

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

Activity	Program/ Section	Brief Description	Contact Person	Attach- ment
Trauma Informed Care	Administration	<p>La Crosse County Human Services has begun implementation of its “trauma responsive agency” initiative. This means educating all staff and leadership about the different types of trauma and how trauma not only affects the consumers we work with, but ourselves as well. The end goal is to become a trauma responsive agency fully utilizing this knowledge to best support our consumers on their journey to wellness and create a positive, safe, healthy culture for our staff.</p> <p>This journey is in parallel with a movement that is occurring within the community of La Crosse. Currently there are several activities occurring to jumpstart this movement including: training to support this transition, an agency wide assessment which will help direct training needs and provide a baseline to the journey, and an agency “kickoff” planned for late 2019.</p> <p>If you have interest in learning more about the importance of the trauma informed care movement, the community group Better Together is offering several screenings of the movie “Resilience” which provides a wonderful starting foundation. The next screening is set for August 20, 2019, from 10:00 am to 12:00 pm at Central High School in La Crosse. To register please go to the following link: https://bettertogetherlacrosse.org/#events</p>	<p>Emily McGonigle 785-5702 EMcGonigle@lacrossecounty.org</p> <p>Jason Witt 785-6095 jwitt@lacrossecounty.org</p>	No
Children’s Long-Term Support Waiver (CLTS)	Integrated Support & Recovery Services (ISRS)	<p>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. Statewide uniform rates for the CLTS Waiver Program have gone into effect as of July 1, 2019. We have begun to work with vendors to transition them to the new rates with a completion date of January 1, 2020.</p>	<p>Christin Skolnik 785-6019 cskolnik@lacrossecounty.org</p>	No

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Outpatient Clinic/ Crisis Intake Unit Quality Assurance Team	Integrated Support & Recovery Services (ISRS)	<p>ISRS would like to highlight our Outpatient Clinic and Crisis Intake quality assurance (QA) team. Below is a snap shot of the detailed work our QA staff (comprised of two full-time staff) tackle each month as it relates to the intricate behind the scenes infrastructure that keeps both programs running, and in compliance with state and federal requirements.</p> <ul style="list-style-type: none"> • Weekly auditing of Outpatient Clinic and Crisis staff progress notes to maintain billing and auditing compliance. • Monthly data reporting for Health and Human Services Board. • Daily review of prescriber schedules inside the Outpatient Clinic to ensure all necessary paperwork meets consumer treatment needs and state compliance requirements. • Daily data entry for mandatory state reporting completed for prescribers in the Outpatient Clinic and on-call mobile crisis responders. • Weekly data entry for 822s required by nursing homes in the State of Wisconsin for La Crosse County residents. • Daily audits of the crisis unit progress notes to ensure all entities involved on a consumer's treatment team are receiving timely updates to assist in suitable coordination of care. • Coordination of administrative paperwork necessary for adult placements at the local crisis stabilization center (CARE Center). • Entering daily time tracking information for afterhours mobile crisis responders. 	Christin Skolnik 785-6019 cskolnik@lacrossecounty.org	No