



## Monroe County Department of Human Services Summary of Programs and Services



County human services agencies are statutorily responsible for administering state programs. In Monroe County, the Department of Human Services administers child welfare, mental health and addiction treatment, services for children and adults with disabilities, aging programs and economic support services. Human Services supports our most needy and vulnerable citizens.

The Department is organized into five program management units including Aging and Disability Resource Center, Behavioral Health Services, Children and Family Services, Community Based Services, and Economic Support Services; all of which are supported by the Clerical and Finance Units.

### **AGING & DISABILITY RESOURCE CENTER**

Resource Center: The Resource Center provides residents with unbiased information related to aging or living with a disability. The goal is to help people maintain their independence by connecting them with the right resources according to their situation, values, and preferences. The Resource Center also provides information regarding Wisconsin's long term care programs and enrollment into those programs.

Benefit Specialist Services: The Disability Benefit and Elder Benefit Services provide confidential benefit counseling, assistance and advocacy for people age 60 or older and to adults age 18 to 59 with physical disabilities, developmental disabilities, mental illness and/or substance abuse issues. Assistance is provided in a variety of areas including public benefits, housing and utility programs, health insurance, consumer law, and income support through Food Share and multiple Social Security programs.

Family Caregiver Support Programs: Wisconsin offers resources for caregivers. The National Family Caregiver Support Program offers services to family and friends who care for older adults at home. The Alzheimer's Family and Caregiver Support Program supports the entire family of a person with irreversible dementia so that caregivers can continue to provide home and community-based care.

Dementia Care Specialist Program: The Dementia Care Specialist Program supports people with dementia and their caregivers in order to ensure the highest quality of life possible while living at home.

Community Health Worker: Community Health Workers address disparities in access to local and COVID-19 related services and improve community health by addressing social determinates of health factors that exacerbate chronic illness, and result in long term care needs.

Nutrition Program: The Nutrition Program provides healthy, delicious meals to area seniors. Goals of the senior nutrition program are to reduce hunger and food insecurity, promote socialization and the health and well-being of older individuals. Monroe County delivers meals to homebound individuals and has six active meal sites in Cashton, Kendall, Norwalk, Sparta, Tomah, and Wilton.

Transportation Program: The ADRC provides transportation for elderly and disabled citizens of Monroe County. Both our Mini-Bus Service and Volunteer Transportation Service provides door to door service.

## **BEHAVIORAL HEALTH SERVICES**

Adult Protective Services: APS aids elder adults and adults-at-risk who have been abused, neglected, or exploited. Statutorily required protective services include, outreach, identification of individuals in need of services, counseling and referral for services, social services, case management, legal counseling, guardianship referral, and diagnostic evaluation. If vulnerable adults cannot remain safely in their own homes, counties are responsible for finding placements.

Crisis Services: Every county in Wisconsin is required to provide emergency mental health and substance-use services. The types of services that may be provided include: evaluation, crisis counseling and mental health care to persons experiencing emotional distress, suicidal ideation or mental health crisis.

Outpatient Clinic: The Outpatient Clinic provides psychiatric care, mental health and substance-use treatment services for people who encounter problems with mental illness, stressful life situations, or addiction issues that cause emotional distress or difficulty functioning.

Intoxicated Drivers Program: In addition to fines and criminal penalties, when an individual is convicted of operating a motor vehicle while intoxicated, state law mandates that they be ordered to complete an Intoxicated Drivers Program (IDP) Assessment. The IDP assessor conducts a specific type of assessment for this program, and based upon the results, the offender is referred to the appropriate education or treatment program.

Community Support Program: CSP offers intensive community-based care for adults whose serious and persistent mental illness and functional limitations might otherwise require them to need institutionalized care. Counties use CSP services to keep people out of extended hospitalizations and support their ability to live in the community.

## **CHILDREN & FAMILY SERVICES**

Child Protective Services: CPS is a key component of the Child Welfare system in Monroe County. CPS involvement is warranted when there is a referral indicating a child may be unsafe, abused or neglected, or at risk of maltreatment. CPS identifies and addresses underlying family conditions that make children unsafe or at risk of maltreatment and implements a variety of safety plans with families in attempts of mitigating concerns by the least restrictive means possible.

Youth Justice: This is another key component of the local Child Welfare system. Youth Justice serves children who are 17 years of age or younger and who have been alleged to have violated laws. The focus of interventions is to interrupt destructive, delinquent behavior and also prevent youth from ending up in the adult prison system in the future. Services traditionally provided include: processing juvenile referrals, making recommendations to the court, case management and service coordination, collection and distribution of restitution, supervision and monitoring, and reunification for youth who have been placed out of the home.

Foster Care & Kinship Care: CPS tries to keep families together whenever possible and works hard to make in-home safety plans. When it is not possible to do so however, children need sensitive and caring alternate caregivers to support the family through transitions, separations and reunifications. Monroe County licenses and supports these alternate caregivers through the Foster and Kinship Care programs.

## **COMMUNITY BASED SERVICES**

Birth to Three Program: Serves children under the age of three years old with developmental delays and disabilities in order to enhance their development and support the family's knowledge, skills, and abilities to interact with and raise their child.

Children's Long Term Support Programs: The Children's Long Term Support (CLTS) Waiver Program and Children's Community Options Program (CCOP) are designed to support the needs of families that have a child/children with severe developmental, physical, or emotional disabilities. The purpose of these programs is to assist families in meeting the needs of their children within their home and the community.

Comprehensive Community Services: CCS provides psychosocial rehabilitation in the community to assist individuals in reducing the effects of a mental illness or substance-use disorder. Services focus on recovery and supporting children, adolescents, and adults to overcome barriers caused by their symptoms so they can improve functioning and pursue their hopes and dreams.

## **ECONOMIC SUPPORT SERVICES**

Western Region Economic Assistance: The WREA consortia is made up eight counties including Monroe, Buffalo, Clark, Jackson, La Crosse, Pepin, Trempealeau, and Vernon. WREA performs the eligibility determination and management functions associated with federal benefit programs, including Medical Assistance and FoodShare.

Child Care Certification: Human Services contracts with The Parenting Place to offer technical support resources to child care providers to gain and maintain certification.

## **CLERICAL SERVICES**

The Clerical Unit supports all programs and staff within Human Services through the provision of reception services, providing general information and referral resources, scheduling appointments, managing client records systems, providing transcription, and supporting the agency's overall operations.

## **FINANCIAL SERVICES**

The Finance Unit is embedded within Human Services, but is actually organized under the Monroe County Finance Department. The unit manages the Human Services budget development and fiscal tracking, accounts payable and receivable, state claims processing, conducting state reporting, management of revenue and purchase contracts, and handling all fiscal matters.