**Human Services Director’s Report**

**To the Health & Human Services Board**

September 2024

| **Activity** | **Program/**  **Section** | **Brief Description** | **Contact Person** | **Attach-**  **ment** |
| --- | --- | --- | --- | --- |
| Falls Prevention | Aging & Disability Resource Center (ADRC) | While falls prevention is important to focus on throughout the year, the first day of fall is designated as Falls Prevention Awareness Day and acknowledged across the United States. This year, the La Crosse County Falls Prevention Coalition, in partnership with the Aging & Disability Resource Center (ADRC) of La Crosse County, is excited to offer two convenient locations for individuals to learn more about how to stay safe! No fee or registration required (except for lunch option, see attachment for details). Questions, call the ADRC of La Crosse County at 608-785-5700 or email [adrc@lacrossecounty.org](mailto:adrc@lacrossecounty.org) . | ADRC Manager  Carissa Pagel-Smith 785-6172  [cpagel@lacrossecounty.org](mailto:cpagel@lacrossecounty.org) | Yes |
| Senior Nutrition | Aging & Disability Resource Center (ADRC) | Due to construction of a new community center, the Onalaska Senior Nutrition meal site will temporarily move to the Omni Center (255 Riders Club Rd). Starting on September 3, 2024, both congregate dining and home-delivered meal operations will be housed at the Omni Center. The City of Onalaska has kept program participants, staff, and volunteers informed throughout the process, generating considerable excitement for the new center anticipated in 2025. | ADRC Manager  Carissa Pagel-Smith 785-6172  [cpagel@lacrossecounty.org](mailto:cpagel@lacrossecounty.org) | No |
| Genesys Call Center Update | Economic Support (ES) | The planned transition from the current Genesys Call Center platform to the new cloud platform, planned for August 16th, has been delayed.   Genesys is the system that all consortia Call Centers use statewide.  The delay was primarily caused by an issue discovered with the processing of Automated Telephonic Signatures (ATS) files.  The ATS allows consortia to collect telephonic signatures from individuals applying for or renewing their income maintenance benefits.  The updated rollout schedule has not been determined at this time. | ES Manager  Lorie Graff 738-2410  [lgraff@lacrossecounty.org](mailto:lgraff@lacrossecounty.org) | No |
| Food Share Interview Requirements Reinstated | Economic  Support (ES) | Beginning September 1st, the requirement that individuals applying for or renewing their Food Share benefits complete an interview is being reinstated.  Interviews were waived in mid-2020 due to the federal public health emergency (PHE).  Food Share interviews may be completed by phone or face-to-face. | ES Manager  Lorie Graff 738-2410  [lgraff@lacrossecounty.org](mailto:lgraff@lacrossecounty.org) | No |
| Medicaid Purchase Plan (MAPP) Premiums | Economic  Support (ES) | Premiums for Medicaid Purchase Plan (MAPP) members, which were suspended during the federal public health emergency (PHE), were reinstated August 1st. The MAPP program provides health care coverage to Wisconsin residents with disabilities. | ES Manager  Lorie Graff 738-2410  [lgraff@lacrossecounty.org](mailto:lgraff@lacrossecounty.org) | No |
| Fundraising Event | Family & Children’s (FC) | On Friday, September 13th from 10:30am-6pm, the Family & Children’s Section is sponsoring a Brat Barn fundraising event at the La Crosse Festival Foods on Copeland Avenue. The purpose of the event is to raise money for our general donation account line. The funds in that account help pay for additional enrichment activities that kids do not always have access to such as driver’s education, and extracurricular fees or equipment. The funds are also used to provide necessity items to families in need that we work with. Please show your support to kids and families in our community, by coming out to this event, and purchasing some food. | FC Manager  Tracy Puent 792-5507  [tpuent@lacrossecounty.org](mailto:tpuent@lacrossecounty.org) | No |