



The Human Service Center

51.42/51.437 BOARD

705 East Timber Drive | P.O. Box 897 | Rhinelander, WI 54501
Phone: (715) 369-2215 | Fax: (715) 369-2214

March 27, 2024

Dear Human Service Center Client and/or Guardian,

Last December we wrote to inform you that Forest, Oneida, and Vilas Counties decided to end their joint agreement that created The Human Service Center this December 31st. We also let you know that the Counties hired a consultant to recommend a new structure and that the services and programs currently offered by The Human Service Center will need to continue in a new structure.

We know that the past several months may have been disconcerting as we await the Counties' decision on the delivery system for human services. The consultant's study has been completed and the County Boards have decided that the new structure will be for each county to have their own Human Services Department. This means that the services at The Human Service Center and Social Services will be under one department in each county.

Now that the structure has been decided, developing the implementation plan begins. The counties have developed a County Oversight Transition Panel which will be in charge of writing the implementation plan. This panel will be meeting monthly.

The panel will be looking at a wide range of topics such as statutes, policies, funding, staffing, and certification all to make sure the services continue without gaps. The first few topics the panel will be looking at are:

1. Maintaining current programs and services. Services will continue to be provided in their current locations in 2025.
2. Organizational structure which includes personnel, staffing patterns, wage and compensation packages, etc.
3. Financial aspects such as budgets, leases and contracts.
4. Determining how the three Counties can continue to work together to provide services throughout the region.
5. Writing the Implementation Plan to send to the State for approval.

Our combined goal remains to provide the best care possible to you now and in the future and to keep you informed about the upcoming steps. It continues to be our goal that this transition and change of structure is as seamless as possible and that your care remains consistent without interruption. You can gather information about the planned steps in a few ways:

- You can watch the Oneida County Board meetings on YouTube.

HOPE. SUPPORT. CONNECTION.

SERVING FOREST – ONEIDA – AND VILAS COUNTIES
VISIT US ON THE WEB: www.thehumanservicecenter.org

- You can attend the County Oversight Transition Panel meetings, planned for the second Wednesday of every month at 2:00 PM at The Human Service Center.
- You can visit the Oneida County Department of Social Services website at <https://ocdss.co.oneida.wi.us>
- You can speak to someone directly at the following numbers:
 - Forest County Department of Social Services, 715-478-3351, ask for Tracy
 - Oneida County Department of Social Services, 715-362-5695, ask for Mary
 - Vilas County Department of Social Services, 715-479-3668, ask for Kate
 - The Human Service Center, 715-369-2215, ask for Tamara

As things move forward and changes are made, we will continue to keep you informed.

Thank you,

Tamara Feest

Tamara Feest (Apr 1, 2024 08:26 CDT)

Tamara Feest, Executive Director
The Human Service Center

Tracy Ferraro

Tracy Ferraro (Apr 1, 2024 08:21 CDT)

Tracy Ferraro, Director
Forest County Department of Social Services

Mary Rideout

Mary Rideout (Mar 28, 2024 10:44 CDT)

Mary Rideout, Director
Oneida County Department of Social Services

Kate Gardner

Kate Gardner (Apr 1, 2024 08:20 CDT)

Kate Gardner, Director
Vilas County Department of Social Services












HSC letter to consumers March 2024 draft 2

Final Audit Report


2024-04-01


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