month (April) where blue ribbons were tied throughout downtown and at local businesses and partners to bring attention to Child Abuse. A Pinwheel display was also featured at the Oneida County Courthouse as well as the Courthouse dome being lit up with blue lights for the month of April.
- Began research and planning for a Family Engagement Center (Visitation Room) which is more Trauma Informed and family friendly to accommodate supervised visitation.
- Continued contact and communication with schools during the pandemic to try to minimize any adverse effects as a result of the COVID pandemic.





We are proud members of Oneida County.

*We are here to serve our community
members always.*

-Department of Social Services