

EAU CLAIRE COUNTY HUMAN SERVICES

Director – Diane Cable Department Report – Division & Unit Updates

December 5, 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 update:

December brings with it a time of reflection over the past year as well as an opportunity to look forward to the new year and how the staff within the Department of Human Services remains committed to those we serve.

- Over the past year, DHS has consistently managed staffing to fulfill the demands to serve those in need. DHS is currently at 93% staffing and has been at an average of 93% staffing since July.
- We have seen a 14% reduction in the number of children served in Ongoing Child Protective Services, a 13% reduction in the number of families served in Ongoing Child Protective Services, and a 42% increase in children enrolled in the Targeted Safety and Support program since July.
- We have seen nearly a 10% decrease of clients in medication management since July and our waitlist for those in need of medication management has been at 0 for the past two months.
- Our CCS (Comprehensive Community Support) team has seen nearly a 15% increase in their caseload since July along with a 33% decrease in youth waiting for services and 78% decrease in adults waiting for services in the same time period.
- There has been a 35% reduction in out of home care from October of 2021 to October of 2022

Staff are planning to provide an education session in early 2023, for members of our board to gain a deeper understanding of the programs and services of DHS.

We continue to have excellent staff who live the mission and vision of DHS daily to support the needs of our county and those we serve. The threads that weave between their work, our Human Services Board (County Board Supervisors and Citizen Representatives, the full County Board Supervisors, and everyone who has a role in making the Department of Human Services function) are what allow us, together, to continue to meet and respond to the ongoing needs and social issues of our community.

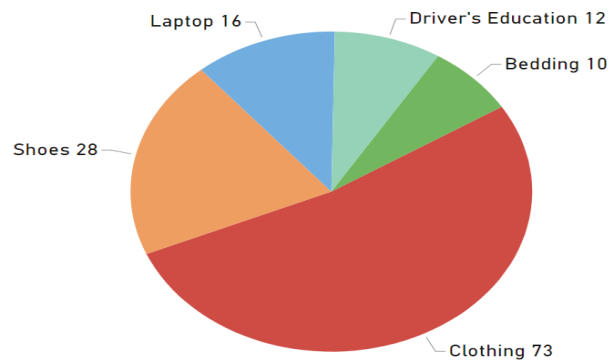
Diane Cable,
Director, Department of Human Services

Family Services Update (Terri Bohl)

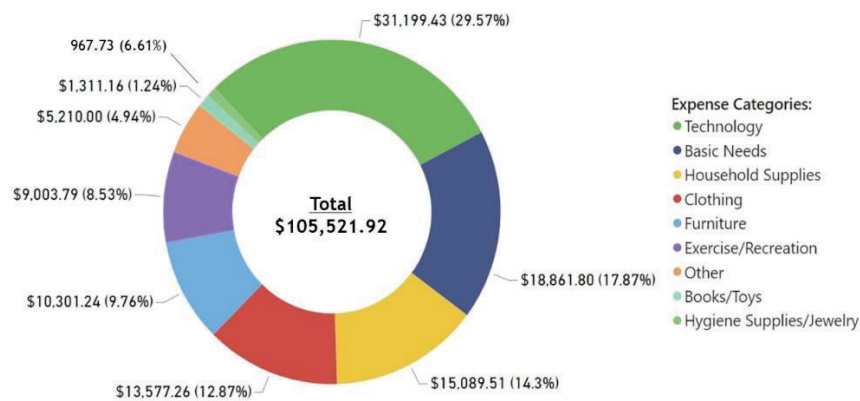
The Parents Supporting Parents (PSP) Program in Family Services is up and running with one part-time Parent Partner working as a contract employee within the program. The Department signed a MOU with the Department of Children and Families (DCF) to join their state pilot project which will provide training on the PSP model as well as monthly meetings with the four other counties involved in the pilot project. Elyse Harvey is the part-time Parent Partner working in PSP for Eau Claire County. Northwest Counseling and Guidance is the employer of the Parent Partners position.

DCF had Independent Living Stimulus (ILS) funding that was made available for counties to purchase items or pay expenses that promote self-sufficiency for eligible youth. ILS Stimulus funding was available through September 30th, 2022. Eau Claire County had over 70 youth that were eligible for ILS Stimulus funding. 47 youth in Eau Claire County received items of support through ILS Stimulus funding. Eau Claire County spent a total of \$105,521.92 on the 47 youth and 100% of the expenses were reimbursed by DCF. ILS has five main domains (Housing, Health & Well-Being, Education, Employment, Permanent Connections). The majority of the spending was on Health & Well-Being, followed by Housing and Education. In order to give a better depiction of the spending, Eau Claire County broke down the spending in the areas of Basic Needs, Furniture, Household Supplies, Technology, Exercise/Recreation, Clothing, Hygiene Supplies/Jewelry, Books/Toys, and Other. The breakdown of spending is included in the graphs below.

Top 5 Items Purchased



Use of Stimulus Funding By Category



Family Service Staffing Update:

| Unit | Filled FTE's | Vacant FTE's | Reason for Vacancy |
|-----------------------------|--------------|--------------|--|
| Juvenile Detention | 15.5 | 1 | Resigned; promoted to full time (two .5 positions vacant, one to be filled 12/5) |
| Social Work Managers | 4 | 0 | |
| Centralized Access | 4 | 0 | |
| Alternate Care | 3.5 | 0 | |
| Birth to Three | 1.66 | 0 | |
| Ongoing CPS | 10 | 0 | |
| Initial Assessment | 7 | 0 | |
| IPS | 2 | 0 | |
| Youth Services | 8 | 0 | |
| Juvenile Intake | 2 | 0 | |
| Coordinated Systems | 1 | 0 | |
| Systems of Care | 1 | 0 | |
| Administrative Specialist I | 2.5 | 0 | |
| Totals | 62.16 | 1 | |
| | | | |
| Management Positions | 7 | 0 | |
| Professional Positions | 52.66 | 1 | Resigned; promoted to full time (two .5 positions vacant, one to be filled 12/5) |
| Administrative | 2.5 | 0 | |
| Totals | 62.16 | 1 | |

Key Points

The only vacancies in Family Service continue to be two vacant part-time positions at JDC. Recruitment has been ongoing for several months. JDC management is hopeful that one candidate can be brought onboard within the next week. The county will continue recruitment efforts for the second vacant position.

Unit Updates

| Centralized Access (Tasha Alexander) | July | Aug. | Sept. | Oct. | Nov. |
|---|------|------|-------|------|------|
| Child Protective Services reports received | 118 | 121 | 125 | 143 | 119 |
| Child Protective Services reports screened in | 33 | 32 | 17 | 36 | 34 |
| Child Welfare Service reports received | 11 | 10 | 14 | 20 | 16 |
| Child Welfare Service reports screened in | 8 | 7 | 12 | 15 | 8 |

Update:

The Centralized Access team will be focusing on the development of a mandated reporter training for professionals in the community. Many reports over the last few months have led to prioritize the need for the training. Recruitment has already started for the new Centralized Access position approved in the 2023 budget which will add capacity to the Access team.

| CPS Initial Assessment (Tasha Alexander) | July | Aug. | Sept. | Oct. | Nov. |
|---|-------------|-------------|--------------|-------------|-------------|
| Initial assessments completed | 27 | 30 | 40 | 29 | 18 |
| Assessments resulting in substantiation | 9 | 8 | 9 | 8 | 3 |
| Assessments completed involving child remaining in home | 26 | 30 | 36 | 26 | 17 |
| Assessments resulting in services opening with Department | 6 | 3 | 13 | 6 | 4 |

Update:
Cases open for Initial Assessment continue to highlight the concern over substance use in the community. Methamphetamine and alcohol are most prevalent substances affecting allegations of neglect. Limited access to housing is another factor impacting many families involved in Initial Assessment.

| CPS Ongoing (Courtney Wick) | July | Aug. | Sept. | Oct. | Nov. |
|--|-------------|-------------|--------------|-------------|-------------|
| Children served in Ongoing Child Protective Services | 147 | 149 | 143 | 138 | 126 |
| Families served in Ongoing Child Protective Services | 78 | 74 | 72 | 70 | 68 |
| Children served in home | 71 | 73 | 77 | 57 | 58 |
| Children enrolled in Targeted Safety Support | 19 | 20 | 23 | 25 | 27 |

Update:
In November, Ongoing CPS opened six new cases. Eight Ongoing CPS cases closed this past month with seven closures being due to successful reunification and achievement of case goals/outcomes.

| Youth Services (Hannah Keller) | July | Aug. | Sept. | Oct. | Nov. |
|---|-------------|-------------|--------------|-------------|-------------|
| Youth served in Youth Services Program | 110 | 110 | 10 | 113 | 110 |
| Youth being served in their home | 87 | 88 | 85 | 89 | 79 |
| Families served in Youth Services Program | 97 | 98 | 98 | 102 | 101 |

Update:
The Youth Services team is experiencing an increase in formal referrals made for youth justice compared to the last few months. The referrals are delinquency related, as Eau Claire County has not received one truancy referral yet this school year. It is believed the majority of students who would be referred for truancy are being referred to the System of Care for immediate support and diversion to the Youth Justice system.

| Intensive Permanency Services (Melissa Christopherson): | July | Aug. | Sept. | Oct. | Nov. |
|--|-------------|-------------|--------------|-------------|-------------|
| Youth receiving Intensive Permanency Services | 15 | 15 | 15 | 17 | 16 |

Update:
Intensive Permanency Workers just completed Facilitated Attuned Interactions (FAN) training with the Birth to Three team to gain additional skills in supporting caregivers.

| Alternate Care (Melissa Christopherson): | July | Aug. | Sept. | Oct. | Nov. |
|--|-------------|-------------|--------------|-------------|-------------|
| Children in out-of-home care | 110 | 97 | 87 | 91 | 92 |
| Median length of stay in months for children discharged in month | 12.5 | 12.7 | 12.7 | 12.2 | 12.8 |

Update:
The Alternate Care team completed intensive recruitment activities with Eau Claire Academy staff due to the upcoming closure of the facility. The Alternate Care team partnered with several community vendors to host an evening of wellness for foster caregivers. The event was well received by caregivers and will become an annual event. Also, planning is currently underway for the annual Foster Care Holiday Appreciation Holiday Event, to be held on December 8.

| Birth-to-Three (Melissa Christopherson): | July | Aug. | Sept. | Oct. | Nov. |
|---|-------------|-------------|--------------|-------------|-------------|
| Children being served | 123 | 122 | 120 | 118 | 107 |

Update:
Birth to Three just recently completed Facilitating Attuned Interactions (FAN) training as part of recent grant activities. Implementation and further training are underway.

| Juvenile Detention Center (Rob Fadness, Michael Ludgatis, and Martin Adams): | July | Aug. | Sept. | Oct. | Nov. |
|---|-------------|-------------|--------------|-------------|-------------|
| Total admissions number youth | 31 | 31 | 24 | 39 | 35 |
| Total admissions number days | 441 | 437 | 350 | 436 | 401 |
| Eau Claire County admissions - number days | 40 | 21 | 55 | 51 | 78 |
| Short-term admissions - number youth | 25 | 24 | 20 | 35 | 28 |
| Short-term admissions - number days | 255 | 252 | 252 | 329 | 221 |
| Eau Claire County short-term admissions - number youth | 10 | 5 | 7 | 12 | 11 |
| Eau Claire County short-term admissions - number days | 40 | 21 | 55 | 51 | 48 |
| 180 program admissions - number youth | 6 | 7 | 4 | 4 | 7 |
| 180 program admissions - number days | 186 | 186 | 98 | 107 | 180 |
| Average daily population youth per day | 14.2 | 14.1 | 13.5 | 14.1 | 13.4 |
| Occupancy rate | 71% | 74% | 59% | 61% | 58.1 |
| Climate survey – staff | 71% | 74% | 50% | 66% | 59% |
| Climate survey – safety | 74% | 65% | 64% | 77% | 68% |
| Climate survey – cleanliness | 61% | 77% | 63% | 77% | 71% |
| Climate survey – overall | 88% | 80% | 75% | 67% | 67% |

Update:
Youth Financial Education Programs
Royal Credit Union partners with schools and youth organizations to provide youth-friendly financial literacy presentations. The presentations are for students of all ages and cover all kinds of money topics. For example, we offer presentations about savings accounts, interest, and more. A huge success.
Thanksgiving dinner
Staff prepared a traditional Thanksgiving dinner for the very thankful residents.
180 Program Census
Three new 180 Program residents were accepted into the program in November, for a total of 7 youth

Behavioral Health Update (Luke Fedie)

As I reflect on giving the behavioral health update for December, I cannot help but think of the “year in review”. It is hard to believe that 2022 is coming to a close and that soon we will be into 2023. 2022 was not without challenges in our behavioral health programs, primarily working to fully staff our programs and ensure that we have the capacity to provide the needed services to our community. Our experience with staffing is certainly not unique. While it is validating to hear that other counties are experiencing the same things, it certainly does not help alleviate the difficulties that come with being understaffed. I would be remiss if I did not take a moment to thank our amazing staff for their willingness to go above and beyond in order to serve our community even as we struggled to be fully staffed in our programs. It goes without saying that we have some of the best staff here in Eau Claire County. We are looking forward to 2023 and are appreciate of all of this board’s support with our program’s expansion to continue to serve our community members.

Behavioral Health Staffing Update:

| Unit | Filled FTE's | Vacant FTE's | Reason for Vacancy |
|--------------------------|--------------|--------------|-------------------------------------|
| Outpatient Clinic | 10 | 0 | |
| Treatment Court | 4 | 1 | Transferred to a new position |
| APS | 6 | 0 | |
| CCS | 44 | 5 | Transfer & resigned |
| CLTS | 16 | 1 | Resigned |
| CSP | 11 | 2 | Resigned |
| Crisis | 9 | 1 | New position |
| Totals | 100 | 10 | |
| Management Positions | 12 | 2 | Resigned |
| Professional Positions | 82 | 7 | Resigned, transferred, new position |
| Administrative Positions | 7 | 1 | Resigned |
| Totals | 101 | 10 | |

| Clinic (Jen Coyne) | July | Aug. | Sept. | Oct. | Nov. |
|---------------------------|------|------|-------|------|------|
| Clients in Med Management | 203 | 213 | 192 | 184 | 184 |
| Clients in Therapy | 164 | 138 | 135 | 134 | 133 |
| Referrals | 17 | 18 | 16 | 15 | 10 |
| Med management waitlist | 3 | 1 | 1 | 0 | 0 |
| Therapy waitlist | 2 | 2 | 5 | 0 | 2 |

Update:

The Outpatient Clinic has initiated therapy services to families in Family Services.

| Treatment Court (Brianna Albers) | July | Aug. | Sept. | Oct. | Nov. |
|---|-------------|-------------|--------------|-------------|-------------|
| Current caseload | 31 | 37 | 20 | 20 | 20 |
| Branch 1 - AIM | 9 | 8 | 7 | 6 | 5 |
| Branch 3 - Mental Health Court | 6 | 6 | 6 | 7 | 7 |
| Branch 5 - Drug Court | 4 | 6 | 6 | 6 | 8 |
| Vet Court | 3 | 3 | 1 | 1 | 0 |
| Referrals | 9 | 14 | 9 | 11 | 9 |

Update:
 One staff member transitioned to another program and thus we are actively recruiting to fill that position. We are planning a holiday gathering for participants in the program. There are currently eleven individuals that are being screened and four individuals on the waiting list to be admitted to the program pending cases or revocation hearings to be resolved.

| Community Support Program (Jocelyn Lingel-Kufner): | July | Aug. | Sept. | Oct. | Nov. |
|---|-------------|-------------|--------------|-------------|-------------|
| Number participants | 104 | 106 | 105 | 108 | 106 |
| New admissions | 3 | 2 | 2 | 0 | 1 |
| Referral list | 15 | 15 | 18 | 18 | 21 |

Update:
 We continue to recruit to fill the CSP nurse position. We had a case manager leave early November and are interviewing to fill that position as well. Our list of referrals continues to grow.

| Crisis Services (Santana Stauty): | July | Aug. | Sept. | Oct. | Nov. |
|--|-------------|-------------|--------------|-------------|-------------|
| Crisis contacts | 242 | 194 | 184 | 253 | 221 |
| Emergency detentions | 27 | 24 | 25 | 21 | 24 |
| Clients placed in local hospitals | 20 | 17 | 14 | 14 | 18 |
| Clients placed in Winnebago | 7 | 7 | 11 | 7 | 6 |
| Face-to-face assessments completed | 12 | 9 | 10 | 13 | 12 |

Update:
 Jess Buckli moved into the second Crisis Supervisor position in November 2022. She supervises the Community Integration team consisting of (Community Re-Entry and the Crisis Liaison(s)). Still looking to hire a crisis liaison to work with ECPD (3-11 PM).

| Adult Protective Services (Nancy Weltzin): | July | Aug. | Sept. | Oct. | Nov. |
|---|-------------|-------------|--------------|-------------|-------------|
| Investigations requests | 40 | 54 | 32 | 37 | 53 |
| Investigations screened out | 9 | 8 | 9 | 3 | 10 |
| Investigations concluded | 1 | 8 | 6 | 8 | 9 |
| Investigations substantiated | 4 | 11 | 4 | 6 | 7 |
| Allegation of self-neglect | 10 | 19 | 12 | 10 | 26 |
| Allegation of neglect | 14 | 13 | 7 | 2 | 4 |
| Allegation of financial abuse | 7 | 11 | 7 | 5 | 8 |
| Requests for guardianship | 6 | 6 | 4 | 2 | 6 |

Update:
During the month of November, the Administrative Assistant who supported APS and Crisis left her position. At this time the recruitment process has been started. We are hopeful to have the position filled in Jan 2023. APS team continues to collaborate with the ADRC and law enforcement and numerous community partners to address the needs of vulnerable and elderly adults in Eau Claire County.

| Comprehensive Community Support (Cynthia Wiebusch): | July | Aug. | Sept. | Oct. | Nov. |
|--|-------------|-------------|--------------|-------------|-------------|
| Current case count | 182 | 189 | 196 | 206 | 209 |
| Referrals | 36 | 38 | 28 | 32 | 25 |
| External referrals | 29 | 38 | 23 | 26 | 22 |
| Internal referrals | 7 | 0 | 5 | 6 | 3 |
| Admissions | 15 | 10 | 13 | 16 | 12 |
| Discharges | 12 | 7 | - | 6 | 11 |
| Adults waiting for CCS services | 23 | 26 | - | 7 | 5 |
| Youth waiting for CCS services | 6 | 4 | - | 2 | 4 |

Update:
On December 5th, a Mental Health Professional (MHP) and a Substance Use Professional (SUP). This will make the SUP team full and the MHP team with one more vacancy. An internal staff has accepted a supervisor position and will begin her new role on December 19th. The CCS team continues to work diligently with the triage process, allowing for individuals to be admitted into the program promptly. The team also continues to work on Quality Assurance both internally and externally.

| Children's Long-Term Support (Taylor Johnson): | July | Aug. | Sept. | Oct. | Nov. |
|---|-------------|-------------|--------------|-------------|-------------|
| Current enrollment | 254 | 258 | 240 | 272 | 277 |
| Current waitlist | 218 | 229 | 262 | 240 | 239 |
| Foster Care | - | - | 8 | 8 | 8 |

Update:
Our staff have been working hard on enrolling children and youth from the waitlist into CLTS. We have 12 new assignments in process of enrollment with 9 new enrollments completed this month. We have had two voluntary discharges and three youth removed from our waitlist due to one moving to another county and two were confirmed not functionally eligible by the state. We had two incoming county transfers this month, one already completed enrollment and the other still in process.

Economics Support (Kathy Welke/Jane Olson/Jen Dahl/Cindy Drury)

The Public Health Emergency has now been extended to April. In November, a virtual all-staff meeting with all of GRC counties and staff were held to discuss what unwinding will look like when it does occur. To help with anticipated high call volumes and additional stress to customers that unwinding will bring, GRC staff will be engaging in a virtual training on December 6th for “Handling Challenging Callers.”

| Economic Support (Kathy Welke) | July | Aug. | Sept. | Oct. | Nov. |
|---------------------------------------|---------------|---------------|---------------|---------------|---------------|
| Calls received | 11,399 | 13,349 | 10,845 | 11,874 | 11,700 |
| Applications processed | 2,998 | 3,349 | 2,361 | 3,009 | 3,041 |
| Renewals processed | 2,713 | 1,887 | 1,493 | 2,531 | 2,740 |
| All Cases | 68,458 | 69,036 | 62,217 | 69,759 | 70,376 |
| Cases in Eau Claire County | 15,093 | 14,676 | 15,792 | 15,940 | 16,070 |
| Active Child Care Cases | 1,134 | 1,135 | 1,087 | 1,071 | 1051 |
| Active Eau Claire Child Care Cases | 319 | 318 | 300 | 287 | 290 |

Economic Support Services Staffing Update:

| Unit | Filled FTE's | Vacant FTE's | Reason for Vacancy |
|----------------------------------|---------------------|---------------------|---------------------------|
| ES Consortium Managers | 3 | 0 | |
| Lead Economic Support Specialist | 3 | 0 | |
| Economic Support Specialists | 26 | 1 | Resigned |
| Fraud Investigators | 2 | 0 | |
| General | 1 | 0 | |
| Totals | 35 | 1 | |
| | | | |
| Management Positions | 13 | 0 | |
| Professional Positions | 32 | 1 | Resigned |
| Administrative Positions | 0 | 0 | |
| Totals | 35 | 1 | |

| Fiscal Services Staffing Update: | | | |
|---|---------------------|---------------------|---------------------------|
| Unit | Filled FTE's | Vacant FTE's | Reason for Vacancy |
| Fiscal Supervisor | 1 | 1 | Resigned |
| Contract Coordinator | 1 | 0 | |
| Accountant I | 1 | 0 | |
| Fiscal Associate III | 7 | 2 | Resigned |
| Systems Analyst/Project Manager | 2 | 0 | |
| Quality Assurance Specialist | 4 | 2 | Resigned; Transferred |
| Totals | 16 | 5 | |
| | | | |
| Management Positions | 1 | 1 | Resigned |
| Professional Positions | 15 | 4 | Resigned; Transferred |
| Administrative Positions | 0 | 0 | |
| Totals | 16 | 5 | |

| Operations Staffing Update: | | | |
|------------------------------------|---------------------|---------------------|---------------------------|
| Unit | Filled FTE's | Vacant FTE's | Reason for Vacancy |
| Director & Deputy Director | 2 | 0 | |
| Administrators | 5 | 0 | |
| Data Specialist | .5 | 0 | *.5 FTE & .5 LTE |
| Reception | 1.5 | 0 | |
| Records | 1 | 0 | |
| General Operations | 1 | 0 | |
| Totals | 11 | 0 | |
| | | | |
| Management Positions | 7 | 0 | |
| Professional Positions | .5 | 0 | |
| Administrative Positions | 3.5 | 0 | |
| Totals | 11 | 0 | |