**EAU CLAIRE COUNTY HUMAN SERVICES**

Director – Diane Cable

Department Report – Division & Unit Updates

May 2, 2022

**AGENCY UPDATE (DIANE CABLE)**

Welcome to our newly appointed Human Services Board Members: Katherine Schneider (Pro-tem), Kim Cronk, Connie Russel, John Folstad, Thomas Vue, and David Hirsch. The Board Supervisors are joined with our Citizen Members: Paul Maulucci, Lorraine Henning, Kathy Clark, and Jim Catlin. On behalf of the entire Human Services Department, we look forward to working with you to carry out the Mission and Vision of our Human Services Department.

**Mission:** To work together with families and individuals to promote economic self-sufficiency, personal independence, and to strengthen and preserve families

**Vision:** Family\* Connections are Always Preserved and Strengthened!

\*Family is defined in the broadest sense. As meant in context (work or household) and individually defined.

**Department of Human Services updates:**

* **DHS vision:** DHS division and unit updateshighlight DHS’s efforts to align our work with our mission. Our work to support and strengthen individuals and families includes:
  + ***Collaboration across units*:** Units collaborating allows individuals and families to benefit from the broad range of services DHS offers and supports the best chance of reaching stability and health. This month, the department brought on several new employees to fill roles allowing workflow and load to ease in several areas. There continues to be staffing changes due to employees moving into different work areas.
  + ***Elevation of client voice:*** to inform and improve our practices. Crisis will be hosting the Dept. of Justice (DOJ) in May. The DOJ will be conducting a site visit related to the issuance of the T.A.D (Treatment Alternatives and Diversion) grant. The CCS (Comprehensive Community Support) program has developed a CCS enhancement group to work on several objectives and provide a wide variety of evidenced-based services.
  + ***Early interventions*:** prevent future hardships and increase acuity of cases and need. Family Services continues to create avenues of success for youth through the ILS (Independent Living Skills) grant. Clinic programming is returning to in person contact, and Treatment Courts are going to receive the T.A.D. (Treatment and Diversion) grant. Crisis is collaborating with local hospitals on Chapter 51 processes.
  + ***Understanding and responding to causes of disparity:*** The department continues to develop R.E.D (Racial and Ethnic Disparity) Reduction parameters to determine disproportionate representation of African American youth in our Youth Justice referrals. The Treatment Courts have learned that policy has been created which allows individuals with gang affiliations to not automatically be excluded from services.
* **Covid:** Increasing number of individuals are coming directly into the Department since the start of the Pandemic. We continue to follow the recommendations of the Eau Claire City-County Public Health for managing a safe environment in our space and operations. We continue to offer masks, recommend physical distancing, and create safe space to connect with individuals, who may be presenting with compromised health.
* **Staffing:** We continue to fill vacant positions through internal shifting of staff and external hires.
* **Waitlist management:** Program waitlists are being managed and responses provided to individuals waiting for specific services.

**FAMILY SERVICES UPDATE (TERRI BOHL)**

**April Division Overview:** The Family Services Division will be honoring Foster Care Month in May with a variety of activities. The first will be placing 125 pinwheels in front of the DHS entrance to honor the 125 children placed in out of home care in Eau Claire County. It’s also a month to acknowledge and thank our providers who support children in out of home care when they are unable to remain safely in their own homes. The alternate care team will be sending providers a letter of appreciation along with an invitation to participate in an Eau Claire Cavaliers game on July 20th and alternate care appreciation picnic on August 7th in Altoona.

In the Family Services Division, we made an organizational shift of bringing all the Ongoing Child Protective Social Workers under the supervision of one Manager to allow for more cohesiveness within that area of practice. Social Work Manager Courtney Wick will now manage all Ongoing Child Protective Services staff members. The change will free up Social Work Manager Melissa Christopherson to supervise the new Birth to Three employee starting in July of this year and moving the unit she supervises to become a Resource Unit providing support to the entire division.

**April Staffing Update**: Mari Gunderson will be moving from the Access Team to a position within the Crisis Team in Behavioral Health. Lindsey Horner will also be moving to a new position, moving from the CPS Initial Assessment team to the System of Care team, within Family Services. Austin Martin is a current Juvenile Detention Worker and will be moving into the Youth Justice team on May 23rd. Samantha Loew is a recent graduate of UW-Madison and will also joining the Youth Services Team on May 23rd. Austin and Samantha are filling vacancies created by internal moves by Colin Malaney and Samantha Peterson. Laura Jirik is a new employee at the Juvenile Detention Center (JDC) working in a part-time position. Martin Adams, who has worked in the JDC facility for several years, accepted the Juvenile Detention Supervisor position.

**Recruitment is occurring/will occur for:**

* Centralized Access Social Worker due to internal staff transfer—Mari Gunderson (to Crisis)
* Initial Assessment Social Worker due to internal staff transfer—Lindsey Horner (to System of Care)
* Youth Justice Services Social Worker—two new employees will begin in May 2022
* Intensive Permanency Social Worker—currently reviewing applicants.
* Juvenile Detention (male) worker due to internal staff transfer—Martin Adams (to JDC Supervisor)
* Birth to 3 social worker—initiating recruitment.

**UNIT UPDATES:**

* **Centralized Access (Tasha Alexander):**

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| --- | --- | --- | --- | --- | --- |
| **Centralized Access (Tasha Alexander)** | **Nov ‘21** | **Dec** | **Jan '22** | **Feb** | **Mar** |
| Child Protective Services reports received | 135 | 122 | 115 | 127 | 127 |
| % Child Protective Services reports screened In | 27% | 24% | 36% | 21% | 26% |
| Child Protective Services reports screened In | 37 | 29 | 41 | 27 | 33 |
| Child Welfare Service reports received | 19 | 16 | 17 | 13 | 15 |
| Child Welfare Service reports screened In | 12 | 11 | 15 | 12 | 13 |
| % Child Welfare Service reports screened In | 63% | 69% | 88% | 92% | 87% |

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. A staff member will be transferring to the crisis team, leaving a vacant position within Access. Recruitment for this position has begun and an internal candidate has been identified.

* **CPS Initial Assessment (Tasha Alexander):**

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| --- | --- | --- | --- | --- | --- |
| **CPS Initial Assessment** | **Nov’21** | **Dec** | **Jan '22** | **Feb** | **Mar** |
| Initial assessments completed | 36 | 30 | 31 | 23 | 40 |
| Assessments resulting in substantiation | 6 | 3 | 9 | 5 | 8 |
| % of assessments resulting in substantiation | 17% | 10% | 29% | 22% | 20% |
| Assessments completed involving child remaining in home | 34 | 29 | 22 | 22 | 39 |
| % of assessments completed involving child remaining in home | 94% | 97% | 71% | 96% | 98% |
| Assessments resulting in services opening within department | 4 | 2 | 4 | 2 | 5 |
| % of assessments resulting in services opening within department | 11% | 7% | 13% | 9% | 13% |

Initial Assessment will see a staff member leave for a different role within Family Services creating a vacant social worker position. Recruitment for this vacant position has begun; no candidates have been identified at this time. Initial Assessment continues to respond to the needs of the community to maintain the safety of our children.

* **Ongoing (Courtney Wick):**

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| --- | --- | --- | --- | --- | --- |
| **Ongoing Child Protective Services** | **Nov ‘21** | **Dec** | **Jan '22** | **Feb** | **Mar** |
| Children served in Ongoing Child Protective Services | 192 | 193 | 159 | 169 | 182 |
| Families served in Ongoing Child Protective Services | 105 | 103 | 81 | 94 | 102 |
| Children served in home | 80 | 86 | 69 | 69 | 76 |
| Children enrolled in Targeted Safety Support | 38 | 34 | 23 | 26 | 22 |

All Ongoing Social Workers will be supervised by one manager to create more cohesiveness within the team, and consistent supervisory direction for team members.

* **Youth Services (Hannah Keller):**

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| --- | --- | --- | --- | --- | --- |
| **Youth Services** | **Nov ‘21** | **Dec** | **Jan '22** | **Feb** | **Mar** |
| Youth served in Youth Services Program | 101 | 107 | \* | 115 | 114 |
| Youth being served in their home | 68 | 82 | \* | 88 | 85 |
| Families served in Youth Services Program | 90 | 97 | \* | 102 | 100 |

Youth Services is diligently working to qualify youth for the ILS federal funds. These funds will support our youth with purchasing needed items to assist them in being successful with living independently. 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. A new System of Care social worker has been identified and will be transferring into this role as soon as possible.

* **Intensive Permanency Services (Melissa Christopherson):**

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| --- | --- | --- | --- | --- | --- |
| **Intensive Permanency** | **Nov ‘21** | **Dec** | **Jan '22** | **Feb** | **Mar** |
| Youth receiving Intensive Permanency Services | 16 | 16 | 16 | 14 | 15 |

There are currently 15 youth open to Intensive Permanency Services (IPS). IPS has served several youths and it continues to improve each of their Connections Scales (which is a measure of the quality and quantity of meaningful connections a youth has with caring adults); historically it has been by over 15 points per child. Currently these is a vacant IPS social worker position. Candidates have been identified and interviews to be scheduled. Social Worker Loretta Olson continues to maintain a dual caseload.

* **Alternate Care (Melissa Christopherson):**

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| --- | --- | --- | --- | --- | --- |
| **Alternate Care** | **Nov ‘21** | **Dec** | **Jan ‘22** | **Feb** | **Mar** |
| Children in out-of-home care | 127 | 122 | 119 | 121 | 125 |
| Median length of stay in months for children discharged in month | 13.4 | 13.9 | 12.45 | 11.00 | 14.0 |

The team continues to recruit and train foster families. Previously, Alternate Care has hosted recruitment events and will continue to do so in the future. A highlight video from a previous recruitment event will be on the DHS website.

* **Birth-to-Three (Melissa Christopherson):**

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| **Birth-to-Three** | **Nov ‘21** | **Dec** | **Jan '22** | **Feb** | **Mar** |
| Children being served | 139 | 143 | 140 | 145 | 119 |

The team just finished writing a Birth-to-Three grant and submitted it the second week of April. The grant is for Facilitating Attuned Interactions (F.A.N.) training. The model supports building better relationships between professionals and parents. A new B-3 Social worker position is being recruited and hopefully a candidate will be identified shortly.

* **Juvenile Detention Center (Rob Fadness, Michael Ludgatis):**

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| --- | --- | --- | --- | --- | --- |
| **Juvenile Detention Center (Rob Fadness, Michael Ludgatis)** | **Nov ‘21** | **Dec** | **Jan '22** | **Feb** | **Mar** |
| Total admissions number youth | 26 | 27 | 20 | 26 | 30 |
| Total admissions number days | 459 | 396 | 348 | 392 | 432 |
| Eau Claire County admissions - number youth | 7 | 9 | 3 | 4 | 6 |
| Eau Claire County admissions - number days | 62 | 65 | 20 | 12 | 28 |
| Short-term admissions - number youth | 21 | 22 | 15 | 21 | 25 |
| Short-term admissions - number days | 309 | 241 | 193 | 252 | 277 |
| Eau Claire County short-term admissions - number youth | 7 | 9 | 3 | 4 | 6 |
| Eau Claire County short-term admissions - number days | 62 | 65 | 20 | 12 | 28 |
| 180 program admissions - number youth | 5 | 5 | 5 | 5 | 5 |
| 180 program admissions - number days | 150 | 155 | 155 | 140 | 155 |
| Average daily population youth per day | 15.3 | 12.8 | 11.2 | 13.6 | 13.9 |
| Occupancy rate | 66% | 56% | 48.40% | 59% | 61% |
| Incident report\* | 76 | 27 | N/A | 44 | N/A |
| Climate survey - staff | 80% | 80% | 78% | 90% | 89% |
| Climate survey - safety | 70% | 71% | 77% | 72% | 75% |
| Climate survey - cleanliness | 86% | 86% | 94% | 100% | 87% |
| Climate survey - overall | 83% | 85% | 100% | 91% | 90% |

The JDC maintains a stable population with an average of 14 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 continues to reinstate programming that existed prior to Covid, and there are one or two programs five nights a week. Most 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.

The JDC has recruited and filled all vacant positions, but due to a new internal transfer there will again be a vacant position within JDC. Staffing has been a continual issue but despite these challenges staff do a great job of maintaining safety of the residents.

**Barriers and Challenges within Family Services Division**

* 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.

**BEHAVIORAL HEALTH UPDATE (LUKE FEDIE)**

**April 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 focus on providing services to people who are enrolled in another Human Services program. The effort to collaborate and support internal referrals is reflected in the Clinic’s focus on adding in-home therapy services for families served by the Family Services Division. Additionally, Behavioral Health remains focused on responding to its referral lists, and onboarding new staff.

**April 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, along with the entire Department, 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.

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, Tanya Riggs, starting in the Clinic, and three new Social Workers working in CLTS.  The three social workers in CLTS are Samantha Peterson, shifting from youth services, Emily Stanke, and Casey Olson.  Adult Protective Services has also hired a social worker to fill the vacancy left by now crisis supervisor, Becky Stendahl.  We have recently hired two individuals in our CCS program, Melody Schwoerer and Randi Goettl.  We are thrilled to have our new staff up and running and look forward to building their caseloads as we continue to move forward.
* Staff shifting positions include a future shift of Mari Gunderson to Crisis from Access.  Mari to the crisis team. She will be working directly with Law Enforcement partners on crisis response services.
* Open searches include: One therapist in the clinic, one Social Worker in Crisis, and three social workers with the

CCS program.

**UNIT UPDATES:**

* **Clinic (Jen Coyne):**

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| **Clinic** | **Nov ‘21** | **Dec** | **Jan '22** | **Feb** | **Mar** |
| Clients in Med Management | 250 | 270 | 267 | 269 | 271 |
| Clients in Therapy | 138 | 155 | 124 | 151 | 158 |
| Referrals | 22 | 7 | 17 | 24 | 11 |
| Med management waitlist | 11 | 1 | 5 | 5 | 6 |
| Therapy waitlist | 63 | 59 | 4 | 4 | 4 |

The Clinic group sessions returned to in person the week of April 18th, but the DBT group will not return to in person until June. A new therapist will start on May 2nd, this position will provide close collaboration with the Family Services Division and will primarily work in-home with families and in close contact with family Social Workers. The new Admin Specialist I, Jessica Miller is doing great in her position and is a great asset to the Clinic. Dr. Robertson will be retiring December 15th and the process of identifying another psychiatrist is taking place.

* **Treatment Court (Brianna Albers):**

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| --- | --- | --- | --- | --- | --- |
| **Treatment Court** | **Nov ‘21** | **Dec** | **Jan '22** | **Feb** | **Mar** |
| Current caseload | 32 | 29 | 23 | 23 | 24 |
| Branch 1 - AIM | 9 | 8 | 7 | 7 | 8 |
| Branch 3 - Mental Health Court | 9 | 10 | 7 | 7 | 8 |
| Branch 5 - Drug Court | 11 | 8 | 6 | 6 | 5 |
| Vet Court | 3 | 3 | 3 | 3 | 3 |
| Referrals | 9 | 8 | 7 | 2 | 6 |

Treatment Court is fully staffed, this is great news for the team and community members working within the treatment courts. Staff from DOJ will be on site in May relating to the issuance of the T.A.D. grant, providing consultation and training.

* **Community Support Program (Jocelyn Lingel-Kufner):**

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| **Community Support Program** | **Nov ‘21** | **Dec** | **Jan '22** | **Feb** | **Mar** |
| Number participants | 105 | 103 | 104 | 105 | 105 |
| New admissions | 1 | 2 | 1 | 1 | 1 |
| Referral list | 22 | 20 | 15 | 9 | 11 |

IPS (Individual Placement Services), an evidence-based employment program began the beginning of April, and it is looking to make service options available to clients. CSP completed state re-certification and is certified of another two years. With two new social workers joining the beginning of April, CSP is now fully staffed.

* **Crisis Services (Santana Stauty, Becky Stendahl):**

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| **Crisis Services (Santana Stauty, Becky Stendahl)** | **Nov ‘21** | **Dec.** | **Jan '22** | **Feb** | **Mar** |
| Crisis contacts | 268 | 230 | 239 | 222 | 279 |
| Emergency detentions | 21 | 8 | 22 | 22 | 24 |
| Clients placed in local hospitals | 9 | 10 | 10 | 9 | 14 |
| Face-to-face assessments completed | 33 | 14 | 18 | 13 | 20 |
| Jail re-entry total clients | 15 | 6 | \* | 16 | 9 |

We finished interviews for a crisis position. A new team member will begin soon—start date is yet to be identified. A crisis social work position has been reposted. The crisis team provides services to the Community for acute response, ongoing case management services, crisis response services with the co-responder program, and services for individuals returning to the community from the jail.

We continue to meet with local hospitals regarding emergency detention - Chapter 51 processes and engaging with the medical field. We review case situations and work on enhancing responses collaboratively. We continue to work with schools on crisis and safety planning for youth.

* **Adult Protective Services (Nancy Weltzin):**

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| **Adult Protective Services (Nancy Weltzin)** | **Nov ‘21** | **Dec** | **Jan '22** | **Feb** | **Mar** |
| Investigations requests | 58 | 33 | 47 | 45 | 39 |
| Investigations screened out | 8 | 3 | 4 | 6 | 6 |
| % Investigations screened out | 14% | 9% | 9% | 13% | 15% |
| Investigations concluded | 15 | 16 | 19 | 16 | 15 |
| Investigations substantiated | 6 | 6 | 2 | 4 | 6 |
| % Investigations substantiated | 40% | 38% | 11% | 25% | 22% |
| Allegation of self-neglect | 16% | 36% | 19% | 38% | 21% |
| Allegation of neglect | 27% | 15% | 26% | 20% | 18% |
| Allegation of financial abuse | 21% | 21% | 30% | 29% | 31% |
| Requests for guardianship | 19% | 15% | 20% | 24% | 18% |

APS is fully staffed with the acceptance by a new social worker who will join the team in May. APS has ongoing challenges with finding Adult Family Homes and community -based residential facility placements.

* **Comprehensive Community Support (Cinthia Wiebusch, Jess Buckli):**

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| **Comprehensive Community Support** | **Nov ‘21** | **Dec** | **Jan '22** | **Feb** | **Mar** |
| Current case count | 197 | 195 | 193 | 195 | 194 |
| Referrals | 34 | 18 | 21 | 25 | 41 |
| External referrals | 28 | 16 | 18 | 23 | 30 |
| Internal referrals | 6 | 2 | 3 | 2 | 11 |
| Admissions | 13 | 10 | 14 | 12 | 17 |
| Discharges | 10 | 12 | 17 | 10 | 20 |
| Adults waiting for CCS services | 7 | 7 | 7 | 16 | 29 |
| Youth waiting for CCS services | 12 | 14 | 9 | 13 | 11 |

This CCS unit has developed a CCS enhancement group that has begun work on the following: CCS newsletter, Internal Quality Assurance, Team Building and Office space. CCS staff continue to work with potential providers to provide a wide variety of evidence-based services and continue to connect with current providers to ensure quality services are delivered.

* **Children’s Long-Term Support (Ron Schmidt - Temp):**

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| --- | --- | --- | --- | --- | --- |
| **Children’s Long-Term Support** | **Nov ‘21** | **Dec** | **Jan '22** | **Feb** | **Mar** |
| Current enrollment | 241 | 244 | 243 | 264 | 259 |
| Current waitlist | 144 | 147 | 174 | 177 | 196 |

With two new social workers starting in April, this will enable us to bring the waitlist down in CLTS. The Unit is pleased that the new employees all have some experience with functional screens. CLTS is currently re-recruiting for a CLTS manager.

**ECONOMIC SUPPORT UPDATE (KATHY WELKE, JANE OLSON, CINDY DRURY, JEN DAHL)**

**April Division Overview:**  As previously reported the Federal Public Health Emergency (PHE) is expected to be extended to July 15th. With the July 15th end date, Economic Support will see COVID waivers unwind and 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.

**April Staffing Update:** Economic Support has two vacant positions due to an employee retiring and another moving on to other employment. Economic Support is in recruitment for these two positions. Additionally, we have two workers completing training.

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| **Economic Support** | **Nov ‘21** | **Dec** | **Jan '22** | **Feb** | **Mar** |
| Calls received | 12,008 | 10,953 | 13,763 | 10,691 | 11,945 |
| Applications processed | 3,384 | 3,726 | 3,799 | 3,111 | 3,135 |
| Renewals processed | 2,598 | 2,460 | 2.772 | 2,350 | 2,417 |
| All cases | 66,257 | 66,740 | 66,716 | 67,106 | 67,191 |
| Cases in Eau Claire County | 14,952 | 14,502 | 14,510 | 14,038 | 14,109 |
| Active Child Care cases | 1,245 | 1,235 | 1,243 | 1,182 | 1,158 |
| Active Eau Claire Child Care cases | 345 | 340 | 343 | 333 | 325 |

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