

EAU CLAIRE COUNTY DEPARTMENT OF HUMAN SERVICES
Department Report – Division & Unit Updates
Director – Angela Weideman
December 4, 2023

Operations, Data, and Fiscal Update

When we reflect on this past year, we are reminded of the tremendous strides we have made in establishing a solid foundation for our Department. Our Mission, Vision, and Values will be finalized this month and will bring a shared understanding of purpose, insight, and culture. Our Dashboard provides a central area for Department communication and resources to be shared. Job descriptions for all Department positions are being finalized and sent to the Human Resources Consultant for review. Our management team has had several changes over the last year but is almost fully staffed.

The work completed over the last year sets the stage for strategic planning efforts that will be implemented in 2024. The dashboard work will be expanded to include CCS and high-cost areas such as out of home care and Institutes for Mental Disease. Fiscal is restructuring accounts to align by division rather than a program number. Operations will focus on grant writing with the intent of enhancing revenues and expanding programming. We are excited for all the changes and positive outcomes they will have for the consumers we serve.

Department Staffing Update

Total FTE's	Filled FTE's		Vacant FTE's	
257.66	246.66	95.7%	11	4.3%

Family Services Division Update (Melissa Christopherson)

In Family Services, we continue to face a shortage of placement resources for children with needs that reach the level of moderate or severe. Local resources are denying more children for entry, citing that the needs of the children exceed the capacity of the agency. This results in utilization of out-of-state facilities, who often have significantly higher rates. We are planning to start review of all out of home cases to identify needs, strengths, and trends, as this is of particular importance to the status of our out of home care budget.

In the area of Centralized Access, we have been working on designing and implementing a new phone system that will streamline and organize our calls in a more efficient and effective manner. Access Supervisor, Julie Brown, has been working with Information Systems (IS) and the new calling system is now ready for implementation. The system will also allow us to better direct certain calls to specific staff, which will improve the training experience for new employees.

In Youth Services, individual meetings have occurred with local schools to discuss truancy needs, trends, and possible solutions. It is planned that the information gained during those meetings will be discussed with the judges during the January Judges meeting to determine next steps.

Alternate Care continues to plan for the Annual Holiday Drive thru event and is looking for additional gift baskets for families. Donations are trending low in comparison to last year. Further, work is still being done to streamline the licensing process with the hopes of increasing recruitment. Alternate Care has been continually addressing strategies

to address the shortage of foster parent applicants in our community willing to work with school age youth and teens.

In the area of CPS, a member of the board inquired about our rate of re-entry after reunification at the last board meeting. So far, in the calendar year of 2023, we have had re-entry in 5 cases. In most cases, the reason for re-entry was relapse. None of the cases involved a serious incident of abuse such as hospitalization.

Centralized Access (Julie Brown)	June	July	August	Sept	Oct
Child Protective Services reports received	101	75	106	125	135
Child Protective Services reports screened in for Initial Assessment	24	19	21	33	27
Child Welfare Service reports received	10	13	16	14	28
Child Welfare Service reports screened in	9	11	9	11	16
Adult Protective Services Reports and requests for Guardianship/Protective Placement	36	39	31	56	54
Birth to Three Referrals	23	32	29	38	32
Outpatient Clinic Referrals	3	12	7	9	11
AODA Referrals	4	8	5	8	2
Comprehensive Community Services (CCS) Referrals	55	40	46	48	50
Children's Integrated Services Referrals (CLTS or Children's CCS)	20	2	19	16	16
Crisis Referrals & 3-Party Petition Requests	5	6	12	8	9
Community Support Program (CSP) Referrals	3	3	5	6	6
Call Intakes	44	38	40	38	24
Pre-admission Screening and Resident Review (PASRR) for Nursing home	47	33	44	28	31

Child Protective Services Initial Assessment (Tasha Alexander)	June	July	August	Sept	Oct
Initial assessments completed	33	35	22	17	19
Assessments resulting in substantiation	3	9	2	5	4
Assessments completed involving child remaining in home	31	33	20	13	15
Assessments resulting in services opening with Department	3	2	3	4	5

Child Protective Services Ongoing (Courtney Wick)	June	July	August	Sept	Oct
Children served in Ongoing Child Protective Services	154	138	149	137	137
Families served in Ongoing Child Protective Services	87	80	85	76	77
Children served in home	73	58	70	60	45

Youth Services (Hannah Keller)	June	July	August	Sept	Oct
Youth served in Youth Services Program	107	97	104	100	98
Youth being served in their home	82	71	77	76	68
Families served in Youth Services Program	105	108	93	90	88

Intensive Permanency Services (Nicholas Stabenow-Schneider)	June	July	August	Sept	Oct
Youth receiving Intensive Permanency Services	16	16	14	14	14

Alternate Care (Nicholas Stabenow-Schneider)	June	July	August	Sept	Oct
Children in out-of-home care at end of month	102	107	122	120	121
Median length of stay in months for children discharged in month	9.5	10.5	6.9	7.7	15.9

Birth-to-Three (Nicholas Stabenow-Schneider)	June	July	August	Sept	Oct
Children being served	99	100	101	102	112

Juvenile Detention Center (Michael Ludgatis and Martin Adams)	June	July	August	Sept	Oct
Total admissions - number youth	40	32	33	29	28
Total admissions - number days	510	577	516	435	447
Eau Claire County admissions - number days	106	127	138	118	115
Short-term admissions - number youth	33	25	26	24	23
Short-term admissions - number days	312	360	330	285	292
Eau Claire County short-term admissions - number youth	12	8	9	12	14
Eau Claire County short-term admissions - number days	58	65	87	58	53
180 program admissions - number youth	7	7	7	5	5
180 program admissions - number days	198	217	186	150	155
Average daily population youth per day	17.0	18.6	16.6	14.5	14.4
Occupancy rate	74.0	80.9	72.4	63.0	62.7
Climate survey – staff	56%	N/A	N/A	77%	88%
Climate survey – safety	66%	N/A	N/A	73%	79%
Climate survey – cleanliness	67%	N/A	N/A	86%	89%
Climate survey – overall	50%	N/A	N/A	86%	78%

Behavioral Health Division Update (Luke Fedie)

As I write this update, many of us are preparing for the upcoming Thanksgiving Holiday. It has helped me reflect on all the things that we have to be grateful for over the last year here in Behavioral Health. I am thankful for the board’s support of our expansion of programming in our Children’s Long-Term Support program and our Crisis program. The expansion of these programs has allowed us to provide services more expediently with our community members, including children, adults, and families.

There will be more to be thankful for in 2024 as well. We are always looking at ways that we can collaborate with our other county partners, and we have an opportunity to do just that with the Sheriff’s Office’s deflection grant. This grant is focused on deflecting individuals from the legal system, allowing for programming to happen more upstream than has been typical. The role for Human Services in this grant will be to house a deflection case manager

that can work with individuals that are referred by law enforcement. This case manager will be housed with our treatment court team and will be functioning as a resource coordinator, providing linkage and coordination of care.

In our Crisis program, we have hired a certified Peer Support Specialist, David Stanley. We are excited to have David in our program and we look forward to finding ways that this position can continue to support our community members.

I would like to end this update by sharing a note that one of our service facilitators received from a client:

“Hi Beth!

In keeping with the spirit of the upcoming Holiday, I wanted to express my gratitude to you and your colleagues who work to serve others within the CCS and partner organizations.

Thank you for connecting me with a Team of kind, caring and encouraging individuals—each one a professional in their field. This experience is truly a life-changing one for me.

Not to say I’ve arrived. There’s a road ahead of me to be sure—stretches of easy travel, interrupted here and there by road blocks, detours, and construction zones. I’m both excited and curious to see where it will take me! Thank you for making the journey appear far less frightening.

I hope you enjoy the Holiday surrounded by those you love and hold dear.

Thank you.”

Adult Protective Services (Nancy Weltzin)	June	July	August	Sept	Oct
Investigations requests	40	45	34	55	52
Investigations screened out	2	0	3	6	6
Investigations concluded	26	14	15	12	14
Investigations substantiated	6	2	2	6	10
Allegation of self-neglect	19	18	11	22	4
Allegation of neglect	3	8	6	3	3
Allegation of financial abuse	7	5	5	10	9
Requests for guardianship	2	2	5	2	10

Children’s Long-Term Support (James LeDuc)	June	July	August	Sept	Oct
Current enrollment	339	349	364	372	384
Current waitlist	203	203	190	166	150
Foster Care	19	18	21	21	20

Clinic (Jen Coyne)	June	July	August	Sept	Oct
Clients in Med Management	182	185	186	190	196
Clients in Therapy	170	171	175	172	173
Referrals	21	32	30	33	38
Med management waitlist	7	17	8	11	9
Therapy waitlist	8	11	12	6	17

Community Support Program (Jocelyn Lingel-Kufner)	June	July	August	Sept	Oct
Number participants	114	113	115	115	116
New admissions	1	2	2	1	1
Referral list	11	10	11	14	16

Comprehensive Community Services (Cinthia Wiebusch)	June	July	August	Sept	Oct
Current case count	253	258	262	264	259
Referrals	33	38	46	38	40
External referrals	30	26	37	38	30
Internal referrals	3	12	9	0	10
Admissions	19	19	24	18	16
Discharges	8	10	17	21	14
Adults waiting for CCS services	16	12	14	9	2
Youth waiting for CCS services	2	2	1	0	0

Crisis Services (Santana Rothbauer)	June	July	August	Sept	Oct
Crisis contacts	198	202	175	221	206
Emergency detentions	19	27	13	10	21
Clients placed in local hospitals	16	21	10	8	15
Clients placed in IMD's W – Winnebago; M - Mendota	3	4 W 2 M	3 W	2 W	6 W
Face-to-face assessments completed	7	8	9	10	11
Community Re-Entry Referrals (Eau Claire County Jail)	17	25	29	24	22
DHS Mental Health Liaison Contacts (Eau Claire County Sherriff's Department)	11	17	13	13	14
DHS Mental Health Liaison Contacts (3-11 PM Eau Claire Police Department)	10	9	7	13	8

Treatment Court (Brianna Albers)	June	July	August	Sept	Oct
Current caseload	27	27	30	28	27
Branch 1 - AIM	3	3	3	4	4
Branch 3 - Mental Health Court	9	8	10	7	7
Branch 5 - Drug Court	13	14	15	15	14
Vet Court	2	2	2	2	2
Referrals	9	17	6	10	9

Economic Support Services Division Update (Kathy Welke)
The Great River's Consortium continues to stay diligent in meeting the needs of our customers in a timely and accurate manner. We continue to see our overall caseload size decrease due to the review processes of many individuals for whom we have maintained their healthcare eligibility throughout the pandemic.

Economic Support Services (Kathy Welke)	June	July	August	Sept	Oct
Calls received	13,826	12,215	14,126	14,025	13,856
Applications processed	2,981	2,911	3,307	3,254	3,447
Renewals processed	4,672	4,439	4,540	4,294	4,302
All Cases	73,325	73,437	72,003	70,543	68,781
Cases in Eau Claire County	16,629	16,665	16,399	16,063	15,073
Active Child Care Cases	1039	1057	1,046	1,067	1,039
Active Eau Claire Child Care Cases	279	283	279	282	274