

**EAU CLAIRE COUNTY DEPARTMENT OF HUMAN SERVICES**  
**Department Report – Division & Unit Updates**  
**Director – Angela Weideman**  
**February 5, 2024**

**Operations, Data, and Fiscal Update**

The closure of HSHS Sacred Heart Hospital, St. Joseph’s Hospital, and Prevea Clinics has been at the forefront of Department leadership meetings and agency discussions. These closures create a significant loss in resources for our consumers including the following direct impact:

- 28 adult in-patient psychiatric beds & 5 adolescent in-patient psychiatric beds at HSHS Sacred Heart Hospital
- Outpatient psychiatric care including intensive outpatient psychiatric care at Prevea
- 16-24 medical detox beds at L.E. Phillips (depending on staffing levels)
- 18 substance use treatment beds at L.E. Phillips
- Physical therapy, occupational therapy, & speech therapy services for Birth to Three children through Prevea
- School-based mental health services offered through Prevea
- Grief counseling available at the Healing Place

The Department is collaborating with the Western Region Human Services directors to discuss strategies to address potential gaps in services. One example is the region looking into a strategy for preserving the Prevea Birth to Three providers for continuity of care for the mandated program. Wisconsin Counties Human Services Association is also collaborating with all affected counties and the state Department of Health Services to address potential gaps.

Planning for the 2025 budget is underway at the Department. A timeline was created for budget planning. The first step involves the fiscal team and the Administration team meeting with each unit to identify changes to the unit in the areas of personnel, supplies, travel, training, equipment needs, grants, and contracted services. Unit meetings begin on February 6<sup>th</sup>.

The Department continues to work with Human Resources on updating all job descriptions utilizing skill-based descriptions and consistency across the county. The Department is also focusing on consistent methods of recruitment and orientation for new staff. This project involves the creation of Department checklists which will be utilized by hiring managers as well as new staff.

The Department Data Specialist continues to track metrics on the Children’s Long-Term Support (CLTS) Dashboard and will soon begin launching a Comprehensive Community Services (CCS) Dashboard.

At the last board meeting, there were questions regarding the expiration dates of terms of citizen members. Samantha Kraegenbrink, Assistant to the County Administrator, tracks those dates and notifies members when their terms are nearing the expiration date. The term dates of the current citizen members are as follows:

- Jim Catlin – Appt Date: 4/1/21; Term Expiration Date: 4/1/24
- Kathy Clark – Appt Date: 4/1/23; Term Expiration Date: 4/1/26
- Lorraine Henning – Appt Date: 4/1/21; Term Expiration Date: 4/1/24
- Paul Maulucci – Appt Date: 4/1/21; Term Expiration Date: 4/1/24

Department Staffing Update				
Total FTE's	Filled FTE's		Vacant FTE's	
262.66	249.66	95.1%	13	4.9%

**Family Services Division Update (Melissa Christopherson)**

January has been month of training and stabilization in the area of Access, as two new staff are being trained and one has transitioned to another unit. Overall, the onboarding and training process has been going smoothly as we were fortunate to hire candidates with related experience.

In the areas of CPS Ongoing and Youth Services, we are onboarding a new resource specialist. This change provided us with the opportunity to review our past processes and based on that review we identified two areas that will improve efficiency, one with the courts and one with fiscal. Also, in these areas we are finalizing a process to review placements on a monthly basis to continue to support staff in identifying resources and approaches to achieving safety, stability, and permanence for children as timely as possible. Also, to continue to work to identify what we need to build the capacity of our local resources to keep our children in the community.

The Birth to Three program has been dealt a very unexpected blow, with the news that Prevea is leaving our region. We are one of seven counties in our area that relies on Prevea to contract for the provision of pediatric speech, physical and occupational therapy to children in our Birth to Three Early Intervention program. Since learning the news, the Birth to Three team has been working both internally and with neighboring counties, private agencies, and the state to identify possible alternatives in order to maintain continuity of care for our families. The approach utilized by therapists in Birth to Three is very specialized and requires 8-12 months of additional training before fluency is achieved. Unfortunately, there is simply not another organization that will be able to step in and provide these services. However, we are hopeful that by working with our neighboring counties and state partners we will be able to identify solutions to keep this mandated program fully operational. This is an area where we may need further support from the board as the new model is identified and proposed.

In the Juvenile Detention Center, the final two part-time positions are currently posted. Procedures including the daily schedule, medication delivery, shift change, and shift leads have been recently updated. We are also evaluating the cost effectiveness of utilizing a vehicle from the Sheriff's Office for resident transport. Further, the JDC recently obtained a vitals machine to better coordinate virtual medical appointments as a projected cost savings. Finally, an automated external defibrillator (AED) is being installed and updated CPR training will be completed in February.

The JDC yearly site inspection indicated no violations and comments about the facility and staff were positive. The inspector did recommend a change to the nursing schedule to allow for more frequent access to nursing, an increase in the availability of mental health services, a lead worker for each shift, and the purchase of a body scanner to detect and prevent contraband. Currently, we have already implemented shifts leads, we are reviewing options through our joint jail contract to amend the nursing schedule, and we are initiating planning with our Behavioral Health Division to improve access to mental health services. We will also be further assessing the need for a body scanner.

<b>Centralized Access (Julie Brown)</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Child Protective Services reports received	106	125	135	145	127
Child Protective Services reports screened in for Initial Assessment	21	33	27	30	33
Child Welfare Service reports received	16	14	28	15	9
Child Welfare Service reports screened in	9	11	16	14	7
Adult Protective Services Reports and requests for Guardianship/Protective Placement	31	56	54	57	32
Birth to Three Referrals	29	38	32	17	21
Outpatient Clinic Referrals	7	9	11	7	3
AODA Referrals	5	8	2	13	5
Comprehensive Community Services (CCS) Referrals	46	48	50	60	34
Children's Integrated Services Referrals (CLTS or Children's CCS)	19	16	16	13	16
Crisis Referrals & 3-Party Petition Requests	12	8	9	21	6
Community Support Program (CSP) Referrals	5	6	6	8	4
Call Intakes	40	38	24	50	33
Pre-admission Screening and Resident Review (PASRR) for Nursing home	44	28	31	38	29

<b>Child Protective Services Initial Assessment (Tasha Alexander)</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Initial assessments completed	22	17	19	22	31
Assessments resulting in substantiation	2	5	4	5	3
Assessments completed involving child remaining in home	20	13	15	19	28
Assessments resulting in services opening with Department	3	4	5	4	3

<b>Child Protective Services Ongoing (Courtney Wick)</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Children served in Ongoing Child Protective Services	149	137	137	135	135
Families served in Ongoing Child Protective Services	85	76	77	75	75
Children served in home	70	60	45	46	46

<b>Youth Services (Hannah Keller)</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Youth served in Youth Services Program	104	100	98	97	107
Youth being served in their home	77	76	68	75	84
Families served in Youth Services Program	93	90	88	88	94

<b>Intensive Permanency Services (Nicholas Stabenow-Schneider)</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Youth receiving Intensive Permanency Services	14	14	14	13	12

<b>Alternate Care (Nicholas Stabenow-Schneider)</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Children in out-of-home care at end of month	122	120	115	115	120
Median length of stay in months for children discharged in month	6.9	7.7	7.2	6.5	6.8

<b>Birth-to-Three (Nicholas Stabenow-Schneider)</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Children being served	<b>101</b>	<b>102</b>	<b>112</b>	<b>107</b>	<b>98</b>

<b>Juvenile Detention Center (Kevin Cummings)</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Total admissions - number youth	<b>33</b>	<b>29</b>	<b>28</b>	<b>28</b>	<b>28</b>
Total admissions - number days	<b>516</b>	<b>435</b>	<b>447</b>	<b>399</b>	<b>358</b>
Eau Claire County admissions - number days	<b>138</b>	<b>118</b>	<b>115</b>	<b>100</b>	<b>94</b>
Short-term admissions - number youth	<b>26</b>	<b>24</b>	<b>23</b>	<b>23</b>	<b>24</b>
Short-term admissions - number days	<b>330</b>	<b>285</b>	<b>292</b>	<b>258</b>	<b>234</b>
Eau Claire County short-term admissions - number youth	<b>9</b>	<b>12</b>	<b>14</b>	<b>10</b>	<b>9</b>
Eau Claire County short-term admissions - number days	<b>87</b>	<b>58</b>	<b>53</b>	<b>40</b>	<b>32</b>
180 program admissions - number youth	<b>7</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>4</b>
180 program admissions - number days	<b>186</b>	<b>150</b>	<b>155</b>	<b>141</b>	<b>124</b>
Average daily population youth per day	<b>16.6</b>	<b>14.5</b>	<b>14.4</b>	<b>13.3</b>	<b>11.5</b>
Occupancy rate	<b>72.4</b>	<b>63.0</b>	<b>62.7</b>	<b>57.8</b>	<b>50.2</b>
Climate survey – staff	<b>N/A</b>	<b>77%</b>	<b>88%</b>	<b>78%</b>	<b>73%</b>
Climate survey – safety	<b>N/A</b>	<b>73%</b>	<b>79%</b>	<b>60%</b>	<b>67%</b>
Climate survey – cleanliness	<b>N/A</b>	<b>86%</b>	<b>89%</b>	<b>76%</b>	<b>81%</b>
Climate survey – overall	<b>N/A</b>	<b>86%</b>	<b>78%</b>	<b>50%</b>	<b>78%</b>

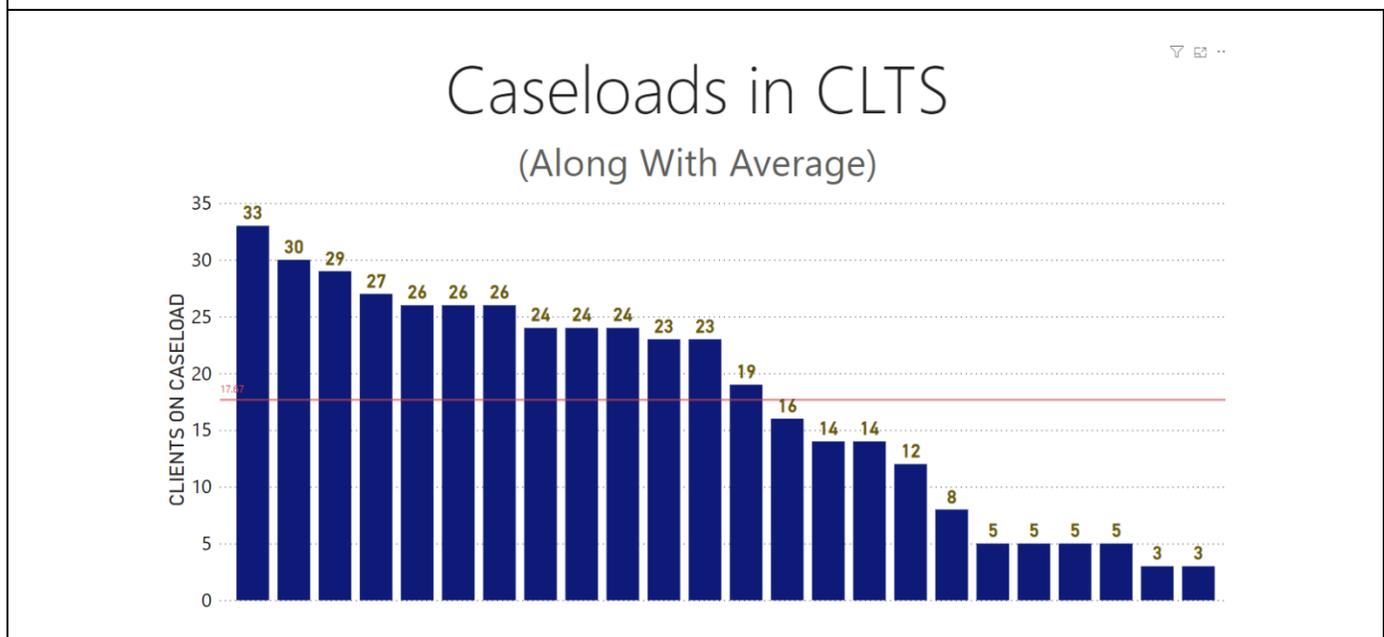
<b>Behavioral Health Division Update (Luke Fedie)</b>
<p>January has been a busy month with recruiting for a number of new positions and some positions shifting within the Behavioral Health Division. In February, we will have a long tenured staff retiring from Adult Protective Services. We are actively recruiting for that vacancy as well as for the new Community Recovery Services specialist in our Adult Protective Services Unit.</p> <p>Our Clinic Resource Specialist has transitioned into the Treatment Court Resource Specialist role after our Treatment Court Resource Specialist obtained her Social Work degree and began working in our Centralized Access Unit. It says something about the culture of an organization when individuals choose to further their careers while staying in the same department. We are thrilled that we have been able to keep these dedicated, hardworking, staff here at Human Services.</p> <p>We currently have two positions we are recruiting for in Children’s Long-Term Support and when those positions are filled, we will have that program running at full staff capacity. It has been a long road to get here, and we are appreciative of the support that this board and the full county board has offered.</p> <p>We will be onboarding a new candidate for the Deflection Case Management position funded through the Sheriff’s Office grant. We are excited to get this position moving and offer more upstream prevention to our community members.</p>

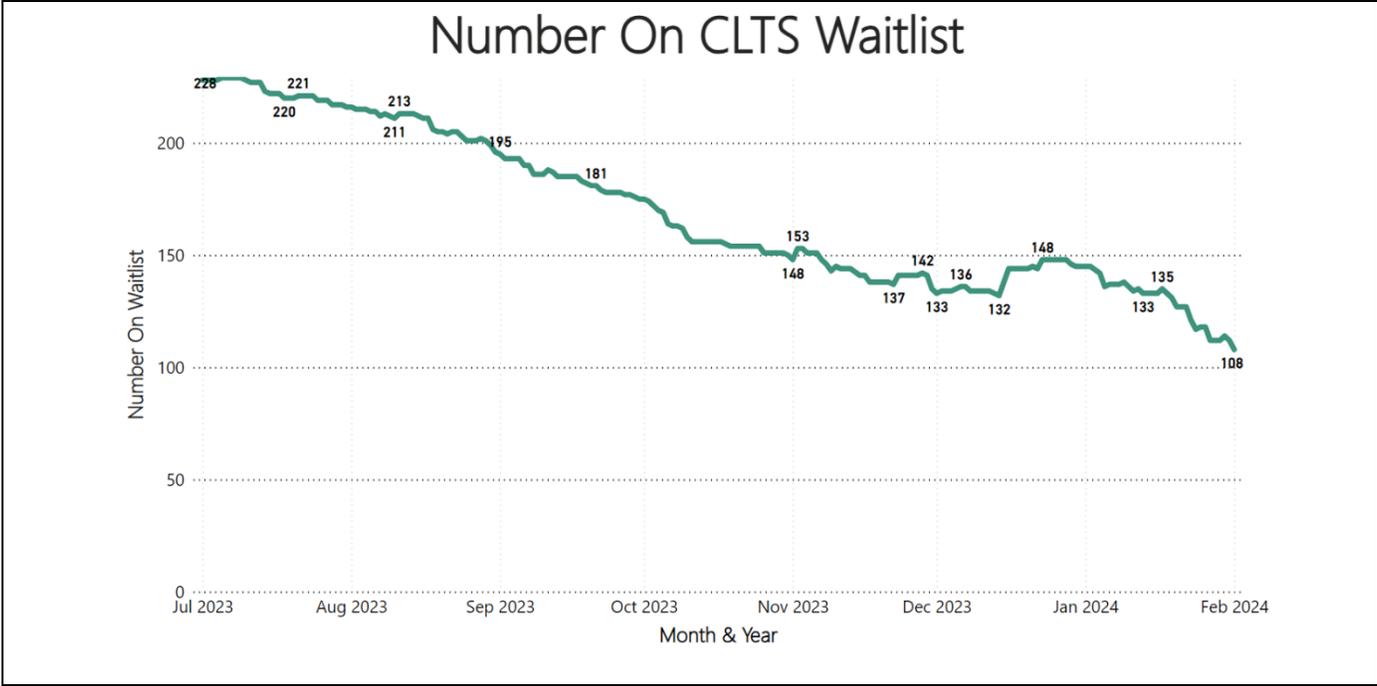
The Peer Support Specialist in our Crisis Program has continued to settle into the role and will be spending time at Sojourner, the Library, Community Table, and out with the HOT Team. This will allow that person to connect with individuals in the community and truly meet them where they are at both emotionally and physically.

<b>Adult Protective Services (Nancy Weltzin)</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Investigations requests	34	55	52	57	39
Investigations screened out	3	6	6	12	5
Investigations concluded	15	12	14	10	10
Investigations substantiated	2	6	10	6	1
Allegation of self-neglect	11	22	4	21	13
Allegation of neglect	6	3	3	0	0
Allegation of financial abuse	5	10	9	15	5
Requests for guardianship	5	2	10	6	6

<b>Children's Long-Term Support (James LeDuc)</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Current enrollment	364	372	384	402	403
Current waitlist	190	166	150	136	145
Foster Care	21	21	20	19	24

CLTS Dashboard Information:





<b>Clinic (Jen Coyne)</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Clients in Med Management	186	190	196	179	191
Clients in Therapy	175	172	173	179	185
Referrals	30	33	38	29	26
Med management waitlist	8	11	9	9	17
Therapy waitlist	12	6	17	12	13

<b>Community Support Program (Jocelyn Lingel-Kufner)</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Number participants	115	115	116	115	114
New admissions	2	1	1	1	1
Referral list	11	14	16	17	12

<b>Comprehensive Community Services (Cynthia Wiebusch)</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Current case count	262	264	259	263	260
Referrals	46	38	40	45	29
External referrals	37	38	30	38	25
Internal referrals	9	0	10	7	4
Admissions	24	18	16	15	13
Discharges	17	21	14	9	15
Adults waiting for CCS services	14	9	2	3	5
Youth waiting for CCS services	1	0	0	1	1

<b>Crisis Services (Santana Rothbauer)</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Crisis contacts	175	221	206	273	204
Emergency detentions	13	10	21	30	10
Clients placed in local hospitals	10	8	15	14	5
Clients placed in IMD's W – Winnebago; M - Mendota	3 W	2 W	6 W	16W	5W
Face-to-face assessments completed	9	10	11	25	8
Community Re-Entry Referrals (Eau Claire County Jail)	29	24	22	21	29
DHS Mental Health Liaison Contacts (Eau Claire County Sherriff's Department)	13	13	14	13	18
DHS Mental Health Liaison Contacts (3-11 PM Eau Claire Police Department)	7	13	8	9	5

<b>Treatment Court (Brianna Albers)</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Current caseload	30	28	27	29	28
Branch V – Wednesday Court	10	7	7	14	13
Branch VI – Thursday Court (former Mental Health & AIM)	13	11	11	12	12
Veteran's Court	2	2	2	3	3
Referrals	6	10	9	10	5

**Economic Support Services Division Update (Kathy Welke)**

Starting in January, children whose healthcare is covered by Medicaid will be guaranteed coverage for 12 months under a new federal requirement that took place 1/1/24. This change is aimed at keeping access to health care stable for children, so they are not removed off of Medicaid if their family income increases or they no longer meet certain other rules for the program.

<b>Economic Support Services (Kathy Welke)</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Calls received	14,126	14,025	13,856	12,825	13,066
Applications processed	3,307	3,254	3,447	3,911	4,224
Renewals processed	4,540	4,294	4,302	4,665	4,340
All Cases	72,003	70,543	68,781	67,998	67,211
Cases in Eau Claire County	16,399	16,063	15,073	14,872	14,671
Active Child Care Cases	1,046	1,067	1,039	1,035	1,015
Active Eau Claire Child Care Cases	279	282	274	273	273