EAU CLAIRE COUNTY HUMAN SERVICES
Director – Diane Cable
Department Report – Division & Unit Updates
May 1, 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. It is with a great sense of gratitude that I complete this Director's report. This is my last written report to the Human Services Board. A lot has occurred over the last seven years, much of it good and some hard. Despite the varied challenges that the Department has encountered, increasing community needs, COVID, loss of staff, financial struggles, to name a few, this Department is resilient!

I have great awe and tremendous gratefulness of the staff at Human Services. The Human Services Team has endured personal and professional challenges, that for any individual or system, could seem insurmountable. And yet, this Human Services team – Department has stayed focused on our responsibility, through the vision and mission of the Department. Carrying out our vision, *Family Connections are Always Preserved and Strengthened*, has guided and led us to a stronger infrastructure, a commitment to Organizational Wellbeing, increased efficiencies, and an operation fiscally responsible.

In 2018, the Department communicated to the County that the current model of operations was not sustainable and to respond to the needs of the community with the current tax levy of support, would need a change. We responded and changed. We evolved our structure, practice, and increased efficiencies throughout the entire Department. We developed program areas that garner revenue from the Behavioral Health Division and have connected the behavioral health services to support program and service areas throughout the Department in new ways. We are connecting individuals to services earlier and often to our internal services, leading to a decrease in placements or length of stay in placements. We have increased staff along with staff retention, overall satisfaction has increased, and we have decreased our vacancies. We know from staff that flexiblity and remote work options, along with supervisory support are the primary reasons staff are staying or coming to Eau Claire County!

I am proud of the work of this Department, who this Department has evolved to become, and especially, the dedication of the staff to serve and respond to the needs of our community, with our community partners. Also, thank you to the members of the Human Services Board and the County Board for your commitment to ALL residents of our County. It has been my great pleasure to have worked for and with Eau Claire County. Be kind. Be grateful and caring. I wish you all well, as you continue the work of the County, -Diane

Family Services Update (Terri Bohl)

The Family Services Division continues to experience a high volume of referrals within Youth Services including formal Youth Justice referrals to Juvenile Intake, as well as referrals to System of Care and Coordinated Services Team. The top reasons for referrals to Juvenile Intake in March included the following offenses:

Disorderly Conduct – 19
Truancy – 17
Battery - 10
Possession of THC - 5

Ongoing Child Protective Services has experienced an increase in cases being opened for services over the last couple of months. Most of the Ongoing Child Protective Services are related to Methamphetamine use.

The Centralized Access Unit receives referrals from a variety of units within the Department. Last month, we reported that the Centralized Access Unit received 143 Child Protective Services reports in the month of February, along with 157 reports from other areas including Adult Protective Services, Crisis, and various other programs. In March, 157 Child Protective Services Reports and 236 referrals from other units were received in Centralized Access. The Department will begin providing the metrics on these additional referrals in subsequent board reports but wanted to highlight the numbers during this month's review. The 236 other referrals included the following:

Birth to Three Referrals – 38
Outpatient Clinic Referrals – 12
AODA Referrals – 12
Comprehensive Community Services Referrals – 87
Children's Integrated Services (CLTS or Children's CCS) – 16
Crisis Referrals & 3-Party Petition Requests – 24
Adult Protective Services Reports and requests for Guardianship/Protective Placement – 42
Community Support Program Referrals – 5

The only areas that Centralized Access does not receive referrals for is Youth Justice and the Treatment Courts. These areas have always had unique entry points due to being programs that need to be processed timely and the programs had capacity for entry within their assigned Resource Specialist support.

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

Centralized Access (Julie Brown)	Nov.	Dec.	Jan.	Feb.	Mar.
Child Protective Services reports received	**119**	**110**	**179**	**143**	**157**
Child Protective Services reports screened in for Initial Assessment	**34**	**16**	**39**	**32**	**32**
Child Welfare Service reports received	**16**	**14**	**14**	**11**	**6**
Child Welfare Service reports screened in	**8**	**10**	**9**	**7**	**5**
Update					
Centralized Access continues to receive high volumes of calls in all areas. Numbers continue to show increased CPS reports for the beginning quarter of 2023.					

CPS Initial Assessment (Tasha Alexander)	Nov.	Dec.	Jan.	Feb.	Mar.
Initial assessments completed	**18**	**34**	**37**	**15**	**37**
Assessments resulting in substantiation	**3**	**0**	**6**	**3**	**7**
Assessments completed involving child remaining in home	**17**	**34**	**32**	**11**	**32**
Assessments resulting in services opening with Department	**4**	**2**	**5**	**6**	**7**
Update					
Of the assessments resulting in services opening with the Department, 4 of the 7 families have had child safety impacted by parental substance abuse.					

CPS Ongoing (Courtney Wick)	Nov.	Dec.	Jan.	Feb.	Mar.
Children served in Ongoing Child Protective Services	**126**	**135**	**138**	**146**	**158**
Families served in Ongoing Child Protective Services	**68**	**75**	**74**	**78**	**85**
Children served in home	**58**	**55**	**53**	**59**	**69**
Update					
The Ongoing CPS team has been very busy engaging a number of new families who are in the process of transitioning from Initial Assessment to Ongoing CPS services.					

Youth Services (Hannah Keller)	Nov.	Dec.	Jan.	Feb.	Mar.
Youth served in Youth Services Program	**110**	**109**	**113**	**116**	**116**
Youth being served in their home	**79**	**81**	**86**	**90**	**88**
Families served in Youth Services Program	**101**	**99**	**102**	**101**	**101**
Update					
Youth Services referrals continue to be higher than previous years. The majority of the youth (76%) are served in their own home.					

Intensive Permanency Services (Melissa Christopherson)	Nov.	Dec.	Jan.	Feb.	Mar.
Youth receiving Intensive Permanency Services	**16**	**16**	**15**	**16**	**15**
Update					
IPS staff are also offering family group conferencing and family find to other areas of Family Services.					

Alternate Care (Melissa Christopherson)	Nov.	Dec.	Jan.	Feb.	Mar.
Children in out-of-home care at end of month	**92**	**97**	**106**	**115**	**111**
Median length of stay in months for children discharged in month	**12.8**	**12.3**	**10.8**	**11.0**	**8.3**
Update					
The number of children in out of home care reduced slightly from February to March. The median length of stay of children in out of home care dropped to the lowest number in several years.					

Birth-to-Three (Melissa Christopherson)	Nov.	Dec.	Jan.	Feb.	Mar.
Children being served	**107**	**105**	**122**	**102**	**99**
Update					
Eau Claire County Birth to Three will participate in a vision pilot to assist staff in more effectively identifying when a child has a visual impairment. It is important to ensure that children with vision impartments are identified early and are subsequently provided appropriate opportunities to learn.					

Juvenile Detention Center (Rob Fadness, Michael Ludgatis, and Martin Adams)	Nov.	Dec.	Jan.	Feb.	Mar.
Total admissions - number youth	**35**	**25**	**26**	**32**	**27**
Total admissions - number days	**401**	**341**	**429**	**373**	**440**
Eau Claire County admissions - number days	**78**	**52**	**54**	**68**	**77**
Short-term admissions - number youth	**28**	**18**	**19**	**25**	**20**
Short-term admissions - number days	**221**	**124**	**212**	**177**	**254**
Eau Claire County short-term admissions - number youth	**11**	**6**	**7**	**10**	**8**
Eau Claire County short-term admissions - number days	**48**	**21**	**23**	**40**	**46**
180 program admissions - number youth	**7**	**7**	**7**	**7**	**7**
180 program admissions - number days	**180**	**217**	**217**	**196**	**186**
Average daily population youth per day	**13.4**	**11.0**	**13.8**	**13.3**	**14.2**
Occupancy rate	**58.1**	**48.0**	**60.2**	**57.9**	**61.8**
Climate survey – staff	**59%**	**50%**	**92%**	**81%**	**84%**
Climate survey – safety	**68%**	**64%**	**80%**	**73%**	**64%**
Climate survey – cleanliness	**71%**	**63%**	**100%**	**100%**	**80%**
Climate survey – overall	**67%**	**75%**	**100%**	**100%**	**80%**

Update

180 Program Success Stories

Student #1: Discharged successfully. While in the 180 Program he graduated from high school and was employed. He routinely checks in with JDC staff to update us on his success. He is employed by his home county and is applying for the Law Enforcement Academy for the 2024 school year!

Student #2: Discharged successfully. During his stay in the 180 Program, he also graduated from high school, and completed driver's education. He also updates staff on his success. He is currently employed at Kwik Trip and Arby's, and he has been accepted into Northwood Technical College in Rice Lake for the 2023 Fall semester.

These successes are a testament to the ability of the students and the positive relationships detention center staff create with each youth. The connections residents make with staff are illustrated in the calls they make to share their successes. It is important to acknowledge the importance this facility, program, and people have to some of these youth.

The Eau Claire Area School District education program recently graduated their fifth 180 Program student.

Behavioral Health Update (Luke Fedie)
As we continue to work towards what we all hope will be warmer weather, behavioral health programs have continued to stay busy. The crisis program in conjunction with ECPD has been training a staff to provide 3pm-11pm crisis co-response weekdays with ECPD. We are excited about the collaborative opportunities this position has afforded us and gives both organizations a glimpse into what our everyday work looks like. Our work with Sheriff's department has continued providing co-response with officers and assisting with community re-entry from jail. Our CCS program is working with Next Generation Properties to provide a home-based tenant support program for individuals and families that have struggled with finding and attaining housing. I had the opportunity and privilege to speak with legislators at the state capitol on Wednesday, April 12th. There were representatives from Eau Claire County, Dunn County, Chippewa County and Clark County that joined forces to discuss the governor's budget moving forward. We reiterated the importance of funding programs like CSP to assist our most vulnerable in the community, Crisis to attend to those who need acute support to remain safe, and Adult Protective Services to assist our aging population. The funding allocation for APS has not changed since 2006. We have more adults at risk in our community now more than ever and costs have grown exponentially since 2006. It was a positive meeting with legislators, and we will continue to advocate for the funding needed to best support our community members.

Behavioral Health Staffing Update			
Unit	**Filled FTE's**	**Vacant FTE's**	**Reason for Vacancy**
APS	6	0	
CCS	46	1	New
CLTS	19	0	
Crisis	11	2	New
CSP	12	1	Resigned
Outpatient Clinic	10	0	
Treatment Court	5	0	
Totals	**109**	**4**	
Administrative Positions	7	1	
Management Positions	14	0	
Professional Positions	88	3	New, Resigned
Totals	**109**	**4**	

Adult Protective Services (Nancy Weltzin)	Nov.	Dec.	Jan.	Feb.	Mar.
Investigations requests	**53**	**46**	**62**	**41**	**42**
Investigations screened out	**10**	**1**	**22**	**6**	**3**
Investigations concluded	**9**	**12**	**9**	**11**	**16**
Investigations substantiated	**7**	**2**	**5**	**4**	**1**
Allegation of self-neglect	**26**	**17**	**14**	**15**	**10**
Allegation of neglect	**4**	**3**	**5**	**5**	**11**
Allegation of financial abuse	**8**	**5**	**15**	**7**	**10**
Requests for guardianship	**6**	**7**	**6**	**3**	**3**

Update

During March as well as February there have been fewer requests for investigations which has allowed the team to conclude more investigations and address Emergency Protective Placements.

During the month of April, the APS team participated in the EMS Elder Abuse Train-the-Trainer put on by GWAAR (Greater Wisconsin Agency on Aging Resources). This allows the APS Team to offer training to local Fire and Rescue that is consistent with other APS Teams across the state.

Children's Long-Term Support (Taylor Johnson & James LeDuc)	Nov.	Dec.	Jan.	Feb.	Mar.
Current enrollment	**277**	**283**	**289**	**294**	**306**
Current waitlist	**239**	**246**	**250**	**251**	**248**
Foster Care	**8**	**15**	**13**	**18**	**22**

Update

During the month of March, we added 19 kids to our waitlist. We had 16 new enrollments completed and assigned 16 new cases to begin working on enrollment into our program. We had 3 discharges due to voluntary withdraws and an out of state move. We spent some time reviewing data this month and determined that our average length of stay in CLTS is 1431 days or 3.9 years. There has been a notable increase in kids being served in CLTS who are placed in foster care over the past several months. This is due to the number of new enrollments we have completed since November. A significant amount of these children were already placed in foster care when CLTS completed their enrollment.

Clinic (Jen Coyne)	Nov.	Dec.	Jan.	Feb.	Mar.
Clients in Med Management	**184**	**184**	**186**	**187**	**196**
Clients in Therapy	**133**	**143**	**149**	**158**	**165**
Referrals	**10**	**15**	**23**	**27**	**25**
Med management waitlist	**0**	**4**	**5**	**2**	**5**
Therapy waitlist	**2**	**6**	**6**	**2**	**5**

Update

Since April 20, 2023, all clinic staff have been trained in DBT (Dialectical Behavioral Therapy) and EMDR (Eye Movement Desensitization and Reprocessing). Both are evidence-based and considered the gold standard for helping with emotional regulation (DBT) and trauma (EMDR). The acuity of the cases referred to the clinic continue to increase likely because of societal increase in mental health and substance abuse concerns and because of the lack of capacity of community providers. Fortunately, we are fully staffed and well-trained.

Community Support Program (Jocelyn Lingel-Kufner):	Nov.	Dec.	Jan.	Feb.	Mar.
Number participants	**106**	**108**	**108**	**110**	**111**
New admissions	**1**	**1**	**1**	**1**	**1**
Referral list	**21**	**14**	**11**	**13**	**9**

Update

The CSP therapist joined the Clinic therapists in learning EMDR this month. We are excited to be able to offer the evidence-based resource to the CSP clientele. We continue to diligently work to ensure that the individuals on the referral list are truly interested in CSP services. We currently have a half time position open that provides skills training services to clients, which we are recruiting for.

Comprehensive Community Services (Cinthia Wiebusch)	Nov.	Dec.	Jan.	Feb.	Mar.
Current case count	**209**	**212**	**219**	**221**	**227**
Referrals	**25**	**28**	**33**	**35**	**23**
External referrals	**22**	**23**	**26**	**28**	**19**
Internal referrals	**3**	**5**	**7**	**7**	**4**
Admissions	**12**	**8**	**21**	**9**	**12**
Discharges	**11**	**6**	**12**	**8**	**8**
Adults waiting for CCS services	**5**	**7**	**2**	**8**	**11**
Youth waiting for CCS services	**4**	**7**	**7**	**6**	**5**

Update

CCS recently hired a Mental Health Professional and made an offer to another MHP. We continue to work diligently to bring participants into the program as quickly as possible, prioritizing cases that pose significant behaviors. The entire CCS team, including clinical management, meet as needed to review cases to determine which services are deemed necessary to properly treat participants we serve.

Crisis Services (Santana Stauty)	Nov.	Dec.	Jan.	Feb.	Mar.
Crisis contacts	**221**	**224**	**203**	**223**	**280**
Emergency detentions	**24**	**19**	**21**	**13**	**27**
Clients placed in local hospitals	**18**	**11**	**13**	**11**	**18**
Clients placed in Winnebago	**6**	**8**	**7**	**2**	**9**
Face-to-face assessments completed	**12**	**12**	**10**	**13**	**28**

Update

Crisis liaison position with ECPD is finishing up training and will be transitioning to the 3-11 shift mid-May. In June crisis staff will start providing office hours (2 hours a week) at Sojourner House.

Treatment Court (Brianna Albers)	Nov.	Dec.	Jan.	Feb.	Mar.
Current caseload	**20**	**21**	**21**	**23**	**26**
Branch 1 - AIM	**5**	**5**	**5**	**5**	**4**
Branch 3 - Mental Health Court	**7**	**8**	**7**	**7**	**9**
Branch 5 - Drug Court	**8**	**8**	**8**	**10**	**12**
Vet Court	**0**	**0**	**1**	**1**	**1**
Referrals	**9**	**11**	**20**	**8**	**13**

Update

The treatment courts continue to work towards restructuring/consolidating to increase consistency and efficiency across the courts. In addition, a total of 16 professionals from all areas on our multi-disciplinary teams are planning to attend the Wisconsin Association of Treatment Court Professionals annual training in Wisconsin Dells in April.

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	27	0	
Fraud Investigators	2	0	
General	1	0	
Totals	**36**	**0**	
Administrative Positions	0	0	
Management Positions	3	0	
Professional Positions	33	0	
Totals	**36**	**0**	

Economic Support (Kathy Welke)	Nov.	Dec.	Jan.	Feb.	Mar.
Calls received	**11,700**	**11,775**	**14,121**	**10,635**	**10,938**
Applications processed	**3,041**	**3,873**	**3,275**	**2,878**	**2,994**
Renewals processed	**2,740**	**2,953**	**2,479**	**2,487**	**1,335**
All Cases	**70,376**	**71,368**	**71,537**	**72,260**	**71,703**
Cases in Eau Claire County	**16,070**	**16,362**	**16,366**	**16,388**	**16,417**
Active Child Care Cases	**1051**	**1068**	**1041**	**1,038**	**1039**
Active Eau Claire Child Care Cases	**290**	**301**	**296**	**295**	**297**

Update

Economic Support continues to prepare for the increased workload that will begin in June due to the PHE ending and Healthcare reviews beginning. We have one staff resigning on 5/15 and have already hired someone to begin on 5/30.

Fiscal Services Staffing Update			
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	New, Resigned
Systems Analyst/Project Manager	2	0	
Quality Assurance Specialist	5	0	
Totals	**18**	**2**	
Administrative Positions	0	0	
Management Positions	2	0	New, Resigned
Professional Positions	16	2	
Totals	**18**	**2**	

Operations Staffing Update			
Unit	**Filled FTE's**	**Vacant FTE's**	**Reason for Vacancy**
Director & Deputy Director	2	0	Angie started 4/24; Diane leaving 5/12
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	Transferred
Management Positions	6	1	New
Professional Positions	1	1	
Totals	**10.5**	**2**	