

**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, April 23, 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 Meeting to Order by Chair pro tempore
2. Welcome & Introductions of new HS Board members
3. Election of Chair and Vice Chair/ Discussion - Action
4. Appointment of Committee Clerk/Discussion – Action
5. Approval of the April 23, 2018 meeting agenda
  - Human Services Board meeting dates – Discussion
  - Human Services Board orientation
    - Review of Organizational Chart
    - Dept overview & orientation May 21, 4-5 PM Room G034
    - Understanding Human Services
6. Review/Approval of March 26, 2018 Human Services Board meeting minutes Pgs 2-3
7. Public Input
8. Review/Update on 2017 Financials/Discussion – Accept – Vickie Gardner, Fiscal Services Manager Pgs 4-8
9. February 2018 Financial Statements/Discussion - Accept - Vickie Gardner, Fiscal Services Manager Pgs 9-13
10. Support a fully funded Social Worker position for Re-Entry Program – Tom Wirth, Deputy Director  
Discussion - Accept Pgs 14-15
11. Director Updates
  - Department Updates Pgs 16-21
  - Living Wage Ordinance Updates
  - Legislative Updates
12. Personnel Update Page 22
13. Adjourn

**2018 Meetings:**

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**  
**March 26, 2018**  
**Room 2064**  
**5 p.m.**

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

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

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

**Approval of the March 26, 2018 Meeting agenda** – Lorraine Henning made a motion to approve today’s agenda. Second by Nick Smiar. The motion carried unanimously and today’s agenda was approved.

**Approval of the February 26, 2018 Meeting Minutes** - Paul Maulucci made a motion to approve the meeting minutes from February 26, 2018. Second by David Mortimer. 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 Lorraine Henning to close the public input session. Second by Dianne Robertson. The motion carried unanimously and the public input session was closed.

**Recognition of Mark Olson** – Colleen presented Mark Olson with a Certificate of Appreciation for his years of service on the Human Services Board. Mark will be retiring from County Board of Supervisors in April.

**Approval/Accept/Denial of January 2018 Financial Statements** – Diane reviewed the financial reports for January including the Alternate Care report. Diane reported that for January 2018, no youth in Corrections. There is a proposal to close Lincoln Hills and Copper Lake facilities. The Bill has not been signed yet but DHS and agency partners will be meeting soon to discuss the impact closing these facilities will have on Eau Claire County. Nick Smiar made a motion to accept the financial reports as presented. Second by Sandra McKinney. The motion carried unanimously.

**Director’s Report** – Diane Cable

- **Department Updates** – Included in HS Board packet.
  - Space – Tom has developed new short term floor plans that will help to address current space concerns at DHS. The new floor plans allow for more conference rooms/meeting space; pairs up co-workers in offices as they will be working more remotely using laptops and cell phones and provides agency improvements for both staff and the public. The plans also begin to outline the construction needed on ground floor for the new Outpatient Clinic. No timeline yet for office moves. Will share plans and possible tour of the agency at a future time.

- WCHSA Spring Conference – If you are interested in attending the Spring WCHSA Conference, please let Diane know.
- Living Wage Ordinance – Nick reported he's on a Living Wage Ordinance Committee for Bayfield & Ashland Counties.

**Personnel** update by Jackie.

The meeting adjourned at 6:10 p.m.

The next Human Services Board meeting is scheduled for **Monday, April 23, 2018 at 5 p.m. in Room 2064.**

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Jackie Krumenauer, Committee Clerk

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

	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
<b>Expense</b>			
Overhead	540,988	563,673	(22,685)
Personnel	11,779,061	10,964,818	814,243
Services & Supplies	288,624	431,754	(143,130)
Purchased Services	10,667,679	14,808,591	(4,140,912)
BCA Payback	1,139,854	1,139,854	-
<b>Total</b>	<u>24,416,206</u>	<u>27,908,691</u>	<u>(3,492,485)</u>
<b>Revenue</b>			
Tax Levy	7,897,538	7,897,538	-
State/Federal	12,473,850	12,429,620	(44,230)
Medical Assistance	3,047,855	3,527,172	479,317
Charges & Fees	387,281	564,206	160,236
Other	609,682	622,534	29,541
<b>Total</b>	<u>24,416,206</u>	<u>25,041,069</u>	<u>624,863</u>
<b>Grand Total</b>			(2,867,622)
Less CCS			1,500,980
<b>Excess (Deficiency) of Revenue over Expenditures</b>			<b>(1,366,642)</b>

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)
Overhead/Management	\$179,000	\$243,947	(\$64,947)
Personnel	\$1,003,059	\$1,245,746	(\$242,687)
Services & Supplies	\$46,557	\$92,006	(\$45,449)
Purchased Services	\$647,691	\$2,017,866	(\$1,370,175)
<b>Total</b>	<b>\$1,876,307</b>	<b>\$3,599,566</b>	<b>(\$1,723,259)</b>
Revenue			
Medical Assistance	\$1,876,307	\$2,060,386	\$184,079
Charges & Fees	\$0	\$38,200	\$38,200
<b>Total</b>	<b>\$1,876,307</b>	<b>\$2,098,586</b>	<b>\$222,279</b>
<b>Excess (Deficiency) of Revenue over Expenditures</b>			<b>(\$1,500,980)</b>

**Eau Claire County  
DHS Board Meeting  
Held on 4/23/18**

**December 2017 Financial Overview**

Contributing factors which favorably impacted financial outcomes:

- Comprehensive Community Services (CCS) Medical Assistance Revenue
- Personnel costs are lower due to various vacancies

Contributing factors which negatively impacted financial outcomes:

- Overall increased costs for Alternate Care (Children/Youth) in comparison to budget:
  - Foster Care/Residential Care Centers/Group Homes
- Overall increased costs in the Mental Health
  - Northern/Southern Centers
  - Winnebago/Mendota

**DHS Alternate Care  
For Period Ending 12/31/2017  
Year over Year Comparison**

<b>Children in Foster Care/Residential Care Centers/Group Homes</b>									
	2016			2017			% of Increase/Decrease Year over Year		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount
	<b>December</b>	17	134	\$ 370,120	11	150	\$ 410,655	-55%	11%
<b>Year to Date</b>	207	283	\$ 4,136,843	177	299	\$ 4,280,398	-17%	5%	3%

<b>Juvenile Corrections</b>									
	2016			2017			% of Increase/Decrease Year over Year		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount
	Lincoln Hills/Copper Lake	0	2	\$ 18,104	0	2	\$ 23,882	0%	0%
Grow Academy	0	0	\$ -	0	1	\$ 12,090	0%	100%	100%
180-Day Program	0	0	\$ -	0	2	\$ 9,300	0%	100%	100%
<b>Correction Totals</b>	0	2	\$ 18,104	0	5	\$ 45,272	0%	60%	60%
<b>Year to Date</b>	3	9	\$ 397,922	0	10	\$ 455,927	-100%	10%	13%

<b>Northern/Southern Centers</b>									
	2016			2017			% of Increase/Decrease Year over Year		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount
	<b>December</b>	0	1	\$ 13,749	0	1	\$ 18,374	0%	0%
<b>Year to Date</b>	1	1	\$ 132,242	1	2	\$ 159,267	0%	50%	17%

<b>Winnebago/Mendota</b>									
	2016			2017			% of Increase/Decrease Year over Year		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount
	<b>December</b>	7	9	\$ 105,850	2	3	\$ 51,539	-250%	-200%
<b>Year to Date</b>	52	54	\$ 656,008	52	54	\$ 1,119,879	0%	0%	41%

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

	Monthly			YTD			Year End	
	Budgeted	Actual	% of Expenses Utilized	Budgeted	Actual	% of Expenses Utilized	Variance	% (Over)/Under
1. Community Care & Treatment of Children who are Abused or Neglected	\$415,067	\$685,536	13.8%	\$4,980,799	\$7,316,715	146.9%	-\$2,335,915.6	-46.9%
2. Community Care & Treatment of Adults & Children with Mental Illness	\$648,509	\$1,580,427	20.3%	\$7,782,111	\$10,363,676	133.2%	-\$2,581,564.7	-33.0%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$179,054	\$105,391	4.9%	\$2,148,649	\$1,201,342	55.9%	\$947,306.6	44.1%
4. Community Care and Treatment of Youth Offenders	\$237,183	\$231,174	8.1%	\$2,846,191	\$2,873,532	101.0%	-\$27,340.9	-1.0%
5. Alcohol & Other Drug Abuse	\$71,035	\$108,719	12.8%	\$852,422	\$751,176	88.1%	\$101,245.7	11.9%
6. Protection of Vulnerable Adults	\$72,161	\$64,599	7.5%	\$865,931	\$693,881	80.1%	\$172,050.4	19.9%
7. Financial & Economic Assistance	\$316,687	\$270,774	7.1%	\$3,800,249	\$3,568,516	93.9%	\$231,733.3	6.1%
<b>Total</b>	<b>\$1,939,696</b>	<b>\$3,046,619</b>	<b>13.1%</b>	<b>\$23,276,352</b>	<b>\$26,768,837</b>	<b>115.0%</b>	<b>-\$3,492,485</b>	<b>-15.0%</b>



Eau Claire County  
 Department of Human Services  
 Financial Statement for the Period  
 January 1, 2018 through February 28, 2018

Expense	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Overhead	135,539	88,789	46,751
Personnel	2,522,200	2,403,284	118,915
Services & Supplies	56,293	92,168	(35,874)
Purchased Services	1,951,910	1,940,439	11,471
BCA Payback	189,976	189,976	-
<b>Total</b>	<b>4,855,918</b>	<b>4,714,656</b>	<b>141,262</b>
 <b>Revenue</b>			
Tax Levy	1,438,362	1,438,362	-
State/Federal	2,752,921	2,093,157	(659,763)
Medical Assistance	298,416	435,294	136,878
Charges & Fees	90,631	42,963	(47,667)
Other	275,588	219,916	(55,672)
<b>Total</b>	<b>4,855,918</b>	<b>4,229,693</b>	<b>(626,225)</b>
Grand Total			(484,962)
Less CCS			\$158,963
Excess (Deficiency) of Revenue over Expenditures			<b>(326,000)</b>

Eau Claire County  
 Department of Human Services  
 CCS Financial Statement for the Period  
 January 1, 2018 through February 28, 2018

Expense	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Overhead/Mgmt	86,667	42,491	44,176
Personnel	512,272	264,908	247,363
Services & Supplies	3,142	11,218	(8,077)
Purchased Services	250,000	99,317	150,683
<b>Total</b>	<b>852,080</b>	<b>417,935</b>	<b>434,145</b>
Revenue			
Medical Assistance	848,747	251,100	(597,647)
Client Charges & Fees	3,333	7,872	4,539
<b>Total</b>	<b>852,080</b>	<b>258,972</b>	<b>(593,108)</b>
<b>Excess (Deficiency) of Revenue over Expenditures</b>			<b>(158,963)</b>

Eau Claire County  
DHS Board Meeting  
Held on 4/23/18

**February 2018 Financial Overview**

Contributing factors which could favorably impact financial outcomes:

- Overall decreased costs for the following Alternate Care areas in comparison to prior year (see attached DHS Alternate Care breakdown):
  - Foster Care/Residential Care/Group Homes
  - Winnebago/Mendota

Contributing factors which could negatively impact financial outcomes:

- Overall increased costs in comparison to budget:
  - Child Protective Services
  - Service Response to Vulnerable Adults

**DHS Alternate Care  
For Period Ending 02/28/2018  
Year over Year Comparison**

<b>Children in Foster Care/Residential Care Centers/Group Homes</b>									
	<u>2017</u>			<u>2018</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
	February	11	143	\$ 306,965	14	149	\$ 315,412	21%	4%
Year to Date	28	161	\$ 796,545	26	159	\$ 661,470	-8%	-1%	-20%

<b>Juvenile Corrections</b>									
	<u>2017</u>			<u>2018</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	2	\$ 16,352	0	2	\$ 21,450	0%	0%
Grow Academy	0	0	\$ -	0	0	\$ -	0%	0%	0%
February	0	2	\$ 16,352	0	2	\$ 21,450	0%	0%	24%
Year to Date	0	2	\$ 34,456	2	5	\$ 51,135	100%	60%	33%

<b>Northern/Southern Centers</b>									
	<u>2017</u>			<u>2018</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
	February	1	1	\$ 3,548	0	1	\$ 16,596	-100%	0%
Year to Date	1	2	\$ 4,879	0	1	\$ 34,971	-100%	-100%	86%

<b>Winnebago/Mendota</b>									
	<u>2017</u>			<u>2018</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
	February	4	10	\$ 149,408	5	8	\$ 97,027	20%	-25%
Year to Date	14	16	\$ 312,738	11	12	\$ 160,057	-27%	-33%	-95%

Eau Claire County  
 Department of Human Services  
 YTD Program Expenditures Summary  
 Thru February 28, 2018

Program	Monthly		YTD		Year End		
	Budgeted	Actual % of Expenses Utilized	Budgeted	Actual % of Expenses Utilized	Annualized	% Annualized	
1. Community Care & Treatment of Children who are Abused or Neglected	\$426,746	8.3%	\$621,057	\$853,493 12.1%	\$1,198,728	\$7,192,369.2 23.4%	140.4%
2. Community Care & Treatment of Adults & Children with Mental Illness	\$954,613	8.3%	\$921,288	\$1,909,226 8.0%	\$1,528,119	\$9,168,714.0 13.3%	99.0%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$142,768	8.3%	\$88,206	\$285,537 5.1%	\$185,777	\$1,114,663.9 10.8%	65.1%
4. Community Care and Treatment of Youth Offenders	\$394,207	8.3%	\$294,701	\$788,414 6.2%	\$750,827	\$4,504,959.9 15.9%	95.2%
5. Alcohol & Other Drug Abuse	\$72,206	8.3%	\$72,891	\$144,412 8.4%	\$130,492	\$782,949.9 15.1%	90.4%
6. Protection of Vulnerable Adults	\$45,468	8.3%	\$49,253	\$90,935 9.0%	\$94,288	\$565,726.8 17.3%	103.7%
7. Financial & Economic Assistance	\$296,963	8.3%	\$254,531	\$593,926 7.1%	\$636,449	\$3,818,695.8 17.9%	107.2%
<b>Total</b>	<b>\$2,332,971</b>	<b>8.3%</b>	<b>\$2,301,927</b>	<b>\$4,665,942 8.2%</b>	<b>\$4,524,680</b>	<b>\$27,148,080 16.2%</b>	<b>97.0%</b>

## FACT SHEET

### Position Request for Social Worker (Jail reentry program)

Eau Claire County Human Services, Eau Claire County Sheriff Department, the District Attorney's Office, Justice Reform advocates and the Criminal Justice Collaborating Council have been concerned with the number of individuals who reenter the Eau Claire County jail soon after discharge.

Since 2014 approximately 175 individuals have reentered the Eau Claire County jail 5 times or more.

Internal discussions with system stakeholders indicate numerous barriers that individuals face when they are released from jail. The most significant barriers have been identified as:

- Lack of safe and affordable housing
- Access to treatment for mental illness and/or addiction issues
- Not having a designated person, or mentor, to help support them in the community
- Not having access to a resource guide or directory that could assist in their reentry into the community.

These barriers are not unique to Eau Claire County and research of successful reentry programs such as the New York City **Frequent users Service Enhancement Program (FUSE)** indicates that:

“While many people experience some form of residential instability after prison or jail, research has identified a subset of persons with repeated episodes of both incarceration and homelessness.” They go on to state; “The central premise is that people with chronic health and behavioral health conditions cycle in and out of incarceration and homelessness and are poorly served by the system at great public expense and with limited positive outcomes for their lives.”

To this end; Eau Claire County Department of Human Services submitted and received a 5 year - \$400,000 reentry diversion grant from the Wisconsin Department of Justice (DOJ) Grant in early February 2018.

The Department of Human Services and system stakeholders have been meeting to put together a pilot entry program; which will entail the addition of one FTE social work position. This position will be housed at the Eau Claire County Jail and work closely with jail administration and local advocates to assist and support individuals released from the Eau Claire County Jail.

In addition to the DOJ grant dollars, some of the services provided by the Social Worker would be billable to Medical Assistance (M.A).

**Position Request for Social Worker (Jail reentry program)**

**Fiscal Analysis:**

Position Title - Social Worker	FY 2018	FY 2019 (est.)	
Salary for FY 2018 (Hours/year * payrate)	\$ 53,019.20	\$ 54,079.58	NOTE: 2019 Salary estimate based on 2% increase
Paygrade	N	N	
FICA (7.65%)	\$ 4,055.97	\$ 4,137.09	
WRS Employer (6.70%)	\$ 3,552.29	\$ 3,623.33	
Health Insurance (or incentive)	\$ 24,043.04	\$ 25,726.05	NOTE: 2019 health insurance based on 7% increase
Life Insurance	\$ -		
Computer Equipment	\$ 1,600.00		
Other MIS Costs (Software, etc.)	\$ -		
Office Furniture	\$ 2,175.00		
Office Supplies	\$ -		
Other Operating Expenditures	\$ -		
Renovation/Relocation Costs	\$ -		
Revenues (Use Negative #)	\$ (80,000.00)	\$ (80,000.00)	Reentry Grant (\$80,000 per year)
Other - MA Revenue	\$ (8,445.50)	\$ (7,566.05)	
<b>*TOTAL</b>	<b>\$ (0.00)</b>	<b>\$ 0.00</b>	
<b>*If position is funded with grant dollars, supporting documentation substantiating grant must be attached.</b>			

**EAU CLAIRE COUNTY HUMAN SERVICES**

**Department Report**

**April 2018**

**DIRECTOR'S REPORT – Diane Cable**

Hello. In Human Services Spring brings forward celebrations, changes, activity, and opportunities.

*Celebrations:*

Child Abuse Prevention Month: A family Fun night was held at the Sports Center in Eau Claire to promote healthy family engagement and positive family activities.

Eau Claire County is celebrating Economic Support Week April 23-27. We celebrate and thank our staff in Economic Support Services for helping to promote self sufficiency, connecting individuals to benefits and resources, meeting and exceeding state and federal benchmarks, and maintaining high quality customer service.

Administrative Professionals Week: The week of April 23-27 is Administrative Professionals Week. We celebrate and thank our Administrative Professionals for organizing, supporting and creating solutions to enhance and carry out work flows and operations.

*Changes:*

We welcome new County Board Supervisors to the Human Services Board! We look forward to working with you as Human Services Board members.

As we welcome our new 2018 staff, we are adapting our space to meet operational needs. Some Economic Support Staff have started to Telework 2-3 days a week. This meets needs of staff and operations. On days where several staff may call in, because of winter storms, our Telework staff are still able to work and provide the necessary services! Telework and staff sharing offices throughout the Department allows us to design the space to meet the needs of the Department. We are working with the Facilities Department, IS Department and Purchasing on this project, with completion by the end of the year.

*Opportunities*

DHS has been invited to partipate in the Alia Unsystem Innovation Cohort journey! It is a group of child welfare system leaders, from throughout the nation, who will skillfully and wholeheartedly guide their agencies through a transformation. This is our work for becoming a well, healthy, trauma informed organization. The overarching goal of the innovation project is for every child to remain in the uninterrupted care of an already trusted adult, where there is never a disruption to his or her sense of connection and belonging. We will share at our May meeting, in more depth, about the Innovation Cohort journey!

**BEHAVIORAL HEALTH SERVICES DIVISION**

**Jeff Wright, Sharon Besterfeldt, Nancy Shilts, Bill Stein**

*Adult Protective Services, APS:*

During the past month there has been a significant increase in financial abuse reports from banks and other entities. Banking insitutes have put inot place several procedures to address the potential financial abuse. ECDHS has worked with several local banks regaring misappropriation of funds.

*Community Support Program , CSP:*

Following a successful recertification survey in February, the Community Services Program received its official notification and Certificate of Approval from the State of Wisconsin Division of Quality



Assurance, earlier this month. CSP is still working to fill the position vacated by Denise Feisst; interviews were recently held and a decision may be made before the end of the month.

***Comprehensive Community Services (CCS) Program:***

	Referrals YTD	Current Enrollment	Enrolled YTD	Discharged YTD	Referrals since Program Inception
January	18	127	9	2	394
February	34	126	10	4	409
March	62	131	21	2	441
April	106	136	27	2	485

***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. NorthWest Connections mobile and the Eau Claire Crisis Team provided 29 mobile assessments which led to 13 detentions during the month of March. In March there were 37 detentions which led to 8 individuals being placed under civil commitments. This is 27% higher than in March 2017. One third party petition was filed.

There continues to be ongoing admissions to Winnebago Mental Health Institute, both adults and children with longer admissions due to difficulty with establishing discharge plan that address individual's needs, especially regarding supervised living situations.

2018	Follow-Up Crisis Calls	Mobile and Crisis Team – Crisis Assessments
January	317	34
February	281	29
March	315	29

***Treatment Courts***

The treatment courts continue to evaluate efficiency with the collaboration of CJCC. We meet regularly to determine how we can continue to provide best practices and also grow our capacity. We are also excited we were able to send our team of coordinators to the Wisconsin Association of Treatment Court Professionals (WATCP) with the help of grant funding.

**FAMILY SERVICES DIVISION**

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

Courtney Wick has been hired as a Social Work Manager and started transitioning into her new role on April 16<sup>th</sup>. Courtney has been a Child Protective Services Social Worker on the Initial Assessment team for the past four years. Courtney will be supervising Ongoing Child Protective Services.

Staff from Child Protective Services, Youth Services and the Juvenile Detention Center finished the first phase of Juvenile Court Intake Training on March 22<sup>nd</sup>. All thirty-five staff members who attended the training passed the Juvenile Court Intake exam and are now certified Juvenile Court Intake Workers. The second phase of the training will take place on May 10<sup>th</sup> and 11<sup>th</sup> and will focus on decision-making while on-call.

The Recruitment Team, as part of the Alternate Care Program, is preparing to celebrate foster parents as *May is Foster Parent Appreciation Month*. The Recruitment Team is looking at options of a possible movie night, family fun night at the sports center and thank you cards with a gift card. The Department continues to work together to enhance recruitment and retention of foster parents to better serve our community.

### *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*

As mentioned above, Courtney Wick is transitioning to the Social Work Manager for the CPS Ongoing team. Due to this transition, there is one vacancy in Initial Assessment. Approval was provided on April 18, 2018 to have a temporary employee on the team. This arrangement is in the process of being finalized and it is anticipated that a student from the UW-Madison Master of Social Worker Part Time Program will fill this role as she has become acquainted with case practice within the team during her time as an intern. We will recruit to fill the position.

#### *Ongoing Child Protective Services*

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

#### *Youth Services*

Jamero Ames started as a Social Worker on the Youth Services team on April 16<sup>th</sup>. Rebecca Klingbeil is scheduled to begin her employment as a Social Worker on YS team on April 23<sup>rd</sup>. Filling the two social work vacancies in the youth services team. As of April 23<sup>rd</sup>, there will be 12 FTE social workers in YS.

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

There are currently 11 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).

### **Clients Served**

#### *CPS Initial Assessment*

In March we received 116 reports alleging child maltreatment; 38 were screened in for CPS Initial Assessment and 78 were screened out. We also screened in three Child Welfare Services reports.

#### *Ongoing Child Protective Services*

Ongoing CPS is currently serving 106 families and 213 children. 144 of the 213 children served are in out of home care which equates to 68% of the children served. 77 of the 106 families served have at least one child in out of home care. This means 73% 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*

The Youth Services Team is currently serving 113 families with 138 youth. Of the 138 youth open, 51 are in out of home placement which is equivalent to 37% of the children served by Youth Services.

#### *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; 123 waiver, 13 CCOP cases. As of April 2018, there are 49 children found eligible for services and on the formal waitlist. Currently, four (4) children are in the screening process to receive an eligibility determination to be placed on the waitlist. Ten (10) children were taken off the formal waitlist since January 2018. 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 April 2018, the Coordinated Services Team Program is serving 27 teams with 47 youth. CST received seven (8) referrals since January 2018; all but one are currently being served or are in the assessment process to begin services. CST staff have facilitated one Family Group Decision Making (FGDM) meeting this year.

## *Birth to Three Program*

The Birth to Three Program continues to receive approximately 20-30 referrals per month to be evaluated for services. Since January 2018, the Department has received 117 referrals; 17 referrals during April 2018.

## *Secure Detention*

The detention center is short staffed due to a variety of reasons.

Two 1.0 FTE female staff are on medical leave.

One 1.0 FTE male has transferred to the Family Services Division.

One .50 FTE female resigned.

One vacant .50 FTE position.

Coverage is being managed with part-time staff, resulting in significant overtime.

Recruitment is underway to replace all vacant positions.

## **Serving**

### *Juvenile Detention*

	<b>2018 March</b>	<b>2017 March</b>	<b>2018 TOTAL</b>	<b>2017 TOTAL</b>
<b>SHORT-TERM</b>				
ADMISSIONS	40	34	90	97
Eau Claire	11	6	16	17
DAYS	323	232	712	746
Eau Claire	109	34	161	90
<b>180 PROGRAM</b>				
ADMISSIONS	11	13	32	39
Eau Claire	1	2	4	6
DAYS	307	403	915	1170
Eau Claire	31	62	108	180
<b>Average Daily Population</b>	20.32	20.48	18.07	21.28

**Notables:**

- The detention center currently houses three Eau Claire County residents formerly placed with the Department of Corrections. These youth are placed long term and require extraordinary supervision.
- We also are housing a number of Eau Claire County youth from State mental health facilities; also requiring very high supervision.
- The current staff has done a remarkable job of ensuring each resident's safety, maintaining the security of the facility, and continuing to provide a restorative atmosphere for all residents. They all should be commended!

#### **Short Term Detention: March 2018**

- Average daily population (ADP) in March, 2018 was identical to 2017
- Occupancy rate was 79%
- Total admissions increased from 34 to 40
- Total days increased by 91 days
- Eau Claire County increased from 6 residents to 11
- Eau Claire County days were up from 34 days to 109

#### **180 Program: March 2018**

- Placements remained fairly constant at 11
- Total days decreased from 403 to 307
- Eau Claire County admissions remained constant
- Eau Claire County days decreased from 62 to 31

#### **Fiscal Services Unit – Vickie Gardner**

- The Fiscal Unit is recruiting for a couple of positions including Fiscal Associate III and Data Specialist. We are also working on Unit priorities including:
- Training is continuing for the two Quality Assurance CCS staff. They are already making a positive impact to the overall CCS program efficiencies.
- We continue to utilize temporary fiscal help within the department to help with CCS billing and other fiscal responsibilities.
- We will begin interviewing for the Data Specialist position the week of April 23<sup>rd</sup>.
- We are continuing to interview for Fiscal Associate III positions.
- We are working with Human Resources to finalize the job description for the contract coordinator position and hope to begin recruitment by the end of April
- We continue to work with providers on their 2018 rates and are in the process of preparing and distributing contracts.
- Currently working with Foster Care staff and CLTS manager to re-evaluate the payment of transportation and rates for respite providers – This process has been finalized and approved. We are in the process of finalizing the implementation plan and hope to begin this new process starting May 1<sup>st</sup>.
- 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 – Work continues with WAUG and Netsmart to finalize the project.
- We are now in our third month of processing the reconciliation of monthly credit card purchases. It is going well. Fiscal has already seen a decrease in the amount of time being spent on past inefficiencies.

- Year-end processing continues and includes the preparation of state reporting and for the auditors who will be arriving in May.
- Billing changes implemented with contracted provider Joxel's help last Fall continue to provide some challenges as we work out the new process for billing in 2018.
- We are currently working on setting up a new process for billing Crisis Intervention services hourly instead of utilizing a daily rate.

### **ORGANIZATIONAL SUPPORT SERVICES**

**Sue Schleppenbach**

We are hoping to gain access and operation of the Records Center that is currently under Information Systems. In the records center we have approximately 700 boxes of documents which need to be saved until their destruction date. We also have approximately 4600 files on open shelf files. These include closed files and old volumes of open records. These are records that are retrieved most often.

### **ECONOMIC SUPPORT SERVICES DIVISION**

**Linda Struck, Jane Olson, Kathy Welke, Jen Dahl**

#### **Economic Support Unit (ESU)**

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, three of which are in Eau Claire County.

March 2018	HC-FS Caseloads	Child Care Caseloads
Eau Claire County	11,836	450
Great Rivers	53,582	1433

Additional GRC Stats (March Data):

- 3,759 applications were processed
- 2,944 renewals were processed
- 14,153 calls were received in our call center
- Average Speed of answer was 1.16 minutes

Eau Claire County Department of Human Services  
 Recruitment Status - 4.18

Position Title	Unit
Social Worker	CSP
Social Worker	Family Services Unit
CCS SF	Beh Health
Juvenile Detention Workers	Family Services Unit
Economic Support Specialist	ESS
Economic Support Specialist	ESS
Economic Support Specialist	ESS
Administrative Specialist I	Org Services
Administrative Specialist I	Org Services
Administrative Specialist I	Org Services

**New for 2018 in Budget**

CCS Supervisor (2)	CCS
AODA Case Manager (2)	CCS
Data Spec (AW)	Fiscal
Fiscal Assoc III (SJ)	Fiscal
Admin Specialist I (.5) from JCI	JCI
ESS (never filled in 2017) to Contract Coordinator	Fiscal
Admin Specialist I (new CCS)	Org. Services
Clinic Manager (1)	Beh. Health
Outpatient Clinical Services Ther. (3)	Beh. Health
Fiscal Associate III Billing Specialist	CCS