

What is Diversion and Why do it?

- Goal - Teach kids how to make better decisions
- 69% of kids referred had 0 future referrals
 - 2011-2013 Clayton County Georgia, population 285,153
- A student arrested (referral made) on campus is twice as likely to drop out
- A student who appears in court is four times as likely to drop out
 - Sweeten, Gary, Who Will Graduate? Disruption of High School Education by Arrest and Court Involvement. 24.4, Justice Quarterly, 462-480 (December 2006).
- You can't consequence mental health conditions or trauma out of someone
- Juvenile Court/Detention is a great place for low risk offenders to meet high risk offenders and get worse

Sexting Diversion Program est. 8/2017

- **Meet with Juvenile Intake Worker**
 - Discuss laws, potential consequences for sexual offense, etc.
 - Enter into 6 Month Deferred Prosecution Agreement given no force/coercion present
- **Meet with Women's Community**
 - Discuss appropriate relationships, boundaries, dating violence
 - Complete essay after that meeting
- **Meet with Therapist specializing in Sexual Offenses**
 - Discuss Ripple Effect and effects of their actions
 - Complete essay after that meeting
- **Meet with Juvenile Intake Worker**
 - Review essays and behaviors, close Deferred Prosecution Agreement if appropriate
- **27 Youth completed – 4 Reoffended (1 sexual related) – 85.2% Success**

THC Diversion Pilot Est. 9/2018

- **1st referral to Social Services**
 1. Intake Worker talks to School Resource Officer about possible diversion
 2. Gather background information and discuss appropriate services with parents
 3. Send letter outlining those services
 4. Request citation be issued
- **2nd referral to Social Services**
 - Repeat 1, 2, 3, 4
 - Youth is requested to undergo mental health/drug screening and participate in services recommended
- **3rd referral to Social Services**
 - Minimum Deferred Prosecution Agreement – ordered services
- **14 1st time Referrals – 1 re-referrals – 93% Success**
- **Ages 13-16**

Disorderly Conduct Diversion Pilot Est. 9/2018

- **1st referral to Social Services**
 1. Intake Worker talks to School Resource Officer about possible diversion
 2. Gather background information and discuss appropriate services with parents
 3. Send letter outlining those services
- **2nd referral to Social Services**
 1. Repeat 1-3, and request citation be issued
- **3rd referral to Social Services**
 1. Repeat 1-3, and request citation be issued
 2. Schedule meeting with parents to discuss on-going issues/potential services
- **4th referral to Social Services**
 - Minimum Deferred Prosecution Agreement – and ordered services

Disorderly Conduct Diversion Pilot Est. 9/2018

- 28 1st time Referrals – 8 Re-referrals – 71.5% Success
- A pattern is forming
 - 22 of 28 diagnosed with mental health concerns
 - 20 of 28 have prior Child Protective Services involvement
- 1 youth had **neither** Child Protective Services history or a mental health diagnosis – not referred again
- Ages 9-16
- 2 Asian, 2 Hispanic, 6 Black, 18 White
- Average age of 11.7 years old

Why it's worked

- Communication and Understanding
- Being open to trying something new
- Understanding who needs to be at the table
- School Resource Officer, Police Department, Director of Pupil Services, Schools, Social Services, District Attorney's Office, Corporation Counsel, Community Providers

DEPARTMENT OF SOCIAL SERVICES BUDGET OVERVIEW – JULY 2020



SCOPE OF 2020 DSS BUDGET

Total Staff = 120.5 Full Time Equivalent (FTE)

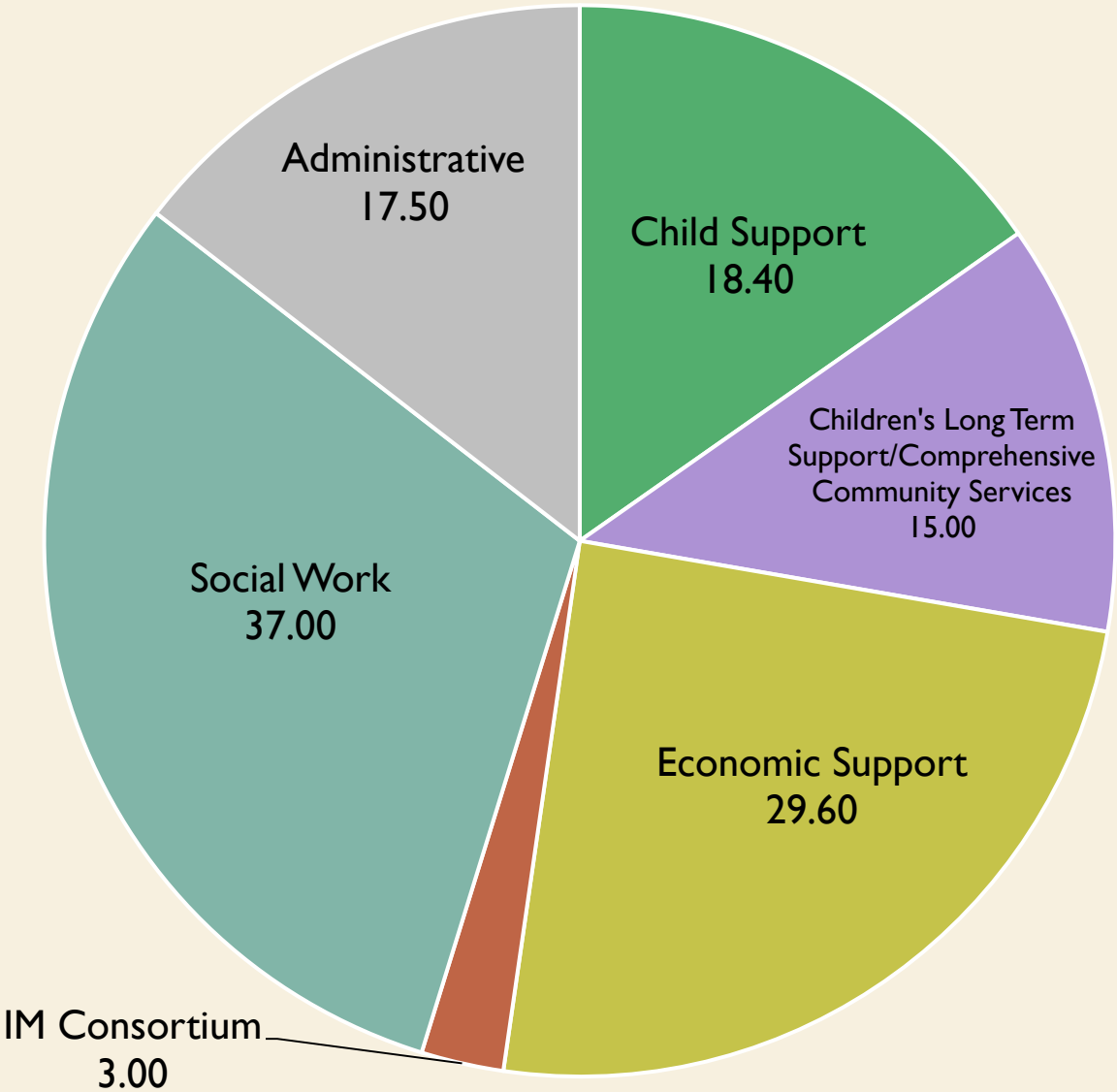
Total Budget = \$21,831,346

Total State Revenues = \$13,926,753 = 64%

Total County Tax Levy = \$7,904,594 = 36%



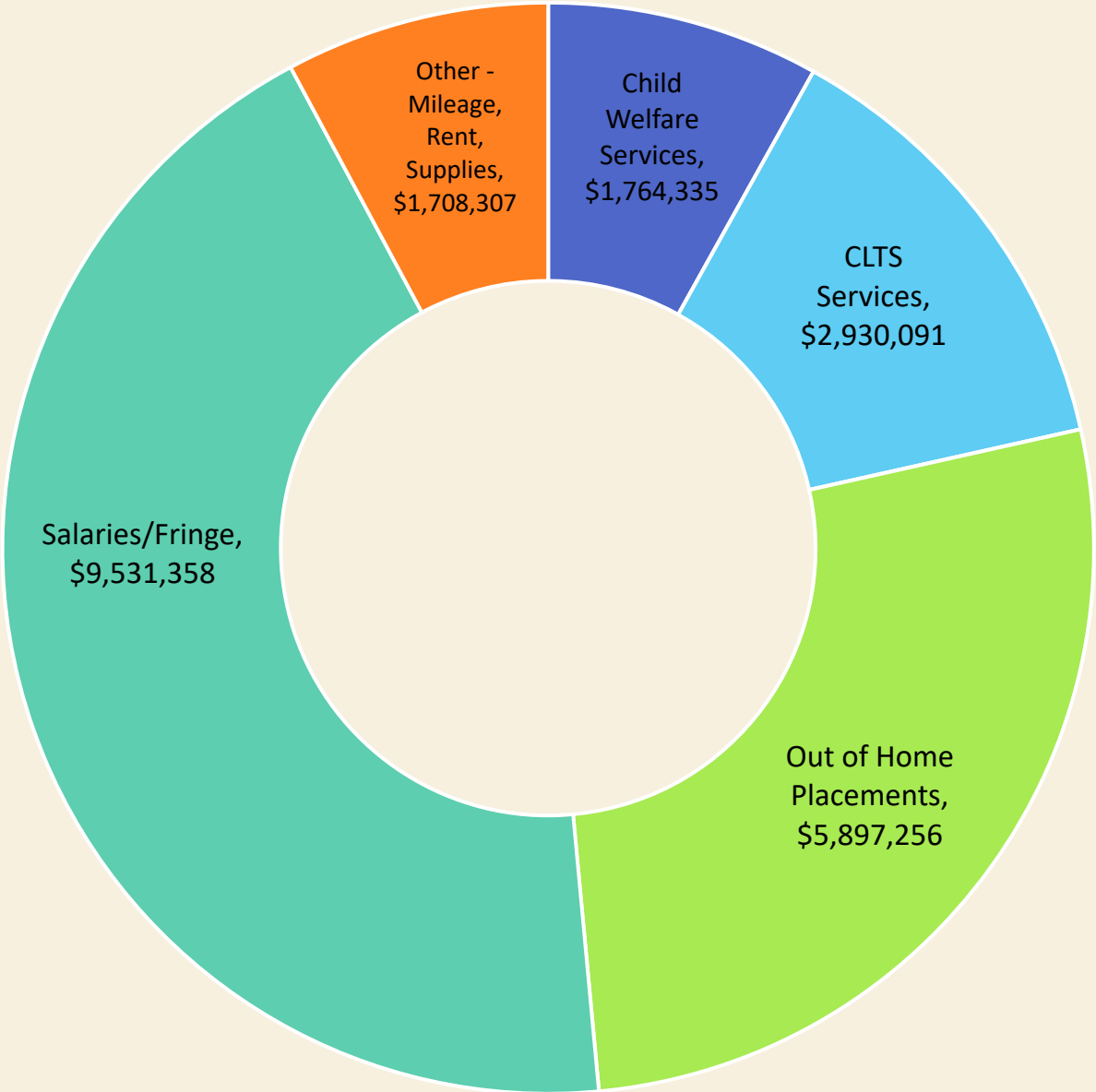
FULL TIME EQUIVALENT (FTE) COUNT BY UNIT



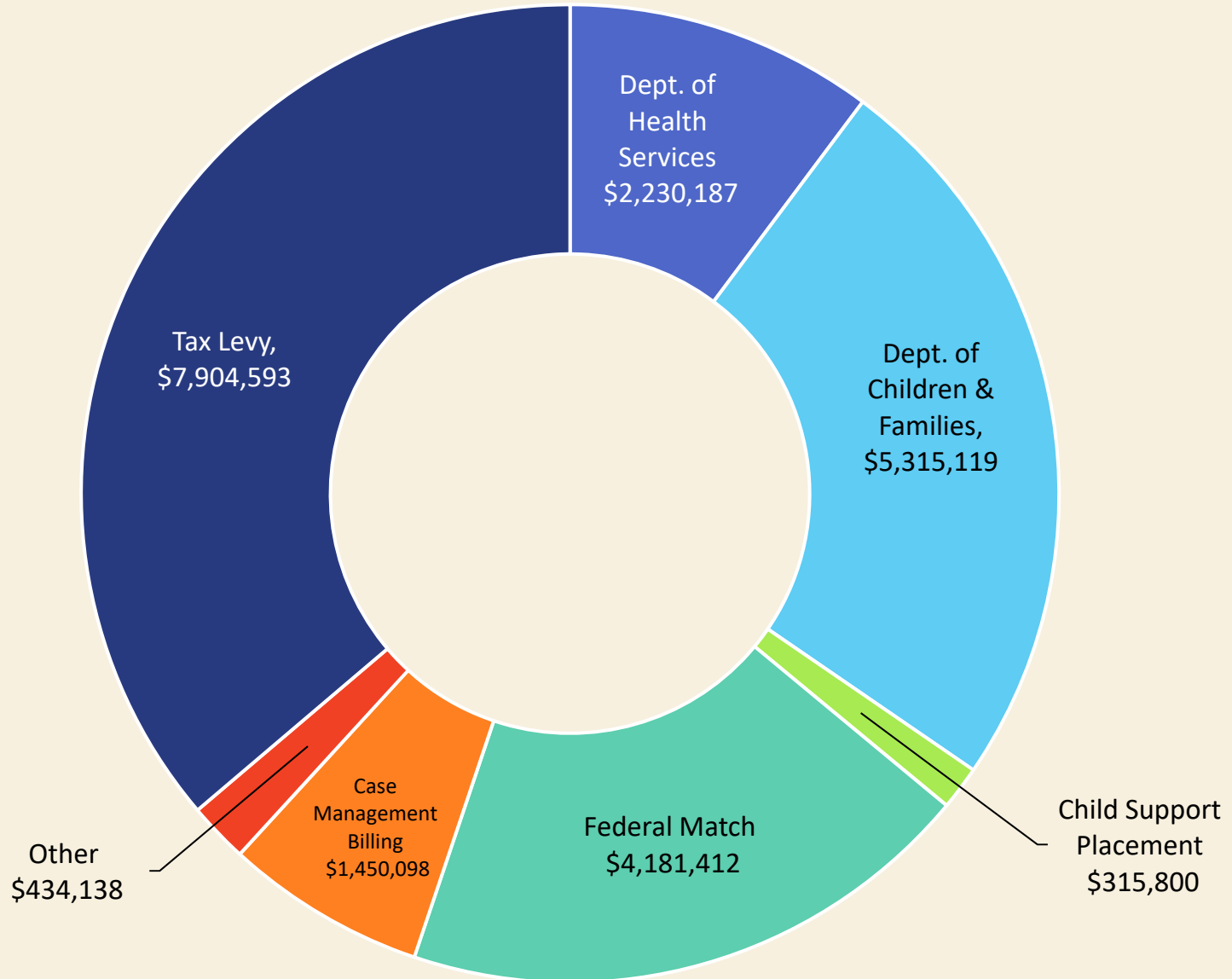
SCOPE OF DSS BUDGET (CONT)

Unit	2019	2020	Change
Child Protective Services - Initial Access	1,430,590	1,721,701	291,111
Child Protective Services - Ongoing	6,351,585	5,844,615	(506,970)
Youth Justice	3,715,040	4,254,827	539,787
Children's Long Term Support	3,907,278	4,793,858	886,580
Economic Support	3,066,814	3,323,651	256,837
Child Support	1,650,077	1,892,694	242,617
Total	20,121,384	21,831,346	1,709,962

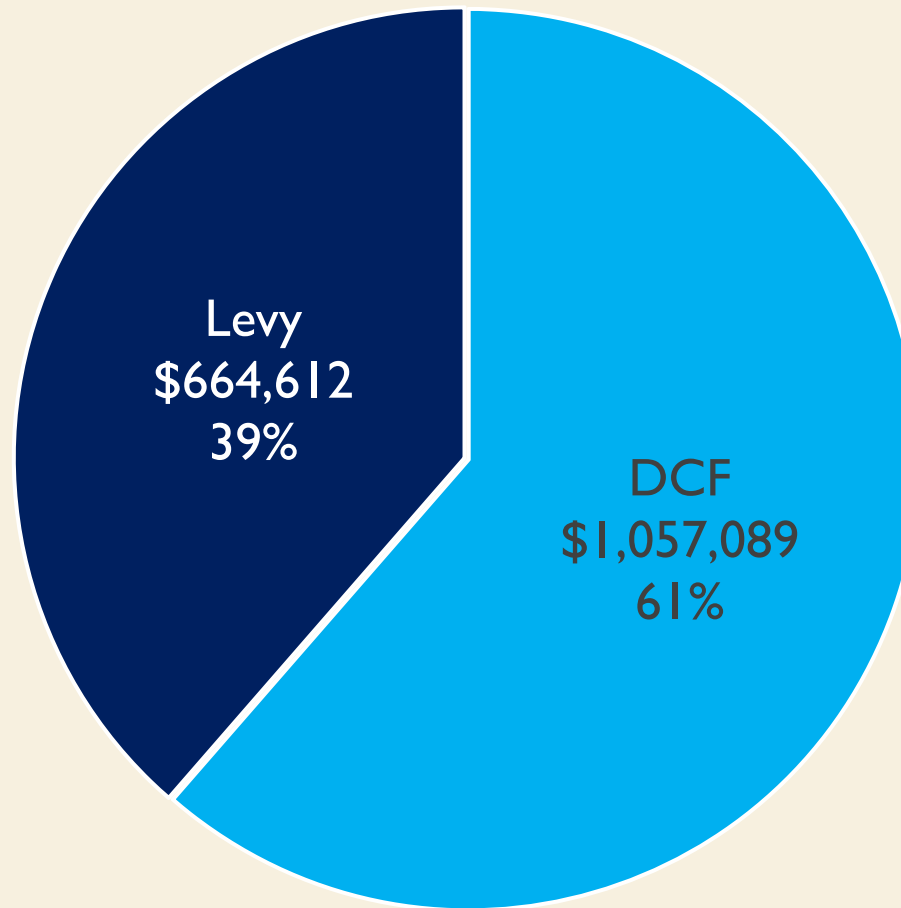
WHERE IS THE MONEY?



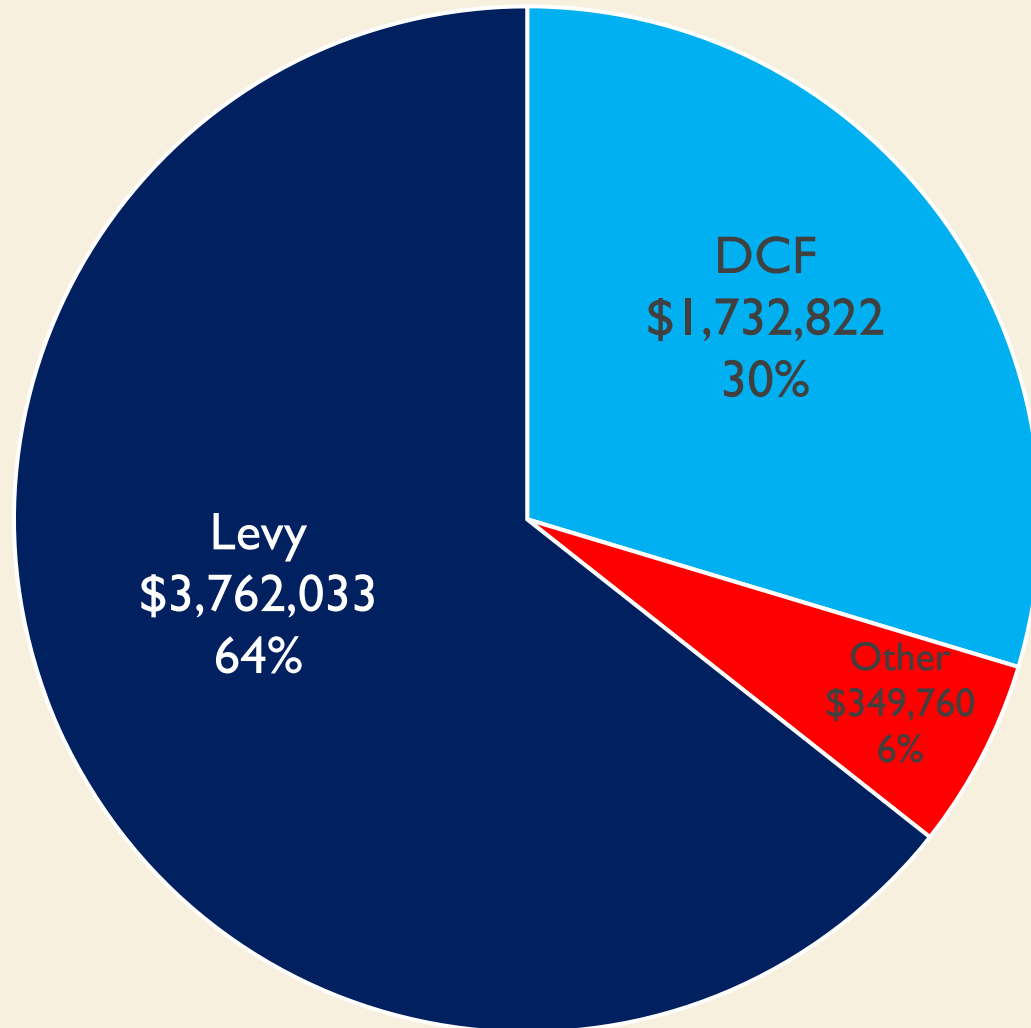
WHO SUPPORTS US?



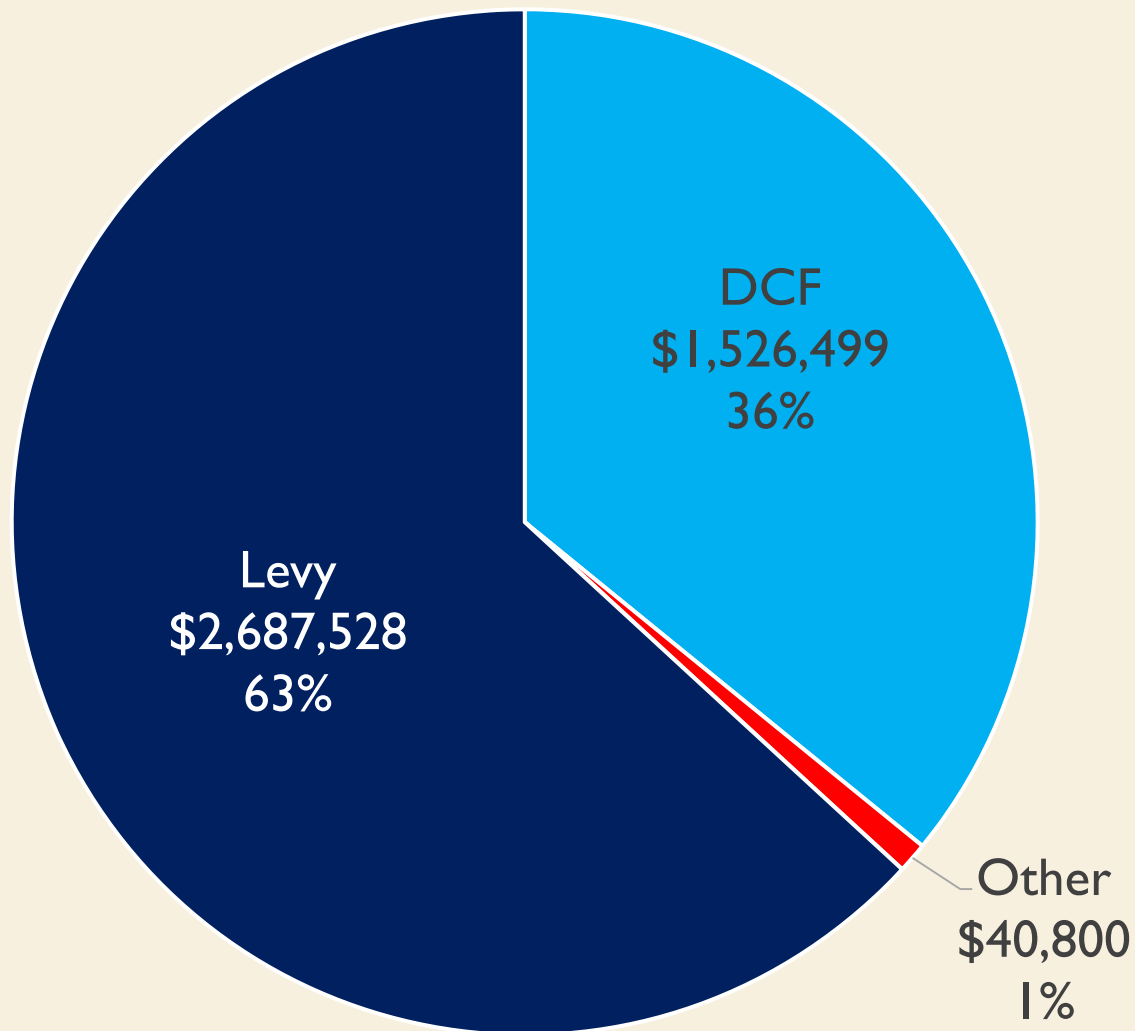
CPS-INITIAL ASSESSMENT REVENUE BY FUNDING SOURCE



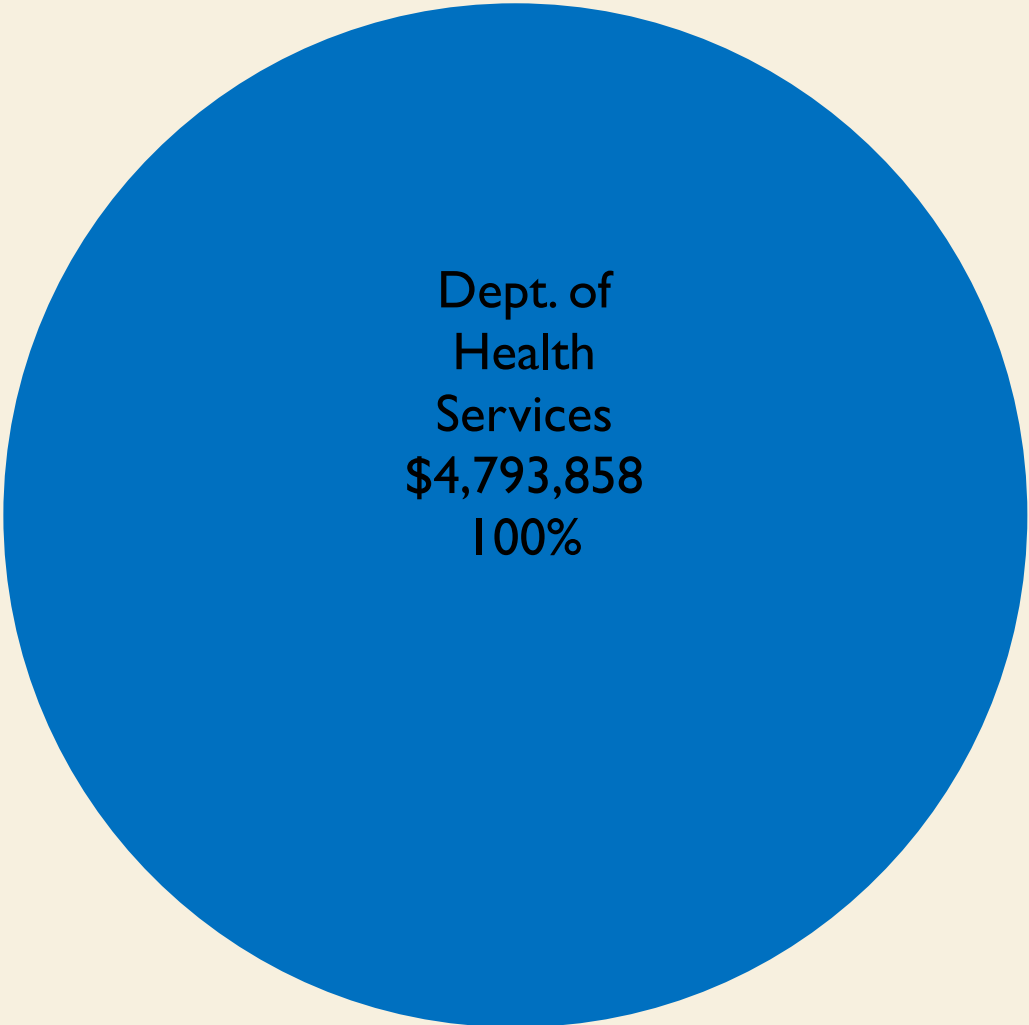
CPS-ONGOING REVENUE BY FUNDING SOURCE



YOUTH JUSTICE REVENUE BY FUNDING SOURCE



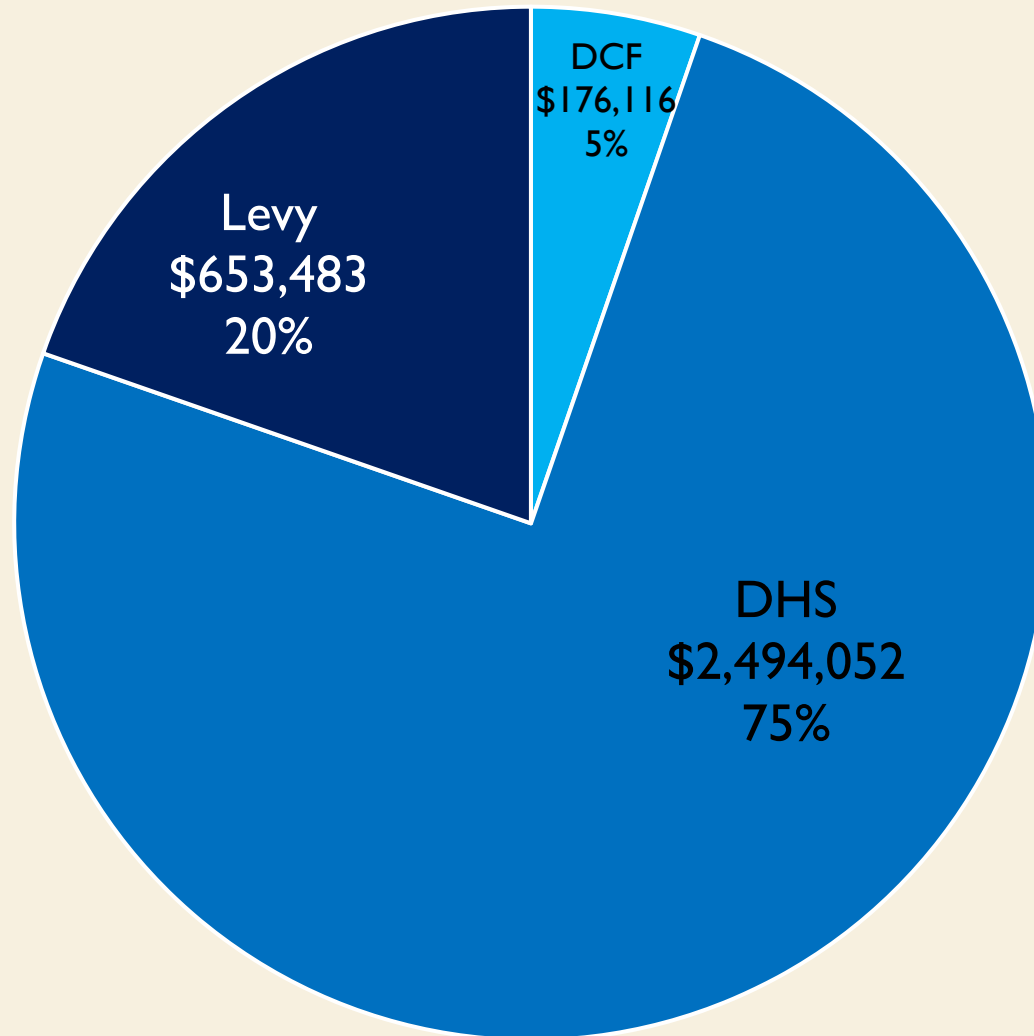
CHILDREN'S LONG TERM SUPPORT (CLTS) REVENUE BY FUNDING SOURCE



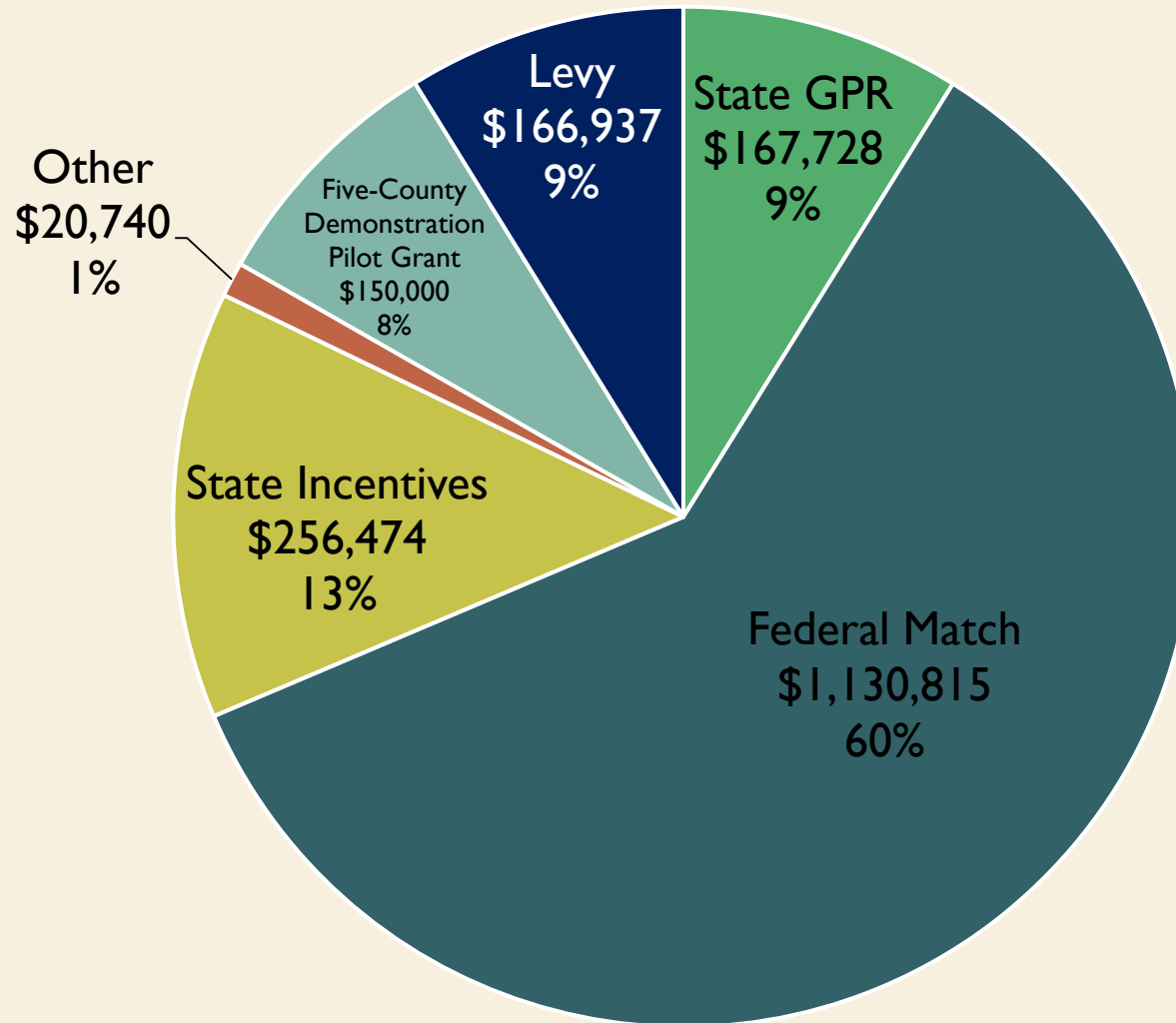
Dept. of
Health
Services
\$4,793,858
100%

Funding Source	Revenue (\$)	Percentage (%)
Dept. of Health Services	\$4,793,858	100%

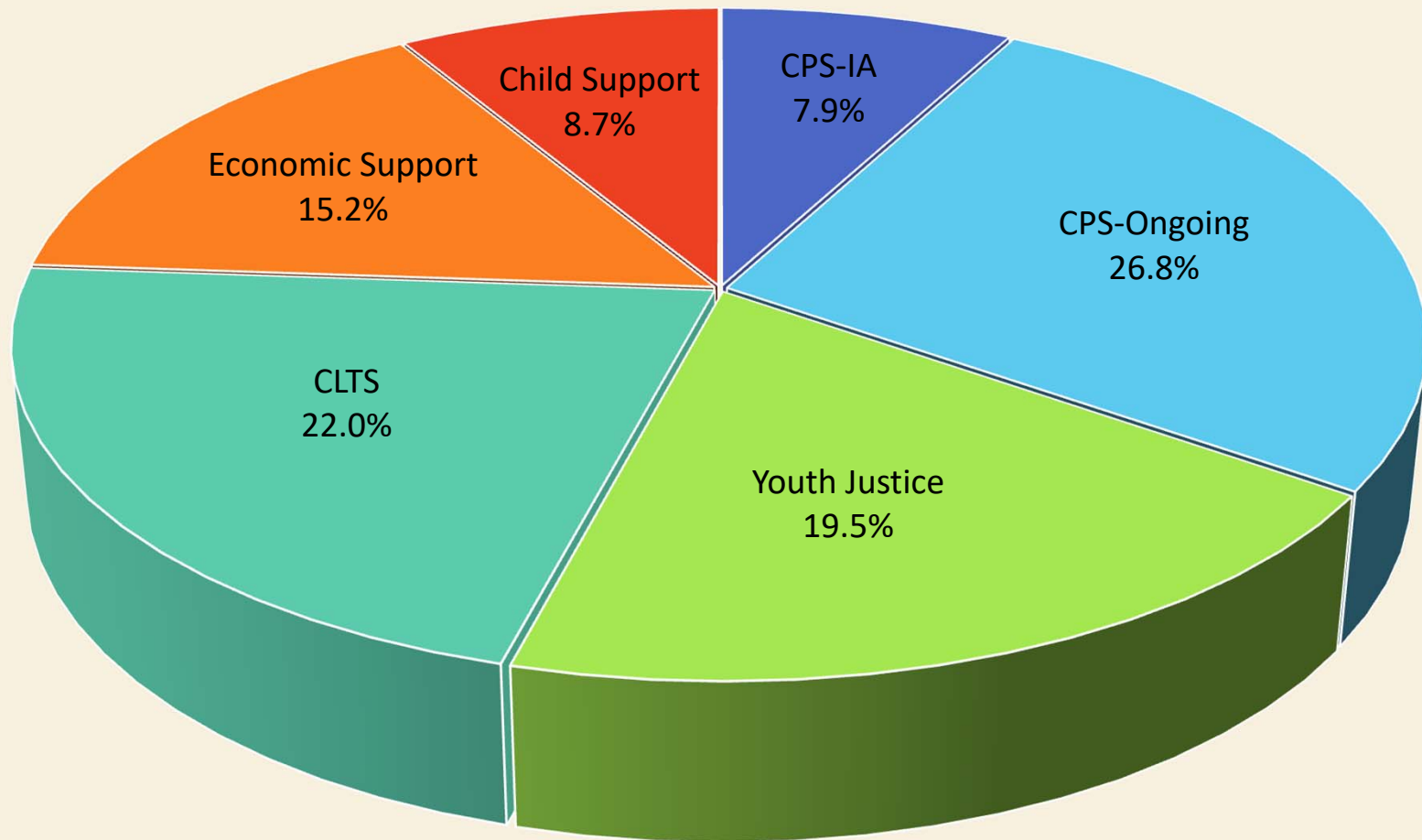
ECONOMIC SUPPORT REVENUE BY FUNDING SOURCE



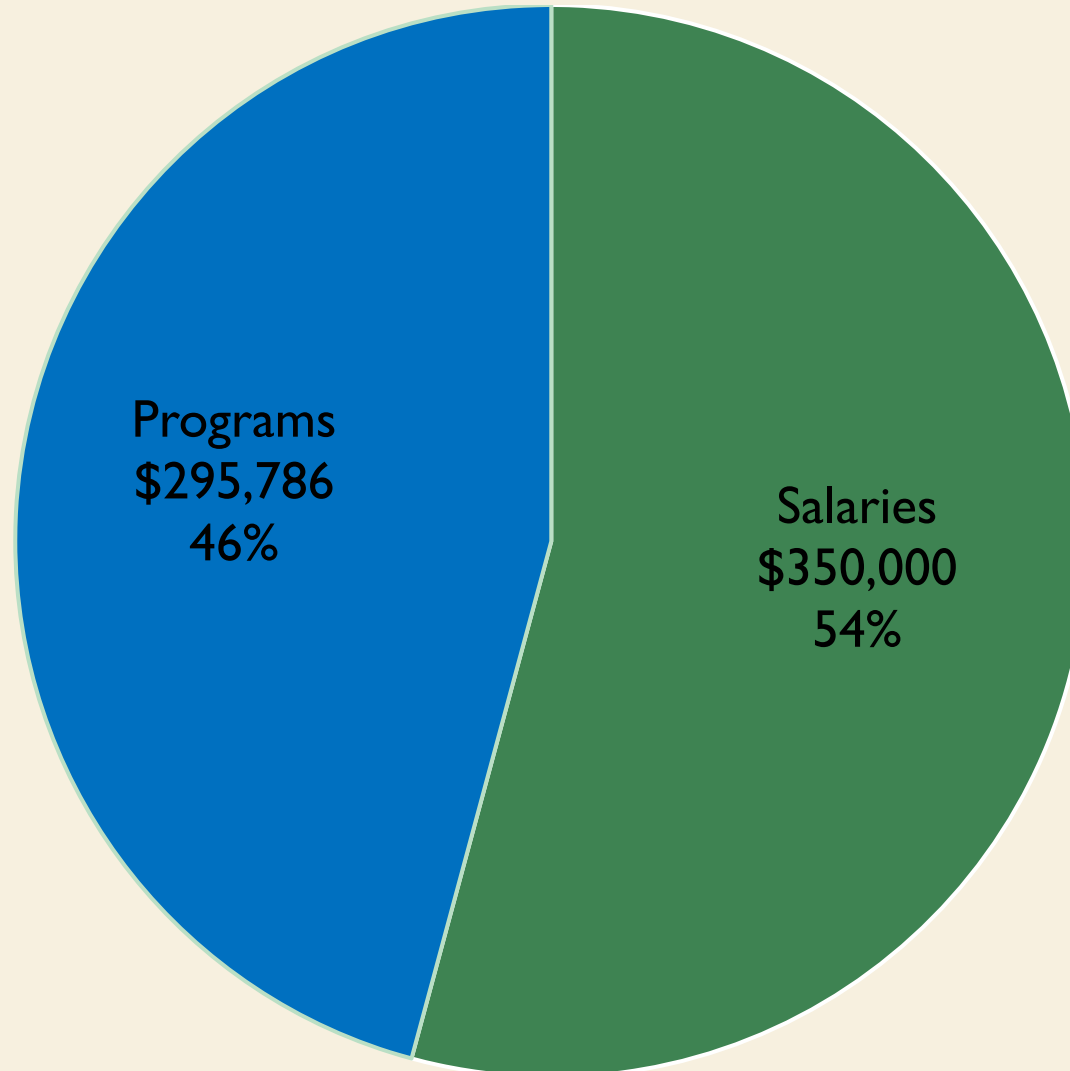
CHILD SUPPORT REVENUE BY FUNDING SOURCE



ANNUAL EXPENSE BUDGET BY PROGRAM



DCF NEW MONEY



FAMILY FIRST PREVENTION SERVICES ACT (FFPSA)

- New requirement to serve more children in home
- Less federal funding for out of home care costs
- Requires child welfare agencies to employ new strategies of service provision to support safe in home plans
- Investment in DCF funding to support new programming in 2020 and beyond

NEXT STEPS

- Presentation of Federal First Prevention Services Act to the Board in August
- Presentation of draft Department of Social Services 2021 budget submission
- Questions?







DEPARTMENT OF SOCIAL SERVICES


2020 WORK PLAN


July 2020 - Updates

Director Focus					
Activity	What We have Already Done	Outcomes	Time Line	Progress	Progress
1. Provide leadership within the Wisconsin County Human Services Association (WCHSA) to collaborate with other counties and the State Departments 2. WCHSA lead with the Department of Children and Families (DCF) on major initiatives regarding Child Welfare programming and funding Responsible person (s): Vicki Tylka	<ul style="list-style-type: none"> ▪ Director serves as tri-chair for the WCHSA Children Youth and Families Policy Action Committee, Northern Region representative for the Child Welfare Workload Study, Continuous Quality Improvement Committee, Wisconsin Child Welfare Professional Development System Steering Committee; and serves as Chair for the Child Abuse and Neglect Prevention Board. 	<ul style="list-style-type: none"> ▪ Legislators will be educated on the needs of local government and the customers we serve. ▪ Marathon County's perspective will be shared with state staff and officials especially in regard to decision making that impacts the county. ▪ County voice will be fully considered in major change initiatives – Child Welfare Workload Study, Children and Families Allocation, and implementation of the federal Family First Prevention Services Act (FFPSA). 	<ul style="list-style-type: none"> ▪ Legislative involvement and committee meetings vary. ▪ Workload Study is projected to be complete by September 2020. ▪ Wisconsin's FFPSA plan is due October 2020, with full implementation in January 2021. 		<ul style="list-style-type: none"> ▪ Organized recommendations to request work load reductions and presented to DCF in January 2020. Priority project (permanency plans) has a work plan charter in place. ▪ Workload time study was shortened based on COVID-19, final report is delayed. ▪ Assumed position as Chair of the Child Abuse and Neglect Prevention Board in February. ▪ Serving as co-chair with DCF leadership on discussions to evaluate Children and Family Aids funding methodology. ▪ The WCHSA Children Youth and Family Policy Action Committee is the lead group in consultation with DCF for FFPSA. Initial discussions of federal funding changes have occurred and monthly updates are scheduled.
3. Provide leadership for activities stemming from 2019 County Wide Organizational Culture survey Responsible person (s): Vicki Tylka	<ul style="list-style-type: none"> ▪ Created a process and piloted with the Culture Champions to offer a diagonal slice conversation on Inclusivity. ▪ Created team action plans at DSS to sustain strong culture survey scores. ▪ The majority of DSS staff are IDEAS trained, six employees are scheduled for Innovator training, with several more interested. 	<ul style="list-style-type: none"> ▪ Collaborative opportunity for multi-level/disciplines. ▪ Improvement of future culture survey results, increased staff engagement, and improved customer service. 	<ul style="list-style-type: none"> ▪ Pilot to be offered to county employees in spring 2020. 		<p>County Wide employee Inclusivity discussion has been delayed due to COVID-19.</p> <p>Culture Champions will meet in August to discuss how working from home is affecting our culture, and share ways to continue our positive momentum.</p> <p>Numerous DSS staff are participating in Innovator training and will lead continuous improvement activities at DSS.</p>
4. Leadership on Objective 3.3 Strategic Plan – Ensure that every child makes it to adulthood with health, stability, and growth opportunities Responsible person (s): Vicki Tylka with support of Social Work Section	<ul style="list-style-type: none"> ▪ Evaluation of Marathon County's trauma informed practices, strengths, gaps and recommendations. ▪ Shared report with the Trauma Informed (Child Welfare and the Courts). ▪ Established internal plans to impact outcome measures. 	<ul style="list-style-type: none"> ▪ County wide: <ul style="list-style-type: none"> • Increase in high school graduation rates; • Reduction in number of out of home care days; • Practice change to decrease the number of young adults in jail. 	<ul style="list-style-type: none"> ▪ Final report to be shared with County Board in March. ▪ Evaluation of the scope of the Trauma Informed (Child Welfare and the Courts) to occur after the County Board's action on the report. ▪ Evaluate expansion of Handle with Care in May 2020. 		<p>County Board received the Trauma Informed Practices paper and presentation at their May meeting.</p> <p>Handle with Care on hold due to school closures.</p> <p>Child Welfare and the Courts workgroup is on hold.</p>

Child Welfare - focus on keeping children, families, and the community safe					
Activity	What We have Already Done	Outcomes	Time Line	Progress	Progress
5. Increase youth crisis stabilization services Responsible person (s): Vicki Tylka, Social Work Management	<ul style="list-style-type: none"> Supported application of grant by NCHC for crisis stabilization facility. 	<ul style="list-style-type: none"> Improved outcomes for youth in crisis. A residential treatment option in the community to maintain youth near their families. 	<ul style="list-style-type: none"> Grant submission due 02.14.2020. 		NCHC received a grant to operate a youth crisis stabilization facility with plans to be operational by Fall 2020.
6. Preparation for implementation of Family First Prevention Services Act Responsible person (s): Vicki Tylka, Stacia Burrows, and Social Work Supervisors	<ul style="list-style-type: none"> Scheduled a Social Work retreat for February to begin evaluation of philosophical and practice changes needed. Presented on FFPSA to Women's Community. 	<ul style="list-style-type: none"> Work with collaborative partners to implement evidence-based programs in the court system and in child welfare practice that will result in improved outcomes for children and families and compliance with FFPSA. 	<ul style="list-style-type: none"> Continual evaluation of strategic implementation of initiatives over the course of 2020. Provide education of FFPSA in the second quarter of 2020 to county committees and stakeholder groups. 		<p>February retreat was held and participants reported value in the retreat. Main outcome was the need to increase family engagement especially in the planning for more kids remaining in their homes.</p> <p>New engagement strategies in place with more contacts being made virtually due to COVID- 19.</p> <p>Plan to present overview of FFPSA to SS Board in August 2020, continue to budget service dollars for prevention of out of home care to be compliant with the federal law.</p>
7. Collaborate with partners to improve the high school graduation rates (objective 3.3) Responsible person (s): Becky Bogen	<ul style="list-style-type: none"> Begun initial dialog with partners (DA, Law Enforcement, Schools, and Providers) to determine root causes of elementary school truancy. 	<ul style="list-style-type: none"> Recommended programs/services to address the truancy issue will be well informed and supported by partners. Addressing truancy at earliest point of intervention rather than involving formal dispositional orders through court support students, families, schools and the formal system. 			<p>Some programs are modified due to school closings.</p> <p>Youth Justice presentation on diversion programs will occur in July for the SS Board.</p>

Child Support - focus on major system improvement					
Activity	What We have Already Done	Outcomes	Time Line	Progress	Progress
8. Implement the ELEVATE grant, a 5 county demonstration project to inform major system change in the state and recommendations at the federal level Responsible person (s): Kelly Gross with support from Vicki Tylka	<ul style="list-style-type: none"> Hired a grant project coordinator, have begun enrolling individuals in the program, presented on the grant scope with numerous partners, formed a "think tank" for grant components, and provided mediation training to staff. 	<ul style="list-style-type: none"> Improved engagement of customers, and improved outcomes that will lead to increased federal incentives. 			Individuals are being enrolled into the grant program. Some adaptations had to be made due to COVID-19. Full report will occur in early fall for the Board.

Administrative Support – support major organizational efforts					
Activity	What We have Already Done	Outcomes	Time Line	Progress	Progress
9. Implement the Work from Home program 10. Restructure offices to better meet the needs of our customers 11. Coordinate the implementation of a new system to communicate staff's location for safety and availability Responsible person (s): Julia Wicke with support from Vicki Tylka	<ul style="list-style-type: none"> Submitted a plan for the implementation to County Administration and Employee Resources. Developed an Employee Agreement, coordinating technology and logistical needs. Created a draft plan for office restructuring. Researched software programs. 	<ul style="list-style-type: none"> Efficient use of resources. Flexibility for workforce leading to higher retention. Better customer service. Increase staff safety and accountability. 	<ul style="list-style-type: none"> Work From Home pilot will begin in February, focusing on Child Support and Economic Support. 		<p>Work from Home was implemented on a fast paced scale beginning in March. 60-70% of staff are working from home, from a few days a week to full time.</p> <p>Great progress has been made on ensuring needed IT equipment.</p> <p>Performance measurements indicate strong performance in working from home. The DSS building is able to provide space for social distancing.</p> <p>Lobby and front desk restructured for social distancing and safety. Restructuring other office areas is under consideration.</p>

Economic Support – IM Central Consortia - focus on multi-county collaboration					
Activity	What We have Already Done	Outcomes	Time Line	Progress	Progress
12. Improve Customer Service through focus on the call center activity Responsible person (s): Nicole Rolain and ES Supervisors		<ul style="list-style-type: none"> Consistently meet contractual performance outcomes. Demonstrate responsiveness to customer needs, resulting in they get what they request in a timely accurate manner. Improve relationships and operational functions with partner counties. 	<ul style="list-style-type: none"> Explore Work From Home in first quarter 2020. 		<p>Most Economic Support Staff are working from home. Call Center is the primary duty of those working from home. Performance outcomes are strong.</p> <p>Facilitated communication meetings with partners have occurred, with participants reporting good results. The plan is moving to the next phase to include more employees in July.</p>