

EAU CLAIRE COUNTY HUMAN SERVICES
Department Report
June 2019

DIRECTOR'S REPORT – Diane Cable

Hello. Earlier this month at our bi-annual All Agency meeting, we engaged in an activity of what it looks like to carry out our vision of *Family Connections are Always Preserved and Strengthened*. In groups, representing staff across the agency, creative and collaborative discussions about the guiding principles for the vision occurred and then presented to the entire agency. The key, presented and represented by all groups was the essential component ...relationships. The core of the work in Human Services is through relationships, in all that we do - working with those we serve, we work with, and the community.

BEHAVIORAL HEALTH SERVICES DIVISION

Jeff Wright, Bill Stein, Nancy Shilts, Kerry Swoboda, Sharon Besterfeldt, Luke Fedie

The Behavioral Health Division is off to a very busy summer. We continue to work hard as a division to integrate our services with our counterparts in Family Services. It is a natural partnership that is occurring, and we are finding new ways to collaborate every week. Supporting individuals and families, and each other is a fundamental approach. This all fits well with our vision: *Family Connections are Always Preserved and Strengthened*.

Outpatient Clinic- Luke Fedie, Manager

Recertification for the clinic services for mental health and substance abuse treatment services, under DHS 35 and 75, will be taking place in August and preparations are being made for the site visit. The clinic is currently in the process of recruiting for a therapist, which will help to respond to the increasing timeframe to connect with services.

Treatment Courts- Brenda Goettl

We are currently serving 15 participants in Drug Court, 14 in AIM, 9 in Mental Health Court, and 4 in Veterans Court. We had 4 graduations in May- 1 in Drug Court and 3 in AIM Court. May was National Treatment Court Month. We celebrated during the AIM Court Graduation on May 28th- it was a very inspirational event!

We are busy screening possible participants. We have 20 in various stages of the referral, screening and admission process. We also have 9 participants on the Waiting List-they are ready to be admitted and are waiting for their pending charges to clear.

The Triage Team met on 6/12/19 to update and review our Triage Process- eligibility, screening, evaluation and admission. We continue to work with our partners as we assess and evaluate our processes.

On June 18, 2 women graduated from AIM Court. Both celebrated great change in their lives beginning with trust. One of the women regained custody of her 4 children while she was in AIM court, and they were in court with her. The oldest daughter stood up and read a letter she wrote

sharing how much she believed in her mom and the importance of her mom in her life. As you can imagine, not a dry eye in the courtroom.

What I witnessed was very powerful. Children being cared for, friends, family, and professionals supporting and encouraging each other, people having fun and having hope, people believing in each other and themselves, recognizing self-worth, practicing new skills, working, healing, connecting.....RECOVERY.

Adult Services – Nancy Huberty

May continued to be a busy month for Adult Protection Services. There were 41 investigations of which 6 were substantiated, 5 were unsubstantiated and 4 were unable to be substantiated. There are 26 investigation that have not been concluded as of 6/18/19. The Team complete 41 Eau Claire County Annual Protective Placement reviews and 12 Chippewa County Annual Protective Placements reviews, as part of a contract with Chippewa County. Adult Protective Services staff traveled as far as Milwaukee to complete the reviews. There continues to be increase activity due to financial abuse allegations as well as self-neglect.

During the month of May 2019, the Jail Re-Entry Service received 31 referrals; 22 males and 9 females. 30 were self-referrals and 1 referral was from the Department of Corrections. 19 individuals identified housing as a concern, 11 individuals identified AODA concerns, 8 individuals identified needing assistance with obtaining Medicaid and Foodshare, 8 individuals identified needing assistance with employment, 6 individuals identified unmet mental health concerns, 4 individuals identified clothing needs and 4 individuals identified no supports. Starting in June the Jail Re-Entry social worker will have hours at the Department of Corrections office to make herself readily available to answer questions regarding potential services and resources as well as to enhance collaboration between DHS and DOC.

Crisis Services -Lita Prorok

The Crisis program, DHS 34, re-certification is coming up in August and preparations are already occurring for the site visit. We are also in the process of scheduling interviews for the new crisis SW position. The after-hours mobile team through Northwest Connections is also back to being fully staffed after recent hires and orientation. Lastly, DHS will be learning more about crisis services at this months lunch and learn session.

Community Support Program (CSP) – Sharon Besterfeldt

CSP loves Summer! As a community-based program, we are committed to helping our clients live their best lives by remaining in the community as much as possible. For some people, this is a daily challenge as leaving the home can be difficult. Summer allows our case managers to be creative with how/where they take clients out into the community. Sometimes a walk in the park is not only therapeutic but helps to solidify the working relationship with the case manager. CSP continues to receive both internal and external referrals for new admissions and growth is expected through 2019.

Comprehensive Community Services (CCS) Program, Bill Stein and Kerry Swoboda

	Referrals YTD	Current Enrollment	Enrolled YTD	Discharged YTD	Referrals since Program Inception
January	27	204	4	2	784
February	72	209	11	6	831
March	87	213	17	11	844
April	157	207	30	27	917
May	182	215	42	33	941
June	225	227	59	39	984

The CCS Program will be hosting a regional training regarding the treatment of substance use conditions. This training will take place on June 20 and is being held at Arbor Place, a substance use treatment facility in Menomonie, Wisconsin. The training will be facilitated by Eau Claire County CCS Program Substance Use Professionals. Individuals with lived experience will also be sharing perspectives regarding their own recovery journeys. Attendees will include staff from Eau Claire, Saint Croix and Barron Counties. Initiatives of this nature, represent our commitment to a regional shared services model.

Children’s Behavioral Health Unit: CCS, CLTS/CCOP, CST (Comprehensive Community Services, Children’s Long Term Support/Childrens Community Options Program, Cordinated Services Team)

The Children’s Behavioral Health Unit is currently reviewing the referral and intake process for families accessing behavioral health and long term support services for children. Parents provided feedback that learning about and accessing services for their children has often been a challenge. In response to this feedback, parent representatives and staff created a survey to collect information about what areas of attention are needed to ensure better information about programs is available to the community and access to services is improved. The goal is to create a referral and outreach system that is more family friendly and trauma-informed to allow families to better meet the needs of their children.

The Coordinated Services Team (CST) Program continues to collaborate with the Family Services Division to facilitate Family Group Decision Making (FGDM) meetings. The team, comprising of CST and Family Services staff, who traveled to Olmsted County in May is working to enhance and expand the program to better meet the needs of families. The team is working to enhance the current practice to create opportunities for families to have a more active voice and role in decision making. FGDM and support the ongoing workers in the process of maintaining family connections.

Clients Served

Children’s Long-Term Support Waiver (CLTS) and Children’s Community Options Program (CCOP)

CLTS and CCOP is currently serving 185 families; 173 waiver, 12 CCOP cases. As of June 2019, there are 62 children found eligible for services and on the formal waitlist. Currently, eleven (11)

children are in the screening process to receive an eligibility determination to be placed on the waitlist. The Department has received 40 referrals in 2019. The State expects County Waiver Agencies to have no waitlist, which has been a challenge due to the number of referrals and staff capacity to meet the need in Eau Claire County.

Coordinated Service Team Program and Family Group Decision Making

The Coordinated Services Team Program is currently serving 25 families. CST received 26 referrals in 2019; one is currently waiting to be served. CST staff facilitated 14 Family Group Decision Making (FGDM) meetings in 2019.

FAMILY SERVICES DIVISION

**Terri Bohl, Tasha Alexander, Melissa Christopherson, Rob Fadness,
Hannah Keller, Michael Ludgatis & Courtney Wick**

Programming

Some of the most exciting news within the Family Services Division is the significant increase in the number of youth who have exited Residential Care Centers (RCC's). On April 1st, the Department had 18 children placed in RCC's. The annual expense of these placements would have been nearly three million dollars. By July 1st, the Department will have 12 children in care at the RCC level. All 6 of the children will no longer be in out of home placement when they exit the RCC. The Department is meeting with local providers to look at creating a new level 4 or level 5 shift-staffed home which would allow for at least 2 more children to transition to a lower level of care.

The Family Services Division has successfully initiated the Intensive Permanency Services (IPS) Program and now has two full-time Social Workers completely focused on youth who have no plan for permanency. Alia continues to provide weekly consultation and support for the program. Staff are finding that the youth are incredibly engaged in the programming. After just a couple of months, staff are surprised at the number of potential connections that exist for some of the youth and are optimistic that these connections will be solidified with an intensive level of intervention and support.

In late April, the Youth Services team invited members of the Juvenile Justice Collaborating Committee and local service providers to participate in a Youth Justice Mapping event. The purpose of the mapping was to focus on interventions utilized with children and families in our community. The mapping event was a huge success with over twenty-five individuals participating in the meeting. The group helped identify current interventions being utilized while making a list of resources desperately needed within our community. The group also identified barriers that need to be overcome in order to achieve better outcomes for children and families. This information was then shared and discussed at the next Juvenile Justice Collaborating Committee meeting on

May 23rd. The committee was supportive of the work done at the mapping event and will continue to discuss strategies to implement new resources.

Clients Served

CPS Initial Assessment

In May, the Department received 120 reports alleging child maltreatment; 52 were screened in for CPS Initial Assessment and 68 were screened out.

2018	# Reports	Reports Screened In/Out
January	130	45/85
February	113	37/76
March	116	38/78
April	139	43/96
May	128	44/84
June	110	36/74
July	127	43/84
August	121	43/78
September	107	36/71
October	137	56/81
November	131	35/96
December	117	41/76
2019		
January	85	27/58
February	97	27/70
March	105	40/65
April	126	55/71
May	120	52/68

Ongoing Child Protective Services

Ongoing Child Protective Services is currently serving 113 families and 204 children. 147 of the 204 children served are in out of home care which equates to 72% of the children served. 81 of the 113 families served have at least one child in out of home care. This means 72% of the families served have a child in out of home care. AODA struggles continue to be the main case planning component in Ongoing CPS cases.

	Families/Children Open for services	Families with Children in Alternate Care
2018		
January	94/191	85
February	97/198	88
March	106/213	77
April	138/268	94
May	134/263	103
June	130/252	99
July	130/259	99
August	124/244	98
September	129/250	96
October	132/257	94
November	133/256	95
December	137/254	96
2019		
January	133/242	95
February	133/242	95
March	129/231	94
April	122/214	86

May	113/204	81
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*The significant increase in numbers from March to April 2018 involves the transfer of two Social Workers from the Youth Services team to the Ongoing Child Protective Services Team

Youth Services

The Youth Services Team is currently serving 91 families with 103 youth. Of the 103 youth open, 26 are in out of home placement which is equivalent to 25% of the children served by Youth Services. Complex trauma and significant mental health needs and developmental disabilities continue to be the primarily reason for out of home placements.

	Families/ Youth open for services	Youth in Alternate Care
2018		
January	121/150	51
February	124/154	51
March	113/138	51
April	92/102	22
May	91/101	22
June	91/101	22
July	94/105	24
August	89/100	22
October	87/97	24
November	90/98	26
December	89/97	19
2019		
January	89/98	17
February	95/100	21
March	93/103	24
April	90/101	28

May	91/103	26
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*The significant decrease in youth in out of home care from March to April is explained by the transfer of two Social Workers from the Youth Services team to the Ongoing CPS team

Resource Unit - Alternate Care

Alternate Care has continued to experience a high number of children in out of home placements. As of 06/01/2019, there were 184 children in out of home placement. The primary focus in this unit has been to recruit and license foster parents to meet the needs of children in the community and to provide additional support to foster parents to increase retention. The Department is shifting the focus of the resource unit to focus on ways to better support children and families. One area of attention is utilizing foster parents as supports to parents and children and not just for out of home placements. The unit will also assist in family finding which is an area all Family Services staff members were trained in earlier this year. The family finding will allow for relatives or kin-like individuals to be involved in the family’s case or to serve as a connection or possible placement for a child in out of home care.

Juvenile Detention – Rob Fadness and Michael Ludgatis

Clients

The characteristics of detention center population continue to evolve. Short-term placements for 2019 are projected to be almost half of the five-year average of 426 placement. Days in placement, however, will almost double the five-year average of 2857 days. These numbers are driven by a group of hard-to-place youth, with no release date. These youth come to the facility with complex medical and mental health needs, including self-harming behaviors that occupy a large portion of staff time.

Juvenile Detention

	2019 May	2018 May		2019 Total Est.	2018 Total Act.	5 Year Ave.
ALL						
Admissions	34	35		389	434	526
Days	436	588		5069	5537	5532
ALOS	12.8	16.8		13.03	12.7	10.5
SHORT-TERM						
Admissions	18	26		230	384	426.4
Eau Claire	4	8		70	88	142.6
Days	436	366		4884	3171	2857.4
Eau Claire	160	110		1250	899	860

180 PROGRAM						
Admissions	6	9		77	89	98.2
Eau Claire	0	0		7	7	19.2
ADP	14.06	18.97		13.03	15.2	15.2
Male	27	22		288	312	392.2
Female	7	13		91	122	134.2
INCIDENT REPORTS	99	121		1188	895	
Self-Harm	7	13				
Harm to Others	1	6				
Damage	4	5				
Weapon	3	0				
Holds	4	1				

ECONOMIC SUPPORT DIVISION-GREAT RIVERS CONSORTIUM
Kathy Welke, Jane Olson, Jen Dahl, & Cindy Drury

The Economic Support Services Unit (ESU) provides services to Eau Claire County residents and those within the Great Rivers Consortium areas (Burnett, Barron, Chippewa, Douglas, Dunn, Eau Claire, Polk, Pierce, St. Croix, and Washburn). Services provided include Child Care, Health Care, Food Share, Caretaker Supplement, and WI Home Energy Assistance (WHEAP—is contracted out to Western Dairyland EOC). Eau Claire County is the Lead Agency of the Great Rivers Income Maintenance Consortium (GRC).

In the current month, the ES Unit has hired a new ES Consortium Manager, Cindy Drury; Cindy comes to ECC after being a Family ES Lead Worker in St. Croix County, one of our Great Rivers Consortium partner counties. Gloria Frelk, an ES Specialist, was awarded the Fraud Investigator position that had been vacant, and ES Managers will soon be filling 3 ES Specialist vacancies.

June 2019	HC/Food Share Cases	Child Care Caseloads
Eau Claire County	11,996	453
Great Rivers Consortium	53,037	1435

Great Rivers Consortium Monthly Stats (May Data):

- **3,594 applications**, processed
- **4,198 renewals**, processed
- **14,909 calls** were received in our call center
- Great Rivers Call Center-Average Speed of Answer: **2.17 minutes** (Statewide average 4.84 minutes)

Eau Claire Co. Energy Assistance (as of 06/12/19): **3,412 households** have applied.

FISCAL SERVICES– VICKIE GARDNER, MANAGER

The Fiscal Unit is currently working on the following:

Most year-end reporting has been completed. Final audit entries are occurring with auditors. WIMCR reporting is underway and is due Friday, June 28th.

The contract coordinator is finalizing most of the 2019 contracts (currently 85% of 2019 contracts have been completed). An RFP for our WHEAP program is in the bidding stage.

We are working with our internal Avatar super users to complete testing processes in Avatar after numerous updates have been imported into the system.

The SharePoint project is ready to begin pilot testing with providers. Providers are being identified, training will be set up, and portal access will be granted to providers based on roles.

Cross training is continuing for some year-end state reporting within the unit.

We are continuing work with Joxel staff on the Avatar Optimization project. (On Hold as we continue to work on implementing software updates within Avatar):

2020 budgeting meetings have begun. Payroll worksheets have been completed and submitted to Finance. We are currently working on any new/reclass position requests. One preliminary budget meeting has been held with the Leadership Team. Additional meetings with Managers will follow soon. We are working on setting up preliminary budget documents as we begin discussions.

ALTERNATE CARE REPORT
Month Ending April 2019

<u>Level of Care</u>	<u>Number of Placements</u>	<u>Number of Clients</u>	<u>Number of Days</u>	<u>YTD Placements</u>	<u>YTD Clients</u>	<u>YTD Days</u>	<u>Ave Cost per Day</u>
Foster Care	7	113	3,271	24	151	14,448	\$36
Therapeutic Foster Care	1	20	597	4	21	2,148	\$103
Group Home	1	1	28	2	4	122	\$284
Residential Care Center	2	17	512	7	22	1,902	\$439
Total	11	151	4,408	37	198	18,620	

<u>Level of Care</u>	<u>Adjusted Budget</u>	<u>Current Month Expense</u>	<u>YTD Expense</u>	<u>Percent Used</u>	<u>Revenue Budget</u>	<u>YTD Revenue</u>	<u>Percent Collected</u>
Foster Care	\$ 834,400	\$ 116,104	\$ 514,686	61.7%	\$111,800	\$ 54,563	48.8%
Therapeutic Foster Care	\$ 356,050	\$ 46,813	\$ 221,997	62.3%	\$ 15,500	\$ 2,483	16.0%
Group Home	\$ 329,137	\$ 5,522	\$ 34,672	10.5%	\$ 38,000	\$ 4,273	11.2%
Residential Care Center	\$ 1,524,851	\$ 202,806	\$ 834,642	54.7%	\$ 77,000	\$ 20,210	26.2%
Total	\$ 3,044,438	\$ 371,245	\$ 1,605,997	52.8%	\$242,300	\$ 81,529	33.6%