

EAU CLAIRE COUNTY HUMAN SERVICES
Director – Diane Cable
Department Report – Division & Unit Updates
January 9, 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:

Hello and Happy New Year! At our December All Agency meeting we highlighted with our staff the happenings of 2022 and forecasted events for 2023. Our Human Services Team shared and created statements of how we work together in carrying out our Agency Vision. Here are a few of the statements:

- Invisible threads are the strongest ties
- You Matter, Your Voice Matters
- Humankind. Be both.
- To the world you may be one person, but to the person you may be the world

Some highlights from 2022:

- Expansion of TSSF (Targeted Safety Services Funds) has led to about 50% of families served by child welfare and youth justice to being served in their homes and with their families
- Expansion of Crisis Services, with increased outreach in the field to those unsheltered, through the co-responder programs with law enforcement, and through those reentering the community from jail
- Expansion of CLTS (Children’s Long-Term Support) services. Serving more children with special needs
- Enhancing the technology of the Avatar- electronic record system, increasing efficiencies and effectiveness

Some of what is occurring in 2023 to carry-out our Vision:

- Increasing involvement of Peer Specialists throughout Program areas of the Department
- Continued expansion of Crisis Response services
- Organizational Wellbeing work throughout the agency
- Continued work and learnings through the Youth Justice focused R.E.D (Racial & Ethnic Disparities) Grant. Staff trainings, agency book reads, continued community conversations, and work with partners involved with the youth justice system
- Preparing and operationalizing the unwinding of the economic supports provided as part of the Public Health Emergency. This includes how we work with our community in response to this shift of resources for many who were receiving additional food share dollars.
- As an agency and leadership team, we are preparing for new leadership for the Department, with a new Director starting in the Spring. Thank you to the Human Services Board for its ongoing work and support of the work of the Human Services Department

Family Services Update (Terri Bohl)

The Alternate Care team was awarded two grants in 2023 from the Department of Children and Families. One grant award is \$3,250 to provide concrete support to relative caregivers. Examples of concrete supports include gift cards for gas, groceries, and clothing. The second grant award is \$82,700 for the Expansion of Community Based Services to Support Children with High Acuity Needs in Out-of-Home Care. The intended expenditures for this grant include the following three areas:

1. A full recruitment campaign targeted at recruiting families able and willing to care specifically for children ages 12 and over with high acuity needs.
2. Specialized training to develop the skills of newly recruited and current families, with the goal of increasing competency in caring for children ages 12 and older.
3. Specialized in-home services to assist in keeping Eau Claire County children ages 12 and over with high acuity needs in local Eau Claire County foster homes and/or with relative caregivers, as opposed to placing them in higher levels of care outside of Eau Claire County.

During last month’s Human Services Board update, the Department reported that no truancy referrals had been received by the Youth Services team this school year. It was noted that only Delinquency referrals had been received since the start of the school year in 2022. Clarification was sought by the Board on what specific referrals were made to Youth Justice. Below is a chart outlining the offense description of all referrals received by the Department from September through December of 2022. It should be noted that 8 truancy referrals were received by the Department in December.

Youth Justice Referrals Sept- Dec 2022	
DISORDERLY CONDUCT	66
HABITUALLY TRUANT FROM HOME	24
BATTERY	23
CRIMINAL DAMAGE TO PROPERTY (< \$2500)	20
POSSESSION OF THC	8
RETAIL THEFT-ALTER PRICE (<=\$2500)	8
TRUANCY	8
SUBSTANTIAL BATTERY-INTEND BODILY HARM	7
RESISTING OR OBSTRUCTING AN OFFICER	6
GRAFFITI	4
COMPUTER MESSAGE-THREATEN/INJURY OR HARM	3
PERSON UNDER 18 PURCHASE/POSSESS TOBACCO	3
POSSESSION OF DRUG PARAPHERNALIA - UNDER 17	3

TERRORIST THREATS	3
THEFT	3
1ST DEG SEXUAL ASSAULT OF CHILD	2
4TH-DEGREE SEXUAL ASSAULT	2
DELINQUENT ACT BEFORE AGE 10	2
HARASSMENT-FEAR OF DEATH/INJUNCTION	2
MANUF/DEL THC (<=200G/<=4 PLANTS)	2
RETAIL THEFT-INTENT. TAKE (<=\$500)	2
THEFT-MOVABLE PROPERTY (<=\$2500)	2
THROWING BODILY FLUIDS AT PUBLIC SAFETY	2
BATTERY OR THREAT TO A WITNESS	1
BATTERY OR THREAT TO OFFICER OF COURT OR LAW ENFORCEMENT	1
BATTERY TO LAW OFFICERS/FIRE FIGHTERS	1
CRIMINAL TRESPASS TO DWELLING	1
DEFAMATION	1
FAIL TO COMPLY W/OFFICER ARREST ATTEMPT	1
FALSE IMPRISONMENT	1
LEWD, LASCIVIOUS BEHAVIOR	1
PERSON POSSESS/UNAUTHORIZED ALCOHOL	1
POSSESS DRUG PARAPHERNALIA	1
ROBBERY WITH USE OF FORCE	1
TAKE AND DRIVE VEHICLE W/O CONSENT	1
THREATS TO INJURE/ACCUSE OF CRIME	1
TRESPASS TO LAND-REMAIN AFTER NOTICE	1

The Department was also asked for information on referrals to Restorative Justice. The Department has a meeting with the Restorative Justice Program within the next few weeks and will report referral information to the Board next month.

Family Services Staffing Update			
Unit	Filled FTE's	Vacant FTE's	Reason for Vacancy
Juvenile Detention	16	.5	Employee Resigned
Centralized Access	6	0	
Initial Assessment	7.5	0	
Alternate Care	4.5	0	
Birth to Three	2.66	0	
IPS	2	0	
CPS Ongoing	12	0	
Youth Services Ongoing	8.25	0	
Juvenile Intake	1.25	0	
Coordinated Services Teams	1.25	0	
System of Care	2.25	0	
Totals	63.66	.5	
Management Positions			
Management Positions	8	0	
Professional Positions	53.16	.5	Employee Resigned
Administrative	2.5	0	
Totals	63.66	.5	

Key Points: The Management positions include: 1 Juvenile Detention Manager, 2 Juvenile Detention Supervisors, 4 Social Work Managers, and 1 Social Work Supervisor.

Unit Updates						
Centralized Access (Tasha Alexander)	Aug.	Sept.	Oct.	Nov.	Dec.	
Child Protective Services reports received	121	125	143	119	110	
Child Protective Services reports screened in	32	17	36	34	16	
Child Welfare Service reports received	10	14	20	16	14	
Child Welfare Service reports screened in	7	12	15	8	10	

Update
 The Centralized Access Team has added capacity within the team by the new addition of Social Worker Logan Julson into the new position added by 2023. It has become evident to the Centralized Access Team that additional training for mandatory reporters would be beneficial as many reports are made to the Department that are not even close to meeting the definition of child abuse.

CPS Initial Assessment (Tasha Alexander)	Aug.	Sept.	Oct.	Nov.	Dec.
Initial assessments completed	30	40	29	18	34
Assessments resulting in substantiation	8	9	8	3	0
Assessments completed involving child remaining in home	30	36	26	17	34
Assessments resulting in services opening with Department	3	13	6	4	2

Update
The Initial Assessment Team has been working with several families experiencing complex barriers to housing, combined with other service needs such as mental health, substance abuse, and the need for parent support.

CPS Ongoing (Courtney Wick)	Aug.	Sept.	Oct.	Nov.	Dec.
Children served in Ongoing Child Protective Services	149	143	138	126	135
Families served in Ongoing Child Protective Services	74	72	70	68	75
Children served in home	73	77	57	58	55
Children enrolled in Targeted Safety Support	20	23	25	27	22

Update
Ongoing CPS closed four cases in the past month with the closure reason for all of them being safe and successful reunification and completion of their CHIPS orders.

Youth Services (Hannah Keller)	Aug.	Sept.	Oct.	Nov.	Dec.
Youth served in Youth Services Program	110	105	113	110	109
Youth being served in their home	88	85	89	79	81
Families served in Youth Services Program	98	98	102	101	99

Update
When placement is needed, the Youth Services team continues to experience great challenges in identifying a resource able to meet the child's needs and be close enough to support family connections. Truancy referrals have increased as prior to December no truancy referrals were received.

Intensive Permanency Services (Melissa Christopherson)	Aug.	Sept.	Oct.	Nov.	Dec.
Youth receiving Intensive Permanency Services	15	15	17	16	16

Update
The IPS workers have expanded their duties to offer family finding assistance on cases outside of IPS.

Alternate Care (Melissa Christopherson)	Aug.	Sept.	Oct.	Nov.	Dec.
Children in out-of-home care at end of month	97	87	91	92	97
Median length of stay in months for children discharged in month	12.7	12.7	12.2	12.8	12.3

Update
Alternate Care is currently focusing on implementing grant activities as outlined above in the Family Services Update.

Birth-to-Three (Melissa Christopherson)	Aug.	Sept.	Oct.	Nov.	Dec.
Children being served	122	120	118	107	105

Update
 Birth to Three continues to focus on implementation of FAN training related to the 2022 grant awarded for expansion of services related to social and emotional needs.

Juvenile Detention Center (Rob Fadness, Michael Ludgatis, and Martin Adams)	Aug.	Sept.	Oct.	Nov.	Dec.
Total admissions number youth	31	24	39	35	25
Total admissions number days	437	350	436	401	341
Eau Claire County admissions - number days	21	55	51	78	52
Short-term admissions - number youth	24	20	35	28	18
Short-term admissions - number days	252	252	329	221	124
Eau Claire County short-term admissions - number youth	5	7	12	11	6
Eau Claire County short-term admissions - number days	21	55	51	48	21
180 program admissions - number youth	7	4	4	7	7
180 program admissions - number days	186	98	107	180	217
Average daily population youth per day	14.1	13.5	14.1	13.4	11.0
Occupancy rate	74%	59%	61%	58.1	48.0
Climate survey – staff	74%	50%	66%	59%	50%
Climate survey – safety	65%	64%	77%	68%	64%
Climate survey – cleanliness	77%	63%	77%	71%	63%
Climate survey – overall	80%	75%	67%	67%	75%

Update
 *December is inspection month: Annual inspections were conducted by the Department of Corrections and the City/County Health Department.
 *Power of Perception presented a holiday celebration and program, including speakers and dinner. Residents were treated to games and prizes.
 *A new resident youth group was started. The group is led by a former juvenile detention resident and a therapist. The group consists of structured conversation on topics chosen by the youth and supervised by staff.
 *Secure detention youth celebrated the holidays with a home cooked Christmas Eve dinner prepared by Martin & Robin Adams, and a small gift and candy on Christmas Day. All residents were very appreciative.

Behavioral Health Update (Luke Fedie)

In behavioral health we have a lot to celebrate in 2022. The expansion of our crisis program, the growth of our CLTS program, and the hiring of an in-home therapist in the clinic have all been huge accomplishments and has led to more capacity to serve our community members in a responsible and timely manner. As we move into 2023, the focus shifts from growth to sustainability. While recruiting for our positions has not been easy in this new and changing job market, we have continued to focus on providing our employees with real work-life balance and a culture of wellness. By managing through that wellness lens, we are working to retain our staff and ensure that they feel connected to the difficult and hard work that they do every day. In all our behavioral health programs, we have strived to provide the best possible care for our community members. That can only happen when we, as a staff, are healthy and taking care of ourselves. Time was spent early in the year discussing goals with managers and supervisors in behavioral health. All agree that staff retention is paramount to our continued success. We will be working to further implement technology and functions of our electronic health record in all programs as well as we build more robust and efficient ways to capture the documentation that we need. We are excited to see what challenges await us in 2023 and are confident that we will be successful in providing community members the best care.

Behavioral Health Staffing Update

Unit	Filled FTE's	Vacant FTE's	Reason for Vacancy
Outpatient Clinic	10	0	
Treatment Court	4	1	Employee transferred
APS	6	0	
CCS	45	4	New & resigned
CLTS	17	0	
CSP	13	0	
Crisis	9	3	New and resigned
Totals	104	8	
Management Positions			
Management Positions	13	1	Resigned
Professional Positions			
Professional Positions	84	6	New and resigned
Administrative Positions			
Administrative Positions	7	1	Resigned
Totals	104	8	

Clinic (Jen Coyne)	Aug.	Sept.	Oct.	Nov.	Dec.
Clients in Med Management	213	192	184	184	184
Clients in Therapy	138	135	134	133	143
Referrals	18	16	15	10	15
Med management waitlist	1	1	0	0	4
Therapy waitlist	2	5	0	2	6

Update

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Treatment Court (Brianna Albers)	Aug.	Sept.	Oct.	Nov.	Dec.
Current caseload	23	20	20	20	21
Branch 1 - AIM	8	7	6	5	5
Branch 3 - Mental Health Court	6	6	7	7	8
Branch 5 - Drug Court	6	6	6	8	8
Vet Court	3	1	1	0	0
Referrals	14	9	11	9	11

Update

There have been two open treatment court coordinator positions in December to cover. We were able to make offers to new employees for those positions and both are scheduled to begin in early January. Treatment court was able to host a holiday gathering for the participants and many appeared to enjoy the bowling activity. There was one graduation in December as well.

Community Support Program (Jocelyn Lingel-Kufner):	Aug.	Sept.	Oct.	Nov.	Dec.
Number participants	106	105	108	106	108
New admissions	2	2	0	1	1
Referral list	15	18	18	21	14

Update

CSP filled the second nurse position in December and will be filling the SW position the start of January. At that time, CSP will be fully staffed. The admissions Committee has worked to contact all individuals on the referral list to ensure they were still interested in services and/or still lived in the area, which has resulted in being able to reduce the number of individuals on the referral list. In January CSP will be down to one prescribing provider, however, we have another APNP interested in working with CSP clients 8 hours a week and are working to contract with that person, hopefully starting the first of March.

Crisis Services (Santana Stauty)	Aug.	Sept.	Oct.	Nov.	Dec.
Crisis contacts	194	184	253	221	224
Emergency detentions	24	25	21	24	19
Clients placed in local hospitals	17	14	14	18	11
Clients placed in Winnebago	7	11	7	6	8
Face-to-face assessments completed	9	10	13	12	12

Update

Looking to hire for the crisis liaison position (3-11 PM) with Eau Claire PD in 2023.

Adult Protective Services (Nancy Weltzin)	Aug.	Sept.	Oct.	Nov.	Dec.
Investigations requests	54	32	37	53	46
Investigations screened out	8	9	3	10	1
Investigations concluded	8	6	8	9	12
Investigations substantiated	11	4	6	7	2
Allegation of self-neglect	19	12	10	26	17
Allegation of neglect	13	7	2	4	3
Allegation of financial abuse	11	7	5	8	5
Requests for guardianship	6	4	2	6	7

Update

ECDHS APS has been selected to participate in the IDA training. This is very exciting, but will be challenging to complete due to workload.

Comprehensive Community Support (Cinthia Wiebusch)	Aug.	Sept.	Oct.	Nov.	Dec.
Current case count	189	196	206	209	212
Referrals	38	28	32	25	28
External referrals	38	23	26	22	23
Internal referrals	0	5	6	3	5
Admissions	10	13	16	12	8
Discharges	7	-	6	11	6
Adults waiting for CCS services	26	-	7	5	7
Youth waiting for CCS services	4	-	2	4	7

Update

CCS hired one Mental Health Professional that started at the beginning of December. A different Mental Health Professional transitioned to a CCS Supervisor position. The Substance Use Professional team is full, having filled the last two positions with an internal staff and a staff return to the department. Continue to work on serving others promptly through the triage process. CCS Newsletter went out to staff and providers in December. Continue to oversee the program clinically and monitor provider quality and effectiveness of services. Staff is getting ready to conduct a peer review to ensure that all documents have the requirements per DHS 36.

Children's Long-Term Support (Taylor Johnson)	Aug.	Sept.	Oct.	Nov.	Dec.
Current enrollment	258	240	272	277	283
Current waitlist	229	262	240	239	246
Foster Care	-	8	8	8	14

Update

The Children's Long-Term Support program is excited to welcome the addition of Jim LeDuc to the staff. Jim is serving as the CLTS manager and will be providing supervisory capacity in the program. We look forward to Jim being on staff and welcome his knowledge in our program.

Economic Supports (Kathy Welke/Jane Olson/Jen Dahl/Cindy Drury)

The FY 2023 Consolidated Appropriations Act was passed on 12/23 and has impacts on FoodShare and Healthcare programs. Funding for Emergency Allotments will end after the February 2023 issuance. The continuation of maintaining Healthcare benefits will end effective April. DHS is still working with Federal partners to receive further guidance to confirm specifically when Emergency Allotments will and for WI and when reviewing Healthcare eligibility will begin.

Economic Supports 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	3	0	
Professional Positions	32	1	resigned
Administrative Positions	0	0	
Totals	35	1	

Economic Supports (Kathy Welke)	Aug.	Sept.	Oct.	Nov.	Dec.
Calls received	13,349	10,845	11,874	11,700	11,775
Applications processed	3,349	2,361	3,009	3,041	3,873
Renewals processed	1,887	1,493	2,531	2,740	2,953
All Cases	69,036	62,217	69,759	70,376	71,368
Cases in Eau Claire County	14,676	15,792	15,940	16,070	16,362
Active Child Care Cases	1,135	1,087	1,071	1051	1068
Active Eau Claire Child Care Cases	318	300	287	290	301

Fiscal Services Staffing Update			
Unit	Filled FTE's	Vacant FTE's	Reason for Vacancy
Fiscal Supervisor	1	1	New
Contract Coordinator	1	0	
Accountant I	2	0	
Fiscal Associate III	6	2	New and transferred
Systems Analyst/Project Manager	2	0	
Quality Assurance Specialist	4	2	New and transferred
Totals	16	5	
Management Positions			
Management Positions	1	1	New
Professional Positions			
Professional Positions	15	4	New and transferred
Administrative Positions			
Administrative Positions	0	0	
Totals	16	5	

Update
A Fiscal Associate III was promoted to an Accountant I position.

Operations Staffing Update			
Unit	Filled FTE's	Vacant FTE's	Reason for Vacancy
Director & Deputy Director	2	0	
Administrators	5	0	
Data Specialist	1	0	
Reception	.5	1	Resigned
Records	1	1	New
General Operations	1	0	
Totals	10.5	2	
Management Positions			
Management Positions	7	0	
Professional Positions			
Professional Positions	1	1	New
Administrative Positions			
Administrative Positions	2.5	1	Resigned
Totals	10.5	2	

Update
Operations made a conditional offer for the open Resource Specialist position at reception and is completing the job description for the new records position with recruitment to begin within the next several weeks.