

## **AGENDA**

Eau Claire County

Human Services Board

**Date:** March 28, 2022

**Time:** 5:00 PM

**Location:** Eau Claire County Courthouse, 2<sup>nd</sup> floor room 2064  
721 Oxford Ave, Eau Claire, WI 54703

*Those wishing to make public comments can submit their name and address no later than 30 minutes prior to the meeting to [bridget.kinderman@co.eau-claire.wi.us](mailto:bridget.kinderman@co.eau-claire.wi.us), or attend the meeting in person. Comments are limited to three minutes; you will be called on during the public comment section of the meeting.*

1. Roll Call
2. Confirmation of Meeting Notice
3. Public Comment
4. Review of Meeting Minutes
  - February 28, 2022 – Action/Accept/Denial/Revise
5. Recognition and thank you for Service of Board Members--discussion
6. Review of December 2021 Preliminary Financials – Action/ Accept/Denial/Revise
7. Review of January 2022 Financials – Action/Accept/Denial/Revise
8. Comprehensive Community Services Program Reconciliation outcome – 2016-2020
9. Training and Orientation Plan for Human Service Board Members--discussion
10. Director's report to Human Services Board—discussion/action
11. Future Agenda Items
12. Adjourn

*Next Human Services Board meeting is scheduled for Monday, April 25, 2022*

Prepared by Bridget Kinderman – Department of Human Services

*PLEASE NOTE: Upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities through sign language, interpreters, remote access, or other auxiliary aids. Contact the clerk of the committee or Administration for assistance (715-839-5106). For additional information on ADA requests, contact the County ADA Coordinator at 839-6945, (FAX) 839-1669 or 839-4735, TTY: use Relay (711) or by writing to the ADA Coordinator, Human Resources, Eau Claire County Courthouse, 721 Oxford Avenue, Eau Claire, WI 54703.*



**MINUTES**  
Eau Claire County  
Human Services Board  
Monday, February 28, 2022, at 5PM  
*Virtual Meeting*

Present:

- Chair Colleen Bates,
- Vice Chair Sandra McKinney,
- Supervisor Kimberly Cronk,
- Supervisor Martha Nieman,
- Supervisor Donald Mowry
- Supervisor Katherine Schneider,
- Citizen Member Lorraine Henning,
- Citizen Member Jim Catlin,
- Citizen Member Kathleen Clark,
- Citizen Member Paul Maulucci

Others:

- Bridget Kinderman – Committee Clerk,
- Department of Human Services (DHS) Director Diane Cable,
- 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. Supervisor Cronk moved to close comment, and Supervisor McKinney seconded the motion. The motion was unanimously approved.

**Review/Approval of Committee Minutes**

The Board reviewed meeting minutes from January 24, 2022. Supervisor Schneider moved to approve the minutes, as edited. Supervisor Henning seconded the motion. Minutes were unanimously approved.

**Review of December and Preliminary 2021 Year-End Financials**

Fiscal Manager Gardner reviewed December and Preliminary 2021 Year-End Financials. Discussion occurred regarding CCS being a revenue neutral program.

**Update on CCS 2022 Advance Payment**

Fiscal Manager Gardner provided an update on the 2022 CCS Advance Payment. Fiscal Manager Gardner will look to simplify, for understanding, receipt of CCS funding.

**Presentation of 2021 Annual Report**

Director Cable presented a summary of the 2021 Annual Report. Director Cable discussed 2021 Accomplishments, Alignment with County Strategic Plan, and 2022 Future Opportunities.

**Director's Report to Human Services Board**

Director Cable presented the monthly report regarding Covid guideline updates, staffing updates, and waitlist management. Opioid settlement funding discussion occurred, and Supervisor Cronk asked if community members could have input on where money is allocated.

**Future Agenda Items**

**Adjourn**

The meeting was adjourned at 6:52pm. Next meeting will be Monday, March 28, 2022, at 5pm. It is planned for this meeting to be in person.

Respectfully submitted by,

Bridget Kinderman

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

**For December 2021**

**Human Services Board Meeting**

**Held on 3/28/2022**

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

**Financial Surplus/(Deficit) Estimate:           (\$197,313)**

## **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  
 Preliminary Financial Statement w/o CCS Estimated for the Period  
 January 1, 2021 through December 31, 2021

Revenue	Net YTD Budget	YTD Actual Transactions	Estimated Adjustments	YTD Adjusted Transactions	Net Variance Excess (Deficient)
01-Tax Levy	8,637,999	8,637,997	2	8,637,999	-
04-Intergovernment Grants and Aid (State & Federal Grants)	11,200,117	9,973,108	1,515,697	11,488,805	288,688
05-Intergovernmental Charges for Services (Medicaid & Other Counties)	4,832,242	4,418,817	311,789	4,730,606	(101,636)
06-Public Charges for Services (Client Contributions)	813,775	769,139	25,465	794,604	(19,171)
09-Other Revenue (TAP & Misc.)	348,142	157,868	32,188	190,056	(158,086)
<b>Total Revenue</b>	<b>25,832,275</b>	<b>23,956,929</b>	<b>1,885,142</b>	<b>25,842,071</b>	<b>9,796</b>

Expenditures	Net YTD Budget	YTD Actual Transactions	Estimated Adjustments	YTD Adjusted Transactions	Net Variance Excess (Deficient)
01-Regular Wages	9,353,471	8,848,753	-	8,848,753	504,719
02-OT Wages	-	67,128	-	67,128	(67,128)
03-Payroll Benefits	4,311,275	3,936,434	-	3,936,434	374,841
04-Contracted Services	11,583,723	12,497,036	178,042	12,675,078	(1,091,355)
05-Supplies & Expenses	493,246	317,071	-	317,071	176,175
07-Fixed Charges (Liability Insurance)	81,997	82,280	-	82,280	(283)
09-Equipment	8,564	112,641	-	112,641	(104,077)
10-Other	-	-	-	-	-
<b>Total Expenditures</b>	<b>25,832,276</b>	<b>25,861,342</b>	<b>178,042</b>	<b>26,039,385</b>	<b>(207,108)</b>

Excess (Deficiency) of Revenue over Expenditures **(197,313)**

December 2020 Excess / (Deficiency) (399,192)

Revenue Adjustments Included:

Tax Levy	2
State/Federal	1,515,697
MA/Other Counties	311,789
Public Charges	25,465
Other	32,188
	<u>1,885,142</u>
	\$ 1,885,142

Expense Adjustments Included:

Overhead	10,277
Wages and Benefits	-
Add'l Contracted Services	6,792
Non-CCS Program Expenses	160,973
Liability & Work Comp Insurance	-
IT Equipment-Quarterly Allocation	-
	<u>178,042</u>
	\$ 178,042

Eau Claire County  
 Department of Human Services  
 Preliminary CCS Financial Statement Estimated for the Period  
 January 1, 2021 through December 31, 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)	7,585,590	7,504,326	(2,151,628)	5,352,698	(2,232,892)
06-Public Charges for Services (Client Contributions)	42,000	25,465	(25,465)	0	(42,000)
09-Other Revenue	-	-	-	-	-
11-Fund Balance Applied (2021 CCS Est.Gap, Rec'd 2022)	2,821,250	-	-	-	(2,821,250)
<b>Total Revenue</b>	<b>10,448,840</b>	<b>7,529,792</b>	<b>(2,177,093)</b>	<b>5,352,699</b>	<b>(5,096,141)</b>

Expenditures	Net YTD Budget	YTD Actual Transactions	Estimated Adjustments	YTD Adjusted Transactions	Net Variance Excess (Deficient)
01-Regular Wages	3,239,432	2,789,089	-	2,789,089	450,343
02-OT Wages	-	3,326	-	3,326	(3,326)
03-Payroll Benefits	1,382,855	1,069,194	-	1,069,194	313,661
04-Contracted Services	5,224,531	3,041,654	(160,973)	2,880,680	2,343,851
05-Supplies & Expenses	37,976	18,785	-	18,785	19,191
09-Equipment	-	48,870	-	48,870	(48,870)
AMSO Allocation	564,046	423,084	-	423,084	140,962
<b>Total Expenditures</b>	<b>10,448,840</b>	<b>7,394,002</b>	<b>(160,973)</b>	<b>7,233,028</b>	<b>3,215,812</b>

**Excess (Deficiency) of Revenue over Expenditures** **(1,880,330)**

Revenue Adjustments Included:

MA	305,385
CCS 2019-2020 WIMCR	(2,457,013)
Public Charges	(25,465)
	\$ (2,177,093)

Expense Adjustments Included:

Accrued Wages & Benefits	-
Non-CCS Program Expenses	(160,973)
Add'l CCS Expenses	-
IT Allocation	-
	\$ (160,973)

**DHS Child Alternate Care and Adult Institutions  
For Preliminary Period Ending 12/31/2021**

<b>Children in Foster Care (FC) /Treatment Foster Care (TFC)/Residential Care Centers (RCC)/Group Homes (GH)</b>					
	2021				
	New Placements	Clients	Budget	Expense	(Over)/Under Budget
FC	2	73	\$ 106,731	\$ 99,304	\$ 7,427
TFC	0	11	\$ 14,702	\$ 45,391	\$ (30,689)
GH	1	3	\$ 15,750	\$ 29,909	\$ (14,159)
RCC	1	7	\$ 106,903	\$ 127,160	\$ (20,257)
<b>December Total</b>	<b>4</b>	<b>94</b>	<b>\$ 244,086</b>	<b>\$ 301,765</b>	<b>\$ (57,679)</b>
<i>2021 YTD Total</i>	<i>82</i>	<i>193</i>	<i>\$ 2,929,032</i>	<i>\$ 3,329,001</i>	<i>\$ (399,969)</i>
<i>2020 YTD Comparison</i>	<i>97</i>	<i>225</i>	<i>\$ 3,080,552</i>	<i>\$ 3,130,509</i>	<i>\$ (49,957)</i>

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

<b>Institute for Mental Disease</b>					
	2021				
	New Placements	Clients	Budget	Expense	(Over)/Under Budget
TCHCC	2	12	\$ 17,283	\$ 89,866	\$ (72,583)
Winnebago	6	9	\$ 36,044	\$ 156,927	\$ (120,883)
Mendota	0	0	\$ 15,447	\$ -	\$ 15,447
<b>December Total</b>	<b>8</b>	<b>21</b>	<b>\$ 68,775</b>	<b>\$ 246,793</b>	<b>\$ (178,018)</b>
<b>2021 YTD Total</b>	<b>74</b>	<b>87</b>	<b>\$ 825,297</b>	<b>\$ 1,767,987</b>	<b>\$ (942,690)</b>
<i>2020 YTD Comparison</i>	<i>61</i>	<i>72</i>	<i>\$ 777,045</i>	<i>\$ 1,766,619</i>	<i>\$ (989,574)</i>

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

<b>Adult Family Homes (AFH) &amp; Community Based Residential Facility (CBRF)</b>					
	2021				
	New Placements	Clients	Budget	Expense	(Over)/Under Budget
AFH	0	11	\$ 29,588	\$ 196,314	\$ (166,726)
CBRF	0	18	\$ 142,799	\$ 124,730	\$ 18,068
<b>December Total</b>	<b>0</b>	<b>29</b>	<b>\$ 172,387</b>	<b>\$ 321,045</b>	<b>\$ (148,658)</b>
<b>2021 YTD Total</b>	<b>61</b>	<b>65</b>	<b>\$ 2,068,643</b>	<b>\$ 2,501,114</b>	<b>\$ (432,471)</b>
<i>2020 YTD Comparison</i>	<i>32</i>	<i>69</i>	<i>\$ 2,135,418</i>	<i>\$ 1,944,747</i>	<i>\$ 190,671</i>

**ALTERNATE CARE REPORT  
UPDATED - Month Ending December 2021**

Level of Care	November			December			YTD			Ave Cost per Day
	Placements	Clients	Days	Placements	Clients	Number of Days	Placements	Clients	Days	
Foster Care	5	80	2,257	2	73	2,193	45	140	30,927	\$42
Therapeutic Foster Care	0	13	366	0	11	319	13	25	4,863	\$137
Group Home	1	3	65	1	3	84	11	10	517	\$299
Residential Care Center	0	9	247	1	7	180	13	18	2,324	\$523
<b>Total</b>	<b>6</b>	<b>105</b>	<b>2,935</b>	<b>4</b>	<b>94</b>	<b>2,776</b>	<b>82</b>	<b>193</b>	<b>38,631</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	\$ 1,174,041	\$ 105,408	101.6%	\$ 1,280,772	\$ 99,304	\$ 1,292,093	100.9%	\$ 347,341	\$ 330,739	95.2%
*Therapeutic Foster Care	\$ 161,724	\$ 50,659	383.8%	\$ 176,426	\$ 45,391	\$ 666,142	377.6%	\$ 3,000	\$ 32,941	1098.0%
Group Home	\$ 173,250	\$ 18,024	72.1%	\$ 189,000	\$ 29,909	\$ 154,813	81.9%	\$ 10,000	\$ 10,262	102.6%
Residential Care Center	\$ 1,175,928	\$ 112,232	92.6%	\$ 1,282,831	\$ 127,160	\$ 1,215,954	94.8%	\$ 42,000	\$ 57,762	137.5%
<b>Total</b>	<b>\$ 2,684,943</b>	<b>\$ 286,323</b>	<b>112.7%</b>	<b>\$ 2,929,029</b>	<b>\$ 301,765</b>	<b>\$ 3,329,001</b>	<b>113.7%</b>	<b>\$ 402,341</b>	<b>\$ 431,704</b>	<b>107.3%</b>

**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 Preliminary Program Expenditures Summary**  
**Thru December 31, 2021**

Program	Monthly				YTD				Year End	
	Budgeted		Adjusted Actual		Budgeted		Adjusted Actual		Annualized	
	Expenses	Targeted %	Expenses	% of Expenses Utilized	Expenses	Targeted %	Expenses	% of Expenses Utilized	Expenses	% Annualized
1. Community Care & Treatment of Children who are Abused or Neglected	\$569,110	8.3%	\$609,399	8.9%	\$6,829,320	100.0%	\$6,988,352	102.3%	\$6,988,352.5	102.3%
2. Community Care & Treatment of Adults & Children with BH Issues	\$1,609,925	8.3%	\$1,540,092	8.0%	\$19,319,102	100.0%	\$16,872,518	87.3%	\$16,872,518.0	87.3%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$138,553	8.3%	\$143,504	8.6%	\$1,662,631	100.0%	\$1,533,595	92.2%	\$1,533,595.0	92.2%
4. Community Care and Treatment of Youth Offenders	\$304,739	8.3%	\$366,672	10.0%	\$3,656,865	100.0%	\$3,883,536	106.2%	\$3,883,536.5	106.2%
5. Protection of Vulnerable Adults	\$94,772	8.3%	\$104,892	9.2%	\$1,137,264	100.0%	\$1,009,737	88.8%	\$1,009,737.3	88.8%
6. Financial & Economic Assistance	\$291,653	8.3%	\$238,553	6.8%	\$3,499,835	100.0%	\$2,984,674	85.3%	\$2,984,673.5	85.3%
<b>Total</b>	<b>\$3,008,751</b>	<b>8.3%</b>	<b>\$3,003,113</b>	<b>8.3%</b>	<b>\$36,105,017</b>	<b>100.0%</b>	<b>\$33,272,413</b>	<b>92.2%</b>	<b>\$33,272,413</b>	<b>92.2%</b>

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

**For January 2022**

**Human Services Board Meeting**

**Held on 3/28/2022**

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

**Financial Surplus/(Deficit) Estimate:            (\$185,957)**

## **Factors to note impacting budget - favorable and unfavorable**

Staff Vacancies:

    Incurring personnel cost savings

    Unable to accrue budgeted revenue due to vacant positions

Operations:

    High Costs Institutional Placements

    High Cost Placements

Eau Claire County  
 Department of Human Services  
 Financial Statement w/o CCS Estimated for the Period  
 January 1, 2022 through January 31, 2022

Revenue	Net YTD Budget	YTD Actual Transactions	Estimated Adjustments	YTD Adjusted Transactions	Net Variance Excess (Deficient)
01-Tax Levy	734,016	734,016	(0)	734,016	-
04-Intergovernment Grants and Aid (State & Federal Grants)	917,639	2,803	902,107	904,910	(12,729)
05-Intergovernmental Charges for Services (Medicaid & Other Counties)	583,171	-	269,449	269,449	(313,723)
06-Public Charges for Services (Client Contributions)	81,127	5,402	60,431	65,833	(15,294)
09-Other Revenue (TAP & Misc.)	18,416	-	3,540	3,540	(14,876)
<b>Total Revenue</b>	<b>2,334,369</b>	<b>742,221</b>	<b>1,235,527</b>	<b>1,977,748</b>	<b>(356,621)</b>

Expenditures	Net YTD Budget	YTD Actual Transactions	Estimated Adjustments	YTD Adjusted Transactions	Net Variance Excess (Deficient)
01-Regular Wages	900,082	360,188	360,483	720,671	179,411
02-OT Wages	-	4,907	-	4,907	(4,907)
03-Payroll Benefits	411,011	242,254	87,934	330,188	80,823
04-Contracted Services	958,009	916,036	149,302	1,065,338	(107,329)
05-Supplies & Expenses	43,052	17,929	-	17,929	25,123
07-Fixed Charges (Liability Insurance)	11,690	-	11,858	11,858	(168)
09-Equipment	10,525	26,237	(13,423)	12,814	(2,289)
10-Other	-	-	-	-	-
<b>Total Expenditures</b>	<b>2,334,369</b>	<b>1,567,551</b>	<b>596,153</b>	<b>2,163,705</b>	<b>170,664</b>

Excess (Deficiency) of Revenue over Expenditures (185,957)

January 2021 Excess / (Deficiency) 61,201

Revenue Adjustments Included:

01-Tax Levy	
04-Grants and Aid	902,107
05-Charges for Services	269,449
06-Public Charges	60,431
09-Other	3,540
	<u>\$ 1,235,527</u>

Expense Adjustments Included:

01-Regular Wages	360,483
02-OT Wages	
03-Payroll Benefits	87,934
04-Contracted Services	149,302
05-Supplies & Expenses	
07-Fixed Charges	11,858
09-Equipment	(13,423)
10-Other	
	<u>\$ 596,153</u>

Eau Claire County  
 Department of Human Services  
 CCS Financial Statement Estimated for the Period  
 January 1, 2022 through January 31, 2022

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)	10,517	-	-	-	(10,517)
05-Intergovernmental Charges for Services (Medicaid & Other Counties)	874,608	(96)	534,204	534,107	(340,500)
06-Public Charges for Services (Client Contributions)	3,108	-	-	-	(3,108)
09-Other Revenue	-	-	-	-	-
11-Fund Balance Applied (2022 CCS Est.Reconciliation, Rec'd 2023)	58,107	-	-	-	(58,107)
<b>Total Revenue</b>	<b>946,340</b>	<b>(96)</b>	<b>534,204</b>	<b>534,107</b>	<b>(412,233)</b>

Expenditures	Net YTD Budget	YTD Actual Transactions	Estimated Adjustments	YTD Adjusted Transactions	Net Variance Excess (Deficient)
01-Regular Wages	296,083	107,821	117,879	225,700	70,382
02-OT Wages	-	62	-	62	(62)
03-Payroll Benefits	124,163	55,277	28,319	83,596	40,567
04-Contracted Services	470,206	121,737	102,131	223,868	246,338
05-Supplies & Expenses	6,292	3,337	-	3,337	2,955
09-Equipment	3,131	-	(4,239)	(4,239)	7,370
AMSO Allocation	46,466	18,120	-	18,120	28,346
<b>Total Expenditures</b>	<b>946,340</b>	<b>306,353</b>	<b>244,091</b>	<b>550,444</b>	<b>395,896</b>

**2022 CCS Est. Reconciliation, Rec'd 2023** **(16,337)**

Revenue Adjustments Included:

01-Tax Levy	
04-Grants and Aid	
05-Charges for Services	534,204
06-Public Charges	0
09-Other	
	\$ 534,204

Expense Adjustments Included:

01-Regular Wages	117,879
02-OT Wages	
03-Payroll Benefits	28,319
04-Contracted Services	102,131
05-Supplies & Expenses	
09-Equipment	(4,239)
10-Other	
	\$ 244,091

**DHS Child Alternate Care and Adult Institutions  
For Period Ending 01/31/2022**

<b>Children in Foster Care (FC) /Treatment Foster Care (TFC)/Residential Care Centers (RCC)/Group Homes (GH)</b>					
	2022				
	New Placements	Clients	Budget	Expense	(Over)/Under Budget
FC	4	74	\$ 105,167	\$ 101,683	\$ 3,484
TFC	1	11	\$ 49,917	\$ 45,454	\$ 4,463
GH	0	3	\$ 5,750	\$ 35,532	\$ (29,782)
RCC	2	7	\$ 71,067	\$ 90,858	\$ (19,791)
<b>January Total</b>	<b>7</b>	<b>95</b>	<b>\$ 231,901</b>	<b>\$ 273,527</b>	<b>\$ (41,626)</b>
<i>2022 YTD Total</i>	7	95	\$ 231,901	\$ 273,527	\$ (41,626)
<i>2021 YTD Comparison</i>	6	119	\$ 244,086	\$ 247,344	\$ (3,258)

<b>Juvenile Corrections (Lincoln Hills/Copper Lake)</b>					
	2022				
	New Placements	Clients	Budget	Expense	(Over)/Under Budget
January	0	0	\$ -	\$ -	\$ -
<b>2022 YTD Total</b>	<b>0</b>	<b>0</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<i>2021 YTD Comparison</i>					

<b>Institute for Mental Disease</b>					
	2022				
	New Placements	Clients	Budget	Expense	(Over)/Under Budget
TCHCC	0	10	\$ 25,750	\$ 94,581	\$ (68,831)
Winnebago	6	10	\$ 41,193	\$ 143,792	\$ (102,599)
Mendota	0	0	\$ 10,298	\$ -	\$ 10,298
<b>January Total</b>	<b>6</b>	<b>20</b>	<b>\$ 77,241</b>	<b>\$ 238,373</b>	<b>\$ (161,132)</b>
<b>2022 YTD Total</b>	<b>6</b>	<b>10</b>	<b>\$ 77,241</b>	<b>\$ 238,373</b>	<b>\$ (161,132)</b>
<i>2021 YTD Comparison</i>	7	17	\$ 53,327	\$ 106,022	\$ (52,695)

<b>Northern/Southern Centers (Adult/Child Developmentally Disabled (DD))</b>					
	2022				
	New Placements	Clients	Budget	Expense	(Over)/Under Budget
January	0	0	\$ -	\$ -	
<b>2022 YTD Total</b>	<b>0</b>	<b>0</b>	<b>\$ -</b>	<b>\$ -</b>	
<i>2021 YTD Comparison</i>					

<b>Adult Family Homes (AFH) &amp; Community Based Residential Facility (CBRF)</b>					
	2022				
	New Placements	Clients	Budget	Expense	(Over)/Under Budget
AFH	1	12	\$ 80,795	\$ 122,241	\$ (41,446)
CBRF	1	12	\$ 134,425	\$ 70,862	\$ 63,563
<b>January Total</b>	<b>2</b>	<b>24</b>	<b>\$ 215,220</b>	<b>\$ 193,102</b>	<b>\$ 22,117</b>
<b>2022 YTD Total</b>	<b>2</b>	<b>24</b>	<b>\$ 215,220</b>	<b>\$ 193,103</b>	<b>\$ 22,117</b>
<i>2021 YTD Comparison</i>	29	36	\$ 156,877	\$ 63,011	\$ 93,866

**ALTERNATE CARE REPORT  
Month Ending January 2022**

Level of Care	January			YTD			Ave Cost per Day
	Placements	Clients	Number of Days	Placements	Clients	Days	
Foster Care	4	74	2,145	4	74	2,145	\$47
Therapeutic Foster Care	1	11	309	1	11	309	\$147
Group Home	0	3	82	0	3	82	\$433
Residential Care Center	2	7	160	2	7	160	\$568
<b>Total</b>	<b>7</b>	<b>95</b>	<b>2,696</b>	<b>7</b>	<b>95</b>	<b>2,696</b>	

Level of Care	Expense				Revenue		
	Adjusted Budget - January	January Expense	YTD Expense	YTD Percent Used	Adjusted Budget	YTD Revenue	Percent Collected
Foster Care	\$ 105,167	\$ 101,683	\$ 101,683	96.7%	\$ 34,250	\$ 945	2.8%
Therapeutic Foster Care	\$ 49,917	\$ 45,454	\$ 45,454	91.1%	\$ 3,700	\$ -	0.0%
Group Home	\$ 5,750	\$ 35,532	\$ 35,532	618.0%	\$ 1,333	\$ 1,670	125.3%
Residential Care Center	\$ 71,067	\$ 90,858	\$ 90,858	127.8%	\$ 5,220	\$ 1,945	37.3%
<b>Total</b>	<b>\$ 231,901</b>	<b>\$ 273,527</b>	<b>\$ 273,527</b>	<b>118.0%</b>	<b>\$ 44,503</b>	<b>\$ 4,560</b>	<b>10.2%</b>

**Eau Claire County  
Department of Human Services  
YTD Program Expenditures Summary  
Thru January 31, 2022**

Program	Monthly				YTD				Year End	
	Budgeted		Actual		Budgeted		Actual		Annualized	
	Expenses	Targeted %	Expenses	% of Expenses Utilized	Expenses	Targeted %	Expenses	% of Expenses Utilized	Expenses	% Annualized
1. Community Care & Treatment of Children who are Abused or Neglected	\$562,787	8.3%	\$525,873	7.8%	\$562,787	8.3%	\$525,873	7.8%	\$6,310,475.0	93.4%
2. Community Care & Treatment of Adults & Children with BH Issues	\$1,850,485	8.3%	\$1,424,620	6.4%	\$1,850,485	8.3%	\$1,424,620	6.4%	\$17,095,442.9	77.0%
3. Community Care & Treatment of Developmentally Disabled or Delayed	\$157,514	8.3%	\$110,454	5.8%	\$157,514	8.3%	\$110,454	5.8%	\$1,325,446.5	70.1%
4. Community Care and Treatment of Youth Offenders	\$340,142	8.3%	\$315,103	7.7%	\$340,142	8.3%	\$315,103	7.7%	\$3,781,232.9	92.6%
5. Protection of Vulnerable Adults	\$89,498	8.3%	\$85,470	8.0%	\$89,498	8.3%	\$85,470	8.0%	\$1,025,642.2	95.5%
6. Financial & Economic Assistance	\$280,284	8.3%	\$239,362	7.1%	\$280,284	8.3%	\$239,362	7.1%	\$2,872,347.2	85.4%
<b>Total</b>	<b>\$3,280,709</b>	<b>8.3%</b>	<b>\$2,700,882</b>	<b>6.9%</b>	<b>\$3,280,709</b>	<b>8.3%</b>	<b>\$2,700,882</b>	<b>6.9%</b>	<b>\$32,410,587</b>	<b>82.3%</b>

### CCS Annual Revenue/Cost Report

The information listed in the graph below is the reflection of the actual program revenue and costs for the CCS program. The excess amount received is due to annual indirect costs reported to the state. Any excess funds received are also returned to the county general fund.

<b>Description</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	
Total CCS Program Costs	\$ 8,852,597	\$ 7,421,070	\$ 7,233,028	
Revenue Received	<u>\$ 7,015,598</u>	<u>\$ 5,027,758</u>	<u>\$ 5,352,699</u>	
Final CCS Cost Reconciliation (CCS Gap)	\$ 1,836,999	\$ 2,393,312	\$ 1,880,329	NOTE: As reported on the monthly Financials (Preliminary as of 3/2/22)
Amount Received for Reconciliation	<u>\$ 1,856,393</u>	<u>\$ 2,431,831</u>	<u>\$ -</u>	Will be reimbursed in December 2022
<b>(Excess)/Deficiency</b>	<b>\$ (19,394)</b>	<b>\$ (38,519)</b>	<b>\$ 1,880,329</b>	



**EAU CLAIRE COUNTY HUMAN SERVICES**  
Director – Diane Cable  
Department Report – Division & Unit Updates  
March 2022

**AGENCY UPDATE (DIANE CABLE)**

Department of Human Services updates:

- **Covid:** Two years ago this month, our operations shifted from in-person to virtual within a matter of days. This was an extremely stressful experience for all involved and we continue to feel the reverberations from this upheaval even as we begin to return to normal. The pandemic will have lasting impact. The wellbeing of our workforce is a priority, and we will continue to identify and implement processes and practices to support our staff and environment in carrying out the mission and vision of our agency.
- **DHS vision: DHS division and unit updates** highlight's DHS's efforts to align our work with our mission. Our work to support and strengthen individuals and families includes:
  - *Collaboration across units* occurring so individuals and families benefit from the broad range of services DHS offers and supports the best chance of reaching stability and health. This month, the Clinic is recruiting to fill a therapist position to provide in-home therapy to work jointly with Family Services staff as they provide Ongoing Child Protective Services and Youth Justice services.
  - *Elevation of client voice* to inform and improve our practices. Youth Services, Birth-to-Three, and Family Services all have initiatives underway to enhance client voice.
  - *Early interventions* prevent future hardships and increase acuity of cases and need. Pursuing this goal, Crisis staff will provide increased intensive case management, Jail Re-entry enrolled 17 new clients in just the past month, and the System of Care served 111 youth in schools to avert enrollment in the Youth Justice System. Finally, Family Services with Corporation Counsel, has reduced delays in Termination of Parental Rights, which allows children to achieve permanency quicker.
  - *Understanding and responding to causes of disparity*, the Racial and Ethnic Disparity Reduction grant looks at causes for the significant disproportionate representation of African American youth in our Youth Justice referrals. Treatment Courts continue to address barriers for admittance to its programs.
- **Staffing:** We continue to move forward filling positions from the “bridge plan” or newly funded in 2022. We are getting close to having full staff in all units and divisions, except for the Juvenile Detention Center which, as with other JDCs, struggles to fill part-time positions.
- **Waitlist management:** As shared earlier, the following units have wait lists, but we are very excited the CLTS team continues to become fully staff which allows more children to be removed from the waitlist. CLTS enrolled an additional 21 children in February, though the waitlist also grew due to new requests for assistance. Since the start of 2022, an additional 15 children have been referred for services.

**FAMILY SERVICES UPDATE (TERRI BOHL)**

**March Division Overview:** The Family Services team continues to focus on its goal of ensuring the stories and perspectives of people with lived experiences inform its work. These efforts are reflected in the work of the Racial Ethnic Disparity Reduction grant, by social workers interviewing Youth Justice System Clients. It is further reflected below in the Birth-to-Three's grant application for Facilitating Attuned Interactions (FAN) training; if awarded, the training will strengthen strategies of positive relationship building between parents and professionals. Finally, Family Services is working with the State on a *Parents as Partners* project. Family Services will fill one of the contracted Strengthening Families positions with an individual with lived experiences.

**March Staffing Update:** Family Services continues to have relatively stable staffing, there are changes due to internal transfers, retirements, and new programming. As stated previously, there continues to be an ongoing challenge with staffing in the Juvenile Detention Center as the County is receiving fewer applicants for open part-time positions. Despite the staffing shortage, Manager Rob Fadness states operations are running smoothly due to the outstanding staff and positive behavior by the residents. The following units are fully staffed: Centralized Access, Initial Assessment, and Ongoing Child Protective Services. Recruitment is occurring/will occur for:

- Alternate Care Social Worker due to staff retirement—Jody Waletzki (26 years of service)
- Youth Services position due to internal staff transfer—Colin Malaney (to Jail Re-entry)
- Youth Services Social Worker to internal staff transfer – Samantha Peterson (to CLTS)
- Intensive Permanency Social Worker due to internal staff transfer—Loretta Olson (to Ongoing CPS)
- Systems of Care Case Manager/Social Worker newly funded in 2022.

## Unit Updates

- **Centralized Access (Tasha Alexander):** Team members continue to onboard the newest team member. The Unit is considering how to manage the significant workflow that comes through the Unit. A recent key change is more staff have resumed to being on-site, enhancing responses in-person. The unit is identifying opportunities to gather data and understand the increased volume of work and service in Central Access.
- **CPS Initial Assessment (Tasha Alexander):** A recent accomplishment of Initial Assessment is the Unit's response to the Forensic Interviewer vacancy within the Child Advocacy Center at Children's Wisconsin. Two Unit staff have become trained forensic interviewers. Their new skillset has become an important resource for the Unit.
- **Ongoing (Courtney Wick):** The Ongoing unit achieved an important milestone recently. For the first time in recent history, all cases referred for Termination of Parental Rights have court processes initiated. In the past, legal proceedings have been delayed up to a year due to the lack of legal resources. This new approach is a collaborative effort between DHS and Corp Counsel. Corp Counsel added an attorney, which has provided the needed resources.
- **Youth Services (Hannah Keller):** This Unit is happy to share that 68-youth served by DHS currently qualify for Federal funds for Independent Living Skills. Youth Services and Fiscal Staff have worked closely to identify the youth and determine types of purchases that can be made. An additional accomplishment is the Unit's increased use of the Coordinated Service Team (CST). The increase is partly due to referrals from the System of Care and other sources.
- **Intensive Permanency Services (Melissa Christopherson):** There are currently 14 youth open in Intensive Permanency Services (IPS). In 2021, IPS served a total of 21 youth and improved each of their Connections Scales (which is a measure of the quality and quantity of meaningful connections a youth has with caring adults) by over 15 points per child. An IPS position will be advertised soon. In the meantime, Social Worker Loretta Olson continues to maintain a dual caseload.
- **Alternate Care (Melissa Christopherson):** The team continues to recruit and train foster families. This past month, Alternate Care worked with Jonah, including area churches, to host a recruitment event. Current foster parents shared their stories. A highlight video from that event is being developed and will be on the DHS website.
- **Birth-to-Three (Melissa Christopherson):** The team just finished writing a Birth-to-Three grant and will be submitting it this week. The grant is for Facilitating Attuned Interactions (FAN) training. The model supports building better relationships between professionals and parents.
- **Juvenile Detention Center (Rob Fadness, Michael Ludgatis):** The JDC has a stable population with 14 to 15 residents daily. A considerable number of residents are in the 180 Program, which involves having youth in JDC for longer timeframes allowing staff to know and assist them better. JDC is reinstating some of the programming that existed prior to Covid, and there are one or two programs five nights a week. A lot of programs are run by volunteers, such as through the University, SPARK, and Fierce Freedom. It is shared that the majority of all the kids appreciate these programs. As mentioned above, the JDC's key challenge is filling vacancies. There is a supervisor and three part-time positions open, and they have been open since October/November 2021. Two staff will be attending a required five-week off-site training, and this will create a short-term staffing squeeze as well. Other counties are also experiencing shortages, including one county that had such a shortage in the Jail that they closed the JDC to staff the County Jail. Thankfully, Eau Claire has not experienced this level of challenge.

**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.
- Increase percent of children and youth served in their own homes
- Improve timeliness of the termination of parental rights process.

**March Division Overview:** The Division continues to work on its goal of providing mental health services to strengthen individuals and families in the community, with a particular focus on helping people who are served by another Human Services program. The effort to collaborate and support internal referrals is reflected in the Clinic's focus on adding therapy services for families served by the Family Services Division. Additionally, Behavioral Health remains focused on responding to its wait list, referral numbers, and onboarding new staff to address unmet needs.

**March Staffing Update:** The Behavioral Health Division is happy to share it is close to being fully staffed. Hiring has been a significant focus, particularly to fill positions created in the 2022 budget and vacancies created by internal transfers. Behavioral Health is focused on retaining staff by ensuring staff are satisfied in their positions. This effort includes bringing people back into the building as restrictions lift, and different teams are trying different strategies to build connections within their teams, such as potlucks, office days, and more. Those will continue as the weather gets nicer.

In terms of current hiring updates, there are several units that have either new staff or current staff in new roles and several open searches.

- New staff includes: One new Therapist starting in the Clinic, and three new Social Workers starting in CLTS.
- Staff shifting positions include Colin Malaney's shift from Youth Services to Crisis – Jail Reentry Services, Becky Stendahl's shift from APS to a Crisis Supervisor role, Beth O'Brien's shift into a CCS Service Manager position, Janiece Ruhling's shift into a CCS Supervisor role, and two internal staff switching into CSP.
- Open searches include: One therapist in the clinic three Social Worker positions in Crisis, and a Social Worker in Adult Protective Services.

#### **Unit Updates**

- **Clinic (Jen Coyne):** As mentioned above, the Unit is evaluating how to do more services in closer collaboration with the Family Services Division. As the Clinic looks to hire an additional Therapist, it is looking for someone to support this work. Their work will, at least in some cases, be based physically in homes with families and in close contact with family Social Workers. Also note, Dr. Robertson will be wrapping up December 15th and the Unit has begun the process of identifying another psychiatrist in taking that role.
- **Treatment Court (Brianna Albers):** The Treatment Court collaborative committee passed a new policy this month. It allows for more inclusion for people who may have had a record of a gang affiliation. Some of these individuals have been excluded from program participation in the past, and the new guidelines allow for more inclusion. Also note, referrals continue to be lower than in prior years, and the Unit is engaged in outreach to boost referrals. The Unit is setting up times to go talk to various "regular" referral sources. A presentation for the DA's office occurred, and additional presentations are being set for the DOC the Public Defender's office.
- **Community Support Program (Jocelyn Lingel-Kufner):** The Unit has been reviewing its referral list and outreaching to individuals actively waiting for CSP services.
- **Crisis Services (Santana Stauty, Becky Stendahl):** As mentioned above, the Crisis Services team is working hard to fill three open positions. As the new staff come on board, there will be significant onboarding and team building work required. Note that the Crisis Unit now services. also consists of Jail Re-entry. Santana Stauty supervises acute crisis and Becky Stendahl supervises Jail Re-entry services.
- **Adult Protective Services (Nancy Weltzin):** As mentioned above, the APS unit is hiring to fill the vacancy created by Becky Stendahl's transfer to Crisis.
- **Comprehensive Community Support (Cinthia Wiebusch, Jess Buckli):** The CCS numbers continue to ebb and flow, and generally the waitlist continues to stay low.
- **Children's Long-Term Support (TBD):** New Social Workers starting in April will enable us to bring down the waitlist in that unit. The Unit is pleased that the new employees all have some experience with functional screens.

**March Division Overview:** The Federal Public Health Emergency (PHE) is expected to be extended to July 15th. If this end date stays in place, Economic Support will see COVID waivers begin to unwind. This will result in Emergency FoodShare ending and HealthCare re-determinations resuming. GRC, along with four other consortia, are assisting MILES consortium (Milwaukee Area Enrollment Services) as they are facing staffing challenges.

**March Staffing Update:** Economic Support has one vacant position. The Division has been holding off on hiring until two new workers have completed training and the PHE ends.

<b>FAMILY SERVICES (Terri Bohl)</b>					
<b>Centralized Access (Tasha Alexander)</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan '22</b>	<b>Feb '22</b>
Child Protective Services reports received	102	135	122	115	127
% Child Protective Services reports screened In	27%	27%	24%	36%	21%
Child Protective Services reports screened In	28	37	29	41	27
Child Welfare Service reports received	13	19	16	17	13
Child Welfare Service reports screened In	11	12	11	15	12
% Child Welfare Service reports screened In	85%	63%	69%	88%	92%
<b>CPS Initial Assessment (Tasha Alexander)</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan '22</b>	<b>Feb '22</b>
Initial assessments completed	14	36	30	31	23
Assessments resulting in substantiation	2	6	3	9	5
% of assessments resulting in substantiation	14%	17%	10%	29%	22%
Assessments completed involving child remaining in home	13	34	29	22	1
% of assessments completed involving child remaining in home	94%	94%	97%	71%	4%
Assessments resulting in services opening within department	2	4	2	4	2
% of assessments resulting in services opening within department	14%	11%	7%	13%	9%
<b>Ongoing (Courtney Wick)</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan '22</b>	<b>Feb '22</b>
Children served in Ongoing Child Protective Services	197	192	193	159	169
Families served in Ongoing Child Protective Services	108	105	103	81	94
Children served in home	72	80	86	69	69
Children enrolled in Targeted Safety Support	38	38	34	23	26
<b>Youth Services (Hannah Keller)</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan '22</b>	<b>Feb '22</b>
Youth served in Youth Services Program	107	101	107	*	115
Youth being served in their home	74	68	82	*	88
Families served in Youth Services Program	97	90	97	*	102
<b>Intensive Permanency (Hannah Keller)</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan '22</b>	<b>Feb '22</b>
Youth receiving Intensive Permanency Services	16	16	16	16	14
<b>Alternate Care (Melissa Christopherson)</b>					
Children in out-of-home care	141	127	122	119	121
Median length of stay in months for children discharged in month	13.9	13.4	13.9	12.45	11.00
<b>Birth-to-Three (Melissa Christopherson)</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan '22</b>	<b>Feb '22</b>
Children being served	136	139	143	140	145
<b>Juvenile Detention Center (Rob Fadness, Michael Ludgatis)</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan '22</b>	<b>Feb '22</b>
Total admissions number youth	27	26	27	20	26
Total admissions number days	456	459	396	348	392
Eau Claire County admissions - number youth	7	7	9	3	4
Eau Claire County admissions - number days	46	62	65	20	12
Short-term admissions - number youth	22	21	22	15	21
Short-term admissions - number days	301	309	241	193	252
Eau Claire County short-term admissions - number youth	7	7	9	3	4
Eau Claire County short-term admissions - number days	46	62	65	20	12
180 program admissions - number youth	5	5	5	5	5
180 program admissions - number days	155	150	155	155	140
Average daily population youth per day	14.7	15.3	12.8	11.2	13.6
Occupancy rate	64%	66%	56%	48.40%	59%
Incident report*	65	76	27	N/A	44
Climate survey - staff	81%	80%	80%	78%	90%
Climate survey - safety	70%	70%	71%	77%	72%
Climate survey - cleanliness	87%	86%	86%	94%	100%
Climate survey - overall	90%	83%	85%	100%	91%

<b>BEHAVIORAL HEALTH (Luke Fedie)</b>					
<b>Clinic (Jen Coyne)</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan '22</b>	<b>Feb '22</b>
Clients in Med Management	167	250	270	267	269
Clients in Therapy	145	138	155	124	151
Referrals	21	22	7	17	24
Med management waitlist	10	11	1	5	5
Therapy waitlist		63	59	4	4
<b>Treatment Court (Brianna Albers)</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan '22</b>	<b>Feb '22</b>
Current caseload	38	32	29	23	23
Branch 1 - AIM	11	9	8	7	7
Branch 3 - Mental Health Court	11	9	10	7	7
Branch 5 - Drug Court	10	11	8	6	6
Vet Court	1	3	3	3	3
Referrals	18	9	8	7	2
<b>Community Support Program (Jocelyn Lingel-Kufner)</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan '22</b>	<b>Feb '22</b>
Number participants	107	105	103	104	105
New admissions	1	1	2	1	1
Referral list	21	22	20	15	9
<b>Crisis Services (Santana Stauty, Becky Stendahl)</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan '22</b>	<b>Feb '22</b>
Crisis contacts	270	268	230	239	222
Emergency detentions	32	21	8	22	22
Clients placed in local hospitals	14	9	10	10	9
Face-to-face assessments completed	37	33	14	18	13
Jail re-entry total clients	20	15	6	*	16
<b>Adult Protective Services (Nancy Weltzin)</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan '22</b>	<b>Feb '22</b>
Investigations requests	46	58	33	47	45
Investigations screened out	3	8	3	4	6
% Investigations screened out	7%	14%	9%	9%	13%
Investigations concluded	19	15	16	19	16
Investigations substantiated	3	6	6	2	4
% investigations substantiated	16%	40%	38%	11%	25%
Allegation of self-neglect	25%	16%	36%	19%	38%
Allegation of neglect	7%	27%	15%	26%	20%
Allegation of financial abuse	27%	21%	21%	30%	29%
Requests for guardianship	16%	19%	15%	20%	24%
<b>Comprehensive Community Support (Cinthia Wiebusch)</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan '22</b>	<b>Feb '22</b>
Current case count	194	197	195	193	195
Referrals	39	34	18	21	25
External referrals	33	28	16	18	23
Internal referrals	6	6	2	3	2
Admissions	25	13	10	14	12
Discharges	18	10	12	17	10
Adults waiting for CCS services	3	7	7	7	16
Youth waiting for CCS services	26	12	14	9	13
<b>Children's Long-Term Support</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan '22</b>	<b>Feb '22</b>
Current enrollment	231	241	244	243	264
Current waitlist	142	144	147	174	177

**ECONOMIC SUPPORT (Kathy Welke, Jane Olson, Cindy Drury, Jen Dahl)**

<b>Economic Support</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan '22</b>	<b>Feb '22</b>
Calls received	12,393	12,008	10,953	13,763	10,691
Applications processed	2,684	3,384	3,726	3,799	3,111
Renewals processed	3,045	2,598	2,460	2,772	2,350
All cases	65,407	66,257	66,740	66,716	67,106
Cases in Eau Claire County	14,255	14,952	14,502	14,510	14,038
Active Child Care cases	1,181	1,245	1,235	1,243	1,182
Active Eau Claire Child Care cases	334	345	340	343	333