

Oneida County Human Services Program Guide

This desk guide is to be used as a tool to guide families to available resources and to encourage collaboration with Oneida County program providers. Please refer families to each program directly regarding specific program criteria and status of services being offered in Oneida County.

Aging & Disability Resource Center Programs & Services

ADRC Specialists: Professionals providing personalized options and information to support independent living. Offering connection to services, assistance applying for publicly funded programs and assistance planning for future needs. Youth with disabilities receive options for transitioning into adult services when turning 18.

Benefits Specialist Services: Disability Benefits Specialists (for adults with disabilities ages 18-59) and Elder Benefits Specialist (for adults age 60 and older) are professionals to help answer questions and resolve problems related to Medicare, Social Security, health insurance, and other public and private benefits.

Caregiver Support: Assistance and information to support caregivers including financial aid for respite care and other services.

Loan Closet: A variety of walkers, canes, and wheelchairs for loan up to 90 days.

Newsletter: Monthly newsletter available free of charge.

Nutrition: Seven locations serving warm nutritious meals shared with others and home delivered to homebound older adults in Cassian, Lake Tomahawk, Nokomis, Rhinelander, Sugar Camp, Three Lakes, and Woodruff.

Social, Recreational, and Educational Activities: A wide variety of activities and programs offered in our facility. Monthly newsletter includes full schedule.

Transportation: Volunteer drivers use their own vehicles to transport passengers for medical appointments and grocery shopping.

Volunteer Opportunities: A variety of volunteer opportunities are available across the county. Mileage reimbursement paid for volunteer drivers.

*A few of these programs have requirements (age, residency, etc.) to qualify for the program. Contact us for more information.

Main Contact:

ADRC in Rhinelander

715-369-6170

Birth to 3 Program– 705 E Timber Dr

Birth to 3 provides Early Intervention for children 0-3 years old who have developmental delays (Gross Motor, Fine Motor, Social-Emotional, Cognitive, or Communication) or disabilities.

Population Served: Children from birth up to age 3 who have developmental delays or disabilities, as identified by assessments.

Program Participation: Participation in Birth to 3 is voluntary. Services are provided until the child turns 3 or no longer meets eligibility criteria. Services include early intervention therapies, family education and support, speech therapy, occupational therapy, physical therapy, and developmental screening and assessments. All services are delivered with a focus on family-centered support in natural environments like the child's home.

Referral Process: Referrals can be made by parents, medical providers, community organizations, or others. After a referral is received, an evaluation is scheduled to determine if the child qualifies for services. Families can contact the Birth to 3 team directly for information or to begin the referral process.

Program Details/Timelines: After receiving a referral, a team member contacts the family within a few days to explain the program and arrange an evaluation. An evaluation occurs within 45 days of referral to determine eligibility. If eligible, services begin as soon as the Individualized Family Service Plan (IFSP) is completed, usually within the same 45-day window. Transition planning for services beyond age 3 begins around the child's second birthday.

Main Contact:

Kerri Nordby, Service Coordinator

715-365-3927

Child Protective Services (CPS)- Courthouse Location

CPS focuses on the safety of children and support for parents/caregivers to strengthen families and promote safe and nurturing homes.

Population Served: Children ages 0-17 years old who are victims of abuse and/or neglect.

Program Participation: Participation is not voluntary when safety concerns are identified. Once safety concerns are identified, some services families may engage in are Parent Coaching, seeing a Recovery Coach, and getting referrals for Mental Health and AODA Services.

Referral Process: Anyone can make a referral by calling the Access/Referral line at 715-362-5695.

- All reports are required to be screened within 24 hours. If report warrants further investigation, Initial Assessments and safety decisions must be made within 60 days.

Main Contact:

Oneida County Access Line

715-362-5695

Beth Hoerchler, Manager

Child Support Agency (CSA)- Courthouse Location

Child Support Agency services include monitoring and enforcing child support orders including those for medical support; establishing or modifying court orders; establishing paternity; and locating missing parents. Services do not include custody and placement changes. Wisconsin law requires withholding child support payments from wages, and the CSA prepares and mails needed income withholding paperwork. Payments for child support orders are processed through the Wisconsin Support Collections Trust Fund.

The Child Support Agency represents the State and does not represent either party in a child support case. There is no charge for CSA services, and agency staff can answer most questions or provide appropriate resources. Staff strive to provide whole family services to meet the needs of children and supports the involvement of parents in their children's lives.

Main Contact:

Tom Eernisse, Manager

715-362-5695

Children's Long-Term Support (CLTS) Waiver Program– 705 E Timber Dr

CLTS is a Medicaid Funded Program that provides services to assist children and their families live their best lives in their homes and community. Children Eligible for services have a diagnosed intellectual/developmental, mental health, or physical disability.

Population Served: Children and youth up to age 22 who have significant developmental, physical, or emotional disabilities and who qualify for Medicaid.

Program Participation: Participation in the CLTS Waiver Program is voluntary. Length of participation varies based on individual needs, eligibility, and age (up to 22 years). Services include respite care, daily living skills (DLS) training, home and vehicle modifications, specialized medical equipment, and assistive technology. The program aims to support the child's independence and integration into the community.

Referral Process: Referrals can be made by families, schools, healthcare providers, or community agencies. Interested parties may contact the CLTS team directly for information or to initiate a referral. After referral, eligibility is determined through a functional screen assessment.

Program Details/Timelines: Within a few days of referral, a team member contacts the family to discuss the program and arrange an assessment. A functional screen assessment is conducted to determine eligibility; this typically occurs within 30 days of initial contact. Once eligibility is confirmed, services begin after an individualized service plan (ISP) is developed, which is usually completed within 60 days of eligibility determination. Participants undergo annual re-evaluations to ensure continued eligibility and adjust service plans as needed.

Main Contact:

Hugo Vargas, Program Manager

715-369-2215 x3932

referrals@thehumanservicecenter.org

Comprehensive Community Services (CCS)-705 E Timber Dr

CCS provides treatment for children and adults with mental health and substance abuse needs that are greater than outpatient care

Population Served: Children and adults who have mental health or substance abuse diagnoses who are in need of psychosocial rehabilitation services, per a state screen and medical necessity. *Must have MA at the time of enrollment*

Program Participation: Participation is voluntary. Length of participation depends on a variety of circumstances including initial eligibility criteria and recommended programming and each participant's willingness to engage in programming.

Referral Process: Anyone can make a referral by calling 715-369-2215.

- CCS Service facilitators have 30 days from completing Intake paperwork with the client/family to complete a Functional Screen to determine eligibility, a Comprehensive Assessment, and the Individual Service Plan (ISP).

Main Contact:

Tracy Bellman, Program Manager

715-369-2215

Crisis Intervention-705 E Timber Dr

Oneida County Emergency Services Program provides crisis intervention services to individuals experiencing a mental health or alcohol related crisis and may be an imminent danger to themselves or others.

Population served: Any aged individual of Oneida or Vilas county.

Referral process: Crisis screeners are available 24 hours a day, 7 days a week. Anyone is able to call the crisis line at 1-888-299-1188 or dial 988 for help for themselves or someone else.

Program Details: Crisis screeners are specially trained staff that provide telephonic and in-person counseling, crisis intervention, crisis assessment and information and referral services.

24 HOUR CRISIS LINE: 1-888-299-1188 OR DIAL 988

Monday-Friday 8:00-4:30 call 715-369-2215

Kelsey Sullivan, Manager

Crisis Stabilization-705 E Timber Dr

Oneida County Human Services contracts with North Central Health Care Center, in Wausau, WI, for use of their crisis stabilization beds. This program provides a facility with 24-hour care in a welcoming environment.

Population Served: Any aged individual of Oneida or Vilas County, voluntarily willing to be admitted for short-term stabilization.

Referral Process: Anyone is able to contact a crisis screener to be assessed for a crisis stabilization bed. The referral will then come straight from the crisis screener.

Program Details: This program provides approximately 3-5 days of therapeutic interventions to reduce and stabilize a person's crisis and link them to other resources and supports.

Economic Support Programs– Courthouse Location

BadgerCare Plus

BadgerCare Plus is a health care program. It helps low-income children, pregnant people, and adults in Wisconsin.

Medicaid for Elderly, Blind or Disabled

Wisconsin Medicaid is a joint federal and state program that helps residents get high-quality health care coverage; long-term care; and other services that promote physical and mental health and well-being. There are many types of Medicaid programs. Each has certain requirements you must meet if you want to enroll.

Caretaker Supplement

Wisconsin's Caretaker Supplement (CTS) is a cash benefit for parents who get Supplemental Security Income (SSI) payments and who meet the program rules.

FoodShare

FoodShare (federally known as SNAP-Supplemental Nutrition Assistance Program) is a nutrition assistance program that saves you money on groceries. Once a month benefits are deposited on a debit-like card called the QUEST Card.

Wisconsin Share Childcare Subsidy Program

The Wisconsin Shares child care subsidy program invests in eligible working families to help make quality child care more accessible and affordable by covering a portion of their monthly child care costs.

Main Contact:

IM Central Consortia

1-888-445-1621

<https://access.wi.gov>

Lori Garber– Manager

Energy Assistance– Courthouse Location

Wisconsin Home Energy Assistance Program (WHEAP) assists eligible households with their heating and electric bills. It is funded by the Low Income Home Energy Assistance Program (LIHEAP) and the Public Benefits (PB) program.

The Low Income Home Energy Assistance Program (LIHEAP) is funded by the federal government and focuses primarily on heating assistance for low-income households.

The Public Benefits (PB) program is funded by fees collected by electric utilities and provides benefits for non-heating electric use.

Main Contact:

715-362-5695

<https://energyandhousing.wi.gov>

Lori Garber, Manager

Outpatient Clinic– 705 E Timber Dr

Population Served: Individuals in Forest, Oneida, and Vilas Counties seeking assistance with substance use or mental health concerns.

Services Offered: Substance Use Disorder Counseling, Mental Health Therapy, Peer Support, OWI Assessments, Psychiatric Evaluation, and Medication Management.

Referral Process: Individuals and organizations can make referrals by calling 715-369-2215.

Sara Tienhaara, Manager

Peer Recovery Coach– Courthouse Location

A Peer Recovery Coach is someone with lived experience of recovery. They are a supportive peer that helps link individuals and affected family members to services and resources. They help create goals and provide support to accomplish them. Peer Recovery Coaches act as advocates for the people they serve.

Main Contact:

Erika Kleinschmidt, Peer Support Coordinator

715-362-5695

Youth Justice– Courthouse Location

Youth Justice works in collaboration with Law Enforcement, schools, and the Oneida County Court. Youth Justice provides case management in order to hold youth accountable, increase skills, and ensure community safety.

Population Served: Youth of all ages who have committed a crime, are truant from school, or are engaging in other risky and uncontrollable behavior.

Program Participation: Wisconsin State Statute Chapter 938 governs the authority over Youth involved in the Youth Justice Program and varies on a case by case basis.

Referral Process: Law Enforcement is the main referral source. In certain circumstances, referrals can be made by parents or school staff members.

Main Contact:

Brenda Lee, Children, Youth and Family Manager

715-362-5695

