

EAU CLAIRE COUNTY DEPARTMENT OF HUMAN SERVICES
Department Report – Division & Unit Updates
Director – Angela Weideman
January 8, 2024

Operations, Data, and Fiscal Update

After gathering valuable feedback from staff, Department leadership, and Human Services Board members, the Department Mission, Vision, and Values were revised and finalized in early December. Staff members received a copy of the finalized Mission, Vision, and Values during the All-Agency meeting on 12/13/23. The Department is proud to share this work with our Human Services Board:

Mission – We care. We act. We empower

Vision – To boldly advocate for a safe, healthy, and caring community.

Values – **W.E. C.A.R.E.** - **Welcoming, Ethical, Compassion, Appreciation, Respect, Excellence**

A copy of the handout provided to staff is included at the end of this report.

At the last board meeting, there was a concern raised over the delay in financials being shared with the board. The Department reached out to all eighteen counties in the western region and seven counties responded. Most counties are reporting financials from two months prior to the meeting. The counties providing more updated financials are showing actuals rather than projections. It seemed the timing of the monthly board meeting and potentially the monthly accounting period close for each county play a factor in which month can be reported. It also seems that Eau Claire County is providing more information than other counties. The following information outlines whether projections are being reported by each county:

County	Actuals vs Projections
St. Croix	Provides actuals only (no projections)
Douglas	Provides actuals only (no projections)
Pepin	Provides actuals only and tells the board revenues are behind
Chippewa	Provides actuals and only includes projections on IMD's and alternate care placements
Barron	Provides actuals monthly; Provides projections starting in July and then quarterly
La Crosse	Provides quarterly projections that are two months delayed
Monroe	Specifics of reporting unknown

Our Department Fiscal Unit provided a training, in collaboration with County Finance, for all staff who were issued a purchasing card (p-card). The training goals were to ensure proper usage, record keeping, and to enhance the reconciliation process. The Fiscal Unit hired a new Fiscal Supervisor, Megan Kelley, who has worked as a Fiscal Associate III for the Department. Megan began her new role as a supervisor on 12/18/23.

At our last board meeting, there was a question raised around the Tunnel to Towers program and whether the Department benefits from the program. Eric Killen, Veterans Services Director, confirmed that Tunnel to Towers is a national foundation that helps veterans and families, but their office has never used the organization. DHS has also not had any contact with the organization.

Our Data Specialist has been continuing to track metrics related to the Children's Long-Term Support (CLTS) Dashboard, while working on other data projects such as the RED Grant data and Board Evaluation Survey. The CLTS Dashboard is tentatively scheduled for a county board presentation in March. A Racial and Ethnic Disparity Reduction (RED) grant update is also tentatively scheduled for March with the County Board. The RED grant will also be the Professionals with a Purpose segment at our February Human Services Board meeting.

Department Staffing Update				
Total FTE's	Filled FTE's		Vacant FTE's	
262.66	248.66	94.7%	14	5.3%

Family Services Division Update (Melissa Christopherson)

In the final month of 2023, we have taken the time to both identify updates and recognize one of our continuing partnerships. In Centralized Access, we continue to operate a small food pantry at DHS for the community as well as family and individuals we specifically work with. The pantry at DHS was developed several years ago and is used to meet urgent and short-term food needs. DHS has been able to offer produce, milk, and eggs in addition to the non-perishables due to Feed My People Food Bank acquiring Kwik Trip Food Vouchers as part of their resource. Centralized Access continues to attempt to make the pantry more available and visible to the community by advertising the services in-house on the tv monitors in the lobbies as well as on in-house bulletin board announcements. DHS is one of the only pantry options available in the downtown area which is open to the public on a regular basis and is utilized consistently.

In the Juvenile Detention Center, our last full-time vacancy will be filled on 12/31. Recruitment for two part-time staff openings will occur in January. The new manager, Kevin Cummings, is continuing to work on staffing plans, scheduling, and training. All JDC staff will be attending medication training in January and the JDC is reviewing the need for changes in utilization of nursing services. Further, two Power of Perception Groups were held in November and December.

In Child Protective Services there continues to be challenges with the high level of needs presented by children, particularly children who have been diagnosed with special needs and whose families have struggled to manage their care needs. This has continued to challenge our local resources as we still face a significant shortage of foster homes able to care for children with moderate to challenging care needs. This shortage increases the risk of utilization of high-cost residential care centers located outside of the Eau Claire Area.

On a positive note, our Child Welfare workforce continues to show high longevity, in terms of years of experience. This gives Eau Claire County an advantage as most of our staff are fully trained and experienced in their roles.

Youth Services is focusing on the finalization and recruitment for the new System of Care position with the Altoona School District. The MOU is being finalized and recruitment should begin in January.

Finally, in the Resource Unit, a renewed focus is on effective recruitment strategies to bring in families that have the appropriate skills or the aptitude to develop the skill needed to work with the children and families who need the support of foster care. They are currently re-working a grant to target increased recruitment. Further, the Alternate Care team recently received a 14,000 grant to increase support to relative caregivers in 2024.

Centralized Access (Julie Brown)	July	Aug	Sept	Oct	Nov
Child Protective Services reports received	75	106	125	135	145
Child Protective Services reports screened in for Initial Assessment	19	21	33	27	30
Child Welfare Service reports received	13	16	14	28	15

Child Welfare Service reports screened in	11	9	11	16	14
Adult Protective Services Reports and requests for Guardianship/Protective Placement	39	31	56	54	57
Birth to Three Referrals	32	29	38	32	17
Outpatient Clinic Referrals	12	7	9	11	7
AODA Referrals	8	5	8	2	13
Comprehensive Community Services (CCS) Referrals	40	46	48	50	60
Children's Integrated Services Referrals (CLTS or Children's CCS)	2	19	16	16	13
Crisis Referrals & 3-Party Petition Requests	6	12	8	9	21
Community Support Program (CSP) Referrals	3	5	6	6	8
Call Intakes	38	40	38	24	50
Pre-admission Screening and Resident Review (PASRR) for Nursing home	33	44	28	31	38

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

Child Protective Services Ongoing (Courtney Wick)	July	Aug	Sept	Oct	Nov
Children served in Ongoing Child Protective Services	138	149	137	137	135
Families served in Ongoing Child Protective Services	80	85	76	77	75
Children served in home	58	70	60	45	46

Youth Services (Hannah Keller)	July	Aug	Sept	Oct	Nov
Youth served in Youth Services Program	97	104	100	98	97
Youth being served in their home	71	77	76	68	75
Families served in Youth Services Program	108	93	90	88	88

Intensive Permanency Services (Nicholas Stabenow-Schneider)	July	Aug	Sept	Oct	Nov
Youth receiving Intensive Permanency Services	16	14	14	14	13

Alternate Care (Nicholas Stabenow-Schneider)	July	Aug	Sept	Oct	Nov
Children in out-of-home care at end of month	107	122	120	115	115
Median length of stay in months for children discharged in month	10.5	6.9	7.7	7.2	6.5

Birth-to-Three (Nicholas Stabenow-Schneider)	July	Aug	Sept	Oct	Nov
Children being served	100	101	102	112	107

Juvenile Detention Center (Kevin Cummings)	July	Aug	Sept	Oct	Nov
Total admissions - number youth	32	33	29	28	28
Total admissions - number days	577	516	435	447	399
Eau Claire County admissions - number days	127	138	118	115	100
Short-term admissions - number youth	25	26	24	23	23
Short-term admissions - number days	360	330	285	292	258
Eau Claire County short-term admissions - number youth	8	9	12	14	10
Eau Claire County short-term admissions - number days	65	87	58	53	40
180 program admissions - number youth	7	7	5	5	5
180 program admissions - number days	217	186	150	155	141
Average daily population youth per day	18.6	16.6	14.5	14.4	13.3
Occupancy rate	80.9	72.4	63.0	62.7	57.8
Climate survey – staff	N/A	N/A	77%	88%	78%
Climate survey – safety	N/A	N/A	73%	79%	60%
Climate survey – cleanliness	N/A	N/A	86%	89%	76%
Climate survey – overall	N/A	N/A	86%	78%	50%

Behavioral Health Division Update (Luke Fedie)

Coming into this new year, I am reminded of all that was accomplished by the Behavioral Health Division in 2023. It has been a year of program expansion for many of the units. Children’s Long-Term Support experienced the most growth, expanding by 12 to meet the needs of the community and successfully address the waitlist for youth in the program.

The Crisis program added crisis liaisons to work and respond with law enforcement to cases involving mental health or substance abuse. This has been a great addition to our crisis team and has allowed for more collaboration with our community partners. Crisis also added a peer support specialist to the team.

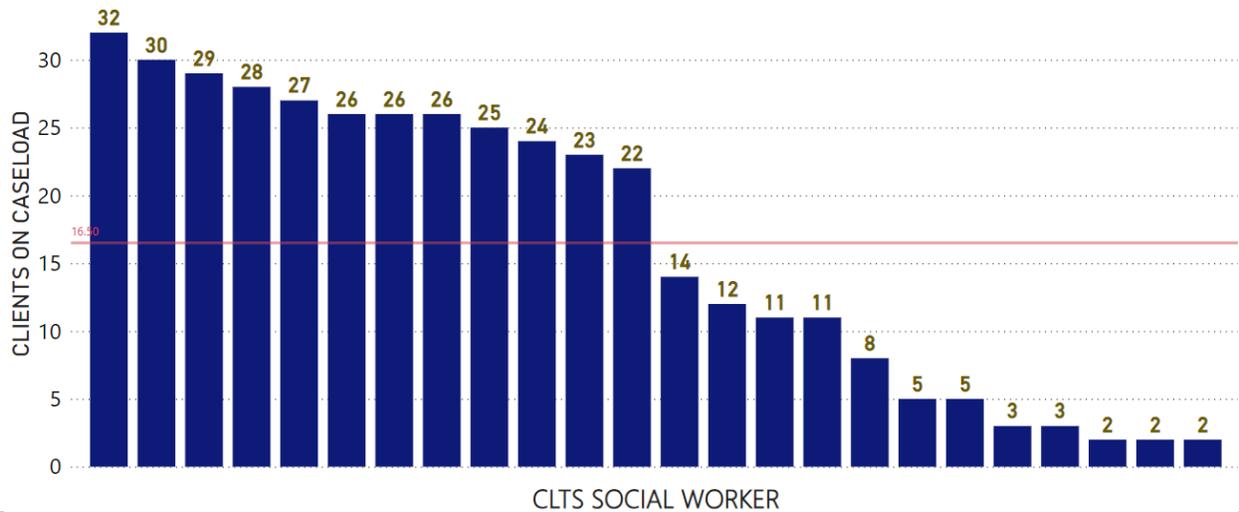
This program expansion has allowed DHS to be timely and responsive to the needs of our community members. Thank you to this board for your support of our program expansion.

Adult Protective Services (Nancy Weltzin)	July	Aug	Sept	Oct	Nov
Investigations requests	45	34	55	52	57
Investigations screened out	0	3	6	6	12
Investigations concluded	14	15	12	14	10
Investigations substantiated	2	2	6	10	6
Allegation of self-neglect	18	11	22	4	21
Allegation of neglect	8	6	3	3	0
Allegation of financial abuse	5	5	10	9	15
Requests for guardianship	2	5	2	10	6

Children's Long-Term Support (James LeDuc)	July	Aug	Sept	Oct	Nov
Current enrollment	349	364	372	384	402
Current waitlist	203	190	166	150	136
Foster Care	18	21	21	20	19

CLTS Dashboard Information:

Caseloads in CLTS (Along With Average)



Number On CLTS Waitlist



Clinic (Jen Coyne)	July	Aug	Sept	Oct	Nov
Clients in Med Management	185	186	190	196	179
Clients in Therapy	171	175	172	173	179
Referrals	32	30	33	38	29
Med management waitlist	17	8	11	9	9
Therapy waitlist	11	12	6	17	12

Community Support Program (Jocelyn Lingel-Kufner)	July	Aug	Sept	Oct	Nov
Number participants	113	115	115	116	115
New admissions	2	2	1	1	1
Referral list	10	11	14	16	17

Comprehensive Community Services (Cinthia Wiebusch)	July	Aug	Sept	Oct	Nov
Current case count	258	262	264	259	263
Referrals	38	46	38	40	45
External referrals	26	37	38	30	38
Internal referrals	12	9	0	10	7
Admissions	19	24	18	16	15
Discharges	10	17	21	14	9
Adults waiting for CCS services	12	14	9	2	3
Youth waiting for CCS services	2	1	0	0	1

Crisis Services (Santana Rothbauer)	July	Aug	Sept	Oct	Nov
Crisis contacts	202	175	221	206	273
Emergency detentions	27	13	10	21	30
Clients placed in local hospitals	21	10	8	15	14
Clients placed in IMD's W – Winnebago; M - Mendota	4 W 2 M	3 W	2 W	6 W	16W
Face-to-face assessments completed	8	9	10	11	25
Community Re-Entry Referrals (Eau Claire County Jail)	25	29	24	22	21
DHS Mental Health Liaison Contacts (Eau Claire County Sherriff's Department)	17	13	13	14	13
DHS Mental Health Liaison Contacts (3-11 PM Eau Claire Police Department)	9	7	13	8	9

Treatment Court (Brianna Albers)	July	Aug	Sept	Oct	Nov
Current caseload	27	30	28	27	29
Branch V – Wednesday Court	8	10	7	7	14
Branch VI – Thursday Court (former Mental Health & AIM)	11	13	11	11	12
Veteran's Court	2	2	2	2	3
Referrals	17	6	10	9	10

Economic Support Services Division Update (Kathy Welke)

Economic Support is reaching the halfway mark of reviewing healthcare cases, which accounts for the slow decline in cases that has been occurring. November marks the start of open enrollment with the Federal Marketplace and that will go through mid-January. Open enrollment impacts our unit as there is an increase in health care applications and phone calls. Great Rivers continues to do very well with keeping up with workload in a timely and accurate manner.

Economic Support Services (Kathy Welke)	July	Aug	Sept	Oct	Nov
Calls received	12,215	14,126	14,025	13,856	12,825
Applications processed	2,911	3,307	3,254	3,447	3,911
Renewals processed	4,439	4,540	4,294	4,302	4,665
All Cases	73,437	72,003	70,543	68,781	67,998
Cases in Eau Claire County	16,665	16,399	16,063	15,073	14,872
Active Child Care Cases	1057	1,046	1,067	1,039	1,035
Active Eau Claire Child Care Cases	283	279	282	274	273

Department of Human Services



Mission

We care. We act. We empower.

Vision

To boldly advocate for a safe, healthy, and caring community.

Values W.E. C.A.R.E.

Welcoming, Ethical,
Compassion, Appreciation, **Respect**, **Excellence**

We Are:



W

Welcoming

Creating a welcoming and non-judgmental environment where everyone feels safe, understood, and accepted.



E

Ethical

Acting with integrity, honesty, objectivity, and authenticity.

We Show:



C

Compassion

Caring for ourselves as we connect with others, compelling us to serve with kindness.



A

Appreciation

Building relationships by expressing gratitude, empowering strengths, and valuing differences.



R

Respect

Promoting resilience and equity, honoring cultural differences, protecting dignity and self-worth.



E

Excellence

Surpassing professional and operational standards with exceptional adaptability, character, and quality.