

EAU CLAIRE COUNTY DEPARTMENT OF HUMAN SERVICES

Department Report – Division & Unit Updates

Director – Angela Weideman

April 7th, 2025

Operations, Data, and Fiscal Update

Federal Funding Update

Federal funding plays a crucial role in supporting human services in Eau Claire County. Recent developments at the federal level have raised concerns about potential impacts on the department. The department is monitoring these developments closely. Any reduction in federal funding could hinder the department's ability to deliver essential services to the community. The Department continues to proactively seek solutions to maintain critical support for vulnerable populations while waiting for additional information.

Strategic Planning

The Department has recently initiated the next phase of its strategic planning process, with a focus on building meaningful staff engagement and shaping targeted action efforts. A staff recruitment effort was recently completed to form strategic planning action groups, which are being developed around key departmental priorities.

Three proposed new action groups include:

1. Fiscal Challenges – to explore sustainable financial strategies in the face of budget constraints and evolving funding landscapes.
2. Standards, Expectations, & Silos – to clarify role expectations, improve consistency, and reduce siloed operations across teams.
3. Marketing and Community Partnerships – to enhance public understanding of the Department's work and build stronger partnerships with external stakeholders.

In addition to these new groups, two existing committees will work on Internal Communication and Organizational Transparency and Workplace Culture and Employee Well-Being.

These efforts are part of a broader strategic planning process, with a draft strategic plan currently under development. The draft will incorporate input from the action groups and reflect the Department's long-term goals and commitment to continuous improvement. Updates will be shared with the Board as the plan progresses.

Budget Process

Planning for the Department's 2026 budget continues, with division administrators and leadership team members providing input to help shape priorities and align resources with strategic goals. In parallel, discussions are ongoing regarding potential mitigation efforts for 2025, in light of anticipated fiscal challenges. These efforts aim to ensure the Department remains responsive to community needs while navigating funding uncertainties.

Housing Update

The Department continues to meet bi-weekly with the EC Chamber and City-County Health to lead work towards a community plan around homelessness. On March 13th, we presented to the EC Health Alliance. On April 1st, we submitted a HOME-ARP Supportive Services grant designed to assist individuals and families who are homeless to provide the services necessary to help those persons regain stability quickly in temporary or permanent housing after experiencing a housing crisis and/or homelessness. The grant ask was \$250,000 and must be used outside of the city of Eau Claire. On April 4th, service providers for folks who are unhoused along with folks with lived experience came together in the first of a series of three meetings to identify Strengths, Opportunities, Aspirations, and Results. The next meeting will occur on April 25th.

Department Staffing Update				
Total FTE's	Filled FTE's		Vacant FTE's	
268	248	92.5%	20	7.5%

Family Services Division Update (Melissa Christopherson)

In Family Services placements continue to be a major focus. On a positive note, so far in 2025, only 2 placements have been made in Child Protective Services and one has already reunified! Our workers have been diligent in using community services and family supports to keep kids safely in their home and have had great success in the first quarter of the year. However, placements of youth requiring higher levels of care continue to be extremely challenging. As an example, here is a summary written by one of our workers about a youth she is serving (name is changed for confidentiality purposes):

Abe is a 14-year-old boy who has been placed at Nexus-Mill Lacs in Onamia, MN since May 2024. He has an extensive trauma history including severe and chronic sexual abuse and neglect from the age of approximately two (2) years old. Abe and his biological brother were adopted from foster care by a local family when Abe was 9. Abe has biological sisters that he has not had contact with since being removed from the home due to the history of sexual contact between siblings. Currently, Abe does not have contact with his biological brother, who remains in the Adoptive home, as he sexually perpetrated against his brother since being adopted. Abe has been diagnosed with PTSD, Other Specified Paraphilic Disorder, Conduct Disorder, Disruptive Mood Dysregulation Disorder, ADHD, and Neurodevelopmental Disorder. He is currently being monitored for Childhood Schizophrenia and Schizoaffective Disorder. Evaluations have identified that likely due to the chronic sexual abuse from a young, pre-verbal age, Abe likely has unhealthy and deviant sexual arousal patterns ingrained in the psychological makeup of his personality and is at risk of being a lifelong offender without intensive treatment.

Abe has struggled significantly at Mille Lacs with physical and verbal aggression toward peers and staff, running away without shoes or a coat in extreme weather, and refusing to engage in treatment. Staff and administration at Nexus-Mille Lacs recently made the determination that Abe is no longer a fit for their program as they cannot maintain safety and security for Abe or the other residents. They have recommended an even higher level of care – specifically a locked Psychiatric Residential Treatment Facility (PRTF) as Abe will have more structure and oversight than Mille Lacs or a traditional residential treatment facility can provide. These types of facilities do not currently exist in the state of Wisconsin, yet they are an area of tremendous need. The worker made 50 referrals to treatment facilities across the nation and only one facility accepted Abe: Perimeter Behavioral Health of Forrest City, AR. Eau Claire County is currently working to contract with Perimeter and is under a deadline as Mille Lacs gave formal notice that Abe’s placement must end within 10 days.

Unfortunately, we have many cases that mirror this one in out-of-home care. The number of youth with very high needs, high daily placement costs, and a lack of local resources continue to challenge us.

Centralized Access (Julie Brown)	Oct	Nov	Dec	Jan	Feb
Total number of referrals received in month	N/A	N/A	N/A	459	414
Total pounds of Feed My People food distributed this month	N/A	N/A	N/A	345	782 lbs (165 ppl)

Child Protective Services (CPS) Initial Assessment (Tasha Alexander)	Oct	Nov	Dec	Jan	Feb
Number of CPS reports received	151	109	94	160	113
Number of CPS reports screened in for initial assessment	28	22	26	38	12
Number of child welfare reports screened in	13	4	4	4	7
Assessments resulting in services opening with Dept	4	3	5	2	3

Child Protective Services (CPS) Ongoing (Courtney Wick)	Oct	Nov	Dec	Jan	Feb
Number of children served in CPS Ongoing	145	146	143	125	118
Number of children opened to CPS Ongoing	N/A	N/A	N/A	4	6
Number of children closed to CPS Ongoing	N/A	N/A	N/A	6	13
Number of children served in their home in CPS Ongoing	56	54	57	49	51

Juvenile Intake (Hannah Keller)	Oct	Nov	Dec	Jan	Feb
Number of referrals received	N/A	N/A	N/A	28	36
Number of referrals involving delinquencies	N/A	N/A	N/A	17	23
Number of referrals involving JIPS truanancies	N/A	N/A	N/A	5	12
Number of referrals involving JIPS runaways	N/A	N/A	N/A	6	1

Youth Services (Hannah Keller)	Oct	Nov	Dec	Jan	Feb
Number of youth served in Youth Services Ongoing	100	110	101	97	95
Number of youth served residing in their family home	81	75	76	74	70

System of Care (Hannah Keller)	Oct	Nov	Dec	Jan	Feb
Number of youth served in program	N/A	N/A	N/A	16	19
Number of youth served enrolled in high school	N/A	N/A	N/A	10	6
Number of youth served enrolled in middle school	N/A	N/A	N/A	6	13

Coordinated Services Teams (Hannah Keller)	Oct	Nov	Dec	Jan	Feb
Number of CST participants	N/A	N/A	N/A	9	7
Number of youth starting CST programming this month	N/A	N/A	N/A	6	4
Number of youth discharged from CST programming this month	N/A	N/A	N/A	1	0

Intensive Permanency Services (Nicholas Stabenow-Schneider)	Oct	Nov	Dec	Jan	Feb
Number of youth receiving Intensive Permanency Services	9	13	13	13	11
Number of family conferences conducted for family finding purposes	N/A	N/A	N/A	1	7

Alternate Care (Nicholas Stabenow-Schneider)	Oct	Nov	Dec	Jan	Feb
Number of licensed ECC foster and respite homes	N/A	N/A	N/A	86	87
Number of new inquiries for licensing over past month	N/A	N/A	N/A	3	2

Birth-to-Three (B-3) Services (Nicholas Stabenow-Schneider)	Oct	Nov	Dec	Jan	Feb
Number of children served by B-3 this month	105	108	108	113	98
Number of B-3 assessments completed this month	N/A	N/A	N/A	21	21

Parents Supporting Parents Program (Nicholas Stabenow-Schneider)	Oct	Nov	Dec	Jan	Feb
Number of parents served by the Parents Supporting Parents Program	N/A	N/A	N/A	13	12

Juvenile Detention Center (Kevin Cummings)	Oct	Nov	Dec	Jan	Feb
Total admissions - number youth	43	31	32	34	25
Total admissions - number days	512	540	532	602	501
Eau Claire County admissions - number days	115	108	148	105	144
Short-term admissions - number youth	34	22	23	25	15
Short-term admissions - number days	235	270	277	364	221
Eau Claire County short-term admissions - number youth	15	5	8	6	2
Eau Claire County short-term admissions - number days	53	48	86	43	32
180 program admissions - number youth	9	9	9	9	10
180 program admissions - number days	277	270	255	238	280
Average daily population of youth per day	16.5	18.0	17.2	19.1	17.9
Occupancy rate	71.8	77.9	74.6	84.4	77.8

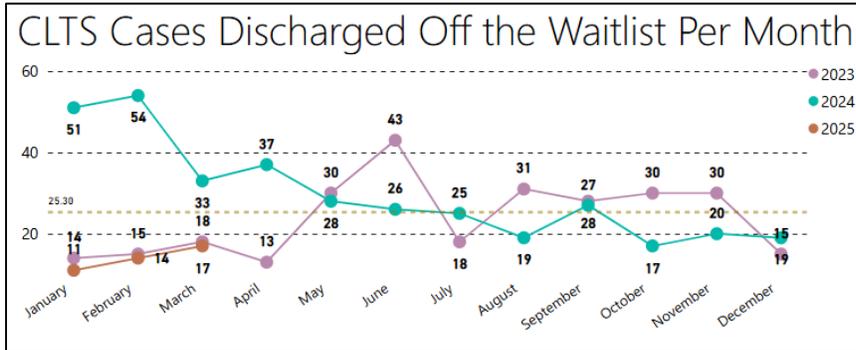
Behavioral Health Division Update (Luke Fedie)
<p>Director Weideman and I had an opportunity on Thursday, March 27th , to travel to the Capitol in Madison and participate in the Wisconsin Counties Association County Ambassador Program. We were joined by our very own County Administrator, Kathryn Schauf, and the Program lead for UW- Madisons UniverCity Alliance program.</p> <p>We had the opportunity to connect with Senator Jeff Smith as well as staffers for Representative Christian Phelps and Representative Jodi Emerson.</p> <p>During the meetings we were able to share our concerns about potential cuts to Medicaid services from the federal level, identifying how much of our DHS budget is dependent upon Medicaid reimbursement. On average, we are reimbursed 17 million dollars from Medicaid for the services that we provide to the community. We advocated for Medicaid expansion to allow for higher reimbursement rates to help programs become and stay fiscally solvent.</p>

We were also able to advocate for the passing of the Governor’s budget that allowed for higher allocations to Crisis Programs, Birth to Three, and CSP. The budget, as proposed, also eliminates the maintenance of effort for the crisis program, allowing us to use those resources to support the people that need the services in our community.



Adult Protective Services (Nancy Weltzin)	Oct	Nov	Dec	Jan	Feb
Number of investigations requests	55	48	43	60	45
Number of investigations screened out	17	15	13	21	17
Number of investigations concluded	10	8	3	13	9
Number of investigations substantiated	2	2	1	2	1
Number of allegations of self-neglect	10	15	11	20	9
Number of allegations of neglect	15	10	12	11	12
Number of allegations of financial abuse	7	10	11	9	6
Number of requests for guardianship	8	6	10	6	6

Children's Long-Term Support (Taylor Johnson)	Oct	Nov	Dec	Jan	Feb
Number of CLTS waiver clients served	558	562	581	582	589
Number of newly eligible referrals	N/A	N/A	N/A	18	8
Number of newly enrolled clients in CLTS program	N/A	N/A	N/A	12	14
Number of discharges from the CLTS program	N/A	N/A	N/A	5	7



Cases Transitioning Off Waitlist

40

CLTS Waitlist

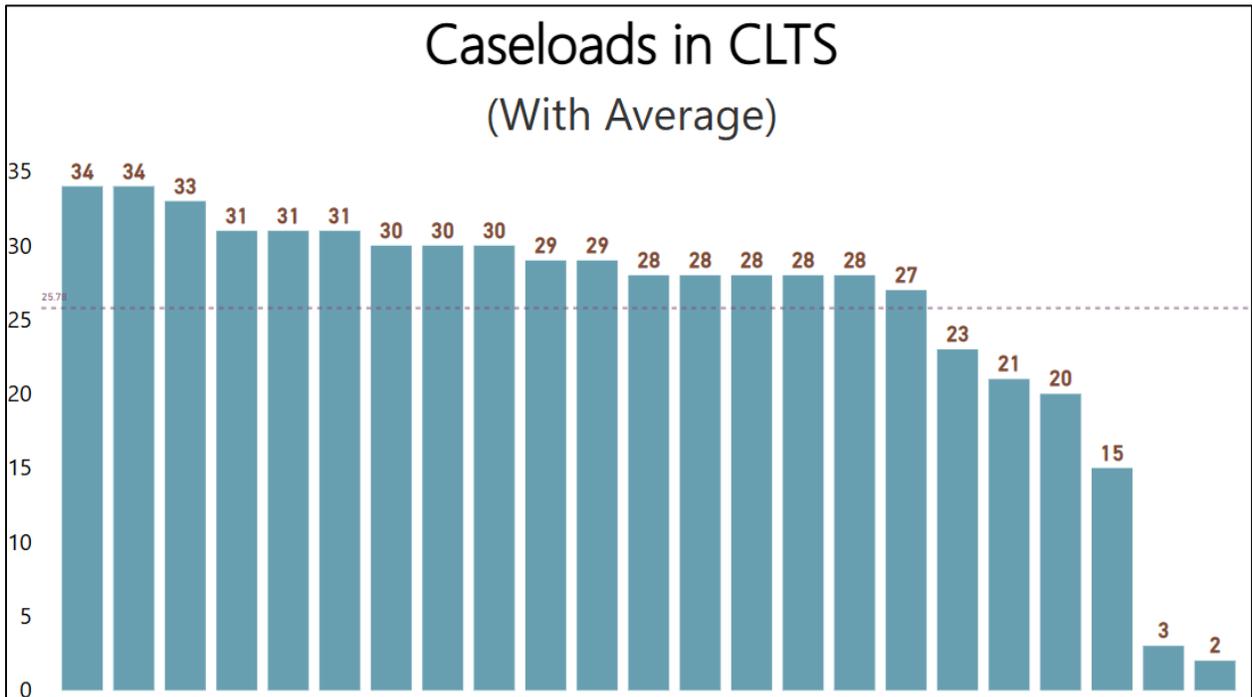
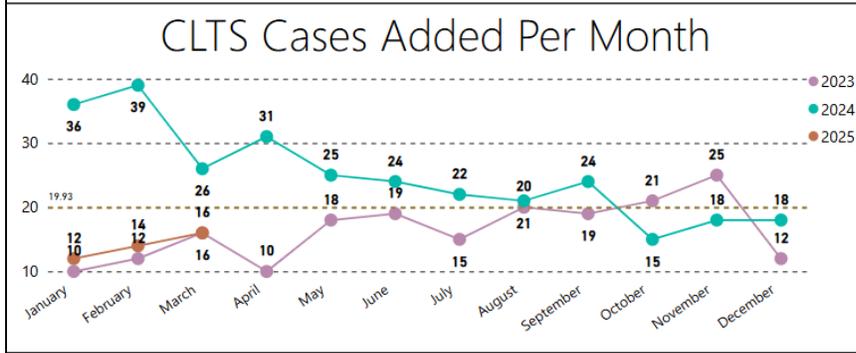
Number of Clients Actually Waiting

30

Avg. Days On Waitlist

All-Time

306



Clinic (Jen Coyne)	Oct	Nov	Dec	Jan	Feb
Number of new referrals for therapy and med management	35	27	18	25	32
Percentage of referrals from service areas within the Department	N/A	N/A	N/A	70%	84%
Total number of clients enrolled in therapy	203	202	205	202	217
Total number of clients enrolled in med management	194	195	202	208	214

Community Support Program (Jocelyn Lingel-Kufner)	Oct	Nov	Dec	Jan	Feb
Number of participants served	115	114	111	111	113
New admissions	2	1	1	2	2
Current referral list	16	15	19	20	13

Comprehensive Community Services (Cynthia Wiebusch & Beth O'Brien)	Oct	Nov	Dec	Jan	Feb
Participants served	278	280	279	278	278
Referrals received	46	30	40	38	49
External referrals received	36	25	29	33	37
Internal referrals received	10	5	11	5	12
Number of admissions	16	16	14	23	15
Number of discharges	14	15	7	30	13
Adults waiting for CCS services	2	1	3	2	1
Youth waiting for CCS services	2	2	1	0	0

Crisis Services (Olympia Prochaska)	Oct	Nov	Dec	Jan	Feb
Number of crisis contacts	291	271	279	271	270
Number of emergency detentions	32	21	16	27	20
Number of referrals for substance use treatment	N/A	N/A	N/A	N/A	8
Number of face-to-face assessments completed	30	30	14	23	20
Number of community Re-Entry Referrals (ECC Jail)	51	32	47	45	34
Number of DHS Mental Health Liaison Contacts (ECC Sheriff's Office)	16	6	0	3	7
Number of DHS Mental Health Liaison Contacts (ECPD)	24	24	18	35	18
Number of people served through peer support	14	5	6	6	8
Percentage of diversions from hospitalization related to phone assessments	N/A	N/A	N/A	86%	70%

Treatment Courts (Brianna Albers)	Oct	Nov	Dec	Jan	Feb
Number of referrals received	7	7	13	14	9
Current waitlist	N/A	N/A	N/A	9	7
Clients currently in programming	23	26	27	23	22

Deflection Program (Brianna Albers)	Oct	Nov	Dec	Jan	Feb
Number of referrals received	24	122	46	27	23
Number of clients participating in program	4	3	2	2	2

Economic Support Services Division Update (Kathy Welke)

During the month of February, the Great Rivers Consortium Call Center received 12,997 calls, 92% of calls were answered with an average wait time of 5.51 minutes.

Great Rivers Consortium has a total of 5 staff in training and 8 vacancies with two of those vacancies being in Eau Claire County.

Economic Support Services (Kathy Welke)	Oct	Nov	Dec	Jan	Feb
Number of calls received	14,858	12,601	14,000	16,181	12,997
Number of applications processed	3,891	4,000	4,878	4,962	3,593
Total caseload	60,526	60,917	62,118	63,206	62,522
Total Eau Claire County caseload	13,138	13,199	13,436	13,672	13,819
Total Child Care caseload	1,075	1,063	1,072	1,081	1055
Total Eau Claire Child Care caseload	303	295	291	293	287