Human Services Department

2019

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.

2019

Annual Report

2019 Annual Report

The 2019 Annual Report shows the scope and impact of Human Services across La Crosse County. From assisting older adults to live independently to providing for the safety of our community's youngest and most vulnerable children, we have a passionate and committed team that strives to provide services of the highest quality. An aging population that is increasing the need for dementia-friendly services and a raging drug epidemic were among the many challenges facing Human Services in 2019. Successfully meeting these and other challenges requires us to be nimble and innovative while working in close collaboration with our many community partners. The steps forward in 2019 in evolving services and building relationships gave as a firm foundation that will be much needed as we serve our community in the truly unprecedented circumstances of 2020.

Updates and news 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

Jason Witt, Director

La Crosse County Human Services

MISSION:

"Enhancing Self-Sufficiency and Quality of Life with Respect for the Dignity of the Person Served"

ORGANIZATIONAL VISION:

"One Department One Mission One Culture"

CORE VALUES:

Responsible Stewardship	***Relevant to Clients & Community***	***Results Driven***
The ***funding*** entrusted to the Department by the County taxpayer should be used wisely and efficiently. Our resources are to be ***meticulously managed*** and used to facilitate our mission ***Alternative funding*** and reimbursements are to be pursued diligently Less costly and ***more efficient*** ways of providing quality services are to be continuously pursued	The ***type and nature of services*** provided by the Department should directly reflect the current and unique needs of the community and the individuals we serve. Services are to be ***responsive*** to continuously changing needs of clients and the community Services are to be ***coordinated*** with the local network of partners and community providers ***Clients should participate*** in the design, delivery and evaluation of services	***Practice, planning and decision*** **making** at all levels should be driven by quality and attaining the desired client outcome. The goals of ***safety, reintegration, self-sufficiency, recovery and permanency*** are to be pursued relentlessly ***Data, modern management practices, and innovative thinking*** are to be used to administer services and inform decisions ***Evidence based and best practices*** are to be utilized throughout all service areas

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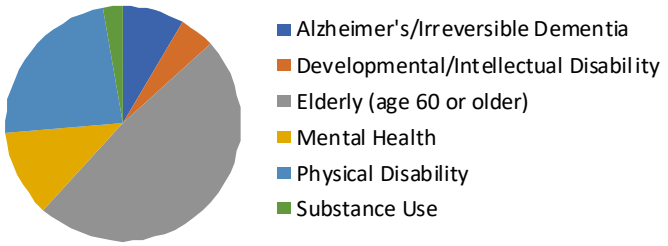
Aging & Disability Resource Center (ADRC)

ADRC Services:
The ADRC continued to offer consultation and information about options available in our community to meet individuals' long-term care needs and live in their homes or least restrictive environments, meeting health and safety needs. In 2019, ADRC Option Counselors had contact with 15,085 individuals. Of these contacts, 71 percent were age 60 or older. Thirty-seven percent of referrals were made by the individual themselves; 14 percent were made by a caregiver, guardian, relative or friend. Consumers' primary areas of interest were: community information and referral, long-term care (private pay and Family Care/IRIS), financial benefits/support, home services, health, insurance and Alzheimer's and other dementia.

ADRC Clients (Duplicated) by Demographic Group



The ADRC's Disability Benefit Specialist (DBS) assisted 436 individuals aged 18 to 59 with physical or intellectual disabilities, mental illness, and/or substance abuse disorders. Of these individuals, 95 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).

During the first full year of the Dementia Care Specialist (DCS) program, the ADRC's DCS:

- Provided four trainings to ADRC staff and trained four area businesses (dementia-friendly training)
- Formed the Dementia Friendly La Crosse County Dementia Coalition which hosted a Dementia Summit for area leadership and Dementia Live
- Held 39 outreach presentations in the community
- Trained 15 Dementia Champions who trained over 175 Dementia Friends in La Crosse County
- Developed/facilitated new program, Brain & Body Fitness, in partnership with Viterbo University and the YMCA and the La Crosse Wellness Center
- Developed/deployed dementia crisis kits (clinics/hospitals) and caregiver activity kits (libraries)
- Provided 16 initial client/caregiver consultations and assisted two families with the DICE (Describe, Investigate, Evaluate and Create) program
- Facilitated three memory screen events
- Revitalized the La Crosse Memory Café

Aging Services:
The ADRC's Senior Nutrition Program served 80,157 meals in 2019. Meals were served to 420 home-bound individuals and 505 individuals who attended one or more of the ADRC's eight congregate meal sites. In response to the 2019-2021 Aging Plan, salad bars were introduced at the Holmen and Onalaska meal sites to increase consumption of fresh veggies and fruit. Additionally, in partnership with the La Crosse County Sheriff's Office and local initiative, Alliance to HEAL, a drug pick-up program for homebound individuals was implemented to pick-up unused or expired medications at the time of home-delivered meal delivery.

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 8,924 total trips. Additionally, as a result of a new partnership with Coulee Region RSVP, the ADRC authorized 1,169 rides via their volunteer driver program and more than $24,000 of 85.21 restricted funds were granted to local non-profits in support of their specialized transportation programs.

The ADRC's Elder Benefit Specialist (EBS) provided assistance to 801 individuals aged 60 or older with over 1,300 services. The majority of these individuals (64 percent) were new clients. In 2019, the EBS also conducted 25 community presentations and performed nearly 160 hours of Medicare Improvements for Patients and Providers Act (MIPPA) education and outreach.

Respite, information, support and/or other resources were given to 16 caregivers and their care recipients via the National Family Caregiver Support Program (NFCSP). An additional eight caregivers and their care recipients received similar services via the Alzheimer's Family Caregiver Support Program (AFCSP). Additionally, the La Crosse Memory Café served an average of 13 individuals monthly, bringing together persons with early-stage Alzheimer's disease or related dementia and their caregiver in a casual, supportive environment.

Health promotion activities in 2019 consisted of one 12-week and two, eight week *Tai Chi Fundamentals* classes with roughly 20 participants in each class, and participation of 26 individuals in exercise classes facilitated weekly by the YMCA at the ADRC's Holmen and Onalaska congregate meal sites. Additionally, the ADRC hosted "Wisconsin's Largest Tai Chi Class" in May; celebrated National Senior Health & Fitness Day with an event also in May, showcasing local health and wellness community resources, presentations and demonstrations; and co-facilitated La Crosse County's first cohort of the Aging Mastery Program (AMP).

Adult Protective Services (APS):
In 2019, APS received approximately 33 referrals on a monthly basis (397 total referrals). The majority of referrals were due to self-neglect, especially among individuals 60 years of age or older, followed by financial abuse and caregiver neglect—both among individuals 60 years of age and older. In addition to these referrals, APS staff provided ongoing services for approximately 920 individuals (on average, 386 individuals under guardianship, 428 under guardianship with protective placement and an additional 118 individuals under a mental health commitment).

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' wide gamut of programs, from early intervention & prevention, to Juvenile Adult Justice System programs, continues to pride itself on advancing research and relationship-based practices.

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. These neighborhoods include: the Lower Northside Depot, Logan North, Powell Poage Hamilton, Washburn, and, in its 2nd year pilot, the Hintgen / Huber neighborhoods. Grassroots relationship-based work is what LAFC prides itself on, and through this work, 166 unique individuals were able to be served by LAFC, presenting 2,511 reasons for contact, of which 76% of these needs were able to be met.

Children & Youth System of Care (SOC):
SOC served 104 clients in its third 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, 81% successfully completed, a consistent success rate throughout the life of this program. Belief in the purpose & mission of System of Care was outrageously supported within the La Crosse community, receiving multiple local funding opportunities to support the mission and needs of the families served by SOC. These opportunities include:

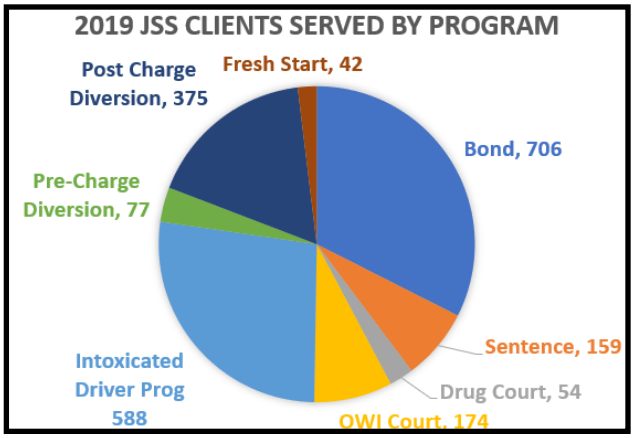
- Women's Fund of Greater La Crosse supporting the Southside Moms United group
- La Crosse Community Foundation "Giving Tuesday" recipient
- La Crosse SOUP supporting haircare products and services for youth of color

Pictured here: Members of Southside Moms United along with Bridget Todd-Robbins, SOC Administrator, accepting their grant award from Kaycie Green of the Women's Fund of Greater La Crosse.

Youth Justice (YJ):
La Crosse County Youth Justice spent 2019 highly focused on honing their skills as they dove into the practice of Functional Family Case Management. This family focused approach, stresses alliance and full-family involvement, taking a strengths-based approach that is specific and individualized to the youth and their family's needs. Parallel to this enhanced mechanism of case management, Functional Family Therapy services were also brought to our community. This combination aligns with the deep, relationship-based approach to family interventions necessary for lasting change.

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. As such, La Crosse County Juvenile Detention played a major role in discussions occurring within the state as a result of Act 185, that looked to regionalize juvenile corrections, by bringing Secure Residential Care Centers for Children & Youth (SRCCCY) into local detention facilities. In the end, after much analysis, La Crosse County passed on this grant opportunity, as state support for ongoing service costs fell short. La Crosse County continues to operate its long term, alternative to corrections placement option, CORE Academy, which proves effective with 78% of youth leaving this program in 2019 showing reduced risk levels in areas of criminogenic need by the time they left the program.

Adult Justice Support Services:
Adult Justice Support Services, a unit focused on offering alternative, treatment-focused interventions and supports to those struggling in the criminal justice system, continues to align itself with evidence-based practices. As active participants in state and local committees and task forces, it is important for JSS to not only ensure best-practices in the services we offer, but advocacy for best-practices across the state and community.



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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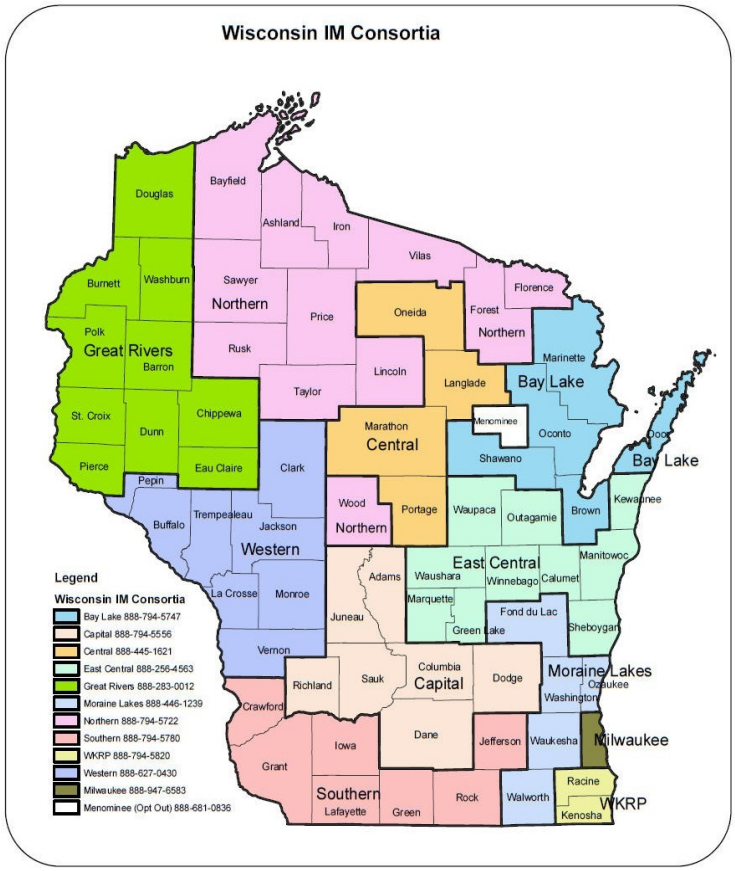
Economic Support (ES)

La Crosse County is the lead administrative agency for the multi-county Western Region for Economic Assistance(WREA) consortium. Partner counties include Buffalo, Clark, Jackson, Monroe, Pepin, Trempealeau and Vernon. 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 2019, WREA served an average of 8,950 Food Share recipients in La Crosse County each month. La Crosse County's average monthly Food Share issuance was $972,660. The monthly average number of La Crosse County residents that were enrolled in the BadgerCare or Medicaid healthcare programs in 2019 was 17,210.

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 2019 was 215.

The total average caseload for the eight-county WREA Consortium in 2019 was 31,933. WREA's Call Center answered a total of 107,318 calls in 2019, with an average speed of answer of 6.76 minutes.

There were 2,791 households in La Crosse County that received Wisconsin Home Energy Assistance Program (WHEAP) benefits in Federal Fiscal Year 2019. The total benefit payments issued was $1,506,029. In addition to regular heating benefits, 320 households in La Crosse County received WHEAP Crisis benefits, totaling $88,924.

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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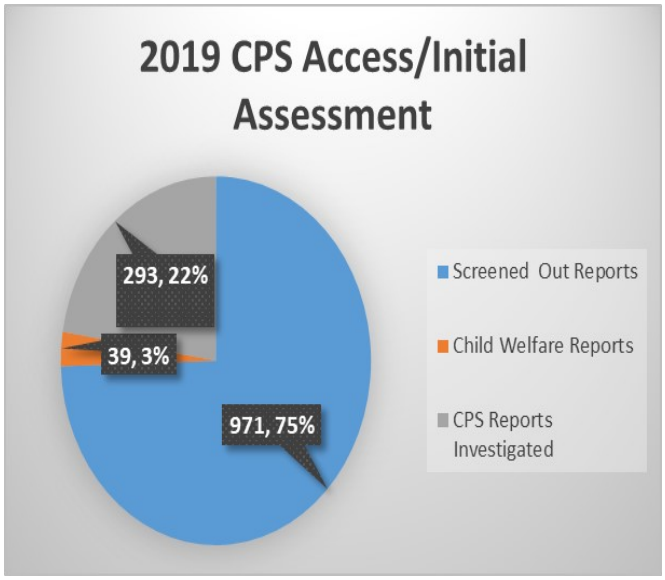
Family & Children's Services (FCS)

Child Protective Services (CPS):

CPS received approximately 1303 reports of child abuse and requests for CPS services. There were 911 child protection referrals alleging abuse or neglect and 392 child welfare reports requesting services. CPS Initial Assessment (IA) offered services and assessed for safety in 293 child protection referrals and 39 child welfare service reports. Of the families who received services through IA, 38 families were opened for ongoing CPS services. In approximately 73% 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) Program:
We continued participation in a grant funded program through the Wisconsin Department of Children and Families (DCF). IHSS is a program 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 funding from the state for this program continues to support intensive case management and other critical needs and services for those families who meet the eligibility criteria and are enrolled. In 2019, 37 children were served throughout the year in the program.

Out-of-Home Care (OHC):
We continue to serve a number of children and youth in OHC. In 2019, we placed 65 children in OHC and we averaged a total of approximately 139 children in OHC each month. The monthly breakdown is listed below by setting:

- Foster Care: 95 children/month
- Treatment Foster Care: 8 children/month
- Group Home: 3 children/month
- Residential Child Care Center: 8 children/month
- Subsidized Guardianship: 25 children/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 40%.

Permanency:
The three pillars of Child Protective Services are safety, child well-being, and permanency. In 2019, 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. 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: 43 children were reunified with their parents
- Guardianship: 22 children entered guardianships
- Termination of Parental Rights/Adoption: 26 TPR petitions were filed

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.

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Integrated Support & Recovery Services (ISRS)

Overall:

- In 2019 the Western Region Integrated Care (WRIC) Consortium began to operate all programs within the consortium under the umbrella of "shared collaboration." These programs include: Coordinated Services Team (CST), Crisis Cluster, Adult Protective Services (APS), and Early Intervention. All core benefits are embedded within each program and/or offered within each individual county. Late December 2019, the Mental Health/ Substance Abuse Clinics shared between La Crosse and Monroe Counties split into two separate clinic certifications.
- Decreased State Hospital/Institute for Mental Disease (IMD) expense compared to 2019.
- Continued a significant level of effort to maximize the Electronic Health Record that went "live" in October 2015.
- As a section participated in the Mini Donut 5K & 1/2 marathon promoting suicide prevention.
- Created a new "intake" model to better support consumers needing access to resources and services within the section and agency.

Outpatient Mental Health/Substance Abuse Clinic:

- Facilitated 8th Annual Community Mental Health Awareness Walk.
- Continued our partnership with the La Crosse County Jail by blending Section expertise with JSS and ISRS to continue 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.
- Received additional State Community Mental Health Supplemental funding as well as Substance Abuse Supplemental funding to increase peer based and AODA supports in the community.

Children with Special Needs (CWSN):

- Continued to work on aligning authorizations vs. actual expenses.
- Continued to eliminate the Children With Long Term Services (CLTS) program existing waitlist as children are referred for services.

Crisis/Short Term Services:

- Served 240 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):

CCS continues to support individuals and families with mental health and substance use needs by incorporating the Coordinated Service Teams (CST) model into service delivery (also known as wraparound services).

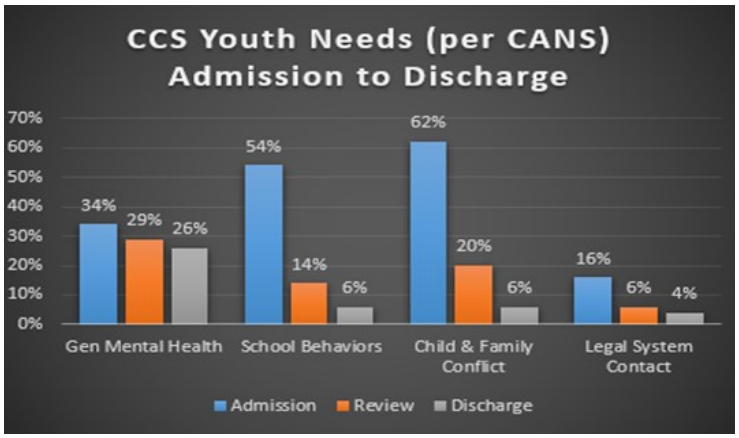
In both youth and adult services, treatment teams meet together on a regular basis to review strengths and needs of each individual and family, monitoring progress through needs and strengths assessment tools: CANS (Child & Adolescent Needs and Strengths), ANSA (Adult Needs and Strengths Assessment).

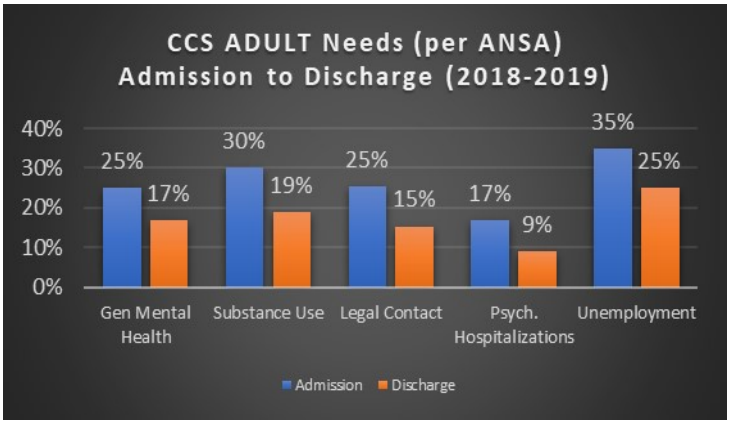
Program Census

- 706 individuals were served through CCS in 2019
  - ◊ 217 new admissions (102 adults, 115 youth)
  - ◊ 161 discharges (105 adults, 56 youth)
    - ♦ Average Length in Program: 2 years
    - ♦ Successful Discharges 106 (66%)
- 202 families were supported via coordinated service team approach (involvement in 2+ systems of care)
  - ◊ 69 families newly admitted
  - ◊ 29 families discharged
    - ♦ Successful Discharge: 97%
    - ♦ Average Length in Program: 1.5 years

Outcomes:

- 49% of youth met their treatment objectives
- 61% of youth served via CST approach met objectives
- 59% of adults met their treatment objectives
- 65% of adults served via CST model met 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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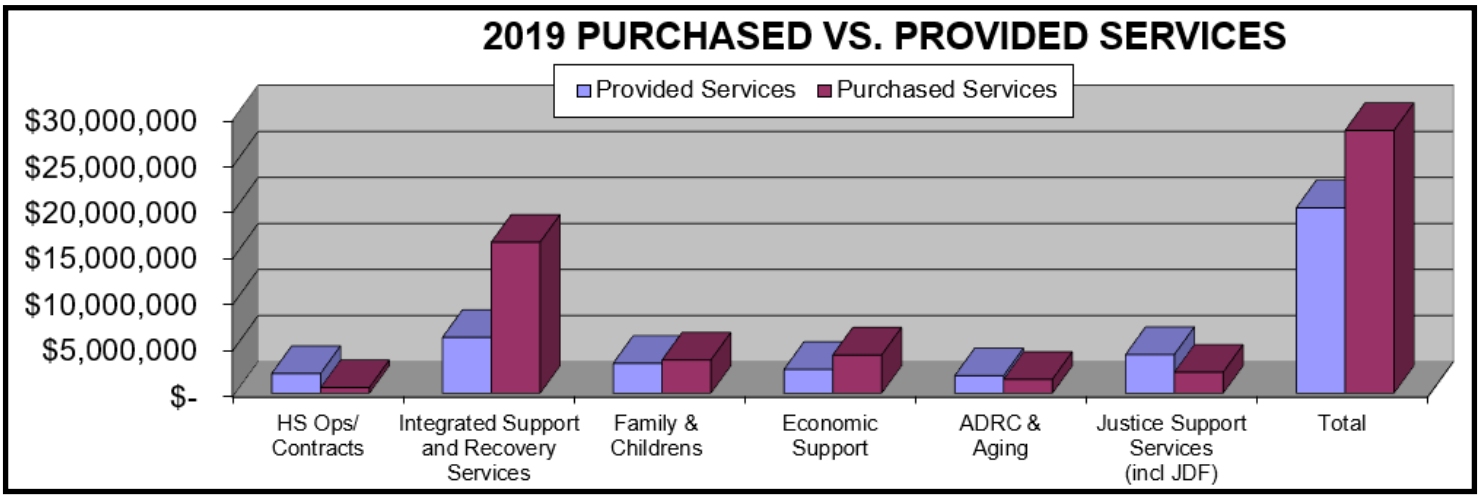
In 2019, La Crosse County Human Services Department strove to consider ways in which our services could be more consumer focused. This meant reviewing how our service sections, with their varied disciplines, work together to provide services that are effective and as seamless as possible for individuals and families that rely on us to do just that. We also reviewed our policies and procedures to update forms and wording. We worked to ensure that our methods, access and service provision utilize new and updated options some of which we will continue to operationalize as we move into 2020 and beyond. Because of this time spent in reviewing current practice and researching options, we are creating improved ways to serve the public including better use of technology and growing community outreach.

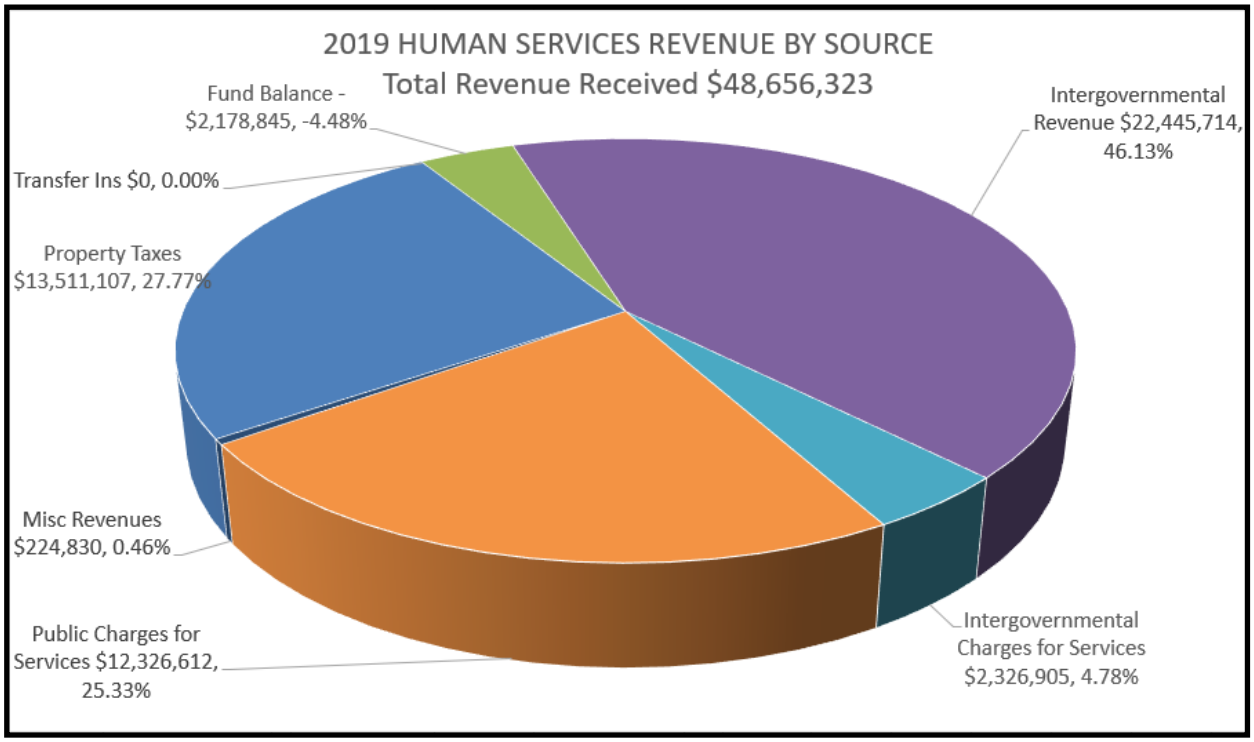
We continue to appreciate the feedback and advice of those we work closely with as your thoughts and wisdom help guide our future. To those consumers, partners, county administration, community members and board members ~ thank you!

Audra Martine,
Deputy Director

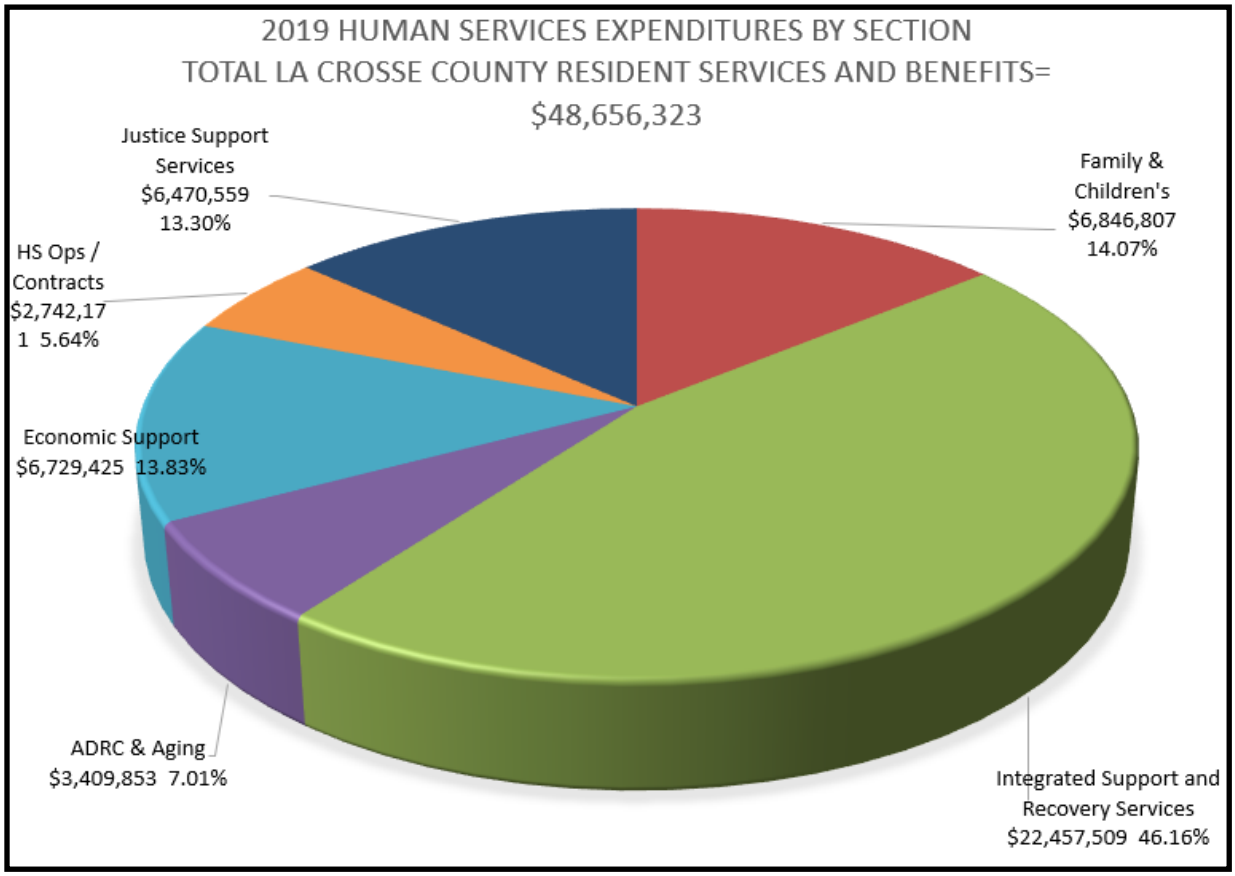


"Unaudited"

	HS Ops/ Contracts	Integrated Support and Recovery Services	Family & Childrens	Economic Support	ADRC & Aging	Justice Support Services (incl JDF)	Total
Provided Services	$ 2,139,102	$ 6,060,874	$ 3,253,596	$ 2,582,046	$ 1,903,246	$ 4,189,033	$ 20,127,896
Purchased Services	$ 603,069	$ 16,396,635	$ 3,593,211	$ 4,147,379	$ 1,506,607	$ 2,281,526	$ 28,528,427
	$ 2,742,171	$ 22,457,509	$ 6,846,807	$ 6,729,425	$ 3,409,853	$ 6,470,559	$ 48,656,323



The revenue source chart above and the expenditure chart below provide a visual representation of the Human Services Department's 2019 actual use of funds. In comparing actual fiscal outcome in 2019 to the budget we prepared prior to this period, we are pleased to see our planning resulted in a solid year financially. The department has worked diligently to maintain fiscal awareness and training to all levels of employees as well as working to improve our fiscal transparency to consumers which we will continue to strive to do.



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Contracted Services*

Abby Vans
Adams and Associates
Advanced Correctional Healthcare Inc
Alcohol Monitoring Systems Inc
AMS of Wisconsin
Aptiv Inc
Aramark Services Inc
Arndt, Shayna & Kevin
Assisted Care Inc
Attic Correctional Services Inc
Aurora Residential Alternatives Inc
Blackberry Hill
Boys and Girls Club of Greater La Crosse Inc
Brotoloc
Buffalo County Health and Human Services
Catholic Charities
Central States Investigation Agency Inc.
Chileda Institute Inc
Clarinda Youth Corporation
Clark County Social Services
Clinicare Corporation
Community Care Resources Inc
Coulee Council on Addiction Inc
Deer Path Integrated Living Inc
Driftless Recovery Inc
Evergreen Manor Inc
Family & Children's Center Inc
Family Services of Northeast WI Inc
Family Solutions Counseling LLC
Family Works Programs Inc
Flocks Guardians Inc
Flying Horse Stable
Forward Home for Boys LLC
Functional Family Therapy LLC
Graphics Inc
Gundersen Health System
Holmen School District
Independent Living Resources Inc
Innovative Services Inc
Jackson County
La Crosse Area YMCA
Lad Lake Inc
Life In Harmony Music
Lori Knapp Richland
Lutheran Social Services of WI & Upper MI Inc
Mastering Life Skills LLC
Mathes, Laura Ann
Mayo
McHenry Counseling and Therapeutic Services
McPheron III, Lamont Preston
Mississippi Valley Health Services Inc
Monroe County Human Services
National Center for State Courts
Netsmart Technologies Inc
Northwest Passage Ltd
Oconomowoc Developmental Training Center of WI LLC
Olson, Cathy
Peace of Mind Counseling
Pepin County Human Services Department
Perfect Answer Inc
Person First Homes
Person First Supportive Services
Phillips Outdoor Services
Raske, Pamela
Rawhide Inc
Sacred Heart Hospital
Schmidt, Shelly & Dean
Siemens Healthcare Diagnostics Inc
St Charles Youth and Family Service Inc
St Clare Health Mission
Staples Advantage
Stein Counseling & Consulting Services
Tellurian UCAN Inc
The Parenting Place
The Peer Association
The Salvation Army
Tomorrow's Children
Trempealeau County Dept of Human Services
Trempealeau County Health Care Center
Unique Living LLC
Vernon Area Rehabilitation Center Inc
Vernon County
Windy Ridge Care Inc
Yellow Brick Road Inc
Youth Villages Inc
YWCA of La Crosse

* 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.

Health and Human Services 2019 Board Members

Sharon Hampson, Chairperson

Maureen Freedland

Mike Giese

Ebony Hyter

Tom Jacobs

Monica Kruse

Laurie Logan

Ya Sayaovang (Sept-Dec)

David Trapp (Jan-May)

Doug Weidenbach

Human Services Contacts

Jason Witt, Director
608-785-6095

Audra Martine, Deputy Director
608-785-6108

Christin Skolnik, Manager
Integrated Support & Recovery Services
608-785-6019

Mandy Bisek, Manager
Justice Support Services
608-792-4275

Tracy Puent, Manager
Family & Children's Services
608-792-5507

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

Contact us at: contactus@lacrossecounty.org.

Visit us at: http://www.co.la-crosse.wi.us/HumanServices/