

AGENDA

Eau Claire County
Human Services Board meeting

Date: August 26, 2019

Time: 5 PM

Location: 721 Oxford Avenue, Room 2064
Eau Claire WI 54703

1. Welcome & Call to Order
2. Confirmation of Meeting Notice
3. Public Comment
4. Review of August 5 & August 12, 2019 meeting minutes – Action Accept/Denial/Revise Pgs 2-5
5. June 2019 Financial Statements/Discussion – Action Accept/Denial Pgs 6-11
6. Community Awareness of Human Services – Discussion
7. Director's Update – Tom Wirth, Deputy Director Pgs 12-18
 - 2019 WCA Annual Fall Conference – September 23-24, 2019
 - Board Member event sponsored by WCHSA, October 16, 2019
8. Personnel Update Page 19
9. Adjourn

2019 Meetings:

Sept 16, Oct 28, Nov 25, Dec 16

Typically the fourth Monday of the month unless otherwise noted

jk

Prepared by:

Please note: Upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals 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 (TDD) 839-4735 or by writing to the ADA Coordinator, Human Resources Department, Eau Claire County Courthouse, 721 Oxford Ave., Eau Claire, Wisconsin 54703

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

PRESENT: Colleen Bates, Paul Maulucci, Lydia Boerboom, Sandra McKinney, Gabriel Schlieve, Kim Cronk, Lorraine Henning

EXCUSED: Don Mowry, Dianne Robertson, Martha Nieman

STAFF: Diane Cable, DHS Director; Kathryn Schauf, County Administrator; Norb Kirk, County Finance Director; Tom Wirth, Vickie Gardner, Tammy Stelter, Jackie Krumenauer, Amy Weiss

VISITORS: Connie Russell and Gerald Wilkie, County Board Supervisors

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

Confirmation of meeting notice

Approval of the August 5, 2019 Meeting agenda – Paul Maulucci made a motion to approve today’s agenda. Second by Kim Cronk. The motion carried unanimously, and today’s agenda was approved.

Public Input - Per Board operating procedures, a period of public input was held. No one was present for public input. Sandra McKinney made a motion to close the public input session. Second by Lorraine Henning. The public input session was closed.

Review/Approval of June 24 and July 29, 2019 meeting minutes – Paul Maulucci made a motion to approve June 24 and July 29, 2019, meeting minutes. Second by Lydia Boerboom. The motion carried unanimously, and the meeting minutes were approved.

May 2019 Financial Statements/Discussion /Accept

Vickie reviewed the May financial statements. Distributed new Alternate Care page. Reviewed expenditure summary page. Lorraine Henning made a motion to accept the May 2019 Financial Statements as presented. Second by Paul Maulucci. The May financial statements were accepted.

Review/Discussion/Approval of Proposed 2020 Budget

Diane presented the Department of Human Services 2020 Budget Recommendation to the Board members.

- Introduction including agency mission statement & vision
- History
- Present
 - Data – who we are serving and fiscal impact
 - Responding to projected overage

- Future
 - Recommending a real budget that we can live within rather than projections that are difficult to meet
- 2020 Budget Recommendation
Requesting an additional \$1.8m – proposed total 2020 Budget - **\$34,809,195**

Options to consider to balance the budget:

- Decrease purchase services
- Decrease provided services
- Increase revenue projections – risk of not meeting budget
- Request additional tax levy to balance budget

After presentation and discussion, Board members felt they needed to schedule another meeting for approving the 2020 Budget only. Diane will share the power point presentation with members.

Director's Update – Diane Cable

Included in packet.

Personnel – No one had any additional questions than what was provided in the packet.

The meeting adjourned at 7:14 p.m.

A special budget meeting of the Human Services Board members to review/approve the DHS 2020 budget is scheduled for **Monday, August 12, 2019 at 5 p.m. in Room 2064.**

Jackie Krumenauer, Committee Clerk

MINUTES OF THE HUMAN SERVICES BOARD MEETING
August 12, 2019 5 PM
Room 2064

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

EXCUSED: Martha Nieman

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

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

Confirmation of meeting notice

Public Input - Per Board operating procedures, a period of public input was held. No one was present for public input. Gabriel Schlieve made a motion to close the public input session. Second by Kim Cronk. The public input session was closed.

Review/Discussion/Action of Proposed 2020 Budget

Diane presented a revised Department of Human Services 2020 Budget Recommendation to the Board members as a follow up from the August 5, 2019 meeting. Significant work has been done to reduce the amount of tax levy needed to balance the 2020 DHS Budget.

- Distributed new Budget Summary & reviewed
- Distributed overview of Revenues & Expenditures in the new Alio format
- Comparison of 2019 Program budgets VS 2020 Program budgets
- 2020 Budget Highlights reviewed

Options to consider to balance the budget:

- Decrease purchase services
- Decrease provided services
- Increase revenue projections – risk of not meeting budget
- Request additional tax levy to balance budget

- **2020 Budget Recommendation**

- Requesting an additional \$352,112 tax levy

Lydia Boerboom made a motion to support the request for an additional \$352,112 tax levy for budget needs. Second by Lorraine Henning. The motion carried unanimously.

The meeting adjourned at 6:45 p.m.

The next regularly schedule Human Services Board meeting is scheduled for Monday, August 26, 2019 at 5 p.m. in Room 2064.

Jackie Krumenauer, Committee Clerk

**Eau Claire County
DHS Board Meeting
Held on 8/26/19**

June 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 06/30/2019

Children in Foster Care (FC) /Treatment Foster Care (TFC)/Residential Care Centers (RCC)/Group									
	2018			2019			% of Increase/Decrease Year over Year		
	New Placements	Clients	Amount	New Placements	Clients	Amount	New Placements	Clients	Amount
	FC	2	112	\$ 127,837	8	120	\$ 122,222	75%	7%
TFC	0	19	\$ 54,988	1	20	\$ 61,142	100%	5%	10%
GH	0	5	\$ 8,988	1	1	\$ 2,210	100%	-400%	-307%
RCC	0	20	\$ 76,942	0	15	\$ 173,933	0%	-33%	56%
June	2	156	\$ 268,755	10	156	\$ 359,507	80%	0%	25%
YTD	59	192	\$ 2,047,599	52	213	\$ 2,412,715	-13%	10%	15%

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

Trempealeau County IMD (Institute for Mental Disease - Adult)									
	2018			2019			% of Increase/Decrease Year over Year		
	New Placements	Clients	Amount	New Placements	Clients	Amount	New Placements	Clients	Amount
	June	1	7	\$ 68,064	1	9	\$ 72,862	0%	22%
YTD	6	11	\$ 304,953	14	25	\$ 486,667	57%	56%	37%

Northern/Southern Centers (Adult/Child Developmentally Disabled (DD))									
	2018			2019			% of Increase/Decrease Year over Year		
	New Placements	Clients	Amount	New Placements	Clients	Amount	New Placements	Clients	Amount
	June	0	1	\$ 8,348	0	0	\$ -	0%	-100%
YTD	0	1	\$ 97,849	0	0	\$ -	0%	-100%	-100%

Winnebago/Mendota (Adult/Child Institute for Mental Disease (IMD))									
	2018			2019			% of Increase/Decrease Year over Year		
	New Placements	Clients	Amount	New Placements	Clients	Amount	New Placements	Clients	Amount
	June	3	4	\$ 54,429	5	9	\$ 53,200	40%	56%
YTD	31	33	\$ 517,876	33	35	\$ 630,372	6%	6%	18%

ALTERNATE CARE REPORT
Month Ending June 2019

Level of Care	Current Month				YTD				Ave Cost per Day
	Number of Placements	Number of Clients	Number of Days	Placements	Clients	Days	Days		
Foster Care	8	120	3,418	37	164	21,332	21,332	\$36	
Therapeutic Foster Care	1	20	583	5	22	3,382	3,382	\$108	
Group Home	1	1	5	3	5	140	140	\$282	
Residential Care Center	0	15	395	7	22	2,771	2,771	\$449	
Total	10	156	4,401	52	213	27,625	27,625		

Month **6**

Level of Care	Expense				Revenue			
	Adjusted Budget	Current Month Expense	YTD Expense	Percent Used	Adjusted Budget	YTD Revenue	Percent Collected	
Foster Care	\$ 417,200	\$ 122,222	\$ 764,249	183.2%	\$ 59,000	\$ 74,113	125.6%	
Therapeutic Foster Care	\$ 178,025	\$ 61,142	\$ 365,360	205.2%	\$ 7,750	\$ 2,579	33.3%	
Group Home	\$ 51,164	\$ 2,210	\$ 39,445	77.1%	\$ 19,000	\$ 6,409	33.7%	
Residential Care Center	\$ 762,426	\$ 173,933	\$ 1,243,661	163.1%	\$ 38,500	\$ 21,802	56.6%	
Total	\$ 1,408,814	\$ 359,507	\$ 2,412,715	171.3%	\$ 124,250	\$ 104,903	84.4%	

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

Expense	YTD Net Budget	YTD Actual Transactions	Estimated Adjustments	Adjusted Total	Net Variance Excess (Deficient)
Overhead	408,812	417,444	48,103	465,547	(56,736)
Personnel	9,022,070	6,777,782	844,617	7,622,399	1,399,671
Services & Supplies	247,697	458,209	-	458,209	(210,513)
Purchased Services	5,967,682	8,240,116	429,386	8,669,502	(2,701,820)
BCA Payback	569,927	94,988	474,939	569,927	-
Total	16,216,186	15,988,539	1,797,045	17,785,584	(1,569,398)

Revenue

Tax Levy	4,426,237	4,426,237	-	4,426,237	-
State/Federal	6,296,701	4,203,021	2,014,964	6,217,985	(78,716)
Medical Assistance	4,410,515	640,170	2,662,763	3,302,933	(1,107,582)
Charges & Fees	269,219	255,186	-	255,186	(14,032)
Other	813,515	434,203	151,331	585,534	(227,981)
Total	16,216,186	9,958,817	4,829,058	14,787,875	(1,428,311)

Excess (Deficiency) of Revenue over Expenditures	(2,997,709)
Less CCS	962,526
Excess (Deficiency) Net of CCS	(2,035,183)

Expense Adjustments Included:

Overhead	48,103
Payroll	844,617
Winnebago	429,386
BCA Payback	474,939
	<u>1,797,045</u>

Revenue Adjustments Included:

Tax Levy	-
State/Federal	2,014,964
MA	2,662,763
Other	151,331
	<u>4,829,058</u>

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

Expense	YTD		Net Variance
	YTD Net Budget	Adjusted Transactions	
Overhead/Mgmt	160,000	264,605	(104,605)
Personnel	2,115,813	1,561,149	554,663
Services & Supplies	55,795	105,059	(49,264)
Purchased Services	1,190,000	1,506,158	(316,158)
Total	3,521,608	3,436,971	84,637
Revenue			
Medical Assistance	3,521,608	2,474,445	(1,047,163)
Total	3,521,608	2,474,445	(1,047,163)
Excess (Deficiency) of Revenue over Expenditures			(962,526)

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

Program	Monthly			YTD			Year End	
	Budgeted	Actual	Budgeted	Adjusted Actual	Expenses	Expenses	Expenses	Annualized
	Expenses	Expenses	Expenses	Expenses	Expenses	Expenses	Expenses	Expenses
1. Community Care & Treatment of Children who are Abused or Neglected	\$476,129	\$661,737	\$2,856,775	\$3,938,860	\$3,938,860	\$7,877,720.0	\$7,877,720.0	137.9%
2. Community Care & Treatment of Adults & Children with BH Issues	\$1,233,295	\$1,476,357	\$7,399,772	\$8,308,205	\$8,308,205	\$16,616,410.0	\$16,616,410.0	112.3%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$107,016	\$142,649	\$642,095	\$653,425	\$653,425	\$1,306,849.7	\$1,306,849.7	101.8%
4. Community Care and Treatment of Youth Offenders	\$418,689	\$368,801	\$2,512,134	\$2,308,617	\$2,308,617	\$4,617,233.3	\$4,617,233.3	91.9%
5. Protection of Vulnerable Adults	\$50,621	\$51,956	\$303,728	\$307,188	\$307,188	\$614,375.2	\$614,375.2	101.1%
6. Financial & Economic Assistance	\$321,960	\$279,059	\$1,931,758	\$1,699,363	\$1,699,363	\$3,398,725.5	\$3,398,725.5	88.0%
Total	\$2,607,710	\$2,980,559	\$15,646,260	\$17,215,657	\$17,215,657	\$34,431,314	\$34,431,314	110.0%

EAU CLAIRE COUNTY HUMAN SERVICES
Department Report
August 2019
DIRECTOR'S REPORT – Diane Cable

Hello. At the most recent Criminal Justice Collaborative Council (CJCC) meeting, one of the Clear Vision Poverty Groups, and partnerships with UWEC, EXPO (Ex-Incarcerated People Organizing) and Eau Claire County staff from the Jail and Human Services staff presented recent work on a Data Blitz in the jail. The work focuses on understanding those who are in jail and to help connect service needs to clients. The initial Data Blitz established a base line and will serve to evaluate future programming, interventions and trends to help inform planning. The presentation and data is very interesting. One of the presenters, Sarah Ferber, a person of lived experience, reminded me again, of the importance of listening. Listening to the wisdom and words of people with lived experience, is critical to inform and guide our policies and decisions.

BEHAVIORAL HEALTH SERVICES DIVISION

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

The Behavioral Health Division has been buzzing with the implementation of new processes, getting trained in new initiatives, and presenting on some of the exciting things we've been a part of. As we look ahead at how we share some of these new things, it's clear to us that we always need to focus on how we collaborate, both internally and with external partners. We recognize the issues that face our clients are community issues and need a community response.

Outpatient Clinic- Luke Fedie, Manager

The clinic has recently hired an additional therapist that will be starting in September. Brianna Albers' first day with the clinic will be on September 16th, 2019. Brianna is coming to us from the Eau Claire Academy and has experience assessing and treating at-risk youth. We are excited to bring Brianna on board and look forward to her valued expertise.

The clinic is currently looking at how we can continue to meet the needs of individuals in our community. A number of community members that are served by DHS have difficulty getting to and from appointments. The clinic, as a way to meet the needs of community members, is currently developing an in-home therapy program that will help meet the needs of those community members that are less ambulatory and/or do not have reliable transportation. We are looking forward to continually building on the already robust services that we can offer community members currently.

Treatment Courts- Brenda Goettl

Currently we are serving 11 women in AIM Court, 16 people in Drug Court, 11 in Mental Health Court, and 7 in Veteran's Court.

The Treatment Court Review committee met on 8/19/19. We reviewed our referral and triage process and procedures. Suggestions for improvements were made and information will be

forwarded to the ECTCC. This week, a small team from ECCTCC met to review our termination policies and procedures.

We reviewed the Treatment Court budget with Criminal Justice Collaborative Council (CJCC). After discussion, they accepted the budget.

We will hold the second Mentor Meeting on August 28th. We look forward to further conversation and brainstorming ideas. We hope to finalize those ideas into specific mentorship opportunities in time for our Annual Treatment Court Picnic in September. Sign up sheets have been circulating for weeks regarding the picnic. Volunteers are needed, and please bring a dish to pass if you are able. The picnic will be held on Thursday Sept. 12th, 4:30-6:30 at Mount Simon Park in Eau Claire.

Adult Services – Nancy Huberty

During the month of July Adult Protective Services has had 33 investigations.

Physical abuse	Emotional abuse	Neglect	Self-neglect	Financial abuse
3	2	5	11	5

There were 2 conversions of civil commitments to guardianships and protective placements. There were also 2 separate requests for guardianship and protective placement. 17 investigations, 52%, have been concluded and 2 cases were substantiated, 13 were unsubstantiated and 2 were unable to substantiate. There were 16 investigations, 48%, that were still in process. During the month of July there were also 27 Annual Protective Placement reviews conducted for Eau Claire County and 9 Annual Protective Placement reviews completed for Chippewa County. The APS team has started to meet once a month with other teams to discuss and problem solve guardianship and protective placement concerns.

Jail Re-Entry-Nancy Huberty

During the month of July there were 21 referrals to Jail Re-Entry, 5 females, 16 males. This is the second full month the jail re-entry social worker has attended outreach hours in the Eau Claire County probation office to better coordinate services. Partnership continues with the King's Closet as well as the Fahrman Center where the social worker is providing education on jail re-entry services for those who are admitted and are working with the social worker. Collaboration also includes working with CPS case managers and the families they are serving. The jail re-entry social worker also met with CTC program supervisor to better assess the roles that are present in the jail and how to best coordinate assessments and programs for those entering the jail. This would include weekly meetings with the jail mental health coordinator, jail re-entry, jail program coordinator, and the new pre-trial worker who was recently hired.

Crisis Services -Lita Prorok

DHS 34 recertification site visit occurred on August 1st. Positive feedback was given in regards to the crisis services that Eau Claire DHS provides. No citations and/or plans of correction were identified. Crisis services has been recertified for the next two years.

The Crisis team provided linkage and follow up to 282 individuals who had experienced a mental health crisis in the month of July. There were 28 mobile assessments completed in the month of July. Also in July, 36 emergency detentions occurred which resulted in 2 individuals being committed under a civil commitment.

Community Support Program (CSP) – Sharon Besterfeldt

By definition, the purpose of CSP is to “provide effective and easily accessible treatment, rehabilitation and support services in the community where persons with chronic mental illness live and work”. To accomplish this, CSP works with principles from the Assertive Community Treatment (ACT) model. Clients in CSP, receive time-unlimited services from a team who meets daily to discuss the ever-changing needs of each individual.

For many of our clients, this model creates a strong relationship with the team. For some, we are part of their family. This month, one such client, who had worked with CSP for almost two decades, passed away from health complications. Prior to his death, CSP staff took time to meet with him to help him understand his illness, discuss end-of-life options (and a ‘bucket list’) and connected him with clergy in the community. We are saddened by the loss of a CSP family member but confident our day-to-day service-delivery ultimately allowed an opportunity to provide dignity and best care.

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

2019	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
July	275	239	77	48	1032
August	313	245	93	60	1072

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

CLTS and CCOP is currently serving 195 families; 181 waiver, 14 CCOP cases. As of July 2019, there are 68 children found eligible for services and on the formal waitlist. Currently, eight (8) children are in the screening process to receive an eligibility

determination to be placed on the waitlist. The Department has received 58 waiver referrals in 2019.

Coordinated Services Team Program and Family Group Decision Making

The Coordinated Services Team Program is currently serving 25 families. CST received 33 referrals in 2019. CST staff facilitated 21 Family Group Decision Making (FGDM) meetings in 2019. This program is being expanded to better serve more families.

FAMILY SERVICES DIVISION

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

Programming

The Family Services Division initiated a new format for placement reviews this month expanding the number of participants and adding behavioral health professionals. Cases reviewed involve children placed in out of home care. The review goals include identifying what it would take to reunify the child and family, increasing family connections and assuring linkage to behavioral health services. The Department is excited with the progress in decreasing the number of children placed in out of home care and the increase in the number of children residing with family.

Clients Served

CPS Access and Initial Assessment

In July, the Department received 75 reports alleging child maltreatment; 28 were screened in for CPS Initial Assessment and 47 were screened out.

2019	#Reports	Reports Screened in/out
January	85	27/58
February	97	27/70
March	105	40/65
April	126	55/71
May	120	52/68
June	71	29/42
July	75	28/47

Ongoing Child Protective Services

Ongoing Child Protective Services is currently serving 111 families and 196 children. 135 of the 196 children served are in out of home care which equates to 69% of the children served. 73 of the 111 families served have at least one child in out of home care. This means 66% 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.

2019	Families/Children Open for Services	Families with Children in AC
January	133/242	95
February	133/242	95
March	129/231	94
April	122/214	86
May	113/204	81
June	118/216	84
July	111/196	73

Youth Services

The Youth Services Team is currently serving 87 families with 96 youth. Of the 96 youth open, 21 are in out of home placement which is equivalent to 22% of the children served by Youth Services. Complex trauma, significant mental health needs and developmental disabilities continue to be the primary reason for out of home placements.

2019	Families/Youth open for services	Youth in Alternate Care
January	89/98	17
February	95/100	21
March	93/103	24
April	90/101	28
May	91/103	26
June	90/101	23
July	87/96	21

Resource Unit - Alternate Care

As of 08/09/2019, there were 177 children in out of home placement. The primary focus of 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 find better ways to 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

- July admissions were up 4 youth from last month
 - 9 youth higher than July 2018
 - 7 youth less than the 5-year average
- Bed days were up 53 days from June 2019
 - 108 days higher than July 2018
 - 71 days below the 5-year average
- The average length of stay was consistent with July 2018 and the 5-year average
- The general population and number of resident rule violations have stabilized

	2019 July	2018 July		2019 Total Est.	2018 Total	5 Year Ave.
ALL						
Admissions	36	27		394	434	526
Days	390	282		4884	5537	5532
ALOS	10.8	10.4		12.4	12.7	10.5
Occupancy	55%	40%		58%	66%	65%
ADP	12.6	9.1		13.3	12.8	10.5
Male	30	21		300	312	392.2
Female	6	6		87	122	134.2
INCIDENT REPORTS	40	42		838	1124	
Self-Harm	3	2		14	23	
Harm to Others	1	2		4	8	
Damage	4	0		10	23	
Weapon	1	0		11	2	
Holds	1	0		12	10	

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

The Economic Support Services Unit (ESU) provides Income Maintenance services to Eau Claire County residents and those within the Great Rivers Consortium counties (Burnett, Barron, Chippewa, Douglas, Dunn, Eau Claire, Polk, Pierce, St. Croix, and Washburn). Program services include: assistance with 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).

Great Rivers Consortium Monthly Stats (July Data):

- 3,528 applications processed
- 3,888 renewals processed
- 13,840 calls were received in our call center

August 2019	HC/Food Share Cases	Child Care Caseloads
Eau Claire County	11,853	440
Great Rivers Consortium	54,665	1412

FISCAL SERVICES– VICKIE GARDNER, MANAGER

The Fiscal Unit is currently working on the following:

- The 2020 Budget has been completed and submitted to the Dept of Finance on 8/15/19.
- Work continues to prep for the Audit of fiscal processes scheduled for 8/21-8/23.
- The contract coordinator is beginning work with managers to update specific program requirements for contracts in preparation for the 2020 contract meetings.
- The data specialist is testing future processes, creating new reports, and analyzing/testing new functionality for the Avatar Optimization project.
- The SharePoint project pilot testing is continuing with providers. A meeting is scheduled next week to begin working on a phase in process for all remaining providers. Once that is complete, work will begin on adding new features to track background checks, training logs, client charts, etc.
- Org Services, fiscal, and crisis staff met regarding processes for documents received from Northwest Connections for Crisis. We have developed a new process which should require little to no additional program updates to Avatar. We are verifying some requests with the provider and hope to be testing the new process within the next few weeks.
- We are reviewing the CBRF Accounts Payable process to move the process into MSO Avatar and to create better efficiencies and future reporting.
- We are continuing work with Joxel staff on the Avatar Optimization project. A schedule has been established and we are resuming the Optimization project. It is set to go live on Oct. 1st.

Eau Claire County Department of Human Services
Recruitment Status - 8.26.19

Position Title	Unit	Status
MH Professional (JK)	Beh Health Svcs.	Rec'd resignation
Social Worker (VA)	Family Svcs Access	Job description & internal only
Economic Support Specialist (KC)	ESS	Under review hold
Economic Support Specialist (GF)	ESS	Under review hold
Economic Support Specialist (KP)	ESS	Under review
AODA CM (LeeG)	Beh Health Svcs.	on hold

New for 2019 in Budget

Senior SW Access	Family Ser. Unit	Interviews scheduled
SW Manager	Family Ser. Unit	2nd interview scheduled
CCS AODA CM's (2)	Beh Health SVCS	Interviews scheduled
CCS Peer Support Specialist (2)	Beh Health SVCS	on hold
CCS Fiscal Associate III (AP)	Fiscal	on hold
CCS Fiscal Supervisor	Fiscal	Re-Recruitment
CCS SW Manager	Beh Health SVCS	on hold