



THE GUIDE

**To the Department of
Health & Human Services**

February 2018

***THE GUIDE TO THE
OUTAGAMIE COUNTY
DEPARTMENT OF HEALTH & HUMAN SERVICES***

FEBRUARY 2018

*Additional copies may be requested
by calling the Department's Administrative office
at (920) 832-4741*

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MISSION STATEMENT

It is the mission of the Outagamie County Department of Health & Human Services:

- To protect those citizens who are vulnerable because of age, sex or disability, from abuse and neglect;
- To maximize independence and decrease dependence of those citizens we serve in the most natural and least restrictive setting;
- To prevent neglect, abuse, individual and family dysfunction, illness and disability;
- To promote healthy, independent, productive lifestyles; and,
- To manage public funds allocated for human services in a prudent and responsive manner.

I. COUNTY BOARD - HEALTH & HUMAN SERVICES COMMITTEE

- A. Members of standing County Board Committees shall be appointed by the County Board Chairperson.

- B. Composition: The Health & Human Services Committee consists of five (5) County Board Supervisors.

- C. Duties: The duties of the Committee shall be to:
 - 1. Serve as liaison between the Department of Health & Human Services and the County Board.

 - 2. Act as the County Health Committee pursuant to Wisconsin Statutes.

 - 3. Act as the Committee of Standing in for other departments to include Brewster Village and Veterans Services Office.

II. HEALTH & HUMAN SERVICES BOARD

- A. Composition and Appointment: The Outagamie County Health & Human Services Board is comprised of thirteen (13) persons: seven (7) County Board Supervisors and six (6) citizens-at-large. The County Executive appoints this board. Their appointments are subject to confirmation by the County Board of Supervisors.

This Health & Human Services Board serves as the Board of Public Health. Membership must include a nurse and a physician.

The seven County Board Supervisors include the five supervisors who serve on the Health & Human Services standing committee of the County Board.

The Outagamie County Health & Human Services Board is an advisory board to the County Executive and Health & Human Services Committee. The Board reviews and advises on program operations and budgets.

- B. Terms: Members of a County Health & Human Services Board shall serve for terms of three (3) years.

III. COUNTY EXECUTIVE

- A. Description: The County Executive is an elected position and serves a four (4) year term. This position is elected from residents of the county-at-large by a majority vote of all qualified voters in the county voting in the election.

- B. Duties and Powers: The County Executive is the chief executive officer of the county. This position ensures that every county ordinance and state or federal law is observed, enforced and administered. The Executive also coordinates and directs all administrative and management functions of county government; appoints and supervises the heads of all departments, except where the statutes provide that the appointment be made by a board or commissions or by other elected officers; exercises administrative control of the county budget; participates in the county legislative process; and is the focal point for the dissemination of information regarding county affairs.

IV. DIRECTOR, DEPARTMENT OF HEALTH & HUMAN SERVICES

- A. Appointment: The County Executive appoints the Health & Human Services Director, subject to confirmation by the County Board of Supervisors.
- B. Duties: The County Health & Human Services Director:
1. Is the principal manager of the department.
 2. Supervises and administers all programs established in this department.
 3. Determines administrative and program procedures and administrative policies.
 4. Evaluates service delivery.
 5. Ensures compliance with state requirements.
 6. Performs other functions necessary to manage, direct, and maintain and improve programs.
 7. Other duties per Wisconsin Statutes 46.23(6m).

V. DEPUTY DIRECTOR, DEPARTMENT OF HEALTH & HUMAN SERVICES

The Deputy Director works in concert with the Director in fulfilling the duties enumerated above. The Deputy Director also serves as the complaint investigator for the department.

VI. MANAGEMENT COUNCIL

- A. **Composition:** The Council is comprised of the following management positions within the department: Director, Deputy Director, Manager of Aging & Long-Term Support Division, Manager of Children, Youth & Families Division, Manager of Child Support and Economic Support Division, Manager of Fiscal Services, Manager of Public Health Division, Manager of Mental Health/AODA Division, Manager of Youth & Family Services Division, Supervisor of System Support, and Management Assistant.
- B. **Goal of The Council:** A management team which employs a participative management style that maximizes the use of staff in the efficient, effective operation of the department.
- C. **Objectives of The Council:**
1. Develop and maintain a management team.
 2. Develop and maintain a participative management expectation and style.
 3. Model and reinforce a participative management style.
 4. Explore ways to improve departmental efficiency and effectiveness.
 5. Serve as a communication link within top level of management.
 6. Tie supervisors to management team through consistent communication.
 7. Set priorities for department-wide efforts.
 8. Evaluate department-wide efforts.
 9. Discuss issues that have department-wide significance (or significance for more than one division).

VII. FISCAL SERVICES

PROGRAM: FISCAL SERVICES

Description: Fiscal Services provides supportive services to all program areas of the department. These services include, but are not limited to:

- Receipting
- State reporting and reconciliation
- Accounts receivable
- Accounts payable
- Client fee setting
- Authorization processing
- Contract and amendment processing and monitoring
- Service rate setting
- Representative payee functions

Eligibility: Not applicable.

Fee: Not applicable

For Further Information, Contact: Fiscal Manager at (920) 832-1664

VIII. SYSTEM SUPPORT DIVISION

Description: The System Support Division provides administrative services for the department. Examples of services provided include: data entry, typing, transcription, telephone, reception, mail services, records management, payroll, purchasing, data entry, state reporting, receipting payments and data base development and support.

Eligibility: Not applicable

Fee: Not applicable

For Further Information, Contact: Supervisor of System Support at (920) 832-2222

IX. VOLUNTEER SERVICES

Coordinates several volunteer programs that address the needs of individuals in our community who are clients of the department. These programs support the work being provided by department professional staff.

A. PROGRAM: COMPANION

Description: A companion provides socialization and companionship for elderly and disabled adults. This is accomplished through visits with the person in their home. In some cases, the volunteer may take the client on recreational outings.

Eligibility: An elderly client of the department who is in need of service.

Fee: No fee

For Further Information, Contact: Volunteer Services at (920) 832-5515

B. PROGRAM: LEGAL GUARDIAN PROGRAM

Description: A volunteer legal guardian is an individual appointed by the court to act as an advocate for a person who has been found to be incompetent. Responsibilities can include overseeing the individual's welfare, making personal decisions on their behalf and managing their assets.

Eligibility: Clients in need of this service.

Fee: No fee

For Further Information, Contact: Volunteer Services at (920) 832-5515

C. PROGRAM: REPRESENTATIVE PAYEE

Description: A representative payee performs routine financial work for individuals who are not able to handle their own financial affairs. This commonly includes check deposits, check writing, and some money management.

Eligibility: A client of the department who is in need of service.

Fee: No fee

For Further Information, Contact: Volunteer Services at (920) 832-5515

D. PROGRAM: VOLUNTEER DRIVERS

Description: Volunteer drivers provide transportation to Health & Human Services clients for family interaction, medical appointments, counseling sessions/groups, and other miscellaneous appointments. Most trips are local, but some out-of-town medical trips are necessary (optional). Mileage for all rides is reimbursed at the regular county rate. Referrals are accepted from Health & Human Services staff.

Eligibility: A client of the department who is in need of service

Fee: No fee

For Further Information, Contact: Volunteer Services at (920) 832-5515

E. PROGRAM: THANKSGIVING FOOD BASKET PROGRAM

Description: The goal of the Thanksgiving Food Basket Program is to insure that families in need have a more meaningful holiday. Volunteers can donate and deliver a food basket individually or coordinate a food basket drive for several families. Cash donations are also accepted.

Eligibility: Clients of the department in need of this service

Fee: No fee

For Further Information, Contact: Volunteer Services at (920) 832-5515

F. PROGRAM: BACK TO SCHOOL PROGRAM

Description: The Back to School Program benefits school age children in need with a backpack and supplies for the start of the school year. Volunteer donations of school supplies, or monetary contributions from businesses, organizations, churches and individuals are the foundation of this program.

Eligibility: Clients of the department in need of this service. Referrals are also taken from area agencies/schools or families residing within Outagamie County.

Fee: None

For Further Information, Contact: Volunteer Services at (920) 832-5515

G. IMMUNIZATION CLINICS

Description: Volunteers assist adults and families with their paperwork when they come into the clinic for immunizations. Vaccination clinics are held throughout the year, and Immunization clinics are held in October, November and December, at various county sites.

Eligibility: Outagamie County resident

H. PROGRAM: CHAIN REACTION DAY (Communities Helping Adults In their Neighborhood)

Description: Volunteers for the CHAIN Reaction Day Program work in groups of 4-6 to do raking and light yard work. This is done on the last Saturday in April and October. Volunteers can coordinate a group or sign up individually to be assigned to a team.

Eligibility: Outagamie County resident, 60 years of age or older or disabled

Fee: A donation is accepted.

For Further Information, Contact: Volunteer Services at (920) 832-5515

I. PROGRAM: HOLIDAY DONATIONS (Adopt a Family)

Description: The goal of the Holiday Donations Program is to insure families in need have a more meaningful holiday, such as Easter or Christmas. Volunteers can donate cash, gifts, poinsettias, candy or food to be delivered to families.

Eligibility: Clients in need of this service.

Fee: None

For Further Information, Contact: Volunteer Services at (920) 832-5515

X. AGING AND LONG TERM SUPPORT DIVISION

A. UNIT: AGING AND DISABILITY RESOURCE CENTER (ADRC) OUTAGAMIE COUNTY BRANCH

1. PROGRAM: AGING AND DISABILITY RESOURCE CENTER (ADRC)

Description: The Aging and Disability Resource Center (ADRC) is the first place to go with aging and disability questions for individuals. The ADRC provides the public with current, unbiased information on all aspects of life related to aging or living with a disability. The ADRC is a friendly, welcoming place individuals may receive information and assistance; benefit counseling; long-term care options and enrollment counseling; short-term case management and health promotion; and prevention programming. Concerned individuals, families, friends, or professionals working with issues related to aging, physical disabilities, intellectual/developmental disabilities, mental health issues, or substance abuse issues, can receive information specifically tailored to each individual's situation. ADRC services can be provided via telephone, e-mail, walk-in, or through a home or community contact. The ADRC publishes a quarterly newsletter "The ADRC Connection" provides an "Identify and Organize Your Personal Affairs" planning document, and offers a Resource Directory. The ADRC has an onsite assistive technology toolkit with examples of adaptive equipment. Reading pens are available upon request.

The public is welcomed to attend Outagamie County DHHS Aging Advisory plus ADRC Calumet, Outagamie, and Waupaca County Regional Advisory Committee meetings.

The ADRC is a collaborative consortium of Calumet, Outagamie, and Waupaca counties, with branch offices located in each county. The ADRC Calumet, Outagamie, and Waupaca County consortium website is www.yourADRCresource.org. The ADRC Outagamie County Branch website is www.outagamie.org.

The ADRC provides the following services and programs:

Information and Assistance. Provides information to the general public about services, resources, and programs in areas such as: disability, long-term care living arrangements, health promotion, behavioral health, and employment and training for individuals with disabilities, home maintenance, nutrition, etc. ADRC staff will provide help to connect individuals with services and resources as needed.

Long-Term Care Options Counseling. Offers unbiased consultation about the options available to meet an individual's long-term care needs. This consultation will include discussion of the factors to consider when making long-term care decisions. The ADRC offers Pre-Admission Consultation (PAC) to all individuals with long-term care needs entering nursing facilities, community-based residential facilities, and residential care apartment complexes by providing objective information about the cost-effective options available to them. Options counseling is also available to other individuals with long-term care needs.

Long-Term Care Enrollment and Disenrollment Counseling. Provides long-term enrollment and disenrollment counseling to individuals found eligible for the state funded and managed long-term support benefit and are considering enrollment into a managed long-term care plan. The purpose of the enrollment counseling is to help individuals understand the programs and benefits available to them and to make an informed choice on whether to enroll in a state funded managed care program such as Family Care or Family Care Partnership, the long-term care federal waiver self-directed support Include, Respect, I Self-Direct (IRIS) program, or remain on the Forward Wisconsin card (fee for service system.) The ADRC will also assist those who involuntarily or voluntarily disenroll from a state funded managed care program or IRIS. Disenrollment counseling will look at the reasons for the disenrollment and provide the individual with information on other managed care program options available including private pay options.

Benefits Counseling. Provides current information on private and public benefits and programs. This includes assisting individuals with Medicare, Social Security, FoodShare, Supplemental Security Income (SSI) or other benefit needs. Both Elder Benefit Specialists (serving residents 60 years and older) and Disability Benefit Specialists (serving residents 18 to 59 years) are available in the ADRC. Benefit Specialist appointments are encouraged.

Health Promotion and Prevention. Provides effective evidence-based prevention and health promotion programming to keep individuals healthy and independent. In collaboration with public and private health plus social service partners in the community, the ADRC will offer both information and health promotion activities that focus on reducing the risk of disabilities. This may include a program to review medications, nutrition, home safety, falls prevention, etc. programs for older individuals or individuals with disabilities.

Eligibility: Open to all ADRC customers with questions on aging and disability related services and needs including individuals with a disabling condition; family members; caregivers; interested persons; and professionals.

Fee: No fee.

For Further Information, Contact: 920-832-5178, (7-1-1 TTY), or toll free at 1-866-739-2372. Email: adrc@outagamie.org. Visit www.yourADRCresource.org for evidence-based health promotion and prevention programming.

a. SUB-PROGRAM: ALZHEIMER'S FAMILY CAREGIVER SUPPORT PROGRAM (AFCSP)

Description: The Alzheimer's Family Caregiver Support Program (AFCSP) provides funding for goods and services to support family caregivers at home caring for someone with irreversible dementia. AFCSP allowable services and goods may include in-home respite care, adult day care, transportation, personal care, in-home cleaning and chore services, shopping and errand services, and security systems.

Eligibility: A physician's written Alzheimer's disease or other irreversible diagnosis is required. The household annual income must be less than \$48,000. AFCSP service providers must have a contract with Outagamie County DHHS.

Fee: A fee share system may apply.

For Further Information, Contact: Aging and Disability Resource Center at 920-832-5178, (7-1-1 TTY) or toll free at 1-866-739-2372
Email: adrc@outagamie.org.

2. **PROGRAM: ELDERLY NUTRITION PROGRAM**

Description: The Elderly Nutrition Program reduces hunger and food insecurity, promotes socialization and health wellness of individuals 60 years or older by providing assistance in gaining access to nutrition, disease prevention, and health promotion services. The Elderly Nutrition Program is a federal Older Americans Act and state-funded program providing mid-day Congregate and Home Delivered meal services on a donation basis. The Elderly Nutrition Program utilizes volunteers county-wide to transport Home Delivered meals and to assist with Congregate meal service.

a. **SUB-PROGRAM: CONGREGATE MEAL SERVICE**

Congregate meal service provides nutritious, mid-day meals and fellowship in a communal setting. Congregate meal sites reduce isolation, offer social and educational activities, health screenings, diet and benefit counseling, volunteer opportunities, peer support, and provides current informational updates affecting older individuals. Congregate meal sites are located at county-wide accessible locations.

b. **SUB-PROGRAM: HOME DELIVERED MEAL SERVICE**

Home Delivered meal service provides nutritious, mid-day meals to eligible Outagamie County residents who are frail and essentially home-bound by reason of illness, disability, or isolation, for which an assessment concludes that participation is in the individual's best interest. In addition to providing a nutritious meal, home delivered meal service provides an in-home safeguard and security to observe and insure participant well-being.

Eligibility: According to the federal Older Americans Act, individuals 60 years and older may receive Congregate and Home Delivered meal service. Home Delivered meal participants must be Outagamie County residents and meet Nutrition Program Home Delivered meal service eligibility.

Fee: No fee. Donations are encouraged.

For Further Information, Contact: Aging and Disability Resource Center at (920) 832-5178, 7-1-1 TTY, or toll free at 1-866-739-2372. Email: adrc@outagamie.org.

c. **SUB-PROGRAM: VOLUNTEER OPPORTUNITIES**

The Elderly Nutrition Program provides mid-day volunteer opportunities at county-wide Congregate meal sites to hostess, set tables, pack Home Delivered meals, serve meals, carry meal trays, assist with meal service clean-up, and delivering home-bound meals.

For Further Information, Contact: DHHS Volunteer Services at (920) 968-2414

3. PROGRAM: DISABILITY BENEFIT SPECIALIST PROGRAM

Description: The Disability Benefit Specialist Program assists residents 18-59 years with physical disabilities, developmental disabilities, mental illness and substance use disorders about private and public benefits such as Medical Assistance, Supplemental Security Income (SSI), Social Security Disability Income (SSDI), Medicare, private health and disability insurance issues, and other benefit concerns.

The Disability Benefit Specialist is trained by Disability Rights Wisconsin (DRW) and works closely with other federal, state and local agency professionals.

Eligibility: Outagamie County residents 18-59 years with physical disabilities, intellectual/developmental disabilities, mental illness and substance use disorders.

Fee: No fee.

For Further Information, Contact: Aging and Disability Resource Center at (920) 832-5178, 7-1-1 TTY, or toll free at 1-866-739-2372. Email: adrc@outagamie.org.

4. PROGRAM: ELDER BENEFIT SPECIALIST PROGRAM

Description: The Elder Benefit Specialist Program assists residents 60 years and older with their private or public benefits such as Medicare, supplemental insurance, Supplemental Security Income (SSI), Social Security, Medical Assistance, Wisconsin SeniorCare, etc. The Elder Benefit Specialist will advocate or represent older residents in negotiating benefit concerns.

The Elder Benefit Specialist is trained by elder law attorneys and works closely with other federal, state and local agency professionals.

Eligibility: Outagamie County residents 60 years and older.

Fee: No fee. Donations are encouraged.

For Further Information, Contact: Aging & Disability Resource Center at (920) 832-5178, 7-1-1 TTY, or toll free at 1-866-739-2372. Email: adrc@outagamie.org.

5. PROGRAM: TRANSPORTATION

a. SUB-PROGRAM: VALLEY TRANSIT II (URBAN)

Description: The ADRC Outagamie County Branch contracts with Valley Transit to provide specialized urban transportation for Outagamie County riders with a disability and riders 60 years and older residing within the Fox Cities (Appleton, Grand Chute, Little Chute, Kimberly, Combined Locks, and Kaukauna). This specialized transportation, called Valley Transit II, is provided by Running, Inc. Riders must be certified to travel within the urban system.

b. SUB-PROGRAM: RURAL TRANSPORTATION

Description: The ADRC Outagamie County Branch contracts with Valley Transit to provide specialized rural transportation for Outagamie County riders with a disability and riders 60 years and older residing outside of the Fox Cities. Kobussen Buses, Ltd. is the provider.

Eligibility: Outagamie County residents with a disability and/or 60 years and older.

Fee: Subsidized fares applicable to transportation system(s) utilized.

For Further Information, Contact: Aging and Disability Resource Center at 920-832-5178 or toll free at 1-866-739-2372; Valley Transit: 920-832-5800; Running, Inc. 920-832-5789; Kobussen Buses, Ltd.: 920-766-2247, or toll free at 1-800-447-0116

6. PROGRAM: HOME HANDY PERSON PROGRAM

Description: The Home Handy Person Program provides minor home repairs to Outagamie County homeowners 60 years and older. Home Handy Person Program requests include minor electrical, plumbing, and carpentry repairs. This excludes cleaning, sanding, stripping, painting, storm window and screen installation, cosmetic home remodeling, plus any repairs which require a building, electrical or plumbing permit.

Eligibility: Outagamie County homeowners (home or condominium) 60 years and older. No repairs on apartment, rental property, or homes being sold or remodeled.

Fee: Participants are responsible for parts and supply costs. There is no charge for labor. Donations are encouraged.

For Further Information, Contact: Aging and Disability Resource Center at 920-832-5178, 7-1-1 TTY, or toll free at 1-866-739-2372. Email: adrc@outagamie.org.

7. PROGRAM: IN-HOME RESPITE CARE PROGRAM

Description: In-home respite care is funded with federal Older Americans Act funding and is contracted through Almost Family, Inc. The program provides temporary relief for in-home family caregivers on an intermittent, occasional, or emergency basis. In-home respite care is limited to 5 hours per week and is limited to 112 hours per year.

Eligibility: Outagamie County primary caregivers who are caring for residents 60 years and older or residents with Alzheimer's disease or other dementia. Grandparents or relative caregivers 55 years and older who are primary caregivers of children 19 years and younger or primary caregivers for adults 19 to 59 years with disabilities.

Fee: No fee. A \$5.00 suggested donation is encouraged.

For Further Information, Contact: Almost Family, Inc. at 920-729-6165

8. PROGRAM: HEALTH AND WELLNESS CLINIC

Description: The Health and Wellness Clinic is funded with federal Older Americans Act funding and is contracted through Lutheran Social Services. The Clinic is staffed by a registered nurse providing the following services: blood pressure and sugar screening, nutrition education and counseling, medication review and monitoring, foot care, and other general health assessments.

Eligibility: Outagamie County residents 60 years and older.

Fee: No fee. Donations are encouraged.

For Further Information, Contact: Lutheran Social Services at 920-225-1727

9. PROGRAM: IN-HOME RESPONSE SYSTEMS

Description: In-home response systems with fire and carbon monoxide detector, blood pressure cuff, and alert and motion sensor accessories are funded with federal Older Americans Act funding and is contracted through St. Paul Elder Services, Inc.

Eligibility: Outagamie County residents 60 years and older.

Fee: No fee. Donations are encouraged.

For Further Information, Contact: St. Paul Elder Services, Inc. at 920-766-6020

10. PROGRAM: OUTAGAMIE CAREGIVER COALITION

Description: The Outagamie Caregiver Coalition empowers families and friends to care for their loved ones by providing needed support through comprehensive education and resources. Outagamie Caregiver Coalition meetings are held monthly. The Outagamie Caregiver Coalition receives federal Older Americans Act funding through a contract with Lutheran Social Services.

Eligibility: Outagamie County family caregivers and professionals with the purpose of serving, providing support, and enhancing the lives of family caregivers.

Fee: No membership fee.

For Further Information, Contact: Lutheran Social Services at 920-225-1704

11. PROGRAM: IN-HOME FOOT CARE PROGRAM

Description: The In-Home Foot Care Program is funded with federal Older Americans Act dollars and is contracted through Lutheran Social Services. Specially trained registered nurses provide in-home foot care including a complete foot assessment.

Eligibility: Outagamie County home-bound residents 60 years and older (including

diabetics) by appointment.

Fee: No fee. Donations are encouraged.

For Further Information, Contact: Lutheran Social Services at 920-225-1704

12. PROGRAM: CAREGIVER EDUCATION AND SUPPORT

Description: Caregiver Education and Support is funded with federal Older Americans Act funding and is contracted through Lutheran Social Services. A Family Support Specialist offers family caregivers education, training, and one-to-one and/or support group opportunities.

Eligibility: Outagamie County family caregivers, of any age, caring for persons 60 years and older.

Fee: No fee. Donations are encouraged.

For Further Information, Contact: Lutheran Social Services at 920-225-1704

13. PROGRAM: MAKING THE RIDE HAPPEN TRANSPORTATION PROGRAM

Description: Making the Ride Happen Program provides transportation information and assistance funded with federal Older Americans Act funding and is contracted through Lutheran Social Services.

Eligibility: Persons 60 years and older and family caregivers.

Fee: No fee. Donations are encouraged.

For Further Information, Contact: Making the Ride Happen at 920-225-1719 or toll free at 1-888-200-0576. Email: MRH@lsswis.org

14. PROGRAM: NURSE ADVOCATE PROGRAM

Description: The Non-Profit Affordable Housing Based Rental Services (NAHBRS) Nurse Advocate Program is funded with federal Older Americans Act funding to provide health checks and medication education and management by a registered nurse to Outagamie County Housing Authority subsidized apartment tenants.

Eligibility: Outagamie County Housing Authority apartment tenants who reside at Randall Court (Appleton, Crescentview (Kimberly), Pinewood (Hortonville), and Hillside (Seymour) Apartments.

Fee: No fee. Donations are encouraged.

For Further Information, Contact: Outagamie County Housing Authority at 920-731-9781

15. PROGRAM: SHOPPING AND ERRAND PROGRAM

Description: The Shopping and Errand Program is funded with federal Older Americans Act funding and is contracted through Almost Family, Inc. The program provides weekly food pantry pick-ups plus limited shopping and errand trips within county limits and/or a fifteen-mile radius.

Eligibility: Outagamie County residents 60 years and older.

Fee: No fee. A \$5.00 suggested donation is encouraged.

For Further Information, Contact: Almost Family, Inc. at 920-729-6165

16. PROGRAM: TEMPORARY ADULT DAY RESPITE CARE PROGRAM

Description: Temporary Adult Day Respite Care Program is funded with federal Older Americans Act funding and is contracted through St. Paul Elder Services, Inc. The program provides temporary relief to family caregivers on an intermittent, occasional, or emergency basis. Temporary adult day respite care is limited to 112 hours per year.

Eligibility: Outagamie County caregivers who are caring for residents 60 years and older or residents with Alzheimer's disease or other dementia. Grandparents or relative caregivers 55 years and older who are primary caregivers of children 19 years and younger or primary caregivers for adults 19 to 59 years with disabilities.

Fee: No fee. Donations are encouraged.

For Further Information, Contact: St. Paul Elder Services Club Gabriel Adult Day Program at 920-766-6020

17. PROGRAM: EARLY INTERVENTION PROGRAM (Birth to 3)

Description: The Department contracts with Valley Packaging Industries to provide the Early Intervention Program (EIP). EIP provides services to children who are diagnosed as developmentally disabled or who have developmental delays and are less than three years old. The service includes a comprehensive assessment, a multi-disciplinary team developed treatment plan, home training, and speech and physical therapy.

Eligibility: Ages birth to three years, a diagnosis of developmental delay, or a developmental disability.

Fee: A fee share system may apply.

For Further Information, Contact: Early Intervention Program at 920-997-1484

18. PROGRAM: RESPITE CARE

Description: The Respite Care Program allows the usual care provider of a person with a disability to gain some relief from the responsibilities of providing continuous care and support. This is achieved by granting funds to the caregivers so that they may hire supportive care workers intermittently. Maximum of \$750 annually per person and if funds are available.

Eligibility: Disabled individuals who are dependent upon family members with whom they live for care and daily supervision.

Fee: No fee.

For Further Information, Contact: The Aging and Disability Resource Center at 920-832-5178

19. PROGRAM: CHILDREN'S COMMUNITY OPTIONS PROGRAM

Description: Children's Community Options Program assists families who have children with significant disabilities. The program provides funding for community supports for the child, who allows the child to remain in the community and the most integrated, naturalized setting possible.

Eligibility: Age birth through age 21; eligible for Medicaid funding; meet eligibility thresholds established in the Functional Screen.

Fee: Possible cost share fee for services provided.

For Further Information, Contact: The Aging and Disability Resource Center at 920-832-5178

20. PROGRAM: CHILDREN'S LONG TERM SUPPORT SERVICES

Description: Children's Long term Support Services assist families with children with a diagnosis of a developmental disability, physical disability or severe emotional disturbance. The program provides families comprehensive assessment services. For those determined eligible for services, this program provides the development of an Individual Service Plan, ongoing case coordination services and gap filling funds based on an individualized plan of care to purchase goods or services necessary to support the child and family. The goal of the program is to assist the family supporting the child in the most integrated, naturalized setting possible.

Eligibility: Age birth through age 21; eligible for Medicaid funding; meet eligibility thresholds established in the Functional Screen.

Fee: Possible cost share fee for services provided.

For Further Information, Contact: The Aging and Disability Resource Center at 920-832-5178

B. UNIT: SUPPORTIVE HOME CARE UNIT

Description: The provision of chore services, such as light housekeeping, laundry, shopping, etc. to persons 65 years of age and older who demonstrate a need for the service and an inability to perform these activities themselves.

Eligibility: 65 years of age or older and in need of the service. Financial criteria must also be met.

Fee: No fee.

For Further Information, Contact: Supportive Home Care Unit Supervisor at 920-832-5485 or Aging and Disability Resource Center at 920-832-5178

C. PROGRAM: CONTRACT SERVICES

Description: Purchase of service contracts are initiated for the following services:

1. Elderly
 - a. Nutrition (congregate and home delivered meals)
 - b. Transportation
 - c. Health Clinic
 - d. Respite Care
 - e. Supportive Home Care
 - f. In-Home Foot Care
 - g. Interpreter Services
 - h. Informational and Assistance (Transportation)
 - j. Caregiver Education and Support

2. Developmental Disabilities
 - a. Early Intervention (Birth to 3)
 - b. Supportive Home Care
 - c. Transportation

Eligibility: There are no standard eligibility requirements for contract services; however, various Wisconsin State Statutes, administrative and county ordinances dictate contract requirements.

Fee: Not applicable.

For Further Information, Contact: Aging & Long Term Support Manager at 920-832-5169

XI. CHILD SUPPORT AND ECONOMIC SUPPORT DIVISION

A. CHILD SUPPORT AGENCY

1. PROGRAM: PATERNITY ESTABLISHMENT

Description: Paternity establishment is the process of legally determining the identity of a non-marital child's father. Before a court can order a parent to pay child support or to provide other forms of support, such as health coverage, paternity must be either formally acknowledged or established using the legal procedures set forth in the Wisconsin State Statutes.

Eligibility: Any parent of a non-marital child, who is a resident of Outagamie County, may apply for paternity establishment services of the Child Support Agency.

Fee: There is no application fee for paternity establishment services.

For Further Information, Contact: Child Support at (920) 832-5058 or toll free at 1-888-277-9795

2. PROGRAM: ESTABLISHMENT, ENFORCEMENT AND MODIFICATION OF CHILD SUPPORT ORDERS

Description: Support *establishment* is the process of obtaining an order for child and medical support. The support establishment process can also be used to obtain an order for repayment of birth-related expenses.

Every parent has a general legal obligation to support his or her child/ren until they reach 18. However, a court order is needed to establish a specific obligation to pay a fixed dollar amount based upon a percentage of income for child support; to extend that obligation until the earliest time the child/ren either graduate from high school, obtain the GED equivalent or reach age 19; and to specifically provide for medical insurance or payment of medical costs.

Enforcement activities involve the creation and maintenance of a complete file (using the KIDS automated data system and paper files as necessary). The Child Support Agency will also monitor child support payments to assure the most efficient transfer of funds to the custodial parent. Should payments stop or be delayed, the Child Support Specialist assigned to the case will engage various enforcement tools to restart payments at the earliest time possible.

The KIDS Information Data System (KIDS) automatically puts cases that are due for review on the Child Support Specialist's work list 33 months after an order is established, last reviewed or last adjusted. During this review, *modification* of the order will be pursued if there have been substantial changes in the financial situation.

Fee: A nominal fee may be charged for modification services.

For Further Information, Contact: Child Support at (920) 832-5058 or toll free at 1-888-277-9795

B. ECONOMIC SUPPORT PROGRAMS

1. PROGRAM: FOOD SHARE EMPLOYMENT & TRAINING (FSET)

Description: The Food Share Employment and Training (FSET) program is designed to give Food Share recipients support and assistance with obtaining & maintaining employment.

Eligibility: Adult Food Share recipients.

Fee: Not applicable

For Further Information, Contact: Forward Services at (920) 886-7118 or go to www.access.wi.gov. Access is a free, easy-to-use tool that can help you or someone you know with no or low cost health, nutrition, and other programs you may be eligible for.

2. PROGRAM: MyWICChildCare

Description: Wisconsin Shares Child Care Subsidy supports low-income, working families by subsidizing a portion of the cost of quality child care while the parents or caregivers are working or participating in another approved activity. State Child Care Subsidies are placed on an EBT (Electronic Benefit Transaction) card every month, which allows parents to pay for child care their way.

Eligibility: Low-income, working families with children under the age of 13 may be eligible for Wisconsin Shares. If a child has a special need, the child may remain eligible until the child's 19th birthday. Parents must be working or participating in another approved activity to receive Wisconsin Shares. If there are two parents in the household, subsidy will only be issued for the time when the parents' work or other approved activity schedules overlap. Before you can receive a Wisconsin Shares Child Care Subsidy authorization, you must be determined eligible for the program.

Fee: Based on household income and the state payment formula.

For Further Information, Contact: East Central Income Maintenance Partnership (ECIMP) at (888) 256-4563 or go to www.access.wi.gov. Access is a free, easy-to-use tool that can help you or someone you know with no or low cost health, nutrition, and other programs you may be eligible for.

3. PROGRAM: MEDICAL ASSISTANCE COUNTY BURIAL PROGRAM

Description: The County Burial program provides for payment of burial costs of certain eligible persons. Payment is made directly to the provider.

Eligibility: The decedent must be found to be eligible for categorically needy Medical Assistance. If total funeral expenses do not exceed \$4,500, the county will reimburse the amount not covered by the estate or another party, up to \$1,500. If the total cemetery expenses do not exceed \$3,500, the county will reimburse the amount not covered by the estate or another party, up to \$1,000. If the deceased was not eligible for categorically needy Medical Assistance, the same financial criteria are used to determine eligibility for a county-funded burial.

Fee: Not applicable

For Further Information, Contact: East Central Income Maintenance Partnership (ECIMP) at (888) 256-4563

4. **PROGRAM: CARETAKER SUPPLEMENT**

Description: Caretaker Supplement is a cash benefit for parents who receive SSI. The parents receive a cash payment for each eligible minor child in the amount of \$250 for the first child and \$150 for each additional child. In a two-parent household, both parents must be SSI recipients.

Eligibility: Household must include children under age 18 or dependent 18-year-olds residing with parents who are receiving SSI Wisconsin state supplemental benefit payments. Household must meet income and asset limits of the program.

Fee: Not applicable

For Further Information, Contact: East Central Income Maintenance Partnership (ECIMP) at (888) 256-4563

5. **PROGRAM: ENERGY ASSISTANCE**

Description: Wisconsin's Home Energy Assistance Program (WHEAP) is a federally funded and state-supervised program that is designed to help needy persons cope with increased costs of home heating. It is not designed to cover full costs or to replace other public assistance benefits that are provided for home heating needs. WHEAP includes heating and electric assistance, crisis assistance and furnace repair/replacement. The department contracts with Energy Services to provide this service.

Eligibility: Non-financial requirements are that recipients have residence in Wisconsin, have a social security number, are living in an eligible household, and have an energy burden.

Financial eligibility is tied to the income of the household below 60% of the state median income (SMI) for households. There is no asset test.

Fee: Not applicable

For Further Information, Contact: Energy Services at 1-800-506-5596

6. PROGRAM: FOOD SHARE

Description: FoodShare Wisconsin, also known as SNAP (which stands for Supplemental Nutrition Assistance Program), helps people with limited income buy the food they need for good health. The following people may be able to get FoodShare benefits: senior citizens, families, qualifying immigrants, single adults, and people with disabilities. Even if you cannot get FoodShare benefits because you are not a U.W. citizen, your family members born in the U.S. may be able to get benefits. Benefits are put in your FoodShare account, using an electronic benefits transfer (EBT) system. You access your benefits with a plastic card called the Wisconsin QUEST card. You use this card like a debit card.

Eligibility: You may be able to enroll in FoodShare if all of your family's income is under the monthly limit. For current income limits, go to dhs.wisconsin.gov/foodshare/fpl.htm. Some of the types of income that are counted include: job wages, disability benefits, veterans benefits, social security benefits, self-employment benefits, and unemployment insurance. To see if you may be able to get benefits, go to access.wi.gov and click on "Am I Eligible?"

Benefits are put in your FoodShare account using an electronic benefits transfer (EBT) system. You can access your benefits with a plastic card called the Wisconsin QUEST card. You use this card like a debit card.

Fee: Not applicable

For Further Information, Contact: East Central Income Maintenance Partnership (ECIMP) at (888) 256-4563

7. PROGRAM: MEDICAID / BADGERCARE PLUS / MAPP / FAMILY PLANNING

Description: In Wisconsin, Medicaid applies to elderly, blind, and disabled individuals only. The BadgerCare Plus program is Wisconsin's Health Care Program for families, pregnant women, and minors seeking affordable health insurance. Both programs provide payment for medical needs of persons that meet the eligibility criteria. Those people eligible for either Medicaid or BadgerCare Plus will receive a card to be presented to a participating medical provider.

Eligibility: Both programs have financial and non-financial eligibility requirements. Financial eligibility requirements test the household income and assets against eligibility limits. Special eligibility criteria apply to those residing in a nursing home or participating in certain waiver programs.

The Medicaid Purchase Plan (MAPP) is for individuals with disabilities who are working or are enrolled in a health and employment counseling program, have family income below 250% of poverty, and assets less than \$15,000.

The Family Planning program provides certain family planning services to males and females 15 years of age and older who pass an income test.

The Medicare buy-in programs cover Medicare premiums and/or deductibles and copayments for Medicare enrollees who meet income and asset limits.

Fee: A monthly premium may apply for BadgerCare Plus and MAPP.

For Further Information, Contact: East Central Income Maintenance Partnership (ECIMP) at (888) 256-4563 or go to www.access.wi.gov. ACCESS is a free, easy-to-use tool that can help you or someone you know find out which no or low cost health, nutrition, and other programs you may be eligible for.

C. RELATED FUNCTIONS

1. PROGRAM: COLLECTIONS

Description: The Fraud Investigator is responsible for maintaining accurate records regarding repayment of extra benefits received by public assistance clients through either client or agency error or fraud.

Eligibility: Not applicable

Fee: Not applicable

For Further Information, Contact: Fraud Investigator at (920) 832-1641

2. PROGRAM: FRAUD INVESTIGATOR

Description: The Fraud Investigation staff receives referrals of alleged fraud activities involving any of the public assistance programs administered by the department. The staff investigates all allegations and, if appropriate, prepares criminal complaints and assists in the prosecution of fraud cases.

Eligibility: Not applicable

Fee: Not applicable

For Further Information, Contact: Fraud Investigator at (920) 832-1641

XII. CHILDREN, YOUTH AND FAMILIES DIVISION

A. PROGRAM: CHILD PROTECTION ACCESS/INITIAL ASSESSMENT

Description: Receives concerns regarding the welfare of children and assesses allegations of abuse/neglect of children. Makes safety determinations regarding children and offers information and resources to families. Makes referrals to Juvenile Court or other services when appropriate.

Eligibility: Referral may be made on any child (0-18) who is suspected to be victim of physical abuse, sexual abuse, human trafficking, or sexual exploitation or neglect. Referrals are accepted from professionals who work with children or from any concerned individual (mandated reporters or the general public).

Fee: No fee

For Further Information, Contact: Child Protection Phone Access Worker at (920) 832-5161

B. PROGRAM: ONGOING SERVICES

Description: Provision of services, safety and treatment to children and families where there has been abuse or neglect or where children are at risk of abuse or neglect.

Eligibility: Cases are referred for ongoing services by an Initial Assessment social worker who determines in the course of an assessment that ongoing services are appropriate. Cases are also referred by other county and state human service agencies for courtesy home studies and courtesy supervision services. Voluntary services may also be provided.

Fee: No fee

For Further Information, Contact: Child Protection Unit Phone Access Worker at (920) 832-5161

C. PROGRAM: OUT OF HOME CARE

Description: Includes the temporary placement of children in foster care, group care, or residential care centers. Counseling is provided to foster children and their primary caregivers so that families can be reunited as soon as possible. If this is not possible, another permanent home is sought for the child through a legal process.

Eligibility: Must be a county resident and determined to be in need of out of home placement by the court.

Fee: Parental financial support based on a state approved sliding fee schedule.

For Further Information, Contact: Juvenile Intake for adolescents at (920) 832-5961, Child Protection Intake for children in need of protection at (920) 832-5161, or after hours at (920) 832-4646

D. PROGRAM: FOSTER CARE / COURT-ORDERED KINSHIP CARE PROGRAM

Description: Recruitment, studying, licensing, and educating prospective foster parents, relatives, or like kin for the purpose of temporarily caring for children in need of protection / services. These trained individuals serve as a substitute family on a temporary basis for children who cannot remain at home. Some foster parents may serve as short-term respite care providers.

Eligibility: Must meet state foster home licensing standards and be a resident of Outagamie or Calumet counties.

Fee: No fee

For Further Information, Contact: A social worker in the Foster Care Program at (920) 832-5161

E. PROGRAM: HOME CONSULTANT PROGRAM

Description: The home consultant provides supportive services and training to individuals and families in an effort to promote individual and family stability or independence.

Some of the specific tasks that a home consultant may perform are listed below:

- Financial counseling and assistance with financial paperwork
- Direction in establishing and maintaining good health practices
- Assistance in securing adequate housing, furniture, clothing and basic needs
- Provide information on pertinent community resources and how to use them
- Assistance and guidance in methods of parenting
- Provide supervision for designated child/parent visitation

Eligibility:

1. Outagamie County resident.
2. Cases for consideration are referred internally from all divisions of the department. Direct community referrals will also be considered.

Fee: No fee

For Further Information, Contact: Home Consultant Supervisor at (920) 832-5161

F. PROGRAM: VOLUNTARY KINSHIP CARE PROGRAM

Description: Provides monthly reimbursement of \$232 per child to relative caretakers of minor children when parents are not able to provide adequate care.

Eligibility: Outagamie County residency of relative caretaker, agency assessment that there is a need for the living arrangement and that the arrangement meets the child's needs, and completed background checks (local state) meeting Kinship standards.

Fee: No fee. Child's parents will be assessed Child Support.

For Further Information, Contact: Child and Family Unit II Supervisor at (920) 832-5161

G. PROGRAM: CONTRACT SERVICES

Description: Purchase of services contracts are initiated for the following services:

1. Out of Home Care including emergency resource home, treatment foster care, shift staff home, or child care institution
2. Domestic Abuse Services
3. Family Training Program
4. Family Services
5. Alcohol and other drug abuse services where assessment or intervention is needed to provide safety to children.

Eligibility: There are no standard eligibility requirements for contract services; however, various Wisconsin State Statutes, administrative and county ordinances dictate contract requirements.

Fee: Not applicable

For Further Information, Contact: Manager of Children, Youth and Families at (920) 832-5161

H. PROGRAM: COMMUNITY CONNECTIONS PROGRAM

Description: Community Connections is a program offered by Outagamie County Department of Health and Human Services' Children, Youth and Families Division in partnership with Family Services, offering voluntary services to families screened out of needing attention from child protective services.

Possible areas of support include:

- Housing
- Mental health referral
- Parent education and child development
- Household or family needs
- Child care resources
- Basic needs
- Budgeting / financial management

Eligibility: Must be an Outagamie County resident, be screened out of child protective services, or assessed as not needing CPS intervention

Fee: No fee

For Further Information, Contact: Child Protection / Community Connections Supervisor at (920) 832-5161

XIII. MENTAL HEALTH AND ALCOHOL AND OTHER DRUG ABUSE DIVISION

A. PROGRAM: CRISIS INTERVENTION UNIT

1. UNIT: CRISIS PHONES (920-832-4646)

Description: The crisis phones provide 24-hour, 7-day-a-week emergency mental health services. A staff of trained crisis counselors provide telephone counseling and information and referral services to callers with a variety of problems such as: stress related issues, suicide, mental illness, loneliness, marital, family, medical, financial, alcohol or drug problems, aging, abuse, and a variety of issues. The crisis phones are the after-hours contact source for resource agencies within Outagamie County and the surrounding region.

Eligibility: No eligibility criteria

Fee: No individual charges, but Medicaid and third-party insurances are billed.

For Further Information, Contact: Supervisor of Crisis Intervention at (920) 832-4646

2. UNIT: CRISIS TEAM

Description: The crisis team is a 24-hour, 7-day-a-week emergency mental health and alcohol and other drug abuse service. The crisis team provides professional back-up service to the crisis phone staff. The crisis team also provides crisis phone consultation to law enforcement and face-to-face services to individuals in crisis. These services include evaluation and follow-up, which can be intensive short-term therapy, hospitalization (voluntary or involuntary), alternate living arrangements, alcohol or drug emergency detentions, and/or referral to community resources. In order to provide the most effective and coordinated clinical services, close coordination is maintained with law enforcement, courts, and other specialized community agencies.

The crisis team also handles adult at-risk and elder abuse investigations. Face-to-face evaluations are completed, typically at the individual's residence. If the individual is competent, services will be offered if needed, including a referral to the Aging & Disability Resource Center (ADRC) program. If the individual is found incompetent, guardianship will be initiated and protective placement may also be enacted.

3. WALK-IN CLINIC – MENTAL HEALTH SERVICES

Description: The Walk-In Clinic is designed to allow eligible consumers in Outagamie County to access outpatient mental health services more efficiently. The Walk-In Clinic is open from 9:00 a.m. to 3:00 p.m., Monday through Friday, on a first-come, first-served basis. Emergency crisis services are also provided through the Walk-In Clinic by the mobile Crisis Team. If a consumer cannot be seen on the same day for a mental health assessment and if this is not a crisis need, the consumer can be seen the next day and be placed on the list to see the mental health professional when they arrive to the clinic.

Eligibility: The crisis intervention and Walk-In Clinic programs provide emergency and general mental health assessments for county residents who do not have insurance or have limited resources, as well as any individual that law enforcement wants assessed for emergency mental health care outside of a medical emergency room evaluation.

Fee: No individual charges, but Medicaid and third-party insurances are billed.

For Further Information, Contact: Supervisor of the Evaluation and Psychotherapy Unit at (920) 832-5270

B. PROGRAM: EVALUATION AND PSYCHOTHERAPY UNIT

Description: Outpatient mental health evaluations and treatment are provided by the Evaluation and Psychotherapy Unit. The unit is staffed by clinical psychologists, clinical therapists, and psychiatrists. Treatment is provided for a wide variety of issues, including mental illness, relationship problems, marital problems, parent-child conflicts, adjustment problems, trauma or abuse issues, and general mental health evaluation. Services provided include: psychiatric evaluations and medication management, court-ordered psychological evaluations, and psychotherapy for individuals as well as marital, family, and group psychotherapy for all age groups.

Eligibility: Residents of Outagamie County with no mental health insurance coverage or those with limited resources. Please contact the Evaluation and Psychotherapy Supervisor for a review of eligibility requirements.

Fee: Fees are based on income levels on an ability to pay basis, using a state-approved sliding fee schedule.

For Further Information, Contact: Evaluation and Psychotherapy Supervisor at (920) 832-5270

C. PROGRAM: CASE MANAGEMENT SERVICES

Description: The Case Management Program assists consumers suffering from mental illness in the establishment of links to the community to improve functioning and meet the needs of daily living. Case management includes assessment, case plan development, service coordination, and ongoing monitoring. Services provided may include assistance with accessing health care, social skill building, vocational or educational skill building, pharmacological management, mental health and court monitoring, and assistance with daily living skills. Case Management services focus on support and coordination of services, and case managers work closely with contract agencies, such as group homes and supported apartments, sheltered work environments, work training and placement services, and social and recreational opportunities.

Eligibility: Admission is limited to Outagamie County residents who are diagnosed with a mental illness and who pose a significant risk of continuing a pattern of hospitalization or becoming unable to live independently in the community due to functional impairments. These impairments impact vocational or educational abilities, social skills, or activities of

daily living. Outagamie County residents may also be served through case management services for monitoring of their court order.

Fee: No individual charges, but Medicaid and third-party insurances are billed.

For Further Information, Contact: Case Management Supervisor at (920) 832-5270

D. PROGRAM: COMPREHENSIVE COMMUNITY SERVICES

Description: The Comprehensive Community Services program, or CCS, is a recovery model program certified by the State of Wisconsin under Health and Family Services Administrative Rule 36. The CCS program is a community-based psychosocial rehabilitation service for all ages. Psychosocial rehabilitative services are medical and remedial services and supportive activities provided to or arranged for a consumer to assist individuals with mental illness and substance abuse disorders to achieve the highest possible level of functioning, stability, and independence to facilitate recovery. Services may include psychiatric care, psychotherapy, illness management education, vocational service, social skill building, community living skill building, and daily living skill building and residential support services. Participants develop and participate in recovery teams consisting of professional and non-professional supports to assist with goal achievement.

Eligibility: CCS eligibility is determined through completion of a State Mental Health / AODA functional eligibility screen. Additionally, consumers must be residents of Outagamie County and be eligible for Medical Assistance.

Fee: No individual charges, but Medicaid and third-party insurances are billed.

For Further Information, Contact: Comprehensive Community Services Supervisor at (920) 832-5270

E. UNIT: COMMUNITY SUPPORT PROGRAM

Description: Community Support Program (CSP) services are provided by a multidisciplinary treatment team, certified by the State of Wisconsin under Health & Family Services Administrative Rule 63. The team consists of professionals and para-professionals with backgrounds in such specialties as social work, nursing, vocational rehabilitation, therapeutic recreation, community mental health, alcohol and drug abuse counseling, psychology, and psychiatry. A team oriented approach to treatment planning and delivery ensures that individuals enrolled in the program receive comprehensive, multidisciplinary services tailored to their specific medical, social, occupational, and residential needs. These services are evidence-based, using an Assertive Community Treatment (ACT) model, which is a scientific model based on measurable components. Categories of service routinely provided include: assessment and treatment planning, routine psychiatric services, symptom management and psychotherapeutic services, medication prescription and administration, psychosocial rehabilitation, case management services, and employment related skills training. Any or all of these services may be provided to an individual who has been hospitalized, locally incarcerated, or otherwise institutionalized, though these services are bundled under the category of service

“transition to community living”. Additional services which the CSP does not or cannot provide may be contracted for or provided by a variety of community agencies and organizations.

Based upon an in-depth, comprehensive evaluation of the person and the environment in which he or she lives and works, treatment is reviewed and planned every six months or more often, if warranted. The CSP staff work with the consumer to establish a partnership to jointly set treatment priorities and goals. A focus on recovery and community integration is central to all services provided, with all services being evidence-based and in line with best practice.

Eligibility: Admission is limited to residents of Outagamie County who are experiencing significant limitations or disabilities, which are directly attributable to a diagnosed severe and persistent mental illness. Accepted diagnoses include schizophrenia, bipolar disorder, severe depression, delusional disorder, or other psychotic disorders. Accompanying this diagnosis must be a significant risk of continued severely dysfunctional living patterns if CSP services are not provided. Finally, a major impairment in vocational, social, or independent living skills must be present and directly attributable to the primary diagnosis. Occasionally, persons with other psychiatric disabilities may be eligible, though this requires a careful screening process and verification that the secondary admission criteria are met.

Fee: No individual charges, but Medicaid and third-party insurances are billed.

For Further Information, Contact: Community Support Program Supervisor at (920) 832-5270

F. PROGRAM: CONTRACT SERVICES

Description: Purchase of service contracts are initiated for the following services:

1. Alcohol and Other Drug Abuse
 - a. Assessment
 - b. Outpatient Services
 - c. Detoxification
 - d. Prevention
 - e. Residential Treatment
 - f. Intoxicated Driver's Assessment / Treatment

Eligibility: Outagamie County resident with no insurance or limited resources. An individual seeking AODA services will be referred to the Outagamie County contract AODA Specialist for review of eligibility and service need.

Fee: Fees are based on income levels on an ability to pay basis, using a state-approved sliding fee schedule.

For Further Information, Contact: Mental Health/AODA Division at (920) 832-5270

For Intoxicated Driver's Assessment (IDP), contact ThedaCare Services at (920) 720-3736

XIV. PUBLIC HEALTH DIVISION

In partnership with the community, the mission of the Public Health Division is to PREVENT disease and injury, PROMOTE wellness, and PROTECT the health of the community. Core public health functions and essential services provide the framework for achieving our mission. The Core Functions include: Assessment, Policy Development, and Assurance, and are defined in state statute. Local public health agencies across the country have adopted the national identity of “Prevent. Promote. Protect.” to signify what public health does and what it achieves.

The structure and responsibilities of local public health departments are defined by state law. The Outagamie County Division of Public Health has been designated as a Level III Health Department by the Wisconsin Division of Health and Human Services. Level III is the highest designation a health department can achieve.

A. PROGRAM: COMMUNITY HEALTH

Description: The Community Health unit works to improve the health of the community at the systems and community level. The unit serves as the infrastructure of the division to set the foundation and assist the other units in providing the Essential Services of Public Health.

The following are the 10 Essential Public Health Services:

1. **Monitor** health status to identify and solve community health problems
2. **Diagnose and investigate** health problems and health hazards in the community
3. **Inform, educate, and empower** people about health issues
4. **Mobilize** community partnerships and action to identify and solve health problems
5. **Develop policies and plans** that support individual and community health efforts
6. **Enforce** laws and regulations that protect health and ensure safety
7. **Link** people to needed personal health services and assure the provision of health care when otherwise unavailable
8. **Ensure** competent public and personal health care workforces
9. **Evaluate** effectiveness, accessibility, and quality of personal and population-based health services.
10. **Research** for new insights and innovative solutions to health problems

Eligibility: Community Health unit services are available to residents of Outagamie County, outside Appleton City limits

Fee: No fees are associated with Community Health services

For Further Information, Contact: Community Health Staff at (920) 832-5100

B. PROGRAM: PUBLIC HEALTH NURSING

Description: The Public Health nursing staff utilizes knowledge and data of the community and clinical expertise to identify health and safety problems in the community, formulate plans, implement interventions to address these problems, evaluate the

effectiveness of interventions, and integrate quality improvement initiatives into interventions. Public Health nursing services may be targeted to entire population groups, families, or individuals.

The generalized Public Health Nursing Program includes:

1. Management of communicable disease prevention and control
2. Knowledge and administration of immunizations to decrease the incidence of vaccine-preventable diseases
 - Monthly clinics are held at the county downtown complex for infants, children, and adults.
 - Assessment of school and daycare immunization compliance.
3. Community health promotion
 - Health education and safety promotion, tobacco and alcohol prevention activities and fluoride rinse program.
 - Community-wide programs to encourage regular physical activity, and yearly blood drives.
4. Community education programs
 - Educational activities are conducted within the community on a variety of health and safety-related topics.
5. Home visiting
 - Home visiting program for pregnant women, newborns and adults.
6. Lead screening and follow-up
 - Lead screening for children 9 months to 6 years of age
 - Children with elevated lead levels receive case management services
7. Injury prevention
 - Car seat inspections by a certified child passenger safety technician at fitting stations, community events and by appointment if needed.
 - Safe sleep education and crib program
8. Pregnancy testing
 - Urine test for pregnancy offered and presumptive eligibility for medical assistance initiated.
9. Prenatal Care Coordination
 - Case management services for high-risk pregnant women with medical or social risk factors, including education, follow-up, referral, oral health promotion, breast-feeding support, and education. The goal of the program is to help women have healthier pregnancies and healthier babies.
10. Refugee Health Promotion
 - Provide medical screening, education, referral, communicable disease follow up to all refugees resettling in Outagamie County outside of the City of Appleton.

11. Collaboration and participation in regional and state coalitions.

Eligibility: Public Health nursing services are available to residents of Outagamie County, outside Appleton City limits

Fee: Donations accepted at immunization clinics. Pregnancy testing is \$5. No fees for other Public Health nursing services.

For Further Information, Contact: Public Health Nurse at (920) 832-5100

C. PROGRAM: WOMEN, INFANTS, AND CHILDREN (WIC) NUTRITION

Description: The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is a public health nutrition program under the USDA providing nutrition education, nutritious foods, breastfeeding support, and healthcare referrals for income-eligible women who are pregnant or post-partum, infants, and children up to age 5.

Eligibility: Pregnant and postpartum women, and children less than five years of age with a health or nutritional need. Participants must also meet the financial criteria, which are based on 185% of the poverty level.

Fee: No fee

For Further Information, Contact: WIC staff at (920) 832-5109

D. PROGRAM: ENVIRONMENTAL HEALTH

Description: The purpose of the Environmental Health Unit is to identify and investigate environmental health hazards and apply control measures to prevent illness and protect the health and safety of the public. The work of the Environmental Health Unit impacts every resident and visitor to Outagamie County. The Environmental Health Unit also operates a Wisconsin certified water laboratory. The generalized Environmental Health Program includes:

1. Inspection and licensing of restaurants, retail food establishments, and temporary food operations.
2. Inspection and licensing of lodging establishments, public recreational facilities (pools, spas, campgrounds), and tattoo and body piercing operations.
3. Inspection and licensing of mobile home communities.
4. Licensed swimming pools and spas are tested for bacteria, which is used to assess the level of sanitation.
5. Drinking water testing
 - Drinking water from private wells is tested to determine presence of coliform and *E. coli*.
 - Environmental health sanitarians are available to provide consultation and

guidance on drinking water quality.

6. Radon testing
 - Environmental Health Sanitarians are trained to answer questions regarding hazards associated with radon, methods for mitigation, and proper testing practices.
7. Lead poisoning investigation and control
 - The Environmental Health Sanitarians work with Public Health nursing to conduct lead hazard assessments of homes to families of children with elevated blood lead levels.
 - Two Environmental Health Sanitarians are certified as lead hazard investigators.
 - General information is provided about lead as a hazard to citizens and property owners.
8. Human health hazard complaints.
 - Environmental Health Sanitarians investigate human health hazards and nuisance complaints. Corrective action orders may be issued
 - Environmental Health Sanitarians often coordinate services with other agencies and divisions.
9. Investigation and control of food-borne and water-borne outbreaks
 - Environmental health sanitarians are responsible for conducting environmental investigations of suspected outbreaks and for environmental sample collection.
 - Environmental health sanitarians may investigate sources and contacts, and may coordinate response with other state and local agencies.
10. Community education and consultation
 - Education and counseling provided to individuals and groups on a variety of environmental health topics. Examples include arsenic, housing investigations, food safety and mold concerns.

Eligibility: Outagamie County outside Appleton city limits

Fee: Licensed facility operators pay a license fee. Drinking water and recreational facilities test fees vary.

For Further Information, Contact: Environmental Health Sanitarian at (920) 832-5100

E. PROGRAM: CONTRACT SERVICES

1. Description: Sexually transmitted disease screening, treatment, and follow-up.

Eligibility: Must reside in Outagamie County and meet income requirements

Fee: No fee

For Further Information, Contact: Public Health Nurse at (920) 832-5100

2. Description: Tobacco Prevention and Control

Eligibility: Outagamie County resident or organization

Fee: No fee

For Further Information, Contact: Public Health Nurse at (920) 832-5100 or
Community Action for Healthy Living at (920) 462-4188

XV. YOUTH & FAMILY SERVICES DIVISION

A. UNIT: YOUTH SOCIAL WORK SERVICES UNIT I

1. PROGRAM: DISPOSITION AND SUPERVISION SERVICES

Description: Social workers provide social studies and disposition recommendations to the Juvenile Court. Additionally, supervision and placement services are provided to families through a Deferred Prosecution Agreement with a court intake worker, a Consent Decree or Court Order. Correctional liaison and aftercare reintegration services are also provided.

Eligibility: Referrals are received from Juvenile Court Intake and from Juvenile Court.

Fee: Monthly charge for supervision services

For Further Information, Contact: Unit Supervisors at (920) 832-5961

2. PROGRAM: MENTORING PROGRAM

Description: Coordinators recruit, train, and match adults to mentor high-risk youth and children through relationship building and meaningful activities.

Eligibility: Children and youth age 6-17 receiving department services. Referrals are received through agency staff.

Fee: No fee

For Further Information, Contact: Mentor Coordinator at (920) 832-2460

3. PROGRAM: REPORT CENTER

Description: Report Centers are located at the Youth & Family Services facility. A variety of sessions are provided. Report Centers receive referrals from intake workers and social workers that believe the youth on supervision needs additional structure during the day. The youth come to the Report Center after school (or during the day in the summer) to "report in" and work on life skills, job search, personal growth and development, or school work.

Eligibility: Referrals are made by social workers or intake workers to the Report Center Coordinator and Unit Supervisor.

Fee: No fee

For Further Information, Contact: Division Manager at (920) 832-4915 or Unit Supervisor at (920) 832-5961

4. PROGRAM: RESTORATIVE JUSTICE

Description: The Restorative Justice Coordinator assists youth in meeting Deferred Prosecution Agreement or court ordered obligations including community service and restitution.

Eligibility: Court Order or Deferred Prosecution Agreement with Court Intake.

Fee: No fee

For Further Information, Contact: Restorative Justice Coordinator at (920) 832-5207

5. PROGRAM: INDEPENDENT LIVING PROGRAM

Description: The Independent Living Coordinator works with youth age 14-18 who are or have been placed in out-of-home care for at least six months to build their independent living skills and to develop plans with youth who will age out of care. In addition, group and individual independent living work is available to youth involved in the child welfare or juvenile justice system and are residing in their homes.

Eligibility: Department clients age 14 to 18, with priority given to youth placed in a living arrangement outside of parents' home. Referrals are received by agency staff.

Fee: No fee

For Further Information, Contact: (920) 968-5727

B. UNIT: YOUTH SOCIAL WORK SERVICES UNIT II

1. PROGRAM: DISPOSITION AND SUPERVISION SERVICES

Description: Social workers provide social studies and disposition recommendations to the Juvenile Court. Additionally, supervision and placement services are provided to families through a Deferred Prosecution Agreement with a court intake worker, a Consent Decree or Court Order. Correctional liaison and aftercare reintegration services are also provided.

Eligibility: Referrals are received from Juvenile Court Intake and from Juvenile Court.

Fee: Monthly charge for supervision services.

For Further Information, Contact: Unit Supervisors at (920) 832-5961

C. UNIT: YOUTH SOCIAL WORK SERVICES UNIT III

1. PROGRAM: JUVENILE COURT INTAKE

Description: Court intake workers provide initial assessment of youth referred to court. As the result of the assessment and placement in a risk classification system, the intake worker decides whether the referred youth will be handled informally, referred to court, or closed. Referrals are then made to service agencies for intervention or for supervision services by an agency social worker.

Temporary placement decisions are made regarding youth taken into custody by law enforcement with the court intake workers option to release, place in a non-secure setting or in the Secure Detention facility.

Eligibility: Referrals are received from the police, schools and parents within jurisdictional requirements of Chapter 938.

Fee: None

For Further Information, Contact: Chief Court Intake Worker at (920) 832-5961

2. PROGRAM: DISPOSITION AND SUPERVISION SERVICES

Description: Social workers provide social studies and disposition recommendations to the Juvenile Court. Additionally, supervision and placement services are provided to families through a Deferred Prosecution Agreement with a court intake worker, a Consent Decree or Court Order. Correctional liaison and aftercare reintegration services are also provided.

Eligibility: Referrals are received from Juvenile Court Intake and from Juvenile Court.

Fee: Monthly charge for supervision services

For Further Information, Contact: Unit Supervisors at (920) 832-5961

3. PROGRAM: ELECTRONIC MONITORING

Description: The department contracts with the Satellite Tracking of People, LLC. (STOP) to monitor up to twenty delinquent youth while placed in their own home with a single lightweight GPS ankle unit. As a placement alternative, the department assigns social work staff to provide electronic monitoring services including close staff supervision and close collaboration with parents, schools, and law enforcement. Client movement is monitored daily by a social worker assigned to the case.

Eligibility: Referrals are made by social workers or intake workers to the Electronic Monitoring Coordinator.

Fee: \$3.10 per day based on an ability to pay basis using a state-approved sliding fee schedule

For Further Information, Contact: Division Manager at (920) 832-4915 or Unit Supervisor at (920) 832-5961

4. PROGRAM: FAMILIES IN ACTION

Description: Families In Action is a community-based intervention for middle and high school-aged youth designed to increase protective factors that prevent and reduce alcohol, tobacco and other drug use; irresponsible sexual behavior; and violence. Family, school and peer bonding are important objectives. The program includes a parent and teen component.

Families In Action uses a family systems approach in which families attend sessions and learn skills. Each of the sessions includes time during which parents and youth meet in separate groups and time during which all family members meet together. Modules address parent-child communication, positive behavior management, interpersonal relationships for adolescents, ways for families to have fun together, enhancement of the adolescent's self-esteem, and factors that promote school success. Youth are taught about the negative social and physical effects of substance use, they learn general life skills and social resistance skills, and they are provided opportunities to practice these skills. Parents are taught skills to help reinforce their teen's skills training. During the portion of each session involving the youth and parents together, they participate in family enrichment activity and receive a homework assignment to complete before the next session.

Eligibility: Participants are Children, Youth and Families Division and Youth and Family Services Division families. The youth are between the ages of 12 and 16, and their parents/guardians. A referral is made to the program by Juvenile Intake Workers or Social Workers.

Fee: No fee.

For Further Information, Contact: Division Manager at (920) 832-4915 or the Unit Supervisor at (920) 832-5961

5. PROGRAM: AGGRESSION REPLACEMENT TRAINING (ART)

Description: ART is a 10-week, 3 sessions weekly cognitive behavioral intervention designed to assist youth with aggression, reduce anti-social behaviors and offer an alternative of pro-social skills. In weekly sessions, participants gain tools that assist them in solving problems, making decisions, and interacting positively in social situations.

The ART curriculum consists of three components:

Social Skills Training is the teaching of a series of interpersonal skills.

Anger Control Training teaches youth techniques for reducing and managing feelings of anger in difficult situations.

Moral Reasoning is a method of developing acceptable social attitudes and values.

Eligibility: Referrals are received from Social Workers or Intake Workers.

Fee: None.

For Further Information, Contact: Unit III Supervisor at (920) 832-5961

6. PROGRAM: THINKING FOR A CHANGE (T4C)

Description: Thinking for a Change (T4C) is a program based on cognitive restructuring and cognitive skills theories. It is designed to help individuals in the youth justice system take control of their lives by taking control of their thinking. Cognitive Self-Change, Social Skills, and Problem Solving Skills are the 3 main components of the program.

T4C is a 10 week program. The group meets 1 hour per session, 2 times a week, led by 2 facilitators. This is an interactive group format where active participation is required. Group members will apply activities and concepts learned to their real life situations.

Eligibility: Referrals are received from Social Workers or Intake Workers.

Fee: None.

For Further Information, Contact: Unit III Supervisor at (920) 832-5961

D. UNIT: YOUTH SOCIAL WORK SERVICES UNIT IV

1. PROGRAM: SHELTER CARE UNIT

Description: Shelter Care is located on the first floor of the Youth & Family Services facility and provides short-term care and supervision for youth who cannot, for a variety of reasons, remain in their own homes. Shelter Care is a non-secure detention alternative. The population at Shelter Care includes, but is not limited to: runaways, truants, delinquents, children whose parent/guardians feel they can no longer control them, and youth who have been abused and/or neglected. Services provided include: shelter, food, crisis counseling, group discussions, informative videos/reading, organized recreation/activities, school coordination services, and positive role modeling.

Eligibility: Youth are placed at Shelter Care only as a result of the decision of an intake worker or a detention hearing before the court commissioner or a judge. Age range is 10 to 17 years.

Fee: Based on an ability to pay basis using a state approved sliding fee schedule.

For Further Information, Contact: Unit Supervisor at (920) 832-5249