

Human Services Department

2013

Annual Report

responsible

relevant

results

County of La Crosse,
Wisconsin

Mission Statement

RESPONSIBLE

*Enhancing **self-sufficiency** and
quality of life with **respect** for
the dignity of the person served.*

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No doubt, recent years have brought dramatic changes to the landscape of human services. Most obvious is the State and Federal funding reductions human services departments across Wisconsin have had to contend with as local service demands have continued to rise. But there also has been an important change in expectations. One practice in particular that has gone from being “encouraged” to “expected” is collaboration. For example, more and more often, demonstrating collaboration with neighboring counties is a bureaucratic requirement for accessing new funding. Just as often, however, collaboration both between counties and within local service communities is a practical necessity for meeting rising service demands with shrinking dollars.

Fortunately, collaboration is familiar turf for La Crosse County Human Services. After all, we and our partners in Jackson and Vernon Counties “blazed the trail” for multi-county service delivery in the 2008 launching of the Aging and Disability Resource Center (ADRC) of Western Wisconsin. Since then our work with the community in launching a mental health crisis stabilization facility (the CARE center) and efforts with seven neighboring counties in forming the Western Region for Economic Assistance (WREA) Income Maintenance (IM) consortia have expanded on this collaboration tradition. A culture of collaboration that is so deep seeded is a key reason why we find ourselves adapting well and, on many fronts, leading the way in the new human services environment.

On the pages that follow, you will find a nice overview of the 2013 initiatives, happenings and trends in our various service sections. You will also see many examples and fruits from our many collaborative efforts. A few to highlight include:

Western Region Integrated Care (WRIC): In August of 2013, Department of Health Services (DHS) Secretary Kitty Rhoades honored Jackson, La Crosse and Monroe Counties when she came to La Crosse for a press conference announcing a grant award for WRIC. This effort is one of only two Wisconsin pilots to create the framework for multi-county mental health and substance abuse delivery system.

The effort seeks to ensure that more of the dollars already within the system will go to direct service and that citizens can depend on access to the same levels of treatment and care, regardless of whether they live in an urban or rural setting.

Child Care Administration: In June of 2013, Department of Children and Families (DCF) Secretary Eloise Andersen granted the eight WREA partner counties an exclusive exception to several administrative rules so that they could administer child care programs in a unified manner with other IM programs. The exception will last for a one year pilot period after which the efficiency and effectiveness of the model will be evaluated. We believe this pilot will prove to be a much more efficient use of dollars, but also will improve child care administrative outcomes and be a tremendous benefit to citizens in convenience and customer service.

Affordable Care Act (ACA) Implementation: The WREA IM consortium was unique in its willingness to take the lead in 2013 in facilitating a multi-county ACA enrollment effort that included numerous health care, insurance providers and other community partners. The benefit of this effort was to ensure that the citizens of Western Wisconsin received the very highest level of outreach, information and access to enrollment help.



Feel free to e-mail us anytime at <http://www.lacrossecounty.org/HumanServices/HSFeedback.asp>

This annual report is available on line at <http://www.lacrossecounty.org/HumanServices/reports.htm>

Jason Witt, Director

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The Aging and Disability Resource Centers celebrated 15 years of service in Wisconsin in the year 2013. Locally, the Aging and Disability Resource Center of Western Wisconsin has been a collaborative effort in Jackson, La Crosse, Monroe and Vernon Counties for the past 5 years. Prior to this, Jackson and La Crosse each had single-county ADRCs which became part of the current partnership.

As the joint ADRC matures, we have continued to increase the depth of training/knowledge of the staff, the consistency between county offices, and the work we do with partnering agencies. A significant focus of the local ADRC's work in 2013 was providing information to individuals about the expanded Family Care benefit in our region as a new managed care entity began services here in late summer.

Some of our other work in 2013 included:

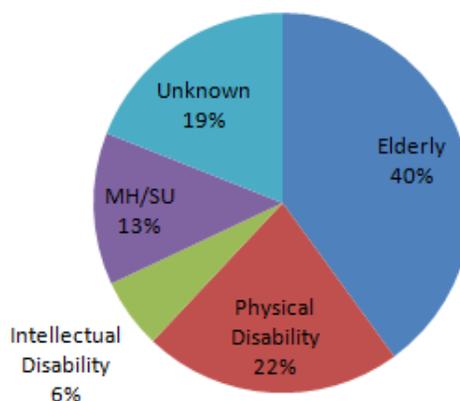
- Improved process by completing a Memorandum of Understanding with the Ho Chunk Aging and Disability Resource Specialist.
- The Aging and Disability Resource Center of Western Wisconsin was very active in assisting the public to access the Affordable Care Act services and expanded public benefits through the Western Region for Economic Assistance office.
- Re-focused our training topics for the period to emphasize options counseling information for individuals who privately pay for their services in order to negate or delay their need for long term care public funding.

- Offered specialized outreach to La Crosse area nursing home residents to explain community-based service options. Met with Wisconsin Department of Health Services Office of Resource Center Development on setting goals for assisting residents of the ADRC region to relocate from institutional settings.
- Provided information regarding service and funding options to individuals who experienced closure or down-sizing in their residential setting.

The Aging and Disability Resource Center of Western Wisconsin served 8750 individuals in 2013.

- 3513 were elderly
- 1919 had physical disabilities
- 529 had intellectual disabilities
- 1098 had mental health needs or substance use issues
- 1691 had unknown disabilities

2013 Referrals by Target Group



For more information on the programs provided in the Aging and Disability Resource Center of Western Wisconsin, please visit the web site for the ADRC-WW at <http://www.adrcww.org/>.

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Justice Support Services (JSS)

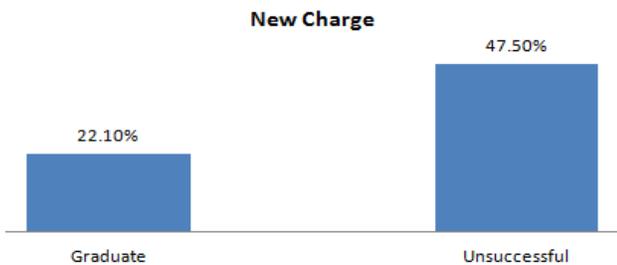
formerly Chemical Health & Justice Sanctions

The 2013 name change to Justice Support Services (JSS) better reflects the services provided to the courts, community partners, and clients involved in the justice system. JSS provides a wide array of support and structure, bridging the gap between Human Services and the legal system.

Cornelia is representative of what happens when everything works well, the importance of long term relationships, and providing meaningful opportunities for change. In 2011, Cornelia was convicted of a fifth drunken driving offense. She was on pretrial supervision as a condition of bond, and upon conviction participated in OWI Treatment Court. While participating in OWI Treatment Court, Cornelia resided at Ophelia's House until she became employed and obtained a residence, allowing more control over her life. She graduated from OWI Treatment Court in 2012. Since graduation, Cornelia facilitates SMART Recovery groups for women at JSS, she is an ambassador for new OWI Treatment Court participants, and attended the Wisconsin Association of Treatment Court conference as part of a graduate panel.

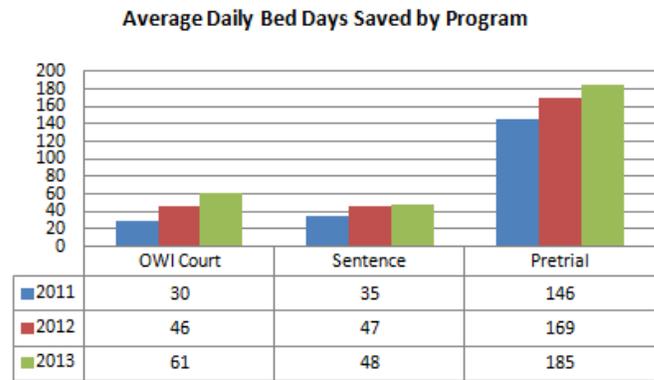
The OWI Treatment Court went through a rigorous process and outcome evaluation which demonstrated the treatment court is effective, but also gave the policy team an outline on what changes to make to improve the program.

Over 900 OWI Treatment Court participants were reviewed for the evaluation. Researchers reviewed recidivism rates 36 months post participation. For those who graduated, 22% were charged with a new crime, while those who did not complete the



program were charged with a new crime 47.5% of the time. One of the recommendations of the evaluators is to increase the graduation rate.

All JSS services continue to be utilized at a high rate; 19,266 samples were taken from clients for drug testing; 108,911 bed days were saved for an average daily savings of 298 beds in the jail. The following chart shows the growth in pretrial supervision, sentenced clients, and the OWI Treatment Court.



JSS continues to evolve with the needs of the participants, courts, and community partners. There is a Criminal Justice Management Council (CJMC) workgroup studying revamping the pretrial system as more research is available to modify the services to have increased success rates. A grant was submitted to the Wisconsin Department of Justice to support the changes incorporating evidence-based practice and current research. There is another CJMC workgroup that helped develop an employment program for participants with significant barriers to employment. While staff at JSS incorporates many principles of evidence-based practice, everyone is working with community partners to build upon what La Crosse County has developed.

For more information on all the services provided through our Justice Support Services Section please go to our web site at: <http://www.lacrossecounty.org/HumanServices/JS/index.htm>.

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Economic Support (ES)

La Crosse County is the lead agency for the Western Region for Economic Assistance (WREA), a multi-county consortium that administers Income Maintenance programs (Food Share, Badger Care Plus, and Medicaid for the Elderly and Disabled) and the Wisconsin Shares Child Care Assistance program. The Department of Health Services (DHS) contracts with La Crosse County, and La Crosse County sub-contracts with its seven partner counties - Buffalo, Clark, Jackson, Monroe, Pepin, Trempealeau and Vernon—to provide services within the WREA Consortium’s eight county service area.

WREA has provided Wisconsin Shares Child Care Assistance program services regionally across its eight-county service area since mid-2013, under a pilot with the Department of Children and Families (DCF). WREA’s pilot provided the Department with an opportunity to evaluate the Consortia model for administering the Child Care Assistance program before expanding regional Child Care program services statewide. WREA’s Child Care pilot has been a success, with families having increased access and options to apply for and re-determine their eligibility for Child Care Assistance program benefits.

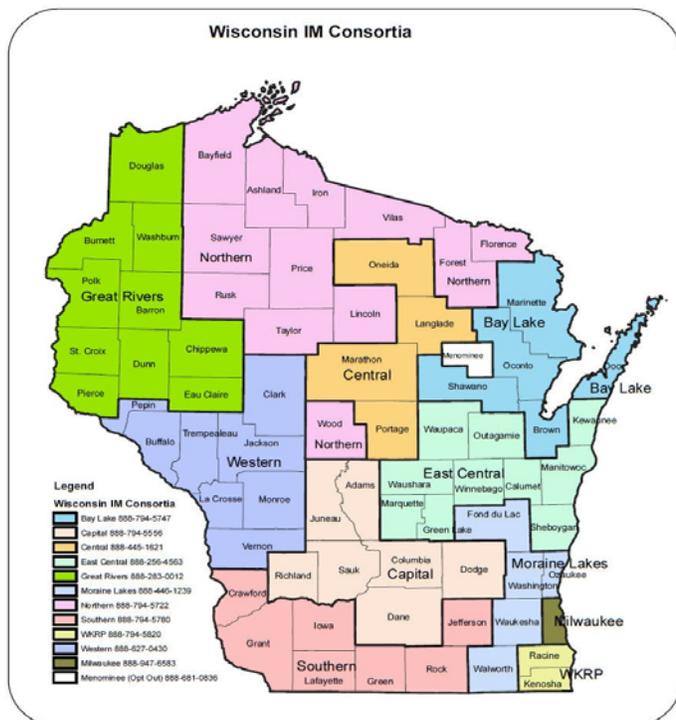
The Consortia model also resulted in standardized processes across all eight counties, which improved program integrity efforts and their efficiency in administering the Child Care Assistance program.

Based on WREA’s successful Child Care pilot, DCF will begin working with the remaining nine Consortia in 2014 to regionalize Wisconsin Shares Child Care Assistance program services.

The WREA Consortium took on a new role in 2013 with the Patient Protection and Affordable Care Act (ACA) and implementation of health insurance Marketplaces, where individuals can shop for health insurance and apply for subsidies to assist them to pay for insurance. To prepare for the Marketplace open enrollment beginning October 1, 2013, DHS introduced Regional Enrollment Networks (RENs) to promote collaboration among partners planning for the expansion of health care coverage in Wisconsin. Ten RENs were organized to align with the service area of the ten Income Maintenance Consortia in the State. While Consortia weren’t required to participate in the RENs, and participation by Consortia varied across the state, WREA took an active leadership role in the Western Region Enrollment Network (WREN).

In addition to preparing internally for BadgerCare Plus program changes to shift a large number of adults with income over 100% of the federal poverty level to the Marketplace to obtain health care coverage, and expand the BadgerCare Plus program to low-income childless adults, WREA hired Certified Application Counselors (CACs) to provide in-person assistance with the Marketplace. With CACs from WREA and partner agencies not enough to meet the demand for in-person Marketplace assistance, La Crosse County also volunteered to sponsor and oversee volunteer CACs. To assist in organizing the various efforts being made by organizations across the WREN, WREA employed a Coordinator to serve the WREN during the open enrollment period. A WREN Coordination Committee was formed, made up of representatives from hospitals, insurance plans, private agencies and WREA. The Coordinating Committee met weekly, and resources among partners were organized and incorporated into a website that WREA maintained for individuals looking for information or in-person assistance with the Marketplace. WREA will continue to coordinate with partners within the Western Regional Enrollment Network for future Marketplace open enrollment periods.

For more information on the programs provided in Economic Support, please visit the web site for this section at <http://www.lacrossecounty.org/HumanServices/es/index.htm>

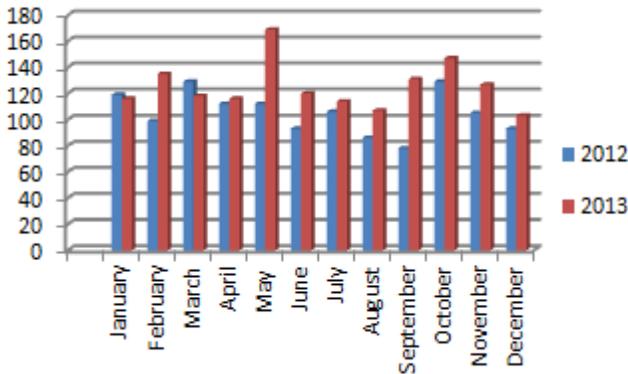


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Family & Children's Services (FCS)

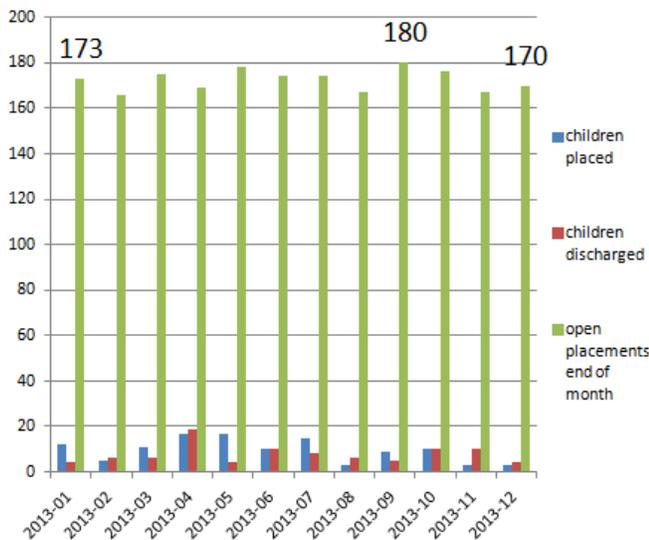
The Family and Children's Services section has continued to see a rise in the number of Child Protection referrals and overall workload for supervisors and social workers. The number of referrals received rose by approximately 20%, while the number of cases screened in only rose by 2%.

Child Protection referrals comparison 2012 - 2013



The overall number of children in out-of-home care (OHC) has continued to be of great concern. In 2013 we ended the year with more children entering care than had exited care. In 2013, 115 entered care and 92 exited care, a net gain of 23 children/youth remaining in OHC in 2013.

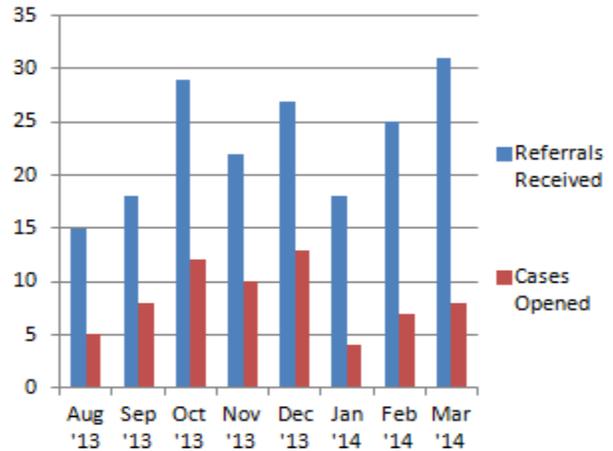
2013 OHC placements
(Child Protection & Juvenile Justice combined)



FCS continues to move forward with initiatives and progressive practices, and FCS was also selected to partner with the Department of Children & Families (DCF) for the Trauma initiative. FCS worked very intensely to increase the level of trauma responsiveness within the section and the local therapeutic community.

The Juvenile Justice (JJ) Unit has focused intentionally on increasing evidenced-based practice through partnering with the Division of Juvenile Corrections (DJC) and the Department of Corrections (DOC) and securing multiple grants towards juvenile justice reform. The number of referrals in 2013 totaled 649.

JJ Unit split into intake and ongoing mid-July 2013 in an effort to not only streamline the intake process, but to also create consistency in the cases that are assessed for need to be opened for supervision and services. Since beginning this system, an average of 36% of cases have been opened and transitioned to ongoing JJ social workers.

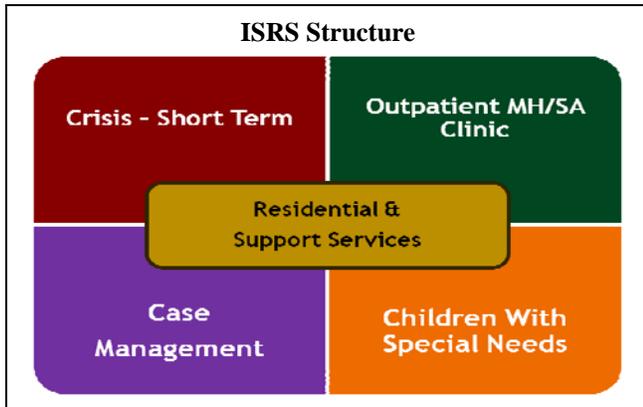


CORE Academy saw a change in legislation which allowed for those served by programs like CORE Academy to be placed for 365 days rather than 180 days allowing for more time to serve high risk clients with needed services. Nine clients were served in 2013 from both La Crosse and Monroe County. On average 62% of those discharged from CORE Academy did not receive new charges six months after completion of the program.

For more information on the Family & Children's Services, please visit the Family & Children's website at <http://www.lacrossecounty.org/HumanServices/fc/index.htm>.

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Integrated Support & Recovery Services (ISRS) formerly Mental Health Recovery Services



Overall

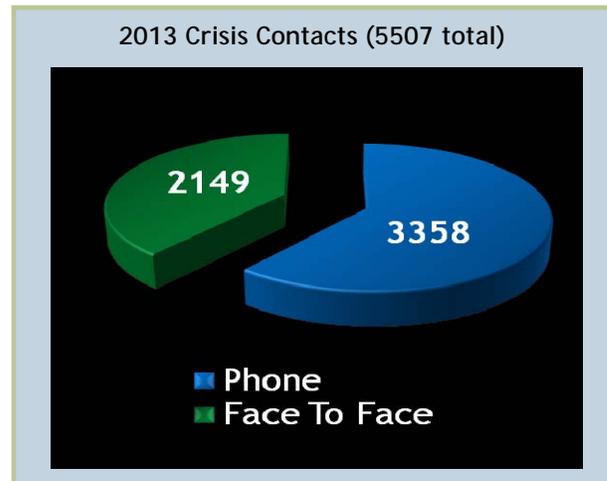
- Continued significant work to design and implement a unified delivery system of mental health and substance abuse services across La Crosse, Jackson, and Monroe Counties by the end of 2015.
- Restructuring of Human Services resulted in the transition of multiple children's mental health, developmental disability, and physical disability services to ISRS.
- Implemented a plan to increase active engagement with families of consumers.
- Developed and implemented a process to actively support staff and families (when possible) after consumer loss of life due to suicide.

Outpatient Mental Health/Substance Abuse Clinic

- Worked closely with Scenic Bluffs and St. Clare Health Mission to maximize collaborative care for uninsured consumers.
- Group therapy added to service continuum.
- Significant work to help uninsured explore Affordable Care Act insurance options they will be eligible for in 2014.
- Implemented a smoking cessation project in partnership with Health Department.
- Facilitated a community Mental Health Awareness Walk.

Children with Special Needs

- Began active collaboration with La Crosse Area Autism Foundation.
- Significant number of staff dually trained in Comprehensive Community Services (CCS) and Children's Long-Term Support Waiver (CLTSW) programs to align with best practice in preparation for CCS expansion in 2014.



Crisis/Short Term Services

- Mobile Crisis Program offered approximately 5,500 phone and/or face-to-face contacts.
- Children and adult crisis services combined into a unified crisis program.

Case Management

- One of three counties in Wisconsin to achieve "good" fidelity in the Individualized Placement and Support (IPS) Evidence Based Practice model of supported employment.
- Children and adult CCS combined into a unified program.



For more information on the programs provided in Integrated Support & Recovery Services, please visit the web site for this section at <http://www.lacrossecounty.org/HumanServices/cs/index.htm>.

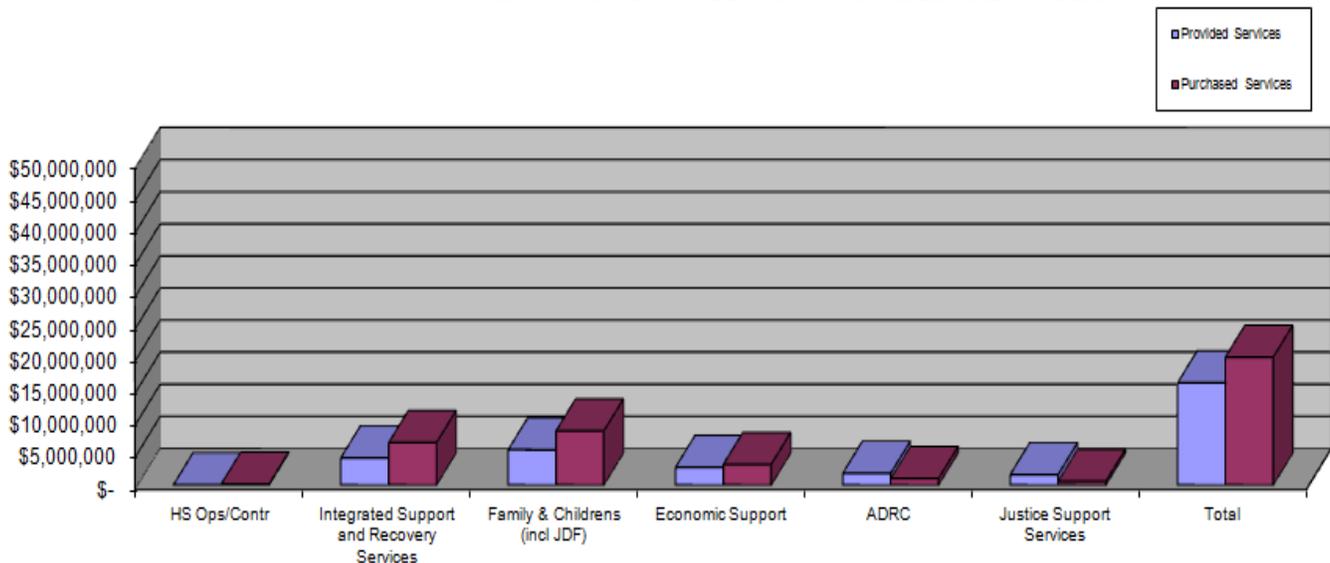
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In looking at all that is accomplished through the La Crosse County Human Services Department, one can see that we have a tremendous effect not only with the people we serve, but also on the economy of La Crosse County. Since 55.6% of our services are purchased, businesses benefit from these contracts as do the persons they employ to carry out quality services for our clients.

Of course, little of what we do could occur without the resources from all levels of government, insurances, and the clients themselves. Many of these revenues are the result of federal and state mandates that our Human Services Department is required to perform for the people we serve. By far, the greatest sources of revenue are from the federal and state levels of government. We will face increased challenges in accomplishing our mission as cuts in federal, state and local budgets occur. This will make our work of providing and purchasing of services for the most vulnerable citizens even more difficult. However, true to our mission, we will enhance self-sufficiency and quality of life with respect for the dignity of the person served.

Dean Ruppert,
Deputy Director

2013 PURCHASED VS. PROVIDED SERVICES

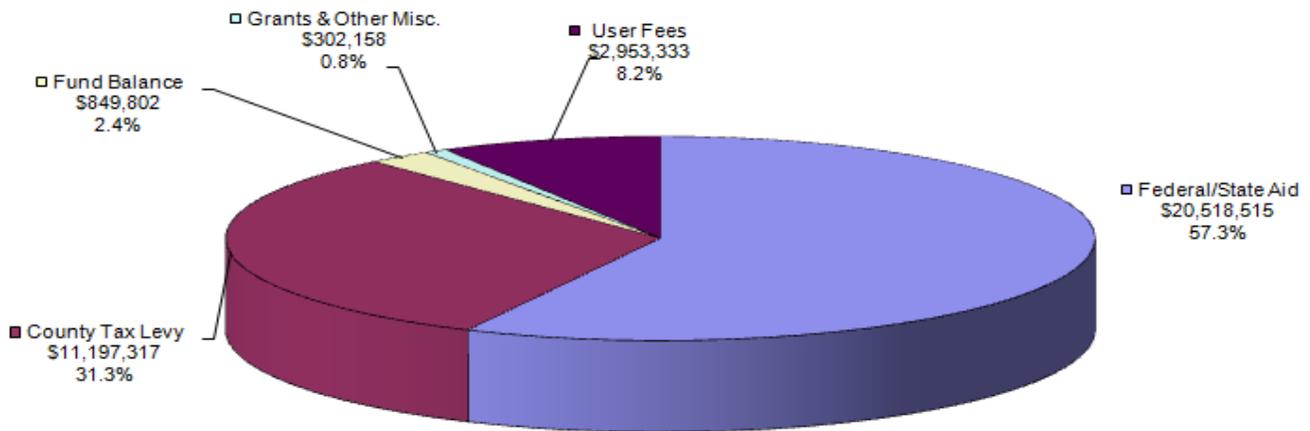


"Unaudited"

	HS Ops/ Contracts	Integrated Support & Recovery Ser- vices	Family & Children's/ JDF	Economic Support	ADRC-WW	Justice Support Ser- vices	Total
Provided Services	\$16,282	\$4,219,692	\$5,482,221	\$2,747,399	\$1,830,772	\$1,611,325	\$15,907,691
Purchased Services	\$138,091	\$6,583,359	\$8,409,409	\$3,197,140	\$1,007,806	\$577,629	\$19,913,434
Total	\$154,373	\$10,803,051	\$13,891,630	\$5,944,539	\$2,838,578	\$2,188,954	\$35,821,125

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2013 HUMAN SERVICES REVENUE BY SOURCE Total Revenue Received \$35,821,125

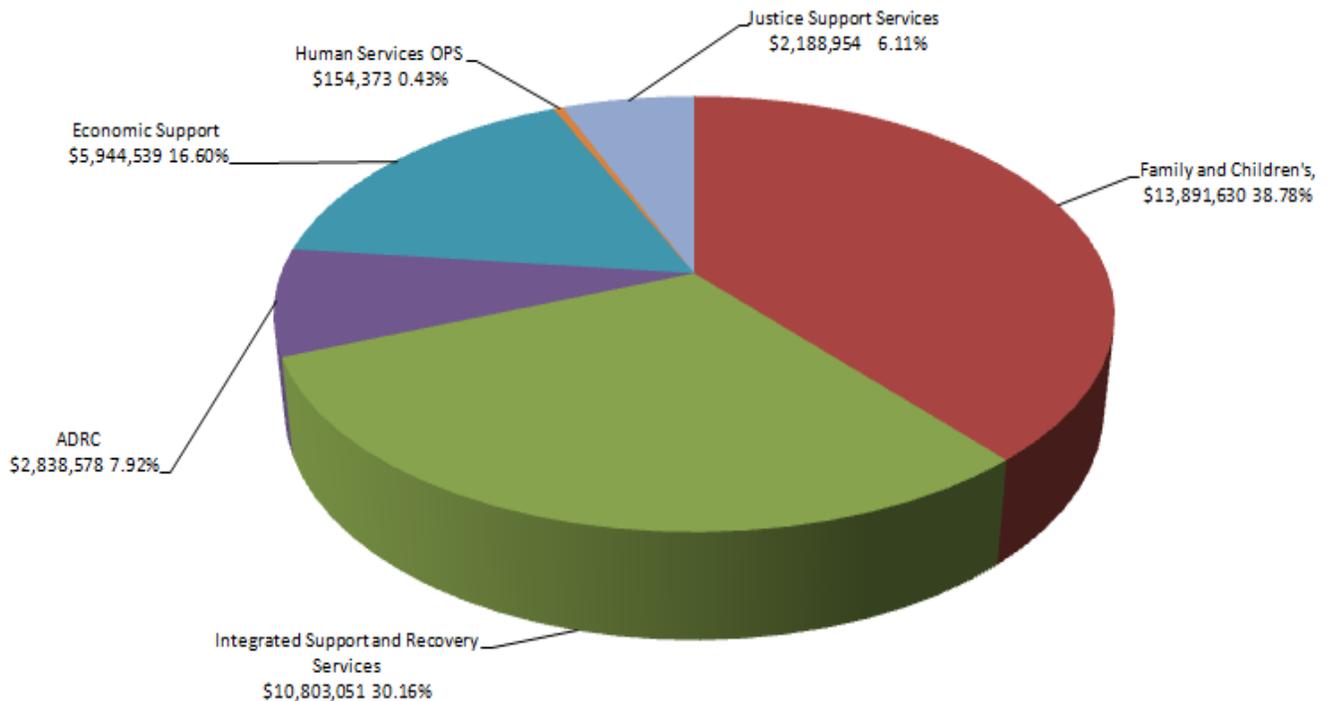


Reflected in our Revenue and Expenditures Charts are the resources by Section for the provision of the services offered for La Crosse County residents.

The Human Services Department is proud of its numerous accomplishments and quality services while being an excellent steward of public resources.

We will need to continue our leadership in government and community/regional partnerships, built upon trust, while we enhance the self-sufficiency and quality of life for those we serve.

2013 HUMAN SERVICES EXPENDITURES BY SECTION Total La Crosse County Resident Services and Benefits= \$35,821,125



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Contracted Services*

Adams, William	Microgenics
Aramark Services Inc.	Midwest Off-Road
Assisted Care Inc.	Miller, Liza and Tracy
Attic Correctional	Mississippi Valley Health
Behavioral Interventions	Mulholland, Ronald and Jessica
Burcham, Judy	My Innovative Services
Catholic Charities	Meyer, Dr. Andrew
Chileda	Netsmart
City of La Crosse	Norris Adolescent Center
Clemmerson, Jennifer	Northwest Passage
Correctional Healthcare Co	Partner's in Excellence
Coulee Children's Center	Perfect Answer - Answering Innovations
Coulee Youth Centers	Positive Alternatives
Dolan, Donna and Wayne	Reaching Your Potential
Family & Children's Center	River Valley Guardians
Family Works	Riverfront
Fassbinder, Katie MD	Satellite Tracking of People
Geminicares Inc.	Schaack, Amy - Life in Harmony
Goodwill/Beyond Boundaries	Semb, Amber and Nathan
Gundersen Health System	Smith, Daniel and Peggy
Hanson House	Sovereign, Jennifer
Hiawatha	St. Clare Health Mission
Independent Living Resources	Staples
King, Jerry and Vicky	Stein Counseling
Kraft, Suanne	Symons, Diane
Kruse, Tanya	Tellurian
Longview Home	The Parenting Place
Lori Knapp Inc.	The Salvation Army
Lusk, Richard and Susan	Trempealeau County Health Care Center
Lutheran Social Services	US Cellular
Mayo/Franciscan	YWCA of the Coulee Region

* Services over \$25,000

The Department wishes to express our sincere appreciation to members of the Health and Human Services Board, our County Administrator, and the entire County Board for their commitment in assuring quality services are provided to all the customers of Human Services. From a local, state and even national perspective, La Crosse County has been seen as an innovator in meeting the needs of our community. The County is responsive to community needs, focused on results for services provided and committed to allowing each of our customers to reintegrate back into their communities and achieve their full potential.

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Health and Human Services 2013 Board Members

Monica Kruse, Chairperson

Loren Kannenberg

David Trapp

Laurence Berg

Ralph Geary

Karin Johnson

Joe Veenstra

Cheri Olson

Bill Schultz

Human Services Contacts

Jason Witt, Human Services Director
608-785-6095

Dean Ruppert, Deputy Director
608-785-6108

Matt Strittmater, Manager
Integrated Support & Recovery Services
608-785-6156

Jane Klekamp, Manager
Justice Support Services
608-785-5547

Nancy Pohlman, Manager
Family & Children's
608-785-6060

Lorie Graff, Manager
Economic Support/Western Region for
Economic Assistance Consortium
608-785-6061

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HumanServices/HSFeedback.asp](http://www.lacrossecounty.org/HumanServices/HSFeedback.asp)

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