

**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, November 26, 2018 at 5 PM 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. Welcome & Call to Order by Colleen Bates, Chair
2. Public Input
3. Approval of today's meeting agenda
4. Review/Approval of October 22, 2018 meeting minutes Pgs 2-3
5. Presentation on Birth to Three Program - Melissa Christopherson, SW Manager
6. Update on Mental Health Clinic – Jeff Wright, Behavioral Health Administrator & Luke Fedie, Mental Health Clinic Manager
7. September 2018 Financial Statements/Discussion – Accept Pgs 4-8
8. Director Update Pgs 9-17
 - Department Updates
 - Update on DHS Budget
 - Department Space
9. Personnel Update Pg 18

Adjourn

2018 Meetings: December 17, 2018

(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
October 22, 2018
5 PM Room 2064

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

EXCUSED: Kim Cronk, Lydia Boerboom

STAFF: Diane Cable, Tom Wirth, Tammy Stelter, Jackie Krumenauer, Kerry Swoboda, Bill Stein, Craig Olson, Jess Buckli, Gina Caldwell

VISITORS: Katelyn Parr, Michelle Parr, Josh Bushland

Welcome & Call meeting to Order by Chair Colleen Bates at 5 PM

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 Martha Nieman to close the public input session. Second by Dianne Robertson. The motion carried unanimously, and the public input session was closed.

Approval of the October 22, 2018 Meeting agenda – Sandra McKinney made a motion to approve today’s agenda. Second by Lorraine Henning. The motion carried unanimously, and today’s agenda was approved.

Review/Approval of September 17, 2018 meeting minutes – Paul Maulucci made a motion to approve the meeting minutes of September 17, 2018. Second by Martha Nieman. The motion carried and the meeting minutes were approved.

Presentation on Comprehensive Community Services/Coordinated Services Team – Kerry Swoboda, Children’s Mental Health Manager; Bill Stein, SW Manager and Jess Buckli were present at the meeting to introduce family members who benefit from the CCS/Coordinated Services Team services. Two families spoke very highly of how the program services have helped their lives immensely. Discussion after the families left the meeting surrounded planning for Open House for the new Mental Health Clinic. Also public relations for the Department.

Resolution Requesting Increased Funding & Oversight Reforms for WI Child Protective Services System – Diane explained the Resolution and referred to the presentation a few months ago by Terri Bohl, Family Services Administrator. The original Resolution can be found on the WCA website. Sandra McKinney made a motion to accept the resolution as presented. Second by Martha Nieman. The Resolution passed unanimously and will be forwarded to Administration for placement on an upcoming County Board meeting. Colleen encouraged other County Board members to share to other County Board members what passing this resolution means for Child Welfare across the state.

August 2018 Financial Statements/Discussion- Accept – Diane and Tammy reviewed the August 2018 financial statements. After review, Gabriel Schlieve made a motion to accept the reports as presented. Second by Don Mowry. The motion carried unanimously.

Wisconsin Counties Association Update – Those members that attended the Conference in September reported about the presentations they attended. All very good feedback and was said to be the best run conference.

Director's Report – Diane Cable

- Department updates
- Homelessness flyer – Distributed by Tom Wirth. Poverty Summit also being held on Thursday.
- Update on DHS Budget – Diane reported that the County Board will meet on November 7 and 8 to review and approve the proposed budgets for each Dept. The Budget and County Administrator's recommendations are available online. A printed version will be placed in members mailboxes soon. Human Services Board members asked for budget talking points and Diane confirmed they will be sent out.
- Department Space – Construction is beginning this week to make room for the 2019 positions, new breakroom on first floor and docking stations. Also space for the Mental Health Clinic is being made on ground floor. The remodeling does solve all our space problems and we are pursuing other avenues like leasing space at the Fall Creek Nursing Home building.
- UnSystem Reform Work – Diane reported at the All Staff meeting on October 3 DHS staff heard very powerful presentations by Alia staff members. We are also working on possibly applying for a Bremer Ott grant in the amount of \$125,000. If awarded the grant, we would reallocate two social workers for IPS work/training.
 - As part of our UnSystem Reform Work, the management team has formed a monthly book club. We are currently reading Finding Our Way by Margaret Wheatly which focuses on doing our work differently.
- WCHSA Fall Conference – If you are interested in attending the fall WCHSA conference, please contact Diane or Jackie.

Personnel update by Jackie.

The meeting adjourned at 7:04 p.m.

The next Human Services Board meeting is scheduled for **November 26, 2018 at 5 p.m. in Room 2064.**

Jackie Krumenauer, Committee Clerk

**Eau Claire County
DHS Board Meeting
Held on 11/26/18**

September 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
 - Treatment Foster Care
 - RCC/Group Home
 - Adult Family Homes
 - Crisis/Emergency Services to Children and Adults
 - Winnebago

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

Expense	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Overhead	609,926.25	596,901.30	13,024.95
Personnel	11,349,898.50	10,346,503.71	1,003,394.79
Services & Supplies	287,328.22	479,871.93	(192,543.71)
Purchased Services	8,928,762.75	11,871,424.16	(2,942,661.41)
BCA Payback	854,890.50	854,890.50	0.00
Total	<u>22,030,806.22</u>	<u>24,149,591.60</u>	<u>(2,118,785.38)</u>
Revenue			
Tax Levy	6,472,628.25	6,472,628.25	0.00
State/Federal	9,122,959.72	9,403,472.68	280,512.96
Medical Assistance	4,787,232.00	4,415,710.10	(371,521.90)
Charges & Fees	407,838.75	365,942.94	(41,895.81)
Other	1,240,147.50	1,160,111.77	(80,035.73)
Total	<u>22,030,806.22</u>	<u>21,817,865.73</u>	<u>(212,940.49)</u>
Grand Total			(2,331,725.87)
Less CCS			\$577,798
Excess (Deficiency) of Revenue over Expenditures			(1,753,927.52)

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

Expense	YTD Actual	Net Variance
	YTD Net Budget	Transactions Excess (Deficient)
Overhead/Mgmt	390,000	154,419
Personnel	2,305,223	762,215
Services & Supplies	14,138	(76,974)
Purchased Services	1,125,000	(809,984)
Total	3,834,360	29,676
Revenue		
Medical Assistance	3,819,360	(620,193)
Client Charges & Fees	15,000	12,719
Total	3,834,360	(607,474)
Excess (Deficiency) of Revenue over Expenditures		
		(577,798)

**DHS Alternate Care
For Period Ending 09/30/2018
Year over Year Comparison**

Children in Foster Care/Residential Care Centers/Group Homes

	2017			2018			% of Increase/Decrease Year over Year		
	Number of New Placements	Children	Amount	Number of New Placements	Children	Amount	Number of New Placements	Children	Amount
September	9	127	\$ 364,554	6	161	\$ 231,985	-50%	21%	-57%
Year to Date	123	241	\$ 3,597,590	89	222	\$ 2,618,870	-38%	-9%	-37%

Juvenile Corrections

	2017			2018			% of Increase/Decrease Year over Year		
	Number of New Placements	Children	Amount	Number of New Placements	Children	Amount	Number of New Placements	Children	Amount
Lincoln Hills/Copper Lake	0	2	\$ 28,528	0	2	\$ -	0%	0%	-100%
Grow Academy	0	0	\$ -	0	0	\$ -	0%	0%	0%
September	0	2	\$ 28,528	0	2	\$ -	0%	0%	-100%
Year to Date	4	8	\$ 190,535	2	4	\$ 54,255	-100%	-100%	-251%

Northern/Southern Centers

	2017			2018			% of Increase/Decrease Year over Year		
	Number of New Placements	Adults/Children	Amount	Number of New Placements	Adults/Children	Amount	Number of New Placements	Adults/Children	Amount
September	0	1	\$ 16,403	0	1	\$ 16,748	0%	0%	2%
Year to Date	1	2	\$ 109,291	1	2	\$ 127,436	0%	0%	14%

Winnebago/Mendota

	2017			2018			% of Increase/Decrease Year over Year		
	Number of New Placements	Adults/Children	Amount	Number of New Placements	Adults/Children	Amount	Number of New Placements	Adults/Children	Amount
September	5	7	\$ 123,735	10	13	\$ 130,840	50%	46%	5%
Year to Date	45	45	\$ 859,624	52	53	\$ 820,182	13%	15%	-5%

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

Program	Monthly		YTD		Year End	
	Budgeted	Actual	Budgeted	Actual	Annualized	% Annualized
1. Community Care & Treatment of Children who are Abused or Neglected	\$426,746	\$647,981	\$3,840,717	\$5,980,982	\$7,974,642.7	155.7%
2. Community Care & Treatment of Adults & Children with Mental Illness	\$954,613	\$1,280,256	\$8,591,517	\$9,207,577	\$12,276,769.6	107.2%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$142,768	\$81,142	\$1,284,914	\$858,746	\$1,144,994.3	66.8%
4. Community Care and Treatment of Youth Offenders	\$394,207	\$324,381	\$3,547,862	\$3,524,070	\$4,698,760.5	99.3%
5. Alcohol & Other Drug Abuse	\$72,206	\$66,574	\$649,854	\$675,751	\$901,001.0	104.0%
6. Protection of Vulnerable Adults	\$45,468	\$66,359	\$409,208	\$460,075	\$613,432.8	112.4%
7. Financial & Economic Assistance	\$296,963	\$292,634	\$2,672,668	\$2,587,500	\$3,450,000.4	96.8%
Total	\$2,332,971	\$2,759,328	\$20,996,739	\$23,294,701	\$31,059,601	110.9%

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

BEHAVIORAL HEALTH SERVICES DIVISION

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

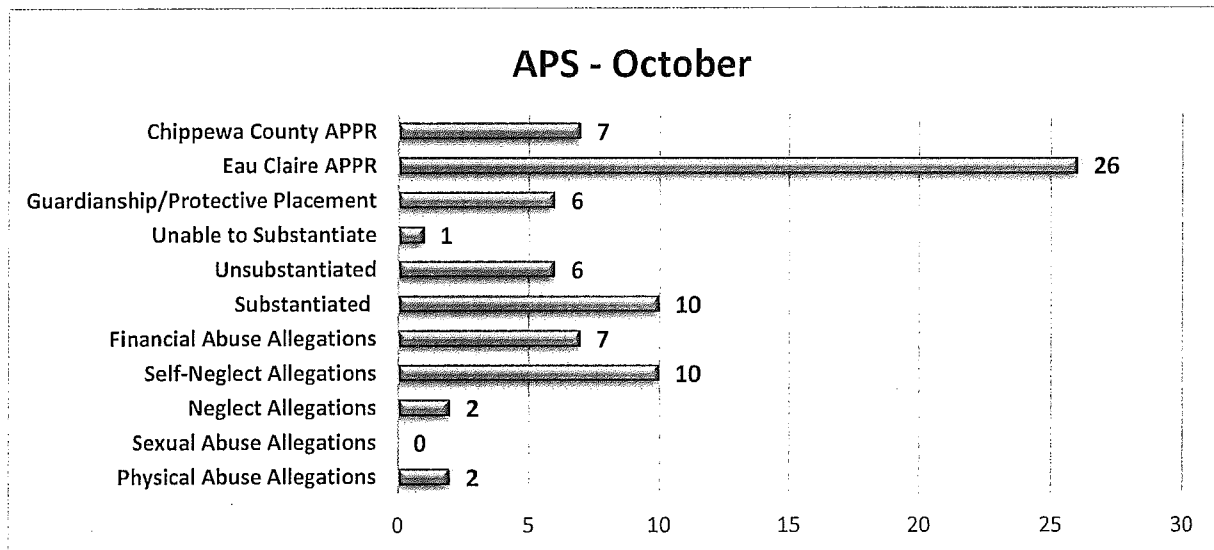
Outpatient Clinic

We have hired two staff for our outpatient clinic, which also means we are able to submit our application. Luke Fedie is our new Clinic Manager, and started this past Monday. Luke comes to us with lots of experience working with kids and families in the Chippewa Valley as a therapist. Most recently he worked for several years in the Counseling Center at the University of Wisconsin Eau Claire, including a stint as Interim Director. In addition to Luke, we hired Jennifer Coyne as a therapist. Jennifer has a dual certification to work as an AODA therapist, or mental health. She comes to us from Arbor Place, but has worked at several other facilities in our community. Both are excellent additions to DHS, and will be instrumental to getting our clinic up and running. We will be adding to this staff very soon.

Treatment Courts

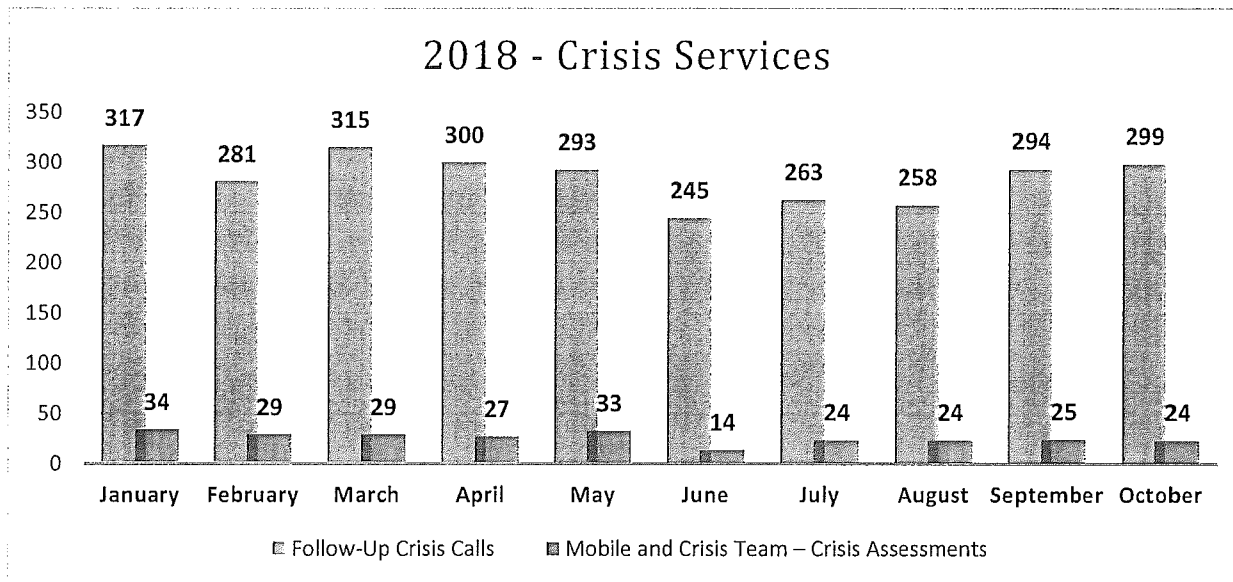
The treatment courts have seen an upswing in referrals over the past several months, especially in the Alternatives to Incarcerating Mothers (AIM) and Drug Courts. There is still capacity in the Mental Health and Veterans Courts though. We continue to partner with CJCC in trying to create efficiencies in how we interact with our triage team, and other community partners. There has been a change in how our screening process happens, with a contracted position from LSS doing most of those. LSS has also hired a part-time female Recovery Coach, who has been helpful in lending support to some of the female participants.

Adult Protective Services



During the month of October the Adult Protective Services team reviewed 26 Eau Claire County Annual Protective Placement Reviews and 7 Chippewa County Annual Protective Placement reviews. The Team traveled as far as Central Center in Madison to complete the reviews. Please note that out of the 26 investigations started in October 27 were completed and 4 investigations from September and 2 in October have not been closed.

Crisis Services



During the Month of October there were 24 individuals who were detained and 13 went to probable cause.

Eau Claire County Jail Re-Entry Program

Statistics

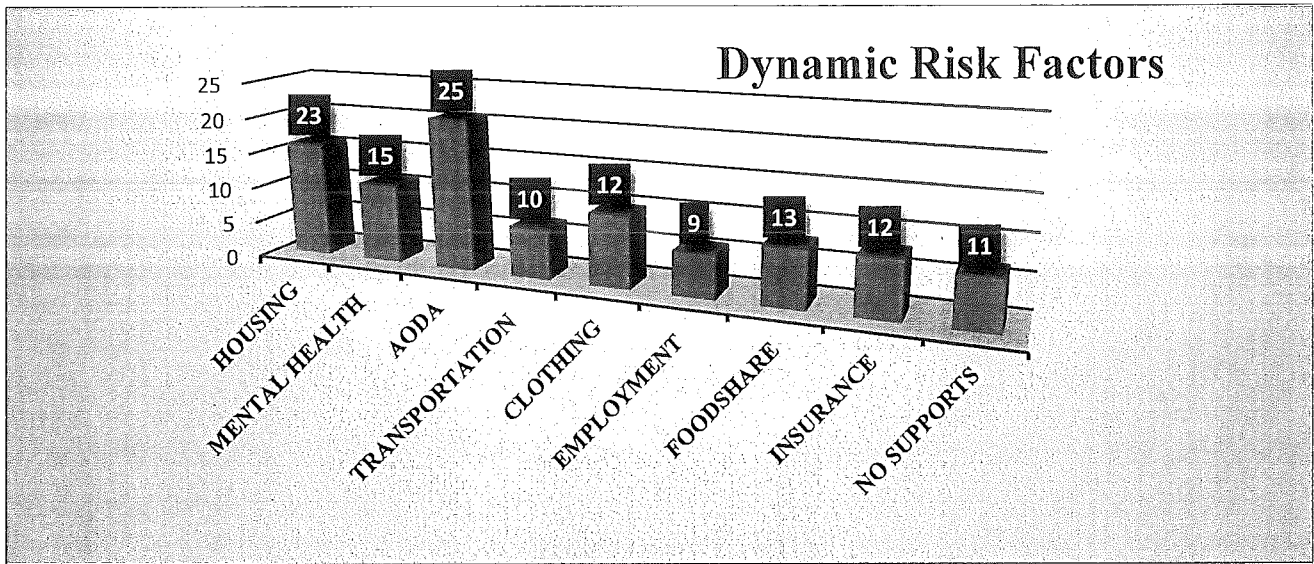
43 Referrals since 5/1/18. Ages Ranging from 18 years old to 59

- 13 Additional referrals
 - The referral form has also been uploaded in the jail kiosk as of last week, so this number also include 4 self-referrals.
 - This number does not show 3 re-referrals, one being an additional self-referral
- Needs continue to remain consistent with most referrals requesting assistance with housing and needing some sort of AODA treatment/support.

Outreach

The Jail Re-entry Diversion Social Worker has been accepting referrals as well as reaching out to community entities to gather further information to better assist clients. This will ensure potential referrals are completed to appropriate community resources. Outreach has been completed and remains ongoing with the following resources:

Reason for the Referrals:



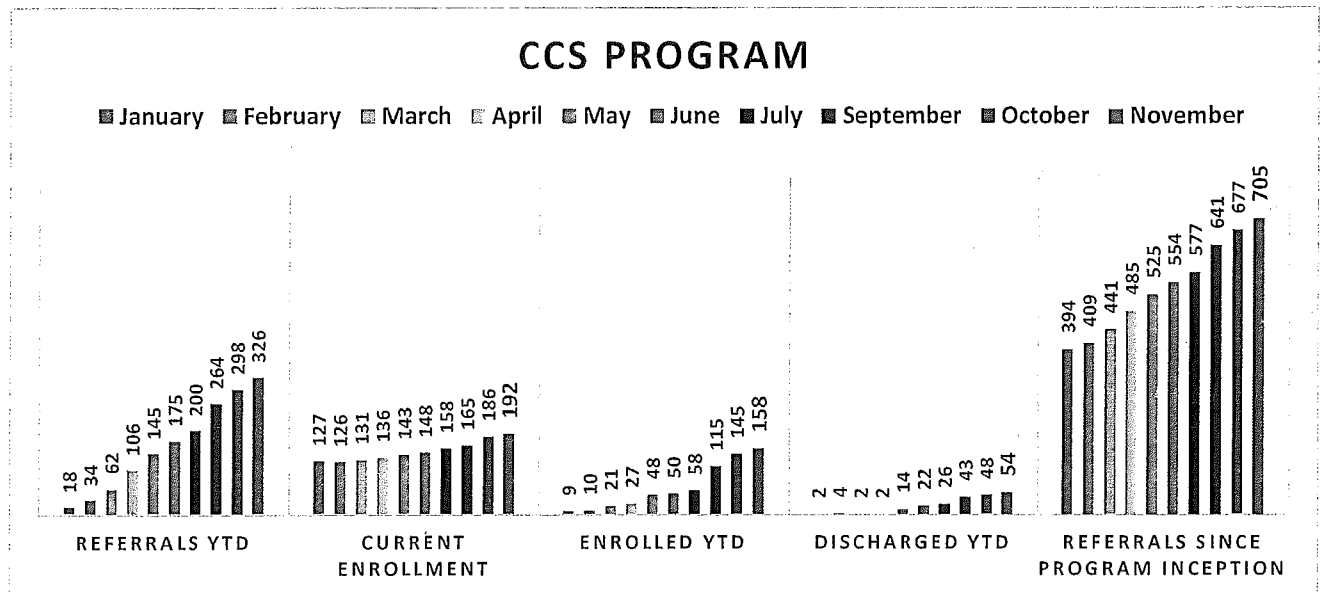
Needs are overlapping as one client may have multiple needs

Outreach

The Jail Re-entry Diversion Social Worker has been accepting referrals as well as reaching out to community entities to gather further information to better assist clients. This will ensure potential referrals are completed to appropriate community resources. Outreach has been completed and remains ongoing with the following resources:

- Workforce Resource
- Grassroots/EXPO
- Kings Closet
- Hope Gospel
- Feed My People

Comprehensive Community Services (CCS) Program



The CCS Program continues to grow and evolve. With the arrival of November, the CCS Program is fully staffed. There are currently 18 service facilitators, 4 mental health professionals, and 4.5 substance use professionals providing direct services to CCS Program participants. Demand for CCS Program services remains strong, with approximately 7 to 10 new referrals received each week. The CCS Program is expected to grow and expand as we move into 2019.

Children's Behavioral Health Unit: CCS, CLTS/CCOP, CST

Personnel

There are currently 11 Social Workers on the team: Children's Long Term Support/Children Community Options Program (4), Coordinated Services Team (2), and Comprehensive Community Services (5).

Clients Served

CLTS

Children's Long-Term Support (CLTS) and Children's Community Options Program (CCOP) are currently serving 165 families; 157 waiver, 8 CCOP cases. As of October 2018, there are 45 children found eligible for services and on the formal waitlist. Currently, nine (9) 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 October 2018, the Coordinated Services Team Program is serving 23 teams with 41 youth. CST received 25 referrals since January 2018. CST staff have facilitated nine (9) Family Group Decision Making (FGDM) meetings this year.

Program

The Children's Behavioral Health Unit will be distributing the first joint newsletter, Children's Wellness Connection. The newsletter will be distributed quarterly and include information pertaining to children and family mental health and wellness.

FAMILY SERVICES DIVISION

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

Programming

The Family Services Division, along with the Foster Care Recruitment, Retention and Support Team, are planning a holiday event for foster families to be held on December 4th at the courthouse. The Foster Care Recruitment, Retention and Support Team has received a tremendous support from the community for raffle prizes and gift baskets for foster children and families. Food, games and face painting will also be available at the event. All agency staff have been invited to attend the event.

Secure Detention

Average daily population for October 2018: **15 (11 Male, 4 Female)**

Average out of county youth: **12**

180 Program youth: **3**

Current secure detention facility staff vacancies:

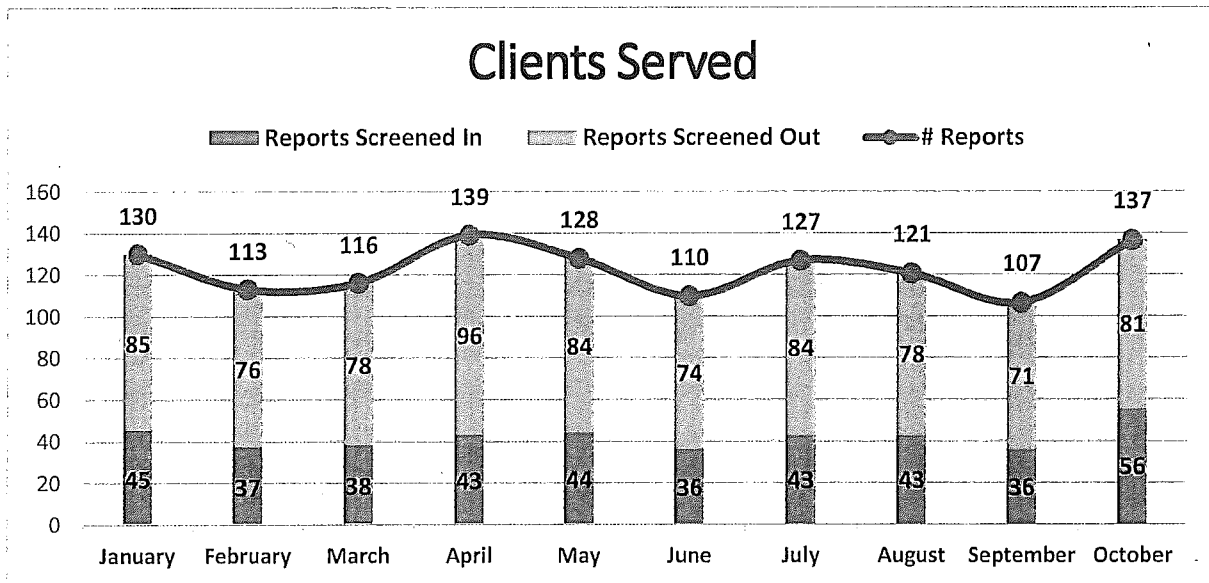
- Three part-time female vacancies remain
- Two part-time male vacancies remain

Potential hires for two female and one male part-time position have been identified. Coverage is managed with existing staff. Recruitment, interviews and hiring continue.

Clients Served

CPS Initial Assessment

In October we received 137 reports alleging child maltreatment; 56 were screened in for CPS Initial Assessment and 81 were screened out.

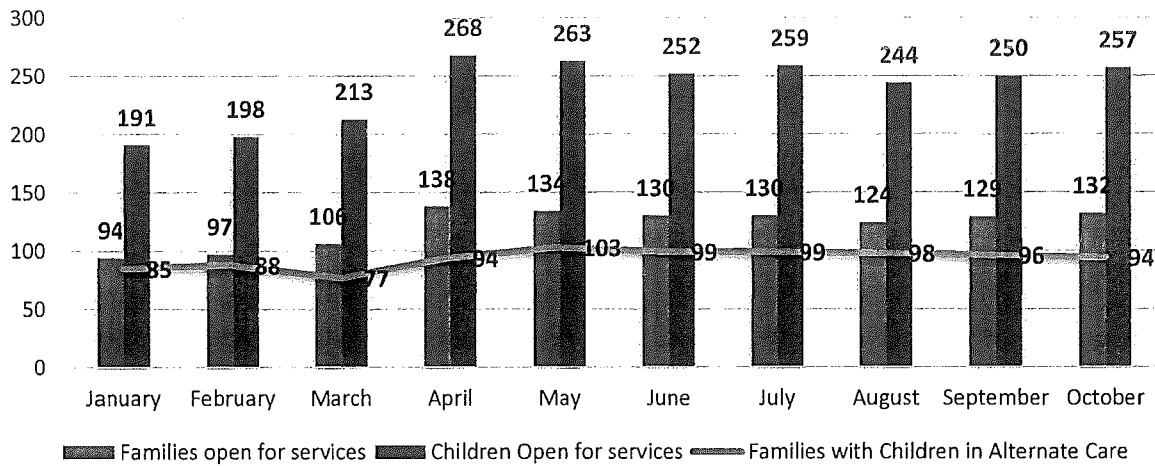


Ongoing Child Protective Services

Ongoing CPS is currently serving 132 families and 257 children. 178 of the 257 children served are in out of home care which equates to 69% of the children served. 94 of the 132 families served have at

least one child in out of home care. This means 71% 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.

Ongoing CPS

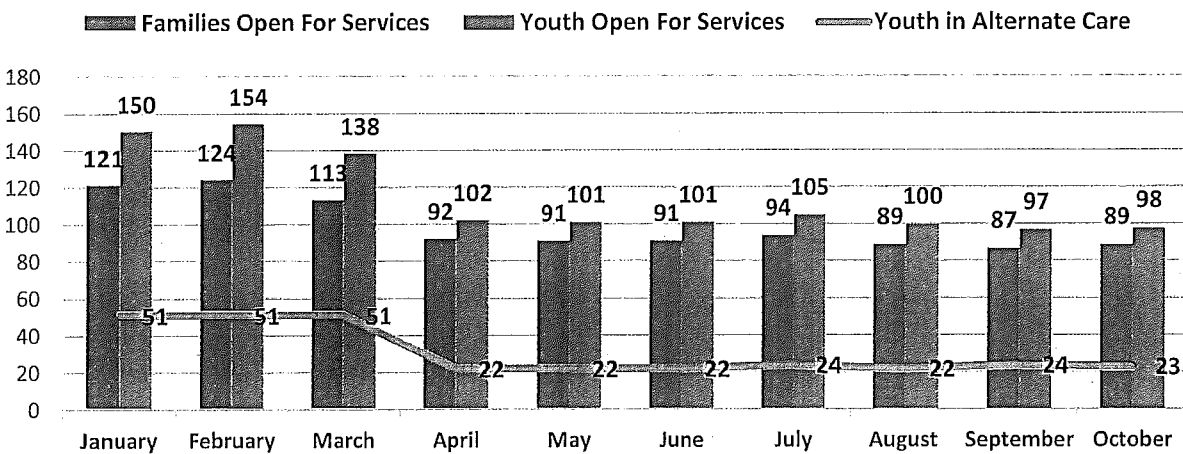


*The significant increase in numbers from March to April involves the transfer of two Social Workers from the Youth Services team to the Ongoing Child Protective Services Team.

Youth Services

The Youth Services Team is currently serving 87 families with 97 youth. Of the 97 youth open, 24 are in out of home placement which is equivalent to 24% of the children served by Youth Services. Complex trauma and significant mental health needs and developmental disabilities continue to be the primary reason for out of home placements.

Youth Services



*The significant decrease in youth in out of home care from March to April 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 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 11/14/2018, there were 207 children in out of home placement.

Birth to Three Program

The Birth to Three Program has received 361 referrals so far in 2018.

Juvenile Detention

	2018 August	2017 August	2018 to date	2017 to date	2018 TOTAL (est)	2017 TOTAL
SHORT-TERM						
ADMISSIONS	22	38	290	346	435	493
Eau Claire	4	8	63	87	94	120
DAYS	230	385	3797	3978	5695	5721
Eau Claire	24	89	715	775	1075	1096
180 PROGRAM						
ADMISSIONS	4	6	66	82	99	114
Eau Claire	0	1	5	14	8	20
Average Daily Population	7.42	12.42	18.15	16.37	15.60	15.67
Incident Reports	17	95	591	760	886	1063
Self-Harm	0	1	33	18	49	19
Late Admissions	1	1	4	8	6	8

**FISCAL SERVICES UNIT
Vickie Gardner**

The Fiscal Unit is currently working on the following:

- Fiscal staff is beginning to gear up for year-end processing with provider notification, billing cleanup, reporting, etc.
- All 2018 contracts have been sent to providers. Provider meetings have been scheduled and are occurring over the next two months. We are working on creating 2019 contracts as rates arrive. We will begin sending those out to providers in mid to late December.
- The updated Petty cash policy and procedure has been approved by managers. It will become effective 1/1/19. Work is continuing to test the new monthly travel expense form to allow for miscellaneous purchases and to create an electronic submission and approval process.
- Beginning preliminary work with IS department on creating a Sharepoint site for CCS – on hold as IS continues to learn more about Sharepoint.
- Cross training is continuing for some state reporting within the unit.

- The new Crisis billing process issues have been resolved and we are now billing within our new process.
- We are continuing work with Joxel staff on the Avatar Optimization project. Preliminary work includes:
 - Defining Programs in Avatar
 - Reviewing and updating CPT codes
 - Reviewing Guarantors
 - Setting up the new Provider fee Definitions
 - Electronic Billing Process with LSS for CCS services
 - Month-end Closing
 - Billing Process
 - MSO Authorization
 - Reviewing process flow for client statements
- The auditing and approval of monthly employee travel expense reports is going well. With the implementation of an electronic process, we will be providing training to all staff in early January.
- We are working on several CLTS projects. They are:
 - Notifying providers and implementing new mandated rates
 - Moving several providers to our third party payer
 - Updating our website to include new instructions on how to bill with our third party provider.
 - Potentially moving several respite providers to our contracted payer.

ORGANIZATIONAL SERVICES UNIT

Sue Schleppenbach

We are excited to have hired the Administrative Specialist I who will be the support person for the Outpatient Clinic. This is an energizing opportunity to assist in building procedures for the clinic and helping it succeed. The unit continues to be a part of the Joxel Optimization Project. We are also being trained in the records room to take over our records by the end of the year.

ECONOMIC SUPPORT UNIT (ESU)

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). The Energy Assistance Program (WHEAP) is contracted out to Western Dairyland. 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 eight vacancies, three of which are in Eau Claire County.

November 2018	HC-FS Caseloads	Child Care Caseloads
Eau Claire County	11,547	459
Great Rivers	52,735	1536

Additional GRC Stats (September Data):

- 3,405 applications were processed
- 2,292 renewals were processed
- 13,935 calls were received in our call center
- Average Speed of answer in call center was 1.92 minutes
- 1,185 households have applied for Energy Assistance Program this season (as of 11/7/18)

Eau Claire County Department of Human Services
Recruitment Status - 11.26.18

Position Title	Unit	Status
Economic Support Specialist (MM)	ESS	Under review
Economic Support Specialist (DL)	ESS	Under review
Economic Support Specialist (NS)	ESS	Under review
Social Worker (VA)	CSP	Rec'd retirement notice
Social Worker (ST)	CSP	Rec'd retirement notice

New for 2018 in Budget

Admin Specialist I (.5) from JCI	JCI	Under review
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