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

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	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	13	1	Resigned
Professional Positions	84	6	New and resigned
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

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	1	1	New
Professional Positions	15	4	New and transferred
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	7	0	
Professional Positions	1	1	New
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.