

EAU CLAIRE COUNTY DEPARTMENT OF HUMAN SERVICES

Department Report – Division & Unit Updates

Director – Angela Weideman

July 7th, 2025

Operations, Data, and Fiscal Update

Budget and Financial Review

The Department's 2025 budget is tracking closely with projections through April, with minor overages in placements but an overall surplus across the Department.

Final reconciliation of the Department's 2024 financials is included in this packet. The most significant financial pressures stemmed from placements including increased provider rates and longer lengths of stay for higher cost placements.

The proposed 2026 budget was completed and submitted to County Finance on June 27th. No additional county tax levy is being requested. As part of the budget process, departments are asked to identify confidence levels of revenues. The Department has lowered confidence levels for state and federal revenues in 2026 due to recent funding uncertainty.

Strategic Planning Update

The Department continues to advance the strategic planning efforts. Each of the five strategy groups—Fiscal Challenges, Standards, Expectations & Silos, Marketing & Community Partnerships, Well-Being, and Mission, Vision, and Values—are still working to develop 3–5 measurable objectives aligned with its goal area. These objectives will focus on a three-year implementation horizon and reflect the Department's mission, vision, and values.

Resource Fair

On June 18th, the Department held a Resource Fair instead of an All-Agency meeting. The Resource Fair was organized by supervisors within the Department's CCS team. The Resource Fair took place at Chippewa Valley Technical College (CVTC) and was well attended by staff from DHS. Approximately 47 local providers participated in the fair.

The Department received positive feedback from providers, several of whom found it beneficial to learn from DHS staff and expressed interest in returning to future events. The biggest takeaway for Department event organizers is a reaffirmation that we have a strong community network with diverse options and opportunities for support. Events like this help foster ongoing learning and collaboration, which ultimately benefit the individuals and families served.

Upcoming Board Meetings

- **August 4, 2025 – 4:30–5:00 PM** - *Budget Public Hearing* – Room 1301/1302
- **August 4, 2025 – 5:00 PM** - *Human Services Board Meeting – 2025 Budget Overview* – Room 1301/1302
- **September 8, 2025 – 5:00 PM** - *Human Services Board Meeting* – Room 1301/1302
- **Tentative: October** - *Joint Meeting: Human Services Board & Committee on Finance & Budget* – Room 1277

Department Staffing Update				
Total FTE's	Filled FTE's		Vacant FTE's	
268	252.5	94.2%	15.5	5.8%

Family Services Division Update (Melissa Christopherson)

We are pleased to share that the Juvenile Detention Center (JDC) has received final confirmation of a \$247,000 Department of Justice grant award. This funding will support the addition of a new position to help expand the 180 Program and enhance aftercare services focused on successful community reintegration for youth following discharge. The grant will also support staff training and the development of community-based services for youth in the program. Additionally, the expansion will allow for increased enrollment in the 180 Program, resulting in higher revenue for the JDC.

Youth Services Update

The Youth Services team continues to work creatively and diligently to serve youth in community-based settings whenever possible. As of this month, only 6 youth remain in Residential Care Centers (RCC's) which is a significant decrease from 11 in November 2024. While placements are often unpredictable, the team's continued efforts to find less restrictive and more supportive options deserve recognition and appreciation.

We are closely monitoring the state budget process to see whether any of the Governor's proposed initiatives are included in the final budget. Proposals of interest include:

- A 5% increase to Youth Aids
- A 5% increase to the Children and Family Allocation
- Suspension of child support in CHIPS (Child in Need of Protection and/or Services) cases, with additional state financial support to offset county losses
- Increases to foster care and kinship care rates

At this time, it remains unclear which proposals, if any, will be enacted.

Resource Unit Update

The Resource Unit is partnering with the Sheriff's Department to offer "Vigilant Parent" training—a hands-on program focused on child safety and awareness of mobile apps. We hope to offer this training to a wide audience in the future.

Also, a reminder is that the Foster Care Picnic is scheduled for **July 29th**. Board members are warmly invited to attend.

Centralized Access (Julie Brown)	Jan	Feb	Mar	Apr	May
Total number of referrals received in month	459	414	415	321	392
Total pounds of food from Feed My People distributed this month	919	782	935	908	722
Total people receiving food from Feed My People this past month	220	165	178	195	159

Child Protective Services (CPS) Initial Assessment (Tasha Alexander)	Jan	Feb	Mar	Apr	May
Number of CPS reports received	160	113	133	134	128
Number of CPS reports screened in for initial assessment	38	12	22	24	22
Number of child welfare reports screened in	4	7	5	7	4
Assessments resulting in services opening with Dept	2	3	2	2	2

Child Protective Services (CPS) Ongoing (Courtney Wick)	Jan	Feb	Mar	Apr	May
Number of children served in CPS Ongoing	125	118	118	115	119
Number of children opened to CPS Ongoing	4	6	6	3	8
Number of children closed to CPS Ongoing	6	13	6	3	13
Number of children served in their home in CPS Ongoing	49	51	48	48	51

Juvenile Intake (Hannah Keller)	Jan	Feb	Mar	Apr	May
Number of referrals received	28	36	41	43	34
Number of referrals involving delinquencies	17	23	25	31	31
Number of referrals involving JIPS truanancies	5	12	11	5	0
Number of referrals involving JIPS non-truancy	6	1	5	8	4

Youth Services (Hannah Keller)	Jan	Feb	Mar	Apr	May
Number of youth served in Youth Services Ongoing	97	95	90	95	100
Number of youth served residing in their family home	74	70	68	72	78

System of Care (Hannah Keller)	Jan	Feb	Mar	Apr	May
Number of youth served in program	16	19	16	28	12
Number of youth served enrolled in high school	10	6	10	15	8
Number of youth served enrolled in middle school	6	13	6	13	4

Coordinated Services Teams (Hannah Keller)	Jan	Feb	Mar	Apr	May
Number of CST participants	9	7	8	9	8
Number of youth starting CST programming this month	6	4	1	0	1
Number of youth discharged from CST programming this month	1	0	0	2	0

Intensive Permanency Services (Nicholas Stabenow-Schneider)	Jan	Feb	Mar	Apr	May
Number of youth receiving Intensive Permanency Services	13	11	12	11	11
Number of family conferences conducted for family finding purposes	1	7	8	7	8

Alternate Care (Nicholas Stabenow-Schneider)	Jan	Feb	Mar	Apr	May
Number of licensed ECC foster and respite homes	86	87	87	85	87
Number of new inquiries for licensing over past month	3	2	6	2	4

Birth-to-Three (B-3) Services (Nicholas Stabenow-Schneider)	Jan	Feb	Mar	Apr	May
Number of children served by B-3 this month	113	98	111	119	113
Number of B-3 assessments completed this month	21	21	18	17	15

Parents Supporting Parents Program (Nicholas Stabenow-Schneider)	Jan	Feb	Mar	Apr	May
Number of parents served by the Parents Supporting Parents Program	13	12	11	8	9

Juvenile Detention Center (Kevin Cummings)	Jan	Feb	Mar	Apr	May
Total admissions - number youth	34	25	28	33	
Total admissions - number days	602	501	564	485	502
Eau Claire County admissions - number days	105	144	112	144	160
Short-term admissions - number youth	25	15	17	22	27
Short-term admissions - number days	364	221	270	184	225
Eau Claire County short-term admissions - number youth	6	2	2	6	11
Eau Claire County short-term admissions - number days	43	32	19	24	61
180 program admissions - number youth	9	10	11	11	10
180 program admissions - number days	238	280	294	301	277
Average daily population of youth per day	19.1	17.9	18.2	16.2	16.2
Occupancy rate	84.4	77.8	79.1	70.3	70.5

Behavioral Health Division Update (Luke Fedie)

With the month of July coming right around the corner, everyone is thinking about summertime fun. We here at DHS are no exception. With summertime fun comes picnics and outdoor activities. Our CCS, CSP, and CST Teams are preparing for our annual picnic for our participants in the programs. Historically we have had great turn out with our participants in each of our programs having an opportunity to connect with staff in our programs as well as others in our programs in a venue that is welcoming and non-judgmental.

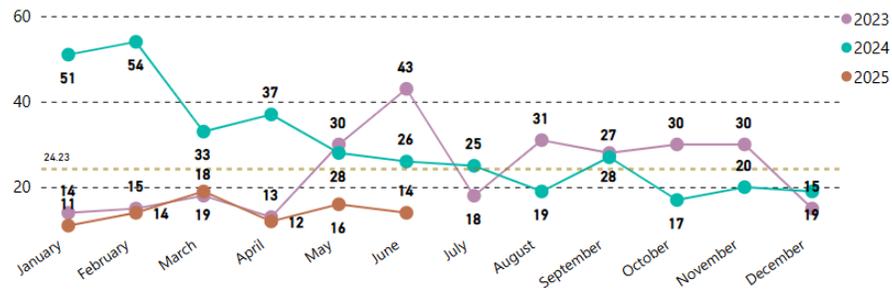
In our Recovery and Justice services we are working diligently to open up our pathways for referrals into the program. One area where we are working to improve our referrals are with our local emergency departments when they have someone that can benefit from deflection. Intentional outreach with our hospital partners is occurring and we will diligently work to open that pathway as much as we can.

As we have worked to complete our budget in behavioral health, we have looked at what our needs are in each of our programs. We are closely watching the state and federal budgets as well in order to be responsive to what decisions are made outside of the county level.

Adult Protective Services (Nancy Weltzin)	Jan	Feb	Mar	Apr	May
Number of investigations requests	60	45	68	54	58
Number of investigations screened out	21	17	14	16	19
Number of investigations concluded	13	9	10	12	15
Number of investigations substantiated	2	1	4	5	6
Number of allegations of self-neglect	20	9	15	17	22
Number of allegations of neglect	11	12	13	5	8
Number of allegations of financial abuse	9	6	10	11	8
Number of requests for guardianship	6	6	14	5	6

Children's Long-Term Support (Taylor Johnson)	Jan	Feb	Mar	Apr	May
Number of CLTS waiver clients served	582	589	596	605	606
Number of children on waitlist	17	30	35	34	44
Number of newly eligible referrals	18	8	23	22	18
Number of newly enrolled clients in CLTS program	12	14	17	11	13
Number of discharges from the CLTS program	5	7	7	7	2

CLTS Cases Discharged Off the Waitlist Per Month



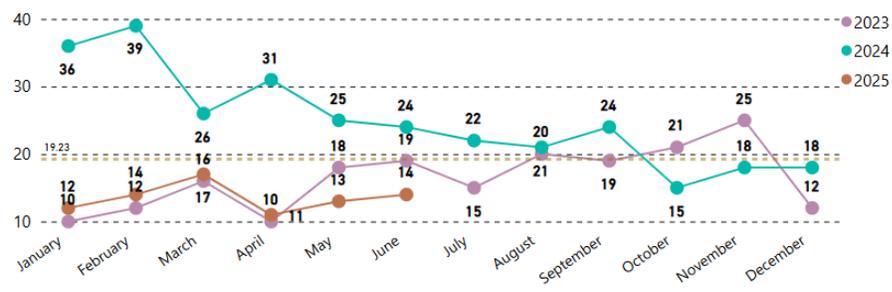
Cases Transitioning Off Waitlist

60

CLTS Waitlist
Number of Clients Actually Waiting

44

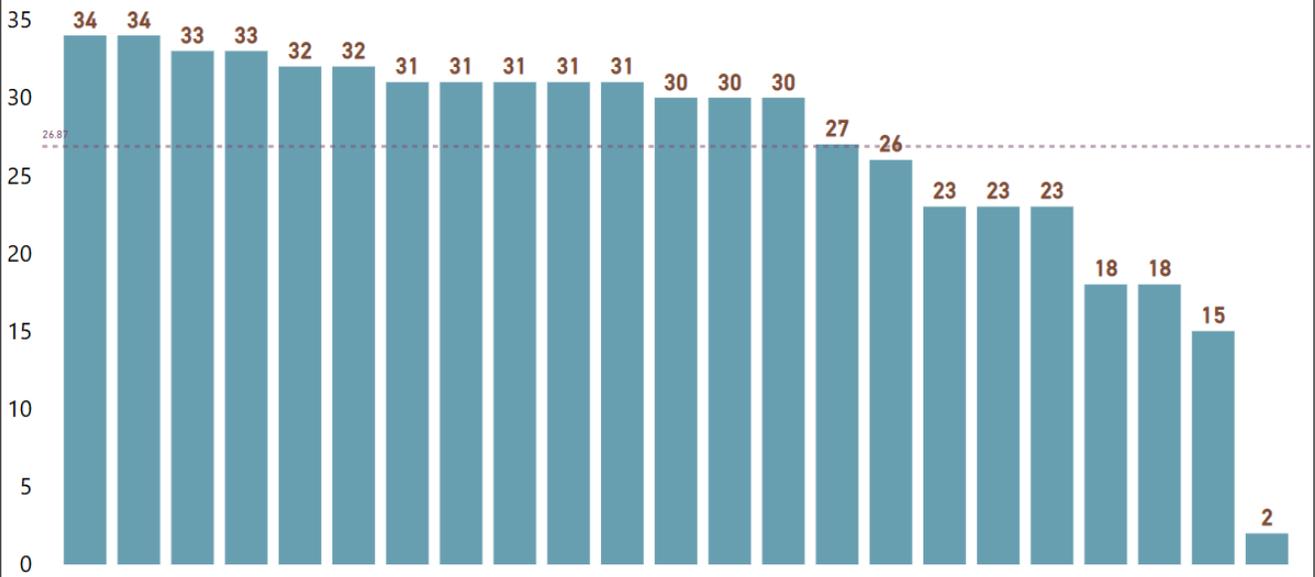
CLTS Cases Added Per Month



Avg. Days On Waitlist
All-Time

291

Caseloads in CLTS (With Average)



Clinic (Jen Coyne)	Jan	Feb	Mar	Apr	May
Number of new referrals for therapy and med management	25	32	21	23	21
Percentage of referrals from service areas within the Department	70%	84%	67%	85%	71%
Total number of clients enrolled in therapy	202	217	197	195	210
Total number of clients enrolled in med management	208	214	189	199	202

Community Support Program (Jocelyn Lingel-Kufner)	Jan	Feb	Mar	Apr	May
Number of participants served	111	113	113	110	112
New admissions	2	2	3	2	2
Current referral list	20	13	15	14	14

Comprehensive Community Services (Cynthia Wiebusch & Beth O'Brien)	Jan	Feb	Mar	Apr	May
Participants served	278	278	280	276	270
Referrals received	38	49	50	48	41
External referrals received	33	37	38	42	29
Internal referrals received	5	12	12	6	12
Number of admissions	23	15	17	14	13
Number of discharges	30	13	16	16	12
Adults waiting for CCS services	2	1	4	1	0
Youth waiting for CCS services	0	0	1	7	6

Crisis Services (Olympia Prochaska)	Jan	Feb	Mar	Apr	May
Number of crisis contacts	271	270	336	266	287
Number of emergency detentions	27	20	45	23	26
Number of referrals for substance use treatment	N/A	8	9	12	10
Number of face-to-face assessments completed	23	20	16	27	20
Number of community Re-Entry Referrals (ECC Jail)	45	34	42	47	41
Number of DHS Mental Health Liaison Contacts (ECC Sheriff's Office)	3	7	6	10	8
Number of DHS Mental Health Liaison Contacts (ECPD)	35	18	21	25	21
Number of people served through peer support	6	8	10	15	N/A
Percentage of diversions from hospitalization related to phone assessments	86%	70%	93%	80%	77%

Treatment Courts (Brianna Albers)	Jan	Feb	Mar	Apr	May
Number of referrals received	14	9	10	16	12
Current waitlist	9	7	7	12	12
Clients currently in programming	23	22	25	26	29

Deflection Program (Brianna Albers)	Jan	Feb	Mar	Apr	May
Number of referrals received	27	23	48	18	13
Number of clients participating in program	2	2	4	5	5

Economic Support Services Division Update (Kathy Welke)

During the month of May, the Great Rivers Call Center received a total of 12,569 calls. Of those calls received, 95% were answered with an average wait time of 3.51 minutes.

Economic Support Services (Kathy Welke)	Jan	Feb	Mar	Apr	May
Number of calls received	16,181	12,997	13,382	12,537	12,569
Number of applications processed	4,962	3,593	3,442	3,217	3,060
Total caseload	63,206	62,522	64,381	64,703	64,900
Total Eau Claire County caseload	13,672	13,819	13,975	14,080	15,076
Total Child Care caseload	1,081	1,055	1,058	1,086	1,088
Total Eau Claire Child Care caseload	293	287	298	313	306