

**HUMAN SERVICES BOARD MEETING
COUNTY OF EAU CLAIRE
Eau Claire, WI 54703
NOTICE OF PUBLIC MEETING**

In accordance with the provisions of Chapter 297, State of Wisconsin, Laws of 1973, notice is hereby given of the following public meeting: The Human Services Board will meet on Monday, June 25, 2018 at 721 Oxford Avenue, Eau Claire WI 54703. Items of business to be discussed or acted upon at this meeting are listed below:

2:30 – 2:50 PM Gather in Room 3341 Tour Northwest Regional Juvenile Detention Center
3-3:30 PM Room G034 Tour Eau Claire County Human Services starting on Ground Floor

3:30 to 4:50 PM Room 2064 Human Services “Vision & Program Area”
Presentation by Human Services Leadership Team

Regular meeting will begin 5 PM in Room 2064

1. Welcome & Call Meeting to Order by Chair Colleen Bates
2. Approval of the June 25, 2018 meeting agenda
3. Review/Approval of May 21, 2018 Human Services Board meeting minutes Pgs 2-3
4. Public Input
5. Continue Orientation Overview of Human Services Dept & Program areas
6. April 2018 Financial Statements/Discussion - Accept Pgs 4-8
7. Director Update
 - Department Updates Pgs 9-14
 - Legislative Updates
8. Personnel Update Page 15
9. Adjourn

2018 Meetings:

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

May 21, 2018

Room 2064

5 p.m.

PRESENT: Colleen Bates, Dianne Robertson, Lorraine Henning
Paul Maulucci, Sandra McKinney, Gabriel Schlieve
Martha Nieman, Kim Cronk, Don Mowry, Lydia Boerboom

STAFF: Diane Cable, Tom Wirth, Vickie Gardner, Jackie Krumenauer, Kerry Swoboda

VISITORS: Jessica Kaiser, Eau Claire County

Colleen Bates called the meeting to order at 5:03 p.m.

Approval of the May 21, 2018 Meeting agenda – Dianne Robertson made a motion to approve today’s agenda. Second by Kim Cronk. The motion carried unanimously and today’s agenda was approved.

Approval of the April 23, 2018 Meeting Minutes - Paul Maulucci made a motion to approve the meeting minutes from April 23, 2018. Second by Sandra McKinney. 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 Martha Nieman. The motion carried unanimously and the public input session was closed.

Foster Parent and Foster Care Appreciation Month – Update/Recognition/Discussion
Kerry Swoboda, Social Work Manager for Children’s Mental Health unit at DHS, was present at the meeting and introduced Jessica Kaiser, Foster Parent for Eau Claire County.

Diane and Tom are participating in a new 3 year initiative called *Innovation Cohort* which involves redesigning the Child Welfare system. The Cohort includes six agency teams across the country. The goal for each agency is to re-design and build a new family driven trauma informed way of responding to families who are struggling that preserves family bonds in any way possible, whenever safely possible. The number one goal Eau Claire County DHS is embracing is that kids aren’t placed with strangers through foster care systems. As part of the 2019 budget planning process, the agency is also committing to aspiring to ensuring “family connections are always preserved and strengthened”. For more information about the *Innovation Cohort* please visit their website: www.aliainnovations.org/revolutionary-work/cohort/

Youth Correctional Services – Update/Discussion/Action Diane gave an update on the Youth Correctional Services Assembly Bill 953 and plans to close Lincoln Hills and Copper Lake schools by January 1, 2021. Counties will be responsible to operate secured residential care centers for children and youth (SRCCCY). Eau Claire and LaCrosse counties are holding an informational joint meeting with 30+surrounding counties on May 24 to share ideas about long term SRCCCY’s.

We will share information as it becomes available and next steps including a resolution for your support.

WCHSA (Wisconsin Counties Human Services Association) Conference Update – Sandra McKinney and Colleen Bates reported out on their experience attending the Spring 2018 WCHSA Conference.

Sandra McKinney left at 6:15 PM

Human Services Responsibilities – Information/Discussion Diane shared highlights of the presentation she and Chuck Price from Waupaca County gave at the WCHSA Spring Conference:

- Dept of Health Services (DHS) & Dept of Children and Families (DCF) responsibilities
- Principles, Mission, vision & values for each county
- Statistical information RCC# of days in Care
- How we respond matters with Eau Claire County taking on the incentive of *Speak Your Peace* for county staff response
- Finally how we collaborate together as counties

2017 Financial Unaudited Update – Diane distributed the unaudited financial report ending 2017. The projected deficit for 2017 is (\$716,965). WIMCR reconciliations will be handled differently in the future including CCS revenue reconciliations.

Approval/Accept/Denial of March 2018 Financial Statements – Vickie reviewed the financial reports for March including the Alternate Care report. Lorraine Henning made a motion to accept the financial reports as presented. Second by Paul Maulucci. The motion carried unanimously.

Director's Report – Diane Cable

- Department Updates – Included in HS Board packet.
- Legislative Updates

Personnel update by Jackie.

The meeting adjourned at 6:50 p.m.

The next Human Services Board meeting is scheduled for **Monday, June 25, 2018 at 5 p.m. in Room 2064.**

**Eau Claire County
DHS Board Meeting
Held on 6/25/18**

April 2018 Financial Overview

Contributing factors which could favorably impact financial outcomes:

- Overall CCS revenues will continue to ramp up with the addition of new personnel.

Contributing factors which could negatively impact financial outcomes:

- Overall increased costs in comparison to budget:
 - Family Services – Alternate Care
 - Crisis/Emergency Services to Children and Adults

**DHS Alternate Care
For Period Ending 04/30/2018
Year over Year Comparison**

Children in Foster Care/Residential Care Centers/Group Homes									
	<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
	April	14	134	\$ 417,428	12	154	\$ 630,631	-17%	13%
Year to Date	53	182	\$ 1,609,462	44	177	\$ 1,628,808	-20%	-3%	1%

Juvenile Corrections									
	<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	\$ 15,700	0	0	\$ -	0%	-100%
Grow Academy	0	0	\$ -	0	0	\$ -	0%	0%	0%
April	0	2	\$ 15,700	0	0	\$ -	0%	-100%	-100%
Year to Date	0	2	\$ 68,260	2	5	\$ 54,255	100%	60%	-26%

Northern/Southern Centers									
	<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
	April	0	1	\$ 13,306	0	1	\$ 17,782	0%	0%
Year to Date	1	2	\$ 31,934	0	1	\$ 71,127	-100%	-100%	55%

Winnebago/Mendota									
	<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
	April	4	8	\$ 112,504	3	6	\$ 103,563	-33%	-33%
Year to Date	27	27	\$ 519,776	25	26	\$ 402,697	-8%	-4%	-29%

Eau Claire County
 Department of Human Services
 Financial Statement for the Period
 January 1, 2018 through April 30, 2018

Expense	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Overhead	271,078.33	235,070.06	36,008.28
Personnel	5,044,399.33	4,363,233.37	681,165.96
Services & Supplies	112,586.67	195,796.71	(83,210.04)
Purchased Services	3,903,820.00	4,927,635.46	(1,023,815.46)
BCA Payback	379,951.33	379,951.33	0.00
Total	<u>9,711,835.67</u>	<u>10,101,686.93</u>	<u>(389,851.26)</u>
Revenue			
Tax Levy		2,876,723.67	0.00
State/Federal	3,975,015.00	4,228,060.24	253,045.24
Medical Assistance	2,127,658.67	1,309,175.49	(818,483.17)
Charges & Fees	181,261.67	128,652.71	(52,608.96)
Other	551,176.67	501,873.48	(49,303.19)
Total	<u>9,711,835.67</u>	<u>9,044,485.59</u>	<u>(667,350.07)</u>
Grand Total			(1,057,201.34)
Less CCS			\$245,347
Excess (Deficiency) of Revenue over Expenditures			(811,853.86)

Eau Claire County
 Department of Human Services
 CCS Financial Statement for the Period
 January 1, 2018 through April 30, 2018

Expense	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Overhead/Mgmt	173,333	87,839	85,494
Personnel	1,024,543	468,354	556,189
Services & Supplies	6,283	46,718	(40,434)
Purchased Services	500,000	577,084	(77,084)
Total	1,704,160	1,179,995	524,165
Revenue			
Medical Assistance	1,697,493	920,448	(777,045)
Client Charges & Fees	6,667	14,199	7,532
Total	1,704,160	934,647	(769,513)
Excess (Deficiency) of Revenue over Expenditures			(245,347)

Eau Claire County
Department of Human Services
YTD Program Expenditures Summary
Thru April 30, 2018

Program	Monthly				YTD		Year End		
	Budgeted		Actual		Budgeted	Actual	Expenses	Annualized	
	Expenses	Targeted %	Expenses	% of Expenses Utilized	Expenses	Targeted %	Expenses	% Annualized	
1. Community Care & Treatment of Children who are Abused or Neglected	\$426,746	8.3%	\$294,975	5.8%	\$1,706,985	33.3%	\$2,261,039	\$6,783,115.9	132.5%
2. Community Care & Treatment of Adults & Children with Mental Illness	\$954,613	8.3%	\$948,467	8.3%	\$3,818,452	33.3%	\$3,579,112	\$10,737,335.1	93.7%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$142,768	8.3%	\$101,367	5.9%	\$571,073	33.3%	\$388,100	\$1,164,299.9	68.0%
4. Community Care and Treatment of Youth Offenders	\$394,207	8.3%	\$761,581	16.1%	\$1,576,827	33.3%	\$1,873,829	\$5,621,485.7	118.8%
5. Alcohol & Other Drug Abuse	\$72,206	8.3%	\$90,625	10.5%	\$288,824	33.3%	\$289,696	\$869,088.1	100.3%
6. Protection of Vulnerable Adults	\$45,468	8.3%	\$46,175	8.5%	\$181,870	33.3%	\$187,395	\$562,183.6	103.0%
7. Financial & Economic Assistance	\$296,963	8.3%	\$263,736	7.4%	\$1,187,852	33.3%	\$1,142,566	\$3,427,698.5	96.2%
Total	\$2,332,971	8.3%	\$2,506,926	9.0%	\$9,331,884	33.3%	\$9,721,736	\$29,165,207	104.2%

EAU CLAIRE COUNTY HUMAN SERVICES
Department Report
June 2018

DIRECTOR'S REPORT – Diane Cable

Hello. Connections, healthy, caring, compassionate, beloved connections are essential for human wellbeing. As a Human Services Leadership team and Agency, we have committed to the following vision *Family Connections are ALWAYS Preserved and Strengthened!* In this statement, Family is defined in the broadest sense, family of creation, family of origin, community, caring individual, staff, board, etc. There is significant research that speaks to the vital importance of connection for human wellbeing. We recognize, that through focusing on connections, can lead us to improved outcomes for children, youth, individuals and families. Emma M. Seppälä Ph.D. notes in her online article of Psychology Today, from August 2012,

....Social connection improves physical health and psychological well-being. One telling study showed that lack of social connection is a greater detriment to health than obesity, smoking and high blood pressure. On the flip side, strong social connection leads to a 50% increased chance of longevity. Social connection strengthens our immune system (Steve Cole shows that genes impacted by social connection also code for immune function and inflammation), helps us recover from disease faster, and may even lengthen our life. People who feel more connected to others have lower rates of anxiety and depression. Moreover, studies show they also have higher self-esteem, are more empathetic to others, more trusting and cooperative and, as a consequence, other are more open to trusting and cooperating with them. Social connectedness therefore generates a positive feedback loop of social, emotional and physical well-being. Unfortunately, the opposite is also true for those who lack social connectedness. Low social connection has been generally associated with declines in physical and psychological health as well as a higher propensity to antisocial behavior that leads to further isolation.

At our June All Agency meeting we played the Brain Game. This is an engaging activity to learn about the importance of Brain Development from birth through eight years old, and the impact to resiliency in later years. The interaction and engagement heightened awareness of the importance of social supports and health connections have for all.

BEHAVIORAL HEALTH SERVICES DIVISION

Jeff Wright, Sharon Besterfeldt, Nancy Shilts, Bill Stein, Kerry Swoboda

We continue to see tremendous growth in our Behavioral Health Division, both in participants served, as well as newly hired staff. The majority of this has been in our Comprehensive Community Support (CCS) program, but we have new people in almost all the programs in our division. We have also now fully integrated the Coordinated Services Team (CST) and the Children's Long Term Support (CLTS) into the Behavioral Health Division. These changes have lead to increased opportunities for collaboration, both within our division, as well as with Family Services, and certainly strengthens our community impact.

Treatment Courts

We celebrated National Drug Court Month at the end of May. We tied it in with celebrating one of our participant’s graduations from Veteran’s Court. We had community stakeholders who spoke on behalf of the Veteran’s Court, and the positive impact it is having on the lives of our participants. The man graduating also shared his story of recovery, and it was very emotional hearing about how he was able to turn his life around in such a dramatic way. We know that we are doing great work in our treatment courts, and days like that really helped validate the important work we do.

Demand for treatment courts has remained strong. We are at capacity in the Alternatives to Incarcerating Mothers (AIM) program, as well as the Drug Court program. Capacity exists in both the Veteran’s Court and Mental Health Court. We are working on cross training with the coordinators in the three courts, in order to better utilize their skills and to help with the capacity issue.

Adult Protective Services (APS)

June 15th was World Elder Abuse Awareness Day. The United Nations General Assembly, in its resolution 66/127, designated June 15 as World Elder Abuse Awareness Day. It represents the one day in the year when the whole world voices its opposition to the abuse and suffering inflicted to some of our older generations.

Eau Claire County APS received 139 elder abuse reports in 2017. Reports were related to self-neglect, financial exploitation, neglect by others, and physical and emotional abuse.

Crisis Services:

2018	Follow-Up Crisis Calls	Mobile and Crisis Team – Crisis Assessments
January	317	34
February	281	29
March	315	29
April	300	27
May	293	33

Community Support Program , CSP:

CSP’s newest social worker Karen Petersin, has been with us for about one month. CSP is receiving more referrals. We are also working on a new triage process so referrals can be reviewed, and responded to quickly and if not appropriate for CSP, referred and connected to another program in Human Services.

Comprehensive Community Services (CCS) Program:

The CCS Program continues to grow and evolve. New staff who were hired and began work in April and May have completed their orientation and are working with new CCS participants. These new hires have given the program additional capacity, which allows more individuals with mental health and substance use conditions to receive services. Hiring continues to fill positions that were authorized in 2018. We recently hired our first Supervisor, Amy Van Hecker and are in the process of hiring a second supervisor. Our CCS Program brings valued support and resources to Eau Claire County Citizens in need.

	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
May	145	143	48	14	525
June	175	148	50	22	554

Children’s Behavioral Health Unit: CCS, CLTS/CCOP, 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 June 2018, there are 43 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. The Department is expected to eliminate the waitlist during 2018.

Coordinated Service Team Program

As of April 2018, the Coordinated Services Team Program is serving 26 teams with 41 youth. CST received thirteen (16) referrals since January 2018. CST staff have facilitated one Family Group Decision Making (FGDM) meeting this year; one will occur in the next two weeks.

FAMILY SERVICES DIVISION

Terri Bohl, Tasha Alexander, Melissa Christopherson, Rob Fadness, Hannah Keller, Courtney Wick

Programming

The Family Services Division Management team is fully staffed. The Resource Unit has been created under the supervision of Social Work Manager Melissa Christopherson. The Resource Unit will include Alternate Care, Birth to Three and the Strengthening Families Program.

On-call responsibilities for child protective services and youth services after-hours shifted from two Juvenile Court Intake Workers to twenty-seven workers within Family Services in April of this year. The Department has experienced success in shifting to this new format.

Personnel

We welcome Jennifer Carey started as a full time employee with the CPS Initial Assessment team on June 11, 2018. Jennifer was a student intern with the team during the 2017-2018 academic year and recently graduated with her MSW from the UW-Madison Part Time Program. While in her master’s program, Jennifer was a IV-E Child Welfare Scholar. We are very excited to have her as a team member.

We also welcome a fourth contracted position within the Family Services Division. Kevin Kline is the newly hired worker and will interface with Family Services and Behavioral Health.

There are current vacancies in the secure detention facility:

Three part-time female vacancies

Three part-time male vacancies

Coverage continues to be managed with existing staff. Recruitment, interviews and hiring continue.

Clients Served

CPS Initial Assessment

In May we received 128 reports alleging child maltreatment; 44 were screened in for CPS Initial Assessment and 84 were screened out. We also screened in 6 Child Welfare Services reports.

2018	# Reports	Reports Screened In/Out
January	130	45/85
February	113	37/76
March	116	38/78
April	139	43/96
May	128	44/84

Ongoing Child Protective Services

Ongoing CPS is currently serving 134 families and 263 children. 190 of the 263 children served are in out of home care which equates to 72% of the children served. 103 of the 134 families served have at least one child in out of home care. This means 77% 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.

	Families/Children Open for services	Families with Children in Alternate Care
January	94/191	85
February	97/198	88
March	106/213	77
April	138/268	94
May	134/263	103

*The significant increase in numbers from March to April involves the transfer of two Social Workers from the Youth Services team to the Ongoing Child Protective Services Team

Youth Services

The Youth Services Team is currently serving 91 families with 101 youth. Of the 101 youth open, 22 are in out of home placement which is equivalent to 22% of the children served by Youth Services. One area of struggle continues to be the ability to identify appropriate placements to meet the complex needs of the youth we serve; for example, youth with cognitive delays, physical aggression, Autism spectrum diagnoses, and significant suicidality often prove to be the most challenging when identifying placements.

	Families/ Youth open for services	Youth in Alternate Care
January	121/150	51
February	124/154	51
March	113/138	51
April	92/102	22
May	91/101	22

*The significant decrease in youth in out of home care is explained by the transfer of two Social Workers from the Youth Services team to the Ongoing CPS team

Alternate Care (Kinship and Foster Care)

Alternate Care has continued to experience a high number of children in out of home placements. 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. As of 6/19/2018, there were 207 children in out of home placement.

Birth to Three Program

The Birth to Three Program has received 200 referrals so far in 2018; 22 referrals from Jun 1-19, 2018.

Juvenile Detention

	2018 May	2017 May	2018 TOTAL (est)	2017 TOTAL
SHORT-TERM				
ADMISSIONS	154	165	370	379
Eau Claire	33	39	79	100
DAYS	1388	1196	3331	2616
Eau Claire	391	180	938	545
180 PROGRAM				
ADMISSIONS	51	62	122	114
Eau Claire	5	10	12	20
DAYS	1408	1687	3379	3105
Eau Claire	109		261	551
Average Daily Population	18.51	19.09	18.38	15.67
Incident Reports	117	85	1250	1076
Late Admissions	0	0	4.8	7.2

Fiscal Services Unit – Vickie Gardner

The Fiscal Unit is continuing recruitment efforts for a couple of positions including a Contract Coordinator and the second Fiscal Associate III. We are also working on Unit priorities including:

- The first new Fiscal Associate III began on June 4, 2018.
- The Data Specialist has been hired with a start date of Monday, July 9th.
- We continue to utilize temporary fiscal help within the department to help with CCS and other fiscal responsibilities until we are fully staffed.
- We have completed interviews for the second Fiscal Associate III position and are processing background checks.
- We are in the process of setting up 2nd interviews for the contract coordinator position.
- Beginning preliminary work and discussion with IS department on creating a Sharepoint site for CCS . First, Office 365 will be implemented.
- Work has begun on WIMCR reporting. Deadline is mid-July
- Meeting with contractor Joxel to review recommended Optimization plan for the Avatar System.

ORGANIZATIONAL SUPPORT SERVICES

Sue Schleppenbach

We are going live with scanning CCS files into Avatar. Thanks to the work of the I.S. Department and Office Support staff we were able to work through the barriers and have set a go live date of

6/22/2018! We are also preparing to implement the new JCI referral form in WISCAWIS which also begins June 22, 2018.

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, three of which are in Eau Claire County.

June 2018	HC-FS Caseloads	Child Care Caseloads
Eau Claire County	11,790	451
Great Rivers	53,566	1478

Additional GRC Stats (May Data):

- 3,321 applications were processed
- 2,754 renewals were processed
- 14,978 calls were received in our call center
- Average Speed of answer in call center was 1.43 minutes
- \$4,130,012 (GRC) \$942,377 (Eau Claire) were issued in FS benefits for the month

Eau Claire County Department of Human Services
Recruitment Status - 6.25.18

Position Title	Unit	Status
Juvenile Detention Workers	Family Services Unit	Interviews held
CCS SF (MK)	Beh Health	2nd Interviews scheduled
CCS SF (SR)	Beh Health	2nd Interviews scheduled
CCS SF (AVH)	Beh Health	2nd Interviews scheduled
CCS SF (BJ)	Beh Health	2nd Interviews scheduled
Economic Support Specialist (MM)	ESS	Under review
Economic Support Specialist (NS)	ESS	Under review
Administrative Specialist I (ST)	Org Services	Under review

New for 2018 in Budget

CCS Supervisor (1)	CCS	re opening recruitment
AODA Case Manager (1)	CCS	re opening recruitment
SW for Jail Re-Entry Program	Beh. Health	Recruitment both ex & in
Admin Specialist I (.5) from JCI	JCI	
ESS (Never filled in 2017) to Cont Coord	Fiscal	2nd Interviews scheduled
Clinic Manager (1)	Beh. Health	Recruitment both ex & in
Outpatient Clinical Services Ther. (3)	Beh. Health	Recruitment both ex & in
Fiscal Associate III Billing Specialist	CCS	out of state background checks