**EAU CLAIRE COUNTY HUMAN SERVICES**

Director – Diane Cable

Department Report – Division & Unit Updates

June 6, 2022

**AGENCY UPDATE (DIANE CABLE)**

The Department continues to focus on key areas that impact the community and operations:

Homelessness and Housing: This area affects about 80% of the individuals the Department serves. We are involved with community partners and key stakeholders to provide support and work towards improved housing stability.

Race, Equity, Diversity, and Inclusivity: We held our first strategic session with invited community members and professionals for input and discussion on the work of the Youth Justice Race, Equity and Diversity Project (RED-Grant). Members of this group have agreed to continue to come together to provide guidance and recommendations.

Workforce and Wellbeing work: We are initiating a Wellbeing Project, creating a staff Wellbeing Team to enhance and sustain a culture of Agency Wellbeing.

Waitlists: We continue to address program waitlists, while the waitlists, continue to grow in some program areas. Our hope is that the filling of vacant positions, will decrease/eliminate waitlists.

**FAMILY SERVICES UPDATE (TERRI BOHL)**

**June Division Overview:** The Family Services team has been struggling to serve children with complex needs with appropriate services and out of home care settings. Currently, we have several youths who need a new placement, but we are unable to identify an appropriate resource. The Department of Children and Families has been gathering data and discussing possible strategies to improve resources for children as many counties are struggling to find placement providers. Another area of attention for the Family Services Division is the Centralized Access Team who continues to have issue with capacity. The team has experienced recent turnover and increased referrals. The Department is assessing the workload within Centralized Area and discussing ideas for additional support to that team.

**June Staffing Update:** The Division has experienced some internal movement over the last few months. Austin Martin and Samantha Loew joined the Youth Services team on 5/23/22. Austin previously worked at JDC and Samantha is a recent graduate of UW-Madison with a Master’s in social work. Current vacancies include an Intensive Permanency Services Social Worker, Initial Assessment Social Worker, Centralized Access Social Worker, and three part-time JDC positions. Interviews have recently concluded for the three vacant Social Work positions and candidates will be onboarded in late June or early July.

**UNIT UPDATES:**

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

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| --- | --- | --- | --- | --- | --- |
| **Centralized Access (Tasha Alexander)** | **Dec** | **Jan '22** | **Feb**  | **Mar** | **April**  |
| Child Protective Services reports received | 122 | 115 | 127 | 127 | 122 |
| % Child Protective Services reports screened In | 24% | 36% | 21% | 26% | 28% |
| Child Protective Services reports screened In | 29 | 41 | 27 | 33 | 34 |
| Child Welfare Service reports received | 16 | 17 | 13 | 15  | 7 |
|  Child Welfare Service reports screened In | 11 | 15 | 12 | 13 | 6 |
| % Child Welfare Service reports screened In | 69% | 88% | 92% | 87% | 86% |

**Key Issues:** Although this unit has capacity issues, it continues to strive and meet the needs of incoming calls, reports, and referrals for services to be delivered in a timely fashion.

**Staffing Updates**: A current team member will make an internal transition to crisis; this vacant position will be filled by an internal transition by a team member from the CCS unit. These transitions will occur in June and July.

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **CPS Initial Assessment**  | **Dec** | **Jan '22** | **Feb**  | **Mar** | **April**  |
| Initial assessments completed | 30 | 31 | 23 | 40 | 14 |
| Assessments resulting in substantiation | 3 | 9 | 5 | 8 | 5 |
| % of assessments resulting in substantiation | 10% | 29% | 22% | 20% | 36% |
| Assessments completed involving child remaining in home | 29 | 22 | 22 | 39 | 2 |
| % of assessments completed involving child remaining in home | 97% | 71% | 96% | 98% | 86% |
| Assessments resulting in services opening within department | 2 | 4 | 2 | 5 | 3 |
| % of assessments resulting in services opening within department | 7% | 13% | 9% | 13% | 21% |

**Staffing Updates:** With a staff member transitioning to the Systems of Care position, this vacant IA position will be filled by an external candidate who is familiar with the county because she had been intern within Family Services.

* **Ongoing (Courtney Wick):**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Ongoing Child Protective Services** | **Dec** | **Jan '22** | **Feb**  | **Mar** | **April** |
| Children served in Ongoing Child Protective Services | 193 | 159 | 169 | 182 | 179 |
| Families served in Ongoing Child Protective Services | 103 | 81 | 94 | 102 | 98 |
| Children served in home | 86 | 69 | 69 | 76 | 74 |
| Children enrolled in Targeted Safety Support | 34 | 23 | 26 | 22 | 16 |

**Staffing Updates:** This unit is fully staffed

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

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| --- | --- | --- | --- | --- | --- |
| **Youth Services** | **Dec** | **Jan '22** | **Feb**  | **Mar** | **April** |
| Youth served in Youth Services Program | 107 | \* | 115 |  114 | 108 |
| Youth being served in their home | 82 | \* | 88 | 85 | 83 |
| Families served in Youth Services Program | 97 | \* | 102 | 100 | 93 |

**Staffing Updates:** The two vacant Youth Services positions have been filled and the unit has been fully staffed since mid-May.

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

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

**Staffing Updates:** The vacant IPS position will be filled in July by an external candidate.

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

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| --- | --- | --- | --- | --- | --- |
| **Alternate Care**  | **Dec** | **Jan ‘22** | **Feb** | **Mar** | **April**  |
| Children in out-of-home care | 122 | 119 | 121 | 125 | 132 |
| Median length of stay in months for children discharged in month | 13.9 | 12.45 | 11.00 | 14.0 | \* |

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

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| --- | --- | --- | --- | --- | --- |
| **Birth-to-Three**  | **Dec** | **Jan '22** | **Feb**  | **Mar** | **April** |
| Children being served | 143 | 140 | 145 | 119 | 119 |

**Staffing Updates:** The vacant Birth-to-Three position has an identified candidate, no start date has been identified.

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

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| --- | --- | --- | --- | --- | --- |
| **Juvenile Detention Center (Rob Fadness, Michael Ludgatis)** | **Dec** | **Jan '22** | **Feb**  | **Mar** | **April** |
| Total admissions number youth | 27 | 20 | 26 | 30 | 37 |
| Total admissions number days | 396 | 348 | 392 | 432 | 408 |
| Eau Claire County admissions - number youth | 9 | 3 | 4 | 6 | 5 |
| Eau Claire County admissions - number days | 65 | 20 | 12 | 28 | 18 |
| Short-term admissions - number youth | 22 | 15 | 21 | 25 | 30 |
| Short-term admissions - number days | 241 | 193 | 252 | 277 | 254 |
| Eau Claire County short-term admissions - number youth | 9 | 3 | 4 | 6 | 5 |
| Eau Claire County short-term admissions - number days | 65 | 20 | 12 | 28 | 18 |
| 180 program admissions - number youth | 5 | 5 | 5 | 5 | 7 |
| 180 program admissions - number days | 155 | 155 | 140 | 155 | 154 |
| Average daily population youth per day | 12.8 | 11.2 | 13.6 | 13.9 | 13.6 |
| Occupancy rate | 56% | 48.40% | 59% | 61% | 59% |
| Climate survey - staff | 80% | 78% | 90% | 89% | 76% |
| Climate survey - safety | 71% | 77% | 72% | 75% | 78% |
| Climate survey - cleanliness | 86% | 94% | 100% | 87% | 87% |
| Climate survey - overall | 85% | 100% | 91% | 90% | 88% |

**Key Issues:** The population of the detention center for the month of April was 13.6 youth per day:  8.4 youth in secure detention and 5.1 youth in the 180 Program.  The normal rated capacity of the facility is 23 youth.

COVID precautions, including a five-day quarantine for new admissions and a reduced capacity of 16 youth remain in place.  As local COVID numbers decline, the question of whether to continue pandemic restrictions should be addressed.  COVID precautions are an imposition to residents, staff, and facility operations and should be reviewed.

Daily education programming provided by the Eau Claire Area School District continues through the first week in June.  After a one-year absence, summer school will begin in mid-June and run through the end of August.

Programming conducted by the UWEC music program has returned.  Weekly music instruction, including 1:1 guitar lessons are conducted for residents having an interest.

Finally, maintaining a full staff is an ongoing concern, but despite these challenges our staff do a great job of maintaining the safety and security of all residents.

**Staffing Updates**: The JDC Supervisor position was filled by an internal candidate. This position along with an additional (male) full time position which became vacant due to the employee transition to a social work position within Youth Services, have been filled by two (male) internal parttime employees. The two vacant parttime positions will be recruited for.

**BEHAVIORAL HEALTH UPDATE (LUKE FEDIE)**

**June 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.

**June 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.  **7**

**UNIT UPDATES:**

* **Clinic (Jen Coyne):**

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| --- | --- | --- | --- | --- | --- |
| **Clinic**  | **Dec** | **Jan '22** | **Feb** | **Mar** | **April** |
| Clients in Med Management | 270 | 267 | 269 | 271 | 224 |
| Clients in Therapy | 155 | 124 | 151 | 158 | 153 |
| Referrals | 7 | 17 | 24 | 11 | 13 |
| Med management waitlist | 1 | 5 | 5 | 6 | 3 |
| Therapy waitlist | 59 | 4 | 4 | 4 | 4 |

**Key Issues:**

* We are getting ready to start MRT (Moral Reconation Therapy) group in August.  This is an evidence-based group for people in the criminal justice system because we are partnering with teams throughout the Department, we will be able to provide gender-specific groups with 2 facilitators each, one from the clinic and the other from other teams in the agency.
* We are also in the process of developing a protocol when clients/patients escalate when in session.  This will likely include another person knocking on the door and asking if everything is ok.
* Mackenzie Deffenbaugh and Brianna Albers presented their trauma-informed training and Jenny Hlava her GBTLQIA+ training to The Great Rivers Consortium. We look forward to offering continued trainings to the agency at large.
* Our new therapist, Tanya Riggs, will start taking clients in June and we’ve already assigned her 3 for that month.
* We are in the process of identifying dates in which to set up clinic “Lunch and Learns” for the department.
* We have opened an hour a week to the agency for consultation with Angela Trapani and Cara Helmer.  This is a time specifically for staff too come and discuss difficult cases.
* Angela Trapani has set aside one hour a week for crisis patients or for patients who are discharging from long-term care and need medications.

 **Staffing Updates:** The clinic will be recruiting for a therapist to fill vacancy beginning June.

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

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

**Staffing Update:** Treatment Courts remain fully staffed

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

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| --- | --- | --- | --- | --- | --- |
| **Community Support Program**  | **Dec** | **Jan '22** | **Feb** | **Mar** | **April** |
| Number participants | 103 | 104 | 105 | 105 | 103 |
| New admissions | 2 | 1 | 1 | 1 | 0 |
| Referral list | 20 | 15 | 9 | 11 | 19 |

**Key Issues**: CSP recently added a contracted Vocational Rehabilitation individual to the team, it has been going great so far. Eau Claire CSP team strives to follow the ACT(Assertive Community Treatment) treatment model.  ACT is an evidence-based practice that uses a multidisciplinary team to provide comprehensive services to address the needs of persons with serious behavioral health issues and other co-morbid disorders. In June the supervisor will be trained as a reviewer of the ACT model and will participate in reviewing 2 other CSP programs in the State.  Then Eau Claire County CSP will participate in an ACT review that is planned for late July to measure our compliance with the ACT model of treatment.

**Staffing Updates**: CSP has been fully staffed since Mid-April.

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

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| --- | --- | --- | --- | --- | --- |
| **Crisis Services (Santana Stauty, Becky Stendahl)** | **Dec.** | **Jan '22** | **Feb** | **Mar** | **April**  |
| Crisis contacts | 230 | 239 | 222 | 279 | 256 |
| Emergency detentions | 8 | 22 | 22 | 24 | 26 |
| Clients placed in local hospitals | 10 | 10 | 9 | 14 | 17 |
| Clients placed in Winnebago | \* | \* | \* | \* | 9 |
| Face-to-face assessments completed | 14 | 18 | 13 | 20 | 7 |
| Jail re-entry new clients | 6 | \* | 16 | 9 | 22 |
| Jail re-entry total clients | \* | \* | \* | \* | 35 |

**Key Issues:** Crisis has been developing and creating the crisis liaison position to better collaborate with local law enforcement. There has been an influx with mental health cases coming into Eau Claire County, due to the knowledge that Eau Claire County has mental health services.

**Staffing Updates:** A new crisis social worker began at the beginning of May, and crisis is still in the process of hiring the crisis liaison for Eau Claire Police Department.

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

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| --- | --- | --- | --- | --- | --- |
| **Adult Protective Services (Nancy Weltzin)** | **Dec** | **Jan '22** | **Feb** | **Mar** | **April**  |
| Investigations requests | 33 | 47 | 45 | 39 | 58 |
| Investigations screened out | 3 | 4 | 6 | 6 | 8 |
| % Investigations screened out | 9% | 9% | 13% | 15% | 13% |
| Investigations concluded | 16 | 19 | 16 | 15 | 19 |
| Investigations substantiated | 6 | 2 | 4 | 6 | 14 |
| % Investigations substantiated | 38% | 11% | 25% | 22% | 74% |
| Allegation of self-neglect | 36% | 19% | 38% | 21% | 20% |
| Allegation of neglect | 15% | 26% | 20% | 18% | 11% |
| Allegation of financial abuse | 21% | 30% | 29% | 31% | 7% |
| Requests for guardianship | 15% | 20% | 24% | 18% | 8% |

**Key Issues:** APS continues to face challenges of finding Adult Family Homes and community -based residential facility placements.

**Staffing Updates:** APS has been fully staffed since mid-May.

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

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| --- | --- | --- | --- | --- | --- |
| **Comprehensive Community Services** | **Dec** | **Jan '22** | **Feb**  | **Mar** | **April** |
| Current case count | 195 | 193 | 195 | 194 | 194 |
| Referrals | 18 | 21 | 25 | 41 | 33 |
| External referrals | 16 | 18 | 23 | 30 | 29 |
| Internal referrals | 2 | 3 | 2 | 11 | 4 |
| Admissions | 10 | 14 | 12 | 17 | 5 |
| Discharges | 12 | 17 | 10 | 20 | 16 |
| Adults waiting for CCS services | 7 | 7 | 16 | 29 | 23 |
| Youth waiting for CCS services | 14 | 9 | 13 | 11 | 12 |

**Key Issues:**

* CCS program experienced internal staff transitions to include transfers to other divisions and promotions. These changes impacted the program’s ability to admit participants. Three caseloads were redistributed among service facilitators that have also impacted the program.
* CCS Enhancement group continues to work together to ensure efficiency and effectiveness in the program internally and externally. The group also promotes job satisfaction. Four group subsets are: CCS Newsletter, Internal Quality Assurance, Team Building and Office Space.
* The first CCS Newsletter was sent out in March and second one will be sent out mid-June. These newsletters intent to promote provider-program relationships.
* CCS Annual survey was submitted to the State.

**Staffing Updates:** The CCS Program continues to interview for the following positions: 4 Service Facilitators. Have identified two potential candidates and will be reposting for the two vacancies. The Program is also hiring 1 Substance Use Professional, 1 Mental Health Professional. A CCS Supervisor has been identified.

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

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| --- | --- | --- | --- | --- | --- |
| **Children’s Long-Term Support** | **Dec** | **Jan '22** | **Feb** | **Mar** | **April** |
| Current enrollment | 244 | 243 | 264 | 259 | 258 |
| Current waitlist | 147 | 174 | 177 | 196 | 212 |

**Key Issues:** We should see significant movement with the waitlist due to staff returning from FMLA and with the onboarding of three new staff in May.

**Staffing Updates:** Recruiting will begin for the two vacant CLTS social worker positions, and two workers return from FMLA in June.

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

**June Division Overview:**  Wisconsin did not receive a notice from the Federal Government on 5/15 stating that the PHE was going to end on 7/15.  Because there was not a 60-day notice provided on 5/15 Wisconsin is now planning for a 10/15 end date to the PHE and will await notification on 8/15 to confirm this.

**June Staffing Update:** ESS currently has three vacancies and recruitment has begun to fill these vacancies. **E**

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| --- | --- | --- | --- | --- | --- |
| **Economic Support** | **Dec** | **Jan '22** | **Feb**  | **Mar** | **April**  |
| Calls received | 10,953 | 13,763 | 10,691 | 11,945 | 10,846 |
| Applications processed | 3,726 | 3,799 | 3,111 | 3,135 | 2,723 |
| Renewals processed | 2,460 | 2.772 | 2,350 | 2,417 | 1,899 |
| All cases | 66,740 | 66,716 | 67,106 | 67,191 | 67,503 |
| Cases in Eau Claire County | 14,502 | 14,510 | 14,038 | 14,109 | 14,804 |
| Active Child Care cases | 1,235 | 1,243 | 1,182 | 1,158 | 1,154 |
| Active Eau Claire Child Care cases | 340 | 343 | 333 | 325 | 326 |

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