**EAU CLAIRE COUNTY HUMAN SERVICES**

Director – Diane Cable

Department Report – Division & Unit Updates

July 11, 2022

**AGENCY UPDATE (DIANE CABLE)**

**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:**

Summer is here, along with Budget Season! The Administrative and Management team have worked hard in putting together the 2023 proposed Budget. Our request meets the criteria set by County Administration, incorporating the financial adjustments for wages, health insurance, and responding to Community need, staff needs and the strategic focus of the County. The Department is asking for no new tax levy in the 2023 proposed Budget. A change by the State Department of Health Services for Certified Crisis Counties, allows us to garner a higher reimbursement rate for Crisis Services. This increased revenue, for existing work of the program, supports overall Department operations.

The Department will include a status update on positions. Our work with our County Partners in Human Resources has led to active recruitments and filling of vacancies. As we know, there are staffing shortages, and we are working with Human Resources to be creative and responsive to filling our needed positions.

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit** | **Filled** | **Vacant \*** | **Total Department**  |
|  | **FTE's** | **FTE's** | **FTE's** |
| Behavioral Health | 100 | 11 | 111 |
| Family Services | 59.66 | 3.5 | 63.16 |
| Economic Support | 33 | 3 | 36 |
| Fiscal  | 17 | 3 | 20 |
| Operations | 8.5 | 2.5 | 11 |
| **TOTALS** | **218.16** | **22** | **241.16** |

\*Vacant positions include individuals with an accepted offer and pending a start date.

**FAMILY SERVICES UPDATE (TERRI BOHL)**

**July Division Overview:** **:** The Family Services team continues to struggle in finding placements for children with complex needs. Family Services staff members have been working with the Department of Children and Families (DCF) to identify potential placement resources through a new Connection Session process DCF created in partnership with the Wisconsin Association of Family and Children's Agencies (WAFCA). Eau Claire County was not provided with new placements for the children needing placement as a result of the Connection Sessions.

The Racial and Ethnic Disparity (RED) Reduction Grant has been meeting with area professionals with expertise on diversity over the last couple of months in a group referred to as a Strategy Group. The Strategy Group is transitioning into a Stakeholder Group this month with the addition of consumers, agencies representing diverse populations, law enforcement, and school personnel. The RED Reduction Grant is also focused on examining racial disparity data in youth justice and interviewing past and present consumers of color on their experiences in the youth justice system.

Family Services is hosting a Family Engagement and Planning Team (FEPT) training on July 20th and July 21st. The training is open to all staff interested in helping expand the Department’s FEPT services to our consumers. The training will be facilitated by Family Service Rochester (FSR) who contracts with Olmsted County in Minnesota to provide Family Involvement Strategies conferences. FIS is similar to family-group conferencing where family members bring their informal supports to the table to assure families have a voice in planning.

**July Staffing for Family Services as a whole:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit** | **Filled FTE’s** | **Vacancies** | **Reason for Vacancy** |
| Administrative Specialists | 2.5 | 0 |  |
| Centralized Access | 4 | 1 |  Internal Transfer |
| Initial Assessment | 7 | 0 |  |
| Ongoing Child Protective Services | 10 | 0 |  |
| Youth Services | 12 | 0 |  |
| Juvenile Detention Center | 13.5 | 1.5 |  Internal Transfers |
| Resource Unit | 7.16 | 1.83 |  New Position & Internal Transfer |
| Management | 8 | 0 |  |
| **Totals** | 64.16 | 4.33 |  |

**UNIT UPDATES:**

 **Centralized Access (Tasha Alexander):**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Centralized Access (Tasha Alexander)** | **Jan '22** | **Feb**  | **Mar** | **April**  | **May** |
| Child Protective Services reports received | 115 | 127 | 127 | 122 | 130 |
| % Child Protective Services reports screened in | 36% | 21% | 26% | 28% | 29% |
| Child Protective Services reports screened in | 41 | 27 | 33 | 34 | 38 |
| Child Welfare Service reports received | 17 | 13 | 15  | 7 | 5 |
|  Child Welfare Service reports screened in | 15 | 12 | 13 | 6 | 5 |
| % Child Welfare Service reports screened in | 88% | 92% | 87% | 86% | 100% |

**Key Issues:**

* This unit continues to experience capacity issues but it strives to enter referrals in a timely manner

**Staffing Updates**:

* Changes in staffing has created stress with meeting demands of incoming reports and referrals. Once stability returns, we anticipate these stressors to level out.

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **CPS Initial Assessment**  | **Jan '22** | **Feb**  | **Mar** | **April**  | **May** |
| Initial assessments completed | 31 | 23 | 40 | 14 | 29 |
| Assessments resulting in substantiation | 9 | 5 | 8 | 5 | 7 |
| % of assessments resulting in substantiation | 29% | 22% | 20% | 36% | 24% |
| Assessments completed involving child remaining in home | 22 | 22 | 39 | 12 | 26 |
| % of assessments completed involving child remaining in home | 71% | 96% | 98% | 86% | 90% |
| Assessments resulting in services opening within department | 4 | 2 | 5 | 3 | 6 |
| % of assessments resulting in services opening within department | 13% | 9% | 13% | 21% | 21% |

**Key Issues:** No key issues update

**Staffing Updates:** No staffing updates

 **Ongoing (Courtney Wick):**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Ongoing Child Protective Services** | **Jan '22** | **Feb**  | **Mar** | **April** | **May** |
| Children served in Ongoing Child Protective Services | 159 | 169 | 182 | 179 | 154 |
| Families served in Ongoing Child Protective Services | 81 | 94 | 102 | 98 | 86 |
| Children served in home | 69 | 69 | 76 | 74 | 67 |
| Children enrolled in Targeted Safety Support | 23 | 26 | 22 | 16 | 13 |

**Key Issues:** No key issue updates

**Staffing Updates:** No staffing updates

 **Youth Services (Hannah Keller):**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Youth Services** | **Jan '22** | **Feb**  | **Mar** | **April** | **May** |
| Youth served in Youth Services Program | \* | 115 |  114 | 108 | 97 |
| Youth being served in their home | \* | 88 | 85 | 83 | 108 |
| Families served in Youth Services Program | \* | 102 | 100 | 93 | 84 |

**Key Issues:**

* Youth with complex needs remain a challenging population to effectively serve with our current resource and service options. The lack of resource and service options lead to greater costs in meeting this population of youth’s needs.

**Staffing Updates:** No staffing updates

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

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

**Key Issues:**

* Filling the IPS Social Worker position meets a gap with services as the current worker has been splitting time between two positions. This will allow the current worker to focus on caseload and meet demands of primary role.

**Staffing Updates:**

* IPS Social Worker position has been filled and new worker will begin on July 18th.

 **Alternate Care (Melissa Christopherson):**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Alternate Care**  | **Jan ‘22** | **Feb** | **Mar** | **April**  | **May** |
| Children in out-of-home care | 119 | 121 | 125 | 132 | 115 |
| Median length of stay in months for children discharged in month | 12.45 | 11.00 | 14.0 | \* | \* |

**Key Issues:** No key issue updates

**Staffing Updates:** No staffing updates

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Birth-to-Three**  | **Jan '22** | **Feb**  | **Mar** | **April** | **May** |
| Children being served | 140 | 145 | 119 | 119 | 123 |

**Key Issues:**

* B-3was awarded a Child and Family Focused Pandemic Recovery Supports Grant of $40,320 to implement “F.A.N.” training—Facilitating Attuned Interactions approach. The goal of FAN is to strengthen the provider-parent relationship, resulting in parents who are attuned to their children and try new ways to relate to them.

**Staffing Updates:**

* A new permanent B-3 employee was hired and will work with families to obtain the goals of FAN, and to meet the needs of children needing B-3 services.

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Juvenile Detention Center (Rob Fadness, Michael Ludgatis)** | **Jan '22** | **Feb**  | **Mar** | **April** | **May** |
| Total admissions number youth | 20 | 26 | 30 | 37 | 26 |
| Total admissions number days | 348 | 392 | 432 | 408 | 455 |
| Eau Claire County admissions - number youth | 3 | 4 | 6 | 5 | 10 |
| Eau Claire County admissions - number days | 20 | 12 | 28 | 18 | 28 |
| Short-term admissions - number youth | 15 | 21 | 25 | 30 | 19 |
| Short-term admissions - number days | 193 | 252 | 277 | 254 | 238 |
| Eau Claire County short-term admissions - number youth | 3 | 4 | 6 | 5 | 10 |
| Eau Claire County short-term admissions - number days | 20 | 12 | 28 | 18 | 28 |
| 180 program admissions - number youth | 5 | 5 | 5 | 7 | 7 |
| 180 program admissions - number days | 155 | 140 | 155 | 154 | 217 |
| Average daily population youth per day | 11.2 | 13.6 | 13.9 | 13.6 | 14.7 |
| Occupancy rate | 48% | 59% | 61% | 59% | 64% |
| Climate survey - staff | 78% | 90% | 89% | 80% | 76% |
| Climate survey - safety | 77% | 72% | 75% | 67% | 59% |
| Climate survey - cleanliness | 94% | 100% | 87% | 89% | 87% |
| Climate survey - overall | 100% | 91% | 90% | 93% | 87% |

**Key Issues:**

* Staff shortages have created a scarcity of secure detention beds statewide; Marathon and Brown Counties have temporarily closed their facilities, and Milwaukee County has reduced its population. Waukesha County has requested bed space in JDC. The length and consequences of the closures are unknown.
* Covid-19 protocols continue per CDC recommendations. Safety practices require a reduction in the rated capacity of the facility from 23 to 16 youth. As pressure for secure bedspace increases, an evaluation of these practices take place.
* Summer school going on for both short-term and 180 program residents

**Staffing Updates**:

* A new JDC supervisor has been hired, so both supervisor positions are filled bring stability to meet staff and facility needs to continue providing necessary services to residents admitted to the JDC.
* There are three (.5) FTE vacancies which impact staff and hours work.

**BEHAVIORAL HEALTH UPDATE (LUKE FEDIE)**

**July Division Overview:** The Behavioral Health division remains busy over the summer months.  Enrollment in all programs has continued to trend up as we get further away from the disruption of the Covid 19 pandemic.  We have continued to focus on employee retention in our programs and have continued to offer flexibility and support with employees.  This flexibility and support come in the forms of continued ability to work in or out of the office, the utilization of technology to stay connected, and appropriate supervision levels in our programs to ensure availability to staff.  We have continued to prioritize work/life balance in our work and have gotten feedback that this is a main contributor to our employee’s satisfaction.

**July Staffing for Behavioral Health as a whole:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit** | **Filled** | **Vacancies** | **Reason for Vacancies** |
|  | **FTE's** |  |  |
| Outpatient Clinic | 9 | 1 | new position |
| Treatment Court | 5 | 0 |   |
| APS | 6 | 0 |   |
| CCS | 44 | 5 | transfers & employees leaving |
| CLTS | 14 | 3 | new & employees leaving |
| CSP | 13 | 1 | employee left |
| Crisis | 9 | 1 | new position |
| **Totals** | 100 | 11 |  |

**UNIT UPDATES:**

 **Clinic (Jen Coyne):**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Clinic**  | **Jan '22** | **Feb** | **Mar** | **April** | **May** |
| Clients in Med Management | 267 | 269 | 271 | 224 | 219 |
| Clients in Therapy | 124 | 151 | 158 | 153 | 158 |
| Referrals | 17 | 24 | 11 | 13 | 14 |
| Med management waitlist | 5 | 5 | 6 | 3 | 5 |
| Therapy waitlist | 4 | 4 | 4 | 4 | 2 |

 **Key Issues:**

* The new therapist started taking clients in June which keeps waitlists low and client needs being met.

 **Staffing Update:**

* Recruitment for an in-home therapist is underway, this position will work with Family Services to meet the needs of families during in-home appointments. In-home appointments reduce barriers for family in working with services.

 **Treatment Court (Brianna Albers):**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Treatment Court**  | **Jan '22** | **Feb** | **Mar** | **April**  | **May** |
| Current caseload | 23 | 23 | 24 | 24 | 22 |
| Branch 1 - AIM | 7 | 7 | 8 | 7 | 7 |
| Branch 3 - Mental Health Court | 7 | 7 | 8 | 6 | 6 |
| Branch 5 - Drug Court | 6 | 6 | 5 | 6 | 6 |
| Vet Court | 3 | 3 | 3 | 3 | 3 |
| Referrals | 7 | 2 | 6 | 10 | 11 |

**Key Issues:**

* There has been an increase in referrals which is positive; individuals are looking for alternative care/resources and solutions to legal issues. The Veteran’s Treatment Court recently had a flag dedication on June 27, 2022.

**Staffing Update:** No staffing updates

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

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

**Key Issues**:

* In June, the supervisor was trained in the ACT model, and the Eau Claire County CSP ACT review is scheduled for July 25th and 26th. CSP is interested in the feedback that will be provided. The resignation of a CPS nurse will create a limited barrier to services due to the duties needing to be shared until recruitment is completed.

**Staffing Updates**:

* CSP nurse resigned in early June, so currently recruiting for this position.

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Crisis Services (Santana Stauty, Becky Stendahl)** | **Jan '22** | **Feb** | **Mar** | **April**  | **May** |
| Crisis contacts | 239 | 222 | 279 | 256 | 291 |
| Emergency detentions | 22 | 22 | 24 | 26 | 35 |
| Clients placed in local hospitals | 10 | 9 | 14 | 17 | 20 |
| Clients placed in Winnebago | \* | \* | \* | 9 | 15 |
| Face-to-face assessments completed | 18 | 13 | 20 | 7 | 17 |
| Jail re-entry new clients | \* | 16 | 9 | 22 | 22 |
| Jail re-entry total clients | \* | \* | \* | 35 | 38 |

**Key Issues:**

* The liaison positions will be able to assist law enforcement, more immediately, to meet needs of community members while in crisis, assess next steps, and provide resources, with a goal of reducing personal harm and increasing stability.

**Staffing Updates:**

* Crisis isstill in the process of hiring the crisis liaison for Eau Claire Police Department. Sheriff Office’s liaison crisis worker started in early July.

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Adult Protective Services (Nancy Weltzin)** | **Jan '22** | **Feb** | **Mar** | **April**  | **May** |
| Investigations requests | 47 | 45 | 39 | 58 | 43 |
| Investigations screened out | 4 | 6 | 6 | 8 | 3 |
| % Investigations screened out | 9% | 13% | 15% | 13% | 7% |
| Investigations concluded | 19 | 16 | 15 | 19 | 9 |
| Investigations substantiated | 2 | 4 | 6 | 14 | 3 |
| % Investigations substantiated | 11% | 25% | 22% | 74% | 33% |
| Allegation of self-neglect | 19% | 38% | 21% | 20% | 10 |
| Allegation of neglect | 26% | 20% | 18% | 11% | 11 |
| Allegation of financial abuse | 30% | 29% | 31% | 7% | 6 |
| Requests for guardianship | 20% | 24% | 18% | 8% | 4 |

**Key Issues:**

* Even though APS is fully staffed, it continues to face challenges of finding Adult Family Homes and community -based residential facility placements for clients with higher levels of need. Staff works diligently to meet the needs of clients despite these placement shortfalls.

**Staffing Updates:** No staffing updates

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Comprehensive Community Support**  | **Jan '22** | **Feb**  | **Mar** | **April** | **May** |
| Current case count | 193 | 195 | 192 | 181 | 177 |
| Referrals | 21 | 25 | 41 | 33 | 30 |
| External referrals | 18 | 23 | 30 | 29 | 23 |
| Internal referrals | 3 | 2 | 11 | 4 | 7 |
| Admissions | 14 | 12 | 17 | 5 | 15 |
| Discharges | 17 | 10 | 20 | 16 | 19 |
| Adults waiting for CCS services | 7 | 16 | 29 | 23 | 12 |
| Youth waiting for CCS services | 9 | 13 | 11 | 12 | 12 |

**Key Issues:**

* Due to new staff beginning the adult screening list has decreased.
* CCS enhancement group continues to work together to ensure efficiency and effectiveness in the program internally and externally.
* The (second) CCS newsletter will be distributed to CCS staff and service providers—this is a great communication tool to highlight and share information with stakeholders and interested parties.

**Staffing Updates:**

* Two new facilitators began in June; having filled these positions will reduce waitlists and get individuals into services needed. Recruitment for (3) service facilitators, (2) substance use professionals, and (2) mental health professionals; filling these positions will meet the service needs of individuals, families, children related to resources, substance abuse, and mental health, and assist in reducing barriers to such services.

 **Children’s Long-Term Support (Taylor Johnson):**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Children’s Long-Term Support** | **Jan '22** | **Feb** | **Mar** | **April** | **May** |
| Current enrollment | 243 | 264 | 259 |  258 | 247 |
| Current waitlist | 174 | 177 | 196 |  212 | 208 |

**Key Issues:**

* The biggest issue right now is the waitlist. While we onboarded three new staff in April/May, it is going to take a while before we can make a significant dent in the waitlist. Our new workers are taking on cases, but we can’t assign a full caseload at the start as they would all be new intakes and intakes are very time consuming! Unfortunately, as soon as a youth is enrolled from the waitlist, a few more are added as new referrals

**Staffing Updates:**

* We are currently recruiting for the CLTS manager position and 2 CLTS Social Workers. We have completed interviews for the CLTS Social Worker position and deciding on next steps. Filling these positions will assist in decreasing the waitlist to meet children’s/family needs.

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

**June Division Overview:**  The Federal/State Public Health Emergency remains in effect. The Federal government has signaled to WI that this will be extended at minimum through 10/15, but this could get extended into the new year. Emergency Foodshare continues to be issued each month, as well as the continuation of healthcare waivers that allow recipients to maintain eligibility regardless of income.

**June Staffing Update:** ESS currently has moved forward with reference checks and offers for three vacant positions. Filling these positions will ease pressure and workflow of client needs and application/renewal processes therefore getting resources into the hands of clients instead of them waiting for a longer duration.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Economic Support** | **Jan '22** | **Feb**  | **Mar** | **April**  | **May** |
| Calls received | 13,763 | 10,691 | 11,945 | 10,846 | 9,100 |
| Applications processed | 3,799 | 3,111 | 3,135 | 2,723 | 2,654 |
| Renewals processed | 2.772 | 2,350 | 2,417 | 1,899 | 2,460 |
| All cases | 66,716 | 67,106 | 67,191 | 67,503 | 67,597 |
| Cases in Eau Claire County | 14,510 | 14,038 | 14,109 | 14,804 | 14,867 |
| Active Child Care cases | 1,243 | 1,182 | 1,158 | 1,154 | 1,150 |
| Active Eau Claire Child Care cases | 343 | 333 | 325 | 326 | 323 |

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