In January, a statewide rollout of a shorter assistance application for clients applying for benefits.

In May, completed a Quality Services Review for Foster Care with local agencies/entities involved with children in the care and custody of DHHS.

In May, we signed a Memo of Understanding with Muskegon to assist with Migrant cases/outreach.

In June, a contract was set up with The Source to place a new ERN at Herman Miller.

In August, the Tri-Cities ERN was moved from Ottawa County to Muskegon County due to a majority of the companies being located within Muskegon’s borders.

In September, the rollout of the CPS Audit and the start of enhancements to be provided in 2019.

In September, the Prevention position was unable to be funded and the role ended.

In October, a contract was created with Community Mental Health to provide a Services Specialist position for their Mobile Crisis Unit.

In November, Foster Care Learning Collaborative to review medical and mental health needs for kids in foster care.
Ottawa County DHHS provides Assistance Programs

- Family Independence Program (FIP)
- Food Assistance Program (FAP)
- Child Development and Care (CDC)
- State Disability Assistance (SDA)
- State Emergency Relief (SER)
- Medicaid (MA)
The goal of the Family Independence Program (FIP) is to help families reduce dependence on public assistance and increase self-sufficiency. FIP provides a monthly cash assistance grant to assist in covering personal needs costs. Families with children and pregnant women must meet income and asset requirements to qualify as well as other eligibility standards including (but not limited to): time on assistance, work participation requirements, school attendance and child support requirements.

Applicants for cash assistance are required to take part in a robust, results-oriented work participation program in conjunction with Michigan Works called PATH (Partnership, Accountability, Training & Hope). The program features a 21-day assessment period during which barriers to employment are identified and caseworkers work individually with clients to connect them with resources to address these barriers.

- The average number of cases for 2018 was 142; the average number of recipients was 313, the average household size was two.
- The average FIP payment per family in Ottawa County in 2018 was $363.00 per month.
- Ottawa County families received $615,917.00 in total FIP payments during 2018.
Food Assistance Program (FAP)

- The Food Assistance Program (FAP) provides financial assistance to increase the food purchasing power of eligible low-income households. Families obtain their benefits through the Bridge Card.
- FAP is a federal safety net program and benefits are 100% federally funded with administrative costs shared equally between the state and the federal government.
- Eligibility is based on the financial situation of all members in a household. Everyone who lives together and purchases and prepares food together is considered a member of the same household group. A review of expenses, assets, and income will determine what, if any, benefits are provided.

- The average number of cases for 2018 was 5983; the average number of recipients was 11,729 and the average household size was two.
- In 2018, monthly FAP benefits averaged $110 per person in Ottawa County.
- Ottawa County residents received $15,416,852.00 in FAP benefits during 2018.
The Child Development and Care program provides funding for all or a portion of child day care expenses when the parent, legal guardian, or other caretaker is unavailable to provide child care due to employment, attending high school, GED, or training classes; and/or a health/social condition for which treatment is being received. This program provides payments for children up to age 13. (Note: Children ages 13-18 may receive child care under certain circumstances.) MDHHS partners with the Michigan Department of Education to provide resources on providers - http://www.michigan.gov/childcare

Ottawa County provided CDC payments to an average of 256 families (409 recipients) per month during 2018. The average monthly child care payment per family was $640.25 per month. The Total Child Day Care payments for 2018 in Ottawa County was $1,976,059.02.
The State Disability Assistance Program (SDA) is a cash assistance program for disabled individuals without dependent children. To be eligible for this program, the individual must be disabled and unable to work for at least 90 days due to a physical or mental disability, be enrolled in special education classes or be a caretaker for an individual who is disabled for at least 90 days and unable to care for themselves as verified by a medical provider.

Average number of individuals on SDA per month for 2018 was 35; with average monthly payments of $216.97. Total funds spent on SDA in Ottawa County for 2018 was $100,105.00.
State Emergency Relief (SER)

State Emergency relief is funded both by state and federal funds. Emergency support is designed to maintain low-income households that are normally able to make ends meet but occasionally need help when unexpected emergency situations arise. Emergency support is not an appropriate solution to ongoing or chronic financial difficulties. Expenses for last year include the following:

- Rental Assistance/Relocation $30,302
- Home Ownership (mortgage foreclosures, tax sales) $4,683
- Utilities (water & sewer) & Deposits $3,286
- Burial Assistance $7,034
- Heat Assistance $47,676
- Electric Assistance $96,868
- Furnace Repair and Replacement $16,110

- Total SER payments for 2018 $205,959
Medicaid provides necessary health care services to cash and SSI recipients and other low-income, medically-needy persons who are; under the age of 21; pregnant; disabled; blind; or age 65 and older. Medicaid eligibility is determined by MDHHS according to an individual’s or family’s income and assets. There are over 30 different Medicaid categories in Michigan to help low-income families and individuals access the medical care they need. Coverage may begin three months before an application month. Eligible clients receive a MI-Health Card, which verifies Medicaid eligibility for medical providers. This is a federal and state funded program.

The number of recipients that were active on Medicaid in Ottawa County for 2018 was 26,629.
The Healthy Michigan Plan (HMP) started in April 2014 to provide health care coverage for individuals who:
• Are age 19-64 years
• Have income at or below 133% of the federal poverty level under the Modified Adjusted Gross Income methodology
• Do not qualify for or are not enrolled in Medicare
• Do not qualify for or are not enrolled in other Medicaid programs
• Are not pregnant at the time of application
• Are residents of the State of Michigan

Eligibility for the Healthy Michigan Plan is determined through the Modified Adjusted Gross Income methodology, coordinated through the MDHHS. All criteria for the Modified Adjusted Gross Income eligibility must be met to be eligible for the Healthy Michigan Plan.

HMP participants may be subject to cost-sharing obligations.
Ottawa County DHHS provides Outreach

- Migrant & Seasonal Workers
- Pathways to Potential (P2P)
- Employer Resource Network (ERN)
- Crisis Mobilization (CMH)
Migrant and Seasonal Farmworkers Outreach

- Farmworkers serve a vital role in Michigan’s economy. Our migrant program works with a number of organizations to provide services for migrant and seasonal farmworkers.
- Our mission is to deliver public benefits, provide assistance, and coordinate services that meet the economic and cultural needs of migrant and seasonal farmworkers.
- When unmet needs are discovered collaboration amongst other Migrant service providers and agencies is another part of our mission.
A Success Coach is placed in Five Ottawa County Schools:

- Holland Public Schools
  - Holland Heights, Jefferson Elementary (covered by Allegan County)
- West Ottawa Public Schools
  - Pine Creek, Woodside & Great Lakes Elementary

Schools are selected based on Free & Reduced Lunch rates, Truancy rates & Third Grade Reading Proficiency. Starting August 2018 we moved a worker from Holland East (now a middle school) to Great Lakes Elementary based on the selection criteria/need.

The roles of the staff are to ensure families are receiving appropriate assistance services, assist with Truancy/Attendance issues, ensuring children are receiving Free & Reduced Lunch when eligible, connecting families with services in the community and assisting with services in the school such as Kids Food Basket.
Employer Resource Networks are private-public consortia whose purpose is improved workforce retention through employee support and training. ERN innovations are business engagement, cross-sector collaboration among employers, human services and educators, workplace based employee success coaching and real-time referrals to community resources.

ERN Stakeholders include: Small to mid-sized companies, public human services and workforce development, private non-profits, community colleges and vocational training organizations, local, regional and national foundations and United Ways.

- Lakeshore Employer Resource Network (LERN)
  - Companies participating: Cooper Standard since 1/2010; Trendway since 1/2010; Light Corporation since 1/2010; Holland Hospital: 1/2010; ODL, Inc since 4/2014; Global Technologies since 10/2013; Lauren Manufacturing- 10/2016; Tennant- 1/2017

- In August 2018, Tri-County ERN was transferred from Ottawa County to Muskegon county as a majority of the companies were located within their borders.

- In June, we started a contract with The Source out of Kent County to place an ERN position at Herman Miller.
Ottawa County DHHS has flexible spending accounts for various programs which can be used for services and goods. These services/goods include but are not limited to clothing, household items, prescriptions, vehicle repairs, vehicle purchases, transportation and/or supplies for youths transitioning out of foster care. Our contracts for services allow clients to receive counseling, evaluations and assessments to assist in the creation of treatment plans and direct family in-home services.

In Fiscal year 2018 (Oct 2017-Sept 2018) Ottawa County DHHS provided services and goods in the following amounts for the programs listed:

<table>
<thead>
<tr>
<th>Flexible Spending Accounts</th>
<th>Contracts</th>
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<tbody>
<tr>
<td>Direct Support Services</td>
<td>Counseling Services</td>
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<tr>
<td>Emergency Services</td>
<td>FTBS</td>
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<tr>
<td>Volunteer Services</td>
<td>Direct Family Assistance</td>
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<tr>
<td>Family Reunification</td>
<td>Guard</td>
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<tr>
<td>Strong Families Safe Children</td>
<td>Parenting Time*</td>
</tr>
<tr>
<td>Youth in Transition</td>
<td></td>
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</tbody>
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**this contract included money from Allegan and Berrien for the end of the FY only**
MDHHS and MDOC have a partnership to provide the Beds4kids program for MDHHS kids. This program provides a free wooden bed frame to any child in need that is active on a MDHHS case. Ottawa County is one of 16 storage facilities across our State. We typically store 5-20 beds at a time. Most referrals come from services workers who are going into homes and can verify there is a valid need. The beds have a 4 x 8 plywood base and only require a top mattress.

Ottawa County uses other funding sources (Emergency Services, SF/SC, CRP) to assist with purchasing mattresses and mattress protectors to accompany these bed frames.

In 2018 Ottawa County DHHS provided 17 children's beds to families.
Ottawa County DHHS provides Individual and Family Services

- Children’s Protective Services
- Foster Care & Foster Home Licensing
- Michigan Youth Opportunity Initiative (MYOI)
- Young Adult Voluntary Foster Care (YAVFC)
Our Children’s Protective Services (CPS) program is responsible for investigating allegations of child abuse and neglect. The Michigan Child Protection Law provides the framework for what CPS must do. **Child Abuse:** Harm or threatened harm to a child's health or welfare that occurs through non-accidental physical or mental injury, sexual abuse, sexual exploitation, or maltreatment, by a parent, a legal guardian, or any other person responsible for the child's health or welfare or by a teacher, a teacher's aide, or a member of the clergy. **Child Neglect:** Harm or threatened harm to a child's health or welfare by a parent, legal guardian, or any other person responsible for the child's health or welfare that occurs through either of the following: Negligent treatment, including the failure to provide adequate food, clothing, shelter, or medical care. Placing a child at an unreasonable risk to the child's health or welfare by failure of the parent, legal guardian, or other person responsible for the child's health or welfare to intervene to eliminate that risk when that person is able to do so and has, or should have, knowledge of the risk.

Anyone can contact CPS Centralized Intake 24/7 by calling 1-877-444-3911; they review the allegations to decide if the case should be assigned to the local county for investigation. MDHHS has investigative authority, enforcement authority is with the police and the courts.

In 2018, Ottawa County DHHS received 3,830 CPS referrals; up 9% from 2017. Of that number, 2009 (52%) were assigned for abuse/neglect investigations, 22% of the investigations were substantiated and 15% were petitioned to the court.
The Children’s Foster Care staff provides placement, supervision and monitoring services for children in foster care who cannot remain in their own homes due to abuse or neglect. A primary goal of the foster care staff is to reunite children with their families. If this is not possible, workers will petition the courts to have parental rights terminated and adoption may become the goal. Funding is provided by a combination of federal, state and/or county appropriations depending on the family’s eligibility.

In 2018, Ottawa County DHHS averaged 174 children in foster care. In 2018, 44 adoptions were completed to exit kids out of foster care and provide permanency.
Foster Home Licensing

Goals of Retention and Recruitment of families willing to open their homes and their hearts to Ottawa Counties foster youth.

- DHHS licenses foster homes and partners with Private Agency Foster Care (PAFC)’s to attempt to meet the needs for foster homes.
- In 2018, DHHS licensed 15 (down 7) new foster homes. With the assistance of PAFCs 57 (down 7) total non-related foster homes between all agencies were licensed in Ottawa County.
- We are always actively recruiting more foster homes. There is a targeted need for caring families that are willing to take in sibling groups, teenagers and children with disabilities.

RAISE HOPE & FOSTER DREAMS

BECOME A FOSTER PARENT
1-855-MICHKIDS
MICHIGAN.GOV/HOPEFORAHOME
Eligibility for participation in MYOI:
• Spent at least one day in foster care after their 14th birthday.
• Are currently 14 – 24 years old.

Youth participate on a Youth Board, are provided Asset & Financial Literacy training and Banking (IDA accounts), along with independent living skills/support

Michigan Youth Opportunities Initiative

• At the end of 2018 there were 27 enrolled MYOI youth.
• 2018 Graduation Event – 2nd year at Ridgepoint Church (free space for event), Ottawa recognized 3 graduating MYOI seniors in 2018. This event continues to be a great success in demonstrating support to our youth that are/have aged out of the foster care system.
• We continue to look for volunteers to assist in supporting the program through teaching Independent living skills, donations, transportation support and providing a meal.
Department of Health and Human Services Board
Gail Ringelberg.................................................Chairperson – County appointment
Robert VanderZwaag........................................Member – County appointment (also MCSSA Board President)
Sandra Metcalf.....................................................State appointment

Administration
Kendra Spanjer.................................................Director
Michelle Souders..............................................Program Manager

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MISSION
The Michigan Department of Health and Human Services provides opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient.

VISION
Develop and encourage measurable health, safety and self-sufficiency outcomes that reduce and prevent risks, promote equity, foster healthy habits, and transform the health and human services system to improve the lives of Michigan families.