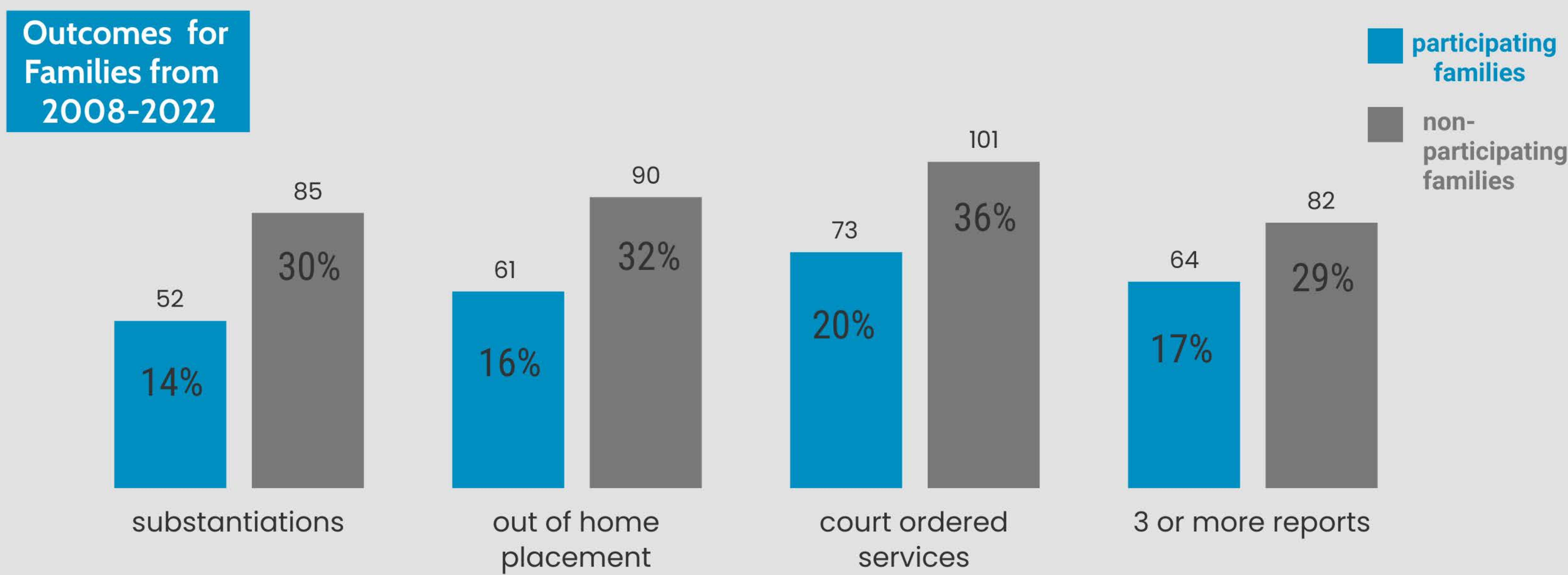
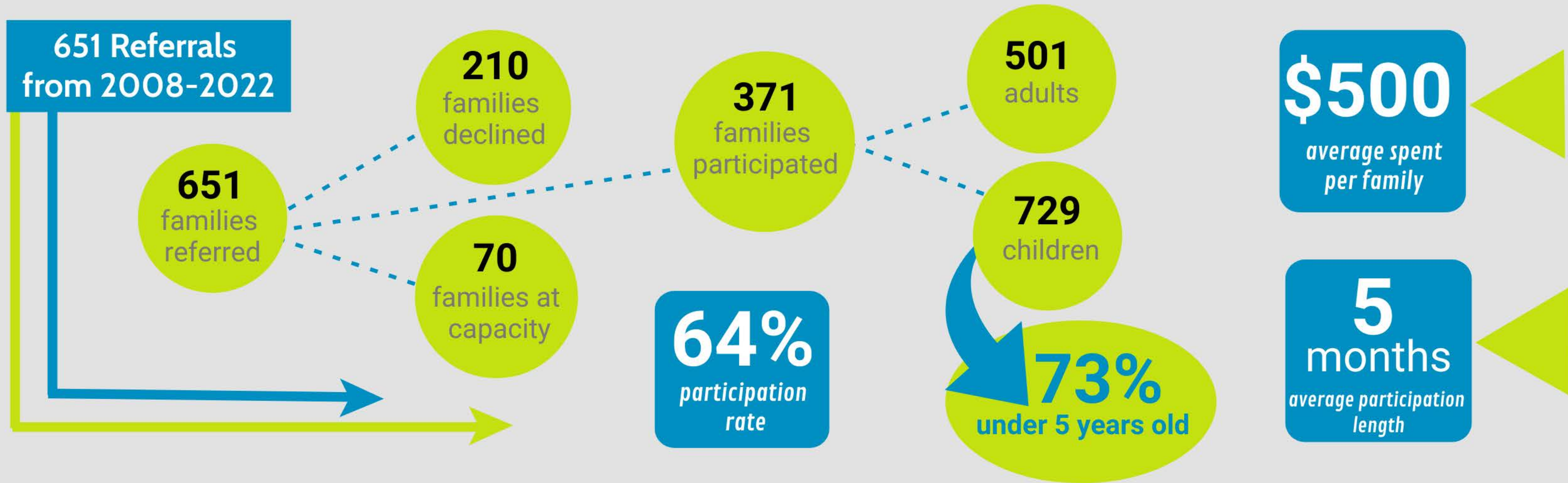




# Marathon County Department of Social Services Community Response Program



**Average time between Community Response services & substantiated abuse/neglect** **33 months**



Significant savings in early intervention programs are not only the dollars saved in foster care, but also the improved quality of life for children and families in our community.



# Marathon County Department of Social Services Community Response (CR) Program Case Services and Outcomes Report December 2022

The following information reflects data collected from September 2008 to December 2022.

## 1 The Numbers

- **Total Program Referrals:** 651 families
- **70** not offered CR services due to being at capacity  
(When cases are placed on the program wait list longer than three months they are not offered services).
- **581** families Offered services  
Families that participated in program services: **371**
- Adults and Children served by Community Response:  
**501** adults  
**729** children **Total: 1230**  
**Age ranges of children served:** 0-2= **353**; 3-5= **182**; 6-8= **102**; 9-11=**47**;12+= **45**
- **64% participation rate**
- Average Participation length: **5 months**
- Average face to face visits completed per family: **10**

## 2 Recidivism Data

**The following information reflects how many families have been referred back to the formal Child Protective Service system after being referred to the Marathon County Community Response Program.**

Families referred back to CPS that had **ACCEPTED** program services: **Of 371 participating families:**

*(\*It should be noted that these are cases which have been opened to CR throughout the lifespan of the CR program.)*

- **52 cases or 14%** were substantiated abuse and neglect  
*(14 cases were referred during Community Response program involvement)*

★ **Average time between CR services and substantiated abuse/neglect= 33 months**

- **33** cases screened in had identified service needs
- **61 cases or 16%** resulted in Out of Home placements  
*(Three families voluntarily placed children in care while participating in Community Response)*
- **73 cases or 20%** opened for court ordered ongoing services
- **64 or 17%** of families received multiple screened-in reports (three or more reports)

Families referred back to CPS that **DECLINED (210) /NOT OFFERED (70)** program services: of **280 non-participating families:**

- **85 cases or 30%** were substantiated child abuse and neglect
- **29** cases screened in had identified service needs
- **90 cases or 32%** resulted in Out of Home Placements
- **101 cases or 36%** opened for court ordered ongoing services
- **82 or 29%** of families received multiple screened-in reports (three or more reports)

### **3 Flex Fund Use:**

The Community Response Program has flexible funds that can be used on families toward a household expense that will help meet an immediate need and/or reach an identified program goal.

**321 families** used program funds; the average amount spent per family is \$500.

**Utilities:** 88 families

**Rent/Security Deposit:** 142 families

**Car Repairs:** 21 families

**Guardianship filing fees:** 5 families

**Child care co-payments:** 9 families

**Other:** 98 families (YMCA memberships, cleaning service, vacuum cleaner, phone bill, vehicle down payment, employment uniform, driver's license renewal/driver exam fee, driving classes, AODA assessment, respite care, C.N.A. course and exam fee, taxi cab license fee, baby items, home safety supplies, medical lock box, home organization items, employment insurance, van seats, paternity testing, housing application fees, college application fee and high school transcripts, birth certificates, fencing, child's camp supplies, fishing license, jogging stroller, kitchen items, recreational items, community pool pass, craft supplies, items to meet basic needs)

In addition to flex fund use families also received:

**Gas card:** 177 families received one or more

**Walmart Card:** 261 families received one or more

**Bus Passes:** 86 families

**Bus tokens:** 70 families

# 4

## Community Services Provided During CR Program Involvement

The following information reflects the various resources and services that families have been connected to during program involvement.

- **Family Team Meetings:**  
141 (family meetings held with identified formal and informal supports to discuss and work on family goals and needs)
- **Start Right Program Referrals:**  
48 families involved prior to CR involvement  
139 referred by CR Worker or Public Health Nurse during program involvement
- **Public Health Nurse**  
97 families received services from Marathon Co. Public Health during CR involvement
- **Counseling/Support Groups/Mental Health Services:**  
41 families involved in counseling prior to program participation  
152 families referred by CR worker
- **Domestic Violence/Sexual Assault Services:**  
81 families referred to support groups, shelter, advocacy, safety planning
- **Food Pantries:**  
198 families referred or transported by CR worker
- **Employment:**  
231 families referred to Job Center/Wisconsin Works/FSET, provided job postings, were assisted with locating employment online and/or filling out applications, or received other employment assistance
- **Clothing:**  
231 families referred to Rebecca's Closet by CR worker  
229 families given Goodwill vouchers by CR worker
- **WIC:**  
105 families referred/transported by CR worker
- **Education:**  
33 Families had college application fees waived or paid for  
94 families referred to GED/HSED, college level, or C.N.A classes
- **Housing:**  
203 families referred to Section 8/Low Income housing or had assistance locating housing
- **Energy Assistance:**  
143 families referred by CR worker
- **North Central Community Action Program/Emergency Assistance at Job Center (rent assistance):**  
148 families referred by CR worker

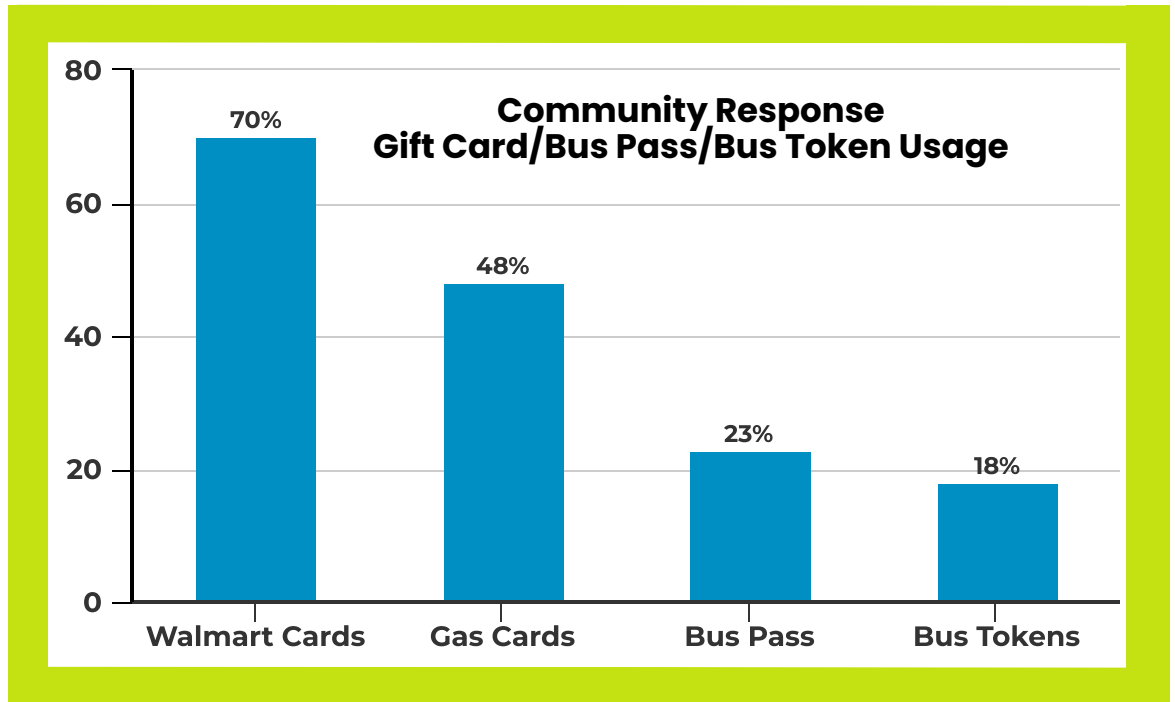
- **Childcare:**  
117 families provided information on licensed or certified childcare providers
- **Catholic Charities:**  
115 families were referred to Catholic Charities for assistance programs
- **Head Start:**  
62 families referred by CR worker  
21 families enrolled prior to CR participation
- **Budgeting:**  
84 families referred to class at UW-extension or budgeting support
- **Alcohol and Drug related services:**  
69 families referred by CR worker  
15 referred by other agency
- **Safelink Wireless telephone:**  
92 families referred by CR worker  
29 families previously enrolled
- **Legal Assistance:**  
100 families referred to Judicare or other legal advocacy by CR worker
- **Parenting classes at the Family Resource Center or other parenting support:**  
192 families previously participated and/or referred by CR worker
- **Holiday baskets/gift sponsorship:**  
91 families referred by CR worker
- **Project Step-up:**  
33 families referred by CR worker  
4 families involved prior to CR involvement
- **North Central Health Care/ Comprehensive Community Services**  
11 involved in program  
47 referred by CR worker
- **Wheels to Work:**  
77 families referred
- **Transportation:**  
129 families provided with transportation to and from medical or other appointments
- **Birth to Three:**  
41 families participating or referred by CR worker
- **Habitat for Humanity:**  
5 families referred

- **Social Security Disability (SSI):**  
74 families receiving benefits prior to CR participation or referred by this worker
  
- **Lutheran Social Services/ Pregnancy and Adoption Services:**  
10 families referred
  
- **Neighbor's Place:**  
129 families received referrals for household items by CR worker
  
- **Other Donations:**  
85 families received donations from helplink, Women in Action, church groups, etc.

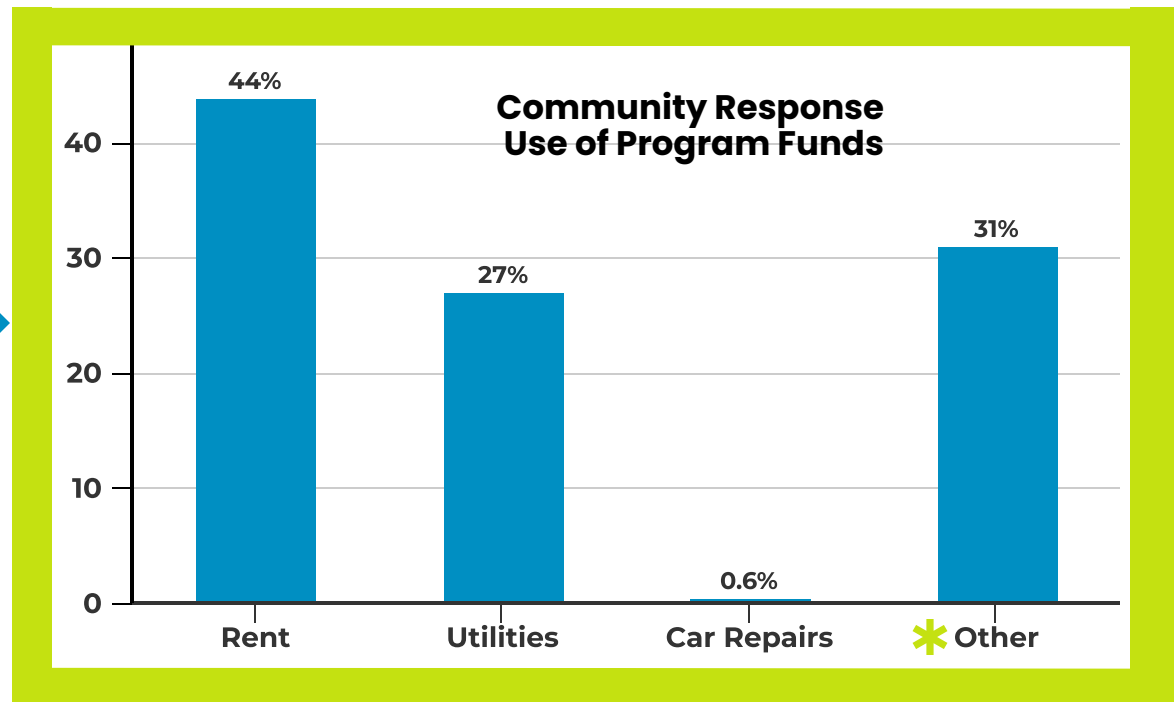


The data identified in these charts is the total data from the beginning of Community Response in 2008 through December 2022. The data represents the families who used program funds.

Totals do not equal 100% because some families received multiple types of assistance.



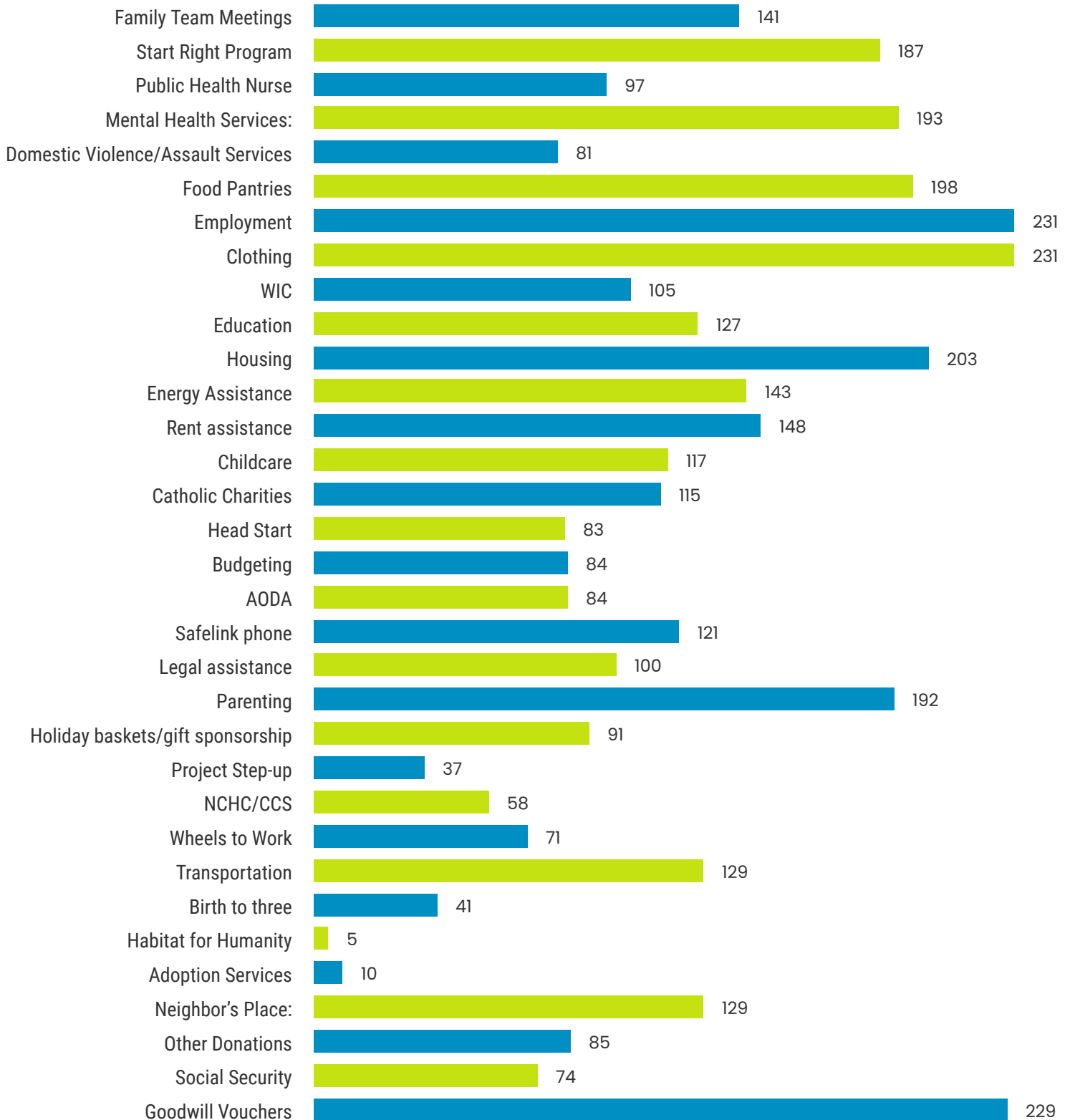
Totals do not equal 100% because some families utilized funds for multiple purposes.



\* Other (Guardianship filing fees, child care co-payments, YMCA memberships, cleaning service, vacuum cleaner, phone bill, vehicle down payment, employment uniform, driver's license renewal/driver exam fee, driving classes, AODA assessment, respite care, C.N.A. course and exam fee, taxi cab license fee, baby items, home safety supplies, medical lock box, home organization items, employment insurance, van seats, paternity testing, college application fee and high school transcripts, birth certificates, child's camp supplies, fishing license, jogging stroller, bike and bike trailer, yard fencing, rental application fees)



# Community Services Provided to Participants





# **FAMILY SUPPORT SPECIALISTS (FSS)**

**Providing Evidence Based Parent Education to Families  
Served by Marathon County Department of Social Services**



# FEDERAL FAMILY FIRST PREVENTION SERVICES ACT

- The Family First Act became effective in October of 2020. The purpose of the Act is to provide enhanced support to children and families and prevent foster care placements through the provision of mental health and substance abuse prevention and treatment services, in-home parent skilled based programs, and kinship navigator services.
- Federal funding is being redirected to reimburse less out of home care, and more prevention.
- Child welfare agencies need to change how services are delivered; this can be done by:
  - More in-home safety service partners
  - Increasing informal and relative supports
  - Enhancing internal practices (engagement, how we work with families)
  - Providing system change information to partners (courts, boards, schools, law enforcement)



# WHO ARE WE?

- The county board approved the request for 2 additional positions at Social Services in September of 2020.
- We now have 3 FSS staff: Susan, Valerie, and Abbigayle. Susan has been an employee with Social Services for 9 years, Valerie for almost 3 years, and Abbigayle began in February of 2023.



# ABOUT THE FSS PROGRAM

- Staff completed an evidence-based parent education curriculum titled, Common Sense Parenting.
- Referrals for the program began being accepted February 1, 2021.
- As of 08/31/2023, the program has served 133 households.
- Average case load of 8-10 families for FSS staff
- The average length of FSS service is 4 months.
  - Average number of visits per month to families served by FSS: 4
  - Average hours per case per month to families served by FSS: 8
- This program takes place in the family home or other community settings.
- Children do not need to be present during sessions with educator; however, whenever possible, educator will observe parent/child interaction to ensure that the program principles are being implemented and to give feedback/coaching.

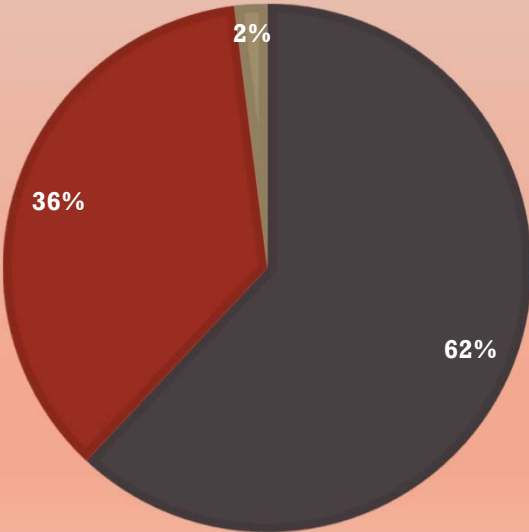


# DEMOGRAPHICS OF FAMILIES SERVED

FEB. 1, 2021 — AUG. 31, 2023

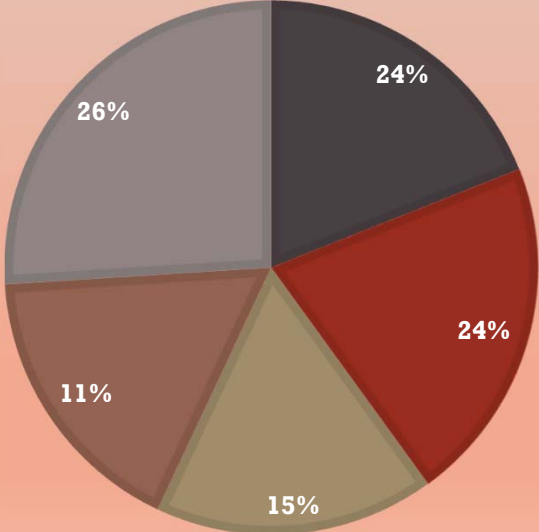
## CAREGIVERS SERVED

■ MOTHERS ■ FATHERS ■ OTHER



## AGE OF CHILDREN

■ 0 TO 2 ■ 3 TO 5 ■ 6 TO 8 ■ 9 TO 11 ■ 12 AND UP

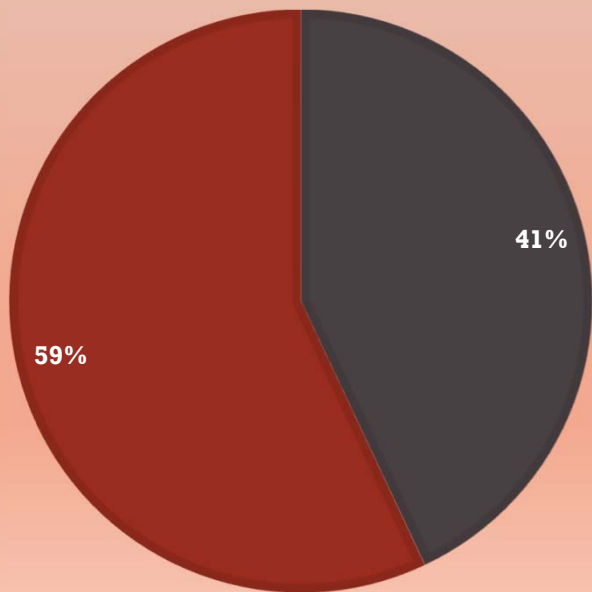


# DYNAMICS OF FAMILIES SERVED

FEB. 1, 2021 – AUG. 31, 2023

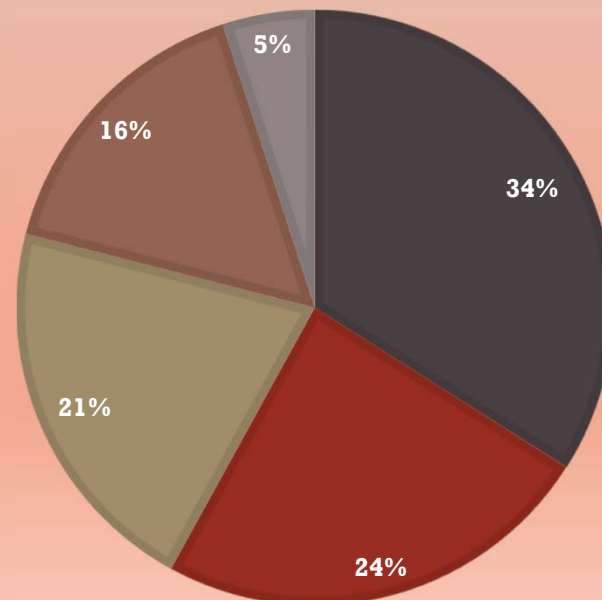
## CHILD STATUS AT ONSET OF FSS SERVICES

■ IN HOME ■ OUT OF HOME



## DETAILED STATUS

■ IN HOME - OPEN ONGOING CPS/YJ  
■ RELATIVE CARE  
■ FOSTER CARE  
■ IN HOME - INITIAL ASSESSMENT  
■ HIGHER LEVEL OF CARE



# **OUTCOMES OF FSS PROGRAM- FOLLOWING PROGRAM COMPLETION**

- 133 families have fully completed the curriculum thus far – 55 in home and 78 out of home
- Of the 133 families who have completed this service:
  - 15 families had a new screened in child abuse/neglect report
  - 2 families had a new substantiation of child abuse/neglect
  - 4 families had children re-enter out of home care
  - 2 families had new entry into out of home care
    - 89% of families had no new CPS reports
    - 97% of families had children that did not re-enter out of home care
    - 98% did not newly enter out of home care



# OUTCOMES OF FSS PROGRAM- REUNIFICATION

- Of those 55 families who had children in-home at onset of the service and successfully completed the program, 90% of families had children remain in-home following up to 6 months post service closure.
- Of the 78 families that had children in out of home care at the onset of the service being provided, 28 (36%) households were able to achieve reunification during or within 6 months of the service beginning.
- These 133 families and their placement status will continue to be tracked on a yearly basis.





# FEEDBACK AND THANK YOU

- **Themes from families served and social workers:**
  - Parents feel they are actively engaged with the FSS staff and that the staff have a strong knowledge base.
  - For those who have had other curriculums in the past, the common sense curriculum is easy to understand and realistic in utilization with their children.
  - Parents value the amount of time they are spending with the parent educators in their home environment.
  - In the pre- and post-test results, 100% of parents expressed increased confidence in their parenting as a result of this program.
  - Social workers express that the support they receive from FSS staff positively impacts their workload, and families share with social workers they believe this is a beneficial service.



# QUESTIONS?

