

**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 24, 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 June 10 and June 17, 2019 meeting minutes Pgs 2-5
5. 2018 Final Budget Figures/Discussion-Accept Pgs 6-8
6. April 2019 Financial Statements/Discussion - Accept Pgs 9-14
7. Current Operational Status. Discussion/Action
8. Position Request for 2020. Discussion/Action
9. Director's Update - Diane Cable, Director Pgs 15-24
10. Personnel Update Pg 25

Adjourn

2019 Meetings:

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
June 10, 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

EXCUSED: Lydia Boerboom, Sandra McKinney

STAFF: Diane Cable, DHS Director; Tom Wirth, DHS Deputy Director; Vickie Gardner, DHS Fiscal Services Manager; Jackie Krumenauer, DHS Admin Specialist II Committee Clerk

Welcome & Call meeting to Order by Chair Colleen Bates at 5:01 PM

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 Martha Nieman. Second by Gabriel Schlieve. The motion carried.

Approval of the June 10, 2019 Meeting agenda – Paul Maulucci made a motion to approve today’s agenda. Second by Martha Nieman. The motion carried unanimously, and today’s agenda was approved.

Review/Approval of April 29 and May 20, 2019 meeting minutes – Martha Nieman made a motion to approve the meeting minutes of April 29 and May 20, 2019. Second by Kim Cronk. A few errors were noted on the May 20 joint meeting minutes and will be corrected. HS Board members felt the joint meeting was helpful. The motion carried and the meeting minutes were approved.

March 2019 Financial Statements/Discussion - Accept

Diane distributed a copy of a proposed Resolution No. 19-20/023 authorizing a contingency fund transfer for Department of Human Services program review. The County Board Supervisors will be reviewing and acting on the Resolution at their meeting on June 18, 2019.

Vickie reviewed the March 2019 Financial statements.

Diane explained the new portal on the County Website called “Report Central” where monthly Human Services financial reports and the unit updates will be published.

Paul Maulucci made a motion to accept the financials as presented. Second by Kim Cronk. The motion carried and the financial reports were accepted as presented.

Director's Report – Diane Cable

- Department Updates – included with the Human Services Board packet
 - Last week all DHS staff were together at a training that focused on the Guiding Principles for Child Welfare System change process happening at DHS. The UnSystem Guiding Principles for system change focus on:
 - Protecting relational connections
 - Nurturing family capacities
 - Sharing family power
 - Insist on inclusion in all aspects
 - Trust families to design their lives
 - Commit to family wellbeingFamily refers to the greatest sense of family including community partners
 - Also last week some staff voluntarily participated in focus groups lead by Alia staff for the purpose of measuring how the agency is doing with the UnSystem Change work since beginning one year ago. Results of the focus group feedback will be available Fall 2019.
- Update on the 980 Committee Progress – Diane reported on the status of the 980 Committee. One client has temporary housing until DHS can find permanent housing. No new clients have petitioned for Supervised Release Program for Eau Claire County. Regular meetings are being held at the Department.
- 2020 Budget Process
 - Annual Public Hearing Date – A date will be decided at our next meeting.
 - 2020 Budget timeframes – We will review budget guidelines and any DHS 2020 personnel requests will be reviewed at our next meeting.
 - Please note the change in July meeting to the fifth **Monday, July 29.**

Personnel update by Jackie. Colleen asked for a breakdown of how many applications are received for each vacancy.

The meeting adjourned at 6:27 p.m.

The next Human Services Board meeting will is scheduled for **Monday, June 24, 2019 at 5 p.m. in Room 2064.**

Jackie Krumenauer, Committee Clerk

MINUTES OF THE HUMAN SERVICES BOARD MEETING
June 17, 2019 5 PM
Room 2064

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

EXCUSED: Lorraine Henning, Dianne Robertson

STAFF: Diane Cable, DHS Director; Tom Wirth, Vickie Gardner,
Jackie Krumenauer

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

Purpose of Today's Meeting: Educate the Human Services Board members about the proposed resolution No. 19-20/023 Authorizing a Contingency Fund transfer for Department of Human Services (DHS) Program Review scheduled for presentation at the County Board of Supervisors' meeting on Tuesday, June 18, 2019.

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 Kim Cronk. Second by Martha Nieman. The motion carried.

Approval of the June 17, 2019 Meeting agenda – Paul Maulucci made a motion to approve today's agenda. Second by Martha Nieman. The motion carried unanimously, and today's agenda was approved.

Discussion of Proposed Resolution

Discussed history of how the proposal to hire a consultant to review Department of Human Services programs transpired. Concerns expressed by two County Board Supervisors Chilson and Beckfield about DHS budget overages for the past two years totally \$5m.

Diane plans to present at the County Board meeting tomorrow night and answer any questions Supervisors may have. The budget overages in Eau Claire County Human Services is not a unique problem to Eau Claire County. The budget overages in part are caused by children placed in out of home care due to parents' substance abuse and mental health issues which is a problem in every county in Wisconsin and the nation. Diane has been working closely with the DHS State Secretary Emilie Amundson on solutions and requesting additional funding. Child Welfare System Changes are underway at Eau Claire County Human Services Department including the addition of a Behavioral Health Outpatient Clinic.

Director's Update – Diane Cable

Nothing new at this time to report.

Lydia Boerboom arrived at 6:16 p.m.

The meeting adjourned at 6:40 p.m.

The next Human Services Board meeting is scheduled for **Monday, June 24, 2019 at 5 p.m. in Room 2064.**

Jackie Krumenauer, Committee Clerk

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

Expense	YTD Net Budget	YTD Actual Transactions	Net Variance Excess (Deficient)
Overhead	813,235	1,176,797	(363,562)
Personnel	15,133,198	13,575,548	1,557,650
Services & Supplies	383,104	683,503	(300,399)
Purchased Services	11,905,017	17,365,560	(5,460,543)
BCA Payback	1,139,854	1,139,854	-
Total	29,374,408	33,941,263	(4,566,855)
 Revenue			
Tax Levy	8,630,171	8,630,171	-
State/Federal	12,163,946	12,190,846	26,900
Medical Assistance	6,382,976	7,049,910	666,934
Charges & Fees	543,785	542,015	(1,770)
Other	1,653,530	1,749,934	96,404
Total	29,374,408	30,162,877	788,469
Grand Total			(3,778,386)
Less CCS			1,285,974
Excess (Deficiency) of Revenue over Expenditures			(2,492,412)

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

Expense	YTD Actual		Net Variance
	YTD Net Budget	Transactions Excess (Deficient)	
Overhead/Mgmt	500,000	473,652	26,348
Personnel	3,073,630	2,225,711	847,919
Services & Supplies	18,850	124,686	(105,836)
Purchased Services	1,500,000	3,930,855	(2,430,855)
Total	5,092,480	6,754,905	(1,662,425)
Revenue			
Medical Assistance	5,092,480	5,468,930	376,450
Total	5,092,480	5,468,930	376,450
Excess (Deficiency) of Revenue over Expenditures			(1,285,974)

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

Program	Monthly			YTD			Year End		
	Budgeted	Actual	% of Expenses Utilized	Budgeted	Actual	% of Expenses Utilized	Annualized	% Annualized	
1. Community Care & Treatment of Children who are Abused or Neglected	\$426,746	\$635,853	12.4%	\$5,120,956	\$7,981,033	155.9%	\$7,981,033	155.9%	
2. Community Care & Treatment of Adults & Children with Mental Illness	\$954,613	\$2,367,774	20.7%	\$11,455,356	\$13,882,145	121.2%	\$13,882,145	121.2%	
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$142,768	\$173,703	10.1%	\$1,713,219	\$1,226,355	71.6%	\$1,226,355	71.6%	
4. Community Care and Treatment of Youth Offenders	\$394,207	\$417,551	8.8%	\$4,730,482	\$4,689,176	99.1%	\$4,689,176	99.1%	
5. Alcohol & Other Drug Abuse	\$72,206	\$69,295	8.0%	\$866,472	\$946,600	109.2%	\$946,600	109.2%	
6. Protection of Vulnerable Adults	\$45,468	\$54,742	10.0%	\$545,610	\$645,420	118.3%	\$645,420	118.3%	
7. Financial & Economic Assistance	\$296,963	\$245,809	6.9%	\$3,563,557	\$3,430,680	96.3%	\$3,430,680	96.3%	
Total	\$2,332,971	\$3,964,727	14.2%	\$27,995,652	\$32,801,409	117.2%	\$32,801,409	117.2%	

**Eau Claire County
DHS Board Meeting
Held on 6/24/19**

April 2019 Financial Overview

Contributing factors which could favorably impact financial outcomes:

- Personnel costs (not fully staffed/recruiting)
- Projected reduction in out of home care for adults/children

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 04/30/2019**

Children in Foster Care (FC) /Treatment Foster Care (TFC)/Residential Care Centers (RCC)/Group Homes (GH)									
	<u>2018</u>			<u>2019</u>			<u>% of Increase/Decrease Year over</u>		
	New Placements	Clients	Amount	New Placements	Clients	Amount	<u>Year</u>		
							New Placements	Clients	Amount
FC	9	111	\$ 116,852	7	113	\$ 116,104	-29%	2%	-1%
TFC	0	18	\$ 70,985	1	20	\$ 46,813	100%	10%	-52%
GH	1	6	\$ 32,130	1	1	\$ 71,196	0%	-500%	55%
RCC	2	19	\$ 410,664	2	17	\$ 202,806	0%	-12%	-102%
April	12	154	\$ 630,631	11	151	\$ 436,919	-9%	-2%	-44%
YTD	44	177	\$ 1,628,808	37	198	\$ 1,672,327	-19%	11%	3%

Juvenile Corrections									
	<u>2018</u>			<u>2019</u>			<u>% of Increase/Decrease Year over</u>		
	New Placements	Clients	Amount	New Placements	Clients	Amount	<u>Year</u>		
							New Placements	Clients	Amount
April	0	0	\$ -	0	0	\$ -	0%	0%	0%
YTD	3	5	\$ 54,255	0	0	\$ -	-100%	-100%	-100%

Northern/Southern Centers (Adult/Child Developmentally Disabled (DD))									
	<u>2018</u>			<u>2019</u>			<u>% of Increase/Decrease Year over</u>		
	New Placements	Clients	Amount	New Placements	Clients	Amount	<u>Year</u>		
							New Placements	Clients	Amount
April	0	1	\$ 17,782	0	0	\$ -	0%	-100%	-100%
YTD	0	1	\$ 71,127	0	0	\$ -	0%	-100%	-100%

Winnebago/Mendota (Adult/Child Institute for Mental Disease (IMD))									
	<u>2018</u>			<u>2019</u>			<u>% of Increase/Decrease Year over</u>		
	New Placements	Clients	Amount	New Placements	Clients	Amount	<u>Year</u>		
							New Placements	Clients	Amount
April	3	6	\$ 103,563	6	11	\$ 124,356	50%	45%	17%
YTD	24	26	\$ 402,697	24	26	\$ 535,297	0%	0%	25%

ALTERNATE CARE REPORT
Month Ending April 2019

<u>Level of Care</u>	<u>Number of Placements</u>	<u>Number of Clients</u>	<u>Number of Days</u>	<u>YTD Placements</u>	<u>YTD Clients</u>	<u>YTD Days</u>	<u>Ave Cost per Day</u>
Foster Care	7	113	3,271	24	151	14,448	\$36
Therapeutic Foster Care	1	20	597	4	21	2,148	\$103
Group Home	1	1	28	2	4	122	\$828
Residential Care Center	2	17	512	7	22	1,902	\$439
Total	11	151	4,408	37	198	18,620	

<u>Level of Care</u>	<u>Adjusted Budget</u>	<u>Current Month Expense</u>	<u>YTD Expense</u>	<u>Percent Used</u>	<u>Revenue Budget</u>	<u>YTD Revenue</u>	<u>Percent Collected</u>
Foster Care	\$ 834,400	\$ 116,104	\$ 514,686	61.7%	\$111,800	\$ 54,563	48.8%
Therapeutic Foster Care	\$ 356,050	\$ 46,813	\$ 221,997	62.3%	\$ 15,500	\$ 2,483	16.0%
Group Home	\$ 329,137	\$ 71,196	\$ 101,002	30.7%	\$ 38,000	\$ 4,273	11.2%
Residential Care Center	\$ 1,524,851	\$ 202,806	\$ 834,642	54.7%	\$ 77,000	\$ 20,210	26.2%
Total	\$ 3,044,438	\$ 436,919	\$ 1,672,327	54.9%	\$ 242,300	\$ 81,529	33.6%

Eau Claire County
 Department of Human Services
 Financial Statement Estimated for the Period
 January 1, 2019 through April 30, 2019

Expense	YTD Net Budget	YTD Actual Transactions	Estimated Adjustments	Adjusted YTD Total	Net Variance Excess (Deficient)
Overhead	272,541	237,796	32,069	269,864	2,677
Personnel	6,014,713	4,371,683	475,859	4,847,541	1,167,172
Services & Supplies	165,131	237,989	-	237,989	(72,858)
Purchased Services	3,978,454	5,351,184	367,861	5,719,046	(1,740,591)
BCA Payback	379,951	94,988	284,964	379,951	0
Total	<u>10,810,791</u>	<u>10,293,640</u>	<u>1,160,752</u>	<u>11,454,392</u>	<u>(643,601)</u>

Revenue

Tax Levy	2,950,824	2,213,118	737,706	2,950,824	0
State/Federal	4,197,801	3,407,342	666,616	4,073,958	(123,842)
Medical Assistance	2,940,343	16,217	1,772,706	1,788,923	(1,151,420)
Charges & Fees	179,479	150,910	-	150,910	(28,569)
Other	542,343	262,151	156,822	418,973	(123,370)
Total	<u>10,810,791</u>	<u>6,049,738</u>	<u>3,333,850</u>	<u>9,383,588</u>	<u>(1,427,202)</u>

Excess (Deficiency) of Revenue over Expenditures	(2,070,803)
Less CCS	625,533
Excess (Deficiency) Net of CCS	(1,445,270)

Expense Adjustments Included:

Overhead	32,069
Payroll	475,859
Winnebago	367,861
BCA Payback	284,964
	<u>1,160,752</u>

Revenue Adjustments Included:

Tax Levy	737,706
State/Federal	666,616
MA	1,772,706
Other	156,822
	<u>3,333,850</u>

Eau Claire County
 Department of Human Services
 CCS Financial Statement Estimated for the Period
 January 1, 2019 through April 30, 2019

	YTD Actual	Net Variance
Expense	YTD Net Budget Transactions	Excess (Deficient)
Overhead/Mgmt	106,667	(46,332)
Personnel	1,410,542	465,168
Services & Supplies	37,197	(10,694)
Purchased Services	793,333	(6,837)
Total	<u>2,347,738</u>	<u>401,305</u>
Revenue		
Medical Assistance	2,347,739	(1,026,838)
Total-	<u>2,347,739</u>	<u>(1,026,838)</u>
Excess (Deficiency) of Revenue over Expenditures		<u><u>(625,533)</u></u>

Eau Claire County
 Department of Human Services
 YTD Program Expenditures Summary
 Thru April 30, 2019

Program	Monthly		YTD		Year End					
	Budgeted	Actual	Budgeted	Adjusted Actual	Annualized	Annualized				
	Expenses	% of Expenses Utilized	Expenses	% of Expenses Utilized	Expenses	% of Expenses Utilized				
1. Community Care & Treatment of Children who are Abused or Neglected	\$476,129	8.3%	\$517,078	9.1%	\$1,904,516	33.3%	\$2,552,621	44.7%	\$7,657,862.7	134.0%
2. Community Care & Treatment of Adults & Children with BH Issues	\$1,233,295	8.3%	\$1,576,117	10.6%	\$4,933,181	33.3%	\$5,313,101	35.9%	\$15,939,302.4	107.7%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$107,016	8.3%	\$89,252	7.0%	\$428,063	33.3%	\$401,109	31.2%	\$1,203,327.7	93.7%
4. Community Care and Treatment of Youth Offenders	\$418,689	8.3%	\$264,946	5.3%	\$1,674,756	33.3%	\$1,501,034	29.9%	\$4,503,100.5	89.6%
5. Protection of Vulnerable Adults	\$50,621	8.3%	\$37,716	6.2%	\$202,485	33.3%	\$203,781	33.5%	\$611,341.8	100.6%
6. Financial & Economic Assistance	\$321,960	8.3%	\$118,301	3.1%	\$1,287,838	33.3%	\$1,102,795	28.5%	\$3,308,386.1	85.6%
Total	\$2,607,710	8.3%	\$2,603,409	8.3%	\$10,430,840	33.3%	\$11,074,440	35.4%	\$33,223,321	106.2%

EAU CLAIRE COUNTY HUMAN SERVICES
Department Report
June 2019

DIRECTOR'S REPORT – Diane Cable

Hello. Earlier this month at our bi-annual All Agency meeting, we engaged in an activity of what it looks like to carry out our vision of *Family Connections are Always Preserved and Strengthened*. In groups, representing staff across the agency, creative and collaborative discussions about the guiding principles for the vision occurred and then presented to the entire agency. The key, presented and represented by all groups was the essential componentrelationships. The core of the work in Human Services is through relationships, in all that we do - working with those we serve, we work with, and the community.

BEHAVIORAL HEALTH SERVICES DIVISION

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

The Behavioral Health Division is off to a very busy summer. We continue to work hard as a division to integrate our services with our counterparts in Family Services. It is a natural partnership that is occurring, and we are finding new ways to collaborate every week. Supporting individuals and families, and each other is a fundamental approach. This all fits well with our vision: *Family Connections are Always Preserved and Strengthened*.

Outpatient Clinic- Luke Fedie, Manager

Recertification for the clinic services for mental health and substance abuse treatment services, under DHS 35 and 75, will be taking place in August and preparations are being made for the site visit. The clinic is currently in the process of recruiting for a therapist, which will help to respond to the increasing timeframe to connect with services.

Treatment Courts- Brenda Goettl

We are currently serving 15 participants in Drug Court, 14 in AIM, 9 in Mental Health Court, and 4 in Veterans Court. We had 4 graduations in May- 1 in Drug Court and 3 in AIM Court. May was National Treatment Court Month. We celebrated during the AIM Court Graduation on May 28th- it was a very inspirational event!

We are busy screening possible participants. We have 20 in various stages of the referral, screening and admission process. We also have 9 participants on the Waiting List-they are ready to be admitted and are waiting for their pending charges to clear.

The Triage Team met on 6/12/19 to update and review our Triage Process- eligibility, screening, evaluation and admission. We continue to work with our partners as we assess and evaluate our processes.

On June 18, 2 women graduated from AIM Court. Both celebrated great change in their lives beginning with trust. One of the women regained custody of her 4 children while she was in AIM court, and they were in court with her. The oldest daughter stood up and read a letter she wrote

sharing how much she believed in her mom and the importance of her mom in her life. As you can imagine, not a dry eye in the courtroom.

What I witnessed was very powerful. Children being cared for, friends, family, and professionals supporting and encouraging each other, people having fun and having hope, people believing in each other and themselves, recognizing self-worth, practicing new skills, working, healing, connecting.....RECOVERY.

Adult Services – Nancy Huberty

May continued to be a busy month for Adult Protection Services. There were 41 investigations of which 6 were substantiated, 5 were unsubstantiated and 4 were unable to be substantiated. There are 26 investigation that have not been concluded as of 6/18/19. The Team complete 41 Eau Claire County Annual Protective Placement reviews and 12 Chippewa County Annual Protective Placements reviews, as part of a contract with Chippewa County. Adult Protective Services staff traveled as far as Milwaukee to complete the reviews. There continues to be increase activity due to financial abuse allegations as well as self-neglect.

During the month of May 2019, the Jail Re-Entry Service received 31 referrals; 22 males and 9 females. 30 were self-referrals and 1 referral was from the Department of Corrections. 19 individuals identified housing as a concern, 11 individuals identified AODA concerns, 8 individuals identified needing assistance with obtaining Medicaid and Foodshare, 8 individuals identified needing assistance with employment, 6 individuals identified unmet mental health concerns, 4 individuals identified clothing needs and 4 individuals identified no supports. Starting in June the Jail Re-Entry social worker will have hours at the Department of Corrections office to make herself readily available to answer questions regarding potential services and resources as well as to enhance collaboration between DHS and DOC.

Crisis Services -Lita Prorok

The Crisis program, DHS 34, re-certification is coming up in August and preparations are already occurring for the site visit. We are also in the process of scheduling interviews for the new crisis SW position. The after-hours mobile team through Northwest Connections is also back to being fully staffed after recent hires and orientation. Lastly, DHS will be learning more about crisis services at this months lunch and learn session.

Community Support Program (CSP) – Sharon Besterfeldt

CSP loves Summer! As a community-based program, we are committed to helping our clients live their best lives by remaining in the community as much as possible. For some people, this is a daily challenge as leaving the home can be difficult. Summer allows our case managers to be creative with how/where they take clients out into the community. Sometimes a walk in the park is not only therapeutic but helps to solidify the working relationship with the case manager. CSP continues to receive both internal and external referrals for new admissions and growth is expected through 2019.

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
June	225	227	59	39	984

The CCS Program will be hosting a regional training regarding the treatment of substance use conditions. This training will take place on June 20 and is being held at Arbor Place, a substance use treatment facility in Menomonie, Wisconsin. The training will be facilitated by Eau Claire County CCS Program Substance Use Professionals. Individuals with lived experience will also be sharing perspectives regarding their own recovery journeys. Attendees will include staff from Eau Claire, Saint Croix and Barron Counties. Initiatives of this nature, represent our commitment to a regional shared services model.

Children’s Behavioral Health Unit: CCS, CLTS/CCOP, CST (Comprehensive Community Services, Children’s Long Term Support/Childrens Community Options Program, Cordinated Services Team)

The Children’s Behavioral Health Unit is currently reviewing the referral and intake process for families accessing behavioral health and long term support services for children. Parents provided feedback that learning about and accessing services for their children has often been a challenge. In response to this feedback, parent representatives and staff created a survey to collect information about what areas of attention are needed to ensure better information about programs is available to the community and access to services is improved. The goal is to create a referral and outreach system that is more family friendly and trauma-informed to allow families to better meet the needs of their children.

The Coordinated Services Team (CST) Program continues to collaborate with the Family Services Division to facilitate Family Group Decision Making (FGDM) meetings. The team, comprising of CST and Family Services staff, who traveled to Olmsted County in May is working to enhance and expand the program to better meet the needs of families. The team is working to enhance the current practice to create opportunities for families to have a more active voice and role in decision making. FGDM and support the ongoing workers in the process of maintaining family connections.

Clients Served

Children’s Long-Term Support Waiver (CLTS) and Children’s Community Options Program (CCOP)

CLTS and CCOP is currently serving 185 families; 173 waiver, 12 CCOP cases. As of June 2019, there are 62 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 Department has received 40 referrals in 2019. The State expects County Waiver Agencies to have no waitlist, which has been a challenge due to the number of referrals and staff capacity to meet the need in Eau Claire County.

Coordinated Service Team Program and Family Group Decision Making

The Coordinated Services Team Program is currently serving 25 families. CST received 26 referrals in 2019; one is currently waiting to be served. CST staff facilitated 14 Family Group Decision Making (FGDM) meetings in 2019.

FAMILY SERVICES DIVISION

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

Programming

Some of the most exciting news within the Family Services Division is the significant decrease in the number of youth who have exited Residential Care Centers (RCC's). On April 1st, the Department had 18 children placed in RCC's. The annual expense of these placements would have been nearly three million dollars. By July 1st, the Department will have 12 children in care at the RCC level. All 6 of the children will no longer be in out of home placement when they exit the RCC. The Department is meeting with local providers to look at creating a new level 4 or level 5 shift-staffed home which would allow for at least 2 more children to transition to a lower level of care.

The Family Services Division has successfully initiated the Intensive Permanency Services (IPS) Program and now has two full-time Social Workers completely focused on youth who have no plan for permanency. Alia continues to provide weekly consultation and support for the program. Staff are finding that the youth are incredibly engaged in the programming. After just a couple of months, staff are surprised at the number of potential connections that exist for some of the youth and are optimistic that these connections will be solidified with an intensive level of intervention and support.

In late April, the Youth Services team invited members of the Juvenile Justice Collaborating Committee and local service providers to participate in a Youth Justice Mapping event. The purpose of the mapping was to focus on interventions utilized with children and families in our community. The mapping event was a huge success with over twenty-five individuals participating in the meeting. The group helped identify current interventions being utilized while making a list of resources desperately needed within our community. The group also identified barriers that need to be overcome in order to achieve better outcomes for children and families. This information was then shared and discussed at the next Juvenile Justice Collaborating Committee meeting on

May 23rd. The committee was supportive of the work done at the mapping event and will continue to discuss strategies to implement new resources.

Clients Served

CPS Initial Assessment

In May, the Department received 120 reports alleging child maltreatment; 52 were screened in for CPS Initial Assessment and 68 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
April	126	55/71
May	120	52/68

Ongoing Child Protective Services

Ongoing Child Protective Services is currently serving 113 families and 204 children. 147 of the 204 children served are in out of home care which equates to 72% of the children served. 81 of the 113 families served have at least one child in out of home care. This means 72% 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
April	122/214	86

May	113/204	81
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*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 91 families with 103 youth. Of the 103 youth open, 26 are in out of home placement which is equivalent to 25% of the children served by Youth Services. Complex trauma and significant mental health needs and developmental disabilities continue to be the primarily 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
April	90/101	28

May	91/103	26
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*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

Resource Unit - Alternate Care

Alternate Care has continued to experience a high number of children in out of home placements. As of 06/01/2019, there were 184 children in out of home placement. The primary focus in this unit has been 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. The Department is shifting the focus of the resource unit to focus on ways to better support children and families. One area of attention is utilizing foster parents as supports to parents and children and not just for out of home placements. The unit will also assist in family finding which is an area all Family Services staff members were trained in earlier this year. The family finding will allow for relatives or kin-like individuals to be involved in the family’s case or to serve as a connection or possible placement for a child in out of home care.

Juvenile Detention – Rob Fadness and Michael Ludgatis

Clients

The characteristics of detention center population continue to evolve. Short-term placements for 2019 are projected to be almost half of the five-year average of 426 placement. Days in placement, however, will almost double the five-year average of 2857 days. These numbers are driven by a group of hard-to-place youth, with no release date. These youth come to the facility with complex medical and mental health needs, including self-harming behaviors that occupy a large portion of staff time.

Juvenile Detention

	2019 May	2018 May		2019 Total Est.	2018 Total Act.	5 Year Ave.
ALL						
Admissions	34	35		389	434	526
Days	436	588		5069	5537	5532
ALOS	12.8	16.8		13.03	12.7	10.5
SHORT-TERM						
Admissions	18	26		230	384	426.4
Eau Claire	4	8		70	88	142.6
Days	436	366		4884	3171	2857.4
Eau Claire	160	110		1250	899	860

180 PROGRAM						
Admissions	6	9		77	89	98.2
Eau Claire	0	0		7	7	19.2
ADP	14.06	18.97		13.03	15.2	15.2
Male	27	22		288	312	392.2
Female	7	13		91	122	134.2
INCIDENT REPORTS	99	121		1188	895	
Self-Harm	7	13				
Harm to Others	1	6				
Damage	4	5				
Weapon	3	0				
Holds	4	1				

ECONOMIC SUPPORT DIVISION-GREAT RIVERS CONSORTIUM
Kathy Welke, Jane Olson, Jen Dahl, & Cindy Drury

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).

In the current month, the ES Unit has hired a new ES Consortium Manager, Cindy Drury; Cindy comes to ECC after being a Family ES Lead Worker in St. Croix County, one of our Great Rivers Consortium partner counties. Gloria Frelk, an ES Specialist, was awarded the Fraud Investigator position that had been vacant, and ES Managers will soon be filling 3 ES Specialist vacancies.

June 2019	HC/Food Share Cases	Child Care Caseloads
Eau Claire County	11,996	453
Great Rivers Consortium	53,037	1435

Great Rivers Consortium Monthly Stats (May Data):

- 3,594 applications, processed
- 4,198 renewals, processed
- 14,909 calls were received in our call center
- Great Rivers Call Center-Average Speed of Answer: 2.17 minutes (Statewide average 4.84 minutes)

Eau Claire Co. Energy Assistance (as of 06/12/19): 3,412 households have applied.

FISCAL SERVICES– VICKIE GARDNER, MANAGER

The Fiscal Unit is currently working on the following:

Most year-end reporting has been completed. Final audit entries are occurring with auditors. WIMCR reporting is underway and is due Friday, June 28th.

The contract coordinator is finalizing most of the 2019 contracts (currently 85% of 2019 contracts have been completed). An RFP for our WHEAP program is in the bidding stage.

We are working with our internal Avatar super users to complete testing processes in Avatar after numerous updates have been imported into the system.

The SharePoint project is ready to begin pilot testing with providers. Providers are being identified, training will be set up, and portal access will be granted to providers based on roles.

Cross training is continuing for some year-end state reporting within the unit.

We are continuing work with Joxel staff on the Avatar Optimization project. (On Hold as we continue to work on implementing software updates within Avatar):

2020 budgeting meetings have begun. Payroll worksheets have been completed and submitted to Finance. We are currently working on any new/reclass position requests. One preliminary budget meeting has been held with the Leadership Team. Additional meetings with Managers will follow soon. We are working on setting up preliminary budget documents as we begin discussions.

Eau Claire County Department of Human Services
 Recruitment Status - 6.24.19

Position Title	Unit	Status
Social Worker (KS)	FSU	Pending offer
RN (RB)	CSP	Resignation
Economic Support Specialist (KC)	ESS	Under review
Economic Support Specialist (GF)	ESS	Under review
AODA CM (LG)	Beh Health Svcs.	Rec'd resignation
Economic Support Specialist (KP)	ESS	Under review
AODA CM (LG)	Beh Health Svcs.	on hold

New for 2019 in Budget

CCS Fiscal Supervisor	Fiscal	2nd interviews scheduled
Senior SW Access	Beh Health SVCS	Recruitment meeting 6/20/19
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	Re-Recruitment
Outpatient Clinical Therapist	Beh Health SVCS	Internal & External Advertising
CCS SW Manager	Beh Health SVCS	Future
SW - Crisis	Beh Health SVCS	Pending offer