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, July 23, 2018 5 PM, Room 2064 at 721 Oxford Avenue, Eau Claire WI 54703. Items of business to be discussed or acted upon at this meeting are listed below:

- 1. Welcome & Call Meeting to Order by Chair Colleen Bates
- 2. Approval of the July 23, 2018 meeting agenda
- 3. Review/Approval of June 25, 2018 Human Services Board meeting minutes Pgs 2-3
- 4. Public Input
- 5. Presentation Family Services: Child Welfare and Youth Services
- 6. Proposed 2019 Budget
 - Review/approve DHS Program Prioritization List Pgs 4-5
- 7. May 2018 Financial Statements/Discussion Accept Pgs 6-10
- 8. Director Update
 - -Department Updates Pgs 11-14
 - -Legislative Updates Update on Act 185 SRCCCY's
 - -System Update
 - -Avatar Optimization
- 9. Personnel Update Page 15
- 10. Adjourn

2018 Meetings:

Aug 9 & Aug 15, 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 June 25, 2018

PRESENT:

Colleen Bates, Dianne Robertson, Lorraine Henning

Sandra McKinney, Gabriel Schlieve

Martha Nieman, Kim Cronk, Lydia Boerboom

EXCUSED:

Paul Maulucci, Don Mowry

STAFF:

Diane Cable, Tom Wirth, Vickie Gardner, Jackie Krumenauer, Kerry Swoboda, Linda Struck, Hannah Keller, Rob Fadness, Amy VanHecker, Melissa Christopherson, Terri Bohl, Sue Schleppenbach, Jeff Wright, Sharon Besterfeldt, Nancy Shilts, Courtney Wick, Bill Stein, Tasha

Alexander

VISITORS:

Joe Knight, Jim Dunning, Connie Russell, Nick Smiar, Heather DeLuka

3:30 to 4:50 PM Room 2064

Human Services "Vision & Program Area"
Presentation by Human Services Leadership Team

Colleen Bates called the Regular meeting to order at 2:30 in Room 3341 for a tour of the Northwest Regional Juvenile Detention Center.

At 3 PM there as a tour of the Human Services Dept.

4:05 PM Room 2064

Human Services "Vision & Program Area" Presentation by Human Services Leadership Team

Diane welcomed everyone. Introductions of Leadership Team

General Dept overview and Vision/Mission – Diane

Adopted Dept vision: Family Connections are Always Preserved & Strengthened

Agency program overview by Economic Support, Family Services, Behavioral Health, Fiscal, Organizational Services and Leadership/Management:

What we do

What this looks like

How our work connects to the Vision & Mission

At 5:11 PM Colleen resumed the meeting.

<u>Approval of the June 25, 2018 Meeting agenda</u> — Dianne Robertson made a motion to approve today's agenda. Second by Kim Cronk. The motion carried unanimously and today's agenda was approved.

Page 2 June 25, 2018

<u>Public Input</u> - 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 Martha Nieman to close the public input session. Second by Kim Cronk. The motion carried unanimously and the public input session was closed.

<u>Approval of the May 21, 2018 Meeting Minutes</u> - Dianne Robertson made a motion to approve the meeting minutes from May 21, 2018. Second by Kim Cronk. The motion carried unanimously and the meeting minutes were approved.

<u>Approval/Accept/Denial of April 2018 Financial Statements</u> — Vickie reviewed the financial reports for April including the Alternate Care report. Sandra McKinney made a motion to accept the financial reports as presented. Second by Gabriel Schlieve. The motion carried unanimously.

Lydia Boerboom left at 5:50 PM

Director's Report - Diane Cable

- Department Updates Included in HS Board packet.
- Scheduled 2019 Budget meetings:
 - o Thursday, August 9 at 5 p.m. in Room 2064
 - o Wednesday, August 15 at 5 p.m. in Room 2064 beginning with Public Hearing
 - Will review proposed changes and approve the 2019 DHS Program Prioritization List in July
- Legislative Updates Diane reported staff will be attending a WCA meeting in Madison on July 9 re: WI Law 185 a new approach to juvenile corrections and will report again in July.

Personnel update by Jackie.

The meeting adjourned at 6:15 p.m.

The next Human Services Board meeting is scheduled for Monday, July 23, 2018 at 5 p.m. in Room 2064. We also added a budget meeting for August 9 and moved the regular August meeting to August 15.

Jackie Krumenauer, Committee Clerk

Department of Human Services Program Prioritization List 2019

DHS Priority

Program Description

1

Community Care & Treatment of Children who are abused or neglected including Alternate Care licensing

Child Protective Services (CPS) is a specialized field of the Child Welfare System. CPS intervention is warranted whenever there is a report that a child may be unsafe, abused or neglected, or be at risk of abuse or neglect. The purpose of the CPS system is to identify and improve family conditions that make children unsafe or place them at risk for abuse or neglect.

2

<u>Treatment of Adults & Children with Behavioral Health Issues</u>

Case management and treatment programs serving both adults and children with a primary diagnosis of mental illness aimed at reducing symptoms and maximizing community, educational and vocational participation. Includes: CCS, CSP, CST Program, Medication Management, Crisis Mental Health, Mental Health Court, Intensive Case Management.

This program provides information and referral, education, prevention, assessment, early intervention and treatment services for adults, youth and families where there is a primary alcohol and other drug abuse (AODA) problem. The program consists of three areas of focus: AODA Case Management, Adult Drug Court, and AIM Court.

3

Community Care & Treatment of Children who are Developmentally Disabled (DD) or Developmentally Delayed

This program area includes case management and direct services to children who are developmentally disabled or developmentally delayed. Services include the Birth to Three Program, the Family Support Program, and Children's Long Term Support Medical Assistance Waivers.

4

Residential & Community Care & Treatment of Youth Offenders

Mandated services for youth offenders as defined under the Juvenile Justice Code (Chapter 938). The legislative intent is to promote a juvenile justice system capable of dealing with the problem of juvenile delinquency, a system which will protect the community, impose accountability for violations of law and equip juvenile offenders with the needed competencies to live responsibly and productively in the community.

This program area provides a continuum of services to youth and their families, ranging from informal case management interventions to commitment to the Wisconsin Department of Corrections (DOC). Social Work interventions are at the core of this

work, simultaneously ensuring community safety, and accountability and rehabilitation for youth & their families. The youth served within this program area are experiencing critical bio-psycho-social developmental phases requiring individualized assessment, case planning and dispositional interventions with a variety of community based service options.

The Coordinated Services Team Programs are intensive community based interventions available to youth and families experiencing delinquency episodes when more traditional case management interventions have not yielded productive outcomes.

5

6

Protection of Vulnerable Adults who are at Risk for Abuse,
Neglect or Exploitation including certification of Adult
Family Homes

Under the scope of Wisconsin Statutes Chapter 55 (Protective Services System) and Wisconsin Statutes Chapter 46.90 (Elder Abuse Reporting System), DHS is the lead agency for Adult Protective Services in Eau Claire County. This includes our designation as the county's "Adult At Risk" agency. In this program area we provide services to ensure the protection of vulnerable populations, enabling them to live in the least restrictive setting consistent with their needs.

Financial & Economic Assistance, Fraud Investigation & Recovery, Resource Development & Certification

The Economic Support Unit provides eligible Great Rivers Income Maintenance Consortium residents (Barron, Burnett, Chippewa, Douglas, Dunn, Eau Claire, Pierce, Polk, St. Croix, Washburn) access to health care, food, childcare, and home energy and heating resources through public programs including Medical Assistance (including BadgerCare Plus, Family Planning Waiver, Community Waiver, Institutional, and Medicare Beneficiary Programs) Food Share (SNAP) and Wisconsin Home Energy Program.

Eau Claire County DHS Board Meeting Held on 7/23/18

May 2018 Financial Overview

Contributing factors which could favorably impact financial outcomes:

• The continued enhancement of the CCS program and Behavioral Health Services.

Contributing factors which could negatively impact financial outcomes:

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

DHS Alternate Care For Period Ending 05/31/2018 Year over Year Comparison

		Children	in Foster Ca	re/Resident	ial Care (Centers/Grou	p Homes		
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		<u>2017</u>			<u>2018</u>		% of Increas	e/Decrease Year	Year over
	Number of New			Number of New			Number of New	I-Personal Control of the Control of	
	Placements	Children	Amount	Placements	Children	Amount	Placements	Children	Amount
May	10	139	\$ 398,655	13	159	\$ 256,959	23%	13%	-55%
Year to Date	64	192	\$ 2,008,117	57	190	\$ 1,778,844	-12%	-1%	-13%
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Lake Grow	0	1	\$	9,052		0	0	\$		-	0%	-100%	-100%
Academy	0	2	\$	-		0	0	\$			0%	-100%	0%
May	0	3	\$	9,052		0	0	\$	-	ſ	0%	-100%	-100%
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Year to Date	1	2	\$	45,683	# A	0	1	\$	89,501	4	-100%	-100%	49%
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	Number of New					Number of New					Number of New	<u></u>	
	Placements	Clients		Amount	-	Placements	Clients		Amount		Placements	Clients	Amount
May	6	9	\$	102,414		4	5	\$	60,750		-50%	-80%	-69%
Year to Date	33	33	\$	622,190		29	30	\$	463,447	П	-14%	-10%	2/10/
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Eau Claire County
Department of Human Services
Financial Statement for the Period
January 1, 2018 through May 31, 2018

YTD Actual Excess Transactions (Deficient)	278,430.60 60,417.31 5,923,123.03 382,376.14 228,214.57 (68,587.78) 6,163,515.33 (1,203,091.58) 474,939.17 0.00	13,068,222.70 (828,885.91)	3,595,904.58 0.00 5,142,749.01 74,438.06 1,943,377.69 (716,195.65) 187,845.70 (38,731.38) 633,022.82 (55,948.01) 11,502,899.80 (736,436.99)	(1,565,322.90) \$344,533 res (1,220,790.10)
YTD Net Budget	338,847.92 6,305,499.17 159,626.79 4,960,423.75 474,939.17	12,239,336.79	3,595,904.58 5,068,310.95 2,659,573.33 226,577.08 688,970.83	enue over Expenditu
Expense	Overhead Personnel Services & Supplies Purchased Services BCA Payback	Total	Revenue Tax Levy State/Federal Medical Assistance Charges & Fees Other	Grand Total Less CCS Excess (Deficiency) of Revenue over Expenditures

Eau Claire County Department of Huamn Services CCS Financial Statement for the Period January 1, 2018 through May 31, 2018

Expense		YTD Actual Net Variance YTD Net Budget Transactions Excess (Deficient)	YTD Actual Fransactions	Net Variance Excess (Deficient)
Overhead/Mgmt		216,667	114,099	102.568
Personnel		1,280,679	740,125	540,555
Services & Supplies	٠	7,854	49,413	(41,559)
Purchased Services	· · · · · · · · · · · · · · · · · · ·	625,000	866,570	(241,570)
Total	:, ':	2,130,200	1,770,207	359,993
		٠,		
Revenue				
Medical Assistance Client Charges & Fees		2,121,867 8,333	1,407,692 17,982	(714,175) 9,649
Total		2,130,200	1,425,674	(704,526)

Eau Claire County Department of Human Services YTD Program Expenditures Summary Thru May 31, 2018

		Monthly		YTD	
	Budgeted	Actual	Budgeted		Year End
-		£0%	50,000	Actual	Annualized
<u>Program</u>	Expenses Targeted %	Expenses Utilized	Expenses Targeted %	% of Expenses	
					<u>expenses</u> Annualized
 Community Care & Treatment of Children who are Abused or Neglected 	\$426.746	COAT 200			
2 Community Constitution		005,5455	18.5% \$2,133,732 41.7%	\$3,206,418 62.6%	\$7,695,403.8 150.3%
Children with Mental Illness	\$954,613 8.3%	\$1,085,157	9.5% \$4.773.065	¢4 664 760	
3. Community Care & Treament of					\$11,194,243.8 97.7%
Developmentally Disabled or Delayed	\$142,768 8.3%	\$91,866	5.4% \$713,841 41.7%	/au ac 530 0C/5	, O . O . T T . L-A
4. Community Care and Treatment of Youth				000/0724	51,151,918.1 67.2%
Offenders	\$394,207 8.3%	\$235,442	5.0% \$1.971.034 41.7%	\$2 109 271	, CTC C70 TA
5. Alrohal & Other Days Attended					\$5,062,250.4 107.0%
action of cure bridge abuse	\$72,206 8.3%	\$85,143	9.8% \$361,030 41.7%	\$374,839 43.3%	\$899.614.2
6. Protection of Vulnerable Adults					
	\$45,468 8.3%	\$56,725 10.4%	\$227,338 41.7%	\$244,119 44,7%	\$585 885 8
7. Financial & Economic Assistance					
	\$296,963 8.3%	\$371,836 10.4%	% \$1,484,815 41.7%	\$1,514,402 42.5%	\$3,634,564.4 102.0%
Total	\$2,332,971 8.3%	\$2,871,548 10.3%	% \$11,664,855 41.7%	\$12,593,284 45.0%	

EAU CLAIRE COUNTY HUMAN SERVICES Department Report July 2018

DIRECTOR'S REPORT - Diane Cable

Hello. We have many projects occurring this summer, which are keeping us busy and moving towards becoming a Trauma Informed/Aware Agency. We are in the midst of redefining our space. About two thirds of our staff are changing offices, (many sharing offices), which is creating an environment more conducive to the needs of our work flow and those who walk through our doors. We are preparing for the Behavioral Health Clinic, which will provide outpatient mental health and substance abuse services. We are also developing interventions and processes to respond to the increase of children and adults in Alternate Care. All of these efforts are towards the vision of Family Connections are ALWAYS Preserved and Strengthened!

BEHAVIORAL HEALTH SERVICES DIVISION Jeff Wright, Sharon Besterfeldt, Nancy Shilts, Bill Stein, Kerry Swoboda

Treatment Courts:

There continues to be an increase in referrals for the treatment courts, particularly AIM and Drug Court. We have modified our TAP grant to be used to contract for a screener and a female recovery coach. We are also continuing to evaluate our triage process and currently working on gathering data for our TAD and TAP grant reports.

Adult Protective Services (APS) - No update.

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:

As CSP is currently fully-staffed, we are looking at ways to streamline processes and be even more efficient with managing patient care. We have also reviewed and updated our admissions folder for all new CSP clients.

Comprehensive Community Services (CCS) Program:

The CCS Program continues to grow and evolve. We are in process of filling vacant positions that were approved in the 2018 budget and staff address openings that have resulted from existing staff transitioning into other positions within the CCS Program.

The following new staff: have been hired and will begin their employment in the coming weeks. Taylor Johnson-CCS Service Facilitator (7/23/2018), Kari Crawford- CCS Service Facilitator (7/30/2018, LeeAnn Gumulauskas-CCS Substance Use Professional (8/15/2018), Tim Foster-CCS Service Facilitator (8/15/2018... Our CCS Program brings valued support and resources to Eau Claire County citizens that are in need.

	Referrals YTD	Current	Enrolled YTD	Discharged YTD	Referrals since
	·	Enrollment			Program
Innia.	10				Inception
January	18	127	9	2	394
February	34	126	10	4	409
March	62	131	21	12	441
April	106	136	27	2	485
May	145	143	48	14	525
June	175	148	50	22	554
July	200	158	58	26	577

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 153 families; 141 waiver, 12 CCOP cases. As of July 2018, there are 43 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 and two (2) children are waiting to be assigned to be screened. Since June 2018, the Department has received eleven (11) new referrals. The Department continues to work to end the waitlist, as mandated by the State, by the end of 2018.

Coordinated Service Team Program

As of April 2018, the Coordinated Services Team Program is serving 24 teams with 46 youth. CST received thirteen (16) referrals since January 2018. CST staff have facilitated five Family Group Decision Making (FGDM) meetings this year.

FAMILY SERVICES DIVISION

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

The Family Services Division just started another offering of the Trauma Informed Parenting (TIP) Workshop which will take place over four weeks. Staff from the Department of Children and Families initially served as trainers and Eau Claire County staff observed the past training to become trainers. The workshop that started this month is utilizing DHS employees as the trainers. Another TIP Workshop will be planned for the fall of this year.

Personnel

Ongoing Child Protective Services

There are eleven Social Workers in Ongoing CPS. Kari Crawford recently accepted a position within the Comprehensive Community Services team and will begin her transition at the end of the month. This will create one vacancy on the Ongoing CPS team.

Secure Detention

Current secure detention facility staff vacancies:

One full-time female on medical leave;

Three part-time female vacancies remain;

Four part-time male vacancies remain;

Coverage is managed with existing staff. Recruitment, interviews and hiring continue.

Clients Served

CPS Initial Assessment

In June we received 110 reports alleging child maltreatment; 36 were screened in for CPS Initial Assessment and 74 were screened out. We also screened in 3 Child Welfare Services reports for assignment to Initial Assessment social workers.

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	
June	110	36/74	

Ongoing Child Protective Services

Ongoing CPS is currently serving 130 families and 252 children. 194 of the 252 children served are in out of home care which equates to 78% of the children served. 99 of the 130 families served have at least one child in out of home care. This means 76% 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
June	130/252	99

Youth Services

The Youth Services Team is currently serving 94 families with 105 youth. Of the 105 youth open, 24 are in out of home placement which is equivalent to 23% of the children served by Youth Services. Complex mental health and developmental disabilities continue to be the primarily reason for out of home 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
June	94/105	24

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 and license foster parents to meet the needs of children in the community and to provide additional support to foster parents to increase retention. As of 07/01/2018, there were 201 children in out of home placement.

Birth to Three Program

The Birth to Three Program has received 242 referrals so far in 2018. 23 referrals from July 1-16, 2018.

Juvenile Detention

	2018 June	2017 June	2018 to date	2017 to date	2018 TOTAL (est)	2017 TOTAL
SHORT-TERM						
ADMISSIONS	20	32	174	197	348	379
Eau Claire	14	13	47	52	94	100
DAYS	310	151	1698	1347	3369	2616
Eau Claire	122	71	513	251	1026	545
180 PROGRAM			et Alagarata			
ADMISSIONS	6	7	57	69	114	114
Eau Claire	0	2	5	12	10	20
DAYS	179	191	1587	1878	3174	3105
Eau Claire	0	42	109	344	218	551
Average Daily Population	16.3	11.4	18.15	17.81	18.0	17.67

Incident Reports	17	65	538	597	1076	1063
Self-Harm	0	0	29	16	58	19
Late Admissions	2	1	4	4	8	8

Fiscal Services Unit - Vickie Gardner

The Fiscal Unit has completed it recruiting efforts. All staff will be onboard by the last week in July. We are also working on Unit priorities including:

- The final Fiscal Associate III began on July 2, 2018.
- The Data Specialist started on July 9th and has been mentoring with IS staff and learning about the department.
- Training is continuing for the two Quality Assurance CCS staff. They are currently working on updating
 provided training and background check logs in addition to learning and processing provider progress
 notes.
- We have hired the contract coordinator and she will begin on Monday, July 23rd
- Beginning preliminary work with IS department on creating a Sharepoint site for CCS on hold until Office 365 is tested and distributed.
- 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 Final approvals have been made. Netsmart will begin making the requested changes with a preliminary implementation date of September.
- WIMCR reporting for 2017 was completed and submitted on Friday, July 13th.

ORGANIZATIONAL SUPPORT SERVICES

Sue Schleppenbach

The department is in full move mode! Most of the offices have been set up and people have moved. This has created increased space for consultation, family meetings, collaboration and teamwork.

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 are: 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.

July 2018	HC-FS Caseloads	Child Care Caseloads
Eau Claire County	11,678	459
Great Rivers	53,678	1501

Additional GRC Stats (June Data):

- 3,308 applications were processed
- 2,619 renewals were processed
- 14,842 calls were received in our call center
- Average Speed of answer in call center was 1.62 minutes

Eau Claire County Department of Human Services Recruitment Status - 7.23.18

Unit	Family Services Unit Interviews scheduled	Under review	Under review	Org Services Under review
Position Title	Juvenile Detention Workers	Economic Support Specialist (MM)	Economic Support Specialist (NS)	Administrative Specialist I (ST)

CCS Supervisor (1)	SCS	Scheduled interviews
SW for Jail Re-Entry Program	Beh. Health	Scheduled interviews
Admin Specialist I (.5) from JCI	JOI	Under review
Clinic Manager (1)	Beh. Health	Recruitment both ex & in
Outpatient Clinical Services Ther. (3)	Beh. Health	Recruitment both ex & in