

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

In accordance with the provisions of Chapter 297, State of Wisconsin, Laws of 1973, notice is hereby given of the following public meeting: **The Human Services Board will meet on Monday, June 10, 2019 at 5 PM 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 April 29 and May 20, 2019 meeting minutes Pgs 2-7
5. March 2019 Financial Statements/Discussion – Accept Pgs 8-12
6. Director's Update – Diane Cable, Director Pgs 13-18
 - Human Services Dept monthly unit updates
 - Update - 980 Committee Progress
 - 2020 Budget Process
 - Annual Public Hearing Date
 - 2020 Budget timeframes
7. Personnel Update Page 19

Adjourn

2019 Meetings:

June 24, July 29, 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
April 29, 2019 5 PM
Room 2064

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

VISITOR: Laney Marcon, UWEC student

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

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

Introductions of HS Board members and staff to visitor.

Public Input - Per Board operating procedures, a period of public input was held. No one was present for public input. Motion to close public input session by Dianne Robertson. Second by Kim Cronk. The motion carried.

Approval of the April 29, 2019 Meeting agenda – Lydia Boerboom made a motion to approve today’s agenda. Second by Paul Maulucci. The motion carried unanimously, and today’s agenda was approved.

Review/Approval of March 25, 2019 meeting minutes – Lorraine Henning made a motion to approve the meeting minutes of December 17, 2018. Second by Kim Cronk. Corrections of names will be made. The motion carried and the meeting minutes were approved.

February 2019 Financial Statements/Discussion and 2018-year end projection - Accept

Vickie reviewed the financial reports. Colleen remarked that the Committee on Finance & Budget continues to be concerned about the Human Services Budget. Diane and Colleen have had conversations about the current 2019 and the projection for 2018 budgets. No one from the Human Services Board sits on this Committee so there’s a gap in that no one to provide explanations if there’s a question. Colleen asked if anyone was interested in attending this Committee, if so to please sign up. Kim, Don, Paul, Lydia and Martha are interested in attending future Committee on Finance & Budget meetings. The next meeting is May 6. The meeting agendas are posted on the county website calendar. Discussion about outside factors that have an impact on the Human Services budget – court orders, drug epidemic, crisis, out of home placements. Diane explained too that we are in the process of doing Child Welfare differently and that shifts processes.

Vickie distributed and explained the Financial Statement w/adjustments new format for the period of Jan 1-Feb 28, 2019.

Gabriel Schlieve made a motion to accept the financials as presented. Second by Martha Nieman. The motion carried and the financial reports were accepted as presented.

-Update – SharePoint Dept Reports will be coming in May. Centralized Department reports and a quarterly Department narrative overview. Vickie asked members to watch their email for more information and template.

2020 Capital Project Budget/Discussion - Accept

The proposed 2020 Capital request was shared via projection and reviewed by Diane and Vickie. The request is for new furniture to support space restructuring of offices (16-20 workstations). As the Dept continues to grow, workers are sharing offices, working remotely, and utilizing docking stations for their work. Paul Maulucci made a motion to accept the 2020 Capital Project budget as presented. Second by Lydia. The motion carried unanimously.

Director's Report – Diane Cable

- Department Updates – included with the Human Services Board packet
- Update on the 980 Committee Progress – Temporary housing approved but search continues for a permanent placement for one client. The length of temporary housing was not defined by the Courts.
- 2020 Budget Process
 - Timeline – 2020 Position requests will be reviewed/approved on June 21 by Finance & Budget and HR Committees.
 - Public Hearing date needs to be set for early June
 - NaCo webinars – Don has been attending the Stepping Up Initiative webinars that focus on discontinue use of jails for people with mental illness.
<https://stepuptogether.org/> Resources are available at this website. Archived webinars: [s https://stepuptogether.org/events](https://stepuptogether.org/events)
- Discussion of May Human Services Board meeting – The next Human Services Board meeting on May 20 will be a joint meeting with Administration and Committee on Finance & Budget at 4:45 p.m. in Room G034.
- - **At the start of the Meeting** - We will welcome Amelia Franck Meyer who is the CEO of Alia, a national non-profit organization focused on transforming how the child welfare system is done in this country. As the former CEO of Anu Family Services, Amelia has moved the organization through a cultural and practice transformation resulting in nationally recognized child permanence and placement stability outcomes for children in out-of-home care.

Page 3
April 29, 2019

Personnel update by Jackie.

The meeting adjourned at 6:50 p.m.

The next Human Services Board meeting will be a joint meeting with Administration and Committee on Finance & Budget and is scheduled for **Monday, May 20, 2019 at 4:45 p.m. in Room G034.**

Jackie Krumenauer, Committee Clerk

**MINUTES OF THE HUMAN SERVICES BOARD,
COMMITTEE ON ADMINISTRATION AND COMMITTEE ON FINANCE AND
BUDGET JOINT MEETING
May 20, 2019 4:45 PM
Room G034**

PRESENT: **Human Services Board:**
Colleen Bates, Chair; Paul Maulucci, Dianne Robertson
Sandra McKinney, Gabriel Schlieve, Don Mowry
Kim Cronk, Lydia Boerboom, Martha Nieman, Lorraine Henning
Committee on Administration:
Nick Smiar, Chair; Ralph Henning, Colleen Bates, Gerald Wilkie, Mark
Beckfield
Committee on Finance & Budget:
Stella Pagonis, Chair; Steve Chilson, Jim Dunning, Gerald Wilkie, Robin
Leary

STAFF: Kathryn Schauf, Diane Cable, Tom Wirth, Vickie Gardner, Lieske Giese,
Terri Bohl, Frank Draxler, Norb Kirk, Amy Weiss, Jackie Krumenauer

VISITOR: Dr. Amelia Franck Meyer, CEO of Alia UnSystem Innovations

Welcome & Call meeting to Order by Chair Colleen Bates at 4:45 PM Quorum present for the Human Services Board.

Stella Pagonis, Chair, Committee on Finance & Budget, asked that the record reflect she did not have the agenda in advance of the meeting; thus, not a consent agenda but quorum is present.

Committee on Administration also has a quorum.

At this time, Colleen turned the meeting over to Nick Smiar, Chair of the Committee on Administration.

Introductions of members and staff.

Public Input - Per Board operating procedures, a period of public input was held. No one was present for public input. Public Input session closed.

Purpose for Meeting Today: Oversight Committees have expressed concerns over 2017 & 2018 (projection) budget overages for Human Services Department.

Critical Community Issues: Drug Abuse which results in increase in Alternate Care & Hospitalization placements

Diane Cable, DHS Director, shared statistical information re: Out of Home Care, increased cost for youth in residential centers

Diane has communicated to Oversight Committees in 2018 the urgent need for Child Welfare System change to address above issues.

Presentation on SystemChange -Eau Claire County DHS (Diane and Tom representatives) is one of five counties across the country who have been part of the Alia Unsystem Innovation Cohort. This evening we have the pleasure of welcoming Dr. Amelia Franck Meyer who is the CEO of Alia, a national non-profit organization focused on transforming how the child welfare system is done in this country. As the former CEO of Anu Family Services, Amelia has moved the organization through a cultural and practice transformation resulting in nationally recognized child permanence and placement stability outcomes for children in out-of-home care.

DHS has been actively involved in UnSystem Change work at the Department, creating a vision **FAMILY CONNECTIONS ARE ALWAYS PRESERVED AND STRENGTHENED**
Our participation is no cost to the county.

Dr. Meyer shared a power point presentation on UnSystem Change. She answered questions from members and tried to project, by using past experience from other counties, the cost of the transition from the old child welfare system to the new child welfare system. Evolution of a System diagram explained.

Thank you to Dr. Meyer for attending tonight. For more information, please visit WWW.aliainnovations.org

Presentation on Human Services Department Blue Print for SystemChange – By Diane Cable

Goals: Blue Print Plan:

- Improve well being of Eau Claire County residents
- Decrease out of home placements
- Decrease hospitalizations
- Increase behavioral health and substance abuse resources
- Improve caseload ratio and supervision per CWLA standards

An assessment of case done in 2016, 2017-2019 Phase I stabilization and Phase II Early intervention 2020-2021. All with keeping above goals in mind. Phase III early intervention to primary prevention 2022-2023. Prevention dollars lost in budgets of the past and paying the price for no prevention dollars.

Discussion and Next Steps:

- DHS will work with HR to define position funding sources and continue their process of reviewing each position when a vacancy occurs and potentially when possible delay filling positions
- Finance requested more actual detail on line items in DHS budget (not guestimations)
- Dollars shift for Early Intervention & Primary Prevention Goal for Intensive Permanency Services (IPS)
- Advancing Wellbeing of families by UnSystem Change in the way DHS does child welfare

The Committee on Finance and Budget and Committee on Administration adjourned at 7:10 p.m.

The Human Services Board members continued to meet in order to set a June meeting date (June 10 at 5 p.m.)

The Human Services Board meeting adjourned at 7:20 pm.

Jackie Krumenauer, Committee Clerk

**Eau Claire County
DHS Board Meeting
Held on 6/10/19**

March 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 Utilization Year over Year
For Period Ending 03/31/2019**

Children in Foster Care/Residential Care Centers/Group Homes									
	<u>2018</u>			<u>2019</u>			<u>% of Increase/Decrease Year over Year</u>		
	New Placements	Clients	Amount	New Placements	Clients	Amount	New Placements	Clients	Amount
	FC	13	110	\$ 139,652	5	121	\$ 125,731	-160%	9%
TFC	1	19	\$ 52,304	3	20	\$ 56,737	67%	5%	8%
GH	2	7	\$ 261,178	0	0	\$ -	-100%	-100%	-100%
RCC	4	20	\$ 12,765	2	17	\$ 217,058	-100%	-18%	94%
March	20	156	\$ 336,708	10	158	\$ 399,526	-100%	1%	16%
YTD	32	165	\$ 998,178	26	187	\$ 1,235,408	-23%	12%	19%

Corrections									
	<u>2018</u>			<u>2019</u>			<u>% of Increase/Decrease Year over Year</u>		
	New Placements	Clients	Amount	New Placements	Clients	Amount	New Placements	Clients	Amount
	March	0	1	\$ 3,120	0	0	\$ -	0%	-100%
YTD	0	3	\$ 54,255	0	0	\$ -	0%	-100%	-100%

Northern/Southern Centers									
	<u>2018</u>			<u>2019</u>			<u>% of Increase/Decrease Year over Year</u>		
	New Placements	Clients	Amount	New Placements	Clients	Amount	New Placements	Clients	Amount
	March	0	1	\$ 18,374	0	0	\$ -	0%	-100%
YTD	0	1	\$ 53,345	0	0	\$ -	0%	-100%	-100%

Winnebago/Mendota									
	<u>2018</u>			<u>2019</u>			<u>% of Increase/Decrease Year over Year</u>		
	New Placements	Clients	Amount	New Placements	Clients	Amount	New Placements	Clients	Amount
	March	11	15	\$ 139,077	9	12	\$ 163,685	-22%	-25%
YTD	21	23	\$ 299,134	18	20	\$ 410,941	-17%	-15%	27%

Eau Claire County
 Department of Human Services
 Financial Statement for the Period
 January 1, 2019 through March 31, 2019

Expense	YTD Net Budget	YTD Actual Transactions	Estimated Adjustments	Net Variance Excess (Deficient)
Overhead	204,406	195,179	24,052	(14,825)
Personnel	4,511,035	3,201,544	471,802	837,689
Services & Supplies	123,848	184,526.43	-	(60,678)
Purchased Services	2,983,841	3,590,536	311,361	(918,056)
BCA Payback	284,964	94,988	189,976	-
Total	8,108,093	7,266,773	997,189	(155,870)

Revenue

Tax Levy	2,213,118	2,213,118	-	-
State/Federal	3,148,351	2,057,779	986,179	(104,393)
Medical Assistance	2,205,258	-	1,191,667	(1,013,590)
Charges & Fees	134,609	90,496	-	(44,114)
Other	406,758	142,901	131,839	(132,018)
Total	8,108,093	4,504,294	2,309,685	(1,294,114)

Grand Total	(1,449,984)
Less CCS	\$444,364
Excess (Deficiency) of Revenue over Expenditures	(1,005,620)

Expense Adjustments Included:

Overhead	24,052
Payroll	471,802
Winnebago	311,361
BCA Payback	189,976
	<u>997,189</u>

Revenue Adjustments Included:

State/Federal	986,179
MA	1,191,667
Other	131,839
	<u>2,309,685</u>

Eau Claire County
 Department of Human Services
 CCS Financial Statement for the Period
 January 1, 2019 through March 31, 2019

Expense	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Overhead/Mgmt	80,000	118,874	(38,874)
Personnel	1,057,906	707,194	350,712
Services & Supplies	27,898	42,058	(14,161)
Purchased Services	613,159	393,859	219,301
Total	1,778,963	1,261,985	516,978
Revenue			
Medical Assistance	1,760,804	795,103	(965,702)
Client Charges & Fees	18,159	22,519	4,360
Total	1,778,963	817,622	(961,342)
Excess (Deficiency) of Revenue over Expenditures			(444,364)

Eau Claire County
 Department of Human Services
 YTD Program Expenditures Summary
 Thru March 31, 2019

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	\$476,129	8.3%	\$623,008	10.9%	\$1,428,387	25.0%	\$1,938,204	33.9%	\$7,752,816.4	135.7%
2. Community Care & Treatment of Adults & Children with BH Issues	\$1,229,194	8.3%	\$1,533,950	10.4%	\$3,687,582	25.0%	\$3,621,896	24.6%	\$14,487,582.6	98.2%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$107,016	8.3%	\$86,682	6.7%	\$321,047	25.0%	\$288,273	22.4%	\$1,153,093.9	89.8%
4. Community Care and Treatment of Youth Offenders	\$418,689	8.3%	\$347,329	6.9%	\$1,256,067	25.0%	\$1,131,621	22.5%	\$4,526,485.3	90.1%
5. Protection of Vulnerable Adults	\$50,621	8.3%	\$37,042	6.1%	\$151,864	25.0%	\$146,824	24.2%	\$587,294.3	96.7%
6. Financial & Economic Assistance	\$321,960	8.3%	\$237,510	6.1%	\$965,879	25.0%	\$852,181	22.1%	\$3,408,724.7	88.2%
Total	\$2,603,609	8.3%	\$2,865,521	9.2%	\$7,810,826	25.0%	\$7,978,999	25.5%	\$31,915,997	102.2%

EAU CLAIRE COUNTY HUMAN SERVICES
Department Report
May 2019

DIRECTOR'S REPORT – Diane Cable

May was National Treatment Court Month and Foster Care Awareness month. Treatment Courts have been active, nationally for 30 years!. Eau Claire County is fortunate to operate 4 treatment courts! We are very fortunate to have very supportive Foster Parents in Eau Claire. We are committed to supporting and preserving families and to have children, youth, and adults, to have healthy and supportive connections.

Early in May, the Wisconsin Counties Human Services Association (WCHSA) held it's Spring Conference. The theme challenged attendees to be Big, Bold, and Brave. Diane and Tom, along with the Director and Deputy Director of Waupaca County, kicked off the conference, presenting the opening session on the need to transform and reimagine the child welfare system. We continue to address the urgent need to transform our system, improving the outcomes for children, youth, families and individuals. The system change work creates better outcomes for individuals we serve, for the criminal justice system, the school system, and the community, and will lead to a positive fiscal impact.

BEHAVIORAL HEALTH SERVICES DIVISION

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

The Behavioral Health Division has continued to experience a lot of growth during May. We have brought in several new service facilitators for our CCS program, along with AODA professionals. Our clinic has expanded capacity, and we seem to be busier every week. There have been many opportunities for professional development, which we are always eager to engage in, knowing the issues that confront us here in Eau Claire County are constantly evolving. We are fortunate to have such a motivated group of professionals that want to provide the very best services to people in need. We will continue to look at ways we can reach more people in progressive, and proactive ways.

Outpatient Clinic- Luke Fedie, Manager

The outpatient clinic has continued to grow in terms of the number of individuals receiving services. With this growth comes the need for more staff to provide timely services, and we are recruiting for the approved therapist position. We have also had the opportunity to contract with a nurse case manager to help assist our prescribers and answer questions for clients regarding their medications. Allison Parsons, an RN that has worked in the Eau Claire Area for approximately 10 years, began in that position on April 24th. She has been an instrumental in helping us connect more quickly with clients when questions around medications and prescriptions have come up. We have continued to expand our services through the clinic and were certified under DHS 75 on May 7th of this year. This allows us to work with individuals with alcohol and/or substance abuse issues. Dr. Timothy Robertson has agreed to be the medical director for that certification, and we are pleased to have him as part of that team on top of his duties as a prescriber through the clinic.

Treatment Courts- Brenda Goettl

Brenda Goettl joined the Treatment Court Team as the Treatment Court Supervisor on April 8th! Brenda has been busy orienting, spending time in each specific court, getting to know the various Team Members and their roles. We finished the Department of Justice surveys required for the treatment courts.

We are currently serving 16 participants in Drug Court, 15 in AIM court, 9 in Mental Health Court, and 5 in Veterans Court. We had 2 graduations in May, May 15th in Drug Court and May 28th in AIM Court. May was Treatment Court Month and a celebration occurred at the May 28th AIM court graduation.

May 8th, 9th and 10th, many of the Treatment Court Team Members attended the WATCP in WI Dells. Judge Long, Steve-Public Defender, Josh-Jail, 3 Probation Agents, 2 Treatment Providers, 3 Coordinators, Tessa, and I attended.

Adult Services – Nancy Huberty

During the month of May Adult Protection Services had 41 investigations. 2 investigations were substantiated 4 were unsubstantiated and 35 had not been concluded by the end of May. The Team complete 41 Eau Claire County Annual Protective Placement reviews were and 12 Chippewa County Annual Protective Placements reviews complete. There continues to be increase activity due to financial abuse allegations and related activities.

The Jail Reentry programs continues to progress. Human Services continues to work our colleagues in the jail to assist people in crisis as well as assist when they near their release date to assist with their transition back into the community. We provide both a full time social worker, 10 hours to assist Jail Mental health as needed. The Crisis Team continues to assess individuals in the jail for acute mental health crisis.

Crisis Services -Lita Prorok

Collaboration and training continues to occur with our community partners. This month, training occurred with correctional staff within the Eau Claire County jail. Additional collaboration is occurring with Marshfield hospital emergency department as well. The crisis team will be presenting information at this month’s Human Services lunch and learn. We will also have a member of the team at Mayo’s youth anxiety event this month, ensuring the community is aware of our crisis services.

Community Support Program (CSP) – Sharon Besterfeldt

In an effort to stay abreast of best practices in Community Support Programs, Eau Claire County CSP staff were given the task of researching some of the evidence-based programs typically used in other CSPs around the state. Integrated Treatment for Co-Occurring Disorders, Supported Employment and Assertive Community Treatment were three programs selected as focus areas. This month, staff are presenting their findings during CSP team meetings to help determine what we may use to continually improve services to our clients.

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
May	182	215	42	33	941

The CCS Program continues to grow and evolve. Plans are underway for our 3rd annual CCS Program Recovery Community Picnic. This is scheduled for August 28 at Carson Park. New this year, children and families being served through the CST Program will be invited to participate. Our Coordinated Services Across the Lifespan Advisory Committee oversees both CCS and CST. Thus, it made sense to include CST in the event. Last year's picnic saw over 100 participants, family members and natural supports attend. This was double the number in attendance from year one. It is expected that we will see another increase in our attendance numbers this year. To date, our recovery community picnic has been a big success.

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

The CLTS and Children's Community Options Program (CCOP) are currently serving 185 families; 173 waiver, 12 CCOP cases. As of May 2019, there are 57 children found eligible for services and on the formal waitlist. Currently, eleven (11) 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.

The Coordinated Services Team Program is currently serving 32 families. CST received 25 referrals in 2019; two are currently waiting to be served. CST staff facilitated ten (17) Family Group Decision Making (FGDM) meetings in 2019.

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

CPS Initial Assessment

	#Reports 2018	# Reports 2019	2018 Reports Screened In/Out	2019 Reports Screened In/Out
January	130	85	45/85	27/58
February	113	97	37/76	27/70
March	116	105	38/78	40/65
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	

Ongoing Child Protective Services

	Families/Children Open for services 2018	Families/Kids Open for Services 2019	Families with Kids in Alternate Care 2018	Familie with Kids In Alternate Care 2019
2018				
January	94/191	133/242	85	95
February	97/198	133/242	88	95
March	106/213	129/231	77	94
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	

*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

Juvenile Detention – Rob Fadness

	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, Food Share, 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 9 ESS vacancies, 4 of those are in Eau Claire County. Eau Claire will be filling 1 ESS position, beginning the recruitment process within the month. Eau Claire also has current vacancies of a Fraud Investigator and an ES Manager; interviews will be occurring for both of these positions in the month of May.

Awards—At the end of April, DCF announced the winners of the 2018 WI Shares Performance Standard Awards. The GRC Child Care Team collectively met all three standards and will receive an award for this achievement!

May 2019	HC-FS Caseloads	Child Care Caseloads
Eau Claire County	11,548	453
Great Rivers	52,746	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 05/08/19): 3,247 households have applied

FISCAL SERVICES– VICKIE GARDNER, MANAGER

Fiscal staff have completed year-end processing and are working with the auditors over the last few weeks. Work continues on year-end reporting.

The Avatar optimization project slowly continues, the data specialist is working with the fiscal Avatar super user to begin testing processes in the Avatar test environment after numerous updates have been imported into the system. The Avatar fiscal superuser and Data Specialist are testing some new middleware installed on the Avatar system to ensure data integrity, etc. (The middleware has been tested and moved into our live system.)

The new Quality Assurance (QA) Specialist began on 5/13/19.

The SharePoint project, for CCS, is now underway and moving along. CCS staff have met with IS staff and have requested various processes be included in the Sharepoint site.

The Medicare application for BH Clinic billing was completed and submitted on 4/15/19.

ORGANIZATIONAL SUPPORT SERVICES- Sue Schleppenbach

Organizational Support Services continues to implement new processes, as Avatar efficiencies occur. A change in the management of records request, and use of scanning, is going very smoothly. The record scanning project is near completion, with closed paper records centralized.

Staff office relocations, to accommodate new staff, is almost complete. Most of the Direct Services Staff, fiscal staff, and support staff share offices. Staff sharing offices has allowed us to create more spaces to meet with individuals and families and accommodate the need for new staff.

Eau Claire County Department of Human Services
 Recruitment Status - 6.2019

Position Title	Unit	Status
Social Worker (KS)	FSU	2nd interviews
Economic Support Specialist (GF)	ESS	Under review
Economic Support Specialist (KP)	ESS	Under review
Economic Support Specialist (DL)	ESS	Under review
Economic Support Specialist (MM)	ESS	Internal & external advertising
Economic Support Specialist (NS)	ESS	Internal & external advertising
JDW (ML)	JDC	Interviews scheduled
AODA CM (LG) 1 FTE	Beh Health Svcs.	on hold

New for 2019 in Budget

CCS Fiscal Supervisor	Fiscal	Interviews scheduled
Senior SW Access	Beh Health SVCS	Future
CCS Peer Support Specialist (2)	Beh Health SVCS	Future
CCS Fiscal Associate III (AP)	Fiscal	Future
CCS AODA CM (1)	Beh Health Svcs	Internal & External Advertising
Nurse Practitioner	Beh Health Svcs. CCS	Recruitment internal & external
SW Manager	Family Ser. Unit	On hold
Outpatient Clinical Therapist	Beh Health SVCS	Internal advertising
CCS SW Manager	Beh Health SVCS	Future
SW - Crisis	Beh Health SVCS	Reviewing applications