



*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: March 9, 2015**

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

Attached is the March 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”**

Work commences following closing of property sales: Admin Center, Associated Bank & Lot C

Staff work has begun in multiple areas to support implementation of the interconnected relocation plan enabled by the simultaneous property sales.

Design work has been proceeding for the three construction projects:

- Build out in the Law Enforcement Center for Child Support & Corporation Counsel
- Addition to the Health and Human Services Building
- Remodeling of the Associated Bank Building

In addition, the Finance Department and County Administrator have been working with our Financial Advisors at Springsted to identify the most cost effective means for financing the construction projects and support for the future debt payments. We anticipate reporting the overall debt service plan to the County Board in April or May.

*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 March 2015

### Lakeview Health Center

#### **LAKEVIEW CAMPUS UPDATES**

Although there are many action items currently in process by HSR and Market & Johnson to begin the Lakeview campus project, one of our first steps is to develop plans for equipment. Internal meetings with Facilities, Finance and IT staff are ongoing to identify IT and communication/security equipment needs. Items such nurse call system, wander management systems, door alarms are all planned. Other types of owner-purchased equipment, such as food service and medical, are also in the planning stages.

In addition to planning for the building project itself, other operational strategies are also being discussed and developed with staff, Personnel, Workforce Connections, & other stakeholders. These strategies will be incorporated into an overall plan to address a smaller census planned for mid-2016.

#### **CARING FOR INDIVIDUALS WITH DEMENTIA AND COMPLEX BEHAVIORS**

A round table discussion was held in January to begin to address challenges related to caring for individuals with dementia and complex behaviors in the La Crosse region. Many challenges were identified during this discussion, primarily around services for individuals in "crisis" and the costs surrounding those services. Follow up meetings are being scheduled to identify opportunities for increased collaboration & training. In addition, follow up with the WI Department of Health Services is planned in order to advocate at a State level for changes to how these services are provided and funded.

Thank you for your ongoing support for a campus replacement. We are excited to begin this project and hope to see many of you out here over the next several months as we "break ground"!

If you have questions or comments about these or any other issues, please stop in or call me. Thank you.

Submitted by:

*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 March 2015

### Human Services

#### **COMMUNITY ACCESS AND RESOURCES SECTION**

##### 2015 State Aging & Disability Resource Center (ADRC) Customer Satisfaction Survey

The State of Wisconsin will be doing a group face-to-face customer survey of ADRC clients in 2015 in La Crosse County. Survey participants will be selected at random from recent client lists.

##### Dementia Care Redesign

The ADRC and Adult Protective Service (APS) units of the Community Access and Resources Section (CARS) participated in a Community Wide Dementia Care Redesign meeting in January. This group will continue to meet to develop improved systems for serving consumers affected by dementia.

#### **ECONOMIC SUPPORT**

##### Parent Pay Pilot

The Western Region for Economic Assistance (WREA) Consortium has been asked by the Department of Children and Families (DCF) to pilot "Parent Pay" in late 2015. Parent Pay is a major initiative that will reform the Wisconsin Shares Child Care Assistance subsidy reimbursement system. Similar to the Food Share program, parents that are eligible to receive Child Care Assistance will receive an EBT card loaded with funds to help pay for their daycare expenses. Parent Pay will allow the Wisconsin Shares Child Care Assistance program to more closely align to the private market, with parents purchasing daycare from a qualified daycare provider instead of checks being issued by the State to providers based on their attendance records.

##### BadgerCare Plus Applications

The Western Region for Economic Assistance (WREA) has received a large influx of Badger Care Plus applications since the beginning of the current Marketplace open enrollment period December 15<sup>th</sup>. With nearly 1,400 new Badger Care Plus applications, consortium staff have been focusing on getting the applications processed within 30 days from the date applications are received from the Marketplace. WREA's Call Center will be closed on Wednesdays through March to enable Call Center staff to assist with processing applications. The current Marketplace open enrollment period ends February 15<sup>th</sup>.

##### Health Care Coverage for Inmates

WREA has implemented new procedures to allow inmates of both prison and local jails to apply for BadgerCare Plus prior to being released. Inmates that have a scheduled release date within 60 days are able to call WREA's toll-free number to have their application processed immediately by phone. The Department of Corrections has developed procedures to assist inmates with their applications, and WREA is working with local jails to develop procedures for jail inmates to apply for BadgerCare Plus. The procedures are being implemented to ensure inmates have health care coverage available upon being released from jail or prison.

## **JUSTICE SUPPORT SERVICES**

### Deferred Prosecution/Diversion Agreements

Beginning January 1, the Diversion Program, formerly housed in the District Attorney's Office, was transferred to Justice Support Services. The referral process remained consistent with the original process, but each person is assessed using a risk and needs assessment to determine services and programming.

### Community Partnerships

Community partnerships continue to expand and change. Within the last month, Justice Support Services was approached by The Parenting Place to initiate parenting programs in the jail or at Ophelia's House, and Workforce Connections obtained a grant to provide mentorship for people involved in the criminal justice system.

*Jason Witt, Director  
Human Services*

## **Health Department**

### 2014-2017 Strategic Plan

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

Please see page two of this report for the Health Dept 2014 year end Performance Management Tracking Log for priority activities as chosen by the Health and Human Services Board. Of the 34 performance standards used to measure success in meeting the 4 Health Dept. Strategic Goals for 2014, 29 were accomplished. The remaining 5 will be carried forward into 2015 Performance Management Tracking Log.

Activities in the last two months follow:

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

#### Actions

- A. A community health needs assessment update required to be completed by state statute has begun with completion expected in fall 2015
- B. Investigation of 6 suspected cases of measles all were determined to be other forms of illness
- C. Analysis of success in controlling mosquitoes through habitat and other pest control strategies will be used to continue to improve programming in 2015.

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

#### Actions

- A. Staff is heavily involved in planning for space changes needed to accommodate the closing of the Administrative Center.
- B. Staff is receiving training in Health Impact Assessment analysis techniques as applied to frac sand mining.

Goal #3 – Balance fiscal responsibility with innovative funding

Actions

- A. Funding to continue to support the Medical Reserve Corp was received.
- B. The Health Dept has been selected to coordinate the Wisconsin Well Women program in the region along with the needed funding.
- C. The Smart Seniors Program began a new 16 week session.

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

Actions

- A. It was determined that there was not a need to open an emergency warming shelter because of sufficient capacity at partner organization locations.
- B. The Coulee Region Immunization Coalition kicked off a HPV immunization campaign.

*Submitted by Doug Mormann, Director*

# 2014 La Crosse County Health Department Performance Management Tracking Log

## 4th Quarter Final Report

Action Item #	Performance Standard	Performance Measure	Baseline in 2013	Target in 2014	Current Value	Status	Follow-up: QI/IP/PP/C/A
<b>Strategic Goal 1: Prioritize the Work We Do</b>							
1.1.1	Strategic Plan	Percent of staff will be trained on evidence based practice via a TLC by December 31, 2014	New Initiative	90%	92		IP
1.2.1	Strategic Plan	Was a plan developed by December 31, 2014 to collect feedback from internal & external stakeholders and partners on services provided?	New Initiative	Yes=1; No=0	1		IP
1.4.1	Strategic Plan	Number of emerging public health issues considered and acted upon by the Health & Human Services (HHS) Board by December 31, 2014	23	2	10		IP
1.4.2	Strategic Plan	Was the Public Health Emergency Plan (PHEP) exercised by staff by December 31, 2014	Yes	Yes=1; No=0	1		IP
<b>Strategic Goal 2: Ensure a competent, trusted, and motivated workforce</b>							
2.1.1	Strategic Plan	Was a system developed by December 31, 2014 to monitor the implementation of the workforce development plan?	New Initiative	Yes=1; No=0	1		IP
2.1.2	Strategic Plan	Was the implementation of the workforce development plan reported to the HHS Board by December 31, 2014?	New Initiative	Yes=1; No=0	1		IP
2.2.1	Strategic Plan	Number of all staff meetings held by December 31, 2014	1	2	3		IP
2.2.2	Strategic Plan	Was employee satisfaction baseline data collected by December 31, 2014?	New Initiative	Yes=1; No=0	1		IP
2.2.4	Strategic Plan	Maintain the Health Department staff average longevity at 9.5 years or greater by December 31, 2014.	10.26 years	9.5	10.44333333		IP
2.3.1	Strategic Plan	Number of media releases disseminated by December 31, 2014	79	24	61		IP
2.3.2	Strategic Plan	Number of public health presentations given to different community members and/or groups by December 31, 2014	New Initiative	12	347		IP
2.3.3	Strategic Plan	Number of visitors to the La Crosse County Health Department's website by December 31, 2014	New Initiative	36,000	28829		IP
2.3.4	Strategic Plan	Number of times social media outlets were used to communicate about public health news with community members by December 31, 2014	New Initiative	36	568		IP
<b>Strategic Goal 3: Balance Fiscal Responsibility with Innovative Funding</b>							
3.1.1	Strategic Plan	Number of programs that address at least 7 health focus areas/priorities in the current state health plan (Healthiest Wisconsin 2020) by December 31, 2014	22	14	15		IP
3.1.2	Strategic Plan	Number of financial and program audits initiated and participated in by December 31, 2014	8	12	12		IP
3.1.3	Strategic Plan	Percent of divisions completing a program prioritization tool with each budget cycle by December 31, 2014	100%	100%	100		IP
3.2.1	Strategic Plan	Was the percent of a full time equivalent (FTE) from the tax levy assessed in order to dedicate to department-wide grant writing by December 2014?	New Initiative	Yes=1; No=0	0		IP
3.2.2	Strategic Plan	Were department fees in the budget increased to account for inflation rates by December 2014?	Yes	Yes=1; No=0	1		IP
3.2.3	Strategic Plan	Maintain percent of operating costs accounted for by tax levy money by December 31, 2014	58.70%	60%	57.2		IP
3.4.1	Strategic Plan	Was the feasibility for staff at the La Crosse County Health Department to conduct La Crosse County employee health assessments determined by December 31, 2014?	New Initiative	Yes=1; No=0	1		IP
3.4.2	Strategic Plan	Number of quality improvement projects conducted by December 31, 2014	0	2	2		IP
<b>Strategic Goal 4: Participate in, lead, and build effective Community partnerships</b>							
4.1.1	Strategic Plan	Was a baseline list of community coalitions and partnerships that the La Crosse County Health Department staff participate (note responsibilities, if any) developed by June 2014?	New Initiative	Yes=1; No=0	1		IP
4.1.2	Strategic Plan	Was an evaluation of coalition and partnership involvement developed by August 2014?	New Initiative	Yes=1; No=0	1		IP
4.1.3	Strategic Plan	Was coalition and partnership involvement evaluated and was it determined if the La Crosse County Health Department should continue involvement with coalitions and partnerships in 2015 by December 31, 2014?	New Initiative	Yes=1; No=0	0		IP
4.1.4	Strategic Plan	Was the level of collaboration in 2013 with higher institutions of learning determined (internships, presentations to classes, research, etc.) by December 31, 2014?	New Initiative	Yes=1; No=0	1		IP
4.2.1	Strategic Plan	Number of legislative gatherings held by December 31, 2014	2	2	1		IP
4.2.2	Strategic Plan	Number of public health resolutions brought to the HHS board on proposed or current local/state/federal legislation by December 31, 2014	6	2	5		IP
<b>2013 Dashboard Standards and Measures</b>							
Strategic Objective: 3.1	2014 Approved Budget	Expenses reported as a percentage of revenues by the end of December 2014	90.90%	100%	99.16		IP
Strategic Objective: 3.1	WI State Statutes	Number of foodborne outbreaks at La Crosse County Health Department licensed facilities at the end of December 2014	1	0	0		IP
Strategic Objective: 3.1	WI State Statutes	Percent of communicable disease incidents closed in the health education division by December 31, 2014	96.80%	100%	101.7208333		IP
Strategic Objective: 3.1	Provide home healthcare visits to unduplicated clients	Number of unduplicated clients receiving home healthcare services at the end of June 2014	30 per month	31 per month	30		IP
Strategic Objective: 3.1	Nutrition Division Goals	Percent of infants born to WIC mothers who are breastfed at birth and continue to breastfeed until 6 months of age by December 31, 2014 (Total infants=739; Annual average of WIC infants from 2006-2013)	26%	29%	24.625		IP
Strategic Objective: 3.1	Evidence Based Strategy & The Morbidity and Mortality Weekly Report from the CDC	Percent of children who received more than one fluoride varnish application by December 31, 2014 (Total clients=483; includes kids who go through triage clinics or attend one of the non Seal-A-Smile clinics)	44.90%	50%	58.275		IP
Strategic Objective: 3.1	WI State Statutes	Percent of communicable disease incidents closed in the vector control division by December 31, 2014	100%	100%	10000%		IP
Target will be met: Within 5% of target value							
Progress towards target: Within 6-19% of target value							
Consider QI project: 20%+ outside of target value							
Post Poned/Abandoned							

QI= Quality Improvement; IP= In-Progress; PP=Post Poned; C=Complete A=Abandoned

# MONTHLY REPORT TO THE COUNTY BOARD

## Internal Departments March 2015

### Treasurer's office

We have just finished February settlements with 17 of our municipalities for the current tax year. We do our final settlement with the City of La Crosse in August of each year. Collections on an average were up about 2% over the previous year. The amount to collect in our office which includes 2<sup>nd</sup> half payments on tax bills and delinquent amounts was down about \$1.2 million from 2014. Our office is in the process of sending out March notices to delinquent property owners. I attended the WCCO conference March 2<sup>nd</sup> thru March 4<sup>th</sup>. There was very good discussion on the additional information on what will accompany the property tax bill. Proposed in the budget bill it has been mentioned that all debt information along with referendum information for communities will be part of the property tax bill. This would cause in La Crosse County as well in other counties additional costs for mailings, programming costs and a change to our processes. Also there was a lengthy discussion with the Director at the Department of Revenue in regards to County Wide assessment. This is also part of the Budget bill that was introduced and the goal of implementation in early 2017. The Wisconsin County Treasurer's Association is at this time opposed to each of the above budget line items at their current format. We believe with enough discussion and work that can be accomplished thru meetings with towns, villages and the Department of Revenue that a better product can be produced without trying to make quick decisions on trying to get them implemented and then working out the problems at a later date. Our office is also processing a current sale of tax foreclosures in March which will be brought to the Public Works committee for approval of any bids that are received in April. We are also moving forward on the doing a two year tax foreclosure process to get our office caught up by the end of 2015. We have sent out title searches and awaiting the information which is to be received by the end of March. If you have any questions or concerns please feel free to stop by or contact me.

Respectively submitted,

Shawn Handland  
La Crosse County Treasurer

### Personnel

#### 2014 Recap:

As of December 2014 there were 1356 employees working for the County.

- 853 of those were full time employees
- 263 of those were part time employees
- 240 of those were irregular part time employees (on call, seasonal, less than half time and temporary)

Approximately 69% (936) of County employees are Female and 31% (420) are Males.

The Average Age of the Workforce in the county (all employers) is approximately 40.8 years. (wi DWD, 2013)

The Average Age of County Employees is 45 years. Average Age of Managers is 50 years.

Years of Service average of All employees = 9.96 years  
Years of Service average of management employees = 14.86 years

In 2014, there were requests to hire 372 positions for external recruitment.

In 2014, about 36% of employees (488) belonged to one of 5 Collective Bargaining units. Only the WPPA Deputies, 30 people, have full collective bargaining rights due to the passage of Acts 10 & 32 in Wisconsin. The remaining four have bargaining rights regarding base wage only.

#### **Wage:**

The Avg Wage (Salary / FTE) of all Employees of La Crosse County is appx. \$35,685 in 2014

State DWD reports avg. wage for All Occupations in La Crosse in 2012 as \$37,464. (trended up .6% per year based on last trend) \$37,915 in 2014 (est.)

State DWD reports avg. wage for Education & Health in La Crosse \$45,681 in 2014 (est.) in 2012 as \$45,499. (trended up .2% per year based on last trend) (employs greatest number of people in region)

#### **Benefits:**

Based on average wage, the cost of fringe benefits including Health, Dental, Life and Retirement for a full time County Employee with family insurances in 2014 was \$26,363 or 71% compared to average wage. (benefit data not available for County residents)  
Approximately 962 employees or 70% participate in County Health Insurance. La Crosse County has had NO increase in Health or Dental insurance rates for an unprecedented 5 years! (2015, 2014, 2013, 2012, 2011)

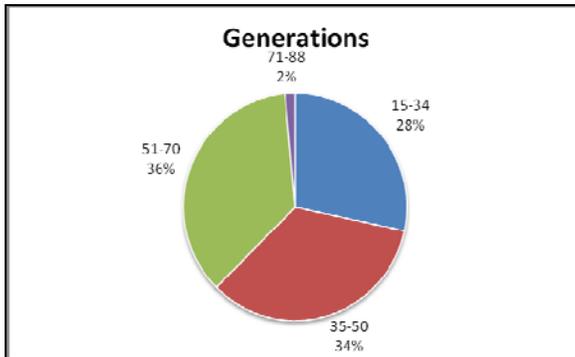
#### **Recruiting & Retaining Future Employees**

I had the opportunity to attend a program that focused on the different generations currently in the workforce and how that will change in the future. All generations have different skills and work styles that are valuable to the workplace. The purpose of the generation "titles" is not to "label" individuals but to generalize and understand how and why work styles vary. La Crosse County currently has four generations in the workforce:

- **Mature/Silents (1927-1945)**-Grew up working very hard and kept quiet. Children should be seen and not heard. Most women stayed home to raise children; if they worked it was likely as a teacher, nurse or secretary. Men generally kept their jobs for life. Disciplined, self-sacrificing and cautious. Grew up during the Great Depression, the Dust Bowl, WWII, and the Korean War.
- **Baby Boomers (1946-1964)**-Identified as such due to a significant increase in the number of births that occurred. Women began working outside the home in record numbers. They are the first TV generation. They tend to be more positive about authority, hierarchal structure, and tradition. One of the largest generations in history with 77 million people. Grew up during the rise of suburban living and protests against U.S. involvement in the Vietnam War.
- **Generation X (1965-1980)**-A peak in divorce and working moms created "latch-key" kids out of many in this generation. This led to traits of independence, resilience and adaptability. They tend to commit to self rather than an organization or a specific career. In their lifetime, they average 7 career changes. They want what they want and want it now. Cautious, skeptical, and self-reliant. Grew up during the rise of AIDs & HIV, fall of the Berlin Wall, and the birth of the internet.
- **Generation Y/Millennials (1981-2000)** - Identified as more family-oriented and willing to sacrifice career advancement for a better work/life balance. Yet, they are still confident and ambitious. Prefer to work in teams. They envision the world as a 24/7

place and want fast, immediate processing and unlimited access to information. Tech savvy and they have never known a world without computers. Love challenges. Frequent career moves (as often as every 3 years). They like flexibility and recognition. Grew up during the 9/11 terrorist attacks, the first Gulf War, and increased school/workplace shootings.

<u>Age Range</u>	<u>Total</u>
15-34(Gen Y/Millennials)	386 employees
35-50(Gen X)	464 employees
51-70(Baby Boomers)	490 employees
71-88(Mature/Silents)	20 employees



As the "Baby-Boomers" retire and leave employment, the number of Millennials will increase..."68% of corporate recruiters say that it is difficult for their organizations to manage Millennials."-Forbes. We as an employer need to strategize on how to attract and recruit this next generation (the Millennials) and more importantly, "How do we retain them?"

Respectfully Submitted,

*Mary Marco*  
*County Personnel Director*

## County Clerk's Office

### Elections

- February 17<sup>th</sup> Primary:** A countywide primary was held on February 17<sup>th</sup> that included the Circuit Court Judge, Branch 5 contest. Three candidates were on the ballot with two moving on to the April 7<sup>th</sup> Spring Election. It was a very close race with only 24 votes separating the 2<sup>nd</sup> and 3<sup>rd</sup> place candidates on election night. After the official canvass and tabulating late arriving absentee ballots, the final difference was 25 votes. Needless to say, we were preparing for a recount, but in the end, the 3<sup>rd</sup> place candidate decided against a recount.

Voters in the Town of Campbell also had a Town Chairperson primary on their ballot and parts of the Town of Greenfield and Washington had a Westby Area School District primary on the ballot. That made for a slightly higher turnout but overall, La Crosse County saw a measly 8.9% voter turnout.

- April Spring Election:** We have already compiled the contests and candidates from the State, all the Municipalities and School Districts and created our ballot proofs for the April election. There are 61 ballot styles for the April election. Absentee ballots are required to be delivered to the Municipal Clerks no later than March 16, 2015 for mailing

of absentee ballots on March 17, 2015. In-person absentee voting will begin on March 23, 2015.

**Dog Licenses**

- We mailed out approximately 8300 Courtesy Reminder notices to La Crosse County dog owners (outside of the City of La Crosse) who have not licensed their dogs yet. This notice reminds dog owners that their 2014 dog tags expired December 31<sup>st</sup> and they should purchase the 2015 tag now. It also warns them that if they purchase the tags after April 1<sup>st</sup>, there is an additional \$25 late fee, and that the fine for failure to license dogs by mid-year, when we process citations, is \$200.50.

Respectfully Submitted,  
Ginny Dankmeyer, County Clerk