

**EAU CLAIRE COUNTY DEPARTMENT OF HUMAN SERVICES**  
**Department Report – Division & Unit Updates**  
**Director – Angela Weideman**  
**May 6<sup>th</sup>, 2024**

**Operations, Data, and Fiscal Update**

**Board Orientation and Employee Onboarding:** The Operations Team has been diligently preparing for board orientation which is scheduled to occur in June. Board orientation will consist of a high-level overview of the department and will also delve into more detailed information on each program area. Concurrently, the team has finalized the new employee orientation process, piloting it with new staff. Orientation plans now include comprehensive checklists for both in-person and remote employees, ensuring a smooth transition into their roles.

**Social Media Presence and Data Tracking:** Exciting news! The department has received approval to launch a Facebook page, allowing us to connect with the community and share updates and activities. The Operations Team is collaborating with county Information Systems (IS) to ensure consistency across platforms. In addition, our DHS Data Specialist has developed new dashboards to track important data across the department, including out-of-home care placements and IMD placements. This valuable information will be periodically shared with the board to inform decision-making.

**Fiscal Reporting and Efficiency Projects:** Our Fiscal Team has been hard at work on year-end reporting for various program areas, with auditors scheduled to be on-site the week of May 6th. Additionally, the team is in the design phase for the Comprehensive Community Services (CCS)/Community Recovery Services (CRS) Joxel Project, aimed at streamlining processes within our Avatar electronic health record system. This project will enhance efficiency and improve service delivery for our clients.

**Department Staffing Update**

Total FTE's	Filled FTE's		Vacant FTE's	
262.66	252.66	96.2%	10	3.8%

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

May is the kick off for an important month in Family Services, Foster Care Appreciation month. In addition to sending letters of appreciation to all of our foster families inviting them to the summer appreciation picnic, we place pinwheels in the lawn in front of Human Services to recognize each of the children currently placed in foster care from Eau Claire County. This year we are also kicking off a grant funded foster care recruitment campaign. Over the last 6 years in Eau Claire County, the number of children in care has decreased, however, the number of foster homes has also decreased. At this time, we do not have sufficient local foster care resources to meet the needs of the children in our community. We are hoping that this recruitment campaign will assist us in addressing our needs.

When we don't have enough local homes, children are the ones that face the consequences, as they end up being moved further away from their families, communities and connections and are more often separated from their siblings.

#### Foster Care Grant Recruitment Campaign

##### A. iHeart Radio

- 40 30-second commercials, 6 radio stations for 1 year
- 2-minute live interview, for 26 weeks
- Begins May 1<sup>st</sup>, 2024

##### B. Billboards with Lamar

- 2 local billboards for one year, changing locations every 3 months
- Campaign to start in June 2024.

##### C. Professional Posters:

##### D. Movie Theater Advertisement (Micon 7 and Downtown Theaters)

- 15-seconds, every movie, every theater, for one year
- Going live in June 2024.

##### E. Oakwood Mall Kisok/Smartlite

- One year advertising
- Going live in June 2024

Also, in the Resource Unit, our Intensive Permanency Services (IPS) program has been invited to present in May to the Youth Services Conference to overview the program and results.

The Juvenile Detention Center continues to work with Behavioral Health to assess and implement improved mental health services. Further, in a continued emphasis on safety and communication, the JDC has successfully implemented the use of two-way radios. This assists staff in communication across the JDC and from the control room. We are also exploring our contract for nursing services as the agency has been unable to provide the requested hours. Although the contract indicates 2 hours per day, we are being provided with 8 hours all on 1 day per week.

In Birth to 3, the contract with Parenting Place has been finalized and the transition of services is underway. During this process, it was learned Prevea was absorbing a fiscal loss over the last few years in the Birth to Three program. It is our understanding that they continued the program as it fit with the mission and vision of their organization. Moving forward, as we are expected to fund the full cost for Birth to Three services, it is anticipated that our cost will go up. Unfortunately, we don't have a cost estimate as Prevea was unwilling to share full fiscal and insurance details. In order to address this, we will be obtaining full fiscal and billing information from Parenting Place and assessing it on a monthly basis.

In Youth Support and services, we received a grant for \$5,378.00 to assist in providing access to community-based activities for youth in the Coordinated Services Team Program. Further, the Altoona System of Care Program is up and running.

In child welfare, numbers have trended up in reports screened which is a common occurrence this time of year.

<b>Centralized Access (Julie Brown)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Child Protective Services reports received	145	127	102	122	141
Child Protective Services reports screened in for Initial Assessment	30	33	20	20	30
Child Welfare Service reports received	15	9	24	19	14
Child Welfare Service reports screened in	14	7	18	12	10
Adult Protective Services Reports and requests for Guardianship/Protective Placement	57	32	51	49	51
Birth to Three Referrals	17	21	39	20	31
Outpatient Clinic Referrals	7	3	3	6	7
AODA Referrals	13	5	10	4	2
Comprehensive Community Services (CCS) Referrals	60	34	45	46	67
Children's Integrated Services Referrals (CLTS or Children's CCS)	13	16	29	11	16
Crisis Referrals & 3-Party Petition Requests	21	6	9	16	4
Community Support Program (CSP) Referrals	8	4	11	10	4
Call Intakes	50	33	33	43	50
Pre-admission Screening and Resident Review (PASRR) for Nursing home	38	29	39	47	33

<b>Child Protective Services Initial Assessment (Tasha Alexander)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Initial assessments completed	22	31	34	19	19
Assessments resulting in substantiation	5	3	5	4	4
Assessments completed involving child remaining in home	19	28	31	19	19
Assessments resulting in services opening with Department	4	3	5	1	1

<b>Child Protective Services Ongoing (Courtney Wick)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Children served in Ongoing Child Protective Services	135	135	135	139	132
Families served in Ongoing Child Protective Services	75	75	74	75	72
Children served in home	46	46	47	48	46

<b>Youth Services (Hannah Keller)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Youth served in Youth Services Program	97	107	110	100	102
Youth being served in their home	75	84	87	76	72
Families served in Youth Services Program	88	94	99	91	91

<b>Intensive Permanency Services (Nicholas Stabenow-Schneider)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Youth receiving Intensive Permanency Services	13	12	9	11	11

<b>Alternate Care (Nicholas Stabenow-Schneider)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Children in out-of-home care at end of month	115	120	114	117	115
Median length of stay in months for children discharged in month	6.5	6.8	7.8	8.3	8.9

<b>Birth-to-Three (Nicholas Stabenow-Schneider)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Children being served	107	98	99	102	99

<b>Juvenile Detention Center (Kevin Cummings)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Total admissions - number youth	28	28	26	19	36
Total admissions - number days	399	358	351	316	439
Eau Claire County admissions - number days	100	94	107	90	88
Short-term admissions - number youth	23	24	21	12	29
Short-term admissions - number days	258	234	213	128	222
Eau Claire County short-term admissions - number youth	10	9	8	6	11
Eau Claire County short-term admissions - number days	40	32	45	22	26
180 program admissions - number youth	5	4	5	7	7
180 program admissions - number days	141	124	138	188	217
Average daily population youth per day	13.3	11.5	11.3	10.9	14.1
Occupancy rate	57.8	50.2	49.2	47.4	61.5

<b>Behavioral Health Division Update (Luke Fedie)</b>
<p>As May rolls around, we have a number of exciting things happening here on the behavioral health side of DHS.</p> <p>In Comprehensive Community Services (CCS), we are hiring for one vacancy and have one new staff starting on May 6<sup>th</sup>. These positions are for service facilitators in the program. CCS, Coordinated Services Teams (CST), and Community Support Program (CSP) are preparing for a joint picnic in August. This is a fantastic event that draws participants in all three program together and celebrates their recovery. There will be a CESA 9 training on Individual Education Plans with CLTS, CCS, and Family Services. This training will focus on advocacy, laws, and rules. CLTS and CCS added quarterly meetings with Osseo, Augusta, Fall Creek, and Fairchild schools.</p> <p>Currently in CLTS we have hired a new manager. Supervisor, Taylor Johnson, was hired as the new manager in CLTS. Her experience and knowledge will continue to serve the program well.</p>

New staff, Trevor Begin, started in crisis and will be working with individuals that are coming out of incarceration here in Eau Claire. An application to present at crisis conference was approved for September and two staff will be presenting on peer support and neurodivergence.

In the clinic, a new Advanced Practice Nurse Prescriber (APNP) started on April 12<sup>th</sup>. Her name is Rachel Chenoweth, and she will be working with children and adolescents. She is currently working one day a week.

I was fortunate enough to attend the WATCP (Wisconsin Association of Treatment Court Professionals) conference the week of April 22<sup>nd</sup> and was able to attend two breakout sessions that were presented by our own clinic staff. Jenny Hlava, Sirissa Dalibor, and Mackenzie Deffenbaugh presented on treating complex trauma and compassion fatigue. I can say, with no bias, they did a fantastic job and were very well received by the over 600 attendees.

<b>Adult Protective Services (Nancy Weltzin)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Investigations requests	57	39	48	46	48
Investigations screened out	12	5	12	9	7
Investigations concluded	10	10	12	4	16
Investigations substantiated	6	1	3	3	5
Allegation of self-neglect	21	13	16	14	10
Allegation of neglect	0	0	12	9	15
Allegation of financial abuse	15	5	11	4	1
Requests for guardianship	6	6	5	0	8

<b>Children's Long-Term Support (Taylor Johnson)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Current enrollment	402	403	413	455	462
Current waitlist	136	145	108	56	30
Foster Care	19	24	24	31	29

**CLTS Caseload Update:**

Of the 30 children and youth on the waitlist, 16 are assigned out to case managers who are working towards enrollment. Of the 14 left to assign, 10 are dually eligible for CCS. We are waiting on CCS to determine if they are programmatically appropriate to enroll before assigning a case manager. The 4 remaining children are CLTS only and will be assigned to a case manager on May 6<sup>th</sup>.

Our functional screener is currently on medical leave; therefore, we have a CLTS Case Manager cover her job duties and will likely need support from other case managers to ensure all screens are completed timely. Additionally, one of our staff is planning to retire in June. We are currently working on transitioning her case load to other case managers.

Programmatically, we have established a new quality assurance process to ensure we are meeting all the state requirements for our program. Our Resource Specialists have been a huge help in reviewing all the files for our participants!

<b>Clinic (Jen Coyne)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Clients in Med Management	179	191	195	186	189
Clients in Therapy	179	185	198	198	206
Referrals	29	26	17	26	28
Med management waitlist	9	17	7	9	18
Therapy waitlist	12	13	9	6	14

<b>Community Support Program (Jocelyn Lingel-Kufner)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number participants	115	114	117	114	114
New admissions	1	1	1	1	0
Referral list	17	12	20	17	14

<b>Comprehensive Community Services (Cynthia Wiebusch &amp; Beth O'Brien)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Current case count	263	260	271	268	264
Referrals	45	29	44	38	53
External referrals	38	25	37	32	47
Internal referrals	7	4	7	6	6
Admissions	15	13	22	19	10
Discharges	9	15	17	17	12
Adults waiting for CCS services	3	5	6	8	10
Youth waiting for CCS services	1	1	1	1	0

<b>Crisis Services (Santana Rothbauer)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Crisis contacts	273	204	218	219	173
Emergency detentions	30	10	16	21	19
Clients placed in local hospitals	14	5	6	9	11
Clients placed in IMD's W – Winnebago; M - Mendota	16W	5W	10 W	12W	8W
Face-to-face assessments completed	25	8	3	16	9
Community Re-Entry Referrals (Eau Claire County Jail)	21	29	15	12	16
Community Re-Entry Booking Contacts (Eau Claire County Jail)			23	16	11
DHS Mental Health Liaison Contacts (Eau Claire County Sheriff's Department)	13	18	8	6	15
DHS Mental Health Liaison Contacts (3-11 PM Eau Claire Police Department)	9	5	12	20	17

<b>Treatment Court (Brianna Albers)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Current caseload	29	28	27	29	29
Branch V – Wednesday Court	14	13	11	12	13

Branch VI – Thursday Court (former Mental Health & AIM)	12	12	13	12	12
Veteran’s Court	3	3	3	5	4
Referrals	10	5	9	8	12

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

The Great River’s Call Center received 12,947 calls in March. Of those calls, we answered 94.28% of those with an average speed of answer of 4.77 minutes.

<b>Economic Support Services (Kathy Welke)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Calls received	12,825	13,066	14,964	14,591	12,947
Applications processed	3,911	4,224	4,637	3,423	3,314
Renewals processed	4,665	4,340	5,715	5,409	6,226
All Cases	67,998	67,211	66,304	65,401	64,224
Cases in Eau Claire County	14,872	14,671	14,432	14,202	13,928
Active Childcare Cases	1,035	1,015	1,019	1,030	1,018
Active Eau Claire Childcare Cases	273	273	273	280	272