



ONEIDA COUNTY WISCONSIN
DEPARTMENT OF SOCIAL SERVICES



2023 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

Jim Winkler, Chair

Ted Cushing

Robb Jensen

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

For details regarding our programs,
please visit <https://ocdss.oneidacountywi.gov>
Click the Reports and Forms page – Service Listing

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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2023 Budgeted Tax Levy
\$1,736,558

2023 Actual Tax Levy \$1,480,137

Surplus \$256,421

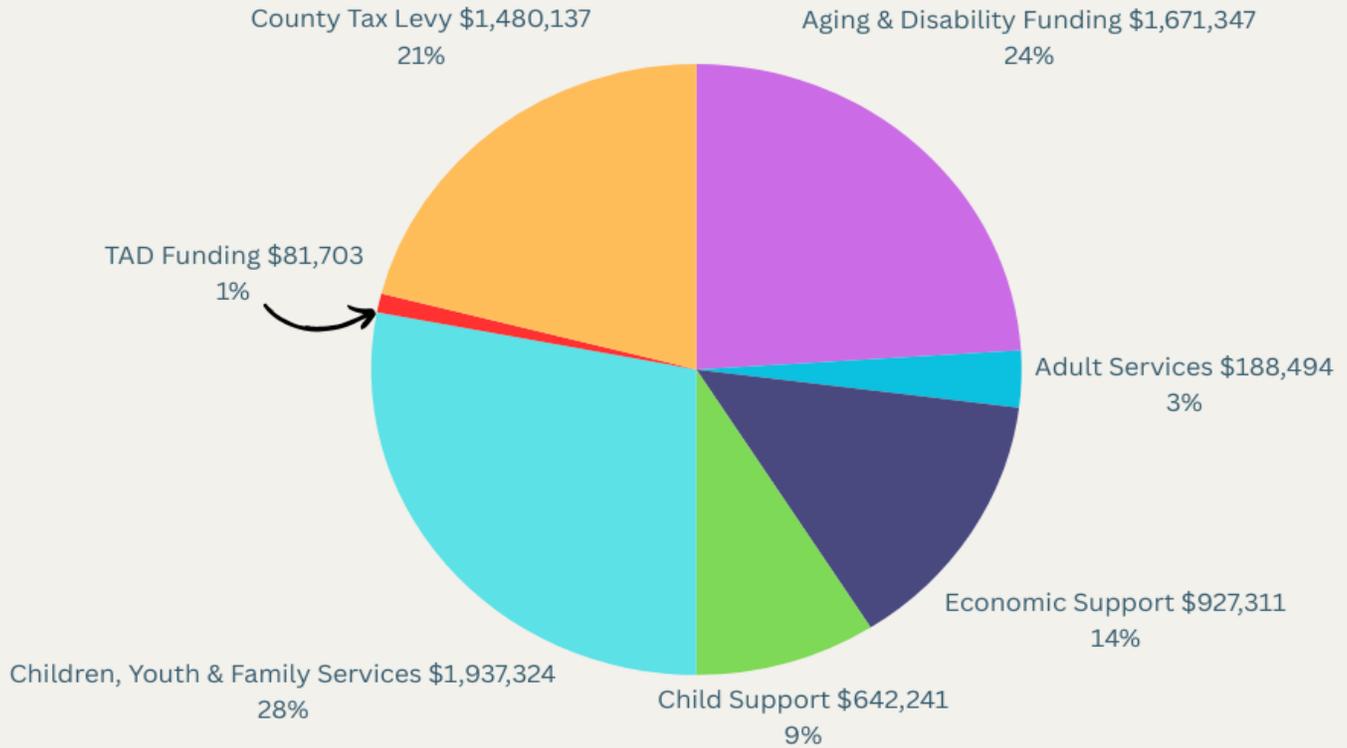
The Department of Social Services and ADRC experienced a surplus of \$256,421. The agency was able to keep out of home care costs down. Out of home care costs are a large driving force to the agencies surplus or deficit. Additional funding available from the state and federal government since the pandemic also helped in our surplus.

In 2023, special COVID funding was also available in many of our program areas to provide funding for additional supports for clients.

The department went through an agency remodel adding additional office space, a larger visitation room, and interview rooms. We also completed integrating with county's network and email servers.

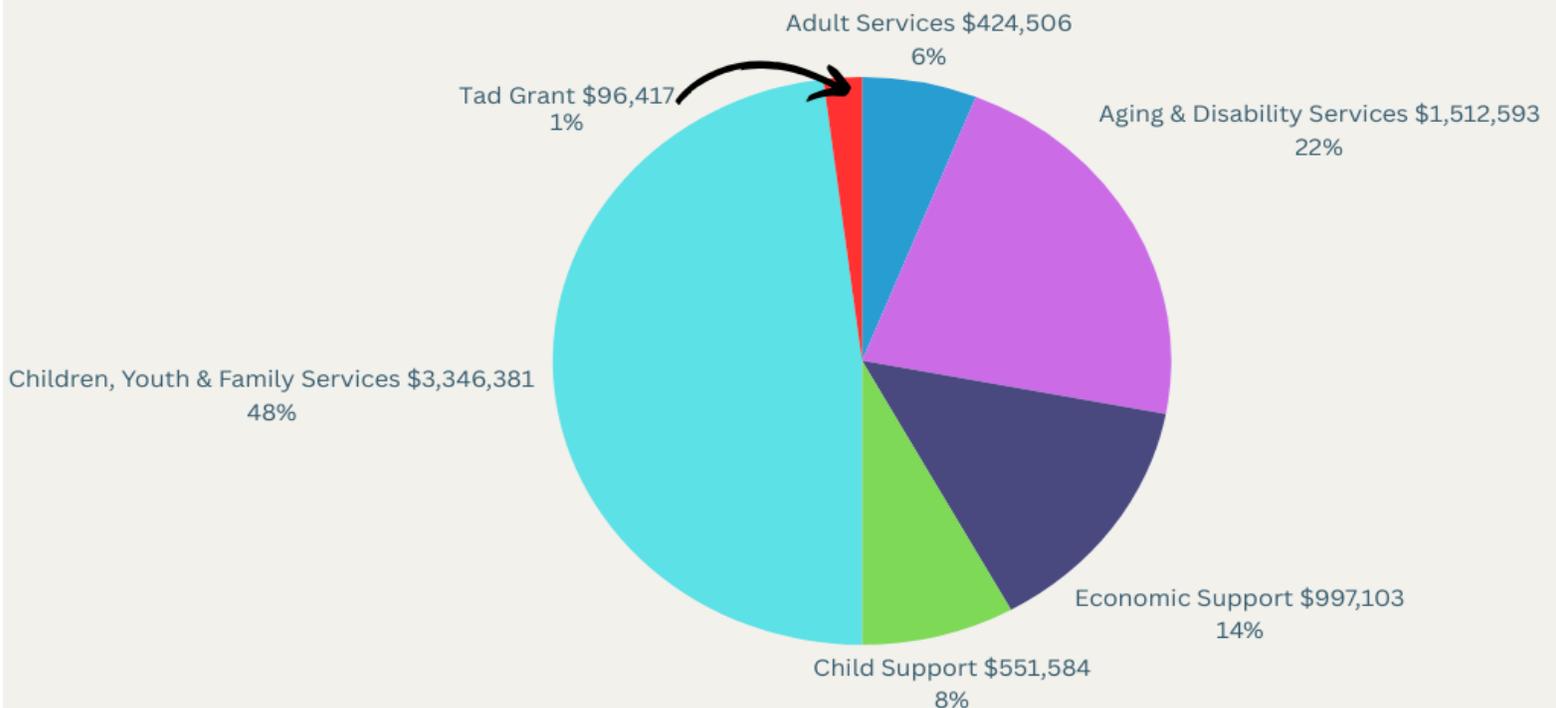
2023 SOCIAL SERVICES REVENUE

TOTAL REVENUE RECEIVED: \$6,928,583



2023 SOCIAL SERVICES EXPENDITURES

TOTAL EXPENDITURES: \$6,928,583



ADULT SERVICES



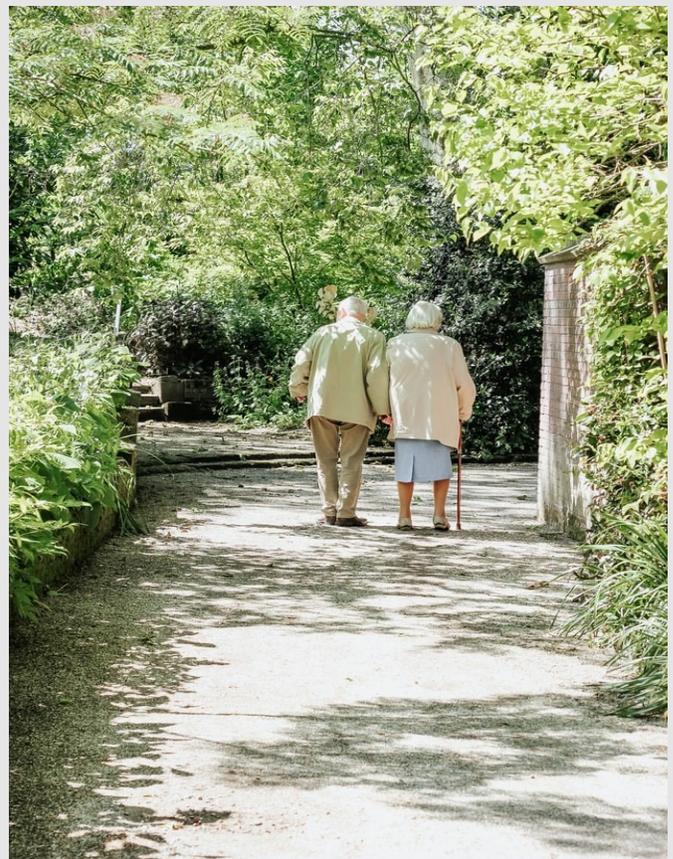
Clients Served—Adult Unit

- Supportive Home Care 14
- Elder Abuse Direct Service 24
- Elder/Adult Abuse Investigations 111
- Guardianships 22
- Protective Placements 22
- Adult Welfare Concerns 55

The ADRC/APS unit manages multiple funding sources to provide support services to members of the community. These services include respite care, supportive home care (housekeeping and chores), home delivered meals, on-site dining, access to publicly funded long term care, and long term care options counseling for any person seeking to understand what long term care will look like for them (including executing Powers of Attorney for Health Care and Finances). There are benefits specialists who assist with Social Security, Medicare, and Medicaid.

In 2023, the ADRC of Oneida County continued integrating services with the Department of Social Services. This included bringing Adult Protective Services (APS) under the supervision of the ADRC Manager to better coordinate all publicly funded adult services to county residents.

Because ADRC staff and APS staff are under one roof, coordination and communication between the workers has improved, resulting in better, more appropriate, and least-intrusive interventions. ADRC Specialists and APS Social Workers often work in tandem to assure that adults in need of assistance receive it quickly, helping them meet maximum independence that also meets their preferences.

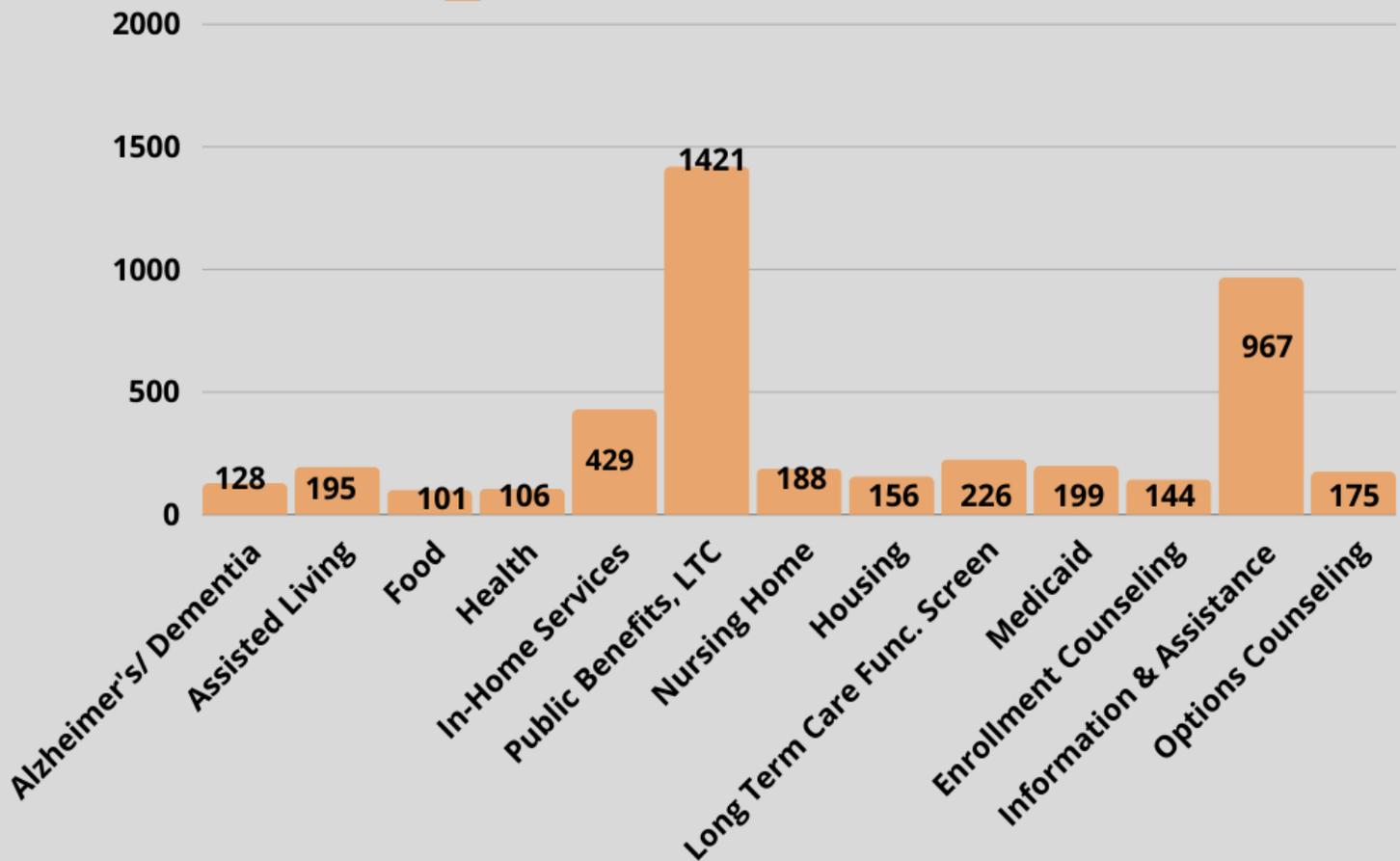


AGING & DISABILITY RESOURCE CENTER



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

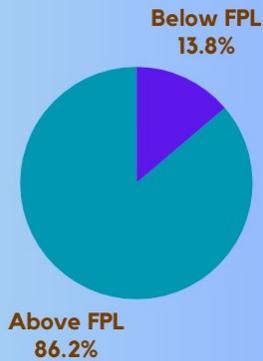
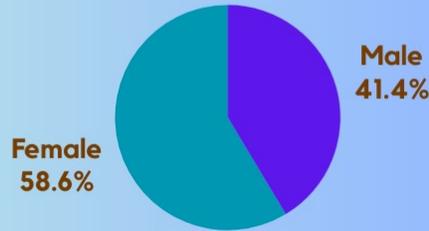
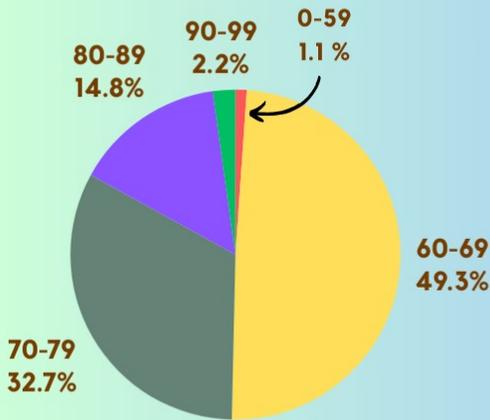
■ # of Topics covered - Multiple topics per call



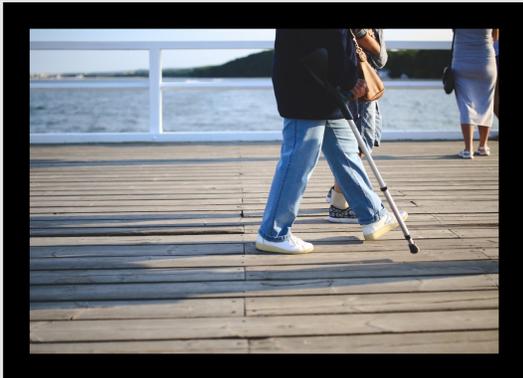
AGING & DISABILITY RESOURCE CENTER

Elder Benefits Specialist

0-99: Age Group
%: Percent of people served

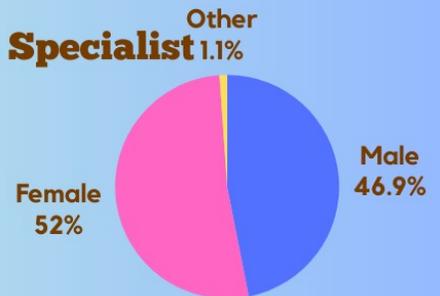
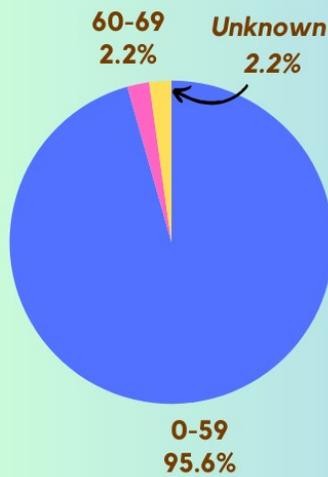


Monetary Impact: the estimated value of any benefits obtained or preserved. \$4,756,833



Disability Benefits Specialist

0-69: Age Group
%: Percent of people served



Monetary Impact: the estimated value of any benefits obtained or preserved. \$ 1,434,790

AGING & DISABILITY RESOURCE CENTER...

Volunteer Opportunities: Over 200 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	6	556	hours
Home Delivered Meals	376	37,809	meals
Congregate Meals	336	8,706	meals
Assisted Transportation	22	5,496	miles
Respite Care	42	2,331	hours
Home Repair	2	2	repairs
Home Safety	10	32	units
Health Promotion	69	1,748	hours
Recreation/Socialization	120	1,371	episodes
Volunteers Available (RSVP)	205	13,652	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:

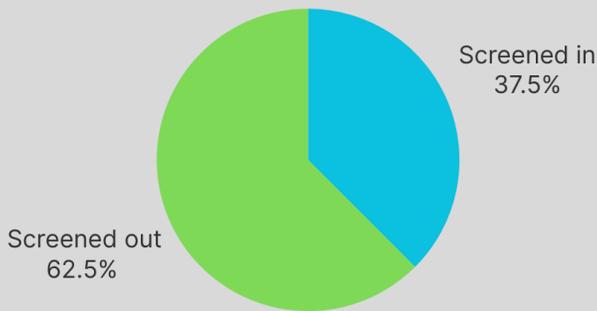
- Receive and document reports of alleged maltreatment from the community
- Identify families that the child protective services (CPS) system must respond to
- Determine the urgency of the response time
- Initiate an assessment of child safety and family strengths

Initial Assessment - Investigations

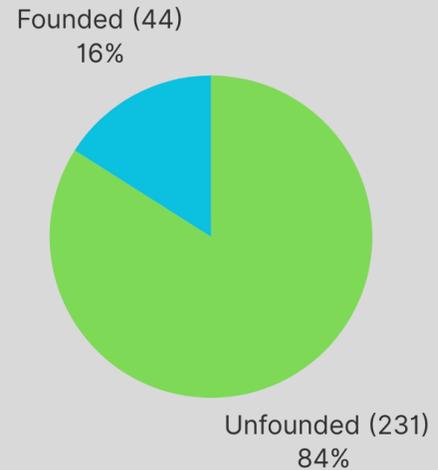
Initial assessment is the process of:

- 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)

2023 CHILDREN AND FAMILY REFERRALS



2023 INITIAL ASSESSMENTS



Clients Served Children, Juveniles and Families

- Child Protective/Child Welfare Services 658
- Youth Justice Services 149
- Community Based Service Programs 128
- Youth Intervention Programs 11
- Out of Home Care 57
- Kinship Care 57



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)
- Referrals to additional services
- Parent coaching

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 2023:

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

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, 2023- August 31, 2024

How it Works:

Marshfield Clinic's AmeriCorps Recovery Worker's full-time service year started September 12th through August 31st of 2024. 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



We Care Cards/Community Response team

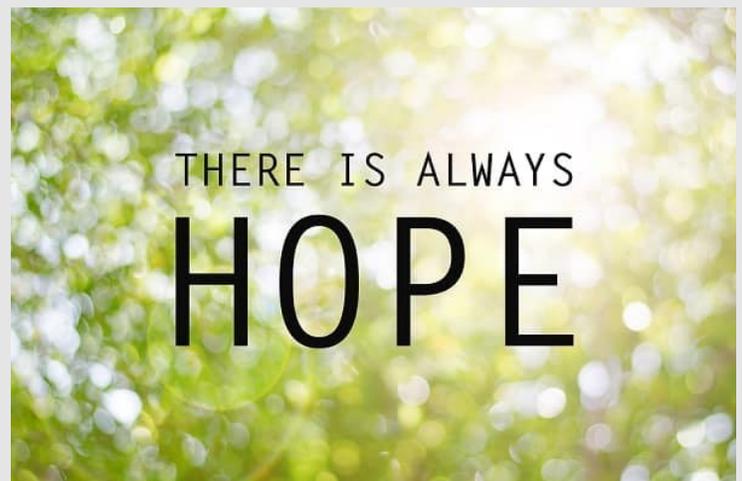
Our Recovery Coach was presented with an amazing opportunity to help create the community response team, which is multiple agencies within our community working together to help support individuals who struggle with mental health or substance use disorders. Within this group they collaborated effectively creating the “We Care cards”.

The idea behind agencies handing out We Care Cards is to reach individuals suffering and not having the capacity for active outreach. For example if the fire department or local police department receive a call that is substance use related they hand the individual, or family member, one of these cards to connect them with a Recovery Coach.

On these cards is information of what a recovery coaches role is, free peer support, local and state resources, the crisis line, and information regarding narcans and how to prevent an overdose. This card has a confidential voicemail number setup for individuals to call and receive help. It has been a very successful program since launching in January 2023 and has helped support many individuals within the community.

“Throughout these past 3 1/2 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. 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. Not only have I learned from college experience and also from the peers I work with. They are their biggest advocate and so many have overcome their addiction and have gained so much of their life back through their journey to sobriety. “

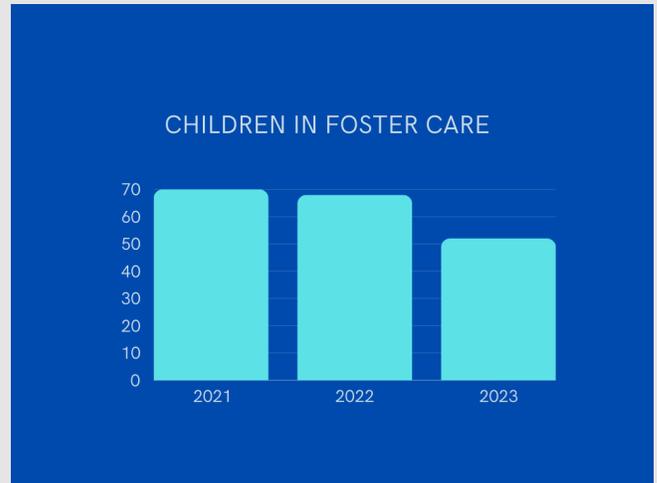
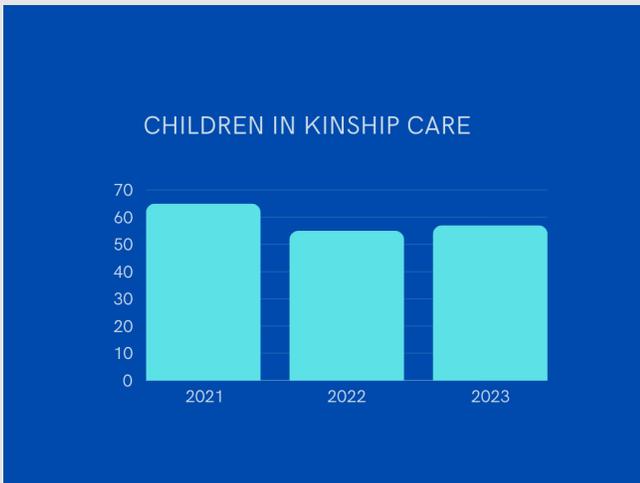
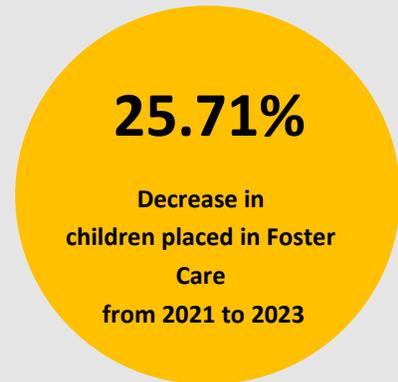
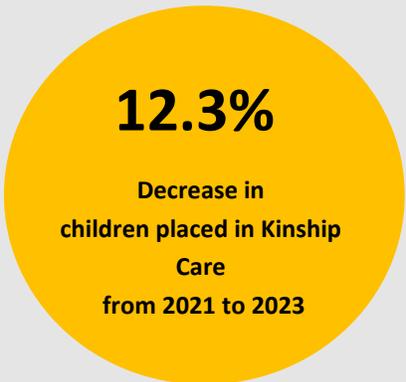
-Erika Brigham



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 2023, 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 2023, there were 9 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 agreed 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 149 youth justice referrals in 2023.



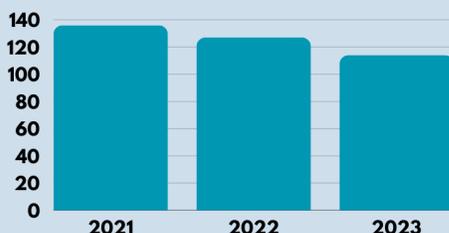
The social worker can recommend a number of services to the District Attorney's office to resolve the case. These include but are not limited to: payment of restitution, community service, apology letters to victims, Early Intervention Services, Parenting classes, ART (Aggression Replacement Therapy), Botvine Life Skills including Substance Abuse Prevention, Bullying Prevention Programs, Internet Safety Programs, Dating and Healthy Relationships, Truthoughts, counseling for Substance or Mental Health issues, and regular supervision appointments with the social worker to discuss progress on these recommendations.

The 2023 Youth Justice Innovation Grant allowed for Botvin Life Skills to be integrated into two local elementary schools. Five 4th grades classes and four 5th grade classes, for a total of 155 students, were served.

Children and Youth in Out-of-Home

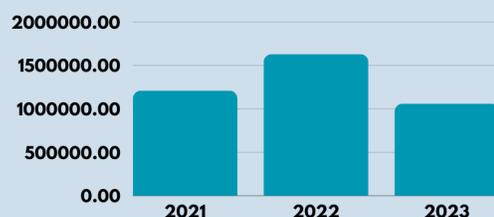
16.18% Decrease in children placed from 2021-2023

YOUTH IN OUT OF HOME CARE



12.41% Decrease in cost from 2021-2023

COST OF OUT OF HOME CARE



Criminal Justice Coordinating Committee (CJCC)



The Oneida County Criminal Justice Coordinating Committee - CJCC

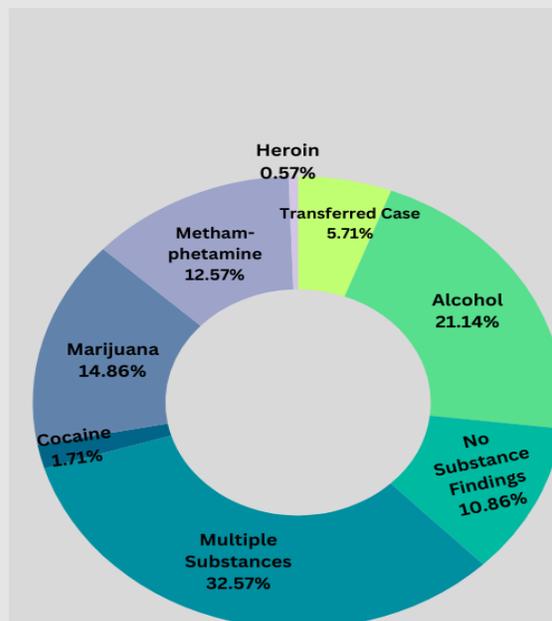
The Mission of the CJCC is to promote public safety and to provide opportunities for individuals within the criminal justice system to improve their quality of life through facilitated recovery and community integration. The Committee oversees the Treatment Alternative and Diversion (TAD) Grant. The TAD grant is used to fund our Diversion Program.

Oneida County **Diversion Program** is a voluntary program for justice-involved people living with addiction. It is a way for individuals to be deferred from the traditional criminal justice system. Program participants engage in counseling, community service and address employment, mental health, housing and chemical dependency needs. The program began taking referrals in July 2023. 16 referrals were received in 2023, 8 male and 8 females. The average age of those referred is 30 years old, with referrals ranging from 17 to 50 years of age. Participants began enrollment in the program in early 2024.

For more information, visit <https://cjcc.oneidacountywi.gov/>.

DRUG ENDANGERED CHILDREN (DEC)

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. DEC team members will cooperate with each other so that parents/caretakers are vigorously and effectively prosecuted for child endangerment/abuse/neglect in addition to charges resulting from their illegal drug activities.



2023 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: 57
- Alcohol: 37
- Marijuana: 26
- Methamphetamine: 22
- No Substance Findings: 19
- Transferred Case: 10
- Cocaine: 3
- Heroin: 1

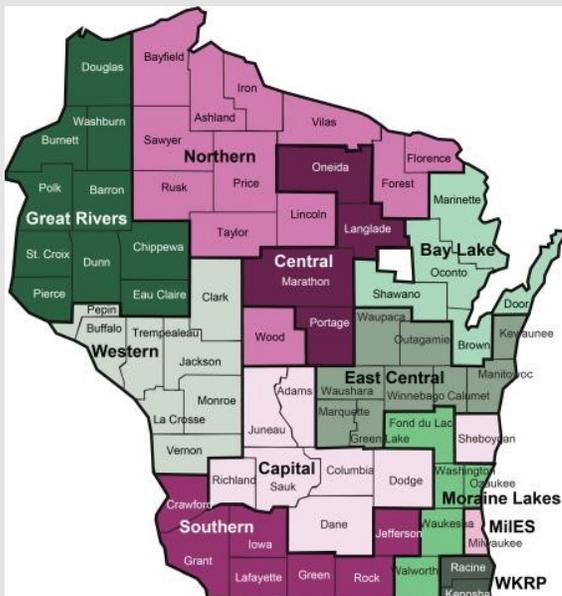
ECONOMIC SUPPORT

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 (CTS), and Wisconsin Shares (Childcare Assistance).

Oneida County Economic Support unit also determines eligibility for WHEAP (Energy Assistance) programs administrated through the State of Wisconsin, Division of Energy, Housing and Community Resources.

In 2023, Oneida County was approved an additional Economic Support Specialist position to assist with the increased caseload. The unit consists of 9 ES specialists (three trained in ES and WHEAP) and 1 ES lead worker.



To apply for benefits, report changes, or ask questions, call the IM Central Consortium at: 1-888-445-1621 or go to <https://access.wisconsin.gov/access>.

Consortia website - <https://www.imcentralconsortium.org>

ECONOMIC SUPPORT

MEDICAL ASSISTANCE

Wisconsin Medicaid is a joint federal and state program that helps more than 1 million residents get:

- High-quality health care coverage.
- Long-term care.
- Other services that promote physical and mental health and well-being.

There are many types of Medicaid programs. Each has certain requirements you must meet if you want to enroll.

For 2023, Oneida County had an increase in medical assistance recipients, serving an average of 5,504 adults and 3,327 children

monthly. This increase was due to the public health emergency (PHE) continuous eligibility policy which prohibited termination of health care benefits until the member's next renewal; except for the case of death, moving out of state, or voluntary disenrollment.

With the PHE ending May 11, 2023, health care renewals were reinstated in June, 2023. Oneida County saw an average 2.76% decrease each month in recipients since renewals have resumed.

Healthcare premiums and MAPP work requirements remained suspended throughout 2023.



FOODSHARE

FoodShare Wisconsin, also known as SNAP (Supplemental Nutrition Assistance Program), helps people buy the food they need for good health. The goal of this program is to stop hunger. People all over Wisconsin get help with FoodShare. We help people of all ages who:

- Have low-income jobs.
- Live on a small or fixed income
- Are retired
- Have lost their job
- Are disabled and cannot work

On a monthly average, 3,629 Oneida County residents received FoodShare benefits on a monthly basis in 2023. A grand total of \$6,976,462 in FoodShare benefits were issued to Oneida County residents in 2023. This is a 38.34% decrease from 2022 due to emergency allotments issued during the PHE ended in February, 2023.

Drug testing for applicants whom had a drug felony in the last five years was reinstated in June, 2023. Work requirements for ABAWDs (Able-bodied adults without dependents) were reinstated September, 2023. Those that do not meet the work requirements, may only be eligible for three months in a 3-year period of time.



ECONOMIC SUPPORT

WISCONSIN SHARES CHILD CARE ASSISTANCE PROGRAM



The Wisconsin Shares childcare 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 2023, an average 29 families in Oneida County were served under this program. This is a decrease from the last three years, mainly due to a lack of approved child-care providers in the area.

The gross income limit for new applicants is 185% of the Federal Poverty Level (FPL). Financial eligibility for foster parents, subsidized guardians, interim caretakers, and relatives with court-ordered placement who receive a Kinship Care payment 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.

Previously, a child's authorization was based on a specific number of average weekly hours. As of October 2023, parents receive a part-time or full-time subsidy amount based on their average weekly child care need.

- If your child is authorized for **20 weekly hours or less**, you will receive a part-time monthly subsidy amount.
- If your child is authorized for **more than 20 weekly hours**, you will receive a full-time monthly subsidy.

The department also began paying *limited* registration fees. Only parents who have Wisconsin Shares authorizations to the provider are eligible to request funds to pay provider registration fees. This does **not** apply to parents who are not receiving Wisconsin Shares. Parents with authorizations will be able to request funds to pay registration fees for the provider's price up to \$125 twice in a 12-month period.

In late 2022, the Oneida County Childcare Coalition was formed and is comprised of individuals representing employers, providers, parents, local government and nonprofit organizations. This coalition has been established to raise awareness on the current state of childcare in our county and advocate for the childcare industry.

ECONOMIC SUPPORT

— NORTH CENTRAL — **FSET PROGRAM** — EMPLOYMENT & TRAINING —

The FoodShare Employment & Training (FSET) program is a free and voluntary program available to FoodShare members aged 16 and older to help people gain and retain employment. In 2023, 101 new customers enrolled in the program in Oneida County, averaging 59 people being served per month. In 2023, 88 customers gained employment with an average wage of \$15.14. 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 54 Employer Partners in bordering counties (some of which are duplicative between counties). In addition, FSET helps with short-term training and High School Equivalency Diploma (HSED) for those needing additional training to seek employment. The FSET program can also help with support services to help customers complete their FSET activity and employment, including providing funding for transportation and work-related clothing.



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. WHEAP benefits are not guaranteed to eligible households. When funds have been exhausted for a program year, there are no benefits issued to households regardless of eligibility.

Heating and Electric 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. 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.

HE+ Furnace Program Services

The HE+ Furnace Program is a year-round program that provides assistance to eligible low-income Wisconsin households when their primary heating system no longer provides heat, is inoperable or becomes unsafe.

Local Weatherization agencies are responsible for managing program delivery and invoicing for payment of completed work. The Wisconsin Home Energy Assistance Program (WHEAP) Agency verifies applicant eligibility and reserves funds when completing the referral to the Weatherization Agency.

WHEAP and Weatherization agencies work cooperatively to ensure program goals and requirements are met while providing timely delivery of service. All other applicable WHEAP and Weatherization program requirements apply.

HE+ Furnace Program services provided to an eligible household will never result in a property lien or charge to the customer unless fraud is identified.

The following benefits were provided to Oneida County residents in fiscal year 2023 (10/1/2022-9/30/2023):

Program	Total Households	Total Benefit Paid
Heating Assistance	1,515	\$1,000,801
Crisis Assistance	353	198,565
Furnace Repairs	51	19,298
Furnace Replacements	41	210,989



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	1,775
Arrears Collected	\$774,668.80
Current Support collected	\$3,843,588.94
Total Child Support collected in 2023	\$4,618,257.52

To see all of the functions the Child Support unit provides, see the [OCDSS 2023 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
92.87%	80%	103.22%	90%	77.40%	80%	78.06%	80%
+0.30% vs 2023		-2.61% vs 2023		+1.47% vs 2023		+3.74% vs 2023	



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.
 - 14 referrals received in 2023
 - 12 non-custodial parents were served in 2023
 - We observed an 85% enrollment rate this year, this rate reflects intentional attempts to engage customers and the collaboration between the Oneida County Children First Case Manager and Child Support.
 - The Children First Case Manager regularly attended court and FCC hearings to provide on-site enrollment opportunities.
 - The Oneida County Children First team provided multiple avenues and opportunities to enroll in the program, including enrollment appointments via phone using Sign Now for paperwork. By providing the opportunity for enrollment and ongoing appointments via phone, we were able to eliminate transportation barriers for many customers.
 - 60% of Children First closures were for Successful Closure, this was a 20% increase from 2022!
 - 3 of the 5 closures in 2023 were for completing 16 weeks of activity or 3 consecutive months of payment.
 - While 2 individuals unsuccessfully closed for using 12 months of Children First Services, one of these customers obtained a job following closure and has now continued maintain employment, using the tools and supports they obtained through Children First!
 - All customers who closed were actively engaged in services.
 - There was a strong focus on co-enrollment in FSET to provide additional support services and connections to the local labor market.
 - 8 new jobs were obtained, with a total average wage of \$15.36.

Jobs were primarily secured in the labor and manufacturing field, with many obtaining jobs at \$17.00/hr or higher.



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. 2023 was the second year of 2022-2024 Long Range Plan. Updates to the plan are reviewed annually by the Social Services Committee. Some accomplishments in 2023 were:

- Implemented the Treatment Alternative Diversion Program and set up a website for the CJCC.
- Started quarterly Stress Recess training for staff.
- Agency remodel was completed to create a more Trauma Informed feel to the agency's appearance.
- Applied for and received grants for Relative Caregivers and Foster Parents supports.
- The ADRC increased marketing efforts.
- Outreach sites were started back up for our WI Home Energy Assistance Program. These have not happened since the pandemic.
- Successful started offering a Strengthening Families and Systems training to the public.
- Continue to provide education to staff on community resources.



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 reviews issues brought to it by both management and other staff to discuss possible solutions and make recommendations to management for changes or updates to existing practices & procedures. The committee also develops strategies to communicate safety matters to all staff and promote a safe environment in the department for staff and clients. In 2023, recommendations made by the Safety Committee led to an increase in the availability and location of first aid supplies within the agency and department vehicles, the revision & implementation of the ADRC building crisis plan, revision of employee tracking methods in case of building evacuation, and updated the procedures for safety training of newly hired employees.

INTERNAL DEPARTMENT COMMITTEES

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. Agency staff did a clothing drive to donate gently used items to a local thrift store, Thrifty is Nifty, due to their generosity in providing our agency with vouchers for families in need. Agency staff also participated in bell ringing for the Salvation Army during the holiday season. For a small donation, staff are allowed to wear jeans on Fridays. The money collected each month is donated to a different organization or cause. In 2023, donations were made for:



- Honor Flight—\$210.00
- Christmas donations for families—Sponsored 3 youth (\$420.00)
- Alzheimer’s Walk—\$173.00
- Family Dome Night Event—\$185.00
- ACES —\$165.00
- Wild Instincts —\$139.00
- NATH Homeless Shelter- 2 meals for residence
- Humane Society—\$197.00
- Feeding Our Rural Kids—\$167.00
- Tri-County Council —\$167.00
- Three Lakes Lion Club—\$195.00

Total cash donations for the year of \$2,018.00

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 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. Developing 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.



2023 Accomplishments:

- Successfully conducted an eight week virtual Strengthening Families Course. The course was attended by a variety of community members including: parents, foster parents, health providers, and social workers. Post completion surveys showed the course information and topics to be beneficial to participants. This course will be held again in 2024.
- Created an agency cook book to sell to Oneida County employees. All proceeds will be used for the purchase of take-home “goodie bags” for children who attend Family Night at the Dome in April 2024.
- Collaborated with Julie Jensen, LCSW; to bring employees an interactive lecture series on topics related to Trauma Informed Care and case management practice.
- Family Night at the Dome as part of Strengthening Families Month in April continues to grow and is more successful every year. The year 2023 brought more attendees as well as more community partners for a variety of activities for the families to try. Looking forward to 2024!

We are proud members of Oneida County.

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

-Department of Social Services

