



*Office of County Administrator
County of La Crosse, Wisconsin*

County Administrative Center
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Memo To: La Crosse County Board of Supervisors
From: Steve O'Malley, County Administrator
Date: May 7, 2012

Re: May Monthly Report to the County Board

Attached is the May Monthly Report to the County Board, providing monitoring information about department activities to the full County Board instead of reporting only to governing committees.

REMINDER Monthly Reporting by roughly half the organization every other month. While you will receive this report each month, the reports do not cover every department each time.

February, April, June, August, Oct. & Dec.

Planning, Resources & Development
Public Works & Infrastructure
Judiciary & Law Enforcement
Corp Counsel & Child Support

January, March, May, July, September, November

Health & Human Services
Aging & Long Term Care
County Clerk, Finance, IT,
Printing, Personnel, Treasurer

“OF INTEREST”

First Interviews with Planning & Zoning Administrator candidates

The County Administrator, Supervisors Marilyn Pedretti and Tina Wehrs will conduct phone interviews with candidates for the position of Department Head for the Zoning, Planning and Land Information Department, in order to determine the finalists for final interview later this month. We plan to have interviews with two or three finalists in front of the whole PRD committee and hope to submit a candidate for consideration by the County Board at the June 11, 2012 Committee of the Whole meeting.

*If you have any questions, feel free to contact me by phone or e-mail.
County Administrator direct line: 785-9789, cell phone 608-385-3316
or e-mail steve.omalley@co.la-crosse.wi.us*

MONTHLY REPORT TO THE COUNTY BOARD

Aging & Long Term Care May 2012

Veterans Services

- The federal VA announced that it would hire **1900 more mental health staff members** nationwide. It will include 1600 clinicians: psychologists, psychiatrists, nurses, social workers and professional counselors. This will be an addition to the current staff of 20,590. Veterans from the wars in Iraq and Afghanistan have increased the number of people seeking mental health care from the VA by 35% since 2007. We're fortunate here in La Crosse County to have both a **Vet Center** for readjustment counseling (20 Copeland Ave) and a **VA mental health** clinic (1525 S. Losey Blvd.). There has been an increase in services requested here as well, but Tomah VA Medical Center has responded well for the most part and veterans here are getting the needed treatment in a timely manner. I expect a small increase in VA mental health staff when a new, expanded VA clinic will open here in 2013. The new facility will replace the existing mental health and primary care clinics.
- The La Crosse Area Veterans Mentor Program and Veterans Court have assisted a total of 35 veterans since inception in 2010 for the Mentor Program and 2011 for the Veterans Court. Both programs rely on volunteer mentors and coordinators; the programs are run at no cost to La Crosse County, and expenses have been covered so far by donations. The intent of both programs is to assist combat veterans with legal issues that may be related to their active duty military service. We insure that veterans are aware and have access to VA medical, counseling and rehabilitation programs. A veteran's progress is checked by an assigned mentor and, if a vet is enrolled in Veterans Court, the veteran meets with Veterans Court Judge Todd Bjerke at least once a month. Final determination on the offense is deferred pending VA evaluation, treatment, etc. The program has successfully helped several veterans, because those of us involved strongly feel that VA access and treatment is preferable to a combat veteran sitting in jail when at all possible. Thanks to all volunteers, and especially newly elected County Board Supervisor Thomas Downer, who is the volunteer director of both the Veterans Mentor and Court programs. He has had the time and the desire to devote a full, unpaid work week to these programs for many months now.

Lakeview Health Center

As reported at the County Board Retreat in April, Lakeview Health Center has significant capital needs facing us.

There is a process improvement team currently meeting to discuss options for the future. We will be presenting option to the County Administrator soon and eventually we will be making recommendations to you.

This summer, a policy and planning meeting will be held at Lakeview for County Board members.

If you would like to see the facility prior to that meeting, feel free to contact me for an individual tour. Contact information is 608-786-1400 extension 40123.

*Pam Semb
Lakeview Administrator*

Aging Unit

Please see attached Vital Aging flyer.

Respectfully Submitted,
Noreen Holmes

MONTHLY REPORT TO THE COUNTY BOARD

Health & Human Services May 2012

Health Department

Goal #1: Provide high priority public health services.

NA – Not Available NR – Not Reported	<u>Current Quarter</u>	<u>Current Year to Date</u>	<u>Last Year to Date</u>	
ADMINISTRATION/FISCAL				
Salary Savings	\$10,971.79	\$10,971.79	\$14,371.95	
ENVIRONMENTAL HEALTH/LABORATORY				
Permits Issued	33	33	57	
Inspections –establishments	247	247	321	
Coliform – Private Water	252	363	223	
Drug Testing – number of tests	26,276	26,276	18,249	
Environmental Health Testing – Pools - Coliform	85	85	57	
Nitrate – Tests	124	124	102	
Quality Assurance – Lab Cert. (Chemical, Bacterial & Drug)	1,827	1,827	1,084	
Standard Plate Count – Water or Environmental	20	20	17	
HEALTH EDUCATION				
	Current Quarter		Last Year to Date	
	Attend	Presen.	Attend	Presen.
Communicable Disease	115	115	216	88
Tobacco	28	3	276	40
Burn Barrel Education	144	144	10	5
Alcohol Education	289	6	344	12
NURSING - HOME CARE				
NA – Not Available NR – Not Reported	<u>Current Quarter</u>	<u>Current year to date</u>	<u>Last Year to Date</u>	
Home Care RN visits	359	359	645	
Home Health Aide visits	841	841	1,056	
Personal Care Hours	295.26	295.26	626.5	
NURSING - PUBLIC HEALTH				
Caring, Inc	262	262	112	
Fluoride Varnish (MA and Non-MA)	198	198	126	
Foot Care Visits – <i>Clinics/Home-Based</i>	41/0	41/0	78/2	
Immunizations – <i># of people/ # of vaccines</i>	146/190	146/190	180/258	
Tuberculosis Screening – <i>Tests/Results</i>	103/102	103/102	113/110	
NUTRITION				
Prenatal Care Coordination (women enrolled)	117	117	129	
Lead – Children Screened	83	83	103	
WIC people receiving services (average per quarter)	2,222	2,222	2,256	
OCCUPATIONAL HEALTH				
Employee Physicals	49	49	28	
Tuberculosis Screening & Results	98	98	54	
Bloodborne Pathogens Clinics/Participants	4/57	4/57	4/56	
Health Bits (issues/#people receiving)	6/1400	6/1400	6/1400	
Individual contacts with employees (Nutrition)	5	5	185	

VECTOR CONTROL				
	Current Quarter		Current YTD	Last YTD
	Attend	Programs		
Animal Control & Responsibility Education	4,876	85	85	50
Vector Borne Disease Education	100	7	100	6
Vector sites monitored (mosquito/tick)		437	437	231
Animal license action		920	920	350

Human Services Department

FAMILY & CHILDREN'S

In-Home Safety Services Consortium

A successful state site visit and kick off meeting with our consortium partner counties (Monroe, Vernon, Clark and Jackson) occurred on 2/10/12. Detailed discussion of our proposal and timeline occurred and the state provided us with additional information about other grant sites as well as the assistance they will be providing to us in 2012 and 2013.

MENTAL HEALTH RECOVERY SERVICES

Reduction in 2011 Chapter 51 Emergency Detentions

La Crosse County Human Services has been working for the past few years to decrease the number of Ch. 51 Emergency Mental Health detentions that occur in this county. Tremendous time and energy has been devoted to address the dynamic from several angles. Extensive training has been provided to law enforcement, significant collaboration occurs with the local hospitals, quality improvement projects have been completed, and the CARE Center has been added to the crisis service continuum. These efforts have been achieving results. Here are the numbers of La Crosse County Ch. 51 Emergency Detentions over the past few years:

- 2009: 610
- 2010: 534
- 2011: 327

Implementation of 4 new Evidence Based Practices

Four new Evidence Based Practices began in 2011 and are expected to increase in fidelity during 2012:

- The Integrated Dual Diagnosis Treatment (IDDT) approach is considered the most effective way to assist individuals with significant mental health and substance abuse issues achieve positive outcomes. We have recently clarified eligibility and practice elements and are working with staff and potential referral sources to better understand who we should target to receive this approach.
- Supported Employment is considered one of the most effective ways to help individuals with mental illness achieve competitive employment. The vendor of this service is currently hiring a supervisor for this program to help promote the growth and maturity of this service in 2012.
- Family Psychoeducation is considered one of the most effective ways to engage consumers and families in an educational and supportive manner. The vendor of this service is hoping to be ready to receive their first referrals in April of 2012.

OQ-45 is a tool used by our Outpatient Mental Health Clinic to track the degree of distress when someone first accesses the system and then again at the first scheduled appointment and at 90 days of treatment. Early indications are of significant reduction in distress during early stages of engagement with MHRS Outpatient Clinic services.

CARE Center

La Crosse County and Tellurian changed the nature of the 2012 contract. The new format results in La Crosse County funding a majority of the beds (less cost overall) while Tellurian assumes some risk and opportunity to sell beds to other purchasers. Both La Crosse County and Tellurian are pleased with the first month of this new format.

Outpatient Mental Health Clinic featured by WXOW Ch. 19

In March WXOW Ch. 19 featured a story about the MHRS Outpatient Mental Health Clinic. The focus was on the new access format and the early positive impact that has been seen. The weekly "walk-in" access format was initiated in late 2011 and has increased the number and cultural diversity of consumers served. Early input from staff and consumers has been extremely positive.

CHEMICAL HEALTH & JUSTICE SANCTIONS

Smarter Sentencing

A team of five people attended a state-funded, two-day "Smarter Sentencing" training. District Attorney Tim Gruenke, Public Defender Thom Huh, Department of Corrections Supervisor Mike Johnson, defense attorney Todd Schroeder, and Jane Klekamp attended the meeting in Stevens Point on February 27 and 28. A one-day training was planned in La Crosse County on February 29, but is being rescheduled due to a weather cancellation.

Transition from Jail to Community Initiative

La Crosse County was asked to submit an article to the National Institute of Corrections regarding the Transition from Jail to Community Initiative. Here is the link to the report: <http://nicic.gov/NationalJailExchange>

ECONOMIC SUPPORT

State Central Document Processing

Currently, the most pressing issue impacting the effectiveness of the new Western Region for Economic Assistance (WREA) consortium is the high rate of errors being made by the State's Central Document Processing Unit (CDPU). This is creating a backlog of cases and contributing to the inability to fully transition to a shared workload model. The Department of Health Services (DHS) is sending out daily updates on this issue, and it is also the topic of the weekly Income Maintenance (IM) Steering Committee conference calls. We are working aggressively with leaders from other IM consortia to assist DHS in addressing this issue and have begun tracking and logging CDPU errors on a daily basis. It appears other counties in the State have begun bypassing the CDPU by using a "process first" approach in order to avoid the CDPU issues. We have begun bypassing the CDPU (as it appears almost all counties have) with regards to Family Care cases. This is especially frustrating since the Legislature provided funding to the State to provide centralized scanning functions (which is provided through a private contractor, HP Enterprise Services) and did not provide consortia resources to fill this role. We will continue to make working with the State to address CDPU issues a top priority.

AGING & DISABILITY RESOURCE CENTER OF WESTERN WISCONSIN

Family Care Cap Lifted

Finally, the Family Care cap has been lifted after being in place since last July. As of April 3rd we will be at full entitlement once again. We will move persons through as rapidly as possible especially those with urgent needs. Then we anticipate that all those on waiting lists and all new persons will be enrolled by July.

Jason Witt

Human Services Director

MONTHLY REPORT TO THE COUNTY BOARD

Internal Departments May 2012

Treasurer's Office

After sending out the Delinquent Tax Notices in March and as of today there is \$3,491,787.51 in delinquent taxes to collect and for the Current Year Taxes there is \$19,799,339.10 to collect.

Our office continues to work with the delinquent tax payers as we all know that things have been getting harder. There are some tax payers that sign an agreement to make monthly payments.

See monthly collections for 2012 below.

DELINQUENT MONTH/YEAR	TAX	INTEREST	SPECIAL	SPECIAL INTEREST	TOTAL
Jan-12	202,502.46	53,438.47	19,503.96	4,645.13	280,090.02
Feb-12	179,388.09	49,187.77	12,140.39	2,107.99	242,824.24
March-12	164,424.90	52,435.58	7,562.37	1,422.64	225,845.49

CURRENT MONTH/YEAR	TAX	INTEREST	SPECIAL	SPECIAL INTEREST	TOTAL
Feb-12	366,910.30	4,153.66			371,063.96
March-12	469,719.28	9,428.90			479,148.18

Reported by Donna Hanson, County Treasurer

Personnel Department

What does a County Employee look like?

The Demographics of La Crosse County staff can tell a lot about our organization.

PEOPLE: As of December 2011 there were 1359 employees working for the County.

- 885 of those were full time employees
- 243 of those were part time employees
- 231 of those were irregular part time employees (on call, seasonal, less than half time and temporary)

Approximately 70% (953) of County employees are Female and 30% (406) are Males.

The Average Age of County Residents is approximately 37.4 years.

The Average Age of County Employees is 45 years. Average Age of Managers 48.8 years.

Years of Service average of All employees = 10.5 years
Years of Service average of management employees = 13.44 years

About 66% of employees (998 belong to one of 8 Collective Bargaining units represented by either AFSCME, (American Federation of State, County and Municipal Employees), WPPA (Wisconsin Professional Police Association), SEIU (Service Employees International Union.

WAGE:

The Average Wage of all County Government was approximately \$33,097 in 2011

The average wage reported for all Private and Public employees was \$37,863 in 2011
(3% trend) (Trending 3% per year from 2008 figures - all occupations in La Crosse)

The average wage for all Private and Public employees in Education & Health
\$45,101 in 2011 (3% trend)
(This category employs the greatest number of people in the region)

BENEFITS:

Based on average wage, the cost of fringe benefits including retirement for a full time County Employee with family insurances in 2011 was \$26,533 or 80% compared to average wage. (benefit data not available for County residents)

Approximately 909 employees or 67% participate in County Health Insurance.

TURNOVER:

Approximately 200 people each year leave County employment through retirement, quit, termination, disability or death. However in 2011 there were requests to hire 288 positions. This is rather high turnover (21%) due, in part to our two Nursing Homes, whose staff tend to be less settled in careers and are more mobile. Few counties in the state continue to operate a nursing home. La Crosse County has 2 – one for Geriatric and one for Psychiatric care.

The County Personnel Department is the central administration point for employee recruitment, hiring, orientation, training, wage and benefit setup, benefit administration, collective bargaining negotiation, contract administration, grievance handling, retirement information and benefits, terminations and employee personnel records.

Robert B. Taunt
County Personnel Director

Robert