

EAU CLAIRE COUNTY DEPARTMENT OF HUMAN SERVICES
Department Report – Division & Unit Updates
Director – Angela Weideman
March 3rd, 2025

Operations, Data, and Fiscal Update

Changes to Metrics

Over the past few months, we have been updating our performance management metrics, which are reported to the county every six months. These updated metrics will be used for 2025 reporting. As part of this process, the leadership team also reviewed and revised the board report metrics.

This month’s report reflects those changes, which means some metrics do not have data from September through December. If you see “N/A” for those months, it indicates a newly introduced metric that will be measured monthly moving forward.

Federal Funding Update

We continue to monitor potential federal-level changes. Recently, Angie Weideman and Angie Stokes attended the Eau Claire Chamber *Eggs and Issues* meeting, where the U.S. Chamber provided updates on Washington developments. While the future of federal funding remains uncertain, we are actively working with the Wisconsin Counties Association, the county administrator, and the county board to advocate for maintaining these critical funds.

Both federal and state budgets significantly impact local funding, and advocacy efforts are ongoing at both the local level and in Madison. At this time, our federal funding remains intact, and we will continue providing our usual services and support. We will share any new information as it becomes available and adjust plans accordingly.

Budget Process

Budget planning for 2026 is underway, including individual unit meetings to review expenses and revenues. As we did last year, we are beginning this process early. These discussions also include 2025 projections and potential mitigation strategies.

Department Staffing Update

Total FTE’s	Filled FTE’s		Vacant FTE’s	
268	245.5	91.6%	22.5	8.4%

Family Services Division Update (Melissa Christopherson)

In Family Services, the Resource Unit hosted a training event for all foster homes at Metropolis Resort in Eau Claire utilizing state training and grant funds. Foster homes had the opportunity to learn about Aces and Resiliency and to form connections and support. Through the event two homes were identified as future “Professional Foster Homes”. A Professional Foster Home is a concept that is

currently being piloted in the State of WI as a model to prevent and reduce higher levels of care. If this model moves forward, we will provide more detailed information in future board reports.

Planning for the implementation of Family Treatment Court continues and our team has a site visit in Barron County planned for 3/4/2025 so that our team can experience firsthand how their treatment court model works. Our model is still in development and this visit, combined with a Family Treatment Court Training in April, will influence our design. When our design is complete it will be shared more fully in this narrative.

The JDC 180 program staff met with the judges to describe program enhancements related to treatment and support. The staff plan to engage local defense attorneys to share programming enhancements. This goes hand in hand with the roll out of a full-time mental health practitioner in the JDC and an increase of nursing hours from 8 to 20 to accommodate for increased enrollment. Both the nursing time and mental health practitioner time are projected to be covered fully by the JDC rates. Further, the JDC recently went through a Department of Justice Audit and no concerns were noted.

Centralized Access (Julie Brown)	Sept	Oct	Nov	Dec	Jan
Total number of referrals received in month	N/A	N/A	N/A	N/A	459
Total pounds of Feed My People food distributed this month	N/A	N/A	N/A	N/A	345

Child Protective Services (CPS) Initial Assessment (Tasha Alexander)	Sept	Oct	Nov	Dec	Jan
Number of CPS reports received	112	151	109	94	160
Number of CPS reports screened in for initial assessment	24	28	22	26	38
Number of child welfare reports screened in	9	13	4	4	4
Assessments resulting in services opening with Dept	0	4	3	5	2

Child Protective Services (CPS) Ongoing (Courtney Wick)	Sept	Oct	Nov	Dec	Jan
Number of children served in CPS Ongoing	150	145	146	143	125
Number of children opened to CPS Ongoing	N/A	N/A	N/A	N/A	4
Number of children closed to CPS Ongoing	N/A	N/A	N/A	N/A	6
Number of children served in their home in CPS Ongoing	50	56	54	57	49

Juvenile Intake (Hannah Keller)	Sept	Oct	Nov	Dec	Jan
Number of referrals received	N/A	N/A	N/A	N/A	28
Number of referrals involving delinquencies	N/A	N/A	N/A	N/A	17
Number of referrals involving JIPS truanancies	N/A	N/A	N/A	N/A	5
Number of referrals involving JIPS runaways	N/A	N/A	N/A	N/A	6

Youth Services (Hannah Keller)	Sept	Oct	Nov	Dec	Jan
Number of youth served in Youth Services Ongoing	103	100	110	101	97
Number of youth served residing in their family home	79	81	75	76	74

System of Care (Hannah Keller)	Sept	Oct	Nov	Dec	Jan
Number of youth served in program	N/A	N/A	N/A	N/A	16
Number of youth served enrolled in high school	N/A	N/A	N/A	N/A	10
Number of youth served enrolled in middle school	N/A	N/A	N/A	N/A	6

Coordinated Services Teams (Hannah Keller)	Sept	Oct	Nov	Dec	Jan
Number of CST participants	N/A	N/A	N/A	N/A	9
Number of youth starting CST programming this month	N/A	N/A	N/A	N/A	6
Number of youth discharged from CST programming this month	N/A	N/A	N/A	N/A	1

Intensive Permanency Services (Nicholas Stabenow-Schneider)	Sept	Oct	Nov	Dec	Jan
Number of youth receiving Intensive Permanency Services	9	9	13	13	13
Number of family conferences conducted for family finding purposes	N/A	N/A	N/A	N/A	1

Alternate Care (Nicholas Stabenow-Schneider)	Sept	Oct	Nov	Dec	Jan
Number of licensed ECC foster and respite homes	N/A	N/A	N/A	N/A	92
Number of new inquiries for licensing over past month	N/A	N/A	N/A	N/A	3

Birth-to-Three (B-3) Services (Nicholas Stabenow-Schneider)	Sept	Oct	Nov	Dec	Jan
Number of children served by B-3 this month	109	105	108	108	113
Number of B-3 assessments completed this month	N/A	N/A	N/A	N/A	21

Parents Supporting Parents Program (Nicholas Stabenow-Schneider)	Sept	Oct	Nov	Dec	Jan
Number of parents served by the Parents Supporting Parents Program	N/A	N/A	N/A	N/A	13

Juvenile Detention Center (Kevin Cummings)	Sept	Oct	Nov	Dec	Jan
Total admissions - number youth	29	43	31	32	34
Total admissions - number days	371	512	540	532	602
Eau Claire County admissions - number days	91	115	108	148	105
Short-term admissions - number youth	20	34	22	23	25
Short-term admissions - number days	139	235	270	277	364

Eau Claire County short-term admissions - number youth	7	15	5	8	6
Eau Claire County short-term admissions - number days	44	53	48	86	43
180 program admissions - number youth	9	9	9	9	9
180 program admissions - number days	232	277	270	255	238
Average daily population of youth per day	12.4	16.5	18.0	17.2	19.1
Occupancy rate	53.8	71.8	77.9	74.6	84.4

Behavioral Health Division Update (Luke Fedie)

As many of you are aware, several of our programs are fully funded or partially funded through Medicaid dollars. As new information becomes available, we work diligently to understand what is happening as an administration team, as well as bring that information to our staff and our providers. We have had several questions from staff and providers about what all the changes will mean and what contingencies are being put into place.

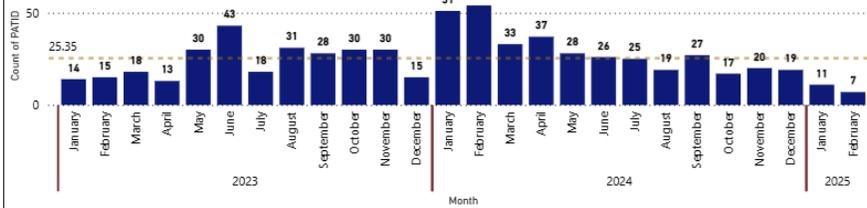
Our message to staff has been that we will closely monitor what is happening at the federal level and will continue to advocate for no cuts to services and expansion of services and reimbursement rates in Medicaid.

I want to extend a heartfelt Thank You to all of those that supported the resolution urging Congress not to make cuts to Medicaid. We value your support and advocacy throughout this process.

Adult Protective Services (Nancy Weltzin)	Sept	Oct	Nov	Dec	Jan
Number of investigations requests	72	55	48	43	60
Number of investigations screened out	15	17	15	13	21
Number of investigations concluded	17	10	8	3	13
Number of investigations substantiated	2	2	2	1	2
Number of allegations of self-neglect	28	10	15	11	20
Number of allegations of neglect	11	15	10	12	11
Number of allegations of financial abuse	16	7	10	11	9
Number of requests for guardianship	10	8	6	10	6

Children's Long-Term Support (Taylor Johnson)	Sept	Oct	Nov	Dec	Jan
Number of CLTS waiver clients served	541	558	562	581	582
Number of newly eligible referrals	N/A	N/A	N/A	N/A	18
Number of newly enrolled clients in CLTS program	N/A	N/A	N/A	N/A	12
Number of discharges from the CLTS program	N/A	N/A	N/A	N/A	5

CLTS Cases Discharged Off the Waitlist Per Month



Cases Transitioning Off Waitlist

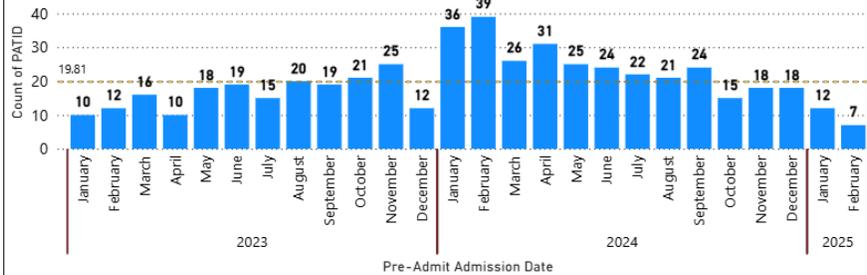
29

CLTS Waitlist

Number of Clients Actually Waiting

17

CLTS Cases Added Per Month

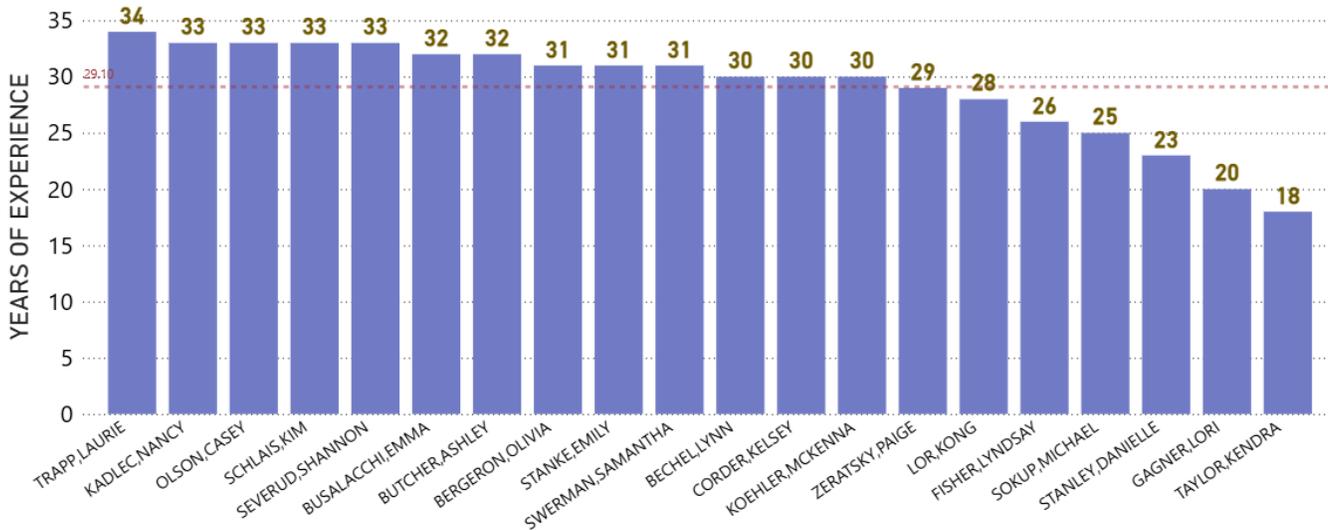


Avg. Days On Waitlist

All-Time

317

Caseloads in CLTS (With Average)



CLTS WORKER

Clinic (Jen Coyne)	Sept	Oct	Nov	Dec	Jan
Number of new referrals for therapy and med management	18	35	27	18	25
Percentage of referrals from other service areas of Department	N/A	N/A	N/A	N/A	28

Total number of clients enrolled in therapy	204	203	202	205	202
Total number of clients enrolled in med management	186	194	195	202	208

Community Support Program (Jocelyn Lingel-Kufner)	Sept	Oct	Nov	Dec	Jan
Number of participants served	117	115	114	111	111
New admissions	2	2	1	1	2
Current referral list	21	16	15	19	20

Comprehensive Community Services (Cinthia Wiebusch & Beth O'Brien)	Sept	Oct	Nov	Dec	Jan
Participants served	270	278	280	279	278
Referrals received	49	46	30	40	38
External referrals received	36	36	25	29	33
Internal referrals received	12	10	5	11	5
Number of admissions	14	16	16	14	23
Number of discharges	11	14	15	7	30
Adults waiting for CCS services	0	2	1	3	2
Youth waiting for CCS services	1	2	2	1	0

Crisis Services (Olympia Prochaska)	Sept	Oct	Nov	Dec	Jan
Number of crisis contacts	269	291	271	279	271
Number of emergency detentions	24	32	21	16	27
Number of referrals for substance use treatment	N/A	N/A	N/A	N/A	N/A
Number of face-to-face assessments completed	33	30	30	14	23
Number of community Re-Entry Referrals (ECC Jail)	8 (55)	9 (51)	6 (32)	47	45
Number of DHS Mental Health Liaison Contacts (ECC Sheriff's Office)	17	16	6	0	3
Number of DHS Mental Health Liaison Contacts (ECPD)	32	24	24	18	35
Number of people served through peer support	12	14	5	6	6
Percentage of diversions from hospitalization related to phone assessments	N/A	N/A	N/A	N/A	86%

Treatment Courts (Brianna Albers)	Sept	Oct	Nov	Dec	Jan
Number of referrals received	9	7	7	13	14
Current waitlist	N/A	N/A	N/A	N/A	9
Clients currently in programming	20	23	26	27	23

Deflection Program (Brianna Albers)	Sept	Oct	Nov	Dec	Jan
Number of referrals received	17	24	122	46	27
Number of clients participating in program	4	4	3	2	2

Economic Support Services Division Update (Kathy Welke)

During the month of January 2025, the Great Rivers Call Center received 16,181 calls with an Answer Rate of 91% and Average Speed of Answer of 7.06 minutes.

Our unit has two vacancies and will begin recruitment soon.

Economic Support Services (Kathy Welke)	Sept	Oct	Nov	Dec	Jan
Number of calls received	14,017	14,858	12,601	14,000	16,181
Number of applications processed	3,380	3,891	4,000	4,878	4,962
Total caseload	60,346	60,526	60,917	62,118	63,206
Total Eau Claire County caseload	13,031	13,138	13,199	13,436	13,672
Total Child Care caseload	1,060	1,075	1,063	1,072	1,081
Total Eau Claire Child Care caseload	293	303	295	291	293