

**EAU CLAIRE COUNTY HUMAN SERVICES**  
**Director – Diane Cable**  
**Department Report – Division & Unit Updates**  
**February 6, 2023**

**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:**

The start of February is beginning very COLD! While we know Wisconsin winters are cold and snowy, for some in our community, who do not have consistent and reliable shelter, this can be devastating. We are grateful for our community partners who work to establish safe day time options for individuals who seek and need shelter from the harsh elements of the weather. Our Human Services team, through program areas, are working with Community Partners on the sheltering and resource needs for our community members who lack unreliable housing.

As Human Services strives to provide early interventions and responses, we value our partnerships and connections throughout the community – non-profit providers, schools, law enforcement, city and township leaders, faith-based organizations, hospitals, and individual voice. The impact of our work to be responsive, connect, and collaborate continues to have a positive impact:

- Reduced length of stay in Out of Home Care
- Increased Family and Kin-Like connections
- Increased connections to treatment

We are operationalizing our Wellbeing work as an Agency. Our Wellbeing Champion Team is leading our Wellbeing work. As we shared at the last Board meeting, we will be initiating Book Reads as part of our work through the RED Grant, with a Diversity focus, throughout the year. Here is our list of Books we will be reading and engaging in staff discussion:

The book titles:

- 1 - Just Mercy (by Bryan Stevenson)
- 2 - Why are the Black Kids Sitting Together in the Cafeteria (by Beverly Daniel Tatum)
- 3 – The New Jim Crow (by Michelle Alexander)
- 4 – When the Spirit Catches You and You Fall Down (by Anne Fadiman)

This is just a start, and we will add more books for discussion and resource for staff ongoing education.

### Family Services Update (Terri Bohl)

Family Services staff members started the year with a division wide training sponsored through the RED grant. The training was titled Building Equitable Systems and was facilitated by the CORE team at CESA 10. The one-day training was held on both January 24<sup>th</sup> and 25<sup>th</sup> to keep the group smaller to accommodate discussion. 48 staff members from Family Services attended the training. The training focused on Implicit Bias, Marginalization, Power and Privilege, and System Support/Equitable Policies. CESA 10 will continue to work with the DHS management team to review policies and procedures with a focus on equity. Other work being done by the RED grant includes the Stakeholder Group dividing into Action Groups to identify points of contact and degree of involvement a youth may have with the Youth Justice System. Power of Perception also continues to have a monthly mentoring session for youth through a contract developed with funding from the RED grant.

At the Human Services Board meeting in December, the Department was asked for information on the number of referrals sent to the Restorative Justice Program in Eau Claire. Dana Brown, Restorative Justice Manager, provided data on the referrals received by Restorative Justice. In 2022, Restorative Justice received 259 referrals. 183 of those referrals were from Eau Claire County DHS. 15 referrals have already been received by Restorative Justice in 2023 as of February 1<sup>st</sup>.

### Family Services Staffing Update

Unit	Filled FTE's	Vacant FTE's	Reason for Vacancy
Juvenile Detention	16	.5	Resignation
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	
<b>Totals</b>	<b>63.66</b>	<b>.5</b>	
Management Positions	8	0	
Professional Positions	53.16	.5	Resignation
Administrative	2.5	0	
<b>Totals</b>	<b>63.66</b>	<b>.5</b>	

### Key Points

Family Services recently offered the vacant .5 position to an external candidate, but another .5 staff member at JDC submitted their resignation.

<b>Unit Updates</b>					
<b>Centralized Access (Julie Brown)</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>
Child Protective Services reports received	<b>125</b>	<b>143</b>	<b>119</b>	<b>110</b>	<b>159</b>
Child Protective Services reports screened in	<b>17</b>	<b>36</b>	<b>34</b>	<b>16</b>	<b>38</b>
Child Welfare Service reports received	<b>14</b>	<b>20</b>	<b>16</b>	<b>14</b>	<b>13</b>
Child Welfare Service reports screened in	<b>12</b>	<b>15</b>	<b>8</b>	<b>10</b>	<b>9</b>

**Update**

Currently, Centralized Access is fully staffed and continues to train in the newest member of the team. As noted above, January was a busy month for Centralized Access with an increase in not only CPS/CW call but also with APS referrals.

The data provided for January may not accurately reflect the totals for the month, due to the data available in eWISACWIS and the timing of report. For example, there are reports that were received in January but may not be included in the report due to screening decisions not being finalized at the time the report was run. These numbers will be adjusted in next month's report.

<b>CPS Initial Assessment (Tasha Alexander)</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>
Initial assessments completed	<b>40</b>	<b>29</b>	<b>18</b>	<b>34</b>	<b>37</b>
Assessments resulting in substantiation	<b>9</b>	<b>8</b>	<b>3</b>	<b>0</b>	<b>6</b>
Assessments completed involving child remaining in home	<b>36</b>	<b>26</b>	<b>17</b>	<b>34</b>	<b>32</b>
Assessments resulting in services opening with Department	<b>13</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>5</b>

**Update**

There has been a continued trend this month in a higher than usual interface with expecting mothers who are habitually and severely using substances. In January there were three assessments relating to this matter when in most typical months there are no such assessments. It is also noted that the recent assessments for this matter relate to parents who have had extensive historical CPS involvement.

Another trend identified in January is that of teenaged girls who make a disclosure of sexual abuse but then halt further disclosure due to the level of trauma from the maltreatment. Additionally, these teenaged girls have not wanted law enforcement involvement and subsequent follow up with the alleged maltreater. The Initial Assessment staff have worked diligently with these children and their families to explore options and community resources.

<b>CPS Ongoing (Courtney Wick)</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>
Children served in Ongoing Child Protective Services	<b>143</b>	<b>138</b>	<b>126</b>	<b>135</b>	<b>138</b>
Families served in Ongoing Child Protective Services	<b>72</b>	<b>70</b>	<b>68</b>	<b>75</b>	<b>74</b>
Children served in home	<b>77</b>	<b>57</b>	<b>58</b>	<b>55</b>	<b>53</b>
Children enrolled in Targeted Safety Support	<b>23</b>	<b>25</b>	<b>27</b>	<b>22</b>	<b>17</b>

**Update**

Ongoing CPS has seen an increase in families transitioning to the team, with eight new cases opening in the month of January.

<b>Youth Services (Hannah Keller)</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>
Youth served in Youth Services Program	<b>105</b>	<b>113</b>	<b>110</b>	<b>109</b>	<b>113</b>
Youth being served in their home	<b>85</b>	<b>89</b>	<b>79</b>	<b>81</b>	<b>86</b>
Families served in Youth Services Program	<b>98</b>	<b>102</b>	<b>101</b>	<b>99</b>	<b>102</b>

**Update**  
 Referrals for Youth Justice continue to be received at a very high rate. The Youth Services team is engaged in regular meetings with the Eau Claire School District to coordinate a response to struggles with youth behavior.

<b>Intensive Permanency Services (Melissa Christopherson)</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>
Youth receiving Intensive Permanency Services	<b>15</b>	<b>17</b>	<b>16</b>	<b>16</b>	<b>15</b>

**Update**  
 The IPS workers have expanded their duties to offer family finding assistance on cases outside of IPS. 2 new referrals to the program are pending.

<b>Alternate Care (Melissa Christopherson)</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>
Children in out-of-home care at end of month	<b>87</b>	<b>91</b>	<b>92</b>	<b>97</b>	<b>106</b>
Median length of stay in months for children discharged in month	<b>12.7</b>	<b>12.2</b>	<b>12.8</b>	<b>12.3</b>	<b>10.8</b>

**Update**  
 The Department experienced a slight increase in placements in January. Most of the new placements were due to Child Protective Services involvement with families struggling with substance abuse.

The fiscal report presented in this board report also shows an increase in residential placements in November of 2022. In the beginning of October, the Department had 4 youth in RCC's. There were two new placements in RCC's in November, but two youth left RCC placements in December and one youth left a RCC in January bringing the total number of youth in RCC's to 4 at the end of January 2023.

<b>Birth-to-Three (Melissa Christopherson)</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>
Children being served	<b>120</b>	<b>118</b>	<b>107</b>	<b>105</b>	<b>122</b>

**Update**  
 Birth-to-Three continues to implement the Facilitating Attuned Interactions (FAN) model as part of a statewide grant.

<b>Juvenile Detention Center (Rob Fadness, Michael Ludgatis, and Martin Adams)</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>
Total admissions number youth	24	39	35	25	26
Total admissions number days	350	436	401	341	429
Eau Claire County admissions - number days	55	51	78	52	54
Short-term admissions - number youth	20	35	28	18	19
Short-term admissions - number days	252	329	221	124	212
Eau Claire County short-term admissions - number youth	7	12	11	6	7
Eau Claire County short-term admissions - number days	55	51	48	21	23
180 program admissions - number youth	4	4	7	7	7
180 program admissions - number days	98	107	180	217	217
Average daily population youth per day	13.5	14.1	13.4	11.0	13.8
Occupancy rate	59%	61%	58.1	48.0	60.2
Climate survey – staff	50%	66%	59%	50%	92%
Climate survey – safety	64%	77%	68%	64%	80%
Climate survey – cleanliness	63%	77%	71%	63%	100%
Climate survey – overall	75%	67%	67%	75%	100%

## Update

The annual DOC Inspection was conducted on 12/8/2022. There were no violations noted during this year's inspection. The inspector did note "... cordial and professional interactions between the staff and the youth in custody. Your staff are to be commended for the positive feedback and facility climate."

January was a busy month, as pre-COVID activities slowly return to the facility.

- The WQOW weathermen taught all detention youth about weather, supported by several science experiments
- The facility received a complimentary YMCA pass for 180 Program resident use
- EmBARK is a local doggy daycare. EmBARK staff talked to the youth on grooming and training pets, and the different ways dogs support and serve other people. The dog was very popular with the kids.
- 180 Program:
  - One youth graduated in January.
  - Two youth continue successful employment with Fresh Start.
    - These same youth were featured in a Leader-Telegram article for their work in construction.
  - One youth applied for, and was accepted to two technical colleges

**Behavioral Health Update (Luke Fedie)**

And we're off! 2023 is in full swing here in behavioral health. We are closer to being fully staffed in all programs than we have been throughout all of 2022. I am excited and optimistic about what our fully staffed programs will be able to accomplish in 2023. I know all managers and supervisors in the behavioral health programs are just as optimistic as I am. Managers and supervisors have been focusing on efforts to support staff in our various programs, allowing opportunities for feedback to better understand some of the complex needs of our staff. What we know is that when our staff feel supported, and are well, they can do to the important and sometimes difficult work with our community members to help keep them safe, stable, and healthy. We have been focusing on our culture of well-being throughout our agency as well, providing opportunities for engagement with all in the agency, as well as ensuring that all decisions that are made are looked at through the lens of well-being. Building this into our culture allows for better work-life balance with our staff and is integral in retaining our wonderful work force. Thank you all for your support of our programs, staff, and initiatives.

**Behavioral Health Staffing Update**

Unit	Filled FTE's	Vacant FTE's	Reason for Vacancy
Outpatient Clinic	10	0	
Treatment Court	5	0	
APS	6	0	
CCS	45	4	Resignation/Internal Promotion, (two positions have accepted offers)
CLTS	17	0	
CSP	13	0	
Crisis	9	3	New
<b>Totals</b>	<b>105</b>	<b>7</b>	
<b>Management Positions</b>			
Management Positions	13	1	Resignation, (position has accepted offer with identified start date)
<b>Professional Positions</b>			
Professional Positions	85	5	Resignation/Internal Promotion, (one position has an accepted offer)
<b>Administrative Positions</b>			
Administrative Positions	7	1	Resignation
<b>Totals</b>	<b>105</b>	<b>7</b>	

<b>Clinic (Jen Coyne)</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>
Clients in Med Management	192	184	184	184	186
Clients in Therapy	135	134	133	143	149
Referrals	16	15	10	15	23
Med management waitlist	1	0	0	4	5
Therapy waitlist	5	0	2	6	6

**Update**

- Sirissa Dalibor is building her caseload. Her referrals come from Family Services, and she sees children in their homes, with their families, in their schools, and in the office.
- Mackenzie Deffenbaugh will be presenting on Complex Trauma to the CCS team, Jenny Hlava will present Understanding the GBLTQ Population to crisis and we're presenting a Trauma Informed Care training to Foster Care. Other trainings are available and will be offered to the department at large in 2023.
- All our therapists will be trained in Eye Movement Desensitization and Reprocessing (EMDR) by April of this year. EMDR is an evidenced-based, scientifically-backed modality targeting trauma.
- In May/June, the clinic will offer community members involved with Family Services a Dialectical Behavior Therapy (DBT) group, headed by Sirissa Dalibor. DBT focuses on helping people accept the reality of their lives and their behaviors, as well as helping them learn to change their lives, including their unhelpful behaviors.

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

**Update**

We hired two new treatment court case managers this month and have been working hard to provide training to them both. We admitted a new participant to Veteran's Court so that court is back up and running. Branch I/Judge Manydeeds (AIM Court) transitioned to Branch VI/Judge Wickstrom, and Veteran's Court transitioned from Judge Manydeeds to Judge Theisen this month as well. Referrals were also up nearly double this month.

<b>Community Support Program (Jocelyn Lingel-Kufner):</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>
Number participants	<b>105</b>	<b>108</b>	<b>106</b>	<b>108</b>	<b>108</b>
New admissions	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>
Referral list	<b>18</b>	<b>18</b>	<b>21</b>	<b>14</b>	<b>11</b>

**Update**

CSP has been able to secure a contract for Jody Kroening, DNP, APNP to start working with our team starting March 6<sup>th</sup> in order to fill the gap in prescribers for the program. We continue to get referrals, and in 2023 we have put a new procedure in place that referrals must call to ensure interest in the program. We are hoping this increases the investment of individuals referred to CSP.

<b>Crisis Services (Santana Stauty)</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>
Crisis contacts	<b>184</b>	<b>253</b>	<b>221</b>	<b>224</b>	<b>203</b>
Emergency detentions	<b>25</b>	<b>21</b>	<b>24</b>	<b>19</b>	<b>21</b>
Clients placed in local hospitals	<b>14</b>	<b>14</b>	<b>18</b>	<b>11</b>	<b>13</b>
Clients placed in Winnebago	<b>11</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>7</b>
Face-to-face assessments completed	<b>10</b>	<b>13</b>	<b>12</b>	<b>12</b>	<b>10</b>

**Update**

Interviews took place mid-January for the 3-11 PM Crisis Liaison position with the Eau Claire PD. We are hoping to offer the position in the near future.

<b>Adult Protective Services (Nancy Weltzin)</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>
Investigations requests	<b>32</b>	<b>37</b>	<b>53</b>	<b>46</b>	<b>62</b>
Investigations screened out	<b>9</b>	<b>3</b>	<b>10</b>	<b>1</b>	<b>22</b>
Investigations concluded	<b>6</b>	<b>8</b>	<b>9</b>	<b>12</b>	<b>9</b>
Investigations substantiated	<b>4</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>5</b>
Allegation of self-neglect	<b>12</b>	<b>10</b>	<b>26</b>	<b>17</b>	<b>14</b>
Allegation of neglect	<b>7</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>5</b>
Allegation of financial abuse	<b>7</b>	<b>5</b>	<b>8</b>	<b>5</b>	<b>15</b>
Requests for guardianship	<b>4</b>	<b>2</b>	<b>6</b>	<b>7</b>	<b>6</b>

**Update**

January has been an active month for Adult Protective Services. The Team have continued to partner with other DHS teams to address guardianship and resource issues. There has also been an increase in screened out investigations; this appears to have some correlation with limited resources, particularly housing/placement.



<b>Comprehensive Community Support (Cynthia Wiebusch)</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>
Current case count	196	206	209	212	219
Referrals	28	32	25	28	33
External referrals	23	26	22	23	26
Internal referrals	5	6	3	5	7
Admissions	13	16	12	8	21
Discharges	-	6	11	6	12
Adults waiting for CCS services	-	7	5	7	2
Youth waiting for CCS services	-	2	4	7	7

<b>Update</b>
<ul style="list-style-type: none"> <li>• The CCS onsite recertification process will take place in March.</li> <li>• Two new CCS supervisors have filled vacant positions and the team is now full.</li> <li>• The Substance Use Professional team is also full having recently filled the last open position.</li> <li>• A new youth Service Facilitator is starting 2/6/2023.</li> <li>• We are recruiting for one adult Service Facilitator as an internal staff transitioned into the supervisor role.</li> <li>• Service Facilitator-led psychoeducation groups for participants will likely begin in March.</li> <li>• Working on restarting optional trainings for providers.</li> <li>• Recruited for two Quality Assurance positions likely starting mid-February.</li> <li>• Recruiting for two Mental Health Professionals and currently interviewing.</li> </ul>

<b>Children's Long-Term Support (Taylor Johnson &amp; James LeDuc)</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>
Current enrollment	240	272	277	283	289
Current waitlist	262	240	239	246	250
Foster Care	8	8	8	15	13

<b>Update</b>
<p>Our staff are eagerly taking on new cases as we have made 17 new assignments that staff are actively working to enroll into the program. We had two youth discharge from the program and 3 have been removed from the waitlist due to various reasons. We continue to see many referrals added to our waitlist each month as 19 youth were found newly eligible for CLTS in December 2022.</p>

<b>Economic Supports Services Staffing Update</b>			
<b>Unit</b>	<b>Filled FTE's</b>	<b>Vacant FTE's</b>	<b>Reason for Vacancy</b>
ES Consortium Managers	3	0	
Lead Economic Support Specialist	3	0	
Economic Support Specialists	26	1	Resignation, (position has accepted offer with identified start date)
Fraud Investigators	2	0	
General	1	0	
<b>Totals</b>	<b>35</b>	<b>1</b>	
<b>Professional Positions</b>			
Management Positions	3	0	
Professional Positions	32	1	Resignation, (position has accepted offer with identified start date)
Administrative Positions	0	0	
<b>Totals</b>	<b>35</b>	<b>1</b>	

<b>Economic Supports (Kathy Welke)</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>
Calls received	<b>10,845</b>	<b>11,874</b>	<b>11,700</b>	<b>11,775</b>	<b>14,121</b>
Applications processed	<b>2,361</b>	<b>3,009</b>	<b>3,041</b>	<b>3,873</b>	<b>3,275</b>
Renewals processed	<b>1,493</b>	<b>2,531</b>	<b>2,740</b>	<b>2,953</b>	<b>2,479</b>
All Cases	<b>62,217</b>	<b>69,759</b>	<b>70,376</b>	<b>71,368</b>	<b>71,537</b>
Cases in Eau Claire County	<b>15,792</b>	<b>15,940</b>	<b>16,070</b>	<b>16,362</b>	<b>16,366</b>
Active Child Care Cases	<b>1,087</b>	<b>1,071</b>	<b>1051</b>	<b>1068</b>	<b>1041</b>
Active Eau Claire Child Care Cases	<b>300</b>	<b>287</b>	<b>290</b>	<b>301</b>	<b>296</b>

**Update**

Funding for Emergency FoodShare Allotments will end after the February 2023 issuance. The continuation of maintaining healthcare benefits for new applicants will end effective April. Households that are currently open for healthcare will be given a review date sometime between June 2023- May 2024 and at that time it will be determined if they are still eligible for healthcare. ESS a new hire that will begin on 2/13 and at that time will be fully staffed.

<b>Fiscal Services Staffing Update</b>			
<b>Unit</b>	<b>Filled FTE's</b>	<b>Vacant FTE's</b>	<b>Reason for Vacancy</b>
Fiscal Supervisor	1	1	New
Contract Coordinator	1	0	
Accountant I	2	0	
Fiscal Associate III	6	2	New/Retirement
Systems Analyst/Project Manager	2	0	
Quality Assurance Specialist	3	2	New/Resignation, (two accepted offers with identified start dates)
<b>Totals</b>	<b>15</b>	<b>5</b>	
<b>Management Positions</b>			
Management Positions	1	1	New
Professional Positions	14	4	New/Resignation/Retirement, (two positions have accepted offers with identified start dates)
Administrative Positions	0	0	
<b>Totals</b>	<b>15</b>	<b>5</b>	

**Operations Update (Bridget Kinderman)**

Reception staff are seeing an uptick in individuals coming into the Department for services including using the lobby as a warming space. Reception is now fully staffed so needs of the Department and community members are more easily met.

<b>Operations Staffing Update</b>			
<b>Unit</b>	<b>Filled FTE's</b>	<b>Vacant FTE's</b>	<b>Reason for Vacancy</b>
Director & Deputy Director	2	0	
Administrators	5	0	
Data Specialist	1	0	
Reception	1.5	0	
Records	1	1	New
General Operations	1	0	
<b>Totals</b>	<b>11.5</b>	<b>1</b>	
<b>Management Positions</b>			
Management Positions	7	0	
Professional Positions	1	1	New
Administrative Positions	3.5	0	

<b>Totals</b>	<b>11.5</b>	<b>1</b>	
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