

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

In accordance with the provisions of Chapter 297, State of Wisconsin, Laws of 1973, notice is hereby given of the following public meeting: The Human Services Board will meet on Monday, April 29, 2019 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 March 25, 2019 meeting minutes Pgs 2-4
5. February 2019 Financial Statements/Discussion – Accept Pgs 5-14
 - Update on 2018-year end projection
 - Update – SharePoint Dept Reports
6. 2020 Capital Project Budget/Discussion - Accept
7. Director's Update – Diane Cable, Director Pgs 15-22
 - Human Services Dept monthly unit updates
 - Update - 980 Committee Progress
 - 2020 Budget Process
 - Annual Public Hearing Date
 - 2020 Budget timeframes
 - Update – NaCo webinars
 - Discussion May Human Services Board meeting
8. Personnel Update Pg 23

Adjourn

2019 Meetings:

May 20, June 24, July 22, Aug 26, Sept 16, Oct 28 Nov 25, Dec 16
(Typically, the fourth Monday of the month unless otherwise noted.)

This meeting shall be an OPEN session. Meeting notice posted this day of , 2019, at
a.m./p.m. by .

PLEASE NOTE: Upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities through sign language, interpreters or other auxiliary aids. For additional information or to request the service, contact the County ADA Coordinator at 839-4710, (FAX) 839-1669 or 839-4735, tty: use Relay (711) or by writing to the ADA Coordinator, Human Resources, Eau Claire County Courthouse, 721 Oxford Avenue, Eau Claire, WI 54703.

**MINUTES OF THE HUMAN SERVICES BOARD MEETING
MARCH 25, 2019 5 PM
ROOM 2064**

PRESENT: Colleen Bates, Dianne Robertson, Sandra McKenney,
Gabriel Schlieve, Don Mowry, Kim Cronk, Martha Neiman, Lorraine
Henning

EXCUSED: Paul Maulucci, Lydia Boerboom

VISITORS: Sham Anderson, Town of Fairchild; Todd Meyer, Town of Fairchild;
Joe Rogalski, Town of Fairchild
Suzette Hanson Jackson, Social Work Student; Stephanie Grose,
Social Work Student, Hannah Dolgner, Social Work Student

STAFF: Tom Wirth, Vickie Gardner, Nancy Huberty, Sue Schleppebach

Welcome and call meeting to Order by Chair Colleen Bates at 5:00 p.m.

Introduction of Human Services Board Members, staff and visitors.

Public Input: Per Board operating procedures, a period of public input was held. Sham Anderson expressed his concern over the 980 placement in Fairchild and that Fairchild had no services or businesses for the person to be released by the DOC. Todd Meyer had questions on the proper interpretation of 980 by the County and also submitted a written document to Chair Colleen Bates. Joe Rogalski felt that the person being released needs to be someplace where they can do something and Fairchild has nothing to offer. He was also concerned about the response time of Law Enforcement. A motion was made by Gabriel Schlieve to close the public input session. Second by Kim Cronk. The motion carried unanimously, and the public input session was closed.

Update-980 Supervised Release Program – Nancy Huberty Nancy Huberty presented with an update from the 980 Supervised Release Committee. The committee has done an exhaustive search for housing using Craig's List and Zillow. Several properties were identified; however, they did not meet the criteria of Chapter 980. The Committee has also been in contact with various State vendors who have done property searches. Nancy stated that it is up to the 980 Committee to find a location and the DOC makes the final decision. The DOC will monitor the person 24/7 and the person cannot leave the home unless accompanied by a DOC employee. This person will continue to be part of therapy and group programs as identified by the DOC. The 3 visitors who spoke during the public input session were encouraged to attend the 980 Supervised Release Committee scheduled for 3/26/19 at 10 a.m. at DHS.

Approval of the March 25, 2019 meeting agenda – Martha Nieman made a motion to approve today's agenda. Second by Don Mowry. The motion carried unanimously, and the agenda was approved.

Review/Approval of the February 25, 2019 meeting minutes- A correction was made to the minutes. John Wagner provided input at the meeting during Public Input. Sandra McKinney made a motion to approve the minutes as corrected for February 25, 2019. Second by Kim Cronk. The motion carried unanimously, and the meeting minutes were approved.

January 2019 Financial Statements/Discussion – Accept Vickie Gardner reviewed the January financials. A question was asked if the 300 homeless children that has been stated by the school include foster care children. Tom will report back with an answer at the next meeting. Vickie also gave an update on the 2018 year end projection. Lorraine Henning made a motion to accept the reports as presented. Second by Kim Cronk. The motion carried unanimously.

Directors Report – Tom Wirth

- Department Updates – included in Board Packet. Tom updated the Board about having hosted Secretary Designee Palm from the Department of Health Services at the Department. Governor Evers has also been in Eau Claire to discuss homelessness and mental health. Attorney General Kaul was in Eau Claire discussing the TAD dollars and treatment courts.
- The Department will now begin billing for medical assistance for the outpatient clinic services.
- The Department is in the process of redesigning the logo.
- Colleen suggested that board members view a video on the WCA website that brings attention to foster care.
- Information was handed out to the board members who are attending Human Services Day at the Capital on April 2. Everyone is to meet in the Scheels Parking lot at 6 a.m. for carpooling.
- Unsystem Cohort Initiative: Tom showed a video of DHS staff making comments on the word “connections” and how the Department is changing it's focus.
- The Budget and Finance Committee expressed concerns that they do not have regular notification of the current status of the DHS budget. It was brought up that there is no direct representation on this committee from the Human Services Board. Colleen suggested that the county board chair might entertain the idea of having an ex-officio person from the DHS board assigned to the budget and finance committee. This individual could not vote but could be there to hear their questions and make sure the Committee has everything they need to make an informed decision. The Department will also put a condensed financial report on Finance Department Sharepoint for viewing once that becomes available.
- Tom reviewed the Personnel update.

The meeting adjourned at 6:24 p.m.

Respectfully submitted,

Sue Schleppenbach
Acting Committee Clerk

**Eau Claire County
DHS Board Meeting
Held on 4/29/19**

February 2019 Financial Overview

Contributing factors which could favorably impact financial outcomes:

- Overall Behavioral Health revenues are continuing to increase

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 02/28/2019**

Children in Foster Care/Residential Care Centers/Group Homes									
	<u>2018</u>			<u>2019</u>			<u>% of Increase/Decrease Year over Year</u>		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount
	February	10	141	\$ 186,221	4	171	\$ 399,658	-150%	18%
Year to Date	22	155	\$ 532,279	16	176	\$ 859,416	-38%	12%	38%

Corrections									
	<u>2018</u>			<u>2019</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
	Correction Totals	0	2	\$ 21,450	0	0	\$ -	0%	-100%
Year to Date	0	3	\$ 29,685	0	0	\$ -	0%	-100%	-100%

Northern/Southern Centers									
	<u>2018</u>			<u>2019</u>			<u>% of Increase/Decrease Year over Year</u>		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount
	February	0	1	\$ 16,596	0	0	\$ -	0%	-100%
Year to Date	0	1	\$ 34,971	0	0	\$ -	0%	-100%	-100%

Winnebago/Mendota									
	<u>2018</u>			<u>2019</u>			<u>% of Increase/Decrease Year over Year</u>		
	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount	Number of New Placements	Clients	Amount
	February	5	7	\$ 97,027	3	6	\$ 150,063	-67%	-17%
Year to Date	10	12	\$ 160,057	9	11	\$ 247,256	-11%	-9%	35%

Eau Claire County
 Department of Human Services
 Financial Statement for the Period
 January 1, 2019 through February 28, 2019

Expense	YTD Net Budget	YTD Actual & Adjusted Transactions	Net Variance Excess (Deficient)
Overhead	136,271	145,220	(8,949)
Personnel	3,007,357	2,672,734	334,623
Services & Supplies	82,566	108,394	(25,828)
Purchased Services	1,989,227	2,187,131	(197,904)
BCA Payback	189,976	189,976	-
Total	5,405,395	5,303,454	101,941

Revenue	YTD Net Budget	YTD Actual & Adjusted Transactions	Net Variance Excess (Deficient)
Tax Levy	1,475,412	1,475,412	-
State/Federal	2,098,900	2,043,885	(55,015)
Medical Assistance	1,470,172	692,541	(777,631)
Charges & Fees	89,740	31,925	(57,815)
Other	271,172	175,780	(95,392)
Total	5,405,395	4,419,543	(985,852)

Excess (Deficiency) of Revenue over Expenditures	(883,911)
Less CCS	229,464
Excess (Deficiency) Net of CSS	(654,447)

Eau Claire County
 Department of Human Services
 CCS Financial Statement for the Period
 January 1, 2019 through February 28, 2019

Expense	YTD Net Budget	YTD Actual & Adjusted Transactions	Net Variance Excess (Deficient)
Overhead/Mgmt	53,333	82,256	(28,923)
Personnel	705,271	512,855	192,416
Services & Supplies	18,598	30,532	(11,934)
Purchased Services	408,773	45,447	363,326
Total	1,185,975	671,090	514,886
Revenue			
Medical Assistance	1,173,869	441,626	(732,244)
Client Charges & Fees	12,106	-	(12,106)
Total	1,185,976	441,626	(744,350)
Excess (Deficiency) of Revenue over Expenditures			(229,464)

Eau Claire County
Department of Human Services
YTD Program Expenditures Summary
Thru February 28, 2019

Program	Monthly			YTD			Year End			
	Budgeted	Actual	Budgeted	Actual	Budgeted	Actual	Expenses	Annualized		
	Expenses	Targeted %	Expenses Utilized	Expenses	Targeted %	Expenses Utilized	Expenses	% Annualized		
1. Community Care & Treatment of Children who are Abused or Neglected	\$476,129	8.3%	\$659,122	11.5%	\$952,258	16.7%	\$1,315,196	23.0%	\$7,891,178.7	138.1%
2. Community Care & Treatment of Adults & Children with BH Issues	\$1,229,194	8.3%	\$1,045,928	7.1%	\$2,458,388	16.7%	\$2,087,946	14.2%	\$12,527,673.4	84.9%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$107,016	8.3%	\$102,907	8.0%	\$214,032	16.7%	\$201,592	15.7%	\$1,209,550.2	94.2%
4. Community Care and Treatment of Youth Offenders	\$418,689	8.3%	\$362,515	7.2%	\$837,378	16.7%	\$784,292	15.6%	\$4,705,751.9	93.7%
5. Protection of Vulnerable Adults	\$50,621	8.3%	\$52,934	8.7%	\$101,243	16.7%	\$109,782	18.1%	\$658,689.0	108.4%
6. Financial & Economic Assistance	\$321,960	8.3%	\$260,076	6.7%	\$643,919	16.7%	\$614,671	15.9%	\$3,688,026.0	95.5%
Total	\$2,603,609	8.3%	\$2,483,481	7.9%	\$5,207,217	16.7%	\$5,113,478	16.4%	\$30,680,869	98.2%

**Eau Claire County
DHS Board Meeting
Held on 4/29/19**

December 2018 (Preliminary Final) Financial Overview

Contributing factors which could favorably impact financial outcomes:

- Overall Behavioral Health revenues exceeded budget
- CCS WIMCR gap is \$1.7 million

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 12/31/2018
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
December	11	150	\$ 410,655	20	165	\$ 407,983	45%	9%	-1%
Year to Date	177	299	\$ 4,280,398	126	259	\$ 5,135,754	-40%	-15%	17%

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	\$ 23,882	0	0	\$ -	0%	-100%	-100%
Grow Academy	0	1	\$ 12,090	0	0	\$ -	0%	-100%	-100%
December	0	5	\$ 45,272	0	0	\$ -	0%	-100%	-100%
Year to Date	0	10	\$ 455,927	0	3	\$ 54,255	0%	-233%	-740%

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
December	0	1	\$ 18,374	0	1	\$ 11,003	0%	0%	-67%
Year to Date	1	2	\$ 160,808	1	2	\$ 171,997	0%	0%	7%

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
December	2	3	\$ 51,539	3	4	\$ 48,000	33%	25%	-7%
Year to Date	57	57	\$ 1,119,879	64	65	\$ 1,033,433	11%	12%	-8%

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

Expense	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Overhead	813,235	1,172,819	(359,584)
Personnel	15,133,198	13,575,548	1,557,650
Services & Supplies	383,104	680,513	(297,409)
Purchased Services	11,905,017	17,345,670	(5,440,653)
BCA Payback	1,139,854	1,139,854	-
Total	29,374,408	33,914,404	(4,539,996)
Revenue			
Tax Levy		8,630,171	-
State/Federal	8,630,171	11,980,857	(183,089)
Medical Assistance	12,163,946	6,668,277	285,301
Charges & Fees	6,382,976	542,015	(1,770)
Other	543,785	1,717,469	63,939
	1,653,530		
Total	29,374,408	29,538,790	164,382
Grand Total			(4,375,614)
Less CCS			1,683,423
Excess (Deficiency) of Revenue over Expenditures			(2,692,191)

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

Expense	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Overhead/Mgmt	520,000	473,652	46,348
Personnel	3,073,630	2,225,711	847,919
Services & Supplies	18,850	124,686	(105,836)
Purchased Services	1,500,000	4,044,402	(2,544,402)
Total	5,112,480	6,868,451	(1,755,971)
Revenue			
Medical Assistance	5,092,480	5,146,721	54,241
Client Charges & Fees	20,000	38,307	18,307
Total	5,112,480	5,185,028	72,548
Excess (Deficiency) of Revenue over Expenditures			(1,683,423)

Eau Claire County
 Department of Human Services
 YTD Program Expenditures Summary
 Preliminary Final 2018

Program	Monthly			YTD			Year End	
	Budgeted		Actual	Budgeted		Actual	Annualized	
	Expenses	Targeted %	Expenses Utilized % of	Expenses	Targeted %	Expenses Utilized	Expenses	% Annualized
1. Community Care & Treatment of Children who are Abused or Neglected	\$426,746	8.3%	\$635,365 12.4%	\$5,120,956	100.0%	\$7,980,545 155.8%	\$7,980,545	155.8%
2. Community Care & Treatment of Adults & Children with Mental Illness	\$954,613	8.3%	\$2,354,088 20.6%	\$11,455,356	100.0%	\$13,868,459 121.1%	\$13,868,459	121.1%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$142,768	8.3%	\$172,512 10.1%	\$1,713,219	100.0%	\$1,225,163 71.5%	\$1,225,163	71.5%
4. Community Care and Treatment of Youth Offenders	\$394,207	8.3%	\$407,181 8.6%	\$4,730,482	100.0%	\$4,678,806 98.9%	\$4,678,806	98.9%
5. Alcohol & Other Drug Abuse	\$72,206	8.3%	\$69,204 8.0%	\$866,472	100.0%	\$946,510 109.2%	\$946,510	109.2%
6. Protection of Vulnerable Adults	\$45,468	8.3%	\$54,640 10.0%	\$545,610	100.0%	\$645,318 118.3%	\$645,318	118.3%
7. Financial & Economic Assistance	\$296,963	8.3%	\$244,878 6.9%	\$3,563,557	100.0%	\$3,429,749 96.2%	\$3,429,749	96.2%
Total	\$2,332,971	8.3%	\$3,937,868 14.1%	\$27,995,652	100.0%	\$32,774,550 117.1%	\$32,774,550	117.1%

EAU CLAIRE COUNTY HUMAN SERVICES
Department Report
April 2019

DIRECTOR'S REPORT – Diane Cable

Hello. Spring is here! Spring is a time of many celebrations. In Human Services we recognize Child Abuse Prevention Month, Foster Care Month, Administration Professional Day, Nurses Day, Economic Support Day. Taking time to recognize, understand, and thank each of these areas is important work. Thank you!

Early this month was Human Services Day at the Capitol. The top priority of discussion with legislators was and continues to be, regarding the need to increase the Children and Family Allocation. The Governor's budget indicates an increase of \$15m. The Wisconsin County Human Service Association (WCHSA) and Wisconsin Counties Association is advocating the need for \$30m. The increase in funding to counties for children and families is vital. It is not the only answer in helping County's respond to the increasing complexities presented in the area of Child Abuse and Youth Justice Services. The funding can help provide stability to a system that is in crisis. AND...

The Governor's Budget expands Medicaid. The expansion of Medicaid optimizes our available resources to help take care of people. Individuals in vulnerable situations, at 138% of poverty. As indicated in the Wisconsin Department of Health Services Fact Sheet:

With Governor Evers' budget, Wisconsin can cover more people for less state money. The savings from this expansion leverages hundreds of millions in new federal funding to invest in the health and well-being of every citizen. Medicaid is a foundation of health care and 1.2 million Wisconsin residents rely on Medicaid for high quality health care. States that accept federal dollars for Medicaid expansion saw positive impacts to their economies, including increased numbers of practicing providers, reductions to uncompensated care, reductions in medical debt, and positive correlations between Medicaid enrollment and employment.

The budget expands Medicaid to cover childless adults, parents, and caretakers up to 138% of the federal poverty level (FPL) which is \$17,000 per year for a single person working full time. This expansion will enable an estimated 82,000 additional individuals to access affordable health coverage. By covering individuals who currently lack insurance, uncompensated care for providers will decline. This proposal will generate \$324.5 million in savings which is invested back in health care to improve the lives of every Wisconsinite.

Assuring for health care, leads to healthy communities and improved outcomes for children and families!

BEHAVIORAL HEALTH SERVICES DIVISION
Jeff Wright, Nancy Shilts, Kerry Swoboda, Sharon Besterfeldt, Luke Fedie

Outpatient Clinic- Luke Fedie, Manager

The outpatient clinic continues to receive referrals for therapy and medication management. The therapists and prescribers in the clinic have been busy providing services to individuals in and around the Eau Claire Community. As of 4.15.19, the clinic has served approximately 109 unique individuals for therapy. The

clinic has served approximately 42 unique individuals for medication management. The referrals for both continue to steadily stream in. The clinic has recently contracted with Allison Parsons, a registered nurse that will be assisting our prescribers. The clinic is excited to have her on board and looks forward to using her expertise to further serve our clients and community.

Treatment Courts:

We are very excited that our new Treatment Court Supervisor, Brenda Goettl, officially started on April 8th. Brenda's expertise and experience in AODA treatment, and as a Manager, will be incredibly useful to the great work our Coordinators are doing. We will be focusing on looking at efficiencies that were suggested by the Department of Justice, as well as boosting capacity.

Adult Protective Services – Nancy Huberty

During the month of March Adult Protective Services received 43 new referrals; 7 were screened out as they did not meet the target groups of services or definition of adult at risk or elder at risk. 37 investigations were initiated. Of the 37 cases being investigated 15 are completed and 22 are ongoing. Areas of abuse and neglect that was reported: 1 physical abuse, 2 emotional abuse, 7 neglect, 13 self-neglect, 6 financial abuse, 1 emergency protective placement, 1 civil commitment converted to a guardianship and protective placement, 9 guardianships and protective placements and 3 other events.

Eau Claire County Jail Re-Entry Program -Nancy Huberty

There were 24 referrals during March of which 23 were self referrals and 1 was a professional referral (DOC). 18 referrals were male and 6 were female. 21 of the referrals were for Eau Claire County residents and 3 were for out of county referrals. Self reported needs for March are listed in order #1 housing(17), #2 AODA(11), #3 Foodshare and employment (9).

The following is a scenario of a case that we recently had to better demonstrate how we help Eau Claire County residents:

Currently there is a client who is going through the Hope Gospel program. In jail he was very angry most days, he needed cataract surgery so was legally blind (in both eyes) until this surgery could happen, had nowhere to go following release and no supports in the community. He is 61 and was upset with most people in his world. He was allowed to utilize the Midway crisis bed services as it was available at the time. He was provided clothing following release and he was assisted in securing badgercare and foodshare. He then moved on to Choose Aftercare for 30 days. When he left Choose Aftercare he was still having a hard time finding work but was able to see, (following surgery) and be productive. He pursued services at Hope Gospel himself and has been working their program ever since. We continue to work with this person (he has been sober this entire time) and he continues to progress.

Crisis Services -Lita Prorok

All Crisis staff attended AMSR (Assessing and Managing Suicide Risk) training at UWEC earlier this month to look at ways to further enhance our crisis assessment and follow-up process. To date, we have had 253 telephone crisis assessments completed by NWC, with 18 mobile assessments. We are continuing to implement crisis services in the jail by working in coordination together for crisis assessments and/or assistance with crisis stabilization.

Community Support Program (CSP) – Sharon Besterfeldt

We are triaging and will be admitting a few more clients in the next couple of months; totals for admissions so far this year, will surpass the numbers we admitted in 2018. Our new Social Worker is getting up to speed and has been a welcome addition! In early April, all CSP staff were trained on the Columbia Suicide Severity Scale and will now use that tool anytime they're responding to a client in crisis.

Comprehensive Community Services (CCS) Program, Bill Stein and Kerry Swoboda

	Referrals YTD	Current Enrollment	Enrolled YTD	Discharged YTD	Referrals since Program Inception
January	27	204	4	2	784
February	72	209	11	6	831
March	87	213	17	11	844
April	157	207	30	27	917

The CCS Program continues to grow and evolve. 3 of the 6 new service facilitators started their employment in April and have begun to receive their first cases. 3 new service facilitators will be come on board during the first two weeks of May along with 2 mental health professionals and 1 substance use professional. Our substance use professionals have initiated micro-educational presentations around addiction and substance use conditions. These learning opportunities are currently being provided to CCS Program staff. Plans are being worked on to expand this format so that other DHS staff can benefit from the information. Our regional CCS Program (Barron, Eau Claire, Saint Croix-BEST) will be presenting a substance use/addictions training on June 20, which will be held in Menomonie.

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

The CCS Program filled seven (7) CCS Service Facilitators positions. Three (3) positions are in the Children's Behavioral Health Unit serving children who are dually eligible for CCS and Children's Long-Term Support (CLTS) Waiver services. Two staff started at the beginning of April and the third will start in May. We are looking forward to making an impact on the CCS and CLTS waitlist(s) with additional staff joining the team.

The Coordinated Services Team Program is working to enhance the Family Group Decision Making (FGDM) process. FGDM focuses primarily on three meeting formats to include safety planning, plan development to support placement of children with family members and independent living skills. We will be travelling to Olmstead County in May to learn more about their program to continue learning best practice and additional facilitation skills to better meet the needs of families.

The Children's Behavioral Health Unit is working to develop a more collaborative means of providing services to families. We will be travelling to St. Croix County to learn more about the way they provide services to children and families. The goal is to simplify the process to improve families comfortability and ability to get voluntary services for their children.

Clients Served

Children's Long-Term Support Waiver (CLTS) Program

The CLTS and Children's Community Options Program (CCOP) are currently serving 169 families; 156 waiver, 13 CCOP cases. As of March 2019, there are 53 children found eligible for services and on the formal waitlist. Currently, six (6) children are in the screening process to receive an eligibility determination to be placed on the waitlist. The State expects the waitlist to be eliminated, but this has been a challenge due to the number of referrals and staff capacity to meet the needs of the children and families on the waitlist.

Coordinated Service Team Program

The Coordinated Services Team Program is currently serving 32 families. CST received 19 referrals in 2019; two are currently waiting to be served. CST staff facilitated ten (10) Family Group Decision Making (FGDM) meetings in 2019.

FAMILY SERVICES DIVISION

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

Programming

The Family Services Division has successfully initiated the Intensive Permanency Services (IPS) Program. Over the last month, the Department has received on-site and telephone consultation with staff from Alia to support the launch of the IPS Program. Three children have been enrolled in the IPS Program and the plan is to enroll one child per week per worker over the next two months. The Department is excited to see how the high level of support and contact with children translates to improved engagement and connection with family and kin-like individuals.

With the assistance of the Director and Deputy Director, the Family Services Division established an Action Plan related to a "100-Day Sprint to Impact Carrying out our Vision." Goals established within the 100-Day Sprint include the following:

1. Identify Elementary Schools with the highest CPS referrals to connect and create a plan to intervene earlier with families
2. Create a plan to use Rick House or other similar home to support families who are at risk of removal for Child Protective Services or Youth Services reasons
3. Staff respond to pain-based behaviors of youth by utilizing treatment services and support rather than non-secure holds
4. Workers seek approval from management prior to placing with non-relatives and non-kin-like providers and have approval to respond to cases with the assistance of law enforcement
5. Fiscal staff receive education on our system change work and how to apply/connect to funding opportunities
6. Create a plan to enhance the role of foster parents that is in alignment with our Vision
7. Enhance culture and build on strengths within the Juvenile Detention Center

The 100-Day Sprint to Impact Carrying out our Vision of Family Connections are Always Preserved and Strengthened began on April 1st and ends on July 9th.

Clients Served

CPS Initial Assessment

In March, we received 105 reports alleging child maltreatment; 40 were screened in for CPS Initial Assessment and 65 were screened out.

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
July	127	43/84
August	121	43/78
September	107	36/71
October	137	56/81
November	131	35/96
December	117	41/76
2019		
January	85	27/58
February	97	27/70
March	105	40/65

Ongoing Child Protective Services

Ongoing CPS is currently serving 129 families and 231 children. 177 of the 231 children served are in out of home care which equates to 76% of the children served. 94 of the 129 families served have at least one child in out of home care. This means 73% of the families served have a child in out of home care. AODA struggles continue to be the main case planning component in Ongoing CPS cases.

	Families/Children Open for services	Families with Children in Alternate Care
2018		
January	94/191	85
February	97/198	88
March	106/213	77
April	138/268	94
May	134/263	103
June	130/252	99
July	130/259	99
August	124/244	98
September	129/250	96
October	132/257	94
November	133/256	95
December	137/254	96
2019		
January	133/242	95
February	133/242	95
March	129/231	94

*The significant increase in numbers from March to April 2018 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 93 families with 103 youth. Of the 103 youth open, 24 are in out of home placement which is equivalent to 23% 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.

	Families/ Youth open for services	Youth in Alternate Care
2018		
January	121/150	51
February	124/154	51
March	113/138	51
April	92/102	22
May	91/101	22
June	91/101	22
July	94/105	24
August	89/100	22
October	87/97	24
November	90/98	26
December	89/97	19
2019		
January	89/98	17
February	95/100	21
March	93/103	24

*The significant decrease in youth in out of home care from March to April 2018 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 04/01/19, there were 196 children in out of home placement.

Juvenile Detention – Rob Fadness

Staffing

During the 2019 budget process, a full-time detention supervisor was authorized. This position is designed to improve after-hours, on-site supervision of detention center staff. Michael Ludgatis has been hired in that position.

Clients

The population of the juvenile detention center has stabilized through the first quarter of 2019. Efforts have been made to keep the overall population between 12 -14 residents to maintain an appropriate level of safety and security of all staff and residents. We continue to receive many long term residents with complex

medical and mental health needs, including diabetes, autism and self-harming behaviors that occupy a large portion of staff time.

The population of the 180 Program has also been capped at four residents – currently two are from Eau Claire County and two youth from other counties.

Juvenile Detention

	2019 March	2018 March	2019 1 st Qtr	2018 1 st Qtr	2019 Est.	2018 Total
ALL						
ADMISSIONS	34	51	93	122	377	494
DAYS	382	630	1262	1627	5118	6598
ALOS	12.3	20.3	14.0	13.3	13.5	13.3
SHORT-TERM						
ADMISSIONS	25	40	56	90	227	365
Eau Claire	7	11	17	16	69	65
DAYS	236	323	727	712	2948	2887
Eau Claire	37	109	94	161	381	652
180 PROGRAM						
ADMISSIONS	7	11	20	32	81	129
Eau Claire	2	1	5	4	20	16
ADP	12.3	20.3	14.0	18.0	14.0	18.0
Male	24	37	69	83	279	336
Female	10	14	24	39	97	158

ECONOMIC SUPPORT DIVISION-GREAT RIVERS CONSORTIUM
Kathy Welke, Jane Olson, Jen Dahl, & 1 vacant ES Mgr

The Economic Support Services Unit (ESU) provides services to Eau Claire County residents and those within the Great Rivers Consortium areas (Burnett, Barron, Chippewa, Douglas, Dunn, Eau Claire, Polk, Pierce, St. Croix, and Washburn). Services provided include Child Care, Health Care, FoodShare, Caretaker Supplement, and WI Home Energy Assistance (WHEAP—is contracted out to Western Dairyland EOC). Eau Claire County is the Lead Agency of the Great Rivers Income Maintenance Consortium (GRC).

Currently, GRC has 8 ESS vacancies, 4 which are in Eau Claire County. Eau Claire also has 1-Fraud Investigator and 1 ES Manager vacancy; both of these positions, as well as 1 ESS position, are being recruited for currently.

March 2019	HC-FS Caseloads	Child Care Caseloads
Eau Claire County	11,520	453
Great Rivers	52,833	1435

Great Rivers Monthly Stats (March Data):

- **3,381 applications**, processed
- **4,077 renewals**, processed
- **15,575 calls** were received in our call center
- Great Rivers Call Center-Average Speed of Answer: **2.30 minutes**
(Statewide average 4.84 minutes)

Eau Claire Co. Energy Assistance (as of 03/10/19): 2,938 households
have applied

FISCAL UNIT – VICKIE GARDNER, MANAGER

The Fiscal Unit is currently working on the following:

- Fiscal staff is completing all final payments, billing, and miscellaneous journal entries for year-end. Work continues on year-end reporting.
- The contract coordinator is working on 2019 contracts, an RFP for our WHEAP program, various provider questions, etc.
- The data specialist is now beginning work on numerous report requirements as we move into the next phase of the Avatar optimization project.
- We have offered the second Quality Assurance Specialist position to a candidate
- Overall, the SharePoint project is now underway and moving along. Managers have met with IS staff and are now ready to begin working the CCS staff on content for the CCS page.
- We are continuing work with Joxel staff on the Avatar Optimization project. Preliminary work includes:
- The Medicare application for BH Clinic billing was completed and submitted on 4/15/19.

ORGANIZATIONAL SUPPORT SERVICES- Sue Schleppenbach

We continue implementing our goals of entering all closed records into software called TRIM. The unit is also beginning to work with other Unit Managers on how to connect callers and walk-ins into the agency by a “warm” handoff. This will assist us to meet the vision of the department and build on being trauma effective.

Eau Claire County Department of Human Services
Recruitment Status - 4.29.19

Position Title	Unit	Status
Economic Support Manager (KW)	ESS	Internal & External Advertising
Case Manager in Youth Services (MX)	Family Services	Pending Offer
Fraud Investigator (BR)	ESS	Internal & External Advertising
Economic Support Specialist (KP)	ESS	Recruitment meeting
Economic Support Specialist (DL)	ESS	Under review
Economic Support Specialist (MM)	ESS	Under review
Economic Support Specialist (NS)	ESS	Under review
AODA CM (LG) 1 FTE	Beh Health Svcs.	on hold

New for 2019 in Budget

CCS Fiscal Supervisor	Fiscal	Internal & External Advertising
Senior SW Access	Beh Health SVCS	Future
CCS Peer Support Specialist (2)	Beh Health SVCS	Future
CCS Fiscal Associate III (AP)	Fiscal	Future
Nurse Practitioner	Beh Health Svcs. CCS	Recruitment internal & external
SW Manager	Family Ser. Unit	Reviewing applications
Outpatient Clinical Therapist	Beh Health SVCS	Future
CCS SW Manager	Beh Health SVCS	Future
SW - Crisis	Beh Health SVCS	Future