

Human Services Department

2014

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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Rapidly increasing community needs coupled with a challenged fiscal climate has become the new normal for human service agencies across Wisconsin. The La Crosse County Human Services Department continued in 2014 to lead the way in innovating and adapting so that the most vulnerable members of our community receive quality care and services. The following are among the many accomplishments highlighted in this report.

- Creating efficiencies and building capacities in our Aging and Disability Resource Center
- Using evidence-based practices to continually improve La Crosse's criminal justice system
- Working to administer child care benefits in a more efficient and responsive manner through regionalization
- Being a leader in creating a trauma-informed treatment system for children and families
- Realizing the benefits of the Governor's Mental Health Initiative by expanding service and capacity for children with mental health issues and other special needs

For these accomplishments and many more, I wish to thank the many talented, passionate and perpetually creative staff of the La Crosse County Human Services Department.

Feel free to e-mail us anytime at <http://www.co.la-crosse.wi.us/humanservices/contact.asp#header2>
 This annual report is available on line at <http://www.co.la-crosse.wi.us/humanservices/documents/AnnualReport2014.pdf>.

Jason Witt, Director

	<p>La Crosse County Human Services</p> 	<h2>MISSION:</h2>	
<h2>CORE VALUES:</h2>			
<p><u>Responsible Stewardship</u></p>	<p><u>Relevant to Clients & Community</u></p>	<p><u>Results Driven</u></p>	
<p>The <u>funding</u> entrusted to the Department by the County taxpayer should be used wisely and efficiently.</p> <ul style="list-style-type: none"> • Our resources are to be <i>meticulously managed</i> and used to facilitate our mission • <i>Alternative funding</i> and reimbursements are to be pursued diligently • Less costly and <i>more efficient</i> ways of providing quality services are to be continuously pursued 	<p>The <u>type and nature of services</u> provided by the Department should directly reflect the current and unique needs of the community and the individuals we serve.</p> <ul style="list-style-type: none"> • Services are to be <i>responsive</i> to continuously changing needs of clients and the community • Services are to be <i>coordinated</i> with the local network of partners and community providers • <i>Clients should participate</i> in the design, delivery and evaluation of services 	<p><u>Practice, planning and decision making</u> at all levels should be driven by quality and attaining the desired client outcome.</p> <ul style="list-style-type: none"> • The goals of <i>safety, reintegration, self-sufficiency, recovery and permanency</i> are to be pursued relentlessly • <i>Data, modern management practices, and innovative thinking</i> are to be used to administer services and inform decisions • <i>Evidence based and best practices</i> are to be utilized throughout all service areas 	

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The Aging and Disability Resource Center of Western Wisconsin has been a collaborative effort in Jackson, La Crosse, Monroe and Vernon Counties since 2008. Prior to this, Jackson and La Crosse each had single-county ADRCs which became part of the current partnership. The ADRC is the first place to contact for information and assistance relating to aging, disability, mental health or substance abuse.

A significant focus of the local ADRC's work in 2014 was planning for the restructuring of positions across the four counties to create efficiencies and build capacities. We also expanded our work in prevention activities in our communities by partnering with other agencies to provide Living Well with Chronic Conditions and Super Noggin classes.

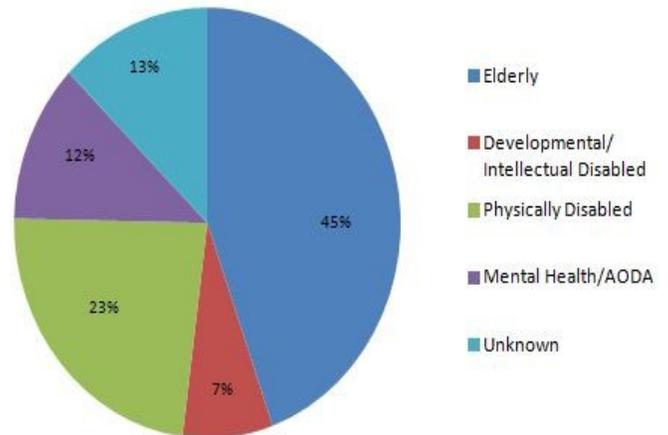
Some of our other work in 2014 included:

- Enhanced staff training in the topics of Estate Recovery and Divestment rules as changes in these topics occurred mid-year that caused an increase in questions from consumers.
- Co-sponsored a local transition conference for youth with disabilities as they enter adulthood and the adult service sector.
- Participated in a statewide project regarding streamlining enrollment processes into the publicly funded long term care system.
- Began training staff in the concept of Motivational Interviewing, which is a department wide initiative.

The Aging and Disability Resource Center of Western Wisconsin served 9560 individuals in 2014.

- 4256 were elderly
- 2225 had physical disabilities
- 721 had developmental or intellectual disabilities
- 1142 had mental health needs or substance use issues
- 1216 had unknown disabilities

2014 Referrals by Target Group



The referrals received in 2014 came from a variety of sources.

- 44% of referrals came from individuals calling with questions about their own situation
- 25% of referrals came from the relative, friend or caregiver of the person needing assistance
- 10% of referrals came from other county departments/services
- 10% of referrals came from a clinic, hospital, or home health/hospice provider
- 4% of referrals came from a nursing home

Each referral is received by a member of the call center or an ADRC social worker who assists the individual to consider options based on differences in providers, costs, availability, etc. Enhancement of natural supports is encouraged. Individuals who are unable to privately pay for the services they require are assisted to apply for publicly funded options.

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

With the support of the Criminal Justice Management Council, community and system partners, and an extraordinary team of people, JSS continues to evolve and develop consistent research and evidence-based practice. There were three major evolutions in 2014 including OWI Treatment Court, Pre-trial Services, and Ophelia's House.

Based on an extensive process and outcome evaluation, the OWI Treatment Court modified its process based on risk level and determination of needs. This allows the treatment court team (including judges, prosecutors, defense attorney, probation agent, coordinators and treatment providers) to focus the system and community resources on those who are at a moderate to high risk of reoffense while providing an appropriate level of services to those at a low risk to reoffend. The treatment court modifications went smoothly with the incorporation of the Affordable Care Act, making treatment services more accessible.

Justice Support Services obtained a grant from the Wisconsin State Department of Justice to modify the existing pre-trial process to focus on the risk to reoffend and client needs. The goal of the grant is to interview every person arrested for a criminal offense using a pre-trial risk assessment, a mental health screen and substance abuse screen. A domestic violence screen is conducted on those arrested for a domestic violence offense. That information is included on a one-page report to the court, defense attorney, and the District Attorney's Office. The court considers the information when determining what type of bond to set. This project is intended to increase consistency between the courts when bond is set, reduce the number of bond violations while the case is pending, provide each person arrested with court notification dates, and offer appropriate services during the pre-trial phase.

The Pre-trial Team consists of judges, the District Attorney's Office, defense attorneys, the Department of Corrections, the Sheriff, law enforcement, the County Board Chair, the County Administrator, and JSS staff.

Ophelia's House underwent a process evaluation to increase the effectiveness of the services. Significant changes have been made to the program including: establishing a team of community partners providing guidance, improved communication pathways, enhanced gender-responsive screening and assessments, a documented process of incentives and responses and 24-hour supervision.

Community partners have become imperative in providing services for those involved in the criminal justice system. Project PROVEN (education), CouleeCap (housing), A Second Chance (employment), and the YWCA (employment and housing) provide services unavailable by any other means.

The year 2015 will continue to be a year of change and growth as the OWI Treatment Court recommendations are implemented, the modified pretrial process is analyzed, and the enhanced services at Ophelia's House are monitored and reviewed.

For more information on all the services provided through our Justice Support Services Section please go to our web site at: <http://www.co.la-crosse.wi.us/humanservices/jss.asp>.

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Economic Support (ES)

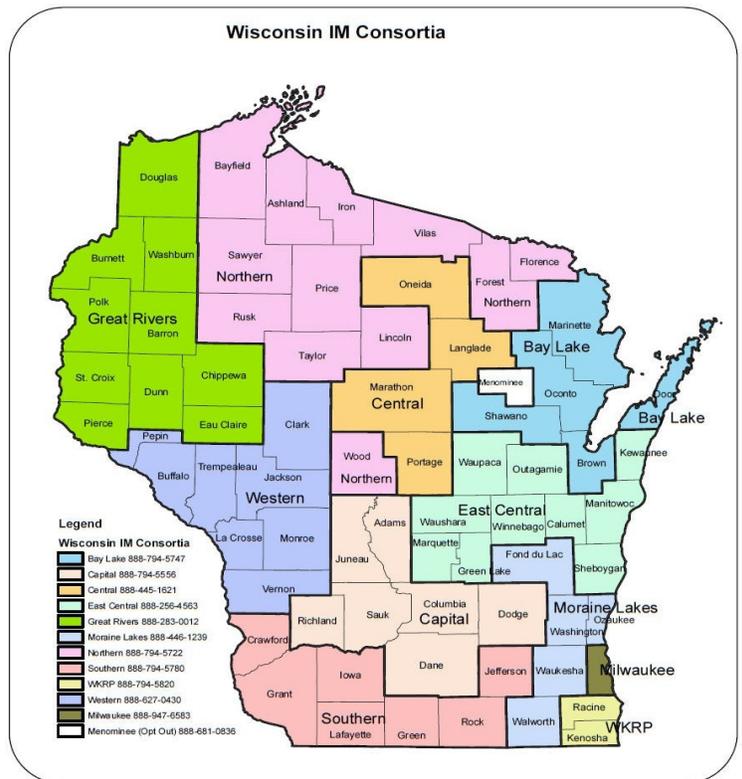
La Crosse County is the lead agency for the Western Region for Economic Assistance (WREA), a multi-county consortium that administers Income Maintenance programs. Income Maintenance programs include Food Share, Badger Care Plus, and Medicaid for the elderly and disabled. WREA also determines financial eligibility for Family Care and IRIS, and administers Long Term Care programs (Institutional/Nursing Home MA, Children's Long Term Support Waivers). The Department of Health Services (DHS) contracts with La Crosse County, and La Crosse County subcontracts 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.

There are almost 13,000 Food Share recipients in La Crosse County, with \$1.3 million in Food Share benefits issued within La Crosse County each month. There are approximately 40,000 individuals on BadgerCare within the 8-county WREA Consortium, and another 10,000 individuals on Medicaid for elderly and disabled within the Consortium.

The Wisconsin Shares Child Care Assistance program was integrated into the WREA Consortium's operations after a successful pilot to regionalize program services from mid-2013 to late 2014. The Department of Children and Families (DCF) contracts with the WREA Consortium to provide Wisconsin Shares Child Care Assistance program services within the same 8 county service area as Income Maintenance programs. As a result of WREA's success regionalizing the Wisconsin Shares Child Care Assistance program, The Department of Children and Families (DCF) is now working with each of the other 9 Consortia to regionalize Child Care program services statewide.

The WREA Consortium continues to participate in the Western Region Enrollment Network (WREN), one of 10 Regional Enrollment Networks (RENs) in the state that align with the 10 consortia. Each REN is a collaboration between government and community agencies for the purpose of assisting individuals to shop for qualified health care plans and apply for premium subsidies through Wisconsin's Federally Facilitated Marketplace (FFM).

La Crosse County Economic Support administers the Wisconsin Home Energy Assistance Program (WHEAP). WHEAP is a one time payment towards eligible individual's heating costs. In addition to the regular heating assistance, there are also crisis funds available to assist households that meet eligibility requirements and face a disconnect or are out of fuel, and assists with furnace repair and replacement under certain circumstances.

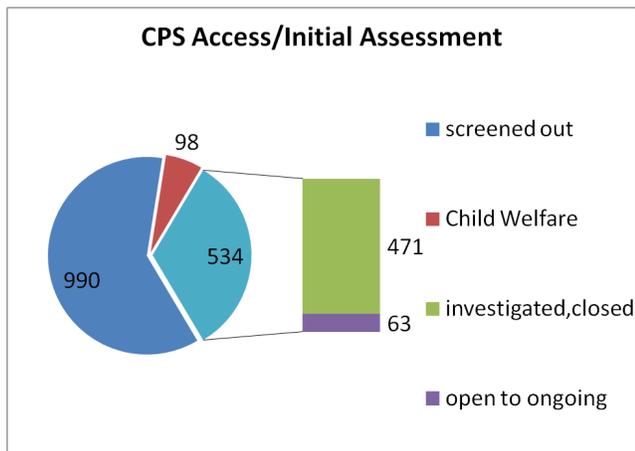


For more information on the programs provided in Economic Support, please visit the web site for this section at <http://www.co.la-crosse.wi.us/humanservices/western.asp>.

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Family & Children's Services (FCS)

Services provided by the Family Services Units included the supervisory review and response pathway decision or screening of 1622 child protection and child welfare service reports. There were 1524 child protective service reports alleging child maltreatment to 2309 child victims. Of those 534 were investigated, with 824 child victims and 63 of those cases were then transferred and opened for ongoing services.



In 2014 the number of children and youth residing in out-of-home care (OHC) averaged 180 per month. By comparison in 2013 the average number of children and youth residing in OHC was 170 per month. Of particular concern is the number of very young children residing in OHC. On average 30% of our children in OHC each month are children in the 0 - 4 age category. Children ages 0 - 4 are the most vulnerable and often the most isolated children in terms of contact with mandated reporters and other professionals.

From June, 2013 - July, 2014 the Family and Children's Services section participated in the Wisconsin Trauma project through our partnership with the Department of Children and Families. We provided match funding specifically to develop a pool of local therapist that would be trained in evidence-based clinical assessment and treatment of trauma in children ages 5 - 18. A pool of 24 local therapists from 8 agencies participated in the Trauma Focused - Cognitive Behavioral Therapy (TF-CBT) clinical learning collaborative which included pre-work, on-line training, 5 days of in person training and 9 months of clinical consultation calls with the National Child Traumatic Stress Network trainer. The therapists had to participate in 80% of

the consultation calls, complete all of the training and complete an assessment and full course of treatment with a minimum of 2 children before they could take the national TF-CBT certification exam. Two (2) of the 24 clinicians are nationally certified in TF-CBT.

There are currently 5 social workers and 1 La Crosse County foster parent who are trainers for the Trauma Informed Parenting group. We provided this training to 90 participants in 2014 by offering 4, 8 week rounds of training. La Crosse was the first site in Wisconsin that integrated birth parents into the group and had foster, adoptive, and birth parents along with social workers attending together. Ninety percent (90%) of the parents who completed the group reported that they changed their parenting as a result of attending the group and having a deeper understanding of the impact of trauma on their children.

Trauma informed system of care: recognizes and responds to the impact of traumatic stress on those who have contact with the system including children, caregivers, adults and service providers.

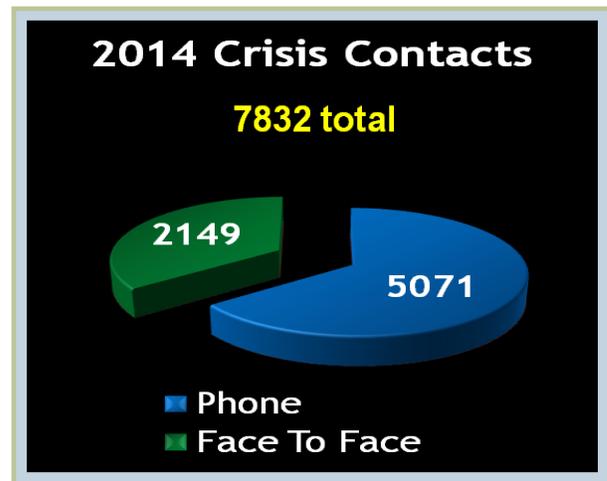
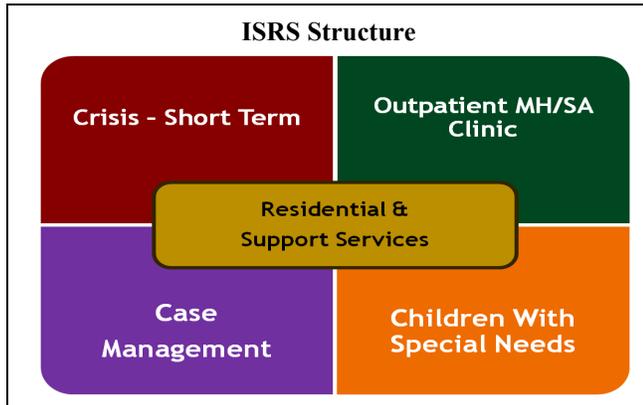
The Juvenile Justice unit continues making progress with juvenile justice reform efforts and secured a 3 year grant to implement the recommendations of the La Crosse County Juvenile Arrest and Disproportionate Minority Contact Task Force. A Juvenile Justice Best Practice Group has been formed to continue to guide the process. The unit also participated in the Detention Risk Assessment Instrument through the Department of Juvenile Corrections.

The Community Options for Re-Engagement or C.O.R.E program continues to grow and expand in our Juvenile Detention Facility. Outreach occurred to several other counties and in 2014 4 counties sent youth to the facility for secure placement and treatment. The C.O.R.E. social worker is trained to facilitate Aggression Replacement Training (ART) groups.

For more information on the Family & Children's Services, please visit the Family & Children's website at <http://www.co.la-crosse.wi.us/humanservices/family.asp>.

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Integrated Support & Recovery Services (ISRS)



Overall

- Continued significant work on overall design and implementation of initial Western Region Integrated Care (WRIC) consortium elements (unified delivery system of mental health and substance abuse services across La Crosse, Jackson, and Monroe Counties by the end of 2015).
- Modified intake process for children/youth treatment services to enhance service and clarify timelines.
- Expansion of a number of children/youth treatment services occurred due to increased state funding.
- Continued effort to train all direct care staff in Motivational Interviewing Evidence Based Practice.
- Significant effort devoted to designing Electronic Health Record set to “go-live” in 2015.

Outpatient Mental Health/Substance Abuse Clinic

- Significant work to help uninsured explore and access Affordable Care Act insurance options available as of April 2014.
- Facilitated third annual community Mental Health Awareness Walk.
- Team of staff explored treatment options for individuals struggling with dual diagnosis mental health and substance abuse issues. Dual Schema Therapy selected as new approach to implement beginning in 2015.

Children with Special Needs

- Significant increase in State funding for Children with Long Term Support services occurred. More than forty (40) additional children / youth were enrolled and the wait list for services was significantly reduced.

Crisis/Short Term Services

- Mobile Crisis Program offered approximately 7,832 phone and/or face-to-face contacts.
- Process Improvement project completed with Mayo and Gundersen health care systems to enhance collaboration on county funded Inpatient Psychiatric care.
- WRIC awarded grant funding of \$200,000/yr for 5 years to enhance the direct service and collaborative capacity of regional Crisis services for children and youth.

Case Management

- WRIC Comprehensive Community Services (CCS) initiated on July 1st. This design results in significant increase in state funding and corresponding expansion of this mental health and substance abuse treatment platform for individuals across the life-span.



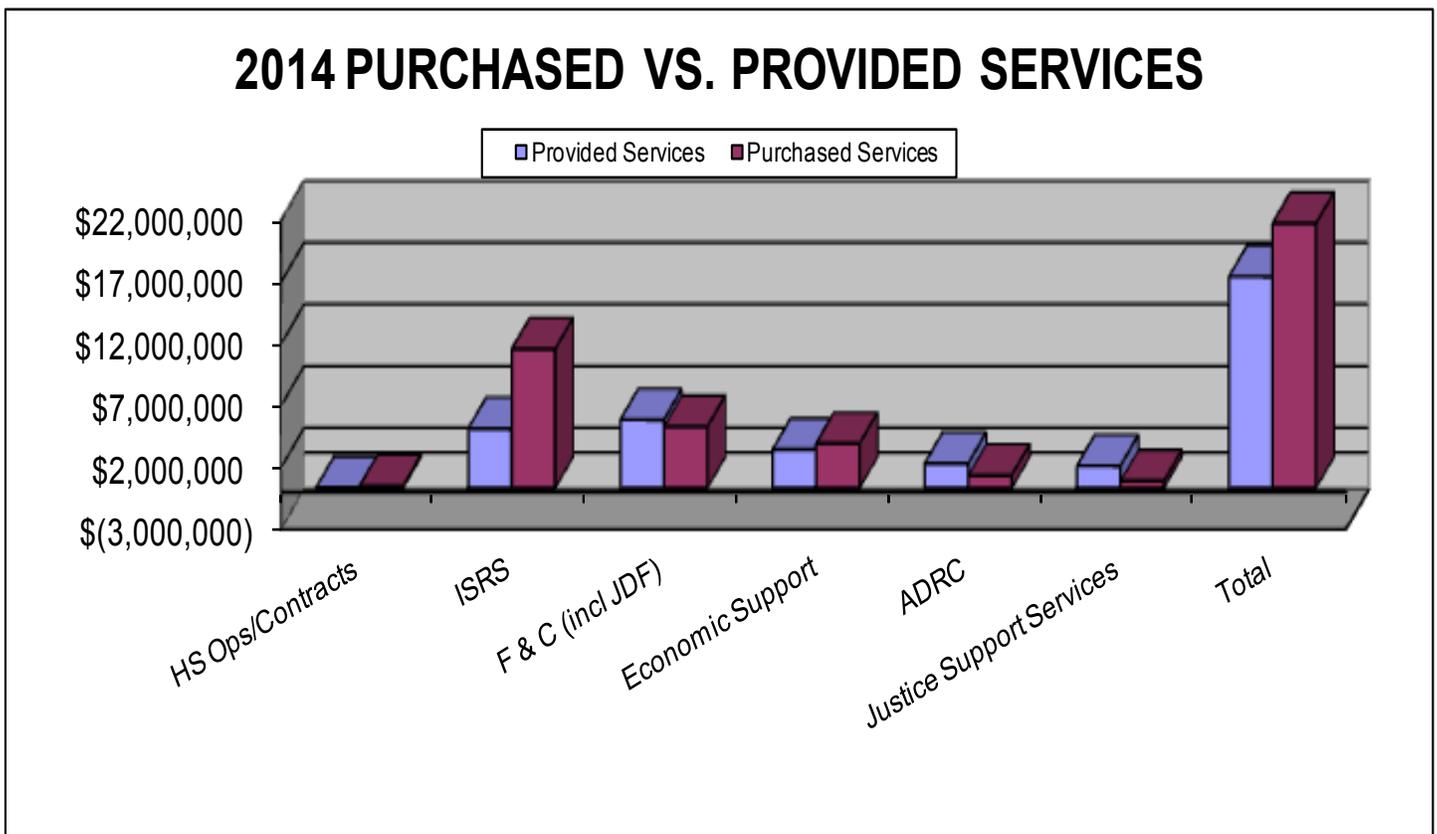
For more information on the programs provided in Integrated Support & Recovery Services, please visit the web site for this section at <http://www.co.la-crosse.wi.us/humanservices/integrated.asp>.

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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 a great deal 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.

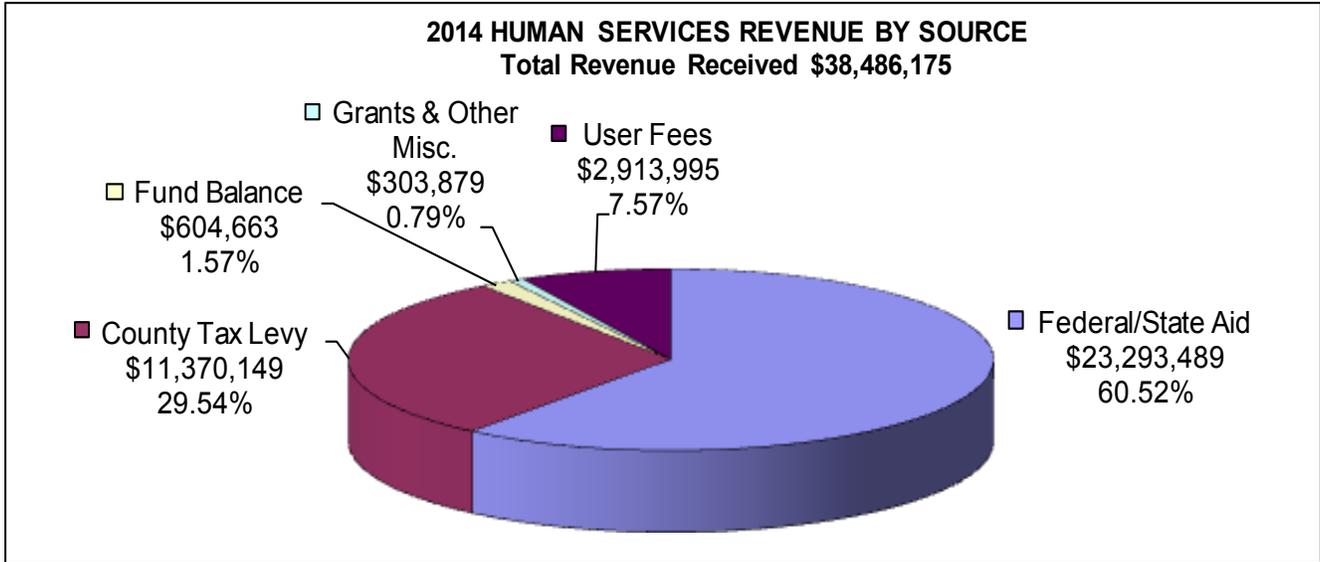
Dean Ruppert,
Deputy Director



"Unaudited"

	HS Ops/ Contracts	Integrated Support and Recovery Services	Family & Children's (incl JDF)	Economic Support	ADRC	Justice Support Services	Total
Provided Services	\$(3,324)	\$4,780,412	\$5,498,309	\$3,081,955	\$1,965,618	\$1,764,058	\$17,087,028
Purchased Services	\$30,088	\$11,225,077	\$4,941,183	\$3,565,789	\$999,572	\$537,438	\$21,399,147
	\$126,764	\$16,005,489	\$10,439,493	\$6,647,744	\$2,965,190	\$2,301,495	\$38,486,175

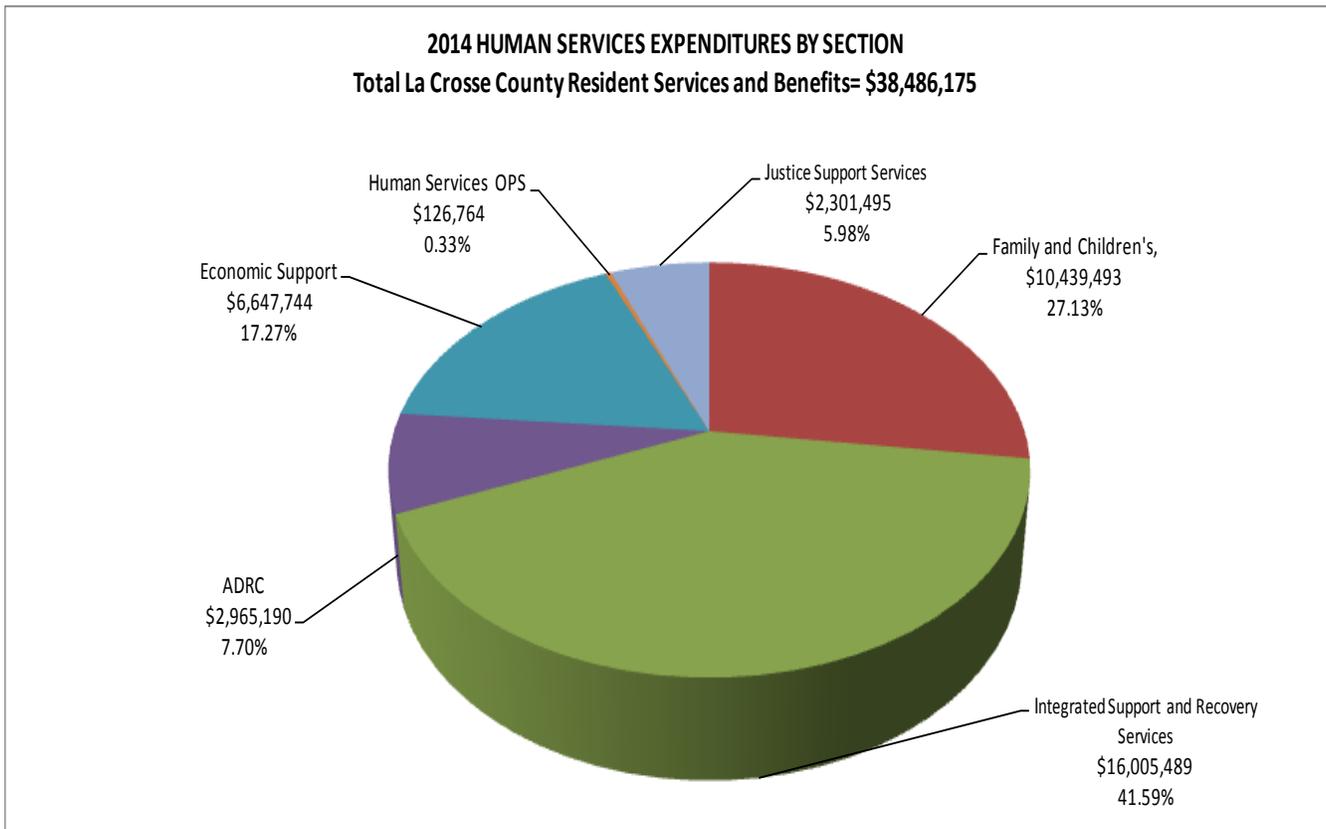
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Reflected in our Revenue and Expenditures Charts are the resources by Section for the provision of the services offered for La Crosse County residents.

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.



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Contracted Services*

3M Electronic Monitoring	Mayo
A&J Mobility	Miller, Liza & Tracy
Adams, William (Adams & Assoc)	Mississippi Valley Health
Agnesian	Monroe County
Aramark Services Inc	Mulholland, Ronald and Jessica
Assisted Care Inc.	My Innovative
Attic	Mystic Creek
BI Incorporated	Netsmart
Blaschke, Joan	New Visions Wilderness
Brotoloc	Norris Adolescent Ctr
Buffalo County	Northwest Passage
Burcham, Judy	Partners In Excellence
Catholic Charities	Peace of Mind Counseling
Central States Investigation Agency	Pepin County HSD
Chileda	Perfect Answer
City of La Crosse Treasurer	Person First Supportive Services
Clark County	Positive Alternatives
Clearview Long Term Care	Rawhide
Correctional Healthcare Co	Reaching Your Potential
Cottone, Lynda & Ralph	River Valley Guardians
Coulee Children's Center	Riverfront Activity Center
Coulee Connections LLC	Satellite Tracking of People
Coulee Youth Centers	Schaack, Amy (Life In Harmony)
Deer Path Assisted Living	Semb, Amber & Nathan
Engelhart, Barbara (Engelhart Healthcare)	Siemens Healthcare Diagnostics
Family & Children's Center	Sovereign, Jennifer & Treakle, Tom
Family Works	St Clare Health Mission
Geminicares Inc	Staples Advantage
Gundersen Clinic/Health System	Stein Counseling and Consulting
Hanson House	Tellurian
Hiawatha Valley	The Parenting Place
Independent Living Resources	The Salvation Army
Jackson County	Trempealeau County
Jacobs, Thomas & Maxine	Trempealeau County Health Care
Katie Fassbinder MD LLC	United States Cellular
King, Jerry & Vicky	Vernon County Dept of Human Services
Longview Home	Walker, Jeremiah
Lori Knapp Inc	YWCA of La Crosse
Lutheran Social Services	

* 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 2014 Board Members

Monica Kruse, Chairperson

Loren Kannenberg

David Trapp

Laurence Berg

Cheri Olson

Ralph Geary (Jan-Apr)

Karin Johnson (Jan-Apr)

Joe Veenstra (Jan-Apr)

Bill Schultz (Jan-Apr)

Keyla Rosa (May-Dec)

Kim Cable (May-Dec)

Sharon Hampson (May-Dec)

Brian Logue (May-Dec)

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Nancy Pohlman, Manager
Family & Children's
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Lorie Graff, Manager
Economic Support/Western Region for
Economic Assistance Consortium
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Audra Martine, Manager
Community Access & Resources
608-785-6172

Contact us at: <http://www.co.la-crosse.wi.us/humanservices/contact.asp#header2>.

Visit us at: <http://www.co.la-crosse.wi.us/HumanServices/>