

EAU CLAIRE COUNTY DEPARTMENT OF HUMAN SERVICES
Department Report – Division & Unit Updates
Director – Angela Weideman
July 1st, 2024

Operations, Data, and Fiscal Update

Future Agenda Items from June 23, 2024, Human Services Board Meeting

ProQOL (Professional Quality of Life):

Information on the ProQOL was shared with Department staff at the All-Agency meeting on June 12th. Staff members have until July 3rd to complete the ProQOL screener. UW-Extension staff will compile results and share them with DHS staff members in mid-July. The Department plans to present these results with the Human Services Board during the August board report.

Mandated Community Supporters:

Several counties in Wisconsin are changing the narrative around Child Protective Services Access by helping mandated reporters understand they can have a role in supporting the children and families they often make reports on. This topic will be discussed in more detail during a Professionals with Purpose segment on Centralized Access this fall.

Refugee Resettlement Update:

Ka Vang, World Relief Site Manager, will be joining our July 1st meeting to provide updates on refugee resettlement.

Children’s Long-Term Support Waitlist Presentation to County Board:

The Department has submitted a request to County Administration to add the Children’s Long-Term Support (CLTS) Waitlist to the county board agenda. Given the county board’s support of the CLTS resolution last July and the successful impact of additional staffing on reducing the CLTS waitlist, the Department believes it is important to provide the county board with a brief update.

Department Updates

The Department’s Fiscal and Administration Teams have spent the last month diligently finalizing the 2025 budget. The Fiscal Team has also been finalizing the WIMCR reporting for 2023 which is due on July 3rd.

The Operations Team has established new templates for Department policies and procedures. The team will work with the Department Leadership Team to create and update policies and procedures. Operations is also updating Performance Management measures to ensure all program areas are included and that metrics not only show the numbers served but also demonstrate outcomes.

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)

- The Foster Care Appreciation Picnic is scheduled for July 30th from 5:00 – 7:30 pm at Carson Park Oak Pavilion. This event is to show appreciation and foster connections between our foster families and the youth they serve. There will be food, music, gift baskets, prizes, games and resources made available to families at the event. The event is sponsored by staff and community donations. Board members are invited to attend.
- Access will now be distributing bus vouchers to the unhoused population on Tuesday mornings from 9 am to 12 pm as one of three agencies providing this service in the community. Also, Feed My People doubled the Department's food budget due to the amount of food being provided at DHS.
- Department staff are participating in state presentations related to the impact of meth on our communities and how to respond.
- In youth services, stakeholder data was collected in system of care and results were overwhelmingly positive. JCI workers are focusing on identifying creative ways to address truancy.
- JDC is continuing to provide additional staff training and working on enhancing mental health services and programming for youth.
- The roll out of B-3 therapy with Parenting Place continues to go well. Preliminary fiscal data should be available in early fall.
- Family Services was awarded a \$36,000 state grant related to providing creative services to keep kids in their home and/or with relatives.

Centralized Access (Julie Brown)	Jan	Feb	Mar	Apr	May
Child Protective Services reports received	102	122	141	117	153
Child Protective Services reports screened in for Initial Assessment	20	20	30	17	23
Child Welfare Service reports received	24	19	14	15	15
Child Welfare Service reports screened in	18	12	10	13	8
Adult Protective Services Reports and requests for Guardianship/Protective Placement	51	49	51	54	53
Birth to Three Referrals	39	20	31	49	28
Outpatient Clinic Referrals	3	6	7	4	4
AODA Referrals	10	4	2	3	9
Comprehensive Community Services (CCS) Referrals	45	46	67	47	52
Children's Integrated Services Referrals (CLTS or Children's CCS)	29	11	16	23	29
Crisis Referrals & 3-Party Petition Requests	9	16	4	8	7
Community Support Program (CSP) Referrals	11	10	4	7	6
Call Intakes	33	43	50	21	32

Pre-admission Screening and Resident Review (PASRR) for Nursing home	39	47	33	51	44
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Child Protective Services Initial Assessment (Tasha Alexander)	Jan	Feb	Mar	Apr	May
Initial assessments completed	34	19	19	23	25
Assessments resulting in substantiation	5	4	4	4	5
Assessments completed involving child remaining in home	31	19	19	19	22
Assessments resulting in services opening with Dept	5	1	1	5	4

Child Protective Services Ongoing (Courtney Wick)	Jan	Feb	Mar	Apr	May
Children served in Ongoing Child Protective Services	135	139	132	142	140
Families served in Ongoing Child Protective Services	74	75	72	78	75
Children served in home	47	48	46	49	48

Youth Services (Hannah Keller)	Jan	Feb	Mar	Apr	May
Youth served in Youth Services Program	110	100	102	99	95
Youth being served in their home	87	76	72	70	70
Families served in Youth Services Program	99	91	91	90	90

Intensive Permanency Services (Nicholas Stabenow-Schneider)	Jan	Feb	Mar	Apr	May
Youth receiving Intensive Permanency Services	9	11	11	11	12

Alternate Care (Nicholas Stabenow-Schneider)	Jan	Feb	Mar	Apr	May
Children in out-of-home care at end of month	114	117	115	117	119
Median length of stay in months for children discharged in month	7.8	8.3	8.9	6.7	9.7

Birth-to-Three (Nicholas Stabenow-Schneider)	Jan	Feb	Mar	Apr	May
Children being served	99	102	99	103	95

Juvenile Detention Center (Kevin Cummings)	Jan	Feb	Mar	Apr	May
Total admissions - number youth	26	19	36	33	35
Total admissions - number days	351	316	439	450	411
Eau Claire County admissions - number days	107	90	88	112	107
Short-term admissions - number youth	21	12	29	26	27
Short-term admissions - number days	213	128	222	251	205
Eau Claire County short-term admissions - number youth	8	6	11	11	7

Eau Claire County short-term admissions - number days	45	22	26	52	45
180 program admissions - number youth	5	7	7	7	8
180 program admissions - number days	138	188	217	199	206
Average daily population youth per day	11.3	10.9	14.1	15.0	13.3
Occupancy rate	49.2	47.4	61.5	63.1	57.6

Behavioral Health Division Update (Luke Fedie)

- Comprehensive Community Services, the Coordinated Services Team, and the Community Support Program are preparing for a participant picnic in August. This event brings together participants from all three programs with the goals of destigmatizing help-seeking and fostering connections among individuals on their recovery journey.
- Comprehensive Community Services is currently recruiting for two Service Facilitators for the adult team due to staff pursuing higher education opportunities.
- The Treatment Court deflection program has admitted its first participant and continues to develop direct contact options to expand service pathways.
- The Comprehensive Community Services Youth Team is increasing outreach to schools to arrange collaborative meetings. One meeting has been completed, and more are scheduled.
- The Outpatient Mental Health Clinic is collaborating with the Juvenile Detention Center to start a coping skills group in the fall. The Juvenile Detention Center is coordinating with the school district to allow psychoeducation groups to count as credits for youth.

Adult Protective Services (Nancy Weltzin)	Jan	Feb	Mar	Apr	May
Investigations requests	48	46	48	53	52
Investigations screened out	12	9	7	10	10
Investigations concluded	12	4	16	9	17
Investigations substantiated	3	3	5	1	7
Allegation of self-neglect	16	14	10	13	11
Allegation of neglect	12	9	15	22	9
Allegation of financial abuse	11	4	1	5	9
Requests for guardianship	5	0	8	10	8

Children’s Long-Term Support (Taylor Johnson)	Jan	Feb	Mar	Apr	May
Current enrollment	413	455	462	479	500
Current waitlist	108	56	30	19	18
Foster Care	24	31	29	30	28

CLTS Caseload Update: Of the 18 children currently on the waitlist, there are only 3 children/youth waiting to be assigned a worker. These 3 children/youth are dually eligible and are undergoing the CCS triage process. Once a determination is made regarding CCS enrollment, a case manager will be

assigned. We have met our state-mandated goal of enrolling children within 90 days of their referral date, effectively eliminating our waitlist.

Recruitment update: CLTS has filled the vacant CLTS Supervisor position with an internal candidate, Amanda Gaetz! Amanda has been working at DHS for 10+ years and brings a wealth of knowledge to the CLTS Leadership team. We now have three vacant CLTS Case Manager positions due to Amanda's promotion, a retirement, and an out of state move. Due to being understaffed in leadership (maternity leave) and referrals being historically low during the summer months, we have decided to reassess recruiting for these positions in August.

Clinic (Jen Coyne)	Jan	Feb	Mar	Apr	May
Clients in Med Management	195	186	189	172	176
Clients in Therapy	198	198	206	206	201
Referrals	17	26	28	36	27
Med management waitlist	7	9	18	12	12
Therapy waitlist	9	6	14	20	21

Community Support Program (Jocelyn Lingel-Kufner)	Jan	Feb	Mar	Apr	May
Number participants	117	114	114	114	113
New admissions	1	1	0	2	2
Referral list	20	17	14	16	16

Comprehensive Community Services (Cynthia Wiebusch & Beth O'Brien)	Jan	Feb	Mar	Apr	May
Current case count	271	268	264	263	263
Referrals	44	38	53	40	42
External referrals	37	32	47	35	32
Internal referrals	7	6	6	5	10
Admissions	22	19	10	16	11
Discharges	17	17	12	16	15
Adults waiting for CCS services	6	8	10	8	2
Youth waiting for CCS services	1	1	0	0	0

Crisis Services (Santana Rothbauer)	Jan	Feb	Mar	Apr	May
Crisis contacts	218	219	173	210	204
Emergency detentions	16	21	19	20	23
Clients placed in local hospitals	6	9	11	13	15
Clients placed in IMD's W – Winnebago; M - Mendota	10 W	12W	8W	7W	8W
Face-to-face assessments completed	3	16	9	6	18
Community Re-Entry Referrals (Eau Claire County Jail)	15	12	16	13	12

Community Re-Entry Booking Contacts (Eau Claire County Jail)	23	16	11	32	27
DHS Mental Health Liaison Contacts (Eau Claire County Sheriff's Department)	8	6	15	25	28
DHS Mental Health Liaison Contacts (3-11 PM Eau Claire Police Department)	12	20	17	19	13

Recovery & Justice Services (Brianna Albers)	Jan	Feb	Mar	Apr	May
Current caseload	27	29	29	30	27
Branch V – Wednesday Court	11	12	13	14	13
Branch VI – Thursday Court (former Mental Health & AIM)	13	12	12	12	11
Veteran's Court	3	5	4	4	3
Referrals	9	8	12	11	13

Economic Support Services Division Update (Kathy Welke)

In May, the Department handled a total of 13,142 calls. The average hold time for callers was 2.88 minutes, and 95.98 % of calls were answered.

On June 5th, UW-Extension staff conducted a presentation on the ProQOL (Professional Quality of Life) to all Great Rivers Consortia (GRC) staff, covering a 10-county region. Following the presentation, staff members completed the screening tool. The results will be shared with GRC Managers in July. In August, UW-Extension will be invited to meet with our staff to present and discuss the findings.

Economic Support Services (Kathy Welke)	Jan	Feb	Mar	Apr	May
Calls received	14,964	14,591	12,947	14,144	13,142
Applications processed	4,637	3,423	3,314	3,663	3,418
Renewals processed	5,715	5,409	6,226	5,851	3,508
All Cases	66,304	65,401	64,224	63,307	62,602
Cases in Eau Claire County	14,432	14,202	13,928	13,719	13,595
Active Childcare Cases	1,019	1,030	1,018	1,011	1,014
Active Eau Claire Childcare Cases	273	280	272	269	271