



Service Listing

Oneida County Department of Social Services

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Professional Services ~ Positive Outcomes

Vision Statement

Self-sufficient people living in a safe, financially secure environment.

Mission Statement

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.

Core Values

Dedicated: We are committed to providing quality services to our residents, being loyal to each other and steadfast in our desire to improve the quality of life in Oneida County.

Compassionate: We will address the individual needs of those we serve in a thoughtful, respectful, and honest manner with their dignity foremost in mind.

Service: We will be selfless in our service for the benefit of the community, in support of coworkers, and to represent Oneida County well.

Integrity: We will adhere to agency policies and procedures while providing ethical and competent service. We will protect privacy by keeping information confidential and maintaining personal and professional boundaries.

Promoting Safety: We will intervene in the lives of vulnerable children, at-risk youth, and adults to maintain safety in the home and community. We will educate the community on safe and effective practices to provide care and to encourage independence.

Resourceful: We will be knowledgeable about community resources and the needs of Oneida County residents to provide information and appropriate referrals.

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DAY CARE

Definition: The provision of Crisis Respite Day Care Services to families for their children in a certified or licensed day care center for the purpose of enabling the child's parent or guardian to attend an education or training program, to improve parenting skills, to participate in alcohol and other drug abuse or mental health treatment, providing care and stimulus for the development of a child, to maintain the integrity of families under stress, to prevent abuse and neglect, and to prevent out-of-home placement or disruption of children. The following criteria are utilized to evaluate the child's eligibility for funding. Statutory Authority: 48.986, 49.13, 49.114, 49.132

CRITERIA FOR ELIGIBILITY FOR CRISIS RESPITE DAY CARE

1. A member of the family is receiving protective services.
2. There is a risk of child abuse or neglect in the family.
3. There is a health or social condition which may adversely affect the child's development. Examples of family situations include drug or alcohol abuse, mental health problems, family violence, acute financial stress, and recent divorce or separation.
4. The child is at risk of out-of-home placement.
5. A parent is hospitalized or otherwise unable to provide adequate care to the child
6. The parent or foster parent needs respite services because of stress involved in caring for a child with developmental disabilities or serious problematic behavior.

7. The parent is under the age of 18.
8. The parent lacks adequate parenting skills.
9. The foster parent needs day care services to keep the foster care placement.
10. The parent is receiving treatment for alcohol or other drug abuse.
11. Other criteria as deemed appropriate by social worker and supervisor.
12. The caregiver is not eligible for funding through the Wisconsin Shares Child Care assistance program.

POLICIES FOR THE UTILIZATION OF CRISIS RESPITE DAY CARE

1. It shall be the policy of Oneida County Department of Social Services that respite day care shall not be provided for more than one year consecutively based upon "The parent lacks adequate parenting skills." The only exceptions to this policy shall be for the length of time the parent and family is actively involved in counseling, parenting, training or family services designed to train the parent in parenting skills.
2. Crisis Respite Care shall generally be limited to **one to two** days per child per week. Exceptions shall be based on severe disabilities of parent or child, severe abuse or neglect, temporary conditions where no caretaker is available, or conditions which would otherwise result in out-of-home placement or a change in foster care provider. There will not be any child receiving crisis respite day care funding five days a week at any time without supervisory written approval.

3. Crisis Respite funding shall not be provided upon parental request if the family is eligible for other sources of day care funds and does not follow through to access such funds or resources first such as Head Start, W-2 related day care programs, etc. An application for Wisconsin Shares must be completed and denial received if ineligible prior to use of crisis funding.
4. Licensed or certified child day care must be utilized. While this program is not primarily oriented toward the needs of handicapped children, special provisions may permit children with developmental delays or difficulties to participate. Transportation may be a part of this service under special circumstances.
5. The Crisis Respite Care funding will not be utilized to provide for participation in an educational or training program unless it falls in one of the already stated criteria for eligibility such as AODA treatment. Participation in an educational or training program is not considered a basis for more than one day per week of Crisis Respite care.

and target groups. Emergency referrals may be taken out of sequence with the supervisor's approval. Groups targeted according to the agency's plan and budget for the calendar year will be funded first. Sufficient funds will be set aside based upon the projection of the total cost for each case (and for the target group as a whole) through the end of the calendar year.

Additional cases, both priority and non-priority, will be placed on a waiting list and will be funded only in the current budget year if the county budget projections for the calendar year show funds in excess of current authorizations or with supervisor approval.

The day care waiting lists shall extend from one year to the next. There shall be no need for the applicant to re-apply to continue on the list. Based upon staff availability and time constraints, each person on the list will be **surveyed** annually as to their present status and whether they have a continuing need for funds. Persons no longer needing funds **and those failing to respond to the survey** will be removed from the waiting list.

OTHER DAY CARE FUNDING

Criteria for eligibility for other day care funds shall be based upon the federal and state requirements under those programs.

ONEIDA COUNTY POLICY REGARDING DAY CARE WAITING LISTS

Day care requests will be funded in the order in which they are received **and taking into consideration the funding source priority**



DAY CARE CERTIFICATION/ RECERTIFICATION

Certification/Recertification will be done only when the applicant has paid the required

fees and is exempt from having to be licensed under S.48.65, Stats. The Department reserves the right to determine whether or not it will study a particular provider for certification based on DCF 202 Day Care Certification criteria. The day care will be provided in a provider's home. The Department also reserves the right to require a criminal history and child abuse record search of a day care provider, resident(s) in the provider's home, or anyone having or who might have contact with any child being cared for to determine that they are an adequate caretaker and present no danger to the child(ren) in care. All providers' names certified by Oneida County have the option to be released to clients in need of Day Care Services. There will be a fee assessed for initial day care certification of \$62.00. Recertification requests will be assessed a fee of \$40.00.

The Department will monitor the Certified Family Day Care Provider to ensure the provider and the home is in compliance with DCF 202, Day Care Certification rules. The Department will monitor compliance through the use of the certification standards checklist and bi-annual home inspections.

PARENTAL LIABILITY

Fees for this service may be waived when it is protective in nature, however, family income and assets may be considered prior to funding approval.

MAXIMUM REIMBURSEMENT RATES

The allowable maximum day care rates online at <https://dcf.wisconsin.gov/wishares/maxrates>.

WI SHARES

Definition: The provision of regulated child care to a child under the age of 13 whose family needs child care to continue working, participating in FSET, Job Search, Work Experience or meet Learnfare attendance requirements. Also included are working foster parents, as well as Kinship Care relatives under certain circumstances. Families are financially eligible if their gross income is equal to or less than 185 percent of the Federal poverty level at application. Eligibility continues for those equal to or less than 200 percent of the Federal poverty level after the initial month of eligibility.

The amount of payment made by the agency is determined by the family size, the number and age of children in care, and the type of child care being utilized. This payment may or may not cover the entire cost of care. Any remaining cost of care, after the agency payment, is considered the responsibility of the parent(s).

A parental co-payment based on income may be required utilizing the Uniform Fee System for Child Care Payment schedule.

Statutory Authority: 49.155; 2001 Wisconsin Act 16

SPECIALIZED TRANSPORTATION & ESCORT

Definition: The provision of transportation and transportation related supervision to children in out-of-home placement, elderly, handicapped, or other MA eligible persons with limited ability to access needed community services. In order to maximize

and/or reduce the likelihood that they will be placed into alternative living arrangements. Services may include, but are not limited to: household care, personal care, and supervision. Includes supervised apartment living, senior companion activities, telephone reassurance, and home health care. Includes payments to maintain an individual in the independent living arrangement. Includes home and financial management and training in daily living skills to increase the quality of life and independence.

Statutory Authority: Chapters 46.031 Wis. State Statutes

Criteria for Eligibility for Supportive Home Care

1. **A Determination of Need:** The service must be either medically, emotionally, or physically needed by the individual. (Wisconsin Adult Long-Term Care Functional Screen)

A home visit is required by the Oneida County Department of Social Services staff. The need can be determined by professional observation of conditions and completion of the assessment. In addition to the home visit, the following steps must be initiated:

- A. Contact a physician for a written statement of the client's medical or emotional problems; with, if necessary, comments as to the type of help that the person needs, or;
- B. Complete an assessment.

2. **Degree of Assistance Needed:** How many hours a day, week or month are required to meet minimal standards of medically, emotionally, or physically

needed support? (Wisconsin Adult Long-Term Care Functional Screen)

3. **Financial Ability to Contribute:** Is the person able to pay for his own services; or should the Oneida County Department of Social Services reimburse entirely for the services or supplement them and to what level.

The maximum supportive home care payment is \$400.00. An exception to the maximum rate may be granted in life threatening situations on approval by the Social Services Supervisor and Director.

In general, financial eligibility is determined by SSI eligibility.

4. **Limitations:** Community Aids funds earmarked for Supportive Home Care services cannot be used to fund services to clients in group homes, community-based residential facilities, shelter care facilities, inpatient facilities, nursing homes, and child caring institutions. However, a provider may continue to be paid during the time a client temporarily resides in a nursing home or hospital in order to maintain the service arrangement.

In the event Oneida County Department of Social Services has allocated all funding, a waiting list will be established. Only situations involving life threatening emergencies will be addressed until projected annual costs fall below the budget allocation for this SPC. Individuals on the waiting list will be funded based on the earliest application for services being funded first. Requests for increases in funding in existing cases will go on the waiting list. Approved

requests for an increase in funding take precedence over new requests.

The client or guardian is the employer and has the right to hire, fire, and supervise providers. The providers are generally from those fields of work where the work experience is similar to the work that they will perform.

CARETAKER SUPPLEMENT (CTS)

Definition: Caretaker Supplement (CTS) is a cash benefit available to parents who are eligible for Supplemental Security Income (SSI) payments. CTS is not a Medicaid benefit and is a separate program from other Economic Support Programs. CTS benefits are \$250 per month for the first eligible child and \$150 per month for each additional eligible child. Eligible persons must pass AFDC income and asset tests as well as meeting non-financial criteria. The benefit is then added to the parent's monthly SSI check. If the parent's SSI eligibility ends, so does CTS.

Statutory Authority: 49.775 Wis. State Statutes.

FOOD SHARE

Definition: The Food Share Program is the new name for the Food Stamp Program as of October 15, 2004. Food Share provides assistance in the form of a debit card, which allows low income households or individuals to purchase food products. Eligibility is determined by the local agency by considering income and shelter expenses of the applying household group. Food Share benefits may be provided alone or in

conjunction with W2, Medical Assistance, Supplemental Security Income (SSI) or other benefit programs.

Effective April 1, 2015, able-bodied adults without dependents (ABAWD) must meet a work requirement to maintain eligibility for Food Share. The requirement is to be working or involved in a work program for a minimum of 20 hours per week. Clients may meet the work program by working with the Food Share Employment Training (FSET) program. ABAWD clients not meeting the work requirement will only receive Food Share benefits for three months in a 36 month time frame.

Statutory Authority: 46.22, 49.79 through 49.797 Wisconsin Statutes, Federal Food Stamp Act.

MEDICAL ASSISTANCE

Definition: The Wisconsin Medical Assistance Program (also known as Medicaid or Title XIX) provides payment of essential medical services for certain needy and low income individuals. Eligibility is determined on the basis of income, sometimes on assets, and age or disability. Individual certification for county residents in nursing homes and institutions is determined through the IM Central Consortium, serving Langlade, Marathon, Oneida and Portage counties.

In February 2008, the state combined all family related (those with children under the age of 19 in their household) into BadgerCare Plus. Effective April 2, 2014 children under 300% of the Federal Poverty Level will be eligible for Badger Care Plus. Parents and caretakers are eligible if under 100% of the Federal Poverty Level.

In 2014 clients can apply to the Federal Marketplace for health insurance coverage. Health insurance will be available for purchase for children over 300% of the Federal Poverty Level and adults over 100% of the Federal Poverty Level.

In April 2014, Badger Care Plus became available to single, childless adults under 100% of the Federal Poverty Level.

Statutory Authority: 46.22, 49.45 through 49.499, 49.665 Wisconsin State Statutes, Title XIX, Federal Social Security Act.

FAMILY PLANNING

Definition: The provision of services to enable persons to voluntarily determine their family size and composition. Services may include, but are not limited to: referral for education/training and assessment/diagnosis. This is primarily a referral service to a medical provider or the County Family Planning provider.

Statutory Authority: Chapters 46.22, 48.34, 48.345, 48.57, 48.981. 49.46 and 146.80 Wisconsin State Statutes, DHS 107.21 Wisconsin Administrative Code, 42USC 1397 Social Services Block Grant, Title IVA and V Social Security Act.

FRAUD INVESTIGATION/PROGRAM INTEGRITY

Definition: Welfare fraud is defined as receiving or helping another person receive benefits or payments to which they are not entitled. Investigations are initiated by information matching with other governmental organizations, client interviews, and contacts from the general public. Fraud investigations are done on Food Share, Medical Assistance (Badger Care), W2 and Child Care Assistance

Programs. The Department of Social Services contracts with the Oneida County Sheriff's Department to investigate potential fraud. If after investigation the case warrants prosecution, a referral is made to the Oneida County District Attorney.

Upon prosecution of the client, the judge may order that the client be placed on probation and ordered to pay restitution. If the client is placed on probation, the client must submit all payments to his/her probation officer. Probation & Parole issue funds received directly to Oneida County Department of Social Services. All over-issuances are entered into the BRITS system. The State of Wisconsin sends monthly notices to the party or parties responsible for payment of the over-issuance(s). After three notices have been sent and no response is received, the client may be placed on the tax refund intercept list, he/she may be referred to a collection agency, or further legal action may occur, including but not limited to, a small claims action suit. The department retains 15% of all collections made on client error or fraud claims.

Program Integrity is a process of intense scrutiny of cases that exhibit characteristics of potential program violation or are prone to error. Program Integrity is intended to prevent issuance of incorrect benefits and may involve investigative activities. The Oneida County Sheriff's Department is contracted with to complete Program Integrity investigations. The primary goal of Program Integrity is to insure accurate benefit issuance, not to accomplish criminal prosecution.

Statutory Authority: 49.845, 49.49, 49.495, 49.496, 49.497, 49.793, 49.795 Wisconsin State Statutes, Title IV A, Title XIX Federal Social Security Act, Section 16(a) of the Food Stamp Act of 1977.

CHILD SUPPORT

Definition: Wisconsin law mandates that each county board designate by board resolution any office, officer, board, department, or agency to implement the child support and establishment of paternity program. The state has entered into a contract with each county board or its designee for the provision of support services. The support functions to be carried out by each county designee include the following:

1. Case openings
2. Investigation
3. Establishment of legal child and medical support obligations
4. Location of absent parents
5. Financial assessment of the absent parent's ability to provide support
6. Monitoring payment activities and processing case flow
7. Enforcing support obligations, provided a court of competent jurisdiction has entered such an order
8. Enforcement of medical support obligations provided a court of competent jurisdiction has entered such an order
9. Review of existing orders for revision of child support
10. Maintenance of case records in the Kids Information Data System (KIDS)
11. Maintenance of financial records in the Kids Information Data System (KIDS)
12. Establishment of Paternity
13. Enter into written cooperative agreements with appropriate court and law enforcement officials.

Statutory Authority: Chapters 49, 59, 767, 769, 891, 940 Wisconsin State Statutes.

CHILDREN FIRST PROGRAM

Definition: Children First is an employment related program designed to encourage and enable parents to contribute to the financial support of their children. Participants will engage in employment and training programs to increase their ability to obtain and maintain reliable employment and be able to meet their full support obligation.

Children First is intended for paying parents who are **able** to work full time and who are:

- Unemployed
- Underemployed
- Irregularly employed
- Self Employed
- Suspected of hiding income or assets (working for cash etc.)
- Lacking the work skills needed to find and keep a job

Participants are ordered by the court to participate in the Children First program through an action to establish, modify or enforce a child support order. Participants complete the Children First Program by paying their child support obligation in full for 3 consecutive months or by participating in employment and training activities for 16 weeks.

Statutory Authority: 49.36 & 767.55

EMERGENCY SOCIAL SERVICE PLAN

Definition: To ensure the provision of emergency social services to all Oneida County residents in need before a potential, during and after an actual natural or

manmade disaster within the county. Depending upon the specific disaster

1. Congregate Care (temporary shelter, food provision, clothing, inquiry and registration)
2. Food Stamps
3. Monetary Grants
4. Child Welfare Disaster Planning
5. Compile and maintain clients at risk contact list accessible to agency staff on agency intranet with a secured hard copy backup.

Before, during and after an emergency situation, children, the elderly and the handicapped county residents may need particular attention and assistance. Efforts will be directed toward reestablishing the regular life styles of the Oneida County residents affected by a disaster at the earliest practical time.

Statutory Authority: Chapter 46, 51, and 323 Wisconsin State Statutes.

SUPPLEMENTAL SECURITY INCOME – EXCEPTIONAL EXPENSE/ RECERTIFICATION

Definition: The Supplemental Security Income – Exceptional Expense (SSIE) supplement is a state payment which may be applied for on behalf of SSI recipients in substitute care or natural residential settings. The client is assessed and it must be documented that the client requires at least 40 hours per month of supportive home care, daily living skills training, or community support services. The certifications are submitted to the Department of Health & Family Services for their approval. Clients receive an extra cash benefit added to the

circumstances, these services may include, but are not limited to:

client's monthly SSI check. If client moves from eligible living arrangements or SSI ends, SSIE is terminated.

This service is fee exempt.

Statutory Authority: 49.77.

STEP-CHILD ADOPTIONS

Definition: The provision of services to clients involving the screening of step-parent adoptive applications (i.e. families who have applied for a step-parent to adopt a child) for purposes of obtaining permanent substitute legal parents. Includes certain preadoption activities, such as home studies and criminal background checks when no other program such as Foster Home or Case Management/Service Coordination is appropriate.

Statutory Authority: Chapters 46.22(1), 46.22(2), 46.22(5)(c), 46.22(5)(d), 48.08, 48.56, 48.57, 48.88 Wisconsin State Statutes.



FOSTER HOMES

are available, for a period of time during which the parents or regular caretakers are unavailable, unwilling or unable to provide adequate care and control of a child. The goal of foster care is to strengthen the parent and child's relationship and provide a safe and stable environment for the child(ren). Services to clients provided by foster parents may include, but are not limited to: supervision, dietary, personal care, and transportation. Material benefits include: food, housing, other items, and clothing. Includes recruiting and licensing of foster homes. Includes locating, arranging for and monitoring foster home placements. Includes transportation related to foster care placement.

Statutory Authority: Chapters 46.22, 48.02(6), 48.069, 48.33, 48.345, 48.355, 48.36, 48.57, 48.62, 48.63, 48.64, 938.02(6), 938.069, 938.34, 938.345, 938.355, 938.36, 938.57 Wisconsin State Statutes DCF 56, Administrative Rule.

Target Group

Abused and Neglected Children
Children in Need of Protection and Services
Juveniles in Need of Protection and Services
Youth Justice

Special Issues: This service is mandated under Chapters 48 and 938, Wisconsin State Statutes to be provided based on each individual child and family and least restrictive available placement. The service may also be court ordered in individual cases. There is no limit to the number of cases which must receive this service.

Policy: Oneida County Department of Social Services pays for this service only until the juvenile is 18 years of age. In rare instances, the Department may pay for care

Definition: The provision of a substitute family to children, as appropriate placements up to age 21. The following criteria must be met:

- Youth is 18 or older but under 21;
- Youth is a full time student at a secondary school or its technical or vocational equivalent;
- An IEP under WI Stat. s.115.787 is in effect for the youth; and
- The youth agrees to comply with the terms of a court order or voluntary transition to independent living agreement with the agency.

GROUP HOME

Definition: The provision of services in a community-based group living setting to youth for whom a living arrangement with peers is judged to be the most beneficial. Generally these youth have barriers that make it difficult to be with a relative or in a foster home. Barriers may include: drug and alcohol use or abuse, severe emotional problems, histories of physical assault, sexual abuse, major theft, burglary, vandalism, or other delinquency. Services to clients may include, but are not limited to: counseling, testing, supervision, dietary, personal care, transportation, and on site schooling when available. Benefits include: food, housing and other items. Service includes locating, arranging for, and monitoring group home placements. Goals of group home placement are to assist youth with managing behaviors allow for a less restrictive placement is possible.

Statutory Authority: Chapters 46.22, 48.02(7), 48.069, 48.345, 48.355, 48.36, 48.56, 48.64, 938.02 (7), 938.069, 938.34, 938.355, 938.36, 938.57, Wisconsin State Statutes. Wisconsin Act 334.

Target Group

Youth Justice

Children in Need of Protection and Services
Juveniles in Need of Protection and Services

Special Issues: This service is mandated under Chapter 48 and Chapter 938, Wisconsin State Statutes and court ordered based on each individual child and family and least restrictive available placement. There is no statutory limit to the number of cases which must receive this service.

Policy: Oneida County Department of Social Services pays for this service only until the juvenile is 18 years of age. In rare instances, the Department may pay for care up to age 21. The following criteria must be met:

- Youth is 18 or older but under 21;
- Youth is a full time student at a secondary school or its technical or vocational equivalent;
- An IEP under WI Stat. s.115.787 is in effect for the youth; and
- The youth agrees to comply with the terms of a court order or voluntary transition to independent living agreement with the agency.

RESIDENTIAL CARE CENTER

Definition: The provision of court ordered services to children in Residential Care Centers for purposes of stabilizing and/or ameliorating behavior disorders enabling them to return to their own communities in the shortest possible time. Services to clients may include, but are not limited to: supervision, education/training, counseling/psychotherapy and family counseling. Benefits include food, housing,

and items such as school supplies and books. Social Services responsibilities includes planning, arranging, and monitoring of child caring institution placements. The purpose of these services is to provide intensive treatment and structure to bring the behavior of youths placed, within limits acceptable in a less structured setting as rapidly as possible.

Statutory Authority: Chapters 46.22, 48.069, 48.02(2c), 48.345, 48.355, 48.36, 48.57, 938.02 (2c), 938.069, 938.34, 938.355, 938.036, 938.57, Wisconsin State Statutes. Wisconsin Act 334.

Target Group

Youth Justice

Children in Need of Protection and Services
Juveniles in Need of Protection and Services

Special Issues: This service is mandated under Chapter 48 and Chapter 938, Wisconsin State Statutes and court ordered based on the best interests of each individual child and family and least restrictive available placement. There is no statutory limit to services which may be ordered.

Policy: Oneida County Department of Social Services pays for this service only until the juvenile is 18 years of age. In rare instances, the Department may pay for care up to age 21. The following criteria must be met:

- Youth is 18 or older but under 21;
- Youth is a full time student at a secondary school or its technical or vocational equivalent;
- An IEP under WI Stat. s.115.787 is in effect for the youth; and
- The youth agrees to comply with the terms of a court order or voluntary transition to independent living agreement with the agency.

KINSHIP CARE

placement by parent or legal guardian. Each caregiver may apply for Kinship Care funding of \$254.00/month per child, to provide care and maintenance for a relative child. The caregiver may also apply for Medical Assistance for the child through the Economic Support Unit. There must be a criminal background check on each adult in the household and each employee of the applicant, if that person will have contact with the child. There must be a home visit to the caregiver's home and the parent(s) must agree to the placement or it must be Court Ordered. There is an annual review of the placement, funding authorization and criminal background check.

Statutory Authority: Chapters 46.22, 48.13, 48.19, 48.205, 48.243, 48.33, 48.355, 48.38, 48.57(3m), 938.12, 938.13, 938.19, 938.205, 938.243, 938.33, 938.355, 938.38.

Special Issues: Court Ordered Kinship Care; Level One Certification.

Effective January 1, 2010, a court-ordered Kinship Care relative who applies to the county department or the department for Kinship Care payments must apply for a license to operate a foster home. With certain limits, applicants will receive Kinship Care payments during the foster care licensure process.

Statutory Authority: Chapters 48.57(3m) and (3n)(ap); Chapters 48.62 (1)(a) and (8)(a), 48.67(1) and (4), 48.685; 227.11(2)

COURT INTAKE AND STUDIES

Definition: The provision of care of a child/juvenile by a relative either through Court Ordered services or voluntary

Definition: The provision of services essential to the provision of reports, recommendations, and services related to the Court. Services may include, but are not limited to: assessment/diagnosis, case planning, monitoring, and review. Includes court ordered home studies, supervision, and monitoring pursuant to Chapter 48 actions and Chapter 938 actions. Juvenile Court intake includes 24-hour call for delinquents, status offenders, children and juveniles in need of protection and services. This is a fee exempt service.

Statutory Authority: Chapters 46.22, 48.938, Wisconsin State Statutes.

CHILD/JUVENILE ABUSE AND NEGLECT

Definition: The provision of protective services to children in Oneida County shall include the following:

1. After receiving a report of physical abuse, sexual abuse, emotional damage, potential harm or neglect of a child under the age of 18, or an unborn child, the county department shall, in accordance with the authority granted it under s.48.57(1)(a), initiate a diligent investigation within the timeline established to determine if the child or unborn child is in need of protection or services. The investigation shall meet the DHFS (Department of Health and Family Services) standards and shall include observation of or an interview with the child, or expectant mother and, if possible, a visit to the child's home or usual living quarters and an interview with the child's parents, guardian, legal custodian, and all other family members.

2. If the person making the investigation determines that any child in the home requires immediate protection, he or she shall take the child into custody under s.48.08(2) or 48.19(1)(c). If there is substantial risk to an unborn child, the expectant mother may be taken into custody under 48.193.
3. If the county department determines that a child, unborn child, expectant mother, any member of the child's family or the child's guardian or legal custodian is in need of services, the county department shall offer to provide appropriate services or to make arrangements for the provision of services.
4. The county department shall determine, within 60 days after receipt of a report, whether abuse or neglect has occurred or if a child or unborn child is in need of protection or services under s.43.133 or 48.13.
5. The county department shall maintain a record of its actions.
6. The county department shall, within 60 days, inform the mandated reporter of what action, if any, was taken to protect the health and welfare of the child.
7. The county department shall cooperate with law enforcement officials, courts of competent jurisdiction, tribal governments and other human service agencies to prevent, identify, and treat child abuse and neglect. The county department shall coordinate the development and provision of services to children found to be in need of protection or services and to families where maltreatment has occurred or to children and families where circumstances justify a belief that maltreatment will occur.

8. The county department enters information about each report it receives and about each investigation it conducts into eWiSACWIS, the statewide automated reporting system.

Statutory Authority: Chapters 46.22, 48.027, 48.028, 48.067, 48.069, 48.13, 48.133, 48.19, 48.193, 48.195, 48.20, 48.203, 48.205, 48.207, 48.34, 48.345, 48.57, or 48.981 Wisconsin State Statutes.

JUVENILES IN NEED OF PROTECTION AND SERVICES

Definition: Services for juveniles and their families who come under the jurisdiction of the juvenile court because the youth is in need of protection and services which can be ordered by the court (938.13 Wis. State Statutes). The youth's parent or guardian requests jurisdiction and is unable or needs assistance to control the juvenile. The youth is habitually truant from school, youth is a school drop-out, or is habitually truant from home. The youth being under 10 years of age and has committed a delinquent act. The youth has been determined, under S. 938.30(5)(c), to be not responsible for a delinquent act by reason of mental disease or defect or who has been determined, under S. 938.30(5)(d), to be not competent to proceed. Services may include, but are not limited to: the provision of treatment-oriented services to parents and children needing treatment for a personal, social, behavior, mental or alcohol and drug abuse disorder to maintain and improve the effective functioning. Services typically include assessment, diagnosis, case (treatment) planning, monitoring and review, counseling, arranging therapy services, arranging medical support services, monitoring school attendance, petitioning juvenile court for

sanctions, parenting assistance, and out-of-home placement services.

Statutory Authority: Chapters 46.22, 938.028, 938.067, 938.069, 938.13, 938.19,

Target Group

Juveniles In Need of Protection and Services

Special Issues: This service is mandated under Chapter 938, Wisconsin State Statutes to be provided based on the best interests of each individual youth and family. These services may be court ordered in individual cases. There is no statutory limit to the number of cases which must receive this service.

* Parents remain responsible for payment under any applicable fee system.

JUVENILE PROBATION AND SUPERVISION

Definition: The provision of services to youth under probation, juvenile court or county department of social services formal or informal supervision, for the purpose of monitoring behavior and preventing continued criminal or delinquent activities or other unacceptable behavior brought to the attention of the youth justice system. Services may include, but are not limited to: case plan, establishing rules, monitoring and review, meeting with the youth and parents or caretakers, and coordinating other services to maintain the youth in the community. This is a fee exempt service.

Statutory Authority: Chapters 46.22, 48, 938, Wisconsin State Statutes.

938.20, 938.207, 938.24, 938.243, 938.245, 938.32, 938.355, 938.57 Wisconsin State Statutes.

YOUTH JUSTICE REINTEGRATION AND AFTERCARE

Definition: The provision of services to residents of youth correctional facilities and persons on mandatory release, or otherwise released from a Youth correctional facility for purposes of strengthening family ties, aiding transition from institution to community, and ensuring that any conditions of release are met. Services may include, but are not limited to: case planning, monitoring, and review. Oneida County staff will meet with corrections staff, the Youth, family members and any other resource people to plan services upon release, will monitor provision of services and adjustment following release and review case status at regular intervals to assure satisfactory adjustment of the client. If the youth is released to another out-of-home placement, the county staff must request court action to order the placement.

Statutory Authority: Chapters 46.22, 938, Wisconsin State Statutes, Wisconsin Administrative Code.

RESTITUTION

Definition: The provision of services to clients under court order, consent decree or Deferred Prosecution Agreement for purposes of enabling those persons to make restitution or other court ordered payments pertaining to attorney's fees, court costs, community work obligations and victim compensation. The purpose of this service is to enable clients to restore money or other compensation to the victims of delinquent

acts. The primary goal of the service is restoration of the original condition of the victim. The secondary goal is to enable the perpetrator of the delinquent act to accept the responsibility for his actions and to act to physically provide positive contributions to the victim and community at large.

Statutory Authority: Chapters 46.22, 48, 938, Wisconsin State Statutes.

YOUTH CORRECTIONAL INSTITUTION SERVICES

Definition: Court ordered provision of services within a secure county juvenile detention facility or within Lincoln Hills or Copper Lake, state juvenile correctional institutions. To children who are physically dangerous adjudicated delinquents or juveniles who have committed repeated property offenses and demonstrate no willingness to stop victimization of the community. Services are intended to ensure public safety and must include supervision. Material benefits include food and housing. Parental liability is established by the Department of Social Services.

Statutory Authority: Chapters 46.22, 48, 938, Wisconsin State Statutes.

Restitution service will include assessment, case planning, monitoring, notification of the court regarding progress or completion of payment, and collection and disbursement of monetary restitution. This is a youth court intake service and, therefore, fee exempt.



CHILDREN IN NEED OF PROTECTION AND SERVICES

Definition: 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). The child may be without a parent or guardian, abandoned, the victim of sexual or physical abuse. The parent or guardian is unable to care for or provide necessary special care or special treatment for the child. The child may have been placed for care or adoption in violation of law or is receiving inadequate care during the period of time a parent is missing, incarcerated, hospitalized or institutionalized. The child may attest in court that he or she is in need of special care and treatment which the parent, guardian or legal custodian is unwilling to provide. The parent, guardian or legal custodian may neglect, refuse or is unable for reasons other than poverty to provide necessary care, food,

clothing, medical or dental care or shelter so as to seriously endanger the health of the child or the child is at substantial risk of such neglect. The child may be suffering emotional damage or the child is suffering from alcohol or other drug abuse to a severe degree for which the parent/caretaker has neglected, refused or unable to provide treatment. The child has not been immunized as required by s. 140.05(16). The child may be living with a parent or custodian who has had another child in their care found neglected or physically/sexually abused. The child's guardian may be unable or need assistance to care for or provide necessary special treatment or care for the child, but is unwilling or unable to sign the petition requesting jurisdiction. The expectant mother habitually lacks self-control in the use of alcohol or other drugs, and there is substantial risk to the health of the unborn child, and of the child when born. Services may include, but are not limited to: the provision of treatment-oriented services to parents and children needing treatment for a personal, social, behavior, mental, or alcohol and drug abuse disorder to maintain and improve effective functioning. Services typically include assessment, diagnosis, case (treatment) planning, monitoring and review, counseling, arranging therapy services, arranging physical health services, arranging medical support services, monitoring of school attendance, working with families on daily living skills, child care and discipline techniques, working with families on clean safe housing, budget management and out-of-home placement services. May involve documentation of grounds to terminate parental rights if the child is without parent or guardian or the parent is unable or unwilling to care for the child for an extended period or the parent wishes to voluntarily terminate their rights.

Statutory Authority: Chapters 46.22, 48.028, 48.067, 48.069, 48.13, 48.133 48.19, 48.20,

48.207, 48.24, 48.243, 48.245, 48.25, 48.32, 48.345, 48.347, 48.355, 48.41, 48.415, 48.57 Wisconsin State Statutes.

Target Group

Children in Need of Protection and Services

Special Issues: This service is mandated under Chapter 48, Wisconsin State Statutes to be provided based on the best interests of each individual child and family. These services may be court ordered in individual cases. There is no statutory limit to the number of cases which must receive this service.

*Parents remain responsible for payment under any applicable fee system.

For information regarding the Review and Appeal Process for Determinations of Child Abuse and Neglect, please go to <https://dcf.wisconsin.gov/cps/appeal>.

COMMUNITY INTERVENTION PROGRAM FOR YOUTH

Definition: The provision of intensive aftercare services to youth released from a juvenile correctional facility, residential care center (RCC) or group home. The county social work staff and aftercare staff will work as a team to provide intensive and more effective services to youth in aftercare. It is anticipated that these services will preserve the integrity and improve the functioning of dysfunctional families. The intent of this project is.

- * To reduce the recidivism rate
- * To reunite families and maintain youth in the least restrictive placement
- * To reduce length of placement stays

- * Oneida County youth would be eligible for the Lincoln Hills School "Corrective Sanctions Program"
- * To reduce out-of-home placement costs for youth

The aftercare social worker acts as a liaison between the institutional setting and the community aftercare program. An intensive aftercare plan is developed and to be implemented upon the youth's release from the institutional setting. Each youth shall receive a minimum of three face-to-face

Statutory Authority: 938.34(4n).

GOING HOME PROGRAM

Definition: This program is designed for youth and children who are involved in JIPS proceedings who are from ages 10 to 18. Youth/children in this program are uncontrollable teen's or children in need of protection and services who have placed in an out of home care setting i.e. foster home, treatment foster home, group home or a residential care center (RCC). The goal of this program is to assist children/ youth in transition from a highly structured setting back into their homes and community. It is anticipated that these services will preserve the integrity and improve the functioning of dysfunctional families. The intent of this project is.

- * To reduce the recidivism rate
- * To reunite families and maintain youth in the least restrictive placement
- * To reduce length of placement stays

A trained Going Home Provider will see youth two times per week for one hour for up to 90 days after discharge from a facility. One face to face per week with

supervision contacts every week for the first 90 days after release and return to the county. The parents/caregivers will have at least one face-to-face contact per week and one phone contact per week. There will be at least one face-to-face contact per week with the school and/or employer.

The project staff will also concentrate on building independent living skills with aftercare youth.

Services may include but are not limited to: Case planning, monitoring and review. parents/caregivers for purposes of discussing needs, strengths and barriers. Worker may need to assist with completion of paperwork for eligibility to community programs or services. They will also assist in coordination of services in the community such as AODA, school, mental health and identifying healthy recreational activities. Assist with barriers to accessing these services such as transportation.

EARLY INTERVENTION PROGRAM

Definition: The Early Intervention Program implements a service team approach to provide intensive services to troubled youth and their families. These are youth that are just beginning their involvement in the youth justice or Social Service system. County social workers spend very little time with these youth as the more chronic disturbed youth demand so much staff time. We have contracted with private agencies in the community to provide early intervention services. The county social work staff and grant-funded staff will work as a team to provide more effective services to youth in an effort to divert them from further delinquency involvement. The goal is to provide intensive services to troubled youth in an effort to

reduce their involvement in the youth justice system.

It has become apparent in the intake conference process that some youth have numerous issues other than the presenting referral. These issues include indicators for alcohol or other drug abuse, family dysfunction, school or truancy problems, mental health problems, and delinquent behavior patterns. It is our intent to target those youth with the inappropriate behavior and issues in any two other areas of concern for early intervention. These youth would be considered for Deferred Prosecution Agreements, Informal Agreements, or Consent Decrees and would meet the criteria for such an agreement.

The services of the grant social worker would be included in the Deferred Prosecution Agreement, Informal Agreements, or Consent Decrees by the assigned county staff.

It is our intent to provide intensive, supportive, and effective services to each youth and his/her family based on identified strengths and needs.

GOING FORWARD PROGRAM

Definition: The Going Forward program is designed to teach older youth independent living skills. These youth are typically high school aged and identified by the social worker as lacking independent living skills to live on their own post high school or lack knowledge in how to access post high school education opportunities. We have contracted with a private agency to provide this service. The county social worker and contracted staff will work together to identify need areas.

It has become clear in working with youth that some lack the basic knowledge and skills to open a bank account, understand how credit works or understand a lease. Parents may have mental health, substance abuse issues, or cognitive impairments that prevent them from teaching these skills to their children. A pre-test and post-test is administered to measure skill development.

The services of the grant should be included in the Deferred Prosecution Agreement, Informal Agreement, Consent Decree or Court order, or recommended by the youth's Coordinated Services Team.

Aggression Replacement Training

Definition: The Aggression Replacement Training is a skill-centered course aims to improve control over anger by developing self-awareness of internal anger cues, increasing self-instructional skills, facilitating the use of coping strategies and social problem-solving skills, and increasing social skills.

COORDINATED SERVICE TEAM

Definition: The provision of a child and family centered team approach to respond to individuals and families with multiple serious needs in the least restrictive setting possible. Services include a strengths and needs assessment, plan of care and crisis response planning, ongoing monitoring, and transition and closure.

The intent of the project is to provide a wraparound service model for youth and families who qualify due to:

- * Involvement in two or more of the following systems of care: Mental Health, Severe Emotional Disturbed, Juvenile Justice, AODA, Special Education or CPS.

- * Risk of out of home placement and/or
- * are in an institution and are not receiving coordinated services.

The CST Coordinator is a grant funded position that the department has contracted to a local service provider. This agency is responsible for assigning team coordinators, ensuring training requirements are met and meeting goals of the grant.

This is a voluntary program and it is our intent to provide intensive, supportive, and effective services in the community and assist parents to advocate for their children and build natural supports that will be maintained after CST involvement ends.

Statutory Authority: 46.56 2013 Act 20.

Special Issues: Oneida County Department of Social Services applied for and received a grant to provide this service.

DIVERSION PROGRAMS FOR YOUTH

A variety of programs are available for the youth of Oneida County. These programs are funded with County Tax Levy.

Diversion Programming: A portion of the County Tax Levy funds are used to purchase any of the following services: Contracted Social Worker or Case Worker, Parenting Service, Family Reunification and/or any other service that meets the needs of the Client and mutually agreed upon by the contracted agency.

Early Intervention: A portion of the County Tax Levy funds are used to purchase Early Intervention services (see description under Program Title 309).

Support for Adult Independent Living (SAIL): The SAIL program provides parents with an opportunity to learn skills to

advocate for (him/her) self and in relation to (his/her) family and youth’s social and emotional needs, medical concerns, financials and living arrangements by learning to utilize community resources and form a personal advocacy skill set. Parents will improve and develop parenting skills in relation to establishing expectations, boundaries, and forming daily routines and chores for their children.

The focus of the program is to build the parents independent living skills, the number of visits and duration of the program is determined by the agency.

Parent/Caregiver Drug Testing: Parents or Caregivers who are under a Dispositional Order to undergo random drug testing may be monitored for compliance. A recommendation shall be made in the dispositional court report to have the adult reimburse the agency for the cost of any drug test which results in a positive drug or alcohol finding.

Purchased Items: Items identified as a need by the Social Worker’s case plan to prevent out-of-home placement, or provide reunification services may be purchased. Gas cards, cab cards, telephone minutes, school supplies, clothing, shoes, boots, and baby furniture are examples of items purchased when no other funding is available.

Target Groups: Abused and Neglected Children and their Families, Delinquents and their Families, Children in Need of Protection and Services and their Families, Other Clients

PROMOTING SAFE AND STABLE FAMILIES

Definition: Funding is used to enhance programs offered by the Department of Social Services as identified under the “Diversion Programs for Youth” Category. Services must provide family support, preservation or reunification and have measurable outcomes. Focus is on building family strengths and competencies.

Supervised Visitation Program: The Supervised Visitation Program provides a supervisor to observe and guide a parent-child visit that would otherwise not take place without supervision due to a Court Order and/or agency intervention. The program goal is to improve relationships in families and prepare children in out of home care for safe return to their homes. The amount of visits and duration are determined by the agency.

Life Skills for Parenting: Life Skills for Parenting is a corrective thinking-based parenting curriculum. The program is designed to teach and support parents in changing their errors in thinking while intervening with and supporting their children with challenging behaviors.

Nurturing Parenting Programs: Two class types are available: (i) Skills for Families services parents of children aged birth to 11 teaches parents basic skills including developmental expectations of children, providing for a child’s basic needs, and effective discipline; and (ii) Parents and Adolescents serves parents of teens aged 12 to 18 and is designed to repair abusive relationships and teaches families how to live and play together, and to communicate clearly and respectfully.

Early Intervention: The Early Intervention Program is supported with Promoting Safe and Stable Families funds. See Program Title: 309 Early Intervention.

Miscellaneous Purchases: Funding is also used to provide support services such as gas cards and drug testing. See Program Title: 405 Diversion Programs for Youth.

Target Population: Children & Families of Oneida County.

Statutory Authority: Chapters 46.513 and 46.515 Wisconsin State Statutes.

Targeted Safety Support Funds (TSSF)

Definition: Targeted Safety Support Funds is an approach used to safely maintain children in the home. Families become safer, happier, and healthier with the appropriate supports and intensive services provided by TSSF.

Services can be provided by either formal or informal supports. Both formal and informal supports can be paid for using TSSF funding. The following services can be funded by TSSF dollars when included on a Protective Plan or Safety Plan:

- Separation: Recreational Activities, Daycare, Respite
- Concrete Resources: Food/clothing services, Housing assistance, transportation, household support
- Social Connection and Emotional Support: Social Supports
- Supervision and Monitoring: Supervision/Observation
- Parenting and Home Management: Basic Home Management, Unique Child condition service, Basic Parenting Assistance
- Medical Services: In-Home Health Care
- Crisis Management: Crisis stabilization or inpatient diversion services

- Change Services: Parenting Education, Mental Health and AODA Services

ADULT WELFARE CONCERNS

Definition: The provision of services to adult clients who have come to the attention of the department and the concerns reported did not meet the definition of Adult Protective Services (APS) and warrant further investigation. The service may also be used if an Adult Protective Services client's situations continues to be high risk and involvement is warranted for preventative purposes at the resolution of an APS. Factors to be considered include, but are not limited to: history of reports to the department, estrangement from family, friends, or no natural support system, AODA issues, living condition which is of concern and is substandard, and likelihood of dementia issues but lack of medical history/diagnosis. Services may include information gathering on family and/or supports, assistance with advanced directives, assistance with applications for public program (MA/Food Stamps/Fuel), referral to other resources, and developing solutions to various client problems. These services are fee exempt.

Statutory Authority: Prevention and Intervention for potential Social Services and APS clients.

PROTECTIVE PLACEMENT/ GUARDIANSHIPS

Definition: The provision of services to those individuals who have a condition or disability which substantially impairs the person from adequately providing for his/her own care or custody. Conditions or disability include, but are not limited to: those

attributable to degenerative brain disorder, chronic mental illness, mental retardation, organic brain damage, developmental disabilities, and other like incapacities incurred at any age. A protective placement is a placement of a Chapter 55 entitled mentally incompetent person for the primary purpose of providing care and custody. Prior to a protective placement, there must be a finding of incompetence and the appointment of a guardian. The placement shall be made in the least restrictive environment. Placement may be made to such facilities as nursing homes, public medical institutions, hospitals, centers for the developmentally disabled, adult foster care, other home placements, or to other appropriate facilities, but may not be made to units for the acutely mentally ill other than for short-term diagnostic procedures. Every community option must be explored before a person is protectively placed. Adult protective services, i.e. case management are fee exempt.

Statutory Authority: Chapters 46.22(4), 46.90, 51.20(1m), 54.10, 55, 813.123 Wisconsin State Statutes.

ADULT PROTECTIVE SERVICES

Definition: The provision of protective services to adult clients whose health or well-being is at risk of deteriorating or for whom development is delayed or impaired resulting in inadequate knowledge or skills to accomplish routine daily living tasks. Services are intended to improve a client's ability to perform routine daily tasks, provide protection from exploitation, abuse, and degrading treatment. Management functions include, but are not limited to: resource recruitment and development and coordination of other community services.

Includes training on the preparation and management of a household budget, maintenance and care of the home, adequate housing, preparation of food, improving social skills, and developing solutions in various client problems. In extreme cases where an adult client meets the following criteria:

- Subject is so incapable of caring for themselves that there is a substantial risk of serious physical harm; and
- The incapacity is a result of developmental disabilities, degenerative brain disorder, serious and persistent mental illness, or other like incapacities and no other safe plan can be developed, Chapter 55 Emergency Detention proceedings will be initiated.

This service is fee exempt.

Statutory Authority: Chapter 55 Wisconsin State Statutes.

ELDER ABUSE DIRECT SERVICE FUNDS

Definition: Elder Abuse Direct Funds are to be used to provide direct services to victims of elder abuse, neglect, self-neglect, and/or financial exploitation age 60 or older (Wis. Stat. 46.90). The goal is to reduce the incidence of elder abuse, neglect, and/or financial exploitation through the provision of preventative/early intervention service(s) for individuals identified at risk of elder abuse, neglect, and/or exploitation.

Funds may be used for a wide variety of purposes related to the provision of direct services and/or prevention programming for elder abuse victims or individuals identified at risk of elder abuse, neglect, and/or financial exploitation. Services that may be funded

under this allocation include: advocacy, community-based aids/services, day care services/treatment, emergency response services, Interdisciplinary team, medical services, outreach service coordination, transportation, training for staff, and victim services.

The funds cannot be used for staff costs, administrative overhead and indirect costs. No more than 10% of a county's allocation may be used for outreach and training combined.

Statutory Authority: Chapter 46.90, Chapter 54, Chapter 55.

INFORMATION AND REFERRAL

Definition: The provision of public information and referral services to satisfy individual inquiries for specific information about a particular aspect of the county service delivery system or community resources and to ensure linkage to needed resources. Includes referral to legal resources. Includes maintaining and summarizing records of information and referral contacts.

Statutory Authority: Chapters 46.22, 46.27, 48.067, 48.981, 55.02, 55.04, 55.05, 767.24, 880.00, 938.067, Wisconsin State Statutes.

Special Issues: Public information and referral services aimed at individual inquiries for specific information about a particular aspect of the County DSS delivery system or any other community resource that would enable linkage to those needed resources, is accomplished through assigned intake during office hours. The agency has an answering service which indicates that if there is an emergency, to contact the Sheriff's Department, who will in turn, contact

our agency staff person. The agency also will obtain language and interpreter services, at no cost to the recipient, if this service is needed.

2020 Fees – Effective January 2020

	<u>Charge</u>	<u>State Determined</u>	<u>County Discretion</u>
Child Support-Genetic Tests	Actual Cost	X	
Child Support-Service Fees	Actual Cost	X	
Child Support-Application Fees	\$0.00	X	
Child Support-Modification Fee	\$30.00		X
Records Processing Fee	\$18.00		X
Records Copies	\$0.10 per sheet		X
Records on CD/DVD	\$0.20		
Kinship Care-Background Check	\$0.00		X
Day Care-Background Check	\$0.00		X
Day Care-Initial Certification	\$62.00		X
Day Care-Recertification	\$40.00		X
Positive Drug Tests	\$45.00		

Approved by: _____
 Mary Rideout, Director

How to Request a Hearing

The Division's work and family services unit conducts administrative hearings required by state and federal law for the Department of Health Services (DHS), the Department of Children and Families (DCF) and the Department of Administration (DOA). Hearings are generally held at county social service agencies. Decisions must be issued within either 60 or 90 days, depending on the type of hearing.

The unit handles a wide variety of hearings for Department of Health Services including:

- FoodShare
- medical assistance
- foster home
- day care center licensing
- medical care facility licensing
- certification or penalty issues
- Medicaid rate-setting and recoupment matters

Hearings held for Department of Children and Families involve:

- adoption
- child care
- foster care

The hearings held for the Department of Administration involve the Low Income Energy Assistance program.

How to request a hearing:

Requests for hearing must be made in writing to:

Division of Hearings and Appeals
PO Box 7875
Madison, WI 53707-7875

Your request should include:

- your name
- your mailing address
- a brief description of the problem
- which county or state agency took the action or denied the
- your social security number
- your signature

The [Request for Fair Hearing form](#) is in Portable Document Format (PDF). This form is also available in [Spanish](#), [Burmese](#), [Hmong](#), [Lao](#), [Russian](#), and [Somali](#). You will need the Adobe Acrobat reader to view/print this document. If you do not have Adobe Acrobat, you may download it free from <http://www.adobe.com>.

If you wish to withdraw your request for a hearing, you may use the [Voluntary Withdrawal](#) form. For a copy of the forms listed above, please visit:

<http://doa.wi.gov/divisions/hearings-and-appeals/request-hearing>