

Fond du Lac County  
Department of Social Services  
2019 Annual Report &  
A Decade in Review



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**2019 Annual Report**

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## *To The Honorable Fond du Lac County Board of Supervisors:*

It gives me great pleasure to present the Fond du Lac County Department of Social Services 2019 Annual Report-A Decade in Review. This year's report is dedicated to all the staff and volunteers who have served the residents of Fond du Lac County over the past 10 years by working for the Department of Social Services.

### 2019 Accomplishments:

- The child welfare teams began work on developing a position that will focus on finding family members who may be interested in caring for a child relative that is removed from the home. We are focusing on placements with relatives or like-kin whenever a child needs to be out of the parents' home temporarily.
- The Aging and Disability Resource Center successfully ran 3 Stepping On Falls prevention and 4 Healthy Living with Diabetes prevention programs which were all well attended and had to establish a waiting list for future classes.
- The Economic Support team, which is part of Moraine Lakes Consortium, held its first consortium-wide training and development day.
- The Business and Fiscal Teams continued the implementation of Avatar and eliminated use of the outdated computer system, CMHC.
- The Juvenile Court Services Team focused on developing interpersonal skills through use of incentives. A new program was implemented titled, "BRIDGES" (Building Relationships in Daily Guided Extracurricular Activities) in the summer of 2019.

### A decade of Changes:

- Other major changes included implementation of Permanency Round Tables, a professional consultation process developed by Casey Family Programs, in which a panel of DSS staff and staff from other counties and DCF participate in discussions regarding permanence for children in out of home care.
- A major change in the child welfare system was transitioning from a foster care system to a kinship based placement system. This state initiative is driven by the belief that children who are taken into custody should remain with relatives (kin) or like kin (close friends, step parents), keeping children safe within their family rather than outside their family.
- DSS Initial Assessment program was accepted into the state Alternative Response (AR) program. AR is an alternative method of family assessment, which affords the social worker to connect with the family in a supportive manner rather than the perceived adversarial manner that the traditional response can elicit.
- Early this decade, 2 youthful offenders were placed in Racine County ACE (Alternatives to Corrections through Education), staff developed and implemented Pace (Promoting Alternatives to Corrections through Education) locally in 2012. This program has enabled youthful offenders to stay locally in the juvenile detention center enabling services to the family versus sending the youth to Lincoln Hills or Copper Lake School in Irma, WI.
- Economic Support staff joined the staff of Ozaukee, Walworth, Washington, and Waukesha Counties to form Moraine Lakes Consortium effective January 2, 2013. This was a major operational change from a case management model to a business, volume driven call center model.
- The Aging and Disability Resource Center service volume continues as population ages. There has been an increase of choice for long term care consumers with the addition of ,2 Family Care agencies, and 4 IRIS agencies.

### The Future 10 years:

- Specialized services will need to expand to address children and parents situations due opioid other drug addictions. There will be a continued need to address personal traumatic life experiences.
- The ADRC may need to expand services and add staff to address the rapidly aging population.
- Economic Support programs will rely more on technology and automation to accommodate the rapidly changing laws and policies. Program policies will have substantial changes to eligibility requirements, which could affect consumers' benefits and also caseload sizes.

I thank all staff of this department for their endless dedication and efforts for the people of Fond du Lac County. Every day staff hear and see stories of trauma and despair, only to return the next day and do it all over again. I thank Deputy Director Richard Gedemer, the department supervisors: Jill Triatik, Chris Schmitz, Molly Aird, Sandy Tryon, Lauren Martin, Kay Metty-Reinhard, Erika Winterfeldt, Jessica Kohlman, Sue Sielski, Sue Zuber, Rob Bauer, Jamie Sigafus, and Office Coordinator Michelle Paul for their hard work, dedication and commitment to all we do. I want to thank the volunteers of this department for their kindness, grace, and dedication in helping build our community through their daily interactions with clients and staff.

I want to thank County Executive Allen Buechel and Director of Administration Erin Gerred for their support and oversight of department operations. Last, but not least, thank you to the Social Services Board: Chair Lisette Aldrich, Vice Chair Jay Myrechuck, Mary Hayes, Joseph Fenrick and Judy Goldsmith for their ongoing interest, support and commitment.

Sincerely,

Patricia Lancour, Director

**Agency Mission:**

**The Fond du Lac County Department of Social Services respectfully provides innovative services to promote self-sufficiency and quality of life.**

**We the agency believe in:**

- Being Trauma Informed
- Hope Filled Interventions
- Positive Individual Growth
- Safety First
- Adults and elders belong in their homes
- Families need to direct their own services
- Providing services for every aspect of the client/participant
- Ensuring child safety and community protection
- Family-centered approach
- Family involvement
- Strength-based focus
- Teaming
- Being outcome oriented
- Permanence
- Diversity
- Promoting self-sufficiency
- Maximizing independence in the least restrictive setting
- Community involvement
- Community integration
- Protecting vulnerable citizens

Please note: Staff pictures are not in the 2019 annual report due to social distancing as a result of covid-19.

## Access Services Team

### Supervisors

Kay Metty Reinhardt      Erika Winterfeldt

### Senior Social Workers

Tanya King                      Brittany Eiring  
Cathi Rhinehart

### Social Workers

Andrea Cary                      Christian Rubio  
Nicole Mann                      Amy Medina  
Lexi Nickols

### Case Managers

Stephanie Baeten                      Elizabeth Nelson  
Kabrina Tepp

### Family Support Workers

Brock Blum                      Amy Wendt

### How does this unit operate?

- A call is received and documented.
- The referral is screened in or out and one of the following response times is assigned: Same Day, 24-48 hours, or 5 day.
- Case can be assigned to one of two pathways: Traditional or Alternative Response.
- If screened in, an assessment worker meets with:
  - Alleged child victim(s)
  - Siblings
  - Alleged non-maltreating parent
  - Alleged maltreating parent
  - Collateral contacts
- If warranted, a protective and/or safety plan is developed.
- If needed, a referral is made to court, ongoing/voluntary services.
- Thorough documentation of case contacts and final written assessment of the entire family situation.

### Services Provided:

- Receive all child abuse and neglect reports for Fond du Lac County.
- Provide information regarding and referrals to available community resources.
- Screen all reports and assign appropriate response times.
- Child abuse and neglect initial assessment
- Alternative Response Assessments
- Child welfare assessments and referral to internal and external services.

Services	2017	2018	2019
Intake Calls	1,891	1,623	1,575
Assessments	535	554	504
Victim Sensitive Interviews*	42	28	30
Child Welfare	----- --	77	84
Response Time	2016	2017	2019
Same Day	98	96	105
Within 24 to 48 Hrs	117	115	85
Within 5 Business Days	320	343	314

\* Interviews are conducted jointly with City police, Sheriff and District Attorney; with ASTOP and domestic violence staff on site for family support.

### 2019 Community Committee Membership and (Number of Staff) Involved:

- Regional Critical Incident Stress Debriefing (4)
- Anti-Human Sex Trafficking Hub (1)
- Drug Endangered Children Task Force (2)
- Domestic Abuse Response Team (6)
- Fond du Lac County Child Death Review Team (1)
- Victim Sensitive Interview Protocol Core Group (2)

- Coordinated Community Response (1)
- Trauma Informed Care Fond du Lac County (1)
- Mandated Reporter Training Fond du Lac County Partners (3)
- SART (Sexual Abuse Response Team)
- DART (Domestic Abuse Response Team) (2)
- Systems Change Review Mapping participants (2)
- Prevention Education (1)
- Applied Learning Community (2)

Improvement Project with our legal partners to be held in April of 2020.

### **2019 Highlights:**

- Continued upward trend in serving families with a high level of drug and alcohol addiction coupled with trauma histories which lead to impaired decision making.
- Applied for a State wide project with End Abuse Wisconsin to gain technical assistance with developing an MOU with local Domestic Violence Partners and implementing those efforts.
- Implemented a wraparound program for mothers of babies with opioid addiction issues in conjunction with community partners.
- Designed and implemented a Safety consultation process for Child Protection staff.
- Provided increased services to families on a voluntary basis through the HOPE Program.
- Provided increased services for children to stay at home through the IHSS Program.
- Increased and active efforts to place children with kin or like kin when a removal is required.
- Increased efforts to identify relatives to improve family connections for children in out of home care.
- Created an on-boarding training for new Access and Initial Assessment workers.
- Rolled out the REST (Responding empathetically to secondary trauma) protocol for DSS.
- Planned Child Safety Decision Making Training through the Children's Court

## Aging and Disability Resource Center

**Supervisors**

Sandy Tryon

**Senior Social Workers**

Laura Callahan                      Cheryl Ketterhagen

Amy Lacasse

**Social Workers**

Jackie Gomez                      Angelice Liner

Jaclyn Jaeckels                      Briana Masak

Sue Ellen Miller                      Heidi Page

**Family Support Workers**

Claudette DeGarmo                      Lynnette Benedict

- Adult Protective Services (APS)
  - Adult and elder at risk investigations
  - Guardianships
  - Protective placements (PP)
  - Annual review of PP (protective placements)
- Short term case management

Services	2017	2018	2019
Unduplicated Calls	8,110	9,437	9,876
Functional Screens	481	501	384
Memory Screens	128	122	60
Disability Benefit	449	467	589
Adult Protective Services	487	557	564

**How does this unit operate?**

- A consumer calls or visits the Aging and Disability Resource Center office. Staff assess the consumer’s presenting issues and offer a home visit to meet with the individual and their family members. Assessments include review of the following:
  - Activities of daily living
  - Family supports and community resources
  - Financial resources
  - Safety concerns

*\*WI estimated 110,000 people and Fond du Lac County 2,218 people with dementia with 80% living in their own homes.*

**Services Provided:**

- Information, assistance, and referral
- Long-term care options counseling
- Functional screen determination for the Family Care or IRIS (Include, Respect, I Self- Direct: Wisconsin’s Self-Directed Supports Program).
- Disability benefits assistance
- Transitional services to people with disabilities aging into adult services
- Prevention and early intervention services
  - Stepping On classes
  - Alzheimer’s programs
  - Music and Memory
  - Healthy Living with Diabetes

**2019 Community Committee Membership and (Number of Staff) Involved:**

- Living with chronic conditions – Diabetes (2)
- Professional Network (2)
- Housing Coalition (2)
- FDL Cty Guardianship Workgroup (3)
- Dementia Network (2)
- CCoT (County Community on Transition) (1)
- Stepping On Falls Prevention (2)
- I-Team (Interdisciplinary Team) (2)
- Adult Protective Services Regional Committee (3)
- Governors committee APS (Adult Protective Services) (1)
- Fond du Lac/Dodge expo committee (2)
- RAP (Release Advance Planning from jail) (1)
- Aging Wellness Grant Waupun (1)

## **2019 Highlights:**

- Speaking on KFIZ radio-monthly
- Completion of 3 Stepping On Falls prevention classes
- Completion of 4 Healthy Living with diabetes through collaboration with St. Agnes Hospital and Public Health Department
- Staff participated at the Alzheimer's day at the Capital
- Social work student worked with Aging and Disability Resource Center staff – created an information page that can be hung on the refrigerator for EMT personnel.
- Staff member requested to speak at state Ccot conference
- Annual Niatx quality project–Increase follow up contacts with consumers to increase overall consumer satisfaction
- Adult Protective Services staff participation on Attorney General Task Force on Elder Abuse
- Participation in the world Elder Abuse Awareness day
- Staff fundraising and participation for the Walk to End Alzheimer's

## Business and Fiscal Team

### Assistant Finance Director

Stacie Basler

### Accounting Managers

Jessica Moon, HHHR

Angela Petruske, DCP

Jill Triatik, DSS

### Business Office Manager

Lori Rozell

### Business Office Coordinator

Michelle Paul

### Senior Account Clerks

Lori Dalka

Marsha Spittel

### Account Clerks

Anne Drew

Lorie Gregor

Shannon Kertscher

### Senior Clerk Typists

Cheryl Abraham     Anne Luby

Donna Gross         Nancy Sheil

### Clerk Typists

Rebecca Bluhm     Diane Johnson

Kathryn Boris      Bethany Neuman

Danielle Brown     Pauline Peters

### Utility Clerk

John Gaskell

### How does this unit operate?

- Staff provide operational support and accounting services to the Department of Social Services, Department of Community Programs, and Harbor Haven Health and Rehabilitation.
- Staff respond to the needs of the public, the internal staff, and the local, State, and Federal governments.

### Services Provided:

- Accounting services
- Business operation services
- Budget preparation
- Representative (Rep) payee services
- Billing for outpatient and inpatient services
- Individual unit support
- County and State fiscal reporting
- Provider contract management
- Children in care trust fund accounting
- Receptionist duties
- Word processing and transcription
- Computer systems management and user support for these services
- Purchasing duties
- Service file records editing
- Mental Health and AODA (Alcohol and Other Drug Abuse) intakes and appointments

### 2019 Highlights:

- Continued to streamline business office and accounting processes.
- Continued to serve as lead fiscal agency for the Moraine Lakes Income Maintenance Consortium.
- Started and implemented the 1<sup>st</sup> and 2<sup>nd</sup> of the 3 phase CLTS Rate Regulation policies mandated by State. Full compliance by July 1, 2020.
- Continue to evaluate our AVATAR (Electronic Computer System) processes to become more electronic and to evaluate that we are using all available modules and enhancements that the system offers.
- Implemented an automated phone system
- Evaluated and simplified the CPS HSRS form process using AVATAR

## Coordinated Family Services Team

**Supervisor**

Lauren Martin

**CFS Staff**

Marsha Kitzman, *Senior Social Worker*

Julie Mazzolari, *Social Worker*

Devin Nealon, *Senior Social Worker*

Joanne Schneider, *Senior Social Worker*

Kristine Serwe, *Senior Social Worker*

April Westphal, *Family Support Worker*

**In Home Therapists**

Jeanne Hellman                      Jennifer Kraus

**Transitional Living Program Staff**

Angela Dvorjac, *Family Support Worker*

Deanna Lehman, *Group Home Specialist*

**Galow and Shelter Care**

Lindsay Medina, *Senior Social Worker*

**Group Home Specialist**

Jennifer Barczak                      Sara Mietzel

Jonell Cornejo                      Kathleen Murphy

Eric Darnick                      Ashley Neis

Val Ditter                      Val Parker

Victoria Fischer                      Megan Prather

Nakeeta Giebel                      James Schaub

Sara Koplitz                      Suzanne Schuh

Tim McCullen                      Lindsey Schumacher

Hope Meagher                      Courtney Steuer

Joann Mielkie

**How does this unit operate?**

- Referrals are received from the Department of Social Services teams, schools, county agencies, local service providers and families.
- Screening committee meets to review the child/family needs, eligibility requirements and the availability of services.
- Participants meeting eligibility determinations are then provided strength-based, family directed, team developed services.

**Services Provided:**

- **Coordinated Family Services Program (CFSP)**
  - Information, assistance and referral
  - Team based service plans
  - Parent training
  - Service development and coordination
  - Children’s long term support
  - Children’s Community Options Program
  - Family support
  - Comprehensive community services
  
- **Transitional Living Facility (TLF)**
  - Independent living services and supports for children involved with the child welfare system or who have aged out of care.
  - Supports and life skills development
  - Mentoring
  - Cooking classes
  - Positive youth development
  - Job application assistance
  - Mock interviewing
  - Job coaching
  - Job Maintenance
  - Health maintenance
  - Home maintenance
  - Help with housing search
  - College search
  - Mind Up Group
  - Exploring Career Experiences Group
  - Self-Discovery Group
  - Job Readiness Group
  - Girl’s Group
  - Independent living classes
  - Financial literacy classes
  - Youth Advisory Council
  - Supervised family interactions
  - Independent Living training to PACE (Promoting Alternatives to Corrections through Education) participants in secure detention

- **In Home Therapy**
  - Intensive in-home therapy services provided in the home and school settings; trauma informed practice; prevention of out-of-home care.
  - Trauma Informed Cognitive Behavioral Therapy
  - Certified CCS providers
  
- **Lawrence Galow Memorial Group Home**
  - 24-hour long-term care and supervision with services for males.
  
- **Susan Lopau Memorial Shelter Care**
  - 24-hour care and supervision for children ages 10-18.

- Department of Children and Families (DCF) Systems Change Review Mapping Team. (1)
- Fond du Lac County Wellness Committee (1)
- Camp to Belong WI Board (1)
- Inspire Coalition (1)
- YScreen Committee (1)

**2019 Highlights:**

- Coordinated Hot Topic community presentations related to Trauma Informed Care and other topics related to community well being
- Continued to implement Fostering Futures Trauma Informed Care Initiative
- Expanded mentoring options for children experiencing social and emotional challenges.
- Provided First Aid and CPR trainings for agency staff
- Created Youth Career Exploration Group
- Provided Community educational presentations on Specialized Children’s Services including CST, CLTS and CCS.
- Created Mind Up group for adolescents
- Held Love & Logic course for Teen parents  
Conducted Love & Logic parenting courses for referred parents

Services	2017	2018	2019
Coordinated Family Service Clients	83	84	98
Transitional Living Clients	125	157	153
Intensive In Home Teams # Families/ # Children served	68/130	79/163	75/124
Galow: Days in Care	1,282	1,356	1,042
Shelter Care: Days in Care	1,125	2,556	1,087

**2019 Community Committee Membership and (Number of Staff) Involved:**

- Children & Adult Long Term Care Coordinating Council (2)
- Moraine Park Technical College (MPTC) Corrections Science Advisory Committee (1)
- Comprehensive Service Integration Steering Committee (1)
- Comprehensive Service Integration (CSI) Parent Engagement Committee (1)
- Comprehensive Service Integration (CSI) Trauma Informed Ad Hoc Committee (1)

## Economic Support Moraine Lakes - Fond du Lac Team

**Supervisors**

Chris Schmitz	Molly Aird
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**Trainers**

Barb Rivera	Michelle Kolodziej
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**Economic Support Specialists**

Amy Allee	Heather Merten
Shirley Baker	Gena Miller
Donna Boese	Debbie Palkovich
Deb Bohlman	Jennifer Paluchniak
Cathy Circo	Karla Reyes
Mary Engel	Amy Schaefer
Becky Gilgenbach	Teri Schneider
Deb Gohlke	Lisa Schwandt
Trina Hansen	Maggie Sieckman
Linda Kraus	Jennifer Smet
Mary Leege	Katie Wyrobeck
Michele Lyons	Sharon Zielke

**How does this unit operate?**

- The counties of Fond du Lac, Ozaukee, Walworth, Washington, and Waukesha form Moraine Lakes (ML) Consortium and staff the Moraine Lakes Call Center.
- Residents of Moraine Lakes counties can apply for benefits, renew their benefits, and report household changes online at the ACCESS.wi.gov website, or by calling the Moraine Lakes Call Center, by mail, or at their local agencies.
- For the FoodShare and Child Care programs, interviews are required at application and renewal. The applicant is contacted and given the choice of a telephone interview or a face-to-face interview. Appointments for other programs are available upon request.
- Once an application or renewal is received and processed, verification of income, assets, bank accounts, etc. is needed. When verification is received, eligibility is

determined and the customer receives a notice of decision.

**Services Provided:**

- Eligibility is determined for the following Income Maintenance programs:
  - FoodShare
  - Medical Assistance, including Long Term Care (LTC) Medicaid
  - Badger Care Plus, including Gap Filling eligibility
  - Child Care / WI Shares Child Care Subsidy
  - Caretaker Supplement
- Public Assistance Fraud Program
- Referrals to other local programs, such as:
  - Wisconsin Home Energy Assistance Program (WHEAP)
  - FoodShare Employment and Training Program (FSET)
  - W2 Wisconsin Works program.
  - Local food pantries and free clinics

Moraine Lakes Statistics			
	2017	2018	2019
Calls Received	174,270	159,324	147,473
December Average Speed of Answer in Minutes Standard	10	10	10
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Moraine Lakes	10.15	11.20	7.0
December Average Talk Time	11.32	11.10	10.83
Answer Rate	75.86%	82.35%	88.81%
December Caseload	49,582	49,195	55,274*
December Timely Applications Standard	95%	95%	95%
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Moraine Lakes	98.55%	99.68%	99.30%

*\*2013 through 2018 report used, "IM Case Summary Consortium Report." No longer available. 2019 report used, "Consortia Performance Snapshot report for December 2019."*

<b>Year End Fond du Lac County Statistics</b>			
	<b>2017</b>	<b>2018</b>	<b>2019</b>
Fond du Lac Caseload	8,722	8,771	8,795
Medical Assistance (MA) Only	3,255	3,398	3,463
Nursing Home MA	258	220	216
Family Care MA	545	581	613
FoodShare	936	903	881
Medical Assistance & FoodShare	2,659	2,475	2,514
Child Care	215	265	272
Applications Pending	774	839	778

**2019 Community Committee Membership and (Number of Staff) Involved:**

- Moraine Lakes Leadership Committee (2)
- Moraine Lakes Operations Committee (2)
- Moraine Lakes Child Care Workgroup (1)
- Moraine Lakes Fraud Workgroup (2)
- Moraine Lakes Long Term Care Workgroup (3)
- Moraine Lakes Trainer/Lead Workgroup (2)
- BRITS (Benefit Recovery Investigation Tracking System) (1)
- Call Center Anywhere Operational Technical Workgroup (1)
- IMAC (Income Maintenance Advisory Committee) (1)
- IMAC (Income Maintenance Advisory Committee) Training Workgroup (1)
- Income Maintenance Advisory Analysis (IMOA) (1)
- Wisconsin Social Services Association (WSSA) (4)
- COAD/VOAD Emergency Preparedness (1)
- Children and Adult Long Term Care Coordinating Council (CALTCC) (1)
- Fond du Lac County Wellness Committee (2)

- Guardian Workgroup (3)
- Headstart Health Advisory Committee (1)
- Inspire Coalition (1)
- Portland Wellness Committee (1)
- Trauma Informed Care (TIC) (2)

**2019 Highlights for Economic Support / Moraine Lakes Consortium:**

- Planned and held the first consortium-wide training and development day.
- Contributed toward the state-wide standards for FoodShare training in payment accuracy, for which the State of Wisconsin received the Jennifer Her award for excellence in accuracy and timeliness for eligibility determinations.
- Implemented uniform methods and tools for greater consortium cohesion, including workload tracking, training and development, and hiring practices, such as standardized interview questions.
- Specialized workgroups comprised of staff and supervisors from each agency continued meeting to address specific consortium needs, including a Training/Lead Workgroup, Child Care Workgroup, Fraud Workgroup, Long Term Care Workgroup, as well as a smaller supervisor group for focus projects.
- Continued work on the Income Maintenance Operational Analysis (IMOA), which gave designated goals with target dates for implementing changes to improve consortium efficiency, enhance current processes, and address issues.
- Continued to enhance and utilize daily performance monitoring tools which include work tracking spreadsheets
- As a local agency, participated in several team-building events for the staff located at the Portland St. Annex building.
- As a local agency, enhanced internal processes and practices for collaborating with partnering agencies to provide the best possible service for customers.

# Juvenile Court Services Team

- Supervisor**  
Jamie Sigafus
- Senior Social Workers**  
Jamie Sigafus  
Brenda Casetta  
Carmen Forstrom  
Carmen Allens  
Ashley Lackas  
Becky Stern
- Juvenile Court Intake Workers**  
Kathy Gourdin  
Carmen Forstrom  
Shane Arndt  
Ashley Lackas  
Becky Stern
- Social Workers**  
Diane Burton  
Shane Arndt  
Michele Mailand
- Juvenile Court Intake Workers**  
Diane Burton  
Shane Arndt  
Michele Mailand
- Social Workers**  
Rebecca Jones
- Family Support Worker**  
Rebecca Jones
- Teen Court/JOWP/Rest. Coordinator**  
Michele Mailand  
Sharon Thern
- Family Support Worker**  
On-Call Intake Worker  
Jessica Schibline  
Jeanne Ihlenfeldt

**Social Service Specialist**  
Sharon Thern

**How does this unit operate?**  
enforcement agencies, schools, child  
**On-Call Intake Worker**  
Jeanne Ihlenfeldt

- Intake inquiries are conducted with the possible following outcomes:
  - Counsel and close
  - Deferred prosecution agreement/informal disposition agreement
  - Referral for formal court intervention and opened for social work services
- Services focus on a balanced approach to protect the community, hold youth accountable for their actions, and build competencies in youth to be productive, responsible individuals. Services are typically court ordered.

**Services Provided:**

- Juvenile Court Intake services
- Supervision
- Teen Court
- Restitution Program
- Youth Community Services
- GPS (Global Positioning System) Electronic Monitoring
- Juvenile Corrections/Aftercare
- Groups Offered:
  - Thinking for a Change
  - Aggression Replacement Training
  - BOYS Group/GIRLS Group
  - Peer Respect Group
  - Self-Discovery
  - Victim Empathy

Services	2017	2018	2019
Intake Referrals:	534	484	424
• Delinquency	294	283	224
• CHIPS	164	130	133
• JIPS	76	71	67
Temporary Custody Authorizations:	249	203	157
• Secure	70	77	41
• Non-Secure	179	126	116
Restitution Project:			
• Referrals	26	32	22
• Victims Paid (thousands)	\$7.3	\$8.6	\$8.7
Youth Community Service Project:			
• Referrals	100	95	99
• Hours Worked	2,258	2,009	1,711
Teen Court Cases	50	23	67
Formal Supervision Cases	226	221	188
Monitoring:			
• GPS	57	51	35
• Alcohol	1	0	0
Corrections Youth Placed	0	0	1
PACE Youth Placed	1	3	5
72 Hour Holds:			
• Shelter	4	2	2
• Secure	71	74	64

\* Youth in corrections paid by State as State had Guardianship of youth.

## **2019 Community Committee Membership and (Number of Staff) Involved:**

- ASTOP, Board of Directors (1)
- Fond du Lac Literacy Services, Board of Directors (1)
- WJCIA – Wisconsin Juvenile Court Intake Workers Association (9)
- Marian University Social Work Program Community Advisory Committee (1)
- Y Screen Advisory Committee (1)
- Comprehensive Service Integration Steering Committee and Violence Prevention Committee (1)
- Wisconsin Association Restitution Programs (1)
- Feed My Starving Children Project (1)
- Wisconsin Teen Court Association (1)
- Children and Adult Long Term Care Committee (1)
- Youth Fire Intervention Program (1)
- Drug Free Communities (1)

## **2019 Highlights:**

- Staff have identified and are utilizing a number of incentives for youth, to include not only verbal praise and nontangible rewards, but other rewards such as petitioning the court to end supervision early for those who complete court ordered requirements movie passes, gift cards, and other items identified by the youth. Incentives have been found to increase personal motivation and promote positive behavioral change.
- We have increased use of court diversion options for first time referrals and youth who have an identified low-risk for reoffending. Some alternatives have included Teen Court, informal dispositional agreements, and referrals to other community resources, and counseling the youth closing the referral.
- Youth have been directly involved in creating artwork, which is displayed in the Juvenile Court Services area. This has been not only a positive activity for youth, but has increased their sense of pride and belonging.

- Michele Mailand completed murals at both the Juvenile Court Services offices and the Department of Social Services offices at 87 Vincent St., helping to make the agency a more visually appealing place for families and youth.
- BRIDGES (Building Relationships in Daily Guided Extracurricular Activities) was implemented in the summer of 2019 to strengthen interpersonal skills through positive social/recreational experiences.

**Ongoing Services Team #3**

**Supervisor**

**Ongoing Services Team #1**

**Senior Social Workers**

Chris Yankton

**Senior Social Workers**

**Social Workers**

Abby Miller Megan Prather

Katie Meier Annastashia Rabe

**Social Workers**

**Family Support Worker**

Jennifer Newhouse

**Family Support Worker**

Dora Brooks

**Ongoing Services Teams**

**Ongoing Services Team #2**

**Supervisor**

Jessica Kohlman

**Senior Social Workers**

Nancy Kartos Brittany O'Donnell

**Social Workers**

Jessica Engler Crystal Reyes

Maria Lancelle Heather Scholl

**Family Support Worker**

Blair Tilleman

**How do these units operate?**

- The Access Unit completes an assessment and determines a child to be unsafe and in need of services.
- The family is referred to court and to one of the ongoing service units.
- The ongoing worker completes a family assessment, a service plan, a safety plan and a court report.

**Services Provided:**

- Court Interventions

- Informal Dispositional agreement
- Consent Decrees
- Formal CHIPS (Child in Need of Protection or Services) Order
- Petitions for Change of Court Conditions
- Permanency Plans
- Termination of parental rights
- Transfer of guardianship
- Service Coordination
  - Réunification services
  - Monitoring and support of out-of-home placements
  - AODA(Alcohol and Other Drug Abuse) individual, group & intensive in-home family therapies
  - Respite care services
  - Courtesy supervision
  - Interstate Compact for placement of children
  - Case management services
  - Safety services
  - In-Home parent training
  - Community services

Services	2017	2018	2019
Open Cases*	168	155	140
Children in Kinship Foster Care *	97	90	73
Children in Foster Care*	116	112	95
Children in Treatment Foster Care*	10	7	8
Days in non-County Owned Group Homes**	785	720	756
Days in Residential Treatment**	4,911	4,488	3,396

\* *Monthly Average*

\*\**Annual Total*

<b>Permanency Goals Achieved:</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Child Reunification with Parent (s)	79	79	88
Termination of Parental Rights Completed	18	23	22
*Guardianships	8	16	25

\* *Subsidized and nonsubsidized guardianships were combined.*

**2019 Community Committee Membership and (Number of Staff) Involved:**

- Marian University Community Advisory Committee (2).

**2019 Highlights:**

- Developed a training curriculum for Subsidized Guardianship and Termination of Parental Rights, which will occur in 2019.
- Developed a Therapy Dog Program.
- Solicited donations of backpacks and books for children going into out of home care.
- Staff participated in and provided trauma informed parent training.
- Developed and offered family fun days.

## Out-of-Home Care Team

### Supervisor

Rob Bauer

### Senior Social Workers

Alivia Andreev, *Specialized Foster Care*

Betty Hellpap, *Respite/Kinship Coordinator*

### Social Workers

Jessica Perone, *Foster Care Coordinator*

Ashley Longsine, *Foster Care Coordinator*

### How does this unit operate?

- The Foster Care Coordinators conduct ongoing recruitment, application assessment, and licensing of both Kinship and foster care placements.
- The Respite/Kinship Care Coordinator receives referrals from ongoing Department of Social Services social work units for respite requests.
- The Respite Coordinator is also responsible for locating treatment foster homes/group homes when these higher level of care placements are needed. This worker also ensures contracts for these providers are completed.
- The specialized foster care social worker receives referrals from ongoing social workers for children that have a high level of needs that cannot be placed in traditional foster care. This program provides additional support to the home to maintain these children in traditional foster homes.

### Services Provided:

- Recruitment of foster homes
- Licensing Services and Coordinating Placements
  - Respite providers
  - Relative/Kinship providers
  - Foster homes
  - Maintain license of Level Five Foster home.
  - Maintain Subsidized Guardianship certifications

- Higher Level of Care Placement Services
  - Treatment foster homes
  - Group homes
  - Residential care centers
- Programs
  - Trauma Informed Parenting Workshop
  - Foster Parent Training
  - Foster Parent Psycho-Education

Services	2017	2017	2019
Calls of interest for Foster Care Licensure	45	48	39
Newly Licensed Foster Homes	30	30	31
Kinship Home with “Chips” Involvement	48	34	66
Kinship Home with no “Chips” Involvement	9	5	0

### 2019 Community Committee Membership and (Number of Staff) Involved:

- Foster home Recruitment Committee (5)

### 2019 Highlights:

- Set up a foster care orientation meeting to provide interested citizens an opportunity to learn more about foster care and about becoming a foster parent.
- Developed a Therapy Dog Program.
- Worked with several community partners to provide donations for kids in out-of-home care, which included blankets and pajamas.
- Staff participated in and provided trauma informed parent training.
- Assisted with family fun days.

- Toys for Tots

## Community Support Provided from Dress Down Days

	2017	2018	2019
<b>Cash*</b>	\$8,532	\$6,210	\$6,525

*\*Money is collected during voluntary dress down days. Staff enjoy being able to dress casual & the funding supports various community agencies.*

### Internal DSS Fund Raising:

- Foster Parent Christmas Party
- Foster Care Picnic
- Foster Care Recruitment
- School Supplies
- Teen Court
- Trauma Informed Project
- Vending
- Women’s Empowerment

### Organizations that received contributions from dress down days in 2019:

- American Red Cross
- Astop
- Big Brothers and Big Sisters
- Boys and Girls Club
- Breast Cancer Awareness
- Camp to Belong Wisconsin
- Crohn’s and Colitis Foundation
- Family Resource Center
- FDL Area United Way
- FDL Food Pantry
- FDL High School (Kim Mooney Scholarship)
- FDL Humane Society
- FDL Senior Center Friends
- FDL Warming Shelter Salvation Army
- Feed My Starving Children Food Pack
- Fill The Boot-MDA
- Huntington Disease
- Jesus Little Lambs
- Memory Walk for Alzheimer’s
- Old Glory Honor Flight
- Project Linus
- Ronald McDonald House
- SMA Awareness
- Shop with a COP
- Solution Center