

THE GUIDE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

PROGRAMS AND
SERVICES



ACRONYMS AND
ABBREVIATIONS



TRESTLE TRAIL, OUTAGAMIE COUNTY

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MISSION STATEMENT

Health & Human Services is committed to assisting people in Outagamie County to achieve health, safety, well-being, and self-sufficiency.

The mission of the Outagamie County Department of Health & Human Services is to promote healthy, independent individuals by:

- Protecting those citizens who are vulnerable because of age, sex, race, social economic status, or disability, from abuse and neglect;
- Maximizing independence and decrease dependence of those citizens we serve in the most natural and least restrictive setting;
- Preventing neglect, abuse, individual and family dysfunction, illness and disability;
- Promoting healthy, independent, productive lifestyles; and,
- Managing 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 nine (9) persons: five (5) County Board Supervisors and four (4) 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 five 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:
 - I. 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, 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 and grievance investigator for the department.

VI. MANAGEMENT COUNCIL

- A. Composition: The Council is comprised of the following management positions within the department: Director, Deputy Director, Division Manager of Aging & Long-Term Support, Division Manager of Children, Youth & Families, Division Manager of Child Support and Economic Support, Finance Manager of Fiscal Services, Division Manager/Public Health Officer of Public Health, Division Manager/Clinical Director of Mental Health/AODA, Division Manager of Youth & Family Services, Administrative Services Manager of System Support, and Management Assistant.
- B. Goal of The Council: A management team employs a participative management style that maximizes the use of staff in an efficient, effective operation of the department.
- C. Objectives of The Council:
- I. 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

Description: Fiscal Services provides supportive services to all program areas of the department. Examples of services provided include:

- 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
- Provider Credentialing
- Insurance/Client Billing
- Annual Budget

Eligibility: Not applicable.

Fee: Not applicable

For Further Information, Contact: Finance Manager at: (920) 832-4455

VIII. SYSTEM SUPPORT DIVISION

Description: The System Support Division provides administrative services for the department. Examples of services provided include:

- Data entry
- Department payroll
- Employee orientations
- Ergonomic assessments
- Mail services
- Open records
- Personal Actions for all Health and Human Services staff
- Purchasing
- Receipting payments
- Reconciling department credit cards
- Release of information records
- State reporting
- Telephone reception
- Transcription

Eligibility: Not applicable

Fee: Not applicable

For Further Information, Contact: Administrative Services Manager at: (920) 832-2222

IX. VOLUNTEER SERVICES

Coordinates several volunteer programs that address the needs of individuals in our community. These programs support the work being provided by OCDHHS staff.

1. PROGRAM: LEGAL GUARDIAN

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. Training and ongoing support is provided to volunteer legal guardians.

Eligibility: A client of the department in need of this service.

Fee: No fee

For further information on becoming a volunteer guardian please contact: Volunteer Services at: hhsvolunteers@outagamie.org or visit our website at www.hhsvolunteers.org

2. PROGRAM: VOLUNTEER DRIVERS

Description: Volunteer drivers provide rides to Health & Human Services clients for parent/child visitations, counseling sessions/groups, and other appointments. Most trips are local, but some out-of-county trips are necessary (optional). Mileage for all rides is reimbursed at the Federal rate. Volunteers choose the rides they want to accept and therefore make their own schedule.

Eligibility: A client of the department in need of this service. If you are a client and would like to receive this service, please contact your Outagamie County worker.

Fee: No fee

For further information on becoming a volunteer please contact: Volunteer Services at: hhsvolunteers@outagamie.org or visit our website at www.hhsvolunteers.org

3. PROGRAM: VOLUNTEER FAMILY INTERACTION SUPERVISORS

Description: Volunteer supervisors monitor visits between children in alternate care and their parents. The volunteer's role is to supervise the visit, making sure it is safe and productive. Visits can take place during the day, evenings, or weekends. Volunteers choose the cases they want to accept to match their schedule. Cases are screened to be appropriate for volunteers.

Eligibility: A client of the department in need of this service.

Fee: No fee

For further information on becoming a volunteer please contact: Volunteer Services at: hhsvolunteers@outagamie.org or visit our website at www.hhsvolunteers.org

4. PROGRAM: THANKSGIVING FOOD BASKET

Description: The goal of the Thanksgiving Food Basket Program is to insure that families in need have a holiday meal they can enjoy with their family. Volunteers can donate and deliver a food basket individually or coordinate a food basket drive for several families. Cash and gift card donations are also accepted.

Eligibility: A client of the department in need of this service. If you are a client and would like to receive this service, please contact your Outagamie County worker.

Fee: No fee

For further information on donating please contact: Volunteer Services at: hhsvolunteers@outagamie.org or visit our website at www.hhsvolunteers.org

5. PROGRAM: BACK TO SCHOOL

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: Children living in Outagamie County or a client of the department and in need of this service. If you are a client and would like to receive this service, please contact your Outagamie County worker. If you do not receive services with OCDHHS please call (920) 832-2172.

Fee: No fee

For further information on donating please contact: Positive Youth Development at: Pennyjane.strauss@outagamie.org

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

Description: Volunteers for the CHAIN Reaction Day Program work in groups to do raking. This event is held around the last Saturday in April and October. Volunteers can coordinate a group or sign up individually.

Eligibility: Outagamie County resident, 65 years of age or older or disabled

Fee: No fee.

For further information on volunteering or receiving this service please contact: Volunteer Services at: hhsvolunteers@outagamie.org or visit our website at www.hhsvolunteers.org

7. PROGRAM: ADOPT A FAMILY

Description: The goal of the Adopt A Family Program is to insure families in need have a happy Christmas. Volunteers are matched with OCDHHS families to be adopted for the holiday and are given a wish list from the family. Volunteers can also donate cash, gift cards, or food to be delivered to families.

Eligibility: A client of the department in need of this service. If you are a client and would like to receive this service, please contact your Outagamie County worker.

Fee: No fee

For further information on donating please contact: Volunteer Services at:
hhsvolunteers@outagamie.org or visit our website at www.hhsvolunteers.org

8. PROGRAM: NOAHH (Neighbors Offering A Helping Hand)

Description: The goal of the NOAHH program is to engage the community in assisting families by providing goods, services and opportunities for children and families served by OCDHHS. Examples can be, but not limited to, beds, furniture, dishes, and payment for a child to attend an extracurricular event.

Eligibility: A client of the department in need of this service. If you are a client and would like to receive this service, please contact your Outagamie County worker.

Fee: No fee

For further information on donating please contact: Volunteer Services at:
hhsvolunteers@outagamie.org or visit our website at www.hhsvolunteers.org

X. AGING AND LONG TERM SUPPORT DIVISION

A. AGING AND DISABILITY RESOURCE CENTER (ADRC) of OUTAGAMIE COUNTY

The Aging and Disability Resource Center (ADRC) is the first place to go with aging and disability questions. 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; health promotion; dementia and caregiver support. Concerned individuals, families, friends, or professionals working with issues related to aging, physical disabilities, intellectual/developmental disabilities, mental health issues, or substance abuse issues, may receive information specifically tailored to each individual's situation. ADRC services may be provided via telephone, e-mail, walk-in, or through an in-home or community contact. The ADRC publishes a newsletter "The ADRC Connection", provides the "Identify and Organize Your Personal Affairs" planning document, and offers a Resource Directory both on-line and in paper form.

The public is welcomed to attend the Aging and Long Term Support Advisory Committee meetings.

The ADRC of Outagamie County Branch website is www.outagamie.org/ADRC

The ADRC provides the following services and programs:

1. 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, dementia, memory loss, employment and training for individuals with disabilities, home maintenance, nutrition, and much more. ADRC staff will provide help to connect individuals with services and resources as needed.
2. 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. This discussion may include formal (paid) and informal (unpaid) supports. The ADRC offers Options Counseling 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. Long-term care options counseling is tailored to the needs of the individual.

3. 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 enrollment counseling is to help individuals understand the programs and benefits available to them in order to make an informed choice related to enrollment into a publicly funded Long Term Care Program. This may include enrollment 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 dis-enroll 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 all managed care program and/or private pay options available.
4. 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.
5. DEMENTIA CARE SPECIALIST (DCS). Provides information, assistance and support to people living with dementia and their caregivers to ensure the highest quality of life possible while living at home. The DCS helps develop dementia-friendly communities where people with dementia may remain active and safe.
6. 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, and falls prevention, programs for older individuals or individuals with disabilities.

Eligibility: Open to the public for 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. Website: www.outagamie.org

B. AGING UNIT AND FUNDING

The Aging Unit assures that all residents 60 years and older plus family caregivers, regardless of income, have access to information, resources, and opportunities, on a voluntary contribution basis, according to the federal Older Americans Act.

The Aging Unit identifies and responds to the needs of older residents and family caregivers, advocates for older residents, and links resources to older residents in greatest social and economic need. The Aging Unit is responsible for the 3-year County Plan on Aging, identifying how federal, state, and local funds will be administered in serving older residents.

The public is welcome to attend Outagamie County ALTS Advisory Committee meetings. The Committee provides information, guidance, and advocacy to improve the quality of life for residents 60 years and older plus family caregivers and those living with disabilities.

C. ELDERLY NUTRITION PROGRAM

The Elderly Nutrition Program reduces hunger and food insecurity, and malnutrition; promotes socialization and health wellness of individuals 60 years and 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 contribution basis. The Elderly Nutrition Program utilizes countywide volunteers and staff to transport Home Delivered meals and to assist with Congregate meal service operation.

1. CONGREGATE MEAL SERVICE. Provides nutritious, mid-day meals and fellowship in a communal setting. Congregate meal sites reduce isolation, offer social and educational activities, nutrition and benefit counseling, volunteer opportunities, peer support, and provides current informational updates affecting older individuals. Congregate meal sites are located at countywide accessible locations.
2. HOME DELIVERED MEAL SERVICE. Provides nutritious, mid-day meals to eligible Outagamie County residents who are frail and essentially homebound 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.
3. FROZEN MEAL SERVICE. Provides nutritious, mid-day frozen meals to Outagamie County residents who are not in the Home Delivered meal service delivery area and are essentially homebound by reason of illness, disability, or isolation, for which an assessment concludes that participation is in the individual's best interest. Participants must arrange for frozen meal pick up on a weekly basis.

Eligibility: According to the federal Older Americans Act, individuals 60 years and older may receive Congregate, Home Delivered, and Frozen meal service. Participants must be Outagamie County residents for Home Delivered Meals and meet Elderly Nutrition Program meal service criteria.

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 other various duties.

Fee: No fee. Contributions 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.

D. SUPPORTIVE HOME CARE PROGRAM

The Supportive Home Care Program provides the provision of chore services, such as light housekeeping, laundry, shopping, and errands 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: The 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.

E. TRANSPORTATION

Outagamie County receives state and federal funds from the Wisconsin Department of Transportation to provide transportation services to seniors and individuals with disabilities. To thereby improve and promote the maintenance of human dignity and self-sufficiency by affording the benefit of transportation services to those people who would not otherwise have an available or accessible method of transportation.

1. URBAN TRANSPORTATION – DISABLED AND SENIOR. Outagamie County 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, Kaukauna, Menasha, Neenah, Combined Locks, Fox Crossing, Kimberly, Little Chute, Buchanan, Grand Chute, Harrison, and Vandenbroek). Eligible disabled and senior riders must be certified to ride this service. The Urban Transportation service area is $\frac{3}{4}$ mile off the fixed bus route system.
2. RURAL TRANSPORTATION – DISABLED AND SENIOR. Outagamie County 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. The Rural Transportation service area is outside the Urban Transportation area.
3. OTHER TRANSPORTATION PROGRAMS. Outagamie County contracts with various agencies in Outagamie County to provide volunteer driver programs, mobility management, and coordinated City/Township/Village transportation for seniors and the disabled.

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, 7-1-1 TTY, or toll free at 1-866-739-2372. Email: adrc@outagamie.org.

F. CHILDREN'S LONG TERM SUPPORT PROGRAM (CLTS)

The Children's Long Term Support Program assists families and their children with a developmental disability, physical disability or severe emotional disturbance. For those determined eligible for services, this program provides the development of an Individual Service Plan, ongoing support and service coordination, supportive services and items that have been identified as disability related to meet the family and child's identified goals and outcomes.

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

Fee: Possible parent cost share fee for service.

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.

G. EARLY INTERVENTION PROGRAM (Birth to 3)

Outagamie County 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 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.

H. ALZHEIMER'S FAMILY CAREGIVER SUPPORT PROGRAM (AFCSP)

The Alzheimer's Family Caregiver Support Program (AFCSP) provides state 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 must meet financial eligibility along with the need for assistance. 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.

I. GUARDIANSHIP AND PROTECTIVE PLACEMENT PROGRAM

Outagamie County contracts with various Corporate Guardians to help with the population that is not able to make decisions on their own. Individuals that are incapacitated will be evaluated and assessed if a family member or trusted acquaintance could become their decision maker. If there are no options, a Corporate Guardian is sought. A Protective Placement may be pursued if the individual is at risk or moved to a facility larger than 16 beds to ensure the individual is properly placed in a least restrictive setting. A Protective Placement requires review every year.

Eligibility: Persons that are incapacitated and/or at risk.

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

XI. CHILD SUPPORT AND ECONOMIC SUPPORT DIVISION

A. CHILD SUPPORT

1. PROGRAM: PATERNITY ESTABLISHMENT

Description: Paternity establishment is the process of determining the legal 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 Outagamie County Child Support Agency.

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

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

Description: Support *establishment* is the process of obtaining an order for child support 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 legal obligation to support his or her child/ren until they reach 18. However, a court order is needed to:

1. Establish an obligation to pay a fixed dollar amount based upon a percentage of income.
2. Extend that obligation until the earliest time the child/ren either graduates from high school, obtains a GED or reaches age 19.
3. Provide for medical insurance or payment of medical costs.

Enforcement activities include:

1. Creation and maintenance of a complete file (using the KIDS automated data system).
2. Monitoring child support payments to assure the most efficient transfer of funds to the custodial parent.
3. 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.

Thirty-three months after an order is established, a review will be conducted. During this review, *modifications* of an order may be pursued if there have been a substantial change of circumstance. An objective review is conducted by the child support agency using the best available information to determine 1. the current support amount is consistent with the guidelines or meets the threshold for adjustment 2. the order currently includes a provision that results in private health insurance coverage for the children at a reasonable cost.

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

The WI Bureau of Child Support (BCS) maintains a Child Support Online Services (CSOS) website that allows participants 24/7 access to their case information at <https://csos.wisconsin.gov/login>. This site allows participants to:

- View and update their address, email and phone number
- View and print account balances, and payment information
- View Case Activity Information
- Print payment coupons
- View real-time data from the Child Support KIDS database
- Report changes of employment, address, email or phone number

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

3. PROGRAM: CHILDREN FIRST

Children First is a program developed to provide employment and training services for child support payers who are not paying their full child support obligation.

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

B. ECONOMIC SUPPORT PROGRAMS

Persons needing help getting health care coverage, paying for food/groceries or child care costs, finding a job, or building career skills can go to www.ACCESS.wi.gov. This tool can help determine eligibility for benefits; can be used to apply for benefits and to manage Wisconsin benefits and programs in one place, at any time.

1. FOODSHARE

Description: FoodShare Wisconsin, Supplemental Nutrition Assistance Program (SNAP) helps people with limited income buy the food they need for good health. Benefits are accessed with a Wisconsin QUEST card, which is like a debit card.

Eligibility: Income is under the monthly limit. For current income limits, go to dhs.wisconsin.gov/foodshare/fpl.htm. Types of income that are counted include- job wages, disability benefits, veterans benefits, social security benefits, self-employment benefits, and unemployment insurance. Go to access.wi.gov and click on “Am I Eligible?” to see if you qualify.

Fee: Not applicable

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

2. 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 determine eligibility for low cost healthcare, nutrition, and other programs.

3. MEDICAID / BADGERCARE PLUS /Medicaid Purchase Plan/FAMILY PLANNING

Description: In Wisconsin, Medicaid applies to elderly, blind, and disabled individuals. The BadgerCare Plus program is Wisconsin’s Health Care Program for families, pregnant women, minors, and childless adults not enrolled in Medicare seeking affordable health insurance. Both programs provide payment for medical needs of persons that meet 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 Medicaid Purchase Plans.

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 cost or low cost health, nutrition, and other programs you may be eligible for.

4. WISCONSIN SHARES CHILD CARE SUBSIDY

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.

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 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.

MyWIChildCare

After applying and receiving an authorization to a selected child care provider, a MyWIChildCare card will be mailed. The money available on the card is specific to the child care hours and care given at the authorized child care provider.

Instructions for activating the card and setting up a personal identification number (PIN) will be provided. To activate the card, call the Fidelity National Information Service (FIS) customer service line **(1-877-201-7601)**, or visit the [ebtEdge](#) website to create an account.

Child Care Parent Portal

The [MyWIChildCare Parent Portal](#) is an online system available to parents receiving Wisconsin Shares to help them manage their child care subsidy needs. The Parent Portal is available 24 hours a day, 7 days a week, and is mobile-friendly.

Use the Parent Portal to:

- View child care authorizations
- Request a new authorization, or make changes to a current one
- Check the balance on the MyWIChildCare EBT card and track payments
- Sign up to receive a [text message](#) on your cell phone
- Track all requests entered in the Parent Portal using the Track My Requests button

5. 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: Recipients must residence in Wisconsin, have a social security number, are live in an eligible household, and have an energy burden.

Financial eligibility is tied to the income of the household. There is no asset test.

Fee: Not applicable

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

6. 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

7. 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 \$275 for the first child and \$165 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

C. RELATED FUNCTIONS

1. FRAUD INVESTIGATION

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

2. 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

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 help strengthen and support families. Makes referrals to Juvenile Court or other services when appropriate.

Eligibility: Referral may be made on any child under the age of 18 who is suspected to be victim of physical abuse, emotional abuse, sexual abuse, human trafficking, sexual exploitation, neglect, and/or unborn child abuse. Referrals are accepted from any concerned individual.

Fee: No fee

For Further Information, Contact: Children, Youth and Families (920) 832-5161 and ask to speak with an Access Phone Worker.

B. PROGRAM: ONGOING CHILD PROTECTION SERVICES

Description: Provision of services to strengthen families to increase protective capacities and eliminate safety concerns where there have been identified abuse or neglect or where children are at risk of abuse or neglect.

Eligibility: Cases are referred for ongoing services by an Initial Assessment Case Manager/Social worker who determines in the course of an assessment that ongoing services are appropriate. Voluntary services may also be provided.

Fee: No fee

For Further Information, Contact: Children, Youth and Families (920) 832-5161 and ask to speak with an Access Phone Worker.

C. PROGRAM: OUT OF HOME CARE

Description: Includes the temporary placement of children in, relative homes, foster care, group care, or residential care centers due to safety related concerns that are unable to be managed within the home. Case management is provided to foster children and their primary caregivers so that families can be reunited as soon as possible. If reunification is not possible, another permanent home is sought for the child through legal processes such as Termination of Parental Rights or Transfer of Guardianship.

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

Fee: Child's parents will be assessed by Child Support.

For Further Information, Contact: Children, Youth, and Families 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: This is a program offered by Outagamie County Department of Health and Human Services' Children, Youth and Families Division that works to recruit, assess, license, and educate 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 safely remain at home. Some foster parents may serve as short-term respite care providers.

Eligibility: Must meet state foster home licensing or kinship standards.

Fee: No fee

For Further Information on becoming a provider, Contact: A Case manager/social worker in the Foster Care Program at (920) 832-5161 or our Website or Facebook Page at:

<https://www.outagamie.org/government/f-through-m/health-human-services/children-youth-and-families/foster-care/kinship-care>

<https://www.facebook.com/OCFosterCare/>

E. PROGRAM: HOME CONSULTANT PROGRAM

Description: The home consultants 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.

Fee: No fee

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

F. PROGRAM: VOLUNTARY KINSHIP CARE PROGRAM

Description: Provides set monthly reimbursement rate established by the State 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: Child's parents will be assessed Child Support.

For Further Information, Contact: A Case manager/social worker in the Foster Care Program at (920) 832-5161 or our website at www.outagamie.org/fostercare

G. PROGRAM: COMMUNITY CONNECTIONS PROGRAM

Description: Community Connections is a program within Outagamie County Department of Health and Human Services' Children, Youth and Families Division offering voluntary services to families.

Possible areas of support include:

- Housing referral
- 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 seeking assistance.

Fee: No fee

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

H. PROGRAM: RESPITE CARE

Description: Respite care is intended for parents/caregiver/foster parents that may need a brief respite break in caring for the child in their home due to the level of the child's needs. The number of days or hours of respite are determined in conjunction with the child's case manager and caregiver. Respite care is intended to be used to maintain placements of children in their foster home and/or to support parents in maintaining their children safely within their own home.

Eligibility: Must have an open case in the Children Youth and Families Division or be a Foster Parent with Outagamie County with an identified respite need by the child's case manager.

Fee: Not applicable

For Further Information, Contact: Assigned Case manager/social worker at (920) 832-5161

I. PROGRAM: FAMILY FIND SEARCH AND ENGAGEMENT PROGRAM

Description: Family Find Search and Engagement is to help children maintain current connections and develop new meaningful lifelong connections with relatives as well as non-relative individuals they care about. This program is based on searching for relatives and like-kin then engaging with them in a teaming process that utilizes a child's natural network of supportive adults to create supports necessary for the youth to achieve permanency. Wisconsin law requires that when children are placed in out-of-home care, placement with a relative will be considered. If placement is not an option, continued connection between the relative and child is encouraged and supported. When a child is separated from their parents, there is effort in holding meetings, contacts, and building family ties where the youth is the focus to build healthy relationships. Research shows that children and youth are more successful and have better outcomes when they are connected to their identified support systems. Family Find Search and Engagement supports preventative work prior to court intervention to build natural supports for children and families.

Eligibility: Must be a child within the jurisdiction of Outagamie County.

Fee: Not applicable

For Further Information, Contact: Family Find Supervisor at (920) 832-5161

J. PROGRAM: FAMILY RECOVERY COURT

Description: Family Recovery Court is a coordinated, multisystem approach to provide treatment, accountability and support to parents who have a substance use disorder and are involved in the child welfare system. Parents have access to recovery services and wrap around support services with the intent of safely maintaining children in the family home, safely reuniting families and expediting permanency for children.

Eligibility: Resident of Outagamie County, 18 years or older, a filed CHIPS petition with substance use disorder identified as a safety concern, and a diagnosed substance use disorder (moderate to severe).

Fee: Not applicable

For Further Information, Contact: Children Youth and Families (920) 832-5161 and ask to speak with the Family Recovery Court Coordinator

XIII. MENTAL HEALTH AND SUBSTANCE USE 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, substance use, 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 Fees are charged for crisis phone services.

For Further Information, Contact: Outagamie County Crisis Phone Services at (920) 832-4646

2. UNIT: CRISIS/ADULT PROTECTIVE SERVICES

Description: The Crisis Unit is a 24-hour, 7-day-a-week emergency mental health service. The crisis team provides crisis phone consultation to law enforcement, to community partners, and face-to-face services to individuals in mental health and/or substance use crisis. These services include evaluation, linkage and follow-up, hospitalization (voluntary or involuntary), substance use emergency detentions, and/or referral to community resources. In order to provide the most effective clinical services close coordination is maintained with law enforcement, courts, and other specialized community agencies.

The crisis team also provides Adult Protective Services and addresses adult at-risk and elder abuse reports and investigations. Face-to-face evaluations may be completed, typically at the individual's residence or in the community. Referrals to county and community resources are provided based on need and interest of the consumer and family.

Eligibility: No eligibility criteria.

Fee: Fees are based on income levels on an ability to pay basis, using a state-approved sliding fee schedule. No Fees are applied to the consumer for Walk-in Crisis and Crisis services (except Inpatient Crisis). Medicare, Medicaid, and third-party insurances are billed.

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 daily on a first-come, first-served basis. It is encouraged to call ahead of time to verify if the clinic is open before presenting as hours may vary daily. Proof of residency dated within 30 days must be presented in order to go through the Walk-In Clinic. The mobile Crisis Team if needed also provides emergency crisis services through the Walk-In Clinic.

Eligibility: The Walk-In Clinic provides emergency and general mental health assessments for county residents who do not have insurance or have limited resources.

Fee: No Fees are applied to the client for Walk-in Crisis. 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. Services provided include- mental health assessments, psychiatric evaluations and psychiatric medication management (if needed) and psychotherapy for individuals as well as family and group psychotherapy.

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. Medicaid, Medicare and third-party insurances are billed.

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

C. PROGRAM: COMPREHENSIVE COMMUNITY SERVICES

Description: The Comprehensive Community Services (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, alcohol and drug abuse counseling, vocational support, social skill building, community living skill building, and daily living skill building. 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/Substance Use functional eligibility screen. Additionally, consumers must be residents of Outagamie County and possess or be eligible for Medical Assistance.

Fee: No fees are applied to the client. Medicaid insurance is billed.

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

D. UNIT: COMMUNITY SUPPORT PROGRAM

Description: Community Support Program (CSP) services are provided by a multidisciplinary treatment team. The team consists of professionals and paraprofessionals with backgrounds in such specialties as social work, nursing, vocational rehabilitation, therapeutic recreation, community mental health, substance use 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 and occupational needs. These services are evidence-based, using an Assertive Community Treatment (ACT) model. 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.

Based upon an in-depth, comprehensive evaluation of the person and the environment in which he or she lives and works. 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. 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 mental illness diagnosis.

Fee: No fees are applied to the client. Medicaid insurance is billed.

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

E. PROGRAM: SUBSTANCE USE SERVICES

Description: Outagamie County offers voluntary substance use assessments and referrals for residents who may need residential level treatment services. Assistance with funding for room and board costs for residential treatment with a provided contracted with Outagamie County are available to eligible residents. Referrals and assistance with funding are also available to residents with no insurance who are assessed to need outpatient substance use services with an Outagamie County contracted provider.

Eligibility: Outagamie County residents with no insurance or Medicaid, who meet criteria for residential or outpatient substance use treatment based on assessment. Residents will be asked to provide proof of residency and income.

Fee: Voluntary assessment and referral services are free for county residents. An ability to pay fee for treatment costs will be determined during the process.

For Further Information, Contact: Mental Health/Substance Use Division at (920) 832-1555.

F. PROGRAM: INTOXICATED DRIVER ASSESSMENTS

Description: Outagamie County offers assessments and the creation of driver safety plans for residents who have received an Operating While Intoxicated (OWI) charge or conviction.

Eligibility: Outagamie County residents who have been charged or convicted of an OWI.

Fee: \$325 for the initial assessment. \$100 no show/late cancel fee. \$163 Amended Driver's Safety Plan Fee.

For Further Information, Contact: Mental Health/Substance Use Division at (920) 832-1555.

XIV. PUBLIC HEALTH DIVISION

In partnership with the community, the mission of the Public Health Division is to use local data to prevent disease and injury, promote wellness, and protect the health of our communities through collaboration and best practice. The primary frameworks used to achieve our mission are the Foundational Public Health Services and 10 Public Health Essential Services. Both define a minimum package of public health capabilities that no local health department should be without and all communities should undertake.

State law defines the structure and responsibilities of local public health departments. The Wisconsin Division of Health and Human Services have designated the Outagamie County Public Health Division as a Level III Health Department. Level III is the highest designation a health department can achieve. Additionally, Outagamie County Public Health Division is a nationally accredited agency through the Public Health Accreditation Board (PHAB) as of 2022.

The Public Health Division has four Units: Community Health, Environmental Health, Public Health Nursing and Women, Infant and Children (WIC).

A. PROGRAM: COMMUNITY HEALTH

Description: The Community Health Unit works to improve the health of the community at the systems and community level, through providing internal infrastructure support, external community engagement and grant management.

The internal work includes the maintenance and development of specific program areas such as emergency preparedness, communication strategies, epidemiological analysis, and strengthening community partnerships. In addition to this internal work, the unit is also responsible for ensuring the Division's work is in alignment with Public Health Accreditation Board (PHAB) Accreditation requirements. Blending the work of internal and external work, the unit leads the division's Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP) development and implementation.

CHA and CHIP work, although an internal requirement, is rooted in partnerships, collaboration and collective impact work within our community. The Community Health Unit has a primary role of fostering and developing external community partnerships. Having authentic and reliable partnerships with organizations across Outagamie County help us succeed with the many coalitions, initiatives and grant programs the Community Health Unit leads.

Finally, the Public Health Division receives federal funding through the state to assist in preparing for and responding to events that pose a risk to the health of Outagamie County residents. The Emergency Preparedness Planner in the unit manages those grant deliverables, as well as partners with Outagamie County Emergency Management. Additionally, planning activities include assisting our community in disaster preparedness and developing resilience to adapt during changing conditions and recover rapidly from disruptions.

Eligibility: Community Health services are available to residents of Outagamie County, outside Appleton City limits and the Oneida Nation community.

Fee: No fees are associated with Community Health services

For Further Information, Contact: Community Health Staff at (920) 832-5100 or PHQuestions@outagamie.org

B. PROGRAM: ENVIRONMENTAL HEALTH

Description: Environmental Health focuses on the relationships between people and the environment. One way this is done is through enforcing regulations and issuing licenses of specific businesses in Outagamie County. To support the continual assessment of environmental hazards, the Environmental Health Unit tracks and collects data to investigate public health related hazards that affect our food, air, water, and more. The ongoing collection and interpretation of data assists in the prevention of health problems before they start.

The generalized Environmental Health Program includes:

1. Licensing and inspecting;
 - restaurants,
 - retail facilities,
 - lodging establishments,
 - swimming pools,
 - whirlpools,
 - recreational water parks,
 - campgrounds,
 - tattoo and body piercing operations,
 - and manufactured home communities
2. Water Laboratory and Testing Services
 - Drinking water tests can be performed for private wells for the presence of total coliform bacteria. The cost of the drinking water test is \$33.
 - Low cost short-term radon test kits are available for testing your home for radon. The cost of the short-term radon test kit is \$10.
3. Lead Poisoning Investigation and Control
 - Healthcare providers notify local public health if a child has elevated blood lead level. The Environmental Health Sanitarians work collaboratively with Public Health Nurses to identify lead hazards in the family's home to reduce/eliminate potential exposure routes.
4. Human Health Hazard Complaints
 - Environmental Health Sanitarians investigate potential human health hazards and nuisances. The Sanitarians assess to determine if the hazard or nuisance impacts the health and safety of the public from environmental exposures.

5. Investigation and Control of Food-Borne and Water-Borne Outbreaks

- Environmental Health Sanitarians conduct investigations of suspected food-borne and water-borne outbreaks. They may conduct environmental assessments and collect samples of potential sources of contamination to send for testing at the state lab. The environmental health sanitarians work with other state and local agencies during outbreaks.

Eligibility: Environmental Health services are available to residents of Outagamie County, outside Appleton City limits and Oneida Nation community.

Fee: Fees vary for licenses and services. For a full list of fees visit www.outgamie.org/eh.

For Further Information, Contact: Environmental Health Sanitarian at (920) 832-5100 or HHSPublicHealthEH@outagamie.org

C. 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 Public Health Nurses work to provide education and help support strategies to suppress disease in Outagamie County.

The generalized Public Health Nursing Program includes:

1. Communicable Disease Prevention and Control

- Monitoring, surveillance and case follow up on reportable conditions, which involves notification, education and connecting individuals to resources.
- Collaboration with local facilities for monitoring and mitigating localized outbreaks of communicable diseases.
- Knowledge and administration of immunizations to decrease the incidence of vaccine-preventable diseases.
- Clinics are held at the county downtown complex for infants, children, and adults.
- Collaboration with schools for annual vaccination clinics.
- Assessment of school and daycare immunization compliance.
- Educational presentations and information provided to the community on preventing and controlling various communicable diseases.

2. Maternal Child Health

- Home visiting program supports healthy pregnancies, children and families by providing home visiting services to pregnant women, and newborns. A Public Health Nurse will conduct screenings and referrals to address postpartum depression, developmental delays, and provide information and guidance on a wide range of topics including; breastfeeding, safe sleep, injury prevention and nutrition.

- **Healthy Families in Pregnancy**
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.
- **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** provides education and resources for families to promote safe sleep practices.
- **Community education events**, which promote safety and injury prevention.

3. Lead Poisoning Prevention Program

- Public Health Nursing monitors lead screening from providers for early detection of lead exposure.
- Primary prevention services include identifying and educating families on potential sources of lead exposure.
- Comprehensive case management services to children with elevated blood lead levels include education and home visits to parents/guardians of lead poisoned children to prevent further lead exposure. Coordination with Environmental Health occurs for those children with elevated lead levels that warrant a lead hazard investigation.

4. Other Services

- Community Health Promotion and Education are conducted within the community on a variety of health and safety-related topics such as- tobacco and alcohol prevention.
- Collaboration with community partners such as schools in promoting public health practices.
- Collaboration and participation with community partners, regional and state coalitions on a variety of health promotion and prevention activities.
- Pregnancy testing is offered and connections are made to resources including a medical provider for follow up and to assure continuing care.

Eligibility: Public Health nursing services are available to residents of Outagamie County, outside Appleton City limits and the Oneida Nation community.

Fee: Pregnancy testing is \$5. No fees for other Public Health nursing services.

For Further Information, Contact: Public Health Nurse at (920) 832-5100 or PHQuestions@outagamie.org

D. PROGRAM: WOMEN, INFANT AND CHILDREN (WIC) – SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM FOR WOMEN, INFANTS, AND CHILDREN

Description: The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is a nutrition program for pregnant women, women who are breastfeeding up to 12 months of age, postpartum women for 6 months after delivery, infants and children until their 5th birthday. WIC provides nutrition education, breastfeeding education and support, supplemental nutritious foods, and referrals to health and community services.

Categorical Eligibility: Must be:

- Pregnant,
- Breastfeeding an infant under 1 year of age,
- Had a baby, or was pregnant in the past six months,
- Infant under age 1
- Child up to 5th birthday
- Foster Care or Kinship Care recipients under age 5,
- Pregnant Teen in Foster Care.

Income Eligibility:

- Meet the income guidelines of less than 185% poverty,
- Receiving:
 - FoodShare,
 - Medicaid/BadgerCare Plus,
 - Wisconsin Works Program (W2),
 - Temporary Assistance to Needy Families (TANF),
 - Food Distribution Program on Indian Reservations (FDPIR).

Applicants must reside within the State of Wisconsin. Participants are encouraged to receive WIC services in the county/community they reside in but are able to receive services where they are most easily accessible. Have a health or nutrition need identified through a health and nutrition assessment completed by a WIC Nutritionist at time off the appointment.

Participation includes- Appointments available in person or by phone with referral health screening information from health care provider.

- Screening for nutrition and health needs. This include completed height, weight and iron screening
- Individualized Nutrition education and support for the family.
- Online and phone nutrition education is available.
- Supplemental monthly food package specifically chosen to promote health, growth, and development.
- Information on how to use WIC foods to improve health.
- Referrals to doctors, dentists, and programs like FoodShare, Medicaid, BadgerCare Plus, Wisconsin Works (W-2) and Head Start.

Breastfeeding support:

- Prenatal Breastfeeding education.
- Early Breastfeeding support after delivery.
- Peer Breastfeeding counselor to offer support throughout the breastfeeding journey.
- Assistance with Breast pumps and supplies through medical assistance or WIC as needed.

Farmers' Market Nutrition Program:

The Wisconsin WIC Farmers Market Nutrition Program (FMNP) provides a one-time food benefit per summer to WIC families. Each family receives checks that are redeemed at local farmers' markets in Wisconsin June through October.

Fit Families Program:

Fit Families is funded through the Supplemental Nutrition Assistance Program (SNAP) offers nutrition education and coaching to families with 2- to 4-year-old children enrolled in WIC. Families enrolled in Fit Families will choose an individual healthy habits goal to work on for 12 months. A Fit Families coach follows up with the family monthly for guidance and support to make healthy changes. Families receive incentives to help support healthy behavior changes. Fit Family Coaches also work with the community to promote policy, system and environmental changes to help families achieve a healthy lifestyle.

Fee: No fees are associated with WIC services.

Outagamie County WIC Program:

Outagamie County Public Health Division

320 S Walnut Street, 3rd Floor

Appleton, WI 54911

Phone: 920.832.5109

Fax: 920-832-5110

HHSWIC@outagamie.org

Website: www.outagamie.org/wic

XV. YOUTH & FAMILY SERVICES DIVISION

In partnership with the community, the mission of the Division of Youth and Family Services is to promote a Youth Justice System that balances protection of the community, youth and family accountability, and competency development for youth to live responsibly and productively in the community. Based on individual needs, the Division will create opportunities for youth to develop pro-social lifestyles and build successful relationships with their family and community.

A. PROGRAM: JUVENILE COURT INTAKE

Description: Juvenile Intake workers review referrals from police (delinquency) schools (truancy), and parents (services needed) to determine jurisdiction and make case recommendations. They administer the State assessment tool, Youth Assessment and Screening Instrument (YASI), to determine an Overall Risk level to reoffend. Based on that assessment and an interview with the youth, family, and collaterals; intake workers make recommendations for level of Department (system, court) involvement, Case Closure, Deferred Prosecution Agreement, or Formal Court Referral.

The recommendation aims to address concerns at an appropriate level, which prevents deeper penetration into the system whenever possible. For youth whom a DPA is the recommendation, the Intake worker determines the conditions and obligations, and often monitors the majority of those cases. The need for Temporary placement out of the home for a youth is also made through the Juvenile Intake process. The main factor in making an out of home decision is community safety. Options include release, placement in a non-secure setting (i.e. family friend, relative, foster home), or in Secure Detention when the level of community safety warrants it.

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

Fee: Varies- Depending on level of services provided and outcome of referral.

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

B. PROGRAM: DISPOSITION AND SUPERVISION SERVICES

Description: Ongoing Social workers provide additional assessment, court recommendations and services/case management to youth determined by an Intake worker to need the additional interventions (services, monitoring) while on a Deferred Prosecution Agreement (DPA) or referred for formal court action. For youth referred for formal court action the Social Workers complete the YASI full assessment and use this along with interviews with the youth, parents, and collaterals to make recommendations to the Juvenile Court. Recommendations to the court address the Balanced Approach of Accountability, Community Protection, and Competency Building (to address areas of need and bolster protective factors identified in the YASI). Recommendations can include Out of Home Placement when necessary including a correctional placement when community safety warrants it.

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

Fee: Monthly charge for supervision services, as well as costs of out of home placement if warranted.

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

C. PROGRAM: POSITIVE YOUTH DEVELOPMENT

Description: The Positive Youth Development Program is housed within the Youth and Family Services. The goal of this program and the services offered is to aide youth in developing social and emotional skills; in an effort to divert youth from further entry into the Youth Justice System and to address risk factors associated with higher recidivism rates or lengthy periods of supervision and/or Court involvement. Services offered to consumers consist of community-based one-on-one and/or group sessions. The Positive Youth Development Program assists with case management of youth, completing ordered community service hours, obtaining employment and job skills, as well as developing personal skills, and provides an alternative response to placement for violations of supervision. The program can also be utilized to support caregivers if the assistance offered is fundamental to the needs of the youth. Furthermore, the Positive Youth Development Program also works closely with the Electronic Monitoring (EM) Program and offers additional supports to youth receiving Intensive Community Services.

Eligibility: Referrals are made by Youth and Family Services Social Workers and reviewed by the Positive Youth Development Specialist and Program Supervisor.

Fee: No fee

For Further Information, Contact: Program Coordinator (920) 832-4920

D. PROGRAM: RESTORATIVE JUSTICE

Description: Restorative Justice focuses on restoring the community and crime victims to their pre-crime state. The program Coordinator works toward this goal through coordinating community service, restitution, and victim offender conferencing. In the implementation of these programs, a balanced approach is used which includes holding youth accountable and increasing the youth's competencies, while taking into account community safety. The Restorative Justice Coordinator works with each youth to identify an individual plan for completion of Restorative Justice Obligations.

Eligibility: Youth on Deferred Prosecution Agreement with Juvenile Intake or youth on Court order.

Fee: No fee

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

E. PROGRAM: MENTORING PROGRAM

Description: Coordinators match referred youth with adult mentors. Through relationship building and meaningful activities, these volunteer mentors enhance self-esteem, improve social skills and empower youth to make positive choices for their futures.

Eligibility: Children and youth age 6-17 receiving CYF or YFS services. Referrals are received through division social workers.

Fee: No fee

For Further Information, Contact: Mentor Coordinator at (920) 832-5961

F. PROGRAM: ELECTRONIC MONITORING

Description: The Department contracts with the Securus Monitoring Solutions to monitor up to fifteen delinquent youth while placed in their own home with a single lightweight GPS ankle unit. The electronic monitoring program is designed to provide structure and accountability of alleged or adjudicated delinquent juveniles and their families. In conjunction with other programs and services, Division staff work intensively with juveniles and families to reduce the risk of out-of-home placements while protecting the community.

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

Fee: A monthly supervision fee is charged for services, which may include EM.

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

G. PROGRAM: INDEPENDENT LIVING PROGRAM

Description: The Independent Living Program is designed to provide youth with the skills and support necessary to help them transition to adulthood as self-sufficient, productive, and healthy individuals. Federal law requires that any youth placed outside of their home for a minimum of six months after the age of 14 shall be provided independent living services. Youth remain eligible for services as long as they remain in out of home care. If a youth will age out of care at or after age 18, the IL Coordinator collaborates with the States Regional IL providers who take over and provide services to those youth up to age 21. Independent Living services are available to the youth in conjunction with services they may be receiving through their placement/ school/treatment program they are involved in during this time.

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: Independent Living Coordinator (920) 832-5207

H. PROGRAM: GROUP SERVICES

The Division offers numerous Evidence Based Groups for youth and families. Division staff trained on the curriculum facilitate these groups.

1. AGGRESSION REPLACEMENT TRAINING (ART):

Description: Aggression Replacement Training (ART) is a 10-week course that meets twice a week. ART focuses on cognitive behavioral interventions 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. There are three main areas of focus- Social Skills Training (behaviors); Anger Control Training (emotions); and Moral Reasoning (values).

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: Participants are from Children, Youth and Families Division and Youth and Family Services Division. The youth are between the ages of 14 and 17, and their parents/guardians. Juvenile Intake Workers or Social Workers make a referral to the program.

Fee: No fee.

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

2. PROGRAM: THINKING FOR A CHANGE (T4C)

Description: Thinking for Change (T4C) is a 10-12 week course that meets twice a week. 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 three main components of the program. 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: Participants are from Children, Youth and Families Division and Youth and Family Services Division. The youth are between the ages of 12 and 17, and their parents/guardians. Juvenile Intake Workers or Social Workers make a referral to the program.

Fee: No fee.

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

3. BOYS GROUP

Description: Boys Group is a 10-week course that meets once a week. Boys Group is designed to address the harmful impact of rigid masculinity norms on boys and young men. These beliefs contribute to issues like violence, school dropout, substance abuse and risky behavior. The group aims to challenge these harmful stereotypes and support boys in developing healthier, safer identities and behaviors, with a special focus on referred youth who face these risks at higher rates. It provides resources and advocacy to help break the cycle of negative outcomes linked to traditional masculinity.

Eligibility: Participants are from Children, Youth and Families Division and Youth and Family Services Division. The boys are between the ages of 10 and 17, and their parents/guardians. Juvenile Intake Workers or Social Workers make a referral to the program.

Fee: No fee.

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

4. GIRLS GROUP

Description: Girls Group is an 8-week course that meets once a week. Girls Group is designed to foster self-esteem, help girls maintain authentic connection with peers and adult women in their community, counter trends toward self-doubt, and allow for genuine self-expression through verbal sharing and creative activity.

Eligibility: Participants are from Children, Youth and Families Division and Youth and Family Services Division. The girls are between the ages of 12 and 17, and their parents/guardians. Juvenile Intake Workers or Social Workers make a referral to the program.

Fee: No fee.

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

5. MBSR-T MINDFULNESS BASED STRESS REDUCTION for TEENS

Description: MBSR-T is an 8-week course that meets once a week. MBSR-T is an evidence-based intervention that provides skills for pre-teens through late adolescence. Benefits of participation include improved emotional regulation, decrease in stress, improved mental and physical health/well-being, increased sense of control, insight into internal strength, increase in positive coping skills and decrease in negative coping skills.

Eligibility: Participants are from Children, Youth and Families Division and Youth and Family Services Division. The youth are between the ages of 13 and 17, and their parents/guardians. Juvenile Intake Workers or Social Workers make a referral to the program.

Fee: No fee.

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

6. MY LIFE MY CHOICE

Description: My Life My Choice is a 10-week course that meets once a week. My Life My Choice is a group focused on preventing the commercial sexual exploitation of adolescent girls. The curriculum was developed by My Life My Choice, which is a survivor-led program of Justice Resource Institute.

Eligibility: Participants are from Children, Youth and Families Division and Youth and Family Services Division. The youth are between the ages of 12 and 17, and their parents/guardians. Juvenile Intake Workers or Social Workers make a referral to the program.

Fee: No fee.

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

7. NOT A NUMBER

Description: Not a Number is a 5-week course that meets once a week. Not a Number is an interactive child trafficking and exploitation prevention curriculum designed to provide youth with information and skills in a manner that inspires them to make safe choices when they encounter potentially exploitative situations and utilize healthy support systems that may decrease their vulnerabilities.

Eligibility: Participants are from Children, Youth and Families Division and Youth and Family Services Division. The youth are between the ages of 12 and 17, and their parents/guardians. Juvenile Intake Workers or Social Workers make a referral to the program.

Fee: No fee.

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

I. 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 placement alternative. The population at Shelter Care includes, but is not limited to: 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 court order. Age range is 10 to 17 years.

Fee: A daily rate is set each year and is charged to parents.

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

XVI. Appendix A

ACRONYMS and ABBREVIATIONS

Department of Health and Human Services

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A

AA - Alcoholics Anonymous
AA – Area Administrator
AA/CR/EEO – Affirmative Action/Civil Rights/
Equal Employment Opportunity
AAA – Area Agency on Aging
AAMD – American Association on Mental Deficiency
AB – Assembly Bill
ABAWD – Able Bodied Adult Without Dependents
ACCESS - Access to Eligibility Support Services
ACIP – Advisory Committee on Immunization Practices
ACT – Authorization Change/Termination
ADA – Americans with Disabilities Act
ADD/ADHD – Attention Deficit Disorder
ADL – Activities of Daily Living
ADP – Average Daily Population
ADRC – Aging and Disability Resource Center
AED – Automated External Defibrillator
AFCSP – Alzheimer's Family Caregiver Support Program
AFDC – Aid to Families with Dependent Children
AFH - Adult Family Home
AFH-F – Adult Family Home Facility
AIDS – Acquired Immune Deficiency Syndrome
ALA – American Lung Association
ALTS – Aging and Long Term Support Division
AOA – Administration on Aging
AODA – Alcohol and Other Drug Abuse
AR - Alternative Response
ASD - Autism spectrum disorder
ASFA – The Adoption and Safe Families Act
ATP – Ability to Pay
AVS - Asset Verification System

B

BADR – Bureau of Aging and Disability Resources
BC+ - BadgerCare Plus
BCA – Basic County Allocation
BCS – Bureau of Child Support
BDDS – Bureau of Developmental Disabilities Services
BIW - Brain Injury Waiver
BIW LM - Brain Injury Waiver Local Match
BOALTCR – Bureau of Aging and Long Term Care Resources
BOT – Wisconsin Bureau of Transportation
BP – Blood Pressure
BRITS - Benefit Recovery Investigation Tracking System
BS – Benefit Specialist

C

CA – Community Aids
CAHL – Community Action for Healthy Living
CAN – Child Abuse and Neglect
CANS – Child and Adolescent Needs and Strengths
Assessment
CAP - Community Action Program
CAP – Community Apartment Program
CARES – Client Assistance for Re-employment and
Economic Support
CARF – Council for the Accreditation of Rehabilitation
Facilities
CARS – Community Aids Reporting System
CBRF – Community Based Residential Facility
CCAC - Child Care Advisory Committee
CCAP - Consolidated Court Automation Program
CCI - Child Care Institutions
CCOP - Children's Community Options Program
CCP - Community Connections Program
CCR&R – Child Care Resource and Referral

C

CCS – Comprehensive Community Services
CD – Communicable Disease
CDC – Centers for Disease Control and Prevention
CDPU – Centralized Document Processing Unit
CDR – Child Death Review
CF - Children First
CFSR – Child and Family Service Review
CHIPS – Children in Need of Protection or Services
CIP – Community Integration Program
CIS – Children’s Integrated Services
CJU - Criminal Justice Unit
CLIA – Clinical Laboratory Improvement Amendments
CLTS – Children’s Long-Term Support
CM – Case management
CMI – Chronic Mental Illness
CMS – Centers for Medicare and Medicaid Services
CNS – Criminal Non-Support
COC - Clerk of Courts
COLA – Cost of Living Adjustment
COOP - Continuity of Operations Plan
COP - Community Options Program
COP-W – Community Options Program – Medical Assistance Waiver
COTS – Community Outreach Temporary Services, Inc.
CP – Cerebral Palsy
CP - Custodial Parent
CPR - Cardiopulmonary Resuscitation
CPR – Center for Public Representation
CPS – Child Protection Services
CPST – Child Passenger Safety Technician
CPU – Child Protection Unit
CR – Civil Rights
CR – Community Response

C

CRC – Civil Rights Compliance
CRP – Citizen Review Panel
CS - Child Support Specialist
CSA – Child Support Agency
CSAW - Child Care Statewide Administration on the Web
CSE – Child Support Enforcement
CSOS - Child Support Online Services
CSP - Community Support Program
CSTI – Coordinated Services Team Initiative
CTS – Caretaker Supplement
CTST EVALUATION – Competency-To-Stand-Trial Evaluation
CWAG – Coalition of Wisconsin Aging Groups
CWC – Central Wisconsin Center
CWW – CARES Worker Web
CY – Calendar Year
CYF – Children, Youth and Families Division

D

DA – District Attorney
DAP – Domestic Abuse Program
DATCP – Department of Agriculture, Trade and Consumer Protection
DBS - Disability Benefit Specialist
DCF – Department of Children and Families
DCTF – Division of Care and Treatment Facilities
DD - Developmental Disabilities
DDB – Disability Determination Bureau
DDU – Developmental Disabilities Unit
DES – Division of Enterprise Services
DHHS - Department of Health and Human Services
DHS – Wisconsin Department of Health Services
DJC – Division of Juvenile Corrections
DLS – Daily Living Skills

D

DMST – Domestic Minor Sex Trafficking
DNR – Wisconsin Department of Natural Resources
DOA – Wisconsin State Department of Administration
DOB – Date of Birth
DOC – Wisconsin State Department of Corrections
DOL – Federal Department of Labor
DOT – Wisconsin Department of Transportation
DPA – Deferred Prosecution Agreement
DPH – Division of Public Health
DPI – Wisconsin State Department of Public Instruction
DQA - Division of Quality Assurance
DRGs – Diagnostic Related Groups
DRW – Disability Rights of Wisconsin
DSL – Division of Supported Living
DSS – Department of Social Services
DSY – Dual Status Youth
DVIP - Domestic Violence Intervention Program
DVR – Division of Vocational Rehabilitation
DWD – Wisconsin State Department of Workforce Development
DWI – Driving While Intoxicated
DWS – Department of Workforce Solutions
DYFS – Division of Youth and Family Services

E

EAP – Emergency Assistance Program
EATS – Emergency Assistance Tracking System
EBS – Elder Benefit Specialist
EBT – Electronic Benefits Transfer
ECF – Electronic Case File
ECIMP – East Central Income Maintenance Partnership
ECT – Electro-Convulsive Therapy
ED – Emergency Department
EDS-FEDERAL – Electronic Data Systems - Federal

E

EFSP - Emergency Food and Shelter Program
EH – Environmental Health
EHS – Environmental Health Sanitarian
EIP – Early Intervention Program
EITC – Earned Income Tax Credit
ELC – Elder Law Center
EM – Electronic Monitoring
EMS – Emergency Medical Service
EOC – Emergency Operations Center
EP – Employment Plan
EPU – Evaluation & Psychotherapy Unit
ER – Emergency Room
ERICSA - Eastern Regional Interstate Child Support Association
ERO –Eastern Regional Office
ERP – Employee Readiness Program
ES - Economic Support
ESL – English as a Second Language
ESOD – Electronic Statements of Deficiency and Plans of Correction
ESS – Economic Support Specialist

E

FAS – Fetal Alcohol Syndrome
FDA – Food and Drug Administration
FEMA – Federal Emergency Management Agency
FEP – Financial Employment Planner
FEV – Front End Verification
FF – Family Finding
FFM - Federally Facilitated Marketplace/Marketplace
FFY – Federal Fiscal Year
FISC – Financial Information and Service Center
FNS – Food and Nutrition Services
FPL – Federal Poverty Level

E

FRC - Family Recovery Court

FS – Food Share

FSET – Food Share Employment and Training

FTE – Full-time equivalency

FTI - Federal Tax Intercept

FTP – Family Training Program

FVAHCC – Fox Valley Area Health Care Coalition

FVECC – Fox Valley Early Childhood Coalition

FVSRN – Fox Valley Senior Resource Network

FVTC – Fox Valley Technical College

G

GAL – Guardian Ad Litem

GED – General Equivalency Diploma

GI – Goodwill Industries, Inc.

GPR – General Purpose Revenues

GWAAR – Greater Wisconsin Agency on Aging Resource

H

HCFA – Health Care Financing Administration

HD/HDM – Home Delivered Meals

HER - Electronic Health Record

HHC – Home Health Care

HHS – Health & Human Services

HICA – Healthy Infant and Child Alliance

HIL – Homes for Independent Living

HIPAA – Health Insurance Portability and Accountability Act

HIV – Human Immunodeficiency Virus

HLAA – Hearing Loss Association of America

HMO – Health Maintenance Organization

HMO-MA – Health Maintenance Organization – Medical Assistance

HR – Human Resources

HSD - Human Service Department

HSED – High School Equivalency Diploma

HSRS – Human Service Reporting System

I

I & A – Information and Assistance

I & R – Information and Referral

I/A or IA – Initial Assessment

IADL – Instrumental Activities of Daily Living

ICF – Intermediate Care Facility

ICS – Incident Command System

IDA - Information Dispositional Agreement

IDP – Intoxicated Driver Program

IEP – Individual Education Plan

IFSP – Individual and Family Service Plan

IHA - Integrated Health Care Agency

ILC – Independent Living Center

ILP – Independent Living Program

ILS – Independent Living Services

IM – Income Maintenance

IMA – Income Maintenance Allocation

IMAC – Income Maintenance Advisory Committee

IMD – Institute for Mental Disease

IMMR - Income Maintenance Management Reporting

IMQA – Income Maintenance Quality Assurance

IMR – Independent Medical Review

INS – Immigration Naturalization Service

IPS – Individualized Placement Services

IPV - Intentional Program Violation

IRIS – Include, Respect, I Self-direct

ISP – Individual Service Plan

IT – Information Technology

IVR – Interactive Voice Response

IW or INCW - Income Withholding

J

JIPS –Juvenile In Need of Protection or Services

K

KIDS – Kids Information Data System

L

LAW – Legal Action of Wisconsin
LCSW – Licensed Clinical Social Worker
LEAVEN - Limited Emergency Assistance Valley Ecumenical Network
LHD – Local Health Department
LIHEAP – Low Income Home Energy Assistance Program
LIS – Low-Income subsidy
LOC – Level of Care
LPC – Licensed Professional Counselor
LRB – Legislative Reference Bureau
LSS – Lutheran Social Services
LTC – Long Term Care
LTCFS – Long Term Care Functional Screen
LTE – Limited Term Employee
LTS – Long Term Support

M

MA – Medical Assistance
MAP – Male Apartment Program
MAPP – Medicaid Purchase Plan
MCH – Maternal and Child Health
MCO – Managed Care Organization
MD – Medical Doctor or Medical Director
MD – Muscular Dystrophy
MER - Management Evaluation Review (FoodShare Prog.)
MH – Mental Health
MMHI – Mendota Mental Health Institute in Madison
MOU – Memorandum of Understanding
MRP – Medicaid Related Programs
MS – Multiple Sclerosis

N

NA – Narcotics Anonymous
NACCHO – National Association of County and City Health Officials
NACP – Native American Caregiver Program

N

NAHBRS Non-Profit Affordable Housing Based Rental Services
NAMI – National Alliance on Mental Illness
NAPIS – National Aging Program Information System
NAT –No Active Treatment
NCP – Non-Custodial Parent
NCSEA – National Child Support Engagement Association
NEMT - Non-Emergency Medical Transportation
NERO - North East Regional Operations
NEWIC – Northeast Wisconsin Immunization Coalition
NFCSP – National Family Caregiver Support Program
NH – Nursing Home
NIA – National Institute on Aging
NIH – National Institutes of Health
NIMH – National Institute of Mental Health
NLRR – Non-Legally Responsible Relative
NMSN - National Medical Support Notice
NPAO – Nutrition, Physical Activity and Obesity
NSF – Non-Sufficient Funds
NSIP – Nutrition Services Incentive Program
NWC – Northern Wisconsin Center

O

OA – Overeaters Anonymous
OAA – Older Americans Act
OACSEP – Older American Community Service Employment Program
OBRA – Omnibus Budget Reconciliation Act
OCDHHS – Outagamie County Department of Health & Human Services
OIG - Office of Inspector General
OSF – Office of Strategic Finance
OSHA – Occupational Safety and Health Administration
OT – Occupational Therapy
OWI – Operating While Intoxicated

P

PAC - Policy Advisory Committee
PACE – Partners in Alternative Care Education
PAT - Parents As Teachers
PC – Personal Computer
PCP – Primary Care Provider
PCR – Partner Counseling and Referral Services
PDAPP - Present Danger Assessment and Protective Plan
PDR – Physician's Desk Reference
PE – Presumptive Eligibility
PEP – Performance Enhancement Plan
PFT – Positive Family Teaming
PH – Public Health
PHAB – Public Health Accreditation Board
PHN – Public Health Nurse
PHS – Public Health Services
PIN - Personal Identification Number
PL – Public Law
PLS – Productive Living Systems
PNCC – Prenatal Care Coordination
POA - Power Of Attorney
POS – Purchase of Services
POTF - Potential Father
PPE – Personal Protective Equipment
PPO –Preferred Provider Organization
PRP – Parent Resource Program
PS – Partner Services
PSE – Public Service Employment
PSG – Professional Services Group
PSSF – Promoting Safe and Stable Families
PT – Physical Therapy

Q

QA – Quality Assurance
QC – Quality Control
QI – Quality Improvement
QMB – Qualified Medicare Beneficiary
QSP – Quality Services Project
QSR – Quality Services Review

R

RAP – Refugee Assistance Program
RCAC – Residential Care Apartment Complex
RCC – Residential Care Centers
REN - Regional Enrollment Network
RFI – Request for Information
RFP – Request For Proposal
RMS - Random Moment Sampling
RMS - Random Moment Survey
ROI – Release Of Information
ROSIE – Real-time Online Statewide Information Environment
RTE – Real-Time Eligibility

S

SACC – Sexual Assault Crisis Center
SACWIS – Statewide Automated Child Welfare Information System
SAMS – Senior Assistance Management Systems
SAP – Safety Analysis and Plan
SAP – Supported Apartment Program
SAVE - Alien Verification System
SB – Senate Bill
SCSEP – Senior Community Employment Program
SCSP – Senior Community Service Program
SDS - Staff Development Specialist
SE – Supported Employment
SEAP – Student Educational Assistance Program
SED – Severely Emotionally Disturbed

S

SHC – Supportive Home Care
SHHH – Self-Help for Hard of Hearing people
SIDS – Sudden Infant Death Syndrome
SKFV – Safe Kids Fox Valley
SLMB – Specified Low Income Medicaid Beneficiary
SLMB + – Specified Low Income Medicaid Beneficiary Plus
SNAP – The Supplemental Nutrition Assistance Program
SNF – Skilled Nursing Facility
SP – Supported Employment
SPARC - System for Payment and Reports of Contracts
SPC – Standard Program Category
SPHERE – Secure Public Health Electronic Record Environment
SPS - Safety and Professional Services
SS – System Support
SSA – Social Security Administration
SSBG – Social Services Block Grant
SSDI – Social Security Disability Insurance
SSI – Supplemental Security Income
SSN – Social Security Number
STI – Sexually Transmitted Infection
STI - State Tax Intercept
STP – Specialized Treatment Program
STS – State Telephone System
SW – Social Worker
SWC – Southern Wisconsin Center
SWICA - State Wage Information Collection Agency

T

TAD – Treatment Alternatives and Diversion
TAP – Transitional Apartment Program
TAP – Treatment Alternative Program
TB - Tuberculosis
TBI – Traumatic Brain Injury

T

TCC – Thompson Community Center on Lourdes
TCM – The Clinical Manager
TDD – Telecommunications Device for the Deaf
TIP – Tax Intercept Program
TPC – Temporary Physical Custody
TPL – Third Party Liability
TPR – Termination of Parental Rights
TR - Traditional Response
TRAC – Truancy and Runaway Assessment Center
TSSF – Wisconsin’s Targeted Safety Support Funding
TST – Tuberculin Skin Testing

U

UCOWF - United Council on Welfare Fraud
UMOS – United Migrant Opportunity Services
UPC – Uniform Placement Criteria
USCIS – United States Citizenship and Immigration Services
USDA – United States Department of Agriculture

V

V.A. – Veteran's Administration
VFC – Vaccine For Children
VIP – Visually Impaired People
VNA – Visiting Nurse Association
VOC. REHAB. – Vocational Rehabilitation
VPI – Valley Packaging Industries, Inc.
VPI-ERP – Valley Packaging Industries - Employment Readiness Program
VSP – Vocational Support Program

W

W-2 – Wisconsin Works
WAAODA – Wisconsin Association on Alcoholism and Other Drug Abuse
WAAUD – Wisconsin Association of Aging Unit Directory
WABS – Wisconsin Association of Benefit Specialists
WAD – Wisconsin Association for the Deaf
WAIT – Washington Aggression Interruption Training
WALHDAB – Wisconsin Association of Local Health Departments and Boards
WAND – Wisconsin Association of Nutrition Directors
WAPAF - Wisconsin Association of Public Assistance Fraud
WBTA – Wisconsin Brain Trauma Association
WC – Worker's Compensation
WCA – Wisconsin Counties Association
WCDD – Wisconsin Council on Developmental Disabilities
WCHSA – Wisconsin County Human Service Association
WCSEA – Wisconsin Child Support Enforcement Association
WDC – Wisconsin Disability Coalition
WEBI - Web Intelligence
WEDSS – Wisconsin Electronic Disease Surveillance System
WEHA – Wisconsin Environmental Health Association
WFCAP – Wisconsin Funeral and Cemetery Aids Program
WHEAP – Wisconsin Home Energy Assistant Program
WHIO – Wisconsin Health Information Organization
WI PAN – Wisconsin Partnership for Activity and Nutrition
WIA – Workforce Investment Act
WIB – Workforce Investment Board
WIC – Women, Infants and Children
WIMCR – Wisconsin Medicaid Cost Reporting
WIR – Wisconsin Immunization Registry
WISACWIS – Wisconsin State Automated Child Welfare Information System
WISCCRS - Wisconsin Child Care Regulatory System

W

WISCTF - Wisconsin Support Collections Trust Fund
WJDCCS – Wisconsin Juvenile Delinquency Classification System
WMHI – Winnebago Mental Health Institute
WOHC – Wisconsin Oral Health Coalition
WPHA – Wisconsin Public Health Association
WPRI – Wisconsin Payment Reform Initiative
WRA – Wisconsin Rehabilitation Association
WSLH – Wisconsin State Lab of Hygiene
WSSA – Wisconsin Social Services Association
WWA – Wisconsin WIC (Women, Infants and Children) Association

Y

YA – Youth Aids
YASI – Youth Assessment Screening Instrument
YFS – Youth & Family Services