

**Human Services Department Report to County Board  
January 2017**

**AGING & DISABILITY RESOURCE CENTER (ADRC)**

ADRC Regional Partnership

At a meeting on 10/31/16 among our four partner counties (Jackson, La Crosse, Monroe and Vernon), we discussed several options regarding the future of the regional ADRC partnership. Dissolving the partnership was one of the options discussed (where partner counties would either find other partners or operate their ADRC as a single county entity). Several factors have led us to this re-examination of the regional partnership:

- No funding increases in ADRC services in many years
- Complexities of furthering work on integration of Aging/ADRC services with a regional model (including financial, operational structure and oversight)
- Intent communicated by Department of Health Services (DHS) of future initiatives which appear to have the impact of increasing the complexities of continuing to work within our regional model
- Recent significant contract changes implemented by DHS

In the coming month we plan on continuing our discussions and appropriate consultations.

Awareness

The ADRC has received a stock of ADRC posters with tear off information sheets that are being distributed in the community. If any board member would like one/some for community locations that would accept the posting, we can make them available.

Transportation

Charges for transportation services (Minibus) are beginning to stabilize after the transition to a new provider this summer. Some initial service complaints are being worked out with the new provider.

**ECONOMIC SUPPORT (ES)**

MyWICildCare Pilot Success

Western Region for Economic Assistance (WREA) completed implementation of the MyWICildCare Electronic Benefit Transfer (EBT) initiative in October. All Wisconsin Shares Child Care Assistance cases were converted to the new payment system, all daycare providers signed a contract with the vendor to receive payments via the EBT card, and parents made their first payments to daycare providers using their EBT cards. The Department of Children and Families (DCF) is providing additional funding to WREA to provide technical assistance to other consortia as MyWICildCare is rolled out across the balance of the state through March 2017.

Benefit Recovery Recognition

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.

**JUSTICE SUPPORT SERVICES (JSS)**

New Manager Hired

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!

## Juvenile Justice

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.

## **FAMILY & CHILDREN'S (FC)**

### Department of Children & Families (DCF) On-Site Meeting

On 10-5-16, Jason Witt, David Steinberg, Mandy Bisek and Tracy Puent hosted a daylong meeting with Secretary Eloise Anderson, Wendy Henderson and John Elliott from the Department of Children & Families (DCF). The purpose of the visit was to tour the Western Regional Adolescent Center. Our Adolescent Center and CORE program are increasingly being viewed as models of good practice and innovation.

We also had the opportunity to sit down with them to discuss several other issues. These included:

- How juvenile justice and child protective services (CPS) work together to best serve families/children who are in both systems ("dual status")
- The strains in the CPS system we are seeing locally that mirror statewide trends and the recent resolution passed by the La Crosse County Board of Supervisors requesting more resources for the CPS system
- The prevention efforts in La Crosse centered around the La Crosse Area Family Collaborative and neighborhood social workers; including how the level mandates, reporting requirements and high caseload inhibit CPS social workers from doing the holistic work that is both best practice and able to be performed by our non-CPS attached neighborhood social workers.

To close the day, Secretary Andersen and her team toured Washburn Corner, which is the site (thanks to Mayo Health System) that hosts a La Crosse County neighborhood social worker. We appreciated the time taken by Secretary Andersen to visit La Crosse and appreciate the opportunity it provided to give input into statewide policy.

### No Hit Zone Training

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.