

**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, December 17, 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 November 26, 2018 meeting minutes
 5. Discussion on Prevention, Early Intervention & Response to Criminal Justice Needs related to the Jail
 6. October 2018 Financial Statements/Discussion – Accept
 7. Director Update
 - Department Updates
 - Update on DHS Budget
 8. Personnel Update
- Adjourn

2019 Meetings:

Jan 28, Feb 25, Mar 25, April 22, May 20, June 24, July 22, Aug 26, Sept 23, Oct 28
Nov 25, Dec 23

(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
November 26, 2018 5 PM
Room 2064

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

STAFF: Diane Cable, Tom Wirth, Vickie Gardner, Jackie Krumenauer, Jeff Wright,
Luke Fedie, Amanda Gearing, Melissa Christopherson

VISITORS: Laurie Malnory, Tracey Balthazor, Birth to Three Advisory Committee
members

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

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

Review/Approval of October 22, 2018 meeting minutes – Paul Maulucci made a motion to approve the meeting minutes of October 22, 2018. Second by Martha Nieman. The motion carried and the meeting minutes were approved.

Presentation on Birth To Three Program– Diane introduced Melissa Christopherson, SW Manager in the Family Services Division. Melissa introduced Laurie and Tracey, members of the Birth to Three Advisory Committee. The family planned to present tonight was ill so Laurie and Melissa presented via power point.

Update on the Mental Health Clinic – Tom introduced Jeff Wright, Behavioral Health Administrator and Luke Fedie, Mental Health Clinic manager. We are waiting for final state certification by next week. All are excited for the Clinic to officially open. We are looking forward to meeting the needs of the community once certified. One therapist is onboard and two will be starting in the next month. Plans for a formal Open House, media event will be planned for January 2019.

September 2018 Financial Statements/Discussion- Accept – Vickie reviewed the September financials. After review, Paul Maulucci made a motion to accept the reports as presented. Second by Gabriel Schlieve . The motion carried unanimously.

- Gabriel advocated for the WI Governor’s Council for Physical Disabilities for which he serves on. Some services may be on the chopping block. Colleen suggested possibly creating a resolution as a way to advocate for this important Committee.

Director’s Report – Diane Cable

- Department Updates
- Update on DHS Budget – Diane thanked the Board for their continued support of services and staff at DHS.
- Department Space – Construction will be concluded by December1, 2018. Possible tour of the Dept in December.

Personnel update by Jackie.

The meeting adjourned at 5:55 p.m.

The next Human Services Board meeting is scheduled for **December 17, 2018 at 5 p.m. in Room 2064.**

Jackie Krumenauer, Committee Clerk

**Eau Claire County
DHS Board Meeting
Held on 12/17/18**

October 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.
- Received notification of WIMCR reconciliation for CRS in the amount of \$27,801

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

**DHS Alternate Care
For Period Ending 10/30/2018
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	Children	Amount	Number of New Placements	Children	Amount	Number of New Placements	Children	Amount
	October	20	144	\$ 260,322	8	159	\$ 255,121	-150%	9%
Year to Date	143	261	\$ 3,857,922	97	230	\$ 4,184,273	-47%	-13%	8%

Juvenile Corrections

	<u>2017</u>			<u>2018</u>			<u>% of Increase/Decrease Year over Year</u>		
	Number of New Placements	Children	Amount	Number of New Placements	Children	Amount	Number of New Placements	Children	Amount
	Lincoln Hills/Copper Lake	0	2	\$ 24,180	0	0	\$ -	0%	-100%
Grow Academy	1	1	\$ 7,800	0	0	\$ -	-100%	-100%	-100%
October	1	3	\$ 36,630	0	0	\$ -	-100%	-100%	-100%
Year to Date	3	5	\$ 199,853	0	3	\$ 54,255	-100%	-67%	-268%

Northern/Southern Centers

	<u>2017</u>			<u>2018</u>			<u>% of Increase/Decrease Year over Year</u>		
	Number of New Placements	Adults/Children	Amount	Number of New Placements	Adults/Children	Amount	Number of New Placements	Adults/Children	Amount
	October	0	1	\$ 16,843	0	1	\$ 17,054	0%	0%
Year to Date	1	2	\$ 126,134	1	2	\$ 144,490	0%	0%	13%

Winnebago/Mendota

	<u>2017</u>			<u>2018</u>			<u>% of Increase/Decrease Year over Year</u>		
	Number of New Placements	Adults/Children	Amount	Number of New Placements	Adults/Children	Amount	Number of New Placements	Adults/Children	Amount
	October	7	11	\$ 112,545	3	7	\$ 100,962	-133%	-57%
Year to Date	52	52	\$ 972,169	55	56	\$ 921,144	5%	7%	-6%

Eau Claire County
 Department of Human Services
 Financial Statement for the Period
 January 1, 2018 through October 31, 2018

Expense	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Overhead	677,695.83	774,038.34	(96,342.50)
Personnel	12,610,998.33	11,596,225.92	1,014,772.41
Services & Supplies	319,253.58	529,454.51	(210,200.94)
Purchased Services	9,920,847.50	13,184,721.92	(3,263,874.42)
BCA Payback	949,878.33	949,878.33	0.00
Total	<u>24,478,673.58</u>	<u>27,034,319.02</u>	<u>(2,555,645.45)</u>

Revenue	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Tax Levy	7,191,809.17	7,191,809.17	0.00
State/Federal	10,136,621.91	10,488,056.69	351,434.78
Medical Assistance	5,319,146.67	5,187,401.61	(131,745.06)
Charges & Fees	453,154.17	414,170.97	(38,983.20)
Other	1,377,941.67	1,275,832.65	(102,109.02)
Total	<u>24,478,673.58</u>	<u>24,557,271.09</u>	<u>78,597.51</u>
Grand Total			(2,477,047.93)
Less CCS			\$420,998
Excess (Deficiency) of Revenue over Expenditures			(2,056,049.80)

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

Expense	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Overhead/Mgmt	433,333	297,262	136,071
Personnel	2,561,358	1,781,807	779,551
Services & Supplies	15,708	96,433	(80,725)
Purchased Services	1,250,000	2,198,159	(948,159)
Total	4,260,400	4,373,661	(113,261)
Revenue			
Medical Assistance	4,243,733	3,920,291	(323,443)
Client Charges & Fees	16,667	32,372	15,706
Total	4,260,400	3,952,663	(307,737)
Excess (Deficiency) of Revenue over Expenditures			(420,998)

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

Program	Monthly				YTD			Year End		
	Budgeted		Actual		Budgeted	Actual		Annualized		
	Expenses	Targeted %	Expenses	% of Expenses Utilized	Expenses	Targeted %	Expenses	% of Expenses Utilized	Expenses	% Annualized
1. Community Care & Treatment of Children who are Abused or Neglected	\$426,746	8.3%	\$646,873	12.6%	\$4,267,463	83.3%	\$6,627,855	129.4%	\$7,953,426.0	155.3%
2. Community Care & Treatment of Adults & Children with Mental Illness	\$954,613	8.3%	\$1,177,862	10.3%	\$9,546,130	83.3%	\$10,385,439	90.7%	\$12,462,527.2	108.8%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$142,768	8.3%	\$87,862	5.1%	\$1,427,683	83.3%	\$946,608	55.3%	\$1,135,929.8	66.3%
4. Community Care and Treatment of Youth Offenders	\$394,207	8.3%	\$363,938	7.7%	\$3,942,068	83.3%	\$3,888,009	82.2%	\$4,665,610.5	98.6%
5. Alcohol & Other Drug Abuse	\$72,206	8.3%	\$119,942	13.8%	\$722,060	83.3%	\$795,693	91.8%	\$954,831.2	110.2%
6. Protection of Vulnerable Adults	\$45,468	8.3%	\$69,569	12.8%	\$454,675	83.3%	\$529,644	97.1%	\$635,572.8	116.5%
7. Financial & Economic Assistance	\$296,963	8.3%	\$323,692	9.1%	\$2,969,631	83.3%	\$2,911,193	81.7%	\$3,493,431.3	98.0%
Total	\$2,332,971	8.3%	\$2,789,740	10.0%	\$23,329,710	83.3%	\$26,084,441	93.2%	\$31,301,329	111.8%

EAU CLAIRE COUNTY HUMAN SERVICES

Department Report

Dec 2018

Diane Cable, Director's Report

Hello and Happy Holidays! The Hustle and Bustle of the Season is truly evident at Human Services!

The Family Services Division, organized by the Resource Unit and staff across the agency, hosted a Holiday Gathering for Foster Parents and their Families. There were games, activities, good food (catered by the ADRC) and fun for all!

The Behavioral Health Outpatient Clinic is Open! We have started providing Mental Health outpatient services and plan to be certified as a provider of outpatient substance abuse services in early 2019.

It is with sadness and joy that we announce the resignation of Linda Struck as our Great Rivers Consortium Administrator. Linda accepted the position of the ADRC Director for Eau Claire County. We are excited for her and Eau Claire County! We are glad that we will be able to continue to work with Linda in her new role and will miss her as part of the Human Services Team!

Department Remodel Update: The construction phase of remodel is very close to completion. WE are pleased and excited about the creation of new work areas. In 2019 we will be working on creating the environment to be welcoming and inviting, guided by our vision and trauma informed principles.

We continue to be responsive to the many services and needs of our community covering all Human Services: Economic Support Services, Adult Services, Crisis Services, Behavioral Health Services, Child Protective Services, Youth Justice Services, and Juvenile Detention Services. Our guide for practice and operations is our vision, *Family Connections are ALWAYS Preserved and Strengthened!*

Peace and Joy - Diane

BEHAVIORAL HEALTH SERVICES DIVISION

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

Treatment Courts

The treatment courts continue to receive a high number of referrals, and are typically supporting between 40-50 participants in the 4 courts. We recently received an assessment and team training from the Department of Justice for all the courts, and had great participation from all of our team members, including community partners, the judges, DOC, and our DHS coordinators. The results of that report have recently been received and we are processing that now. It will likely lead to some positive changes in the way we run the treatment court teams. There is also an active posting for a Social Work Supervisor who will oversee the treatment courts, so we look forward to bringing in additional support for this challenging, but important work.

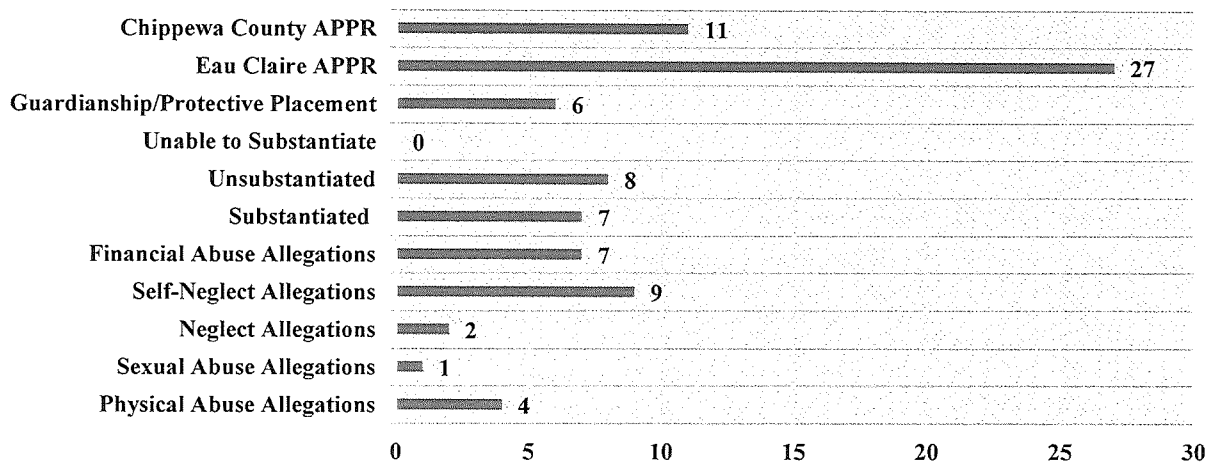
Outpatient Clinic

The most exciting news in the outpatient clinic is that we received our official DHS 35 certification on November 30th. Our new Clinic Manager, Luke Fedie, has been very busy learning how to efficiently

utilize our Electronic Health Record, Avatar, in the work of the clinic. We have one therapist currently, Jen Coyne, and two more starting this in the next few weeks. We've begun seeing clients for therapy, and continue to be busy in the clients we support with medication management. Our new offices are almost complete, and there is a lot of enthusiasm for this exciting new addition to the Behavioral Health Division.

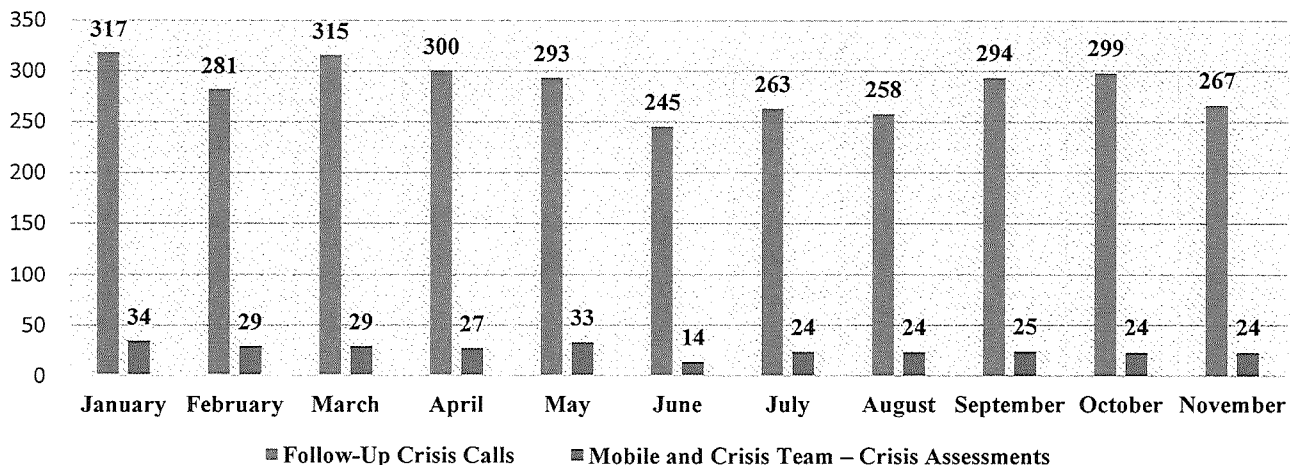
Adult Protective Services

APS - November



Crisis Services

2018 - Crisis Services



During the Month of November there were 267 Crisis Contacts and 24 mobile crisis assessment.

Community Support Program

CSP will be bidding farewell to two social workers (Sue Trusler and Victoria Adkins) due to retirement. The combined County experience of these dedicated employees, spans decades of care for community members with mental illness. Sue and Victoria will be greatly missed and they depart with our most sincere wishes for many happy years of leisure. As 2019 begins, the positions vacated by Sue and Victoria will be filled, and the team will once again be complete.

	End of Year Total Number of Clients	Number of Psychiatric Hospitalizations	Number of Psychiatric Hospitalization Days	New Admissions	New Admissions in Progress (for early 2019)
2018 (to date)	110	23	156	5	5
2017	117	22	279	2	n/a

Eau Claire County Jail Re-Entry Program

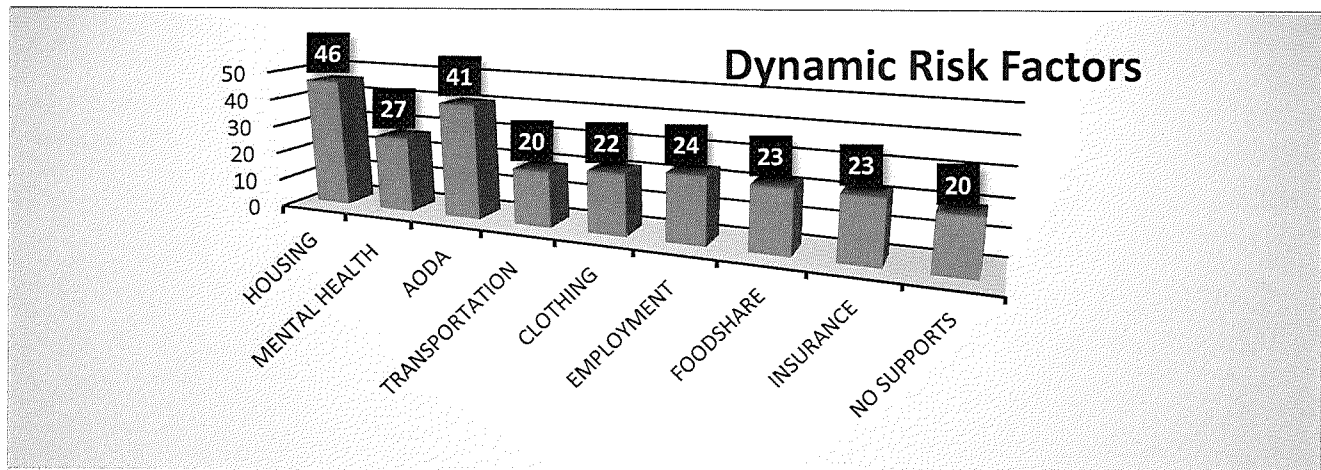
Statistics

Total: 72 Referrals since 1/1/18 (14 Females) *

Since 11/12/18:

- 29 New referrals- 27 have been self-referrals from the jail Kiosk.

Reason for the Referrals:



Needs are overlapping as one client may have multiple needs

Needs continue to remain consistent with most referrals requesting assistance with housing and needing some sort of AODA treatment/support.

- Issues were addressed regarding clients (self-referrals) noting that they needed assistance with all dynamic risk factors when submitting their referrals.

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:

Results of Outreach:

- Direct referrals to Workforce Resource for a smooth transition to available services through WRI
- Ability to call or text “orders” into to Kings closet with an option for pick up on Tuesdays, Thursday and some Saturdays (as needed) for clients releasing and in need of clothing
- Feed My People has created Food Packs to distribute to those in low-income or in crisis to assist in food options with early release times, homelessness, etc.
- The Jail Re-entry Social Worker and Jail Mental Health Coordinator meet once a week to discuss clients and to coordinate any questions or concerns between DHS Re-entry grant and the jail.

Other areas of assistance:

Badgercare- 30 days prior to release WITH a verifiable release date

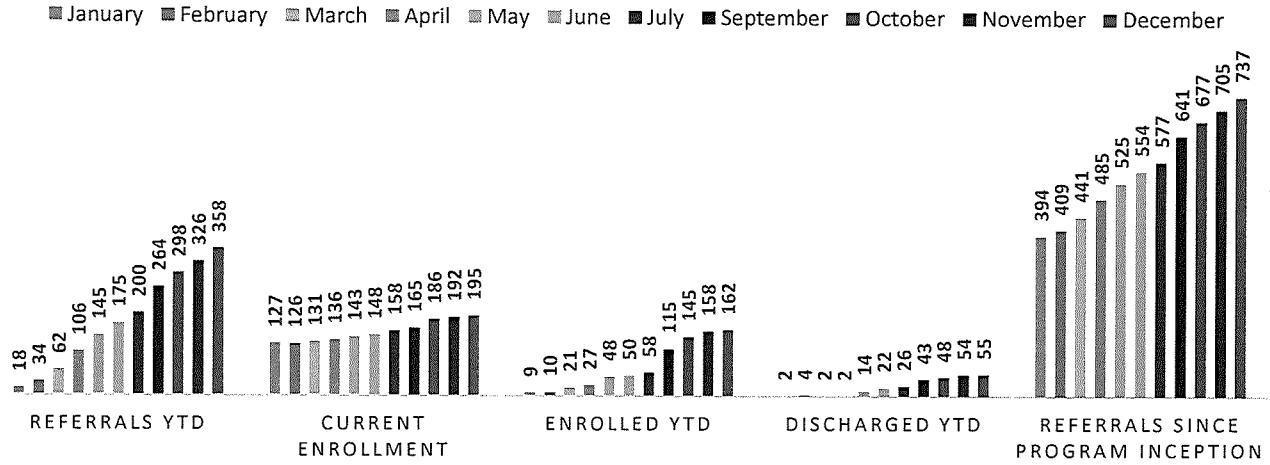
Coordination of MD appointments as requested

Transportation-including 1-way fairs and a month bus pass

Support- as requested by the client for both pre and post release status

Comprehensive Community Services (CCS) Program

CCS PROGRAM



The CCS Program continues to grow and evolve. As we approach 2019, the CCS Program is positioned for continued expansion. With the Eau Claire County Board of Supervisors approval of the 2019 budget, a plan has been put in place begin recruiting additional staff. This will start in earnest in January. Demand for CCS Program services remains strong with approximately 7 to 10 new referrals being received on a weekly basis. We are anticipating that the CCS Program census will reach approximately 200 participants by the end of December 2018. Increased staff capacity and resources will benefit our Eau Claire County citizens that struggle with both mental health and substance use conditions.

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

Clients Served

CLTS

The Children’s Long-Term Support (CLTS) and Children’s Community Options Program (CCOP) are currently serving 177 families; 158 waiver, 19 CCOP cases. CCOP enrollment numbers have increased as children currently being served in CCS, dually eligible for both CCS and CLTS, and are on the CLTS waitlist are in process of being open to CCOP to best meet their needs and use available funding. As of November 2018, there are 48 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.

Coordinated Service Team Program

As of November 2018, the Coordinated Services Team Program is serving 23 teams with 41 youth. CST received 26 referrals since January 2018. CST staff have facilitated eleven (11) Family Group Decision Making (FGDM) meetings this year.

FAMILY SERVICES DIVISION

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

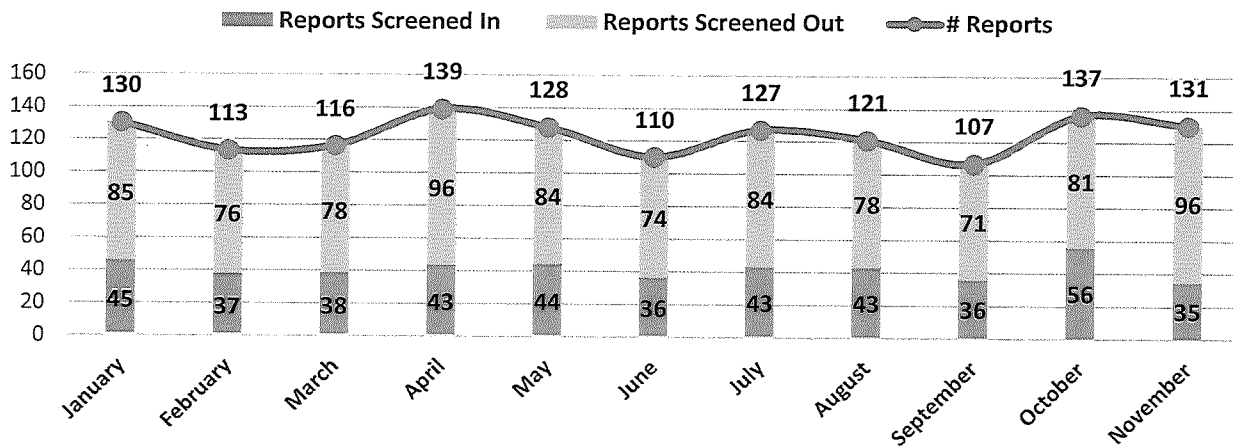
Programming

The Department hosted a Foster Care Holiday Party on December 4th at the Courthouse. Approximately 250 people attended the event which included 50 foster families and 25 staff members from DHS. The event included food, gifts, raffle prizes and games. Service providers hosted a resource fair at the event and law enforcement handed out candy and gift bags to promote a positive interaction with the children. The Department received numerous donations from business throughout the community to support the party.

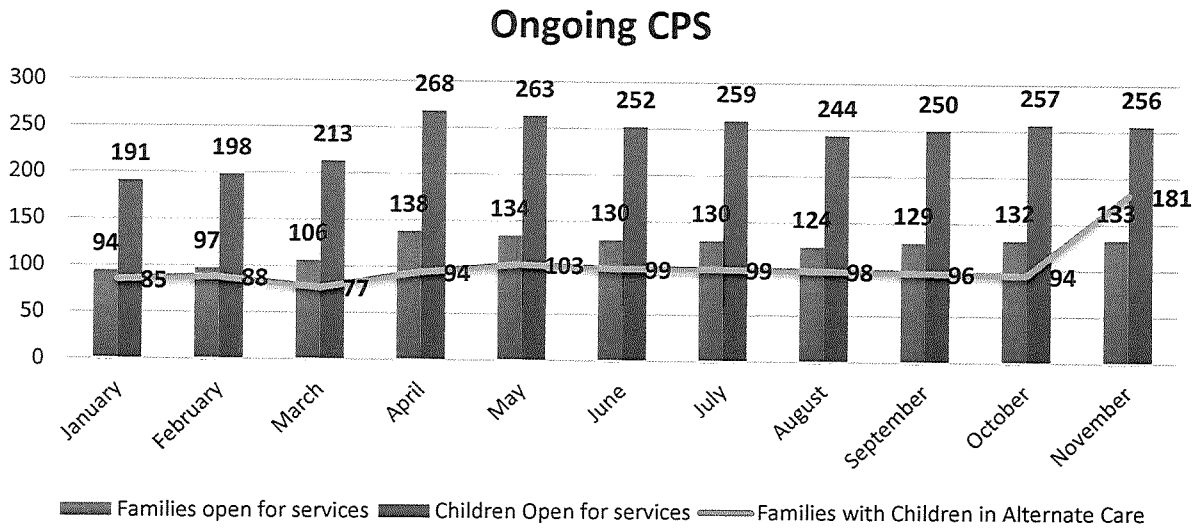
Clients Served

CPS Initial Assessment

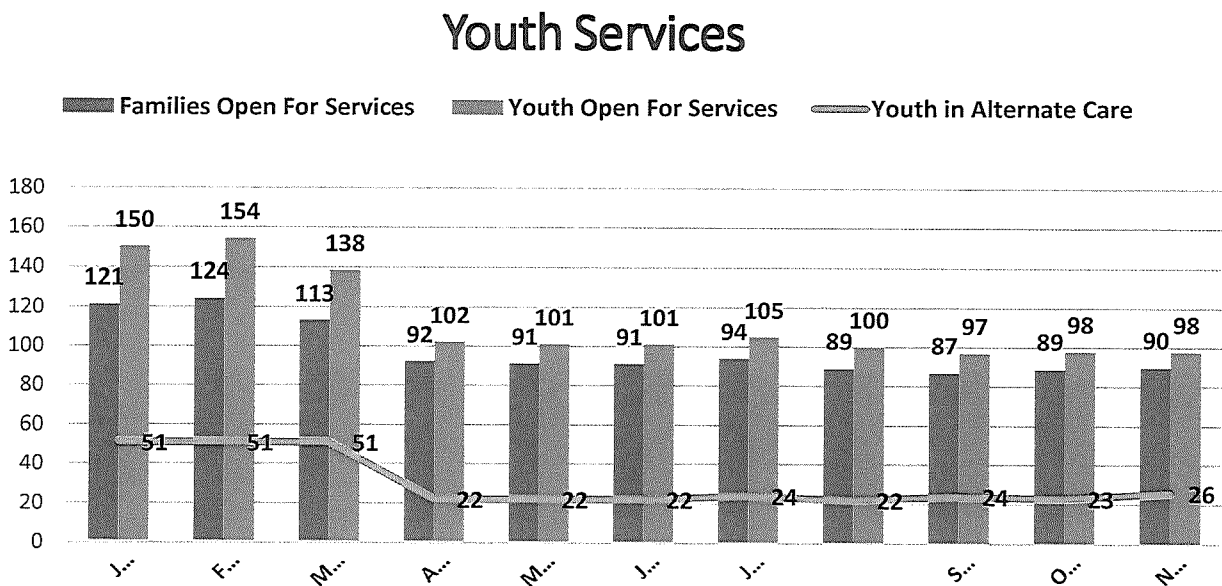
Clients Served



Ongoing Child Protective Services



Youth Services



Alternate Care

The Department currently has 195 children placed in foster care.

Birth to Three Program

The Birth to Three Program has received 384 referrals so far in 2018.

Juvenile Detention

Clients

We continue our efforts to manage the overall population of the secure detention center.

- Due to the wide variations in resident ages, length of stay and alleged delinquent acts, we have temporarily stopped the practice of double-celling.
- We have many residents with complex medical and mental health needs, including diabetes, autism and self-harming behaviors.
- We also continue to hold several non-180 Program residents for long term placements, of longer than 30 days.

NOVEMBER SECURE DETENTION POPULATIONS

POPULATION	Average Daily Population	Average Daily Population: Year to Date	Males	Males: Year to Date	Females	Females: Year to Date
ALL Secure Detention	17	15	13 (76%)	111 (66%)	4 (24%)	56 (34%)

INCIDENTS	Incident Reports	Incident Reports: Year to Date	Incidents of Self Harm	Incidents of Self Harm: Year to Date	Incidents of Physical Altercations	Physical Altercations: Year to Date
ALL Secure Detention	36	742	3	41	0	26

We have begun reviewing and interviewing potential 180 Program candidates.

- Due to the large population and staffing shortages, we stopped accepting 180 Program residents in June, 2018.

- Our focus was on maintaining quality service-provision for the 180 Program residents in the program at the time.
- We currently have six 180 Program residents.

NOVEMBER 180 PROGRAM ADMISSIONS

	Total Admissions	Total Admissions: Year to Date	Eau Claire County Admissions	Eau Claire County Admissions: Year to Date	Out of County Admissions	Out of County Admissions: Year to Date
180 Program	2	8	1	1	1	7

**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.
- We have been meeting with providers regarding 2019 services. We are still working on a few 2018 contracts to be returned, but overall, these have been completed. We are finalizing the 2019 contract and will be sending this out to providers within the next few weeks.
- Overall, the SharePoint project is now underway and moving along. CCS staff are working with IS staff setting up initial meetings to review portal needs and look at St. Croix’s SharePoint site.
- We are continuing work with Joxel staff on the Avatar Optimization project.
- With the implementation of an electronic travel expense reimbursement process, we will be providing training to all staff in early January.
- We are working on several projects with Children’s Longterm Services (CLTS).

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), Food Share (FS), Caretaker Supplement (CTS), and Wisconsin Home Energy Assistance (WHEAP). The Energy Assistance Program is contracted out to Western Dairyland. Eau Claire County is the Lead Agency of the Great Rivers Income Maintenance Consortium (GRC). All HC, FS, CTS and any associated fraud are included in the consortium model. Counties included in the Great Rivers Consortium include Burnett, Barron, Chippewa, Douglas, Dunn, Eau Claire, Polk, Pierce, St. Croix, and Washburn. Currently GRC has nine vacancies, three of which are in Eau Claire County.

December 2018	HC-FS Caseloads	Child Care Caseloads
Eau Claire County	11,685	461
Great Rivers	53,599	1479

ESU Monthly Stats (October Data):

- 3,580 applications were processed
 - 2,448 renewals were processed
 - 16,081 calls were received in our call center
 - Average Speed of answer in call center was 1.72 minutes
- 1,656 households have applied for Energy Assistance Program this season (as of 12/5/18)

Eau Claire County Department of Human Services
Recruitment Status - 12.17.18

Position Title	Unit	Status
Admin Specialist I (.5) from JCI	Family Ser. Unit	Finalizing Job Description
Crisis Supervisor	Beh Health Svcs. APS	Recruitment internal
Treatment Courts Supervisor	Beh Health Svcs.	Recruitment internal & external
Social Worker (VA)	Beh Health Svcs. CSP	Recruitment internal & external
Social Worker (ST)	Beh Health Svcs. CSP	Recruitment internal & external
CCS Supervisor	Beh Health Svcs. CSP	Recruitment internal & external

New for 2019 in Budget

Juvenile Detention Supervisor	JDC	Immediate - Dec recruitment
CCS Quality Assurance Specialists (2)	Fiscal	Immediate - Dec recruitment
CCS Service Facilitators (6)	Beh Health SVCS	Jan recruitment
CCS Fiscal Supervisor	Fiscal	Jan recruitment
CCS MH Professionals	Beh Health SVCS	Jan recruitment
Senior SW Access	Beh Health SVCS	Jan recruitment
SW's (Ongoing & Resource Unit)	Family	Jan recruitment
CCS AODA Case Mgrs (2)	Beh Health SVCS	Feb recruitment
CCS Fiscal Associate III (AP)	Fiscal	Feb recruitment
CCS Peer Support Specialist (2)	Beh Health SVCS	Feb recruitment
SW Manager (Ongoing)	Family	Feb recruitment
SW - Crisis	Beh Health SVCS	Future
Outpatient Clinical Therapist	Beh Health SVCS	Future
CCS SW Manager	Beh Health SVCS	Future
Psychiatric Nurse Practitioner	Beh Health SVCS	Future
Economic Support Specialist (MM)	ESS	Under review
Economic Support Specialist (DL)	ESS	Under review
Economic Support Specialist (NS)	ESS	Under review