

Human Services Director's Report
To the Health & Human Services Board
January 2022

Activity	Program/ Section	Brief Description	Contact Person	Attach- ment
Human Services Deputy Director	Administration	<p>Deputy Director Mandy Bisek will be leaving her position to transition into the role of full-time devoted mom and family member, with her last day being January 28th. I would like to thank Mandy for her 18 years of dedicated service to the Human Services Department and, particularly, for what she has accomplished these past six months in the Deputy Director position. Please join me in thanking Mandy for her service and wishing her well as she and our Department begins a new chapter!</p> <p>A recruitment for the next Human Services Deputy Director is underway, and the job posting can be found in the "employment opportunities" section of the La Crosse County Website, lacrosecounty.org.</p>	<p>Director Jason Witt 785-6095 jwitt@lacrosecounty.org</p>	No
Health Promotion	Aging & Disability Resource Center (ADRC)	<p>Physical Activity for Lifelong Success (PALS), a 10-week evidence-based program, continues! PALS has been proven to help people who are not currently active (or active less than 60 minutes/week) improve their ability to perform activities of daily living. To learn more, and/or determine if you are eligible to participate, call the ADRC at 608-785-5700. Class, FREE for individuals over 60 years of age, begins March 14th and will be held Monday, Wednesday, and Fridays (10 am) at the Community Connections Center, La Crosse.</p>	<p>ADRC Manager Carissa Pagel-Smith 785-6172 cpagel@lacrosecounty.org</p>	No
Hospice Utilization	Aging & Disability Resource Center (ADRC)	<p>La Crosse County's hospice utilization is increasing! About two years ago, hospice utilization for La Crosse County was nearly 40%, compared to the State of Wisconsin at about 60%. As of 2nd quarter 2021, La Crosse County was at 49% with consistent increases over the three most recent quarters of Medicare Claims data reported by Trella Health. Why is this important? Studies have shown hospice care can dramatically reduce hospitalizations/rehospitalizations. Hospice is covered by Medicare, Medicaid, and most private insurance and is available 24/7, delivered directly wherever the individual calls home. To learn more, including local hospice options, call us (ADRC) at 608-785-5700 or stop by and check out our lobby full of resources!</p>	<p>ADRC Manager Carissa Pagel-Smith 785-6172 cpagel@lacrosecounty.org</p>	No
WREA Consortium 10 Year Anniversary	Economic Support (ES)	<p>The Western Region for Economic Assistance (WREA) began operating in January 2012, following state legislation requiring that counties partner together to form consortia. The consortium has many activities planned to celebrate its 10-year anniversary.</p>	<p>ES Manager Lorie Graff 738-2410 lgraff@lacrosecounty.org</p>	No
Genesys Call Center Technology Launch	Economic Support (ES)	<p>WREA's transition from Contact Center Anywhere (CCA) to the new Genesys Call Center system occurred on December 10, 2021. With a lot of pre-planning and training, the transition was successful. There were no disruptions or noticeable differences for customers accessing consortium services through the Call Center. Genesys is used by all consortia statewide to manage and route calls to their Call Centers. Over 50,000 calls are handled by consortia call centers statewide each week.</p>	<p>ES Manager Lorie Graff 738-2410 lgraff@lacrosecounty.org</p>	No

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Foster Care Events	Family & Children's (FC) -CPS	December was full of holiday cheer as community partners coordinated efforts to help youth in care have a little extra joy. The Bethany Evangelical Free Church put together a basket that included a gingerbread making kit for foster and relative providers and the Kiwanis Club donated a game for every child in care that was paired with the holiday basket. The gifts were a huge success as many foster parents sent pictures of the gingerbread houses and children playing the games with their family. We are so thankful for the generosity of our community in supporting youth that are not able to be home during this holiday season!	FC Manager Tracy Puent 792-5507 tpuent@lacrossecounty.org	No
Children's Long-Term Support Waiver	Children's Long-Term Support Waiver (CLTS)/ Integrated Support & Recovery Services (ISRS)	Every 5 years the Wisconsin Department of Health Services (DHS) is required to renew the CLTS program application with the federal government. With input from participants, families, counties, advocates and stakeholders, DHS updated its CLTS Waiver to help support children with disabilities and their receiving services. These changes will begin on January 1, 2022. Published Division of Medicaid Services (DMS) Numbered Memo 2021-09 and DHS Memo #P-02184 Some of the changes include: <ul style="list-style-type: none"> • New services • Change in service names and descriptions to be more family friendly • Revised incident reporting requirements • Fewer types of restrictive measures allowed to protect the safety of children enrolled • Standards for youth transitioning from the CLTS program • Diagnosis specific program eligibility for children under the age of 6 • 5% rate increase through the 2022 CLTS Waiver Statewide Uniform Rate Schedule. The ISRS CLTS Unit is working collaboratively with our Human Services Contracting and Fiscal units to complete all the needed details to carry out the new requirements asked by DHS.	ISRS Manager Christin Skolnik 785-6019 cskolnik@lacrossecounty.org	No
Pre- and Post-Charge Diversion Treatment Alternatives and Diversion grant	Justice Support Services (JSS)	Justice Support Services was awarded \$125,000 with a match contribution of \$41,667 for a total of \$166,667 for the Pre-and Post-Charge Diversion Treatment Alternatives and Diversion (TAD) grant through the WI Department of Justice. This grant was budgeted in for 2022 and will fund personnel and employee benefits for our diversion coordinator positions, funds a staff member to attend the National Association of Pretrial Services Agencies (NAPSA) conference, and pays for the Fire Call subscription that sends court reminders to clients. The grant period is January 1, 2022-December 31, 2022.	JSS Manager Tonya Van Tol 785-5815 tvantol@lacrossecounty.org Adolescent Services Supervisor Jill Dunne 785-5542 jdunne@lacrossecounty.org Youth Justice Supervisor Phil Stegemann 386-6048 pstegemann@lacrossecounty.org	No