

## EAU CLAIRE COUNTY DEPARTMENT OF HUMAN SERVICES

### Department Report – Division & Unit Updates

Director – Angela Weideman

May 5<sup>th</sup>, 2025

#### Operations, Data, and Fiscal Update

##### Annual Report

The Department was proud to publish its 2024 Annual Report, highlighting the important work accomplished over the past year. The report showcases key achievements, provides updates from each program area, and includes performance metrics that demonstrate the Department's ongoing commitment to service excellence. It offers both a reflection on the impact of our services in 2024 and a look ahead to future goals, emphasizing our continued focus on supporting individuals, families, and the broader community.

##### Budget Mitigation & Planning

The Department continues to take a proactive approach to budget management by closely monitoring 2025 budget line items and exploring mitigation strategies. At the same time, planning for the 2026 budget is well underway, with ongoing meetings and discussions aimed at positioning the Department to respond effectively to future challenges, support community needs, and strengthen long-term financial stability.

##### Strategic Planning Update

The Department's Strategic Planning Core Team has finalized five major goal areas following team discussions. The identified priorities are: Fiscal Challenges, Standards, Expectations & Silos, Marketing & Community Partnerships, Well-Being, and Mission, Vision, and Values. Each goal area has a specific focus:

- **Fiscal Challenges:** Identify fiscal opportunities and increase efficiencies to meet community needs.
- **Standards, Expectations & Silos:** Goal 1: Strengthen cross-divisional collaboration by identifying and eliminating operational silos. Goal 2: Establish clear standards and expectations for professional conduct to ensure consistency and quality across the Department.
- **Marketing & Community Partnerships:** Provide information on the Department's programs and services through multiple methods to a variety of audiences to cultivate positive relationships and enhance community partnerships.
- **Well-Being:** Promote a culture that supports the Department's values.
- **Mission, Vision, and Values:** Strengthen internal communication practices to ensure information flows across all levels of the Department in a timely, transparent, and two-way manner to promote staff voice and engagement.

Each of the five groups has identified two potential Co-Leaders who will finalize group membership and set initial meeting dates. Work will begin soon on developing objectives for each goal.

Department Staffing Update				
Total FTE's	Filled FTE's		Vacant FTE's	
268	251.5	93.8%	16.5	6.2%

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

May is National Foster Care Awareness Month—a time to recognize the resilience of children and youth in the foster care system and the individuals who support them. This year’s National Foster Care Month theme, “Centered on Family, Strengthened by Connections,” honors the importance of family connections and authentic family engagement in decision-making. Listening to families and supporting the relationships they value most can enhance trust and improve the well-being of children and families!

Foster parents are important for so many reasons, but the primary need for children in foster care is to have caring, flexible, and stable individuals who can provide a safe and nurturing environment during this time in the child's life. These children need someone with the patience and consistency to help them navigate through this very hard time.

Eau Claire County Foster Care appreciates all our foster, kinship and respite families. They provide a safe, stable, and nurturing environment for our community’s children. This year, as a way of saying “Thank You,” Eau Claire County is planning the following events:

- Annual Summer Picnic on Tuesday, July 29
- Evening of Wellness on Thursday, November 13
- Annual Drive-Thru Holiday Event on Thursday, December 4

We salute all of our families who have offered love and support to enhance the lives of children. Board members are welcome to volunteer or stop in at any of our events.

In other areas of Family Services, we continue to work on development of Family Treatment Court. Several staff recently attended a conference that assisted us in entering the final stages of implementation planning and we plan to have cases up and running by August.

Foster care numbers continue to trend down, however, residential placement and children with high acuity needs continue to be a significant focus. We are implementing the practice of Permanency Roundtables (PRT’s) to continue to provide review of these cases and look for alternative options to keep children in the community and out of high costs placements. PRT’s involve bringing in partners from other counties to assess in our review and planning about cases.

We are also finalizing our comparison of the financial solvency of our post HSHS Birth to 3 contract and comparing it to other counties who were also impacted by the ending of HSHS services. We are looking to ensure a balance of quality services and cost effectiveness as we have taken on significant costs in B-3 that were previously absorbed by HSHS.

<b>Centralized Access (Julie Brown)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Total number of referrals received in month	N/A	N/A	459	414	415
Total pounds of food from Feed My People distributed this month	N/A	N/A	919	782	935
Total people receiving food from Feed My People this past month	N/A	N/A	220	165	178

<b>Child Protective Services (CPS) Initial Assessment (Tasha Alexander)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number of CPS reports received	109	94	160	113	133
Number of CPS reports screened in for initial assessment	22	26	38	12	22
Number of child welfare reports screened in	4	4	4	7	5
Assessments resulting in services opening with Dept	3	5	2	3	2

<b>Child Protective Services (CPS) Ongoing (Courtney Wick)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number of children served in CPS Ongoing	146	143	125	118	118
Number of children opened to CPS Ongoing	N/A	N/A	4	6	6
Number of children closed to CPS Ongoing	N/A	N/A	6	13	6
Number of children served in their home in CPS Ongoing	54	57	49	51	48

<b>Juvenile Intake (Hannah Keller)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number of referrals received	N/A	N/A	28	36	41
Number of referrals involving delinquencies	N/A	N/A	17	23	25
Number of referrals involving JIPS truancies	N/A	N/A	5	12	11
Number of referrals involving JIPS runaways	N/A	N/A	6	1	5

<b>Youth Services (Hannah Keller)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number of youth served in Youth Services Ongoing	110	101	97	95	90
Number of youth served residing in their family home	75	76	74	70	68

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

<b>Coordinated Services Teams (Hannah Keller)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number of CST participants	N/A	N/A	9	7	8
Number of youth starting CST programming this month	N/A	N/A	6	4	1
Number of youth discharged from CST programming this month	N/A	N/A	1	0	0

<b>Intensive Permanency Services (Nicholas Stabenow-Schneider)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number of youth receiving Intensive Permanency Services	13	13	13	11	12
Number of family conferences conducted for family finding purposes	N/A	N/A	1	7	8

<b>Alternate Care (Nicholas Stabenow-Schneider)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number of licensed ECC foster and respite homes	N/A	N/A	86	87	87
Number of new inquiries for licensing over past month	N/A	N/A	3	2	6

<b>Birth-to-Three (B-3) Services (Nicholas Stabenow-Schneider)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number of children served by B-3 this month	108	108	113	98	111
Number of B-3 assessments completed this month	N/A	N/A	21	21	18

<b>Parents Supporting Parents Program (Nicholas Stabenow-Schneider)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number of parents served by the Parents Supporting Parents Program	N/A	N/A	13	12	11

<b>Juvenile Detention Center (Kevin Cummings)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Total admissions - number youth	31	32	34	25	28
Total admissions - number days	540	532	602	501	564
Eau Claire County admissions - number days	108	148	105	144	112
Short-term admissions - number youth	22	23	25	15	17
Short-term admissions - number days	270	277	364	221	270
Eau Claire County short-term admissions - number youth	5	8	6	2	2
Eau Claire County short-term admissions - number days	48	86	43	32	19
180 program admissions - number youth	9	9	9	10	11
180 program admissions - number days	270	255	238	280	294
Average daily population of youth per day	18.0	17.2	19.1	17.9	18.2
Occupancy rate	77.9	74.6	84.4	77.8	79.1

### Behavioral Health Division Update (Luke Fedie)

Last week, I had the opportunity to attend the Wisconsin Association of Treatment Court Professionals (WATCP) conference with a large group of professionals from the Eau Claire community. Our group included representatives from Probation and Parole, the Eau Claire DHS Behavioral Health Division, the Eau Claire DHS Family Services Division, Eau Claire County Corporation Counsel, and the Eau Claire County Courts.

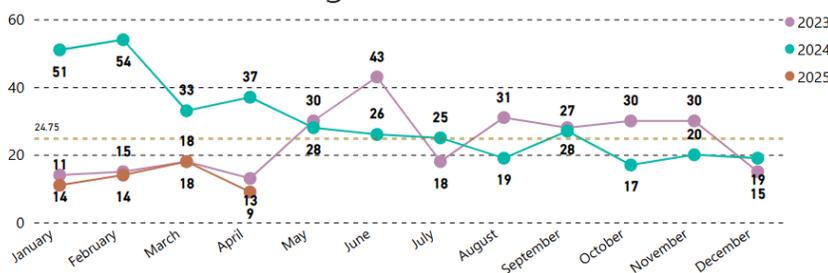
The conference focused on family treatment courts and strategies for implementing them within county systems. With such a strong cohort from Eau Claire County, we were able to engage in productive conversations, identifying the challenges that arise when working across systems with different philosophical approaches. While the discussions were sometimes difficult, they allowed us to explore ways to collaborate and design a family treatment court that will achieve the best outcomes for clients.

Attending this conference was an important first step following the receipt of our family treatment court grant. It helped lay the groundwork for stronger partnerships as we move forward to support families choosing this path.

<b>Adult Protective Services (Nancy Weltzin)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number of investigations requests	48	43	60	45	68
Number of investigations screened out	15	13	21	17	14
Number of investigations concluded	8	3	13	9	10
Number of investigations substantiated	2	1	2	1	4
Number of allegations of self-neglect	15	11	20	9	15
Number of allegations of neglect	10	12	11	12	13
Number of allegations of financial abuse	10	11	9	6	10
Number of requests for guardianship	6	10	6	6	14

<b>Children's Long-Term Support (Taylor Johnson)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number of CLTS waiver clients served	562	581	582	589	596
Number of children on waitlist	17	21	17	30	35
Number of newly eligible referrals	N/A	N/A	18	8	23
Number of newly enrolled clients in CLTS program	N/A	N/A	12	14	17
Number of discharges from the CLTS program	N/A	N/A	5	7	7

### CLTS Cases Discharged Off the Waitlist Per Month

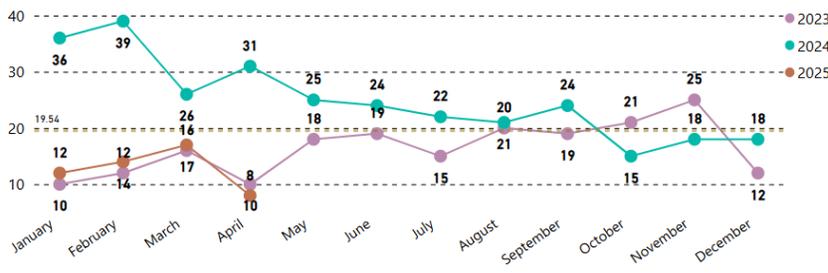


Cases Transitioning Off Waitlist  
**49**

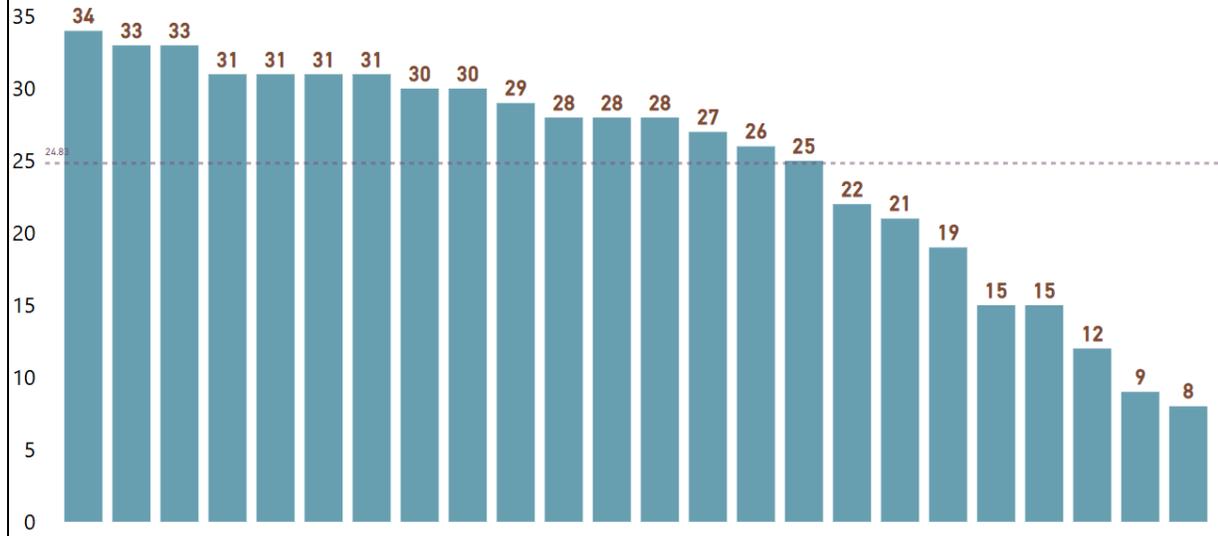
CLTS Waitlist  
Number of Clients Actually Waiting  
**35**

Avg. Days On Waitlist All-Time  
**301**

### CLTS Cases Added Per Month



### Caseloads in CLTS (With Average)



Clinic (Jen Coyne)	Nov	Dec	Jan	Feb	Mar
Number of new referrals for therapy and med management	27	18	25	32	21
Percentage of referrals from service areas within the Department	N/A	N/A	70%	84%	67%
Total number of clients enrolled in therapy	202	205	202	217	197
Total number of clients enrolled in med management	195	202	208	214	189

<b>Community Support Program (Jocelyn Lingel-Kufner)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number of participants served	114	111	111	113	113
New admissions	1	1	2	2	3
Current referral list	15	19	20	13	15

<b>Comprehensive Community Services (Cinthia Wiebusch &amp; Beth O'Brien)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Participants served	280	279	278	278	280
Referrals received	30	40	38	49	50
External referrals received	25	29	33	37	38
Internal referrals received	5	11	5	12	12
Number of admissions	16	14	23	15	17
Number of discharges	15	7	30	13	16
Adults waiting for CCS services	1	3	2	1	4
Youth waiting for CCS services	2	1	0	0	1

<b>Crisis Services (Olympia Prochaska)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number of crisis contacts	271	279	271	270	336
Number of emergency detentions	21	16	27	20	45
Number of referrals for substance use treatment	N/A	N/A	N/A	8	9
Number of face-to-face assessments completed	30	14	23	20	16
Number of community Re-Entry Referrals (ECC Jail)	32	47	45	34	42
Number of DHS Mental Health Liaison Contacts (ECC Sheriff's Office)	6	0	3	7	6
Number of DHS Mental Health Liaison Contacts (ECPD)	24	18	35	18	21
Number of people served through peer support	5	6	6	8	10
Percentage of diversions from hospitalization related to phone assessments	N/A	N/A	86%	70%	93%

<b>Treatment Courts (Brianna Albers)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number of referrals received	7	13	14	9	10
Current waitlist	N/A	N/A	9	7	7
Clients currently in programming	26	27	23	22	25

<b>Deflection Program (Brianna Albers)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number of referrals received	122	46	27	23	48
Number of clients participating in program	3	2	2	2	4

## Economic Support Services Division Update (Kathy Welke)

During the month of March, the Great Rivers Call Center received 13,382 calls, 92% of calls were answered and the average speed of answer was 5.21 minutes.

<b>Economic Support Services (Kathy Welke)</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number of calls received	12,601	14,000	16,181	12,997	13,382
Number of applications processed	4,000	4,878	4,962	3,593	3,442
Total caseload	60,917	62,118	63,206	62,522	64,381
Total Eau Claire County caseload	13,199	13,436	13,672	13,819	13,975
Total Child Care caseload	1,063	1,072	1,081	1,055	1,058
Total Eau Claire Child Care caseload	295	291	293	287	298