

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

Activity	Program/ Section	Brief Description	Contact Person	Attach- ment
2017 Budget Planning	Administration	Human Services Management Team met for ½ day to review outcomes from our 2015 budget, identified risks in our 2016 budget, 2016-2018 strategic initiatives, 2017 budget timeline, as well as 2017 budget wishes for positions and program changes. Continued planning sessions will occur throughout this spring and summer as we prepare our initial requested 2017 budget by later July.	Dean Ruppert 785-6108 druppert@lacrossecounty.org	No
Exchange of Confidential Information	Administration	With the advent of Avatar software and its integrated source of client data, we have reviewed statutory rules and our need for enhanced coordinated care for our service recipients. As a result, our policy on exchanging information on service recipients and the expectation for care coordination was re-written. Staff have received training on this enhanced expectation and policy.	Dean Ruppert 785-6108 druppert@lacrossecounty.org	No
Office Moves	Administration	Remodeling of our existing building is occurring while the construction of the additional space outside is transforming the look of our building. Economic Support staff have all moved or are moving into their permanent remodeled space and will be fully operational by April 15 th . Aging & Disability Resource Center staff mostly have temporarily moved to 3 rd floor, while their area is being internally remodeled.	Dean Ruppert 785-6108 druppert@lacrossecounty.org	No
Economic Support Section's Space Nearing Completion	Economic Support (ES)	Economic Support staff began relocating back to the Economic Support section's space on the first floor of the Health & Human Services Building on March 5 th . Reconfiguring Economic Support's space during the larger construction project gave the section an opportunity to bring both Call Center and non-Call Center staff together into the same space. All of Economic Support plans to be relocated and open to the public from their previous location on the first floor by mid-April.	Lorie Graff 785-6061 lgraff@lacrossecounty.org	No
MyWICChild Care Phase I Planning	Economic Support (ES)	The Western Region for Economic Assistance (WREA) Consortium continues to plan for implementation of Phase I of the MyWICChildCare Electronic Benefit Transaction (EBT) Project in October. MyWICChildCare (formerly Parent Pay) will replace the current payment process for Wisconsin Shares eligible families where providers directly bill the state after children attend the program. The new system will issue MyWICChildCare EBT cards to Wisconsin Shares families who will initiate payments to providers for child care provided to their children. In addition to making online training available for parents receiving Wisconsin Shares, WREA will host a parent outreach session on August 6, 2016 in La Crosse. The Department of Children and Families (DCF) has developed a website with more information about MyWICChildCare at http://MyWICChildCare.wi.gov	Lorie Graff 785-6061 lgraff@lacrossecounty.org	No

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Critical Incident and Secondary Trauma to Child Protective Services (CPS) Staff	Family & Children's	Several of our CPS social workers were severely impacted by the trauma of a recent homicide of a parent that occurred in the middle of the night with five minor children present. Erin Malak, CPS Initial Assessment Supervisor, arranged a Critical Incident Stress Management (CISM) debriefing a few days after the incident which was facilitated by trained providers from Gundersen. That CISM debriefing included not only our staff but also local law enforcement, Child Advocacy Center, and emergency responders. All involved staff continue to be supported and are having more frequent check-ins with their supervisors.	Nancy Pohlman 785-6060 npohlman@lacrossecounty.org	No
Western Region Integrated Care (WRIC) <i>Pilot Project Update</i>	Integrated Support & Recovery Services (ISRS)	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. • 10 Core Benefit services have been approved for implementation in 2016. • 5 Core Benefit services slated for 2016 are still being designed. • 2 services are on hold until the Division of Long Term Care clarifies their future. • Significant work continues to develop program specific and overall business model design elements for efficiencies and support of consortium operations. 	Matt Strittmater 785-6156 mstrittmater@lacrossecounty.org	No
Crisis Program Exploration of Social Media	Integrated Support & Recovery Services (ISRS)	La Crosse, Monroe, and Jackson County Crisis Programs have been working with a diverse group of community stakeholders to explore if/how social media can be effectively utilized to provide support and/or prevent crisis situations. Multiple focus groups of area youth helped design posters of helpful social media tools that will be distributed to all school districts in the region.	Matt Strittmater 785-6156 mstrittmater@lacrossecounty.org	No
Family Policy Board Mental Health/Substance Abuse Work Group	Integrated Support & Recovery Services (ISRS)	ISRS facilitates and participates in this work group that is working on how to help families navigate the system and exploring a non-clinician screening tool for behavioral health to promote across the community. Two action items related to this: <ul style="list-style-type: none"> • A summary of what Great Rivers 211 has to offer was created and distributed to all school districts in La Crosse County. They were asked to try and include this information in any/all electronic or printed correspondence with families. • A screening tool is being piloted within an ISRS service to help determine value prior to promoting use across the community. 	Matt Strittmater 785-6156 mstrittmater@lacrossecounty.org	No
Juvenile Justice Best Practices	Justice Support Services (JSS)	The work done by Juvenile Justice Supervisor Mandy Bisek and a team of community stakeholders has ramped up over the last 2 months, with the following goals likely to soon come to fruition: a Memorandum of Understanding (MOU) between the various stakeholders, the implementation of a racial justice training, and putting in place a "system of care" to address problematic youth behavior to prevent the need for intervention from the criminal justice system.	Rukmini Vasupuram 785-5547 rvasupuram@lacrossecounty.org	No

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Pre-trial Services	Justice Support Services (JSS)	The JSS adult unit is working with the local Evidence-Based Decision Making Team and Pre-Trial Committee to address process issues in the diversion and pre-charging programs.	Rukmini Vasupuram 785-5547 rvasupuram@lacrossecounty.org	No
Family Care 2.0	Aging & Disability Resource Center (ADRC)	The Family Care 2.0 Concept Paper was submitted by the Department of Health Services (DHS) to the Joint Finance Committee as required by April 1. The report lays out the ideas that will form the new model for Family Care that will transition our current MCO (Managed Care Organization) model to an IHA (Integrated Health Agency) that additionally covers primary, acute and behavioral healthcare. Since the prior draft of this document was available, changes have been made to strengthen consumer advocacy, better explain the level of self-direction allowed in services, set a limit to profits/losses by the IHAs, and establish service regions for the new IHAs (there will be 3 regions in the state). ADRCs maintain the function of eligibility/enrollment in the new system. The full report and frequently asked questions can be found at: https://www.dhs.wisconsin.gov/familycareiris2/index.htm	Audra Martine 785-6172 amartine@lacrossecounty.org	No
ADRC/Income Maintenance Integration Report	Aging & Disability Resource Center (ADRC) and Economic Support (ES)	DHS submitted the required report to the Joint Finance Committee by April 1 regarding the feasibility of ADRC and Income Maintenance integrating. The report outcome was that DHS does not feel it is in the best interest to merge the programs, but that there would be improvements made by creating more efficiency/coordination in practices that the ADRC and Income Maintenance carry out together. The full report is available at the following link: https://www.dhs.wisconsin.gov/publications/p01241.pdf	Audra Martine 785-6172 amartine@lacrossecounty.org	No
Volunteer Recognition	Aging & Disability Resource Center (ADRC)	The annual volunteer recognition will be held at the All Star Lanes Banquet facility on April 27.	Audra Martine 785-6172 amartine@lacrossecounty.org	No
ADRC Governing Body	Aging & Disability Resource Center (ADRC)	A report to the Joint Finance Committee is due mid-year regarding what appropriate governance ADRCs will have. DHS is establishing workgroups to create their proposal. La Crosse County is participating in these workgroups when possible.	Audra Martine 785-6172 amartine@lacrossecounty.org	No