**Human Services Director’s Report**

**To the Health & Human Services Board**

October 2024

| **Activity** | **Program/**  **Section** | **Brief Description** | **Contact Person** | **Attach-**  **ment** |
| --- | --- | --- | --- | --- |
| New ISRS Manager Hired | Administration | John Manke has joined the Human Services Department as the new Manager for Integrated Support & Recovery Services (ISRS). John, who is filling the vacancy left by Christin Skolnik, started on Monday, September 30th. John comes to us from Optum Serve, where he excelled as Director of Dedicated Networks & Operations. He will be engaging in an onboarding plan that will orient him to the work of Human Services, ensuring a smooth transition. Do learn more about John, see his attached bio. | Director  Jason Witt 785-6095  [jwitt@lacrossecounty.org](mailto:jwitt@lacrossecounty.org)  Deputy Director  Serena Peloza  [speloza@lacrossecounty.org](mailto:speloza@lacrossecounty.org) | No |
| Ageism Awareness | Aging & Disability Resource Center (ADRC) | Ageism Awareness Day, October 9, 2024, highlights the harmful effects of age-based discrimination, and promotes respect for older adults. Raising awareness of ageism is crucial because it impacts health, well-being, and access to services for older individuals, ultimately fostering a more inclusive community for all ages. We are all aging, and it is a natural process that should be embraced. Everyone can help by challenging stereotypes, being mindful of language, and recognizing the value that older adults bring to society. | ADRC Manager  Carissa Pagel-Smith 785-6172  [cpagel@lacrossecounty.org](mailto:cpagel@lacrossecounty.org) | No |
| Caregiver Education | Aging & Disability Resource Center (ADRC) | Join the ADRC for an empowering day dedicated to family caregivers at the *Caring Better & Braver* event on October 26, 2024, at the Holmen Area Community Center. Featured speaker, Kari Berit, “The Unexpected Caregiver,” will present her S.A.N.E. method (Supported, Appreciated, Not Guilty, and Energized) to help caregivers thrive. Other breakout sessions include Hospice 101, How to Have Fulfilling Visits with Aging Parents, Bust the Burnout, Navigating Long-Term Care, and Guided Meditation Sessions. To register, call the ADRC at 608-785-5700 by October 14, 2024. Fee is $20, includes lunch. | ADRC Manager  Carissa Pagel-Smith 785-6172  [cpagel@lacrossecounty.org](mailto:cpagel@lacrossecounty.org) | Yes |
| WREA Call Center Set to Transition to Genesys Cloud | Economic Support (ES) | A new date has been set for Consortia to transition to the new Genesys Cloud Call Center platform.  The WREA consortium will begin using Genesys Cloud on Friday October 18th.  The rollout schedule had previously been postponed due to technical issues with the telephonic signature feature.  Once WREA transitions to Genesys Cloud, the Callback option will not immediately be available.  The Callback feature allows a caller to opt for a call back instead of waiting for an available agent.  The Callback option has had a positive impact on call wait times and overall customer service.  DHS has indicated that the Callback option will be re-introduced before the end of the year. | ES Manager  Lorie Graff 738-2410  [lgraff@lacrossecounty.org](mailto:lgraff@lacrossecounty.org) | No |
| Medicaid Purchase Plan (MAPP) Premium Update | Economic Support (ES) | Monthly premiums for Medicaid Purchase Plan (MAPP) members were reinstated August 1, 2024.  The premiums had been suspended since mid-2020 because of the COVID-19 public health emergency.   As a result of challenges that members are experiencing with online premium payment and/or other payment methods, DHS made the decision to maintain MAPP eligibility for members who had not paid their September MAPP premium by the due date.  This is a temporary process to avoid coverage losses, and it is still the expectation that MAPP members are paying their premiums timely. | ES Manager  Lorie Graff 738-2410  [lgraff@lacrossecounty.org](mailto:lgraff@lacrossecounty.org) | No |
| Child Welfare Conference | Family & Children’s (FC) | A team from the Family & Children’s Section attended the biennial Wisconsin Public Child Welfare Conference: Connecting the Dots that was held in Wisconsin Dells September 23-25th. The conference featured national and local experts who provided training, innovations, and evidence-based programs to support families, professionals, and teams. The conference covered a variety of topics including supporting resiliency in families and professionals, addressing needs of families, connecting youth and families to resources, and supporting the workforce. A link to the conference brochure and agenda is below.  <https://btnt.short.gy/PCWBrochure> | FC Manager  Tracy Puent 792-5507  [tpuent@lacrossecounty.org](mailto:tpuent@lacrossecounty.org) | No |
| Outpatient Clinic and Crisis Audit | Integrated Support & Recovery Services (ISRS) | We are pleased to share that our Clinic and Crisis programs were audited by the Department of Health Services (DHS) licensing on September 23rd. This planned audit occurs every two years. We received a very positive review with no citations. The auditor praised our programs as top-notch, which is a wonderful validation of the hard work our programs do every day to support individuals in our community with their mental health and substance use recovery. | ISRS Assistant Manager  Anneliese Skoda  [askoda@lacrossecounty.org](mailto:askoda@lacrossecounty.org) | No |