

Human Services Director's Report
To the Health & Human Services Board
November 2015

Activity	Program/ Section	Brief Description	Contact Person	Attach- ment
Western Region Integrated Care (WRIC) <i>Pilot Project Update</i>	Integrated Support & Recovery Services (ISRS)	<p>Pilot Project: Implement shared services approach for a core set of mental health/substance abuse services across partner counties by the end of 2016.</p> <p>Updates:</p> <ul style="list-style-type: none"> • 8 of the Core Benefit services that will be delivered through this project are operating within the consortium. • 13 Core Benefit services have been approved by Directors for implementation within 2015/2016. • 6 Core Benefit services slated for 2016 implementation are currently being designed or pending approval by Directors. • 2 services are on hold until the Division of Long Term Care clarifies their future. 	Matt Strittmater 785-6156 mstrittmater@lacrossecounty.org	No
2015 Process Improvement Projects	Integrated Support & Recovery Services (ISRS)	<p>ISRS continues to apply the NIATx model of process improvement within our service delivery system. Counties applying this rapid cycle model are able to receive free technical assistance from the state. Four teams concluded projects in October, and three of the teams presented at the State Mental Health & Substance Abuse conference.</p> <ul style="list-style-type: none"> • Contracted Community Support Program (Significantly improved timely delivery of consumer Crisis Plans) • Comprehensive Community Services (successfully reduced non-billable days of service) • Crisis (strengthened follow-up on kids crisis calls) • Outpatient Mental Health / Substance Abuse Clinic (reduced no-show rate for Prescriber) 	Matt Strittmater 785-6156 mstrittmater@lacrossecounty.org	No
Wisconsin Treatment Court Standards Training	Justice Support Services (JSS)	In October a two-day Treatment Court Standards Training was facilitated by the Department of Justice. The OWI and Drug Treatment Court teams attended. Eight performance measures based on the standards were identified by each Treatment Court. Follow-up meetings are in the planning stages.	Becky Spanjers 785-5501 bspanjers@lacrossecounty.org	No
Pre-Trial Services	Justice Support Services (JSS)	The Treatment and Diversion Alternatives Grant due in 2016 is in the process of completion and submission.	Becky Spanjers 785-5501 bspanjers@lacrossecounty.org	No

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Juvenile Detention DOC Inspection	Family & Children's	On 9/30/15 the Department of Corrections (DOC) conducted the annual inspection of our Juvenile Detention Facility. The final report was received on 10/23/15. The facility continues to receive very favorable reviews. There were no findings of statutory or administrative rule violations and no recommendations for improvement. Positive mention was made of the addition of a clinical therapist for the facility and the Community Option for Re-Engagement (CORE) Program as well as additional training for staff.	David Steinberg 785-5542 dsteinberg@lacrossecounty.org	No
Trauma Informed Care	Family & Children's	La Crosse County was well represented at the Child Welfare and the Courts semi-annual conference that was held in Wisconsin Dells 9/29/15 – 10/1/15. The theme of the conference was implementation of trauma informed care. Judge Gonzalez, Judge Doyle, attorneys, local providers, County Corporation Counsel, Child Protective Services and Juvenile Justice Supervisors as well as the Family & Children's Section Manager and Human Services Director participated in county specific discussions and planning sessions. Judge Gonzalez indicated she would be taking the lead in scheduling ongoing follow-up meetings.	Nancy Pohlman 785-6060 npohlman@lacrossecounty.org	No
Safety in Child Protective Services	Family & Children's	The Children's Court Improvement project requested that La Crosse County consider piloting a new procedure with the courts in child protection matters when a child is taken into physical custody. The courts (judges and attorneys) would receive training on the Wisconsin Child Protective Services safety model, including the safety assessment and plan that workers currently complete. Through this pilot the courts would be receiving and reviewing the actual safety assessment and plan. Through the use of bench cards they would conduct a detailed inquiry into the key child safety issues and the use of alternatives to placement outside of the parental home.	Nancy Pohlman 785-6060 npohlman@lacrossecounty.org	No
Income Maintenance (IM) Operational Analysis Report	Economic Support (ES)	The Department of Health Services (DHS) contracted with Deloitte to conduct an analysis of the current state of IM administration in Wisconsin. The scope of the analysis included the 10 IM Consortia and Miles. In addition to studying each consortium's current operations, the report provides a summary of IM administration in other states. While the report is a point-in-time look at IM Consortia operations, several best practices were identified and discussed within the report.	Lorie Graff 785-6061 lgraff@lacrossecounty.org	No

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Wisconsin Shares Child Care Assistance Program Funding for 2016	Economic Support (ES)	Due to an increase in families receiving Child Care Assistance across the eight Consortium Counties, Western Region for Economic Assistance (WREA) will receive an additional \$80,000 in funding for the administration of the Child Care Assistance program in 2016. This is in addition to funding the Department of Children & Families (DCF) will provide to support the Parent Pay Coordinator for the pilot WREA will participate in with DCF in 2016.	Lorie Graff 785-6061 lgraff@lacrossecounty.org	
Dementia Capable Wisconsin Initiative	Community Access and Resources Section (CARS)	The Department of Health Services (DHS) is holding public hearings across the state (10/30-Madison; 11/3-Appleton; 11/5-Wausau; 11/6-Eau Claire; and 11/12-Milwaukee) to share the accomplishments of the Dementia-Capable Wisconsin Initiative with an emphasis on the Wisconsin Dementia Care Guiding Principles. No RSVP needed to attend; information can be found at https://www.dhs.wisconsin.gov/dementia/event-calendar.htm	Audra Martine 785-6172 amartine@lacrossecounty.org	No
Aging Co-Location in Fall of 2016	Community Access and Resources Section (CARS)	The committee that worked through the Fall of 2014 and into 2015 regarding Aging Unit and Aging & Disability Resource Center (ADRC) coordination had completed their work mid-year and submitted a conclusion that more can be done to further coordinate the work of the ADRC and the Aging Unit, who will be co-locating on the 1 st floor of the Health & Human Services Building in the Fall of 2016. Recently the Director of the Aging Unit retired; discussion on this topic continues. There are multiple projects that the Aging Unit and the ADRC jointly work on in the community.	Audra Martine 785-6172 amartine@lacrossecounty.org	No
La Crosse Area Family Collaborative Update	Community Access and Resources Section (CARS)	All staff for this program have now been hired; locations are identified and being made ready in the north and south side neighborhoods. A roll-out event occurred in October to formally announce the readiness.	Jason Larsen 789-7847 jlarsen@lacrossecounty.org	No
Training on Hoarding	Community Access and Resources Section (CARS)	The Adult Protective Services Section is bringing a training session to our community from The Hoarding Project on December 3. The Hoarding Project provides training nationwide on this topic. This training will be open to a select group of staff/service providers. Information about this group can be found at: http://thehoardingproject.org	Cheryl Neubauer 785-5708 cneubauer@lacrossecounty.org	No