

Human Services Director's Report
To the Health & Human Services Board
 July 2016

Activity	Program/ Section	Brief Description	Contact Person	Attach- ment
Passing of Secretary Rhoades	Administration	On June 19 we received the sad news that Department of Health Services (DHS) Secretary Kitty Rhoades passed away. During her time leading DHS, Secretary Rhoades took a special interest in supporting the efforts of the Western Region Integrated Care (WRIC) consortium to provide more equal access to mental health services and in making the State's Income Maintenance funding formula more equitable for smaller counties, which greatly benefited the Western Region for Economic Assistance (WREA) consortium. We appreciate Secretary Rhodes' commitments in these areas and express our sympathy for her passing.	Jason Witt 785-6095 jwitt@lacrossecounty.org	No
Workgroup Focusing on Ways to Retain ES Specialists	Economic Support (ES)	The retention of Economic Support Specialists is an increasing concern statewide. In fact, a study of recent data statewide shows that the turnover rate for ES Specialists has increased to 29%. Developing strategies to retain ES Specialists has become a major focus for a planning group made up of representatives from the Department of Health Services (DHS) and the 10 Consortia statewide. While the group is exploring all the reasons for the increase in the turnover rate of ES Specialists, the upward trend appears to be closely related to the fact that an ES Specialist increasingly conducts their work in a fast-paced Call Center environment. Call Centers are well-known for having high staff turnover rates. One of the reasons for the concern over the increase in turnover of ES Specialists statewide is because of the investment that counties must put into an employee before they can work as an ES Specialist. An employee must complete 4 to 6 months of training to become certified before working as an ES Specialist. It takes another year before a trained ES Specialist is able to handle a full workload. The planning group is exploring whether a state-produced video on the work that ES Specialists do might help those who think they may be interested in the field to make more informed decisions before pursuing an ES position. Representatives from the Association for Technical Colleges will attend an upcoming meeting of the planning group to discuss whether it makes sense to explore adding an Income Maintenance/ES educational path under a degree such as Human Services that's available from the State's technical colleges. Similar to areas such as geriatric care, the goal of adding an educational specialization for ES under a broader degree field is to help ensure that individuals have a good understanding and interest in the field before pursuing a position. The educational track would also assist in preparing a student to come into an ES Specialist position with the technical background to complete the certification training and take on workload much quicker. The workgroup is looking forward to implementing those ideas that come out of their work to have a positive impact on retaining ES Specialists statewide.	Lorie Graff 785-6061 lgraff@lacrossecounty.org	No

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Child Care Provider Certification Services Review	Economic Support (ES)	The Department of Children and Families (DCF) recently completed a review of Provider Certification Services within La Crosse County. Counties are required to certify daycare providers under state statute. La Crosse County has subcontracted with The Parenting Place to provide certification services within La Crosse County for many years. In addition to certifying daycare providers, as a Child Care Resource and Referral agency, The Parenting Place also provides both required and ongoing training to support daycare providers. DCF's review of The Parenting Place's provider files found no errors. In fact, the majority of the exit interview that was conducted by DCF with both The Parenting Place and La Crosse County was spent discussing the many services that The Parenting Place provides that go above and beyond what's required under certification regulations.	Lorie Graff 785-6061 lgraff@lacrossecounty.org	No
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"> • 12 Core Benefit services are operating within the consortium. • 10 Core Benefit services are approved for implementation in 2016. • 5 Core Benefit services slated for 2016 are still being designed. • Human Services and ISRS leadership recently participated in a series of meetings with the Department of Health Services (DHS) and the WRIC consortium partner counties regarding the purpose, status and future direction of WRIC. A change in Departmental leadership in Jackson County had precipitated Jackson County providing notice that it was withdrawing from WRIC at the end of 2016 pending further discussions. Following the meetings, Jackson County has indicated it intends to remain in the WRIC consortium in 2017. 	Matt Strittmater 785-6156 mstrittmater@lacrossecounty.org	No
Comprehensive Community Services (CCS) Recertification	Integrated Support & Recovery Services (ISRS)	The WRIC Comprehensive Community Services (CCS) program underwent a recertification visit from the Wisconsin Division of Quality Assurance (DQA). This regional program has been operating for two years. Noted strengths were commitment of staff, vendor network continuum, and program vision/intent. A two-year (longest possible) certification was awarded.	Matt Strittmater 785-6156 mstrittmater@lacrossecounty.org	No
Children's Long Term Service Waiver (CLTSW) Program Audit	Integrated Support & Recovery Services (ISRS)	State CLTSW program auditors were in La Crosse for multiple days to conduct an extensive review of CLTSW records to assess program compliance. No major deficiencies were noted. Quality assurance systems will continue to explore what can be done to reduce the number of instances where additional information needs to be provided to the State.	Matt Strittmater 785-6156 mstrittmater@lacrossecounty.org	No

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Evidence-Based Decision Making (EBDM)	Justice Support Services (JSS)	Adult JSS Supervisor Becky Spanjers and JSS Manager Rukmini Vasupuram recently attended an EBDM training in Wisconsin Rapids, hosted by the State Department of Justice (DOJ). Takeaways included input for an EBDM communications plan as well as guidance on areas of interest for the Treatment Alternatives and Diversion (TAD) Grant.	Rukmini Vasupuram 785-5547 rvasupuram@lacrossecounty.org	No
Juvenile Justice (JJ)	Justice Support Services (JSS)	The work of JJ Supervisor Mandy Bisek and the JJ Best Practices Committee is garnering attention statewide, including from the Governor's Juvenile Justice Commission, which has inquired about holding its next quarterly meeting in La Crosse.	Rukmini Vasupuram 785-5547 rvasupuram@lacrossecounty.org	No
Signs of Safety Presentation	Family & Children's Child Protective Services	On 6-30-16, Jason Witt and four of the Family & Children's Supervisors hosted a day-long meeting with Secretary Eloise Anderson and representatives from the Department of Children & Families (DCF), Division of Milwaukee Child Protective Services (CPS), Casey Family Programs, and Safe Generations. The purpose of the meeting was for DCF to learn about how our agency has implemented Signs of Safety here in La Crosse as DCF is exploring whether to implement the model in Milwaukee CPS. After our presentation, we received very positive feedback from everyone at the meeting. We are hopeful that our presentation, and the discussion that took place, makes a positive impact on statewide programming around safety!	Tracy Puent 785-6083 tpuent@lacrossecounty.org	No
Wisconsin Long Term Care	Aging & Disability Resource Center (ADRC)	On Friday, June 10, Wisconsin Department of Health Services (DHS) withdrew the Family Care 2.0 (long term care redesign) initiative. More information will come in the future regarding new initiatives that may be created to continue the effort to streamline and enforce efficiencies within the Long Term Care services in the state.	Audra Martine 785-6172 amartine@lacrossecounty.org	No
State Guidance	Aging & Disability Resource Center (ADRC)	On Friday, July 1, DHS submitted to the Joint Finance Committee recommendations for statute changes regarding the ADRC Governing Board. We will watch for acceptance/changes that may occur.	Audra Martine 785-6172 amartine@lacrossecounty.org	No
Federal Funding	ADRC / Aging Unit	State Health Insurance Assistance Program (SHIP) funding that provides money for benefits counseling/response activities appears to be at risk of cuts/reductions. ADRCs/Aging Units are speaking to elected officials to provide information regarding how this service impacts individuals locally.	Audra Martine 785-6172 amartine@lacrossecounty.org	No