

AGENDA

Eau Claire County

Human Services Board

Date: January 24, 2022

Time: 5:00 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 stephanie.hirsch@co.eau-claire.wi.us. Comments are limited to three 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 stephanie.hirsch@co.eau-claire.wi.us

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1. Roll Call
2. Confirmation of Meeting Notice
3. Public Comment
4. Review of Meeting Minutes
 - December 20, 2021 – Action/Accept/Denial/Revise
5. Review of November 2021 Financials – Action/Accept/Denial/Revise
6. Review of 2021 activities of the Department and the Human Services Board
7. Preparing for new Board members – Discussion
8. Director’s Report to Human Services Board – Discussion/Action
 - Covid updates
 - Grant funding: Updates - Use of ARPA Funds, Opioid settlement funding
 - Update on new initiatives: RED-R grant, System of Care
 - Staffing updates
 - Waitlist management
9. Future Agenda Items
 - Prevention Services
 - DHS goals for 2022

Next Human Services Board meeting is scheduled for Monday, February 28, 2022

Prepared by Diane Cable – 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
Monday, December 20, 2021 at 5PM
Virtual Meeting

Present: Chair Colleen Bates, Vice-Chair Sandra McKinney, Supervisor Kimberly Cronk, Supervisor Donald Mowry, Supervisor Katherine Schneider, Citizen Member Kathleen Clark, Citizen Member Lorraine Henning, Citizen Member Jim Catlin, Ex Officio Member Chair Nick Smiar

Others: Department of Human Services (DHS) Operations Administrator Stephanie Hirsch – Committee Clerk, DHS Director Diane Cable, County Administrator Kathryn Schauf, DHS Deputy Director Ron Schmidt, DHS Fiscal Manager Vickie Gardner, DHS Behavioral Health Administrator Luke Fedie, DHS Economic Support Administrator Kathy Welke, DHS Accountant Chelsey Meyer, Senior Accounting Manager Amy Weiss

Public: Members of the public present.

Call to Order

Chair Bates called the meeting to order at 5:00 pm.

Roll Call

The Committee Clerk called the roll, and it is noted above under present.

Confirmation of Meeting Notice

The Chair asked if the meeting had been noticed, and the Committee Clerk said that it had been.

Public Comment

The Chair asked if any public comment had been received, and the Committee Clerk said that none had been received. Vice Chair McKinney moved to close comment, and Citizen Member Henning seconded the motion. The motion was unanimously approved.

Review/Approval of Committee Minutes

The Board reviewed meeting minutes from November 29, 2021. Supervisor Schneider moved to approve the minutes. Vice Chair McKinney seconded the motion. Minutes were unanimously approved.

Review of September 2021 Financials

Fiscal Manager Gardner reviewed October 2021 financials.

Supervisor Mowry asked if we should consider budgeting less for salaries if those lines are consistently underspent. Manager Gardner said that one year the lower spending was due to furloughs and others it was due to attrition. She said that the salaries are staggered in the budget based on the estimate of their start dates.

Supervisor Henning asked for more information about the increase in new placements in Winnebago. Director Cable said that the new placements are due to a lack of local placement options.

Supervisor Schneider said that she can see that waitlists are decreasing, but the Alternate Care placements are still high, and she wondered why. Director Cable said that families are under a lot of stress.

Supervisor Henning moved acceptance of the October 2021 Financials Report. Citizen Member Henning seconded the motion. The October 2021 Financials were unanimously accepted.

Director's Report to Human Services Board

The Director provided an update on the Agency.

Supervisor Mowry asked for more information about housing and the possibility of using ARPA funding. Director Cable said that there are submissions for ARPA funding relating to housing.

Supervisor Cronk and Citizen Member Catlin asked for updates on the RED Reduction grant and on data coordination across the county. Director Cable and Administrator Hirsch said that the plan is to increase coordination and to increase data integration and analysis. Manager Bohl said that we will be analyzing data on our process at every step to determine why there's a disparity by race in enrollees in the youth justice system

Supervisor Schneider asked for an update on the opioid settlement money. County Administrator Schauf said that we will put together an ad hoc working group to determine where to spend the funding, which is about \$167K per year.

Other updates:

- **Covid:** DHS is still helping with unsheltered individuals with Covid who require quarantine, and we continue to support staff.
- **Use of ARPA funding:** DHS, working with the County administration, is still assessing ways that we can make a request for ARPA dollars. Some is related to technology and some to direct support services related to mental health and housing. Supervisor Schneider asked if the DHS Board will see those recommendations before they go to the County request list. Director Cable said we can provide an update and report before submitting.
- **Legislative Items:** The Wisconsin County Human Services Association is working closely with the Wisconsin Counties Association to submit policy advisories. Supervisor Schneider asked for a list of those advisories. Director Cable said they'd be available in February. One area is having Crisis services fully funded through Medicaid, similar to how CCS is supported. Supervisor Cronk asked about the bill that involves terminating parental rights of those with longer prison sentences. Chair Bates requested that Sarah Diedrick-Kasdorf, the WCA Deputy Director of Government Affairs, come to provide an update on bills and how the Board can help.
- **Staffing Updates:** DHS is working on filling all current and new positions, with help from HR partners, and in the first phase of hiring, there has been a lot of internal movement.

Future Agenda Items:

- Supervisor Schneider would like to see goals for the new year, for DHS and for the Board.
- Supervisor Cronk would like updates on the System of Care initiative.

Adjourn

The meeting was adjourned at 6:00 p.m.

Respectfully submitted by,

Stephanie Hirsch

Eau Claire County Human Services Financial Overview

For November 2021

Human Services Board Meeting

Held on 1/24/2022

The November financials indicate a deficit for the Department. The overall financial projection of the program areas are within budget.

Financial Surplus/(Deficit) Estimate: (\$127,193)

Factors to note impacting budget - favorable and unfavorable

Staff Vacancies:

Incurring personnel cost savings

Unable to accrue budgeted revenue due to vacant positions

Operations:

Increase of Adult Placements

High Cost Placements

Eau Claire County
 Department of Human Services
 Financial Statement w/o CCS Estimated for the Period
 January 1, 2021 through November 30, 2021

Revenue	Net YTD Budget	YTD Actual Transactions	Estimated Adjustments	YTD Adjusted Transactions	Net Variance Excess (Deficient)
01-Tax Levy	7,918,166	7,918,164	2	7,918,166	-
04-Intergovernment Grants and Aid (State & Federal Grants)	10,105,351	8,595,830	1,960,451	10,556,280	450,929
05-Intergovernmental Charges for Services (Medicaid & Other Counties)	4,429,555	2,620,810	1,542,651	4,163,461	(266,094)
06-Public Charges for Services (Client Contributions)	745,960	673,414	22,386	695,800	(50,161)
09-Other Revenue (TAP & Misc.)	319,130	97,298	64,673	161,971	(157,160)
Total Revenue	23,518,163	19,905,515	3,590,163	23,495,678	(22,485)

Expenditures	Net YTD Budget	YTD Actual Transactions	Estimated Adjustments	YTD Adjusted Transactions	Net Variance Excess (Deficient)
01-Regular Wages	8,529,740	7,453,934	537,244	7,991,178	538,562
02-OT Wages	-	49,558	-	49,558	(49,558)
03-Payroll Benefits	3,952,002	3,493,053	231,908	3,724,960	227,042
04-Contracted Services	10,550,215	10,990,391	401,569	11,391,960	(841,745)
05-Supplies & Expenses	403,192	288,627	-	288,627	114,565
07-Fixed Charges (Liability Insurance)	75,164	82,216	(20,908)	61,308	13,856
09-Equipment	7,850	123,253	(7,973)	115,280	(107,430)
10-Other	-	-	-	-	-
Total Expenditures	23,518,163	22,481,032	1,141,840	23,622,872	(104,708)

Excess (Deficiency) of Revenue over Expenditures (127,193)

November 2020 Excess / (Deficiency) (80,353)

Revenue Adjustments Included:

Tax Levy	2
State/Federal	1,960,451
MA/Other Counties	1,542,651
Public Charges	22,386
Other	64,673
	<u>\$ 3,590,163</u>

Expense Adjustments Included:

Overhead	9,099
Wages and Benefits	769,152
Add'l Contracted Services	126,265
Winnebago	110,714
TCHCC	-
Non-CCS Program Expenses	155,491
Liability & Work Comp Insurance	(20,908)
IT Equipment-Quarterly Allocation	(7,973)
	<u>\$ 1,141,840</u>

Eau Claire County
 Department of Human Services
 CCS Financial Statement Estimated for the Period
 January 1, 2021 through November 30, 2021

Revenue	Net YTD Budget	YTD Actual Transactions	Estimated Adjustments	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)	6,953,458	4,201,591	890,144	5,091,735	(1,861,722)
06-Public Charges for Services (Client Contributions)	38,500	22,386	(22,386)	-	(38,500)
09-Other Revenue	-	-	-	-	-
11-Fund Balance Applied (2021 CCS Est.Gap, Rec'd 2022)	2,586,146	-	-	-	(2,586,146)
Total Revenue	9,578,103	4,223,977	867,758	5,091,735	(4,486,368)

Expenditures	Net YTD Budget	YTD Actual Transactions	Estimated Adjustments	YTD Adjusted Transactions	Net Variance Excess (Deficient)
01-Regular Wages	2,969,479	2,363,975	181,602	2,545,576	423,903
02-OT Wages	-	2,739	-	2,739	(2,739)
03-Payroll Benefits	1,267,617	949,078	65,078	1,014,156	253,461
04-Contracted Services	4,789,153	2,720,466	(86,923)	2,633,543	2,155,611
05-Supplies & Expenses	34,811	17,869	-	17,869	16,942
09-Equipment	-	30,303	(2,518)	27,785	(27,785)
AMSO Allocation	517,042	404,761	-	404,761	112,281
Total Expenditures	9,578,103	6,489,191	157,239	6,646,430	2,931,673

Excess (Deficiency) of Revenue over Expenditures **(1,554,695)**

Revenue Adjustments Included:

MA	1,037,644
Advance Payment Adjustment	(147,500)
Public Charges	(22,386)
	\$ 867,758

Expense Adjustments Included:

Accrued Wages	181,602
Accrued Benefits	65,078
Non-CCS Program Expenses	(155,491)
Add'l CCS Expenses	68,568
IT Allocation	(2,518)
	\$ 157,239

DHS Child Alternate Care and Adult Institutions
For Preliminary Period Ending 11/30/2021

Children in Foster Care (FC) /Treatment Foster Care (TFC)/Residential Care Centers (RCC)/Group Homes (GH)					
	2021				
	New Placements	Clients	Budget	Expense	(Over)/Under Budget
FC	5	80	\$ 106,731	\$ 105,408	\$ 1,323
TFC	0	13	\$ 14,702	\$ 50,659	\$ (35,957)
GH	1	3	\$ 15,750	\$ 18,024	\$ (2,274)
RCC	0	9	\$ 106,903	\$ 112,232	\$ (5,329)
November Total	6	105	\$ 244,086	\$ 286,323	\$ (42,237)
<i>2021 YTD Total</i>	<i>78</i>	<i>189</i>	<i>\$ 2,684,946</i>	<i>\$ 3,027,236</i>	<i>\$ (342,290)</i>
<i>2020 YTD Comparison</i>	<i>92</i>	<i>220</i>	<i>\$ 2,823,839</i>	<i>\$ 2,888,742</i>	<i>\$ (64,903)</i>

Juvenile Corrections (Lincoln Hills/Copper Lake)					
	2021				
	New Placements	Clients	Budget	Expense	(Over)/Under Budget
November Total	<i>0</i>	<i>0</i>	<i>\$ -</i>	<i>\$ -</i>	<i>\$ -</i>
2021 YTD Total	<i>0</i>	<i>0</i>	<i>\$ -</i>	<i>\$ -</i>	<i>\$ -</i>
<i>2020 YTD Comparison</i>					

Institute for Mental Disease					
	2021				
	New Placements	Clients	Budget	Expense	(Over)/Under Budget
TCHCC	1	10	\$ 17,283	\$ 87,531	\$ (70,247)
Winnebago	4	9	\$ 36,044	\$ 142,209	\$ (106,165)
Mendota	0	0	\$ 15,447	\$ -	\$ 15,447
November Total	5	19	\$ 68,775	\$ 229,740	\$ (160,965)
2021 YTD Total	66	80	\$ 756,522	\$ 1,521,194	\$ (764,672)
<i>2020 YTD Comparison</i>	<i>56</i>	<i>67</i>	<i>\$ 712,291</i>	<i>\$ 1,675,017</i>	<i>\$ (962,726)</i>

Northern/Southern Centers (Adult/Child Developmentally Disabled (DD))					
	2021				
	New Placements	Clients	Budget	Expense	(Over)/Under Budget
November	<i>0</i>	<i>0</i>	<i>\$ -</i>	<i>\$ -</i>	
2021 YTD Total	<i>0</i>	<i>0</i>	<i>\$ -</i>	<i>\$ -</i>	
<i>2020 YTD Comparison</i>					

Adult Family Homes (AFH) & Community Based Residential Facility (CBRF)					
	2021				
	New Placements	Clients	Budget	Expense	(Over)/Under Budget
AFH	0	16	\$ 29,588	\$ 46,540	\$ (16,952)
CBRF	0	25	\$ 142,799	\$ 68,106	\$ 74,693
November Total	0	41	\$ 172,387	\$ 114,646	\$ 57,741
2021 YTD Total	61	65	\$ 1,725,649	\$ 2,180,069	\$ (454,420)
<i>2020 YTD Comparison</i>	<i>30</i>	<i>67</i>	<i>\$ 1,957,467</i>	<i>\$ 1,688,999</i>	<i>\$ 268,468</i>

**ALTERNATE CARE REPORT
Month Ending November 2021**

Level of Care	October			November			YTD			Ave Cost per Day
	Placements	Clients	Days	Placements	Clients	Number of Days	Placements	Clients	Days	
Foster Care	1	82	2,450	5	80	2,257	43	138	28,734	\$42
Therapeutic Foster Care	0	15	448	0	13	366	13	25	4,544	\$137
Group Home	1	2	55	1	3	65	10	9	433	\$288
Residential Care Center	3	10	262	0	9	247	12	17	2,144	\$508
Total	5	109	3,215	6	105	2,935	78	189	35,855	

Level of Care	Expense				Revenue					
	Adjusted Budget - October	October Expense	October - Percent Used	Adjusted Budget - November	November Expense	YTD Expense	YTD Percent Used	Adjusted Budget	YTD Revenue	Percent Collected
Foster Care	\$ 1,067,310	\$ 108,642	101.9%	\$ 1,174,041	\$ 105,408	\$ 1,192,789	101.6%	\$ 318,396	\$ 296,248	93.0%
Therapeutic Foster Care	\$ 147,022	\$ 58,991	387.8%	\$ 161,724	\$ 50,659	\$ 620,750	383.8%	\$ 2,750	\$ 28,781	1046.6%
Group Home	\$ 157,500	\$ 18,416	67.9%	\$ 173,250	\$ 18,024	\$ 124,904	72.1%	\$ 9,167	\$ 8,057	87.9%
Residential Care Center	\$ 1,069,026	\$ 113,872	91.4%	\$ 1,175,928	\$ 112,232	\$ 1,088,794	92.6%	\$ 38,500	\$ 48,642	126.3%
Total	\$ 2,440,858	\$ 299,921	104.1%	\$ 2,684,943	\$ 286,323	\$ 3,027,236	112.7%	\$ 368,813	\$ 381,729	103.5%

Notes: *Treatment Foster Care is over budget primarily due to CLTS placements. In previous years, all CLTS placement costs were expensed and budgeted under Foster Care.

Eau Claire County
 Department of Human Services
 YTD Program Expenditures Summary
 Thru November 30, 2021

Program	Monthly				YTD		Year End			
	Budgeted		Adjusted Actual		Budgeted		Adjusted Actual			
	Expenses	Targeted %	Expenses	% of Utilized	Expenses	Targeted %	Expenses	% Annualized		
1. Community Care & Treatment of Children who are Abused or Neglected	\$569,110	8.3%	\$613,394	9.0%	\$6,260,210	91.7%	\$6,378,954	93.4%	\$6,958,858.4	101.9%
2. Community Care & Treatment of Adults & Children with BH Issues	\$1,609,925	8.3%	\$1,440,312	7.5%	\$17,709,177	91.7%	\$15,332,426	79.4%	\$16,726,283.2	86.6%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$138,553	8.3%	\$125,499	7.5%	\$1,524,079	91.7%	\$1,390,091	83.6%	\$1,516,462.6	91.2%
4. Community Care and Treatment of Youth Offenders	\$304,739	8.3%	\$338,074	9.2%	\$3,352,126	91.7%	\$3,516,864	96.2%	\$3,836,579.1	104.9%
5. Protection of Vulnerable Adults	\$94,772	8.3%	\$93,122	8.2%	\$1,042,492	91.7%	\$904,845	79.6%	\$987,103.9	86.8%
6. Financial & Economic Assistance	\$291,653	8.3%	\$250,558	7.2%	\$3,208,182	91.7%	\$2,746,120	78.5%	\$2,995,767.5	85.6%
Total	\$3,008,751	8.3%	\$2,860,959	7.9%	\$33,096,266	91.7%	\$30,269,300	83.8%	\$33,021,055	91.5%

EAU CLAIRE COUNTY HUMAN SERVICES

Director – Diane Cable

Department Report – Division & Unit Updates

January 2022

Directors Update:

Here’s some news from around DHS.

- **Covid updates:** DHS continues to follow closely the case counts. Our employees have been deeply affected by Covid during this extraordinary surge. We have had quite a few employees out of work over the past two weeks due to illness, with many of illnesses being Covid-related. The staffing shortages have not yet limited the work we are able to deliver, however, we are monitoring the situation closely to try to make sure we do all we can to keep providing our full range of services to the County’s most vulnerable.
- **Grant funding updates:** County Administration is providing the leadership and direction for use of the ARPA funds and the Opioid settlement funding. We continue to be involved with both processes. We continue to learn and understand how we can use the funds for serving individuals in the Department and community.
- **Update on new initiatives:** Board members have asked for updates on our new Family Services initiatives, and here are two quick updates. We look forward to providing more detail on these initiatives.
 - Racial and Ethnic Disparities Reduction (RED-R) Grant Update: An internal team of staff have been meeting to map out the plan to carry out the goals stated in Eau Claire’s RED-R grant application. Two coordinators are managing the project going forward, while also maintaining their roles on the CCS and Family Services teams. They, along with other participating colleagues, bring significant expertise in general DHS knowledge, in strategies of reaching out to clients, and in the decision points of Youth Service systems. A key focus of the grant is ensuring that client experiences and voice inform reform and research efforts. We will update you as we continue the work.
 - System of Care: As Administrator Bohl mentions in the Family Services Division update, the newly created partnership with DHS and the Eau Claire School District, Systems of Care, started last fall at the start of the school year and 47 youth have already been referred for involvement in the program.
- **Staffing updates:** We are continuing to move forward with hiring of positions that were on the bridge plan or newly funded in 2022. It is an iterative process as internal staff apply for positions, and in doing so, open up their prior position. The internal transfers present some challenges because it means staff need to wear two hats and juggle two workloads for a while as they transition. It is, however, a great benefit to promote people well-experienced in Human Services work and to allow our excellent employees to take on new challenges without leaving DHS.
- **Waitlist management:** As reported in the data in this update, units have the following wait lists.

	Oct.	Nov.	Dec
Clinic Med Management	10	11	1
Clinic - Therapy		63	59
Community Support Program	21	22	20
Comprehensive Community Support Program - Adults	3	7	7
Comprehensive Community Support Program - Youth	26	12	14
Children's Long-Term Support Program	142	144	147

Outpatient Clinic (Jennifer Coyne)

Clinic	Oct.	Nov.	Dec.	Jan '22*
Clients in Med Management	167	250	270	275
Clients in Therapy	145	138	155	147
Referrals	21	22	7	10
Med management waitlist	10	11	1	5
Therapy waitlist**		63	59	56

**Partial month of data.*

****Note that the Clinic has just started to collect data on med management and therapy waitlists, as well as an overall count of unique individuals waiting to be served.**

Key Issues: The Clinic continues to struggle with issues and concerns regarding COVID. All staff are highly encouraged to work remotely as much as possible.

Staffing Updates: As mentioned in the last Board update, the Clinic's Administrative Specialist, Kelsey Marsolek, is moving to a part-time Admin role in the Centralized Access Unit. Clinic is in the final stages of hiring to replace Kelsey, and we expect the transition to occur on February 7th.

Treatment Courts (Jennifer Coyne)

Treatment Court	Oct.	Nov.	Dec.	Jan '22*
Current caseload	38	32	29	23
Branch 1	11	9	8	7
Branch 3	11	9	10	7
Branch 5	10	11	8	6
Vet Court	1	3	3	3
Referrals	18	9	8	3

**Partial month of data.*

Key Issues: Referrals are low because of COVID, and new admissions have been halted until the Unit is fully staffed.

Staffing Updates: Marsha Schiszik, AIM Court Case Manager, has accepted a job with the State as the Treatment Alternatives and Diversion Program Grant Administrator. She has been integral at DHS in developing and implementing best practice standards in all the Treatment Courts, and now she will have a chance to improve Treatment Courts across the state of Wisconsin. The Unit is in the hiring process for her position and, until then, her duties are spread across the team. Brianna Albers has accepted the job as Treatment Court Supervisor and is familiarizing herself with processes, responsibilities, and data collection.

Community Support Program (Jocelyn Lingel-Kufner)

Community Support Program	Oct.	Nov.	Dec.	Jan '22*
Number participants	107	105	103	104
New admissions	1	1	2	1
Referral list	21	22	20	17

**Partial month of data.*

Key Issues: CSP is continuing to chip away at its waitlist to be able to serve clients as they are referred. To help with that process, Eau Claire County requested and was granted a variance to allow the Advanced Practice Nurse Prescriber (APNP) to assist with intakes. An additional update is that the unit is preparing for our re-certification visit from the State, which is planned for February 7, 2022.

Staffing Updates: As of February 14th, Lisa Geist will be moving into the CSP Therapist position. The unit will be posting an open Social Work position soon.

Crisis Services & Jail Re-Entry (Santana Stauty)

Crisis Services & Jail Re-Entry	Oct.	Nov.	Dec.
Crisis contacts	270	268	230
Emergency detentions	32	21	8
Clients placed in local hospitals	14	9	10
% of contacts resulting in diversion from hospital	71%	90%	95%
Face-to-face assessments completed	37	33	14
Jail re-entry clients	20	15	6
Jail re-entry: New or self-referral leaving jail	11	12	5
Jail re-entry: Ongoing cases	9	2	1
Jail re-entry: Re-engaged cases	2	1	0

Key Issues: New capacity in Crisis will allow DHS to better support people coming out of jail. It will also provide more support for the Co-responder, people experiencing chronic homelessness, and people with repeat crisis episodes.

Staffing Updates: The Unit continues to build capacity through new staff. Related to this goal, Colin Malaney, Case Manager in the Youth Services Team, has accepted a position within the Crisis Team. He will focus on Jail Re-entry and will moving to his new position on 1/31/22. Also note, the Unit is in the final stages of hiring an AODA/Crisis Case Manager Position.

Adult Protective Services (Nancy Huberty)

Adult Protective Services	Oct.	Nov.	Dec.
Investigations requests	46	58	33
Investigations screened out	3	8	3
% Investigations screened out	7%	14%	9%
Investigations concluded	19	15	16
Investigations substantiated	3	6	6
% investigations substantiated	16%	40%	18%
Allegation of self-neglect	25%	16%	36%
Allegation of neglect	7%	27%	15%
Allegation of financial abuse	27%	21%	21%
Requests for guardianship	16%	19%	15%

Key Issues: The Unit has continuing challenges with finding Adult Family Home and Community-Based Residential facility placements.

Staffing Updates: The Unit is fully staffed.

Comprehensive Community Services Program (Cinthia Wiebusch)

Comprehensive Community Support	Oct.	Nov.	Dec.
Current case count	194	197	195
Referrals	39	34	18
External referrals	33	28	16
Internal referrals	6	6	2
Admissions	25	13	10
Discharges	18	10	12
Adults waiting for CCS services	3	7	7
Youth waiting for CCS services	26	12	14

Key Issues: Supervisors continue to update the CCS Guidebook to help staff follow policies and procedures. CCS is working on State recertification documentation due at the end of January 2022. The triage processes continue to result in lower screen lists, making it possible for community members receive services as soon as possible. The Substance Use

Professionals Team is working to bring in urgent community cases into the program in order to provide services in a timely manner.

Staffing Issues: The CCS Program continues to interview for the following positions: seven Service Facilitators with the possibility of three offers from a recent round of interviews. The Unit continues to interview and onboard new CCS providers to ensure quality services are offered to participants.

Children’s Long-Term Support (Acting Manager, Ron Schmidt)

Children’s Long-Term Support Data	Oct.	Nov.	Dec.
Current enrollment	231	241	244
Current waitlist	142	144	147

Current Issues: The Unit and Agency Administrators and Managers are working on building capacity for the planned addition of staff. This has required considerable planning time to think about the best ways to structure staff.

Staffing Updates: The Unit is in the process of hiring staff and juggling temporary leaves. In addition, efforts are underway to create a manageable supervision structure and to identify a new manager.

ECONOMIC SUPPORT (KATHY WELKE)

Economic Support	Sept.	Oct.	Nov.	Dec.
Calls received	12,042	12,393	12,008	10,953
Applications processed	2,663	2,684	3,384	3,726
Renewals processed	3,291	3,045	2,598	2,460
All cases	65,423	65,407	66,257	66,740
Cases in Eau Claire County	14,767	14,255	14,952	14,502
Active Child Care cases	1,241	1,181	1,245	1,235
Active Eau Claire Child Care cases	345	334	345	340

Key Issues: The Federal Public Health Emergency has been extended to 4/15/22. If this end date stays, Economic Support would see COVID waivers begin to unwind starting in June 2022. This will be a slow unwinding that will last a 12-month duration. The Great Rivers Consortium will be deploying new call center software on 1/22/22 and staff have been training on the software.

Staffing Update: Economic Support has one vacant position, and recruitment will begin in the early part of the year.

FAMILY SERVICES (TERRI BOHL)

Birth-to-Three (Melissa Christopherson)

Birth-to-Three	Oct.	Nov.	Dec.	Jan '22*
Children being served	136	139	143	122

**Partial month of data.*

Key Issues: The team is preparing to present to the state about the implementation of the social and emotional grant.

Staffing Update: Based on the approval of the budget, one of our contracted positions with CESA will move in house, resulting in a cost savings of over \$10,000.

Juvenile Detention Center (Rob Fadness and Michael Ludgatis)

Juvenile Detention Center	Oct.	Nov.	Dec.
Total admissions number youth	27	26	27
Total admissions number days	456	459	396
Eau Claire County admissions - number youth	7	7	9
Eau Claire County admissions - number days	46	62	65
Short-term admissions - number youth	22	21	22
Short-term admissions - number days	301	309	241
Eau Claire County short-term admissions - number youth	7	7	9
Eau Claire County short-term admissions - number days	46	62	65
180 program admissions - number youth	5	5	5
180 program admissions - number days	155	150	155
Average daily population youth per day	14.7	15.3	12.8
Occupancy rate	64%	66%	56%
Incident report	65	76	27
Climate survey - staff	81%	80%	80%
Climate survey - safety	70%	70%	71%
Climate survey - cleanliness	87%	86%	86%
Climate survey - overall	90%	83%	85%

Staffing updates: The JDC is in the process of hiring one .50 FTE male, and an individual was offered the position. JDC is also currently recruiting for two .50 FTE female positions. A few staff have been out with COVID and other illnesses, but the team seems to have rounded the corner for now.

General Updates: Population numbers have been slightly lower, but average length of stay remains high. JDC had its first positive COVID case in a resident in December, but it was contained to just that resident and did not spread to others.

FAMILY SERVICES

Administrator

Terri Bohl

Division Description

The Family Services Division works to protect children from abuse and neglect through the following strategies: support for parents/caregivers as they make necessary behavioral changes; help for youth with skills and treatment needs so that they may stay safely in the community; support for children who need permanency planning and connections; recruitment, licensing, and support for kinship and foster care providers; support for families of children with developmental delays or disabilities; and protection of public safety while providing rehabilitation to youth offenders.

January Update

In reviewing data for the past year, there are some important numbers to highlight.

CPS & IA: The number of CPS Reports that were screened in for Initial Assessment services increased significantly from last year. The total number of assigned CPS Initial Assessments in 2021 was 1,312 which is significantly higher than the previous year of 1,199. Of all the children that were opened in CPS Initial Assessment and then transferred to Ongoing CPS in 2021, there were more children that remained placed within their family home than placed in out of home care. The total number of children opened to Ongoing CPS from the IA team was 99 and 51 of them remained in their own homes.

YOUTH SERVICES: In the Youth Services area, the percentage of children referred for a petition has increased. In 2020, 17.5% of the referrals to Juvenile Court Intake resulted in a formal petition. In 2021, that number rose to 19.3%. It should be noted that the percentage likely increased due to a number of children being referred to the Systems of Care, which is the newly created partnership with DHS and the Eau Claire School District. Systems of Care started last fall at the start of the school year and 47 youth have already been referred for involvement in the program. The Coordinated Services Teams (CST) had experienced significant turnover in staffing but is back to a full caseload which allows for much needed prevention work. Over the few months, 16 children have been referred for participation in CST.

ALTERNATE CARE: The current number of children in out of home care is 122, which is significantly lower than one year ago which was 145. Staff have been incredibly diligent about expanding in-home services to families and working to preserve family connections when needing to look at alternate care options. Eau Claire County participates in TSSF (Targeted Safety Support Funding) programming through the Department of Children and Families. TSSF is a tool for supporting family connections. In 2020, only 36 children from 19 families were enrolled in TSSF programming. In 2021, Eau Claire County successfully enrolled 68 children from 34 families in TSSF programming.

The Family Services Division is excited to highlight the data that reflects some of the amazing work done by staff in this division. Over the next year, the Family Services Division plans to focus on lived experience, racial and ethnic disparity reduction, and expansion of in-home services. We look forward to updating you on that work over the next year.

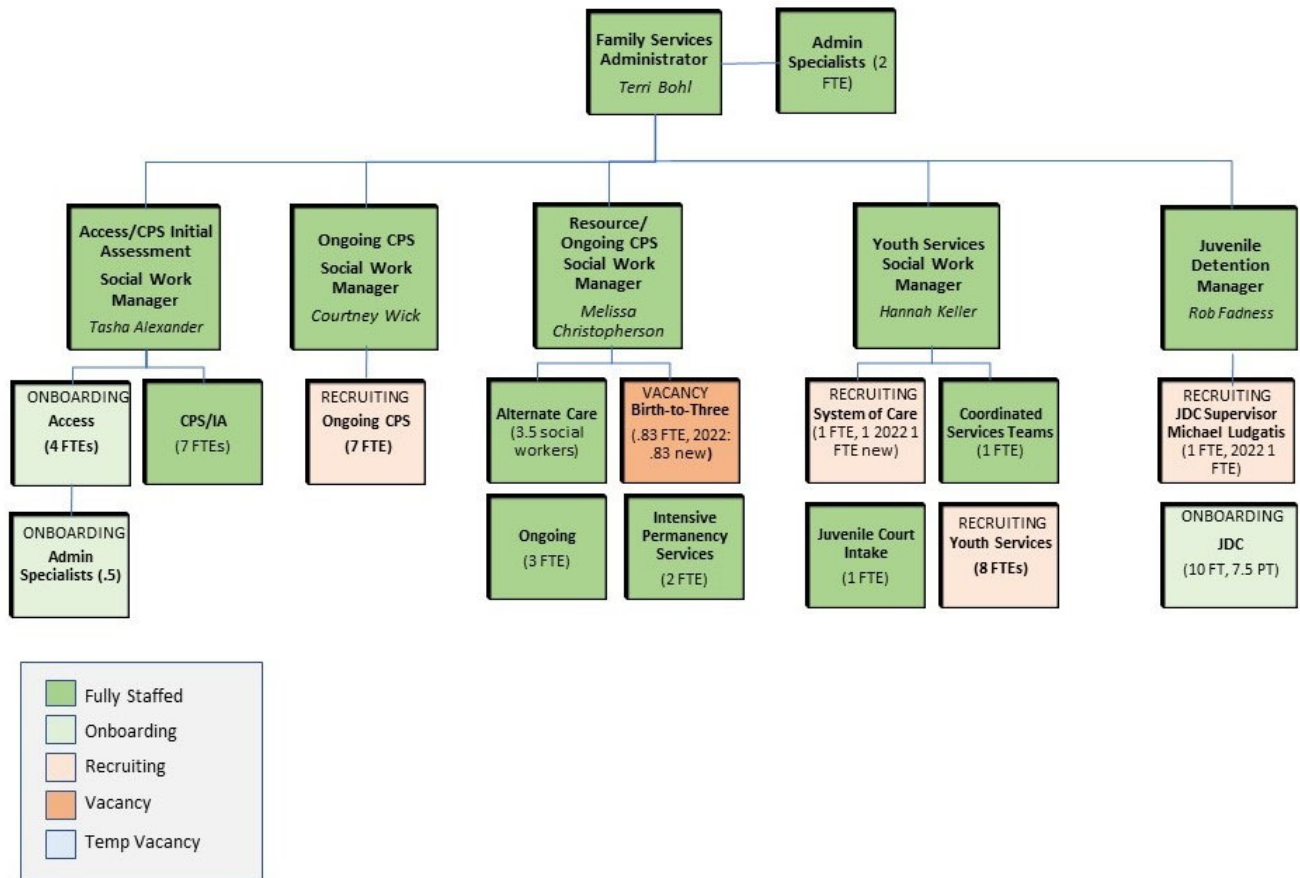
January Staffing

The Family Services Division has to say goodbye to two very experienced staff members. The first is Colin Malaney, Case Manager in the Youth Services Team, who accepted a position within the Crisis Team focusing on Jail Re-entry. Colin will be moving to his new position on 1/31/22.

The second is Jody Waletzki, Social Worker in the Alternate Care Team, who announced she will be retiring on 2/21/22 after 26 years of employment with Eau Claire County. Jody's position is a part-time position and Social Worker, Carrie Feck will be moving into that position from Ongoing

CPS.

Recruitment is being done for the new vacancies in Youth Services and Ongoing CPS, as well as for two part-time positions in JDC and the newly created positions of the Juvenile Detention Supervisor and Systems of Care Case Manager. The Family Services Division is excited to welcome Sheng Lor into the Access Social Worker position vacated by Bridget Kinderman's transfer to the Operations Administrator role. Sheng will begin in Family Services on 2/7/22.



Access, Initial Assessment, Ongoing CPS, Youth Services, Intensive Permanency, and Alternate Care

Manager(s)

Tasha Alexander, Courtney Wick, Melissa Christopherson, and Hannah Keller

Unit Description

These units provide direct services and support to children, youth, and families in our community. Access unit staff receive reports of abuse or neglect for children and adults and referrals for services. The safety of children is the paramount responsibility of CPS staff members, while Youth Services staff members must assure safety for youth and for their community. Through assessment and case planning, all staff strive to enhance the well-being of the individuals served and assure children have permanency in their living environments. Intensive Permanency Services staff provide additional support to youth with the goal of forming healthy relationships that will provide a connection and path to permanency for youth. The Alternate Care team works with community care providers to assess and assure they provide a safe and nurturing home environment for children needing an out-of-home placement.

Related Laws and Regulations

Related Laws

Much of the work completed by the Family Services Division is regulated by Chapter 48 (the Human Services Board Meeting 1/24/2022

DEPARTMENT OF HUMAN SERVICES MONTHLY REPORT - JANUARY 2022

Children’s Code), Chapter 938 (The Juvenile Justice Code), and DCF Administrative Code 56 (Foster Home Care for Children). The Wisconsin Department of Children and Families developed Safety, Access, Ongoing Services, and Youth Justice standards specifying the requirements necessary to perform case practice in the state of Wisconsin. The Wisconsin Indian Child Welfare Act (WICWA) guides practice ensuring the best interest of Native American children.

Regulating Agency The Wisconsin Department of Children and Families regulates County Child Protective Services activities.

Unit Goals, Accomplishments, Challenges, and Funding Sources

- Barriers Faced**
- Housing shortages and homelessness continues to be a barrier for families.
 - Substance use continues to be a primary factor in majority of cases.

- Goals for 2022**
- Maximize placements with relatives or kin-like individuals.
 - Improve timeliness of the termination of parental rights process.
 - Increase percent of children and youth served in their own homes.

Monthly Updates

- Oct 21** Fentanyl continues to be a growing factor in Child Protective Services reports received. Over the summer, Centralized Access observed an increase in the number of homeless individuals coming to DHS with very complex needs. Workload has been overwhelming.
- Nov 21** Family Services has been experiencing an increase in RCC placements due to a high number of children with complex needs. Several children are placed in out-of-state placements as local providers are unable to meet the children’s needs. Social Workers involved in these cases are doing a great job of collaborating with teams of providers including Intensive Permanency Services and Behavioral Health professionals.
- Dec 21** The Youth Services unit is working hard to continue to launch two new programs - System of Care and our YJ Innovation RED Reduction Grant. The System of Care program has already served 47 students and Family Services will report on this program in future Board Updates. For the RED grant, two internal staff have just stepped forward to coordinate it. That grant focuses on understanding and addressing factors that cause a over-representation of youth of color in the County's criminal justice system.
- Jan 22** As mentioned in the Division update, the unit is adjusting to some staffing shifts. Because these are a retirement and internal transfers, we are very happy for and proud of our team members. Also, as mentioned, we are working on two new initiatives - System of Care and the RED Reduction grant. Additionally, we continue to focus on understanding length of stay and outcomes in Alternate Care.

Data Trends

CENTRALIZED ACCESS	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	April 22	May 22	Jun 22	July 22	Aug 22
● Child Protective Services reports received	102	135	122								
● % Child Protective Services reports screened In	28%	27%	24%								
● Child Protective Services reports screened In	28	37	29								
● Child Welfare Service reports received	13	19	16								
● Child Welfare Service reports screened In	11	12	11								
● % Child Welfare Service reports screened In	85%	63%	69%								

DEPARTMENT OF HUMAN SERVICES MONTHLY REPORT - JANUARY 2022

CPS INITIAL ASSESSMENT	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	April 22	May 22	Jun 22	July 22	Aug 22
● Initial assessments completed	14	36	30								
● Assessments resulting in substantiation	2	6	3								
● % of assessments resulting in substantiation	14%	17%	10%								
● Assessments completed involving child remaining in home	13	34	29								
● % of assessments completed involving child remaining in home	94%	94%	97%								
● Assessments resulting in services opening within department	2	4	2								
● % of assessments resulting in services opening within department	14%	11%	7%								
ONGOING	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	April 22	May 22	Jun 22	July 22	Aug 22
● Children served in Ongoing Child Protective Services	197	192	193								
● Families served in Ongoing Child Protective Services	108	105	103								
● Children served in home	72	80	86								
● Children enrolled in Targeted Safety Support	38	38	34								
YOUTH SERVICES	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	April 22	May 22	Jun 22	July 22	Aug 22
● Youth served in Youth Services Program	107	101	107								
● Youth being served in their home	74	68	82								
● Families served in Youth Services Program	97	90	97								
INTENSIVE PERMANANCY	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	April 22	May 22	Jun 22	July 22	Aug 22
● Youth receiving Intensive Permanency Services	16	16	16								
ALTERNATE CARE	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	April 22	May 22	Jun 22	July 22	Aug 22
● Children in out-of-home care	141	127	122								
● Median length of stay in months	13.9	13.4	13.9								