

**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, February 26, 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 February 26, 2018 meeting agenda
3. Review/Approval of December 18, 2017 Human Services Board meeting minutes – Jackie Krumenauer
4. Public Input
5. Approval/Accept/Denial of November & December 2017 Financial Statements - Vickie Gardner, Fiscal Services Manager
 - Update WIMCR and CCS 2016 Reconciliation
6. Education/Sharing Physical Disabilities Tool Kit – Gabriel Schlieve
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
 - Re-Entry Grant
9. Personnel Update
10. Adjourn

2018 Meetings:

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.

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

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.**

Jackie Krumenauer, Committee Clerk

**Eau Claire County
DHS Board Meeting
Held on 2/26/18**

December 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 **(3%)**
 - Juvenile Corrections increased by **(13%)**
 - Northern/Southern Centers **(17%)**
 - Winnebago/Mendota clients increased by **(41%)**

**DHS Alternate Care
For Period Ending 12/31/2017**

Children in 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
December	17	134	\$ 370,120	11	150	\$ 410,655	-55%	11%	10%
Year to Date	207	283	\$ 4,136,843	177	299	\$ 4,280,398	-17%	5%	3%

Juvenile 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	2	\$ 18,104	0	2	\$ 23,882	0%	0%	24%
Grow Academy	0	0	\$ -	0	1	\$ 12,090	0%	100%	100%
180-Day Program	0	0	\$ -	0	2	\$ 9,300	0%	100%	100%
Correction Totals	0	2	\$ 18,104	0	5	\$ 45,272	0%	60%	60%
Year to Date	3	9	\$ 397,922	0	10	\$ 455,927	-100%	10%	13%

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
December	0	1	\$ 13,749	0	1	\$ 18,374	0%	0%	25%
Year to Date	1	1	\$ 132,242	1	2	\$ 159,267	0%	50%	17%

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
December	7	9	\$ 105,850	2	3	\$ 51,539	-250%	-200%	-105%
Year to Date	52	54	\$ 656,008	52	54	\$ 1,119,879	0%	0%	41%

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

Expense	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Overhead	540,988	580,113	(39,124.81)
Personnel	11,779,061	10,940,600	838,461.11
Services & Supplies	288,624	423,979	(135,355.36)
Purchased Services	10,417,679	13,679,611	(3,261,931.95)
BCA Payback	1,139,854	1,139,854	0.00
Juvenile Corrections	250,000	270,925	(20,925.46)
Total	24,416,206	27,035,082	(2,618,876.47)

Revenue	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Tax Levy	7,897,538	7,897,538	0.00
State/Federal	12,304,550	13,317,835	1,013,285.30
Medical Assistance	3,047,855	2,735,940	(311,915.49)
Energy Assistance	169,300	193,422	24,121.70
IDP	110,000	93,311	(16,688.84)
Charges & Fees	387,281	545,884	158,603.14
Other	499,682	518,537	18,855.18
Total	24,416,206	25,302,467	886,260.99

Grand Total	(1,732,615.48)
Less CCS	1,374,250.63
Excess (Deficiency) of Revenue over Expenditures	(358,364.85)

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

Expense	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Personnel	\$1,210,466	\$1,046,207	\$164,259
Services & Supplies	\$18,150	\$92,006	(\$73,856)
Purchased Services	\$647,691	\$1,501,310	(\$853,619)
Total	\$1,876,307	\$2,639,524	(\$763,217)
Revenue			
Medical Assistance	\$1,876,307	1,265,273.00	(\$611,034)
Total	\$1,876,307	\$1,265,273	(\$611,034)
Excess (Deficiency) of Revenue over Expenditures			(\$1,374,251)

Eau Claire County Department of Human Services YTD Program Expenditures Summary Thru December 31, 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%	\$638,046	12.8%	\$4,980,799	100.0%	\$7,269,225	145.9%	\$7,269,225.0	145.9%	
2. Community Care & Treatment of Adults & Children with Mental Illness	\$648,509	8.3%	\$791,912	10.2%	\$7,782,111	100.0%	\$9,575,121	123.0%	\$9,575,121.4	123.0%	
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$179,054	8.3%	\$89,513	4.2%	\$2,148,649	100.0%	\$1,185,344	55.2%	\$1,185,344.3	55.2%	
4. Community Care and Treatment of Youth Offenders	\$237,183	8.3%	\$226,541	8.0%	\$2,846,191	100.0%	\$2,868,899	100.8%	\$2,868,899.3	100.8%	
5. Alcohol & Other Drug Abuse	\$71,035	8.3%	\$76,831	9.0%	\$852,422	100.0%	\$746,024	87.5%	\$746,023.9	87.5%	
6. Protection of Vulnerable Adults	\$72,161	8.3%	\$58,009	6.7%	\$865,931	100.0%	\$687,384	79.4%	\$687,383.6	79.4%	
7. Financial & Economic Assistance	\$316,687	8.3%	\$265,490	7.0%	\$3,800,249	100.0%	\$3,563,231	93.8%	\$3,563,230.9	93.8%	
Total	\$1,939,696	8.3%	\$2,146,342	9.2%	\$23,276,352	100.0%	\$25,895,228	111.3%	\$25,895,228	111.3%	

EAU CLAIRE COUNTY HUMAN SERVICES
Department Report
February 2018

DIRECTOR'S REPORT – Diane Cable

Hello. In January, the Management/Leadership Team participated in trainings: The Fostering Futures Phase III Kick-Off Event- to become a Trauma Informed Organization, the County Leadership Training on Emotional Intelligence, and a 2-day Training specific for Leadership Team Development. We have formed a Core Implementation Team to lead our process of becoming a Trauma Informed Organization.

We welcome new leadership to our Management Team:

Terri Bohl- Family Services Administrator

Hannah Keller – Social Work Manager for the Youth Services Team

Sharon Besterfeldt – Social Work Manager for the Community Support Team

BEHAVIORAL HEALTH SERVICES DIVISION

Jeff Wright, Sharon Besterfeldt, Nancy Shilts, Bill Stein

The Behavioral Health Division is excited to welcome the Coordinated Services Team and Children's Long Term Support programs into our Behavioral Health Division. Kerry Swoboda will be managing this team and will also have a partial management role in CCS. This will greatly enhance our overall mental health supports to children and families in our area.

Adult Protective Services, APS:

The APS team is happy to announce Denise Feisst has accepted the offer to fill the current APS vacancy. Denise currently works in the Department's CSP. Denise will start on March 5th. Eileen Potocnik has continued her short term employment with the Department completing annual reviews. The APS team has greatly appreciated Eileen's willingness and expertise.

Comprehensive Community Services (CCS) Program

The CCS Program continues to grow and evolve. Participant census as of February 16, 2018 is 132. Interviews are still in process but are close to being finalized for CCS Service Facilitator and Mental Health Professional positions. Our hope is that these new staff will start by the end of March 2018. The CCS Program is scheduled for a recertification review by the State of Wisconsin Division of Quality Assurance (DQA), March 6-7, 2018. This on-site assessment will provide valuable feedback regarding DHS Administrative Code 36 compliance, as well identification of strengths, challenges and opportunities for growth. This certification is required for CCS Program operation. St. Croix County, our CCS Program regional partner, will have their DQA recertification review, March 20-21, 2018.

CCS Program - 2018

Referrals YTD	Current Enrollment	Enrolled YTD	Discharged YTD	Referrals since Program Inception
34	126	10	4	409

Community Support Program:

The CSP is happy to welcome Sharon Besterfeldt as our new CSP Manager. Sharon comes to us with extensive experience as a mental health therapist, most recently having worked in the jail with inmates suffering from mental illness. Sharon started on February 19th and has really hit the ground running. In addition, one of our long term case managers, Denise Feisst, is transferring to Adult Protective Services. Denise has done excellent work over the years and will be missed, although we are excited for her as she begins a new position in DHS.

Crisis Services:

Crisis Team continues to manage on going civil commitments, provide crisis stabilization, linkage and follow-up and responds to mobile crisis calls during 8am thru 4pm.

2018	Follow-Up Crisis Calls*	Mobile and Crisis Team - Crisis Assessments
January	317	34

- Follow-Up calls respond to those who had contact with our contract provider Northwest Connections.

Treatment Courts

The treatment courts are continuing to assess the way we process referrals, particularly the way we bring people into the treatment courts through a triage committee. The Department of Justice was able to send a small group to be part of evaluating this process and we look forward to hearing their feedback.

FAMILY SERVICES DIVISION

Tasha Alexander, Terri Bohl, Rob Fadness, Hannah Keller, Kerry Swoboda

Programming

The Department is currently offering another round of the Trauma Informed Parenting Workshop. The workshop will be held at DHS and began on February 8th. It will be held weekly for four weeks from 1-5 pm. The last date of the workshop is March 1st. The target audience for the workshop continues to be parents, foster parents, relative care providers and professionals.

Personnel

Two leadership vacancies have been filled in Family Services:

Family Services Administrator Position – Terri Bohl has accepted the Family Services Administrator position. Terri has worked at Human Services for over 16 years. She was the prior Social Work Manager for the Child Protective Services Ongoing Unit. We are recruiting for the Social Work Manager position.

Social Work Manager- Youth Services Unit: Hannah Keller accepted the social work manager position for the Youth Services (YS) Team. Hannah was previously a social worker on the YS team. We are recruiting for the Social Work position.

Amanda Gaetz, social worker on the YS team has accepted a position as a CCS Service Facilitator. She will begin in April. We are recruiting for this social work position.

Clients Served

CPS Initial Assessment

2018	# Reports	Reports Screened In/Out
January	130	45/85

The average number of reports and the quantity of screened in reports that are assigned to workers has continued to rise.

Ongoing Child Protective Services

	Families/Children Open for services	Families with Children in Alternate Care
January	94/191	85

138 of the 191 children served are in out of home care which equates to 72% of the children served. 90% of the families served have a child in out of home care. 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
January	121/150	51

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

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 138 families; 123 waiver, 14 CCOP cases. As of February 21, 2018, there are 49 children found eligible for services and on the formal waitlist. Currently, eight (8) children are in the screening process to receive an eligibility determination to be placed on the waitlist. Six children are currently in process of starting services and being taken off the formal waitlist. The Department is expected to eliminate the waitlist during 2018.

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. The two workers in the CST Program also facilitate Family Group Decision Making (FGDM), which is a team process that values a family centered, strength based approach to bring a family's informal supports together to collectively make decisions to resolve identified concerns. The three main team formats include safety planning, establishing placement resources, and developing an independent living plan for children reaching adulthood. The goal is to use informal resources to establish plans involving least restrictive options for children and families. The Department facilitated eight (8) FGDM in 2017 and one (1) in 2018.

Birth to Three Program

The Birth to Three Program continues to receive approximately 20-30 referrals per month to be evaluated for services. In January 2018, the Department received 49 referrals. As of February 21, 2018, the Department has received 25 referrals.

Juvenile Court Intake & Detention

Personnel

Secure Detention

Interviews were concluded for three (3) vacant .50 FTE Juvenile Detention Worker positions. Candidates were offered employment and are completing their pre-employment screening. Currently there are eight full-time positions, with one staff on "light" duty and one on medical leave. There are also thirteen part-time positions; at this time, one part-time staff has been assigned full-time duty to cover the full-time medical leave. One position remains vacant.

Juvenile Court Intake

	2018 January	2017 January	2017 Total
Referrals	88	90	974
Intake Inquiries	33	36	410
Petitions	9	13	167

Secure Detention

Short-Term Residents	2018 January	2017 January	2018 Estimate	2017 Total
ALL				
Average Daily Population	16.26	22.26	16.26	15.67
Admissions	22	37	264	379
Days	176	287	2112	2616
EAU CLAIRE				
Admissions	1	5	12	100
Days	13	14	156	545
180 Program Residents				
ALL				
Admissions	11	13	132	114
Days	328	403	3936	3105
EAU CLAIRE				
Admissions	2	2	24	20
Days	49	62	588	551

Fiscal Unit – Vickie Gardner

The Fiscal Unit is recruiting for several positions including CCS Quality Assurance Specialist, Fiscal Associate III, and Data Specialist. We are also working on Unit priorities include:

We have recruited temporary fiscal help until we have hired a permanent fiscal person. Temporary staff to assist with the billing of CCS for 2017.

Recruitment is beginning for the following positions: Quality Assurance – evaluating candidates and ready to make offers, Data Specialist – , and Fiscal Associate III – interviews scheduled for week of 2/19/18. Work to recruit for the contract coordinator is continuing.

Worked with fiscal and CLTS staff to streamline the authorization process. Training has been completed with CLTS staff and they have begun implementing the new process

The new Quick Billing process has been tested and the new changes have been updated in our live Avatar system. Final changes have been made. This process is expected to be implemented the week of 2/19/18.

Continued work with the Finance Dept. on mapping for Open Gov. We finalized the expense mappings and will begin working on the revenue mappings after year-end processing.

Year-end processing has begun which includes beginning preparations for state reporting and the auditors.

ORGANIZATIONAL SUPPORT SERVICES

Sue Schleppenbach

With the integration of Juvenile Court Intake (JCI) into Human Services this allows us an opportunity to combine the JCI referral records with our eWISCAWIS records which we are currently scanning. We are working on a process to scan future JCI referrals into eWISCAWIS and a process to scan closed JCI referrals into eWISCAWIS. Due to the development of the Quality Assurance position for CCS, we are also looking closely at what quality assurance tasks are now being completed by the Administrative Specialist. Those tasks that are deemed "quality assurance" will be handed over to the new QA position. With the closing of the county records center, we are transitioning to a new record storage process in the Centralized Record Center space.

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 seven vacancies, two of which are in Eau Claire County.

February 2018	HC-FS Caseloads	Child Care Caseloads
Eau Claire County	11,875	513
Great Rivers	53,856	1578

Additional GRC Stats (January Data):

- 4,751 applications were processed
- 2,566 renewals were processed
- 16,446 calls were received in our call center
- Average Speed of answer was 2.78 minutes
- \$4,242,507 (GRC) \$971,637 (Eau Claire) were issued in FS benefits (Dec 2017)

Eau Claire County Department of Human Services
Recruitment Status - 2.19.18

Position Title	Unit	Status
Social Worker (DF)	CSP	Recruitment meeting
Social Worker (HK)	Family Services Unit	Interviews scheduled
Social Worker (AG)	Family Services Unit	Interviews scheduled
Juvenile Detention Workers (.5)	Family Services Unit	Pending offers
Social Work Manager (TB)	Family Services Unit	Advertising
Economic Support Specialist (MV)	ESS	Under review
Economic Support Specialist (MM)	ESS	Under review
Economic Support Specialist (NS)	ESS	Under review
Administrative Specialist I (EL)	Org Services	Under review

New for 2018 in Budget

CCS Supervisor (2)	CCS	Reviewing Job Description
SW Manager (new in 2018)	Behavioral Health	Advertising
AODA Case Manager (2)	CCS	Recruitment meeting
CCS SF (6)	CCS	Pending offers
Data Spec (AW)	Fiscal	Reviewing applications
Mental Health Professional (2)	CCS	Interviews scheduled
Fiscal Assoc III (SJ)	Fiscal	Interviews scheduled
Quality Assurance (2)	Fiscal	Pending offers
Admin Specialist I (.5) from JCI	JCI	Recruitment meeting 2/5
ESS (never filled in 2017) to Contract Coordinator	Fiscal	Reviewing Job Description
Admin Specialist I (new CCS)	Org. Services	Recruitment meeting 2/5
Clinic Manager (1)	Beh. Health	Recruitment meeting
Outpatient Clinical Services Ther. (3)	Beh. Health	Recruitment meeting
Fiscal Associate III Billing Specialist	CCS	Recruitment meeting