Marathon County
Department of Social Services
Community Response Program

475 Referrals from 2008-2017

475 families referred
155 families declined
66 families at capacity
254 families participated
353 adults
504 children
$500 average spent per family
5 months average participation length

Outcomes for Families from 2008-2017

<table>
<thead>
<tr>
<th></th>
<th>Participating Families</th>
<th>Non-Participating Families</th>
</tr>
</thead>
<tbody>
<tr>
<td>Substantiations</td>
<td>38</td>
<td>62</td>
</tr>
<tr>
<td>Out of home placement</td>
<td>38</td>
<td>28%</td>
</tr>
<tr>
<td>Court ordered services</td>
<td>44</td>
<td>27%</td>
</tr>
<tr>
<td>3 or more reports</td>
<td>40</td>
<td>30%</td>
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</tbody>
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16 children would likely have been placed outside of home if not for Community Response services

Average time between Community Response services & substantiated abuse/neglect: 25 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.
Community Response

Community Services Provided to Participants

- Social Security: 55
- LSS/ Pregnancy and Adoption services: 6
- The Neighbor’s Place/household items: 70
- Birth-to-3: 30
- Project Step-up: 20
- Habitat for Humanity: 3
- Transportation: 83
- Wheels to Work: 57
- Childcare: 73
- NCHC/CCS: 25
- Holiday Baskets: 52
- Parenting services/FRC: 135
- Legal Assistance: 70
- Safelink phone: 67
- AODA Services: 53
- Budgeting Services: 66
- Head Start: 49
- W2: 85
- Catholic Charities: 76
- NCCAP/Emergency Assistance: 90
- Energy Assistance: 108
- Housing: 121
- Education: 77
- WIC: 56
- Clothing: 147
- Goodwill Vouchers: 144
- Employment Services: 154
- Food Pantries: 116
- Domestic Violence/Sexual Assault Services: 60
- Counseling/Support Groups/Mental Health Services: 131
- Public Health Nurse: 55
- Start Right Program: 131
- Family Team Meeting: 94

other donations(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 2017. The data represents the 216 families who used program funds.

### Community Response Use of Program Funds

- **Utilities**: 34%
- **Rent/Security Deposit**: 47%
- **Car Repairs**: 8%
- **Guardianship Filing fees**: 2%
- **Child Care Co-Payments**: 3%
- **Other**: 20%

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

### Community Response Gift Card/Bus Pass/Bus Token Usage

- **Walmart Cards**: 72%
- **Gas Cards**: 51%
- **Bus passes**: 28%
- **Bus tokens**: 19%

Totals do not equal 100% because some families received multiple types of assistance.
1. **Numbers Served:**

Total Program Referrals: 475 families

- **66** 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).
- **409** families offered services

Families that **participated** in program services: **254**

- **62% participation rate**

Marathon County’s rate exceeds state average program participation rate of 54% (2012)

**Adults and Children served by Community Response:**

- **353** adults
- **504** children  **Total: 857**

Age ranges of children served: 0-2= 242; 3-5= 138; 6-8= 78; 9-11=25; 12+= 21

Average Participation length: 5 months
Average # home visits completed per family: 9

2. **Recidivism data:**

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

Families referred back to CPS that had **ACCEPTED** program services:
Of 254 participating families: *It should be noted that these are cases which have been opened to CR throughout the lifespan of CR.*

- **38 cases or 15%** were substantiated abuse and neglect (13 cases were referred during Community Response program involvement)

- **Average time between CR services and substantiated abuse/neglect= 25 months**

- **8 cases** screened in had identified service needs

- **38 cases or 15%** resulted in Out of Home placements (Three families voluntarily placed children in care while participating in Community Response)

- **44 cases or 17%** opened for court ordered ongoing services

- **40 families** received multiple screened-in reports (three or more reports)
Families referred back to CPS that DECLINED (155) /NOT OFFERED (66) program services:

Of 221 non-participating families:

- **62 cases or 28%** were substantiated child abuse and neglect
- **10 cases** screened in had identified service needs
- **59 cases or 27%** resulted in Out of Home Placements
- **66 cases or 30%** opened for court ordered ongoing services
- **52 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.

216 families were approved to use program funds; the average amount spent per family is $500.

**Utilities:** 73 families
**Rent/Security Deposit:** 101 families
**Car Repairs:** 18 families
**Guardianship filing fees:** 5
**Child care co-payments:** 7
**Other:** 43 families (YMCA memberships, cleaning service, vacuum cleaner, phone bill, vehicle down payment, employment uniform clothing, 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)

In addition to flex fund use families also received:

**Gas card:** 130 families received one or more
**Walmart Card:** 184 families received one or more
**Bus Passes:** 70 families
**Bus tokens:** 47 families
4. **Community Services Provided During CR Program Involvement:**

The following information reflects the various resources and services that families have been connected to in the course of program involvement:

**Family Team Meetings:** 94 (family meetings held with identified formal and informal supports to discuss and work on family goals and needs)

**Start Right Program Referrals:**
- 44 families involved prior to CR involvement
- 87 referred by CR Worker or Public Health Nurse during program involvement

**Public Health Nurse**
- 55 families received services from Marathon Co. Public Health during CR involvement

**Counseling/Support Groups/Mental Health Services:**
- 40 families involved in counseling prior to program participation
- 91 families referred by CR worker

**Domestic Violence/Sexual Assault Services:**
- 60 families referred to support groups, shelter, advocacy, safety planning

**Food Pantries:**
- 116 families referred or transported by CR worker

**Employment:**
- 154 families referred to Job Center, provided with job postings, were assisted with locating employment online and/or filling out applications, or received other employment assistance
- 110 families referred to the Wisconsin Works program and the FSET program

**Clothing:**
- 147 families referred to Rebecca’s Closet by CR worker
- 144 families given Goodwill vouchers by CR worker

**WIC:**
- 56 families referred/transported by CR worker

**Education:**
- 32 Families had college application fees waived or paid for
- 77 families referred to GED/HSED, college level, or C.N.A classes

**Housing:**
- 121 families referred to Section 8/Low Income housing or had assistance locating housing

**Energy Assistance:**
108 families referred by CR worker

North Central Community Action Program/Emergency Assistance at Job Center (rent assistance)
90 families referred by CR worker

Childcare:
73 families provided information on licensed or certified childcare providers

Catholic Charities:
76 families were referred to Catholic Charities for assistance programs

Head Start:
30 families referred by CR worker
19 families enrolled prior to CR participation

Budgeting Class:
66 families referred to class at UW-extension

Alcohol and Drug related services:
38 families referred by CR worker
15 referred by other agency

Safelink Wireless telephone:
66 families referred by CR worker
29 families previously enrolled

Legal Assistance:
70 families referred to Judicare or other legal advocacy by CR worker

Parenting classes at the Family Resource Center or other parenting support:
135 families previously participated and/or referred by CR worker

Holiday baskets/gift sponsorship:
52 families referred by CR worker

Project Step-up:
20 families referred by CR worker
4 families involved prior to CR involvement

North Central Health Care/ Comprehensive Community Services
11 involved in program
25 referred by CR worker

Wheels to Work:
57 families referred
Transportation: 83 families provided with transportation to and from medical or other appointments

Birth to Three: 30 families participating or referred by CR worker

Habitat for Humanity: 3 families referred

Social Security Disability (SSI): 55 families receiving benefits prior to CR participation or referred by this worker

Lutheran Social Services/ Pregnancy and Adoption Services: 6 families referred

Neighbor’s Place: 70 families received referrals for household items by CR worker

Other Donations: 45 families received donations from helplink, Women in Action, church groups, etc.