



*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 7, 2016

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”

March 7, 2016 Planning Meeting

We have a number of interesting reports to keep the Board up to date on the following:

- Report on Neighborhood Based Social Workers and the Family Services Collaborative (Jason Witt)
- County Impact on Economic Development (Brian Fukuda & Charlie Handy)
 - Grant activity and Projects by County Staff
 - Impact of Downtown Campus projects on local economy
- Seven Rivers Alliance Executive Director Presentation (Lisa Herr)

*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 March 2016

Lakeview Health Center

LAKEVIEW CAMPUS UPDATES

Work has begun on the planning process for training and implementation of new systems in the replacement campus, including communication systems, phones, and nurse call. Final planning for resident room furnishings also continues. A variety of staff have been involved in the discussion and planning for these spaces to assure the furnishings are functional. Feedback will also be gathered from residents and families regarding use of resident spaces and appropriate furnishings. This process is expected to be completed over the next few weeks.

LAKEVIEW RESIDENT RELOCATION PLANNING

Since authorization for the Lakeview Resident Relocation Plan was obtained from the State of WI, Department of Health Services late last year, 10 residents have been identified for potential relocation to another setting. All of these individuals have completed the functional screening process with several residents newly enrolled in a managed care organization. Currently, all are in an active discharge planning process. This process is closely monitored by advocates and State representatives.

STAFFING TRANSITIONS

Working with Personnel and Administration, a staffing transition plan has been developed to complete the campus reorganization. This general plan has been communicated to staff via monthly Town Hall meetings and other internal staff meetings. As staff are informed of their schedule and employment status over the next several weeks, supports such as the Employee Assistance Program will be offered to affected staff.

If you have questions or comments about this report, please email or call.

Submitted by:

Wanda Plachecki, Administrator
wplachecki@lacrossecounty.org
608-786-1400
Lakeview Health Center

Veterans Services

Please see attached flier.

Adam Flood
La Crosse County Veterans Service Officer

VETERANS EXPO

FOR

VETERANS, SPOUSES OF VETERANS, AND DEPENDENTS OF VETERANS

Thursday, March 10, 2016
La Crosse Center — North Hall
300 Harborview Plaza
La Crosse, WI 54601

11:00 a.m. to 7:00 p.m.

The Veterans Expo will have qualified professionals on hand to answer questions regarding the following benefits:

- Disability Compensation / Pension
 - Financial Assistance
 - Health Care
 - Housing
 - Nursing Home Care
- Education
 - Funeral Benefits
 - Home Health Care / Long Term Care
 - Job Assistance
 - Social Security Benefits

...and any other benefit questions you may have.

Event questions can be directed to La Crosse County Veterans Service Office at 608-785-9719.

Patriotic Sponsors:



MONTHLY REPORT TO THE COUNTY BOARD

Health & Human Services March 2016

Human Services Department

INTEGRATED SUPPORT & RECOVERY SERVICES (ISRS)

ISRS Assistant Manager Hired

Christin Skolnik was selected to be the newly created ISRS Assistant Manager. This position will spend the vast majority of time working with the Comprehensive Community Services (CCS) program (100% state funded) to maximize the economic impact of this program for the County and the clinical impact for children and adults served. Christin was previously the CCS Administrator who led us to become the first regional (and thus 100% state funded) model certified in Wisconsin.

FAMILY & CHILDREN'S

Early Childhood Collaboration

Great Rivers United Way received a Race to the Top Grant from the Wisconsin Department of Children and Families. We are participating on the strategic planning committee for early childhood collaboration.

AGING & DISABILITY RESOURCE CENTER (ADRC)

Family Care Redesign

The second report by the Department of Health Services (DHS) was completed regarding Medicaid waiver request progress. Link to the report:

https://docs.legis.wisconsin.gov/misc/lfb/jfc/200_reports/2016_01_04_health_services_medicaid_waiver_request_progress.pdf

Building Dementia Capable Crisis Response

The ADRC was awarded a competitive Innovation Grant for Building Collaborative Dementia Capable Crisis Response by the Wisconsin Department of Health Services to begin in January 2016. This is an 18-month grant of \$77,100 to provide training/information, coordination services and management/reporting of system gaps that occur in crisis response for people in our community with dementia.

Dementia Care and Caregiver Services

The ADRC will have its primary focus this year on dementia care and caregiver services. As a part of this, a recent interview was given to the La Crosse Tribune regarding options to assist individuals with "aging in place". We are also working to better coordinate our funding options that are available to individuals and caregivers so we use the resources efficiently; these funds were previously split between the ADRC/Human Services and the Department on Aging.

Caregiver Coach Program

The ADRC received an \$8000 grant from the Franciscan Sisters of Perpetual Adoration (FSPA) to support the activities of the Caregiver Coach program.

ECONOMIC SUPPORT

New Performance Standards for the WREA Consortium's Fraud Prevention and Investigation Program (FPIP)

The Department of Health Services (DHS) has implemented new performance standards around how the Income Maintenance (IM) Consortia conducts fraud prevention and investigation activities. New methodologies have been developed to measure the cost-benefit of the FPIP to ensure the benefit savings as a result of the fraud prevention and investigation activities exceed the administrative costs. This is now a performance standard for 2016. Timeliness of investigations is also a performance standard for 2016. Timely clarification of household discrepancies or suspected fraud is important to making sure benefits are either correct, or to make updates to ensure benefits issued are corrected as quickly as possible. Beginning in 2016, DHS is requiring that investigations be completed within an average of 20 calendar days or less from the date that a referral is made for an investigation. Western Region for Economic Assistance (WREA) Consortium's management is currently working with the Contract Unit to develop a Memorandum of Understanding (MOU) with Central States Investigators, the vendor that provides fraud investigation services for the consortium, to implement changes to the FPIP guidelines.

Operational Changes to the WREA Consortium's Model

As a result of the Income Maintenance (IM) Operational Analysis conducted by the Department of Health Services (DHS), all 10 Consortia in the State are working on plans to move toward a One-Touch Model. Under the One-Touch Model, services are structured to allow customers an opportunity to have all of their needs taken care of in a single phone call to the Consortium. This includes applying for programs of assistance and completing periodic reviews of their eligibility. Towards implementing the changes, the number of dedicated WREA Call Center staff was increased beginning February 1st. In addition, staff on other teams are assigned regular shifts to also assist in the WREA Call Center. A waiver that Food and Nutrition Services (FNS) approved that will reduce the number of scheduled appointments needed to complete the required application interview for Food Share will further increase the need for staff in the Call Center. WREA will be implementing the waiver in May, and it is anticipated that Call Center shifts will be longer or staff will be transitioned to all be assigned to the Call Center. When WREA reaches a full One-Touch Model, following the same changes all 10 Consortia statewide are making, staff will be assigned to the Call Center and have shifts outside of the Call Center where they are assigned to specific tasks based on Consortia need. Tasks include processing verification documents, data exchanges and completing appointments that are scheduled at the customer's request. Because of the complexity of Long Term Care programs, the One-Touch Model is not planned to include these programs.

Jason Witt

Director of Human Services

Health Department

Health Improvement Plans: Every five years the Health Department is required to assess the health status of the community (called a "CHA") and create a health improvement plan (called the "CHIP"). The Health Department is in the process of taking our assessment data and bringing community partners together to prioritize the data into groups to identify the top 3 areas we should focus on in the next 3-5 years. This meeting will take place in April. Stay tuned for more information on this. Just as local health

departments are required to complete regular community health improvement plans, the state must complete one as well. Our plans connect to the state plan in many ways. The state is developing a new five-year health improvement plan and this process will be called WI-HIPP (WI Health Improvement Planning Process). The most current state plan is called Healthy Wisconsin 2020 and is available at:
<https://www.dhs.wisconsin.gov/hw2020/index.htm>.

2016 State of Public Health: Every year the Centers for Disease Control and Prevention Director Tom Frieden gives the “state of public health” address through the American Public Health Association’s newswire. His fourth annual address can be found at:
<http://www.publichealthnewswire.org/?p=14449>. Director Frieden gives what he believes are the CDCs greatest opportunities and challenges for this year ahead. Some of these include:

- Stopping Ebola in West Africa and eradicating polio in Pakistan and Afghanistan
- Reverse the opioid epidemic (better prescribing practices & decreasing the supply)
- Double our efforts on the two leading killers—heart disease and cancer.

Perhaps most importantly, Director Frieden says “we are under pressure to keep effective programs from becoming victims of their own success.” As preventive measures for health are more successful, the public is less likely to support them.

Activity Highlights: The Health Department engaged in the following activities during January 2016...

- **Assess the Community:** Members of the Community Health Improvement Plan (CHIP) Development Team sponsored 3 Community Health Forums to share county-specific health-related data with county residents. Residents were asked to rank their top health concerns. Their responses will be included in our Community Health Assessment (CHA), and used to identify priorities for our next CHIP; 63 persons attended.
- **Investigate:** Sanitarians investigated a foodborne illness complaint at an Onalaska restaurant. Two mold hazards in homes were investigated on French Island. The Nursing Division responded to reports of 16 Reportable Communicable Diseases, including Hepatitis B & C, invasive Streptococcal Disease, Norovirus, and influenza-associated hospitalizations. The Health Education Division investigated 69 chlamydia during the month of January.
- **Inform & Educate:** Environmental health staff provided 3 media interviews for Radon Action Month and 300 radon kits were sold. The department-led Coulee Region Immunization Coalition sponsored a regional HPV Vaccine and Disease Awareness Campaign which included billboards, TV and radio ads, and print articles in regional publications. Biodiversity Educator delivered 2 separate Nature Connections programs at 10 different sessions, 5 in each site with 75 people attending. Vector Control participated in one educational program and one media interview.
- **Access to Care:** An immunization clinic was held for families in the Schuh Homes neighborhood. Fluoride Varnish oral health services were provided for children at the Head Start Centers and in collaboration with Onalaska WIC clinic. Seal-A-Smile oral health services were provided for children at Northern Hills, Irving Pertzsch, and Eagle Bluff schools.

- Quality Improvement: Lab staff updated the lab Quality Manual, SOP Manual, and Chemical Hygiene Plan as required by state law. Annual proficiency samples were tested for total phosphorus and nitrate. Both tests passed and the lab remains certified to conduct drinking water testing.
- Other: (1) Three Healthy Living Heroes and 2 Honorable Mention Healthy Living Heroes were awarded at the January Healthy Living Collaboration meeting coordinated by the Health Education Division; three State Legislators also attended. (2) Through tobacco compliance checks with tobacco retailers, 5.2% of La Crosse County retailers were found to violate tobacco age restrictions (must be age 18 to purchase tobacco).

Respectfully submitted,

Jennifer Rombalski
Health Director

MONTHLY REPORT TO THE COUNTY BOARD

Internal Departments March 2016

Personnel Department

EMPLOYEE COUNT STATISTICS-JANUARY 2016

MONTH	TOTAL EMPLOYEES	FULL TIME	PART TIME	IPT*	FULL TIME EQUIV.	NEW HIRES	TERMS	TURNOVER RATE
JAN	1341	862	238	241	1097	22	22	1.64
2015								
DEC	1347	858	237	252	1101	15	22	1.63
NOV	1354	860	237	257	1104	20	26	1.92
OCT	1361	861	240	260	1110	24	30	2.20
SEP	1368	868	243	257	1118	17	32	2.34
AUG	1387	878	247	262	1131	20	25	1.80
JULY	1393	884	244	265	1137	33	22	1.58
JUNE	1379	877	244	258	1128	46	28	2.03
MAY	1362	872	248	242	1121	45	37	2.72
APR	1355	857	253	245	1109	30	33	2.44
MAR	1354	850	258	246	1106	26	27	1.99
FEB	1356	844	262	250	1104	29	22	1.62
JAN	1349	844	263	242	1104	16	16	1.19

IPT =Irregular Part Time (such as on-call, less than half time, seasonal, temporary)

FTE =Full-time equivalent employees (actual hours paid including overtime)

New Hire =New employees started

- Much planning and preparation for the ERP and Kronos projects.
- On March 3rd, from 3-7pm a Career Fair will be held at the Southside Neighborhood Center in collaboration with the Human Resources departments of the City of La Crosse and the La Crosse School District. The Personnel department has been planning and preparing for the Career Fair which will allow the community an opportunity to become more familiar with careers available.
- Lakeview employees have filed a petition for election, working with the WFRC on stipulation of bargaining unit description and eligibility list.
- Prepared employee lists of those eligible to vote in petition for annual election of the four AFSCME unions.

Respectfully submitted,

Mary Marco

County Personnel Director

Treasurer's Office

A lot has happened in the Treasurer's office since my last report. We have finalized settlements with all of the local municipalities (except the City of La Crosse) which now the county takes over all of the delinquent balances and second half payments. Total collections from now until the end of August will be about \$20 million. In February we also interviewed candidates for the vacated position due to the retirement of Anne Topinka. Our new person who starts on March 14th is Amy Twitchell which previously worked in the County Clerk's office so if you get a chance stop by and say hello. On this note I have to commend my Deputy Treasurer Jeanne Witcraft for all of the hard work that she has been doing in this transition period. Even with being short staffed we are managing the day to day activities and still moving on some of the larger projects that need to be done. We are currently advertising parcels from our 2010/2011 foreclosure action that we finalized in December and hope to be taking something to the April County Board meeting. We are working on the list for the 2012 foreclosure filing and will be sending these out for title searches in the next month. March 8-9 is the annual WCCO conference in Madison to discuss legislative items and a chance to meet with local representatives from Madison on key issues happening with the Treasurer's offices. We have had some changes in publications of unclaimed funds that were recently approved in the Senate and a bill that we are also watching is the collection of outstanding funds by county. This mostly pertains to larger counties but could affect La Crosse County. Also if you have any questions or concerns please feel free to stop by or contact me.

Respectively submitted,

Shawn Handland

La Crosse County Treasurer