

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, November 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. Call to Order by Colleen Bates, Chair
2. Approval of the November 27, 2017 meeting agenda Pg 3
3. Review/Approval of October 23, 2017 Human Services Board meeting minutes – Jackie Krumenauer
Pg 4-6
4. Public Input Pg 7
5. Annual Birth to Three Presentation – Kerry Swoboda, SW Manager Pgs 8-14
6. Update/Discussion on Transition in the Treatment Courts Program Pg 15
7. Approval/Accept/Denial of September 2017 Financial Statements including Alternate Care report - Vickie Gardner, Fiscal Services Manager Pgs 16-21
8. Director's Report – Diane Cable Pgs 22-29
 - Department Updates
 - Youth Services Innovation grant
 - Living Wage Ordinance Updates
 - Fostering Future Learning Opportunities
9. Personnel Update – Jackie Krumenauer Pgs 30-31
10. Adjourn

2017 Meetings:

Dec 18

2018 Meetings:

Jan 22, Feb 26, Mar 26, April 23, May 21, June 25, July 23, Aug 27, Sept 17, Oct 22, Nov 26

Dec 17

(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: 11/27/17		Information-Discussion	
Agenda Item No. 2		Direction to Staff	
Department: Human Services	x	Approval-Denial	
Subject: Approval of Agenda		Requires Recommendation to:	
		County Board	
		Other:	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

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

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 11/27/17		Information-Discussion	
Agenda Item No. 3		Direction to Staff	
Department: Human Services	x	Approval-Denial	
Subject: Approval of October 23, 2017 meeting		Requires Recommendation to:	
Minutes – Jackie Krumenauer		County Board	
		Other:	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

Enclosed please find meeting minutes dated October 23 for your review and approval.

MINUTES OF THE HUMAN SERVICES BOARD MEETING

October 23, 2017

Room 2064

5 p.m.

PRESENT: Colleen Bates, Dianne Robertson, David Mortimer
Paul Maulucci, Mark Olson, Gabriel Schlieve, Sandra McKinney

EXCUSED: Kim Cronk, Lorraine Henning, Nick Smiar

STAFF: Diane Cable, Tom Wirth, Kerry Swoboda, Nancy Kadlac, Jackie Krumenauer

VISITORS: Lauri Malnory; Halvorson Family

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

Approval of the October 23, 2017 Meeting agenda & addendum – Paul Maulucci made a motion to approve today’s agenda. Second by Dianne Robertson. The motion carried unanimously and today’s agenda was approved.

Approval of the September 18, 2017 Meeting Minutes - Dianne Robertson made a motion to approve the meeting minutes from September 18, 2017. Second by Mark Olson. The motion carried unanimously and the meeting minutes 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 Mark Olson to close the public input session. Second by Dianne Robertson. The motion carried unanimously and the public input session was closed.

Presentation on Children’s Community Options Program – Kerry Swoboda, Social Work Supervisor was present at the meeting to give an annual program update. She also introduced Nancy Kadlec, SW and Lauri Malnory, Chair of the CCOP Advisory Committee. The Halvorson family shared information about the benefits of CCOP and impact on their family.

Approval/Accept/Denial of August 2017 Financial Reports – Diane reviewed the financial reports for August.

Paul Maulucci made a motion to accept the August 2017 financial reports as presented. Second by Sandra McKinney. The motion carried unanimously.

David Mortimer arrived at 6:02 p.m.

Director's Report – Diane Cable

- Department Updates – Monthly unit report included in the board packet.
- Discussion regarding Child Protective Services and Youth Services on-call after hours services – We are working with HR Dept on compensation for on-call after hours services.
- Living Wage Ordinance updates – No new updates and all providers are compiling with the LWO. If you have any questions, please let Tom or Diane know.
- Information re: Speakers' Task Force on Foster Care – Diane shared information from Speaker Vos regarding Foster Care listening sessions happening throughout the state. More information to be shared at a future meeting.
- 2018 Presentations to Human Services Board – Please let Diane know of any program areas you may wish to learn more about at DHS. Some changes to oversight by judges with treatment courts is coming in 2018.

Personnel update by Jackie.

Dianne Robertson made a motion to adjourn the meeting. Second by Mark Olson. The meeting adjourned at 6:35 p.m.

The next Human Services Board meeting is scheduled for be **Monday, November 27, 2017 at 5 p.m. in Room 2064.**

Jackie Krumenauer, Committee Clerk

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 11/27/17	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:	

We will receive input from the public at this time.


REPORT TO THE HUMAN SERVICES BOARD

Action Required

<i>Meeting Date:</i> 11/27/17	x	Information-Discussion		
<i>Agenda Item No.</i> 5		Direction to Staff		
<i>Department:</i> Human Services		Approval-Denial		
<i>Subject:</i> Annual Birth to Three Presentation -		Requires Recommendation to:		
Kerry Swoboda, SW Manager		County Board		
		Other:		
		Form:	<input type="checkbox"/>	Ordinance
			<input type="checkbox"/>	Resolution
			<input type="checkbox"/>	Report
		Other Action:		

Kerry will be at the meeting to present program accomplishments this year, challenges and future goals for the Birth to Three Program. We welcome your questions about the program at this time.

BIRTH TO THREE PROGRAM
HUMAN SERVICES BOARD
NOVEMBER 27, 2017



The logo for the Birth to 3 program features a stylized lowercase 'b' inside a circle, with the words 'BIRTH TO 3' written vertically in a bold, sans-serif font to the left of the circle.

BIRTH TO THREE PROGRAM

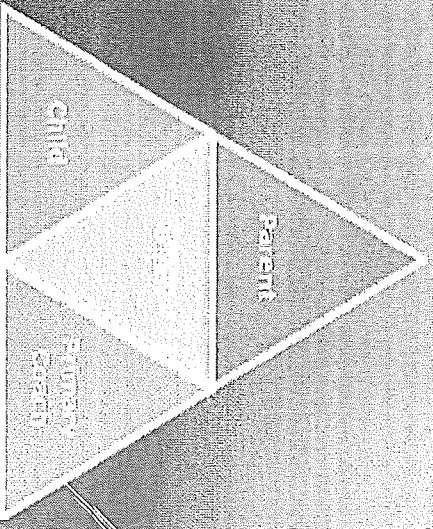
Wisconsin's early intervention program for infants and toddlers with developmental delays and disabilities and their families

Part C of the Americans with Disabilities Education Act (IDEA)

GUIDING PRINCIPLES

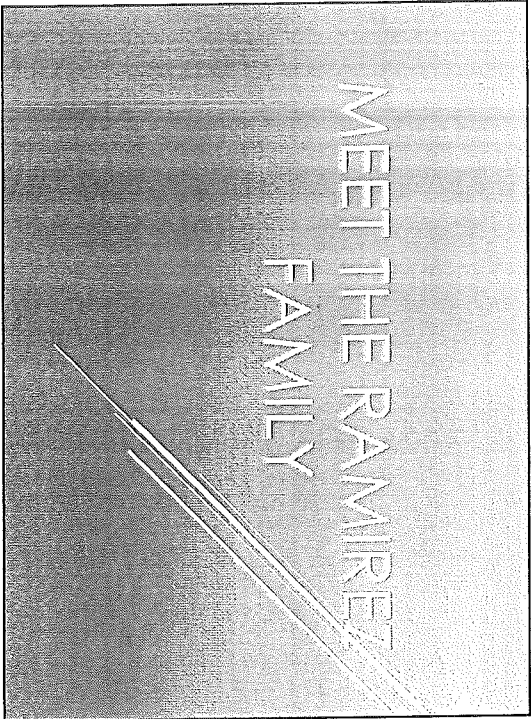
- ▶ View as child first
- ▶ Child's greatest resource is family
- ▶ Parents are partners
- ▶ Family supported by community
- ▶ Professionals and parents as a team
- ▶ Collaborative, comprehensive services
- ▶ Early intervention enhances the development of children

PRIMARY COACHING MODEL



The Primary Coaching Model is represented by a large triangle divided into three smaller triangles. The top triangle is labeled 'Parent', the bottom-left triangle is labeled 'Child', and the bottom-right triangle is labeled 'Primary Coach'. The three triangles meet at a central point, forming a smaller, shaded triangle in the middle.

MEET THE RAMIREZ FAMILY



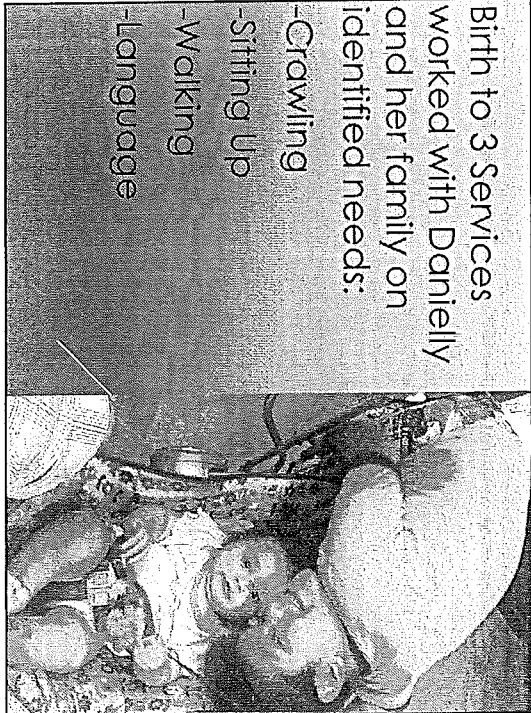
Danielly received Birth-3 Services from Dunn, Taylor and Eau Claire Counties.

Family utilized Interpreter Services



Birth to 3 Services worked with Danielly and her family on identified needs:

- Crawling
- Sitting Up
- Walking
- Language



Danielly made progress in the Birth to Three Program.

- She exited Birth to Three and transitioned to Head Start.



Here is Danielly
today...
She is a
preschooler in
Head Start
and is doing
well!



Birth to 3 Program Mission

The Birth to 3 Program is committed to serving children under the age of 3 with developmental delays and disabilities and their families. We value the family's primary relationship with their child and work in partnership with the family. We work to enhance the child's development and support the family's knowledge, skills and abilities as they interact with and raise their child.



Birth to 3 Program Guiding Principles

- Children's optimal development depends on their being viewed first as children and second as children with a disability.
- Children's greatest resource is their family.
- Parents are partners in any activity that services their children.
- Just as children are best supported within the context of the family, the family is best supported within the context of the community.
- Professionals are most effective when they can work as a team member with parents and others.
- Collaboration is the best way to provide comprehensive services.
- Early intervention enhances the development of children.

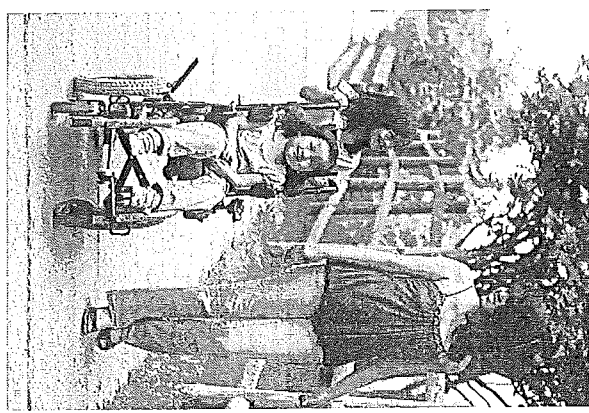
Where are programs located?

The Birth to 3 Program is available in every county in Wisconsin. Each county has a designated agency that is responsible for providing Birth to 3 Program services.

To find out the contact information for the Birth to 3 Program in your county, call:

Wisconsin First Step
1-800-642-STEP or visit

www.dhs.wisconsin.gov/birthto3/index.htm



Wisconsin
Department of Health Services

BIRTH TO 3 PROGRAM

1 West Wilson Street • P.O. Box 7851

Madison, WI 53707-7851

www.dhs.wisconsin.gov/birthto3/index.htm



P-23163 (12/2014)



FAMILIES
ARE THE

FOUNDATION

EARLY INTERVENTION PROGRAM

WISCONSIN'S BIRTH TO 3 PROGRAM



BIRTH TO 3

Families are the Foundation



What is the Birth to 3 Program?

The Birth to 3 Program is Wisconsin's early intervention program for infants and toddlers with developmental delays or disabilities and their families. A federal law, the Individuals with Disabilities Education Act (IDEA), provides a framework for a comprehensive program for coordinating developmental, health and social services within the family's community. The Wisconsin Department of Health Services (DHS) oversees the Birth to 3 Program in Wisconsin.

How are families' rights protected?

- Parents provide written consent for evaluations, assessments and services.
- Records are kept confidential.
- Parents may review their child's records and request changes or corrections.
- Parents have the right to disagree with decisions regarding their child's eligibility or the provision of appropriate services to their child and family.
- Participation is voluntary.

Who is eligible to receive Birth to 3 Program services?

The Birth to 3 Program is for children ages birth to 36 months. Eligibility is based on a diagnosed disability or developmental delay of 25 percent in one or more areas of development determined through an evaluation.



The Birth to 3 program team will evaluate 5 areas of development.

- **Cognitive development:** how your child learns
- **Physical/motor development:** how your child moves, sees and hears
- **Speech and language development:** how your child communicates and understand other's communication
- **Social and Emotional development:** how your child respond, relates and plays with others
- **Adaptive development:** how your child eats, dresses and cares for his/her daily living needs.

When a child is eligible for the program, the service coordinator will work with the family to ensure services and supports are in place to meet the outcomes identified by the family. An Individualized Family Service Plan (IFSP) is developed with the family to direct services.

How does the Birth to 3 Program support children and families?

The Birth to 3 Program provides support to parents and caregivers in identifying and building upon their child's participation in everyday routines and activities unique to that particular family.

The Birth to 3 Program's practices are supported by research. These practices are commonly referred to as evidence-based practices. There are three important components of the Birth to 3 Program evidence-based practices. The 3 components of Birth to 3 Program practices meet the requirement of the Part C of the IDEA law.

- **Natural Learning Environment Practices:** Use of your family's everyday activities and your child's interests; Services are provided in the child's natural environment, including home, child care and other settings.
- **Coaching as an Interaction Style:** An adult learning strategy that promotes the parents' or caregivers' confidence and competence in supporting a child's learning and development.
- **Primary Coach Approach to Teaming:** All families and children are supported by a early interventionists (EI) team. One member of the EI team, with the support of whole EI team, acts as the primary coach to parents and other primary caregivers.

REPORT TO THE HUMAN SERVICES BOARD

Action Required

<i>Meeting Date:</i> 11/27/17	x	Information-Discussion		
<i>Agenda Item No.</i> 6		Direction to Staff		
<i>Department:</i> Human Services		Approval-Denial		
<i>Subject:</i> Update/Discussion on transition in the		Requires Recommendation to:		
Treatment Courts Program		County Board		
		Other:		
		Form:		Ordinance
				Resolution
				Report
		Other Action:		

Treatment Courts program update.

REPORT TO THE HUMAN SERVICES BOARD

Action Required

<i>Meeting Date:</i> 11/27/17	x	Information-Discussion		
<i>Agenda Item No.</i> 7		Direction to Staff		
<i>Department:</i> Human Services	x	Approval-Denial		
<i>Subject:</i> Approval/Accept/Denial of Sept		Requires Recommendation to:		
2017 Financial Statements including Alternate		County Board		
Care report – Vickie Gardner		Other:		
		Form:	<input type="checkbox"/>	Ordinance
			<input type="checkbox"/>	Resolution
			<input type="checkbox"/>	Report
			Other Action:	

Enclosed please find the financial statements and alternate care reports for your review & approval.

Eau Claire County
DHS Board Meeting
Held on 11/27/17

September 2017 Financial Overview

Contributing factors which could favorably impact financial outcomes:

- Ramping up of CCS MA Revenue
- 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 increased by **(17%)**
 - Northern/Southern Centers **(18%)**
 - Winnebago/Mendota clients increased by **(55%)**

**DHS Alternate Care
For Period Ending 09/30/2017**

Foster Care/Residential Care Centers/Group Homes									
	<u>2016</u>			<u>2017</u>			<u>% of Increase/Decrease Year over</u>		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	<u>Year</u>		
							Number of New Placements	Clients	Amount
September	24	138	\$ 316,166	9	127	\$ 364,554	-167%	-9%	13%
Year to Date	123	226	\$ 2,974,999	247	241	\$ 3,597,590	50%	6%	17%

Corrections									
	<u>2016</u>			<u>2017</u>			<u>% of Increase/Decrease Year over</u>		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	<u>Year</u>		
							Number of New Placements	Clients	Amount
Lincoln Hills/Copper Lake	0	5	\$ 26,280	0	1	\$ 28,528	0%	-400%	8%
180-Day Program	0	0	\$ -	0	1	\$ 9,000	0%	100%	100%
Correction Totals	0	5	\$ 26,280	0	2	\$ 37,528	0%	-150%	30%
Year to Date	2	8	\$ 329,302	3	7	\$ 232,023	0%	-14%	-42%

Northern/Southern Centers									
	<u>2016</u>			<u>2017</u>			<u>% of Increase/Decrease Year over</u>		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	<u>Year</u>		
							Number of New Placements	Clients	Amount
September	0	1	\$ 14,735	0	1	\$ 16,403	0%	0%	10%
Year to Date	1	1	\$ 88,732	1	2	\$ 107,750	0%	50%	18%

Winnebago/Mendota									
	<u>2016</u>			<u>2017</u>			<u>% of Increase/Decrease Year over</u>		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	<u>Year</u>		
							Number of New Placements	Clients	Amount
September	4	5	\$ 73,835	5	7	\$ 123,735	20%	29%	40%
Year to Date	33	34	\$ 390,495	39	41	\$ 859,624	15%	17%	55%

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

Expense	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Overhead	405,741	408,761	(3,020)
Personnel	8,834,296	8,130,667	703,629
Services & Supplies	216,468	326,911	(110,443)
Purchased Services	7,813,259	10,102,085	(2,288,825)
BCA Payback	854,891	854,891	-
Juvenile Corrections	187,500	167,873	19,627
Total	18,312,155	19,991,187	(1,679,033)

Revenue	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Tax Levy	5,923,154	5,923,154	-
State/Federal	9,228,413	9,824,945	596,533
Medical Assistance	2,285,891	1,814,203	(471,689)
Energy Assistance	126,975	156,010	29,035
IDP	82,500	66,039	(16,462)
Charges & Fees	290,461	372,836	82,375
Other	374,762	425,094	50,333
Total	18,312,155	18,582,280	270,126
Grand Total			(1,408,907)
Less CCS			\$972,139
Excess (Deficiency) of Revenue over Expenditures			(436,768.30)

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

Expense	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Personnel	\$551,702	\$774,383	(\$222,681)
Services & Supplies	\$34,918	\$67,665	(\$32,748)
Purchased Services	\$485,768	\$803,525	(\$317,757)
Total	\$1,072,388	\$1,645,574	(\$573,186)
Revenue			
Medical Assistance	\$1,407,230	1,008,277.75	(\$398,953)
Total	\$1,407,230	\$1,008,278	(\$398,953)
Excess (Deficiency) of Revenue over Expenditures			(\$972,139)

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

Program	Monthly		YTD		Year End	
	Budgeted	Actual	Budgeted	Actual	Annualized	%
1. Community Care & Treatment of Children who are Abused or Neglected	\$415,067	\$577,322	\$3,735,599	\$5,308,808	\$7,078,410.6	142.1%
2. Community Care & Treatment of Adults & Children with Mental Illness	\$648,509	\$637,890	\$5,836,583	\$7,062,346	\$9,416,460.7	121.0%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$179,054	\$70,156	\$1,611,487	\$874,735	\$1,166,313.8	54.3%
4. Community Care and Treatment of Youth Offenders	\$237,183	\$235,765	\$2,134,643	\$2,198,529	\$2,931,372.2	103.0%
5. Alcohol & Other Drug Abuse	\$71,035	\$62,003	\$639,317	\$499,485	\$665,979.4	78.1%
6. Protection of Vulnerable Adults	\$72,161	\$45,717	\$649,448	\$498,354	\$664,471.8	76.7%
7. Financial & Economic Assistance	\$316,687	\$279,716	\$2,850,187	\$2,694,040	\$3,592,053.6	94.5%
Total	\$1,939,696	\$1,908,570	\$17,457,264	\$19,136,297	\$25,515,062	109.6%

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 11/27/17	x	Information-Discussion	
Agenda Item No. 8		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

- Department Updates (enclosed)
- Youth Services Innovation grant
- Living Wage Ordinance Updates
- Fostering Future Learning Opportunities

EAU CLAIRE COUNTY HUMAN SERVICES
Department Report

November 2017

DIRECTOR'S REPORT
Diane Cable

Hello. The needs of mental health and substance use issues continue to significantly impact children, families, and individuals. We are grateful to the Human Services Board, the County Board of Supervisors and our County Administrator for the support to continue to develop and enhance Behavioral Health Services within and across the Department: the development of outpatient mental health/AODA clinical services, expansion of the CCS program and enhancement of Crisis services. This allows us to focus on earlier intervention of services. The earlier we can connect individuals with resources/treatment/services guides and supports individuals to recovery/permanence/self-sufficiency/success. Thank you.

BEHAVIORAL HEALTH SERVICES DIVISION
Jeff Wright, Nancy Shilts, Bill Stein, Melissa Ives

The Behavioral Health Division continues to transform and grow. We held our first large meeting with our entire division and spent a large portion of time educating each other on the multitude of tasks and duties that are part of the many roles we hold in our separate programs. As a collective, this division has decades of experience in mental health and serving the community here in Eau Claire. We are proud of the work we do, but will continue to always look at ways we might improve, which is also a function of these larger divisional meetings.

Adult Protective Services (APS)

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 as well as collaborating with family care managed care organizations, IRIS, local hospitals and a variety of other community providers. During the past 30 days, there have been 8 petitions for guardianships and protective placements, 2 private guardianships with the Department completing comprehensive evaluations regarding Protective Placement, and 1 Emergency Protective Placement. During this same time period, there were 17 annual protective placements completed for Eau Claire County and 9 annual protective placements for Chippewa County. During this same time there were 6 adult protection investigations initiated.

Crisis Services

Crisis Services continue to manage on going civil commitments, including the 8 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.

Number of Emergency Detentions

October	Children	Adults
41	6	35

Outcome of Emergency Detention

Dismissed	Discharged after 72 hours	Referred to County of Residence	Settlement Agreement	Committed via stipulation	Committed	Placed on Director's Hold
13	14	8	1	2	3	4

During the month of October the Crisis Team followed up with 329 individuals who had contact with NorthWest Connections. NorthWest Connections mobile team and the Crisis Team provided 40 mobile assessment during the month of October.

Treatment Courts

The Treatment Courts Program has been inundated with referrals in recent months. Through the first three quarters of the year, the program had received 129 referrals.

Referrals /Outcomes

Jan-Sept - # of referrals	Admitted to TxCourt	Awaiting Admission	Accepted/but not admitted (due to prison sentence)	Denied Acceptance
129	29	4	4	92

The most common reasons for denials include the violent nature of current charges or past convictions, concerns about drug dealing, lack of diversion potential and non-residence.

The program is currently exploring options for training both internal and external staff in evidence-based treatment models to improve both capacity to provide these services to participants and to improve fidelity to those treatment models. The targeted trainings include:

- o Matrix Model for Criminal Justice Settings, which will provide a true intensive outpatient level of treatment, which the courts have been missing, and address criminal thinking in addition to substance dependence.
- o Trauma Recovery and Empowerment Model (TREM), which will enhance the provision of gender-specific trauma services to both men and women in the treatment courts. Due in part to the lack of trained male providers, this service has not been available to men in the program in recent years. Effectively addressing trauma is critical to successfully treating substance dependence and other behavioral health conditions.

Community Support Program (CSP)

The CSP program is excited to welcome back Ron Hon as a manager on a temporary basis. Ron has a lot of history and experience in this program, and is helping to focus energy on our upcoming recertification. Recently there has been an uptick in referrals coming to CSP, so we continue to process and grow the program.

Comprehensive Community Services (CCS) Program Update

Demand for the CCS Program services remains strong. On average the CCS Program has continued to receive five to seven referrals per week. We are continuing to review processes for expediting growth, and bringing participants into the program. We have a very competent and professional team of Service Facilitators who are also well supported by our team of Mental Health Professionals, Substance Use Professionals, and Fiscal and Administrative support. We are very excited to bring new team members into the fold in 2018, which will enable the CCS program to support even more people in our community.

Referrals YTD (2017)	Current Enrollment	Enrolled YTD	Discharged	Pending Enrollment	Referrals since program inception
244	122	100	18	40	338

FAMILY SERVICES DIVISION

Tasha Alexander, Terri Bohl, Rob Fadness, Kerry Swoboda

Programming

Over the last couple of weeks, the Department has been working with Northwest Guidance and Counseling on hiring one full-time and two part-time positions for the Youth Resource Center funded through the Youth Justice Innovation Grant with DCF. The Department will be working with the Boys and Girls Club on this grant, which is where the resource center program will be housed. The Juvenile Justice Collaborating Counsel and other community partners will continue to be critical partners in moving the project forward.

There has been a continued focus at the Department to work towards centralizing all referrals to the Department by assigning this work to the Centralized Access Team. There are three workers in this work area that complete all initial intake interviews and receive referrals for Child Protective Services, Birth to Three, Children’s Long Term Support, Coordinated Services Team, Adult Protective Services, Chapter 51 Emergency Detentions (adult and youth), and Comprehensive Community Services. Aside from referrals for these specific program areas, Centralized Access also speaks with individuals and families inquiring about a number of different topic areas and community resources. We continue to work on ensuring we have a smooth referral process for community members and community stakeholders as the Department continues to see an increase in referrals in multiple program areas.

The Department will be contracting with Consumer Direct Wisconsin for respite and fiscal agent services previously provided by United Cerebral Palsy (UCP) in 2018. This change most significantly impacts families enrolled in the Children’s Long Term Support (CLTS) and Children’s Community Options Program (CCOP). Consumer Direct is beginning to connect with families to conduct intake meetings to ensure there is a seamless transition of services for 2018. The Department will continue working with UCP for non-contracted services they provide to meet the needs of families we serve.

Personnel

Centralized Access

There are three social workers on this team and there have been no personnel changes in the past month.

CPS Initial Assessment

There have been no personnel changes in CPS Initial Assessment in the past month. There are 6 FTE Social Worker on this team.

Ongoing Child Protective Services

There have been no personnel changes in Ongoing CPS. There are 9 FTE Social Workers in Ongoing CPS.

Youth Services

The Youth Services Team Manager, Carol Pulkrabek, resigned. Recruitment to fill the vacant position is underway.

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

There are 10 Social Workers on the team: Children's Long Term Support/Children Community Options Program (3.5), Birth to Three (.5 and .8), Alternate Care (2.5), Coordinated Services Team (2). A position will be changing in 2018 from .5 Birth to Three and .5 CLTS/CCOP to 1.0 CLTS to assist in eliminating the waitlist. The Department is in process of developing a contract to assist in serving referrals in Birth to Three.

Juvenile Court Intake & Detention

Currently recruiting for Juvenile Detention workers.

Serving

CPS Initial Assessment

In October, we have received the highest number of Access reports for the year. In general, the average number of reports and the quantity of screened in reports that are assigned to workers has continued to rise.

Month	Access Reports	Screened In	Screened Out
January			
February			
March	97	34	63
April	134	36	98
May	104	34	70
June	114	40	74
August	115	29	86
September	119	35	84
October	160	57	103

Ongoing Child Protective Services

Currently 66% of the families have a child in out of home care and 69% of the children open for CPS services are in out of home care. AODA struggles continue to be the main case planning component in

Ongoing CPS cases.

Families/Children open for services.	Families with Children in Alternate Care
102/193	67

Youth Services

34% of the children served in Youth Services are in an out of home placement.

Families/Youth open for services	Families with Youth in Alternate Care
121/150	51

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 136 families. As of November 21, 2017, there are 44 children found eligible for services and on the formal waitlist. Currently, eight children are in the screening process to receive an eligibility determination to be placed on the waitlist. Since September, four children have been taken off of the waitlist to receive waiver services. The Department believes that the change in Laurie Trapp's position to a 1.0 FTE in CLTS/CCOP will assist in meeting State requirements to eliminate the wait list for the CLTS Waiver Program in 2018.

Alternate Care (Kinship and Foster Care)

Alternate Care has continued to experience a high number of children in alternate care. As of August 2017, there were 93 children in county foster homes, 17 in treatment foster homes, 5 in group homes, and 19 in Residential Care Centers. There are currently 86 children open for Kinship Care. There are currently no children on the waitlist for voluntary Kinship Care.

Coordinated Service Team Program

As of October 2017, the Coordinated Services Team Program is serving 23 teams with 46 youth. There are currently no families on a wait list for CST services.

Birth to Three Program

The Birth to Three Program continues to receive approximately 20-30 referrals per month to be evaluated for services. In October 2017, the Department received 25 referrals.

Juvenile Court Intake & Detention

Data not available at time of report

**Fiscal Unit
Vickie Gardner**

The Fiscal Unit has completed Avatar training with our consultant, Joxel. This training has helped us determine process improvement areas. The remainder of the year will be spent implementing several of these changes for 2018.

Temporary Fiscal help continues to provide workload support and has helped with various projects including CCS support, reporting, form updates, etc.

Training continues for the Fiscal Associate III on CCS billing responsibilities and Fiscal Associate II positions on Accounts Receivable/Accounts Payable duties and responsibilities

We have met with several providers over the past couple of months and are in the process of preparing contracts for 2018.

The budget was approved at the County Board meeting on 11/7/17. Work has begun entering budget information and setting up new accounts in our Alio accounting software.

Continuing work with Netsmart (Avatar) and WAUG (users group) to determine a solution and/or workaround for our CORE demographic reporting requirements for 2017. Update – Based on current conversations it appears that our PPS information will have to be manually processed again this year.

Working with Family Services on the next steps for beginning AODA/MH demographic reporting for their respective area. This project had been delayed due to staffing issues, but will be resumed over the next month.

Qtr 1 Avatar update has taken place. We are currently in the process of updating our test site and will begin testing new billing processes determined from our training.

We have provided the Finance Dept. our revenue mapping from Alio to Open Gov (the public reporting system).

ORGANIZATIONAL SUPPORT SERVICES

Sue Schleppenbach

It took a little longer than expected to “pilot” our process for scanning client files in Avatar; however, we wanted to make sure our process worked for the end user. Our goal is to begin scanning CCS files into Avatar sometime in December.

The Office Support group is reviewing tasks assigned to the group and working with Management to ensure that the tasks being completed are in line with the needs of the department. We are also currently working to fill a vacancy at our reception desk on first floor.

ECONOMIC SUPPORT SERVICES DIVISION

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 GRC has five vacancies, two of which are in Eau Claire County.

	HC-FS Caseloads	Child Care Caseloads
Eau Claire County	11,858	514
Great Rivers	53,919	1604

Additional GRC Stats (October Data):

- 4,150 applications were processed
- 2,703 renewals were processed
- 15,909 calls were received in our call center
- Average Speed of answer was 2.02 minutes
- \$4,400,791 (GRC) \$996,648 (Eau Claire) were issued in FS benefits
- \$812,561 in overpayments were established for GRC

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: 11/27/17	x	Information-Discussion	
Agenda Item No. 9		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 your review.

Eau Claire County Department of Human Services
Recruitment Status - 11/27/17

Position Title	Unit	Status	Reason
Social Worker (LO)	CSP	Checking references	Rec'd resignation
AODA Case Manager (LG)	CSP	Interviewing	Transfer to CSP
Administrative Specialist I (BG)	Org. Services	Interviewing	Rec'd resignation
Economic Support Specialist (MV)	ESS	Under review	Rec'd resignation
Economic Support Specialist (MM)	ESS	Under review	Rec'd resignation
SW Supervisor (CP)	Family Services Unit	Recruitment meeting	Rec'd resignation

New for 2017 in Budget

Family Services Administrator	FSU	Continuous	New for 2017
Social Worker Manager	Behavioral Health	Continuous	New for 2017

New for 2018 in Budget

CCS Supervisor (3)	CCS	Recruitment meeting	New for 2018
Quality Assurance(2)	CCS	Recruitment meeting	New for 2018
Mental Health Professional (2)	CCS	Recruitment meeting	New for 2018
AODA Case Manager (2)	CCS	Recruitment meeting	New for 2018
CCS Service Facilitator (6)	CCS	Recruitment meeting	New for 2018
Fiscal Associate III - Billing Spec (1)	CCS	Recruitment meeting	New for 2018
Admin Specialist (1)	CCS	Recruitment meeting	New for 2018
Crisis Coordinator (1)	Beh. Health	Recruitment meeting	New for 2018
Clinic Manager (1)	Beh. Health	Recruitment meeting	New for 2018
Outpatient Clinical Services Ther.	Beh. Health	Recruitment meeting	New for 2018
Abolished/Created position			
ESS (new) to Contracted Coordinator	Fiscal	Recruitment meeting	New for 2018
Accountant (AW) to Data Analyst Spec	Fiscal	Recruitment meeting	New for 2018
Admin Specialist I (S.J) to Fiscal Assoc III	Fiscal	Recruitment meeting	New for 2018