

HUMAN SERVICES BOARD MEETING
COUNTY OF EAU CLAIRE
Eau Claire, WI 54703
NOTICE OF PUBLIC MEETING

In accordance with the provisions of Chapter 297, State of Wisconsin, Laws of 1973, notice is hereby given of the following public meeting: The Human Services Board will meet on Monday, July 24, 2017 at 5 p.m. at 721 Oxford Avenue, Room 2064, Eau Claire WI 54703. Items of business to be discussed or acted upon at this meeting are listed below:

1. Welcome & Call to Order by Colleen Bates, Chair
2. Approval of the July 24, 2017 meeting agenda Page 2
3. Review/Approval of June 26, 2017 Human Services Bd meeting minutes – Jackie Krumenauer Pgs 3-6
4. Public Input Page 7
5. Approval/Accept/Denial of May 2017 Financial Statements including Alternate Care report -Vickie Gardner, Fiscal Services Manager Page 8
6. Discussion of DHS 2016 Fiscal Audit – Diane Cable Page 9
7. Director’s Report – Diane Cable Pgs 10-14
 - Department Updates
 - Update on Budget Process
8. Personnel Update – Jackie Krumenauer Pgs 15-16
9. Adjourn

2017 Meetings:

August 7- Preliminary 2018 budget review

August 14 – Public Hearing re: 2018 DHS Budget

No meeting on August 24, Sept 18, Oct 23, Nov 27 and Dec 18

(Typically the fourth Monday of the month unless otherwise noted.)

This meeting shall be an OPEN session. Meeting notice posted this _____ day of _____, 2017,
at _____ a.m./p.m. by _____.

PLEASE NOTE: Upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities through sign language, interpreters or other auxiliary aids. For additional information or to request the service, contact the County ADA Coordinator at 839-4710, (FAX) 839-1669 or 839-4735, tty: use Relay (711) or by writing to the ADA Coordinator, Human Resources, Eau Claire County Courthouse, 721 Oxford Avenue, Eau Claire, WI 54703.

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: July 24, 2017	x	Information-Discussion	
Agenda Item No. 2		Direction to Staff	
Department: Human Services	x	Approval-Denial	
Subject: Approval of the July 24 meeting agenda		Requires Recommendation to:	
		County Board	
		Other: Com on Human Resources	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

We will review and approve today's agenda.

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: July 24, 2017	x	Information-Discussion		
Agenda Item No. 3		Direction to Staff		
Department: Human Services	x	Approval-Denial		
Subject: Approval of the June 26 HS Bd meeting		Requires Recommendation to:		
Minutes – Jackie Krumenauer		County Board		
		Other: Com on Human Resources		
		Form:	<input type="checkbox"/>	Ordinance
			<input type="checkbox"/>	Resolution
			<input type="checkbox"/>	Report
			Other Action:	

At this time we will review and approve meeting minutes from June 26 HS Board meeting.

MINUTES OF THE HUMAN SERVICES BOARD MEETING

June 26, 2017

Room 2064

5 p.m.

PRESENT: Colleen Bates, Dianne Robertson, Lorraine Henning, David Mortimer
Paul Maulucci, Mark Olson, Kim Cronk, Sandra McKinney, Rick Kayser

EXCUSED: Nick Smiar

STAFF: Diane Cable, Vickie Gardner, Jeff Wright, Gina Caldwell,
Jackie Krumenauer

VISITORS: Steve and Lacey Naiberg

Colleen Bates called the meeting to order at 5 p.m.

Approval of the June 26, 2017 Meeting agenda – Lorraine Henning made a motion to approve the agenda. Second by David Mortimer. The motion carried unanimously and today's agenda was approved.

Approval of the May 22, 2017 Meeting Minutes - David Mortimer made a motion to approve the meeting minutes from May 22, 2017. Second by Paul Maulucci. The motion carried unanimously and the meeting minutes dated May 22, 2017 were approved.

Public Input - Per Board operating procedures, a period of public input was held. No one was present at the meeting for public input. A motion was made by Kim Cronk to close the public input session. Second by Sandra McKinney. The motion carried unanimously.

Recognition of Foster Parents Lacey & Steve Naiberg – Gina Caldwell, Senior Social Worker with DHS, was present at the meeting to introduce Lacey and Steve Naiberg, Foster Parents for Eau Claire County and recipients of 2017 Governor's Foster Care Award. Colleen also recognized them with a certificate of appreciation from DHS & the HS Board.

Recognition of Rick Kayser – Rick Kayser has resigned his citizen member seat on the Human Services Board effective May 22, 2017. Colleen recognized Rick for his years of service with a certificate of appreciation. Colleen encouraged current members to inquire of their colleagues and acquaintances if they would seem to be a good fit and advocate on the Human Services Board.

Rick Kayser left the meeting at 5:20 p.m.

Introduction of the new DHS Behavioral Health Administrator – Diane Cable introduced Jeff Wright as the new DHS Behavioral Health Administrator for DHS. Jeff began with the department on June 14. Jeff shared his professional background and is happy to be a part of the department.

Approval/Accept/Denial of April 2017 Financial Report – Vickie Gardner, Fiscal Services Manager, reviewed the financial reports. Vickie reviewed the April 2017 financial overview. Concerns expressed that budget reports are clear especially if DHS shows over budget. Some reconciliation happens with WIMCR and CCS and Finance and Administration staff are aware of how this billing/funding function happens. Could we separate out different program budgets for ease of understanding such as CCS with showing different years for comparison? Can we show a more realistic budget line where the needs/risks are with increased costs. Diane has asked staff to request what they need for their programs for budget consideration. Also have we taken into account the increase in EC County population?

Lorraine Henning made a motion to accept the April 2017 Financial reports as presented. Second by Sandra McKinney. The motion carried unanimously.

Review/Approval of the 2018 Personnel Requests – Diane distributed a tentative proposed 2018 personnel requests list. Most requests will be 100% fully funded through CCS. Diane reported we will have a better picture of personnel needs for 2018 by the next meeting.

Discussion of the need for developing a Behavioral Health Clinic which would need personnel to operation.

- Space concerns – Diane reported we are working with the countywide space consultant to review current space needs and future needs for DHS. Also we are looking at telework for some of our Economic Support Unit staff and docking stations rather than offices for some staff. Increased staff mobility via use of cellphones and laptops is also being addressed.

Review/Approval of the 2018 DHS Program Prioritization List - As part of the 2018 budget process, we must have Board support of our program prioritization list. What two programs are the most revenue generating programs? What program addresses prevention? Paul Maulucci made a motion to accept the 2018 DHS Program Prioritization list as presented. Second by David Mortimer. The motion carried and the list was approved.

Discussion RE: Vacant DHS Board citizen member – Colleen encouraged Board members to reach out to their colleagues, friends and acquaintances for filling the vacancy on this Board. Please direct them to Sharon Rasmusson in Administration for an application. Thank you!

Director's Report – Diane Cable

- Agency wide unit updates included in Bd packet. Members appreciate the unit updates.
- Update on the State Budget – Nothing new to report yet.
- Update on the Dept of Human Services Public Listening Session
 - We will be planning this event twice a year with more advertisement.
- Update on the Integration of Children's Court Services – Diane distributed the most current DHS organizational chart with Children's Court Services included. Rob and Diane have been in close contact with Jamie Gower, HR Director and Amy Wong, Finance Director, to make this integration as smooth as possible.
 - Job descriptions are being prepared to reflect this change.
 - Picture Board of all of DHS staff (includes Children's Court Services) – working on across the dept.
- *Speak Your Peace* – Communication improvement initiative at DHS . For more information check out their website: www.speakyourpeaceSWC.org

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June 26, 2017

Personnel update by Jackie.

Motion by Kim Cronk to adjourn. Second by Paul Maulucci. The meeting adjourned at 6:55 p.m.

The next regular Human Services Board meeting will be Monday, July 24, 2017 at 5 p.m. in Room 2064.

Jackie Krumenauer, Committee Clerk

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: July 24, 2017	x	Information-Discussion	
Agenda Item No. 4		Direction to Staff	
Department: Human Services		Approval-Denial	
Subject: Public Input		Requires Recommendation to:	
		County Board	
		Other: Com on Human Resources	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

Per HS Board meeting guidelines, we will receive input from the public at this time.

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: July 24, 2017	x	Information-Discussion		
Agenda Item No. 5		Direction to Staff		
Department: Human Services	x	Approval-Denial		
Subject: Approval/Accept/Denial of May 2017		Requires Recommendation to:		
Financial Statements including Alternate Care		County Board		
Report – Vickie Gardner		Other: Com on Human Resources		
		Form:		Ordinance
				Resolution
				Report
		Other Action:		

We will distribute the financial statements including Alternate Care report at the meeting.

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: July 24, 2017	x	Information-Discussion		
Agenda Item No. 6		Direction to Staff		
Department: Human Services		Approval-Denial		
Subject: Discussion of DHS 2016 Fiscal Audit -		Requires Recommendation to:		
Diane Cable		County Board		
		Other: Com on Human Resources		
		Form:		Ordinance
				Resolution
				Report
		Other Action:		

Diane will share information about the 2016 fiscal audit for DHS.

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: July 24, 2017	x	Information-Discussion	
Agenda Item No. 7		Direction to Staff	
Department: Human Services		Approval-Denial	
Subject: Director's Report – Diane Cable		Requires Recommendation to:	
		County Board	
		Other: Com on Human Resources	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

Director's Report

- Department updates
- Update on Budget process

EAU CLAIRE COUNTY HUMAN SERVICES

Department Report

July 2017

DIRECTOR'S REPORT – Diane Cable

Hello. As a Department and Management Team, we have actively been preparing the 2018 budget recommendations for the Human Services Department. This has been a process. We identified several need areas to increase efficiencies, effectiveness and enhance programming, all for improved outcomes. The two areas that rose to the top that have the greatest need and would have the largest and most significant positive impact on services and operations is mental health/psychiatry services and information systems (IS). In August, we will be presenting our budget and position requests.

The integration of the Children's Court Services Department with Human Services continues to proceed well. Our 2018 budget will reflect the integration. The Organizational Effectiveness (OE) process is guiding us in the formation of workgroups to address the tasks and needs of the integration. We plan to present an update of the integration process late Summer/early Fall.

BEHAVIORAL HEALTH SERVICES DIVISION

Jeff Wright, Nancy Shilts, Bill Stein, Melissa Ives

Community Support Program, Adult Protective Services, and Crisis Services - Nancy Shilts

No changes since last report

Comprehensive Community Services (CCS) - Bill Stein

Referrals YTD	Enrolled/Pending YTD	Discharge	Current Census	Total Referrals since program inception
138	49	9	82	233

Treatment Courts - Melissa Ives

Two more participants graduated from the Chippewa Valley Veterans Treatment Court (VTC) on June 29. This raises the graduation rate in that court to 60%, which meets the state benchmark for treatment courts. No participants have been terminated from the VTC so far in 2017.

The treatment courts administered a "Procedural Fairness Survey" to participants in all four courts in late June and early July. The survey is similar to the satisfaction survey administered previously but focuses primarily on participants' perception of fairness. Of the 34 participants who responded, the average score for all participants was 6.6 out of a maximum of 7.0, and no participant scored the courts lower than a 5.4. The state benchmark for this performance measure is simply greater than 4.0. This is important because research indicates that individuals who perceive decision-making to be fair are more likely to comply with rules and requirements.

The treatment courts are moving forward with Lutheran Social Services (LSS) to recruit and hire a Drug Court Case Manager to help boost capacity in that court and potentially the Alternatives to Incarcerating Mothers (AIM) Court. This position was budgeted for through the Treatment Alternatives Program (TAP) Grant but has been vacant since September due to recruiting issues, which resulted in the decision

to switch contract agencies to LSS (and the subsequent need to alter the budget and gain state approval for that modification). Once trained, the case manager will be assigned up to 20 participants.

FAMILY SERVICES DIVISION

Terri Bohl, Carol Pulkrabek, Tasha Alexander, Kerry Swoboda

Programming

The Department has been contracting with Northwest Guidance and Counseling for nearly a year and a half for three on-site Strengthening Families Program (SFP) positions which providing parenting education, supervised visitation, referrals for community services, truancy prevention, independent living skills and mentoring. The program is currently serving 54 families and has 3 families on a waiting list. The Department is receiving positive feedback from Social Workers and families about the program including people having trust in the SFP workers, people feeling respected by SFP workers, and SFP workers having strong collaboration with the assigned workers and other professionals on the team.

Personnel

CPS Initial Assessment

Hannah Larson joined the team on July 17th. She is a recent graduate of the UW-Eau Claire Social Work Program during which time she was an intern with Victim Witness at Eau Claire County. We are very excited to have her join the team!

Ongoing Child Protective Services

There have been no personnel changes in Ongoing CPS over the last month.

Youth Services

The YS team continues to have one (1) vacant position. Interviews for the position have been done and the process is moving forward to fill the position with the identified candidate.

Integrated Services (CLTS, B-3, Alternate Care & CST)

There are no personnel updates for Integrated Services.

Serving

CPS Initial Assessment

Month	Access Reports	Screened In	Screened Out
January			
February			
March	97	34	63
April	134	36	98
May	104	34	70
June	114	40	74

Of the 40 screened in CPS reports, there were 22 allegations of neglect, 12 allegations of sexual abuse and 9 allegations of physical abuse. Two Child Welfare reports were assigned to the Strengthening Families Program.

Ongoing Child Protective Services

Families/Children open for services	Families with Children in Alternate Care
100/187	74

AODA struggles continue to be the main case planning component in Ongoing CPS cases.

Youth Services

Families/Youth open for services	Families with Youth in Alternate Care
114/143	34

The Department continues to have 3 youth committed to the Department of Corrections with 1 placed at Mendota Mental Health Treatment Facility, 1 at Copper Lake School for Girls and 1 with his mother in the community through the Corrective Sanctions Program.

Integrated Services (CLTS, B-3, Alternate Care & CST)

CLTS

Children's Long Term Support (CLTS) and Children's Community Options Program (CCOP) are currently serving 154 families. There are approximately 21 children found eligible for services and on the formal waitlist. Currently nine (9) children are in the screening process to receive an eligibility determination to be placed on the waitlist, and three (5) children are waiting to be screened.

Alternate Care (Kinship and Foster Care)

Alternate Care has continued to experience a high number of children in alternate care. As of May 2017, there were 96 children in county foster homes, 20 in treatment foster homes, 4 in group homes, and 18 in Residential Care Centers. There are currently 86 children open for Kinship Care; 33 are court ordered and 53 are voluntary. There are currently no children on the waitlist for voluntary Kinship Care as we were just able to move two kids off the list.

Coordinated Service Team Program

Coordinated Services Team Program is currently serving 26 teams with 33 youth. CST currently has four (4) families on the waitlist.

Birth to Three Program

The Birth to Three Program continues to receive approximately 30-40 referrals per month to be evaluated for services. In June 2017, the Department received 32 referrals.

FISCAL SERVICES- Vickie Gardner

Fiscal is currently reaching out to an accounting firm to contract for some accounting services while we continue to evaluate the Accountant vacancy we received last month. We are also reaching out to a private firm for programing and reporting services for our case management records system, Avatar.

ORGANIZATIONAL SUPPORT SERVICES-Sue Schleppenbach

Staff in the Office Support Unit is currently working on developing procedures to scan Behavioral Health documents into Avatar. Office Support staff will be responsible for all of the scanning. This is to ensure that the scanned documents are put into the correct electronic location. Our goal is to pilot this process in August. By doing the scanning, this will eliminate many of the paper documents which we currently file in a 3 ring binder and will reduce the number of file cabinets we are currently using. We are also scanning into WISCAWIS and that is going well. Staff is also working on the integration of JCI staff. We work closely with their Administrative Specialist person now and we will be looking at redefining processes so we have no duplication.

ECONOMIC SUPPORT SERVICES DIVISION

Linda Struck, Jane Olson, Kathy Welke, Jen Dahl

The Economic Support Services Unit (ESU) provides a variety of financial supports and services to families and individuals. The programs include Child Care, Health Care (HC), and Food Share (FS). Eau Claire County is the Lead Agency of the Great Rivers Income Maintenance Consortium (GRC). Counties included in the Great Rivers Consortium include Burnett, Barron, Chippewa, Douglas, Dunn, Eau Claire, Polk, Pierce, St. Croix, and Washburn. Currently GRC has no vacancies.

July 2017 Recipient Data for FoodShare (FS)-HealthCare (HC) & Child Care Households

	Adults (HC-FS)	Children (HC-FS)	Total (HC-FS)	With FoodShare	Without Foodshare	Child Care Assistance Households
Eau Claire County	10,704	7,667	18,371	9,989	8,855	529
Great Rivers	48,870	37,536	86,406	44,763	41,643	1,658

Additional GRC Stats (May Data):

- 3,747 applications were processed
- 14,983 calls were received in our call center
- Average Speed of answer was 1.74 minutes
- \$4,078,402 (GRC) \$1,022,880 (Eau Claire) were issued in FS benefits
- \$356,412 in overpayments were established for GRC

REPORT TO THE HUMAN SERVICES BOARD

Action Required

Meeting Date: July 24, 2017	x	Information-Discussion	
Agenda Item No. 8		Direction to Staff	
Department: Human Services		Approval-Denial	
Subject: Personnel Update – Jackie Krumenauer		Requires Recommendation to:	
		County Board	
		Other: Com on Human Resources	
		Form:	Ordinance
			Resolution
			Report
		Other Action:	

Enclosed please find the latest vacancy report for Human Services.

Eau Claire County Department of Human Services
Recruitment Status - 7/12/17

Position Title	Unit	Status	Reason
Social Worker	CSP	Recruitment	Rec'd resignation
Accountant	Fiscal	Position Review	Rec'd resignation
Administrative Specialist I	Org. Services	Position Review	Rec'd resignation
AODA Case Manager	CSP	Recruitment	Transfer to CCS
Social Worker	FSU - YS	2nd Interviews	Rec'd resignation

New for 2017 in Budget

Economic Support Specialist	ESS	On hold	New for 2017
Family Services Administrator	FSU	Continuous	New for 2017
Social Worker Manager	Behavioral Health	Continuous	New for 2017

New for 2017 (not in Budget)*

CCS Service Facilitators (1)	Behavioral Health	Pending out of state background check	New for 2017
*Unanimously approved by the HS Board on 3/27/17, CoHR & Co. Bd on 4/18			