

**EAU CLAIRE COUNTY HUMAN SERVICES**  
 Director – Diane Cable  
 Department Report – Division & Unit Updates  
 November 7, 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:**

The word grateful is sometimes associated with the Month of November. As a Human Services Department we have much gratitude. Gratitude for:

- Our staff and their dedication and commitment to their work and the care of those we serve
- Our County and Community Partners in their work of service and support to the community and support to the work of Human Services
- Our Human Services Board (County Board Supervisors and Citizen Representatives) and the full County Board Supervisors for service and commitment to the care of the residents of our county

We are grateful and focused on the continued and ongoing needs and response to social issues of our community. We are preparing to implement, with the passage of the 2023 budget, expanded outreach throughout the County of crisis response services, reduction of the Children’s Long Term Support Waitlist (with the intention to eliminate the waitlist), implementation of in-home therapy, increase of in-home services, and continued development of a culture of Wellbeing as an organization. The data shared in the Family Services section of this report, reflects how our approach is making a difference:

- Reduction of Out-of-Home Care
- Reduction of Length of Stay in care
- Increase of in-home services

We are also seeing a significant increase in calls coming into our centralized access area, that takes calls regarding all needs covered across the Department. From June to October, the Child Protective Services reports alone, increased by 178%. We are also seeing a rise in inpatient hospitalizations. We are working on the continued expansion of crisis response services and work to develop community stabilization services with community and state partners. Also, with the time of snow and cold days approaching quickly, we continue to work with community partners to support services and sheltering support for those in need.

**Staffing Report thru October:**

Unit	Filled	Vacant *	Total Department
	FTE's	FTE's	FTE's
Behavioral Health	102	9	111
Family Services	62.16	1	63.16
Economic Support	35	1	36
Fiscal	15	5	20
Operations	11.5	0	11.5
<b>TOTALS</b>	<b>225.66</b>	<b>16</b>	<b>241.66**</b>

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

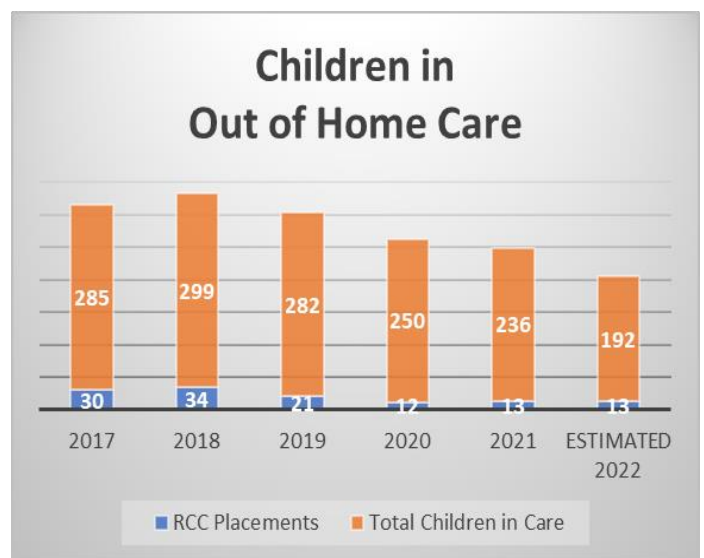
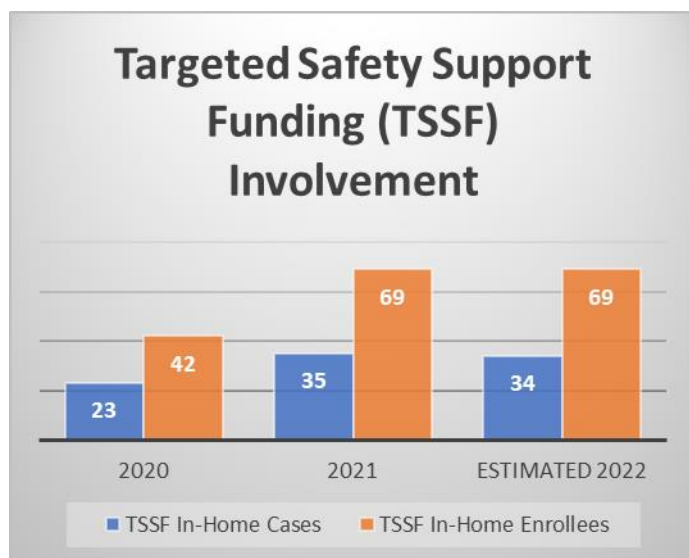
\*\*241.66 includes .5 LTE for RED Grant

## FAMILY SERVICES UPDATE (TERRI BOHL)

**November Division Overview:** The Family Services Division is moving forward with implementation of the Parents Supporting Parents program incorporating lived experience as a support service for families involved in the child welfare system. As previously reported to the board, the Department has a contract with Northwest Counseling and Guidance for contracted positions providing a variety of services in a program called the Strengthening Families Program (SFP). This program has offered support in the areas of parenting services, independent living skills, and mentoring. Parents Supporting Parents will be a new service offered by SFP. Northwest Counseling and Guidance is finalizing the hiring of two individuals with lived experience to work part-time within SFP. The Department of Children and Families (DCF) is currently operating the Parents Supporting Parents program under a pilot with three Wisconsin counties and will be allowing Eau Claire County to join the pilot at no cost to the county. DCF recently advised Eau Claire County that they have plans to provide a grant funding opportunity sometime in 2023 to several Wisconsin counties. DCF also confirmed that Eau Claire County joining the pilot at no cost in 2022 will not preclude Eau Claire County from applying for grant funding for Parents Supporting Parents in 2023 or subsequent years.

The Youth Innovations Grant with the topic area of Racial and Ethnic Disparity (RED) reduction continues to be a focus for the Family Services Division. The Department continues to analyze data around racial disparity at the various levels of decision-making in the youth justice system. Data analysis started with the point of referrals to the Department and is currently looking at decisions at the intake worker level. The Stakeholder Committee has had several meetings and is working on developing action groups around points of contact with youth in the system. Stakeholder feedback is being pursued through youth interviews utilizing a contract provider, Power of Perception. Professional Development with CESA CORE will be provided to staff in Family Services in January of 2023.

The Department provided information on alternate care data at the Meet and Greet Session prior to the County Board meeting on 10/18/22. The information shared include the number of children enrolled in Targeted Safety Support Programming (an in-home support program), total number of children placed in out of home care with RCC placements highlighted, median length of stay in out of home care, and annual number of entries and exits to care. A County Board Supervisor asked for more detail on the reason for exit from care and was told that information would be included in this monthly Human Services Board update. The information shared at the meeting is as follows:



## Median Length of Stay (Months)



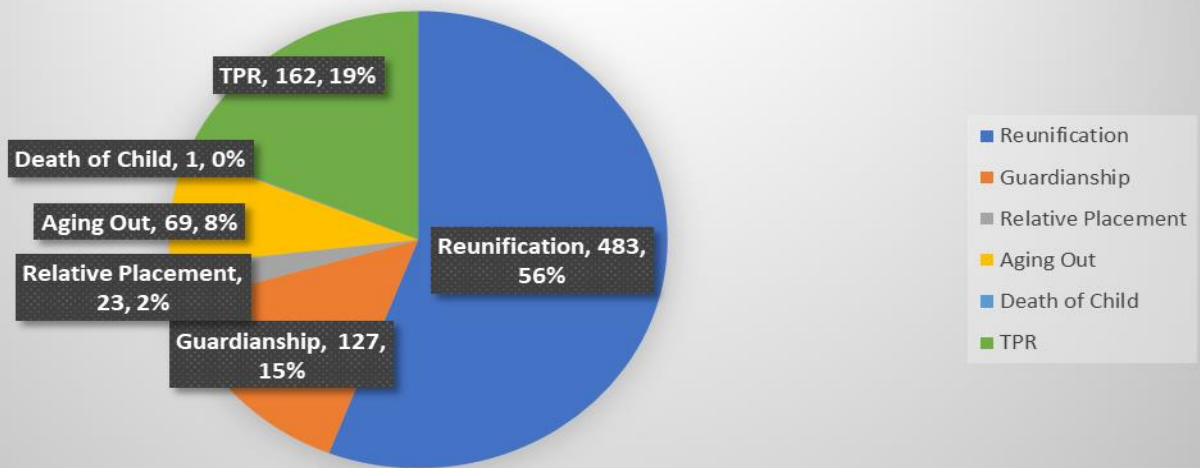
## Alternate Care Entries & Exits



Additional detail around Exits from care as requested:

	Reunification	Guardianship	Relative Placement	Aging Out	Death of Child	TPR	Total Exits
2017	58	18	6	9	1	15	107
2018	72	7	2	9	0	24	114
2019	72	19	4	10	0	21	126
2020	59	23	1	11	0	10	104
2021	72	11	3	5	0	28	119
2022 (thru Oct)	39	19	2	10	0	18	88
<b>TOTALS</b>	<b>372</b>	<b>97</b>	<b>18</b>	<b>54</b>	<b>1</b>	<b>116</b>	<b>658</b>

## Reasons for Exit from Care 2017-2022



**Family Services Staffing:**

Unit	FTE's	Vacancies	Reason for Vacancy
Administrative Specialists	2.5	0	
Resource Unit	8.16	0	
Centralized Access	4	0	
Initial Assessment	8	0	
Ongoing Child Protective Services	11	0	
Youth Services	13	0	
Juvenile Detention Center	16.5	.5+.5	Resignation & internal move
<b>Totals</b>	<b>63.16</b>	<b>1</b>	

- Juvenile Detention has two part-time positions open. Recruitment continues for filling the vacancies. One position is projected to be filled in the next few weeks, but advertisement will continue for the other position.

**UNIT UPDATES:**

- Centralized Access (Tasha Alexander):**

Centralized Access (Tasha Alexander)	June	July	Aug	Sept	Oct
Child Protective Services reports received	80	118	121	125	143
Child Protective Services reports screened in	21	33	32	17	36
Child Welfare Service reports received	7	11	10	14	20
Child Welfare Service reports screened in	6	8	7	12	15

**Update:** This unit continues to experience capacity issues and continues to strive to enter referrals in a timely manner. One example would be 25 phone calls and 9 voicemails that were received in a one-hour and 24-minute period of time during a monthly Family Services Division meeting when some Access staff attempted to attend the monthly meeting. If all four staff members had been available during that time frame, it would have been impossible to attend to all calls.

- CPS Initial Assessment (Tasha Alexander):**

CPS Initial Assessment	June	July	Aug	Sept	Oct
Initial assessments completed	34	27	30	40	29
Assessments resulting in substantiation	5	9	8	9	8
Assessments completed involving child remaining in home	33	26	30	36	26
Assessments resulting in services opening with Department	1	6	3	13	6

**Update:** The Initial Assessment team experienced a slight increase in referrals in the month of September which is typical with the start of the school year

- Ongoing (Courtney Wick):**

Ongoing Child Protective Services	Jun	July	Aug	Sept	Oct
Children served in Ongoing Child Protective Services	154	147	149	143	138
Families served in Ongoing Child Protective Services	86	78	74	72	70
Children served in home	75	71	73	77	57
Children enrolled in Targeted Safety Support	13	19	20	23	25

**Update:** Fully staffed.

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

<b>Youth Services</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>
Youth served in Youth Services Program	109	110	110	10	113
Youth being served in their home	85	87	88	85	89
Families served in Youth Services Program	96	97	98	98	102

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

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

<b>Intensive Permanency</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>
Youth receiving intensive permanency services	15	15	15	15	17

**Update:** Intensive Permanency Services (IPS) continues to serve youth in both youth justice and child protective services.

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

<b>Alternate Care</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>
Children in out-of-home care	114	110	97	87	91
Median length of stay in months for children discharged in month	11.5	12.5	12.7	12.7	12.2

**Update:** The Family Services Division has worked hard to increase the number of children and families involved in in-home programming. In September, the Department had the lowest number of children in care in a very long period of time.

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

<b>Birth-to-Three</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>
Children being served	123	123	122	120	118

**Update:** No updates currently.

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

<b>Juvenile Detention Center (Rob Fadness, Michael Ludgatis)</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>
Total admissions number youth	25	31	31	24	39
Total admissions number days	439	441	437	350	436
Eau Claire County admissions - number days	84	40	21	55	51
Short-term admissions - number youth	18	25	24	20	35
Short-term admissions - number days	252	255	252	252	329
Eau Claire County short-term admissions - number youth	9	10	5	7	12
Eau Claire County short-term admissions - number days	84	40	21	55	51
180 program admissions - number youth	7	6	7	4	4
180 program admissions - number days	187	186	186	98	107
Average daily population youth per day	14.6	14.2	14.1	13.5	14.1
Occupancy rate	64%	71%	74%	59%	61%
Climate survey - staff	68%	71%	74%		66%
Climate survey - safety	69%	74%	65%		77%
Climate survey - cleanliness	71%	61%	77%		77%
Climate survey - overall	100%	88%	80%		67%

**Update:** 180 Program has one youth who completed the requirements for his competency diploma. One youth is currently employed in the Fresh Start Program, and one will begin this program soon. All the 180 Program youth participated in the community Halloween activities. All JDC residents participated in the “door decorating” contest and DHS staff participated by voting on the “best door” and enjoy Halloween treats with the residents.

## BEHAVIORAL HEALTH UPDATE (LUKE FEDIE)

### November Division Overview:

As we move into November and truly put the summer behind us, I am reminded that this is a time when we focus on what we are thankful for. It is important to practice gratitude each and every day as a way of balancing the difficult and chaotic nature of the duties of our work. I would be remiss if I did not take time to think about how grateful I am for the staff in behavioral health. Across all the programs in the behavioral health division are staff that are committed, compassionate, caring, and dutiful. I have been blessed with team of supervisors and managers that take the time every day to go above and beyond to provide support to their staff. I hear from staff regularly that they are appreciative of the guidance and leadership they are given. This is not always common in every workplace, and I am genuinely grateful for the managers, supervisors, and program staff that I am tasked with overseeing. It is their strong leadership and dedication to our clients, participants, and consumers that make us an effective organization. If you have an opportunity, please thank our staff for the work that they do. None of our success could be achieved without them. Thank you to all of you for your ongoing support.

### Behavioral Health Staffing:

Department	Total FTE's	Vacant FTE's	Reason for Vacancies
Outpatient Clinic	10	0	
Treatment Court	5	0	
APS	6	0	
CCS	50	6	
CLTS	17	1	Employee resignation
CSP	13	1	Employee resignation
Crisis	10	1	Open position—new in 2022
<b>TOTALS</b>	<b>111</b>	<b>9</b>	

### UNIT UPDATES:

- **Clinic (Jen Coyne):**

Clinic	July	Aug	Sep	Oct
Clients in Med Management	203	213	192	184
Clients in Therapy	164	138	135	134
Referrals	17	18	16	15
Med management waitlist	3	1	1	0
Therapy waitlist	2	2	5	0

**Update:** New therapist has been hired and will begin taking clients on November 14<sup>th</sup>, this will ensure client needs are met and waitlists do not occur.

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

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

**Update:** October consisted of submitted quarterly TAD grant information as well as completing reapplications for both the TAP and TAD grants for 2023.

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

<b>Community Support Program</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>
Number participants	103	104	106	105	108
New admissions	1	3	2	2	0
Referral list	15	15	15	18	18

**Update:** The new CSP admin specialist will be starting November 2, 2022. And the contract with Mayo for psychiatry will be ending December 31, 2022, so we are in search of an APNP to take on that caseload, in the meantime we are exploring more time with our current provider on a short-term basis to cover. Dr. Platz will start as the Psychiatrist administrator at that time.

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

<b>Crisis Services</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>
Crisis contacts	255	242	194	184	253
Emergency detentions	33	27	24	25	21
Clients placed in local hospitals	22	20	17	14	14
Clients placed in Winnebago	11	7	7	11	7
Face-to-face assessments completed	10	12	9	10	13

**Update:** Crisis is working with ECPD to hire a second shift crisis liaison worker. An internal candidate will begin Nov 7<sup>th</sup> as a Crisis Supervisor. Individuals continue to have complex needs and finding placements and providers has been difficult so have to be more restrictive with placements that do occur.



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

<b>Adult Protective Services (Nancy Weltzin)</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>
Investigations requests	45	40	54	32	37
Investigations screened out	7	9	8	9	3
Investigations concluded	9	1	8	6	8
Investigations substantiated	8	4	11	4	6
Allegation of self-neglect	11	10	19	12	10
Allegation of neglect	11	14	13	7	2
Allegation of financial abuse	7	7	11	7	5
Requests for guardianship	8	6	6	4	2

**Update:** Adult protective services team is currently fully staffed. During the last quarter of the year there are several contested annual protective placement hearings as well as annual protective placement reviews. APS Team is continuing to run into issues with communication with financial institutions and received documentation in a timely manner.

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

<b>Comprehensive Community Services</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>
Current case count	184	182	189	196	206
Referrals	29	36	38	28	32
External referrals	26	29	38	23	26
Internal referrals	3	7	0	5	6
Admissions	13	15	10	13	16
Discharges	13	12	7	-	6
Adults waiting for CCS services	18	23	26	-	7
Youth waiting for CCS services	9	6	4	-	2

**Update:** CCS Newsletter work group is planning the topics for the December newsletter. Beginning discussions of possible groups/workshops lead by internal staff to meet needs of the community due to limited community resources. Service Directors from Eau Claire, St. Croix and Barron continue to meet twice monthly to address program issues, share resources, address quality assurance with providers and internal processes, etc. Adult section of CCS will have one lead assigned to complete the initial Functional Screen mirroring the CCS Youth section. This to improve the process to serve participants in a prompt manner. CCS continues to bring in quality providers to have a variety of options to serve participants.

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

<b>Children’s Long-Term Support</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>
Current enrollment	254	258	240	272
Current waitlist	218	229	262	240
Foster care			8	8

**Update:** 14 new enrollments in October and 7 in process that will be opened in November. The waitlist is still long but is decreasing. There have been struggles to contact families due to referrals being quite old and contact information is likely outdated. Staff is reviewing new intakes and many meet eligibility.

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

**November Division Overview:** On Wednesday 10/26/22 Economic Support staff met in person for the first time since the pandemic. All staff work remotely and since the pandemic a large portion of our staff have been hired and trained in a virtual setting. Staff were brought together to participate in a Real Colors Training lead by an instructor from the UW-Extension office. The Real Colors training assisted staff in learning what their temperament style is and how to relate to other temperament styles. The timing of this training is important as we anticipate that the Public Health Emergency may end in January and workload will increase. Having staff be reflective on their temperament style is an important piece of interacting with customers and teammates and also ties into being able to carry out Speak Your Peace Principles and the Well-Being work of the department.

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

<b>Economic Support</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>
Calls received	11,855	11,399	13,349	10,845	11,874
Applications processed	2,948	2,998	3,349	2,361	3009
Renewals processed	2,501	2,713	1,887	1,493	2531
All cases	68,025	68,458	69,036	69,217	69,759
Cases in Eau Claire County	15,506	15,093	14,676	15,792	15,940
Active Child Care cases	1,157	1,134	1,135	1,087	1,071
Active Eau Claire Child Care cases	327	319	318	300	287

