

EAU CLAIRE COUNTY DEPARTMENT OF HUMAN SERVICES
Department Report – Division & Unit Updates
Director – Angela Weideman
June 2nd, 2025

Operations, Data, and Fiscal Update

2024-2025 Plan-Do-Study-Act Collaborative

Between September 2024 and February 2025, Eau Claire County participated in the statewide Plan-Do-Study-Act (PDSA) Collaborative, aimed at improving professional collaboration across internal service units. The project focused on enhancing coordination and communication among Child Protective Services, Youth Justice, Birth to Three, Children’s Long-Term Support, Comprehensive Community Services, and Recovery and Justice Services. The team’s goal was to build healthier working relationships that support better outcomes for children and families.

Key accomplishments include the development of “Leadership Learning” sessions, where leadership staff gain a deeper understanding of each program's function, referral processes, and barriers. In addition, new cross-unit “Complex Case Consultations” have improved how staff address difficult cases, especially those involving potential out-of-home placements. Early results show a greater sense of trust, better role clarity, and improved communication between units. While survey response rates were limited post-collaborative, direct feedback indicates that staff involved in the project feel strongly that professional collaboration is improving and that relationships built through the effort are already leading to more efficient and coordinated care. Completion of leadership trainings and rollout to direct service staff will continue into Summer 2025.

Strategic Planning Update

Since last month’s update, the Department has made notable progress in advancing its strategic planning efforts. Participation within each of the five strategy groups—Fiscal Challenges, Standards, Expectations & Silos, Marketing & Community Partnerships, Well-Being, and Mission, Vision, and Values—has been solidified. Co-Leaders have confirmed team membership, and initial group meetings are currently being scheduled.

Each group will focus on developing 3–5 measurable objectives aligned with their respective goal areas. Objectives will emphasize a three-year implementation timeframe and align with the Department’s mission, vision, and values. The Strategic Planning Core Team continues to provide guidance to each group, and a full draft of the Department’s strategic plan is anticipated by late July.

Department Staffing Update

Total FTE’s	Filled FTE’s		Vacant FTE’s	
268	256.5	95.7%	11.5	4.3%

Family Services Division Update (Melissa Christopherson)

In Family Services, we recently learned that due to a decrease in available federal dollars resulting in changes in the state budget there will be a decrease of funding for Targeted Safety Support Funds (TSSF) totaling about \$109,000. These are funds that we use to fund safety supports that allow us to keep children in home rather than place them in out of home placement. This will be a factor moving into 2026 budget planning. On a positive note, the state also recently met with county staff to gather input on developing a plan to implement evidence-based practices across the state that has the capacity to draw down additional federal dollars. However, it will not be ready in time to make up for the loss of TSSF dollars that will impact 2026.

In Child Welfare, planning related to the Family Treatment Court grant is moving into implementation phase. The court will be named “Family Recovery Court” to better reflect the mission of “Supporting parents, strengthening families, sustaining recovery.” Family Recovery Court is designed to improve the safety and well-being of children and families in the child welfare system by providing parents a wraparound approach to drug and alcohol recovery services, judicial monitoring of their sobriety, incentives, peer support and individualized services to support the entire family based on national best practices standards.

In the Resource Unit, we are preparing for changes to DCF chapter 56 which will streamline and remove barriers to foster care licensing for relatives and improve our alignment with national standards. We are also focusing on the development of a level 5 shift-staffed home and a high acuity foster home to bring kids home from residential placements. Further, through our family find program, we are moving kids to be with family this summer in New York, and we are working on a similar case to reunify children in care with extended family in Tennessee that will start with a summer visit.

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

Child Protective Services (CPS) Initial Assessment (Tasha Alexander)	Dec	Jan	Feb	Mar	Apr
Number of CPS reports received	94	160	113	133	134
Number of CPS reports screened in for initial assessment	26	38	12	22	24
Number of child welfare reports screened in	4	4	7	5	7
Assessments resulting in services opening with Dept	5	2	3	2	2

Child Protective Services (CPS) Ongoing (Courtney Wick)	Dec	Jan	Feb	Mar	Apr
Number of children served in CPS Ongoing	143	125	118	118	115
Number of children opened to CPS Ongoing	N/A	4	6	6	3
Number of children closed to CPS Ongoing	N/A	6	13	6	3
Number of children served in their home in CPS Ongoing	57	49	51	48	48

Juvenile Intake (Hannah Keller)	Dec	Jan	Feb	Mar	Apr
Number of referrals received	N/A	28	36	41	43
Number of referrals involving delinquencies	N/A	17	23	25	31
Number of referrals involving JIPS truanancies	N/A	5	12	11	5
Number of referrals involving JIPS runaways	N/A	6	1	5	8

Youth Services (Hannah Keller)	Dec	Jan	Feb	Mar	Apr
Number of youth served in Youth Services Ongoing	101	97	95	90	95
Number of youth served residing in their family home	76	74	70	68	72

System of Care (Hannah Keller)	Dec	Jan	Feb	Mar	Apr
Number of youth served in program	N/A	16	19	16	28
Number of youth served enrolled in high school	N/A	10	6	10	15
Number of youth served enrolled in middle school	N/A	6	13	6	13

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

Intensive Permanency Services (Nicholas Stabenow-Schneider)	Dec	Jan	Feb	Mar	Apr
Number of youth receiving Intensive Permanency Services	13	13	11	12	21
Number of family conferences conducted for family finding purposes	N/A	1	7	8	7

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

Birth-to-Three (B-3) Services (Nicholas Stabenow-Schneider)	Dec	Jan	Feb	Mar	Apr
Number of children served by B-3 this month	108	113	98	111	119
Number of B-3 assessments completed this month	N/A	21	21	18	17

Parents Supporting Parents Program (Nicholas Stabenow-Schneider)	Dec	Jan	Feb	Mar	Apr
Number of parents served by the Parents Supporting Parents Program	N/A	13	12	11	8

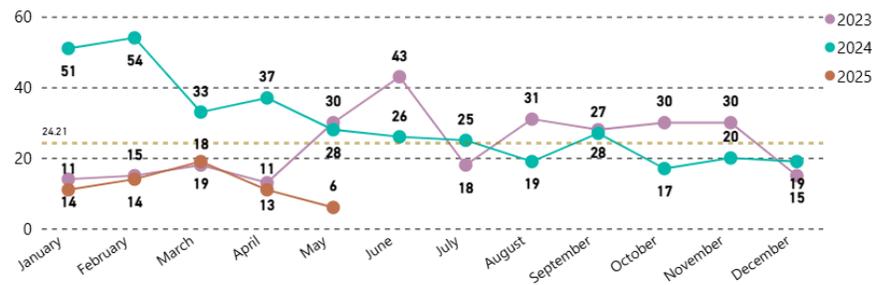
Juvenile Detention Center (Kevin Cummings)	Dec	Jan	Feb	Mar	Apr
Total admissions - number youth	32	34	25	28	33
Total admissions - number days	532	602	501	564	485
Eau Claire County admissions - number days	148	105	144	112	144
Short-term admissions - number youth	23	25	15	17	22
Short-term admissions - number days	277	364	221	270	184
Eau Claire County short-term admissions - number youth	8	6	2	2	6
Eau Claire County short-term admissions - number days	86	43	32	19	24
180 program admissions - number youth	9	9	10	11	11
180 program admissions - number days	255	238	280	294	301
Average daily population of youth per day	17.2	19.1	17.9	18.2	16.2
Occupancy rate	74.6	84.4	77.8	79.1	70.3

Behavioral Health Division Update (Luke Fedie)
<p>I had the opportunity and privilege to serve on the Opioid Task Force here in Eau Claire County. This group was instrumental in advancing a comprehensive plan to allocate opioid settlement funds to programs within the Department of Human Services (DHS), Public Health, and the broader Eau Claire community.</p> <p>The task force identified specific interventions to support individuals affected by the opioid epidemic. Members included individuals with lived experience, staff from the county’s human services and health departments, and county board members.</p> <p>The task force prioritized community gaps and directed funds to areas where they could have the greatest impact. The County Board will soon review these recommendations and will have the opportunity to vote on the plan to move it forward.</p> <p>The plan specifically recommends funding two new positions in Human Services as part of an Outreach Team currently in development. These positions include a Social Worker and a Peer Support Specialist.</p> <p>We appreciate your support in these recommendations as they allow for us to meet the needs of our community.</p>

Adult Protective Services (Nancy Weltzin)	Dec	Jan	Feb	Mar	Apr
Number of investigations requests	43	60	45	68	54
Number of investigations screened out	13	21	17	14	16
Number of investigations concluded	3	13	9	10	12
Number of investigations substantiated	1	2	1	4	5
Number of allegations of self-neglect	11	20	9	15	17
Number of allegations of neglect	12	11	12	13	5
Number of allegations of financial abuse	11	9	6	10	11
Number of requests for guardianship	10	6	6	14	5

Children’s Long-Term Support (Taylor Johnson)	Dec	Jan	Feb	Mar	Apr
Number of CLTS waiver clients served	581	582	589	596	605
Number of children on waitlist	21	17	30	35	34
Number of newly eligible referrals	N/A	18	8	23	22
Number of newly enrolled clients in CLTS program	N/A	12	14	17	11
Number of discharges from the CLTS program	N/A	5	7	7	7

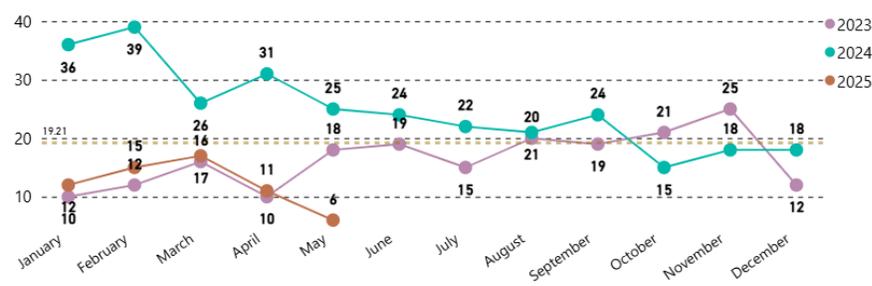
CLTS Cases Discharged Off the Waitlist Per Month



Cases Transitioning Off Waitlist
51

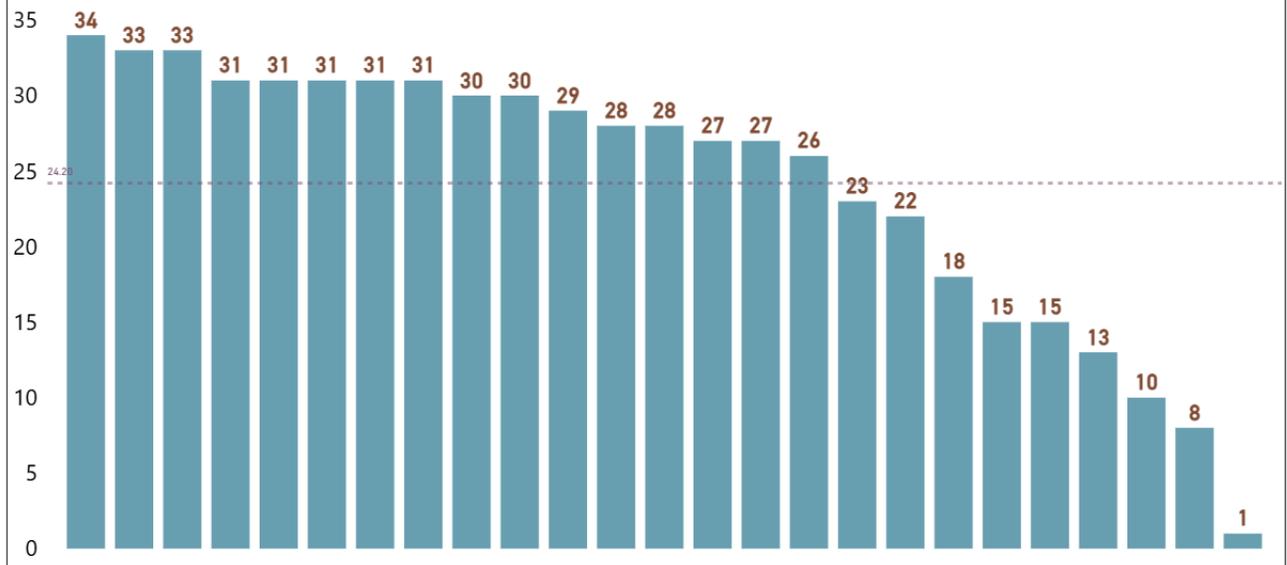
CLTS Waitlist
Number of Clients Actually Waiting
34

CLTS Cases Added Per Month



Avg. Days On Waitlist All-Time
299

Caseloads in CLTS (With Average)



Clinic (Jen Coyne)	Dec	Jan	Feb	Mar	Apr
Number of new referrals for therapy and med management	18	25	32	21	23
Percentage of referrals from service areas within the Department	N/A	70%	84%	67%	85%
Total number of clients enrolled in therapy	205	202	217	197	195
Total number of clients enrolled in med management	202	208	214	189	199

Community Support Program (Jocelyn Lingel-Kufner)	Dec	Jan	Feb	Mar	Apr
Number of participants served	111	111	113	113	110
New admissions	1	2	2	3	2
Current referral list	19	20	13	15	14

Comprehensive Community Services (Cinthia Wiebusch & Beth O'Brien)	Dec	Jan	Feb	Mar	Apr
Participants served	279	278	278	280	276
Referrals received	40	38	49	50	48
External referrals received	29	33	37	38	42
Internal referrals received	11	5	12	12	6
Number of admissions	14	23	15	17	14
Number of discharges	7	30	13	16	16
Adults waiting for CCS services	3	2	1	4	1
Youth waiting for CCS services	1	0	0	1	7

Crisis Services (Olympia Prochaska)	Dec	Jan	Feb	Mar	Apr
Number of crisis contacts	279	271	270	336	266
Number of emergency detentions	16	27	20	45	23
Number of referrals for substance use treatment	N/A	N/A	8	9	12
Number of face-to-face assessments completed	14	23	20	16	27
Number of community Re-Entry Referrals (ECC Jail)	47	45	34	42	47
Number of DHS Mental Health Liaison Contacts (ECC Sheriff's Office)	0	3	7	6	10
Number of DHS Mental Health Liaison Contacts (ECPD)	18	35	18	21	25
Number of people served through peer support	6	6	8	10	15
Percentage of diversions from hospitalization related to phone assessments	N/A	86%	70%	93%	80%

Treatment Courts (Brianna Albers)	Dec	Jan	Feb	Mar	Apr
Number of referrals received	13	14	9	10	16
Current waitlist	N/A	9	7	7	12
Clients currently in programming	27	23	22	25	26

Deflection Program (Brianna Albers)	Dec	Jan	Feb	Mar	Apr
Number of referrals received	46	27	23	48	18
Number of clients participating in program	2	2	2	4	5

Economic Support Services Division Update (Kathy Welke)

In April, the Great Rivers Call Center handled a total of 12,537 calls, maintaining an Answer Rate of 96% and an Average Speed of Answer of 2.94 minutes. We are pleased to announce the addition of two new team members as of May 19th, which brings our division to full staffing capacity.

Economic Support Services (Kathy Welke)	Dec	Jan	Feb	Mar	Apr
Number of calls received	14,000	16,181	12,997	13,382	12,537
Number of applications processed	4,878	4,962	3,593	3,442	3,217
Total caseload	62,118	63,206	62,522	64,381	64,703
Total Eau Claire County caseload	13,436	13,672	13,819	13,975	14,080
Total Child Care caseload	1,072	1,081	1,055	1,058	1,086
Total Eau Claire Child Care caseload	291	293	287	298	313