

**Antrim County
Department
of
Health and Human Services**



2018 Annual Report

The Michigan Department of Health and Human Services strives to promote better health outcomes, reduce health risks, and support stable and safe families while encouraging self-sufficiency.

Michigan Department of Health and Human Services

Assistance Programs

Universal Caseload (UCL)

Background

Universal caseload, or task-based processing, is a different way of handling public assistance cases. Rather than assigning each case to a caseworker whom clients must call, often leaving a message, UCL allows a pool of caseworkers to handle pooled cases. A Contact Center receives phone calls and sends them to a caseworker located in the same geographic area as the client. Many other states have moved to UCL, because it promises several benefits:

- Faster and more reliable service: Clients don't need to leave voicemails, which may be dropped if a caseworker is sick. The aim is to handle most calls in one interaction.
- Greater efficiency: When work is shared across counties, capacity can swing based on level of need.
- More visibility: The shared system allows supervisors to observe client experience and caseworker interactions more easily.

In Michigan universal caseload began with a pilot in February 2018 and rolled out to 50 counties by October of 2018. The 50 counties are now grouped into 10 areas, known as geo-groups, each of which serves individuals from the entire area. Customers can still visit those offices for assistance.

Challenges

To date, the results of UCL's implementation have been unacceptable—to the new Director, Robert Gordon, and equally to the organization's senior management and its caseworkers. MDHHS is delivering benefits in UCL counties far less promptly than in non-UCL counties. For example, in non-UCL counties the application backlog is about 4%. Changes have been put in place to address these concerns. While there is no sugarcoating these results, it is important to note there has been progress. Because of steps we have already put in place, the backlog has declined, on average, to 6% for UCL counties.

Total Eligible Recipients by Program

Month	Family Independence Program (FIP)	Food Assistance Program (FAP)	State Disability Assistance (SDA)	Child Development and Care (CDC)	Medicaid Eligible	Healthy Michigan Program
Jan	35	2,025	3	60	3,815	1,573
Feb	37	2,043	3	60	3,795	1,602
March	43	2,033	4	61	3,795	1,594
April	40	1,986	5	65	3,749	1,602
May	34	1,967	4	68	3,763	1,611
June	22	1,981	7	66	3,781	1,590
July	19	1,934	7	65	3,754	1,575
Aug	21	1,857	6	59	3,704	1,536
Sept	24	1,809	6	62	3,717	1,561
Oct	26	1,773	7	60	3,743	1,563
Nov	26	1,792	5	62	3,744	1,581
Dec	22	1,738	4	62	3,775	1,640

Cash into Antrim County through DHHS programs (FY '18)

FIP (cash assistance)	\$54,885.00
Food Assistance	\$2,470,968.00
Child Day Care	\$127,839.00
State Emergency Relief	\$172,216.00
State Disability	\$13,965.00
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Total	\$2,839,933.00

Child Welfare Initiatives

We continue to work on building trauma informed communities and developing a culture within our communities to recognize and appropriately identify Adverse Childhood Experiences (ACES) and respond to the varying effects and impacts trauma has on children, adults, families and professionals.

An integral part of this work includes education and awareness of ACES, the impact of trauma on individuals, families and communities and the importance of resiliency and protective factors. The Antrim County Trauma Informed Care Committee consists of staff from DHHS, CMH, TBA ISD, local school districts, law enforcement, United Way and other community partners and has provided trauma focused educational opportunities on several occasions. The team continues to work on bringing awareness to the community through screenings of Resilience and providing educational opportunities to schools and community organizations.

DHHS is continually working on improving the child welfare system so that children and families are provided the best opportunities to remain together in safe, stable environments. Antrim County has 6 Children's Protective Services workers, 2 Foster Care workers, 1 licensing worker and 3 Supervisors who work diligently to ensure the safety and well-being of the children and families in Antrim County.

Child Welfare Cases

In 2018, Antrim County Children's Protective Services staff completed 262 investigations of Child Abuse/Neglect. In 60 of those cases, a preponderance of evidence was found that child abuse and/or neglect had occurred, and services were provided to families.

12 Abuse/Neglect petitions were filed in Probate Court resulting in 18 children coming under the jurisdiction of the Antrim County Probate Court.

8 adoptions were finalized in Antrim County in 2018.

We currently have 7 licensed foster home through Antrim County DHHS. Our licensing program continues to grow with staff attending numerous recruitment activities including school sporting events, presenting information to community groups and churches and other community events.

Adult Programs

DHHS offers a variety of programs to protect, encourage independence and advocate for frail and vulnerable adults in Michigan. Our programs can assist with independent living (home help), adult foster care and homes for the aged, adult protective services and support for those dealing with HIV/AIDS.

From 10/2017 through 9/2018, Antrim County received the following new referrals involving adults:

Adult Protective Services:	164 referrals 82 investigations
Adult Community Placement:	4 referrals
Independent Living Services:	19 referrals 8 denied/withdrawn

Antrim County Social Welfare Fund
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We were able to meet extra needs and provide additional services to children and families through the Social Welfare Fund as well as cover administrative costs for the Meadow Brook Governing Board/Antrim County Human Services Board.

The following is a breakdown of expenditures in FY18:

Board salaries:	\$7,582.33
MCSSA dues:	1,436.55
Mancelona Schools:	40.09
Foster parents/children:	2,789.69
Administrative	787.09
Admin copier	<u>542.71</u>
	\$13,178.46