



ONEIDA COUNTY WISCONSIN
DEPARTMENT OF SOCIAL SERVICES



2022 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

Bob Thome, Jr., Chair

Ted Cushing

Jim Winkler

Anthony Rio

Linnaea Newman

ADRC COMMITTEE

Ted Cushing, Chair

Russ Fisher, Vice Chair

Debbie Condado

Linnaea Newman

Rita Mahner

Joan Hauer

Nancy Watry

James Unger

Melanie Fralick

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



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2022 Budgeted Tax Levy
\$1,994,379

2022 Actual Tax Levy \$1,916,718

Surplus \$77,661

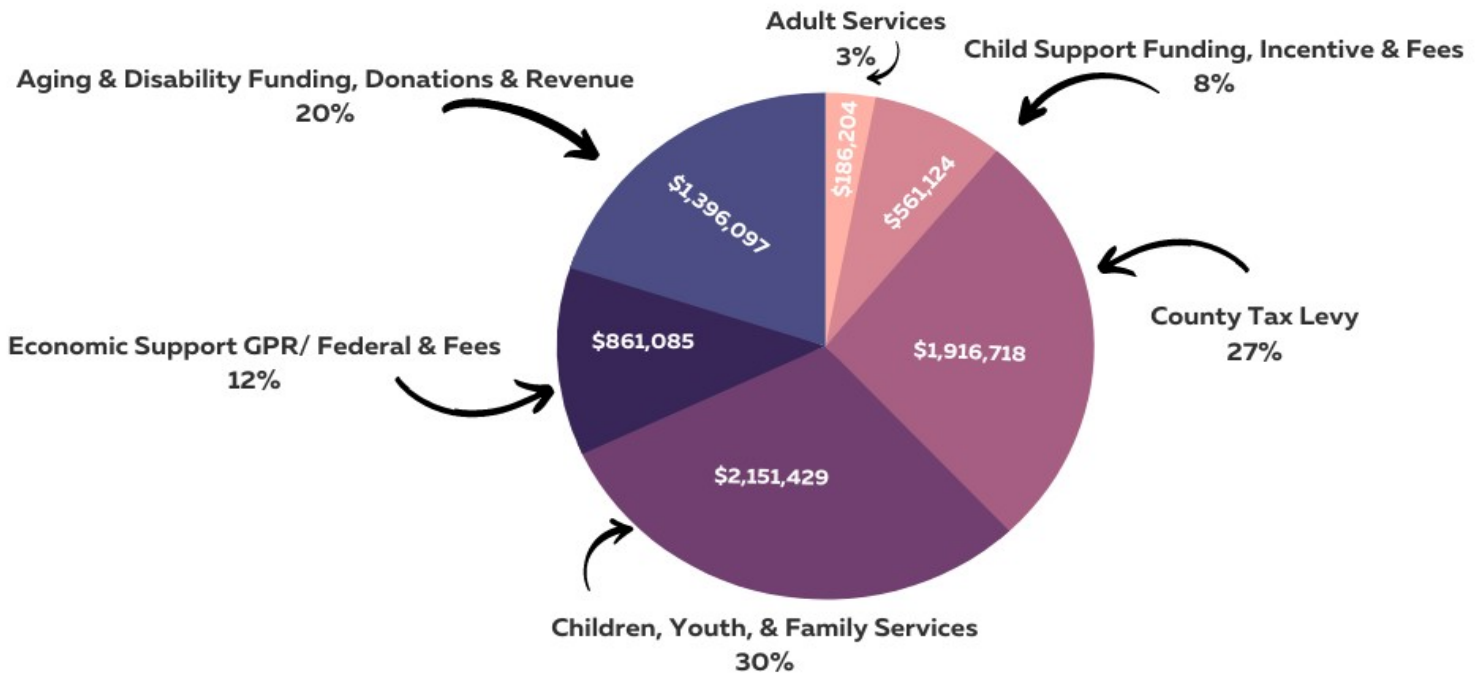
The Department of Social Services and ADRC experienced a surplus of \$77,661. The agency was able to obtain additional state and federal funds to help cover increased spending in out of home care. Throughout the year we research additional funding opportunities to maximize funding received by the agency to allow for a return of county tax levy.

In 2022, Social Services and the ADRC of Oneida County continued to integrate policies and procedures to maximize funding available to both agencies. Special COVID funding was also available in many of our program areas to provide funding for additional supports for clients.

The department began planning and preparation for an agency remodel in January of 2023 and integrating with county's network and email servers.

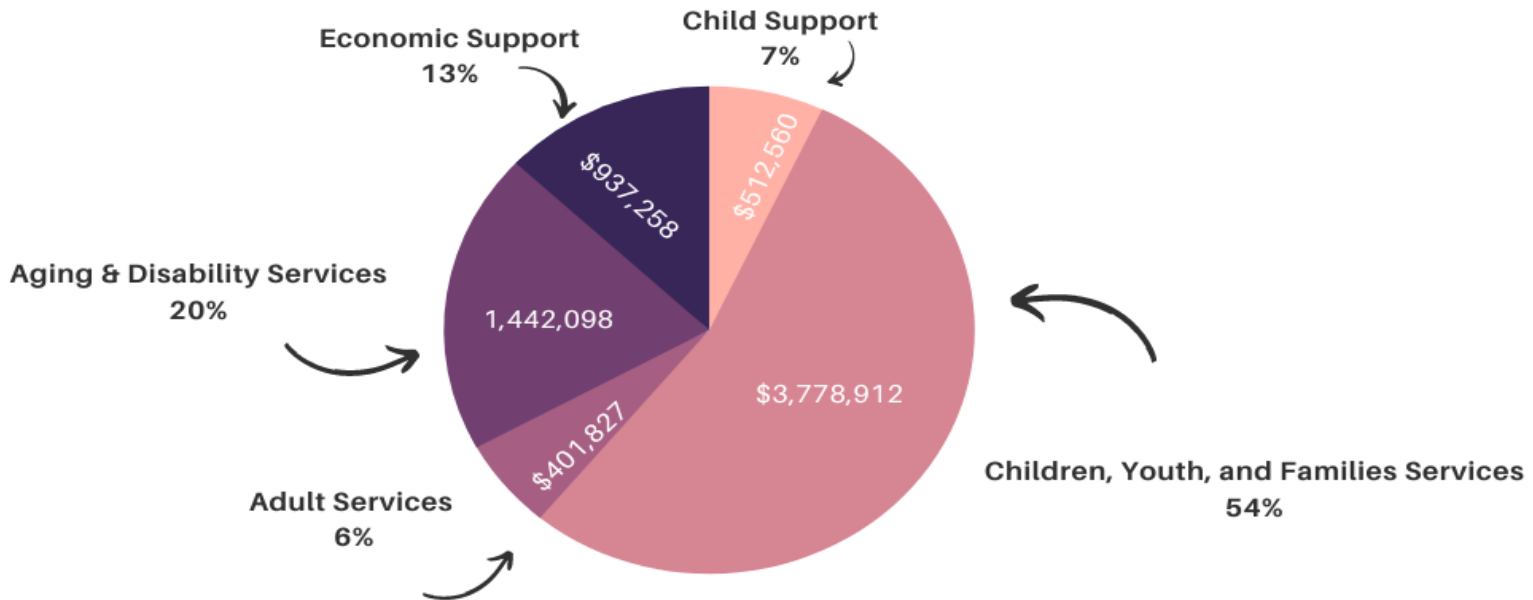
2022 SOCIAL SERVICES REVENUE

Total Revenue Received: \$7,072,655



2022 SOCIAL SERVICES EXPENDITURES

Total Expenditures: \$7,072,655



ADULT SERVICES



Clients Served—Adult Unit

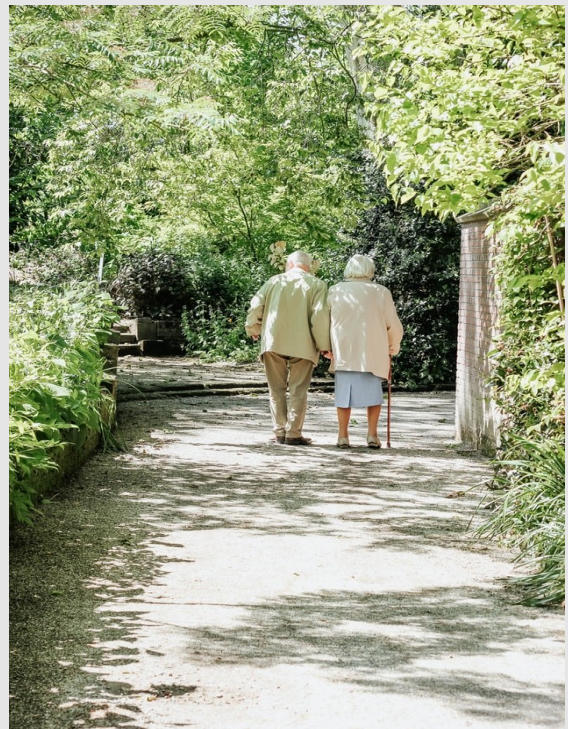
- Supportive Home Care 8
- Elder Abuse Direct Service 16
- Elder/Adult Abuse Investigations 118
- Guardianships 14
- Protective Placements 23
- Adult Welfare Concerns 53

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.

In 2022, Oneida County Department of Social Services worked with a number of partners including the Health Department, The Human Service Center, ADRC, Law Enforcement from several agencies and the on the Hoarding Task Force, this was a limited term problem solving group. As a result of this group's efforts, a Uniform Response Protocol and Referral Form were developed, the task force was able to clarify roles and responsibilities of organizations and educate partners on additional resources available to assist with these families.

Also in 2022, the Dementia Crisis Task Forces worked to gather information and develop solutions for dementia crisis response. This group identified the benefit of involving EMS in crisis calls and was able to implement a plan where Law Enforcement and EMS would respond jointly to these calls. It is felt that this is a much more Trauma Informed approach to these situations and the presence of EMS will assist in viewing these situations as a medical issues rather than behavioral.

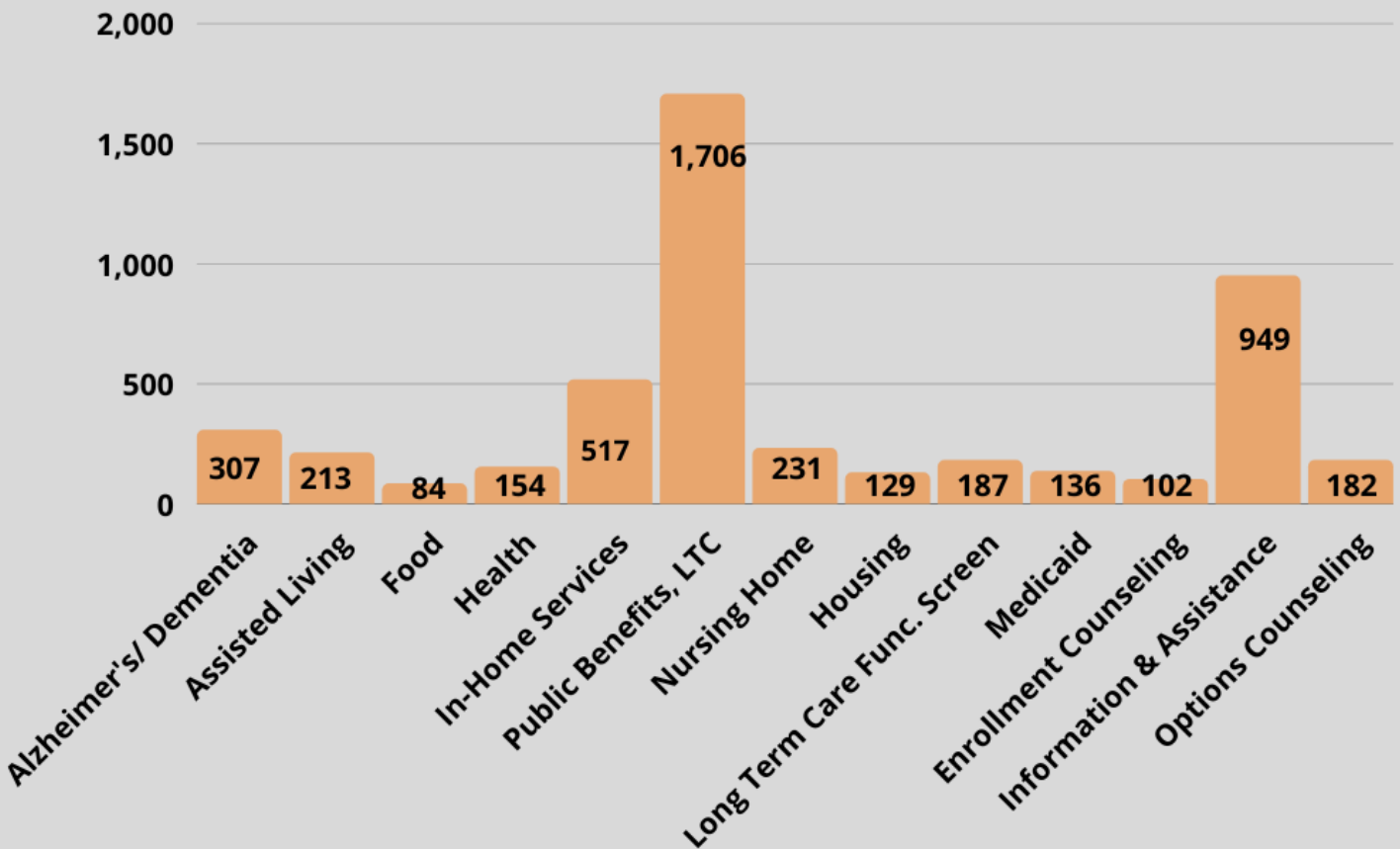


AGING & DISABILITY RESOURCE CENTER



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

■ # of Topics covered - Multiple topics per call



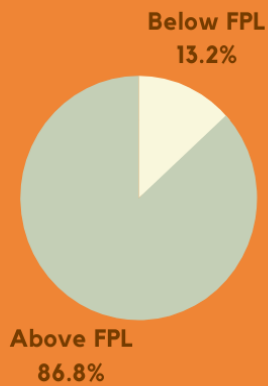
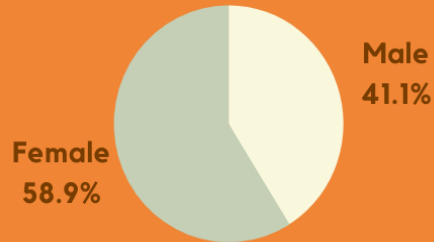
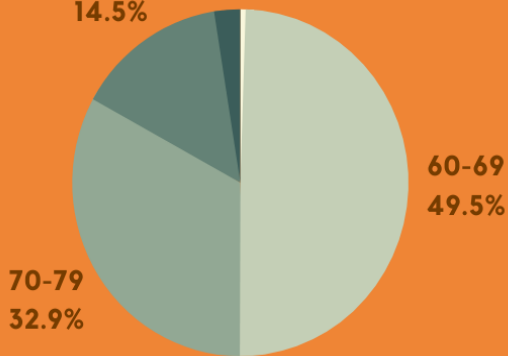
AGING & DISABILITY RESOURCE CENTER

Elder Benefits Specialist

0-99: Age Group

#: Percent of people served

Age Group	Percent of people served
0-59	0.6%
60-69	49.5%
70-79	32.9%
80-89	14.5%
90-99	2.5%



Monetary Impact: the estimated value of any benefits obtained or preserved. \$4,265,623

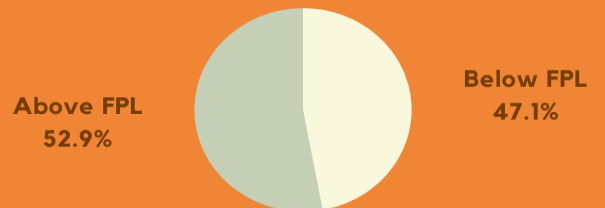
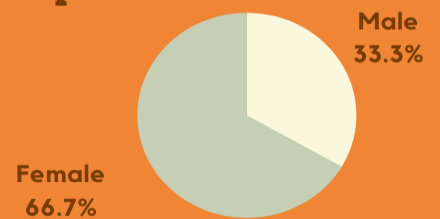
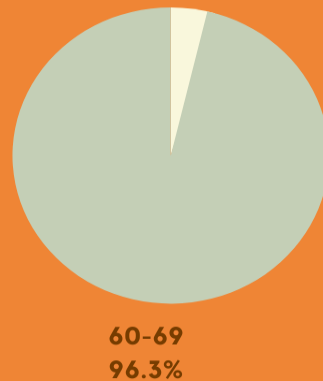


Disability Benefits Specialist

0-69: Age Group

#: Percent of people served

Age Group	Percent of people served
0-59	3.7%
60-69	96.3%



Monetary Impact: the estimated value of any benefits obtained or preserved. \$ 863,989



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	3	444	hours
Home Delivered Meals	538	56,159	meals
Congregate Meals	315	9,011	meals
Assisted Transportation	25	10,253	miles
Respite Care	39	2,082	hours
Home Repair	3	3	repairs
Home Safety	3	5	units
Health Promotion	69	1,324	hours
Recreation/Socialization	98	1,601	episodes
Volunteers (RSVP)	201	12,022	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:

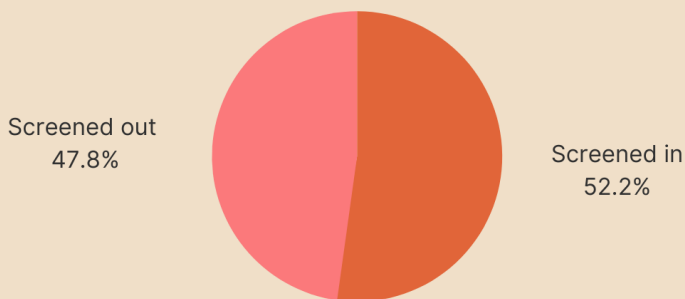
- Receive and document reports of alleged maltreatment from the community
- Identify families that the child protective services (CPS) system must respond to
- Determine the urgency of the response time
- Initiate an assessment of child safety and family strengths

Initial Assessment - Investigations

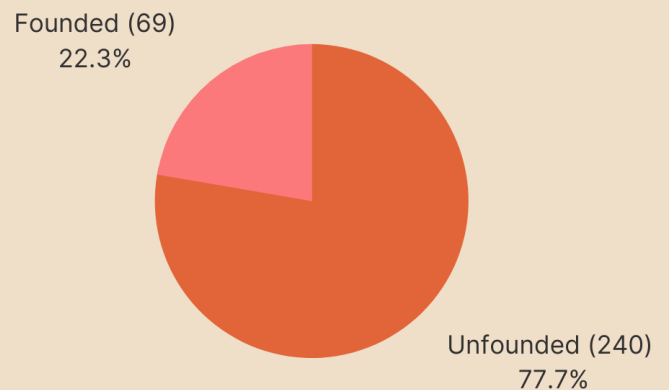
Initial assessment is the process of:

- 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)

2022 CHILDREN AND FAMILY REFERRALS



2022 INITIAL ASSESSMENTS



Clients Served Children, Juveniles and Families

- Child Protective/Child Welfare Services 614
- Youth Justice Services 103
- Community Based Service Programs 114
- Youth Intervention Programs 17
- Out of Home Care 79
- Kinship Care 55



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



Service Time: September 12th, 2022- August 31, 2023

How it Works:

Marshfield Clinic's AmeriCorps Recovery Worker's full-time service year started September 12th through August 31st of 2023. An individual can connect two ways to a Recovery Coach. One way is to be referred by the assigned social worker and the other is a community member not currently working with Social Services reaches out for support. When being referred by the assigned social worker and substance or alcohol use is suspected or confirmed the assigned social worker, they receive consent and a signed release of information for AmeriCorps to work with them. The social worker then schedules a meet and greet with a Recovery Coach. When a community member is seeking assistance, they can call or stop in at the front desk to inquire. 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. The 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 or an expectation 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.

AmeriCorps Recovery Coach, Continued

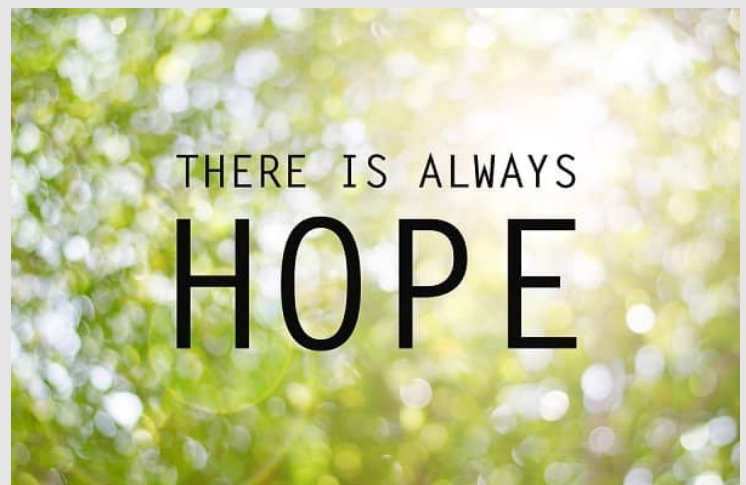


"I have had the privilege to be a full-time recovery coach for AmeriCorps. I started my service in September of 2022 at Oneida County Social Services. Since that time, I have learned so much about my peers and the services they need for their recovery. I have both male and female peers, which has been a unique experience to see the differences in their individual needs as well as linking them to the resources that suits their needs. To watch them grow from where they started has been such a rewarding experience. I have seen my peers fall and succeed in their journey to sobriety. To be a part of their growth and be able to help them when they fall in their journey has been a humbling experience. In learning about the resources that are available in not only Oneida County, but also the surrounding Counties has been very helpful to my peers so they can achieve their goal to sobriety. Having recovery coaches for these individuals I think is very pertinent in their journey to recovery. I have had peers say that they are so happy to have this service available to them and I am very proud to be a part of that service."

- Shirlee Knox

"Throughout these past two years of service with AmeriCorps serving Oneida County Social Services I have gained so much understanding and information surrounding the substance use and mental health crisis. I began this opportunity as an intern through Nicolet College and have helped create this program. I have also teamed up with the community response team and health department to create a program for non-fatal overdoses. We have teamed up with the Rhinelander police department and Rhinelander fire department to distribute "We Care" cards that displays a phone line to get in touch with a Recovery Coach by leaving a voicemail and also contains national and local resources. This program is set to launch January 2023. I would have to say this experience has been very heartwarming assisting individuals sometimes at their lowest and watching them flourish into the best version of themselves."

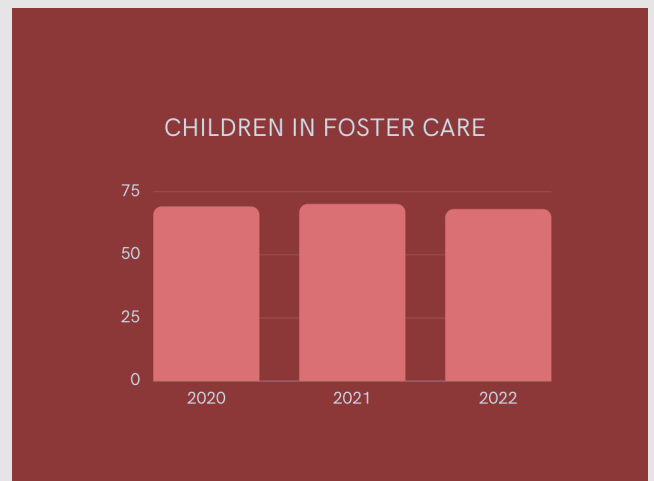
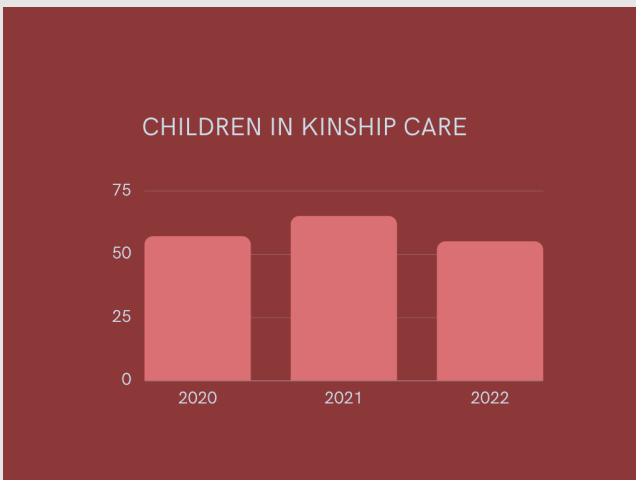
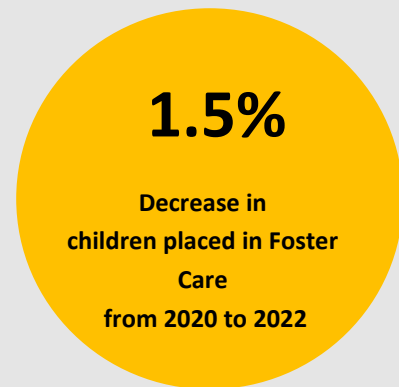
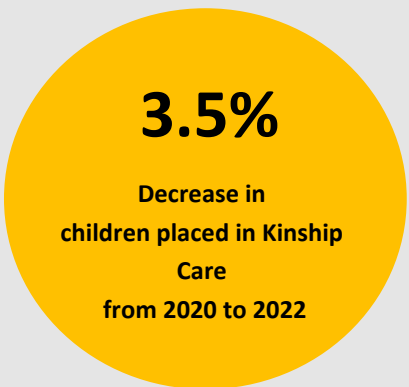
-Erika Brigham



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 a decreased number of children and youth in out of home care. The Kinship Care program provides a monthly benefit to assist with costs associated in caring for the child. In 2022, this benefit was \$300.00 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 2022, 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. In 2022, Oneida County Department of Social Services applied for and received a relative caregiver grant. The grant cycle runs from October 2022- September 2023. The funding will be utilized to provide concrete supports to relative caregivers who agree to take custody of children under a Temporary Physical Custody Order. Supports include money for gas cards, Wal-Mart gift cards, Day Care Assistance, and legal services.

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 103 youth justice referrals in 2022.

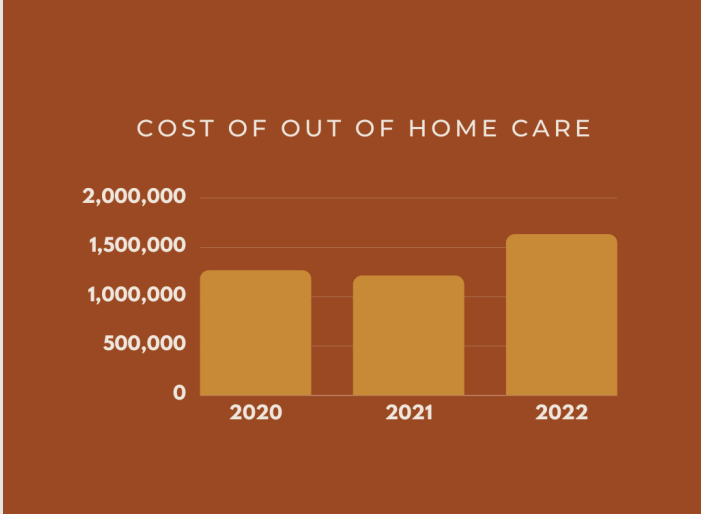
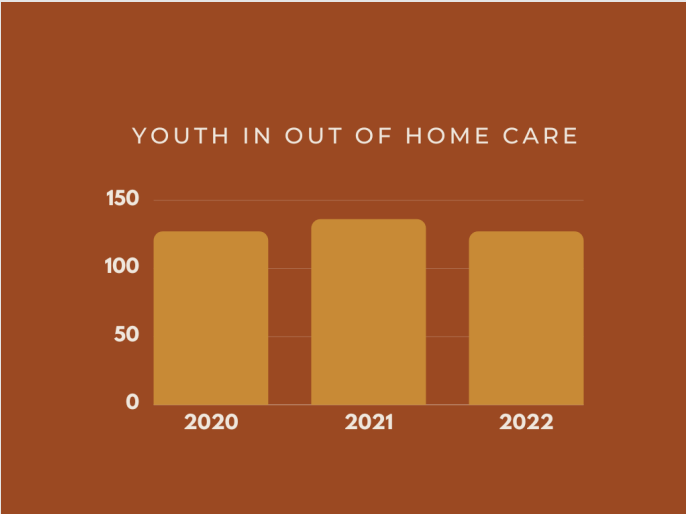


The social worker can recommend a number of services to the District Attorney's office to resolve the case. These include but are not limited to: payment of restitution, community service, apology letters to victims, Early Intervention Services, Parenting classes, ART (Aggression Replacement Therapy), counseling for Substance 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

Children placed in 2020 is equal to 2022

29%
Increase in cost from 2020 to 2022



Criminal Justice Coordinating Committee (CJCC)

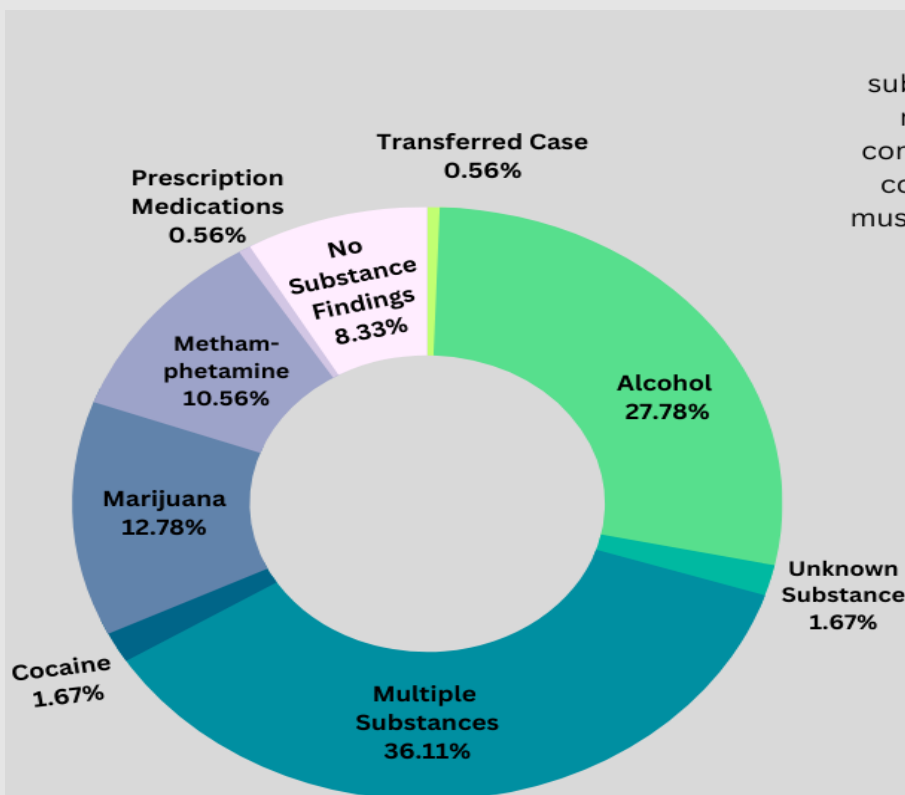
The Oneida County Board of Supervisors approved the creation of the CJCC in November 2022. The first meeting of the Criminal Justice Coordinating Committee for Oneida County was in January 2023.

The Mission of the CJCC is to promote public safety and to provide opportunities for individuals within the criminal justice system to improve their quality of life through facilitated recovery and community integration.

The Committee's primary function in 2023 will be oversight of the Treatment Alternative and Diversion (TAD) Grant received to start a Diversion Program in Oneida County. Diversion programs provide an alternative to the formal charging process for those low level offenders involved in the criminal justice system with substance use issues. Diversion programs include certain program requirements that must be followed to be successful. Satisfactory completion of the requirements may result in charges not being issued, reduced or dismissed.



DRUG ENDANGERED CHILDREN (DEC)



2022 DEC CAAN REFERRALS

Multiple substance include two or more substances with methamphetamine, alcohol, marijuana, and/or heroin being the most commonly occurring. Other findings include a combination of heroin, amphetamine, acid, mushrooms, benzodiazepines, and prescription opiates.

Total Referrals

- Multiple Substances: 65
- Alcohol: 50
- Marijuana: 23
- Methamphetamine: 19
- No Substance Findings: 15
- Cocaine: 3
- Unknown Substances: 3
- Prescription Medications: 1
- Transferred Case: 1

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 (CST), and Wisconsin Shares (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 apply for benefits report changes or ask questions about your case, call the IM Central Consortium at Toll-Free Phone: 1-888-445-1621 or go to [Access.wisconsin.gov](https://www.access.wisconsin.gov).



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 2022, Oneida County saw a 13.29% increase in individuals receiving medical assistance, serving 3,154 adults and 2,199 children.



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



FOODSHARE

FoodShare Wisconsin, also known as SNAP (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 2022 due to the COVID-19 Public Health Emergency (PHE), 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, 3,784 Oneida County residents received FoodShare benefits on a monthly basis in 2022. This is a decrease of 7.03% from 2021. A grand total of \$11,314,606 in FoodShare benefits were issued to Oneida County residents in 2022.



ECONOMIC SUPPORT



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 2022, an average 40 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, 2022. FPL amounts are updated annually. Financial eligibility for foster parents, subsidized guardians, interim caretakers, and relatives with court-ordered placement who receive a Kinship Care payment (and relatives of child in tribal placement homes under substantially similar Wisconsin tribal law) is based upon the child's biological or adoptive parents' income tested at 200% FPL at the time the child was removed from the home.

The 2022 FPL table for financial eligibility in the Wisconsin Shares Child Care Subsidy Program is as follows:

GROUP SIZE	ANNUAL 185% FPL	MONTHLY 185% FPL
2	\$33,874	\$2,823
3	\$42,606	\$3,550
4	\$51,338	\$4,278
5	\$60,070	\$5,006
6	\$68,802	\$5,733



The FSET (FoodShare Employment & Training) program is a free and voluntary program available to FoodShare members aged 16 and older to help people gain and retain employment. In 2022, 106 new customers enrolled in the program and averaged 50 people being served per month. In 2022, 122 customers gained employment with an average wage of \$14.86. Both the number of employments and average wage rates are increases from 2021. FSET helps customers with job search including resume development, interview skills, providing direct job leads to both employer partners and general job openings. Our FSET program has 20 active Employer Partners in Oneida County, with another 51 Employer Partners in the bordering counties. In addition, FSET helps with short-term training and High School Equivalency Diploma (HSED). The FSET program can also help with support services to help customers complete their FSET activity and employment. This includes providing funding for transportation, work-related clothing and work-related tools.



Wisconsin Home Energy Assistance Program (WHEAP)

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

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 2021-2022 fiscal year were as follows:

HOUSEHOLD SIZE	ONE MONTH	ANNUAL INCOME
1	\$2,675.25	\$32,103
2	\$3,498.42	\$41,981
3	\$4,321.58	\$51,859
4	\$5,144.83	\$61,738
5	\$5,968.00	\$71,616
6	\$6,791.17	\$81,4944
7	\$6,945.50	\$83,346
8	\$7,099.83	\$85,198



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)	163	\$926,787
Crisis Assistance	460	\$266,831
Furnace Assistance (repairs/ replacements)	98	\$136,061

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

Performance	
Child Support Unit caseload average	1,794
Arrears Collected	\$817,058.51
Current Support collected	\$3,799,007.38
Total Child Support collected in 2022	\$4,616,065.89

To see all of the functions the Child Support unit provides, see the **OCDESS 2022 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
92.57%	80%	105.83%	90%	75.93%	80%	74.32%%	80%
+0.53% vs 2021		-1.71% vs 2021		-1.93% vs 2021		-1.27% vs 2021	

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. Including three 2021 carry-over participants, 13 total participants were actively enrolled in Children First in Oneida County in 2022.

Of these 13 participants:

- Four participants completed the program successfully (two making three consecutive monthly child support payments in full and two completing 16 weeks of activity including job search and or employment. At the last follow up contact, both Children First participants who successfully completed with 16 weeks of activity were both employed.)
- Four participants unsuccessfully completed the program and were disenrolled due to non-participation in the program.
- Five are currently still enrolled. Of these five participants:
 - Three participants are employed (two part-time and one full-time). The two participants who are employed part-time continue to look for full-time employment.
 - One participant is actively looking for employment.



CHILDREN'S FIRST SUCCESS STORIES

A customer reported they had not been actively looking for work because they were unable to see their child due to strained communication with the child's other parents. Children's First worked with the parent to support them while they worked on improving communication between the parties. The customer co-enrolled in the FSET program, and they began looking for work and attending joint appointments with Children First and FSET. The customer applied for a position with one of FSET's Employer Partners. The FSET Case Manager submitted a referral to support the application and Children First worked with the customer to prepare for an interview. They obtained employment working 40 hours per week at \$22.00 per hour and began paying their child support obligation. They successfully completed the program by paying support in full for 3 consecutive months and have maintained this employment since and continue to pay their child support obligation in full.



Your success and happiness lie in you.

Helen Keller



A customer enrolled in Children First and co-enrolled in the FSET program on the same day. Following enrollment, they missed several appointments but remained in contact with Children First. The customer reported he and his children were unhoused and Children First connected them to local and state housing resources. Once they were able to gain secure housing and began participating in Children First and FSET joint appointments which included an appointment focusing on preparing for job interviews. Once their resume was created and interview skills were increased, they began applying for jobs. The customer obtained employment working 40 hours per week at \$22.00 per hour and began paying their child support obligation. They successfully completed the program by paying support in full for three consecutive months. This customer still has this employment and continues to pay their child support obligation in full.

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. 2022 was the first year of 2022-2023 Long Range Plan. Updates to the plan are reviewed annually by the Social Services Committee. Some accomplishments in 2022 were:

- Started working with web developer to improve the ADRC website.
- Educated staff on community resources.
- Implemented new programs for families geared towards Families First Act.
- Applied for and was awarded a Treatment Alternative Diversion grant

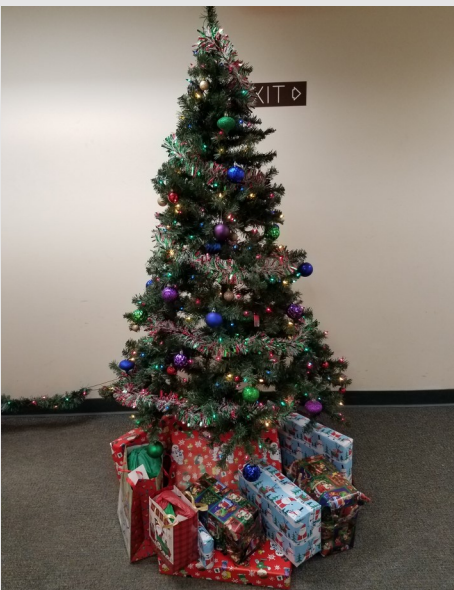


SAFETY COMMITTEE

OCDSS has a Safety Committee made up of representatives from all areas of the Social Services/ADRC departments. The committee meets periodically to discuss safety concerns and potential safety issues which could arise in-office and in the field. The committee discusses issues brought to it by both management and staff to discuss possible solutions and make recommendations to management for changes or updates to existing practices & procedures. The committee also discusses strategies to communicate safety matters to all staff and promote a safe environment in the department for staff and clients. In 2022, the committee updated and revised the OCDSS Safety & After Hours Policy, updated the Safety Orientation process for newly hired employees, and made recommendations to management regarding a variety of safety topics ranging from strategies to reduced slips, trips, & falls in office to the possible training and use of NARCAN by select OCDSS employees. OCDSS employees were also provided Basic Life Support Training and certification in 2022.

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 2022, donations were made for:



- NAMI—\$213.00
- Christmas donations for families—Sponsored 3 youth (\$375.00)
- Alzheimer's Walk—\$235.00
- Rhinelander Food Pantry—\$181.00 & non-perishable items
- Essential Needs Pantry—\$169.00 & needed items
- Boys and Girls Club —\$250.00
- NATH Homeless Shelter— 4 meals for residence
- Humane Society—\$239.00
- Salvation Army—\$173.00
- Thanksgiving Meals—\$129.46

Total cash donations for the year of \$1,964.46

TRAUMA INFORMED CARE

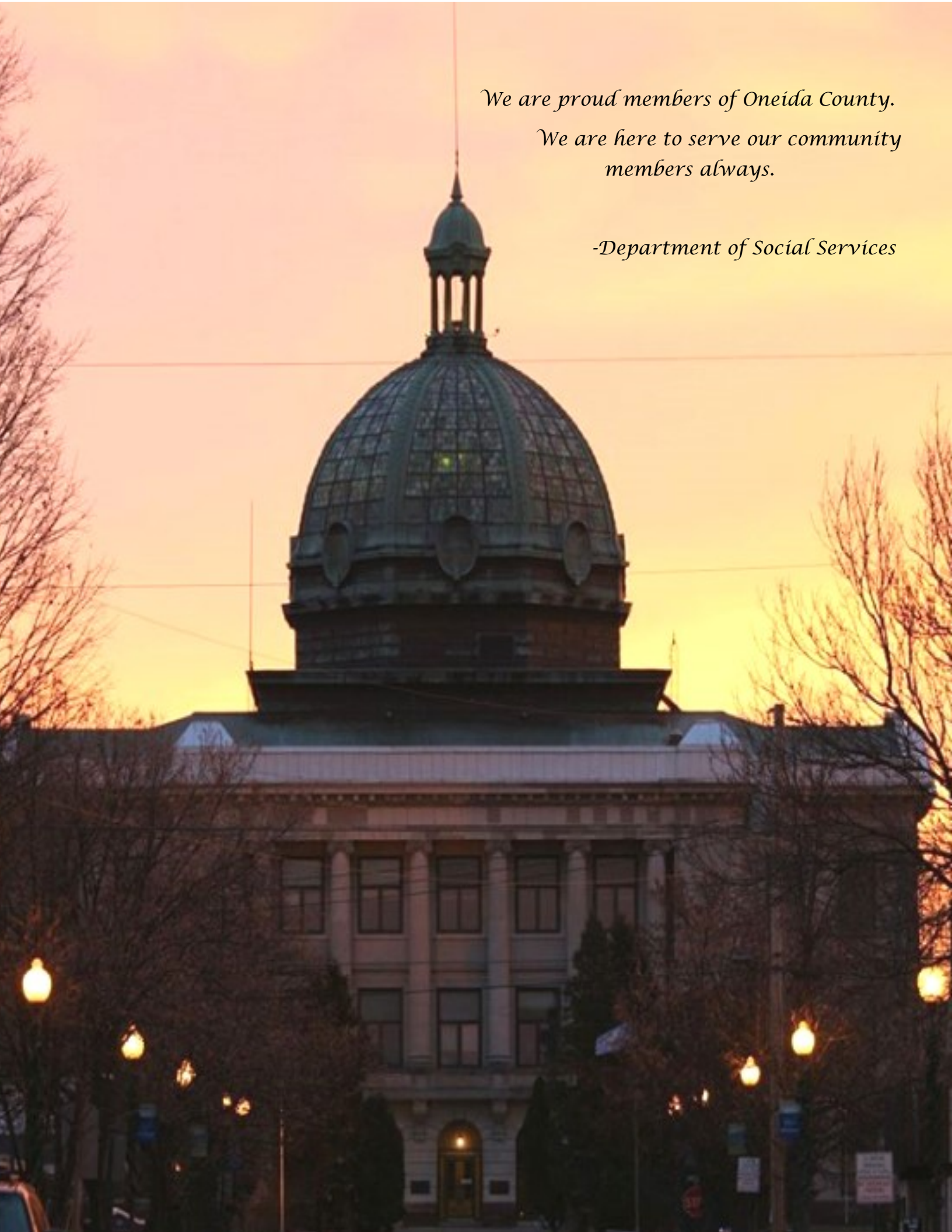
The Trauma Informed Care (TIC) Committee has taken a more internal focus this year and is working on various agency projects including the Family Engagement Room Remodel, Employee recognition and an a trauma informed approach to the agency environment and the delivery of services for our clients. While the committee is focused internally, it continues to have a collaborative approach to the community and still works with partnering agencies on projects as they arise. These partners include agencies like Oneida County Public Health, the Human Service Center, the UW-Extension, Vilas and Forest County's Social Services, and other interested citizens.

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.



2022 Accomplishments:

- Family Fun Night at the Dome on April 29th as part of Child Abuse Prevention month was well attended. Partners included: School District of Rhinelander, the YMCA of the Northwoods, Children's WI, and the Boys and Girls Club of the Northwoods.
- Provided input on the agency remodel for the look and feel of the new Family Engagement Room so families have a comfortable, trauma informed space to have visits and be together in order to improve family bonding.
- Continued to work to bring the Strengthening Families training to the community for parents and foster parents. Collaborated with the YMCA of the Northwoods to provide a location for the class to be held as well as



We are proud members of Oneida County.

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

-Department of Social Services