

EAU CLAIRE COUNTY DEPARTMENT OF HUMAN SERVICES

Department Report – Division & Unit Updates

Director – Angela Weideman

February 3rd, 2025

Operations, Data, and Fiscal Update

Strategic Planning

Over the last month, the Department's strategic planning efforts focused on completing a SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis. The SWOT analysis focused on gathering feedback from staff, board members, and community professionals in the format of both a survey and listening sessions to ensure multiple perspectives were captured.

The survey process was conducted as follows:

- Staff surveys were available from December 6th to December 20th, with 100 staff members participating.
- Board surveys were conducted from December 13th to December 20th with 1 board member participating.
- Community surveys were open from January 6th to January 17th, with 56 community members participating.

Following the survey phase, listening sessions were held in January to gather additional insights:

- Staff listening sessions took place on January 15th and 23rd, with 8 staff members participating.
- The community listening session was held on January 22nd, with 3 community members in attendance.

Currently, the Strategic Planning Core Team is analyzing the collected data from both the surveys and listening sessions. Their focus is on identifying actionable items to guide the department's strategic priorities moving forward.

Friend of Human Services Award

The Friend of Human Services Award is a newly established annual recognition by the Department. It honors an individual, organization, or community group that has significantly contributed to improving the quality of life for Eau Claire County residents through collaboration with our Department. Nominees must demonstrate exceptional impact, commitment, innovation, and collaboration in supporting the Department's mission and values. Employees are not eligible for the award.

The nomination period for the inaugural award will run from January 31st to February 14th.

Nominations can be submitted by employees, board members, or community members using an official form, which includes details on the nominee's contributions and impact. The award will be

presented at a Human Services Board meeting in March, and the recipient will receive formal recognition through a plaque, as well as being featured in ECCDHS’s annual report, press releases, and social media.

1915(i) Waiver Services

The Department is in the process of applying to become a provider with Forward Health for 1915(i) waiver services. This waiver program will expand the Department's ability to support eligible individuals by offering specialized services aimed at meeting their needs within the community. It should be noted that the Department already serves as a provider for Forward Health across various Medicaid programs, demonstrating its experience and commitment to delivering quality services. To ensure successful implementation, Department staff have been actively participating in training sessions to gain a deeper understanding of program requirements and reimbursable services under the 1915(i) waiver.

Family Treatment Court Grant

Eau Claire County has been awarded a \$125,000 grant over a three-year period from the Department of Children and Families to support the development and implementation of a Family Treatment Court. This initiative is a collaborative effort between the Recovery and Justice Services Treatment Court Program and Child Protective Services (CPS).

The Family Treatment Court will bring together a multi-disciplinary team of professionals to provide participants with holistic, trauma-informed, and evidence-based treatment services. The program is designed to support participants in their recovery journey by offering incentives and sanctions that encourage positive behavior change without waiting for criminal justice system outcomes.

The next step in the process is a meeting with the state on February 4, during which the grant award and planning process will be reviewed. This meeting will help outline key steps for implementation and ensure alignment with state guidelines and expectations. This grant represents a significant opportunity to strengthen community support systems and improve outcomes for families affected by substance use disorders.

Department Staffing Update				
Total FTE’s	Filled FTE’s		Vacant FTE’s	
268	250.5	93.5%	17.5	6.5%

Family Services Division Update (Melissa Christopherson)

In Family Services staffing has recently been challenging as we are having to conduct continuous recruitment to fill single positions. We have had positions open that have taken months to fill. This is a new but startling development, and we are assessing if this is purely situational or a pattern.

In the JDC, several procedures are being reviewed and redeveloped including use of force/discipline, room confinement, medication management and distribution, staff call in's and calling for jail back up. We are planning for the transfer of the mental health position from the clinic to the JDC and the job description is under review. Further, we are assessing our contract with nursing through Well Path as the current nursing services have not been able to keep up with our needs. The new JDC rates were fully effective on 1/1/2025 and as you will see the JDC daily number and number of days continue to be stable.

In Birth to Three we have been collaborating with several neighboring counties to compare costs since Prevea/HSBS ended therapy services. We have identified that payment for B-3 benefits by private insurance has significantly declined since the transition. This is a key factor in the rising cost of Birth to Three across counties that were previously served by Prevea. We are monitoring this and actively seeking solutions.

Placements, particularly of juveniles requiring residential level of care continue to increase. We are continuing to see very complex needs, a lack of local resources, and rising cost of placements.

Centralized Access (Julie Brown)	Aug	Sept	Oct	Nov	Dec
Child Protective Services reports received	105	112	151	109	94
Child Protective Services reports screened in for Initial Assessment	23	24	28	22	26
Child Welfare Service reports received	8	12	20	4	6
Child Welfare Service reports screened in	5	9	13	4	4
Adult Protective Services Reports and requests for Guardianship/Protective Placement	48	74	56	48	47
Birth to Three Referrals	23	25	39	23	23
Outpatient Clinic Referrals	0	2	6	9	6
AODA Referrals	10	13	7	7	7
Comprehensive Community Services (CCS) Referrals	62	57	58	38	45
Children's Integrated Services Referrals (CLTS or Children's CCS)	25	26	29	24	20
Crisis Referrals & 3-Party Petition Requests	6	12	13	5	11
Community Support Program (CSP) Referrals	8	8	7	3	5
Call Intakes	29	45	55	65	49
Pre-admission Screening and Resident Review (PASRR) for Nursing home	34	23	51	27	38

Child Protective Services Initial Assessment (Tasha Alexander)	Aug	Sept	Oct	Nov	Dec
Initial assessments completed	16	21	26	24	22
Assessments resulting in substantiation	1	4	3	4	4
Assessments completed involving children remaining in home	16	21	26	21	20
Assessments resulting in services opening with Dept	0	0	4	3	5

Child Protective Services Ongoing (Courtney Wick)	Aug	Sept	Oct	Nov	Dec
Children served in Ongoing Child Protective Services	144	150	145	146	143
Families served in Ongoing Child Protective Services	77	79	79	78	77
Children served in home	50	50	56	54	57

Youth Services (Hannah Keller)	Aug	Sept	Oct	Nov	Dec
Youth served in Youth Services Program	103	103	100	110	101
Youth being served in their home	83	79	81	75	76
Families served in Youth Services Program	94	94	91	93	93

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

Alternate Care (Nicholas Stabenow-Schneider)	Aug	Sept	Oct	Nov	Dec
Children in out-of-home care at end of month	114	114	124	123	123
Median length of stay in months for children discharged in month	9	7.9	7.9	7.9	8.2

Birth-to-Three (Nicholas Stabenow-Schneider)	Aug	Sept	Oct	Nov	Dec
Children being served	109	105	108	108	96

Juvenile Detention Center (Kevin Cummings)	Aug	Sept	Oct	Nov	Dec
Total admissions - number youth	22	29	43	31	32
Total admissions - number days	347	371	512	540	532
Eau Claire County admissions - number days	75	91	115	108	148
Short-term admissions - number youth	15	20	34	22	23
Short-term admissions - number days	130	139	235	270	277
Eau Claire County short-term admissions - number youth	5	7	15	5	8
Eau Claire County short-term admissions - number days	44	44	53	48	86
180 program admissions - number youth	7	9	9	9	9
180 program admissions - number days	217	232	277	270	255
Average daily population youth per day	11.2	12.4	16.5	18.0	17.2
Occupancy rate	48.7	53.8	71.8	77.9	74.6

Behavioral Health Division Update (Luke Fedie)

With the first month of 2025 behind us, we are already working to evaluate our community needs throughout this year and into 2026. We are constantly evaluating where our services are trending and what we need in terms of resources and capacity to serve the community in a timely and thorough manner.

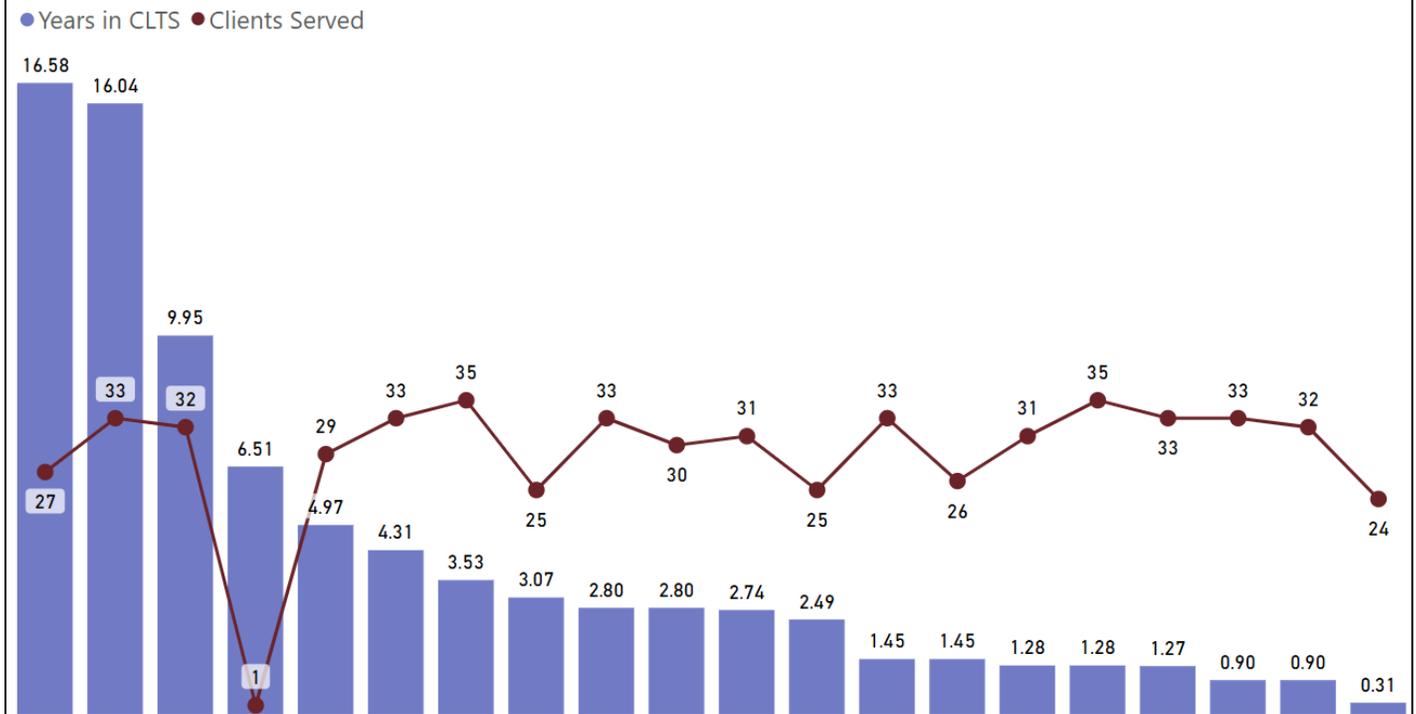
One of the gaps that we are working to fill here is an internal process for crisis debriefing when a traumatic event takes place with one of our coworkers, colleagues, or clients. There are a number of staff that are trained in critical incident stress managements and are able to help assist with a debriefing after a situation occurs.

It is not uncommon for us to experience difficult losses in the work that we do each day and it is important that we have an opportunity to process those feelings with others around us in a structured way. This team has been used a number of times and staff have expressed gratitude for having the opportunity to process emotions in a safe space.

Adult Protective Services (Nancy Weltzin)	Aug	Sept	Oct	Nov	Dec
Investigations requests	47	72	55	48	43
Investigations screened out	15	15	17	15	13
Investigations concluded	5	17	10	8	3
Investigations substantiated	1	2	2	2	1
Allegation of self-neglect	17	28	10	15	11
Allegation of neglect	5	11	15	10	12
Allegation of financial abuse	12	16	7	10	11
Requests for guardianship	4	10	8	6	10

Children's Long-Term Support (Taylor Johnson)	Aug	Sept	Oct	Nov	Dec
Current enrollment	529	541	558	562	581
Current waitlist	17	6	15	17	21
Foster Care	24	31	33	35	35

Length of Time in CLTS & Caseloads



Clinic (Jen Coyne)	Aug	Sept	Oct	Nov	Dec
Clients in Med Management	184	186	194	195	202
Clients in Therapy	197	204	203	202	205
Referrals	20	18	35	27	18
Med management waitlist	10	10	14	21	14
Therapy waitlist	20	19	20	25	18

Community Support Program (Jocelyn Lingel-Kufner)	Aug	Sept	Oct	Nov	Dec
Number participants	117	117	115	114	111
New admissions	0	2	2	1	1
Referral list	18	21	16	15	19

Comprehensive Community Services (Cynthia Wiebusch & Beth O'Brien)	Aug	Sept	Oct	Nov	Dec
Current case count	268	270	278	280	279
Referrals	53	49	46	30	40
External referrals	42	36	36	25	29
Internal referrals	11	12	10	5	11
Admissions	18	14	16	16	14
Discharges	18	11	14	15	7
Adults waiting for CCS services	5	0	2	1	3
Youth waiting for CCS services	0	1	2	2	1

Crisis Services (Olympia Prochaska)	Aug	Sept	Oct	Nov	Dec
Crisis contacts	236	269	291	271	269
Emergency detentions	23	24	32	21	16
Clients placed in local hospitals	12	13	23	11	8
Clients placed in IMD's W – Winnebago; M - Mendota	11 W	10 W	9 W	10 W	7 W
Face-to-face assessments completed	30	33	30	30	14
Community Re-Entry Referrals (Eau Claire County Jail)	14	8	9	6	45
Community Re-Entry Booking Contacts (Eau Claire County Jail)	20	46	41	27	22
DHS Mental Health Liaison Contacts (Eau Claire County Sheriff's Department)	18	17	16	6	1
DHS Mental Health Liaison Contacts (3-11 PM ECPD)	30	32	24	24	18
Peer Support Community Outreach (Sojourner and LE Philips)	2	12	14	5	6

Recovery & Justice Services (Brianna Albers)	Aug	Sept	Oct	Nov	Dec
Current caseload	27	20	23	26	27
Branch V – Wednesday Court	14	11	14	16	17
Branch VI – Thursday Court (former Mental Health & AIM)	10	7	7	8	8
Veteran's Court	3	2	2	2	2
Referrals	8	9	7	7	13
Deflection Referrals for Law Enforcement	2	1	19	112	27
Deflection Referrals for Overdose	6	16	5	10	19
Deflection Receiving Services	1	4	4	3	2

Economic Support Services Division Update (Kathy Welke)

14,000 calls were received with a 90% answer rate. The average speed of answer was 7.70 minutes.

Economic Support Services (Kathy Welke)	Aug	Sept	Oct	Nov	Dec
Calls Received	14,009	14,017	14,858	12,601	14,000
Applications Processed	3,576	3,380	3,891	4,000	4,878
Renewals Processed	4,112	4,369	4,605	3,745	3,861
All Cases	60,307	60,346	60,526	60,917	62,118
Cases in Eau Claire County	13,005	13,031	13,138	13,199	13,436
Active Childcare Cases	1,051	1,060	1,075	1,063	1,072
Active Eau Claire Childcare Cases	288	293	303	295	291