



AGENDA

Eau Claire County Human Services Board Meeting

Date: July 10, 2023

Time: 5:30 pm

Location: Eau Claire County Government Center,
Department of Human Services
721 Oxford Ave, Suite 1001, Ground Floor, Room G034,
Eau Claire, WI 54703

Those wishing to make public comments can submit their name and address no later than 30 minutes prior to the meeting to kristen.beaudette@eauclairecounty.gov or attend the meeting in person or virtually. Comments are limited to three minutes; you will be called on during the public comment section of the meeting. To attend the meeting virtually:

Join from the meeting link:

<https://eauclairecounty.webex.com/eauclairecounty/j.php?MTID=m4995c9198139e6d2cd548dd7c65da796>

Join from meeting number:

Meeting number (access code): 2597 335 5660 Meeting password: AMwGvYTP444

Join by phone:

1-415-655-0001 Access Code: 2597 335 5660

A majority of the County Board may be in attendance at the meeting, however, only members of the committee may take action on an agenda item.

1. Welcome & Call to Order
2. Roll Call
3. Confirmation of Meeting Notice
4. Public Comment
5. Review of Meeting Minutes from June 5, 2023 – Action/Accept/Denial/Revise (pages 3-5)
6. Professionals with a Purpose (page 6)
7. Director's Report
8. Update and Report on Follow-up Activities to Occur in Response to Completion of Sheriff's Office Investigation of Eau Claire County Department of Human Services by von Briesen & Roper, s.c. Attorneys Mindy Dale and Victoria Seltun – Discussion/Action
9. Move Into Closed Session:

Closed Session

The Board Chair will entertain a motion to go into closed session pursuant to Wis. Stat. 19.85(1)(f) for considering financial, medical, social or personal histories or disciplinary data of specific persons, preliminary consideration of specific personnel problems or the investigation of charges against specific persons except where par. (b) applies which, if discussed in public, would be likely to have a substantial adverse effect upon the reputation of any person referred to in such histories or data, or involved in such problems or investigations; and under (1) (g) for conferring with legal counsel for the governmental body who is rendering oral or written advice concerning strategy to be adopted by the body with respect to litigation in which it is or is likely to become involved, in order to meet with legal counsel to discuss the Sheriff's Office completed investigation of the Eau Claire Department of Human Services and related matters.

10. Return to Open Session – Discussion/Action as may be necessary or appropriate on matters discussed in closed session and/or to continue with remaining agenda items.
11. CLTS Resolution – Discussion/Action (pages 18-20)
12. JDC Fees Approval – Discussion/Action (page 21)
13. Announcements
14. Future Agenda Items
15. Adjourn

Next Human Services Board meeting is scheduled for July 24, 2023 (Special Human Services Board Meeting with

2024 DHS Budget Overview)

Prepared by Terri Bohl, Operations Administrator, Department of Human Services

PLEASE NOTE: Upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities through sign language, interpreters, remote access, or other auxiliary aids. Contact the clerk of the committee or Administration for assistance (715- 839-5106). For additional information on ADA requests, contact the County ADA Coordinator at 839-6945, (FAX) 839-1669 or 839-4735, TTY: use Relay (711) or by writing to the ADA Coordinator, Human Resources, Eau Claire County Courthouse, 721 Oxford Avenue, Eau Claire, WI 54703



MINUTES
Eau Claire County
Human Services Board
Monday, June 5, 2023, at 5:30 pm

Present:

- Chair Katherine Schneider
 - Vice Chair Kimberly Cronk*
 - Supervisor John Folstad
 - Supervisor David Hirsch
 - Supervisor Connie Russell
 - Supervisor Thomas Vue
 - Citizen Member Jim Catlin
 - Citizen Member Kathleen Clark
 - Citizen Member Lorraine Henning*
 - Citizen Member Paul Maulucci
 - County Board Chair (Ex Officio Member) Nick Smiar
- *Chair Schneider granted permission for Vice Chair Cronk and Citizen Member Henning to attend virtually

Others:

- DHS Director Angela Weideman
- County Administrator Kathryn Schauf
- DHS Deputy Director Ron Schmidt
- DHS Economic Support Administrator Kathy Welke
- DHS Behavioral Administrator Luke Fedie
- DHS Data Specialist Matthew Kulasiewicz
- DHS Admin Specialist Kristen Beaudette
- Committee Clerk/DHS Operations Administrator Terri Bohl

Public Members: No members of the public were present.

Call to Order:

Chair Schneider called the meeting to order at 5:30 pm.

Roll Call:

The Committee Clerk called the roll call, and it is noted above under Present.

Confirmation of Meeting Notice:

Chair Schneider asked if the meeting had been noticed, and the Committee Clerk said it had been noticed on Friday, 6/2/23.

Public Comment:

Chair Schneider asked if any public comment had been received, and the Committee Clerk said no comments were received.

Review/Approval of Committee Meeting Minutes:

The Board reviewed meeting minutes from May 1, 2023. Clarification was provided on language around contracts discussion. Minutes were changed to reflect “Supervisor Folstad requested copies of Client Satisfaction Surveys, Metrics, and Audit Results for Caillier Clinic and LSS. Chair Schneider clarified that high level data and summary could be discussed at a near future meeting.” Supervisor Folstad motioned to accept the Minutes with the two changes to the contracts discussion, and Citizen Member Henning seconded the motion. The motion was accepted 11-0.

Professionals with a Purpose:

Department will keep as standing agenda item to highlight good work being done at DHS. Administrator Fedie introduced CCS Facilitator Nancy Gonderzik and explained the Sunshine Award she received.

Director’s Report:

Director Weideman provided the June Director’s Report. The following topics were discussed:

- Use of less acronyms during meetings
- Where staff are going to training
- Internships available at DHS & unpaid status
- Substance Use Disorders summary and lack of metrics
- Crisis and Chapter 51 process
- Comprehensive Community Services & placements vs housing
- Nursing Home (Short Term Exemption) Requests
- Median length of stay in out of home care
- Definition of kin-like relationships in out of home care
- Critical incident stress management & ALICE training
- Crisis/3 party petition referrals
- New position in Juvenile Court Intake
- Climate Survey Results at Juvenile Detention Center
- Adult Protective Services investigation substantiations and training with reporters
- Less financial assistance available due to Public Health Emergency ending

There was a correction to the Department Report. Melissa Walkowski should be identified with the credentials of LCSW (Licensed Clinical Social Worker).

Survey on Board Report and Board Evaluation:

Discussion on DHS survey for Board members that will occur this month along with a Board Evaluation that will occur this month and yearly in December.

Preliminary Review of December 2022’s Financials:

Deputy Director Schmidt gave a preliminary review of December 2022’s financials.

Preliminary Review of March 2023 Financials

Deputy Director Schmidt gave a review of March 2023’s financials. Supervisor Hirsch motioned to approve the financials and Citizen Member Maulucci seconded. The motion was accepted 10-0.

Announcements:

Information was shared on Juneteenth and Pride Month events.

Human Services Board Meeting Dates:

- Special Meeting of the Human Services Board/Discussion on Sheriff's Office Investigation with von Briesen & Roper, s.c. – June 21, 2023, at 5 pm, Room G034
- Human Services Budget Public Hearing – July 10, 2023, at 4:30 pm, Room G034
- July Human Services Board Meeting – July 10, 2023, at 5:30 pm, Room G034
- Special Human Services Board Meeting/2024 DHS Budget Overview – July 24, 2023, at 5:30 pm, Room G034
- Joint Budget Meeting with Human Services Board and Committee on Budget & Finance – August 7, 2023, at 5:30 pm, Room 1277

Future Agenda Items:

- Client Satisfaction Surveys, Metrics, and Audit Results for Caillier Clinic and LSS
- Substance Use Disorders metrics related to Interventions and Clinic statistics
- Crisis and Chapter 51 Process
- Nursing Home (Short Term Exemption)
- Juvenile Detention Center Update from Citizen Member Catlin
- Juvenile Detention Center Climate Survey
- Adult Protective Services Referrals and Metrics
- Use of Restorative Practices
- Overview of Housing Resources and Connections

Adjourn

The meeting was adjourned at 7:09 pm.

Respectfully submitted by,

Terri Bohl

Professionals with a Purpose



JULY IS
DISABILITY
PRIDE MONTH

According to the CDC, one in four people across all ages, races, ethnicities, genders, sexualities and religions have a disability, making the community the largest minority group in the U.S. Still, society holds many negative assumptions and stigmas about disabilities and the people who have them.

By [Mercedes Lucero](#) on May 22, 2023

The Americans with Disabilities Act was enacted July 26, 1990 and was the first law in U.S. history to protect people with disabilities from discrimination. To commemorate this pivotal moment, Disability Pride Month is celebrated every July to reflect on the history, to celebrate those who dedicate their lives to the disability rights movement and to continue championing disabled people's unequivocal right to live a joyful, fulfilling life.

This month we would like to highlight some of the great staff in our Children's Long-Term Support Program. Two of our staff, Paige Dutter and Olivia Scheidler, have graciously volunteered to share information about what they do as a support and service coordinator in the program. The work that our Children's Long-Term Support Program does is vital to helping support children and families in our community. Please join us in celebrating Disability Pride Month, as well as celebrating the important work that we do to support children with physical or emotional disabilities.



Paige Dutter



Olivia Scheidler

EAU CLAIRE COUNTY DEPARTMENT OF HUMAN SERVICES
Department Report – Division & Unit Updates
Director – Angela Weideman
July 10, 2023

Agency Update (Angela Weideman)

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 DHS management team and fiscal team have been working hard on finalizing the 2023 proposed budget. The Department is excited to present the proposed budget at the Special Human Services Board meeting on July 24, 2023.

The Department was excited to provide professional development for all staff members over the last month. Judge Derek Mosley joined DHS staff on June 14th for a presentation on Unconscious Bias. This professional development was provided by the Youth Innovations/Racial and Ethnic Disparity (RED) Reduction grant from the Department of Children and Families. During his presentation, Judge Mosley provided a historical review of racial bias in movies, cartoons, commercials, and literature and how racial bias becomes engrained in our brains. Judge Mosley is a former Milwaukee County Circuit Court Judge and recently moved to a new position at the Marquette Law School. Over 100 DHS staff members attended the presentation with Judge Mosley at CVTC. This was the second professional development opportunity provided through the Youth Innovations Grant.

The Department will be providing a Safety Training for all staff over the next couple of months. The hope is to conduct the training during the August All Agency meeting, but arrangements for the training are still being finalized. The training would focus on conflict de-escalation and defense training to minimize risk and enhance employee safety. In collaboration with the training, the Department will be looking at expanding safety measures at the front desk and other points of contact with consumers.

During the May and June board meetings, a question was raised regarding client satisfaction surveys, audits, and quality indices for Caillier Clinic and Lutheran Social Services. DHS Contract Coordinator Becky Gunderson was questioned about the status of these items and provided the following response:

We don't currently require providers to send client satisfaction surveys because we are routinely assessing client satisfaction with the programming the clients are receiving, during our routine care plan meetings with the clients or their guardians, and multiple times throughout the year. Any issues are discussed and addressed with the provider when they are identified. Provider audits, when required, are reviewed as they are submitted to ensure compliance with Governmental Accounting Standards, the Allowable Cost Manual, and State of WI statutes that define allowable profit or allowable reserves. Provider financial audits have historically not been considered public documents, so we are consulting with Corporation Counsel for guidance on whether the audits can be shared.

Since future Human Services Board meetings have special topics such as budget and the Sheriff's Office investigation, the management team compiled a plan for addressing items discussed at previous board meetings.

The following plan outlines the topic identified for follow-up and when the topic will be discussed with the Human Services Board:

July

Client Satisfaction Surveys, Audit Results, and Quality Indices for Caillier Clinic and Lutheran Social Services	July Human Services Board Report
Nursing Home (Short-Term Exemption) Language in Centralized Access Board Report	July Human Services Board Report
Critical Incident Stress Management/ALICE Training	July Human Services Board Report
Juvenile Detention Center Climate Survey	July Human Services Board Report
Disability Pride Month	July Human Services Board Report
CLTS Staff Highlight	July Human Services Board Report and Professionals with a Purpose

August

Use of Restorative Practices	August Human Services Board Report
Overview of Housing Resources and Connections	August Human Services Board Report
Recognition of CCS Social Work Manager by Military Service Member & CCS Supervisor	August Human Services Board Meeting Professionals with a Purpose

September

Metrics on Interventions for Substance Use Disorders including Clinic Statistics	September Human Services Board Meeting Agenda Item & Packet
Crisis/Chapter 51 Process	September Human Services Board Meeting Professionals with a Purpose

October

List of Acronyms for Human Services Board Reference	October Human Services Board Meeting Agenda Item & Packet
Adult Protective Services Substantiation Rate, Reporter Training, and Training with Community	October Human Services Board Meeting Professionals with a Purpose

November

Juvenile Detention Center Update	November Human Services Board Meeting Professionals with a Purpose
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Family Services Division Update (Terri Bohl, Temporary Family Services Administrator)

Social Work Manager Tasha Alexander put together a summary of an example of case practice that occurred in Child Protective Services as a highlight for this month's work in Family Services:

During the course of a Child Protective Services Initial Assessment, the assigned Social Worker was able to successfully engage numerous family members, family friends and formal supports in a process of creating a permanent plan for a child who experienced the sudden loss of their parent. After a few different family members indicated interest in providing care, a family meeting was held to support the family in creating the plan. This engagement included ongoing contact with a relative who is incarcerated. This was followed up by the Social

Worker seeking out assistance from our Corporation Counsel’s office to assist the family in confirming a guardianship which sped up the process and solidified the lack of further CPS intervention. Last month, a question was raised about the Climate Survey conducted at the Juvenile Detention Center. The rating is the result of a survey on the first of the month of all JDC residents. The residents have four ratings to choose from: Strongly Disagree, Disagree, Agree, or Strongly Agree. The items rated in the Climate Survey include the following items:

- I feel safe in the detention center.
- Residents respect other residents.
- Residents are rude to each other.
- Residents bully me.
- I bully other residents.
- Residents are kind to me.
- Residents are friendly to me.
- Residents are violent.
- Residents disrespect staff.
- Residents threaten to hurt others.

It should be noted that this rating includes behavior of residents toward the person taking the survey as well as the behavior of the person taking the survey toward the other residents. Behavior of residents in the detention center varies greatly from month to month. Specific attention is given by management to poor ratings in the areas of children not feeling safe in the center or residents threatening to hurt others. While the safety component of the Climate Survey was at 52% last month, that number rose to 72% this month.

Another question raised at the last board meeting was regarding some of the referrals and reports received by the Centralized Access team. This month, Social Work Supervisor Julie Brown provided more detail around those metrics in the Centralized Access update.

Family Services Division Staffing Update (Terri Bohl)			
Unit	Filled FTE's	Vacant FTE's	Reason for Vacancy
Alternate Care	4.5	0	
Birth to Three	2.66	0	
Centralized Access	5	1	An employee is resigning as of 7/7/23
Coordinated Services Team	1.25	0	
CPS Ongoing	12	0	
Initial Assessment	6.5	1	Resignation/New hire starting 7/17/23
IPS	2	0	
Juvenile Detention	16.5	0	
Juvenile Intake	1.25	1	Transfer/New hire starting 8/14/23
System of Care	2.25	0	
Youth Ongoing Services	8.25	0	
Totals	62.16	3	
Administrative Positions	2.5	0	
Management Positions	8	0	

Professional Positions	51.66	3	
Totals	62.16	3	

Centralized Access (Julie Brown)	Jan.	Feb.	Mar.	Apr.	May
Child Protective Services reports received	179	143	157	136	201
Child Protective Services reports screened in for Initial Assessment	39	32	32	31	40
Child Welfare Service reports received	14	11	6	10	11
Child Welfare Service reports screened in	9	7	5	8	10

Update

In addition to the 212 CPS and Child Welfare Service Reports received in Centralized Access, there was a total of 269 referrals and reports from other units received in May 2023 in Centralized Access. Centralized Access receives reports and referrals for all units within the Department apart from the Treatment Courts, Community Re-entry (formerly Jail Re-entry), and Juvenile Court Intake.

Metrics for those areas are as follows:

- Adult Protective Services Reports and requests for Guardianship/Protective Placement - Adult Protective Services includes individuals who are elderly (age 60 and over) or vulnerable/at-risk (Adults who have substantially impaired functioning ability)- **52**
- Birth to Three Referrals – Receive referral via telephone or electronically and document- **33**
- Outpatient Clinic Referrals – Receive referral via telephone, in person or electronically and document- **12**
- AODA Referrals – Requests for funding or services for substance use treatment- **7**
- Comprehensive Community Services (CCS) Referrals – Receive referral via telephone or electronically and document- **62**
- Children’s Integrated Services Referrals (CLTS or Children’s CCS) – Receive referral via telephone, electronically or in person and document- **14**
- Crisis Referrals & 3-Party Petition Requests- Receive referral via telephone, electronically or in person and document – **9**
- Community Support Program (CSP) Referrals – Receive referral via telephone, electronically or in person and document- **7**
- Call Intakes- (Similar to a Case note) Calls received for individuals who are not open to the Department and are not requesting a referral for services but require documentation. - **47**
- Pre-admission Screening and Resident Review (PASRR) for Nursing home- Receive electronically, document and send back to the nursing facility- **28**

May was a particularly high-volume month for the Access Team. It is possible the increase in Child Protective Service Reports was seen due to the end of the school year approaching at that time.

Child Protective Services Initial Assessment (Tasha Alexander)	Jan.	Feb.	Mar.	Apr.	May
Initial assessments completed	37	15	37	30	29
Assessments resulting in substantiation	6	3	7	5	6
Assessments completed involving child remaining in home	32	11	32	30	26
Assessments resulting in services opening with Department	5	6	7	4	6

Update

One of the Initial Assessment team members created a “Guide for Families” which provides an overview of Child Protective Services Initial Assessment, an explanation of various decisions made and technical language used. Additionally, there is a high-level overview of the intake process embedded within practice. Meetings with Corporation Counsel occurred to ensure their input was included as well as to confirm their support. We have received some printed copies for families to have and to make notes within. The hope is that families can have information discussed with them for further review and processing to continue to increase engagement between the family and the CPS team.

Child Protective Services Ongoing (Courtney Wick)	Jan.	Feb.	Mar.	Apr.	May
Children served in Ongoing Child Protective Services	138	146	158	157	148
Families served in Ongoing Child Protective Services	74	78	85	85	83
Children served in home	53	59	69	69	63

Update

Ongoing Child Protective Services has seen a lot of movement with cases and families recently, specifically with several cases closing and several new cases transitioning from Initial Assessment. Most of the cases that closed during this timeframe were because the case outcomes were achieved and/or as a result of successful reunification.

Youth Services (Hannah Keller)	Jan.	Feb.	Mar.	Apr.	May
Youth served in Youth Services Program	113	116	116	119	116
Youth being served in their home	86	90	88	92	91
Families served in Youth Services Program	102	101	101	104	100

Update

Recruitment efforts began for the additional Juvenile Intake Worker that will add capacity to the Youth Services team. A candidate recently accepted the position and will begin employment on 8/14/23.

Intensive Permanency Services (Melissa Christopherson)	Jan.	Feb.	Mar.	Apr.	May
Youth receiving Intensive Permanency Services	15	16	15	17	16

Update

The Intensive Permanency Services team is proud of recent successes. One youth open to the team has been in a group home without family connection for over a year. Through extensive family find, family members have been identified in Texas! These relatives have indicated they would like to take placement. Our youth will be visiting this family in July to start the process of placement.

Alternate Care (Melissa Christopherson)	Jan.	Feb.	Mar.	Apr.	May
Children in out-of-home care at end of month	106	115	111	115	107
Median length of stay in months for children discharged in month	10.8	11.0	8.3	8.7	9.5

Update

With a continued focus on recruitment, Alternate Care is revamping the application process. The goal is to make initial application to the program simple and quick, to better maintain the attention of our younger generations.

Further, Alternate Care conducted recruitment events at the Pride Festival, Nashville North and in Volume One. Here is a link to the Volume One article: [Foster Parents Wanted to Open Their Homes, Hearts - need for... \(volumeone.org\)](https://volumeone.org)

Birth-to-Three (Melissa Christopherson)	Jan.	Feb.	Mar.	Apr.	May
Children being served	122	102	99	101	102
Update					
Birth to Three staff recently completed the final FAN (Facilitating Attuned Interactions) training. Implementation continues and will be complete by the end of the year.					

Juvenile Detention Center (Rob Fadness, Michael Ludgatis, and Martin Adams)	Jan.	Feb.	Mar.	Apr.	May
Total admissions - number youth	26	32	27	29	38
Total admissions - number days	429	373	440	412	394
Eau Claire County admissions - number days	54	68	77	125	104
Short-term admissions - number youth	19	25	20	24	32
Short-term admissions - number days	212	177	254	275	260
Eau Claire County short-term admissions - number youth	7	10	8	12	13
Eau Claire County short-term admissions - number days	23	40	46	95	73
180 program admissions - number youth	7	7	7	5	6
180 program admissions - number days	217	196	186	137	134
Average daily population youth per day	13.8	13.3	14.2	13.7	10.4
Occupancy rate	60.2	57.9	61.8	59.7	55.3
Climate survey – staff	92%	81%	84%	93%	67%
Climate survey – safety	80%	73%	64%	52%	72%
Climate survey – cleanliness	100%	100%	80%	89%	73%
Climate survey – overall	100%	100%	80%	83%	70%

Update

RE-OPENING - Prior to COVID, the Juvenile Detention Center averaged 15 youth per day. When COVID protocols were initiated, the population went as low as 8 youth per day. Our prevention plan included the elimination of double-celling and capping the population at 16 residents. Eau Claire County was very conservative with our protocol, with the primary concern being residents or staff getting sick and spreading the illness to others. If staff did get sick, they were required to remain at home for 10 days. With already limited staff, temporarily losing another staff member to COVID would jeopardize the safety and security of the youth, staff and facility.

When determining the appropriate time to return to full operations, Eau Claire County continues to take the conservative approach. A plan was developed using CDC guidelines, input from the Eau Claire City/County Health Department, and the Juvenile Detention Center medical provider. Implementation was initiated when the Public Health Emergency ended on May 11, 2023. Once regional stake holders were notified and adequate staff was scheduled, the Juvenile Detention Center formally returned to full operations on May 19, 2023.

Behavioral Health Division Update (Luke Fedie)

In honor of disability pride month, I wanted to spend time highlighting and focusing on our Children’s Long-Term Support Waiver (CLTS) program. The CLTS program helps children with disabilities and their families through supports and services that help children grow and live their best lives in their home and community. The program exists to provide families with the needed resources to keep children in their home. Some of the things the program provides include adaptive equipment, home modifications, respite care, counseling, vehicle mods, and childcare. This is not an exhaustive list but gives you some idea of how families can be helped when they are in the program.

Two of the most important aspects of the program is using parental voice in decision making and following the “Deciding Together” guide for decision making. The CLTS program acknowledges that the parent is the expert on their child and knows what he/she/they need to thrive in the home and in the community. The “Deciding Together” guide encourages families and workers to be creative when thinking about solutions and focus on long-term solutions that will be best for the family and child. What the “Deciding Together” guide works to avoid is only considering a CLTS service that is used often with other families, only considering options that give a short-term break to the family without thinking about long-term solutions, and only considering the least expensive options.

CLTS works to acknowledge that the family knows what is best for them, their culture, and their values. If you would like to learn more about the “Deciding Together” guide here is the link to the guide:

[Deciding Together Guide: What It Is and What It Isn't \(wisconsin.gov\)](http://wisconsin.gov)

Behavioral Health Division Staffing Update (Luke Fedie)

Unit	Filled FTE's	Vacant FTE's	Reason for Vacancy
APS	6	0	
CCS	47	0	
CLTS	19	0	Hiring for 5 Temporary Social Workers
Crisis	11	1	New
CSP	13	0	
Outpatient Clinic	10	0	
Treatment Court	5	0	
Totals	111	1	
Administrative Positions	8	0	
Management Positions	14	0	
Professional Positions	89	1	New
Totals	111	1	

Adult Protective Services (Nancy Weltzin)	Jan.	Feb.	Mar.	Apr.	May
Investigations requests	62	41	42	41	50
Investigations screened out	22	6	3	4	13
Investigations concluded	9	11	16	7	19
Investigations substantiated	5	4	1	3	7
Allegation of self-neglect	14	15	10	12	18
Allegation of neglect	5	5	11	6	12

Allegation of financial abuse	15	7	10	6	12
Requests for guardianship	6	3	3	7	2

Update

During May, APS participated in the Family Caregivers Skill Fair hosted the ADRC of Eau Claire County. APS provided education regarding alternatives to guardianship as well as information regarding Abuse. As of May 1, 2023, legal opinion at the state has changed and activated Power of Attorneys for Health Care are no longer able to make decision to engage in Family Care Program as it is a financial function not Health Care. It is anticipated that this change in legal opinion will case an increase in guardianship activities.

Children’s Long-Term Support (James LeDuc)	Jan.	Feb.	Mar.	Apr.	May
Current enrollment	289	294	306	316	326
Current waitlist	250	251	248	252	245
Foster Care	13	18	22	19	21

Update

May’s additions to the Waiting List hit an all-time high of 32, which followed the previous high of 27 in April. We are preparing for the end of the pandemic rules of operation and will be returning to pre-COVID operating procedures 6/1/23. We continue to experience great enthusiasm from staff and management in reducing the waiting list and continue to make systematic improvements to accelerate the goal of reducing the Waiting List. Lastly, the management team has begun the process of recruiting new LTE staff to join our team, an effort that wouldn’t be possible without the support County administration and board supervisors.

Clinic (Jen Coyne)	Jan.	Feb.	Mar.	Apr.	May
Clients in Med Management	186	187	196	187	182
Clients in Therapy	149	158	165	171	170
Referrals	23	27	25	12	21
Med management waitlist	5	2	5	5	7
Therapy waitlist	6	2	5	6	8

Update

As noted above, our referral list almost doubled this month. Having talked to some folks on our referral list, we understand that Mayo is not able to take on behavioral health patients, even if that patient is currently engaged in the Mayo Healthcare system. We predict our referral numbers will stay high and are committed to doing our best to respond to our community’s needs.

Community Support Program (Jocelyn Lingel-Kufner):	Jan.	Feb.	Mar.	Apr.	May
Number participants	108	110	111	112	113
New admissions	1	1	1	1	2
Referral list	11	13	9	7	13

Update

We continue to have a steady stream of referrals for the program. We have hired a new mental Health technician and will be fully staffed by the end of June. Staff continue to work to meet the ever-increasing needs of the individuals in the program. We are collaborating with CCS to provide an opportunity this fall for clients to participate in a social activity of a program wide picnic. In May, staff were all certified in CPR and we are working to get first aid kits for all who do home visits on a daily basis.

Comprehensive Community Services (Cinthia Wiebusch)	Jan.	Feb.	Mar.	Apr.	May
Current case count	219	221	227	229	237
Referrals	33	35	23	26	29
External referrals	26	28	19	23	24
Internal referrals	7	7	4	3	5
Admissions	21	9	12	17	9
Discharges	12	8	8	11	6
Adults waiting for CCS services	2	8	11	10	15
Youth waiting for CCS services	7	6	5	7	4

Update

CCS Program is fully staffed. The most recent additions are a Mental Health Professional and a Mental Health Technician (who serves in CSP as well). The CCS team is working on planning the participant-focused picnic at the beginning of August. We are partnering with several community entities and local businesses such as LE Phillips Library, ECASD, churches, and local businesses to access donations and to promote free community organizations that can support our participants. CCS Staff recently toured the jail to learn more about their facility and processes. We are also seeking to collaborate and partner with them as we serve the community. CCS is collaborating with other DHS divisions. Most recently CCS staff met with CPS Initial Assessment to help define roles, processes, and overall programs.

Crisis Services (Santana Stauty)	Jan.	Feb.	Mar.	Apr.	May
Crisis contacts	203	223	280	223	280
Emergency detentions	21	13	27	26	20
Clients placed in local hospitals	13	11	18	15	13
Clients placed in Winnebago	7	2	9	9	7
Face-to-face assessments completed	10	13	28	16	15
Community Re-Entry Referrals (Eau Claire County Jail)	19	13	26	21	21
DHS Mental Health Liaison Contacts (Eau Claire County Sherriff's Department)	13	11	13	29	19
DHS Mental Health Liaison Contacts (3-11 PM Eau Claire Police Department)	N/A	N/A	N/A	5	5

Update

We are still in process of hiring for the Peer Support Specialist position. Crisis staff will be providing onsite "office hours" at Sojourner House every Wednesday from 8-10 AM. We are continuing to enhance the current programs within crisis to make them more effective and efficient.

Treatment Court (Brianna Albers)	Jan.	Feb.	Mar.	Apr.	May
Current caseload	21	23	26	24	25
Branch 1 - AIM	5	5	4	4	3
Branch 3 - Mental Health Court	7	7	9	8	9
Branch 5 - Drug Court	8	10	12	11	11
Vet Court	1	1	1	1	2
Referrals	20	8	13	10	5

Update

May saw a drop treatment court referrals for unknown reasons. We are reaching out to our community partners regarding the decrease. There are also 8 individuals on the waitlist that are ready for admission when pending cases are resolved or revocation hearings are concluded. We are continuing with the plan to combine the treatment courts and this has been going well. By the end of June, there will be two functioning treatment court Judges/teams/court times.

Economic Support Services Division Staffing Update (Kathy Welke)

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	
Administrative Positions			
Administrative Positions	0	0	
Management Positions	3	0	
Professional Positions	32	1	Resigned
Totals	35	1	

Economic Support Services (Kathy Welke)	Jan.	Feb.	Mar.	Apr.	May
Calls received	14,121	10,635	10,938	9,983	11,111
Applications processed	3,275	2,878	2,994	2,626	2,783
Renewals processed	2,479	2,487	1,335	1,093	2,713
All Cases	71,537	72,260	71,703	71,860	73,264
Cases in Eau Claire County	16,366	16,388	16,417	16,452	16,561
Active Child Care Cases	1041	1,038	1039	1,032	1,036
Active Eau Claire Child Care Cases	296	295	297	289	286

Update

Currently, we have one vacant Economic Support Specialist position and recruitment is open and ongoing. May data reflects call volume and renewals before the unwinding process of resuming HealthCare renewals. We anticipate calls and renewals for June be significantly higher due to the May ending of the Public Health Emergency.

Fiscal Services Staffing Update (Vickie Gardner)

Unit	Filled FTE's	Vacant FTE's	Reason for Vacancy
Fiscal Supervisor	2	0	
Contract Coordinator	1	0	
Accountant I	2	0	
Fiscal Associate III	6	2	Resigned
Systems Analyst/Project Manager	2	0	
Quality Assurance Specialist	5	0	

Totals	18	2	
Administrative Positions	0	0	
Management Positions	2	0	
Professional Positions	16	2	Resigned
Totals	18	2	

Operations Division Staffing Update			
Unit	Filled FTE's	Vacant FTE's	Reason for Vacancy
Director & Deputy Director	2	0	
Administrators	4	1	Transferred
Data Specialist	1	0	
Reception	1.5	0	
Records	1	1	New
General Operations	1	0	
Totals	10.5	2	
Administrative Positions	3.5	0	
Management Positions	6	1	Transferred
Professional Positions	1	1	New
Totals	10.5	2	

FACT SHEET
TO FILE NO. 22-23/025

Background: This resolution amends the 2023 budget in the Department of Human Services to add ten (10.0 FTE) CLTS case managers, one (1.0 FTE) CLTS supervisor, and one (1.0 FTE) CLTS resources specialist.

The Department of Human Services (DHS) administers the Children’s Long-Term Support (CLTS) program by helping children with disabilities and their families through supports and services while aiming to keep children at home with their families instead of in an institution. DHS is responsible for CLTS enrollment and to oversee the supports and services provided to children and families.

The State of Wisconsin Department of Human Services has made a statewide effort to reduce the waitlist for CLTS referrals and has specifically requested Eau Claire County to add resources to reduce the waitlist for children and families to ensure they receive CLTS support and services sooner. As of May 2023, Eau Claire County had 246 children on the waitlist with a wait time of 586 days. Last year, Eau Claire County had 120 children/families on the waitlist. The maximum wait time expected by the State of Wisconsin Department of Human Services is 90 days.

The CLTS program is funded through the State Medicaid waiver, which is a recurring fund. This waiver allows the State to fund additional non-medical services and supports not normally offered such as CLTS support and services.

From August to December 2023, the projected financial impact, using fund provided through the State Medicaid waiver, is \$484,200 without the use of county levy.

Fiscal Impact: \$484,200 (August – December 2023)

Respectfully Submitted,

Jake Brunette
Assistant Corporation Counsel
Eau Claire County, Wisconsin

2
3 AUTHORIZING A 2023 BUDGET AMENDMENT TO FUND THE ADDITION OF TEN (10.0 FTE)
4 CLTS CASE MANAGERS, ONE (1.0 FTE) CLTS SUPERVISOR, AND ONE (1.0 FTE) CLTS
5 RESOURCE SPECIALIST IN THE EAU CLAIRE COUNTY DEPARTMENT OF HUMAN
6 SERVICES
7

8 WHEREAS, the Eau Claire County Code of Ordinances requires that all regular positions or changes
9 therein added outside of the budget process be submitted to the County Board of Supervisors for
10 authorization; and
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12 WHEREAS, the Eau Claire County Department of Human Services is requesting additional staff to
13 address the increased demand for services in the Children’s Long-Term Support (CLTS) program; and
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15 WHEREAS, CLTS helps children with disabilities and their families through supports and services
16 while aiming to keep children at home instead of in an institution; and
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18 WHEREAS, the State of Wisconsin Department of Human Services has requested the County add
19 resources to reduce the time from referral to enrollment while evenly assigning caseload amongst workers;
20 and
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22 WHEREAS, the CLTS case managers (Grade N) will be assigned cases while actively working with
23 children and families in obtaining CLTS supports and services while the CLTS supervisor (Grade P) will
24 oversee the case managers with additional support provided by the CLTS resources specialist (Grade G);
25 and
26

27 WHEREAS, the additional positions will be funded through reoccurring State Medicaid waiver funds
28 without the use of county levy dollars; and
29

30 WHEREAS, the projected fiscal impact for the positions from August - December 2023 is \$484,200.
31

32 NOW, THEREFORE BE IT RESOLVED, that the Eau Claire County Board of Supervisors hereby
33 authorizes amending the 2023 budget for the Department of Services to fund the addition of ten (10.0 FTE)
34 CLTS case managers, one (1.0 FTE) CLTS supervisor, and one (1.0 FTE) CLTS resource specialist
35 positions in the amount of \$484,200.
36

37 ENACTED:

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47 Human Services Board

Committee on Finance and Budget

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49 Dated this ____ day of _____, 2023.

Dated this ____ day of _____, 2023.

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51 Vote: _____ Aye _____ Nay

Vote: _____ Aye _____ Nay

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Committee on Human Resources

Dated this ____ day of _____, 2023.

Vote: _____ Aye _____ Nay

FEE CHANGE					
Department:	Department of Human Services - Northwest Regional Juvenile Detention Center				
Contact Person:	Angela Weideman				
(Phone):					
Effective Date:	1-Jan-24				
County Code Section List Chronologically	Current Fee Amount	New or Revised Fee Amount	Reason For Change	Anticipated or Increased Annual Revenue	Governing Committee Vote and Date of Approval
Section 4.14.010 B	\$375.00	\$425.00	<p>180 PROGRAM: Secure detention and the 180 Program returned to normal operations on May 19th, 2023. Requests for 180 Program placements have been strong. There are currently seven (7) 180 Program residents, as well as a waiting list. As the number of 180 Program residents increase, so do the auxiliary services for each youth. Staff must provide transportation & supervision for professional, medical, recreational appointments and home visits. Residents must be transported to Bayfield, St. Croix and Sheboygan Counties. The increased 180 Program daily fee will fund two .50 FTE staff to maintain safety during transports and allow additional 180 Program residents. This increase will also bring us in line with other long-term programs in the State.</p>	\$97,750.00	
<p>LONG TERM CONCERNS: The absence caused by staff leaving the facility to transport 180 kids creates potential safety & security concerns. We need bodies to cover various activities in multiple locations.</p>		<p>2023 LONG TERM DAILY RATES: La Crosse: (CORE) \$450 Racine: (ACE) \$540</p>		<p>INCREASED REVENUE: The 2023 population based on current projections, for out-of-county 180 Program youth is 1955 days. Revenue at 2023 rates: 1955 X \$375 = \$733,125 Revenue at proposed rates: 1955 X \$425 = \$830,875</p>	