

**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, June 26, 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 June 26, 2017 meeting agenda Page 3
3. Review/Approval of May 22, 2017 Human Services Bd meeting minutes – Jackie Krumenauer Pgs 4-6
4. Public Input Page 7
5. Recognition of Foster Parents Lacey & Steve Naiberg, recipients of 2017 Governor’s Foster Care Award Pgs 8-9
6. Introduction of the new DHS Behavioral Health Administrator Jeff Wright – Diane Cable Page 10
7. Approval/Accept/Denial of April 2017 Financial Statements including Alternate Care report -Vickie Gardner, Fiscal Services Manager Pages 11-15
8. Review/Approval of the 2018 Personnel Requests – Diane Cable Page 16
9. Review/Approval of the 2018 DHS Program Prioritization List – Diane Cable Pgs 17-19 Page 20
10. Discussion RE: Vacant DHS Board citizen member – Colleen Bates & Diane Cable
11. Director’s Report – Diane Cable Pgs 21-29
 - Agency wide unit updates
 - Update on the State Budget
 - Update on the Dept of Human Services Public Listening Session
 - Update on the Integration of Children’s Court Services
12. Personnel Update – Jackie Krumenauer Pgs 30-31
13. Adjourn

2017 Meetings:

**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.

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: 6/26/17		Information-Discussion	
Agenda Item No. 2		Direction to Staff	
Department: Human Services	x	Approval-Denial	
Subject: Approval of June 26, 2017 meeting		Requires Recommendation to:	
agenda		County Board	
		Other:	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

Per the Human Services Board meeting guidelines, we will approve today's agenda.

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 6/26/17		Information-Discussion		
Agenda Item No. 3		Direction to Staff		
Department: Human Services	x	Approval-Denial		
Subject: Review/Approval of May 22, 2017 HS		Requires Recommendation to:		
Bd meeting minutes – Jackie Krumenauer		County Board		
		Other:		
		Form:	<input type="checkbox"/>	Ordinance
			<input type="checkbox"/>	Resolution
			<input type="checkbox"/>	Report
		Other Action:		

Enclosed please find the meeting minutes from May 22 Human Services Board meeting for your review and approval.

MINUTES OF THE HUMAN SERVICES BOARD MEETING

May 22, 2017

Room 2064

5 p.m.

PRESENT: Colleen Bates, Dianne Robertson, Lorraine Henning, David Mortimer
Paul Maulucci, Mark Olson, Nick Smiar, Sandra McKinney

EXCUSED: Kim Cronk, Rick Kayser

STAFF: Diane Cable, Tom Wirth, Vickie Gardner, Nancy Shilts, Lita Prorok,
Jackie Krumenauer

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

Approval of the May 22, 2017 Meeting agenda – David Mortimer made a motion to approve the agenda. Second by Dianne Robertson. The motion carried unanimously and today's agenda was approved. Foster Parents were unable to attend today's meeting. Will hold for a future meeting.

Approval of the April 24, 2017 Meeting Minutes - Sandra McKinney made a motion to approve the meeting minutes from April 24, 2017. Second by Lorraine Henning. The motion carried unanimously and the meeting minutes dated April 24, 2017 were approved.

Public Input - Per Board operating procedures, a period of public input was held. No one was present at the meeting for public input. A motion was made by Paul Maulucci to close the public input session. Second by Dianne Robertson. The motion carried unanimously.

Update on Crisis Program – Nancy Shilts, SW Manager for the Crisis Program, and LaLita Prorok, NorthWest Connections contract staff, were present at the meeting to give an overview of the Crisis Program at DHS including the intake process, Midway Home update and community events coming up about Fierce Freedom. In 2016, DHS received 3,200 calls for the Crisis Program and 344 total detentions for 2016.

Approval/Accept/Denial of March 2017 Financial Report – Vickie Gardner, Fiscal Services Manager, reviewed the financial reports. Vickie shared the new format for the Alternate Care report showing more details to the program data. Members found the new format helpful. 17 year olds law change still in legislation. We expect final figures for 2016 soon as state auditors were present at the Dept last week. Nick Smiar made a motion to accept the March 2017 Financial reports as presented. Second by Paul Maulucci. The motion carried unanimously.

- 2018 Capital Improvement Projects – Diane shared the proposed planned projects for DHS in 2018:
 - Community Support Program (CSP) remodel to accommodate more staff in that area.
 - Office furniture (new and replacement of old)
 - Conference Room Smart Boards
 - Conversion of storage area to a file room for records

Mark Olson made a motion to approve the 2018 Capital Improvement Projects for DHS as presented. Second by Paul Maulucci. The motion carried unanimously.

Director's Report – Diane Cable

- Agency wide unit updates included in Bd packet. Members appreciate the unit updates.
- Human Services Public Listening Session – Being held on May 30 at the Eau Claire Public Library.
- WCHSA Conference experiences shared by Sandy McKinney and Colleen Bates. Wonderful experience and Sandy was appreciative of the opportunity.

Personnel update by Jackie.

Motion by Lorraine Henning to adjourn. Second by Mark Olson. The meeting adjourned.

The next regular Human Services Board meeting will be **Monday, June 26, 2017 at 5 p.m. in Room 2064.**

Jackie Krumenauer, Committee Clerk

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 6/26/17	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: 6/26/17	x	Information-Discussion		
Agenda Item No. 5		Direction to Staff		
Department: Human Services		Approval-Denial		
Subject: Recognition of Foster Parents Lacey & Steve Naiberg – Diane Cable		Requires Recommendation to:		
		County Board		
		Other:		
		Form:	<input type="checkbox"/>	Ordinance
			<input type="checkbox"/>	Resolution
			<input type="checkbox"/>	Report
		Other Action:		

Enclosed please find the Governor's Foster Care Award letter.

Lacey and Steve will be joining us on Monday night for further recognition.



201 East Washington Avenue, Room G200
P.O. Box 8916
Madison, WI 53708-8916
Telephone: 608-266-8684
Fax: 608-261-6972

Governor Scott Walker
Secretary Eloise Anderson

Secretary's Office

April 21, 2017

Lacey and Steve Naiberg
N340 HWY 27
Conrath, WI 54731

Dear Lacey and Steve:

To celebrate Foster Care Month this year, Governor Walker is honoring the contributions of foster parents and youth throughout Wisconsin. On behalf of the Governor, it is my great honor to congratulate you on being nominated and selected to receive the

2017 Governor's Foster Care Award

You were chosen because of your extraordinary commitment to being a positive influence on children in foster care. I have read that you consistently go above and beyond what is expected to advocate on the behalf of foster youth.

As the Secretary of the Department of Children and Families, I am honored to invite you and your family and guests to the 2017 Governor's Foster Care Award ceremony and luncheon on Tuesday, May 16th at 12:00 noon at the State Capitol building in Madison, in the Assembly Chamber, located on the second floor, West Wing of the State Capitol in downtown Madison. The address is 2 East Main Street, Madison, WI. To assist you with parking, see: <http://www.cityofmadison.com/parking/downtownMap.html>.

I hope you will be able to attend the awards ceremony and luncheon. Please contact Gina at (608) 422-7079 or e-mail ginam.paige@wisconsin.gov to confirm your attendance and the names of those who will join you for this celebration of your remarkable contributions to foster care by Tuesday, May 2nd.

Congratulations on being a recipient of this award, and thank you for your outstanding dedication to Wisconsin's children and families. I look forward to seeing you on May 16th.

Sincerely,

A handwritten signature in cursive script that reads "Eloise Anderson".

Eloise Anderson
Secretary

cc: Gina Caldwell

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 6/26/17	x	Information-Discussion		
Agenda Item No. 6		Direction to Staff		
Department: Human Services		Approval-Denial		
Subject: Introduction of the new Behavioral Health Administrator Jeff Wright		Requires Recommendation to:		
		County Board		
		Other:		
		Form:		Ordinance
				Resolution
				Report
		Other Action:		

We welcome Jeff Wright as the new DHS Behavioral Health Administrator.

My name is Jeff Wright. I have a Bachelor's in Social Work from Winona State University and a Master's in Social Work from the University of Wisconsin Milwaukee. In my professional career, I've worked in many different types of organizations, as well as with many different populations. My primary focus has been mainly clinical. I worked with people who suffered from severe and persistent mental illness in Milwaukee, as well as children attending a partial day hospital program. When my family moved to the Eau Claire area, I worked at Mayo Hospital as an inpatient therapist, as well as in their Employee Assistance Program. After that, I ended up teaching for many years as a Clinical Instructor in the Social Work Department at UWEC. Most recently, prior to joining EC County, I was the Director of Mental Health Services for REM Wisconsin, working to help support people dually diagnosed with an intellectual disability and a mental illness. Jeff

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 6/26/17		Information-Discussion	
Agenda Item No. 7		Direction to Staff	
Department: Human Services	x	Approval-Denial	
Subject: Approval/Accept/Denial of April 2017		Requires Recommendation to:	
Financial Statements including Alternate Care		County Board	
Report – Vickie Gardner		Other:	
		Form:	Ordinance
			Resolution
			Report
			Other Action:

Enclosed please find the Financial Statements and reports for your review and acceptance.

**Eau Claire County
DHS Board Meeting
Held on 6/26/17**

April 2017 Financial Overview

Contributing factors which could favorably impact financial outcomes:

- Anticipate the ramping up of CCS MA Revenue as we continue to add staff
- Personnel costs are lower due to various vacancies

Contributing factors which could negatively impact financial outcomes:

- Overall increased costs for the following Alternate Care areas in comparison to prior year (see attached DHS Alternate Care breakdown):
 - Foster Care/Residential Care/Group Homes – 26%
 - Corrections – (-68%)
 - Northern/Southern Centers clients – 49%
 - Winnebago/Mendota clients – 62%
- MA Program Revenues

**DHS Alternate Care
For Period Ending 4/30/17**

Foster Care/Residential Care Centers/Group Homes

	2016			2017			% of Increase/Decrease Year over		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	Year		
							Number of New Placements	Clients	Amount
April	10	121	\$ 300,762	14	134	\$ 417,528	29%	10%	28%
Year to Date	40	143	\$ 1,185,884	53	182	\$ 1,609,462	25%	21%	26%

Corrections

	2016			2017			% of Increase/Decrease Year over		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	Year		
							Number of New Placements	Clients	Amount
Lincoln Hills/Copper Lake	0	5	\$ 47,700	0	2	\$ 14,750	0%	-150%	-223%
180-Day Program	0	0	\$ -	0	2	\$ 9,000	0%	100%	100%
Correction Totals	0	5	\$ 47,700	0	4	\$ 23,750	0%	-25%	-101%
Year to Date	2	6	\$ 173,534	0	4	\$ 103,310	0%	-50%	-68%

Northern/Southern Centers

	2016			2017			% of Increase/Decrease Year over		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	Year		
							Number of New Placements	Clients	Amount
April	0	1	\$ 13,330	0	1	\$ 13,749	0%	0%	3%
Year to Date	1	1	\$ 16,440	2	2	\$ 31,934	0%	50%	49%

Winnebago/Mendota

	2016			2017			% of Increase/Decrease Year over		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	Year		
							Number of New Placements	Clients	Amount
April	6	6	\$ 31,080	4	8	\$ 112,504	-50%	25%	72%
Year to Date	17	18	\$ 195,850	29	31	\$ 519,776	41%	42%	62%

Eau Claire County
 Department of Human Services
 Financial Statement for the Period
 January 1, 2017 through April 30, 2017

Expense	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Overhead	180,329.33	163,225.11	17,104.22
Personnel	3,926,353.67	3,502,094.90	424,258.77
Services & Supplies	96,208.00	132,015.24	(35,807.24)
Purchased Services	3,472,559.67	4,049,897.46	(577,337.79)
BCA Payback	379,951.33	379,951.33	0.00
Juvenile Corrections	83,333.33	68,260.00	15,073.33
Total	8,138,735.33	8,295,444.04	(156,708.71)

Revenue	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Tax Levy	2,632,512.67	2,632,512.67	0.00
State/Federal	4,101,516.67	4,310,320.42	208,803.75
Medical Assistance	1,015,951.67	644,298.67	(371,653.00)
Energy Assistance	56,433.33	64,368.06	7,934.73
IDP	36,666.67	31,464.19	(5,202.48)
Charges & Fees	129,093.67	127,131.94	(1,961.73)
Other	166,560.67	76,510.34	(90,050.33)
Total	8,138,735.33	7,886,606.28	(252,129.05)

Excess (Deficiency) of Revenue over Expenditures (408,837.76)

Eau Claire County
 Department of Human Services
 YTD Program Expenditures Summary
 Thru April 30, 2017

Program	Monthly				YTD				Year End	
	Budgeted		Actual		Budgeted		Actual		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%	\$532,746	10.7%	\$1,660,266	33.3%	\$2,109,159	42.3%	\$6,392,956	128.4%
2. Community Care & Treatment of Adults & Children with Mental Illness	\$648,509	8.3%	\$649,235	8.3%	\$2,594,037	33.3%	\$2,841,029	36.5%	\$7,790,815	100.1%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$179,054	8.3%	\$74,595	3.5%	\$716,216	33.3%	\$373,925	17.4%	\$895,138	41.7%
4. Community Care and Treatment of Youth Offenders	\$237,183	8.3%	\$279,365	9.8%	\$948,730	33.3%	\$1,023,435	36.0%	\$3,352,384	117.8%
5. Alcohol & Other Drug Abuse	\$71,035	8.3%	\$69,654	8.2%	\$284,141	33.3%	\$188,950	22.2%	\$835,844	98.1%
6. Protection of Vulnerable Adults	\$72,161	8.3%	\$53,186	6.1%	\$288,644	33.3%	\$198,864	23.0%	\$638,234	73.7%
7. Financial & Economic Assistance	\$316,687	8.3%	\$275,231	7.2%	\$1,266,750	33.3%	\$1,180,130	31.1%	\$3,302,768	86.9%
Total	\$1,939,696	8.3%	\$1,934,012	8.3%	\$7,758,784	33.3%	\$7,915,493	34.0%	\$23,208,140	99.7%

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 6/26/17		Information-Discussion	
Agenda Item No. 8		Direction to Staff	
Department: Human Services	x	Approval-Denial	
Subject: Review/Approval of the 2018 Personnel		Requires Recommendation to:	
Requests – Diane Cable		County Board	
		Other:	
		Form:	Ordinance
			Resolution
			Report
			Other Action:

At this time we will review/discuss/approve the needs for DHS 2018 personnel requests.

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 6/26/17		Information-Discussion	
Agenda Item No. 9		Direction to Staff	
Department: Human Services	x	Approval-Denial	
Subject: Review/Approval of the 2018 Program		Requires Recommendation to:	
Prioritization list – Diane Cable		County Board	
		Other:	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

Enclosed please find the 2018 Program Prioritization list for your review and approval.

**Department of Human Services
Program Prioritization List 2018**

DHS Priority

Program Description

1

Community Care & Treatment of Children who are abused or neglected including Alternate Care licensing

Child Protective Services (CPS) is a specialized field of the Child Welfare System. CPS intervention is warranted whenever there is a report that a child may be unsafe, abused or neglected, or be at risk of abuse or neglect. The purpose of the CPS system is to identify and improve family conditions that make children unsafe or place them at risk for abuse or neglect.

2

Treatment of Adults & Children with Mental Illness

Case management and treatment programs serving both adults and children with a primary diagnosis of mental illness aimed at reducing symptoms and maximizing community, educational and vocational participation. Includes: CSP, CST Program, Medication Management, Crisis Mental Health, Mental Health Court, Intensive Case Management.

3

Community Care & Treatment of Children who are Developmentally Disabled (DD) or Developmentally Delayed

This program area includes case management and direct services to children who are developmentally disabled or developmentally delayed. Services include the Birth to Three Program, the Family Support Program, and Children's Long Term Support Medical Assistance Waivers.

4

Residential & Community Care & Treatment of Youth Offenders

Mandated services for youth offenders as defined under the Juvenile Justice Code (Chapter 938). The legislative intent is to promote a juvenile justice system capable of dealing with the problem of juvenile delinquency, a system which will protect the community, impose accountability for violations of law and equip juvenile offenders with the needed competencies to live responsibly and productively in the community.

This program area provides a continuum of services to youth and their families, ranging from informal case management interventions to commitment to the Wisconsin Department of Corrections (DOC). Social Work interventions are at the core of this work, simultaneously ensuring community safety, and accountability and rehabilitation for youth & their families. The youth served within this program area are experiencing critical bio-psycho-social developmental phases requiring individualized assessment, case planning and dispositional interventions with a variety of community based service options.

The Coordinated Services Team Programs are intensive community based interventions available to youth and families experiencing delinquency episodes when more traditional case management interventions have not yielded productive outcomes.

5 Community Care & Treatment of Adults & Children with Alcohol and Other Drug Abuse Problems

This program provides information and referral, education, prevention, assessment, early intervention and treatment services for adults, youth and families where there is a primary alcohol and other drug abuse (AODA) problem. The program consists of three areas of focus: AODA Case Management, Adult Drug Court, and AIM Court.

6 Protection of Vulnerable Adults who are at Risk for Abuse, Neglect or Exploitation including certification of Adult Family Homes

Under the scope of Wisconsin Statutes Chapter 55 (Protective Services System) and Wisconsin Statutes Chapter 46.90 (Elder Abuse Reporting System), DHS is the lead agency for Adult Protective Services in Eau Claire County. This includes our designation as the county's "Adult At Risk" agency. In this program area we provide services to ensure the protection of vulnerable populations, enabling them to live in the least restrictive setting consistent with their needs.

7 Financial & Economic Assistance , Fraud Investigation & Recovery, Resource Development & Certification

The Economic Support Unit provides eligible Great Rivers Income Maintenance Consortium residents (Barron, Burnett, Chippewa, Douglas, Dunn, Eau Claire, Pierce, Polk, St. Croix, Washburn) access to health care, food, childcare, and home energy and heating resources through public programs including Medical Assistance (including BadgerCare Plus, Family Planning Waiver, Community Waiver, Institutional, and Medicare Beneficiary Programs) Food Share (SNAP) and Wisconsin Home Energy Program.

Will be Reviewed & approved at the June 26, 2017 Human Services Board meeting.

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 6/26/17	x	Information-Discussion		
Agenda Item No. 10		Direction to Staff		
Department: Human Services		Approval-Denial		
Subject: Discussion RE: Vacant DHS Board		Requires Recommendation to:		
Citizen member – Diane and Colleen		County Board		
		Other:		
		Form:		Ordinance
				Resolution
				Report
		Other Action:		

We received a resignation notice from Rick Kayser stating he has resigned his position on the HS Board effective May 22, 2017.

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 6/26/17	x	Information-Discussion	
Agenda Item No. 11		Direction to Staff	
Department: Human Services		Approval-Denial	
Subject: Director's Report – Diane Cable		Requires Recommendation to:	
		County Board	
		Other:	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

Director's Report – Diane Cable

- Agency wide unit updates
- Update on the State Budget
- Update on the Dept of Human Services Public Listening Session
- Update on the Integration of Children's Court Services

EAU CLAIRE COUNTY HUMAN SERVICES
Department Report
June 2017

DIRECTOR'S REPORT – Diane Cable

Hello. At our June All Agency meeting we had a presentation from retired Wisconsin Rapids Police Chief on “Speak Your Peace”. The purpose of the Speak Your Peace Civility Project is to urge communication to be in a more respectful and effective way. This project began in the Duluth and Superior area. It is not a campaign to end disagreements, but began as a campaign to improve public discourse by simply reminding the importance of the very basic principles of respect. The presentation was well received and prompted good discussion. This is part of our initial work to create our agency as a Trauma Informed organization.

Human Services held a Public Listening session at the LE Philips Memorial Library. Those who attended provided good input and discussion regarding needs for the community. Identified issues included: mental health and substance abuse service needs, crisis response services, transportation, and housing. The department plans to continue to hold Public Listening Sessions throughout the Community.

On the same day of the All Agency, our new Behavioral Health Services Administrator, Jeff Wright started. Jeff will oversee the Behavioral Health Services Area, working with the managers to enhance our mental health and substance abuse services. We welcome Jeff to the agency!

BEHAVIORAL HEALTH SERVICES –

Jeff Wright, Nancy Shilts, Bill Stein, Melissa Ives

Community Support Program, CSP – Nancy Shilts

Community Support Program, CSP, continues to provide centralized service delivery to Eau Claire County participants. CSP staff Collaborate with numerous service providers’ such as nurses, support staff, psychiatrist, case managers as well as community providers. Currently CSP is admitting 3 individuals for services. The CSP AODA Case Manager, Craig Olson, has accepted an AODA CCS position in the Department. CSP social worker Leigh Ann Olson will be leaving her position to relocate. Both Craig and Leigh Ann will be great missed by their teammates and clients.

Adult Protective Services, APS- Nancy Shilts

Adult Protective Services, APS, continues to be actively pursuing guardianships and protective placements as well as investigations of abuse and neglect. During the past month there has been continued on going requests for guardianship and protective placements. The APS team continues to collaborate with other agencies regarding significant hoarding situations in the

community. APS has made joint visits with public health and the ADRC to assess individuals for services. During the past 30 days there have been 7 requests for guardianships and protective placements. 14 investigations or follow up regarding situations regarding vulnerable adults or elder abuse.

Crisis Services- Nancy Shilts

During the past month there have been 32 detentions, 21 dismissals, 3 settlement agreements, 5 that went through probable cause and the individuals are on 6 month civil commitments, 2 waiting for probable cause hearing and 1 mental health detention converted to an emergency guardianship and protective placement which was later dropped. Crisis Services continues to manage 38 civil commitments, including the 5 established in the past 30 days. The Crisis team also continues to assist the Crisis Coordinator by providing linkage and follow-up to Eau Claire County residents who have had contact with NorthWest Connections as well as providing mobile back up for crisis calls when the Crisis Coordinator is unavailable during the work day. Crisis Services welcomed a new team member on June 1, 2017, Marissa Wulterkens. Marissa is a UWEC graduate.

Comprehensive Community Services (CCS) - Bill Stein

Referrals YTD	Enrolled/Pending YTD	Discharge	Current Census	Total Referrals since program inception
126	44/51	4	78	219

Treatment Courts Update - Melissa Ives

New Phase Structure

Next month the treatment courts will implement a new 5-phase program structure. The new phases provide for greater consistency among the four courts and align closely to recommendations from the National Drug Court Institute. Under the new structure, minimum length of time to reach program completion generally will be 13 months (with the potential to reduce this requirement to 12 months for outstanding performance). The new structure provides more reasonable and relevant benchmarks for advancement through the program to enhance participant motivation and overall success.

Build Eau Claire

A group of middle school and high school students, along with adult leaders, spent the week of June 12-16 at the Rick House in conjunction with "Build Eau Claire," a local mission trip targeted toward helping individuals with backgrounds of incarceration, homelessness and addiction. The volunteers provided labor and materials at no cost to the county; projects included re-roofing and painting the storage garage/shed, landscaping the yard and building

shelves in the downstairs storage room. The Rick House is a four-bed home owned by Eau Claire County that provides transitional (short-term) housing to women in the treatment courts who otherwise would not have a safe and sober place to stay.

Drug Court Case Manager

A revised TAP (Treatment Alternative Program) Grant budget has been submitted to the state Department of Health Services by the Lutheran Social Services (LSS) to move forward with the selection of a Drug Court Case Manager to support capacity in that court, as well as the reallocation of unspent funds for other treatment needs. The case manager position has been vacant since September, and a decision was made to switch the contract to LSS for this position due to difficulty recruiting appropriate candidates through the prior provider. LSS holds the TAP contract with the state on behalf of Eau Claire County due to licensing requirements.

FAMILY SERVICES

Terri Bohl, Carol Pulkrabek, Tasha Alexander, Kerry Swoboda

Programming

In 2011, Eau Claire County and Chippewa County began a joint foster care initiative. This initiative included the recruitment, training, licensing, re-licensing, matching and support of foster homes in the Eau Claire and Chippewa Falls communities. Due to the increased demand for foster placements in both Eau Claire and Chippewa County, it was determined that this joint initiative is no longer able to meet the placement needs of both counties. As of August 1, 2017, Chippewa County Department of Human Services will resume all licensing and foster care activities for families residing in Chippewa County. Jody Waletzki served as the licensing worker for Chippewa County during this contract period. She will resume part-time licensing responsibilities for Eau Claire County following the termination of this contract with Chippewa County.

The Department also established a contract on June 1, 2017, with New Visions Treatment Foster Homes to conduct SAFE home studies as part of the licensing process to assist in licensing more general foster homes. The additional staff and support will assist the Department in more effectively meeting the placement needs in the community.

Personnel

CPS Initial Assessment

Hannah Larson has accepted a position in CPS Initial Assessment, formerly held by Jenny Blaeser. Hannah is scheduled to start on July 3, 2017. Once Hannah joins our team, we will be fully staffed for the first time in 15 months!

Ongoing Child Protective Services

There were no personnel changes in Ongoing CPS over the last month.

Youth Services

Emily Durch started on the YS team on June 5th. Two (2) of our seasoned workers are mentoring Emily as she learns her job; Emily has been a nice addition to the team. The YS team continues to have one (1) vacant position. Recruitment for the position closed on the 19th and interviews with approximately 9 applicants are scheduled over the next two (2) weeks.

Integrated Services (CLTS, B-3, Alternate Care & CST) Jody Waletzki will resume foster care licensing as a .5 position for Eau Claire County.

Serving

CPS Initial Assessment

Month	Access Reports	Screened In	Screened Out
January			
February			
March	97	34	63
April	134	36	98
May	104	34	

Of the 34 screened in reports, 12 reports were identified as a same day response due to the identification of present danger to the children. For the past 1.5 years, the number of same day reports per month has never been greater than 7 reports. After review of the cases screened in with a same day response, the following is the breakdown of the primary concern:

- 1 – mental health of child and parent
- 1 – sexual abuse
- 4 – drug use
- 5 – physical abuse
- 2 – neglect (non drug related)

Ongoing Child Protective Services

Families/Children open for services	Children in Alternate Care
97/184	75

AODA struggles continue to be the main case planning component in Ongoing CPS cases.

Youth Services

Families/Youth open for services	Youth in Alternate Care
115/143	35

The Department continues to have 3 youth committed to the Department of Corrections with 1 placed at Mendota Mental Health Treatment Facility, 1 at Copper Lake School for Girls and 1 with his mother in the community through the Corrective Sanctions Program.

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

CLTS

Children’s Long Term Support (CLTS) and Children’s Community Options Program (CCOP) are currently serving 152 families. There are approximately 23 children found eligible for services and on the formal waitlist. Currently nine (9) children are in the screening process to

receive an eligibility determination to be placed on the waitlist, and three (3) children are waiting to be screened. Two (2) children were moved off the waitlist and will start receiving waiver services.

Alternate Care (Kinship and Foster Care)

Alternate Care continues to experience challenges in meeting the number of children needing alternate placement. As of April 2017, there are 91 children in county foster homes, 19 in treatment foster homes, three (3) in group homes, and 21 in Residential Care Centers. There are currently 95 children open for Kinship Care; 37 are court ordered and 58 are voluntary. There are currently two (2) children on the waitlist for voluntary Kinship Care.

Coordinated Service Team Program

Coordinated Services Team Program is currently serving 21 teams; 48 youth. The average age of youth being served is 9.5. CST currently has six (6) families on the waitlist. The two social workers in the Coordinated Services Team Program also facilitate Family Group Decision Making (FGDM). FGDM is a teaming process that brings families together to make decisions pertaining to the care of their children, who are often in alternate placements; develop strategies to work more effectively with the Department; and to empower family members to take a more active role in the plan for services for their family. There have been five (5) FGDM meetings facilitated since May 2017. The length of time to coordinate, facilitate, and follow-up to adequately meet the needs of the families depend on the plans developed during the FGDM meetings.

Birth to Three Program

The Birth to Three Program continues to receive approximately 30-40 referrals per month to be evaluated for services. In May 2017, the Department received 27 referrals and 19 referrals were received as of June 21, 2017.

FISCAL SERVICES- Vickie Gardner

Effective 6/19/17, we hired an internal candidate, Chris Brunner, from the Department of Finance for the Fiscal Associated II position. One of his responsibilities included the billing of juvenile detention fees for Children's Court Services. With the integration of Children's Court Services into DHS underway, it was decided that DHS Fiscal absorb this responsibility. Training is currently underway to transition this responsibility to our Accounts Receivable staff and begin training Chris on his new Accounts Payable duties within the Fiscal Unit.

On Thursday, June 15th, we received a letter of resignation from one of our Accountants whose role included Avatar project management and financial reporting. Prior to re-filling this position, this role within the Fiscal Unit will be re-evaluated.

With the help of the Organizational Services staff, we completed our 2016 CORE reporting to the State, meeting the required deadline.

Unit priorities continue to include

- Locating temporary help while evaluating the Accountant position
- Currently working with Auditors on year-end inquiries and requests
- Training the Fiscal Associate III on CCS billing responsibilities and Fiscal Associate II positions on Accounts Receivable/Accounts Payable duties and responsibilities
- Continuing 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. – On Hold
- Working towards implementing transfer of Petty cash incentive requests to employee's monthly mileage request forms – Currently working on updating both the Petty Cash and Mileage forms to capture future changes
- Beginning to prep for the 2018 Budget

ORGANIZATIONAL SUPPORT SERVICES-Sue Schleppenbach

The office support unit has been working on updating the mileage procedures and is working with Fiscal staff to redo some parts of the fillable online mileage form that staff complete for mileage reimbursement. We are also working with Fiscal to develop procedures for credit card purchases requested by staff and supervisors.

We continue to add CCS information to our County website for the public. Currently we are working to have the CCS referral form available to the public online. We are also working with Tom Wirth in making available the Relias Training Program to DHS staff.

ECONOMIC SUPPORT UNIT (ESU) –

Linda Struck, Jane Olson, Kathy Welke, Jen Dahl

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 (HC), 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. Currently the Eau Claire ESU has no vacancies and one staff in new worker training.

May 2017 Recipient Data for FoodShare (FS)-HealthCare (HC) & Child Care Households

	Adults (HC-FS)	Children (HC-FS)	Total (HC-FS)	With FoodShare	Without Foodshare	Child Care Assistance Households
Eau Claire County	10,745	7,723	18,468	10,041	8,900	522
Great Rivers	49,116	37,895	87,011	45,340	41,671	1,638

Additional GRC Stats:

- 3,409 applications were processed (April Data)
- 13,742 calls were received in our call center (April Data)
- Average Speed of answer was 1.73 minutes (April Data)
- \$4,620,765 (GRC) \$1,044,671 (Eau Claire) were issued in Food Share benefits in March
- \$207,677 (GRC) \$40,301 (Eau Claire) in overpayments were established in May

Comments from DHS Public Listening Session – 5/30/17

Needs	Ideas for Action
Transportation	Within City & Rural
Basic Needs	Grow partnerships to foster solutions; Court collaboration
Psychiatry (esp. Children)	Recruitment of psychiatrists; comprehensive MH program; Develop Regional Center for Psychiatry by providing hiring incentives Maintain both psychiatry units in EC – Don't let SHH close their psychiatry unit
Lack of Providers	
Connection of MH/AODA to crime	Collaboration of resources including professionals
Effective Interface w/law enf & DHS to prospectively connect as relates to crisis	Develop small working groups to debrief- to review actions (+ / -) Communication is the key, multiple silos to breakdown/de-compress Mission statement doesn't address crisis – DHS may not be designed to do this and need more resources for crisis.
Housing – homeless children/family stability	Create open communication as this is a community issue. Use ALICE report developed by United Way Connection to economic partners Connect with Poverty Summit; Economic impact & mental health Be aware of other community groups and fit together for more action and move to change
What's available at the dept?	Report positive PR articles; develop better relationship with media/incl. social media; Continue meeting like this on a quarterly basis incl. other areas of the county; invite others to the table

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 6/26/17	x	Information-Discussion	
Agenda Item No. 12		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 Human Services Dept.

Eau Claire County Department of Human Services
 Recruitment Status - 6/26/17

Position Title	Unit	Status	Reason
Social Worker	CSP	Position Review	Rec'd resignation
Accountant	Fiscal	Position Review	Rec'd resignation
Administrative Specialist I	Org. Services	Position Review	Rec'd resignation
AODA Case Manager	CSP	Recruitment meeting	Transfer to CCS
Social Worker	FSU - YS	Interviews scheduled - 17-00052	Rec'd resignation

New for 2017 in Budget

Economic Support Specialist	ESS	On hold	New for 2017
Family Services Administrator	FSU	Continuous	New for 2017
Social Worker Manager	Behavioral Health	Continuous	New for 2017

New for 2017 (not in Budget)*

CCS Service Facilitators (1)	Behavioral Health	Scheduled Interviews	New for 2017
CCS Mental Health Professional (1)	Behavioral Health	Scheduled Interviews	New for 2017

*Unanimously approved by the HS Board on 3/27/17, CoHR & Co. Bd on 4/18