

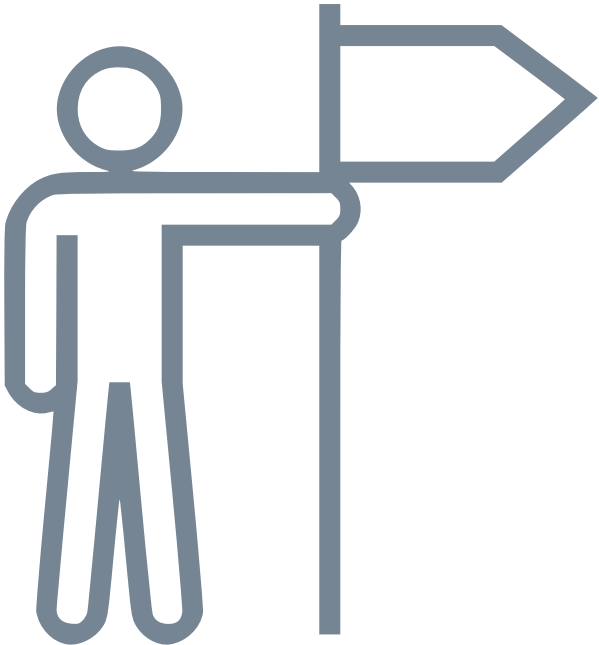
# YOUTH SERVICES GUIDE



Last Updated 2024

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# OVERVIEW

The purpose of this booklet is to share the Waukesha County philosophy of care as well as the programs available to youth and families.

Waukesha County promotes keeping children safely within their families to avoid the trauma that results when children are placed in out-of-home-care.

This approach is changing the role of community service providers, how the courts advocate and make decisions for families, and the types of placements that youth placed in out-of-home-care experience. This philosophy is in direct alignment with the Family First Prevention Services Act and Wisconsin's transformation of the child welfare system to become more in-home, family-focused, and collaborative.

Our approach is to offer community-based services including but not limited to mental health services, substance use treatment, improve parenting skills, providing opportunities for positive social interaction and increasing natural supports.

Waukesha County utilizes our continuum of care to support youth and families. We focus on the least restrictive environment and will complete ongoing assessments to determine progression through our service array.

The level of care that is most suited for the needs of the individual will depend on a wide array of circumstances and factors. Each individual will experience our services differently to reflect their needs.

## Road Map to Services



# PARTNERSHIPS

*We place a high level of importance on community partnerships and actively seek partners for much of the work that we do.*

We partner with community organizations for services like:

- Support groups
- Educational groups
- Treatment groups
- Prevention work
- Access to food
- Shelters for families
- Family Resource Center

## ADDITIONAL INFORMATION

### **Fee for Service:**

Our programs are based on the fee for service model. During the intake process, each program will discuss the associated fees with you. If you have any questions or concerns about the fees, reach out to the specific program and they can provide additional information.

### **Links and Access:**

If you are viewing this booklet in a digital format links are attached to each header to give you direct access to our website with additional information.

If you are viewing this in print form, you can visit our website for more information  
[waukeshacounty.gov](http://waukeshacounty.gov)





# SECTION ONE

# VOLUNTARY SERVICES

*The Department of Health and Human Services offers an array of services.  
Section One offers information on voluntary services.*



# ACCESS TO SERVICES

## Children's Intake

### INTAKE PROCESS

An "intake process" refers to having a conversation about services offered and basic information about the individual and family being referred. This process helps us gather the necessary information to complete an assessment to determine eligibility for programing and resources. This intake process is specific to our voluntary services; Children Long-Term Support Wavier, Children's Community Options Program, Comprehensive Community Services and Coordinated Services Teams.



### WHAT TO EXPECT

- STEP ONE: Request Services.** Call the children's intake line 262-896-3397. A service coordinator will ask you questions about your child. These questions include, name, age, diagnosis, source of insurance, services you are looking for, etc. They will share basic information about programing and schedule an in-home assessment with you.
- STEP TWO: In-home assessment.** This will include paperwork and asking for permission to obtain past records from providers, schools, etc. Helpful documents to have available for the service coordinator would be assessments which include diagnosis, education plans and anything speaking to your child's functioning. They will also ask many questions about your child's functioning within the home, school, and community settings.
- STEP THREE: Functional screen.** The service coordinator uses an online tool to determine functional eligibility. Once the functional screen is completed the service coordinator will discuss which programs your child may be eligible for and determine with your input which programs to pursue.
- STEP FOUR: Referrals** to the program(s) your child is found functionally eligible for. Once the service coordinator has met with you and determined which programs you are interested in pursuing, the service coordinator will discuss how referrals to each individual program will occur. Program staff will help guide families through enrollment into programing.

# CHILDREN'S LONG TERM SUPPORT WAIVER (CLTS)

## Program Information for Families

The Children's Long-Term Support (CLTS) Program helps children with disabilities and their families through supports and services that help children grow and live their best lives. This is a home and community-based service waiver program which uses a Medicaid waiver to fund services for youth with disabilities. This home and community-based waiver allows the use of Medicaid funds to cover the cost of non-medical services and supports not normally offered by Medicaid. The CLTS Program aims to help those with disabilities to live their best life and to allow kids to reside in their family home and participate actively in community settings.

When your child is receiving Children's Long-Term Support Program-funded services, you may have to pay a portion of the costs for approved services. This is called the parental payment limit. The parental payment limit differs for each family and is based off your family size, current U.S. poverty guideline, and a specific formula provided by the Wisconsin Administrative Code to calculate the parental payment amount.

These supports and services help your child and family reach their goals:

- Be a part of their home and community.
- Learn new skills.
- Develop new interests.
- Live their best life.

### YOUR TEAM

When you enroll in CLTS, you work with a team. The team includes:

- Your child.
- Your family (parents, caregivers) and others you want to be involved.
- The assigned support and service coordinator for the program.
- Your child's provider(s).
- The team helps you apply for and get the right supports and services. Everyone works to support your child with their needs. Each member plays a role.

### ELIGIBILITY

- Waukesha County resident and U.S. Citizen.
- Be younger than age 22.
- Be eligible for Wisconsin Medicaid.
- Live at home, in foster care, or in another approved community setting.
- Diagnosed with a developmental disability, physical disability, and/or mental health disability.
- Requires a level of care typically provided at:
  - A psychiatric hospital.
  - A nursing home.
  - An institutional care facility for developmental disabilities.
- Be able to get safe, required care at home or in the community.

# Covered Services

We know that parents and caregivers may need extra support. Working with you, the program helps your child get what they need.  
All covered services are provided based on assessed need.

- **Support services**

- Respite care
- Personal supports
- Childcare
- Day services
- Community competitive/integrated employment
- Discovery and career planning
- Participant and family-directed goods and services
- Transportation

- **Teaching and skills development**

- Counseling and therapeutic services
- Daily living skills training
- Empowerment and self-determination supports
- Family/unpaid caregiver supports and services
- Grief and bereavement counseling
- Health and wellness
- Mentoring
- Safety planning and prevention

- **Management and coordination**

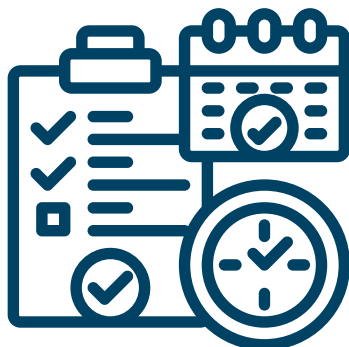
- Community integration services
- Financial management services
- Participant and family-direction broker services

- **Physical aids**

- Assistive technology
- Communication assistance for community inclusion
- Personal emergency response system
- Specialized medical and therapeutic supplies
- Vehicle modifications
- Virtual equipment and supports

- **Housing related**

- Home modifications
- Housing support services
- Relocation services
- Adult family home
- Children's foster care



# CHILDREN'S COMMUNITY OPTIONS PROGRAM (CCOP)

## Program Information for Families

The purpose of CCOP is to provide a coordinated approach to supporting families who have a child with a disability. This approach recognizes and maximizes the family's capacity, resiliency, and unique abilities. The intention is to better support, nurture, and facilitate self-determination, interdependence, and inclusion in all facets of community life for the child and family. The design of these strategies, supports, and services is intended to reflect the uniqueness of families in terms of their diversity, experiences, and community membership. Goods and services authorized help promote identified outcomes, benefit the child, and enhance the family's long-term support roles.

When your child is receiving CCOP-funded services, you may have to pay a portion of the costs for approved services. This is called the parental payment limit. The parental payment limit differs for each family and is based off your family size, current U.S. poverty guideline, and a specific formula provided by the Wisconsin Administrative Code to calculate the parental payment amount.

Children who are eligible for CCOP do not need to have a disability determination or be currently enrolled in Medicaid to be eligible for CCOP, but they must meet the functional level of care as determined by the State Functional Screen. Children who are enrolled in the CLTS Waiver program are also automatically enrolled into the CCOP program.

These supports and services help your child and family reach their goals:

- Be a part of their home and community
- Learn new skill and develop new interests.
- Live their best life

### ELIGIBILITY

- Waukesha County Resident.
- The child has a disability.
- The child is under age 22.
- The child meets an eligible level of care based on the [Functional Screen](#) eligibility tool.
- The child lives in an eligible setting, as defined by the [CLTS Waiver Program](#).

Children and their families who meet all of the requirements are eligible to receive goods and services on a first-come, first-served basis within the limits of CCOP funding.

# Covered Services

## CCOP Exclusive Services

### Supplementary Services

- Assessment and plan
- Community connections coordinator
- Dental and medical care (non-Medicaid children only)
- Health screening (non-Medicaid children only)
- Housing assistance (utilities only)
- Recreation and alternative activities
- Specialized transportation



## CLTS and CCOP Services

### Home and Community-Based Services

#### • Supports and Aids

- Adult family home
- Assistive technology
- Childcare services
- Children's foster care
- Communication assistance for community inclusion
- Community/competitive integrated employment – individual
- Community/competitive integrated employment – small group
- Community integration services
- Counseling and therapeutic services
- Daily living skills training
- Day services
- Discovery and career planning
- Empowerment and self-determination supports
- Family/unpaid caregiver supports and services
- Financial management services
- Grief and bereavement counseling
- Health and wellness
- Home modifications
- Housing support services
- Mentoring
- Participant and family-direction broker services
- Participant and family-directed goods and services
- Personal emergency response system
- Personal supports
- Relocation services
- Respite
- Safety planning and prevention
- Specialized medical and therapeutic supplies
- Support and service coordination
- Transportation
- Vehicle modifications
- Virtual equipment and supports



# COMPREHENSIVE COMMUNITY SERVICES (CCS)

*Comprehensive Community Services (CCS) is a Medicaid funded program available to people of all ages living with a mental illness, substance use disorder, or dual diagnosis. Each individual's experience with CCS is unique.*

## ELIGIBILITY

- Waukesha County resident
- Have a mental health or substance use diagnosis
- Functional limitation in one or more major life activities caused by mental health or substance use issues as measured by the state functional screen
- Need for psychosocial rehabilitation services as determined by comprehensive assessment

The CCS program serves those in need of a higher than outpatient level of care. CCS is built around proven treatment and support methods. The programs offered through CCS are designed to promote and support recovery by stabilizing and addressing an individual's critical mental health and substance use concerns, including an individual's ability to self-manage their physical and social health; and an individual's ability to meet their basic needs, including housing, education, and employment skills.



# Covered Services

We know that parents and caregivers may need extra support. Working with you, the program helps your child get what they need.

In CCS, the individual takes control of their treatment and recovery. Programming is provided by a team of people based on assessment of needs. Services may include:

- Screening and assessment
- Service planning
- Service facilitation
- Diagnostic evaluations
- Medication management
- Physical health monitoring
- Peer support
- Individual skill development and enhancement
- Employment-related skill training
- Individual and/or family psychoeducation
- Wellness management and recovery
- Psychotherapy
- Substance use treatment

Individuals enrolled in CCS work with a dedicated team to decide which programs and supports will assist the individual to reach their recovery goals.

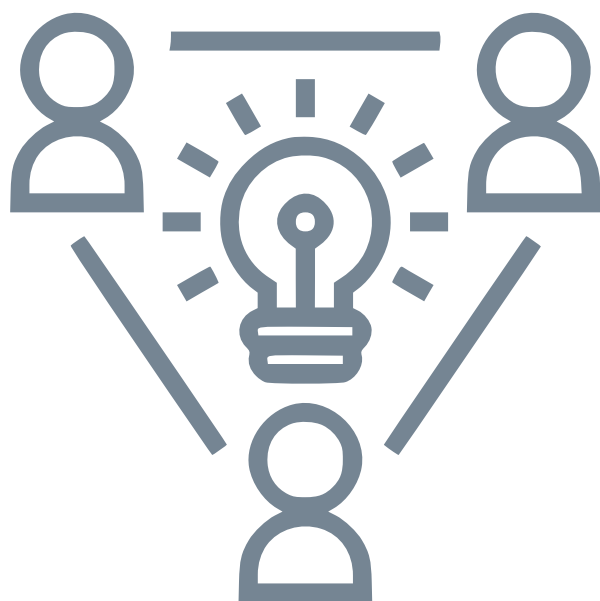


# COORDINATED SERVICES TEAMS (CST)

Our mission is to collaborate with families, schools, and community partners to support the wellbeing, quality of life, and inclusion of children and adolescents with significant mental health and behavioral issues.

## Program Information for Families

The CST process helps to meet each child and family’s unique needs through the creation and efforts of a family team. This wraparound approach empowers families with children who have complex needs, involved in multiple systems of care to gain full access to the variety of supports and services available to meet their needs. By increasing collaboration between families and service providers, parents gain a voice in the decisions about the services they receive and take ownership in the development of a service plan.



## ELIGIBILITY

- A child or adolescent who is a resident of Waukesha County.
- A child and family who are willing to participate in services to assist with identified needs.
- A child or adolescent with mental health and/or substance use issues whose symptoms interfere with one or more major life activities, as identified by the CST assessment.
- Must be involved with two or more service systems such as mental health, special education, youth justice, child welfare, or long term care.
- Youth that are at risk for out-of-home placement due to their severe emotional and behavioral issues.

# SECTION TWO

## COURT ORDERED SERVICES

*The Department of Health and Human Services offers an array of services.  
Section Two offers information on court ordered services.*



# YOUTH JUSTICE SERVICES

Waukesha County Department of Health and Human Services' youth justice program is grounded in the belief that young people have the potential for change, and our system can offer the necessary resources to foster their growth and development. By promoting accountability, emphasizing skill-building, and addressing developmental needs, our program aims to tackle identified behaviors while also supporting the overall well-being of youth. We understand that adolescence is a critical time for intervention and growth and family and community involvement is essential.



## Program Services

**Juvenile Court Intake (JCI)** is the entry point to the Youth Justice system for all Wisconsin youth under the age of 17 and is guided by the Wisconsin Juvenile Justice Code (Chapter 938). During the intake process, an initial screening and assessment is conducted. Referred youth are interviewed by an intake worker, who has 40 days to review the referral, schedule an intake inquiry with the youth and their family (if needed), and make one of the following recommendations about the direction of the case: counsel and close, deferred prosecution agreement, or formal petition. Recommendations are based on many factors, including the results of the Youth Assessment Screening Instrument (YASI) which informs the risk level, priority needs, and strengths.

**Youth Justice Ongoing** serves youth who are formally petitioned to juvenile court, focusing on prosocial skill development and recidivism reduction. Ongoing workers create and oversee personalized case plans in collaboration with youth, assessing key areas like community and peers, skills and attitudes, and family dynamics. By coordinating with families, schools, and community resources, Ongoing workers help foster a collaborative approach that emphasizes accountability and development. They also provide ongoing support, advocacy, and access to services in a trauma-informed manner, aiming to keep youth safely in the community with family and natural supports.

# ACCESS TO SERVICES

## Youth Justice Intake

### INTAKE PROCESS

An "intake process" involves collecting information from the referred youth and their family to conduct an assessment. This assessment helps determine their eligibility for programs and resources and guides the appropriate course of action, which may include case closure, voluntary participation in services, or filing a formal petition.

#### To make a referral call

**Business Hours: 262-548-7212**

**After Hours: 262-547-3388**

**or email**

**[YouthIntake@waukeshacounty.gov](mailto:YouthIntake@waukeshacounty.gov)**



### WHAT TO EXPECT

**STEP ONE: Referral.** Youth Justice Intake reviews referrals for delinquency offenses, juveniles needing protection and services (JIPS), and truancy issues to decide the best course of action.

**STEP TWO: Assessment.** This step involves accessing information from the referral source and completing paperwork to request past records to gain information about the youth's functioning at home, in school, and in the community.

**STEP THREE: Screening Tools.** The Youth Assessment & Screening Instrument (YASI) is utilized, along with records review and interviews with the youth and family, to aid in decision-making.

**STEP FOUR: Legal Review.** The intake recommendation is provided to the Corporation Counsel's Office for JIPS matters and to the District Attorney's Office for delinquency matters. Each office has 20 days to review the recommendation and make a final decision.

**STEP FIVE: Decision/Recommendations.** Depending on the level of need, along with legal guidance, the referral will be closed, receive informal services, or be transferred to an Ongoing worker for formal court intervention.



# CHILD PROTECTIVE SERVICES (CPS)

*The Department of Health and Human Services strives to maintain families together. We serve most children and families in their home. However, if present and/or impending danger threats to child safety cannot be controlled through an in home safety plan, an out of home plan will be considered to assure child safety. Court action may be necessary in either of these instances.*

## Program Services

**Initial CPS** receives reports from the community with allegations of child abuse/neglect or a need for family services due to parenting challenges. For those reports of child abuse/neglect that meet the criteria for investigation, an Initial CPS worker is assigned to assess for child safety. After review of reports for services or at the conclusion of an investigation families may be referred for court ordered or voluntary services.

**Ongoing CPS** provides intervention and support to families when it has been determined that a child is unsafe or a need for ongoing case management has been identified. Many of the services provided are court ordered and are targeted to build parental protective capacities and improve family functioning. All effort is made to avoid placing children outside of the family home while providing services.

**Foster Care** licenses homes that provide placement and respite services for children and youth in out of home care with relatives and non-relatives. Training, support, and monitoring are provided to support placements.

**Kinship Care** is a voluntary state-funded program that provides financial assistance to relatives providing fulltime care to a child in their home. The child may be living temporarily or long term with the relative.

**Respite care** provides parents and other caregivers with short-term childcare services that offer temporary relief, improve family stability, and reduce the risk of abuse or neglect. Respite can be planned or offered during emergencies or times of crisis. Respite may be available to foster, kinship, and adoptive families, as well as birth families in need of support.



# ACCESS TO SERVICES

## *Child Protective Services*

### MAKING A REPORT

Reports of suspected child abuse and neglect can be made to the county where the child resides or to the law enforcement of where the possible abuse and/or neglect occurred.

Reports of suspected school violence must be made to law enforcement.

- Persons making reports in good faith are immune from criminal or civil liability.
- A person who is mandated to report suspected child abuse or neglect will be informed by the county what action, if any, was taken to protect the health, safety, and welfare of the child who is the subject of the report.
- Penalty: Persons required to report, who intentionally fail to report suspected child abuse or neglect or threats of school violence may be fined not more than \$1,000 or imprisoned not more than 6 months or both. (s. 48.981(6)).

**To make a report of abuse or neglect call**

**Business Hours: 262-548-7212**

**After Hours: (262) 547-3388**

### WHAT TO EXPECT

**STEP ONE: Report.** Initial CPS receives reports from the community with allegations of child abuse/neglect or a need for family services due to parenting challenges.

**STEP TWO: Investigation.** For those reports of child abuse/neglect that meet the criteria for investigation, an Initial CPS worker is assigned to assess for child safety.

**STEP THREE: Ongoing Services.** After review of services reports or at the conclusion of an investigation families may be referred to community resources, court ordered or voluntary services.



# SECTION THREE

## ADDITIONAL SERVICES BASED ON ELIGIBILITY

*The Department of Health and Human Services offers an array of services.  
Section Three offers information on additional services which may be referral only or open to  
general public.*



# BIRTH TO THREE

*The Birth to Three program is committed to supporting families with children under the age of three with developmental delays, disabilities or atypical development. The Birth to Three Program's intent is to support the family by using a parent support framework.*

Parent support is based upon the premise and research that parent involvement is critical to early intervention effectiveness and that parents want information about specific ways they can help their children's development. Birth To Three provides strategies that parents/caregivers can implement in the home or out in the community that will help their child develop and grow in their abilities to participate in daily routines and activities. The Birth to Three Program in Waukesha County provides:

- Support and resources regarding your child's development
- Successful strategies to interact with your child
- Ways for parents/caregivers to adapt everyday routines or activities to maximize child's ability to participate and learn
- Support and intervention are done in a home or community setting

## SERVICES

- Information and referral
- Screening in these four areas:
  - language/ communication,
  - social/emotional,
  - cognitive,
  - movement/physical development
- Developmental evaluations and assessments
- Service coordination based on the development of the Individual Family Service Plan
- Education/coaching, speech therapy, occupational therapy, physical therapy

## ELIGIBILITY

- Waukesha County Resident.
- A developmental delay of at least 25% in one or more areas of development.
- A physician-diagnosed condition with a high probability of developmental delay.
- Atypical (unusual) development that negatively affects the child's overall development.



General Information & Referral Line:  
(414) 246-2315

# INDEPENDENT LIVING

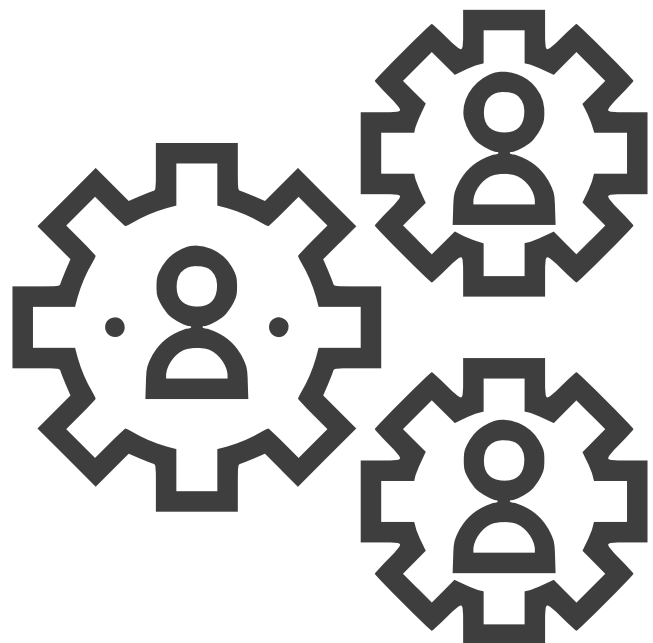
If a child is placed in out of home care, independent living services are required once they reach 14 years old and have been in care for at least six months. This includes an independent living assessment which drives a case plan. The plan outlines goals and services related to basic life skills for them to become successful adults. Assessments and plans continue to occur if the youth is in care.

## Services Available

- Education Coordination - high school, college, technical training
- Career planning
- Finding a safe and steady place to live after turning 18
- Transportation
- Help obtaining and understanding important documents
  - Birth certificate
  - Social security card
  - Wisconsin State ID
  - Immigration papers
- Skill building
  - Job Skills
  - Money Management
  - Home Maintenance
  - Understanding medical coverage
  - Healthy Choices
  - Healthy Relationships
- Connections to community resources and support systems
- Goal Planning

## Eligibility

- Enrolled in a Waukesha County HHS program
- Age 14-21



# CRISIS INTERVENTION SERVICES

Wisconsin DHS 34 defines a crisis as a situation caused by an individual's apparent mental disorder which results in a high level of stress or anxiety for the individual or person providing care for the individual or the public which cannot be resolved by the available coping methods of the individual or by the efforts of those providing ordinary care or support for the individual.

Crisis Intervention Services are available 24/7 to persons of all ages. Services are voluntary unless a situation presents with substantial probability of physical harm to self or others. Call 9-1-1 for any immediate safety concerns, including suicide attempts or violence. Crisis Intervention Services uses the least restrictive means necessary to ensure safety & wellbeing of persons experiencing a mental health crisis.

Services take place in a variety of settings including Waukesha County Department of Health & Human Services clinic, schools, homes, and other community settings. Crisis Services are located at 1501 Airport Road, Waukesha WI, 53188

**Services Available**

- Mobile assessment
- Suicide assessment
- Other risk assessment
- Safety planning
- Crisis de-escalation
- Phone support
- Information & referrals
- Community education
- Crisis planning
- Screening for involuntary court intervention

**The Crisis Intervention Services team includes:**

- Professional mental health clinicians who receive ongoing training and education
- Experienced interviewers in the areas of suicide, self-injury, and other risks to safety
- Knowledgeable sources for information and referrals related to mental health issues

Per Chapter 51.15(2)(c), an individual may be taken into custody by law enforcement for an Emergency Detention once a crisis assessment has been performed, and the crisis worker agrees with the need for the detention. An Emergency Detention is approved if the crisis worker determines statutory requirements are met. Further court-ordered intervention may follow.

For more information on involuntary mental health or substance use treatment, contact Waukesha County Crisis Intervention Services at number listed on page 22 or Waukesha County Corporation Counsel at (262) 548-7432.



# CRISIS INTERVENTION SERVICES

## ACCESS CRISIS INTERVENTION SERVICES

To access Crisis Intervention Services during **regular business hours**, call the Waukesha County Outpatient Mental Health and Substance Use Clinic at (262) 548-7666 and press 4 to speak with a crisis worker.

During **non-business hours**, contact Impact/2-1-1 via the Waukesha County hotline at (262) 547-3388 and ask to speak with a Waukesha County mental health crisis worker.

## HANDLING A MENTAL HEALTH CRISIS

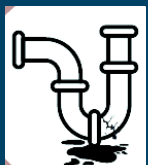
A mental health crisis can prevent someone from caring for themselves because of trauma or other challenges. Crisis can be obvious or subtle, it can be shared and can be present for a long time. A mental health crisis can be similar to leaky water pipes. Below are some tips for how to handle a mental health crisis with your child or teen.

### IF THE PIPES BURST



- Stay Calm- your child needs you.
- Reassure safety and that you are here to help.
- Use clear, short sentences to avoid confusion.
- Offer safe options so your child feels more in control.
- Remove things they could use to hurt themselves.
- Contact Waukesha County Crisis Intervention Services. If you call 911, ask for a mental health crisis worker or CIT trained officer.

### WHEN YOU NOTICE A LEAK



- Stop. Take a breath. Notice your own feelings.
- Take time to think- your response matters.
- Connect. Focus on the child and show interest and support.
- Stay positive and open. Let them talk about or show.
- Respect their experiences, address their concerns.
- Ask if they are thinking about suicide.
- Reach out for support, including friends, family, their feelings or teachers.

### HOW TO REPAIR THE PIPES AFTER



- Provide reassurance, support and encouragement.
- Identify services and supports (friends, teachers) that might help your family.
- Check in regularly how each family member is doing.
- Use and create routines to find and practice activities that relieve stress.
- Complete a Mental Health Crisis Card for each family member.

# POSITIVE YOUTH INITIATIVES

Positive Youth Initiatives (PYI) is comprised of a dynamic menu of programming designed for youth ages 12- 17 that emphasizes their strengths and potential. PYI empowers young people to build self-confidence, practice new skills, achieve personal goals, and try something new! The program also fosters a sense of community engagement, offering opportunities for youth to give back while developing valuable life skills.

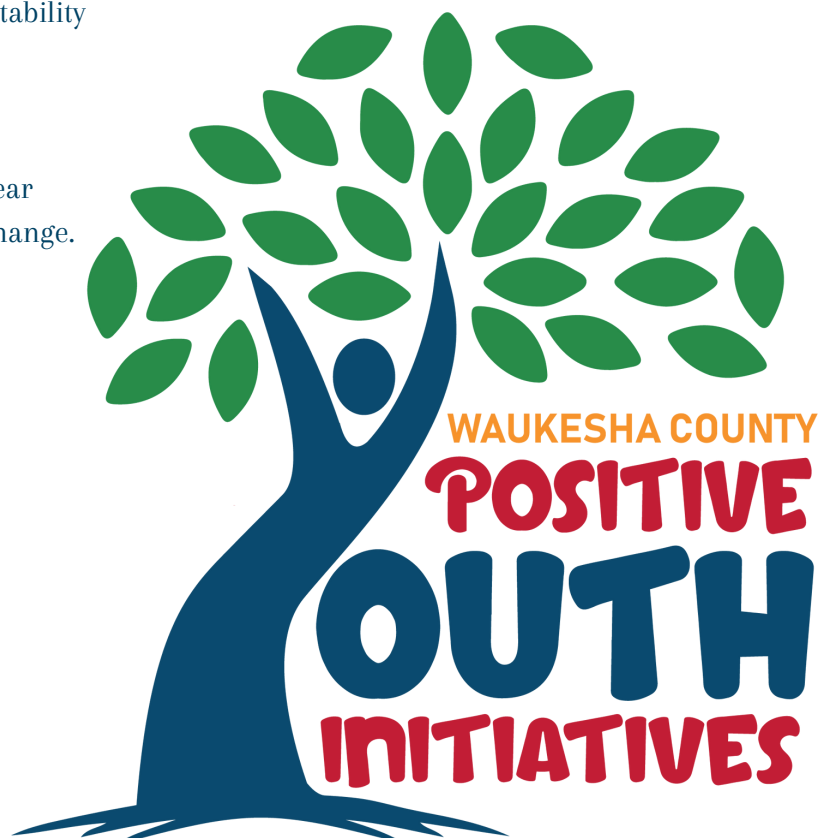
## SERVICE EXAMPLES

- Community Garden
- Community Service
- Healthy Boundaries
- Money Smart 4 Your Future
- Recognizing Outstanding Kids (ROKS)
- Teen Court
- Teen Life Skills
- Teen Cuisine/ Around the Table
- Youth Empowerment and Accountability (YEA)
- Zumba

\*Groups are offered throughout the year based on need. Programs subject to change. Referral only

## ELIGIBILITY

- Enrolled in a Waukesha County HHS program
- Age 12-17



# FAMILY FIND

The purpose of Family Find is to increase meaningful connections for youth. Family Find aims to re-establish or create natural supports for youth in both in-home and out-of-home care placements.

Family Find uses engagement strategies, discovery tools, technology and databases to identify and locate family members or natural supports who may be interested in supporting the youth and family. Once identified, a team approach is utilized, with the help of a child welfare worker, to build a plan around supporting the youth and family.

## BENEFITS OF SERVICE

- Youth will be able to make a connection that could last a lifetime
- Youth have increased and strengthened family connections, decreased loneliness and a greater sense of belonging
- Whenever possible, youth may be placed with biological family members, reducing the need for out-of-home placements in foster care and other formal settings.
- Youth who are placed with biological family members are more likely to grow and develop; research demonstrates that biological families are more willing to emotionally invest the time and energy to work with youth who may have medical or emotional challenges

## ELIGIBILITY

- Enrolled in a Waukesha County HHS program

## STORIES OF SUCCESS

- **Ciara** is a 17 year old female who, because of Family Find efforts, was able to stay with a relative when safety concerns existed in her biological parents' home. Additionally, she was able to continue going to her school of origin, graduated early, and maintained a part-time job with support and transportation assistance from her aunt and other family members.
- **Angela**, a 6-year-old girl, had spent much of her life in foster care. Family Find efforts led to the discovery and involvement of her paternal great aunt and uncle. Angela was moved to their home after background checks were completed and within six months they had been awarded guardianship



*\*Information from Children's Wisconsin Community Services*

# PROJECT ELEVATE

Project Elevate is a family centered, voluntary, prevention-based component of Waukesha County Health and Human Services’ Family Empowerment Initiative. Project Elevate promotes family well-being and child safety by empowering families, fostering collaboration, and contributing to better outcomes for children.

## WHAT WE DO

- **Empower Families:** Project Elevate actively empowers families by providing them with resources, support, and tools to navigate challenges and achieve positive outcomes.
- **Build Collaboration:** The initiative fosters collaboration among various stakeholders, including families, case workers, and community partners. By working together, they can create a supportive network that contributes to overall family success.
- **Create Better Outcomes for Children:** Project Elevate aims to improve outcomes for children by addressing their needs within the context of a strong family unit. When families thrive, children benefit as well.

Parents and Caregivers can request a call from a Family Empowerment Worker by either calling 262-896-8577 or sending an email to: [familyempowerment@waukeshacounty.gov](mailto:familyempowerment@waukeshacounty.gov)

*We encourage others who believe a family may benefit from Project Elevate to share this information with them. We will only accept referrals made directly from the parent/caregiver.*

## ELIGIBILITY

- Parents and caregivers in Waukesha County who have children under the age of 18 living with them over 50% of the time.

## SERVICE EXAMPLES

- Connecting with community resources such as support groups, therapists, local non-profit agencies, and many more.
- Helping you to prioritize your needs and build upon your strengths.
- Developing skills to advocate for yourself and your child in areas such as school.
- Strengthening your resilience, coping skills, and support networks.
- Developing confidence and skills to create a safe and stable environment for your child(ren).
- Support in other areas which impact parenting and family well-being.



# Mental Health and Substance Use Clinic

*The Outpatient Mental Health & Substance Use Clinic provides mental health and substance use services to individuals of all ages.*

## Services Available

- Biopsychosocial Assessment
- Treatment planning
- Individual, group, and family Psychotherapy
- Diagnostic evaluations
- Medication management
- Peer support

## ELIGIBILITY

- Waukesha County Resident

## Open Access

- Present at the Health and Human Services office located at 514 Riverview Drive in Waukesha for an in person assessment
- Hours for Open Access:
  - Monday, Wednesday and Thursday from 12:30pm until 3:00pm
  - Tuesday and Friday mornings from 8:30am until 10:00am.
- Open Access Assessment times are not prescheduled and are available in limited quantities each day, so please plan accordingly.

# COUNSELING AND WELLNESS SERVICES

The Counseling and Wellness unit is a blend of both an outpatient program and a Comprehensive Community service program specializing in children, adolescent and family services. We serve youth and families that are involved in multiple systems of care and use the wraparound, coordinated service team approach to engage all members of the family’s team. Our goal is to support families seeking mental health and substance use services in an effort to improve their overall health and well-being.

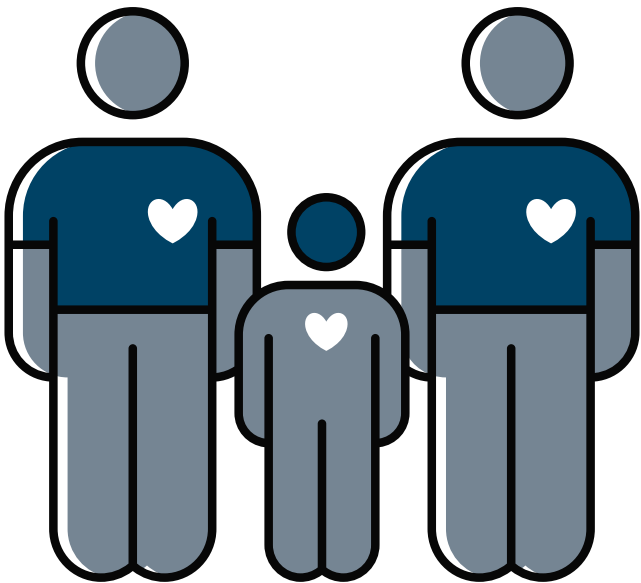
We work in collaboration with family, social workers, hospitals, care facilities, foster parents and schools. We provide therapy services in home, school or office setting based on clinical assessment. Individuals requiring a level of treatment beyond outpatient care may be referred for Comprehensive Community Services or Coordinated Service Teams services.

## SERVICE EXAMPLES

- Psychotherapy for individuals of all ages with a referral
- Curriculum-based group psychotherapy
- Psychiatric evaluation and medication management
- Psychological evaluations identified by clinical need
- Comprehensive case management services for children
- On-site pharmacological services (contract through Genoa Healthcare Company)

## ELIGIBILITY

- Waukesha County Resident
- Referred by a Waukesha County HHS program





# SECTION FOUR

# GOVERNANCE

*The Department of Health and Human Services offers an array of services. Section Four offers information on shared governance and ways the community can have a direct link to policy-making and oversight for all programs at Waukesha County.*



# COMMITTEES

*The services provided by Waukesha County HHS are guided by the Board of Supervisors and the committees which make up representatives from our community. The Board of Supervisors is the legislative branch of Waukesha County government and conducts county business on behalf of constituents. Your district supervisor is your direct link to policy-making and oversight for all programs at Waukesha County.*

## Waukesha County Board of Supervisors

The county board is the legislative branch of Waukesha County government, guiding the direction of the county the board sets policy by adopting ordinances and resolutions. The County Board of Supervisors is authorized in the Wisconsin Statutes (Chapter 59) to exercise powers for a wide variety of local government activities.

## Health and Human Services Committee

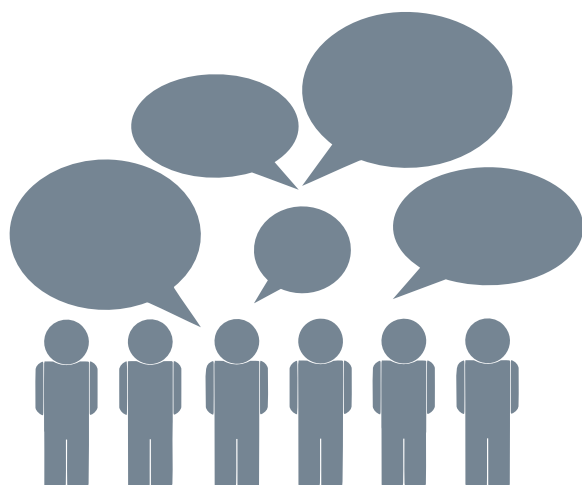
Oversees the Department of Health and Human Services in the following divisions and areas: Administrative Services, Adolescent & Family, Aging and Disability Resource Center (ADRC), Children & Family, Clinical Services, Public Health, IT Business Application Support, Veterans Services, Mental Health Center, Compliance and Public Information

### Children and Family Services Advisory Committee

Provide recommendations and consultation to the Health & Human Services Board on the needs of all children and their families residing in Waukesha County via strategic planning for prevention/early intervention.

### Mental Health Advisory Committee

Provide advice and recommendations to the Health and Human Services Board from a broad base of constituencies. The advice and recommendations should focus on identification of mental health needs and services in our community, current and future mental health services, recommended actions regarding programming, planning and budgeting, and encouraging the review and maintenance of quality mental health services.



# COMMITTEES

Committee Meetings are Open Meetings. This means they are open for members of the public to attend and observe. However, members of the public do not have the ability to speak, make motions or vote. Although time is set aside to hear comments from the public.

All meeting minutes are kept available for anyone to read. You can access all meeting minutes and agendas on our WaukeshaCounty.gov Website: <https://www.waukeshaCounty.gov/meetings/>

We are always looking for community members to join our committees, if you are interested in becoming a member please visit our website or attend the next scheduled meeting.

## CST Coordinating Committee

Collaborate with families, schools, and community partners to support the wellbeing, quality of life, and inclusion of children and adolescents with significant mental health and behavioral issues in Waukesha County

## CCS Coordinating Committee

Seeks to involve consumers, agency representatives, county program staff, and those invested in quality services to plan, review and foster Comprehensive Community Services in Waukesha County. A mental health system based on hope, empowerment, and wellness is critical to achieving recovery for all.

## CCOP Advisory Committee

In partnership with the Waukesha County Health and Human Services Department ("HHS"), we seek to help develop and monitor the children's community options program to better support and assist Waukesha County families that have a child with a disability. We strive for the children's community options program to better support, nurture, and facilitate self-determination, interdependence, and inclusion in all facets of community life for the child and family.

## Substance Use Advisory Committee

Provide recommendations and consultation to the Health and Human Services (HHS) Board from a broad base of constituencies. The recommendations or consultation should focus on identification of issues addressing substance use needs and services in our community, planning for current substance use services, statements of recommended actions regarding programming, planning and budgeting and encouraging the review and maintenance of quality and cost-effective substance use services.

**For more information about our  
Committee Meetings visit:  
[WaukeshaCounty.gov/Meetings](https://www.waukeshaCounty.gov/Meetings)**



# MISSION

We enhance quality of life while assuring critical needs are met

# VISION

A connected, resilient community where everyone thrives

# VALUES

## C OLLABORATION

We leverage individual and partner strengths to achieve a shared purpose and common goals.

## A CCOUNTABILITY

We make prudent fiscal decisions, act and respond with integrity, and provide high-quality programs.

## R ESPECT

We honor the dignity, culture and diversity of the people with whom we work and serve.

## E NGAGED WORKFORCE

We actively create an environment of transparency, trust, shared responsibility and inclusivity while valuing professional development and work/life balance.

## I NNOVATION

We intentionally implement creative solutions that foster meaningful change to best meet the needs of our community and position the department for the future.

## S ELF-DETERMINATION

We engage individuals through a strength-based approach to make informed choices that positively impact quality of life.

# CARE IS...HHS



Waukesha County Department of  
Health and Human Services  
514 Riverview Ave.  
Waukesha, WI 53188