



2024 ANNUAL REPORT

2024

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

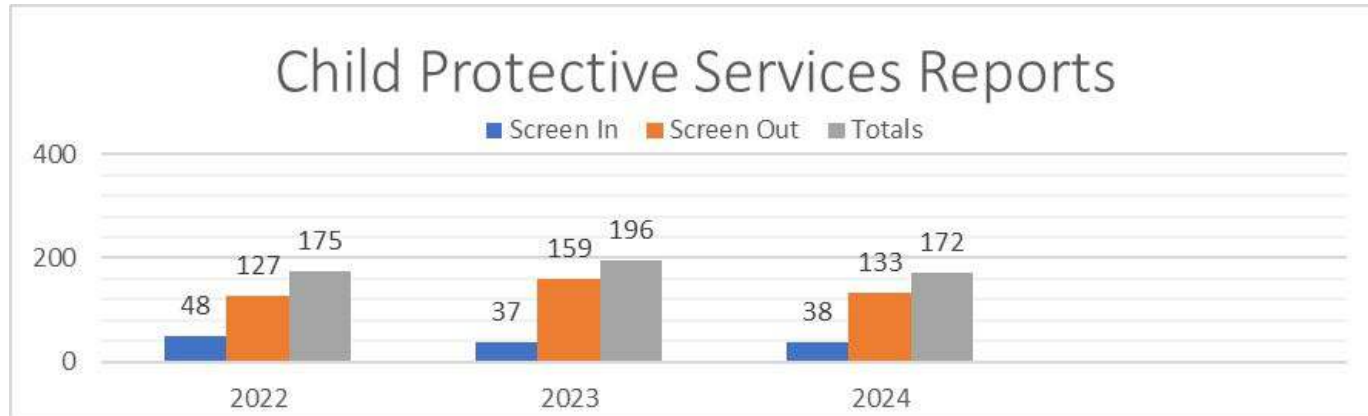
Protective Services-assistance to the most vulnerable children or adults who are at risk of harm from someone else or themselves. This can include child protective services, adult protective services, and emergency hospitalizations for those with suicidal/homicidal ideations or those suffering from severe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

Prevention and Support Services-services designed to help keep people in their homes and living productive, quality lives, free from abuse and/or neglect. This includes providing information and referral to a variety of resources. Some examples are home delivered or dining site meals, Birth to Three, Children's Long Term Support, Comprehensive Community Services, health promotion programs, medical assistance, FoodShare, child support, counseling and Family Care enrollment.

PROTECTIVE SERVICES

Child Protective Services (CPS)

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

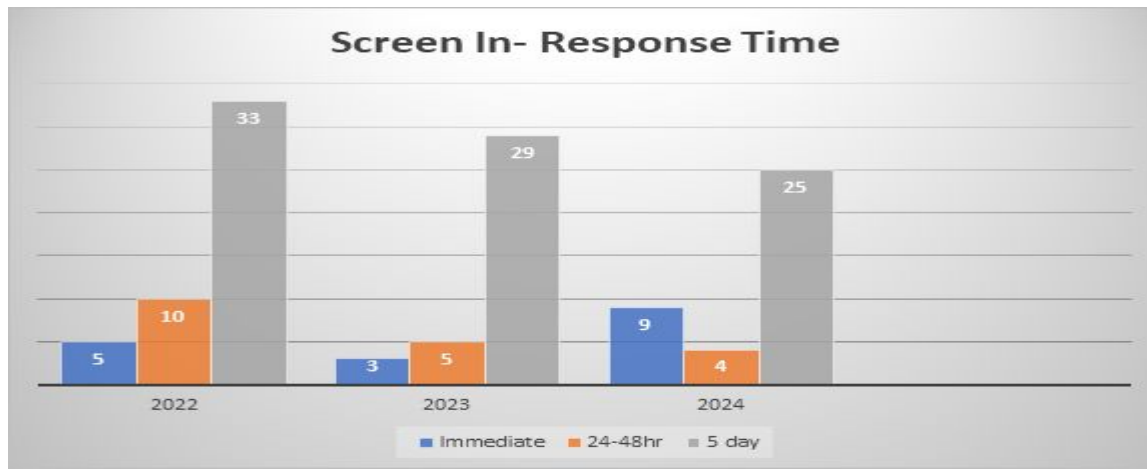


Child Protective Services

Response Time

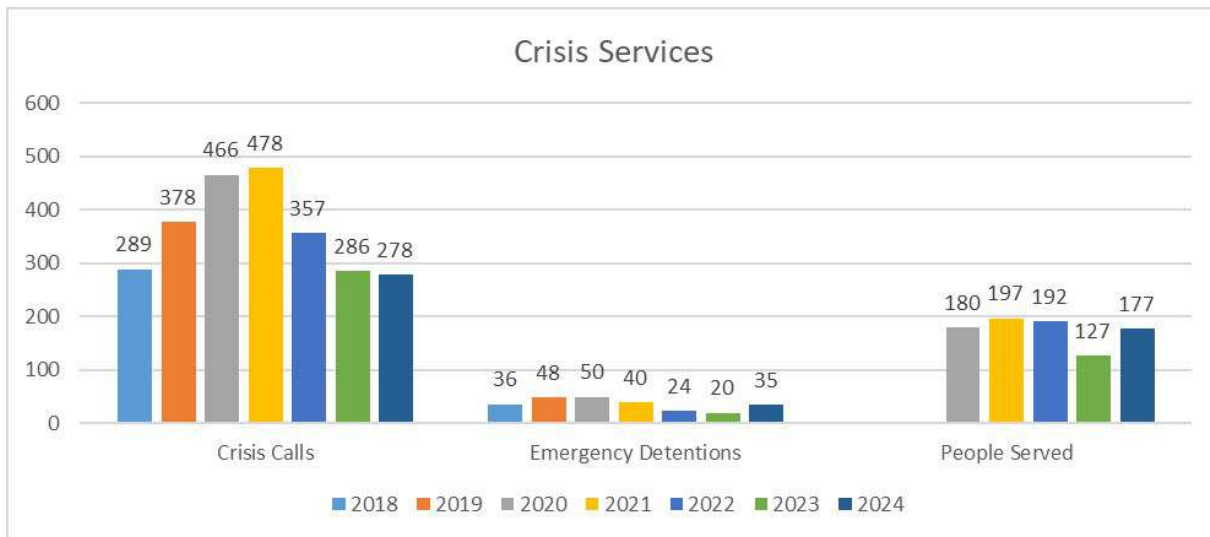
In Wisconsin, all “screened in” reports are given a response time as outlined in the State Standards; this determines when a worker is required to make face to face contact with the child and/or parent. The specific case dynamics and social work judgment are critical in analyzing reported information and determining the response time in all “screened in” reports.

There are 3 categories of response times. The first category is an “immediate” response. A CPS report warrants an immediate response if there is at least 1 present danger threat identified at the time of the report. The second category for response is “within 24-48 hours”. This response time is utilized when at least 1 impending danger threat is identified at the time of the report. Finally, the last response time is “within 5 business days”. A case that is assigned a five-day response time is when there are no concerns for present or impending danger to the child(ren)’s safety.



Crisis Intervention

Every county in Wisconsin is required to provide emergency mental health services to persons within the county. Marquette County complies by operating a state-certified Emergency Mental Health Services Program which includes a 24-hour mental health and substance use crisis line and after-hours mobile response contracted through Northwest Connections. In addition, clinic staff provide walk-in support, mobile response, and follow-up services during regular business hours.



PREVENTION AND SUPPORTS

Aging and Disability Services

- ❑ The **Aging and Disability Resource Center (ADRC)** provides information, referral and services to a diverse population including seniors, people with developmental or physical disabilities, and their families. The ADRC assists people with accessing public benefits and private services. These resources may include long-term care services, transportation, health benefits, financial assistance, housing, nutrition, and food. The ADRC also aids in benefits related to Social Security, Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI).
- ❑ **Disability Benefit Specialist (DBS):** The DBS assists clients through the difficult process of applying for and receiving benefits. In 2024, the DBS received 72 referrals. These referrals included applying for disability, Social Security Overpayments, Underpayments, Medicare changes, youth turning 18 and redeterminations. The DBS assisted with 28 applications for Social Security Disability; 22 individuals who received this service were awarded benefits.
- ❑ **Elder Benefit Specialist (EBS):** The EBS serves persons age 60 and older by providing information about public and private benefits and assisting with applying for benefits. In 2024 the EBS completed 26 welcome to Medicare visits, assisting individuals 65 years+ in signing up for Medicare and Medicare supplements. The EBS went to the dining sites and provided education on scams and encouraged individuals to review their Medicare plans during open enrollment. During the annual open enrollment period (October 15th-December 7th), 134 individuals were seen.

Nutrition

NUMBER OF MEALS PROVIDED



Senior Dining Program

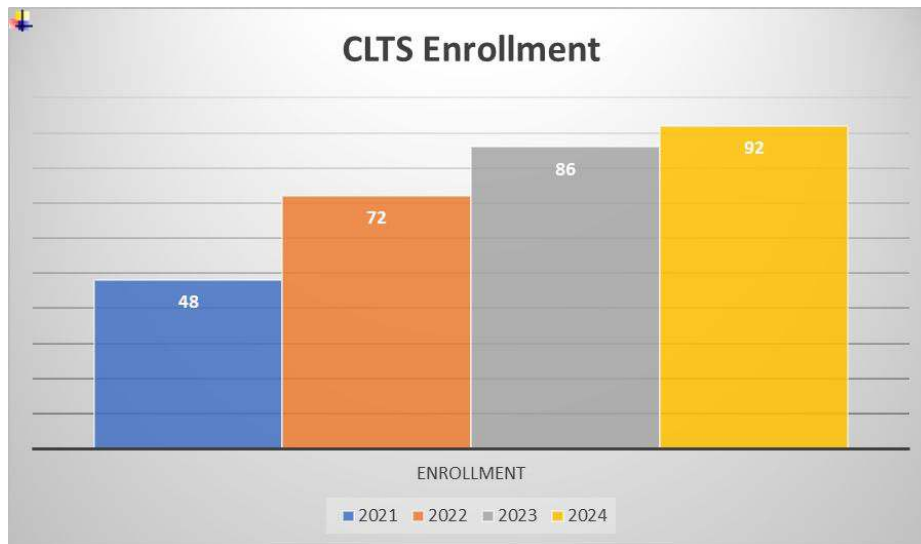
Nutritious meals are provided for individuals 60 years or older (and their spouses regardless of age). Some disabled individuals under 60 may also qualify. Meals are served at dining sites throughout the county. Each site provides social and educational activities as well.

Home-Delivered Meals

Home-delivered meals are provided to individuals age 60 or older who are homebound and unable to prepare adequate meals on their own. Disabled individuals may also be eligible to receive meals. Meals are provided on a long term or short-term basis.

Children's Long Term Support

The Children's Long Term Support (CLTS) Program provides supports and services to children with disabilities and their families. It is designed to help children grow and live their best lives, as well as keep them in the community. In 2017, the State of Wisconsin eliminated the program waitlist. The chart below provides information on the number of children enrolled in the CLTS program in Marquette County.

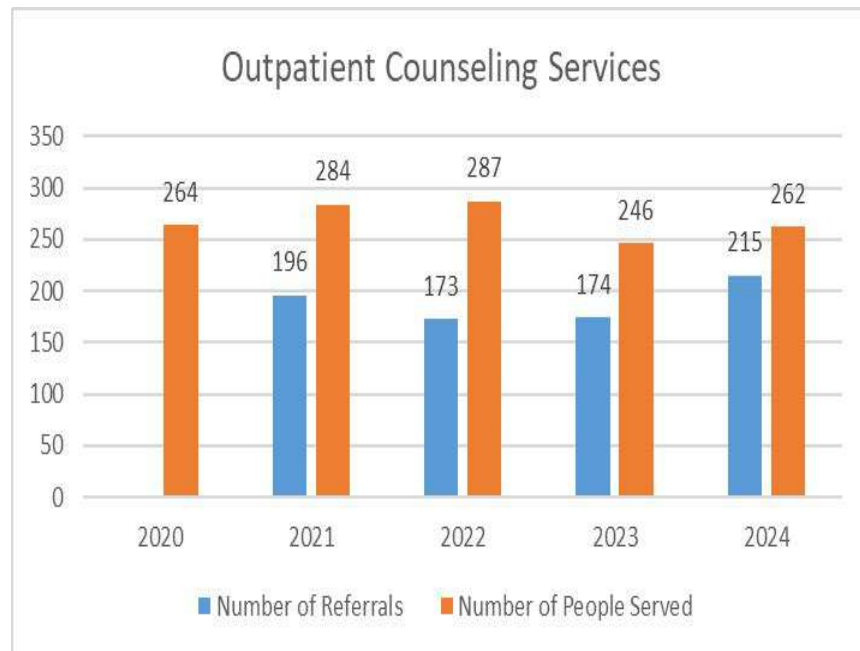


Clinical Services

Outpatient Services

Clinical Services is state certified to provide the following services:

- ❑ Assessment and Referral
- ❑ Individual, Family, and Group Therapy
- ❑ Psychiatric Evaluation
- ❑ Medication Management
- ❑ Intoxicated Driver Assessment and Driver Safety Planning
- ❑ Substance Use Prevention

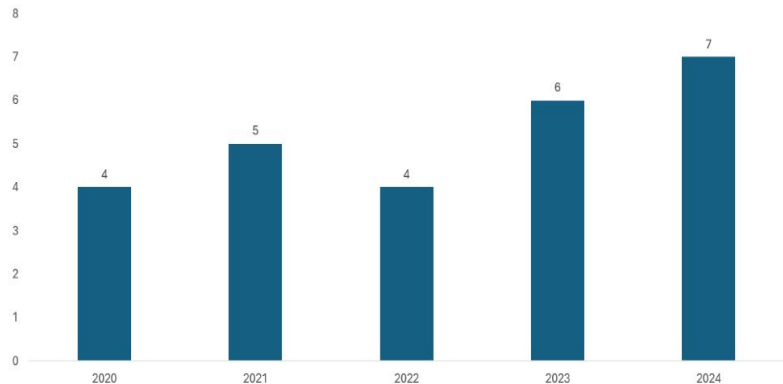


Clinical Services

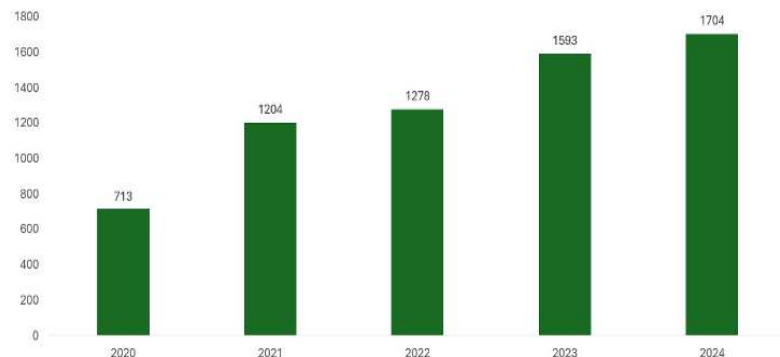
Funding for Residential Services

- ❑ Residential Substance Use Disorder Treatment: Funding is provided for the room & board portion of treatment. Treatment is typically 30 days. In 2024, Marquette County Human Services paid for 16 admissions totalling 377 days.
- ❑ Long Term Care Placements: Funding is provided for individuals with chronic & persistent mental health needs. See charts below for number of persons served and number of days of placement.

of Individuals in Long-Term Care Placement



Number of Days of Long-Term Placement





FOODSHARE

\$2,934,225
issued in FS
benefits for 934
households



CHILD CARE

\$186,570
issued in
childcare
subsidy
payments for 21
children



HEALTH CARE

\$29,671,229
spent on 3,955
residents
enrolled in
various
healthcare
programs



CURRENT CHILD SUPPORT

\$1,355,017
collected in
current support
orders on behalf
of 698 minor
children



CHILD SUPPORT ARREARS

\$314,918 collected

Marquette County Economic & Child Support

ANNUAL FINANCIAL REPORT
MARQUETTE COUNTY DEPARTMENT OF HUMAN SERVICES



2024

BUDGET VS. ACTUAL

METRIC	2024 BUDGET	2024 ACTUAL		% CHANGE	5 YEAR TREND
STATE AIDS	\$2,785,115.00	\$2,818,975.87	↑	1%	
PROGRAM REVENUES	\$1,493,934.00	\$1,547,771.85	↑	4%	
COUNTY TAX LEVY	\$1,777,583.00	\$1,777,583.00	→	0%	
OPERATING EXPENSES	\$2,035,308.00	\$3,020,242.52	↑	48%	
PERSONNEL	\$4,021,324.00	\$3,680,473.20	↓	-8%	
NET SURPLUS	\$0.00	-\$556,385.00			

5 YEAR ACTUALS (2020-2024)

