

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

Activity	Program/ Section	Brief Description	Contact Person	Attach- ment
2017 Budget	Administration	The 2017 budget for Human Services passed as submitted by our Human Services Department and Administrator O'Malley. Thanks so much for your support and continued advocacy for our Department's needs and priorities.	Dean Ruppert 785-6108 <a href="mailto:druppert@lacrossecounty.org">druppert@lacrossecounty.org</a>  Jason Witt 785-6095 <a href="mailto:jwitt@lacrossecounty.org">jwitt@lacrossecounty.org</a>	No
New World Software	Administration	Staff have begun to use this new software product which replaced the County's old financial software, 4 Gov. As a result, work flows and comfortableness with use of this product are impacted, but will improve as the months go by.	Dean Ruppert 785-6108 <a href="mailto:druppert@lacrossecounty.org">druppert@lacrossecounty.org</a>  Shelly Boldt 785-5925 <a href="mailto:sboldt@lacrossecounty.org">sboldt@lacrossecounty.org</a>	No
Social Media Use	Administration	As various mediums for social media are becoming more and more utilized, risks can appear for staff's utilization of it impacting confidentiality, professional ethics, personal/professional boundaries, etc. As a result, discussions are being held with Personnel, Union employees, agency leadership, etc. to determine what additional guidance, training and policy can be provided to avoid these and other risks associated with social media utilization.	Jason Witt 785-6095 <a href="mailto:jwitt@lacrossecounty.org">jwitt@lacrossecounty.org</a>  Dean Ruppert 785-6108 <a href="mailto:druppert@lacrossecounty.org">druppert@lacrossecounty.org</a>	No
24 Carrot Manager	Administration	Human Services Department's leadership staff have now all been trained in the principles associated with this book written by Adrian Gostick and Chester Elton. This book talks about the role recognition and rewards can play in improving staff relationships, customer service, retaining top performing employees, etc. A plan for implementation is being finalized.	Dean Ruppert 785-6108 <a href="mailto:druppert@lacrossecounty.org">druppert@lacrossecounty.org</a>	No
New Manager Hired	Justice Support Services	Mandy Bisek has been offered and has accepted the permanent manager position for Justice Support Services, effective immediately. We're fortunate to have such a capable candidate stepping into this integral role. Mandy, formally serving as interim manager for the section, is already well known and respected among professionals in La Crosse's criminal justice system and brings an impressive record of accomplishments in advancing evidence-based practices. Congratulations, Mandy!	Jason Witt 785-6095 <a href="mailto:jwitt@lacrossecounty.org">jwitt@lacrossecounty.org</a>	No

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Juvenile Detention	Justice Support Services	Secure Facility received an excellent inspection once again (see attached).	Mandy Bisek 785-6216 <a href="mailto:mbisek@lacrossecounty.org">mbisek@lacrossecounty.org</a>	Yes
Juvenile Justice	Justice Support Services	Another round of Racial Justice Training has begun, with the first of 3 full day trainings taking place on November 4. The remaining days will take place on December 2 and January 13. A good system representation is participating with participants from: Juvenile Justice, La Crosse School District, Department of Corrections, and the courts.	Mandy Bisek 785-6216 <a href="mailto:mbisek@lacrossecounty.org">mbisek@lacrossecounty.org</a>	No
Western Region Integrated Care (WRIC)  <i>Pilot Project Update</i>	Integrated Support & Recovery Services	<b>Pilot Project:</b> Implement shared services approach for a core set of mental health/substance abuse services across partner counties by the end of 2016. <b>Updates:</b> <ul style="list-style-type: none"> <li>• 13 Core Benefit services are operating within the consortium.</li> <li>• 11 Core Benefit services are approved to start on 1-1-17.</li> <li>• 3 Core Benefit services slated for implementation on 1-1-17 are still being designed.</li> </ul>	Matt Strittmater 785-6156 <a href="mailto:mstrittmater@lacrossecounty.org">mstrittmater@lacrossecounty.org</a>	No
Level 5 Foster Home Re-Licensed	Integrated Support & Recovery Services	In August of 2016 Family & Children’s Center opened a Level 5 Foster Home to provide a community based alternative to institutional placement for children who have been served at locations such as Chileda. In late September Family & Children’s Center notified La Crosse County they would be ending this service as of 10-31-16 due to a number of significant challenges. Person First (vendor) stepped forward and worked closely with La Crosse County, the State, Family & Children’s Center, and Lutheran Social Services to take over licensure of the home as of 10-28-16. This successful transition prevented a child from needing to be sent away from family and school and back to the State hospital.	Matt Strittmater 785-6156 <a href="mailto:mstrittmater@lacrossecounty.org">mstrittmater@lacrossecounty.org</a>	No
No Hit Zone Training	Family & Children’s Section	On 11-18-16 Erin Malak attended a training on becoming a “No Hit Zone” organization in our community. The presentation was conducted by Lacie Ketelhut from Gundersen Health System National Child Protection Training Center. Other local community organizations attended this training as well with the hope of providing prevention/education and raise awareness in the community to promote safe environments. We will be exploring further how to roll this out, not only in our section, but also possibly in our agency. The “No Hit Zone” is a focus of the Safe and Healthy Environments subcommittee.	Tracy Puent 785-6083 <a href="mailto:tpuent@lacrossecounty.org">tpuent@lacrossecounty.org</a>  Erin Malak 785-6016 <a href="mailto:emalak@lacrossecounty.org">emalak@lacrossecounty.org</a>	No
Program	Aging & Disability Resource Center	Discussion about the possibility of dissolving the 4 county regional Aging & Disability Resource Center (ADRC) model in favor of a more focused organizational model continues to be discussed. A formal decision is being made by mid-December.	Audra Martine 785-6172 <a href="mailto:amartine@lacrossecounty.org">amartine@lacrossecounty.org</a>	No

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Nutrition	Aging & Disability Resource Center	We received notice that the contracted agency that transports our meals to the mealsites is requiring a 5% rate increase in 2017 or they will end service at the end of 2016.	Audra Martine 785-6172 <a href="mailto:amartine@lacrossecounty.org">amartine@lacrossecounty.org</a>	No
Benefit Recovery Recognition	Economic Support	Bob Uebele, Lead Fraud & Program Integrity Specialist for the Western Region for Economic Assistance (WREA) Consortium, was recently recognized by the Department of Health Services (DHS) and the Office of Inspector General (OIG) for his excellent work in establishing overpayments. Bob is among the top 4 staff in the state in generating overpayments. To date, the WREA Consortium has established \$2.6 million in overpayments for 2016. With overpayments representing benefits that were paid to recipients not eligible for the benefits, WREA's Benefit Recovery Team is important to ensuring integrity of the public assistance programs the consortium administers. As an incentive for calculating overpayments, WREA also receives 15% of all repayments made on an overpayment from DHS.	Lorie Graff 785-6061 <a href="mailto:lgraff@lacrossecounty.org">lgraff@lacrossecounty.org</a>	No