

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

Activity	Program/ Section	Brief Description	Contact Person	Attach- ment
New Employee Orientation	Administration	Beyond the orientation new staff receive from Personnel and their Section of employment, we also offer a couple of times per year a specific orientation to Human Services Department (HSD). Agenda topics include organizational mission/values, promoting teams and ownership, evidenced based leadership and services, staying well while doing HSD work, etc. The latest orientation was held on December 1 <sup>st</sup> and included 20 staff.	Jason Witt 785-6095 <a href="mailto:jwitt@lacrosecounty.org">jwitt@lacrosecounty.org</a> Dean Ruppert 785-6108 <a href="mailto:druppert@lacrosecounty.org">druppert@lacrosecounty.org</a>	No
2016 Vendor Contracts	Administration	A great amount of effort is placed into contracting of client services from vendors annually amounting to over \$20 million. Various types of contracts are in place with vendors based upon the expected level of service we intend to purchase from each vendor. For 2016, we will have approximately 160 contracts plus 150 foster care contracts amounting to over 1300 lines of service. Most contracts are in effective as of January 1 <sup>st</sup> for each calendar year and are re-negotiated at least every three years.	Dean Ruppert 785-6108 <a href="mailto:druppert@lacrosecounty.org">druppert@lacrosecounty.org</a>	No
Western Region Integrated Care (WRIC)  <i>Pilot Project Update</i>	Integrated Support & Recovery Services (ISRS)	<p><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.</p> <p><b>Updates:</b></p> <ul style="list-style-type: none"> <li>• 12 Core Benefit services are operating within the consortium.</li> <li>• 10 Core Benefit services have been approved for implementation in 2016.</li> <li>• 5 Core Benefit services slated for 2016 are still being designed.</li> <li>• 2 services are on hold until the Division of Long Term Care clarifies their future.</li> <li>• La Crosse County's Outpatient Mental Health Clinic was certified to operate branch clinics at Lakeview and Rolling Hills Nursing Home facilities. Each facility will now have increased psychiatric medication service at a lower cost.</li> <li>• The regional Community Support Program provided via contract with Family &amp; Children's Center has received a 2 year certification (maximum awarded).</li> </ul>	Matt Strittmater 785-6156 <a href="mailto:mstrittmater@lacrosecounty.org">mstrittmater@lacrosecounty.org</a>	No

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Rotary Light Food Drive Challenge	Integrated Support & Recovery Services (ISRS)	Each year since 2012 ISRS has challenged another section of Human Services to a Rotary Lights Food Drive challenge to promote team spirit and maximize the collection of food that will be distributed to community members in need. A total of <b>1,461 items</b> were donated between the sections this year (ISRS 735, ES 726).	Matt Strittmater 785-6156 <a href="mailto:mstrittmater@lacrossecounty.org">mstrittmater@lacrossecounty.org</a>	No
Nicole Milliren Certified to Supervise Circle of Security	Integrated Support & Recovery Services (ISRS)	Nicole Milliren (therapist) has successfully completed a multi-year journey to attain the highest level of certification for the Circle of Security therapeutic approach. She is the <u>only</u> individual in the Midwest certified at this level of an effective approach tailored to the significant challenges of children with trauma and/or attachment issues. She is/has been actively using this knowledge to both provide therapy to children and to assisting other community organizations (school systems, clinicians, etc.) become more effective working with children/youth with attachment and/or trauma challenges.	Matt Strittmater 785-6156 <a href="mailto:mstrittmater@lacrossecounty.org">mstrittmater@lacrossecounty.org</a>	No
New Performance Standards for the WREA Consortium's Fraud Prevention and Investigation Program (FPIP)	Economic Support (ES)	The Department of Health Services (DHS) has implemented new performance standards around how the Income Maintenance (IM) Consortia conducts fraud prevention and investigation activities. New methodologies have been developed to measure the cost-benefit of the FPIP to ensure the benefit savings as a result of the fraud prevention and investigation activities exceed the administrative costs. This is now a performance standard for 2016. Timeliness of investigations is also a performance standard for 2016. Timely clarification of household discrepancies or suspected fraud is important to making sure benefits are either correct, or to make updates to ensure benefits issued are corrected as quickly as possible. Beginning in 2016, DHS is requiring that investigations be completed within an average of 20 calendar days or less from the date that a referral is made for an investigation. Western Region for Economic Assistance (WREA) Consortium's management is currently working with the Contract Unit to develop a Memorandum of Understanding (MOU) with Central States Investigators, the vendor that provides fraud investigation services for the consortium, to implement changes to the FPIP guidelines.	Lorie Graff 785-6061 <a href="mailto:lgraff@lacrossecounty.org">lgraff@lacrossecounty.org</a>	No
Enhanced Federal Match Dollars Now Available for Income Maintenance		A federal rule has changed the federal match percent for local dollars invested in Income Maintenance. Some Medicaid related activities are now eligible to be matched at 60%, instead of the long set rate of 50%. With the recent loss of PPACA funding, coupled by growth in the IM caseload, the increased match to local dollars put into IM will have a positive impact on the WREA Consortium's budget for 2016.	Lorie Graff 785-6061 <a href="mailto:lgraff@lacrossecounty.org">lgraff@lacrossecounty.org</a>	No

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Temporary Move for ES Due to Construction/Re-Configuring Space for the ES Section	Economic Support (ES)	ES staff are beginning to pack up their office belongings for their temporary move to the Health & Human Services Auditorium. ES staff overall are excited about the plan to move all ES Specialists together into the same space on the first floor of the HHS building. For the last number of years, ES staff have been split up between the Call Center in the basement and the remainder of staff on the first floor of the HHS Building. Once the section gets over the temporary move, and all of ES staff and supervisors are together on in the first floor re-configured space, we all look forward to how this will strengthen the team environment for the section.	Lorie Graff 785-6061 <a href="mailto:lgraff@lacrossecounty.org">lgraff@lacrossecounty.org</a>	No
Family Care Redesign	Aging & Disability Resource Center (ADRC)	The second report by the Department of Health Services (DHS) was completed regarding Medicaid waiver request progress. Link to the report: <a href="https://docs.legis.wisconsin.gov/misc/lfb/jfc/200_reports/2016_01_04_health_services_medicaid_waiver_request_progress.pdf">https://docs.legis.wisconsin.gov/misc/lfb/jfc/200_reports/2016_01_04_health_services_medicaid_waiver_request_progress.pdf</a>	Audra Martine 785-6172 <a href="mailto:amartine@lacrossecounty.org">amartine@lacrossecounty.org</a>	No
Building Dementia Capable Crisis Response	Aging & Disability Resource Center (ADRC)	The ADRC was awarded a competitive Innovation Grant for Building Collaborative Dementia Capable Crisis Response by the Wisconsin Department of Health Services to begin in January 2016. This is an 18-month grant of \$77,100 to provide training/information, coordination services and management/reporting of system gaps that occur in crisis response for people in our community with dementia.	Cheryl Neubauer 785-5708 <a href="mailto:cneubauer@lacrossecounty.org">cneubauer@lacrossecounty.org</a>	No