

# Department of Human Services

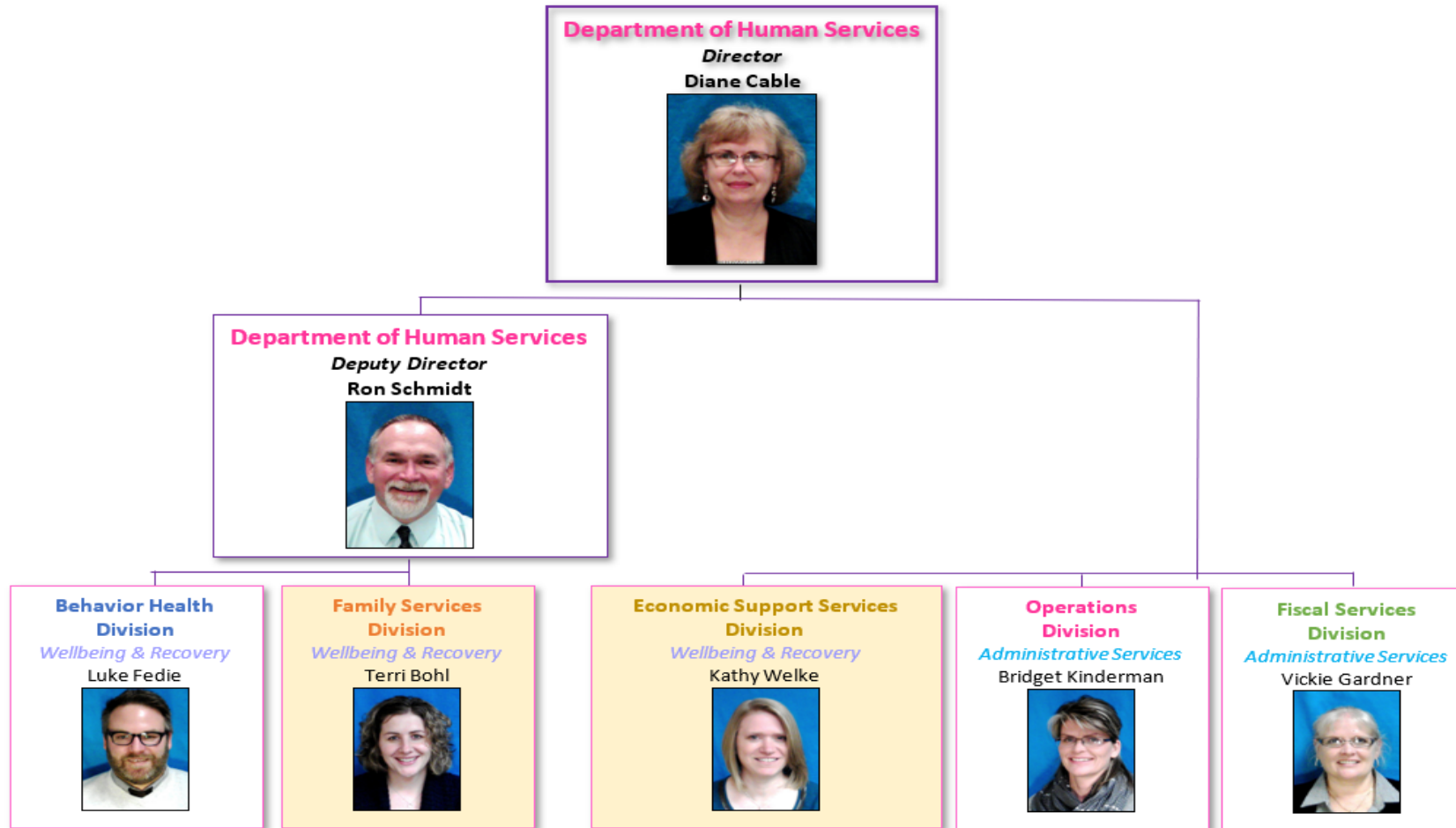
**-Education Session-**

**January 19, 2023**

**Economic Support &  
Family Services**



# Department of Human Services



*Family Connections Are Always Preserved and Strengthened!*

# Economic Support Services

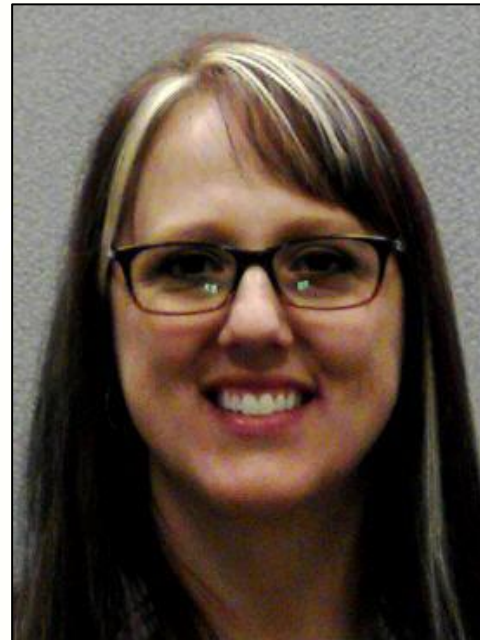
**Jen Dahl**

Consortium Manager



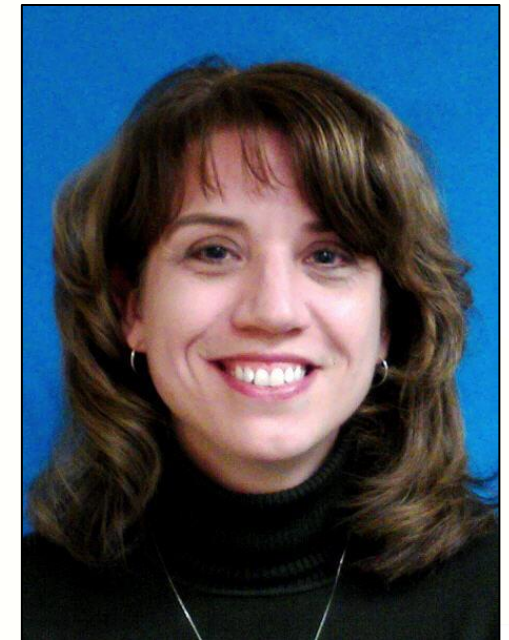
**Cindy Drury**

Consortium Manager



**Jane Olson**

Consortium Manager



# Economic Support Services

## Kathy Welke

Economic Support Consortium Administrator



### ESS Division Staff

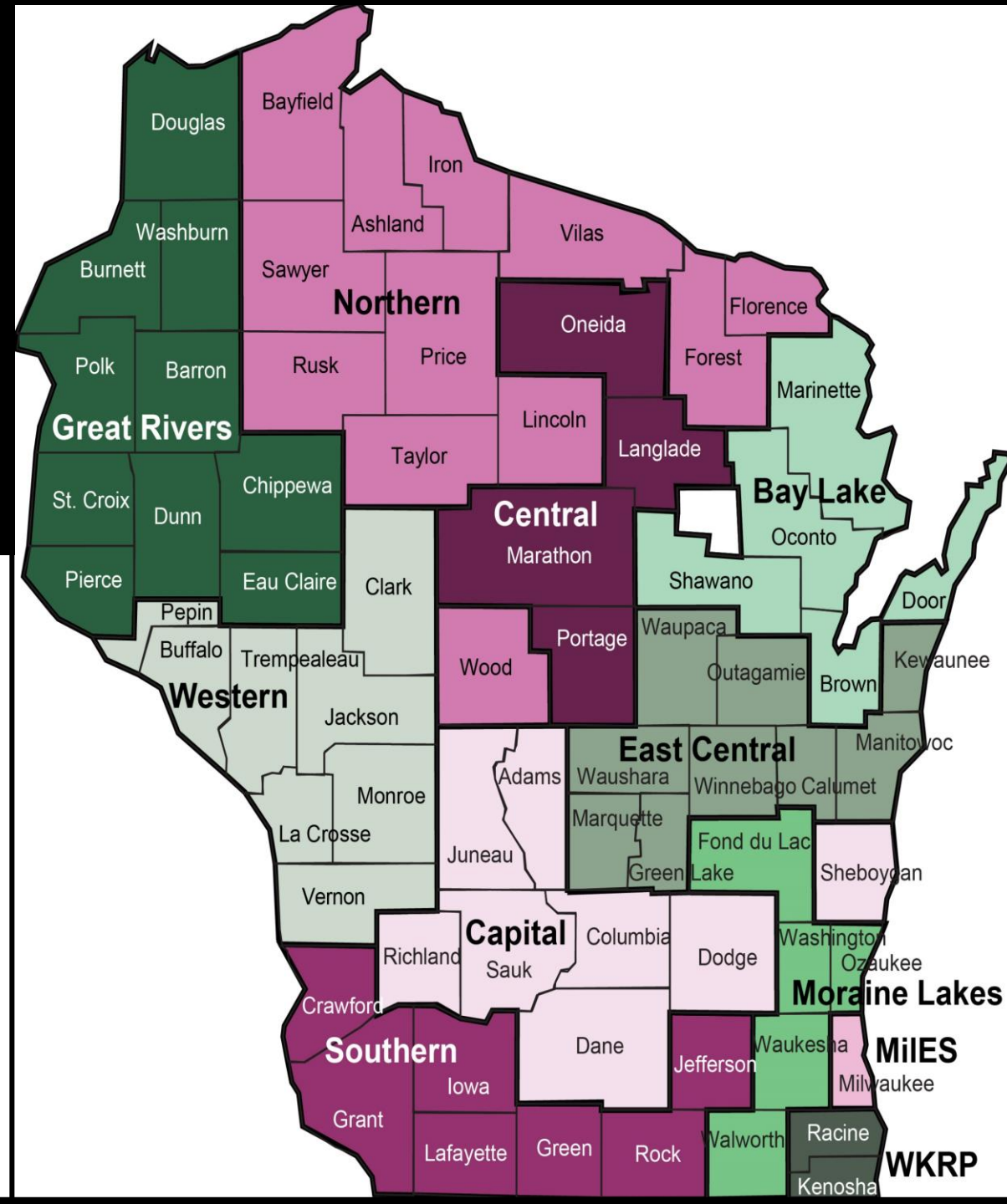
ESS Managers	3
Lead ESS	3
ESS	27
Fraud Investigators	2
Child Care Coordinator	1
<b>TOTAL</b>	<b>36</b>

The Great Rivers Consortium provides care in Barron, Burnett, Chippewa, Douglas, Dunn, Eau Claire, Pierce, Polk, St. Croix and Washburn counties



**1-888-283-0012**

Foodshare ♦ BadgerCare ♦ Child Care ♦ Medicaid  
*"Your Local Eligibility Experts"*



Childcare - WI Shares



0000 1234 5678 9010

Medicaid



Caretaker Supplement



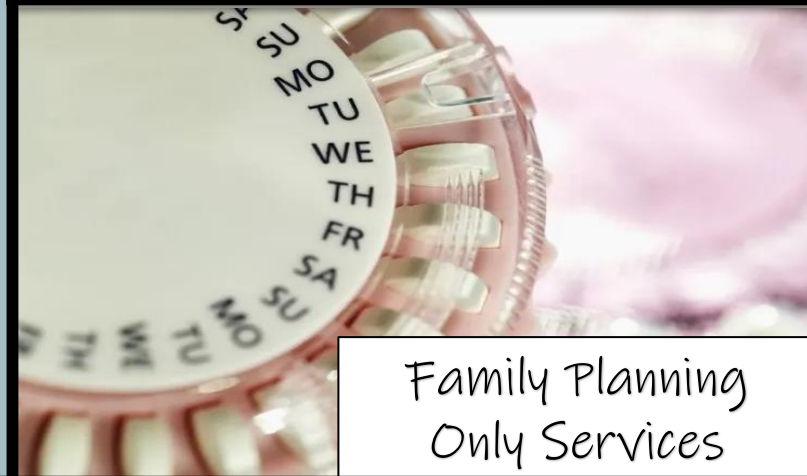
# PROGRAMS



BadgerCare Plus



Foodshare



Family Planning Only Services



Helps people with limited income buy food they need for good health.

Benefit amount varies on income and household size.

Individuals are issued a WI Quest Card where they can purchase non-prepared food.

Quest Cards can be used at grocery stores, convenient stores, Eau-Claire's Farmers Market's and select online retailers that participate in FoodShare. (Wal-Mart Grocery, Amazon, ALDI, Sam's Club Scan and Go and Target).



If eligible for BadgerCare Plus, you will be enrolled for 12 months unless there are changes that impact your eligibility.

Coverage must be renewed yearly. About one month before your coverage ends, you will get a letter with information about how to renew your coverage.

No open enrollment period, apply at any time.

[BadgerCare+](#)







The Family Planning Only Services Program provides men and women with certain family planning-related services and supplies to prevent unplanned pregnancies.

[Family Planning Only Services](#)

Wisconsin Medicaid is a joint federal and state program that provides high-quality health care coverage, long-term care, and other services to over one million Wisconsin residents.

There are many types of Medicaid programs. Each program has different rules, such as about age and income, that you must meet to be eligible for the program.

[Wisconsin Medicaid](#)



# MAPP

The Medicaid Purchase Plan (MAPP) provides health care coverage for people with a disability who are age 18 or older and are working or interested in working.

[Wisconsin Medicaid Purchase Plan](#)

## **Long-Term Care:**

- Home and Community Based Waivers
- Family Care
- Institutional Medicaid
- Hospital, nursing home, institutions for mental disease





The Wisconsin Shares Child Care Subsidy Program supports eligible families by funding a portion of the cost of childcare while the parents are working or participating in an approved activity.

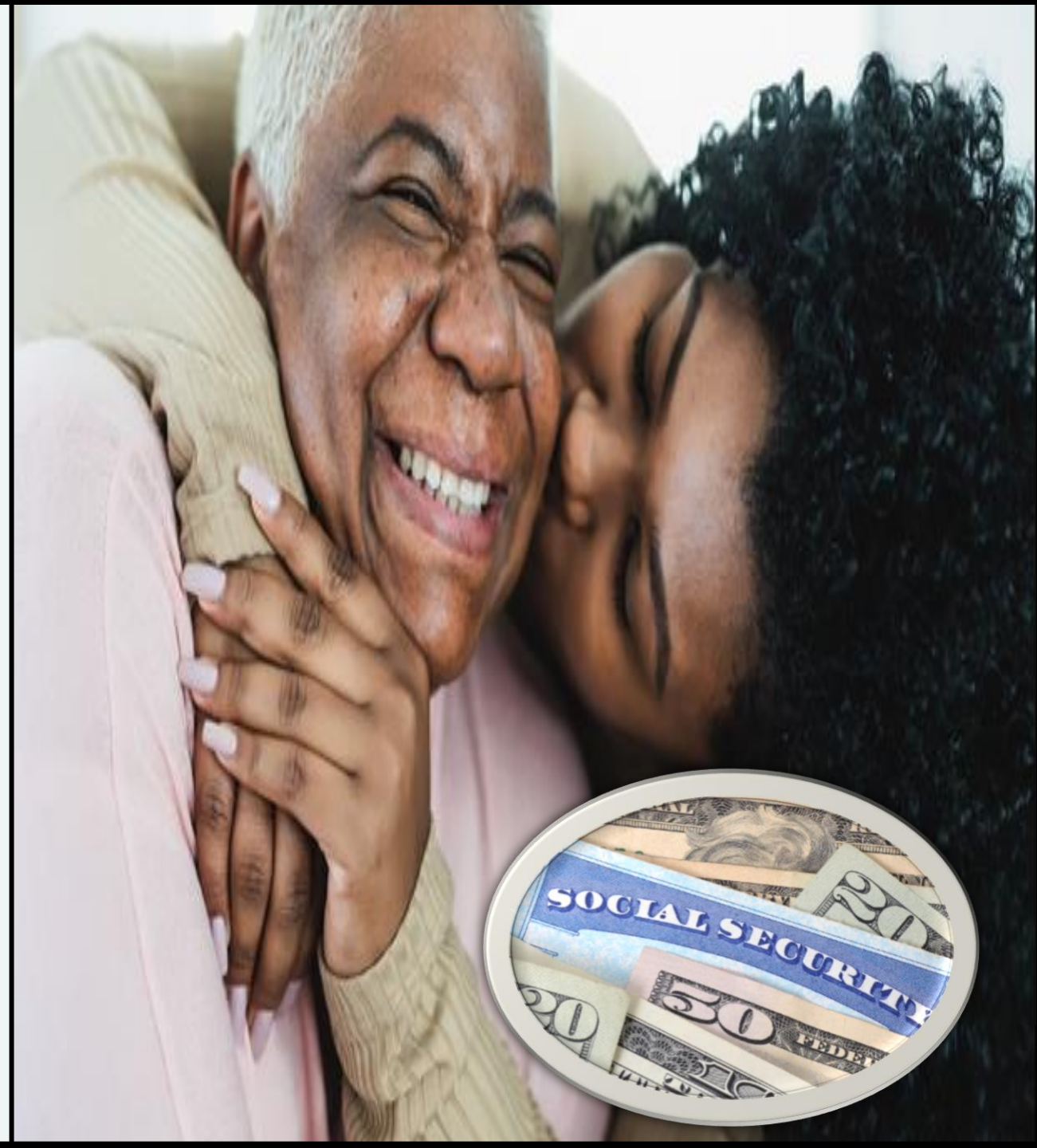
Childcare authorizations are set up with certified and licensed Childcare providers.

Wisconsin Shares Childcare Subsidy benefits are deposited onto the MyWICChildCare EBT card, which clients use to pay for a portion of their childcare expenses.

[General Wisconsin Child Care Information](#)

Wisconsin's Caretaker Supplement (CTS) is a cash benefit available to parents who are eligible for Supplemental Security Income (SSI) payments. Caretaker Supplement is not a Medicaid benefit; it pays cash only to eligible parents.

[Wisconsin's Caretaker Supplement](#)





Online

[www.access.wisconsin.gov](http://www.access.wisconsin.gov)



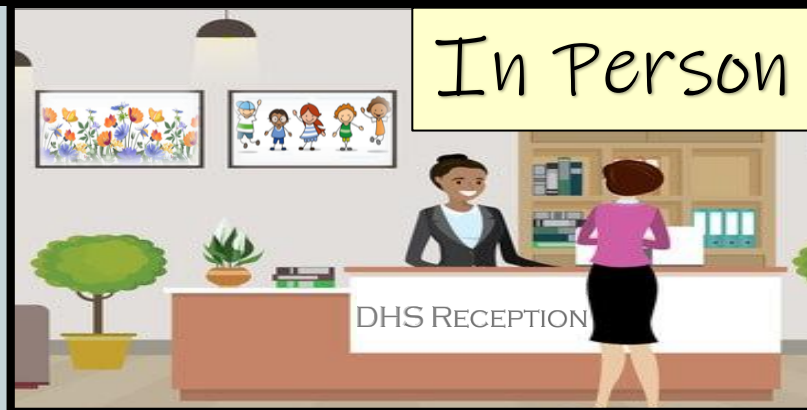
Phone

Great Rivers Consortium:  
1-888-283-0012

Monday: 8 a.m.-4 p.m.  
 Tuesday: 8 a.m.-4 p.m.  
 Wednesday: 8 a.m.-11 a.m.  
 Thursday: 8 a.m.-4 p.m.  
 Friday: 8 a.m.-4 p.m.



**-WAYS TO APPLY-**  
**Wisconsin's  
 Caretaker  
 Supplement**



In Person

721 Oxford Ave – Suite 1001,  
Eau Claire, WI 54703

Lobby Hours: Monday - Friday: 8 a.m.-4:30 p.m.

- Computer and phone available for clients
- Clients complete RFA (request for assistance)
- Print copies of client notices upon request

Telephone: 715-839-2300

- Clients may select to be transferred to Great Rivers Call Center to complete an intake.

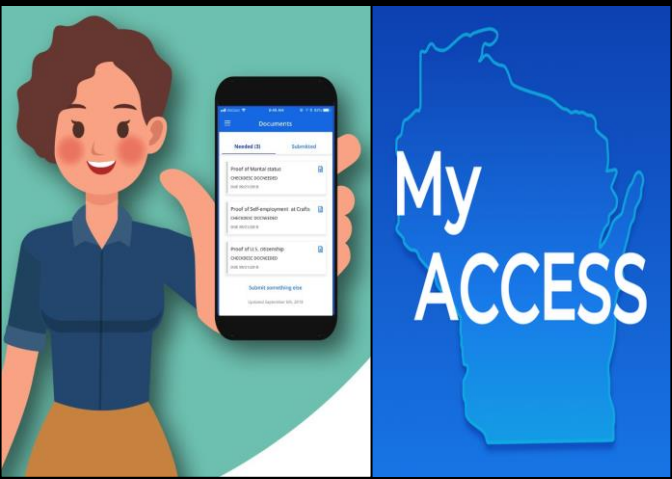


Mail

CDPU: P.O. Box 5234, Janesville, WI 53547-5234

**My Access Mobile App**

[www.access.wisconsin.gov](http://www.access.wisconsin.gov)



**Central Document Processing Unit**  
Mail – PO BOX 5234  
Janesville, WI 53547-5234

**Fax:** 1-855-293-1822

**Local Agency:**  
Drop off at front desk or  
place in the drop box located  
outside of the DHS lobby  
doors



# HOW TO SUBMIT DOCUMENTS & PAPERWORK



# Wisconsin Department of Health Services

With the onset of the PHE Economic Support Programs were administered with a number of waivers in place.

Emergency FoodShare has been in place for eligible households since March 2020. Households have been given the maximum amount of Foodshare for their household.

Since March 2020 continuous coverage for Medicaid Programs has been in place. Anyone who was on BC or MA was no longer required to reapply every year to maintain coverage.

Emergency FoodShare allotments will end after the February 2023 issuance.







# Wisconsin Department of Health Services

FY 2023 Omnibus Appropriations Bill decouples the PHE and COVID Policies for IM Programs.

Sets date of 4/1/23 for the end of the Medicaid continuous enrollment requirement.

Healthcare renewals will begin in late spring/early summer.





# Wisconsin Department of Health Services

Loss of Emergency FoodShare Allotments will amount to a \$1.2M monthly reduction of FoodShare benefits that have been going to EC County residents and business.

It is unclear how many individuals may no longer be eligible.

All cases will be reviewed over a 12-month period.



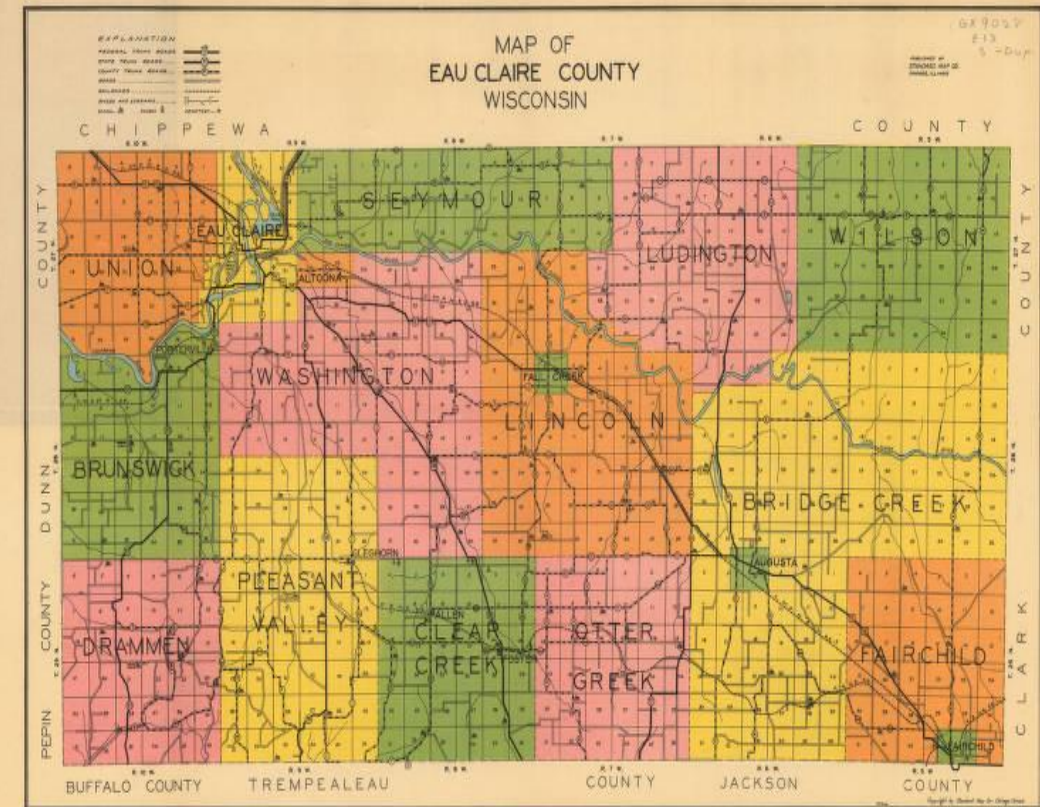
# Unwinding Impacts

Eau Claire County has:

- 13,917 Households open for HC (December 2023)
- 20,654 Individuals open for HC (December 2023)

This is a 39% increase in households and 15% increase in individuals receiving HC since 2019.

**FoodShare Example:** A single individual that may have normally qualified for \$23/month, but due to Emergency FoodShare, may have received just over \$300/month.



# Questions?



Caretaker Supplement



Childcare - WI Shares



Medicaid



Foodshare



Family Planning Only Services



BadgerCare Plus

# Family Services

Centralized Access Unit

Child Protective Services Initial Assessment

Ongoing Child Protective Services

Youth Services

- Youth Justice
- Juvenile Intake
- System of Care

Coordinated Services Teams

JDC

Resource Unit

- Alternate Care
- Intensive Permanency Services
- Birth to Three

Strengthening Families Program

# Family Services Managers

## Courtney Wick

Ongoing CPS Manager



## Hannah Keller

Youth Services Manager



## Melissa Christopherson

Resource Unit Manager



## Rob Fadness

JDC Manager



## Tasha Alexander

Initial Assessment & Centralized Access Manager



# Family Services

## Terri Bohl

Family Services Administrator



FS Division Staff	
FS Managers	5
FS Supervisors	3
Centralized Access	4
Initial Assessment	7
Alternate Care	2.5
Birth to Three	1.66
IPS	2
Ongoing CPS	10
Juvenile Intake	1.25
Youth Services Ongoing	8.25
Coord. Services Team	1.25
System of Care	2.25
Juvenile Detention	13.5
Resource Specialist	2.5
<b>TOTAL</b>	<b>64.16</b>

# Family Services

## -Centralized Access Unit-



### **Tasha Alexander**

Social Work Manager

Initial Assessment & Centralized Access

721 Oxford Ave, Suite 1001

Eau Claire, WI 54703

Direct: 715-839-6915

Email: [Tasha.Alexander@eauclairecounty.gov](mailto:Tasha.Alexander@eauclairecounty.gov)

### **Julie Brown**

Social Work Supervisor

Centralized Access

721 Oxford Ave, Suite 1001

Eau Claire, WI 54703

Direct: 715-839-2947

Email: [Julie.Brown@eauclairecounty.gov](mailto:Julie.Brown@eauclairecounty.gov)



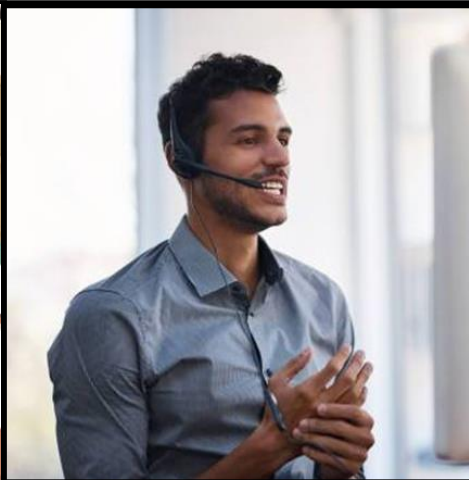
# Centralized Access

The initial point of contact for most program areas at DHS such as CCS (youth and adults), CST, CPS, APS, general community resources along with referrals for the mental health clinic, CSP and Crisis Services.



**2022**

Centralized Access received  
337 walk-ins



**2022**

Call-ins range from a  
few minutes to an  
hour+



# Centralized Access

## How to Make A Referral to Centralized Access:

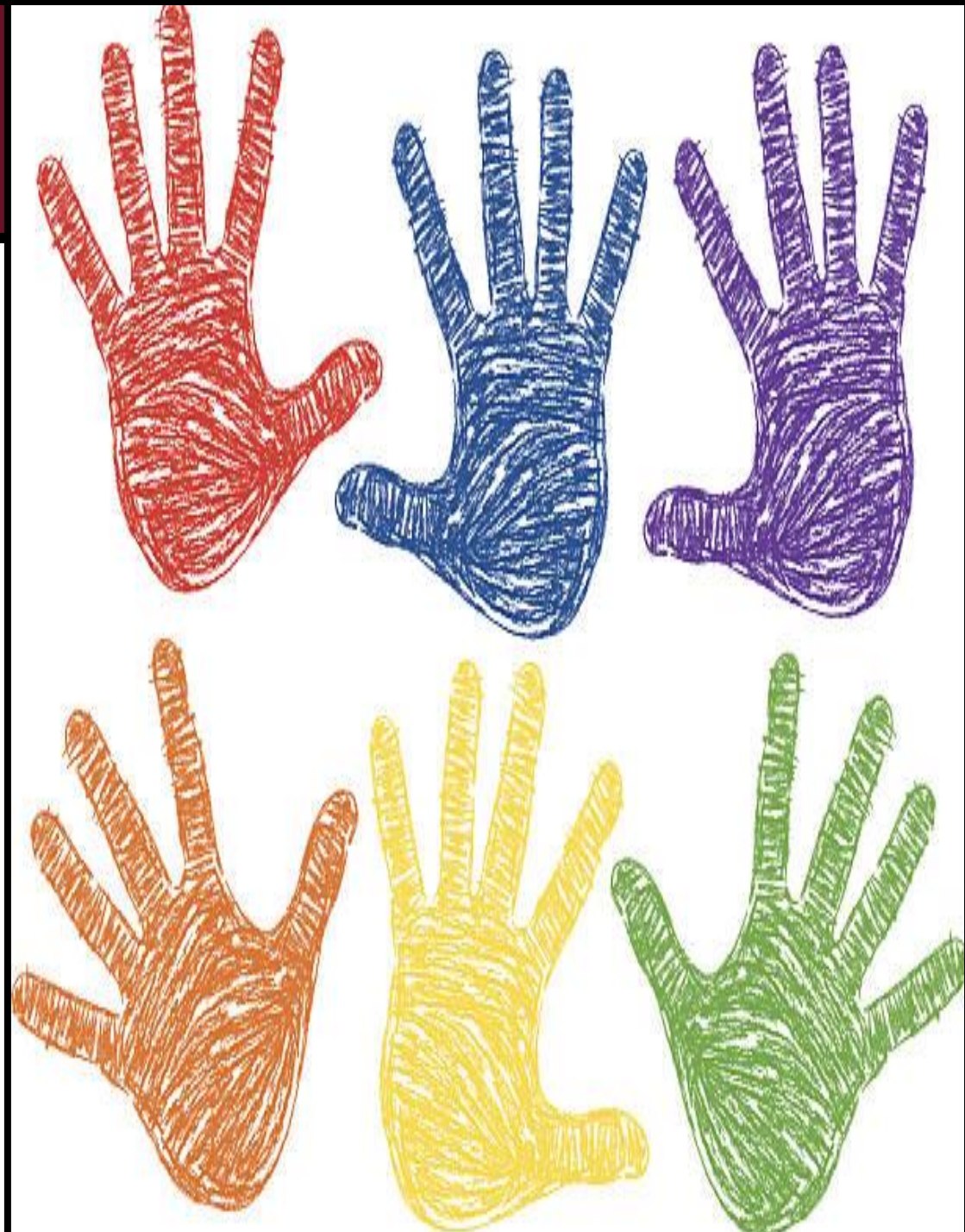
### Monday – Friday (8am – 4:30pm)

- Contact by phone at (715) 839-7118
- Come in person to Human Services
- Complete a Program Referral and fax, e-mail, or mail to Human Services

### Evenings After 4:30pm, Weekends, & Holidays

- For urgent matters, contact the Police Department at (715) 839-4972

**For emergency situations dial 911**



# Family Services

## -Initial Assessment-



# Tasha Alexander

Social Work Manager

Initial Assessment & Centralized Access

721 Oxford Ave, Suite 1001

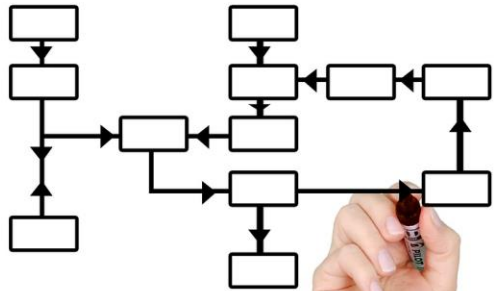
Eau Claire, WI 54703

Direct: 715-839-6915

Email: [Tasha.Alexander@eauclairecounty.gov](mailto:Tasha.Alexander@eauclairecounty.gov)

# Initial Assessment

The social work team works with families to ensure the least intrusive intervention for the situation while accurately assessing for child safety.



Social workers are the first points of contact for families who we have received a report of child maltreatment

Case is screened in for investigation and/or assessment

The time social workers have to make specific determinations regarding child safety, substantiation and the need for further CPS intervention such as a referral to court

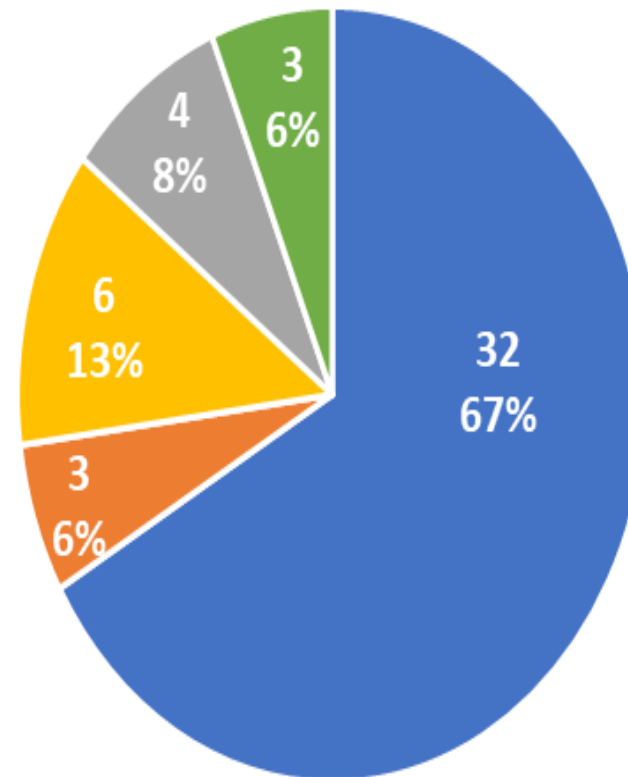
In situations in which the case closes, social workers connect with families to provide information and a connection to community resources to support the child and family well-being with the intent to reduce any further need for CPS intervention

# 2022 Case Transfer Data

<u>CASES</u> <b>49</b>	<u>CHILDREN</u> <b>98</b>
<u>IN HOME</u> <b>59</b>	<u>OUT OF HOME</u> <b>39</b>
<u>RELATIVE</u> <b>28</b>	<u>FOSTER CARE</u> <b>10</b>

1 child placed out-of-home in a residential setting

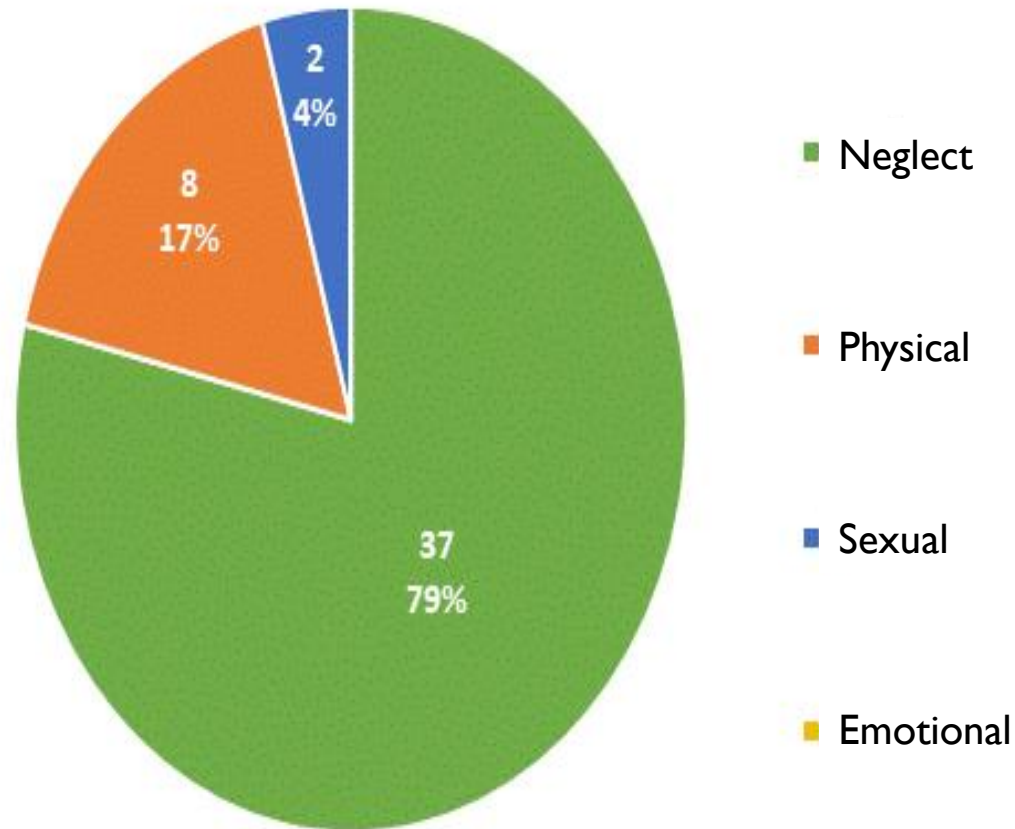
Type of Case



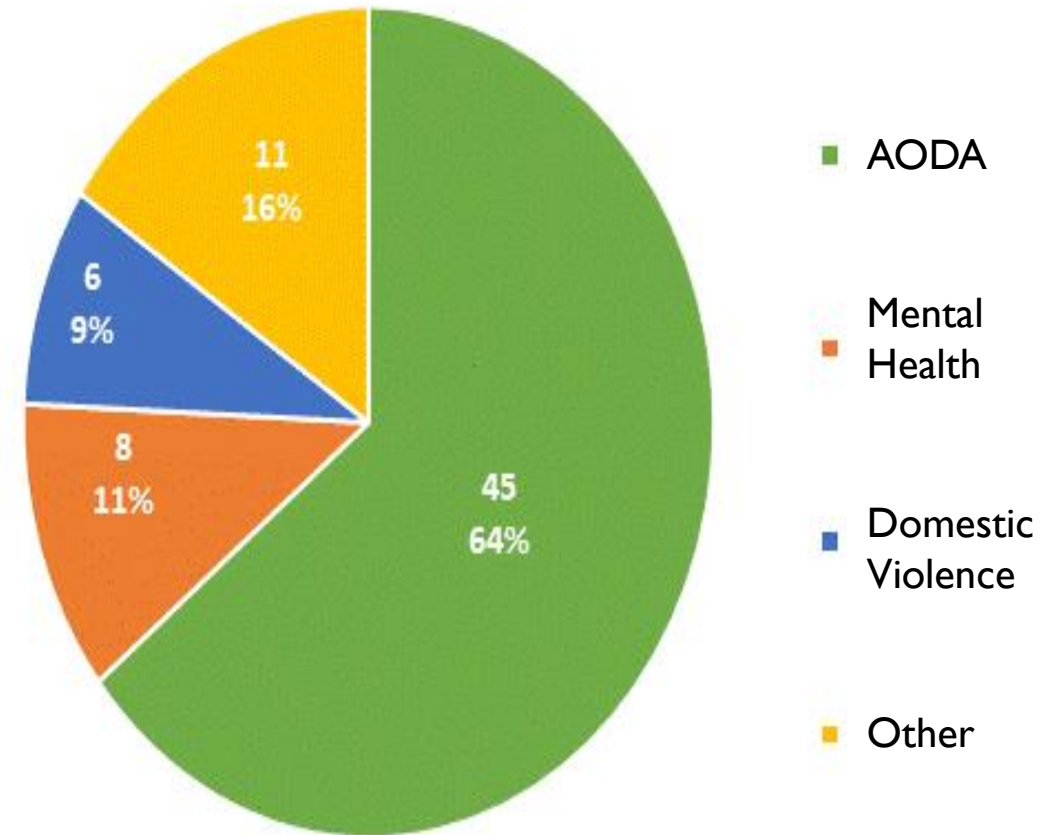
- CHIPS (Child In Need of Protection or Services)
- Consent Decree
- Informal Dispositional Agreement
- Voluntary Services
- Courtesy Supervision

# 2022 Case Transfer Data

## Type of Maltreatment



## Specific Case Needs



# Questions?



# Family Services

**-Ongoing Child Protective Services-**

## Courtney Wick

Social Work Manager

Ongoing CPS

721 Oxford Ave, Suite 1001

Eau Claire, WI 54703

Direct: 715-839-1255

Email: [Courtney.Wick@eauclairecounty.gov](mailto:Courtney.Wick@eauclairecounty.gov)

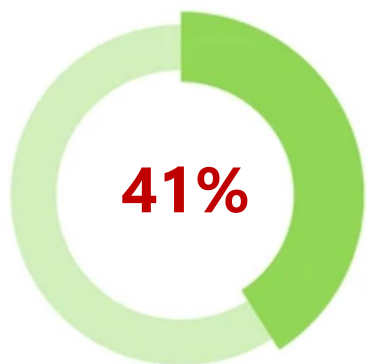




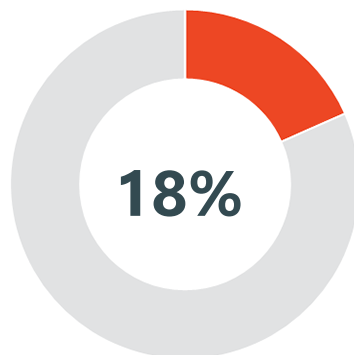
# Ongoing Child Protective Services

Ongoing CPS works with children and families when threats to child safety exist and require additional intervention.

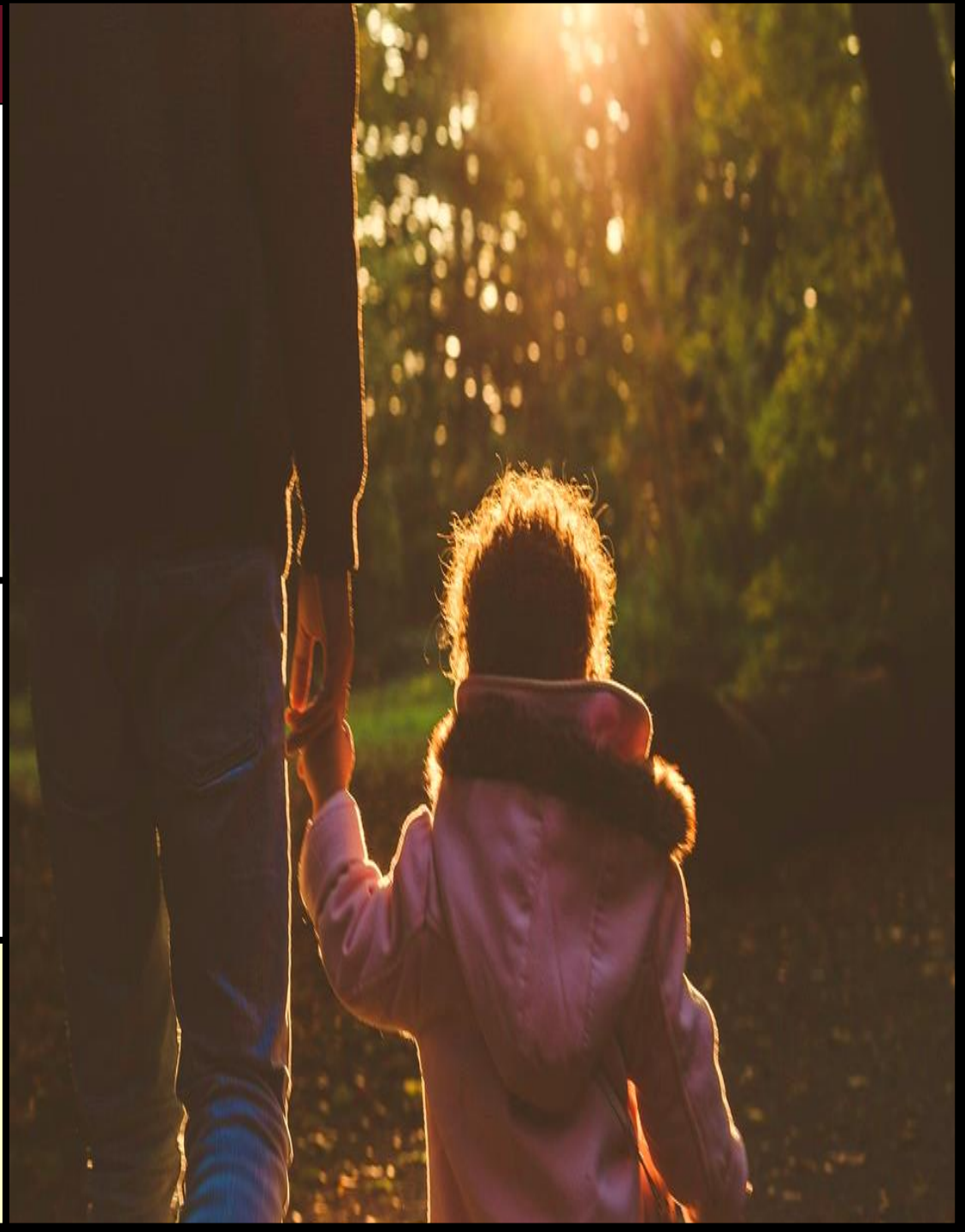
Our goal is to support parents/caregivers in making necessary changes so children are safe and protected in their homes, and to achieve timely permanency for children.



Children served who are being maintained in their home



9 families/24 children are engaged in in-home safety planning and the utilization of TSSF funding [18% of total children served]



# Questions?



# Family Services

## -Youth Services-

# Hannah Keller

Social Work Manager

Youth Services

721 Oxford Ave., Suite 1001

Eau Claire, WI 54703

Direct: 715-839-1658

Email: [Hannah.Keller@eauclairecounty.gov](mailto:Hannah.Keller@eauclairecounty.gov)



# Juvenile Court Intake

2021	2022
306* – Total Cases	413* – Total Cases
199 – Delinquency	319 – Delinquency
56 – JIPS** Truancy	46 – JIPS** Truancy
58 – JIPS** Non-Truancy	55 – JIPS** Non-Truancy

\* Totals may be inconsistent due to referrals fitting multiple categories

\*\* Juvenile In Need of Protective Services



# Ongoing Youth Services

## 2022

74 – Delinquency Cases

2 – Voluntary Placement Agreements

20\* – Juvenile in Need of Protective Services

16 – Child in Need of Protective Services

\* 14 – Truancy  
4 – Uncontrollable  
2 – Non-Competent



# System of Care

System of Care serves students at Memorial High School, North High School, DeLong Middle School, Northstar Middle School, and South Middle School in Eau Claire

# 2022

129 Total Referrals

Of these 129 Referrals

- 123 youth only referred once in 2022
- 6 youth referred twice in 2022



# Coordinated Services Team (CST)



Coordinated Services Team (CST) centers decision-making by the family team. The team supports the child, family, and each other throughout the process. Both planning and interventions rest on the combined skills and flexible resources of this diversified, committed group of individuals. The strengths and resources of the child, family, natural supports and providers are the key to selecting interventions and supports most likely to meet the identified needs of the family.

**Program Reinitiated:** November, 2021  
**Staff:** 1 Social Worker  
**Referrals:** 45

# Questions?





# Family Services

## -Resource Unit-

### **Melissa Christopherson**

Social Work Manager

Resources Unit

721 Oxford Ave., Suite 1001

Eau Claire, WI 54703

Direct: 715-839-7506

Email: [rob.fadness@eauclairecounty.gov](mailto:rob.fadness@eauclairecounty.gov)



The Eau Claire County Alternate Care team provides recruitment, licensing, support, appreciation/retention activities, training, and advocacy for all relative, child specific and licensed providers in Eau Claire County. The team also provides coordination of referrals for placement and/or respite, matching and coordination of services to families who are being served in the voluntary kinship program.

## Annual Statistics - 2022

New Licensed Foster Care - General	10
New Licensed Foster Care - Child Specific	19
New Respite – General	5
New Respite - Child Specific	4
New Kinship Homes	18

## Current Number of Homes – 2022

Foster Care - General	46
Foster Care - Child Specific	25
Respite – General	13
Respite - Child Specific	13

# Alternate Care



# Intensive Permanency Services



The Intensive Permanency Services program helps youth to heal their history of trauma and loss through relational connections and identifying permanency.

IPS workers work with youth individually to

- Build trust
- Promote healing
- Look for family or family like connections
- Create a network of supportive adults.

The IPS worker also works in close partnership with the case manager, foster parents and all other members of the treatment team throughout the entirety of the case.

- One desired outcome of IPS is to improve youth connections by 33%.

The Wisconsin Birth to 3 Program is a statewide program that serves families with children under the age of 3 who have developmental delays or disabilities.

Statement	WI Average	Eau Claire County
Of those infants and toddlers who entered early intervention <i>below age expectations</i> in each outcome, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program.	62.00%	74.24%
The percent of infants and toddlers who were functioning <i>within age expectations</i> in each outcome by the time they turned 3 years of age or exited the program.	48.00%	50.00%

# Birth to Three



# Questions?



# Family Services

## -Juvenile Detention Center-



## Rob Fadness

Juvenile Detention Manager  
721 Oxford Ave., Suite 1001  
Eau Claire, WI 54703

Direct: 715-839-5128

Email: [Rob.Fadness@eauclairecounty.gov](mailto:Rob.Fadness@eauclairecounty.gov)

The Northwest Regional Juvenile Detention Center will provide necessary care, safety, and protection to residents in an environment that fosters healthy social, emotional, and intellectual development, ensures secure and safe custody, and promotes the health and well-being of residents.

## Population - All

<b>2018</b>	<b>5537</b>
<b>2019</b>	<b>4968</b>
<b>2020</b>	<b>4516</b>
<b>2021</b>	<b>4836</b>
<b>2022</b>	<b>4932</b>

# Northwest Regional Juvenile Detention Center



# Northwest Regional Juvenile Detention Center

## I 80 Program – Outcomes

	Admissions	H.S. Graduates	Employment While in Program
2018	2	4	1
2019	9	2	3
2020	11	1	0
2021	7	2	1
2022	9	3	2





# 2012-2022

- 24 youth graduated from the Second Avenue School

# 2021-2022

- 2 youth completed graduation requirements
- 7 of 10 students tested showed improved Math and Reading scores by at least one grade

## Northwest Regional Juvenile Detention Center



# Questions?



# Family Services

**-Strengthening Families Program-**  
**-R.E.D. Grant-**



## **Terri Bohl**

Family Services Administrator  
721 Oxford Ave., Suite 1001  
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# R.E.D. Grant

## Racial and Ethnic Disparity Reduction in Youth Justice

Wisconsin Department of Children and  
Families Youth Innovation Grant

- Data Analysis
- Community Stakeholder Feedback
- Professional Development
- Expanded Opportunities for Youth and Families of Color

## Vision Statement

The Eau Claire County Department of Human Services honors the County equity resolution and is committed to reducing racial disparities to achieve equitable outcomes for youth of color. ECCDHS and community stakeholders will engage in a transparent continuous improvement process focusing on systemic shifts to policy, practice, and programming to intentionally support youth of color in the county.

## Services Provided:

- Parent Education
- Connection to Community Services
- Parents Supporting Parents (PSP)
- Independent Living Skills (ILS)
- Supervised Visitation
- Mentoring
- Family Unification Program (FUP)
- Triple P Parenting
- Trauma Informed Parenting (TIP)

# Strengthening Families Program

**Contracted Program Through  
Northwest Counseling and Guidance**



# Questions?

