

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

Activity	Program/ Section	Brief Description	Contact Person	Attach- ment
Office Moves	Administration	Work on the remodeling and addition to the Health & Human Services (HHS) Building is nearing completion. A few staff have moved to their permanent locations in the existing remodeled building. Staff office moves into the new addition are anticipated to begin in early November with all moves completed for HHS by mid-December. We look forward to this change and expanded space and sincerely appreciate the support of this project.	Dean Ruppert 785-6108 druppert@lacrossecounty.org	No
IT Changes	Administration	We are soon going through some organizational changes and product changes in our Information Technology (IT) domain. First, Kim Grathen who has been our internal Database and Business Analyst is leaving on September 9 th . With this departure, we have been working with the IT Director to replace her, but in his Department to allow for increased coordination on Human Services Department priorities and projects. Secondly, our Fiscal staff have been engaged in planning for upcoming changes needed to our accounting structure and Avatar integration into the County's upcoming New World product. This product is expected to go-live November 1 st for the accounting portion and early next year for the personnel portion.	Dean Ruppert 785-6108 druppert@lacrossecounty.org	No
Western Region Integrated Care (WRIC) <i>Pilot Project Update</i>	Integrated Support & Recovery Services	Pilot Project: Implement shared services approach for a core set of mental health/substance abuse services across partner counties by the end of 2016. Updates: <ul style="list-style-type: none"> • 12 Core Benefit services are operating within the consortium. • 11 Core Benefit services are approved for implementation on 1-1-17. • 4 Core Benefit services slated for implementation on 1-1-17 are still being designed. 	Matt Strittmater 785-6156 mstrittmater@lacrossecounty.org	No
Outpatient Mental Health/ Substance Abuse Clinic Certification	Integrated Support & Recovery Services	The Bureau of Quality Assurance conducted a site visit for Clinic certification. A 2-year (maximum) certification was awarded. Areas of needed improvement exist related to treatment planning and document signature processes.	Matt Strittmater 785-6156 mstrittmater@lacrossecounty.org	No
Level 5 Foster Home Opens	Integrated Support & Recovery Services	For nearly 2 years La Crosse County and Family & Children's Center have been working to open a Level 5 Foster Home in order to have a community based alternative to institutional placement for children who have been served at locations such as Chileda. The hard work has finally paid off as the home opened on 8-22-16 and is already providing an alternative to a child with significant needs who was residing at the state hospital.	Matt Strittmater 785-6156 mstrittmater@lacrossecounty.org	No

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Consortium Turnover	Economic Support	A previous study showed the statewide turnover rate for Economic Support Specialists at 29%. Western Region for Economic Assistance (WREA) continues to experience a high turnover rate. Given the lengthy certification training that new employees must complete before they can be on the job, WREA has been down up to 16 positions throughout 2016. A joint meeting of Consortia Leads and Department of Health Services (DHS) staff continues, to both explore ways to increase staff retention and adjust training and operations to what the state refers to as the 'new normal'. DHS will be developing a video that can be posted on county websites to provide a more accurate and realistic picture of what an Economic Support Specialist position involves. The position has changed significantly, with 75% - 80% of an Economic Support Specialist's time spent providing services by phone. DHS will also be changing the certification training requirements for Income Maintenance. Instead of requiring new employees to be trained on all public assistance programs, there's a plan to only require completion of training on programs the employee will administer. The planning group continues to explore other ideas, as does WREA's Board of Directors.	Lorie Graff 785-6061 lgraff@lacrossecounty.org	No
MyWICChildCare Pilot Update	Economic Support	As part of the MyWICChildCare Electronic Benefit (EBT) initiative, all licensed or certified daycare providers must sign a contract with the state's EBT vendor to continue participating in the Wisconsin Shares Child Care subsidy program after October 1, 2016. WREA staff are responsible for providing outreach to providers to offer assistance with signing the contract online. WREA staff are also busy converting all Child Care subsidy cases from the current system to the new EBT Child Care Statewide Administration on Web (CSAW) system, which must be complete by September 15, 2016. Once implemented, MyWICChildCare will transition provider payments from being issued directly to the provider to participants receiving the subsidy payments on an EBT card and being responsible for managing and paying their daycare provider directly. Since subsidy payments will be issued at the beginning of the month, before care is provided, the policies around authorizing child care are also changing.	Lorie Graff 785-6061 lgraff@lacrossecounty.org	No
Juvenile Justice	Justice Support Services	Juvenile Justice Supervisor Mandy Bisek, Human Services Director Jason Witt, and collaborators will present to the Governor's Juvenile Justice Commission on September 8, focusing on La Crosse County's juvenile justice best practices and system reform work.	Rukmini Vasupuram 785-5547 rvasupuram@lacrossecounty.org	No
Treatment Courts	Justice Support Services	The Drug Court team is beginning discussions about participating in an evaluation of the treatment court in 2017. This would be a process completed in partnership with the National Center for State Courts.	Rukmini Vasupuram 785-5547 rvasupuram@lacrossecounty.org	No
Transportation	Aging & Disability Resource Center/Aging	Meeting was held with the Secretary of the Department of Transportation on August 17. After discussion, Secretary Gottlieb suggested that locally it is important to advocate for the need to improve funding for public transportation.	Audra Martine 785-6172 amartine@lacrossecounty.org	No

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Transportation	Aging & Disability Resource Center/Aging	In our first month of changes occurring within our transportation program (Minibus), we experienced some increase in new callers for the program. During that same time we were able to assist approximately 140 new individuals to access the MTU Paratransit program which would be a more cost effective option for them (with a lower out-of-pocket cost). This number continues to grow quickly as we enter September.	Audra Martine 785-6172 amartine@lacrossecounty.org	No
Nutrition Program	Aging & Disability Resource Center/Aging	We have been exploring options for sustainability of the Nutrition program in La Crosse. Initially we are reviewing internal process to ensure we are functioning efficiently and accurately within the program guidelines. Secondly, we are working with the Commission on Aging and our funder, Greater Wisconsin Agency on Aging Resources (GWAAR), to review options for long term planning and the future needs in our community.	Audra Martine 785-6172 amartine@lacrossecounty.org	No
Prevention	Aging & Disability Resource Center/Aging	Our first session of Tai Chi begins in September; this is a 6 week course. A second course will run in the Spring.	Jane Jackson 785-6043 jjackson@lacrossecounty.org	No
Prevention	Aging & Disability Resource Center/Aging	The 4 th Annual Falls Prevention Awareness Day event will occur Thursday, September 22, from 12:45-3:00 p.m. at the First Presbyterian Church (233 West Avenue South, La Crosse). This event is sponsored by our local Falls Coalition.	Jane Jackson 785-6043 jjackson@lacrossecounty.org	No
Prevention	Aging & Disability Resource Center/Aging	On October 18, the Aging & Disability Resource Center's Aging In Place event named "Thriving at Home" will be held at the Radisson. Conference flyers with more information on speakers will be ready soon for distribution.	Jane Jackson 785-6043 jjackson@lacrossecounty.org	No
Funding	Aging & Disability Resource Center/Aging	The Older American's Act funding that we were informed would be re-allocated within Wisconsin will remain stable into year 2017; the project of re-allocating funding amongst the counties will now occur in 2018.	Audra Martine 785-6172 amartine@lacrossecounty.org	No
Funding	Aging & Disability Resource Center/Aging	The primary funder for the Aging services, Greater Wisconsin Area Agency on Aging (GWAAR), is providing training on a national model/trend that is encouraged to be utilized in Wisconsin. This business acumen concept encourages Aging Units to begin contracting to provide services beyond the typical/historic scope (but within the current service array) of the program to new payer sources in order to generate additional revenue that can be used to enhance/maintain the Older American's Act programs that are offered locally. We are providing initial discussions to our committees as we learn more about how this could impact our services/work.	Audra Martine 785-6172 amartine@lacrossecounty.org	No
Education	Aging & Disability Resource Center/Aging	The American Society on Aging will be having their national conference in Chicago in March. It will not return to the Midwest until 2022. Conference information should be available soon.	Audra Martine 785-6172 amartine@lacrossecounty.org	No