

**Human Services Department Report to County Board
September 2019**

ADMINISTRATION

Trauma Informed Care

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.

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.

ECONOMIC SUPPORT (ES)

Food Share Program Accuracy Initiative

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.

INTEGRATED SUPPORT & RECOVERY SERVICES (ISRS)

Comprehensive Community Services (CCS) Quality Assurance (QA) Unit

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.

- 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.

Uniform Rates for Children's Long-Term Support (CLTS) Waiver

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.