

**EAU CLAIRE COUNTY DEPARTMENT OF HUMAN SERVICES**  
**Department Report – Division & Unit Updates**  
**Director – Angela Weideman**  
**September 9<sup>th</sup>, 2024**

**Operations, Data, and Fiscal Update**

**New Assistant Director – Angela Stokes:**

We are pleased to announce that Angela Stokes joined the Department as the Assistant Director on August 5, 2024. Angela spent most of her career working with vulnerable youth and adults in northwestern Wisconsin. She has extensive experience in setting-up systems, cultivating community partnerships, coaching toward common goals, leading teams in continuous improvement models, and using data to drive decision-making. Angela has successfully written, received, and implemented grants and frameworks to improve performance and get sustainable results. She holds undergraduate degrees in biology and science education, a master's degree in special education, and additional graduate credits in leadership. We are excited to welcome Angela to our team!

**Professional Quality of Life (ProQOL) Follow-Up:**

As previously reported to the board, the Department invited staff to participate in a ProQOL screening to assess compassion fatigue, work satisfaction, and burnout among helping professionals. The Department results were as follows:

|                              | Secondary Traumatic Stress | Burnout | Compassion Satisfaction |
|------------------------------|----------------------------|---------|-------------------------|
| Department of Human Services | 23                         | 23      | 37                      |
| Department range             | 18-27                      | 18-26   | 34-42                   |

|       |            |          |            |
|-------|------------|----------|------------|
| score | 22 or less | 23 - 41  | 42 or more |
| level | low        | moderate | high       |

Secondary traumatic stress refers to the distress and emotional disruption resulting from continued and cumulative contact or after single exposure with individuals who have directly experienced trauma. We aim for a low score in this area.

Burnout is characterized by feeling emotionally depleted or drained and can result after a period of long-term, work-related stress. A low score here is desirable.

Compassion satisfaction occurs when you find meaning and fulfillment in your work and is the pleasure you derive from helping, affection for colleagues, and a good feeling resulting from the ability to help and make a contribution. We strive for a high score in this area.

Next steps with the ProQOL initiative include providing staff with Adverse Childhood Experiences (ACEs) and Resiliency training, as well as Compassion Fatigue training conducted by DHS staff. Additionally, all Department teams will meet with UW-Extension staff to participate in a 'Start, Stop, Continue' activity. This exercise will focus on gathering staff input to identify strategies for alleviating stress and burnout and enhancing resiliency against compassion fatigue.

### **Policies & Procedures:**

Over the past month, the Department has been diligently working on drafting and finalizing new policies and procedures. Angie recently approved several new procedures, including a procedure on policy, procedure on procedure, and employee performance management procedure. This month, the board will review a draft "Policy on Policies, Procedures, and Plans" which will set the stage for an annual review of each all policies, procedures, and plans.

### **Co-Response Appreciation:**

Chief Rokus with the Eau Claire Police Department (ECPD) sent a letter to Angie on July 31<sup>st</sup>, expressing gratitude for our ongoing partnership for our Co-Response Program. Here were some highlights from the letter:

*"In the course of her duties serving the Eau Claire Community as the Police Department's evening Co-Responder, Alyssa Monson has brought value and impact in ways supported by statistics, as well as personal anecdotes."*

*"Alyssa's professionally trained abilities and allocated efforts have helped the Eau Claire Community by offering this proactive and progressive approach. In addition to being a part of impactful cases, Alyssa has provided relief to Patrol Officer caseloads by handling calls for service related to mental health concerns, safety plans, and Chapters."*

*"Since joining our Department in June of 2023, Alyssa has been involved in 188 contacts. This year, Alyssa has successfully helped divert 78% of her contacts to safety plans and other alternatives to care aside from hospitalization and/ or jail. In doing so, Alyssa has also supported police personnel by relieving some of these calls for service, so as to re-allocate Officer's efforts to in-progress investigations and handle situations with acute safety concerns. In the last six months, 16% of Alyssa's calls were cases in which she diverted any need for patrol officer involvement. Additionally, her ability to be involved in assessing for involuntary holds has streamlined the process by allowing the person in crisis to get to the hospital quickly for psychiatric care."*

### **Strategic Planning:**

The Department is gearing up to begin the development of a Department Strategic Plan. UW-Extension staff will be providing technical support to the Department. An overview of the strategic planning process will be shared with staff at the October all agency meeting and will also be provided to the Human Services Board around the same time.

**Building Bridges Event:**

On August 16<sup>th</sup>, Angie Weideman, Luke Fedie, and Melissa Christopherson attended a training focused on supports and services for refugees, immigrants, and migrant workers. This training was made possible through connections facilitated by Human Services Board Citizen Member Jim Catlin. The training was offered to the Department's Comprehensive Community Services (CCS) advisory members and then directors and administrators from the western region.

**Department Staffing Update**

| Total FTE's | Filled FTE's |       | Vacant FTE's |      |
|-------------|--------------|-------|--------------|------|
| 262.66      | 246.16       | 93.7% | 16.5         | 6.3% |

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

In the area of Family Services, we are facing a significant challenge in getting pregnant women struggling with addiction into inpatient treatment. We have effective collaboration with Behavioral Health and can often identify an inpatient bed. However, the lack of detox and busy ER's prevent timely medical clearance. Essentially, ER's are saying that the patient does not have high enough needs for admission, and they are unwilling to admit them. Inpatient facilities are saying they are not able to take them unless or until they have been admitted at the hospital level and have safely detoxed. During this negotiation process we are finding that many women lose motivation and evade intervention. This is an alarming and new development.

In Access, we are finding the utilization of the emergency food pantry is skyrocketed from 200 pounds of food per month to 800 pounds. Currently, we are unaware of the underlying cause for this increase. Thankfully, we have been able to continue to secure resources.

In the Resource Unit, foster care recruitment continues across the community, and we are receiving some new applications due to efforts. However, we are still facing a shortage of foster home applicants and licensed homes. In Birth to Three, the rollout of services with Parenting Place has continued to go well, and we are focusing on insurance billing and increasing revenue. Also, our Birth to Three Program was recently reviewed by the state and we received recognition in the areas of family engagement and the use of evidence based social and emotional practices.

In the JDC, staff and residents have just recovered from a brief COVID outbreak. Thankfully, with the help of Public Health it was contained quickly, and operations were only minimally impacted.

In Youth Services, we are continuing to pursue citations as a deterrent for truancy cases. More information will be forthcoming related to how this tool may be effective in reducing truancy in referrals in Eau Claire.

| <b>Centralized Access (Julie Brown)</b>  | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>June</b> | <b>July</b> |
|--|------------|------------|------------|-------------|-------------|
| Child Protective Services reports received   | 141        | 117        | 153        | 77          | 96          |
| Child Protective Services reports screened in for Initial Assessment                 | 30         | 17         | 23         | 18          | 28          |
| Child Welfare Service reports received   | 14         | 15         | 15         | 10          | 14          |
| Child Welfare Service reports screened in  | 10         | 13         | 8          | 9           | 13          |
| Adult Protective Services Reports and requests for Guardianship/Protective Placement | 51         | 54         | 53         | 50          | 54          |
| Birth to Three Referrals   | 31         | 49         | 28         | 17          | 31          |
| Outpatient Clinic Referrals  | 7          | 4          | 4          | 6           | 6           |
| AODA Referrals   | 2          | 3          | 9          | 6           | 5           |
| Comprehensive Community Services (CCS) Referrals                                     | 67         | 47         | 52         | 37          | 50          |
| Children's Integrated Services Referrals (CLTS or Children's CCS)                    | 16         | 23         | 29         | 31          | 20          |
| Crisis Referrals & 3-Party Petition Requests   | 4          | 8          | 7          | 2           | 5           |
| Community Support Program (CSP) Referrals  | 4          | 7          | 6          | 5           | 8           |
| Call Intakes   | 50         | 21         | 32         | 28          | 52          |
| Pre-admission Screening and Resident Review (PASRR) for Nursing home                 | 33         | 51         | 44         | 30          | 52          |

| <b>Child Protective Services Initial Assessment (Tasha Alexander)</b> | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>June</b> | <b>July</b> |
|---|------------|------------|------------|-------------|-------------|
| Initial assessments completed   | 19         | 23         | 25         | 26          | 18          |
| Assessments resulting in substantiation                               | 4          | 4          | 5          | 7           | 1           |
| Assessments completed involving child remaining in home               | 19         | 19         | 22         | 23          | 15          |
| Assessments resulting in services opening with Dept                   | 1          | 5          | 4          | 3           | 4           |

| <b>Child Protective Services Ongoing (Courtney Wick)</b> | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>June</b> | <b>July</b> |
|--|------------|------------|------------|-------------|-------------|
| Children served in Ongoing Child Protective Services     | 132        | 142        | 140        | 140         | 137         |
| Families served in Ongoing Child Protective Services     | 72         | 78         | 75         | 72          | 74          |
| Children served in home                                  | 46         | 49         | 48         | 48          | 47          |

| <b>Youth Services (Hannah Keller)</b>     | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>June</b> | <b>July</b> |
|---|------------|------------|------------|-------------|-------------|
| Youth served in Youth Services Program    | 102        | 99         | 95         | 92          | 105         |
| Youth being served in their home          | 72         | 70         | 70         | 101         | 85          |
| Families served in Youth Services Program | 91         | 90         | 90         | 89          | 95          |

| <b>Intensive Permanency Services (Nicholas Stabenow-Schneider)</b> | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>June</b> | <b>July</b> |
|--|------------|------------|------------|-------------|-------------|
| Youth receiving Intensive Permanency Services                      | 11         | 11         | 12         | 8           | 9           |

| <b>Alternate Care (Nicholas Stabenow-Schneider)</b>              | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>June</b> | <b>July</b> |
|--|------------|------------|------------|-------------|-------------|
| Children in out-of-home care at end of month                     | 115        | 117        | 119        | 122         | 116         |
| Median length of stay in months for children discharged in month | 8.9        | 6.7        | 9.7        | 7.4         | 8.4         |

| <b>Birth-to-Three (Nicholas Stabenow-Schneider)</b> | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>June</b> | <b>July</b> |
|---|------------|------------|------------|-------------|-------------|
| Children being served                               | 99         | 103        | 95         | 103         | 95          |

| <b>Juvenile Detention Center (Kevin Cummings)</b>      | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>June</b> | <b>July</b> |
|--|------------|------------|------------|-------------|-------------|
| Total admissions - number youth                        | 36         | 33         | 35         | 26          | 24          |
| Total admissions - number days                         | 439        | 450        | 411        | 392         | 358         |
| Eau Claire County admissions - number days             | 88         | 112        | 107        | 73          | 47          |
| Short-term admissions - number youth                   | 29         | 26         | 27         | 19          | 16          |
| Short-term admissions - number days                    | 222        | 251        | 205        | 182         | 159         |
| Eau Claire County short-term admissions - number youth | 11         | 11         | 7          | 5           | 7           |
| Eau Claire County short-term admissions - number days  | 26         | 52         | 45         | 13          | 15          |
| 180 program admissions - number youth                  | 7          | 7          | 8          | 7           | 8           |
| 180 program admissions - number days                   | 217        | 199        | 206        | 210         | 199         |
| Average daily population youth per day                 | 14.1       | 15.0       | 13.3       | 13.1        | 11.5        |
| Occupancy rate   | 61.5       | 63.1       | 57.6       | 56.8        | 50.2        |

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

In Behavioral Health, we are preparing for the beginning of the school year. We often see referrals in our Children’s Long-Term Support (CLTS) and Comprehensive Community Services (CCS) programs increase with referrals from schools for children of all ages. Throughout the summer, staff in CCS and CLTS have been doing intentional outreach with our local schools to ensure that school staff are aware of what supports each of those programs can offer.

In our Crisis program, we are actively working to recruit a manager and have completed interviews and made an offer. The Crisis team is looking forward to new leadership in the program and has been active in helping to identify what they feel is needed with a leader.

Behavioral Health and Family Services have recently started a Plan, Do, Study Act (PDSA) project facilitated by The Wisconsin Child Welfare Professional Development System. This project involves leaders from Behavioral Health and Family Services leaders looking at ways that work can be even more collaborative to serve our community members more effectively. Leaders in each area are excited to have opportunities to intentionally connect with one another outside of scheduled leadership meetings.

| <b>Adult Protective Services (Nancy Weltzin)</b> | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>June</b> | <b>July</b> |
|--|------------|------------|------------|-------------|-------------|
| Investigations requests                          | 48         | 53         | 52         | 47          | 53          |
| Investigations screened out                      | 7          | 10         | 10         | 11          | 13          |
| Investigations concluded                         | 16         | 9          | 17         | 22          | 18          |
| Investigations substantiated                     | 5          | 1          | 7          | 7           | 4           |
| Allegation of self-neglect                       | 10         | 13         | 11         | 21          | 18          |
| Allegation of neglect                            | 15         | 22         | 9          | 8           | 12          |
| Allegation of financial abuse                    | 1          | 5          | 9          | 6           | 14          |
| Requests for guardianship                        | 8          | 10         | 8          | 4           | 6           |

| <b>Children’s Long-Term Support (Taylor Johnson)</b> | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>June</b> | <b>July</b> |
|--|------------|------------|------------|-------------|-------------|
| Current enrollment                                   | 462        | 479        | 500        | 502         | 514         |
| Current waitlist                                     | 30         | 19         | 18         | N/A         | 13          |
| Foster Care  | 29         | 30         | 28         | 28          | 27          |

**CLTS Caseload Update:**  
CLTS continues to be compliant with the enrollment expectations from the state levels. The state expects that all eligible children are enrolled within 90 days of their referral date. We have been assigning newly eligible children within one week of determining eligibility. There will always be a small “waitlist” because it takes time to connect with families to schedule an intake. Please know that all 13 of the reported kids on the waitlist in July have been assigned an SSC to pursue enrolling the child in CLTS programming. In June, we assigned out 26 newly eligible children to be enrolled and in July we assigned out 25 children to be enrolled.

Unfortunately, we are missing the waitlist data point for June. All of the waitlist reports we use for CLTS are “real time” reports; therefore, it is a challenge to pull data retroactively. Moving forward, leadership will ensure that reports are pulled and saved at the end of each month for accurate data tracking.

CLTS is currently recruiting to fill one of the three vacant positions, and the position filled will be designated as one of our dual workers. We have identified the need for a new dual worker as we have two dual workers going on maternity leave consecutively, meaning there will be six months of coverage needs. All of our dual workers are close to capacity without the need for coverage; therefore, we decided a dual position was necessary to ensure proper maternity leave coverage and to also meet the growing needs of our youth population. A large percentage of referrals we receive monthly are dually eligible.

| <b>Clinic (Jen Coyne)</b> | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>June</b> | <b>July</b> |
|---------------------------|------------|------------|------------|-------------|-------------|
| Clients in Med Management | 189        | 172        | 176        | 183         | 188         |
| Clients in Therapy        | 206        | 206        | 201        | 192         | 198         |
| Referrals                 | 28         | 36         | 27         | 20          | 35          |
| Med management waitlist   | 18         | 12         | 12         | 17          | 17          |
| Therapy waitlist          | 14         | 20         | 21         | 21          | 25          |

| <b>Community Support Program (Jocelyn Lingel-Kufner)</b> | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>June</b> | <b>July</b> |
|--|------------|------------|------------|-------------|-------------|
| Number participants                                      | 114        | 114        | 113        | 117         | 121         |
| New admissions   | 0          | 2          | 2          | 4           | 4           |
| Referral list  | 14         | 16         | 16         | 11          | 11          |

| <b>Comprehensive Community Services (Cinthia Wiebusch &amp; Beth O'Brien)</b> | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>June</b> | <b>July</b> |
|---|------------|------------|------------|-------------|-------------|
| Current case count  | 264        | 263        | 263        | 266         | 270         |
| Referrals   | 53         | 40         | 42         | 37          | 43          |
| External referrals  | 47         | 35         | 32         | 30          | 34          |
| Internal referrals  | 6          | 5          | 10         | 7           | 9           |
| Admissions  | 10         | 16         | 11         | 16          | 17          |
| Discharges  | 12         | 16         | 15         | 6           | 13          |
| Adults waiting for CCS services   | 10         | 8          | 2          | 2           | 2           |
| Youth waiting for CCS services  | 0          | 0          | 0          | 0           | 0           |

| <b>Crisis Services (Santana Rothbauer)</b>                                  | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>June</b> | <b>July</b> |
|---|------------|------------|------------|-------------|-------------|
| Crisis contacts   | 173        | 210        | 204        | 229         | 275         |
| Emergency detentions  | 19         | 20         | 23         | 24          | 32          |
| Clients placed in local hospitals   | 11         | 13         | 15         | 17          | 18          |
| Clients placed in IMD's<br>W – Winnebago; M - Mendota                       | 8W         | 7W         | 8W         | 6W 1M       | 13W<br>1M   |
| Face-to-face assessments completed  | 9          | 6          | 18         | 32          | 35          |
| Community Re-Entry Referrals (Eau Claire County Jail)                       | 16         | 13         | 12         | 13          | 25          |
| Community Re-Entry Booking Contacts (Eau Claire County Jail)                | 11         | 32         | 27         | 24          | 23          |
| DHS Mental Health Liaison Contacts (Eau Claire County Sheriff's Department) | 15         | 25         | 28         | 20          | 22          |
| DHS Mental Health Liaison Contacts (3-11 PM Eau Claire Police Department)   | 17         | 19         | 13         | 13          | 25          |

| <b>Recovery &amp; Justice Services (Brianna Albers)</b> | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>June</b> | <b>July</b> |
|---|------------|------------|------------|-------------|-------------|
| Current caseload  | 29         | 30         | 27         | 29          | 28          |
| Branch V – Wednesday Court                              | 13         | 14         | 13         | 14          | 13          |
| Branch VI – Thursday Court (former Mental Health & AIM) | 12         | 12         | 11         | 12          | 12          |
| Veteran's Court   | 4          | 4          | 3          | 3           | 3           |
| Referrals   | 12         | 11         | 13         | 10          | 12          |
| Deflection Referrals                                    | N/A        | N/A        | N/A        | 29          | 23          |
| Deflection Receiving Services                           | N/A        | N/A        | N/A        | 1           | 1           |

## Economic Support Services Division Update (Kathy Welke)

### Professional Quality of Life (ProQOL)

Great Rivers Consortia staff completed the ProQOL (detailed previously in this report) screening and results were as follows:

|                         | Secondary Traumatic Stress | Burnout | Compassion Satisfaction |
|-------------------------|----------------------------|---------|-------------------------|
| Great Rivers Consortium | 21                         | 23      | 37                      |
| GRC County Range        | 19 - 23                    | 20 - 27 | 29 - 40                 |

GRC held an All-Staff meeting to review the results and gather input from staff regarding things that contribute to scores. GRC Leadership will take into consideration feedback received when operational decisions are made.

Eau Claire County Economic Support recently filled a vacancy that had been held since January and we are now fully staffed.

| Economic Support Services (Kathy Welke) | Mar    | Apr    | May    | June   | July   |
|---|--------|--------|--------|--------|--------|
| Calls received                          | 12,947 | 14,144 | 13,142 | 12,757 | 13,772 |
| Applications processed                  | 3,314  | 3,663  | 3,418  | 3,080  | 3,617  |
| Renewals processed                      | 6,226  | 5,851  | 3,508  | 4,255  | 4,306  |
| All Cases                               | 64,224 | 63,307 | 62,602 | 61,689 | 61,244 |
| Cases in Eau Claire County              | 13,928 | 13,719 | 13,595 | 13,370 | 13,261 |
| Active Childcare Cases                  | 1,018  | 1,011  | 1,014  | 1041   | 1056   |
| Active Eau Claire Childcare Cases       | 272    | 269    | 271    | 288    | 298    |