

EAU CLAIRE COUNTY DEPARTMENT OF HUMAN SERVICES
Department Report – Division & Unit Updates
Director – Angela Weideman
January 13th, 2025

Operations, Data, and Fiscal Update

Strategic Planning

The Strategic Planning Core Team has made significant progress in preparing for input and engagement from staff and community members. The group finalized plans for survey distribution and promoting listening sessions. This includes utilizing online platforms, issuing a mini-press release for staff to share with community members, and ensuring the process is inclusive with translations and accommodations for disabilities.

Staff surveys were initiated on December 6th and remained open until December 20th. Board surveys were conducted from December 13th to December 20th, and community surveys are scheduled for January 6th to January 17th. The team anticipates a preliminary review of survey data throughout the next month, setting the stage for informed discussions on shaping the department's strategic goals.

Housing

The Eau Claire Chamber of Commerce, Eau Claire City-County Health Department, and Eau Claire County Department of Human Services are collaborating to convene community partners to address homelessness by supporting individuals in securing and maintaining housing. A key objective for the Department is to develop a comprehensive resource map to guide this work. Angela Stokes has been actively representing the Department in these collaborative meetings.

On December 18th, Jim Mathy, Director of the Milwaukee County Housing Authority, visited Eau Claire to engage local leaders in discussions about homelessness solutions. Mathy and his team in Milwaukee have achieved significant success using the Housing First Model, which emphasizes providing immediate access to housing as a foundation for long-term stability and support.

Recognizing the urgency of addressing homelessness in Eau Claire County, the next steps include forming a coalition, establishing a name, and creating a shared vision to drive this initiative forward. The Department views this effort as a proactive and necessary approach to addressing a critical community issue.

Department Staffing Update

Total FTE's	Filled FTE's		Vacant FTE's	
268	250.5	93.5%	*17.5	6.5%

*This includes 3.5 new FTE's in 2025 currently being recruited

Family Services Division Update (Melissa Christopherson)

In Birth-to-Three, we are 6 months into the new contracted service and are reviewing insurance data, caseload size and therapist productivity. We knew Prevea was taking a loss on Birth to Three, however, we are finding that the amount of that loss may have been higher than expected. In order to assess further, we are holding the .5 Service Coordinator position until we have assured that the productivity and caseload sizes of our contracted therapists are maximized, and we are capturing all possible revenue. We are also in discussions with neighboring counties who also previously utilized Prevea to compare fiscal and program data.

Intensive Permanency Services is onboarding a new staff beginning 1/13/2025 and this will kick off the expansion of program to ALL youth entering care.

In Alternate Care, we are creating a respite workgroup to revamp respite policy and procedure. We are also focusing on creating a high acuity professional foster home by mid-2025. This type of foster home has been piloted by several WI counties and has shown to be cost effective in preventing higher levels of care with youth. Alternate Care also continues to actively recruit and conducted 2 local media interviews to raise awareness and recruit foster homes.

Our Parent-Supporting Parents Program has successfully launched as a CCS billable services and the position is set to move from contracted service to in-house on 1/13/2025.

Across youth and child welfare services, the number of referrals we are receiving across programs is stable, however, the number of children needing care continues to trend slightly up due to the complexity and severity of situations.

Finally, in Access we are continuing to see a growing demand for walk in food pantry services. Here is a snapshot:

2024 FMP numbers update:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
# of people served	26	59	52	83	49	134	188	120	123	175	122	137
# of lbs. given	94	247	263	273	262	534	867	528	594	764	614	769

Centralized Access (Julie Brown)	July	Aug	Sept	Oct	Nov
Child Protective Services reports received	96	105	112	151	109
Child Protective Services reports screened in for Initial Assessment	28	23	24	28	22
Child Welfare Service reports received	14	8	12	20	4
Child Welfare Service reports screened in	13	5	9	13	4
Adult Protective Services Reports and requests for Guardianship/Protective Placement	54	48	74	56	48
Birth to Three Referrals	31	23	25	39	23
Outpatient Clinic Referrals	6	0	2	6	9
AODA Referrals	5	10	13	7	7
Comprehensive Community Services (CCS) Referrals	50	62	57	58	38
Children's Integrated Services Referrals (CLTS or Children's CCS)	20	25	26	29	24
Crisis Referrals & 3-Party Petition Requests	5	6	12	13	5
Community Support Program (CSP) Referrals	8	8	8	7	3
Call Intakes	52	29	45	55	65
Pre-admission Screening and Resident Review (PASRR) for Nursing home	52	34	23	51	27

Child Protective Services Initial Assessment (Tasha Alexander)	July	Aug	Sept	Oct	Nov
Initial assessments completed	18	16	21	26	24
Assessments resulting in substantiation	1	1	4	3	4
Assessments completed involving children remaining in home	15	16	21	26	21
Assessments resulting in services opening with Dept	4	0	0	4	3

Child Protective Services Ongoing (Courtney Wick)	July	Aug	Sept	Oct	Nov
Children served in Ongoing Child Protective Services	137	144	150	145	146
Families served in Ongoing Child Protective Services	74	77	79	79	78
Children served in home	47	50	50	56	54

Youth Services (Hannah Keller)	July	Aug	Sept	Oct	Nov
Youth served in Youth Services Program	105	103	103	100	110
Youth being served in their home	85	83	79	81	75
Families served in Youth Services Program	95	94	94	91	93

Intensive Permanency Services (Nicholas Stabenow-Schneider)	July	Aug	Sept	Oct	Nov
Youth receiving Intensive Permanency Services	9	9	9	9	13

Alternate Care (Nicholas Stabenow-Schneider)	July	Aug	Sept	Oct	Nov
Children in out-of-home care at end of month	116	114	114	124	123
Median length of stay in months for children discharged in month	8.4	9	7.9	7.9	7.9

Birth-to-Three (Nicholas Stabenow-Schneider)	July	Aug	Sept	Oct	Nov
Children being served	95	109	105	108	108

Juvenile Detention Center (Kevin Cummings)	July	Aug	Sept	Oct	Nov
Total admissions - number youth	24	22	29	43	31
Total admissions - number days	358	347	371	512	540
Eau Claire County admissions - number days	47	75	91	115	108
Short-term admissions - number youth	16	15	20	34	22
Short-term admissions - number days	159	130	139	235	270
Eau Claire County short-term admissions - number youth	7	5	7	15	5
Eau Claire County short-term admissions - number days	15	44	44	53	48
180 program admissions - number youth	8	7	9	9	9
180 program admissions - number days	199	217	232	277	270
Average daily population youth per day	11.5	11.2	12.4	16.5	18.0
Occupancy rate	50.2	48.7	53.8	71.8	77.9

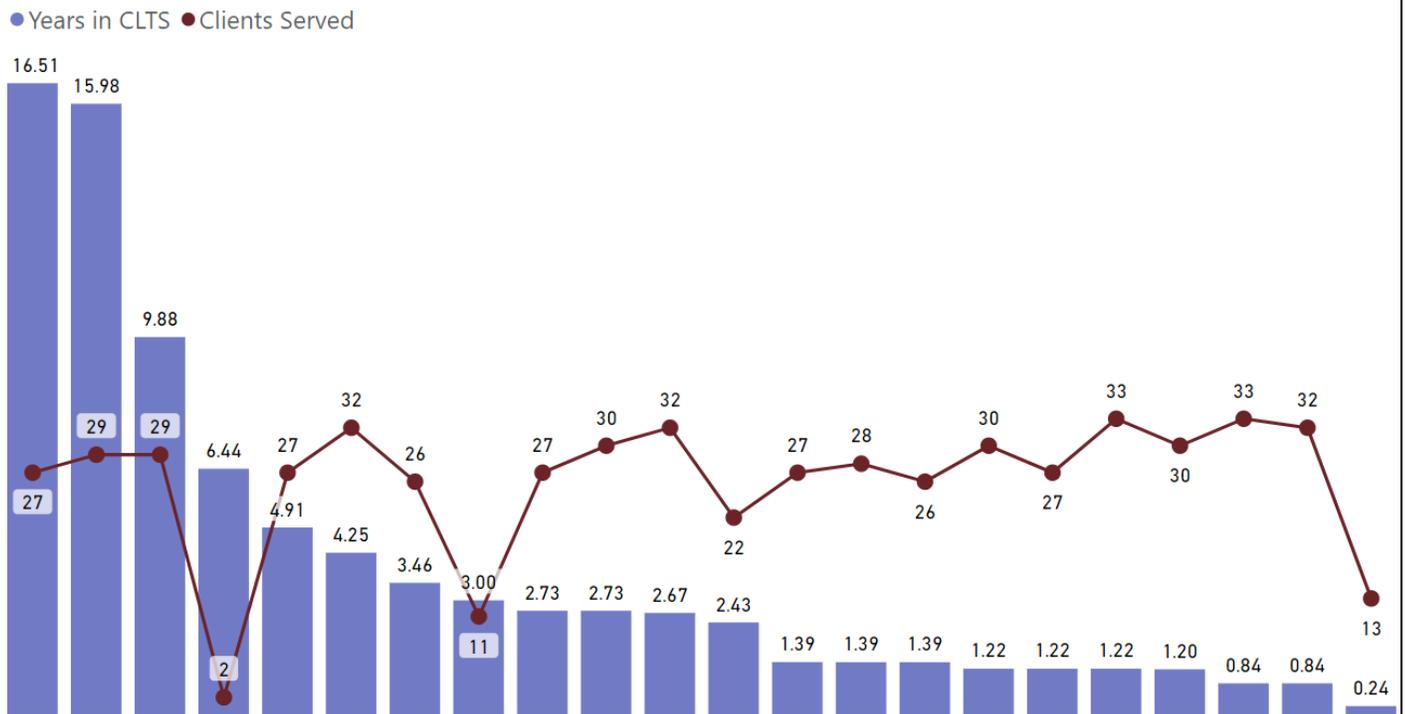
Behavioral Health Division Update (Luke Fedie)
<p>On Thursday, December 9th, The Center for Medicaid Services shared that the 1915i Waiver went through and is approved. This waiver allows organizations to bill Medicaid for housing support services. Those housing services are consultation, transition, sustaining, and relocation.</p> <p>A brief description of those services is as follows: Consultation: Personalized plans and referral services Transition: Housing search, move-in, community connections Sustaining: Eviction prevention, education, skill coordination Relocation: Initial expenses and furnishing assistance, if eligible</p> <p>Fiscal Services Administrator Vickie Gardner and I had the opportunity to hear from the state on December 18th and were able to learn more about what the process for setting up as a provider entails. Next steps for our organization will be filing the application for DHS to be a provider of 1915i services.</p>

Adult Protective Services (Nancy Weltzin)	July	Aug	Sept	Oct	Nov
Investigations requests	53	47	72	55	48
Investigations screened out	13	15	15	17	15
Investigations concluded	18	5	17	10	8
Investigations substantiated	4	1	2	2	2
Allegation of self-neglect	18	17	28	10	15
Allegation of neglect	12	5	11	15	10
Allegation of financial abuse	14	12	16	7	10
Requests for guardianship	6	4	10	8	6

Children's Long-Term Support (Taylor Johnson)	July	Aug	Sept	Oct	Nov
Current enrollment	514	529	541	558	562
Current waitlist	13	17	6	15	17
Foster Care	27	24	31	33	35

Although it may appear our waitlist numbers are increasing, rest assured that we are staying on top of enrollments. Of the 17 on the current waitlist, all but 4 are assigned out to case managers. The 4 who are not assigned currently are dually eligible and we are waiting on CCS to complete their triage process to determine if they will be moving forward as dual or CLTS only. We remain well within enrollment compliance expectations set by the state as our average is enrollment within 60 days of the referral date. The requirement is to enroll within 90 days of referral.

Length of Time in CLTS & Caseloads



Clinic (Jen Coyne)	July	Aug	Sept	Oct	Nov
Clients in Med Management	188	184	186	194	195
Clients in Therapy	198	197	204	203	202
Referrals	35	20	18	35	27
Med management waitlist	17	10	10	14	21
Therapy waitlist	25	20	19	20	25

Community Support Program (Jocelyn Lingel-Kufner)	July	Aug	Sept	Oct	Nov
Number participants	121	117	117	115	114
New admissions	4	0	2	2	1
Referral list	11	18	21	16	15

Comprehensive Community Services (Cinthia Wiebusch & Beth O'Brien)	July	Aug	Sept	Oct	Nov
Current case count	270	268	270	278	280
Referrals	43	53	49	46	30
External referrals	34	42	36	36	25
Internal referrals	9	11	12	10	5
Admissions	17	18	14	16	16
Discharges	13	18	11	14	15
Adults waiting for CCS services	2	5	0	2	1
Youth waiting for CCS services	0	0	1	2	2

Crisis Services (Olympia Prochaska)	July	Aug	Sept	Oct	Nov
Crisis contacts	275	236	269	291	271
Emergency detentions	32	23	24	32	21
Clients placed in local hospitals	18	12	13	23	11
Clients placed in IMD's W – Winnebago; M - Mendota	13W 1M	11 W	10 W	9 W	10 W
Face-to-face assessments completed	35	30	33	30	30
Community Re-Entry Referrals (Eau Claire County Jail)	25	14	8	9	6
Community Re-Entry Booking Contacts (Eau Claire County Jail)	23	20	46	41	27
DHS Mental Health Liaison Contacts (Eau Claire County Sheriff's Department)	22	18	17	16	6
DHS Mental Health Liaison Contacts (3-11 PM Eau Claire Police Department)	25	30	32	24	24

Recovery & Justice Services (Brianna Albers)	July	Aug	Sept	Oct	Nov
Current caseload	28	27	20	23	26
Branch V – Wednesday Court	13	14	11	14	16

Branch VI – Thursday Court (former Mental Health & AIM)	12	10	7	7	8
Veteran’s Court	3	3	2	2	2
Referrals	12	8	9	7	7
Deflection Referrals for Law Enforcement	N/A	2	1	19	112
Deflection Referrals for Overdose	N/A	6	16	5	10
Deflection Receiving Services	1	1	4	4	3

Economic Support Services Division Update (Kathy Welke)

During the month of November, the Great Rivers Call Center received 12,601 calls with an average answer rate of 90.48%. The monthly average speed of answer was 7.46 minutes.

Economic Support Services (Kathy Welke)	July	Aug	Sept	Oct	Nov
Calls Received	13,772	14,009	14,017	14,858	12,601
Applications Processed	3,617	3,576	3,380	3,891	4,000
Renewals Processed	4,306	4,112	4,369	4,605	3,745
All Cases	61,244	60,307	60,346	60,526	60,917
Cases in Eau Claire County	13,261	13,005	13,031	13,138	13,199
Active Childcare Cases	1056	1,051	1,060	1,075	1,063
Active Eau Claire Childcare Cases	298	288	293	303	295