

AGENDA

Eau Claire County
Human Services Board meeting

Date: February 24, 2020

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 January 27, 2020 meeting minutes – **Action Accept/Denial/Revise**
5. December 2019 Financial Statements/Discussion – **Action Accept/Denial**
6. Mitigation Plan for 2019 Budget – **Update/Discussion**
7. 2020 Department Metrics – **Discussion**
8. Director's Update
9. Adjourn

Prepared by Samantha Cole – Department of Administration

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 715-839-6945 (FAX) 715-839-1669 or (TDD) 715-839-4735 or by writing to the ADA Coordinator, Human Resources Department, Eau Claire County Courthouse, 721 Oxford Ave., Eau Claire, Wisconsin 54703

MINUTES

Eau Claire County
Human Services Board Meeting

Date: January 27, 2020

Time: 5 PM

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

Members Present: Colleen Bates, Martha Nieman, Sandra McKinney, Gabriel Schlieve, Dianne Robertson, Kimberly Cronk, Donald Mowry

Members Absent: Lorraine Henning, Paul Maulucci

Others: Nick Smiar, Connie Russell, Tammy Stelter, Samantha Cole, Diane Cable, Tom Wirth, Stella Pagonis

Colleen Bates called the meeting to order at 5:00 p.m. and confirmed meeting notice.

No members of the public wished to speak. Dianne Robertson motioned to close the public comment session; Supervisor Nieman seconded the motion. All were in favor and the public comment session was closed.

The Board reviewed the minutes from the December 16, 2019 meeting. Supervisor Nieman motioned to approve the minutes as presented; Supervisor McKinney seconded the motion. All were in favor and the minutes were approved.

Melissa Christopherson gave a report on the Birth to Three program which is Wisconsin's early intervention program for infants and toddlers with developmental delays and disabilities and their families. More information on this program can be found here: <https://www.co.eau-claire.wi.us/departments/departments-a-k/human-services/children-youth-and-families/birth-to-three>

Tammy Stelter and Diane Cable gave an update on the 2019 Financial Statement. Supervisor Nieman requests that if there is an item particularly notable, to highlight it on the financial packet with a brief explanation so that the Board can gain an understanding prior to the meeting. Supervisor Mowry motioned to approve the financials; Gabriel Schlieve seconded the motion. All were in favor and the motion passed.

Diane Cable discussed the mitigation plan for the 2019 budget. **Action:** Diane will prepare and share percentages of decline in purchased services for a future meeting. **Action:** Diane will work with her team to gather meth/opioid data as it relates to the rising cost in DHS for a future meeting.

Supervisor Mowry left the meeting at 6:15 p.m.

Diane Cable discussed the 2020 Department Metrics to gain insight on what is helpful for the Board to receive and review. The information will be presented in a program area and the following updates were suggested (this is not an all-inclusive list and is subject to change if/when needed to adapt to what the Board requests):

- a. **Family Services**
 - i. Permanency and case recidivism

- ii. In/Home care cases and contracted services and out of home care (cost comparison)
 - iii. out of home care - length of stay
 - 1. Youth aging in out of home care
 - iv. AODA - substance abuse
 - v. county comparison for Juvenile Services
 - vi. Contract vs. in house services comparison
- b. Behavioral Health Division**
- i. Emergency detention
 - ii. Hospital Diversion
 - iii. Clinic Referrals – Who we serve
 - 1. Length of time for an appointment
 - 2. Average length of service
 - iv. Jail Diversion
 - v. CLTS – Waitlist
 - vi. Impact on budgets of other departments in the County (overall)
- c. Overall Impact on/for Community**
- i. Housing
 - ii. Economic Self sufficiency
 - iii. Child Support (change in work - how impacts)
 - iv. Prevention/early intervention
 - v. Restorative Justice
 - vi. Stepping Up
 - vii. Racial/Ethnic Equity

Diane Cable provided a reminder of the Joint Committee meeting with the Human Services Board, Administration, and Finance and Budget. The meeting will be on February 17, 2020 at 5:00 p.m. Location and agenda will be provided prior to the meeting.

The meeting was adjourned at 6:42 p.m.

Respectively submitted by,



Samantha Cole
Department of Administration

**Eau Claire County
DHS Board Meeting
Held on 2/24/20**

December 2019 Preliminary Financial Overview

Contributing factors which could favorably impact financial outcomes:

- Personnel costs (not fully staffed/recruiting)
- Reduction in out of home care for 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 12/31/2019**

Children in Foster Care (FC) /Treatment Foster Care (TFC)/Residential Care Centers (RCC)/Group Homes (GH)									
	2018			2019			% of Increase/Decrease Year over Year		
	New Placements	Clients	Amount	New Placements	Clients	Amount	New Placements	Clients	Amount
	FC	17	128	\$ 128,574	9	100	\$ 122,985	-89%	-28%
TFC	0	14	\$ 46,970	1	15	\$ 31,532	100%	7%	-49%
GH	1	3	\$ 19,688	0	3	\$ 18,025	-100%	0%	-9%
RCC	2	20	\$ 228,942	0	6	\$ 92,434	-100%	-233%	-148%
December	20	165	\$ 424,174	10	124	\$ 264,976	-100%	-33%	-60%
YTD	137	270	\$ 5,092,436	101	262	\$ 4,206,718	-36%	-3%	-21%

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
	December	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
	December	0	11	\$ 92,289	0	6	\$ 61,043	0%	-83%
YTD	16	21	\$ 850,058	20	29	\$ 822,559	20%	28%	-3%

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
	December	0	1	\$ 11,003	0	0	\$ -	0%	-100%
YTD	1	2	\$ 171,997	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
	December	3	4	\$ 48,000	4	7	\$ 133,988	25%	43%
YTD	63	65	\$ 904,349	66	68	\$ 1,198,649	5%	4%	25%

**ALTERNATE CARE REPORT
Month Ending December 2019**

Level of Care	November			December			YTD			Ave Cost per Day
	Placements	Clients	Days	Placements	Clients	Number of Days	Placements	Clients	Days	
Foster Care	1	97	2,874	9	100	2,923	73	200	39,566	\$38
Therapeutic Foster Care	2	14	383	1	15	436	13	30	6,149	\$99
Group Home	0	3	90	0	3	93	6	8	598	\$233
Residential Care Center	0	8	222	0	6	186	9	24	4,299	\$455
Total	3	122	3,569	10	124	3,638	101	262	50,612	

Level of Care	Expense			Revenue						
	Adjusted Budget - November	November Expense	November - Percent Used	Adjusted Budget - December	December Expense	YTD Expense	YTD Percent Used	Adjusted Budget	YTD Revenue	Percent Collected
Foster Care	\$ 764,867	\$ 120,774	180.6%	\$ 834,400	\$ 122,985	\$ 1,504,638	180.3%	\$ 118,000	\$172,516	146.2%
Therapeutic Foster Care	\$ 326,379	\$ 25,585	176.8%	\$ 356,050	\$ 31,532	\$ 608,459	170.9%	\$ 15,500	\$ 5,296	34.2%
Group Home	\$ 93,800	\$ 17,443	129.5%	\$ 102,327	\$ 18,025	\$ 139,496	136.3%	\$ 38,000	\$ 17,644	46.4%
Residential Care Center	\$ 1,397,780	\$ 104,956	133.2%	\$ 1,524,851	\$ 92,434	\$ 1,954,125	128.2%	\$ 77,000	\$ 36,194	47.0%
Total	\$ 2,582,826	\$ 268,758	152.6%	\$ 2,817,628	\$ 264,976	\$ 4,206,718	149.3%	\$ 248,500	\$231,650	93.2%

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

Expense	YTD Net Budget	YTD Actual Transactions	Estimated Adjustments	Adjusted Total	Net Variance Excess (Deficient)
Overhead	817,623	697,331	79,805	777,136	40,487
Personnel	18,044,139	15,607,966	-	15,607,966	2,436,173
Services & Supplies	495,393	947,240	-	947,240	(451,847)
Purchased Services	11,935,363	17,243,526	895,379	18,138,905	(6,203,542)
Total	31,292,518	34,496,063	975,184	35,471,247	(4,178,729)

Revenue

Tax Levy	8,852,473	8,852,473	-	8,852,473	-
State/Federal	11,453,548	11,585,171	(159,918)	11,425,253	(28,295)
Medical Assistance	8,821,030	6,891,735	2,415,475	9,307,209	486,179
Charges & Fees	538,437	522,972	-	522,972	(15,465)
Other	1,627,030	1,029,939	149,327	1,179,266	(447,764)
Total	31,292,518	28,882,290	2,404,884	31,287,174	(5,344)

Excess (Deficiency) of Revenue over Expenditures	(4,184,073)
Less CCS Gap	2,003,164
Excess (Deficiency) Net of CCS	(2,180,909)

Expense Adjustments Included:

Overhead	79,805
Payroll	-
Winnebago	773,186
Various Contracted	122,193
	<u>975,184</u>

Revenue Adjustments Included:

Tax Levy	-
State/Federal	(159,918)
MA	2,415,475
Other	149,327
	<u>2,404,884</u>

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

Expense	YTD Net Budget	YTD Adjusted Transactions	Net Variance Excess (Deficient)
Overhead/Mgmt	320,000	513,643	(193,643)
Personnel	4,231,625	3,336,733	894,892
Services & Supplies	111,590	145,245	(33,655)
Purchased Services	2,380,000	4,662,542	(2,282,542)
Total	7,043,215	8,658,163	(1,614,948)
Revenue			
Medical Assistance	7,043,216	6,655,000	(388,216)
Total	7,043,216	6,655,000	(388,216)
Excess (Deficiency) of Revenue over Expenditures			(2,003,164)

**Eau Claire County
Department of Human Services
YTD Program Expenditures Summary
Thru December 31, 2019 Preliminary**

Program	Monthly			YTD				
	Budgeted	Actual	Budgeted	Actual	Budgeted	Actual		
	Expenses	Expenses	Expenses	Expenses	Expenses	Expenses		
	Targeted %	% of Utilized	Targeted %	% of Utilized	Targeted %	% of Utilized		
1. Community Care & Treatment of Children who are Abused or Neglected	\$476,129	8.3%	\$563,990	9.9%	\$5,713,549	100.0%	\$7,579,221	132.7%
2. Community Care & Treatment of Adults & Children with BH Issues	\$1,233,295	8.3%	\$1,829,246	12.4%	\$14,799,543	100.0%	\$18,399,166	124.3%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$107,016	8.3%	\$113,789	8.9%	\$1,284,189	100.0%	\$1,323,261	103.0%
4. Community Care and Treatment of Youth Offenders	\$418,689	8.3%	\$292,025	5.8%	\$5,024,268	100.0%	\$4,199,871	83.6%
5. Protection of Vulnerable Adults	\$50,621	8.3%	\$47,713	7.9%	\$607,455	100.0%	\$573,944	94.5%
6. Financial & Economic Assistance	\$321,960	8.3%	\$276,155	7.1%	\$3,863,515	100.0%	\$3,395,785	87.9%
Total	\$2,607,710	8.3%	\$3,122,918	10.0%	\$31,292,519	100.0%	\$35,471,247	113.4%

EAU CLAIRE COUNTY HUMAN SERVICES
February 2020
DIRECTOR'S REPORT – Diane Cable

If you want the cooperation of humans around you must make them feel they are important - and you do that by being genuine and humble. – Nelson Mandela

Injustice anywhere is a threat to Justice everywhere – Reverend Martin Luther King, Jr.

Hello. The month of February is Black History Month. Agency staff were invited to share statements, quotes, information from Black Leaders. The quotes above, from Nelson Mandela and Rev. Martin Luther King Jr, highlight and remind us in our work with each other and those we serve, the importance of what we do and how.

In 2020, we continue to focus on carrying out our vision, *Family Connections are ALWAYS Preserved and Strengthened*. Some of our initial 2019 data, indicates our focus on Strengthening and Preserving Connections is showing positive outcomes: reduction in youth residential placements, adult placements, and increased graduations in treatment court. In our March report we will begin sharing Program and Financial Metrics to display the effect of the Department's work, to meet our vision.

BEHAVIORAL HEALTH SERVICES DIVISION
Bill Stein, Lynn Wilson, Nancy Huberty, Kerry Swoboda, Luke Fedie

Outpatient Clinic- Luke Fedie

The Outpatient Clinic will be welcoming two new therapists in the clinic in the Month of March. The two new therapists are Carrie Stewart, beginning on March 2nd, and Jennifer Hlava, beginning on March 16th. Carrie has been a valued employee in the Community Support Program here and comes with a wealth of clinical experience. Jennifer is coming to us from the UW-Eau Claire Counseling Center and brings with her a wealth of knowledge. We are looking forward to welcoming each of these individuals to the Clinic team.

We have also started the necessary trainings to work toward providing services to our Treatment Court participants. All clinicians have been working with the Treatment and Recovery Division of Care and Treatment Services Wisconsin Department of Health Services in order to prepare and provide best practice services to the participants involved in Treatment Courts. The clinic will take on providing services for the Treatment Court participants starting in March.

Community Support Program – Lynn A. Wilson

CSP is once again recertified by the State for 2 years! The recertification process went well, and the surveyor began the exit conference by saying, "I want you to know that you have one of the best Community Support Programs in the state!" We learned some things about our record keeping and will adapt some of our procedures to provide the best possible care to our clients.

Our surveyor was particularly impressed with data for the past 6 years indicating a steady increase in the number of clients who were not hospitalized for psychiatric purposes (2014-80%; 2019-87%) and a

significant decrease over time of the clients who are on a Chapter 51 civil commitment (50 in 2014; 28 in 2019).

As a result of a recent retirement and a staff person moving into the Behavioral Health Clinic, there are 2 open case manager positions in CSP. We are recruiting to fill and have started to interview potential candidates.

Treatment Courts- Brenda Goettl

We are currently serving 12 women in AIM Court, 16 in Drug Court, 7 in Mental Health Court, and 7 in Veteran's Court.

In 2019, Treatment Courts served 82 participants and their families. We had a graduation rate of 66%. This is an increase from 2018 which was 54%. Of our 2019 graduates, 81% reported improved employment, 85% improved housing, and 100% were involved in positive social supports. Our Triage process for 2019 moved 85% of our referrals from screening to our waiting list or admission in 30 30 days or less.

The Treatment Court Mentor Program continues to be a small group, and they seem to be gaining some momentum with recent graduates. They are meeting consistently, and they are formulating what they'd like to accomplish. Our Recovery Coach, Jeremy is taking the lead on this initiative.

Planning and training are underway for transitioning Treatment Court Services from Vantage Point. We are approaching the March 1st change in services, and our Behavioral Health Clinic is working on being prepared to admit and begin services as seamlessly as possible. Although change can have difficulties and it is also exciting!

Crisis Services -Lita Prorok

The Crisis team provided linkage and follow up to 300 individuals who had experienced a mental health crisis in the month of January. Crisis assessments provided 87% diversion from emergency detentions. There were 22 mobile assessments completed in the month of January with 56% diversion from emergency detentions. It is noted in the month of January, mobile crisis authorized 4 emergency protective placements for individuals with a dementia/alzheimers diagnosis. This number is exceedingly high compared to past years.

Also in January, 40 emergency detentions occurred which resulted in 3 individuals being committed under a civil commitment. Utilization of Midway crisis beds for the month of January was at 57% occupancy.

Crisis stabilization services through LSS Positive Avenues has begun. These services just began last week and thus far, Positive Avenues has started crisis stabilization with one individual. EC DHS crisis unit will continue working with Positive Avenues in collaboration with this process.

Adult Protective Services – Nancy Huberty

Investigations Screened In/Out	Allegation of emotional abuse	Allegations of sexual abuse	Allegations of Neglect	Allegation of Self Neglect	Allegations of Financial Abuse	Allegation of physical abuse	Emergency Protective Placements	Guardianships
27/6	3	1	3	17	8	2	3	5

During January 2020 APS has been 33 investigation requests of which 27 were screened in and 6 were screened out. continued to work with the Crisis Team with addressing housing and safety concerns at the Western Ave Trailer Court, referred to as the Maples Neighborhood as well as with the Eau Claire County Health Department and local law enforcement. APS has provided emergency shelter, food, transportation and service coordination with Eau Claire County ADRC and local Family Care Organizations for vulnerable adults and individuals over the age of 60.

Jail Re-Entry – Nancy Huberty

During January there were 31 referrals to the Jail Re-Entry services of which 8 were female and 23 were male. The top three requests of services were Housing, 79% of referrals were for Eau Claire County residents and 21% of referrals were for non Eau Claire County Residents.

The jail re-entry social worker continues to have outreach hours at the Eau Claire County Probation Office on Tuesdays as well as a block of time on Thursdays to be available by phone to enhance the coordinated services. She continues collaborate with community partners such as King’s Closet, Feed My People, the Inn Towne, Choose Aftercare, Workforce Resource, L.E. Phillips Library as well as units within DHS such as CPS and CCS. The jail re-entry social worker also continues to meet with the CTC program supervisor, Jail Mental Health, Jail Programs Coordinator, and the Pre-trial worker to continue to assess the roles how to best coordinate assessments and programs for those entering the jail.

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

The CCS Program continues to grow and evolve. Our 2020 CCS Program recertification application was sent into the State of Wisconsin Division of Quality Assurance (DQA) on January 28, 2020 for processing. At our last certification in March of 2019, we received a 2 year certification, until March of 2021. Regulations require that we submit a reapplication annually along with a program fee of \$550.00. DQA, then conducts a desk review to assure that we continue to be in compliance with State of Wisconsin DHS 36 Administrative Code. Our next on-site programmatic review will take place in March, 2021. We recently filled three service facilitator positions that became open in the fourth quarter of 2019. These new service facilitation staff absorbed existing cases, as well as accepting new cases.

2020	Referrals YTD	Current Enrollment	Enrolled YTD	Discharged YTD	Referrals since Program Inception
January	13	257	3	7	1228
February	48	260	23	23	1268

Children’s Integrated Services: Comprehensive Community Services (CCS), Children’s Long-Term Support (CLTS/CCOP) Waiver, Coordinated Services Team (CST) and Family Engagement Planning Team (FEPT)

The CCS Program continues to develop the Youth Empowerment Solutions (YES) philosophy to enhance service delivery to youth and young adults ages 15-25 years of age. The team is working to begin a Mind-Body group for females with a development age of 15-18. The YES philosophy uses developmental perspectives and skill development to assist in empowering youth to develop independence.

The Family Engagement Planning Team (FEPT) continues to collaborate with Family Services to implement facilitation to support family voice and empowerment. A training to learn the Collaborative Problem-Solving Process developed by Dr. Ross Greene will be explored to enhance the program and better support the needs of students within the school setting. The team will also be developing a new format to better support youth with disabilities to begin the transition to adulthood process. Eau Claire County will be teaming with Western Regional Center for Children and Youth with Special Health Care Needs to develop additional resources and educational opportunities to enhance this facilitation format.

Children’s Integrated Services (CIS)		
Referrals received (since September 2019)		72
Children referred, needing to be screened for CLTS/CCS/CST		78
CCS eligible, waiting for services		45
Children’s Integrated Services implemented a triage process in September 2019 to better reach out to families referred for services, connect them with community resources and more quickly determine the child’s eligibility for services. The Department received 72 CIS referrals since September 2019. The weekly triage process includes assigning three (3) or four (4) social workers to reach out to families and complete the functional screen with youth. There are 78 children who have been referred for services and still require a screening determination. Please note, the number of children needing a screen is more than the number referred since September 2019 as this number includes children referred prior to the implementation of the triage process. There are 45 youth found functionally and programmatically eligible for CCS services and are pending assignment.		
CLTS Waiver Waitlist		
	CLTS/CCS Eligible	88
	CLTS (only) Eligible	45
		43
Children found functionally eligible for CLTS are placed on a formal waitlist. There are currently 88 children waiting to be enrolled in CLTS services. Of the 88 children waiting to be enrolled in CLTS services, 26 are currently enrolled in CCS. There are currently ten (10) children who met variance criteria and enrollment needs to be prioritized based on crisis circumstances (i.e. suicide attempts, caregiver unable to meet their needs, subject of CPS investigation, medical prognosis of life limited, etc.). CLTS and CCS/CCS staff are currently at or above capacity, which is a barrier to enrolling the children on this list. The State recently submitted a report stating the average amount of time children have been on the waitlist in Eau Claire County is 120 days. The State expects the CLTS waitlist be eliminated.		

During this reporting period, 13 children found dually eligible for CLTS and CCS services, who are currently served in CCS, were enrolled into CLTS reducing the CLTS Waitlist from 101 to 88 children waiting to be served.	
CIS Enrollment	
CLTS	207
CCOP	8
CCS Youth (CCS only and CCS/CLTS)	84
CST	5
Family Engagement Planning Team (FEPT) Conferences	2019: 52 referrals; 41 conferences 2020: 7 referrals
There are currently 207 children enrolled in CLTS waiver: 8 in CCOP. Two (2) of the children are served by CLTS workers and found functionally eligible only for CCOP. There are currently 84 youth enrolled in CCS. Three CCS positions that have been vacant since September and October were recently filled. Two additional vacancies occurred this month and interviews were completed to fill these positions.	
The CST Program has shifted to include Family Engagement Planning Team Program (FEPT). The one (1) CST staff currently provides case management to eight (8) cases and is the lead worker for FEPT facilitating most of the meetings. There have been seven (7) referrals made in 2020.	

FAMILY SERVICES DIVISION

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

CPS Access and Initial Assessment

In January 2020, the Department received 104 CPS Access reports; 29 reports were screened in for Initial Assessment while 75 were screened out. The Initial Assessment team also had no overdue Assessments, which is a data point that DCF has been paying close attention to in all counties throughout the state.

Jenny Cord, the .5 FTE in Centralized Access has resigned and her final day is February 28, 2020. On February 10, 2020, John Welch joined the IA team. He was previously a CCS Service Facilitator working with children who were dually eligible. Additionally, he has experience in FEPT team meeting facilitation. Now that he has joined the team, we will continue to pursue the opportunities to integrate FEPT meetings early on in our work with families to assist them in independently providing safe care to their children or to identify the least intrusive plan.

Ongoing Child Protective Services

Ongoing Child Protective Services is currently serving 116 families and 208 children. Of these children, 130 are placed outside of their home and 78 are able to safely remain in their home. More than half of the children placed outside of their home are with relatives. The Ongoing CPS team continues to work diligently to creatively problem solve child safety concerns to support children and their families in maintaining connections. The Ongoing CPS team also engages with parents to support them making the changes necessary to ameliorate any identified child safety concerns. To accomplish this, there is a significant amount of collaboration with agency and community partners as well as the family's support system to build a team for the family. The primary obstacles families experience include substance use and mental health related concerns.

	Families/Children Open for services	Families with Children in Alternate Care
2019		
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	111/196	73
September	107/194	71
October	106/190	70
November	111/195	69
December	116/208	71
2020		
January	116/208	71

Youth Services

The Youth Services team is currently serving 119 families and 123 children. Of these children, 27 youth are in out of home care. Out of home care in youth services includes: residential placements, group care, treatment and county level foster homes, and relative placements. The Youth Services team was recently trained in the YASI, the statewide risk assessment tool, and looks forward to implementing the YASI assessment and caseplan into practice.

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).

With the new year, GRC leadership is working on goals that continue working towards building efficient and consistent work practices, creating measures that insure accurate benefit determinations, providing quality service to our community members, and continuing positive collaborations with partnering agencies.

Great Rivers Consortium Monthly Stats (12/2019):

- **4,485 applications** processed
- **3,695 renewals** processed
- **14,039 calls** received in the Call Center

- **(02/2020) 55,666** Active Cases in GRC; **11,912** of these are in ECC
- **(02/2020) 1413** Active Child Care Cases in GRC; **435** of these are in ECC

- **Energy Assistance in ECC--As of 02/12/20, 2371** WHEAP applications have been processed for ECC residents