



*Office of County Administrator
County of La Crosse, Wisconsin*

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Memo To: La Crosse County Board of Supervisors
From: Steve O'Malley, County Administrator
Date: January 4, 2011

Re: January Monthly Report to the County Board

Attached is the January Monthly Report to the County Board, providing monitoring information about department activities to the full County Board instead of reporting only to governing committees.

REMINDER **Monthly Reporting by roughly half the organization every other month.** While you will receive this report each month, the reports do not cover every department each time.

February, April, June, August, Oct. & Dec.

Planning, Resources & Development
Public Works & Infrastructure
Judiciary & Law Enforcement
Corp Counsel & Child Support

January, March, May, July, September, November

Health & Human Services
Aging & Long Term Care
County Clerk, Finance, IT,
Printing, Personnel, Treasurer

“OF INTEREST”

Keith Back, Assitant Highway Commissioner to serve as Interim Highway Commissioner With the retirement of Dennis Osgood effective January 7, 2011, I am appointing Keith Back to serve as Interim Highway Commissioner until a new Highway Commissioner is confirmed by the County Board. I am confident that Keith will provide the necessary leadership for the department during the remaining winter snow plow season. The application process is open until January 14 and I am hoping to review the preliminary ratings from Personnel in the following week, with interviews to begin in February. The Public Works & Infrastructure Committee will be involved in the interviews of any finalists in order to help inform my selection recommendation for consideration by the County Board.

*If you have any questions, feel free to contact me by phone or e-mail.
County Administrator direct line: 785-9789, cell phone 608-385-3316
or e-mail steve.omalley@co.la-crosse.wi.us*

MONTHLY REPORT TO THE COUNTY BOARD

Aging & Long Term Care January 2011

Lakeview Health Center

REGULATORY REFORM FOR NURSING HOMES

In 2011, area nursing homes (including Lakeview and Hillview) will be actively lobbying our state legislators to pass regulatory reform in the following areas:

- Eliminate dual enforcement: (double jeopardy). Currently DQA (Division of Quality Assurance) can cite a nursing home twice for the same issue. Once on the federal level and once on the state level. By amending current statutes the legislature can prohibit this practice.
- Discretion in citing violations from nursing home self reports. Again by modifying statutes, DQA does not automatically have to cite in these situations.
- Citing past noncompliance – currently DQA can cite at an Immediate Jeopardy level even if the facility has already corrected the problem. In fact 40% of all Immediate Jeopardy citations are for past non-compliance. This change could be addressed by the new DHS Secretary changing DQA policy.

In 2011, we may be asking your support as a county board to assist us in lobbying our area legislators on this topic.

*Pam Semb, Administrator
Lakeview Health Center*

MONTHLY REPORT TO THE COUNTY BOARD

Health & Human Services January 2011

Human Services Department

FAMILY & CHILDREN'S SERVICES

Interim Management

With the December retirement of Family & Children's Services (FCS) Section Manager Mary Ellen Prinsen, Nancy Pohlman has been appointed to the role of Interim Manager for the Section. Nancy is currently an Ongoing Unit Supervisor in FCS. Nancy has over 20 years of experience in a variety of Social Work roles, has been a supervisor for the Department since 1999 and serves as an adjunct Social Work faculty member at Winona State and Viterbo universities. Nancy will ensure FCS continues to operate safely and effectively while being responsive to the community until a new manager is hired.

AGING & DISABILITY RESOURCE CENTER

State Quality Review

101 ADRC-Western Wisconsin (WW) customers were surveyed by the State to determine satisfaction with the quality of services delivered. They surveyed customers via individual interviews each lasting about 16 minutes. The domains surveyed included: Personalization, Accessibility, Hospitality, Knowledge, Guidance, and Empowerment. Our ADRC-WW scored consistently above the statewide average in all areas with all scores being 3 or 4 out of the 4 point scale.

MENTAL HEALTH RECOVERY SERVICES

Supported Employment Pilot Project

In September La Crosse County responded to a statewide RFP designed to help counties implement the evidence based Supported Employment model. Supported Employment assists people in finding jobs in the community paying at least minimum wage. Research has shown that 70% of adults with a severe mental illness desire work. La Crosse County requested \$50,000 to purchase the service and help implement the model. We have learned that we are a finalist and will have a site visit in early January that will determine whether or not we are awarded the funding.

Peer Specialist Service at Gundersen- Lutheran

Planning moves forward to utilize \$10,000 of grant funding awarded to La Crosse County for a project that sends a Peer Specialist into the psychiatric unit at Gundersen. This will be a six month project to measure whether or not a trained consumer delivering service on the unit can increase the quality or effectiveness of inpatient care and/or affect admission or readmission rates.

ECONOMIC SUPPORT

Job Quest Contract

Riverfront, Inc., through the RFP process, was awarded the next Job Quest contract. They will take over providing Job Quest services beginning January 1, 2011, under a three year contract. Job Quest is a voluntary employment assistance program available to individuals receiving Food Share benefits. Job Quest's goals are to assist participants to obtain and maintain employment, increase participants job skills and help those already employed to find better employment. Riverfront outlined a strong plan to branch out into providing a variety of new employment assistance services and building on the agency's strong relationships with local employers. Riverfront has a detailed plan for timely transitioning

existing Job Quest customers from the current provider and using several innovative new strategies to attract new volunteers to the program.

Health Department

January 1, 2011 is the start date for the most current Health Department 5-year strategic plan. The Health and Human Services Board adopted this plan in the spring of 2010 to provide guidance on high priority public health services that they wish Health Department staff to deliver in 2011 and future years. It was the guide document for the creation of the 2011 Health Department budget. Key parts of the plan include:

Mission

Protect, promote and improve the health of all people in the county

Vision

- La Crosse County residents with the opportunity to live a long and productive life, free of preventable disease and injury
- Individuals, public and private organizations working together to bring about positive changes in the health status of La Crosse County residents
- All people with access to health services
- Effective and innovative public health services available to meet the changing needs of La Crosse County residents

Goal #1 – Provide high priority public health services

Goal # 2 – Achieve and maintain designation as the highest level public health agency

Goal #3 – Promote and utilize partnerships to develop public health services

The plan also has about 25 objectives related to the goals that are Specific, Measurable, Achievable, Realistic and Time based (SMART).

The 2011-2015 strategic plan is based upon the "COMPASS 3" community health needs assessment, the "Healthiest County 2015: La Crosse" community health improvement plan, 2020 State and National Health Plans, state and federal requirements of local health departments, community health status indicators taken from the La Crosse Medical and Health Science Center "Scorecard", and input from various advisory committees to the Health and Human Services Board and others.

Over the last 5 years, a number of the goals and objectives of the previous plan have been accomplished, among them:

- significant reduction in exposure to tobacco related toxins;
- continued improvement in the health status of the county as measured by the University of Wisconsin School of Medicine and Public Health;
- success in obtaining federal, state and private funds to support public health improvements in obesity prevention, alcohol abuse, public health emergency preparedness and other program areas;
- public policy changes that prevent/reduce exposure to poor air quality, lead exposures, human disease carrying animals and insects, and
- increase in the percent of the population protected from disease through immunization and communicable disease control.

Below is a partial description of activities of the Health Department over the last two months:

- Environmental Health staff responded to two fires in local restaurants to enable them to return to business quickly.
- Department staff met with staff from the State Department of Health and Agriculture about improvements to be made in inspection programming in the coming year.
- Of 37 car seats inspected, 23 were found to need corrected action and 12 seats were distributed to parents of young children.
- The Health Department Tobacco Control Program received a positive audit by the Wisconsin Division of Health.
- Communicable disease investigations were completed on 30 sexually transmitted disease cases.
- Responsible beverage server training for 36 La Crosse Center employees was completed to help reduce binge drinking.
- Health Department staff received a \$10,000 contract to improve public awareness of the hazards associated with burning household trash.
- Planning for the reduction in Home Health Nursing staff is underway.
- Laboratory staff is preparing for a ground and drinking water testing booth at the 2011 Farm Show.
- A new drug test for Justice Sanctions and the Drug Court was installed.
- The Health Department hosted a Complete Streets Workshop for 170 local residents.
- Thirty-six seasonal influenza immunization clinics were held in local businesses and communities.
- Nursing services were provided to 86 clients at the Salvation Army.
- The NACo—National Association of Counties—Prescription Drug Discount Program served 217 La Crosse County residents in October.
- Planning is underway to develop a community health needs assessment in 2011 in conjunction with area hospitals.
- Planning is underway to support a grant application by the Scenic Bluffs Community Health Center to provide dental, mental health and primary health services in La Crosse County in late 2011.
- The 4th quarter testing for ground water quality around the La Crosse County Solid Waste site was completed.
- Child passenger safety technician training for Holmen Fire and Police Department was conducted.
- Updating the Women, Infants and Children waiting area was completed utilizing federal funds.
- Ninety-three persons received TB screening.
- Vector Control staff is working with representatives of three institutions of higher learning to study the potential for currently unreported human disease transmitted by insects to occur in the La Crosse area.
- Federal support for the consortium of local health departments working together to provide emergency public health response and training will be ending June 2011.

Doug Mormann, Health Director

MONTHLY REPORT TO THE COUNTY BOARD

Internal Departments January 2011

County Clerk Office

RETIREMENT

At almost 64 years of age, after 30+ years of public service in the County Clerk's office, County Clerk Linda Stone has submitted her retirement notice; her last day will be January 3, 2011. Unfortunately the Clerk was unaware of the Nov. 30th deadline to allow for electing her replacement in the spring when she made her retirement plans. There are 2 years remaining of her 4 year term, so the County Board, by statute, will appoint her replacement until a clerk can be elected at the Fall election of 2012 to take office January 7, 2013. The County Board has voted to publish a request for letters of interest and will schedule interviews. In the interim, her Chief Deputy, Ginny Dankmeyer, is authorized by statute to act in her stead. Note that the office will be one person short until late February or possibly March; with a February Primary Election to prepare for, all 3 employees will have a very busy schedule and there will certainly be overtime required. Fortunately the budget will have an excess from the retired Clerk's salary to cover that, and the Deputy is capable of handling the County Clerk's duties.

ELECTION

February Primary: There will definitely be a February election in both the Onalaska and the Melrose-Mindoro School Districts for referendum questions. As for candidates, the filing deadline is January 5th, and the State, School Districts and Municipalities have until January 12th to give us that information. So while several potential candidates have taken out papers for Justice of the Supreme Court, we do not know for sure if there is going to be a Primary Election for any of the State or Municipal contests yet. The State offices to be elected this spring are Justice of the Supreme Court, Court of Appeals Judge - District 4, and La Crosse County Circuit Court Judge Branch V (which is currently held by Judge Pasell). After the January 12th deadline comes the daunting task of programming the election, laying out the ballots, having the ballot proofs approved by the State, the School Districts and any applicable municipalities and then getting them to the printer so the ballots get back to us for testing (for all 42 reporting units – a lengthy process that requires all employees to participate) and subsequent delivery to the Municipalities with all of their required election night documents by January 24th for the February 15th Primary Election.

MARRIAGE LICENSES

In 2010, to date (12/20/10), we have issued the following: 693 Marriage Licenses, 14 Waivers (This waives the 5 day waiting period), 6 Reissues (Lost, had cross outs or wrote in blue ink) and 11 Domestic Partnership Declarations with 1 Termination. These figures are down from previous years (which appears to be a national trend) so fall slightly below our budget prediction. To adjust for this and to be more consistent with comparable counties, the 2011 Budget includes an increase in the Marriage License, Domestic Partnership Declaration and Domestic Partnership Termination fees from \$70 to \$90. This is the first increase in fees in 8 years, and by State statute the Domestic Partnership fees must be the same. The fee for waiving the Marriage License waiting period is also increasing from \$10 to \$25.

COUNTY BOARD

Supervisors have until January 30, 2011 to turn in travel and mileage reimbursement requests, so no final budget figures are yet available.

DOG LICENSES

Preliminary figures indicate that 11,270 individual & 227 multiple dog tags have been sold in La Crosse County (this does NOT include the City of La Crosse). 752 of those were late tags sold from our office.

COUNTY CLERK REVENUES FOR 2010 (Per Finance 12/18/10)

Marriage Licenses.....	\$16,840.00
Domestic Partner Certificate & Terminations	540.00
Dogs - Late Tag Sales	11,849.00
Wisconsin DNR (now includes RV registrations) & Iowa DNR	691.75
Timber Cutting Permits, Parade Permits, Copies, Misc.	1,320.00
Directory Book Sales (does not include Inter-Departmental sales)	300.24

December preliminary figures indicate that while some revenues are down, we've been frugal & have held the line on expenses, so we should remain under budget in all 3 departments (Board, Election, Clerk).

It has been my pleasure to be a La Crosse County public servant for the past 30+ years and I am proud of the fair and friendly service this office has provided, while keeping the public well informed and holding the line on expenses. We continue to embrace new technology to better do so.

Respectfully Submitted, Linda A. Stone, County Clerk

Personnel Department Report

1. Collective Bargaining

All 8 Union Contracts expired at the end of 2010. We have prepared for, drafted proposals, met and put together contract language for approximately 30 collective bargaining sessions with the Union representatives. While we have achieved Tentative agreements on a number of language items, we do not have an agreement on Wage for 2011 or 2012.

SEIU – Contract for 2011. We **did** reach Tentative Agreement with Hillview on a one year contract for 2011, with a wage freeze for that year, and a me-too clause for wage settlement with any other bargaining unit. The day of the off-site vote there was a heavy snowstorm, very few members voted, and the vote was **Not** to accept the terms. Union will file for Mediation.

2. Management Training Academy

The Management Training Academy idea was started in 2009 by collaboration of Jerry Huber and Robert Taunt. It was decided to use the 10 principles developed by the Federal Office of Personnel Management for our initial programs. Personnel drafted all core training materials and principles for all sessions, prepared power point presentations for many sessions and launched the Academy idea by providing training to Human Service Managers and staff Mar 22, Apr 12, Jun 7, 21, Aug 2, 30, Nov 8. Mary Marco, Mary Meehan-Strub and Robert Taunt will continue to present topics through 2011. In addition, guidance was provided to Human Service Managers meetings on various topics including background checks and Fair Labor Standards Act. Numerous managers and department heads were assisted with staff supervision and union issues, terminations, complaints, and grievances.

3. Fair Labor Standards Act Review

– The Personnel Department initiated a review of staff positions for confirmation or correction of the Exempt/Non Exempt classification. The review for compliance purposes requires detailed examination of many job descriptions, comparison of duties and pay with the requirements of the FLSA. A computer tool was used and provides documentation of the analysis for future reference. In addition, the classification of the position will now appear on each job description. This project which

lasted months required LaVonne & Mary to interview a number of Dept Heads and managers, to confirm present duties. Changes in classification will be implemented in 2011. This was an important task for protection of the County.

4. Health Risk Appraisal – We have begun the first effort at employee health risk appraisal, utilizing Healics Corp. to collect employee data. Downtown employees were targeted for this first attempt at an HRA. The purpose of the HRA is to provide early warning information to employees of health warning signals, or physical conditions that may lead to later medical problems. This requires a blood draw and lab work by Healics, with a follow up report of the results. The lab work is done by medical professionals and so is useable by an employee's family physician without further expense. There were 110 employees participating, who received personal health results. Several employees followed up with their personal physician because of the results received, and one person had surgery to correct a condition that was detected. The physician commented that he would probably not have caught it until much later when surgery would have been more serious. This illustrates the type of saving possible due to early detection by HRA. We are now looking at ways to increase participation for events in 2011.

5. Health Insurance

The Personnel Department has continued to work with the County's Health Insurance consultants on options for controlling costs, like a 3 tiered prescription drug program. The consultants provide an analysis of funding and coverage options for the County to choose from. This year we looked at a discount program offered by one Re-insurance provider. After screening the program and talking to the company representatives, it was decided that the program was not valid for our employees and that recommendation made to the Administrator.

After a presentation of the history of our Self Retention limits, it was decided to increase the Stop Loss self retention for a guaranteed monthly saving on premium. The Administrator and the Finance Director are involved in these meeting as well.

During the year, Lisa Wille, Benefits Coordinator monitors the performance of the program, deals with employee complaints, adjusts disputes and obtains clarification and compliance with Health and Dental plans, which sometimes results in refunds and savings to the plans. Lisa has been working on getting the County to a more paperless enrollment system.

6. Employee Training

The Personnel Department implemented training software called the TLC (Training Learning Center) which provides computer based, desk top training for many county employees. This method of communicating with and training employees is the currently preferred method of reaching the largest number of employees for the least cost. In 2010, the following programs were presented for employees:

- Diversity Workgroup
- Annual Caregiver Training
- Conflict Resolution
- Dealing with the Difficult Customer
- Ethics
- National Hispanic Heritage Month
- Hmong Culture & History
- Holiday Facts & Tips
- Phone Interpreter
- MLK Jr. Day 2010
- New Employee Orientation-Benefits
- New Employee Orientation-Policies
- Section 125 Information
- Sexual Harassment
- Severe Weather 2010
- Tips for a Better Life
- Di has loaded many other departmental programs into the TLC, and set up and promoted programs for the departments.

In addition, Diana Cukla has been working with IT staff to develop an in-house software program to replace proprietary software currently used by the TLC, because the previous software company has discontinued business. This will be less costly for the County.

7. Diversity Programs – Robert has continued to work with the internal County Diversity Committee and the La Crosse Area Diversity Council in planning and initiation of publicity events, preparation and sharing of training materials and a recent open house in November at the Three Rivers House of the Ho-Chunk Nation. The Council is a great group of diverse community leaders working on better communication between diverse people in our area. I had the pleasure to nominate Mike Sallaway, of the Ho-Chunk Nation to be our first President of the La Crosse Area Diversity Council.

8. Assisting People at Work

A large portion of staff time in the Personnel Dept. is spent working through issues with department heads, managers, and employees. In 2010, we provided issue management with most departments, in many areas. These included: County pay & benefits issues; counseling managers in handling employee disciplinary problems; working with unions on issues between co-workers; managing supervisor-employee disputes; Union grievances; administrative claims, and preparation for grievance arbitration. It was also necessary to work with external attorneys in several cases to protect the interests of the county in administrative hearings. One of the most difficult tasks is working through discipline to termination of an employee. There were a number of terminations in 2010 after attempts to correct behavior in discipline. These resulted in more productive, less stressed departments. These terminations were resolved without major administrative or legal action. Another major area is Family & Medical Leave. Diana Cukla is the lead person on reviewing all requests for leave and determining appropriate compliance and medical documentation necessary. Mary Marco was requested by the Human Service Department several times to provide facilitation for process improvement or conflict resolution, as learned from national educator Ken Miller. She has become recognized for her expertise in the Miller process, and was able to help large groups reach consensus on department policy and direction. This is a valuable, but time consuming process for facilitating change in the County.

Grievances – Robert worked with departments, heard union complaints and wrote drafts and decisions on a number of employee complaints and union grievances including employees of the Health Department, Hillview, Highway, Home Health Aides, Lakeview, Justice Sanctions and others. Some of the issues involved confrontation on personal addiction and employee terminations that required particular care.

9. Numbers of Replacement positions

Through December 2010 Recruitment Coordinator, LaVonne Johansen, has recorded approximately **279** requests to fill a position. This is an average of more than **23 per month**. There have been a number of major Dept Head recruitments in 2010 also. Despite tight budget, reduction in forces through attrition, and a hiring freeze on new positions, there is still great need for position replacement to get the work done in the 2 nursing homes, large jail etc. Each recruitment requires much effort in posting, revising job descriptions and job ads, advertising, screening applications, scheduling interviews, physicals, tests and otherwise setting up the employee for County payroll and benefits by the Personnel Department staff. Lisa Wille spends a lot of time on employee orientations to explain policies and benefits to new employees. Because of the tight current budget and expected future reductions in State and Federal revenue, Steve O'Malley has requested a position review system, so that before filling a vacancy, it may be reviewed for combination, restructure, elimination or just timing delay in filling. The process has slowed the time for

filling positions but provides good review of the necessity to fill. The Personnel Dept. provides its recommendation to the Administrator.

CONCLUSION

Collective Bargaining has been substantial in 2010 and continues with all Union bargaining units into 2011. Recruitment and hiring continues to be very active, Training of employees has expanded, and Health and Wellness have been areas of major emphasis. There continue to be many challenges for the Personnel Department of 7 people in recruiting, hiring, training, managing and retaining a workforce of approximately **1379** County employees in 2011.

Robert B. Taunt
County Personnel Director

Robert