

**EAU CLAIRE COUNTY DEPARTMENT OF HUMAN SERVICES**

**Department Report – Division & Unit Updates**

**Director – Angela Weideman**

**June 3<sup>rd</sup>, 2024**

**Operations, Data, and Fiscal Update**

**Restorative Justice Update:**

Eau Claire County has contracted with At the Roots LCC for Restorative Justice services. The programming includes mentoring and PRIME for Life, which is an evidence-based program designed to help participants identify their values, reflect on personal choices, and find motivation for significant life changes. The primary objective of the PRIME for Life is to teach participants how to protect what they value most by making positive lifestyle choices. This program is available for youth ages 13 and up, as well as adults.

**ProQOL (Professional Quality of Life):**

The Department has been working with UW-Extension to implement the ProQOL screener for all staff. The ProQOL is a 30-item self-report questionnaire that measures compassion fatigue, work satisfaction, and burnout. UW-Extension will introduce the tool to the Great Rivers Consortium (GRC) at a meeting on June 5<sup>th</sup>, after which GRC Staff will have until June 14<sup>th</sup> to complete the screener. Additionally, UW- Extension will present information on the ProQOL to all DHS staff at the all-agency meeting on June 12<sup>th</sup>, with a completion window from June 12<sup>th</sup> – 21<sup>st</sup>. The results will then be compiled by UW-Extension staff and shared with staff members in July.

**Professionals with a Purpose:**

The Administration Team plans to bring back the “Professionals with a Purpose” segment at our Human Services Board meetings starting in September. The focus for the June meeting, as noted on the agenda, will be board education. In July, board members will be given a tour of the Department office space and JDC. Budget discussions will take precedence in the August meeting. Planned topics for the “Professionals with a Purpose” segment include:

- September: CCS, CST, & CSP Picnic
- October: Alternate Care
- November: Intensive Permanency Services
- December: Juvenile Detention Center

**Assistant Director/Deputy Director:**

Human Resources is currently accepting applications for the Assistant Director position, previously known as the Deputy Director. The county has decided to reserve the term “deputy” for deputized positions, hence the new title change. Applications will be accepted through Friday, May 31<sup>st</sup>.

**Department Staffing Update**

Total FTE's	Filled FTE's		Vacant FTE's	
262.66	250.16	952.2%	12.5	4.8%

## Family Services Division Update (Melissa Christopherson)

The Birth to Three therapists formerly employed by Prevea have officially and fully transferred to our new contracted agency, Parenting Place. Parenting Place is fully operational and is already starting to bill MA and private insurance. We are meeting with them weekly to monitor the transition, with special attention to the amount of money recouped from insurance to ensure that they are able to keep pace with Prevea's insurance reimbursements. This is particularly important, as we know that Prevea was taking a consistent loss on Birth to Three and that loss will be transferred to our Human Services budget. Since Prevea was unwilling to provide full disclosure about the loss, we are monitoring all fiscal processes with Parenting Place closely to provide an estimate of that potential cost as soon as possible.

Out of home placement costs continue to rise. Although the number of children in out of home placement has only slightly trended upward, the daily costs for each type of placement continues to increase. The daily rates of placements are not costs that we have control over. In order to mitigate this, we are conducting regular reviews of all out of home placements to ensure that we are managing cases as timely as possible and that all other options have been exhausted and placement is the only current option in the case. We were recently able to defer a referral to corrections by utilizing this process.

In Alternate Care, the recruitment campaign is in full swing. We are also finalizing summer retention events, including a night at a Cavaliers game for foster families, a summer picnic, and training offerings. We are also working with Royal Family Kids camp again this year to provide a tailored summer camp experience to kids in foster care.

In the JDC, staff recently completed ACES training. We are continuing to look to offer enhanced mental health services in the JDC and the JDC leadership team is currently planning a more robust summer calendar and activities plan for youth in the JDC.

In child welfare, we have engaged in some training and conversation with Dane county on building a network that is beyond mandated reports in our community, expanding to include the concept of mandated community supporters. This new approach focuses on the importance of community response and support to families prior to CPS referrals and is being piloted in several Wisconsin counties. This will be developing over time.

<b>Centralized Access (Julie Brown)</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>
Child Protective Services reports received	127	102	122	141	117
Child Protective Services reports screened in for Initial Assessment	33	20	20	30	17
Child Welfare Service reports received	9	24	19	14	15
Child Welfare Service reports screened in	7	18	12	10	13
Adult Protective Services Reports and requests for Guardianship/Protective Placement	32	51	49	51	54

Birth to Three Referrals	21	39	20	31	49
Outpatient Clinic Referrals	3	3	6	7	4
AODA Referrals	5	10	4	2	3
Comprehensive Community Services (CCS) Referrals	34	45	46	67	47
Children's Integrated Services Referrals (CLTS or Children's CCS)	16	29	11	16	23
Crisis Referrals & 3-Party Petition Requests	6	9	16	4	8
Community Support Program (CSP) Referrals	4	11	10	4	7
Call Intakes	33	33	43	50	21
Pre-admission Screening and Resident Review (PASRR) for Nursing home	29	39	47	33	51

<b>Child Protective Services Initial Assessment (Tasha Alexander)</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>
Initial assessments completed	31	34	19	19	23
Assessments resulting in substantiation	3	5	4	4	4
Assessments completed involving child remaining in home	28	31	19	19	19
Assessments resulting in services opening with Department	3	5	1	1	5

<b>Child Protective Services Ongoing (Courtney Wick)</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>
Children served in Ongoing Child Protective Services	135	135	139	132	142
Families served in Ongoing Child Protective Services	75	74	75	72	78
Children served in home	46	47	48	46	49

<b>Youth Services (Hannah Keller)</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>
Youth served in Youth Services Program	107	110	100	102	99
Youth being served in their home	84	87	76	72	70
Families served in Youth Services Program	94	99	91	91	90

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

<b>Alternate Care (Nicholas Stabenow-Schneider)</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>
Children in out-of-home care at end of month	120	114	117	115	117
Median length of stay in months for children discharged in month	6.8	7.8	8.3	8.9	6.7

<b>Birth-to-Three (Nicholas Stabenow-Schneider)</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>
Children being served	98	99	102	99	103

<b>Juvenile Detention Center (Kevin Cummings)</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>
Total admissions - number youth	28	26	19	36	33
Total admissions - number days	358	351	316	439	450
Eau Claire County admissions - number days	94	107	90	88	112
Short-term admissions - number youth	24	21	12	29	26
Short-term admissions - number days	234	213	128	222	251
Eau Claire County short-term admissions - number youth	9	8	6	11	11
Eau Claire County short-term admissions - number days	32	45	22	26	52
180 program admissions - number youth	4	5	7	7	7
180 program admissions - number days	124	138	188	217	199
Average daily population youth per day	11.5	11.3	10.9	14.1	15.0
Occupancy rate	50.2	49.2	47.4	61.5	63.1

**Behavioral Health Division Update (Luke Fedie)**

Behavioral Health has had some exciting new changes throughout the month of May. Children’s Long-Term Support (CLTS) Supervisor, Taylor Johnson, was promoted to Children’s Long Term Support Manager. The ensuing gap was seamlessly filled by a Support and Service Coordinator in the program, Amanda Gaetz. Amanda officially assumes her responsibilities as the CLTS Supervisor on June 3rd. These strategic personnel changes promise to fortify our leadership team, ensuring a wealth of institutional wisdom within the program.

Our clinic welcomed a new Nurse Prescriber, Rachel Chenoweth, who brings her expertise to us twice a week, catering to the needs of children and adolescents. We eagerly anticipate the positive impact her presence will have on our community's youth.

May was Treatment Court month. The staff and participants were able to attend a picnic at Mt. Simon here in Eau Claire. The weather and the turn out were fantastic.

Looking ahead, as we diligently craft budgets for the upcoming year, we remain acutely cognizant of the ongoing ramifications of HSHS closures on our operational expenditures. We continuously monitor pertinent metrics such as hospitalization rates, anecdotal feedback, and crisis outreach data to inform our strategic decisions.

<b>Adult Protective Services (Nancy Weltzin)</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>
Investigations requests	39	48	46	48	53
Investigations screened out	5	12	9	7	10
Investigations concluded	10	12	4	16	9
Investigations substantiated	1	3	3	5	1
Allegation of self-neglect	13	16	14	10	13
Allegation of neglect	0	12	9	15	22

Allegation of financial abuse	5	11	4	1	5
Requests for guardianship	6	5	0	8	10

<b>Children's Long-Term Support (Taylor Johnson)</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>
Current enrollment	403	413	455	462	479
Current waitlist	145	108	56	30	19
Foster Care	24	24	31	29	30

**CLTS Caseload Update:**

Staff continue to take on new cases and we are very close to eliminating our waitlist completely. Of the 19 still on the waitlist, there are only 6 children/youth waiting to be assigned a case manager. 4 of those 6 are waiting to be triaged to determine if CCS is appropriate. They will be assigned accordingly once CCS determines their programmatic appropriateness.

<b>Clinic (Jen Coyne)</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>
Clients in Med Management	191	195	186	189	172
Clients in Therapy	185	198	198	206	206
Referrals	26	17	26	28	36
Med management waitlist	17	7	9	18	12
Therapy waitlist	13	9	6	14	20

<b>Community Support Program (Jocelyn Lingel-Kufner)</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>
Number participants	114	117	114	114	114
New admissions	1	1	1	0	2
Referral list	12	20	17	14	16

<b>Comprehensive Community Services (Cinthia Wiebusch &amp; Beth O'Brien)</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>
Current case count	260	271	268	264	263
Referrals	29	44	38	53	40
External referrals	25	37	32	47	35
Internal referrals	4	7	6	6	5
Admissions	13	22	19	10	16
Discharges	15	17	17	12	16
Adults waiting for CCS services	5	6	8	10	8
Youth waiting for CCS services	1	1	1	0	0

<b>Crisis Services (Santana Rothbauer)</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>
Crisis contacts	204	218	219	173	210
Emergency detentions	10	16	21	19	20
Clients placed in local hospitals	5	6	9	11	13
Clients placed in IMD's W – Winnebago; M - Mendota	5W	10 W	12W	8W	7W
Face-to-face assessments completed	8	3	16	9	6

Community Re-Entry Referrals (Eau Claire County Jail)	29	15	12	16	13
Community Re-Entry Booking Contacts (Eau Claire County Jail)	N/A	23	16	11	32
DHS Mental Health Liaison Contacts (Eau Claire County Sheriff's Department)	18	8	6	15	25
DHS Mental Health Liaison Contacts (3-11 PM Eau Claire Police Department)	5	12	20	17	19

<b>Treatment Court (Brianna Albers)</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>
Current caseload	28	27	29	29	30
Branch V – Wednesday Court	13	11	12	13	14
Branch VI – Thursday Court (former Mental Health & AIM)	12	13	12	12	12
Veteran's Court	3	3	5	4	4
Referrals	5	9	8	12	11

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

The Great Rivers Call Center received 14,144 calls in April. Of those calls, 95.52% percent were answered, with an average wait time of 3.26 minutes.

<b>Economic Support Services (Kathy Welke)</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>
Calls received	13,066	14,964	14,591	12,947	14,144
Applications processed	4,224	4,637	3,423	3,314	3,663
Renewals processed	4,340	5,715	5,409	6,226	5,851
All Cases	67,211	66,304	65,401	64,224	63,307
Cases in Eau Claire County	14,671	14,432	14,202	13,928	13,719
Active Childcare Cases	1,015	1,019	1,030	1,018	1,011
Active Eau Claire Childcare Cases	273	273	280	272	269