

**HUMAN SERVICES BOARD MEETING
COUNTY OF EAU CLAIRE
Eau Claire, WI 54703
NOTICE OF PUBLIC MEETING**

In accordance with the provisions of Chapter 297, State of Wisconsin, Laws of 1973, notice is hereby given of the following public meeting: The Human Services Board will meet on Monday, March 27, 2017 at 5 p.m. at 721 Oxford Avenue, Room 2064, Eau Claire WI 54703. Items of business to be discussed or acted upon at this meeting are listed below:

1. Welcome & Call to Order by Colleen Bates, Chair
2. Approval of the March 27, 2017 meeting agenda Pages 2-3
3. Review/Approval of February 27, 2017 Human Services Bd meeting minutes – Jackie Krumenauer Pages 4-7
4. Public Input Page 8
5. Comprehensive Community Services (CCS) Program Update – Bill Stein Page 9
6. Approval/Denial Personnel Requests – Diane Cable Pages 10-11
7. Appointment of Human Services Board Representative to the Birth to Three Advisory Committee - Colleen Bates/Diane Cable Page 12
8. Woodland Enhanced Health Services Commission Alternate Representative – Colleen Bates Page 13
9. Approval/Accept/Denial of January 2017 Financial Statements including Alternate Care report – Vickie Gardner, Fiscal Services Manager and Tammy Stelter, Accountant Pages 14-18
10. Director’s Report – Diane Cable Pages 19-33
 - Agency wide unit updates
 - Dept of Human Services/Children’s Court Services Integration project
 - Legislative Update
 - Human Services Day at the Capitol – April 5, 2017
 - WCHSA Spring Conference – May 2-5, 2017
11. Personnel Update – Jackie Krumenauer Pages 34-35
12. Adjourn

2017 Meetings:

**April 24, May 22, June 26, July 24, Aug 28, Sept 18, Oct 23,
Nov 27 and Dec 18**

(Typically the fourth Monday of the month unless otherwise noted.)

This meeting shall be an OPEN session. Meeting notice posted this _____ day of _____, 2017,
at _____ a.m./p.m. by _____.

PLEASE NOTE: Upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities through sign language, interpreters or other auxiliary aids. For additional information or to request the service, contact the County ADA Coordinator at 839-4710, (FAX) 839-1669 or 839-4735, tty: use Relay (711) or by writing to the ADA Coordinator, Human Resources, Eau Claire County Courthouse, 721 Oxford Avenue, Eau Claire, WI 54703.

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 3/27/17		Information-Discussion		
Agenda Item No. 2		Direction to Staff		
Department: Human Services	x	Approval-Denial		
Subject: Approval of the March 27, 2017		Requires Recommendation to:		
Meeting agenda	<input type="checkbox"/>	County Board		
		Other:		
		Form:		Ordinance
				Resolution
				Report
			Other Action:	

At this time, we will review and approve the meeting agenda.

PUBLIC INPUT GUIDELINES

A period of public input shall be included at the regular meetings of the Human Services Board at which time the Board may receive information from the public subject to the Rules of General Application as adopted by the Board and County Resolution No. 16-17/053 as it applies to standing committees.

Rules of General Application

1. Time Limit – The comment period would last up to 15 minutes total and up to 3 minutes per individual with the ability of the chair to extend the time limit by his or chair discretion;
2. Identification – each speaker should identify himself or herself by name and residence, tell the Board what item or items they wish to address, and proceed to address them;
3. Written testimony – during the public input time, any person may provide written material to the Board, provided they furnish sufficient copies so that there will be one for each Board member and one for the Department;
4. Subject matter – the topic or topics must be directly related to the agenda of the regular meeting or shall refer to the policies adopted or proposed by the Board. Public comment is not an open forum for general discussion of values, politics, religion or philosophy. It is also not a forum for electioneering or the praise or criticism of individuals in or out of government;
5. Unless the topic addressed is on the agenda for that meeting, neither the Chair, any other Board member, nor any staff member should respond to public input except as follows:
 - a. To acknowledge the contribution;
 - b. To determine that the issue will or will not be placed on a future agenda for discussion or action; and,
 - c. To refer the speaker to the Department for attention to the issue;
 - d. Neither the Chair, any other Board member, any staff member should engage in discussion or exchange with the speakers except for clarification of the issue. If the Chair, any other Board member, or any staff member wishes to follow up directly with the speaker on the matter, that may be done outside of the meeting;
6. This “public input” agenda item does not limit the Chair or Board from inviting or permitting comment from any person on a topic then properly before the Board.

3/25/03

12/6/16 updated

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 3/27/17		Information-Discussion	
Agenda Item No. 3		Direction to Staff	
Department: Human Services	x	Approval-Denial	
Subject: Approval of the February 27, 2017		Requires Recommendation to:	
meeting minutes – Jackie Krumenauer		County Board	
		Other:	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

At this time, we will review and approve the meeting minutes dated February 27, 2017.

MINUTES OF THE HUMAN SERVICES BOARD MEETING

February 27, 2017

Room 2064

5 p.m.

PRESENT: Colleen Bates, Dianne Robertson, Rick Kayser
Kim Cronk, Paul Maulucci, Mark Olson, Nick Smiar

EXCUSED: Lorraine Henning, David Mortimer, Sandra McKinney

STAFF: Diane Cable, Tom Wirth, Vickie Gardner, Jackie Krumenauer

VISITORS: Courtney Wick, April Unterberger, Julia Wanke, Suzette Jackson, Lacie Hedrington, Rebekah Tripp, Nicholas Schneider – All part time Master's Degree students – UW-Madison School of Social Work.

Colleen Bates called the meeting to order at 5 p.m. Introductions.

Approval of the February 27, 2017 Meeting agenda – Dianne Robertson made a motion to approve the agenda. Second by Paul Maulucci. The motion carried unanimously and today's agenda was approved.

Approval of the January 23, 2017 Meeting Minutes - Rick Kayser made a motion to approve the meeting minutes from January 23, 2017. Second by Nick Smiar. The motion carried unanimously and the meeting minutes dated January 23, 2017 were approved.

Public Input - Per Board operating procedures, a period of public input was held. A motion was made by Dianne Robertson to close the public input session. Second by Mark Olson. The motion carried unanimously.

Appointment of Human Services Board Representative to the Birth to Three Advisory Committee – Colleen asked for a new representative of the Human Services Board for the Birth to Three Advisory Committee. Dianne reported since the day/time of the meeting has been changed, she is no longer able to attend the quarterly meetings. No one came forward. Diane Cable will talk with DHS staff to possibly work out a better time and Dianne Robertson can remain on the Committee as she is willing to do so if on a Monday or a Friday morning. We will keep this agenda item on for the March meeting.

Approval/denial of CSAL Advisory Committee Appointment– Diane Cable has met with corporation counsel on the proposed appointment to this advisory committee concerning the applicant's residence. We will keep this agenda item on for the March meeting.

Approval/denial of transferring responsibility of the IDP assessment process from Eau Claire Community Programs to Gateway Counseling, LLC – The current provider for the Intoxicated Driver Program (IDP) notified DHS of his intent to terminate his contract with us effective February 28, 2017. The Human Services Department recommended the Human Services Board designate Gateway Counseling as the sole provider for the IDP for Eau Claire County effective March 1, 2017. Discussion. Nick Smiar made a motion to appoint Gateway Counseling as the IDP for Eau Claire County. Furthermore, Eau Claire County is aware Gateway Counseling is a provider of other services to DHS thereby following the conflict of interest guidelines as outlined in DHS62.12(1)a4 Second by Mark Olson. Discussion. The motion carried unanimously.

Woodland Enhanced Health Services Commission (WEHSC) representative – Colleen Bates

As a follow up from the January DHS Board meeting, Nick Smiar, the current WEHSC representative, is no longer able to attend the meetings on a regular basis. Gregg Moore has appointed Kim Cronk as the new WEHSA representative. Nick is willing to still serve as an alternate. Diane and Colleen will clarify with Gregg if the bylaws will allow this. We will keep this item on the next agenda. The next WEHSA meeting is scheduled for August 24.

Financial Report – Vickie Gardner, Fiscal Services Manager

Vickie distributed the December 2016 financial reports. Discussion. DHS staff are tracking the return of the 17 year olds back to county responsibility. Board members requested an update on the Midway Crisis House at the next meeting. We will also provide an update on the Comprehensive Community Services (CCS) Program in March as well. Reviewed and accepted reports by Nick Smiar. Second by Paul Maulucci. The motion carried unanimously.

Request to Recognize March as Social Worker Month

Diane requested the Board support a proclamation recognizing March as Social Worker month. Paul Maulucci made a motion proclaiming March as Social Worker month. Second by Kim Cronk. The proclamation will be forwarded to the County Board of Supervisors in time for their March meeting. The motion carried unanimously.

Director's Report – Diane Cable

- Agency wide unit updates – The Board members expressed appreciation for the agency wide updates. Diane confirmed staff will provide monthly updates to the Board. Colleen added that the updates would be good information for the County Board as well.
- Communication plan for DHS – Diane, Colleen and Tom recently met to discuss a variety of ways to communicate DHS activities to the County Board, other county departments and the public.
 - Regular articles in community publications
 - Schedule the 2018 public hearing prior to budget time (suggested June rather than August)
 - Agency website and brochure updated

- West Central Regional Legislative meeting March 23- Colleen expressed she's attending, Diane and Mark Olson have this date in their schedules. Nick and Kim expressed an interest in attending.
- Governor's state budget summary for Human Services – Diane forwarded the Governor's state budget summary to HS Board members
- Human Services Day at the Capitol, April 5 – Plans are being made to carpool to Madison on April 5. If any students are interested in attending, please contact Diane or Tom.
- Organizational Effectiveness (O.E.) – Diane reported the OE process will kick off with DHS & JCI staff on March 9 with monthly meetings through July. *What is OE?* The OE process is lead by Vicki Tylka, Todd Romenesko; facilitators and Darin Smith, Coordinator and has been embraced by county leaders to effectively and efficiently integrate JCI into DHS by 2018. OE elements goals improve performance, performance capacity and client outcomes through 7 day sessions. *Who does the work?* Teams are formed: Sponsor group, OE team, Work teams, and internal facilitators impacting all staff members, stakeholders and community. Diane will provide the Board with updates as the process continues.

Personnel update by Jackie.

The meeting adjourned at 6:30 p.m.

The next regular Human Services Board meeting will be **Monday, March 27, 2017 at 5 p.m. in Room 2064.**

Jackie Krumenauer, Committee Clerk

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 3/27/17	x	Information-Discussion	
Agenda Item No. 4		Direction to Staff	
Department: Human Services		Approval-Denial	
Subject: Public Input		Requires Recommendation to:	
		County Board	
		Other:	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

At this time, we will receive input from the public.

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 3/27/17	x	Information-Discussion	
Agenda Item No. 5		Direction to Staff	
Department: Human Services		Approval-Denial	
Subject: Comprehensive Community Services		Requires Recommendation to:	
(CCS) Program Update – Bill Stein		County Board	
		Other:	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

As a follow up from the February 27 HS Board meeting, Bill Stein, SW Supervisor for the CCS Program, will be present at the meeting to give a program update and answer any questions Board members may have.

Some facts about Comprehensive Community Services:

- For people living with a mental illness and/or substance use disorder
- Provides services to people of all ages
- Person-centered, individualized approach to planning and services
- Individuals work with a team to decide which programs and supports will help them reach their recovery goals

Services may include:

- Employment skills training
- Medication management
- Peer support
- Physical health management
- Problem solving skills
- Residential support services
- Therapy
- Wellness management

For more information please visit: dhs.wisconsin.gov/ccs/index.htm

REPORT TO THE HUMAN SERVICES BOARD

Action Required

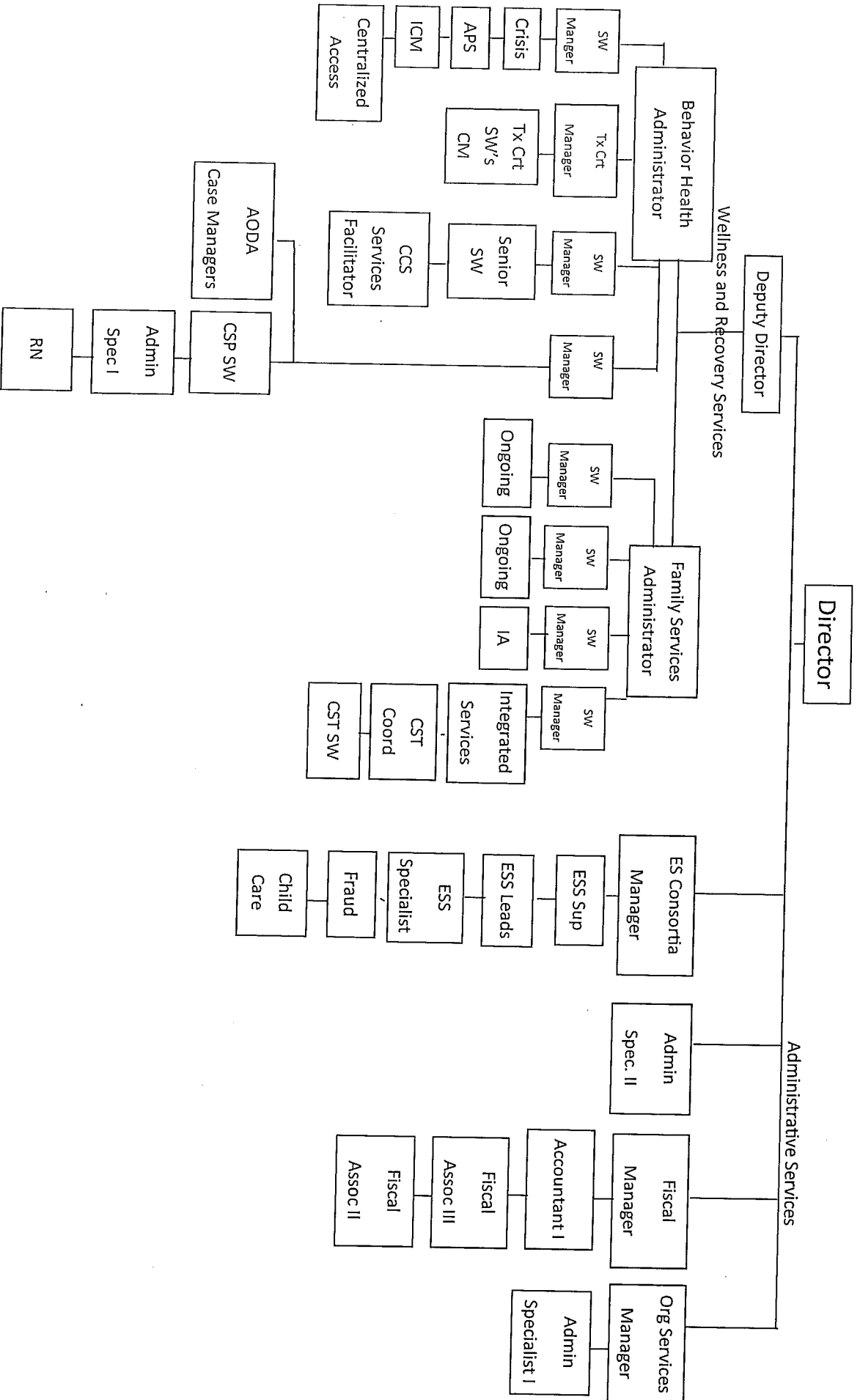
Meeting Date: 3/27/17	x	Information-Discussion	
Agenda Item No. 6		Direction to Staff	
Department: Human Services	x	Approval-Denial	
Subject: Approval/Denial Personnel Requests -		Requires Recommendation to:	
Diane Cable	x	County Board	
	x	Other: CoHR on April 14	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

At this time, we would like to request the following positions for expansion of the CCS Program to meet the needs of the clients we serve:

- (3) CCS Services Facilitators
- (1) CCS Mental Health Professional
- (2) CCS AODA Case Manager

More details about each position will be distributed at the meeting.

Department of Human Services Organizational Chart



REPORT TO THE HUMAN SERVICES BOARD

		<u>Action Required</u>
Meeting Date: 3/27/17		Information-Discussion
Agenda Item No. 7		Direction to Staff
Department: Human Services	x	Approval-Denial
Subject: Appointment of Human Services Bd		Requires Recommendation to:
Representative to the Birth to Three Advisory		County Board
Committee – Colleen Bates/Diane Cable		Other:
		Form: Ordinance
		Resolution
		Report
		Other Action:

As a follow up from the last meeting, Colleen will appoint a Human Services Board member to represent this advisory committee.

The Birth to Three Advisory Committee meets quarterly at 10:30 a.m. on May 17, Sept 6 and November 8.

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 3/27/17	x	Information-Discussion	
Agenda Item No. 8		Direction to Staff	
Department: Human Services	x	Approval-Denial	
Subject: Woodland Enhanced Health Services		Requires Recommendation to:	
Commission Alternate Representative -		County Board	
Colleen Bates		Other:	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

Colleen will confirm appointment of alternate representative.

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 3/27/17	x	Information-Discussion	
Agenda Item No. 9		Direction to Staff	
Department: Human Services	x	Approval-Denial	
Subject: Approval/Accept/Denial of January		Requires Recommendation to:	
2017 Financial Statements including A.C.		County Board	
Report – Vickie Gardner		Other:	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

Enclosed please find the above listed reports for your review/acceptance/denial.

**Eau Claire County
DHS Board Meeting
Held on 3/27/17**

January 2017 Financial Overview

Contributing factors which could favorably impact financial outcomes:

- Anticipate the ramping up of CCS MA Revenue as we continue to add new staff

Contributing factors which could negatively impact financial outcomes:

- Higher level of Winnebago Clients:
 - Number of placements
 - 2016 – 6 2017 – 12 (50% increase)
 - Number of Clients YTD
 - 2016 – 6 2017 – 12 (50% increase)

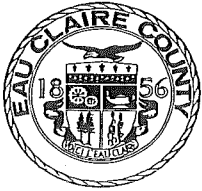
- Higher level of Alternate care Clients:
 - Number of new placements
 - 2016 – 9 2017 – 17 (47% increase)
 - Number of Clients
 - 2016 – 121 2017 – 149 (18% increase)
 - Clients YTD
 - 2016 – 121 2017 – 150 (19% increase)

Eau Claire County
 Department of Human Services
 Financial Statement for the Period
 January 1, 2017 through January 31, 2017

Expense	YTD Net Budget	YTD Transactions	Net Variance Excess (Deficient)
Overhead	45,082.33	41,564.44	3,517.89
Personnel	981,588.42	959,409.81	22,178.61
Services & Supplies	24,052.00	38,369.51	(14,317.51)
Purchased Services	868,139.92	759,335.67	108,804.25
BCA Payback	94,987.83	94,987.83	0.00
Juvenile Corrections	20,833.33	18,104.00	2,729.33
Total	2,034,683.83	1,911,771.26	122,912.57

Revenue	YTD Net Budget	YTD Transactions	Net Variance Excess (Deficient)
Tax Levy	658,128.17	658,128.17	0.00
State/Federal	1,025,379.17	965,478.96	(59,900.21)
Medical Assistance	253,987.92	187,215.21	(66,772.71)
Energy Assistance	14,108.33	15,468.90	1,360.57
Intoxicated Driver Program	9,166.67	-	(9,166.67)
Charges & Fees	32,273.42	4,568.57	(27,704.85)
Other	41,640.17	17,222.37	(24,417.80)
Total	2,034,683.83	1,848,082.17	(186,601.66)

Excess (Deficiency) of Revenue over Expenditures (63,689.09)



Eau Claire County
 DEPARTMENT OF HUMAN SERVICES
 721 Oxford Avenue, PO Box 840
 Eau Claire WI 54702-0840
 (715) 831-5700 • Fax (715) 831-5658
 www.co.eau-claire.wi.us
 Diane Cable, Director



ALTERNATE CARE REPORT
 For the One Month Ending January 2017
 2/28/2017

Level of Care	Number of New Placements	Number of Clients	Number of Days	Number of New Placements	Number of Clients YTD	Number of Days YTD	Average Cost per day
	Jan-17	Jan-17	Jan-17	YTD			*not adjusted for revenue
Foster Care	5	92	2,742	5	92	2,742	\$37
Therapeutic Foster Care	5	30	870	5	30	870	\$128
Group Home	1	4	89	1	4	89	\$205
Residential Care Center	6	19	525	6	19	525	\$492
Juv Corrections:							
Corrections-Institution	0	4	124	0	4	124	\$146
Corrective Group Home	0	0	0	0	0	0	
180 Day Program	0	0	0	0	0	0	
Corrections AfterCare	0	0	0	0	1	9	\$0
Corrective Sanctions	0	0	0	0	0	0	
Correction Res. Care Ctr.	0	0	0	0	0	0	
Corrections TFC*	0	0	0	0	0	0	
Corrections SPRITE	0	0	0	0	0	0	
TOTAL	17	149	4,350	17	150	4,359	

Level of Care	Adjusted Budget	YTD Expense	Percent Used	Revenue Budget	YTD Revenue	Percent Collected	Projected Annualized Net Expense
	Foster Care	690,913	101,413	14.68%	131,849	3,758	2.85%
Therapeutic Foster Care	1,047,943	111,405	10.63%	39,426	2,525	6.40%	\$1,306,560
Group Home	190,166	18,213	9.58%	4,861	2,701	55.56%	\$186,144
Residential Care Center	1,357,071	258,549	19.05%	33,095	2,471	7.47%	\$3,072,936
Juv Corrections:							
Corrections-Institution	\$250,000	18,104		\$0	\$0		
Corrections AfterCare							
180 Day Program	\$3,150	9,300					
Corrective Group Home		-					
Corrective Sanctions		-					
Correction Res. Care Ctr.		-					
Corrections TFC*		\$0					
Corrections SPRITE		\$0					
Juv Corrections Totals:	253,150	27,404	10.83%	-	-	-	\$328,848
TOTAL	3,539,243	516,984	14.61%	209,231	11,455	5.47%	6,066,348

Net Budget	Net Estimated 2017 Exp.	Year End Estimate Overspent
\$3,330,012	\$6,066,348	(\$2,736,336)

At current usage DHS estimated alternate care spending for 2017 to be:

*TFC = Therapeutic Foster Care

Percentage of Yr. through 1/31/2017, 8.33%

Eau Claire County
 Department of Human Services
 YTD Program Expenditures Summary
 Thru January 31, 2017

Program	Monthly Budgeted		Actual		YTD Budgeted		Actual		Year End Annualized	
	Expenses	Targeted %	Expenses	% of Expenses Utilized	Expenses	Targeted %	Expenses	% of Expenses Utilized	Expenses	% Annualized
1. Community Care & Treatment of Children who are Abused or Neglected	\$415,067	8.3%	\$461,969	9.3%	\$415,067	8.3%	\$461,969	9.3%	\$5,543,633	111.3%
2. Community Care & Treatment of Adults & Children with Mental Illness	\$648,509	8.3%	\$580,810	7.5%	\$648,509	8.3%	\$580,810	7.5%	\$6,969,724	89.6%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$179,054	8.3%	\$85,077	4.0%	\$179,054	8.3%	\$85,077	4.0%	\$1,020,928	47.5%
4. Community Care and Treatment of Youth Offenders	\$237,183	8.3%	\$257,238	9.0%	\$237,183	8.3%	\$257,238	9.0%	\$3,086,858	108.5%
5. Alcohol & Other Drug Abuse	\$71,035	8.3%	\$32,486	3.8%	\$71,035	8.3%	\$32,486	3.8%	\$389,834	45.7%
6. Protection of Vulnerable Adults	\$72,161	8.3%	\$67,396	7.8%	\$72,161	8.3%	\$67,396	7.8%	\$808,754	93.4%
7. Financial & Economic Assistance	\$316,687	8.3%	\$331,806	8.7%	\$316,687	8.3%	\$331,806	8.7%	\$3,981,672	104.8%
Subtotal	\$1,939,696	8.3%	\$1,816,783	7.8%	\$1,939,696	8.3%	\$1,816,783	7.8%	\$21,801,401	93.7%

REPORT TO THE HUMAN SERVICES BOARD

		Action Required
Meeting Date: 3/27/17	x	Information-Discussion
Agenda Item No. 10		Direction to Staff
Department: Human Services		Approval-Denial
Subject: Director's Report – Diane Cable		Requires Recommendation to:
		<input type="checkbox"/> County Board
		Other:
		<input type="checkbox"/> Form: <input type="checkbox"/> Ordinance
		<input type="checkbox"/> Resolution
		<input type="checkbox"/> Report
		<input type="checkbox"/> Other Action:

Director's Report – Diane Cable

- Agency wide unit updates
- Dept of Human Services/Children's Court Services Integration project
- Legislative Update
 - WCHSA Spring Conference – May 3-5, 2017 (see agenda enclosed)
 - Human Services Day at the Capitol – April 5, 2017
 - The following individuals are registered to attend: Gregg Moore, Diane Cable Bill Stein, Sandra McKinney, Linda Struck, Elizabeth Geise, Kim Cronk & Nick Smiar. Bill will be the designated driver and the plan is to meet at Human Services Oxford Avenue parking lot at 6 a.m. on April 5. The schedule To meet with the legislators is also enclosed.

EAU CLAIRE COUNTY HUMAN SERVICES

Department Report

March 2017

DIRECTOR'S REPORT – Diane Cable

Hello. The Human Services Department is busy responding to the needs that come before the agency, in addition to working on our operations and practice. We are preparing for our Organizational Effectiveness project. Our introductory meeting with our facilitators was held in early March, which went very well! The Core OE team will begin their work in April on becoming a Trauma Informed Organization, through the process of the integration of Human Services and the Children Court Services Department. A Communication plan will be provided throughout the process.

At the beginning of March we held an All Agency meeting, at the Chippewa Valley Technical College. CVTC hosted our meeting and presented on the opportunities and services they provide. This included time to collaborate on how CVTC and Human Services can partner to enhance connection of services for individuals we serve.

The prevalence of mental health and AODA issues continues to be significant for our community. Our response and involvement, both at the macro level and individual level, is multi-faceted and varied. We collaborate with our community partners, leaders and professionals, implement evidenced based practices and continue to work on enhancing and improving our process and practice responses. In early March the Comprehensive Community Services Program was surveyed by the State and passed the survey for continued County and Regional certification. The CCS staff, fiscal staff, and many throughout the Department have and continue to work very hard in the development and ongoing operational implementation of this new program. With the continued expansion of the CCS program, we are assessing the utilization of the space in the department - current needs and planning for the future.

Lastly, April is Child Abuse and Prevention Month. You will note in the report below the Eau Claire County Drug Endangered Child Team is sponsoring a community event on April 27th.

BEHAVIORAL HEALTH SERVICES

Adult Protective Services- Nancy Shilts

During the month of February there were 25 individuals relocated from Mount Washington to various placements in the Eau Claire or surrounding community. Thirteen individuals moved to Adult Family Homes, nine individuals moved to Community Based Residential Facilities with less than 9 beds and three individuals moved to Community Based Residential Facilities with more than 8 beds. Closure date was March 18, 2017. Eau Claire County was also notified of the closure of the Fall Creek Valley Care Center. Two individuals at the Fall Creek Valley Care Center were protectively placed by Eau Claire County. Eau Claire County DHS had minimal involvement and was not a member of the State Relocation Committee.

During the month of February 2 guardianship and protective placements occurred, 28 Protective Placement reviews occurred and 3 Adult Services investigations were initiated.

Crisis Services – Nancy Shilts

During the month of February Crisis services were involved with 23 Probable Cause Hearings which led to 3 Civil Commitments. Crisis Linkage and Follow-up responded to 328 callers who are residents of Eau Claire County.

The Surveyor from the State Division of Quality Assurance was here to review cases in response to our submission of required client death reports to the State. The Survey was of our certified Crisis Program. Programmatic citations were made to improve compliance with the program. A plan of correction was submitted. Process and operational changes to the program are being made and education to staff on the crisis program and services will occur this spring throughout the Department.

The Midway Crisis Group Home continues to be utilized for short term stabilization when clients are high risk for mental health hospitalization.

Midway Crisis Home (4 bed group home) - February Utilization

Total days used	Total Placements	Gender	Age Range	Length of Stay	Discharge	Referred From
76 68%	8	F-6 M-2	19-53	1-28 days	Group Home Community	Northwest - Connections EC County

Community Support Program – Nancy Shilts

The Eau Claire County CSP program continues to support individuals who are living with chronic mental health issues. During the month of February 2 CSP clients were discharged to the community from Trempealeau County Health Care Center.

Comprehensive Community Services Program (CCS) – Bill Stein

March 7th, the CCS program was surveyed by the State Division of Quality Assurance (DQA). The CCS program was recertified, with a provisional certification, which is protocol for a new program. No citations were received. Recommendations are forth coming to assist in the continued development and enhancement of the program. The CCS staff, fiscal and many others throughout the Department

Cases: Youth/Adults	Pending Referrals	YTD: Cases/Discharges	Total Program Referrals
51: 25/26	43	58/7	157

Treatment Courts- Melissa Ives

The Treatment Courts will be fully staffed in April. Family Services Social Worker, Janet Weix, will be transferring to the Mental Health Treatment Court Coordinator position in early April.

Current Participants			
AIM Court	Drug Court	Mental Health Court	Veteran's Court
16	17	6	5

Accepted/Wait List			
AIM Court	Drug Court	Mental Health Court	Veteran's Court
2	5	1	1

Active Referrals – in process to be in program			
AIM Court	Drug Court	Mental Health Court	Veteran's Court
0	2	2	0

FAMILY SERVICES

Programming

Family Services continues to work with the Department of Children and Families (DCF) on participation in the Wisconsin Trauma Project. Family Services Division Managers and Staff are currently planning the first Trauma-Informed Parenting (TIP) Training with the assistance of staff from DCF. Participants in the first TIP Training will include Department staff, other child welfare professionals, biological families and foster families. The TIP training is expected to start in April and will consist of sixteen hours of training.

The Alternate Care Unit continues to experience challenges in adequately meeting the placement needs of children in our community. Out-of-Home Care Specialists from the State are coming to consult with us on April 12, 2017 about Alternate Care to better meet and address our needs.

Child Protective Services staff continues to remain highly involved in the Drug Endangered Children's Initiative (DECI) team in Eau Claire County. The DEC Committee is working in conjunction with the Chippewa Valley Child Advocacy Center to bring awareness and prevention to child abuse in our community. This is being done through the creation of a calendar of positive activities parents can engage in with their children. In addition, at the end of April a family friendly event will be hosted by the Chippewa Valley Child Advocacy Center on April 27th from 4:00pm to 6:00pm. Representatives from numerous agencies who are involved with children and families will be present including, Eau Claire Police Department, Eau Claire County Sheriff's Office, Eau Claire County Human Services, and Children Court Services. The goal of the event is to bring awareness to child abuse and work together with community members on prevention.

Members of the DEC team met with Eau Claire School District Staff to discuss opportunities to create awareness of children living in drug affected environments. Through this meeting, a plan to provide mandatory reporter training to all district staff within 20 school buildings has been created. Currently, training has occurred in 6 of the district buildings.

Family Services Personnel Update

CPS Initial Assessment- Tasha Alexander

Tracy Hartman will begin her employment at the Department on Monday, April 3rd. Currently, Tracy is working with the Department of Children and Families as a Child Welfare Licensor. She has previous experience working within CPS Initial Assessment and has developed relationships with local agencies in her current role.

Social Worker Jenny Blaeser has resigned from her employment with the Department with her final day being on Thursday, April 7th. We are recruiting to fill this position.

Ongoing Child Protective Services- Terri Bohl

Skylar Turek started working at the Department on Monday, March 6th. Skylar is a graduate of University of Minnesota Duluth and has been managing a food pantry in Duluth. Skylar completed her internship in child welfare.

Social Worker Lori Gagner is leaving her position in Ongoing Child Protective Services to accept a position with the Centralized Access Team. Lori will transition to her new role on April 3rd. We are recruiting to fill the vacant position.

Youth Services- Carol Pulkrabek

Janet Weix is leaving her position in Youth Services to accept the position of Mental Health Treatment Court Coordinator. Janet will transition to her new position on April 3rd. We are recruiting to fill this vacancy.

Integrated Services (CLTS, B-3, Alternate Care & CST)- Kerri Swoboda

No personnel changes to Integrated Services.

Serving

CPS Initial Assessment- AODA issue, leading to neglect, continue to be a primary factor in cases screened in for a CPS response.

Reports	Screened In/Out	Substantiated Maltreatment
128	30/98	45 children

Ongoing Child Protective Services- AODA struggles continue to be the main case planning component in Ongoing CPS cases.

Cases: Family/Children	Out of Home Care
94/179	65 families with a child in OHC

Youth Services

Cases: Family/Youth	Out of Home Care
126/152	35 families with youth in OHC Corrections: 3 youth (2 at Mendota, 1 at Copper Lake School for girls)

Integrated Services (CLTS, B-3, Alternate Care & CST)

Cases CLTS & CCOP	Waitlist
132	14 7 waiting eligibility determination

Alternate Care (Kinship and Foster Care)

Alternate Care continues to experience challenges in meeting the number of children needing alternate placement. The budget for Kinship Care was completed which will only allow the Department to serve 93 of the 96 children needing voluntary kinship care, requiring a waitlist to be developed.

Coordinated Service Team Program

Cases Teams/Youth	Waitlist
22/46	5

The average age of youth involved in CST is 9.8 years old, which has decreased. Serving a younger population has allowed additional opportunity for early intervention and diversion from court involvement in the Juvenile Justice/Youth Service and Child Protection Service systems. CST has received 20 referrals since November 2016 and eight (8) of these cases were diversions from court or CPS involvement.

Birth to Three Program

The Birth to Three Program continues to receive approximately 35-40 referrals per month to be evaluated for services.

FISCAL SERVICES- Vickie Gardner

The Fiscal Unit has hired one of the two vacant Fiscal Associate II positions. The new person is scheduled to begin their duties on 4/17/17 filling the Accounts Receivable role within the unit. Re-evaluation of duties within all fiscal positions is occurring to better align each position based on responsibilities and need.

Unit priorities include

- Completing 2016 year-end processing
- Submission of various year-end financial reports
- Training of the Fiscal Associate III on CCS billing responsibilities
- Continued preparation and approval of provider contracts
- Beginning the process of creating contract administrators and program contacts in conjunction with the preparation of provider contracts for 2018 incorporating contract outcomes/expectations.
- Continuing preparations for yearly audit

ORGANIZATIONAL SUPPORT SERVICES-Sue Schleppenbach

The Organizational Support Services Unit continues to work on a number of projects for the Department. The Unit is making excellent progress in completing these projects. We will be adding to our County Website project details in how to make credit card payments to DHS.

ECONOMIC SUPPORT SERVICES – Linda Struck

The Economic Support Services Unit (ESU) provides a variety of financial supports and services to families and individuals. The programs include Child Care, Health Care (MA), and Food Share (FS). Eau Claire County is the Lead Agency of the Great Rivers Income Maintenance Consortium (GRC). Counties included in the Great Rivers Consortium include Burnett, Barron, Chippewa, Douglas, Dunn, Eau Claire, Polk, Pierce, St. Croix, and Washburn.

Great Rivers Consortium IM Recipient Summary (Health Care-FoodShare)

	Adults	Children	Total	With Food Share Adults/Children	Without Food Share Adults/Children
Total Distinct Recipient County	49,740	38,244	87,984	27,707/18,964	22,033/19,280

Eau Claire County of Residence IM Recipient Summary (Health Care-Food Share)

	Total Adults	Total Children	Total Recipients	With FoodShare Adults/Children	Without FoodShare Adults/Children
Total Distinct Recipient Count	10,875	7,748	18,623	6,180/4,114	4,695/3,634

Further identifying data for GRC

- 511 households were open for were open for Child Care Assistance in Eau Claire.
1564 in GRC
- 4,077 applications were processed in February with a 98.31% timeliness rate (95% state bench mark)
- 16,969 calls were received in the Call Center
- Average speed of answer in Call Center was 5.85 minutes (state bench mark 10 minutes)
- 38 Fraud Investigations were completed
- \$504,966 in overpayments were established

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Leadership in Human Services:

Focusing In, Reaching Out

2017 WCHSA Spring Conference

May 3-5

Osthoff Resort

Elkhart Lake



Join us for the 2017 WCHSA Spring Conference! We will gather May 3-5 at the Osthoff Resort in Elkhart Lake for three days of learning, networking, and maybe even a bit of relaxing. Registration is now available online, with options for payment via credit card or invoicing.

Keynote speakers will be:

Rise Together, an organization creating a movement of young people by encouraging students to stand up and speak out on the issues they care most about: breaking the silence around suicide, bullying, mental illness, drugs & alcohol. They will kick off our conference on Wednesday afternoon and present a breakout session on Thursday.

Amelia Franck Meyer, returning after a fantastic presentation at last year's fall conference where she educated and inspired attendees on leadership fortitude for changemakers. Amelia will join us Thursday afternoon for her keynote and a breakout session.

Our agenda includes:

Wednesday

- Rise Together
- Healthiest Wisconsin 2020, Wisconsin's State Health Plan – Karen McKeown, Wisconsin State Health Officer
- The Current and Future State of Medicaid in Wisconsin – Michael Heifetz, Wisconsin Medicaid Director
- WCHSA's Annual Awards Reception and Banquet

Thursday

- Secretary Linda Seemeyer, Wisconsin Department of Health Services
- Secretary Eloise Anderson, Wisconsin Department of Children and Families
- Amelia Franck Meyer
- What's Happening on the Hill in DC? – Tom Joseph, National Association of County Human Services Administrators
- Breakout sessions
 - Rise Together
 - Children with Complex Needs/Children with Disabilities workgroup reports
 - The Aging Difference with DHS' Bureau of Aging and Disability Resources
 - Amelia Franck Meyer
 - More to be announced!
- President's Reception

Friday

- Efforts to Address Homelessness Across Wisconsin – Carrie Poser, Wisconsin Balance of State Continuum of Care

- School-Based Mental Health in Wisconsin – Monica Wightman, Wisconsin Department of Public Instruction
- What's Happening at the Capital in Wisconsin? – Sarah Diedrich-Kasdorf, [Wisconsin Counties Association](#)

There will also be ample time to connect with colleagues, partners, vendors, and presenters.

Hotel reservations can be made by contacting the Osthoff Resort at 855-876-3399. A discounted room block rate will be available until April 5th or until filled.

Vendor information and registration will be sent separately and posted on the WCHSA website.

We look forward to seeing you in Elkhart Lake!

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Wisconsin County Human Service Association · 612 W. Main St. Suite 200 · Madison, WI 53703 · USA



**HUMAN SERVICES DAY AT THE CAPITOL/
COUNTY AMBASSADOR PROGRAM**

Wednesday, April 5, 2017
Madison Concourse Hotel
1 W. Dayton Street
Madison, WI

TENTATIVE AGENDA

- 9:00 a.m. Welcome
Gregg Moore, Chair, Wisconsin Counties Association Board of Directors
Chuck Price, President, Wisconsin County Human Services Association
- 9:15 a.m. Legislative Briefing
Sarah Diedrick-Kasdorf, Deputy Director of Government Affairs,
Wisconsin Counties Association
- 10:30 a.m. MEETINGS WITH LEGISLATORS
- Noon Lunch
- Luncheon Speakers:
Eloise Anderson, Secretary, Wisconsin Department of Children and
Families (invited)
Linda Seemeyer, Secretary, Wisconsin Department of Health Services
(invited)
- 1:00 p.m. MEETINGS WITH LEGISLATORS
- 3:30 p.m. Adjourn

Human Services Day at the Capitol
Wednesday, April 5, 2017
Schedule

Time	What/Who	Location
9 a.m.	Welcome & Legislative Briefing	Concourse Hotel
10:30 a.m.	Kathy Bierner	314N
11:15 a.m.	Dana Wachs	107N
1 p.m.	Warren Petryk's staff	103W
2 p.m.	Terry Moulton's staff	310S
3 p.m.	Pending Vineout's return call	

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 3/27/17	x	Information-Discussion	
Agenda Item No. 11		Direction to Staff	
Department: Human Services		Approval-Denial	
Subject: Personnel Update – Jackie Krumenauer		Requires Recommendation to:	
		County Board	
		Other:	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

Enclosed please find the latest vacancy report for DHS.

Eau Claire County Department of Human Services
Recruitment Status - HS Bd 3/27/17

Position Title	Unit	Status	Reason
Fiscal Associate II's (1)	Fiscal	Reviewing applications	Promotion
Social Worker (KMc)	Behavioral Health	Updating position description	Retirement
Social Worker (JW)	FSU - YS	Internal & External recruitment	Transfer to another unit
Social Worker (LG)	FSU - CPS	Pending offer	Transfer to another unit
Social Worker (JB)	FSU - IA	Internal & External recruitment	Rec'd resignation

New for 2017

Economic Support Specialist	ESS	On hold	New for 2017
Behavioral Health Administrator	Behavioral Health	Continuous	New for 2017
Family Services Administrator	FSU	Continuous	New for 2017
Social Worker Manager	Behavioral Health	Continuous	New for 2017
CCS Service Facilitator	Behavioral Health	Interviews scheduled	New for 2017