

**EAU CLAIRE COUNTY HUMAN SERVICES**  
 Director – Diane Cable  
 Department Report – Division & Unit Updates  
 October 3, 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!

**Department Update:** Happy October! This month County Board Supervisors will receive the County Administrator’s proposed 2023 Budget for Eau Claire County. County Board Supervisors will prepare, review, assess and determine how to support the recommendations. The Human Services Department, one of the budgets reflected in the overall County Budget, supports the wellbeing of children, youth, individuals and families. Human Services requested no additional tax levy for 2023. The County Administrator reduced the Department’s tax levy further, to be able to support the full County. The work of the past years of the Human Services Department, with increased behavioral health services, made this possible. The engagement of programs and services through early intervention services, supported through State programs, allows us to carry out our vision and mission.

Recently the Federal Government passed the Family First Legislation, supporting to keep Families together. Here is a link of what this means and what this looks like from a State perspective:

["Putting Families First: Wisconsin's Child Welfare System Transformation" \(video\)](#)

[Transforming Wisconsin's Child Welfare System](#)

As you review this month’s data and report, you will see that our transformational work with families, throughout the Department is improving outcomes.

**Staffing Report thru September:**

Unit	Filled	Vacant *	Total Department
	FTE's	FTE's	FTE's
Behavioral Health	101	11	112
Family Services	59.66	3.5	63.16
Economic Support	35	0	35
Fiscal	17	3	20
Operations	11.5	0	11.5
<b>TOTALS</b>	<b>224.16</b>	<b>17.5</b>	<b>241.66</b>

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

**FAMILY SERVICES UPDATE (TERRI BOHL)**

**October Division Overview:**

Family Services is focusing on the area of lived experience to bring additional support to families involved in the child welfare system. The Department of Children and Families is piloting a program called Parents Supporting Parents and has invited Eau Claire County to participate in the programming. Family Services has a contract with Northwest Counseling and Guidance for contracted positions providing parenting services, independent living skills, and mentoring. This programming is referred to as the Strengthening Families Program (SFP). Family Services is utilizing one vacant SFP position to focus on lived experience. Interviews will be conducted in early October, in partnership with Northwest Counseling and Guidance, to identify a candidate with lived child welfare experience for SFP who can mentor parents within the child welfare system.

The Ongoing Child Protective Services team and Intensive Permanency Services workers engaged in a nine-month collaborative process called the Plan Do Study Act. The Plan Do Study Act focuses on engaging non-custodial parents and their relatives. Eau Claire County is one of seven counties from across the state participating in the collaborative. The collaborative will involve in-person learning, data collection and implementation of new and improved strategies, skills, and tools to enhance case practice in this area.

**October Family Services Staffing Update:**

Unit	FTE's	Vacancies	Reason for Vacancy
Administrative Specialists	2.5	0	
Centralized Access	4	0	
Initial Assessment	7	0	
Ongoing Child Protective Services	10	1	Resignation
Youth Services	12	1	Resignation
Juvenile Detention Center	15.5	1	New position
Resource Unit	7.16	.5	Resignation
Management	8	0	
<b>Totals</b>	<b>64.16</b>	<b>4.33</b>	

- Ongoing Child Protective Services has two openings that were created on 8/12/22 after a Social Worker left the Department and when an Ongoing CPS Social Worker expressed interest in filling a vacant Youth Services position. Interviews were completed for both positions and background checks are being conducted on potential applicants.
- Youth Services has an opening due to a worker shifting to the Clinic to do in-home therapy work. Interviews were completed for the position and background checks are being conducted on a potential applicant.
- Juvenile Detention has one part-time position open. Recruitment continues for filling this vacant position.
- The Resource Unit has a .5 Social Worker position available in Alternate Care since 9/5/22 after an employee resigned from their position. Family Services completed an interview and is the process of offering the position to a candidate.

**UNIT UPDATES:**

\*Some data for September was not available due to the report being due prior to the month ending

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

Centralized Access (Tasha Alexander)	Apr	May	June	July	Aug
Child Protective Services reports received	122	130	80	118	121
% Child Protective Services reports screened in	28%	29%	26%	28%	26%
Child Protective Services reports screened in	34	38	21	33	32

Child Welfare Service reports received	13	15	7	11	10
Child Welfare Service reports screened in	12	13	6	8	7
% Child Welfare Service reports screened in	92%	87%	86%	73%	70%

**Key Issues:** This unit continues to experience capacity issues and continues to strive to enter referrals in a timely manner.

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

CPS Initial Assessment	Apr	May	June	July	Aug
Initial assessments completed	14	29	34	27	30
Assessments resulting in substantiation	5	7	5	9	8
% of assessments resulting in substantiation	36%	24%	15%	33%	27%
Assessments completed involving child remaining in home	12	26	33	26	0
% of assessments completed involving child remaining in home	86%	90%	97%	96%	100%
Assessments resulting in services opening with Department	3	6	1	6	3
% of assessments resulting in services opening with Department	21%	21	3%	23%	10%

**Key Issue:** The initial assessment team is experiencing a slight increase in referrals over the last month, which is typical at the end of summer and start of the school year

- **Ongoing (Courtney Wick):**

Ongoing Child Protective Services	May	Jun	July	Aug	Sept
Children served in Ongoing Child Protective Services	156	154	147	149	143
Families served in Ongoing Child Protective Services	86	86	78	74	72
Children served in home	66	75	71	73	77
Children enrolled in Targeted Safety Support	10	13	19	20	23

**Key Issue:** Substance use continues to be the key case planning issue in cases open to Ongoing Child Protective Services.

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

Youth Services	May	June	July	Aug	Sept
Youth served in Youth Services Program	108	109	110	110	109
Youth being served in their home	84	85	87	88	85
Families served in Youth Services Program	95	96	97	98	96

**Key Issues:** The Youth Services team continues to struggle to find placements for children with complex needs.

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

Intensive Permanency	May	June	July	Aug	Sept
Youth receiving Intensive Permanency Services	15	15	15	15	16

**Key Issues:** While Eau Claire County has primarily served youth with the Intensive Permanency Services model, the Department recently rolled out use of the Intensive Trauma Services (ITS) model with parents involved in child protective services. Existing staff in IPS are providing the ITS services.

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

<b>Alternate Care</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>
Children in out-of-home care	115	114	110	97	106
Median length of stay in months for children discharged in month	9.9	11.5	12.5	12.7	12.7

**Key Issues:** The Alternate Care team continues to focus on recruitment efforts for foster care.

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

<b>Birth-to-Three</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>
Children being served	119	123	123	122	112

**Key Issues:** The Birth-to-Three program will be involved in Facilitating Attuned Interactions (FAN) training in November for DHS B-3 coordinators and contracted staff. The training will be funded by a B-3 ARPA grant that was awarded to Eau Claire County.

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

<b>Juvenile Detention Center (Rob Fadness, Michael Ludgatis)</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>
Total admissions number youth	26	25	31	31	24
Total admissions number days	455	439	441	437	350
Eau Claire County admissions - number days	28	84	40	21	55
Short-term admissions - number youth	19	18	25	24	20
Short-term admissions - number days	238	252	255	252	252
Eau Claire County short-term admissions - number youth	10	9	10	5	7
Eau Claire County short-term admissions - number days	28	84	40	21	55
180 program admissions - number youth	7	7	6	7	4
180 program admissions - number days	217	187	186	186	98
Average daily population youth per day	14.7	14.6	14.2	14.1	13.5%
Occupancy rate	64%	64%	71%	74%	59%
Climate survey - staff	76%	68%	71%	74%	
Climate survey - safety	59%	69%	74%	65%	
Climate survey - cleanliness	87%	71%	61%	77%	
Climate survey - overall	87%	100%	88%	80%	

**BEHAVIORAL HEALTH UPDATE (LUKE FEDIE)**

**October Division Overview:**

The Behavioral Health Division programs are all moving along as we enter the Fall season. We have continued to recruit for our vacant positions in CCS and I am thrilled to announce that all service facilitator vacancies have been filled. We have also been working diligently to get adults in placements back to their own homes when they are functioning well enough to return. Our crisis staff has also had continued involvement with the Homeless Outreach Transition Team (HOT Team for short) and we continue to see individuals connecting with Human Services as a result of the interaction with members on that team. We are grateful for the opportunities to continue to collaborate with law enforcement here in Eau Claire and want to acknowledge the Sheriff's department as a valued partner as they navigate the loss of Ron Cramer. We are also looking at ways that we can support our participants and clients for the upcoming end of the public health emergency.

**October Staffing Update:**

Department	Filled FTE's	Vacant FTE's	Reason for Vacancies
Outpatient Clinic	9	1	new position
Treatment Court	5	1	resignation
APS	6	0	
CCS	44	5	new & resignation
CLTS	16	1	resignation
CSP	12	1	resignation
Crisis	9	2	resignation
<b>TOTALS</b>	<b>101</b>	<b>11</b>	

**UNIT UPDATES:**

- **Clinic (Jen Coyne):**

Clinic	May	June	July	Aug	Sep
Clients in Med Management	219		203	213	192
Clients in Therapy	158		164	138	135
Referrals	14		17	18	16
Med management waitlist	5		3	1	1
Therapy waitlist	2		2	2	5

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

Treatment Court	May	June	July	Aug	Sep
Current caseload	22	36	31	37	20
Branch 1 - AIM	7	8	9	8	7
Branch 3 - Mental Health Court	6	6	6	6	6
Branch 5 - Drug Court	6	5	4	6	6
Vet Court	3	3	3	3	1
Referrals	11	14	9	14	9

**Key Issues:** There were 2 graduations so far in September. We also hosted the annual Treatment Court picnic on September 15<sup>th</sup> which was fun and well attended.

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

<b>Community Support Program</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>
Number participants	103	103	104	106	105
New admissions	1	1	3	2	2
Referral list	15	15	15	15	18

**Key Issues:** Our list of individuals interested in services continues to grow. We are starting to recruit for the admin specialist who will be retiring at the end of October. Staff completed a peer chart review of all the files as part of our recertification for the upcoming year.

- **Crisis Services (Santana Stauty):**

<b>Crisis Services</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>
Crisis contacts	291	255	242	194	184
Emergency detentions	35	33	27	24	25
Clients placed in local hospitals	20	22	20	17	14
Clients placed in Winnebago	15	11	7	7	11
Face-to-face assessments completed	17	10	12	9	10

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

<b>Adult Protective Services (Nancy Weltzin)</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>
Investigations requests	43	45	40	54	32
Investigations screened out	3	7	9	8	9
% Investigations screened out	7%				28%
Investigations concluded	9	9	1	8	6
Investigations substantiated	3	8	4	11	4
% Investigations substantiated	33%				67%
Allegation of self-neglect	10	11	10	19	12
Allegation of neglect	11	11	14	13	7
Allegation of financial abuse	6	7	7	11	7
Requests for guardianship	4	8	6	6	4

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

<b>Comprehensive Community Support</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>
Current case count	177	184	182	189	196
Referrals	30	29	36	38	28
External referrals	23	26	29	38	23
Internal referrals	7	3	7	0	5
Admissions	15	13	15	10	13
Discharges	19	13	12	7	
Adults waiting for CCS services	12	18	23	26	
Youth waiting for CCS services	12	9	6	4	

- **Key Issues:** CCS Quality Assurance team continues to review charts for clinical content as well as other DHS 36 requirements. The third CCS Newsletter was sent out to providers and staff emphasizing on recovery as September is National Recovery month. CCS continues to work diligently with the triage process with both youth and adults. CCS Service Directors continue to meet twice per month to share resources and confirm procedures that align with DHS 36 statues. CCS Service Director meets with potential new providers on a regular basis to ensure that quality services are an option for participants in our care.

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

Children’s Long-Term Support	May	June	July	Aug	Sep
Current enrollment	247		254	258	240
Current waitlist	208		218	229	262
Foster care					8

**Key Issues:** CLTS is fully staffed except for the CLTS Manager position which is still be recruited for. Community need is high. There continues to be a significant waitlist. At times, there are sometimes 10+ kids added in a single month. Staff have full caseloads and can only open 1-2 youth, occasionally, as our children in the CLTS program do not discharge from the program regularly. Five new Social Workers started since April. One is currently on FMLA leave and one recently returned from FMLA. New workers caseloads are building to around 25-28 cases. We anticipate that CLTS will be able to enroll 150 youth with our new staff. We continue to work with the State in our plan to eliminate the waitlist. Eau Claire continues to have a high volume of new referrals to the CLTS program.

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

**October Division Overview:** Three new staff were hired and started on 8/1 and the unit was fully staff. Since that time, a new resignation was received, and ESS has one vacancy. Recruitment will occur with this position when new staff are further along in their training. The Federal/State Public Health Emergency still remains in effect, but this is anticipated to end in January. Until that time, 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.

- **Economic Support (Kathy Welke):**

Economic Support	May	June	July	Aug	Sep
Calls received	9,100	11,855	11,399	13,349	10,845
Applications processed	2,654	2,948	2,998	3,349	2,361
Renewals processed	2,460	2,501	2,713	1,887	1,493
All cases	67,597	68,025	68,458	69,036	69,217
Cases in Eau Claire County	14,867	15,506	15,093	14,676	15,792
Active Child Care cases	1,150	1,157	1,134	1,135	1,087
Active Eau Claire Child Care cases	323	327	319	318	300

