

EAU CLAIRE COUNTY DEPARTMENT OF HUMAN SERVICES
Department Report – Division & Unit Updates
Director – Angela Weideman
March 4, 2024

Operations, Data, and Fiscal Update

The closure of HSHS Sacred Heart Hospital, St. Joseph’s Hospital, and Prevea Clinics continues to be at the forefront of leadership meetings and internal discussions at the Department. Numerous services will be impacted by the closures including psychiatric, mental health, substance use, Birth to Three, and Economic Support services. The level of impact varies based on availability of other providers.

Inpatient psychiatric services for both adults and adolescents are a significant concern. The Department is anticipating adults needing inpatient psychiatric services will likely be detained at Winnebago Mental Health Institute (WMHI) at an increased cost of nearly \$1 million for the Department for 2024. The increased cost is due to the Department previously not paying for inpatient services at local community hospitals. Those services are typically covered by private insurance or Medicaid. While the state of Wisconsin operates WMHI, counties are responsible for inpatient costs for their county citizens at that facility. Medicaid pays 60% of costs for adolescents placed at WMHI but does not cover any cost for adult residents.

There are numerous mental health services that will be impacted by the closures of these facilities. With the loss of intensive outpatient services, consumers will likely not receive the frequency and intensity of services needed. There is concern that the availability of Medication Assisted Treatment (MAT) will decrease which is a significant loss in services for opioid use disorder treatment. School based mental health services were previously provided by Prevea but there is hope another provider will step forward to provide this service. Medication management is another service that was provided by Prevea and there is concern some children and adults will not be able to obtain needed prescribed medications. While all these listed services are important, these services are in more of a risk area because there are community providers who are developing plans to fill some gaps for these services.

Substance use services at L.E. Phillips will be another significant loss for the Department. The Department anticipates less resources will lead to fewer individuals receiving the needed services. Individuals who receive detox or inpatient services will need to drive a further distance for services. The closest providers for these services are located in Superior and Madison. The Department will see an increase in the travel expenses for these individuals.

Birth to Three services have previously been provided by Prevea. These services include physical therapy, occupational therapy, and speech therapy. This is an area of optimism for the Department as there are a few contract providers already discussing possible options with the Department which would assure continuity of care, but the Department believes rates will increase with the new providers.

With the loss of jobs in the community, the Department believes there could be an increase in the number of individuals needing services through Economic Support. These services include Foodshare, Medicaid, and other forms of assistance such as Childcare.

In other updates for Operations, the Department continues to work on an Avatar project related to CCS/Community Recovery Services with the goal of allowing providers to directly enter their information into the Avatar system. The Department Data Specialist has created a CCS Dashboard which is near completion and is now designing a

Treatment Courts Dashboard. The Department is working on the Annual Report including finalizing performance management metrics from 2023 in all program areas. The Department will be modifying the format of the annual report in the next few months.

The Department looked into the possibility of staggering term limits for citizen members. At this time, the county is not going to pursue this option as it would require an ordinance change.

The Department has a vacancy rate of 2.7%, which is the lowest rate for the Department in quite some time.

Department Staffing Update

Total FTE's	Filled FTE's		Vacant FTE's	
262.66	255.66	97.3%	7	2.7%

Family Services Division Update (Melissa Christopherson)

In Family Services, the most emergent focus continues to be on maintaining continuity of care in our B-3 Program. We are currently working with 3 agencies as possible partners for B-3 pediatric therapy. We are in the process of receiving and evaluating proposals. We have also sent letters to all families and referral sources to assure that we are working steadfastly to maintain consistent care.

In the Juvenile Detention Center, an outbreak of Influenza A caused a halt on many new admissions in February. JDC staff worked closely with Public Health, followed recommendations, and the facility is now clear and open. JDC is in the process of making offers on the last 2 remaining open part-time positions, continuing to enhance staff training, increasing enrollment in the 180 program and general population, developing an internal procedure to streamline admission of Eau Claire youth, increasing mental health support, and evaluating body scanning options to increase security.

In Child Protection, the Ongoing Unit and the Resource Unit are participating in a state workgroup to improve case transitions to the adoptions program. The Resource Unit is also planning a major grant-funded recruitment event. The shortage of local resources continues to negatively impact the out of home placement budget. On a positive note, legislation was recently passed expanding the definition of relative. This legislation should provide more support in keeping kids with family or like kin resources,

In Youth Services, interviews for the System of Care Position are complete and negotiations are underway. The Youth Services Team is also participating in a state project related to court ordered conditions.

Centralized Access (Julie Brown)	Sept	Oct	Nov	Dec	Jan
Child Protective Services reports received	125	135	145	127	102
Child Protective Services reports screened in for Initial Assessment	33	27	30	33	20
Child Welfare Service reports received	14	28	15	9	24

Child Welfare Service reports screened in	11	16	14	7	18
Adult Protective Services Reports and requests for Guardianship/Protective Placement	56	54	57	32	51
Birth to Three Referrals	38	32	17	21	39
Outpatient Clinic Referrals	9	11	7	3	3
AODA Referrals	8	2	13	5	10
Comprehensive Community Services (CCS) Referrals	48	50	60	34	45
Children's Integrated Services Referrals (CLTS or Children's CCS)	16	16	13	16	29
Crisis Referrals & 3-Party Petition Requests	8	9	21	6	9
Community Support Program (CSP) Referrals	6	6	8	4	11
Call Intakes	38	24	50	33	33
Pre-admission Screening and Resident Review (PASRR) for Nursing home	28	31	38	29	39

Child Protective Services Initial Assessment (Tasha Alexander)	Sept	Oct	Nov	Dec	Jan
Initial assessments completed	17	19	22	31	34
Assessments resulting in substantiation	5	4	5	3	5
Assessments completed involving child remaining in home	13	15	19	28	31
Assessments resulting in services opening with Department	4	5	4	3	5

Child Protective Services Ongoing (Courtney Wick)	Sept	Oct	Nov	Dec	Jan
Children served in Ongoing Child Protective Services	137	137	135	135	135
Families served in Ongoing Child Protective Services	76	77	75	75	74
Children served in home	60	45	46	46	47

Youth Services (Hannah Keller)	Sept	Oct	Nov	Dec	Jan
Youth served in Youth Services Program	100	98	97	107	110
Youth being served in their home	76	68	75	84	87
Families served in Youth Services Program	90	88	88	94	99

Intensive Permanency Services (Nicholas Stabenow-Schneider)	Sept	Oct	Nov	Dec	Jan
Youth receiving Intensive Permanency Services	14	14	13	12	9

Alternate Care (Nicholas Stabenow-Schneider)	Sept	Oct	Nov	Dec	Jan
Children in out-of-home care at end of month	120	115	115	120	114
Median length of stay in months for children discharged in month	7.7	7.2	6.5	6.8	7.8

Birth-to-Three (Nicholas Stabenow-Schneider)	Sept	Oct	Nov	Dec	Jan
Children being served	102	112	107	98	99

Juvenile Detention Center (Kevin Cummings)	Sept	Oct	Nov	Dec	Jan
Total admissions - number youth	29	28	28	28	26
Total admissions - number days	435	447	399	358	351
Eau Claire County admissions - number days	118	115	100	94	107
Short-term admissions - number youth	24	23	23	24	21
Short-term admissions - number days	285	292	258	234	213
Eau Claire County short-term admissions - number youth	12	14	10	9	8
Eau Claire County short-term admissions - number days	58	53	40	32	45
180 program admissions - number youth	5	5	5	4	5
180 program admissions - number days	150	155	141	124	138
Average daily population youth per day	14.5	14.4	13.3	11.5	11.3
Occupancy rate	63.0	62.7	57.8	50.2	49.2
Climate survey – staff	77%	88%	78%	73%	81%
Climate survey – safety	73%	79%	60%	67%	75%
Climate survey – cleanliness	86%	89%	76%	81%	85%
Climate survey – overall	78%	50%	78%	78%	80%

Behavioral Health Division Update (Luke Fedie)

As we enter into the month of March, we “spring” into action with some of our newer initiatives here on the behavioral health side of DHS. One of the most exciting things to share with this board is the fact that we have brought on Libby Richter as our Deflection Case Worker to serve the position funded by the Sheriff’s grant. Libby has been a social worker and librarian here in Eau Claire for a number of years. She comes with an array of experiences and thorough knowledge of the resources in the Eau Claire community. We are thrilled to have her in our agency and look forward to what she will do in her position.

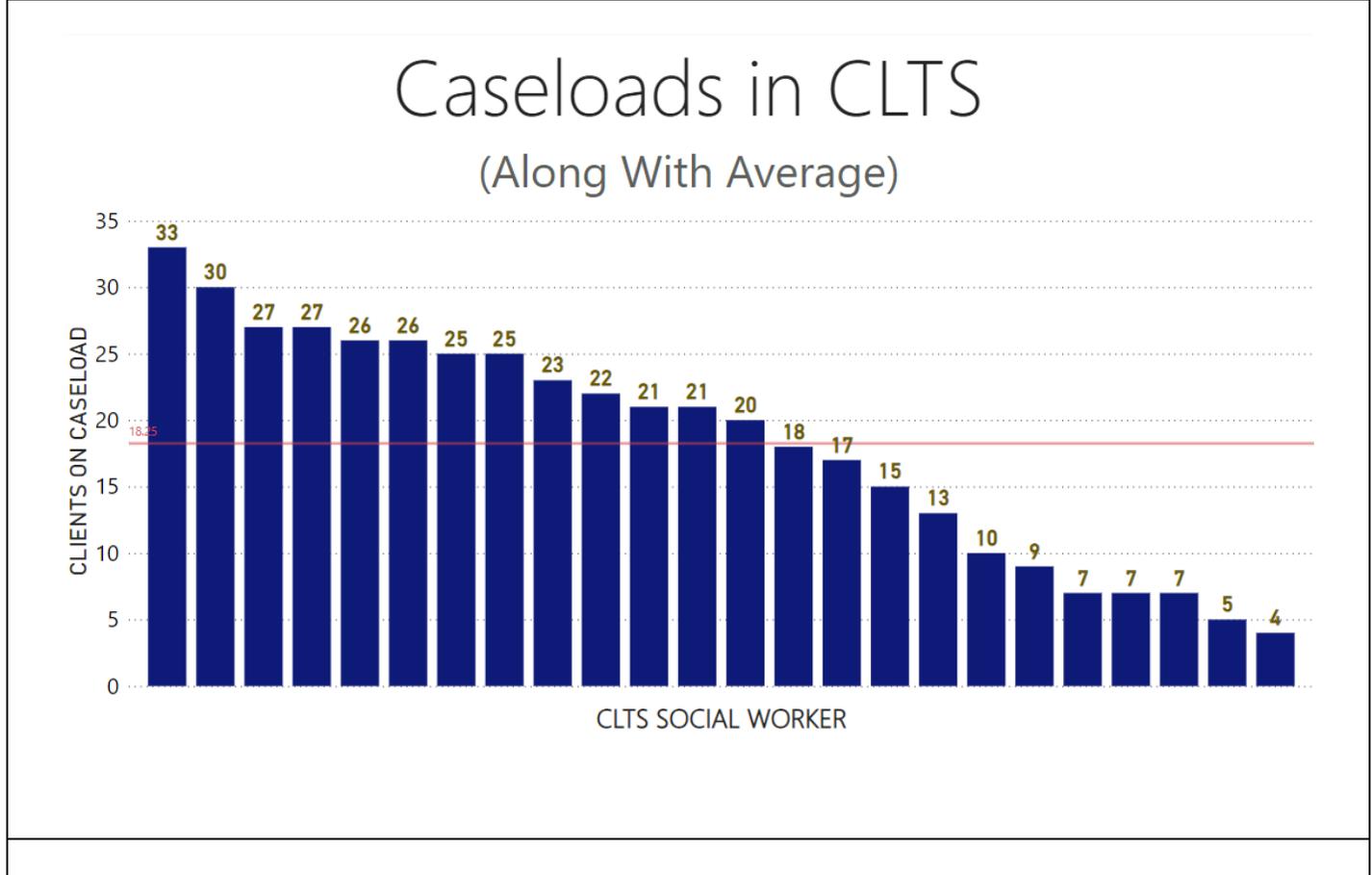
As our adult family home and residential facility placements increase, we have recognized a need to continue to focus on ways that we can offset the costs of those placements. I am pleased to announce that Brenda Roberts, who is an Adult Protective Services worker, will be focusing on enrolling providers and clients into our Community Recovery Services program (CRS). CRS is a funding source that we are able to utilize when someone is placed in an adult family home, or a community based residential facility. While CRS cannot pay for room and board costs for an individual, it can pay for the services that an individual receives in that home.

Last, but not least, we continue to think about what we can do to support our community members with the HSHS closures imminently in our future. While we are pleased with the extra latitude afforded to the 15 million allocated for emergency services, it does not solve the issue of the lack of inpatient psychiatric beds here in the Eau Claire area. I was able to travel to Madison on the 28th of February for the “Rally in the Valley” sponsored by the Dunn, Eau Claire, and Chippewa County Chambers. It was an opportunity to talk about a number of issues in the Chippewa Valley and we were able to discuss the ways in which the closures of HSHS will impact the services to community members as well as impact the families of those that are losing their positions. We appreciate the time and attention that is being allocated to this issue by our legislative representatives as well this board.

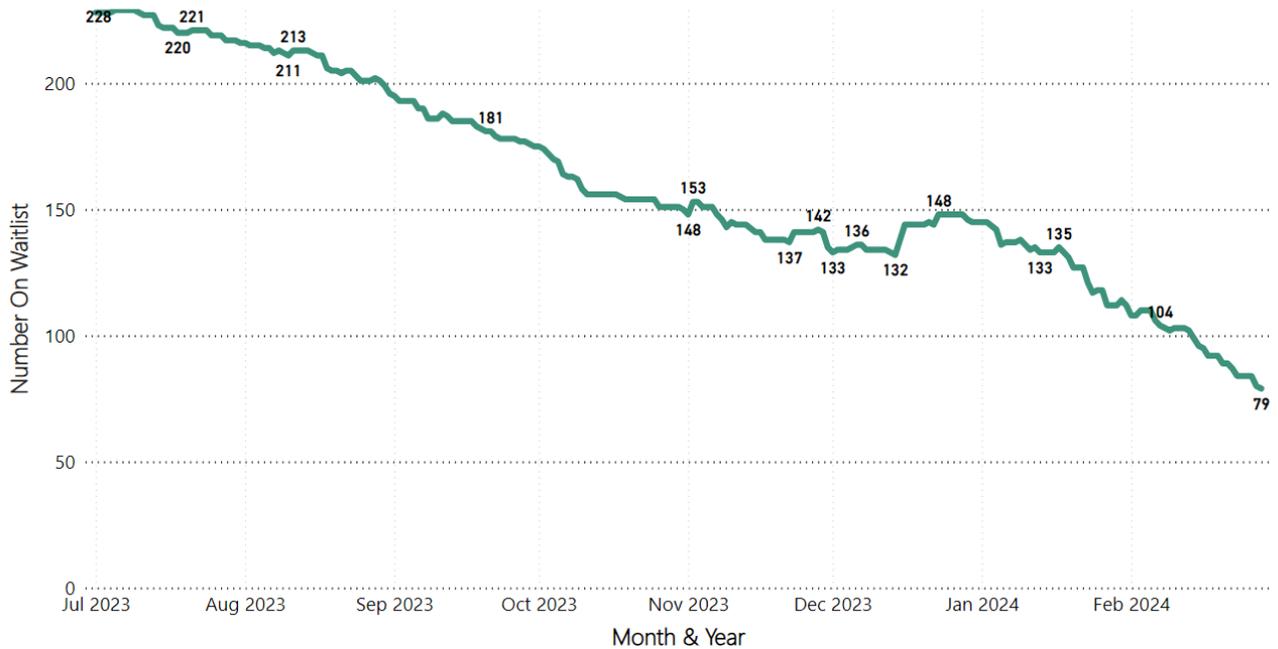
Adult Protective Services (Nancy Weltzin)	Sept	Oct	Nov	Dec	Jan
Investigations requests	55	52	57	39	48
Investigations screened out	6	6	12	5	12
Investigations concluded	12	14	10	10	12
Investigations substantiated	6	10	6	1	3
Allegation of self-neglect	22	4	21	13	16
Allegation of neglect	3	3	0	0	12
Allegation of financial abuse	10	9	15	5	11
Requests for guardianship	2	10	6	6	5

Children's Long-Term Support (James LeDuc)	Sept	Oct	Nov	Dec	Jan
Current enrollment	372	384	402	403	413
Current waitlist	166	150	136	145	108
Foster Care	21	20	19	24	24

CLTS Dashboard Information:



Number On CLTS Waitlist



Clinic (Jen Coyne)	Sept	Oct	Nov	Dec	Jan
Clients in Med Management	190	196	179	191	195
Clients in Therapy	172	173	179	185	198
Referrals	33	38	29	26	17
Med management waitlist	11	9	9	17	7
Therapy waitlist	6	17	12	13	9

Community Support Program (Jocelyn Lingel-Kufner)	Sept	Oct	Nov	Dec	Jan
Number participants	115	116	115	114	117
New admissions	1	1	1	1	1
Referral list	14	16	17	12	20

Comprehensive Community Services (Cinthia Wiebusch)	Sept	Oct	Nov	Dec	Jan
Current case count	264	259	263	260	271
Referrals	38	40	45	29	44
External referrals	38	30	38	25	37
Internal referrals	0	10	7	4	7
Admissions	18	16	15	13	22
Discharges	21	14	9	15	17
Adults waiting for CCS services	9	2	3	5	6
Youth waiting for CCS services	0	0	1	1	1

Crisis Services (Santana Rothbauer)	Sept	Oct	Nov	Dec	Jan
Crisis contacts	221	206	273	204	218
Emergency detentions	10	21	30	10	16
Clients placed in local hospitals	8	15	14	5	6
Clients placed in IMD's W – Winnebago; M - Mendota	2 W	6 W	16W	5W	10 W
Face-to-face assessments completed	10	11	25	8	3
Community Re-Entry Referrals (Eau Claire County Jail)	24	22	21	29	15
Community Re-Entry Booking Contacts (Eau Claire County Jail)					23
DHS Mental Health Liaison Contacts (Eau Claire County Sherriff's Department)	13	14	13	18	8
DHS Mental Health Liaison Contacts (3-11 PM Eau Claire Police Department)	13	8	9	5	16

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

Economic Support Services Division Update (Kathy Welke)

All Economic Support positions for Eau Claire are filled. Great Rivers Consortium has a total of 129 total positions in our 10-County region. Collectively in the Consortium, there are currently three vacancies and two staff in training.

Economic Support Services (Kathy Welke)	Sept	Oct	Nov	Dec	Jan
Calls received	14,025	13,856	12,825	13,066	14,964
Applications processed	3,254	3,447	3,911	4,224	4,637
Renewals processed	4,294	4,302	4,665	4,340	5,715
All Cases	70,543	68,781	67,998	67,211	66,304
Cases in Eau Claire County	16,063	15,073	14,872	14,671	14,432
Active Childcare Cases	1,067	1,039	1,035	1,015	1,019
Active Eau Claire Childcare Cases	282	274	273	273	273