



Marquette County Human Services

2017 Annual Report

The Marquette County Human Services Department administers approximately 50 programs to address human needs across the lifespan. Most of these programs are mandated. The following pages reflect a sampling of the services provided by the dedicated staff of the Department. For ease of read and understanding the services are organized in the following categories:

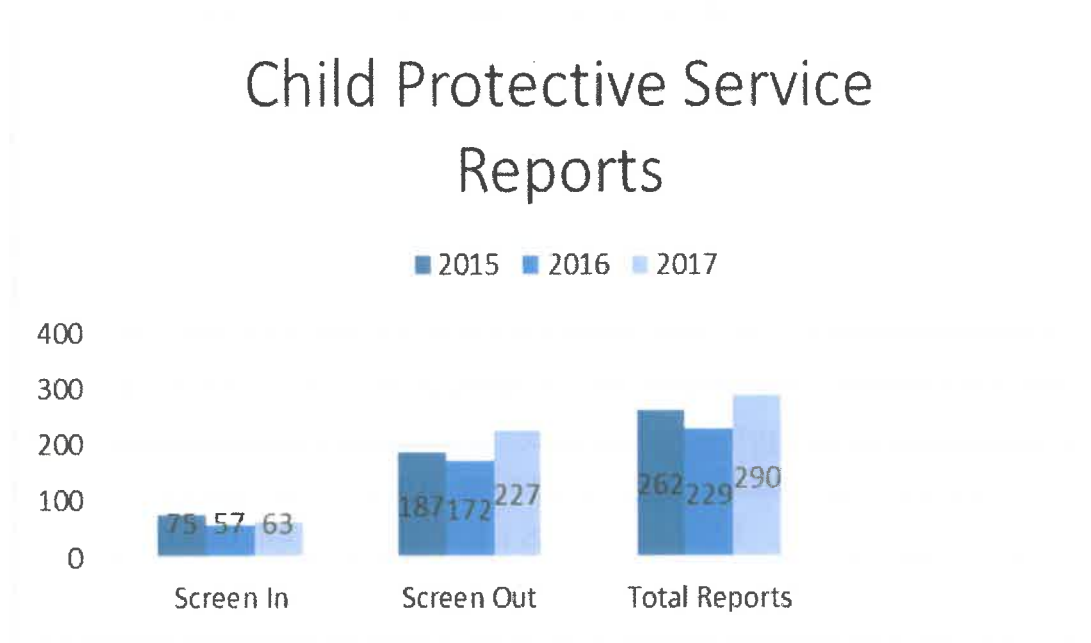
Protective Services-assistance to the most vulnerable children or adults who are at risk of harm from someone else or themselves. This can include child protective services, adult protective services, and emergency hospitalizations for those with suicidal/homicidal ideations or those suffering from severe alcohol and drug issues.

Prevention and Supports-services designed to help keep people in their homes and living productive, quality lives, free from abuse and/or neglect. This includes providing information and referral to a variety of resources. Some examples are home delivered or dining site meals, Birth to Three, Coordinated Services Teams, Community Response, health promotion programs, medical assistance, FoodShare, energy assistance, child support, counseling and family care enrollment.

PROTECTIVE SERVICES

Child Protective Services (CPS)

A primary function of the Children and Family Services unit is the safety and protection of children. The agency receives reports from individuals with concerns about children. Decisions are made, utilizing the guidance of State statutes and standards, to determine what, if any response by the agency is needed. Reports that are “screened in” are assigned to a social worker for some type of follow up. Reports that are “screened out” do not receive any additional follow up services. Follow up services can range from a child protective services investigation to a voluntary services offer by the department.

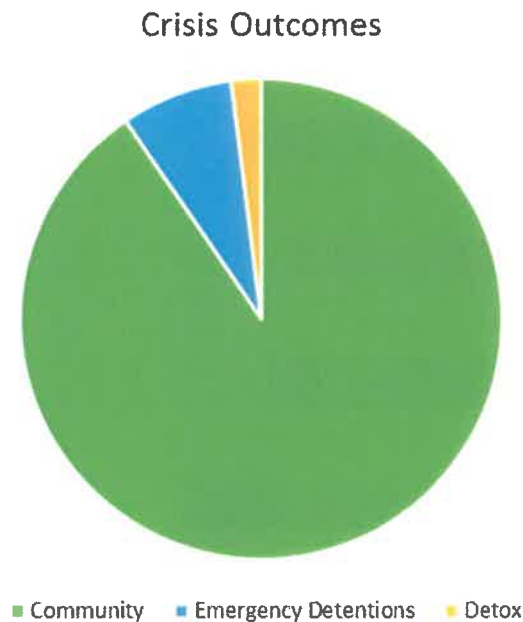


In 2017, there was a 26.6 % increase of reports regarding child maltreatment. Concerns of child neglect continue to be the main reason for reports of child maltreatment.

Crisis Services

One function of the Clinical Services Unit is to provide crisis intervention services. 8 unit staff are cross trained to handle walk in, mobile and crisis follow up services during regular business hours. Clinical staff partner with schools, hospitals and law enforcement professionals to provide the most appropriate level of community based crisis treatment. Northwest Connections provides a 24 hour mental health and substance use crisis line as well as after hours face to face mobile crisis services.

During 2017, there were a total of 348 crisis contacts in Marquette County resulting in 26 individuals being placed on an emergency detention (involuntary hospitalization), 8 individuals being placed in substance detoxification units, and 314 individuals remaining in the community safely.



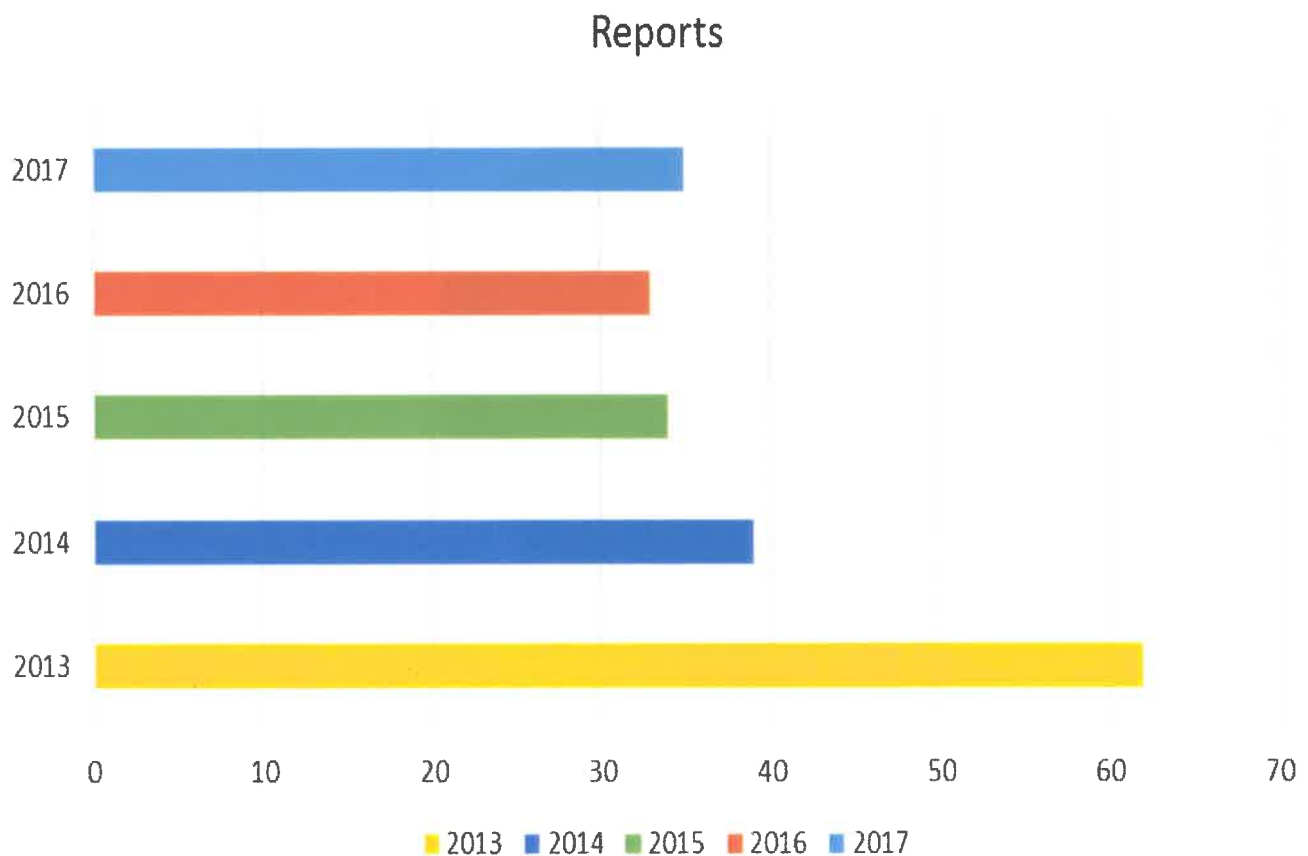
Adult Protective Services (APS)

APS refers to any services that, when provided to an individual with developmental disabilities, degenerative brain disorder, serious and persistent mental illness, or other like incapacity, keep the individual safe from abuse, neglect, or misappropriation of property or prevent the individual from experiencing deterioration or from inflicting harm on himself or herself or another person.

Adult at Risk means any adult who has a physical or mental condition that substantially impairs his or her ability to care for his or her needs and who has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation.

Elder Adult at Risk means any person age 60 or older who has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation.

All Adult-At-Risk Reports, 2013-2017



PREVENTION AND SUPPORTS

Youth Justice

Statewide, there is currently a focus on preventing and diverting youth from entering the youth justice system. As a state, it is believed that if a youth can be proactively screened and treated for substance abuse, trauma, and unmet mental, emotional, and behavioral needs, we can keep many young people from unnecessarily entering the system. Further, through improved practice and collaboration within and across the child welfare and youth justice systems, we can ensure children do not unnecessarily crossover from the child welfare to the youth justice system. The Children and Family Unit's prevention strategies consist of Coordinated Services Teams, Community Response Program, Children's Long Term Support, Youth Mentor Program and Intensive In-Home Parent Mentoring Programs. Our prevention strategies have been proven to be effective by showing a 32% decrease in youth justice referrals in 2017.

Food Resources

Food insecurity, defined as a situation of limited or uncertain availability of nutritionally adequate and safe foods, is one of the issues that the Department regularly attempts to address. One example is by issuing FoodShare benefits to eligible residents. In 2017 the Economic Support Unit issued a total of \$2,127,167 in FoodShare benefits to Marquette County residents.

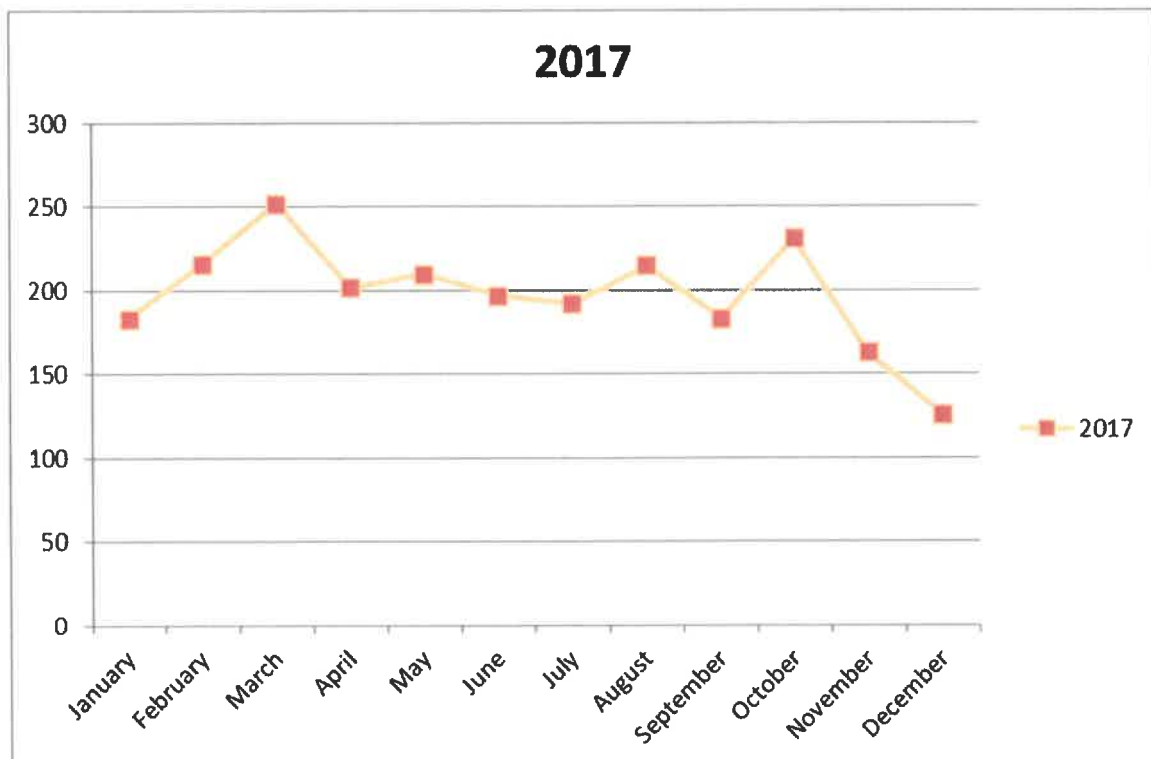
In addition, the Care and Share Food Bank received 67,725 pounds of donated food and provided assistance to 1,235 households. The food bank is operated as a partnership between the Human Services Department, Diverse Options, local businesses, community organizations and many volunteers. 2017 saw 4,161 volunteer hours given to food bank operations.

Aging and Disability Services

The Aging and Disability Resource Center (ADRC) provides information, referral and services to a diverse population including seniors, people with developmental or physical disabilities, and their families. The ADRC assists people with accessing public benefits and private services. These resources may include long-term care services, transportation, health benefits, financial assistance, housing, nutrition, energy assistance, and food. The ADRC also aids in benefits related to Social Security, Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI).

In 2017 Marquette County applied to the state to operate a single county ADRC. The application was approved and work on restructuring from a multi-county ADRC to a single county ADRC was performed. Beginning January 2018, the ADRC of Marquette County was officially established. The 2017 contacts made by the Marquette County office are provided in the graph below.

ADRC of Marquette County's number of contacts per month



Energy Assistance

2017 saw the transition of the Wisconsin Home Energy Program (WHEAP) back to the Human Services Department. The Economic Support Unit began managing the program in September. By the end of the year, 8 furnaces had been repaired/replaced and fuel benefits totaling \$244,250 had been issued to 474 families in Marquette County. The WHEAP program runs from October through September, however the furnace and emergency heat portions of the program run from October through May.

Clinical Services

Opioid Grant

In 2017, Marquette County was identified as a high need area in regard to the opioid epidemic impacting not only the State of Wisconsin, but the entire country. The Department applied for and received a small State Targeted Response (STR) grant intended to assist residents struggling with an opioid addiction. Consumers undergo a comprehensive assessment to determine both eligibility and services needed. An individualized treatment plan is created for eligible consumers. Services can include medically assisted treatment, medication management, ongoing substance abuse counseling (individual, family, group), and mental health counseling. From July through December this grant served 9 consumers.

Treatment Court

The Marquette County Treatment Court Program came under the umbrella of the Human Services Department in 2017. At the beginning of the year the program had 6 participants. During the course of the year there were 3 graduations, 2 terminations and 6 new participants accepted into the program, leaving 8 active participants at the end of 2017. The program served 10 participants through the course of the year. Three participants attended residential treatment for a total of 73 days. A large component of the treatment court program is on going monitoring of substance use. The graph on the following page outlines the number of drug tests that were administered through the program as well as the results of said tests.

UA totals

Month	Total # of UAs	Total # of positive UAs	Total # of missed UAs
January	65	0	2
February	49	6	1
March	35	5	0
April	33	0	0
May	36	0	0
June	45	0	1
July	55	8	0
August	58	5	0
September	51	4	0
October	46	0	0
November	59	4	5
December	49	2	0
TOTALS:	581	34	9

DEPARTMENT OF HUMAN SERVICES 2017 YEAR END FINANCIAL REPORT

SUMMARY	2017 Budget	2017 Actual	Remaining	% - Actual vs. Budget
EXPENSES				
Administration	\$487,735.00	\$486,848.51	\$886.49	99.82%
Clinical Services	\$1,107,158.00	\$1,276,944.20	(\$169,786.20)	115.34%
Economic Support / Child Support	\$530,703.00	\$563,594.43	(\$32,891.43)	106.20%
Children & Family Services	\$1,018,600.00	\$948,172.18	\$70,427.82	93.09%
Aging & Disability Services	\$1,118,854.00	\$1,172,902.44	(\$54,048.44)	104.83%
TOTAL EXPENSES	\$4,263,050.00	\$4,448,461.76	(\$185,411.76)	104.35%
REVENUE				
Administration	\$487,735.00	\$484,795.43	(\$2,939.57)	99.40%
Clinical Services	\$1,107,158.00	\$1,466,424.50	\$359,266.50	132.45%
Economic Support / Child Support	\$530,703.00	\$570,215.65	\$39,512.65	107.45%
Children & Family Services	\$1,018,600.00	\$1,055,977.62	\$37,377.62	103.67%
Aging & Disability Services	\$1,118,854.00	\$1,146,062.57	\$27,208.57	102.43%
TOTAL REVENUES	\$4,263,050.00	\$4,723,475.77	\$460,425.77	110.80%
BALANCE			\$275,014.01	