

**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, January 22, 2018 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 January 22, 2018 meeting agenda
3. Review/Approval of December 18, 2017 Human Services Board meeting minutes – Jackie Krumenauer
4. Public Input
5. Family Services Unit Update
6. Approval/Accept/Denial of November 2017 Financial Statements - Vickie Gardner, Fiscal Services Manager
  - Update WIMCR and CCS 2016 Reconciliation
7. Discussion/Action - Comprehensive Community Services (CCS) Program Consortium potential expansion
8. Director's Report – Diane Cable
  - Department Updates
  - Living Wage Ordinance Updates
  - Psychiatry Services Update
  - Legislative Updates
  - Governor's Announcements re: Opioid treatment and Closing of Lincoln Hills & CopperLake
  - Re-Entry Grant
9. Personnel Update
10. Adjourn

**2018 Meetings:**

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 \_\_\_\_\_, 2018,  
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

<b>Meeting Date:</b> 1/22/18		Information-Discussion		
<b>Agenda Item No.</b> 2		Direction to Staff		
<b>Department:</b> Human Services	x	Approval-Denial		
<b>Subject:</b> Approval of January 22 HS Bd agenda		Requires Recommendation to:		
		County Board		
		Other:		
		Form:		Ordinance
				Resolution
				Report
		Other Action:		

Enclosed please find today's agenda for review and approval.

## REPORT TO THE HUMAN SERVICES BOARD

### Action Required

<b>Meeting Date:</b> 1/22/18		Information-Discussion		
<b>Agenda Item No.</b> 3		Direction to Staff		
<b>Department:</b> Human Services	<b>x</b>	Approval-Denial		
<b>Subject:</b> Approval of December 18, 2017		Requires Recommendation to:		
HS 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 December 18, 2017, meeting minutes for your review and approval.

**MINUTES OF THE HUMAN SERVICES BOARD MEETING**  
**December 18, 2017**  
**Room 2064**  
**5 p.m.**

**PRESENT:** Colleen Bates, Dianne Robertson, Kim Cronk, Lorraine Henning  
Paul Maulucci, Mark Olson, Gabriel Schlieve, Sandra McKinney,  
~~Nick Smiar, David Mortimer~~

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

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Colleen Bates called the meeting to order at 5:01 p.m.

**Approval of the December 18, 2017 Meeting agenda** – Dianne Robertson made a motion to approve today's agenda. Second by Mark Olson. The motion carried unanimously and today's agenda was approved.

**Approval of the November 27, 2017 Meeting Minutes** - Sandra McKinney made a motion to approve the meeting minutes from November 27, 2017. Second by Lorraine Henning. 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 Paul Maulucci to close the public input session. Second by Kim Cronk. The motion carried unanimously and the public input session was closed.

**Approval of Advisory Committee Appointment**

Diane recommended approval to fill the vacant parent membership opening in the Coordinated Services Across the Lifespan (CSAL) Advisory Committee with candidate Jessica Kaiser. Dianne Robertson approved the recommendation of Jessica Kaiser. Second by David Mortimer. The motion carried and Jessica was appointed to the CSAL Advisory Committee.

**Approval/Accept/Denial of October 2017 Financial Reports** – Vickie reviewed the financial reports for October including the Alternate Care report. Paul Maulucci made a motion to accept the October 2017 financial reports as presented. Second by David Mortimer. The motion carried unanimously.

Nick Smiar arrived at 5:27 p.m.

**Director's Report** – Diane Cable

- Department Updates – Monthly unit report included in the board packet.
- Living Wage Ordinance Updates –Diane reported a full year has passed with this new way of budgeting with no issues.
- On-Call discussion update – Human Services and Human resources are working on ordinance language change to include social workers for a broader scope.
- Human Services work with the criminal justice system – Diane reported on the work Human Services and CJCC are working on collaboratively including applying for a grant to assist with inmate transition to the community. The Economic Support Unit staff of Human Services has been meeting a few times a month at the jail with inmates to assist with transition and any services that they could benefit once out in the community. In January 2018, no wait lists for CLTS clients will be allowed. We plan to develop a unit to connect CST, CLTS and CCS programs. This shift will not cause a negative budget impact and Vickie can speak more about this next month.
- Treatment Courts update – Sandra McKinney inquired about the Treatment Courts Program Supervisor leaving. Diane confirmed there are operational changes in the Treatment Courts area.
- Psychiatry discussion (more details in January)

**Personnel** update by Jackie.

The meeting adjourned at 6:13 p.m.

The next Human Services Board meeting is scheduled for **Monday, January 22, 2018 at 5 p.m. in Room 2064.**

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Jackie Krumenauer, Committee Clerk

## REPORT TO THE HUMAN SERVICES BOARD

### Action Required

<b>Meeting Date:</b> 1/22/18	<b>x</b>	Information-Discussion	
<b>Agenda Item No.</b> 4		Direction to Staff	
<b>Department:</b> Human Services		Approval-Denial	
<b>Subject:</b> Public Input		Requires Recommendation to:	
		County Board	
		Other:	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

Per the Human Services Board meeting guidelines, we will receive public input at this time.

## **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

<b>Meeting Date:</b> 1/22/18	<b>x</b>	Information-Discussion	
<b>Agenda Item No.</b> 5		Direction to Staff	
<b>Department:</b> Human Services		Approval-Denial	
<b>Subject:</b> Family Services Unit Update		Requires Recommendation to:	
		County Board	
		Other:	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

At this time we will hear an update on the Family Services Unit.

## REPORT TO THE HUMAN SERVICES BOARD

### Action Required

<b>Meeting Date:</b> 1/22/18		Information-Discussion		
<b>Agenda Item No.</b> 6		Direction to Staff		
<b>Department:</b> Human Services	x	Approval-Accept-Denial		
<b>Subject:</b> Approval/Accept/Denial of November		Requires Recommendation to:		
2017 Financial Statements – Vickie Gardner		County Board		
		Other:		
		Form:		Ordinance
				Resolution
				Report
			Other Action:	

Enclosed please find the November 2017 Financial Statements for your review and approval/acceptance.

**Eau Claire County  
DHS Board Meeting  
Held on 1/22/18**

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**November 2017 Financial Overview**

Contributing factors which could favorably impact financial outcomes:

- Received 2016 WIMCR in the amount of \$846,311 broken down as follows:
  - CCS - \$162,218
  - CRISIS/TCM/CSP - \$684,093
- 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 **(12%)**
  - Northern/Southern Centers **(16%)**
  - Winnebago/Mendota clients increased by **(49%)**

**DHS Alternate Care  
For Period Ending 11/30/2017**

<b>Children in Foster Care/Residential Care Centers/Group Homes</b>									
	<u>2016</u>			<u>2017</u>			<u>% of Increase/Decrease Year over Year</u>		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount
November	28	149	\$ 410,187	18	152	\$ 434,412	-56%	2%	6%
Year to Date	163	266	\$ 3,766,723	162	280	\$ 4,292,334	-1%	5%	12%

<b>Juvenile Corrections</b>									
	<u>2016</u>			<u>2017</u>			<u>% of Increase/Decrease Year over Year</u>		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount
Lincoln Hills/Copper Lake	0	6	\$ 23,360	0	2	\$ 23,400	0%	-200%	0%
Grow Academy	0	0	\$ -	0	1	\$ 11,700	0%	100%	100%
180-Day Program	0	0	\$ -	0	2	\$ 7,350	0%	100%	100%
Correction Totals	0	6	\$ 23,360	0	5	\$ 42,450	0%	-20%	45%
Year to Date	3	9	\$ 355,408	3	7	\$ 308,453	0%	-29%	-15%

<b>Northern/Southern Centers</b>									
	<u>2016</u>			<u>2017</u>			<u>% of Increase/Decrease Year over Year</u>		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount
November	0	1	\$ 14,636	0	1	\$ 16,300	0%	0%	10%
Year to Date	1	1	\$ 118,493	1	2	\$ 140,893	0%	50%	16%

<b>Winnebago/Mendota</b>									
	<u>2016</u>			<u>2017</u>			<u>% of Increase/Decrease Year over Year</u>		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount
November	5	6	\$ 60,987	3	7	\$ 96,171	-67%	14%	37%
Year to Date	45	47	\$ 550,158	50	52	\$ 1,068,340	10%	10%	49%

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

Expense	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Overhead	495,905.67	497,827.24	(1,921.57)
Personnel	10,797,472.58	10,070,455.59	727,016.99
Services & Supplies	264,572.00	417,272.31	(152,700.31)
Purchased Services	9,549,539.08	12,528,378.51	(2,978,839.43)
BCA Payback	1,044,866.17	1,044,866.17	0.00
Juvenile Corrections	229,166.67	234,953.00	(5,786.33)
<b>Total</b>	<u>22,381,522.17</u>	<u>24,793,752.82</u>	<u>(2,412,230.65)</u>
<b>Revenue</b>			
Tax Levy	7,239,409.83	7,239,409.83	0.00
State/Federal	11,279,170.83	12,105,008.93	825,838.10
Medical Assistance	2,793,867.08	2,743,434.63	(50,432.46)
Energy Assistance	155,191.67	176,791.90	21,600.23
IDP	100,833.33	78,584.70	(22,248.63)
Charges & Fees	355,007.58	478,403.79	123,396.21
Other	458,041.83	441,659.95	(16,381.88)
<b>Total</b>	<u>22,381,522.17</u>	<u>23,263,293.73</u>	<u>881,771.56</u>
<b>Grand Total</b>			(1,530,459.09)
<b>Less CCS</b>			\$1,204,207
<b>Excess (Deficiency) of Revenue over Expenditures</b>			<b>(326,252.23)</b>

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

<b>Expense</b>	<b>YTD Net Budget</b>	<b>YTD Actual Transactions</b>	<b>Net Variance Excess (Deficient)</b>
Personnel	\$674,302	\$949,302	(\$275,000)
Services & Supplies	\$42,677	\$74,156	(\$31,479)
Purchased Services	\$593,717	\$1,168,111	(\$574,395)
<b>Total</b>	<b>\$1,310,696</b>	<b>\$2,191,569</b>	<b>(\$880,873)</b>
Revenue			
Medical Assistance	\$1,719,948	1,396,614.53	(\$323,334)
<b>Total</b>	<b>\$1,719,948</b>	<b>\$1,396,615</b>	<b>(\$323,334)</b>
<b>Excess (Deficiency) of Revenue over Expenditures</b>			<b>(\$1,204,207)</b>

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

Program	Monthly			YTD			Year End			
	Budgeted		Actual	Budgeted		Actual	Expenses	Annualized		
	Expenses	Targeted %	Expenses Utilized % of	Expenses	Targeted %	Expenses Utilized	Expenses	Annualized %		
1. Community Care & Treatment of Children who are Abused or Neglected	\$415,067	8.3%	\$723,591	14.5%	\$4,555,732	91.7%	\$6,631,179	133.1%	\$7,234,013.1	145.2%
2. Community Care & Treatment of Adults & Children with Mental Illness	\$648,509	8.3%	\$801,203	10.3%	\$7,133,602	91.7%	\$8,783,209	112.9%	\$9,581,682.6	125.1%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$179,054	8.3%	\$97,749	4.5%	\$1,969,595	91.7%	\$1,095,832	51.0%	\$1,195,452.8	55.6%
4. Community Care and Treatment of Youth Offenders	\$237,183	8.3%	\$286,050	10.1%	\$2,609,008	91.7%	\$2,642,358	92.8%	\$2,882,572.2	101.3%
5. Alcohol & Other Drug Abuse	\$71,035	8.3%	\$88,830	10.4%	\$781,387	91.7%	\$669,193	78.5%	\$730,029.2	85.6%
6. Protection of Vulnerable Adults	\$72,161	8.3%	\$59,616	6.9%	\$793,770	91.7%	\$629,375	72.7%	\$686,590.5	79.3%
7. Financial & Economic Assistance	\$316,687	8.3%	\$298,380	7.9%	\$3,483,562	91.7%	\$3,297,741	86.8%	\$3,597,536.0	94.7%
<b>Total</b>	<b>\$1,939,696</b>	<b>8.3%</b>	<b>\$2,355,418</b>	<b>10.1%</b>	<b>\$21,336,656</b>	<b>91.7%</b>	<b>\$23,748,887</b>	<b>102.0%</b>	<b>\$25,907,876</b>	<b>111.3%</b>

## REPORT TO THE HUMAN SERVICES BOARD

### Action Required

<b>Meeting Date:</b> 1/22/18		Information-Discussion	
<b>Agenda Item No.</b> 7		Direction to Staff	
<b>Department:</b> Human Services	x	Approval-Accept-Denial	
<b>Subject:</b> Comprehensive Community Services (CCS) Program Consortium potential expansion		Requires Recommendation to:	
		County Board	
		Other:	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

At this time we will learn about a potential expansion of the CCS Program consortium.

## REPORT TO THE HUMAN SERVICES BOARD

### Action Required

<b>Meeting Date:</b> 1/22/18	<b>x</b>	Information-Discussion	
<b>Agenda Item No.</b> 8		Direction to Staff	
<b>Department:</b> Human Services		Approval-Accept-Denial	
<b>Subject:</b> Director's Report – Diane Cable		Requires Recommendation to:	
		County Board	
		Other:	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

Director's Report – Diane Cable

- Department Updates
- Living Wage Ordinance Updates
- Psychiatry Services Update
- Legislative Updates
- Governor's Announcements re: Opioid treatment and Closing of Lincoln Hills & CopperLake
- Re-Entry Grant

**EAU CLAIRE COUNTY HUMAN SERVICES**  
**Department Report**  
**January 2018**

**DIRECTOR'S REPORT**  
**Diane Cable**

Hello 2018 is off and running. We have identified several projects for 2018.

2018 Projects:

Continued development of Behavioral Health Services: expansion of CCS ( Comprehensive Community Services Program), development of an outpatient mental health clinic, development of Re-entry services with the jail, enhancement of crisis services, development of medication management program ( in-house), expansion of psychiatry services.

Family Services: Development of Youth Services program through a OJJDP Grant, Development of a Resource Unit within Family Services Division, Enhancement of community programming.

Economic Support Services: Telework for staff, continued enhancement of GRC services.

Fiscal and Organizational Services continue to develop and enhance their processes to meet the needs of our evolving operations.

As an agency, we are engaged with the Learning Community sponsored by Fostering Futures Organization to become a Trauma Informed Culture (TIC). TIC organizations create environments that support staff and lead to good outcomes for children, families and individuals. Wisconsin is leading the nation in its work in Trauma Informed leadership and organizational work. We are excited to begin this work as a Leadership Team and agency.

**BEHAVIORAL HEALTH SERVICES DIVISION**  
**Jeff Wright, Nancy Shilts, Bill Stein**

**Behavioral Health Division Monthly Report**

The Behavioral Health Division has been very busy as we continue to look for more efficiency in the collaborative work that we do together. There will be many new faces the next couple of months as we fill vacant positions, and recruit for new positions in our CCS program. We also were awarded a grant from the Department of Justice that targets the issue of jail reentry, so we will be utilizing those funds to hire a case manager to assist people who have been incarcerated link to community services. In addition, the Behavioral Health Administrator is working on the application for our Outpatient Clinic as we prepare for the endeavor.

**Treatment Courts**

There has been a significant shift in oversight responsibilities for the four treatment courts. Tiana Glenna from CJCC will take on a large role in working closely with our treatment court coordinators, and will be evaluating processes within the work that is done. The Behavioral Health Administrator will supervise the coordinators themselves, and provide clinical supervision as well. It is an exciting partnership and we are confident that our work together will provide greater capacity for serving those in need of these programs.

### **Community Support Program:**

The CSP program is happy to welcome Carrie Stewart as a new case manager for the team. Carrie comes to us with several years of experience working in various positions in the Eau Claire community. There has been a recent uptick in referrals to CSP, so there continues to be growth. We are also looking at a more fluid effort for triaging new cases with our APS and CCS managers working with the CSP manager. We also continue to recruit for a new CSP manager, and are currently interviewing candidates.

### **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 6 petitions for guardianships and protective placements, 1 private guardianships with the Department completing comprehensive evaluations regarding Protective Placement, and 3 mental health commitments that are in the process of becoming guardianships and protective placements. During this same time period there were 31 annual protective placement completed for Eau Claire County and 7 annual protective placements for Chippewa County. During this same time there were 9 adult protection investigations initiated.

Eileen Potocnik is currently with APS team as a part time short term employee performing Annual Protective Placement reviews.

During the week on January 16<sup>th</sup> the APS team will start interviewing candidates to fill the current open case manager position that had been held by Corinne Liegel. There were 33 applicants and the top six candidates will be interviewed.

### **Crisis Services:**

During the past month (December) there have been 23 detentions, 4 of which were individuals under the age of 18 years, 19 were adults. 6 individuals were dismissed prior to probable cause hearing. 7 individuals discharged after 72 hours. 4 individuals were referred to their county of residence. 1 individual's was dismissed prior to the final hearing. 1 individual entered in to a settlement agreement. 1 individual was committed via stipulation and 3 individuals were committed via the final hearing.

Crisis Services continues to manage on going 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.

During the month of December the Crisis Team followed up with 281 individuals who had contact with NorthWest Connections.

As of January 2<sup>nd</sup>, 2018 the Crisis Coordination came in house and was filled by Lalita Prorok.

### **Comprehensive Community Services (CCS) Program Update**

The CCS Program continues to grow and evolve. Work is currently being done to recruit, interview and hire direct service staff as well as staff to support the infrastructure operations of the CCS Program.

These positions, which were approved in the 2018 Budget include: CCS Service Facilitators, CCS Mental Health Professionals, CCS Substance Use Professionals, Quality Assurance Specialists , Fiscal Biller, Program Support and Supervisors. It is hoped that a number of these positions will be able to begin by March 1, 2018.

Referrals YTD (2018)	Current Enrollment	Enrolled YTD	Discharged	Pending Enrollment	Referrals since program inception
18	127	9	2	60	394

### FAMILY SERVICES DIVISION

**Tasha Alexander, Terri Bohl, Rob Fadness, Kerry Swoboda**

#### **Programming**

The Juvenile Intake Division continues work on improving the juvenile court intake referral process, by increasing the use of eWiSACWIS in the receipt, documentation and dispersal of juvenile court referrals. With the increased use of eWiSACWIS, we are able to eliminate some duplicate data entry and recordkeeping, increasing the efficiency of the referral process.

The existing after-hours on-call system is also being reviewed. The current system is being modified in a number of ways: 1) Changes to the hourly rate for being on-call; 2) Changes to the way on-call workers are compensated for after hours, out-of-home work; 3) Modifying the on-call schedule to include intake certified social workers/case managers;

The Department is developing a Recruitment Team to increase respite and foster homes available in our community. The purpose is to identify the placement needs of each unit within the Department, generate ideas and connections to reach more community members, and provide more visibility to the needs of alternate care to help communities take action. The Department identified four foster parents to be trained as Foster Parent Champions in February 2018. They will be integral to the development of the team and to enhance recruitment and retention of foster families. The Recruitment Team will meet on a monthly basis to develop the work plan for this initiative.

#### **Personnel**

##### *Juvenile Court Intake & Detention*

No changes in personnel have occurred in juvenile court intake since the last report. There are (2) 1.0 FTE Juvenile Court Intake Workers.

Secure detention staff continue to evolve. Replacements for (2) 1.0 FTE juvenile detention workers were hired and began full-time employment on January 7, 2018. Interviews continue for replacements to the two vacancies created with the promotion of (2) .50 FTE Juvenile Detention Workers to full-time positions. One full-time detention worker remains on "light duty" unable to fully perform the duties of a detention worker and another detention officer remains on medical leave. Secure detention staff currently include eight 1.0 FTE and 14 .50 FTE Juvenile Detention Workers.

##### *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 (4), Birth to Three (.5 and .8), Alternate Care (2.5), Coordinated Services Team (2). The .5 position in Birth to Three is currently vacant and will be filled through a contracted position with CESA 10. Interviews for this position are scheduled for January 23, 2018.

**Serving**

*Juvenile Court Intake*

**Notables: 2016 to 2017**

- Referrals were down from 1089 to 974
- Intake inquiries were up 16% from 346 to 410
- Petitions to the court were up 33% from 113 to 167

	<b>2017 DECEMBER</b>	<b>2016 DECEMBER</b>	<b>2017 TOTAL</b>	<b>2016 TOTAL</b>
<b>REFERRALS</b>	55	62	974	1089
<b>DISPOSITION</b>				
<b>Intake Inquiry</b>	26	27	410	346
<b>Closed</b>	11	10	155	151
<b>DPA</b>	4	9	80	75
<b>Petition</b>	11	8	167	113

*Juvenile Detention*

The average daily population in December decreased by 2.3 residents per day (21.2 residents per day to 18.9) from 2016. The annual ADP increased by 1.3 residents per day, to 15.7 in 2017.

	<b>2017 DECEMBER</b>	<b>2016 DECEMBER</b>	<b>2017 TOTAL</b>	<b>2016 TOTAL</b>
<b>SHORT-TERM</b>				
<b>ADMISSIONS</b>	32	28	379	475
Eau Claire	3	7	100	173
<b>DAYS</b>	295	225	2616	2850
Eau Claire	12	43	545	818
<b>180 PROGRAM</b>				
<b>ADMISSIONS</b>	10	15	114	112
Eau Claire	2	3	20	17
<b>DAYS</b>	291	433	3105	3020
Eau Claire	62	64	551	402
<b>Average Daily Population</b>	18.9	21.2	15.7	14.4

**Short Term Detention: 2016 to 2017**

- Total admissions declined from 475 to 379
- Total days were down from 2850 to 2616
- Eau Claire County admissions was down from 173 to 100
- Eau Claire County days were down from 818 to 545

## **180 Program: 2016 to 2017**

- Placements remained constant
- Total days increased to 3105 from 3020
- Eau Claire County admissions remained constant
- Eau Claire County days increased to 551 from 402

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

#### *CLTS and CCOP*

Children's Long Term Support (CLTS) and Children's Community Options Program (CCOP) are currently serving 139 families. As of January 18, 2018, there are 45 children found eligible for services and on the formal waitlist. Currently, seven (7) children are in the screening process to receive an eligibility determination to be placed on the waitlist. Since December 2017, two children have been taken off of the waitlist to receive waiver services.

#### *Alternate Care (Kinship and Foster Care)*

Alternate Care has continued to experience a high number of children in alternate care. The primary focus in this unit is to recruit foster parents to meet the needs of children in the community and to provide additional support to foster parents to increase retention.

#### *Coordinated Service Team Program*

As of January 2018, the Coordinated Services Team Program is serving 25 teams with 47 youth. There are currently two families waiting to receive 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 December 2017, the Department received 21 referrals.

## **Fiscal Unit Vickie Gardner**

The Fiscal Unit has completed their work on setting up the new billing process for CCS with Joxel for 2018. This will allow us to gain efficiencies in the billing process and eliminate duplicate entry.

*Personnel:* Will be recruiting temporary fiscal help until we have hired a permanent fiscal person. Temporary staff will be helping with the billing of CCS for 2017. Recruitment is beginning for the following positions: Quality Assurance, Data Specialist, and Fiscal Associate III. Work to recruit for the contract coordinator is continuing.

Fiscal unit projects:

- We continue to work with providers on their 2018 rates and are in the process of preparing and distributing contracts.
- Beginning preliminary work with IS department on creating a Sharepoint site for CCS.
- 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 – on 12/5, the WAUG group met and agreed to begin working with Netsmart on a two-tiered Phase approach to

making the necessary CORE changes. The next step will be for all counties to work on creating an agreed upon form for entering CORE data.

- The new Quick Billing process has been tested and the new changes have been updated in our live Avatar system. Processes are still being setup to begin utilizing this process
- Received feedback from the Finance Dept. on our mapping for Open Gov. We are working on finalizing the expense mappings and will then begin working on the revenue mappings
- Year-end processing has begun which includes beginning preparations for state reporting and the auditors.

## **ORGANIZATIONAL SUPPORT SERVICES**

### **Sue Schleppenbach**

Due to some changes with the scanning software we continue to work on getting this system set up. We are working through those changes and comparing them to the process that we developed. Hopefully this will be able to begin in March as we are running out of physical file space.

We are working on realigning duties in our unit to best support the agency. This is due to the addition of new positions. One other task will be to work with the I.S. Department to take over the DHS records that are now located in the County Records Center.

## **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.

January 2018	HC-FS Caseloads	Child Care Caseloads
Eau Claire County	11,936	508
Great Rivers	54,240	1566

Additional GRC Stats (December Data):

- 4,953 applications were processed
- 2,536 renewals were processed
- 14,745 calls were received in our call center
- Average Speed of answer was 3.16 minutes
- \$4,242,507 (GRC) \$971,637 (Eau Claire) were issued in FS benefits

## REPORT TO THE HUMAN SERVICES BOARD

### Action Required

<b>Meeting Date:</b> 1/22/18	<b>x</b>	Information-Discussion	
<b>Agenda Item No.</b> 9		Direction to Staff	
<b>Department:</b> Human Services		Approval-Denial	
<b>Subject:</b> 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 - 1.18.18**

Position Title	Unit	Status
Social Worker (CBL)	APS	Interviews scheduled
SW Supervisor (CP)	Family Services Unit	Interviews scheduled
Economic Support Specialist (MV)	ESS	Under review
Economic Support Specialist (MM)	ESS	Under review

**New for 2017 in Budget**

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

**New for 2018 in Budget**

CCS Supervisor (2)	CCS	Reviewing Job Description	New for 2018
SW Manager (new in 2018)	Behavioral Health	Approved by Co. Bd 1/16/18	
AODA Case Manager (2)	CCS	Recruitment meeting	New for 2018
CCS SF (6)	CCS	Interviews scheduled	new for 2018
Data Spec (AW)	Fiscal	Reviewing applications	new for 2018
Mental Health Professional (2)	CCS	Interviews scheduled	new for 2018
Fiscal Assoc III (\$J)	Fiscal	Re-recruitment	new for 2018
Quality Assurance (2)	Fiscal	Reviewing applications	new for 2018
Admin Specialist I (.5) from JCI	JCI	Recruitment meeting	
ESS (never filled in 2017) to Contract Coordinator	Fiscal	Reviewing Job Description	New for 2018
Admin Specialist I (new CCS)	Org. Services	Recruitment meeting	New for 2018
Clinic Manager (1)	Beh. Health	Recruitment meeting	New for 2018
Outpatient Clinical Services Ther. (3)	Beh. Health	Recruitment meeting	New for 2018
Fiscal Associate III Billing Specialist	CCS	Recruitment meeting	New for 2018