**Human Services Director’s Report**

**To the Health & Human Services Board**

April 2025

| **Activity** | **Program/**  **Section** | **Brief Description** | **Contact Person** | **Attach-**  **ment** |
| --- | --- | --- | --- | --- |
| Human Services Day at the Capitol | Administration | The La Crosse County Human Service Department participated in “Human Services Day at the Capitol,” which was held in Madison on March 27th. There were two priorities for the 2025-2027 State Biennial Budget that were highlighted that day by the Wisconsin Counties Association and discussed with area legislators: (1) Community Support Program & Crisis Services; and (2) Birth to Three. The La Crosse County Team also talked to area legislators about a number of budget-related issues. The full list can be found on the attached document (“HS Day Summary Handout”). Additional information from WCA can be accessed through the links below.  WCA Informational PowerPoint  [https://files.constantcontact.com/77ea05ac001/dfef64f9-79cd-4e2e-9d9f-7bc22f28ef7c.pdf?rdr=true\_gl=1\*1plgjki\*\_ga\*NDcxODU1Nzk4LjE3NDMyOTQxNzc.\*\_ga\_14T5LGLSQ3\*MTc0MzI5NDE3Ny4xLjEuMTc0MzI5NDQ4NC42MC4wLjA](https://files.constantcontact.com/77ea05ac001/dfef64f9-79cd-4e2e-9d9f-7bc22f28ef7c.pdf?rdr=true_gl=1*1plgjki*_ga*NDcxODU1Nzk4LjE3NDMyOTQxNzc.*_ga_14T5LGLSQ3*MTc0MzI5NDE3Ny4xLjEuMTc0MzI5NDQ4NC42MC4wLjA).  Issue Paper: Community Support Program (CSP) & Crisis Services  [https://files.constantcontact.com/77ea05ac001/0a4f655f-42f5-4d97-b9fa-f06c9a37b78c.pdf?rdr=true\_gl=1\*1plgjki\*\_ga\*NDcxODU1Nzk4LjE3NDMyOTQxNzc.\*\_ga\_14T5LGLSQ3\*MTc0MzI5NDE3Ny4xLjEuMTc0MzI5NDQ4NC42MC4wLjA](https://files.constantcontact.com/77ea05ac001/0a4f655f-42f5-4d97-b9fa-f06c9a37b78c.pdf?rdr=true_gl=1*1plgjki*_ga*NDcxODU1Nzk4LjE3NDMyOTQxNzc.*_ga_14T5LGLSQ3*MTc0MzI5NDE3Ny4xLjEuMTc0MzI5NDQ4NC42MC4wLjA).  Issue Paper: Birth to Three  [https://files.constantcontact.com/77ea05ac001/8a923530-9629-4e26-ae47-b9b9f33ace55.pdf?rdr=true\_gl=1\*1plgjki\*\_ga\*NDcxODU1Nzk4LjE3NDMyOTQxNzc.\*\_ga\_14T5LGLSQ3\*MTc0MzI5NDE3Ny4xLjEuMTc0MzI5NDQ4NC42MC4wLjA](https://files.constantcontact.com/77ea05ac001/8a923530-9629-4e26-ae47-b9b9f33ace55.pdf?rdr=true_gl=1*1plgjki*_ga*NDcxODU1Nzk4LjE3NDMyOTQxNzc.*_ga_14T5LGLSQ3*MTc0MzI5NDE3Ny4xLjEuMTc0MzI5NDQ4NC42MC4wLjA). | Director  Jason Witt 785-6095  [jwitt@lacrossecounty.org](mailto:jwitt@lacrossecounty.org)  Deputy Director  Serena Peloza  [speloza@lacrossecounty.org](mailto:speloza@lacrossecounty.org) | Yes |
| Aging Advocacy Day | Aging & Disability Resource Center (ADRC) | Aging Advocacy Day is Tuesday, May 13th, and we (ADRC) want to fill a bus with La Crosse County constituents! Join citizens from around the state to share personal stories with legislators to help them learn more about issues impacting older adults and caregivers. This year’s advocacy efforts focus on securing funding for four key areas: 1) Investment in ADRCs, 2) Direct Care Workforce Supports, 3) Home-Delivered Meals, and 4) Healthy Aging-Falls Prevention. Event registration is now open. To register, go to gwaar.org/aging-advocacy-day-2025 or call ADRC 608-785-5700 for assistance. To reserve a spot on the bus, call the ADRC no later than April 25th. | ADRC Manager  Carissa Pagel-Smith 785-6172  [cpagel@lacrossecounty.org](mailto:cpagel@lacrossecounty.org) | No |
| Volunteer Appreciation | Aging & Disability Resource Center (ADRC) | April is National Volunteer Month, and at the ADRC, our volunteers are key to making essential programs and services possible, enhancing the lives of those we serve. Whether delivering meals, assisting with programs, or lending a helping hand, each volunteer plays a vital role in our work. To show our appreciation, we are hosting a Volunteer Appreciation Party on April 21st at the Black River Beach Neighborhood Center, starting at 1:15 pm. If any board members are interested in joining us, please let us know! | ADRC Manager  Carissa Pagel-Smith 785-6172  [cpagel@lacrossecounty.org](mailto:cpagel@lacrossecounty.org) | No |
| Member Experience Survey | Economic Support (ES) | The 2025 Income Maintenance contract requires collaboration between the Department of Health Services (DHS) and Consortia to develop tools for meaningful customer feedback.  Consortia are currently working with DHS to launch a Member Experience Survey to gather uniform data on interactions with Income Maintenance agencies to inform policy, processes, training, and programs.  The survey would include:   * 1-2 questions on interaction modality (phone, lobby, online). * 3-5 standardized questions aligning with QC/FNS/CMS requirements. * 1-2 flexible questions for specific, adaptable feedback.   We’re exploring integration into the Genesys Call Center, QR code flyers, and ACCESS/MYACCESS online workflows. | ES Manager  Lorie Graff 738-2410  [lgraff@lacrossecounty.org](mailto:lgraff@lacrossecounty.org) | No |
| Mental Health Awareness Celebration 2025 | Integrated Support & Recovery Services (ISRS) | We hope you can join us on May 29th for the Mental Health Awareness Walk/Celebration hosted by Integrated Support and Recovery Services along with community partners! Tina Tryggestad will be one of our guest speakers to kick off the walk. Please see the attached flyer for details. | ISRS Assistant Manager  Anneliese Skoda  [askoda@lacrossecounty.org](mailto:askoda@lacrossecounty.org) | Yes |