

## **AGENDA**

Eau Claire County  
Human Services Board Meeting

**Date:** May 18, 2020

**Time:** 5 PM

**Location:** Virtual Meeting via WebEx Events

*Those wishing to make public comments must submit their name and address no later than 30 minutes prior to the meeting to alexa.dennis@co.eau-claire.wi.us. Comments are limited to 3 minutes; you will be called on during the public comment section of the meeting. Written comments will also be accepted and should be submitted to alexa.dennis@co.eau-claire.wi.us*

### **Public Access:**

Dial in Number: 1-415-655-0001, Access Code: 922 986 572

***\*mute your personal device upon entry***

1. Welcome & Call to Order
2. Confirmation of Meeting Notice
3. Public Comment
4. Review of April 27, 2020 meeting minutes – **Action Accept/Denial/Revise**
5. Presentations and Updates
  - Crisis Services during COVID-19 – **Lita Prorok, Crisis Services Supervisor**
  - Sheltering and services to Homeless population - Updates – **Tom Wirth, Deputy Director**
  - Older Youth Transitioning out of Foster Care during COVID-19
6. Review of 2019 Preliminary Financial Statements – **Discussion**
7. Review of March 2020 Financial Statements – **Action Accept/Denial**
8. Director's Update
9. Adjourn

*Next Human Services Board Meeting: June 22<sup>nd</sup>, 2020*

Prepared by Alexa Dennis – Department of Human Services

*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:** April 27, 2020

**Time:** 5 PM

**Location:** Virtual Meeting via WebEx Events

**Members:** Colleen Bates, Martha Nieman, Dianne Robertson, Gabriel Schlieve, Sandra McKinney, Kimberly Cronk, Katherine Schneider, Donald Mowry, Nick Smiar – Ex-Officio Member

**Others:** Alexa Dennis – DHS, Diane Cable – DHS, Tom Wirth – DHS, Vickie Gardner – DHS, Tammy Stelter, Terri Bohl, Rod Fadness, Kathryn Shauf - Administration, Samantha Cole – Administration, Kathleen Clark, Tim Sullivan – Corporation Counsel

Supervisor Bates called the meeting to order at 5:05 p.m. and confirmed meeting notice.

No members of the public wished to speak. All in favor; public comment session closed.

Supervisor Bates asked for nominations for the Human Services Board Chair. Supervisor Kimberly Cronk nominated Supervisor Colleen Bates for Chair of the Human Services Board. Move to close nominations. Motioned made by Supervisor Schneider, seconded by Supervisor McKinney. Supervisor Bates will serve as chair of the Human Services Board.

Supervisor Bates asked for nominations for Human Services Board Vice-Chair. Supervisor Schneider nominated Supervisor McKinney. Motion by Supervisor Schneider. All in favor; Supervisor McKinney will serve as Vice-Chair of the Human Services Board.

The Board reviewed minutes from February 24, 2020. Dianne Robertson motioned to approve the minutes as corrected with grammatical updates. Supervisor Cronk seconded the motion. All in favor; minutes were approved as corrected.

Diane Cable reviewed the roles and responsibilities of the Human Services Department and Board Roles.

**Action:** Chair Bates request that the department share a glossary of acronyms for the department and a brief description of programs.

Vickie Gardner provided an overview of the 2019 preliminary financials which were provided in the agenda packet. Vickie also provided an updated 2019 budget mitigation report overview.

Vickie Gardner reviewed the January and February 2020 financial statements with the Board.

- Alternate Care, Kids and Adults – bringing costs down
- Foster Care, Group Homes, Treatment Foster Care, Residential Care Centers
- Purchased Services (family counseling, family interactions, family preservations) reductions in services because can do internally.
- Revenues (Juvenile Detention Center, CRS Revenue (revived this area), CLTS Revenue)
- Month over Month Comparison to Budget
- Expense Budget Deficit Summary (Professional Services, Inpatient IMD, Inpatient AODA, Children/Family/Youth, Adult Residential, Child Out of Home Care)

Ex-Officio Nick Smiar commented and recognized the effort of the Human Services Department with dealing in mitigation and budget and the success so far.

Supervisor Bates requested a motion to approve the financial report. Supervisor Cronk motioned to approve; Supervisor Nieman seconded the motion. All in favor, financial report was accepted.

Diane Cable discussed Human Services Planning and Operation Response during COVID with the Board.

1. Currently in assessment phase to determine what 2020 will look like for staff working at DHS or remotely

Rob Fadness discussed response to COVID from Juvenile Detention Facility Operations with the Board.

1. Process on how to keep areas clean
2. Suspended all in-person contact (no school, no after hours, no visitation)
3. Implemented screening program
4. Precautions that Juvenile Detention Center is following

Diane Cable provided an overview of the Director's Report. Discussed how department staff is working through the COVID-19 pandemic remotely. Diane will be working with management to receive feedback on how the Board can assist during this process.

Diane Cable announced that Tom Wirth will be retiring in 2020.

The meeting was adjourned at 8:10 p.m.

Respectfully submitted by,

Alexa Dennis – Administrative Specialist II

**EAU CLAIRE COUNTY HUMAN SERVICES**  
**Department Report**  
**May 2020**

**DIRECTOR'S REPORT – Diane Cable**

Hello. The past few weeks have been ever changing and have also clarified that our operations and service delivery will forever be changed. Through the rest of the year and into next year we will have a majority of our staff working remotely. Our remote staff are connected to their teams, the Department. Several staff come in and out of the agency, daily, to conduct their work. Through the use of technology, safety equipment, guidelines and procedures, we are connecting with families, individuals, community partners and carrying out our processes. This has been an evolving process and we will continue to evolve, while carrying out our vision and mission, safely for all.

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

**Community Support Program – Lynn A. Wilson**

The Community Support Program currently serves 116 participants. We have 13 participants on the CSP wait list and have our first virtual intake scheduled on May 26<sup>th</sup>. This meeting on Webex will include the client who is referred to the program, the clinical coordinator, the case manager, a CSP nurse and the psychiatrist, all in “Hollywood Squares” style on the computer. Overall, clients have been adapting to the changes in service delivery, however, some of them are becoming restless due to the limited social contacts in their lives. Many of them do not have access to internet connections and their only connection to others is via phone. The CSP team is creatively trying to find ways to help clients engage in activities and maintain some connections with the world outside of their living quarters. We are hoping to access some iPads or laptops that can be loaned to the clients so that they are able to engage in virtual meetings with their case manager. This will enhance the case manager’s ability to implement skills building and clinical interventions. It will also provide an opportunity for a greater sense of connection with a human being by providing a virtual interaction.

The program is also in the process of hiring a case manager. We are in the final stages of interviewing and have a potential candidate who will bring to the program an understanding of mental health issues and passion for working with the population in our program.

Staff members continue to invest time, energy, and compassion into the work that we do and the people that we serve. Staff have an incredible sense of dedication to clients and the program in general.

**Treatment Courts- Brenda Goettl**

Currently we are serving 10 women in Branch 1 Court (AIM), 12 in Branch 5 Court (Drug), 6 in Branch 3 Court (MH), and 7 in Chippewa Valley Veteran’s Court. All 4 courts are under the umbrella of Eau Claire County Treatment Courts.

As with all areas of Human Services, our focus has been on adjusting services in response to COVID-19. DHS Treatment Court Staff began working remotely at the end of March. We quickly moved to providing

all services virtually. Participants are seen by phone or virtually, staffing and court occur virtually, and outpatient treatment services are provided by phone or virtually. Peer Support is happening by phone or virtually. Testing services through CTC were decreased initially, and then became used only if essential. We use sweat patches when it is necessary. The Department of Corrections worked to decrease the jail population, and this included not using jail as a sanction for Treatment Court participants. Even with all the changes, our participants continued to receive quality services. Our Coordinators immediately adjusted the Phase structure of the program to increase contact. This provided much needed support and structure to our participants. All the Treatment Team members worked together to slowly add all services again virtually or safely in person. We began admitting new participants last week.

The Eau Claire County Behavioral Health Clinic began transitioning to providing services to our participants March 1, 2020, with all participants receiving individual and /or group treatment services, are currently provided virtually. We are developing the process to ensure potential participants eligible for the Treatment Courts receive a full assessment, and begin the admission process once all are processes are complete.

The Treatment Court supervisor will be leaving, with her last day at work on Monday 5/18/2020. We are thankful for all that Brenda has brought to the program and will miss her expertise, passion and dedication. This position will not be filled at this time. The staff and program will be overseen by the Outpatient Clinic manager.

**Crisis Services -Lita Prorok**

Crisis services continue in a modified manner. Northwest Connections, our contract crisis provider, is doing a great job of managing risk assessments via telephone services.

We have seen an increase in crisis contacts during the latter weeks of April as compared to the beginning of the month: 95 crisis contacts during April 1-15 as compared to 130 crisis contacts during April 16-30. There has also been an increase in emergency detentions during that same timeframe: 9 emergency detentions during April 1-15 as compared to 18 emergency detentions during April 16-30.

Managing 51 commitment orders has been somewhat difficult during this time, as not all clients are comfortable with video conferencing and when phone conversations occur, the client prefers them to be short in manner.

**Adult Protective Services – Nancy Huberty**

During the month of April, Adult Protective Services (APS) worked remotely and utilized modified daily practices by using a wide range of technology to stay in communion with community partners. There were 27 requests for services/investigations.

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

During April 2020 Adult Protective Services responded to 27 investigation requests and there were no screen outs. APS has provided emergency shelter, food, transportation and service coordination. We have continued to partner with the Eau Claire County Aging and Disability Resource Center, Family Care Organizations, local hospitals and nursing homes as well as other county departments.

**Jail Re-Entry – Nancy Huberty**

During April there were 12 referrals to the Jail Re-Entry services of which 2 were female and 10 were male. The top three requests of services were housing, employment, medical needs and transportation. All referrals were for Eau Claire County residents and 2 referrals were re-referrals.

The Jail Re-Entry social worker has suspended her face to face contacts with community partners and individuals re-entering the community from the Eau Claire County Jail and instead is using a variety of technology to effectively communicate. The Jail Re-Entry social worker continues to have hours set aside for the Eau Claire County Probation staff to contact the Jail Re-Entry social worker to ensure coordinated services.

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

	Referrals YTD	Current Enrollment	Enrolled YTD	Discharged YTD	Referrals since Program Inception
January	13	257	3	7	1228
February	48	260	23	23	1268
March	81	258	30	34	1303
April	108	255	37	42	1331
May	123	259	41	42	1347

The CCS Program continues to be fully operational during the COVID-19 public health crisis. CCS Program staff as well as contracted providers are continuing to meet with and provide services to participants via telehealth platforms. Overall, this appears to be working well. The State of Wisconsin Department of Health Services along with state Departments, Forward Health (MA) and Area Administration continue to support services being delivered in a virtual environment. Most CCS participants report having a positive response to receiving telehealth services. CCS program providers have also indicated that telehealth is working for them and state that they have experienced fewer no-show appointments. The CCS Program will continue to evaluate our operations and make adjustments as necessary.

***Children’s Integrated Services: Comprehensive Community Services (CCS) and Children’s Long-Term Support (CLTS/CCOP) Waiver***

The CLTS and CCS Programs continue to have a high number of youth and families waiting for services. Staff and supervisors put forth continued efforts to shift or redefine staff roles with the intention to increase capacity to better meet the needs of the community.

Children's Integrated Services Metrics		
Referrals received (since September 2019)	108	
Children referred, needing to be screened for CLTS/CCS/CST	66	
CCS eligible, waiting for services	52	
<p>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 108 CIS referrals since September 2019. Prior to COVID, 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 66 children who have been referred for services and still require a screening determination. Please note, the number of children needing screens 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 52 youth found functionally and programmatically eligible for CCS services and are pending assignment.</p>		
CLTS Waiver Waitlist	101	
	CLTS/CCS Eligible	56
	CLTS (only) Eligible	45
<p>Children found functionally eligible for CLTS are placed on a formal waitlist. There are currently 101 children waiting to be enrolled in CLTS services. There are currently twelve (12) 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.).</p>		
CIS Enrollment		
CLTS	213	
CCOP	2	
CCS Youth (CCS only and CCS/CLTS)	84	
<p>There are currently 213 children enrolled in CLTS waiver: 2 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.</p>		

### FAMILY SERVICES DIVISION

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

#### *Access & Initial Assessment*

2020	CPS Reports Received	Reports Screened In/Out
January	104	29/75
February	125	43/82
March	112	43/69
April	83	25/58

Centralized Access has continued to receive referrals for all programs across the Department and has experienced an influx of calls from community members presenting with unique circumstances.

CPS Initial Assessment has experienced a decrease in the amount of CPS Access reports received and screened in which is attributed to children not having access to their “safe people” such as school personnel. In April, we did not screen in any reports regarding child sexual abuse which is atypical. Of the cases screened in, 76% were primarily revolving around parental substance use and many of them required immediate safety intervention upon initial contact with the family. It should be noted that during COVID 19, CPS Initial Assessment workers are required by State and Federal guidelines to maintain face-to-face contact for all initial contacts with families and in any situations in which there are present or impending danger threats to child safety identified. The staff are all very concerned about the extent to which we are accurately able to assess child safety due to the current community health concerns.

### ***Ongoing Child Protective Services***

Ongoing CPS is currently serving 106 families and 190 children. 129 of the 190 children served are in out of home care which equates to 68% of the children served. 69 of the 106 families served have at least one child in out of home care. This means 65% 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.

### ***Youth Services***

Youth Services is currently serving 111 families and 121 children. 25 of the 121 children served are in out of home care which equates to 21% of the children served. Removals continue to be the result high and complex needs which can include development and cognitive delays, aggressive behavior, and antisocial or criminal thinking. Youth continue to struggle with the COVID-19 Stay at Home Order and following the directives in place.

### ***Alternate Care***

There are currently 160 children in out of home care. The Alternate Care team is continuing to recruit, support and license foster families virtually. The state recently issued one time COVID payment to all foster parents to support the growing demands placed on foster parents resulting from the consequences of Safer at home and school closures. Further, May is foster care month and a thank you message is being developed to send to foster parents.

### ***Birth to Three***

The Birth to Three program is continuing to serve children virtually and formally through telehealth services. 90% of families have been actively participating in services even with this change. The State recently issued guidance that parental cost share is to be waived for all families in Birth to Three due to COVID-19.

### ***Juvenile Detention***

In March 2020, the department implemented a number of responses to the coronavirus pandemic. These responses were designed to maintain the health and safety of the remaining residents and staff. Responses focused on reducing the overall population and suspending outside entries to the facility in order to reduce



the number of in-person contacts with our youth. The responses accomplished the desired goals; fewer youth in secure detention and zero cases of COVID-19.

One of the unexpected consequences of our response to the coronavirus, was the exclusion of some youth that, at least temporarily, needed secure placement. In an effort to rectify this concern, we are currently exploring potential ways to safely increase the number of youth accepted into secure detention.

At this time, long and short-term resident educational programming continues under the direction of the Eau Claire Area School District staff. Additional programming is provided by the facility staff. All visitation, therapy and court appearances are conducted virtually.

	<b>2020 April</b>	<b>2019 April</b>	<b>2020 Est. Total</b>	<b>2019 Total</b>
<b>ADMISSIONS – All</b>	14	34	345	441
Eau Claire County	6	10	96	120
Out of County	8	24	246	318
<b>DAYS – All</b>	203	414	4539	5045
Eau Claire County	52	117	1416	1551
Out of County	151	297	3123	3545
<b>ADMISSIONS – Short Term</b>	10	28	273	371
Eau Claire County	5	8	63	84
Out of County	5	20	210	220
<b>DAYS</b>	83	257	2595	3049
Eau Claire County	22	57	486	762
Out of County	61	200	2190	3245
<b>RESIDENTS – 180 Program</b>	4	6	23	70
Eau Claire County	1	2	11	26
Out of County	3	1	12	33
<b>DAYS</b>	120	157	648	1951
Eau Claire County	30	60	310	794
Out of County	90	97	338	1157
<b>AVERAGE DAILY POPULATION</b>	6.77	13.80	12.4	13.82
<b>OCCUPANCY RATE</b>	29%	60%	54%	60%

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

*The Economic Support 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).*

ES Unit staff continue to work remotely. Staff have been actively reviewing and applying State guidance on new processes and policies that have been developed to better assist those in need of Income Maintenance services during the pandemic. Some of those changes include: annual case reviews pushed out 3 months; FoodShare Six Month Report Forms for March-June were removed; FoodShare interviews

have been waived through 05/31/20; Health Care premiums for individuals and families have been temporarily suspended, etc.

Staff continue to maintain a high answer rate in the Great Rivers Call Center, responding to customers timely and efficiently. While maintaining ongoing case work, staff are assisting with other essential tasks within the ES Unit and other areas of DHS.

**Great Rivers Consortium Monthly Stats (03/2020):**

- **3,878 applications** processed
- **3,202 renewals** processed
- **13,822 calls** received in the Call Center
  
- **(03/2020) 55,806** Active Cases in GRC; **12,015** of these are in ECC
- **(03/2020) 1436** Active Child Care Cases in GRC; **430** of these are ECC customers
  
- **Energy Assistance in ECC**--As of **05/06/20**, **3,137** WHEAP applications have been processed for ECC residents

**Eau Claire County  
DHS Board Meeting  
Held on 5/18/20**

**December 2019 Preliminary Financial Overview**

Contributing factors which favorably impact financial outcomes:

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

Contributing factors which 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
- Decrease in Revenues for Juvenile Detention

**DHS Child Alternate Care and Adult Institutions  
For Period Ending 12/31/2019**

<b>Children in Foster Care (FC) /Treatment Foster Care (TFC)/Residential Care Centers (RCC)/Group Homes (GH)</b>									
	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	\$ 121,875	-89%	-28%
TFC	0	14	\$ 46,970	1	15	\$ 33,679	100%	7%	-39%
GH	1	3	\$ 19,688	0	3	\$ 18,025	-100%	0%	-9%
RCC	2	20	\$ 228,942	0	6	\$ 93,740	-100%	-233%	-144%
December	20	165	\$ 424,174	10	124	\$ 267,319	-100%	-33%	-59%
YTD	137	270	\$ 5,092,436	101	262	\$ 4,209,061	-36%	-3%	-21%

<b>Juvenile Corrections (Lincoln Hills/Copper Lake)</b>									
	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%

<b>Trempealeau County IMD (Institute for Mental Disease - Adult)</b>									
	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%

<b>Northern/Southern Centers (Adult/Child Developmentally Disabled (DD))</b>									
	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%

<b>Winnebago/Mendota (Adult/Child Institute for Mental Disease (IMD))</b>									
	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
<b>Total</b>	<b>3</b>	<b>122</b>	<b>3,569</b>	<b>10</b>	<b>124</b>	<b>3,638</b>	<b>101</b>	<b>262</b>	<b>50,612</b>	

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	\$ 121,875	\$ 1,503,528	180.2%	\$ 118,000	\$186,986	158.5%
Therapeutic Foster Care	\$ 326,379	\$ 25,585	176.8%	\$ 356,050	\$ 33,679	\$ 610,606	171.5%	\$ 15,500	\$ 5,648	36.4%
Group Home	\$ 93,800	\$ 17,443	129.5%	\$ 102,327	\$ 18,025	\$ 139,496	136.3%	\$ 38,000	\$ 20,651	54.3%
Residential Care Center	\$ 1,397,780	\$ 104,956	133.2%	\$ 1,524,851	\$ 93,740	\$ 1,955,431	128.2%	\$ 77,000	\$ 37,813	49.1%
<b>Total</b>	<b>\$ 2,582,826</b>	<b>\$ 268,758</b>	<b>152.6%</b>	<b>\$ 2,817,628</b>	<b>\$ 267,319</b>	<b>\$ 4,209,061</b>	<b>149.4%</b>	<b>\$ 248,500</b>	<b>\$251,098</b>	<b>101.0%</b>

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

<b>Expense</b>	YTD Net Budget	YTD Actual Transactions	Estimated Adjustments	Adjusted Total	Net Variance Excess (Deficient)
Overhead	817,623	757,045	-	757,045	60,578
Personnel	18,124,109	15,609,303	-	15,609,303	2,514,806
Services & Supplies	525,393	956,255	-	956,255	(430,862)
Purchased Services	11,935,363	18,055,343	94,988	18,150,331	(6,214,968)
<b>Total</b>	<b>31,402,488</b>	<b>35,377,946</b>	<b>94,988</b>	<b>35,472,933</b>	<b>(4,070,445)</b>

**Revenue**

Tax Levy	8,852,473	8,852,473	-	8,852,473	-
State/Federal	11,533,518	12,395,302	(1,579,053)	10,816,249	(717,269)
Medical Assistance	8,821,030	9,749,249	13,594	9,762,843	941,813
Charges & Fees	538,437	574,049	-	574,049	35,612
Other	1,657,030	1,114,254	-	1,114,254	(542,776)
<b>Total</b>	<b>31,402,488</b>	<b>32,685,327</b>	<b>(1,565,459)</b>	<b>31,119,868</b>	<b>(282,620)</b>

Excess (Deficiency) of Revenue over Expenditures	(4,353,065)
Less CCS Gap	2,076,028
<b>Excess (Deficiency) Net of CCS</b>	<b>(2,277,037)</b>

Expense Adjustments Included:

BCA Payback adj from pre-paid	94,988
<b>Total Expense Adjustments</b>	<b>94,988</b>

Revenue Adjustments Included:

Tax Levy	-
State/Federal	(1,579,053) GRC revenue
MA	13,594
<b>Total Revenue Adjustments</b>	<b>(1,565,459)</b>

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

<b>Expense</b>	<b>YTD Net Budget</b>	<b>YTD Adjusted Transactions</b>	<b>Net Variance Excess (Deficient)</b>
Overhead/Mgmt	320,000	530,592	(210,592)
Personnel	4,231,625	3,338,070	893,555
Services & Supplies	111,590	145,643	(34,053)
Purchased Services	2,380,000	4,987,982	(2,607,982)
<b>Total</b>	<b>7,043,215</b>	<b>9,002,287</b>	<b>(1,959,072)</b>
<b>Revenue</b>			
Medical Assistance	7,043,216	6,926,260	(116,956)
<b>Total</b>	<b>7,043,216</b>	<b>6,926,260</b>	<b>(116,956)</b>
<b>Excess (Deficiency) of Revenue over Expenditures</b>			<b>(2,076,028)</b>

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

Program	Monthly				YTD			
	Budgeted		Actual		Budgeted		Actual	
	Expenses	Targeted %	Expenses	% of Expenses Utilized	Expenses	Targeted %	Expenses	% of Expenses Utilized
1. Community Care & Treatment of Children who are Abused or Neglected	\$476,129	8.3%	\$605,019	10.6%	\$5,713,549	100.0%	\$7,620,250	133.4%
2. Community Care & Treatment of Adults & Children with BH Issues	\$1,233,295	8.3%	\$1,752,268	11.8%	\$14,799,543	100.0%	\$18,322,188	123.8%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$107,016	8.3%	\$139,264	10.8%	\$1,284,189	100.0%	\$1,348,736	105.0%
4. Community Care and Treatment of Youth Offenders	\$418,689	8.3%	\$301,887	6.0%	\$5,024,268	100.0%	\$4,209,732	83.8%
5. Protection of Vulnerable Adults	\$50,621	8.3%	\$52,819	8.7%	\$607,455	100.0%	\$579,050	95.3%
6. Financial & Economic Assistance	\$321,960	8.3%	\$273,347	7.1%	\$3,863,515	100.0%	\$3,392,976	87.8%
<b>Total</b>	<b>\$2,607,710</b>	<b>8.3%</b>	<b>\$3,124,604</b>	<b>10.0%</b>	<b>\$31,292,519</b>	<b>100.0%</b>	<b>\$35,472,933</b>	<b>113.4%</b>



# **Eau Claire County Human Services Financial Overview**

**For March 2020**

**Human Services Board Meeting**

**Held on 5/18/2020**

The March financials indicate an initial overage for the Department. The overall financial projection of the program areas are within budget. Revenues, within the first three months, are lagging.

## **Contributing Factors which favorably impact financial outcomes**

- Personnel costs (not fully staffed)
- Increase delivery of services, as a provider of services

## **Contributing factors which negatively impact financial outcomes**

- Revenue lagging monthly budgeted projection
- Alternate care for children, youth and adults
- Overall increased utilization and costs
  - Winnebago and Mendota
  - Trempealeau

## **Actions**

- Continue to manage program areas within budget through established processes
- Implement process to enhance revenue in targeted areas:
  - Juvenile Detention Facility
  - Outpatient Clinic
- Mitigate lagging revenues through decrease of expenses in personnel vacancy management and management of contract utilization

**DHS Child Alternate Care and Adult Institutions  
For Period Ending 03/31/2020**

<b>Children in Foster Care (FC) /Treatment Foster Care (TFC)/Residential Care Centers (RCC)/Group Homes (GH)</b>									
	2019			2020			% of Increase/Decrease Year over Year		
	New Placements	Clients	Amount	New Placements	Clients	Amount	New Placements	Clients	Amount
FC	5	121	\$ 125,731	9	96	\$ 129,038	44%	-26%	3%
TFC	3	20	\$ 56,737	1	14	\$ 12,511	-200%	-43%	-353%
GH	0	0	\$ -	0	3	\$ 34,939	0%	100%	100%
RCC	2	17	\$ 217,057	0	9	\$ 130,146	-100%	-89%	-67%
March	10	158	\$ 399,525	10	122	\$ 306,634	0%	-30%	-30%
YTD	26	187	\$ 1,234,752	21	149	\$ 854,918	-24%	-26%	-44%

<b>Juvenile Corrections (Lincoln Hills/Copper Lake)</b>									
	2019			2020			% of Increase/Decrease Year over Year		
	New Placements	Clients	Amount	New Placements	Clients	Amount	New Placements	Clients	Amount
March	0	0	\$ -	0	0	\$ -	0%	0%	0%
YTD	0	0	\$ -	0	0	\$ -	0%	0%	0%

<b>Trempealeau County IMD (Institute for Mental Disease - Adult)</b>									
	2019			2020			% of Increase/Decrease Year over Year		
	New Placements	Clients	Amount	New Placements	Clients	Amount	New Placements	Clients	Amount
March	1	9	\$ 77,765	1	10	\$ 62,196	0%	10%	-25%
YTD	8	17	\$ 231,805	4	10	\$ 181,591	-100%	-70%	-28%

<b>Northern/Southern Centers (Adult/Child Developmentally Disabled (DD))</b>									
	2019			2020			% of Increase/Decrease Year over Year		
	New Placements	Clients	Amount	New Placements	Clients	Amount	New Placements	Clients	Amount
March	0	0	\$ -	0	0	\$ -	0%	0%	0%
YTD	0	0	\$ -	0	0	\$ -	0%	0%	0%

<b>Winnebago/Mendota (Adult/Child Institute for Mental Disease (IMD))</b>									
	2019			2020			% of Increase/Decrease Year over Year		
	New Placements	Clients	Amount	New Placements	Clients	Amount	New Placements	Clients	Amount
March	9	12	\$ 163,685	2	6	\$ 125,199	-350%	-100%	-31%
YTD	18	20	\$ 410,941	11	16	\$ 418,898	-64%	-25%	2%

**ALTERNATE CARE REPORT**  
**Month Ending March 2020**

Level of Care	February			March			YTD			Ave Cost per Day
	Placements	Clients	Days	Placements	Clients	Number of Days	Placements	Clients	Days	
Foster Care	2	94	2,561	9	96	2,730	14	114	8,163	\$45
Therapeutic Foster Care	0	13	377	1	14	390	1	16	1,173	\$48
Group Home	1	4	96	0	3	81	2	6	263	\$311
Residential Care Center	1	9	231	0	9	279	4	13	744	\$473
<b>Total</b>	<b>4</b>	<b>120</b>	<b>3,265</b>	<b>10</b>	<b>122</b>	<b>3,480</b>	<b>21</b>	<b>149</b>	<b>10,343</b>	

Level of Care  
 Foster Care  
 Therapeutic Foster Care  
 Group Home  
 Residential Care Center  
 Total

Level of Care	Expense				Revenue					
	Adjusted Budget - February	February Expense	Percentage Used - February	Adjusted Budget - March	March Expense	YTD Expense	YTD Percent Used	Adjusted Budget	YTD Revenue	Percent Collected
Foster Care	\$ 191,320	\$ 117,847	123.0%	\$ 286,980	\$ 129,038	\$ 364,356	127.0%	\$ 41,500	\$ 34,770	83.8%
Therapeutic Foster Care	\$ 53,411	\$ 21,466	82.9%	\$ 80,117	\$ 12,511	\$ 56,800	70.9%	\$ 1,863	\$ 484	26.0%
Group Home	\$ 17,336	\$ 28,376	270.7%	\$ 26,004	\$ 34,939	\$ 81,873	314.9%	\$ 4,000	\$ 7,063	176.6%
Residential Care Center	\$ 251,359	\$ 112,341	88.2%	\$ 377,038	\$ 130,146	\$ 351,889	93.3%	\$ 15,075	\$ 4,663	30.9%
<b>Total</b>	<b>\$ 513,425</b>	<b>\$ 280,030</b>	<b>106.8%</b>	<b>\$ 770,138</b>	<b>\$ 306,634</b>	<b>\$ 854,918</b>	<b>111.0%</b>	<b>\$ 62,438</b>	<b>\$ 46,980</b>	<b>75.2%</b>

Level of Care  
 Foster Care  
 Therapeutic Foster Care  
 Group Home  
 Residential Care Center  
 Total

Eau Claire County  
 Department of Human Services  
 Financial Statement w/o CCS Estimated for the Period  
 January 1, 2020 through March 31, 2020

Revenue	Net YTD Budget	YTD Adjusted Transactions	Net Variance Excess (Deficient)
01-Tax Levy	2,226,868	2,226,868	-
04-Intergovernment Grants and Aid (State & Federal Grants)	2,827,272	2,797,670	(29,602)
05-Intergovernmental Charges for Services (Medicaid & Other Counties)	1,005,611	744,301	(261,310)
06-Public Charges for Services (Client Contributions)	235,345	144,606	(90,739)
09-Other Revenue	45,842	13,142	(32,700)
11-Fund Balance Applied (2020 CCS Est. Reconciliation, Rec'd 2021)	-	-	-
<b>Total Revenue</b>	<b>6,340,938</b>	<b>5,926,587</b>	<b>(414,351)</b>

Expenditures	Net YTD Budget	YTD Adjusted Transactions	Net Variance Excess (Deficient)
01-Regular Wages	2,296,973	2,126,223	170,749
02-OT Wages	-	13,888	(13,888)
03-Payroll Benefits	1,043,431	933,841	109,590
04-Contracted Services	2,850,948	2,917,229	(66,281)
05-Supplies & Expenses	116,966	125,904	(8,938)
07-Fixed Charges (Liability Insurance)	15,802	53,190	(37,388)
09-Equipment	16,819	4,650	12,168
10-Other	-	-	-
<b>Total Expenditures</b>	<b>6,340,938</b>	<b>6,174,926</b>	<b>166,012</b>

Excess (Deficiency) of Revenue over Expenditures (248,339)

Revenue Adjustments Included:

State/Federal	1,483,350
MA	624,967
Other- TAP Grant	4,110
	<u>\$ 2,112,427</u>

Expense Adjustments Included:

Overhead	30,421	**Includes \$95,000 Netsmart bill across 12 mo. period
Wages and Benefits	495,799	
Winnebago	115,909	
TCHCC	62,196	
	<u>\$ 704,325</u>	

Eau Claire County  
 Department of Human Services  
 CCS Financial Statement Estimated for the Period  
 January 1, 2020 through March 31, 2020

Revenue	Net YTD Budget	YTD Adjusted Transactions	Net Variance Excess (Deficient)
01-Tax Levy	-	-	-
04-Intergovernment Grants and Aid (State & Federal Grants)	-	-	-
05-Intergovernmental Charges for Services (Medicaid & Other Counties)	1,554,732	1,591,500	36,768
06-Public Charges for Services (Client Contributions)	8,429	6,624	(1,805)
09-Other Revenue	-	-	-
11-Fund Balance Applied (2020 CCS Est. Reconciliation, Rec'd 2021)	598,566	-	(598,566)
<b>Total Revenue</b>	<b>2,161,726</b>	<b>1,598,124</b>	<b>(563,602)</b>

Expenditures	Net YTD Budget	YTD Adjusted Transactions	Net Variance Excess (Deficient)
01-Regular Wages	802,924	677,297	125,627
02-OT Wages	-	359	(359)
03-Payroll Benefits	347,765	267,890	79,875
04-Contracted Services	840,434	1,034,144	(193,710)
05-Supplies & Expenses	9,175	18,308	(9,133)
09-Equipment	-	699	(699)
AMSO Allocation	161,429	103,898	57,531
<b>Total Expenditures</b>	<b>2,161,726</b>	<b>2,102,593</b>	<b>59,133</b>

**Excess (Deficiency) of Revenue over Expenditures** (504,470)

Revenue Adjustments Included:

MA	1,591,500
	<u>\$ 1,591,500</u>

Expense Adjustments Included:

Accrued Wages 4/10/20	126,274
Accrued Benefits 4/10/20	42,903
Contracted Services	290,000
	<u>\$ 459,177</u>

**Eau Claire County**  
**Department of Human Services**  
**YTD Program Expenditures Summary**  
**Thru March 31, 2020**

<u>Program</u>	Monthly				YTD	
	Budgeted		Actual		Budgeted	
	<u>Expenses</u>	<u>Targeted %</u>	<u>Expenses</u>	<u>% of Expenses Utilized</u>	<u>Expenses</u>	<u>Targeted %</u>
1. Community Care & Treatment of Children who are Abused or Neglected	\$473,012	8.3%	\$632,297	11.1%	\$1,419,035	25.0%
2. Community Care & Treatment of Adults & Children with BH Issues	\$1,466,759	8.3%	\$1,267,670	7.2%	\$4,400,276	25.0%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$109,069	8.3%	\$98,494	7.5%	\$327,206	25.0%
4. Community Care and Treatment of Youth Offenders	\$399,474	8.3%	\$342,658	7.1%	\$1,198,423	25.0%
5. Protection of Vulnerable Adults	\$62,619	8.3%	\$60,762	8.1%	\$187,858	25.0%
6. Financial & Economic Assistance	\$323,289	8.3%	\$323,374	8.3%	\$969,867	25.0%
<b>Total</b>	<b>\$2,834,221</b>	<b>8.3%</b>	<b>\$2,725,256</b>	<b>8.0%</b>	<b>\$8,502,663</b>	<b>25.0%</b>
					<b>\$1,775,551</b>	<b>31.3%</b>
					<b>\$4,125,045</b>	<b>23.4%</b>
					<b>\$312,933</b>	<b>23.9%</b>
					<b>\$988,258</b>	<b>20.6%</b>
					<b>\$157,828</b>	<b>21.0%</b>
					<b>\$917,904</b>	<b>23.7%</b>
					<b>\$8,277,520</b>	<b>24.3%</b>