

# Human Services Department

2015

## 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.*

**2015**

**Annual Report**

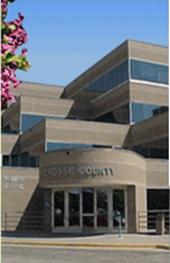
# 2015 Annual Report

The attached narratives from each of our program sections highlights the many areas of accomplishment and innovation within the La Crosse County Human Services Department during 2015. Our talented team members continue to go “above and beyond” to serve our community and to make sure the most critical human services demands were met. I would like to thank our human services team for their tireless efforts and the members of the Health and Human Services Board for their vision and support.

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/docs/Annual%20Report%202015.pdf>.

Jason Witt, Director

 <p><b>La Crosse County Human Services</b></p> 	<p align="center"><b>MISSION:</b></p> <p align="center"><i>“Enhancing <u>Self-Sufficiency</u> and <u>Quality of Life</u> with Respect for the <u>Dignity</u> of the Person Served”</i></p> <p align="center"><b>ORGANIZATIONAL VISION:</b></p> <p align="center"><i>“One Department One Mission One Culture”</i></p>	
<p align="center"><b>CORE VALUES:</b></p>		
<p align="center"><b><u>Responsible</u> Stewardship</b></p>	<p align="center"><b><u>Relevant</u> to Clients &amp; Community</b></p>	<p align="center"><b><u>Results</u> Driven</b></p>
<p>The <b>funding</b> entrusted to the Department by the County taxpayer should be used wisely and efficiently.</p> <ul style="list-style-type: none"> <li>• Our resources are to be <b>meticulously managed</b> and used to facilitate our mission</li> <li>• <b>Alternative funding</b> and reimbursements are to be pursued diligently</li> <li>• Less costly and <b>more efficient</b> ways of providing quality services are to be continuously pursued</li> </ul>	<p>The <b>type and nature of services</b> 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"> <li>• Services are to be <b>responsive</b> to continuously changing needs of clients and the community</li> <li>• Services are to be <b>coordinated</b> with the local network of partners and community providers</li> <li>• <b>Clients should participate</b> in the design, delivery and evaluation of services</li> </ul>	<p><b>Practice, planning and decision making</b> at all levels should be driven by quality and attaining the desired client outcome.</p> <ul style="list-style-type: none"> <li>• The goals of <b>safety, reintegration, self-sufficiency, recovery and permanency</b> are to be pursued relentlessly</li> <li>• <b>Data, modern management practices, and innovative thinking</b> are to be used to administer services and inform decisions</li> <li>• <b>Evidence based and best practices</b> are to be utilized throughout all service areas</li> </ul>

## 2015 Annual Report

### Community Access and Resources (CARS)

(CARS includes the Aging and Disability Resource Center of Western Wisconsin, Adult Protective Services, the Service Options Assessment Team, and the La Crosse Area Family Collaborative)

The Community Access and Resources Section (CARS) was created in 2015 to bring together several smaller units of service, all of which focus on providing information and support to the community. A new program, La Crosse Area Family Collaborative (L AFC), was initiated mid-year. L AFC provides two community based social workers that work directly with families to engage them with support services prior to families reaching crisis and with the goal of preventing or lessening interaction with justice related services for the youth. This new service began seeing clients in December of 2015.

The Service Options Assessment Team (SOAT) was created to provide information and service referrals for youth, families and non-disabled/non-elderly adults. SOAT also performs service application/initiation service for the Integrated Support & Recovery Services, Family and Children's Services, and Justice Support Services sections.

Adult Protective Services (APS) provides investigation of abuse, neglect, and adult-at-risk issues in the county. Staff from this unit assist in guardianship, emergency detention, and protective placement services. APS unit continues to see an increase in the number of service requests as well as the complexity of issues involved in contacts within La Crosse County.

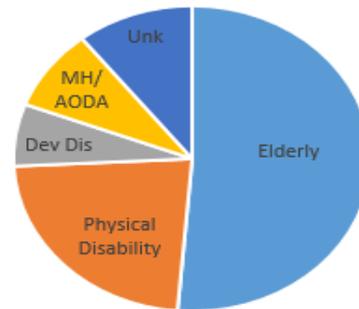


The Aging and Disability Resource Center of Western Wisconsin is a four county program, serving Jackson, La Crosse, Monroe and Vernon residents. The ADRC provides information and assistance to disabled adults and elderly residents of the county regarding services and supports available to them. Individuals who are unable to use personal resources to pay for services are assisted in applying for and accessing public service options or grants to help get services in place.

The Aging and Disability Resource Center of Western Wisconsin served 9476 individuals in 2015.

- 4863 were elderly
- 2169 had physical disabilities
- 623 had developmental or intellectual disabilities
- 817 had mental health needs or substance use issues
- 1004 had unknown disabilities

ADRC Consumers - 2015



The referrals received in 2015 came from a variety of sources.

- 45% came from individuals calling with questions about their own situation
- 27% came from the relative, friend or caregiver of the person needing assistance
- 12% came from other county departments/ services
- 9% came from a clinic, hospital, or home health/hospice provider
- 3% came from a nursing home, community based residential facility or residential care apartment complex

In 2015, La Crosse County Boards integrated the ADRC with the Aging Department as of January 2016, with plans for them to be co-located during the year. Much of the year was spent in preparation for this restructure.

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/>.

## 2015 Annual Report

### *Justice Support Services (JSS)*

2015 was a year of steady progress for JSS, but also marked the beginning of some significant transitions. Most notable was the mid-year departure of longtime manager Jane Klekamp, who moved on to be La Crosse County's new Associate County Administrator.

In 2015, JSS implemented a new approach to serving OWI treatment court participants, evaluating their risk levels and determining needs before introducing services.

- Track I deals with participants who are low risk but have moderate to high needs, and
- Track II deals with participants who are moderate to high risk and have moderate to high needs.

Cognitive behavioral groups continue to be a significant part of treatment court, but the separate tracks ensure that participants are receiving an appropriate dosage of services. As of November 2016, Track I and II implementation will have been in place for one year. The new treatment court model and services will be evaluated in the upcoming months with an eye on graduation and recidivism rates.

The 2014 evaluation of Ophelia's House resulted in a more integrated team approach to providing services. A team of community partners meets monthly to examine how residents are faring with services provided at the house, and to brainstorm and implement new ideas for program success. JSS Supervisors play a more active role in developing and implementing policies, procedures, and services both through meetings and regular visits to the house. In addition, JSS partners with the Department of Corrections to conduct a bi-weekly review of the women's jail population and determine which women might benefit from Ophelia's House residency and services.

The Pre-Trial Committee focused on several key areas in 2015, JSS's first full year of providing pre-trial services starting with a jail

point-of-contact. Monthly reviews of actual outcomes in court compared to pre-trial grid guidelines showed that there was steady improvement in consistency throughout the year. Various process issues were addressed, such as using the COMPAS risk assessment as part of bond review and setting court reviews when low cash bonds are not posted. A new, more uniform system of deferred prosecution was put into place, and the diversion program moved from the District Attorney's Office to JSS.

JSS continues to be a reliable source of numerous pre-trial and post-conviction services, including drug and alcohol testing, electronic monitoring, and cognitive behavioral groups. The section plays an integral role in pushing La Crosse County on a steady path to having a consistently evidence-based criminal justice system.

The year 2016 will continue to be a period of transitions and growth as JSS brings other Human Services units into its fold, including Juvenile Justice, the Juvenile Detention Facility, and the La Crosse Area Family Collaborative. JSS's mission to implement evidence-based practices in the adult criminal justice system meshes well with the county's Juvenile Justice Best Practices initiatives and the goal to reduce disproportionate minority contact within the system. The La Crosse Area Family Collaborative's mission to prevent individuals and families from ending up in the system is a natural fit within the JSS framework. JSS also has several exciting collaborations in the works to help those convicted of crimes make a successful transition from jail to the community, with a focus on education, employment, and behavior change. Gender-specific services remain a key focus as well, with the implementation of a gender-specific risk assessment tool coming to fruition in 2016.

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>.

## 2015 Annual Report

### Economic Support (ES)

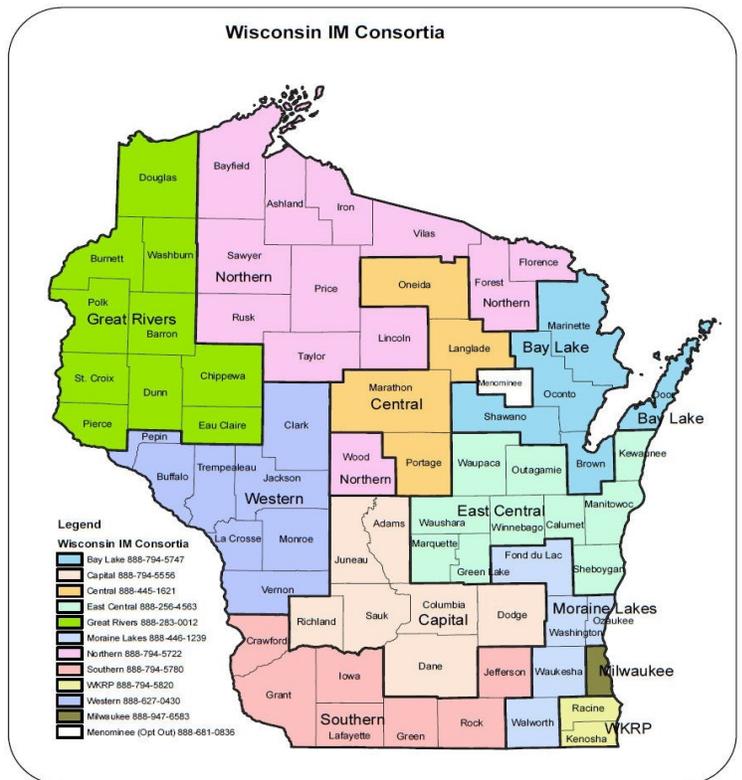
La Crosse County is the lead agency for the Western Region for Economic Assistance (WREA), a multi-county consortium that administers Income Maintenance programs. Income Maintenance programs include Food Share, BadgerCare Plus, and Medicaid for the elderly and disabled. WREA also determines financial eligibility for Family Care and Include, Respect, I Self-direct (IRIS), and administers Long Term Care programs (Institutional/Nursing Home Medical Assistance and 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 eight county WREA Consortium, and another 10,000 individuals on Medicaid for elderly and disabled within the Consortium.

The Wisconsin Shares Child Care Assistance program is integrated into the WREA Consortium's operations as well, with WREA providing Wisconsin Shares Child Care Assistance program services within the same eight county service area as Income Maintenance programs. The Child Care program provides financial assistance to help families that are either working or preparing for employment to pay for child care costs. Just under 400 families benefit from the Wisconsin Shares Child Care Assistance program in La Crosse County.

The WREA Consortium was asked to partner with the Department of Children and Families (DCF) to implement Phase I of the MyWICChildCare Electronic Benefit Transaction (EBT) project. MyWICChildCare will replace the current payment process for Wisconsin Shares eligible families

where providers directly bill the state after children attend the program. The new system will issue MyWICChildCare EBT cards to Wisconsin Shares families who will initiate payments to providers for child care provided to their children. Buffalo, Clark, Jackson, La Crosse, Monroe, Pepin, Trempealeau and Vernon Counties will transition to MyWICChildCare in October 2016. The rest of Wisconsin will move to MyWICChildCare in February 2017.



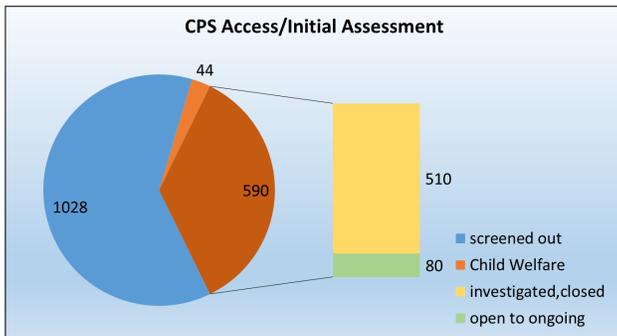
La Crosse County Economic Support administers the Wisconsin Home Energy Assistance Program (WHEAP). WHEAP is a one time payment towards eligible individual's heating costs. In addition to the regular heating assistance, there are also crisis funds available to assist households that meet eligibility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

## Family & Children's Services (FCS)

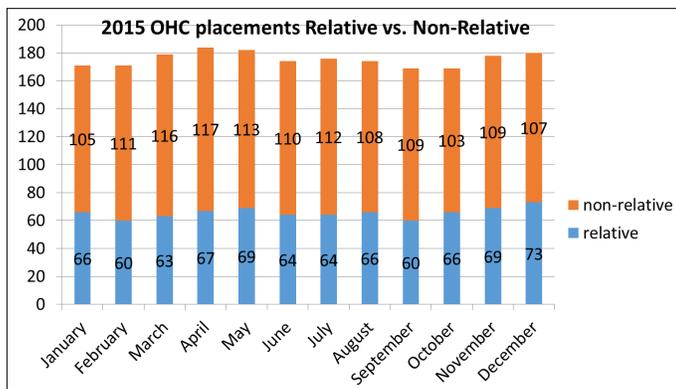
### Child Protective Services (CPS)

In 2015 the CPS Lead Supervisor and designated staff were responsible for the screening decisions on 1618 child protection reports and an additional 44 child welfare reports. There were 2264 child victims in the 1618 child protective service reports alleging child maltreatment. There were 845 child victims interviewed in 590 family cases. In 80 cases there were safety issues involving the child(ren) and a need for services. Those cases often required court involvement and the case being formally opened for ongoing services.



### Out-of-Home Care (OHC)

We continue to serve a growing number of children and youth who reside in out-of-home care (OHC). The number of children and youth who reside safely with relatives continues to range between 35 and 41%. Research indicates that placement of children with relatives or like kin minimizes the trauma of separation and helps children to maintain lifelong connections to culture and family supports.



Our participation in the Post-Reunification Services Program continues to provide us with valuable resources to serve families and provide intensive services once reunification has occurred. Eighty-one children and youth were reunified with their primary caregivers in 2015 and 22 of those children/youth were enrolled in the Post-Reunification Services (PRS) Program. La Crosse had the third highest PRS enrollments in the state for 2015, with only Dane and Brown Counties having more children and youth enrolled.

### Juvenile Justice (JJ)

System reform efforts in the areas of juvenile arrest and disproportionate minority contact within the Juvenile Justice System continued in 2015. Collaborative partnerships were formed through the Juvenile Justice Best Practice Stakeholder Group (JJBPSG) with the following: La Crosse County, School District of La Crosse, La Crosse Police Department, the courts and community partners. A Memorandum of Understanding was developed among key decision makers within the Juvenile Justice System, outlining alternative efforts being made available through a system of care approach to reduce the criminalization of youth misbehavior. The JJBPSG hosted Judge Steven Teske and his colleagues from Clayton County, Georgia for 2 ½ days of technical assistance in this work. The Wisconsin Department of Justice has provided funding to support trainings and reform efforts, as well as to support our partnership with UW-La Crosse Sociology Department to continue analysis of local data and trends. In addition, La Crosse County Juvenile Justice went live in their field testing of the Detention Risk Assessment Instrument (DRAI) as their involvement continued in the state-wide DRAI Committee.

### Trauma Informed Care

We approached the Wisconsin Department of Children and Families (DCF) and requested additional funding for another clinical Trauma Focused–Cognitive Behavioral Therapy (TF-CBT) training. DCF agreed to fully fund another round of the year long TF-CBT training for La Crosse and surrounding counties. The 2015/2016 clinical training cohort includes 29 clinicians from La Crosse, Monroe, Vernon and Jackson Counties.

In 2015 we offered 80 parents Pathways: a trauma informed parenting group. We continue to work towards addressing secondary trauma in our social work staff that are exposed to and deal with traumatic situations on a routine basis with the families they serve.

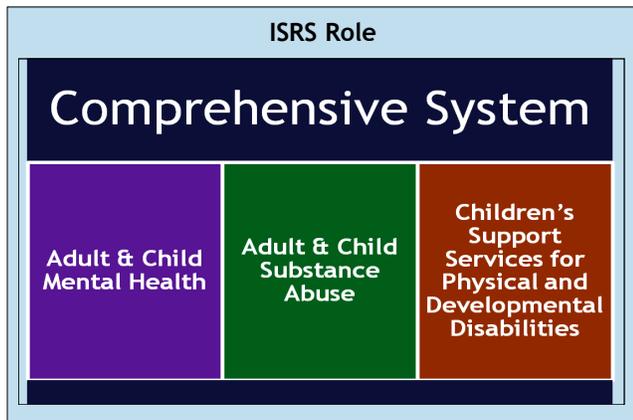
### Western Regional Adolescent Services (WRAS)

The Community Options for Re-Engagement (CORE) program continues to grow and expand. In 2015 we brought on an in house therapist to address the mental health and alcohol and other drug abuse needs of the CORE residents. Also, our therapist sees the residents in our shelter and Secure Detention areas.

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>.

## 2015 Annual Report

### Integrated Support & Recovery Services (ISRS)



#### Overall

- Continued significant work on overall design and implementation of Western Region Integrated Care (WRIC) consortium services (unified delivery system of mental health and substance abuse services across La Crosse, Jackson, and Monroe Counties by the end of 2016). 12 of 28 Core Benefit Services are now operating.
- Overall volume of consumers served continues to grow, primarily via efforts to maximize state funding of Comprehensive Community Services (CCS) for adults and children.
- Continued effort to train all direct care staff in Motivational Interviewing Evidence Based Practice.
- Significant effort devoted to design, implement, and now maximize the Electronic Health Record that went "live" in October 2015.
- Became the only Wisconsin County to attain an "Exemplary" fidelity level for the Individualized Placement & Support model of Supported Employment.
- Standardized Adverse Childhood Experiences Survey screening implemented in all longer term treatment services.

#### Outpatient Mental Health/Substance Abuse Clinic

- Facilitated fourth annual Community Mental Health Awareness Walk.
- Implemented "hub" of psychiatric medication prescribing that is providing increased volume of service for a variety of county services compared to previous model.
- Opened two new branch clinics.

#### Crisis/Short Term Services

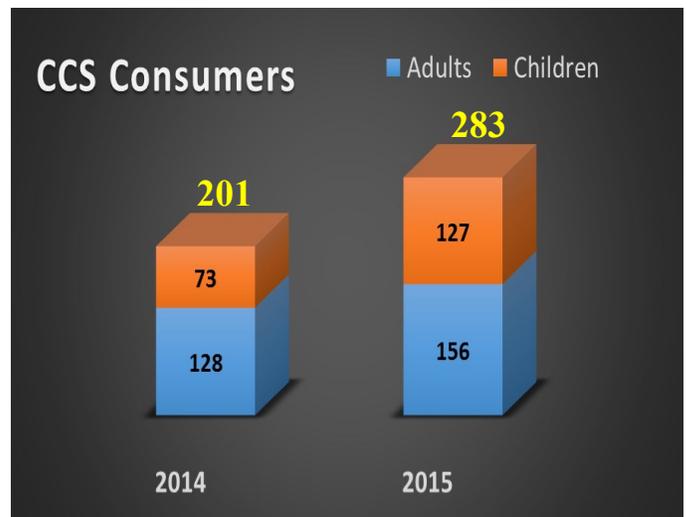
- Reduced the number of children placed at State Hospital by 54% compared to 2014.
- Increased number of Crisis Youth Stabilization options/beds serving children/youth.
- Facilitated multi-stakeholder effort to explore how social media can be utilized to prevent crisis situations and/or provide support.

#### Children with Special Needs

- Significant time and energy devoted to updating policies and procedures.
- Collaborated with the State to help develop guidelines for changes to Family Support Program, Community Options Program, and Autism Services.

#### Case Management

- Continues to expand and offer service to previously underserved individuals.
- Began intense effort to actively collaborate with School, Juvenile Justice, and Child Protective Services systems.



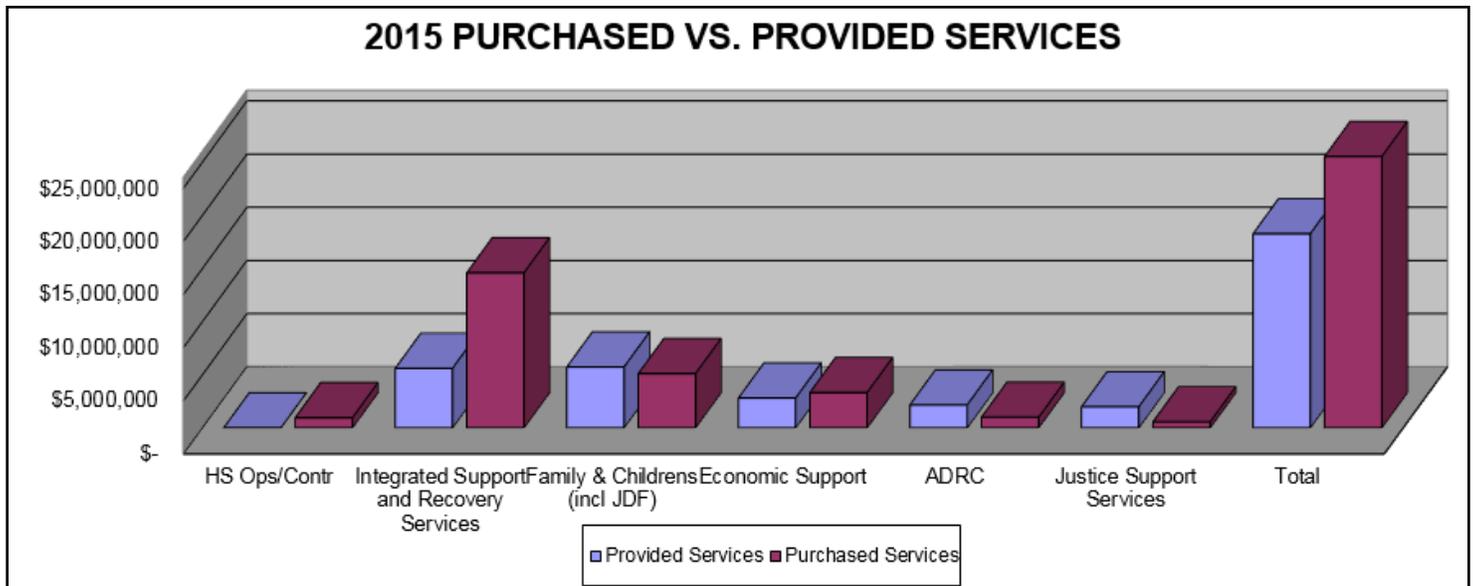
For more information on the programs provided in Integrated Support & Recovery Services, please visit the web site for this section at <http://www.co.la-crosse.wi.us/humanservices/integrated.asp>.

## 2015 Annual Report

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.

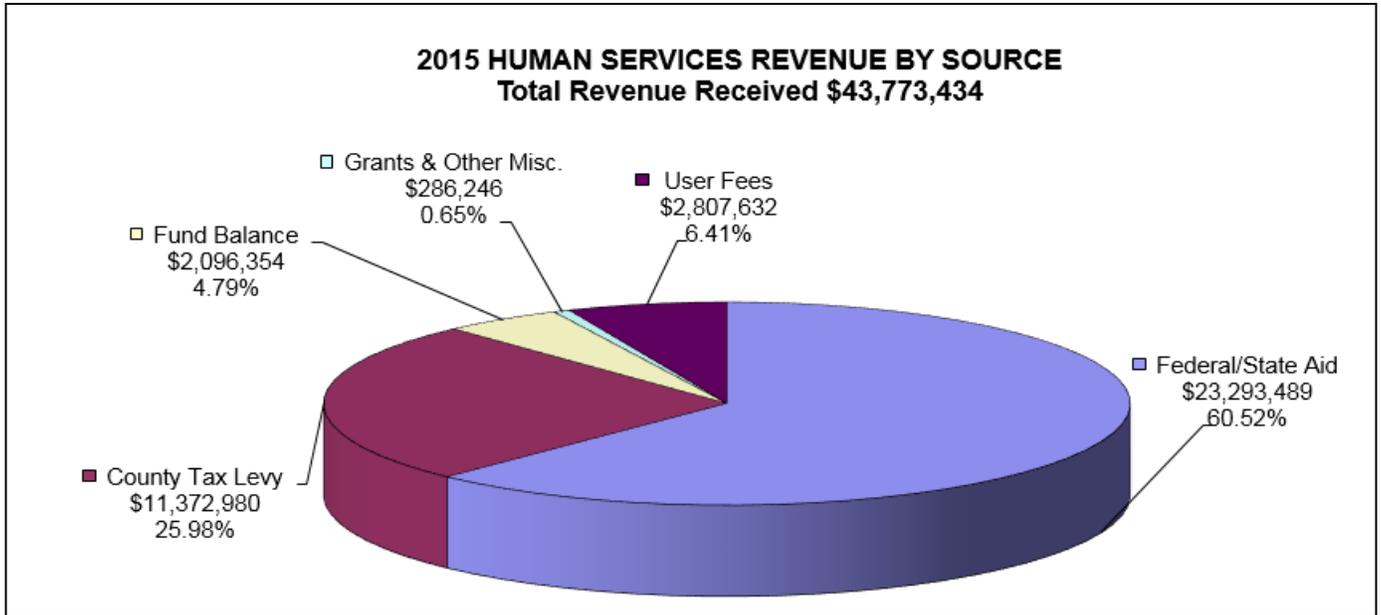
**Dean Ruppert,  
Deputy Director**



### *"Unaudited"*

	HS Ops/Contr	Integrated Support and Recovery Services	Family & Childrens (incl JDF)	Economic Support	ADRC	Justice Support Services	Total
<b>Provided Services</b>	\$ -	\$ 5,597,205	\$ 5,727,084	\$ 2,800,714	\$ 2,156,707	\$ 1,975,423	\$ 18,257,133
<b>Purchased Services</b>	\$ 952,807	\$ 14,584,815	\$ 5,102,412	\$ 3,314,487	\$ 995,573	\$ 566,207	\$ 25,516,301
	\$ 952,807	\$ 20,182,020	\$ 10,829,496	\$ 6,115,201	\$ 3,152,280	\$ 2,541,630	\$ 43,773,434

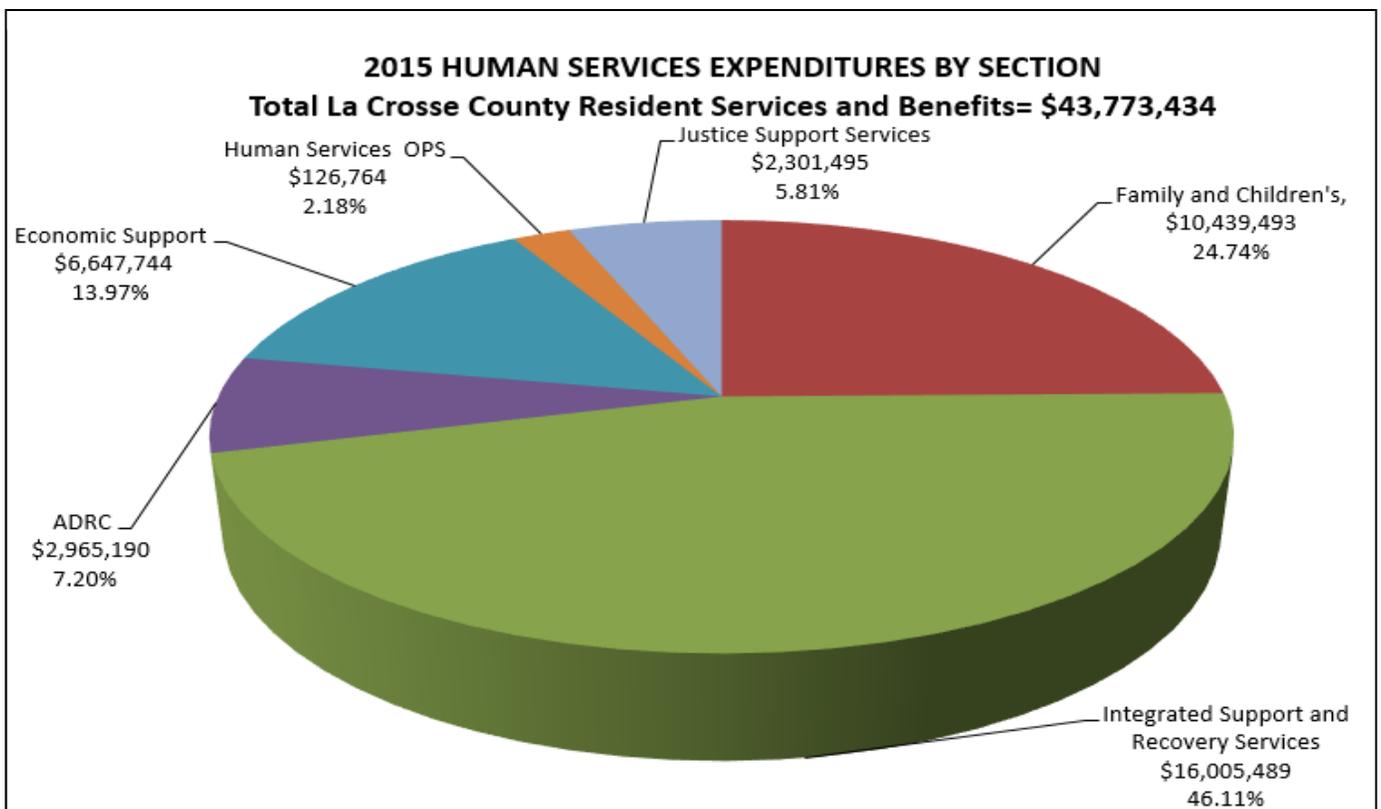
## 2015 Annual Report



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.



## 2015 Annual Report

### Contracted Services\*

3M MONITORING  
ADAMS, WILLIAM  
AGNESIAN HEALTHCARE INC  
ARAMARK SERVICES INC  
ASSISTED CARE  
ATTIC CORRECTIONAL  
BATH FIXER  
BROTOLOC  
BUFFALO COUNTY HLTH & HUM SVS  
BURCHAM, JUDY  
CATHOLIC CHARITIES  
CENTRAL STATES INVESTIGATION  
CHILEDIA INSTITUTE INC  
CLARK COUNTY SOCIAL SERVICES  
CLEARVIEW LONG TERM CARE  
CLINICARE CORP  
CORRECTIONAL HEALTHCARE  
COULEE CHILDRENS CENTER I  
COULEE CONNECTIONS LLC  
DEER PATH ASSISTED LIVING  
FAMILY AND CHILDRENS CENTER  
FAMILY SOLUTIONS  
FAMILY WORKS  
FLOCKS GUARDIANS INC  
GUNDERSEN HEALTH SYSTEM  
HANSON HOUSE LLC  
HIAWATHA VALLEY MENTAL  
INDEPENDENT LIVING RESOURCE  
JACKSON COUNTY HEALTH AND  
KATIE FASSBINDER MD LLC  
KELLY SERVICES  
KING, JERRY AND VICKY  
LA CROSSE COUNTY HUMAN SERVICES  
LAKEVIEW NEUROREHAB CTR

LIFE IN HARMONY MUSIC THERAPY/SCHAACK, AMY  
LORI KNAPP INC  
LUTHERAN SOCIAL SERVICES  
MAYO - FRANCISCAN  
MISSISSIPPI VALLEY HEALTH  
MONROE CO HUMAN SERVICES  
MY INNOVATIVE SERVICES  
MYSTIC CREEK  
NETSMART TECHNOLOGIES  
NORRIS ADOLESCENT CTR  
NORTHWEST PASSAGE  
PARTNERS IN EXCELLENCE  
PEACE OF MIND COUNSELING  
PEPIN CO HSD  
PERFECT ANSWER INC  
PERSON FIRST SUPPORTIVE SERVICES  
POSITIVE ALTERNATIVES  
REACHING YOUR POTENTIAL  
REM WISCONSIN  
RIVERFRONT ACTIVITY CENTER  
SEMB, AMBER & NATHAN  
SIEMENS HEALTHCARE  
ST CLARE HEALTH MISSION  
STEIN COUNSELING  
SUPERIOR HELPING HANDS LLC  
T.N. THOMPSON ENTERPRISES  
TELLURIAN UCAN INC  
THE PARENTING PLACE  
THE SALVATION ARMY  
TREMPEALEAU COUNTY  
TREMPEALEAU COUNTY HEALTH  
VERNON CO DEPT OF  
YWCA OF LA CROSSE

\* 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.

## 2015 Annual Report

### Health and Human Services 2015 Board Members

Monica Kruse, Chairperson

Laurence Berg

Kim Cable

Sharon Hampson

Loren Kannenberg

Brian Logue

Cheri Olson

Keyla Rosa

David Trapp

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Tracy Puent, Acting Manager  
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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/>