

Human Services Director's Report
To the Health & Human Services Board
 July 2019

Activity	Program/ Section	Brief Description	Contact Person	Attach- ment
No Limits: Ability Awareness Week/ Administrative Center Art Exhibit	Aging & Disability Resource Center (ADRC)	As a member of Disability Action Network (DAN), the ADRC is helping to facilitate/promote "No Limits: Ability Awareness Week" during the fourth week of July. Several events/activities will be held to feature the abilities of people and highlight the enrichment their diversity brings to the community. One of those activities planned is an art exhibit at the Administrative Building to showcase the works of artists with various abilities who have used art to overcome barriers in their lives. Art collected will be on display for a three-month period. An art reception will be held Friday, July 26, 2019, from 4:00 to 6:00 pm. All are encouraged/welcome to attend.	Carissa Pagel-Smith 785-6172 cpagel@lacrossecounty.org	No
Food Share Program Accuracy Initiative	Economic Support (ES)	Consortia statewide are partnering with the Department of Health Services (DHS) on an initiative to ensure Wisconsin's Food Share error rate falls below the national average of 6% for Federal Fiscal Year (FFY) 2019. With the State's error rate exceeding the national average in FFY 2018, missing the standard for a second year would put Wisconsin into federal sanction status, requiring corrective action plans and risking fiscal penalties assessed by the federal United States Department of Agriculture (USDA) Food and Nutrition Services (FNS). For the final three months of FFY 2019, Consortia will perform a pre-certification review of error prone Food Share applications and renewals. While performing a secondary review of applications and renewals prior to confirming benefits requires additional resources, it has been shown in the past to reduce agency preventable errors in Food Share benefits issuance. With the high turnover of Economic Support Specialists (ESS) statewide over the last five years, the pre-certification quality control initiative also gives DHS and Consortia the opportunity to identify training needs to sustain improvements to Wisconsin's Food Share error rate into the future. The Western Region for Economic Assistance (WREA) Consortium's Food Share error rate for FFY 2019 currently stands at 6.55%, just above the national average of 6%. Eighty Percent (80%) of the WREA Consortium's staff have been in their positions for five years or less.	Lorie Graff 785-6061 lgraff@lacrossecounty.org	No

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Comprehensive Community Services (CCS) Quality Assurance (QA) Unit	Integrated Support & Recovery Services (ISRS)	<p>ISRS would like to highlight one of our wonderful quality assurance teams. Below is a snap shot of the detailed work our CCS QA staff (comprised of three full-time staff and one part-time staff person) tackle each month as it relates to the intricate behind the scenes infrastructure that keeps the CCS program running and in compliance as a Medicaid funded psychosocial rehabilitative program.</p> <ul style="list-style-type: none"> • Staff connect with CCS vendors daily clarifying invoices, making sure submitted invoices match consumer service plans and authorizations to ensure that “clean claims” are complete and then able to be billed to Medicaid for reimbursement. This task is completed along with assistance from the Human Services Fiscal Section within a 60-day timeframe. • Staff complete an internal QA process monthly where they review admissions to the CCS program, 6-month service plan reviews, annual CCS service plan reviews, and discharges completed by the CCS Service Facilitators. Our Western Region Integrated Care (WRIC) CCS program currently has 515 consumers enrolled. Fun fact: the QA team reviews an average of 75 service plans a month. • Staff enter into our electronic health record all authorizations for each consumer’s CCS service plan every 6 months, annually, or when a change to a service plan is needed. To this date in 2019, the CCS QA staff have completed this task twice as the vendors have received rate increases for services in three program array areas. On an average, each consumer in CCS has three vendors on their Service Plan. Rate changes have led the QA team to reenter more than 4,000 service authorizations since the first of the year. • Staff audit weekly progress notes and billing codes entered by all our internal ISRS staff to monitor Medicaid billing compliance helping us to track monthly revenue coming into the program. 	Christin Skolnik 785-6019 cskolnik@lacrossecounty.org	No
Uniform Rates for Children’s Long-Term Support (CLTS) Waiver	Integrated Support & Recovery Services (ISRS)	<p>Statewide uniform rates for the CLTS Waiver Program go into effect on July 1, 2019. Rates for CLTS waiver services have historically been negotiated between county waiver agencies and providers. The CLTS Rate-Setting Initiative was the result of a corrective action plan issued by the federal Centers for Medicare & Medicaid Services (CMS), which required the Wisconsin Department of Health Services to develop statewide uniform rates for in-scope CLTS services. Uniform rates assist in statewide consistency for providers, program standardization, transparency in rates, and promotion of service-specific outcomes.</p>	Christin Skolnik 785-6019 cskolnik@lacrossecounty.org	No

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Foster Care Events	Family & Children's (FC) – Child Protective Services (CPS)	<p>There was a good turnout for the Foster Family Picnic at Clearwater Farms on June 11, 2019, with over 80 people attending this year. The weather did not cooperate that evening, but that did not seem to bother the kids at all, as they loved playing in the rain and getting muddy!</p> <p>Community support for Foster Care has been wonderful again this year. There was a Foster Care Appreciation night at the Loggers baseball game on June 8, 2019. The weather was perfect, we had great attendance, and the families had a lot of fun watching a baseball game together!</p> <p>Upcoming Foster Care events include:</p> <ul style="list-style-type: none"> ➤ Foster Care Appreciation night at the La Crosse Speedway to be held on July 6, 2019. Gates open at 6 pm and the race starts at 7:30 pm. ➤ Summer Splash Celebration for providers and families at Onalaska Aquatic Center on Sunday, July 28, 2019, from 5:30-7:30 pm. 	<p>Lila Barlow 785-5539 lbarlow@lacrossecounty.org</p> <p>Tracy Puent 785-6083 tpuent@lacrossecounty.org</p>	No