

2018 Human Services Department
Annual Report



responsible
relevant
results

County of La Crosse,
Wisconsin

Mission Statement

RESPONSIBLE

*Enhancing **self-sufficiency** and
quality of life with **respect** for
the dignity of the person served.*

2018

Annual Report

2018 Annual Report

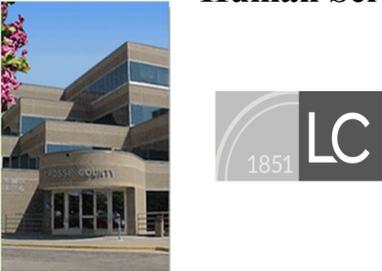
The 2018 Annual Report shows the broad reach and importance of the services our Department provides. It also gives examples of how, in spite of challenging times, we are able to find ways to leverage opportunities to enhance certain services. Some ways we were able to do this in 2018 include:

- Winning grant funding to work toward a more dementia-friendly community, including hiring a full-time Dementia Care Specialist
- Expanding the La Crosse Area Family Collaborative into the Huber Court neighborhood with assistance from a \$50,000 Franke Foundation award
- Bringing “Family Functional” case management and family therapy into our juvenile justice system through a Youth Justice Innovations grant
- Making the case for increased supports for foster parents to the Speaker’s Task Force on Foster Care, which came to fruition in a bill signing ceremony Governor Walker held in La Crosse
- Eliminating the existing wait list for Children’s Long Term Support Services (CLTS) under a Wisconsin state budget initiative

Many thanks to our talented and dedicated staff who made these things happen, and who continuously strive to meet the needs of our community’s most vulnerable citizens!

Note that news and updates regarding La Crosse County Human Services can be found on our website: <http://www.co.la-crosse.wi.us/humanservices/>. You can also find us on Twitter: [@LacrosseHS](https://twitter.com/LacrosseHS)

Jason Witt, Director

<p>La Crosse County Human Services</p> 	<p>MISSION: <i>“Enhancing <u>Self-Sufficiency</u> and <u>Quality of Life</u> with Respect for the <u>Dignity</u> of the Person Served”</i></p> <p>ORGANIZATIONAL VISION: <i>“One Department One Mission One Culture”</i></p>	
<p>CORE VALUES:</p>		
<p><u>Responsible Stewardship</u></p> <p>The <u>funding</u> entrusted to the Department by the County taxpayer should be used wisely and efficiently.</p> <p>Our resources are to be <i>meticulously managed</i> and used to facilitate our mission</p> <p><i>Alternative funding</i> and reimbursements are to be pursued diligently</p> <p>Less costly and <i>more efficient</i> ways of providing quality services are to be continuously pursued</p>	<p><u>Relevant to Clients & Community</u></p> <p>The <u>type and nature of services</u> provided by the Department should directly reflect the current and unique needs of the community and the individuals we serve.</p> <p>Services are to be <i>responsive</i> to continuously changing needs of clients and the community</p> <p>Services are to be <i>coordinated</i> with the local network of partners and community providers</p> <p><i>Clients should participate</i> in the design, delivery and evaluation of services</p>	<p><u>Results Driven</u></p> <p><u>Practice, planning and decision making</u> at all levels should be driven by quality and attaining the desired client outcome.</p> <p>The goals of <i>safety, reintegration, self-sufficiency, recovery and permanency</i> are to be pursued relentlessly</p> <p><i>Data, modern management practices, and innovative thinking</i> are to be used to administer services and inform decisions</p> <p><i>Evidence based and best practices</i> are to be utilized throughout all service areas</p>

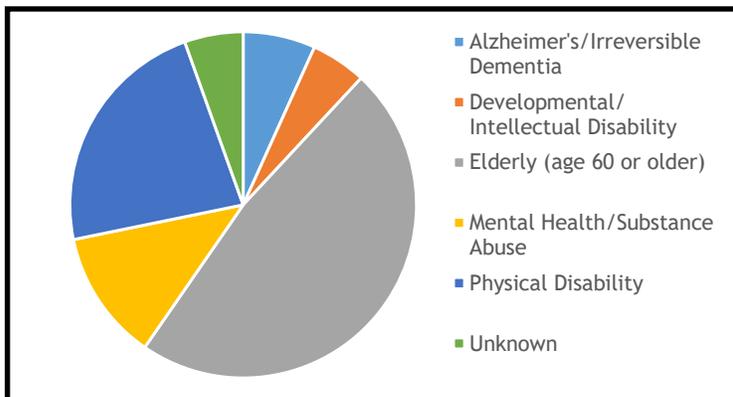
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Aging & Disability Resource Center (ADRC)

ADRC Services:

The ADRC continued to offer consultation and information about options available in our community to meet an individual's long-term care needs and live in their home or least restrictive environment to meet health and safety needs. In 2018, ADRC Option Counselors had contact with 15,500 individuals. Of these contacts, nearly 70 percent were age 60 or older. Thirty-eight percent of referrals were made by the individual themselves; 20 percent were made by a caregiver, guardian, relative or friend. Consumers' primary areas of interest were: community information and referral, health, long-term care (private pay and Family Care/IRIS), financial benefits/support, home services, caregiver supports and transportation.

ADRC Clients (Duplicated) by Demographic Group



The ADRC's Disability Benefit Specialists (DBS) assisted 967 individuals aged 18 to 59 with physical or intellectual disabilities, mental illness, and/or substance abuse disorders. Of these individuals, 148 worked with DBS longer-term on supports such as SSI/SSDI eligibility and other medical entitlements (BadgerCare+, Medicaid Purchase Plan, Medicare Part D, Specified Low Income Medicare Beneficiary).

The ADRC concluded its 18-month Dementia Crisis Innovation Grant, creating dementia-capable systems for persons with dementia in crisis. In 2018, the ADRC:

- Continued development and promotion of the Peer Caregiver Support Program
- Trained residential facilities in Centers for Medicare & Medicaid Services "Hand in Hand" to help respond more appropriately to people with memory impairments that exhibit behavioral and psychological symptoms of dementia
- Provided "Dementia & Mental Health Crisis Response" training to 80 City of La Crosse firefighters/responders
- Offered educational event, *In the Garden*

Due to the Department of Health Services' expansion of the Dementia Care Specialist (DCS) program in 2018, the ADRC received one of five funding awards to hire a full-time DCS who began in September. Now offered in 34 Wisconsin counties, the DCS program is intended to increase the dementia capability of Wisconsin's ADRCs, create more dementia-friendly communities and increase opportunities for people with dementia to remain in their own homes as long as is appropriate.

Aging Services:

The ADRC's Senior Nutrition Program served 98,769 meals in 2018. Meals were served to 493 home-bound individuals and 549 individuals who attended one or more of the ADRC's 10 congregate meal sites. Due to decreased participation, the congregate dining site at the Southside Senior Center closed in February. Additionally, the ADRC transitioned operation of the Hmong Elders Nutrition Site to the Hmoob Cultural and Community Agency at year end.

The ADRC's MiniBus transportation program, funded through the State of Wisconsin 85.21 grant along with local match dollars, maintained its contract with Abby Vans to provide 8,547 total trips. Additionally, 85.21 restricted funds allowed the installation of three lifts and a transmission in vehicles owned by Lakeview Health Center, installation of locking mechanism to accommodate a wheelchair in a vehicle owned by Hillview Health Care Center, and purchase of two Trishaws for both facilities.

The ADRC's Elder Benefit Specialists (EBS) provided assistance to 830 individuals aged 60 or older with over 1,300 services. During the Medicare Part D season, between October 1 and December 8, the EBS assisted 406 individuals, reviewing plans or enrolling for the first time.

Respite, information, support and/or other resources were given to 33 caregivers and their care recipients via the National Family Caregiver Support Program (NFCSP). An additional 13 caregivers and their care recipients received similar services via the Alzheimer's Family Caregiver Support Program (AFCSP). Additionally, Memory Café served a total of 51 individuals, bringing together persons with early-stage Alzheimer's disease or related dementia and their caregiver in a casual, supportive environment.

Health promotion activities in 2018 consisted of two 12-week *Tai Chi Fundamentals* classes with 35 participants and participation of 60 individuals in exercise classes facilitated by the YMCA at the ADRC's Holmen and Onalaska congregate meal sites. Additionally, the ADRC celebrated National Senior Health & Fitness Day with an event in May, showcasing local health and wellness community resources, presentations and demonstrations.

Adult Protective Services (APS):

In 2018, APS received approximately 35 referrals on a monthly basis, roughly 32 percent of which were members of a long-term care program (Family Care or IRIS). In addition to these referrals, APS staff provided ongoing services for approximately 930 individuals (on average, 386 individuals under guardianship, 428 under guardianship with protective placement and an additional 118 individuals under a mental health commitment).

In 2018, Supported Decision-Making was introduced into Law in Wisconsin, giving individuals and families an alternative to more restrictive guardianship. As a result, APS noticed increased use of the Supportive Decision-Making toolkit and agreement among transitioned-aged students versus families automatically requesting guardianship at age 18.

For more information on the programs provided in the ADRC of La Crosse County, please visit the ADRC web site at: www.lacrossecounty.org/adrc.

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Justice Support Services (JSS)

Justice Support Services continues to pride itself on advancing research-based practices in the criminal and juvenile justice systems, as well as our early intervention programs, in a collaborative manner.

La Crosse Area Family Collaborative (LAFC):

LAFC continues to drive its mission of helping families to become safe and stable, through deep and meaningful connections within the neighborhoods they serve. In 2018 the expansion of this concept to the Hintgen Elementary School / Huber Court neighborhood was made possible through the joint efforts of La Crosse School District, La Crosse Housing Authority and the Boys and Girls Club, with additional funding supported by the Franke Foundation. Hintgen / Huber families now join the Lower Northside Depot, Logan North, Powell Poage Hamilton, and Washburn neighborhoods in benefiting from this grassroots intervention strategy. In 2018 LAFC was able to assist 168 unique individuals in meeting presenting needs to help them find safety and stability.



Pictured here: Members of La Crosse County LAFC, La Crosse School District, Boys & Girls Club and La Crosse Housing Authority, accepting a Franke Foundation award in the amount of \$50,000 to help support the Hintgen / Huber site.

Children & Youth System of Care (SOC):

SOC served 105 clients in its second year of programming, providing early intervention services to youth presenting behavioral issues within La Crosse School District Middle and High Schools. Data shows that of those who participated in programming, 80% successfully completed. Of those youth who were successfully discharged, 90% did not receive referrals to the Juvenile Justice System six months post-discharge. System of Care continues to be a strong collaborative partner within the La Crosse Community, committed to early interventions with youth displaying behavioral issues. System partners re-affirmed their commitment to the work of System of Care through a re-signing of the Memorandum of Understanding that brought it all together.

Juvenile Justice (JJ):

La Crosse County Juvenile Justice was honored to receive a Youth Justice Innovations grant from the Department of Children & Families, which will support the training of an evidence-based model of practice, entitled Functional Family Case Management and Functional Family Therapy. Juvenile Justice has partnered with La Crosse County Integrated Support and Recovery Services, Youth System of Care, and a local therapeutic agency to truly embrace this model of practice and therapeutic intervention in 2019, which proves effective with engaging youth and their families.

Western Regional Adolescent Services (WRAS):

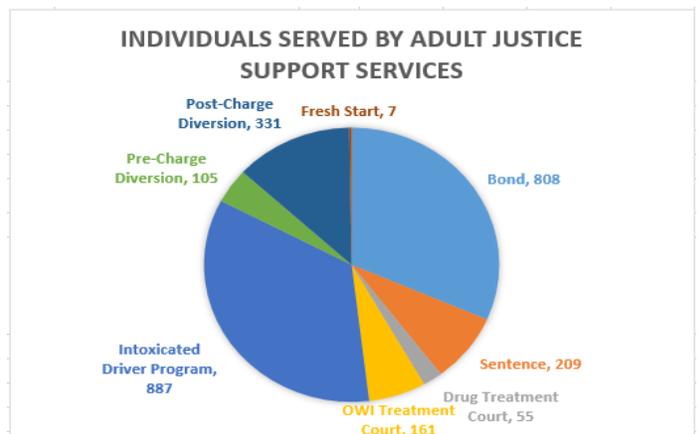
Western Regional Adolescent Services continues to be looked to across the state as a model in its programming and practices established within our facility. In 2018, with support from the La Crosse County Board, the Secure Juvenile Detention Facility was able to onboard additional staffing, as well as make some minor improvements to the facility structure, in order to provide enhanced engagement with the clients they serve, as well as safer facility structure for youth in care.

Also in the fall of 2018, the WI Legislature passed Act 185, looking to regionalize the youth correctional model in the State of WI. La Crosse will continue to be an active participant in these discussions to ensure a voice to the betterment of youth corrections in the state.

Adult Justice Support Services:

Adult Justice Support Services, focused on offering alternatives and interventions to those struggling in the criminal justice system, continues to pride itself not only on the work it does locally, but the continued local improvement projects and state advocacy it is a part of. Areas of focus in 2018 have included:

- A more robust and standardized pretrial system in the state of WI, with La Crosse continuing to participate in WI Department of Justice's (DOJ) Pretrial Pilot
- Evaluation of our Drug Treatment Court
- Enhancement of our local Pre- and Post-Charge Diversion protocols to align with the WI Diversion Standards
- Implementation of the Fresh Start Re-Entry programming helping to assist those with mental health and substance abuse struggles more successfully re-engage in their community from jail



For more information on all the services provided through our Justice Support Services Section, visit our web site at:

<http://www.co.la-crosse.wi.us/humanservices/jss.asp>

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Economic Support (ES)

The year 2018 marks six years since the Western Region for Economic Assistance (WREA) Consortium was formed. In addition to La Crosse County, the lead administrative agency for the multi-county consortium, WREA includes Buffalo, Clark, Jackson, Monroe, Pepin, Trempealeau and Vernon Counties. WREA provides assistance to vulnerable and low-income households in meeting their basic needs. Assistance is provided regionally across the eight-county consortium's service area. Programs administered by the WREA Consortium include FoodShare, BadgerCare, Medicaid, Caretaker Supplement, and the Wisconsin Shares Child Care Subsidy program.

La Crosse County's Economic Support section also administers the Wisconsin Home Energy Assistance Program (WHEAP) to residents of La Crosse County. WHEAP provides assistance for heating costs, electric costs, and energy crisis situations.

Individuals Served:

In 2018, WREA served an average of 9,620 Food Share recipients in La Crosse County each month. La Crosse County's average monthly Food Share issuance was \$958,350. The monthly average number of La Crosse County residents that were enrolled in BadgerCare in 2018 was 12,609. Another 3,570 individuals within La Crosse County received Medicaid for the elderly or disabled, or Long Term Care program services.

The Wisconsin Shares Child Care subsidy program assists families with a portion of their child care costs while parents are working or participating in activities that will lead to work and economic self-sufficiency. The average number of families that received a monthly Child Care subsidy payment in 2018 was 259.

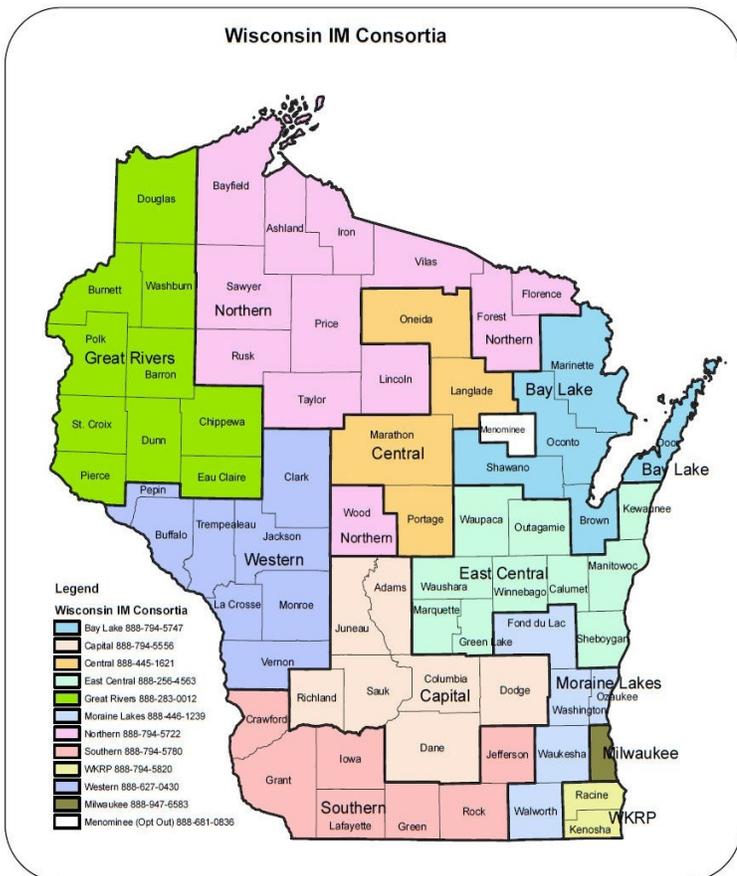
The total average caseload for the eight-county WREA Consortium in 2018 was 32,000. WREA's Call Center service, which gives customers the option to apply or complete an annual renewal for most programs in a single phone call, continued to be a popular option for customers. WREA's Call Center answered a total of 114,769 calls in 2018, with an average speed of answer of 5.87 minutes.

In another effort to enhance and simplify benefits management, the Department of Health Services (DHS) and the Department of Children and Families (DCF) launched the MyACCESS mobile app in 2018. The MyACCESS mobile app allows customers to:

- Check their benefits
- Receive reminders of actions they need to take or proof they need to submit
- Take photos to submit required verification documents
- Check the real-time status of documents they've submitted to the consortium

There were 2,797 households in La Crosse County that received Wisconsin Home Energy Assistance Program (WHEAP) benefits in Federal Fiscal Year 2018. The total benefit payments issued was \$1,408,440. In addition to regular heating benefits, 525 households in La Crosse County received WHEAP Crisis benefits, totaling \$192,211.

For more information on the programs provided in Economic Support, please visit our web site at: <http://www.co.la-crosse.wi.us/humanservices/western.asp>.



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Family & Children's Services (FCS)

Child Protective Services (CPS):

CPS received approximately 1425 reports of child abuse and requests for CPS services. There were 1123 child protection referrals alleging abuse or neglect and 302 child welfare reports requesting services. CPS Initial Assessment (IA) offered services and assessed for safety in 383 child protection referrals and 48 child welfare service reports. Of the families who received services through IA, 47 families were opened for ongoing CPS services. In approximately 66% of those cases, alcohol and drug addiction was the reason for CPS intervention. The cases that involved drug addiction were often parents with a meth or heroin addiction.

Despite the complexity of the families in our system, we always strive toward keeping children safely in their home whenever possible through protective planning or in-home safety plans. Initiatives such as Motivational Interviewing, Trauma Informed Care and Signs of Safety are used in our work with families. These initiatives have a strong emphasis on engagement with families and working toward creating positive change which then directly impacts safety for children.

In-Home Safety Services (IHSS) and Post-Reunification Support (PS) Programs:

We continued participation in two grant funded programs through the Wisconsin Department of Children and Families (DCF). IHSS and PS are programs aimed at keeping families together. The IHSS program is utilized at the beginning of a case, where safety threats are identified, and a safety plan is put in place to prevent removal and allow the child to remain in the home. The IHSS program is available to a family for up to 4 months. The PS program is utilized at the time a child is reunified back in the home after being in foster care and the program is available to a family for up to 12 months. The funding from the state for both programs continues to support intensive case management and other critical needs and services for those families who meet the eligibility criteria and are enrolled. The PS Program will be ending in 2019 so we were only able to enroll new children in the program up until September 30, 2018. In 2018, 13 total children were served throughout the year with 6 of those being new children enrolled in the PS program. In the IHSS program, 36 total children were served throughout the year with 29 of those being new children enrolled in the program.

Permanency:

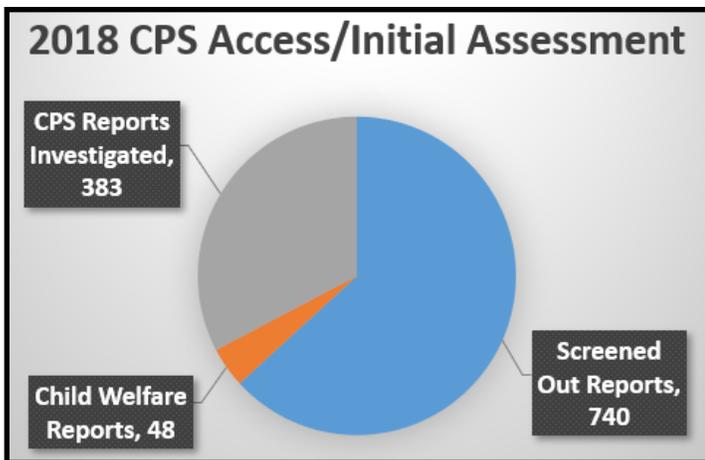
The three pillars of Child Protective Services are safety, child well-being, and permanency. In 2018, there continued to be a focus on achieving timely permanency for children placed in OHC as we continued our internal permanency review process on every OHC case. The internal review process continues to be a way to support workers in their work with the families to reach permanency. The permanency review team consists of supervisors/management from this section along with supervisors/management from other sections in the agency. Corporation Counsel was also a part of these reviews. Each ongoing worker has one identified day per month that we review their OHC cases. We have found that this review process continues to enhance collaboration within the department helping families access needed services. It also brings other perspectives and ideas into case planning. As a result, we are seeing positive outcomes for the children and families we serve.

Within the CPS Ongoing Units, permanency was achieved in the following ways:

- Reunification: 54 children were reunified with parents
- Guardianship: 21 children entered guardianships
- Termination of Parental Rights/Adoption: Parental rights were terminated on 18 children who are now in the process of being adopted

For more information on the Family & Children's Services, please visit our web site at:

<http://www.co.la-crosse.wi.us/humanservices/family.asp>.



Out-of-Home Care (OHC):

We continue to serve a large number of children and youth in OHC. In 2018, we placed 85 children in OHC and we averaged a total of approximately 159 children in OHC each month. Whenever possible, we place children with relatives or like-kin. Research indicates that placement of children with relatives or like-kin minimizes the trauma of separation and helps children to maintain lifelong connections to culture and family supports. The number of children and youth who are placed with relatives or like-kin is approximately 41%.

Foster Forward Legislation:

On April 4, 2018, Governor Walker was in La Crosse and held a press conference to sign the Foster Care Bills into law. Many of the bills were inspired by testimony that was heard here in La Crosse in September 2017 during the hearing as part of the Speaker's Task Force on Foster Care.

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Integrated Support & Recovery Services (ISRS)

Overall:

- Operation of the 28 Core Benefit services offered within the Western Region Integrated Care (WRIC) Consortium has been redefined by the WRIC Administrative team. WRIC officially operates our Comprehensive Community Services (CCS) and Community Support Program (CSP) as a unified delivery system of mental health and substance abuse services across La Crosse, Jackson, and Monroe Counties. We will begin in 2019 to operate other programs within the consortium under the umbrella of “shared collaboration.” These programs include: Coordinated Services Team (CST), Crisis Cluster, Mental Health/Substance Abuse Clinic Cluster, Adult Protective Services (APS), and Early Intervention. All other core benefits are embedded within each program and/or offered within each individual county.
- Decreased State Hospital/Institute for Mental Disease (IMD) expense compared to 2018.
- Continued a significant level of effort to maximize the Electronic Health Record that went “live” in October 2015.
- Once again, attained a rating of “Exemplary” fidelity for the Individualized Placement & Support model of Supported Employment.

Outpatient Mental Health/Substance Abuse Clinic:

- Facilitated 7th Annual Community Mental Health Awareness Walk.
- Continued our partnership with the La Crosse County Jail by blending Section expertise with JSS and ISRS to support the Fresh Start grant.
- Received additional State Targeted Response grant funding to address the Opioid epidemic. Funding utilized to offer AODA residential, stable housing, peer mentor, medically assisted treatment and .5 Social Worker position.

Children with Special Needs (CWSN):

- Continued to work on aligning authorizations vs. actual expenses.
- Implemented a second Level V Treatment Foster Care home as a local alternative to institutional level care.
- Doubled the size of Children With Long Term Services (CLTS) program via eliminating existing wait list (Governor Walker budget initiative).
- Submitted our CLTS transition plan to the State for La Crosse County to be in compliance with the 2019 State Rate Setting initiative. Transition plan includes Waiver participants, reviews of Service Plans, Vendors accepting new rates and aligning our systems to new rate setting codes.

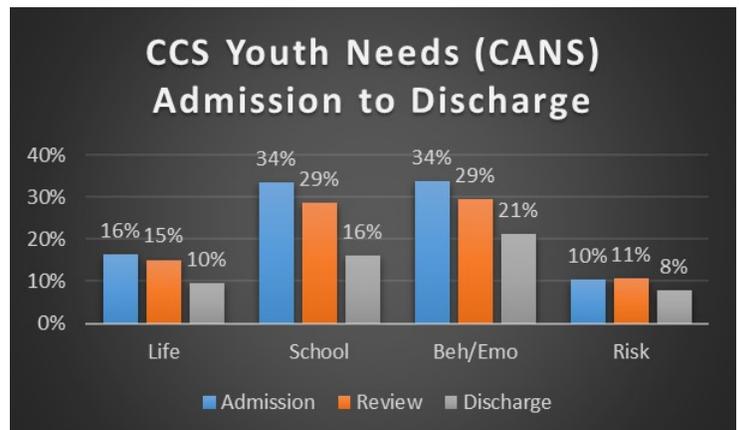
Crisis/Short Term Services:

- Quality improvement project led to the Section’s intake process changing allowing for program screening and referral to be one within the initial appointment.
- Presented as a unit at Rebuilding for Learning Summit.
- Crisis Supervisor trained and certified as a Mental Health First Aid Trainer.

- Received grant funds to complete a Process Improvement project regarding retention of Mobile Responder staff.
- Served 214 La Crosse County adult residents at the CARE Center (crisis diversion facility).
- Continued a high level of collaboration with Human Services, schools, and local organizations serving children/youth.

Comprehensive Community Services (CCS):

- Continued to expand and offer service to previously underserved individuals by creating the CCS Intensive program.
 - The CCS intensive team was established due to a recognition that there were consumers that were not needing the intense programming of CSP (Community Support Program), but were needing more support than the traditional CCS.
- Adult Needs and Strengths Assessment (ANSA) piloted with Adult CCS staff/consumers. This assessment is the adult version of the Child and Adolescent Needs and Strengths (CANS) tool used with children and youth. ANSA data is being collected for the CCS Intensive Program as well to help with understanding if a more intensive CCS approach has positive outcomes for higher needs consumers.
- Increased access to Coordinated Services Team (CST) approach to children/youth within CCS via a larger number of youth/transitional age staff trained to administer the Child and Adolescent Needs and Strengths (CANS) Assessment.
- Within 2018, 221 new admissions and 149 discharges.
- During 2018, 103 children/youth within CCS were served via the CST approach, with 87 new enrollments.
- Outcomes:
 - 60% of adults met treatment objectives.
 - 40% of youth met treatment objectives.
 - 52% of youth served via CST approach met treatment objectives.



For more information on the programs provided in Integrated Support & Recovery Services, please visit our web site at:
<http://www.co.la-crosse.wi.us/humanservices/integrated.asp>

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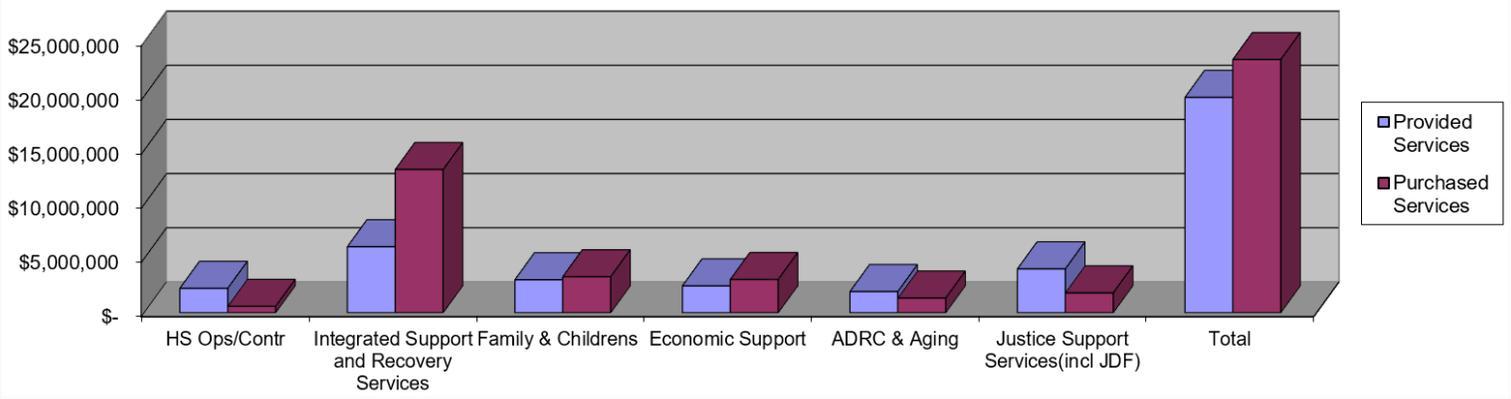
In 2018, La Crosse County Human Services Department focused on reviewing how our internal structure and purchased services could be made more efficient in meeting the community’s needs. Staff from across all sections participated in input sessions to compile ideas that could make services better, create more effective use of time or resources, or provide improved outcomes. Implementation of selected changes occurred throughout the year. The strength of this process truly was the shared focus of all staff working together.

During this year of self-review, we appreciate greatly the creativity and ingenuity of our staff. We have also received support and feedback from others as we continue improving the services available in La Crosse County. Feedback from individuals and families, from service providers, community members, partners, board members and from funders guided us as we sought to be good stewards of the resources available.

Thank you to all who work along with us on this important endeavor.

Audra Martine,
Deputy Director

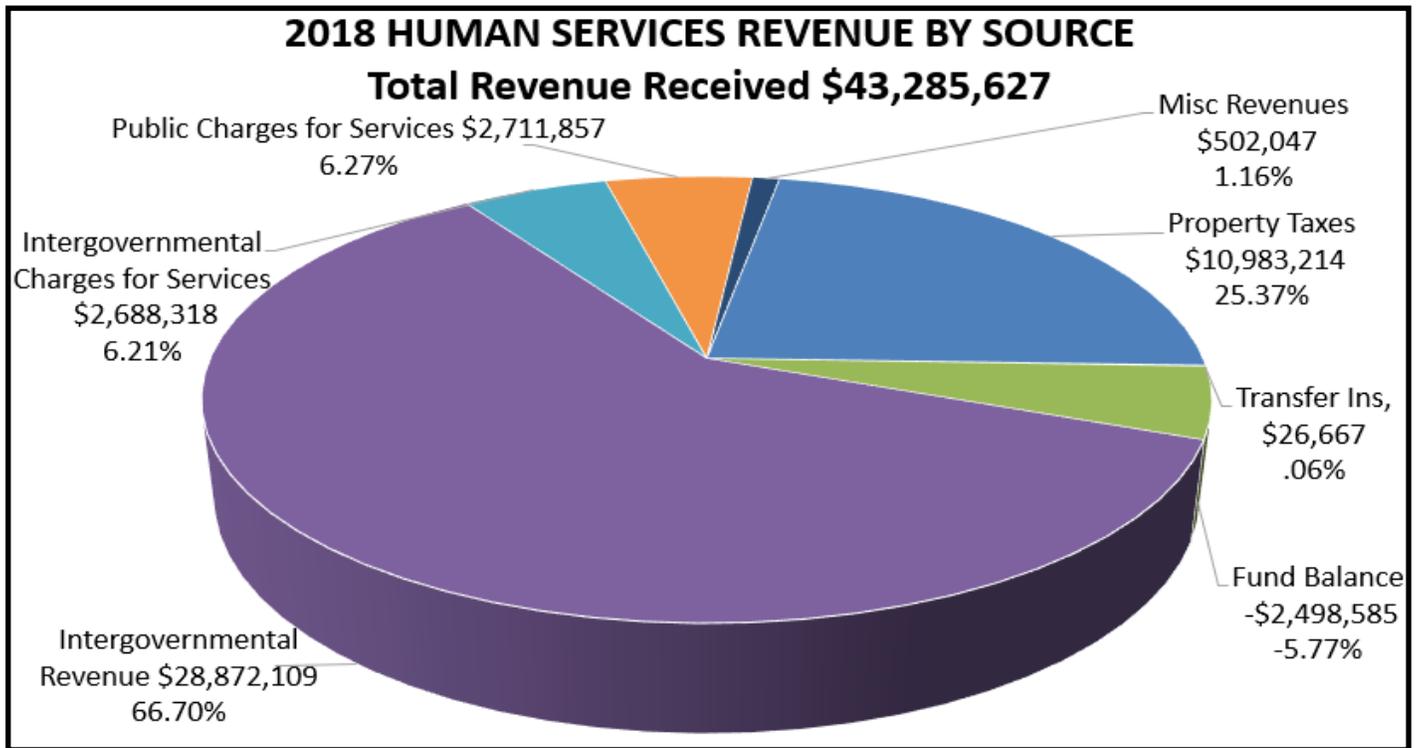
2018 PURCHASED VS. PROVIDED SERVICES



"Unaudited"

	HS Ops/Contr	Integrated Support and Recovery Services	Family & Childrens	Economic Support	ADRC & Aging	Justice Support Services (incl JDF)	Total
Provided Services	\$ 2,255,469	\$ 6,100,349	\$ 3,051,470	\$ 2,480,550	\$ 1,953,644	\$ 4,051,764	\$ 19,893,246
Purchased Services	\$ 591,120	\$ 13,224,639	\$ 3,325,306	\$ 3,069,048	\$ 1,352,183	\$ 1,830,085	\$ 23,392,381
	\$ 2,846,589	\$ 19,324,987	\$ 6,376,776	\$ 5,549,598	\$ 3,305,827	\$ 5,881,850	\$ 43,285,627

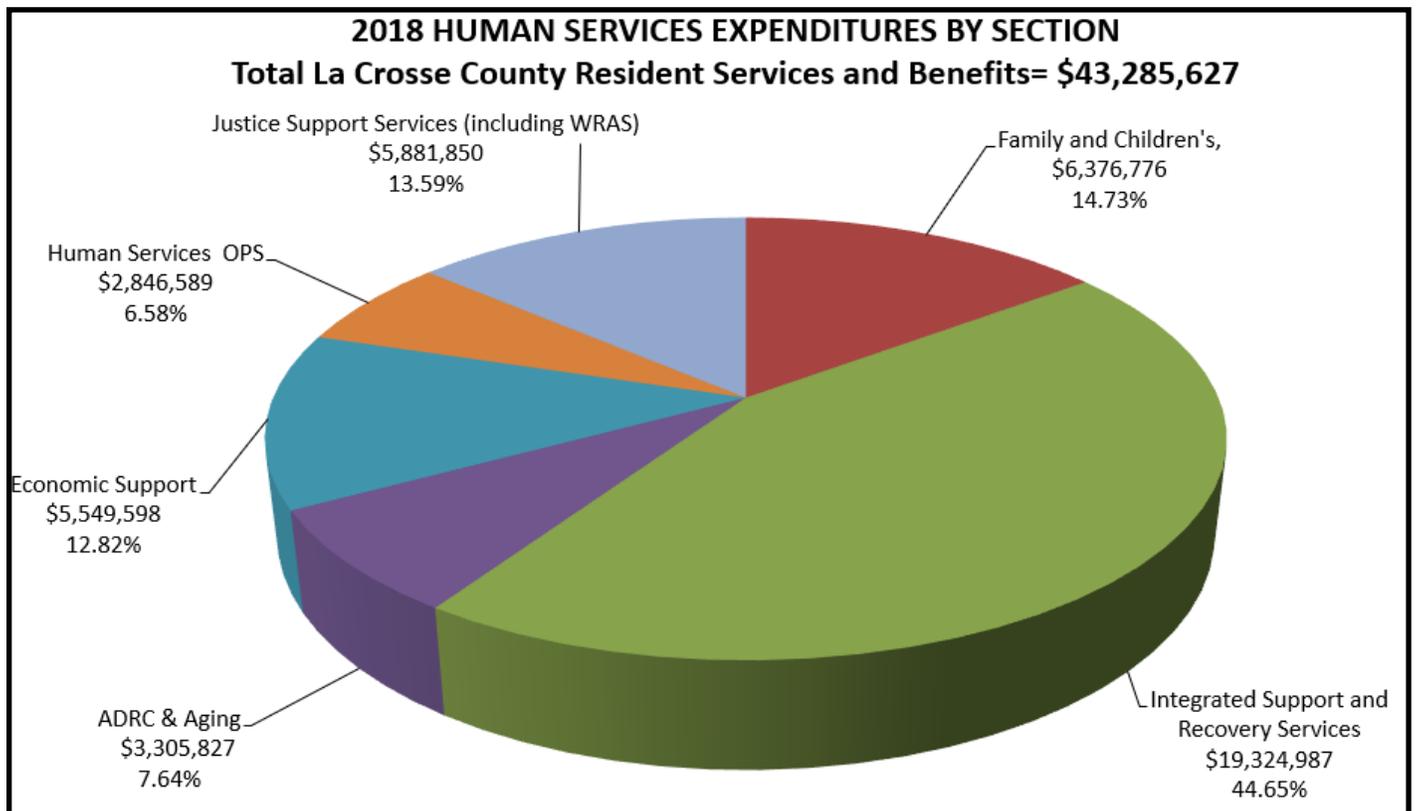
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Reflected in our Revenue and Expenditures Charts are the resources by Section for the provision of the services offered for La Crosse County residents.

The Human Services Department is proud of its numerous accomplishments and quality services while being an excellent steward of public resources.

We will need to continue our leadership in government and community/regional partnerships, built upon trust, while we enhance the self-sufficiency and quality of life for those we serve.



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Contracted Services*

Abby Vans	Innovative Services
Adams & Associates	Jackson County
Alcohol Monitoring Systems	La Crosse Area YMCA
Anu Family Services	La Fleur, Patricia
Aptiv	Lad Lake
Aramark Services	Life In Harmony Music
Assisted Care	Longview Home for Boys
Attic Correctional Services	Lori Knapp Richland Inc
Aurora Residential	Lutheran Social Services
Blackberry Hill	Mayo - SWWI
Brotoloc	McPheron, Lamont
Buffalo County HHS	Mille Lacs Academy
Busch, Cindy	Mississippi Valley Health Services
Catholic Charities	Monroe Co Human Service
Central States Investigation	Netsmart Technologies
Chileda	Northwest Passage
Clarinda Youth Corporation	Ocomonowoc Dev Training Ctr
Clark County Social Services	Olson, Karen
Clinicare	Peace of Mind
Community Care Resources	Pepin Co HSD
Correct Care Solutions	Perfect Answer
Coulee Children's Center	Person First Homes LLC
Coulee Connections	Person First Supportive Services
Coulee Council on Addiction	Rawhide
Cummings Mobility	Sacred Heart Hospital
Deer Path Assisted Living	Schleifer, Terry and Daniel
Diestler, Monica	Settle In LLC
Driftless Recovery	Siemens Healthcare
Evergreen Manor	St Clare Health Mission
Family & Children's Center	Stein Counseling & Consulting
Family Solutions Counseling	Stock, Penny
Family Works	Tellurian
Father Flanagans	The Parenting Place
Fielding, Lorri	The Salvation Army of Lax
Flocks Guardians	Tomorrows Children's Inc
Flying Horse Stable	Trempealeau County DHS
Forward Home for Boys	Trempealeau County Health Care Center
Gilman Phoenix	Unique Living
Graphics Inc	Vernon Area Rehabilitation Center
Gundersen Health System	Vernon County
Gundersen Clinic LTD	Wisconsin Family Ties
Half Moon Outdoors	Youth Villages
Hiawatha Valley Mental Health Center	YWCA of La Crosse
Holmen School District	
Independent Living Resources	

* Services over \$25,000

The Department wishes to express our sincere appreciation to members of the Health and Human Services Board, our County Administrator, and the entire County Board for their commitment in assuring quality services are provided to all the customers of Human Services. From a local, state and even national perspective, La Crosse County has been seen as an innovator in meeting the needs of our community. The County is responsive to community needs, focused on results for services provided and committed to allowing each of our customers to reintegrate back into their communities and achieve their full potential.

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Health and Human Services 2018 Board Members

Sharon Hampson, Chairperson (Jun-Dec)

Kim Cable (Jan-May)

Maureen Freedland (Jun-Dec)

Mike Giese

Ebony Hyter

Peg Isola (Jun-Dec)

Monica Kruse

Laurie Logan (Sep-Dec)

Cheri Olson (Jan-Jun)

David Trapp

Tina Tryggestad (Jan-May)

Kathie Tyser (Jan-May)

Doug Weidenbach

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Christin Skolnik, Interim Manager
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608-785-6019

Mandy Bisek, Manager
Justice Support Services
608-785-6216

Tracy Puent, Manager
Family & Children's Services
608-785-6083

Lorie Graff, Manager
Economic Support/Western Region for
Economic Assistance Consortium
608-785-6061

Carissa Pagel-Smith, Manager
Aging and Disability Resource Center
608-785-6172

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