

EAU CLAIRE COUNTY DEPARTMENT OF HUMAN SERVICES
Department Report – Division & Unit Updates
Director – Angela Weideman
August 28, 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:

Use of Restorative Practices

Restorative Justice is a process where all stakeholders affected by an injustice have an opportunity to discuss how they have been affected by the injustice and to decide what should be done to repair the harm. With crime, restorative justice is about the idea that because crime hurts, justice should heal. It follows that conversations with those who have been hurt and with those who have inflicted the harm must be central to the process. There is available research that indicates restorative justice activities can reduce recidivism compared to traditional punishment methods. Traditionally, such a paradigm shift is helpful in youth justice and in adult treatment court services.

The Department is currently contracted with Goodwill Industries to provide youth and adult clients with restorative justice type services. For youth, this is focused on making restitution using the restorative justice philosophy. For adults, this contracted provider has delivered a restorative justice curriculum called Prime for Life. The Department will continue to explore restorative justice programs for youth and adults. Best practice is to use evidenced-based programming and/or supplemental materials that can potentially reduce recidivism.

Overview of Housing Resources and Connections

In the follow-up to the Joint Budget Meeting with the Human Services Board and the Committee on Finance & Budget, the Department provided a summary of housing resources offered to consumers. It was noted that the Department typically refers clients to outside agencies for assistance with housing. The most highly utilized resources include the Housing Authority and Western Dairyland. The Department has been collaborating with agencies in the community around housing issues and is excited to be making plans to serve as a door to coordinated entry. On occasion, the Department assists individuals and families with emergency housing assistance if the situation prevents further involvement in the system. The example often provided is Family Services helping pay rent if it would allow the family to reunify and avoid out of home care costs.

Contract Summary

The Department received a request for a contract summary to be provided to the Board. Becky Gunderson, Contract Coordinator for the Department, provided a list of all contracted providers which is attached to the end of this report on page 68.

Customer Satisfaction Surveys

The Department also received a request for information on Customer Satisfaction Surveys from Lutheran Social Services and Caillier Clinic. The DHS Contract Coordinator reached out to both agencies and received state-wide

Customer Satisfaction Survey results from Lutheran Social Services and two templates utilized by Caillier Clinic. If board members were like a copy of this information, they can request a copy by contacting the Department. Future contracts starting in 2024 will not include language requiring customer satisfaction surveys.

Due to the August meeting being a Joint Budget Meeting with the Committee on Finance & Budget, the Management team revised the schedule for topics discussed at future Human Services Board meetings. The revised schedule is as follows:

October

Budget Update	October Human Services Board Agenda Item & Packet
Metrics on Interventions for Substance Use Disorders including Clinic Statistics	October Human Services Board Meeting Agenda Item & Packet
Juvenile Detention Center Update from Citizen Member Catlin	October Human Services Board Meeting Agenda Item
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

Crisis/Chapter 51 Process	November Human Services Board Meeting Professionals with a Purpose
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Family Services Division Update (Terri Bohl, Temporary Family Services Administrator)

The Racial and Ethnic Disparity (RED) Reduction/Youth Innovations Grant was originally funded for two years starting in January of 2022 with expectations the funding would end December of 2023. The Department learned a few months ago that the Department of Children and Families was offering a third year of funding for all current Youth Innovations grantees, but funding was reduced by 33%. Eau Claire County applied for year 3 requesting the maximum amount of funding available which was \$75,000. The Department is still awaiting a final response on the application approval.

Over the last year and a half, the RED Grant has focused on the following four areas:

1. Data Analysis
2. Stakeholder Feedback
3. Professional Development for Staff
4. Expanded Services for Youth of Color

The Stakeholder Committee that was created in July of 2022 is led by Facilitator Dr. Susan Wolfram. The Stakeholder Committee has recently been focused on assessing points of contact with youth entering the youth justice system from four different perspectives: schools, law enforcement, community, and DHS. This work has been incredibly rewarding and helped identify areas of focus, especially in data analysis. The Department is looking for an innovative training for our Youth Services team to take the information learned in Implicit Bias & Unconscious Bias trainings and embed it into their case practice. RED Grant funding continues to be utilized for mentoring services with Power of Perception and for basic needs for families.

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	6	0	
Coordinated Services Team	1.25	0	
CPS Ongoing	12	0	
Initial Assessment	7.5	0	
IPS	2	0	
Juvenile Detention	15	1.5	Resigned/Recruiting
Juvenile Intake	2.25	0	
System of Care	2.25	0	
Youth Ongoing Services	8.25	0	
Totals	63.66	1.5	
Administrative Positions			
Administrative Positions	2.5	0	
Management Positions	8	0	
Professional Positions	53.16	1.5	Resigned/Recruiting
Totals	63.66	1.5	

Centralized Access (Julie Brown)	March	April	May	June	July
Child Protective Services reports received	157	136	201	101	75
Child Protective Services reports screened in for Initial Assessment	32	31	40	24	19
Child Welfare Service reports received	6	10	11	10	13
Child Welfare Service reports screened in	5	8	10	9	11
Adult Protective Services Reports and requests for Guardianship/Protective Placement	N/A	N/A	52	36	39
Birth to Three Referrals	N/A	N/A	33	23	32
Outpatient Clinic Referrals	N/A	N/A	12	3	12
AODA Referrals	N/A	N/A	7	4	8
Comprehensive Community Services (CCS) Referrals	N/A	N/A	62	55	40
Children's Integrated Services Referrals (CLTS or Children's CCS)	N/A	N/A	14	20	2
Crisis Referrals & 3-Party Petition Requests	N/A	N/A	9	5	6
Community Support Program (CSP) Referrals	N/A	N/A	7	3	3
Call Intakes	N/A	N/A	47	44	38
Pre-admission Screening and Resident Review (PASRR) for Nursing home	N/A	N/A	28	47	33

Update
 Centralized Access acquired a vacancy in the unit in early July. Recruitment and Interviews have occurred, and a new Centralized Access Social Worker was hired and began employment at DHS on 8/2/23. Child Protective Service reports have decreased which is likely attributed to the summer months when school is not in session.

Child Protective Services Initial Assessment (Tasha Alexander)	March	April	May	June	July
Initial assessments completed	37	30	29	33	35
Assessments resulting in substantiation	7	5	6	3	9
Assessments completed involving child remaining in home	32	30	26	31	33
Assessments resulting in services opening with Department	7	4	6	3	2

Update

It is remarkable that with 9 assessments resulting in a finding of a substantiation, safety arrangements were able to be made for 7 of those families that did not include the need to open for CPS Ongoing services. This outlines the tremendous resiliency of families and the work done within Initial Assessment to support families remaining independent.

Child Protective Services Ongoing (Courtney Wick)	March	April	May	June	July
Children served in Ongoing Child Protective Services	158	157	148	154	138
Families served in Ongoing Child Protective Services	85	85	83	87	80
Children served in home	69	69	63	73	58

Update

The Ongoing Child Protective Services team has been able to experience several families successfully achieve reunification or their intended case outcomes in the past month, with a number of families ending their work with the Department due to these successes.

Youth Services (Hannah Keller)	March	April	May	June	July
Youth served in Youth Services Program	116	119	116	107	97
Youth being served in their home	88	92	91	82	71
Families served in Youth Services Program	101	104	100	105	108

Update

The Youth Services Team recently onboarded the second FTE for Juvenile Intake to provide additional capacity in responding to new Youth Justice referrals. The second Juvenile Intake position will focus on innovative truancy programming aimed at court diversion. Staff in youth services is learning about Chippewa County's Teen Court programming and Dunn County's Truancy Court for truancy program development.

Intensive Permanency Services (Melissa Christopherson)	March	April	May	June	July
Youth receiving Intensive Permanency Services	15	17	16	16	16

Update

There is no update for Intensive Permanency Services programming.

Alternate Care (Melissa Christopherson)	March	April	May	June	July
Children in out-of-home care at end of month	111	115	107	102	107
Median length of stay in months for children discharged in month	8.3	8.7	9.5	9.5	10.5

Update

Alternate care just completed the Annual Foster Care Summer Picnic with over 150 in attendance! Also, during the month of August many of our foster youth are attending "Royal Family Kids Camp" (RFK). RFK Camp provides a life changing camp and mentoring experience for youth in care ages 7-11. The goal of camp is to build a world free of

family induced childhood trauma by interrupting the cycles of neglect, abuse, and abandonment. Alternate Care continues to work on recruitment and is planning Fall trainings to include compassion fatigue and wellbeing.

Birth-to-Three (Melissa Christopherson)	March	April	May	June	July
Children being served	99	101	102	99	100
Update					
Birth to Three was recently notified by the state that they are in full compliance with standards. Also, the state just completed file reviews and the Department is awaiting those results.					

Juvenile Detention Center (Rob Fadness, Michael Ludgatis, and Martin Adams)	March	April	May	June	July
Total admissions - number youth	27	29	38	40	32
Total admissions - number days	440	412	394	510	577
Eau Claire County admissions - number days	77	125	104	106	127
Short-term admissions - number youth	20	24	32	33	25
Short-term admissions - number days	254	275	260	312	360
Eau Claire County short-term admissions - number youth	8	12	13	12	8
Eau Claire County short-term admissions - number days	46	95	73	58	65
180 program admissions - number youth	7	5	6	7	7
180 program admissions - number days	186	137	134	198	217
Average daily population youth per day	14.2	13.7	10.4	17.0	18.6
Occupancy rate	61.8	59.7	55.3	74.0	80.9
Climate survey – staff	84%	93%	67%	56%	N/A
Climate survey – safety	64%	52%	72%	66%	N/A
Climate survey – cleanliness	80%	89%	73%	67%	N/A
Climate survey – overall	80%	83%	70%	50%	N/A
Update					
<ul style="list-style-type: none"> • POPULATION: The population has exceeded pre-COVID levels and is projected to surpass previous year’s numbers back to 2017. • STAFFING: Staff vacancies have made managing large numbers of residents, difficult. In order to safely supervise all residents, we postponed certain placement requests that were not viewed as crucial. • 180 PROGRAM: One additional resident successfully completed the driver’s education program and received his permit. • PROGRAMMING: The detention center has expanded its collaboration with the Family Support Center (FSC). FSC provides weekly education and information on domestic violence and sexual assault to the residents of the detention center. FSC has agreed to conduct additional 1:1 meetings with youth who have been victims of violence. • The Eau Claire Police Department conducted a presentation to the residents of the facility on use of social media. 					

Behavioral Health Division Update (Luke Fedie)

With the month of August ending, I have had the opportunity to reflect on everything that has transpired over the last thirty-one days. I want to extend a heartfelt thank you for the DHS Board's support of our budget moving forward and the resolution to hire for positions in our Children's Long-Term Support program. This has been an ongoing challenge between hiring freezes, bridge plans, and growth in the program, and it feels as though there is light at the end of what has been a long tunnel. Thank you for your support.

I wanted to share about an exciting opportunity that I had the week of the 7th in August. I was able to travel to Winthrop Massachusetts with Sheriff, Dave Riewestahl, Criminal Justice Service Director, Tianna Glenna, and Public Health Specialist, Sarah Dilivan-Pospisil. We had the opportunity to shadow a program that they started called CLEAR. The acronym stands for Community Law Enforcement Assisted Recovery. The program has had great success in Winthrop. The program focuses on an individual's nexus to recovery programming through police contact. The program takes a less traditional approach to policing and allows for an officer to be that conduit to treatment services. All of us that had the opportunity to shadow the program are excited to engage in program development here in Eau Claire and look at ways that we, as separate departments, can support one another and work collaboratively with one another. One of the anecdotal things that I heard from all of us shadowing the program is that we believe our relationships with one another are in a place where we can have great success in developing programming with one another. I am personally invested and excited in the opportunities that we will have to bring this approach to Eau Claire.

Last, but not least, we had our joint CCS, CLTS, and CSP picnic at Carson Park. This was an opportunity for our participants in all three of these programs to come and be celebrated by their families, their case worker, therapist, and/or service facilitator. We had generous donations from local organizations, and they are recognized in the CCS update. The picnic was a great success, with approximately 170 adults and children attending. The feedback from participants was overwhelmingly positive. Music was provided by the greatest band of all time, The County Line!

Behavioral Health Division Staffing Update (Luke Fedie)

Unit	Filled FTE's	Vacant FTE's	Reason for Vacancy
APS	6	0	
CCS	47	0	
CLTS	23	8	Resigned/Filled on 8/28; 7 New (CLTS Resolution)
Crisis	11	1	New/Recruiting
CSP	13	0	
Outpatient Clinic	10	0	
Treatment Court	5	0	
Totals	115	9	
Administrative Positions	8	1	New (CLTS Resolution)
Management Positions	14	1	New (CLTS Resolution)
Professional Positions	93	7	New/Recruiting; Resigned/Filled on 8/28; 5 New (CLTS Resolution)
Totals	115	9	

Adult Protective Services (Nancy Weltzin)	March	April	May	June	July
Investigations requests	42	41	50	40	45
Investigations screened out	3	4	13	2	0
Investigations concluded	16	7	19	26	14
Investigations substantiated	1	3	7	6	2
Allegation of self-neglect	10	12	18	19	18
Allegation of neglect	11	6	12	3	8
Allegation of financial abuse	10	6	12	7	5
Requests for guardianship	3	7	2	2	2

Update

There have been ongoing updates at the state level regarding guardianship training for non-corporate guardians. This has caused an increase in time completing and assisting family members with training. It is hoped that once all system updates are completed it will be a more user-friendly experience. APS jointly presented with Crisis Services Civil Commitment and Emergency Protective Placement information to Station 10 and 9. This was a basic training to distinguish the differences. Later in the fall, APS team will be providing Training to EMS. This will be a more detailed training on Adult at Risk and Elder Abuse.

Children's Long-Term Support (James LeDuc)	March	April	May	June	July
Current enrollment	306	316	326	339	349
Current waitlist	248	252	245	203	203
Foster Care	22	19	21	19	18

Update

We were excited to have our five temporary case managers start in CLTS on August 14! Training new staff will be a full team effort. The management team will do the bulk of the orientation and technical training and current staff will be ongoing mentors throughout their development. We are also amid our annual program review and some staff had to dedicate time to this effort.

Clinic (Jen Coyne)	March	April	May	June	July
Clients in Med Management	196	187	182	184	185
Clients in Therapy	165	171	170	175	171
Referrals	25	12	21	25	38
Med management waitlist (As of 7/31)	5	5	7	19	17
Therapy waitlist (As of 7/31)	5	6	8	16	11

Update

Referral numbers are increasing. As we look at the numbers, it might be helpful to know that while a person may be referred to the clinic, it doesn't mean the referral is appropriate, understanding that our clinic is a clinic of last resort, not of choice. The referral numbers don't reflect how many new people clients we might accept, it reflects the community need and the perception that their mental health needs are not being met by existing providers. It also would be helpful to understand that our population is transient, so while we accept new clients/patients, we are also closing episodes of people who have moved out of the area, have not been in touch with us despite our efforts to reengage, or are incarcerated for more than 2-3 months. It should also be noted the number of uninsured people reaching out to the clinic is increasing.

Community Support Program (Jocelyn Lingel-Kufner):	March	April	May	June	July
Number participants	111	112	113	114	113
New admissions	1	1	2	1	2
Referral list	9	7	13	11	10

Update

CSP continues to be fully staffed and is working on training new staff. We remain busy with new referrals and intakes along with maintaining folks that are already in services. We have had a huge decrease in the number of individuals who are discharging this year which is keeping caseloads higher than the usual level.

Comprehensive Community Services (Cinthia Wiebusch)	March	April	May	June	July
Current case count	227	229	237	253	258
Referrals	23	26	29	33	38
External referrals	19	23	24	30	26
Internal referrals	4	3	5	3	12
Admissions	12	17	9	19	19
Discharges	8	11	6	8	10
Adults waiting for CCS services	11	10	15	16	12
Youth waiting for CCS services	5	7	4	2	2

Update

- CCS master's level Service Facilitators will be working with the Clinic to provide groups.
- Substance Use Professionals are offering a group to CCS Participants.
- CCS is fully staffed!
- Working to offer CCS101 to Providers.
- We continue to bring on new CCS Providers.
- CCS/CST/CSP Picnic was August 3rd. Donations were received from:
 - ECASD, Altoona School, Augusta School & Fall Creek school- Backpacks.
 - LE Phillips Library- Book table.
 - Feed my People- Pantry items & vouchers.
 - The Dapper Man Salon- haircuts at the park.
 - Silver Springs- condiments.
 - Kwik Trip- gift cards.
 - Midwest Home Supply- donations for drawing/give-away.
 - Village Hearth- buns.
 - Festival- gift card.
 - CCS Providers- volunteers for the Picnic.
 - CCS/CST/CSP/Clinic staff- volunteers for the Picnic and lemonade donation.
- CCS staff presented to Mayo Transitions & internally to Treatment courts.
 - Will be presenting to Mayo Outpatient and to DOC.

Crisis Services (Santana Stauty)	March	April	May	June	July
Crisis contacts	280	223	280	198	202
Emergency detentions	27	26	20	19	27
Clients placed in local hospitals	18	15	13	16	21
Clients placed in Winnebago	9	9	7	3	4 (WMHI) 2 (Mendota)
Face-to-face assessments completed	28	16	15	7	8
Community Re-Entry Referrals (Eau Claire County Jail)	26	21	21	17	25
DHS Mental Health Liaison Contacts (Eau Claire County Sherriff's Department)	13	29	19	11	17
DHS Mental Health Liaison Contacts (3-11 PM Eau Claire Police Department)	N/A	5	5	10	9

Update

Crisis is still in the process of filling the peer support position. The crisis team is also working on completing mobile crisis response training (46 hours) in order to better prepare mobile crisis workers on how to respond in the community to individuals experiencing mental health and/or substance abuse challenges. Crisis also has their audit on August 21st in order to renew our 34 certification for another two years.

Treatment Court (Brianna Albers)	March	April	May	June	July
Current caseload	26	24	25	27	27
Branch 1 - AIM	4	4	3	3	3
Branch 3 - Mental Health Court	9	8	9	9	8
Branch 5 - Drug Court	12	11	11	13	14
Vet Court	1	1	2	2	2
Referrals	13	10	5	9	17

Update

July had two graduations saving 2120 incarceration days. In addition, this month saw the finalization of two functioning treatment court teams that are operating in Branch 5 and Branch 6. July saw a large increase in referrals as well, which was great to see. Many referrals continue to come as self-referrals and the second referral source was the DOC. We continue to strive to fill the vacant law enforcement representative position within the multidisciplinary team.

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	25	2	Resigned/Recruiting
Fraud Investigators	2	0	
General	1	0	
Totals	34	2	
Administrative Positions	0	0	

Management Positions	3	0	
Professional Positions	31	2	Resigned/Recruiting
Totals	34	2	

Economic Support Services (Kathy Welke)	March	April	May	June	July
Calls received	10,938	9,983	11,111	13,826	12,215
Applications processed	2,994	2,626	2,783	2,981	2,911
Renewals processed	1,335	1,093	2,713	4,672	4,439
All Cases	71,703	71,860	73,264	73,325	73,437
Cases in Eau Claire County	16,417	16,452	16,561	16,629	16,665
Active Child Care Cases	1039	1,032	1,036	1039	1057
Active Eau Claire Child Care Cases	297	289	286	279	283

Update

Economic Support Services will be onboarding a new staff member on 8/14. We have two vacancies that we are still recruiting for. Great Rivers Consortium is now seeing the effects of restarting Healthcare renewals. Starting in June there will be about 5,500 households due for a review each month. The return rate on households completing the review process is about 60%. In October DHS (State) will be providing numbers regarding how many individuals have lost coverage- as of right now it is too soon to report that data. Calls into our call center began to increase in June as a result of restarting Healthcare Renewals. Our call center has a 92% Answer Rate with wait times around 5 minutes.

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	7	1	New/Recruiting
Systems Analyst/Project Manager	2	0	
Quality Assurance Specialist	5	0	
Totals	19	1	
Administrative Positions			
Administrative Positions	0	0	
Management Positions	2	0	
Professional Positions	17	1	New/Recruiting
Totals	19	1	

Operations Division Staffing Update (Terri Bohl)			
Unit	Filled FTE's	Vacant FTE's	Reason for Vacancy
Director & Deputy Director	2	0	
Administrators	4	1	Resigned/Filled on 8/28
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	Resigned/Filled on 8/28
Professional Positions	1	1	New
Totals	10.5	2	