



*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 1, 2014**

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

Attached is the July 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 7, 2014 Planning Meeting**

The main agenda item will be the Annual Audit presentation by our Independent Auditors, Clifton Larson Allen.

**Note: Look for your copy of the 2013 Comprehensive Annual Financial Report in County Board lockers by the end of the day Tuesday July 1, 2014.**

*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](mailto:steve.omalley@co.la-crosse.wi.us)*

# MONTHLY REPORT TO THE COUNTY BOARD

## Aging & Long Term Care July 2014

### Veterans Services

Memorial Day Ceremonies were well attended throughout the county. The Veterans Service Office provide lists to the La Crosse Memorial Day Association and local veterans' organizations whose 120 plus volunteers place over 8500 flags on wartime veterans' graves for Memorial Day.

We have seen a recent increase in veterans applying for the WI GI Bill. Recently the law has changed to permit those who enlisted outside of Wisconsin but have resided in Wisconsin for 5 years, or more, prior to the semester they are wishing to enroll in, to be eligible for free tuition at public universities and tech schools. The increase in veterans through our office has provided us the opportunity to cover other benefits that some veterans may not have been aware of.

On June 17 and 18, Western Technical College hosted Wisconsin Association of Collegiate Registrars and Admission Officers (WACRAO). The event brought in school veteran certifying officials from around the state. The Veteran Service Office was able to attend to learn about changes in veteran education. This event was well received as there were representatives from the federal and state education offices there to help explain the many educational avenues available to military, veterans and family members.

The Milwaukee County Zoo is providing free admission to military / veterans and 9 immediate family members on July 6 only, from 9am-5pm. To date our office has distributed over 60 tickets to local military / veterans and their families.

*Adam Flood*  
*La Crosse County Veterans Service Officer*

### Lakeview Health Center

#### **MONARCH MANOR CBRF UPDATE**

The Open House for our new CBRF was very well attended. We received our license from the State of Wisconsin and have opened this service. Currently, we have 6 residents moved in and active referrals for the remaining beds. Stop in and see it sometime if you were not able to make it to the Open House.

#### **APPLEWOOD**

With the opening of Monarch Manor and the relocation of the rest of the Applewood – Intermediate Care Facility for Individuals with Intellectual Disabilities clients, this program has officially closed.

**MACINTOSH MANOR**

As planned, with the closing of Applewood and the relocation of the MacIntosh Manor clients into the new home, this adult family home has been officially closed. We are currently working with the Finance Department and other appropriate County departments to ready this home for the market later this summer.

**LAKEVIEW CAMPUS PLANNING**

Design work on the Lakeview campus continues and is nearing completion. Lakeview staff have participated in all aspects of the design phase, especially as it relates to functionality of the resident rooms and other household spaces. Residents and family members have also been included in some of these planning sessions.

As always, if you have questions about any of the work we are doing, please stop in to see me.

*Wanda Plachecki, Administrator*

[wplachecki@lacrossecounty.org](mailto:wplachecki@lacrossecounty.org)

608-786-1400

*Lakeview Health Center*

# MONTHLY REPORT TO THE COUNTY BOARD

## Health & Human Services July 2014

### Health Department

#### **2014-2017 Strategic Plan**

Mission: Protect, Promote and Improve the Health of all People to Enhance the Quality of Life

#### **Goal #1 – Prioritize the work we do**

- Objectives
- 1.1 Use evidence based interventions
  - 1.2 Continually seek input from internal and external stakeholders
  - 1.3 Implement department wide performance management system
  - 1.4 Be responsive to emerging issues

#### Actions

- A. Phase down of the Home Health Care Program is moving forward as planned with all clients discharged by the end of June to seven different local Home Health Care organizations.
- B. About 800 Environmental license renewals were sent to restaurants, grocery stores, taverns, tattoo parlors and a variety of other organizations as required by State and Local Environmental Health Protection regulations. These licenses cover the cost of services provided.
- C. A community needs assessment for maternal and child health protection services is underway. Information is being solicited from numerous community groups to guide how federal funds from Maternal and Child Health Services should be utilized locally in future years.
- D. Summer promotion of the use of locally grown and healthy foods along with weight control and summer exercise activities began.
- E. Control efforts for disease carrying and pest mosquitoes began along with education on what residents can do to protect themselves from mosquitoes and tick borne disease.

#### **Goal #2 – Ensure a competent, trusted committed and motivated workforce**

- Objectives
- 2.1 Implement the department wide workforce development plan
  - 2.2 Become an employer of choice for public health professionals in the area
  - 2.3 Be viewed as a primary source of public health information in the community

#### Actions

- A. Dave Geske, Vector Control Manager, was recognized by the Wisconsin Public Health Association for Distinguished Service at their conference in Milwaukee. His work reducing the amount of disease related to ticks and mosquitoes in a number of counties in Western Wisconsin and Eastern Minnesota was acknowledged.
- B. The State of Wisconsin conducted it's every 5 year evaluation of the overall operation of the La Crosse County Health Department. Health and Human Services Board

Members, County Administrator, and others participated in this evaluation that will determine if the Health Department can continue to be certified as a Level 3 or highest level Health Department.

- C. The Health Department conducted an employee satisfaction survey that included a number of suggestions for how the Department might improve its level of service and maintain employee satisfaction/continued employment

**Goal #3 – Balance fiscal responsibility with innovative funding**

- Objectives
- 3.1 Be accountable, effective and efficient with resources
  - 3.2 Assure sustainable programs
  - 3.3 Assure innovative programs
  - 3.4 Identify the most efficient and effective way to deliver services that protect the health of the people of the County.

Actions

- A. Development of the draft 2015 Health Dept budget has been underway for about 2 months.
- B. Contracts/Grants have been received for the following services to be provided in 2014 and 2105; Otto Bremer Foundation, \$50,000 for Senior strength and brain training and socialization; State of Wisconsin, \$10,000 for public health response to extreme weather;
- C. The routine/annual audit by the State of Wisconsin of the health dept. Private Onsite Waste Water Treatment permit and inspection services started.

**Goal #4 – Participate in, lead and build effective community partnerships**

- Objectives
- 4.1 Evaluate engagement in current partnerships
  - 4.2 Sustain and build relationships with policy makers and elected officials

Actions

- A. The La Crosse Tribune and Environmental Health Division have expanded Joint efforts to publish the public health implications of routine inspections of food and water handling, recreational and other licensed activity.
- B. Planning for continuation of the joint effort with the Salvation Army homeless shelter, Viterbo School of Nursing, the health dept public health nursing division and others to provide basic health promotion and disease prevention services to the homeless is underway.
- C. The Health Dept participated with the Health Science Consortium and a number of other partners to sponsor the 5<sup>th</sup> Annual La Crosse Area Health Summit. The Summit focuses on implementing the community plan to improve the health of all persons in La Crosse County. This year's focus was on ways to assure that all people have equal access to health care and even more important that persons with more than normal needs get higher levels of care.

Submitted by Doug Mormann, Director

## Human Services Department

### **ECONOMIC SUPPORT**

#### WREA Call Menu Changes

The Western Region for Economic Assistance (WREA) Income Maintenance Consortium is working with the Department of Health Services (DHS) and the Department of Children and Families (DCF) to pilot changes to the way calls to the Consortium are handled. Options for individuals calling about the Wisconsin Shares Child Care Assistance program are being added to WREA's call menu. The changes will allow calls to the Consortium to be answered more quickly and efficiently. DHS is currently in the programming phase of the pilot, with plans to roll out WREA's call menu changes the first week in June.

#### Process Improvement

WREA is committed to continuous process improvement, and is currently making adjustments to how the Consortium provides services to individuals that demonstrate an urgent need for program services. Providing an opportunity for customers to have their application processed via phone as they call WREA requesting to apply for a program is one adjustment that's being made. Customers will still have the option of scheduling an appointment, but WREA believes adding an on-demand phone option will improve services for some customers. WREA is also partnering with the other sections of Human Services in all 8 counties to collaborate and coordinate assistance to customers that are being referred to WREA from another section of Human Services. The most common referral is for health care coverage, and WREA will be seeking to process applications from those referred from other sections of the Department while the customer is in the Human Services building. WREA staff will also communicate with the social worker assisting the customer on what documents or other missing application items are needed from the customer to determine their eligibility. WREA hopes these changes will increase efficiencies and help customers to better understand and meet application and eligibility re-determination requirements.

#### Income Maintenance Caseload Increase

The WREA Consortium's Income Maintenance caseload has increased by 2,317 cases in the first four months of 2014, from 32,078 cases in January to 34,395 in April 2014. In addition to Childless adults with income under 100% of the Federal Poverty Level (FPL) being newly eligible for Badger Care Plus, Food Share applications have increased across the 8 counties in the Consortium.

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

#### Department of Children and Families (DCF)

Family & Children's Section (FCS) in partnership with the DCF Trauma Initiative will be hosting the final celebration on July 25, 2014. The morning of the event is for trauma implementation teams and direct FCS social worker staff. Community of providers and stakeholders in the Child Welfare system are invited to attend from 1:00 – 3:30 for a presentation on local accomplishments from July 2013 – July 2014. The event will be held at the ICE facility on the Gunderson Health Systems campus.

#### Local Media Coverage

We had a very successful foster care recruitment event in May:

- **May 6 – 9:** Four segments on WXOW's Morning Break show regarding foster care, the children in care, the qualities necessary to foster, etc.
- **Mid-May:** WKBT featured two foster families during news broadcasts
- **Mid-May:** Thank You letter send out from unit to all licensed (general and relative) foster homes

- **May 9:** Awareness and Fundraiser Festival Brat Barn; raised \$600 to go toward foster children's needs (clothing, bicycles, lessons, uniform costs, etc.)
- **May 23:** Foster Care Month Proclamation by Jill Billings and Steve Doyle (covered by local TV and Tribune)
- **May 25:** Local TV segment on foster/adoption featuring local foster parents

## **INTEGRATED SUPPORT & RECOVERY SERVICES**

### WRIC Youth Crisis Grant Selected For Funding

The Western Region Integrated Care (WRIC) application for State grant funding to strengthen Crisis services and collaboration for children and youth was one of 5 selected for funding. Our region will receive @\$120,000/yr for up to 5 years. These funds will be utilized to:

- Increase staffing in each county at no local cost in order to provide more intense intervention, follow-up, short-term, and collaborative services for families/children in crisis. Part-time social workers in each county and a full time therapist for the region will be added.
- Additional resources will be available to contract for enhanced telephone support, Parent Peer Specialist services, and limited Child Psychiatry via Telehealth.
- Social media as a mechanism to support crisis services will also be explored.

*Jason Witt*  
*Human Services Director*

# MONTHLY REPORT TO THE COUNTY BOARD

## Internal Departments July 2014

### Personnel Department Report

Below are the Employee Count Statistics through May 2014:

MONTH	TOTAL EMPLOYEES	FULL TIME	PART TIME	IPT*	FULL TIME EQUIV.	NEW HIRES	TERMS	TURNOVER RATE
<b>2014</b>								
JAN	1340	835	280	225	1104	29	27	2.01
FEB	1341	834	283	224	1106	21	18	1.34
MAR	1352	838	290	224	1114	29	16	1.18
APR	1368	854	291	223	1130	47	32	2.34
MAY	1370	859	288	223	1132	32	29	2.12

- Recruitment activity hit an all time high in April with 47 new hires and a record in May of 32 new hires.
- New staff orientations: 64 (January through June)
- Retirees: 32 (January through June)

#### Other Activity:

- Held employee sessions regarding a recap of the 2014 changes in health insurance coverage and HRAs. Over 100 staff attended.
- We are seeing increased use of the local Neighborhood Clinics as the cost is more affordable than Gundersen and Mayo for non-urgent visits. Besides keeping our health care costs down by staff utilizing the clinics, this is a way employees are able to stretch their deductible dollars further.
- Assisting the Health Department navigate through the process of closing the Home Care program.
- Have made great progress in getting the majority of our job description updated and listed on the County website.
- Attended the La Crosse Tribune job fair with Hillview and Lakeview HR Generalists in May.
- Coordinated the annual Front-Line Staff Training in April.
- Assisting several departments to navigate through FMLA, Medical Certification and long term impact on the department and employees.
- Provided Severe Weather training on the TLC and a mock drill.
- Met Civil Rights compliancy by working with Human Services and Health department to provide training to all downtown campus employees.
- Processed 162 FMLA Requests (January through June).
- Loaded 19 training presentations into the TLC and set up 19 trainings to accept employee.

Respectfully Submitted:

*Mary Marco, Interim County Personnel Director*

## Finance Department

The Comprehensive Annual Report (CAFR) is now completed for 2013, and the copies will be placed in your lockers sometime this week. We have submitted the CAFR to the Government Finance Officers Association for the ninth consecutive year. The auditor's will still be here this summer working on the testing of Federal and State programs related to the Single Audit, which is due on Sept 30th. Thanks to all of the finance staff throughout the County who have worked so hard to complete all of their year end work.

Currently, we are getting started with the budget process, having completed the budget workshop last week. Departments are now in the process of preparing the budget worksheets and will be gearing up for the budget meetings with Steve and the finance staff in August.

We have also been working on finding efficiencies in the process of paying the phone bills for the entire County. Working together with the IT Department, we will now be saving approximately \$6,000 in staff time and reducing telephone expenses within each of the departmental budgets.

Purchasing has released and is coordinating a number of RFPs (request for Proposal), including Real estate Broker services (Meadow Park Estates and Lakeview Business Park) and Lot C Development. In an ongoing project with the Facilities Department, on-line ordering and inventory management system is being set-up and tested with two (2) major vendors of operational supplies. The goal of this project is to increase the Facilities Department's labor efficiency. Purchasing has begun to track and coordinate insurance responsibilities for La Crosse County. Purchasing continues to coordinate and manage the disposal of excess equipment.

*Respectfully submitted,  
Sharon R Davidson, CPA*

## 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 \$20,818,621.90 which does not include the City of La Crosse. I attended the June Wisconsin County Treasurer's Association conference June 11<sup>th</sup> thru 13<sup>th</sup>. The conference was held in Oshkosh and the discussions are always a variety of topics from condominium law if for some reason a county forecloses on these types of properties to eviction of homeowners once the property is taken by a county. We are also in the process of scheduling a court date for the 2009 foreclosures that we have been working on and will hope to be done by the end of August.

Enclosed are the following collections that we have had so far in 2014:

### CURRENT YEAR COLLECTIONS

<b>2013</b>					
<b>MONTH/YEAR</b>	<b>TAX</b>	<b>SPECIAL</b>	<b>SPEC INT</b>	<b>INTEREST</b>	<b>TOTAL</b>
Feb-14	455,561.47			4,319.17	459,880.64
Mar-14	547,709.73			11,126.59	558,836.32
Apr-14	339,530.28			7,754.62	347,284.90
May-14	195,904.59			3,347.26	199,251.85

## DELINQUENT COLLECTIONS

<b>MONTH/YEAR</b>	<b>TAX</b>	<b>INTEREST</b>	<b>SPECIAL</b>	<b>SPEC INT</b>	<b>TOTAL</b>
Jan-14	246,519.26	64292.79	8175.06	1,328.85	320,315.96
Feb-14	141,067.34	44760.82	4437.98	1,214.87	191,481.01
Mar-14	196,823.68	69049.31	13413.08	2,747.79	282,033.86
Apr-14	116,505.45	42237.18	3376.55	718.79	162,837.97
May-14	78,335.98	37327.84	10479.49	2,778.96	128,922.27

*Respectively Submitted,  
Shawn Handland, Treasurer*