



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

County Administrative Center  
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**Memo To: La Crosse County Board of Supervisors**  
**From: Steve O'Malley, County Administrator**  
**Date: July 3, 2013**

**Re: July Monthly Report to the County Board**

Attached is the June 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"**

July 8, 2013 Policy Planning Agenda

The agenda concentrate on the Board Automation project and training with the new computer devices for County Board members.

*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 [omalley@lacrossecounty.org](mailto:omalley@lacrossecounty.org)*

# MONTHLY REPORT TO THE COUNTY BOARD

## Aging & Long Term Care July 2013

### Veterans Service Office

- **Financial Impact of Veterans Services in La Crosse County:**

8,975 – Revised Veteran Population (2012)

<b>\$44.1 million</b> –	<b>Total</b> expenditure from 10/1/11 to 9/30/12
\$22.1 million –	<b>Compensation and Pension</b> payments for disabilities
\$4.8 million --	<b>Education</b> and Vocational Rehabilitation
\$1.2 million	<b>Insurance and Indemnities</b> (payments to survivors)
\$16 million	Cost of <b>medical care</b> for veterans (VA currently seeing 3,343 patients from La Crosse County)

- **VA Disability Claims Backlog:** VA has over 600,000 claims nationally that are over 12 months old. Some administrative changes have been made to accelerate claims processing time, and VA Regional Offices are receiving past due claims from other regional offices: The Milwaukee Regional Office just received 2500 claims from Houston, TX and 2875 claims from Los Angeles, CA. These claims will be worked, along with 900 claims over 12 months old from Wisconsin, *before* any other work is done. Their goal is to complete these 6,275 total claims by September 30, 2013.

#### **What we have observed in past 12 months:**

**Claims processing** has slowed, on average, from about 6 months to 9-12 months for La Crosse County veterans.

**Dependency** additions and deletions take 8-10 months, resulting in unpaid benefits and/or overpayments to veterans.

**Appeals** on claims have also been delayed: VA has a two-step appeal process. The first step is a Decision Review Officer appeal in Milwaukee, and that is currently taking 18 months. The second step is a formal appeal to the Board of Veterans Appeals in Washington, DC. The backlog at the Board is currently almost 2.5 years. A total appeal time of up to 4 years is, in my opinion, unacceptable. By prioritizing claims from other regional offices, the Milwaukee Regional Office will slow down the completion of almost all of the claims we have submitted for the past 8-12 months., and for the claims we will be submitting in the near future.

#### **Tomah VA Medical Center Update:**

- New remodeled patient rehabilitation facility has just been completed at Tomah
- Tomah VAMC is part of a national mental health pilot program: they have contracted with **Scenic Bluffs** Community Health Center to provide **additional mental health services** for veterans in rural southwest Wisconsin.

- The new VA Clinic in La Crosse (early 2014) will include **Audiology, Optometry and Physical Therapy departments.**
  - **The new VA Clinic location** has not been disclosed, although construction is supposed to begin in August 2013.
- *I am retiring* as your service officer effective August 30, 2013 after almost 20 years. It has been a pleasure and a privilege to work for La Crosse County, but it's time for a younger person to take over. The frustrations I encounter with federal and state policies seem to be overcoming the good things we do every day to help veterans. I wish to thank my coworkers, fellow employees, and the La Crosse County Board, past and present, for their support of the Veterans Service Office. What the Veterans Service Office does to help veterans each day is important and I'm confident that your new service officer will be up to the challenge.

*Jim Gausmann, CVSO*

## **Lakeview Health Center**

### **LAKEVIEW PLANNING UPDATE**

Work with HSR Associates, Inc. and Nelson-Tremain Partnership continues. Design concepts for the 8 bed CBRF for persons with intellectual disabilities is in the final phase. Next steps will include the 1) development of construction drawings to develop accurate cost estimates and 2) review of the operating budget for this service. This design does include flexibility to allow for potential change in licensure in the event service or funding needs change in future.

A recent listening session facilitated by the architects has resulted in the development of initial concept drawings for the other CBRF's. These designs will continue to be developed over the next several weeks.

As part of the planning process, Lakeview has also been working with the State related to the closure of the Intermediate Care Facility for the Intellectually Disable (Applewood Court) at the point that our current building is vacated. The State has accepted this plan. Financial incentives to close this facility may be available & could be requested jointly by LaCrosse County & MVHS. More information will be discussed at the annual MVHS meeting. Site planning and community discussions continue with LaCrosse County, the Village of West Salem, and the West Salem School District.

A team of Lakeview campus staff participated in a tour of the Hillview Terrace RCAC in June. This tour was helpful in looking at designs, especially of common spaces, dining services and bathroom configuration.

Town hall meetings for all shifts continue in order to keep communication lines open with staff. This monthly format has been effective to date. It is expected that these meetings may need to be held more frequently as planning accelerates.

### **FACILITY POLICY - FLU VACCINE**

With the recent introduction of 2013 Assembly Bill 247 which seeks to provide "personal exemption" from the flu vaccine, there have been several questions about Lakeview's policy on flu vaccines for staff.

Because Lakeview Health Center serves a very vulnerable population, our policy has always been to encourage all staff to receive the flu vaccine each year. In 2012, we modified our policy to require any employee who did not receive the influenza vaccine to wear a mask at work during the flu season. Our employee compliance rates went from less than 50% of employees receiving the flu vaccine to over 97% this past year! In addition, Lakeview was one of very few local nursing homes who did not have an influenza outbreak this past flu season. From our perspective, this policy was instrumental in protecting our residents and our plan will be to continue this requirement for the 2013-14 flu season.

Summer is a busy time for our campus. Stop in and see us as we celebrate County Nursing Home month in July.

Sincerely,  
*Wanda Plachecki, Administrator*  
[wplachecki@lacrossecounty.org](mailto:wplachecki@lacrossecounty.org)  
608-786-1400  
*Lakeview Health Center*

## **Aging Department**

- The **Fourth Annual Vital Aging Conference: *Unleash the Power of Age!*** Celebrated the New Aging in America on June 6 with over 185 participants. Brian Udderman, our opening keynote, set the tone for the day with excitement, interest and good humor. Tom Thibodeau closed inspiring us to continue to grow for a lifetime in wisdom, grace and joy. In between everyone attended workshops to help do just that. Don't worry if you missed this year, it's an annual event. Next year's Vital Aging Conference will be on June 12<sup>th</sup>. Be sure to attend. Don't miss the fun!
- U.S. Senator Tammy Baldwin visits La Crosse Tuesday, July 2 to attend a roundtable discussion with the Commission on Aging and seniors from around La Crosse. Senator Baldwin is on the Special Committee on Aging. She recently submitted testimony from La Crosse seniors who sent her their reasons for supporting the Senior Meals Program on paper plates. The Senate Hearing was addressing the need to reauthorize the Older Americans Act.
- Senior Farmer's Market vouchers have been distributed to 328 seniors 60 and over. The packets include \$25 in vouchers to be redeemed at the Farmer's Markets for fresh area produce. It helps the farmers and makes nutritious food available for seniors.
- Stepping On, a seven-week falls prevention class for those 65 and older, was offered in three locations during June. The Aging Unit hosts a website with information on preventing falls [www.lacrossestopfalls.org](http://www.lacrossestopfalls.org) The next class begins July 15<sup>th</sup> at Stoffel Court, 333 S. 7<sup>th</sup> St., La Crosse. Contact Larry White for more information 608-785-9304

*Respectfully Submitted,*  
*Noreen Holmes, Director*

# MONTHLY REPORT TO THE COUNTY BOARD

## Health & Human Services July 2013

### Health Department

Mission: Protect, Promote and Improve the Health of all People in the County

#### **Goal #1 – Provide high priority public health services.**

- Linda Lee, Nutrition Manager, retired from the La Crosse County Health Department after 30 years of service for the people of La Crosse Co.
- The position of Nutrition Manager was filled by Jennifer Loging. She served as the Nutrition Supervisor in the County Health Department for the last three years having started in the Dept in 2007 as a Nutrition Educator. She is Chairperson of the Wisconsin WIC Directors Association and has had or currently has leadership positions in a number of other local, regional and state nutrition related organizations.
- Linda Lee received Health Educator of the Year recognition from the Wisconsin Health Education Network.
- The 2013 Wisconsin County Health rankings showed La Crosse County to be the 21<sup>st</sup> out of 72 counties in Health Outcomes and 4<sup>th</sup> out of 72 for Health Factors that will enable the people of our County to be healthier in the future.
- The Health Department Laboratory is operating four days a week as a result of reduction in anticipated revenue. Frequent Laboratory users have been able to accommodate by dropping off samples on Monday through Thursday. Community education about the change in service hours is underway.
- Several community education efforts are underway to encourage individual home owners as well as managers/owners of apartment buildings to move toward smoke free facilities.
- The Health Department along with the Human Services Department and others coordinated a Community Conversation on Heroin to provide guidance on efforts to reduce the occurrence of heroin use in the County.
- Although the federal government has ended the funding for the radon prevention education program, the Health and Human Services Board directed that the program with an estimated annual cost of about \$7,000 should continue through the remainder of 2013. A decision about delivering the service in 2014 will be made as part of the 2014 annual budget.
- Notifications were sent to well owners and septic system owners to reaffirm their responsibilities for proper abandonment of wells and for routine septic system maintenance.
- As of the end of May with 42% of the fiscal year complete, Health Department expenses are at about 38% of the budgeted amount and revenue at about 54% of budget.
- Health Department staff responded to an exposure of over 180 persons to an active TB case.
- Vector Control summer staff has begun work to prevent mosquito borne disease and encourage use of outdoor recreation and exercise.

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

- With the approval of the Health and Human Services Board and the County Administrator, the Health Department submitted the request to be reviewed for national accreditation as a local health dept. by the Public Health Accreditation Board. The assessment, including a site visit, is expected to occur in the next 12 months.
- The Health and Human Services Board has established a subcommittee to update the current Health Department Strategic plan to bring it in compliance with guidelines for optimal strategic plans in preparation for the Public Health Accreditation Board review.
- The Health Department underwent audits of the Maternal and Child Health, Public Health Preparedness, Lead, WIC-Women, Infants and Children and the Health Department Restaurant Inspection programs successfully.
- Monica Kruse, HHS Bd. Chairperson, gave a presentation at a statewide training of local health departments on how boards of health can participate in the preparation for national accreditation.
- The Health and Human Services Board approved an upgrade of its regular report of services provided by the Health Department. The report is developed in the form of a dashboard that identifies 21 high priority measures of the Health Department's performance. In the first report, the Health Department was meeting 11 of the 21 objectives with goals to be met in 5 and 5 objectives with improved measures to be determined before the next quarterly review.

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

- Over 650 persons participated in the "Biggest Health Challenge" operated in conjunction with area businesses, other groups and the public to encourage exercise and good nutrition.
- Over 350 persons are participating in the Strong Senior Program that involves exercise and related education at 7 sites throughout the community.
- A meeting with the delegation of Wisconsin and US legislators or their representatives from La Crosse County sponsored by Wisconsin Environmental Health Association, Wisconsin Public Health Association and the Wisconsin Association of Local Health Departments and Boards was held with discussion of the public health implications of the proposed Wisconsin biannual budget.
- The Onalaska School District and the Public Health Nursing Program are planning for use of the Onalaska School District facilities to respond to significant public health emergencies.

Submitted by Doug Mormann, Director

## **Human Services Department**

### **ADMINISTRATION**

#### **Safety Committee**

A Committee has been formed to look at staff safety in and out of our building. David Steinberg and Mary Marco co-facilitate the group which has all levels of staff from all Sections of Human Services. The group's deliverables minimally include:

1. Renewed process for determining and reporting threats/dangerousness
2. Recommending staff and organizational policy and response to threats or incidents
3. Determine building layout/security issues to be safer

4. Training needs
5. Debriefing needs/plans

## **CHEMICAL HEALTH & JUSTICE SANCTIONS**

### New Supervisor

Teresa Byland was hired as a supervisor within CHJS with a start date of April 29<sup>th</sup>.

## **FAMILY & CHILDREN'S SECTION**

### Permanency Summit

The La Crosse County Permanency Summit was a very successful event with over 70 participants including judges and local stakeholders as well as the Department of Children and Families (DCF) staff. The preliminary results of the evaluations indicate an overwhelming satisfaction with the event and the facilitation that was provided by Tricia Mosher.

### DCF Trauma Grant

We have been awarded the Department of Children & Families (DCF) grant that will partially fund the implementation of the Wisconsin Trauma project in La Crosse County. DCF stated that the collaborative efforts in our proposal were impressive and would improve child and family outcomes by creating a trauma-informed and responsive system of care. Our next steps include building an implementation team and working diligently with local stakeholders to ensure active participation.

## **ECONOMIC SUPPORT**

### Wisconsin Shares Child Care Program Regionalization

The Western Region for Economic Assistance (WREA) pilot regionalizing Wisconsin Shares Child Care program services within the Consortium's operations has been operating for a couple of months, with very good results. Being able to process Child Care applications and reviews by a worker from any one of the eight counties, instead of a worker within the customer's county of residence, has allowed the Consortium to increase timeliness. We have also experienced the Consortium's ability to be more flexible with appointment times to better meet the needs of the Child Care applicants and recipients. It is especially important for the Consortium to work around these individual's schedules, as they are applying for/receiving Child Care assistance to support their employment activities.

### BadgerCare Plus Policy Changes

WREA Consortium supervisors and manager have spent a significant amount of time planning for the upcoming workload increases due to the implementation of the online Health Insurance Marketplace and the upcoming changes being made to the BadgerCare Plus program. The Department of Health Services (DHS) will be providing training on the new BadgerCare Plus policy changes in September, with face-to-face training being offered in both La Crosse and Whitehall for Economic Support staff within the WREA Consortium. Following the policy training in September, DHS will provide training on the systems changes being made to support the BadgerCare policy changes in October. With implementation of the Marketplace in October and other changes due to the Affordable Care Act, the trainings being provided by DHS are mandatory for WREA staff to attend.

### Call Center Performance Standards

The WREA Consortium is meeting the timeliness and Call Center Performance standards required under the Income Maintenance Contract for 2013. The average speed of answer for calls to the Consortium's Call Center are within 5 minutes, with the performance standard set at 15 minutes average speed of answer. The Consortium is also processing

over 95% of applications for Food Share, Medicaid and BadgerCare Plus within 30 days. The performance standard set by DHS is 95%.

### **MENTAL HEALTH RECOVERY SERVICES**

#### IRIS Award (National Alliance on Mental Illness)

The La Crosse chapter of the National Alliance on Mental Illness (NAMI) notified Jen Timm (MHRS Supervisor) that she was chosen to receive an IRIS award in May due to the positive impact she has had on those with mental illness in our area over the past year. Highlights of why she was chosen include her role in redesigning access and service delivery for the Mental Health Recovery Services (MHRS) Outpatient Mental Health/Substance Abuse Clinic and her leadership and facilitation of multiple community process improvement projects with St. Clare's Health Mission, Scenic Bluffs, and the local hospitals.

#### Western Region Integrated Care (WRIC) Pilot Project Update

**Background:** The State of Wisconsin has been working with stakeholders since 2009 to identify a future design for mental health and substance abuse services. In 2012 the state released a Request for Proposal (RFP) for a group of counties to work with them over three years to develop a shared services approach to the delivery of a core set of mental health and substance abuse services. In late 2012 a La Crosse, Jackson, and Monroe County vision was selected as one of two pilot projects to be funded. The goal is to implement a shared services approach to the delivery of a set of core services across partner counties by the end of 2015.

**Update:** Significant energy continues to be devoted to a needs analysis that is mapping out how many of the 32 core benefit services are currently operating in each of the partner counties. Additional energy has been spent analyzing Affordable Health Care Act and Governor Walker mental health funding announcements for use in future model planning.

#### MHRS Meet & Greet

As part of a 2013 strategy to engage more effectively with families, MHRS held their first "Meet & Greet" on Thursday, May 30<sup>th</sup>. On this day administration was available from 5:00 – 6:30 to answer questions and provide information on all services offered within the section. The intent is to hold this twice per year as a way to help the community understand what is available and how it can be accessed.

*Jason Witt*

*Human Services Director*

# **MONTHLY REPORT TO THE COUNTY BOARD**

## **Internal Departments July 2013**

### **County Clerk's Office**

Last week, I attended the Wisconsin County Clerk's Association (WCCA) Annual Meeting in Door County and am happy to announce that the WCCA Annual Meeting will be coming to La Crosse in 2016. I was appointed to the Legislative Committee and Conference Committee for the next two years to represent the WCCA. The appointment to the Legislative Committee will be very important considering the numerous changes expected to election and voting laws in the very near future.

#### **Elections**

The voting equipment La Crosse County has been using for many years now has finally come to the time where it needs to be replaced. The Eagle is outdated, parts for repairs are becoming hard to find, and support for these machines will soon be discontinued. In conjunction with municipal clerks, chief inspectors, and poll workers, a vendor presentation was held. Election, System & Software (ES&S) and Dominion Voting demonstrated new voting equipment. After a very lengthy and thorough discussion, it was decided to go with the DS200 being offered by ES&S. All the municipalities in La Crosse County have agreed, which will be a cost savings to the County. ES&S is our current election vendor and we are confident that we made the right decision to continue with them. The DS200 is similar to the current voting equipment and will be an easy transition for our poll workers and voters, which was a very important part in this decision making process.

#### **Dog Licenses**

Citations were mailed at the beginning of June to the 927 dog owners who have failed to license their dog this year. The court date this year for those who fail to license their dog is scheduled for August 22<sup>nd</sup>.

#### **Marriage Licenses:**

This is the time of year where we have a revolving door of marriage couples coming in to apply for their marriage license. So far this year we have issued 289 marriage licenses for total revenue of \$13,135.

Respectfully Submitted,  
Ginny Dankmeyer, County Clerk

### **Information Technology**

#### **Courts Automation Project:**

A project is underway to update all 5 court rooms with new Audio and Visual capabilities. The Project Team is currently defining the needs and criteria to create an RFP to be sent to vendors. This project will allow for our court rooms to have the ability to present electronic content in court proceedings. This is an important step for future video conferencing capabilities.

### **New Land Parcel Management and Tax System:**

On June 4<sup>th</sup> the new Land Parcel Management and Tax System was implemented to replace our current Tax System which had reached its end of life. The new system has many improvements and will allow the Land Information Office to grant access to the local municipalities so they may upload assessment values and enter special assessments. The reporting capabilities have been expanded to provide for a multitude of formats providing us increased capabilities to share and fulfill external data requests.

### **Lab Software Replacement:**

We are replacing the current Lab testing software for the Health Department used for Lab tracking and recording. The new software application will be easier to use and provide new desired features. It will include a more comprehensive client record and provide for a better results analysis.

### **IT Infrastructure Continuity Upgrades:**

- A new product called Neverfail was implemented for the core Law Enforcement System to improve system redundancy. This product will provide real time failover of the Law Enforcement data in the event of a hardware failure or a power interruption. Neverfail should result in no down time for our Law Enforcement System.
- A new disk based backup system was implemented in late 2012. This new system has increased our abilities to recover our systems and data in a more accurate and efficient manner. We can recover data in minutes versus hours and recover complete systems in hours versus days.

### **New Health Department Website:**

We are currently redesigning the Health website. A lot of work has gone into reorganizing the menu and making the navigation more user friendly. All of the inspection reports will now be accessible online from this new Website. The site will feature some great photos of the area, Media Releases and Featured Topics sections on the home page.

### **Field Based Reporting (FBR):**

The FBR module has been added to the La Crosse County Public Safety System. The initial deployment of this module was done for the Onalaska Police Department and the City of La Crosse Police Department. This FBR deployment was a key in bringing Onalaska back to using the County wide RMS (Records Management System). Because of this we now have all municipalities in the County of La Crosse using the same Public Safety system. This provides for full data sharing of the law enforcement data across all municipalities.

*John Parshall, IT Director*

### **Treasurer's Office**

2<sup>nd</sup> half notices for the current year taxes due on July 31<sup>st</sup> have been mailed and the tax collection is picking up. Balance of the current year taxes to collect by July 31<sup>st</sup> is \$18,042,340.76 and the delinquent taxes currently have a balance of \$3,047,868.50. Also a note that due to the new postal changes where mail is now being sorted in Eagan Minnesota instead of the La Crosse office the timing of when mail is picked up and sent to our office may vary by 1 or 2 days. So if taxes are due by July 31<sup>st</sup> please make sure that you send them in a timely manner. Otherwise please make it a point to stop in our office.

See monthly collections for 2013 below:

**DELINQUENT**

<b>MONTH/YEAR</b>	<b>TAX</b>	<b>INTEREST</b>	<b>SPECIAL</b>	<b>SPEC INT</b>	<b>TOTAL</b>
Jan-13	114,132.91	38,740.31	5,722.39	1,055.60	159,651.21
Feb-13	114,153.64	35,432.60	5,061.16	1,072.62	155,720.02
Mar-13	175,882.67	62,904.94	8,641.90	2,070.65	249,500.16
Apr-13	140,390.96	50,907.72	5,079.48	1,344.39	197,722.55
May-13	180,369.45	70,228.79	6,585.98	1,547.58	258,731.80
Jun-13	89,667.12	39,082.78	7,765.81	1,856.12	138,371.83

**CURRENT**

	<b>TAX</b>	<b>SPECIAL</b>	<b>SPEC INT</b>	<b>INTEREST</b>	<b>TOTAL</b>
Feb-13	394,993.90			4,041.87	399,035.77
Mar-13	561,944.39			12,018.69	573,963.08
Apr-13	358,343.27			9,056.25	367,399.52
May-13	275,865.28			6,698.75	282,564.03
Jun-13	1,232,293.13			3,781.43	1,236,074.56

Reported by Shawn Handland, County Treasurer