

AGENDA

Eau Claire County
Human Services Board meeting

Date: October 28, 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. Annual Community Support Program presentation – Sharon Besterfeldt
5. Review of September 9 and 16, October 15, 2019 meeting minutes – Action
Accept/Denial/Revise
6. August 2019 Financial Statements/Discussion – Action Accept/Denial
7. 2019 Budget Update/Discussion
8. 2020 Budget Request Update/Discussion
9. Director's Update
10. Adjourn

2019 Meetings:

Nov 25, Dec 16

Typically, the fourth Monday of the month unless otherwise noted

Prepared by Jackie Krumenauer

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
September 9, 2019 5 PM
Room 2064

- PRESENT:** Colleen Bates, Paul Maulucci, Kimberly Cronk
Gabriel Schlieve, Martha Nieman, Sandra McKinney
Dianne Robertson
- EXCUSED:** Lorraine Henning, Don Mowry, Lydia Boerboom
- STAFF:** Kathryn Schauf, County Administrator, Norb Kirk, Finance Director;
Diane Cable, HS Director; Tom Wirth, Vickie Gardner, Jackie Krumenauer
- VISITORS:** Jerry Wilkie, County Board Supervisor; Ryan Patterson, Leader Telegram
-

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 did want to make a comment about a friend seeking services. Diane will talk to him after the meeting. Sandra McKinney made a motion to close the public input session. Second by Martha Nieman. The public input session was closed.

Review/Approval of August 26, 2019 meeting minutes

Paul Maulucci made a motion to approve the meeting minutes as presented. Second by Kim Cronk. The motion carried and the meeting minutes were approved unanimously.

Review/Acceptance of July 2019 Financial Statements

Vickie reviewed the July Financial Statements including Alternate Care reports.

Martha Nieman made a motion to accept the financial statements as presented. Second by Paul Maulucci. The motion carried unanimously.

2019 Budget Update/Discussion

2019 Budget Mitigation Plan dated Sept 9, 2019 reviewed via laptop projection. DHS staff continue to use the Mitigation Plan as a tool to show cost reductions for 2019. Received feedback and suggestions regarding the Plan that will be incorporated in the monthly report. Review of revenues including Juvenile Detention Center, Community Recovery Services (CRS) and Children's Long-Term Support (CLTS). Continue to work on building community partners.

Norb reported he's been meeting with Diane and Vickie to discuss county cash flow, gap/lag in capturing funding and better forecasting which is difficult as the systems don't "talk" to each other. This issue isn't unique to Eau Claire County as other counites struggling too.

Director's Update by Diane Cable

- Board member event sponsored by WCHSA, October 16, 2019 Please save the date. Diane will send out more information via email including the agenda.

The meeting adjourned at 6:27 p.m.

The next regularly scheduled Human Services Board meeting is scheduled for **Monday, September 16, 2019 at 5 p.m. in Room 2064.**

Jackie Krumenauer, Committee Clerk

MINUTES OF THE HUMAN SERVICES BOARD MEETING
September 16, 2019 5 PM
Room 2064

- PRESENT:** Colleen Bates, Paul Maulucci, Kimberly Cronk
Gabriel Schlieve, Martha Nieman, Sandra McKinney
Dianne Robertson, Lorraine Henning, Don Mowry
- EXCUSED:** Lydia Boerboom
- STAFF:** Kathryn Schauf, County Administrator, Norb Kirk, Finance Director;
Diane Cable, HS Director; Tom Wirth, Vickie Gardner, Terri Bohl,
Hannah Keller, Frank Draxler, Jackie Krumenauer
- VISITORS:** Jerry Wilkie and Stella Pagonis, County Board Supervisors; Kay McBride,
Laney Marcon

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. Jerry Wilkie acknowledged there was a quorum present for the Committee on Administration, and he would refrain from speaking. Introductions. Kim Cronk made a motion to close the public input session. Second by Lorraine Henning. The public input session was closed.

Introductions

2019 Budget Update Discussion/Action

Norb Kirk, Finance Director, reviewed the presentation he has prepared for the County Board meeting tomorrow night. Points of discussion include:

- County Cash Flow – culture shift to talk about this topic with each Dept.
- WIMCR disbursements
- Long term and short-term strategies
- Software programs don't talk to each other making projections, data, outcomes, difficult.
- Overall fund balances and lack of revenues

Opportunities for Improvement:

- Schedule regular quarterly joint meetings with Committee on Administration, Committee on Finance and Budget and Human Services Board. Begin to have a shared understanding of county budget.
- Appoint a Human Services Board member to the Committee on Finance and Budget
- Risk Assessment and create more community partners to assist with risk level

- Continue to build better software case management system (Avatar) in DHS; thus faster reporting, billing, efficiencies and effective processes
- Continue to monitor DHS 2019 Budget thru Mitigation Plan
- Some new positions at DHS are on hold for recruitment
- Show savings in areas at the next meeting in October
- Involvement and awareness of county situations with legislators and representatives

It has been suggested that we meet again sooner than October 28. We will send out a follow up email.

The meeting adjourned at 6:45 p.m.

The next regularly scheduled Human Services Board meeting is scheduled for **Monday, October 28, 2019 at 5 p.m. in Room 2064.**

Jackie Krumenauer, Committee Clerk

MINUTES OF THE HUMAN SERVICES BOARD MEETING
October 15, 2019 6:30 PM
Room 1301 & 1302

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

EXCUSED: Paul Maulucci

STAFF: Rob Fadness, Tom Wirth, Vickie Gardner, Jackie Krumenauer

Welcome & Call to Order by Chair Colleen Bates at 6:30 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. Kimberly Cronk made a motion to close the public input session. Second by Martha Nieman. The public input session was closed.

Review/Approval of Resolution No. 19-20/073 Requesting the Increase of 2020 fees for the daily Juvenile Detention Center.

Tom explained that this request, if approved, will make Eau Claire County equitable across the state where Juvenile Detention Center rates are concerned. The last rate increase was 2018. Reasons for this rate increase were explained by Rob Fadness, Children's Court Services Manager for the detention Center:

1. Length of stays has increased dramatically;
2. Kids in placement have very challenging behaviors.

Thus, extra staff is needed to provide a safe facility for both clients and current staff.

Dianne Robertson arrived at 6:35 PM

Discussion and questions about current programming for kids. Programming will be discussed at another future Human Services Board meeting.

Vickie Gardner, Fiscal Manager for DHS, confirmed that there has been a gap since 2016. The approved increase will help close the funding gap.

Lorraine Henning made a motion to bring fees in the Juvenile Detention Center in line with other counties making fee equitable across the state. Second my Martha Nieman. The motion carried unanimously and the resolution re: Ordinance No. 19-20/073 passed. The Ordinance will have a first reading/reviewed at the County Board meeting tonight.

Thank you for attending tonight.

The meeting adjourned at 6:47 p.m.

The next regularly schedule Human Services Board meeting is scheduled for Monday, October 28, 2019 at 5 p.m. in Room 2064.

Jackie Krumenauer, Committee Clerk

**EAU CLAIRE COUNTY
DHS BOARD MEETING
HELD ON OCT 28, 2019**

August 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/Mendota
 - Trempealeau

DHS Alternate Care
For Period Ending 08/31/2019

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	11	133	\$ 127,991	1	101	\$ 127,374	-1000%	-32%	0%
TFC	0	20	\$ 56,875	2	19	\$ 58,354	100%	-5%	3%
GH	1	2	\$ 6,119	3	4	\$ 14,769	67%	50%	59%
RCC	4	23	\$ 234,837	2	11	\$ 128,758	-100%	-109%	-82%
August	16	178	\$ 425,822	8	135	\$ 329,255	-100%	-32%	-29%
YTD	93	226	\$ 3,423,842	67	230	\$ 3,065,331	-39%	2%	-12%

Juvenile Corrections (Lincoln Hills/Copper Lake)

	2018			2019			% of Increase/Decrease Year over Year		
	New Placements	Clients	Amount	New Placements	Clients	Amount	New Placements	Clients	Amount
August	0	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
August	2	7	\$ 67,614	0	6	\$ 61,160	-100%	-17%	-11%
YTD	9	14	\$ 427,026	18	27	\$ 611,758	50%	48%	30%

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
August	1	1	\$ 12,840	0	0	\$ -	-100%	-100%	-100%
YTD	1	2	\$ 110,688	0	0	\$ -	-100%	-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
August	1	4	\$ 70,465	5	6	\$ 44,575	80%	33%	-58%
YTD	41	43	\$ 689,342	43	45	\$ 738,722	5%	4%	7%

ALTERNATE CARE REPORT
Month Ending August 2019

Level of Care	Current Month			YTD			Ave Cost per Day
	Number of Placements	Number of Clients	Number of Days	Placements	Clients	Days	
Foster Care	1	101	3,030	43	170	27,742	\$36
Therapeutic Foster Care	2	19	526	9	26	4,472	\$106
Group Home	3	4	79	6	8	250	\$260
Residential Care Center	2	11	282	9	24	3,371	\$451
Total	8	135	3,917	67	228	35,835	

Level of Care	Expense				Revenue		
	Adjusted Budget	Current Month Expense	YTD Expense	Percent Used	Adjusted Budget	YTD Revenue	Percent Collected
Foster Care	\$ 556,267	\$ 127,374	\$ 1,009,254	181.4%	\$ 78,667	\$100,553	127.8%
Therapeutic Foster Care	\$ 237,367	\$ 58,354	\$ 472,291	199.0%	\$ 10,333	\$ 2,781	26.9%
Group Home	\$ 68,218	\$ 14,769	\$ 65,028	95.3%	\$ 25,333	\$ 8,545	33.7%
Residential Care Center	\$ 1,016,567	\$ 128,758	\$ 1,518,758	149.4%	\$ 51,333	\$ 28,214	55.0%
Total	\$ 1,878,419	\$ 329,255	\$ 3,065,331	163.2%	\$ 165,667	\$140,093	84.6%

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

Expense	YTD Net Budget	YTD Actual Transactions	Estimated Adjustments	Adjusted Total	Net Variance Excess (Deficient)
Overhead	545,082	399,134	61,136	460,270	84,812
Personnel	12,029,426	9,725,361	500,952	10,226,313	1,803,113
Services & Supplies	330,262	623,615	-	623,615	(293,353)
Purchased Services	7,956,909	11,440,541	627,648	12,068,189	(4,111,280)
Total	20,861,679	22,188,651	1,189,736	23,378,387	(2,516,709)
Revenue					
Tax Levy	5,901,649	4,426,237	1,475,412	5,901,649	-
State/Federal	7,635,699	6,515,923	1,081,708	7,597,631	(38,067)
Medical Assistance	5,880,687	1,718,112	2,961,219	4,679,331	(1,201,356)
Charges & Fees	358,958	335,940	-	335,940	(23,018)
Other	1,084,687	674,056	104,318	778,374	(306,313)
Total	20,861,679	13,670,268	5,622,657	19,292,925	(1,568,754)
Excess (Deficiency) of Revenue over Expenditures					(4,085,462)
Less CCS					1,485,821
Excess (Deficiency) Net of CCS					(2,599,642)

Expense Adjustments Included:

Overhead	61,136
Payroll	500,952
Purchased - late billings	627,648
	<u>1,189,736</u>

Revenue Adjustments Included:

Tax Levy	1,475,412
State/Federal	1,081,708
MA	2,961,219
Other	104,318
	<u>5,622,657</u>

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

Expense	YTD YTD Net Budget	YTD Adjusted Transactions	Net Variance Excess (Deficient)
Overhead/Mgmt	213,333	331,793	(118,460)
Personnel	2,821,083	2,172,247	648,836
Services & Supplies	74,393	99,325	(24,932)
Purchased Services	1,586,667	2,573,245	(986,579)
Total	4,695,477	5,176,611	(481,134)
Revenue			
Medical Assistance	4,695,477	3,690,791	(1,004,686)
Total	4,695,477	3,690,791	(1,004,686)
Excess (Deficiency) of Revenue over Expenditures			(1,485,821)

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

Program	Monthly		YTD		Year End					
	Budgeted	Actual	Budgeted	Adjusted Actual	Expenses	Annualized				
	Expenses	Expenses	Expenses	Expenses	Expenses	Expenses				
	Targeted %	% of Expenses Utilized	Targeted %	% of Expenses Utilized		% Annualized				
1. Community Care & Treatment of Children who are Abused or Neglected	\$476,129	\$630,332	8.3%	11.0%	\$3,809,033	\$5,208,821	66.7%	91.2%	\$7,813,231.5	136.7%
2. Community Care & Treatment of Adults & Children with BH Issues	\$1,233,295	\$1,668,334	8.3%	11.3%	\$9,866,362	\$11,817,467	66.7%	79.9%	\$17,726,200.5	149.8%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$107,016	\$62,406	8.3%	4.9%	\$856,126	\$816,320	66.7%	63.6%	\$1,224,480.6	95.4%
4. Community Care and Treatment of Youth Offenders	\$418,689	\$297,821	8.3%	5.9%	\$3,349,512	\$2,945,502	66.7%	58.6%	\$4,418,252.9	87.9%
5. Protection of Vulnerable Adults	\$50,621	\$36,660	8.3%	6.0%	\$404,970	\$390,294	66.7%	64.3%	\$585,441.0	96.4%
6. Financial & Economic Assistance	\$321,960	\$224,969	8.3%	5.8%	\$2,575,677	\$2,199,983	66.7%	56.9%	\$3,299,974.6	85.4%
Total	\$2,607,710	\$2,920,522	8.3%	9.3%	\$20,861,679	\$23,378,387	66.7%	74.7%	\$35,067,581	117.5%

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

Hello. The Wisconsin Department of Children and Families recently updated its vision - *that all Wisconsin children and youth are safe and loved members of thriving families and communities*. To reach our goal, we are focused on reducing racial and ethnic disparities in our programs and services, focusing on five key priorities:

- Systematically increasing access to quality early care and education programs that support the needs of children and families statewide;
- Putting families in the center of successful child support and good-paying jobs programs;
- Safely transforming the child welfare and youth justice system to dramatically increase the proportion of children supported in their homes and communities;
- Dedicating additional resources to support vulnerable and historically underserved youth, specifically teenage girls, kids with complex care needs, and youth transitioning out of the foster care system;
- Fostering a workplace where agency staff feel engaged, valued, and connected to our vision.

This vision, provides leadership for change of the Child Welfare System, under the new Federal Family First Legislaton. This system change is not just about the Child Welfare System, but all human service and public systems that affect our communities, children, families and individuals. David Kelly, U.S. Children's Bureau, recently gave the challenge to 'move the child welfare system to a family well-being and healing system'. Our work in Eau Claire County *to strengthen and preserve families* is in alignment with the direction of our State and Federal leadership.

BEHAVIORAL HEALTH SERVICES DIVISION

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

The Behavioral Health Services Division continues to see increases in people in our community who are needing support around mental health issues. Our goal is always to be responsive, and sensitive to their needs in a trauma informed way. We are revamping several ways in how we assess and respond to both children and adults, always being mindful our work requires a focus on individuals needs.

Outpatient Clinic- Luke Fedie

The outpatient clinic has continues to experience evolve. Our fifth therapist, Brianna Albers, joined us on September 16th , providing needed outpatient services. Our nurse case manager, Allie Parsons, officially joined the clinical team on the 14th of this month and has continued to be an integral part of making sure that clients are getting their medications in a timely fashion. We are working on creating more group programming within the clinic and have been running a Seeking Safety group for women who have been traumatized. The group programming will help some

clients get their mental health needs met more efficiently and will allow for more people to be served through the clinic. We are also exploring how we can provide more AODA specific services through the clinic and are creatively looking at ways that we can continue to collaborate throughout the Department in order to more thoroughly assess and treat individuals struggling with addiction and substance use.

Treatment Courts- Brenda Goettl

Currently, the Treatment Courts have 45 participants.

Court	Current	Graduations	Terminations
AIM	12	11	2
Drug Court	16	7	2
Mental Health Court	9	2	4
Veteran's Court	8	1	1
TOTAL	45	21	9

We have 10 mentors committed to being involved in our new Mentor Program ☺ They have developed a brochure and are sharing what they are doing in each court the week of 10/14/19.

On September 25th, Treatment Court team members attended Treatment Court Standards Training in Rice Lake. Both Judge Long and Judge Harless, along with Angela Baranek from the DA's office, Josh Schroeder- Huber Officer, and Brenda Goettl-Treatment Court Supervisor attended.

With the upcoming retirement of Judge Cray, there has been increased communication and planning regarding Veteran's Court. The Judges met on Sept. 30th, with Judges Long, Harless and Theisen all willing to step up and preside over Veteran's Court. The decision was made that Judge Manydeeds will be presiding. The goal is for him to begin presiding by 1/9/2020. He is a very welcome addition to the team!

We held a Regional Meeting with the CJCC Coordinators from Dunn and Chippewa Counties. (Rose Baier and Sarah Benedict) on Oct. 1st. We reviewed how Veteran's Court has been working, and discussed how best to serve our Veteran's in all 3 communities. Both identified serving veterans within their own Drug Courts due to the distance and transportation. We all agreed if we remain a 3 County Collaboration, we need energy from all 3 counties to develop a strong, sustainable mentor program and strong community veterans support and involvement. They both are discussing how to best move forward serving veterans with their teams and will report back.

VantagePoint has decided to no longer provide treatment for our Treatment Court participants. The contract end date is 2/29/2020. We are working collaboratively with VantagePoint on messaging and planning for a smooth transition for participants and staff. We are evaluating our options, including a cost/benefit analysis. We are exploring serving our participants in our DHS outpatient clinic, or other contracting options with a decision before the end of the year.

Crisis Services -Lita Prorok

The Crisis team provided linkage and follow up to 302 individuals who had experienced a mental health crisis in the month of September. There were 22 mobile assessments completed in the month of September. Also in September, 29 emergency detentions occurred which resulted in 4 individuals being committed under a civil commitment. Utilization of Midway crisis bed for the month of September was at 79% occupancy.

Community Support Program (CSP) – Sharon Besterfeldt

The Community Support Program (CSP) has recently seen a bit of an uptick in referrals to our program. Fortunately, we do have capacity to serve more people within the CSP, and are busy going through the screening and admission process with our new referrals. We utilize a teaming approach in almost all the work we do in CSP, and this includes how we process referrals. The staff in CSP are some of the most seasoned and experienced case managers in DHS, and the focus is always on how we can provide support to some of the more vulnerable people in this community.

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

The CCS Program recently hosted a regional training in conjunction with the University of Wisconsin Eau Claire at Dunn County DHS, titled Growing Up Transgender. The training was well received and had staff from Eau Claire, St. Croix and Barron Counties in attendance. Useful information was provided along with interactional activities to support increasing staff knowledge regarding understanding, supporting and working with participants related to gender based issues. Regional trainings are also scheduled in November to support our CCS Program providers in better understanding boundaries in working with individuals who have mental health and or substance use conditions. A new CCS Service Facilitator, Amy Pfaff, started on October 7.

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
Sept	368	246	122	80	1126
Oct	394	245	130	90	1154

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 started a new referral/outreach process in September to reach out to families and screen youth referred to children's behavioral health programs. Social workers assigned to the families also work to connect families with community resources while they wait for services. Currently, 23 children are in the screening process to determine program eligibility.

Facilitators in the Family Engagement Planning Team went to Olmsted County to observe different meeting formats to better serve families at Eau Claire County. The team is working to improve and enhance the process to better support familie and collaborate with Famly Services.

Staffing in CST has changed from two social workers to one social worker. CST is currently serving 10 families. CST received 39 referrals in 2019. Family Engagement Planning services has received 40 referrals in 2019 and facilitated 37 meetings. We have 6 staff who provide Family Engagement facilitation.

FAMILY SERVICES DIVISION

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

Clients Served

CPS Access and Initial Assessment

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
August		

Ongoing Child Protective Services

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
August		

Youth Services

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
August		

Juvenile Detention – Rob Fadness and Michael Ludgatis

Clients

- September 2019 placements were up 13 youth from the previous month
 - 18 placements higher than September 2018
- Bed days were down 66 days from August 2019
 - 107 days higher than September 2018
- The average length of stay dipped to 8.78 days in September, down from 12.7 days in 2018
- The number of incidents declined to 35 in September 2019, down from 54 in 2018
- There were no incidents of self-harm in September 2019

General

- Overall, the population has stabilized in all categories

Juvenile Detention

	2019 September	2018 September		2019 Total Est.	2018 Total	5 Year Ave.
ALL						
Admissions	48	30		417	434	526
Days	420	313		5006	5537	5532
ALOS	8.78	10.4		12	12.7	10.5
Occupancy	61%	45%		60%	66%	65%
ADP	14	10.4		13.7	12.8	10.5
Male	41	20		323	312	392.2
Female	7	10		89	122	134.2

INCIDENT REPORTS	35	54		812	849	
Self-Harm	0	6		40	44	
Harm to Others	0	0		3	12	
Damage	1	0		23	21	
Weapon	0	0		12	8	
Holds	0	2		20	19	

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: Child Care Assistance, Health Care, FoodShare, and Caretaker Supplement. Eau Claire County is the Lead Agency of the Great Rivers Income Maintenance Consortium (GRC).

Starting October 1st, application processing for the 2019-2020 WI Home Energy Assistance season began. Applications are processed by Western Dairyland who was awarded the WHEAP subcontract for ECC. Applications for this season's Energy Assistance benefit will be accepted through May 15, 2020.

Great Rivers Consortium Monthly Stats (September Data):

- 3,555 applications processed
- 3,913 renewals processed
- 14,619 calls received in our call center

October 2019	HC/Food Share Cases	Child Care Caseloads
Eau Claire County	12,098	448
Great Rivers Consortium	55,744	1463

FISCAL SERVICES – Vickie Gardner

The Fiscal Unit is currently working on the following:

The 2020 Budget was approved by the Budget and Finance committee. Waiting for final County Board approval in November.

The contract coordinator is in the process of sending out contract letters to providers to begin preparations for the 2020 contract meetings. The data specialist is continuing to test future processes, creating new reports, and analyzing/testing new functionality for the Avatar optimization project. He has also been helping to work on process flow efficiencies for Crisis billing.

The SharePoint project pilot testing with providers has completed. New providers are being added incrementally. Work will begin on adding new features to track background checks, training logs, client charts, etc.

Fiscal and crisis staff are continuing to gather the required information prior to testing the new process with the submission of NW Connections crisis reports and billing documents.

Partial project optimization began Oct. 2nd. Work will continue to roll out new functionality by program areas as forms, new functionality, and reports are developed.